

Frequently Asked Questions

How do I reserve a hotspot?

Hotspots can be reserved online using your library card. For further information, contact your respective library:

Chester County Library: 610-344-5957 or ref@ccls.org

Henrietta Hankin Branch: 610-344-4191 or hhreference@ccls.org

Is there a fee to borrow a hotspot?

The fee for borrowing a 3 day hotspot is \$6 plus sales tax. The fee for borrowing a 7 day hotspot is \$14 plus sales tax.

Who can reserve a hotspot?

Valid Chester County Library System cardholders who are 18 years old or older and whose cards are fine free can reserve a hotspot.

How far in advance can I reserve a hotspot?

Currently reservations can be made up to 60 days in advance.

Do I need my library card to pick up the hotspot?

Yes, you will need to present the library card number that you used when reserving the hotspot to pick it up, unless your record indicates that someone else is authorized to pick up your materials.

What is the Pickup Date?

"Pickup Date" is the day you pick up the hotspot. Hotspots may be picked up on the pickup date starting when the library opens. [See library hours here.](#)

What is the "Due Date"?

"Due Date" is the day you return the hotspot. Hotspots need to be returned by the closing time of the library on their due date. [See library hours here.](#)

Can I renew a hotspot?

Please contact the library where you checked out the hotspot. Renewals will depend on availability.

Where do I pick up my hotspot?

Hotspots can be picked up at the libraries' Check Out desks on the "Pickup Date."

Where do I return my hotspot?

Hotspots must be returned at the libraries' Check Out desk on the "Due Date." Hotspots need to be returned at the library where you checked it out.

Hotspots need to be returned on time so others may use them. Thank you for your consideration of others who are waiting to use the hotspot.

What is the late fee or replacement fee?

The late fee for all hotspots is \$20 per day. If the hotspot is lost or damaged, the replacement fee is \$95.

How do I cancel my reservation?

Reservations can be canceled any time before or on the "Pickup Date." You can call Chester County Library at 610-344-4795 or 610-344-5957 or Henrietta Hankin Branch Library at 610-344-4191 or 610-344-4196. You **must** call the lending library to cancel reservations for hotspots.

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