

Frequently Asked Questions

Please check with museums before planning your visit. While we do our best to block out dates when library museum passes are not accepted, museums may add/change their dates. Also, most museums have restrictions regarding special exhibits/attractions and may have additional charges.

General

How do I reserve a pass?

Museum passes 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

Who can reserve a pass?

Valid Chester County Library System card holders who are 18 years or older and with library accounts in good standing (your account is fine free) can reserve a pass.

Is there a charge to reserve a pass?

There is no charge to borrow a museum pass.

How many people are admitted to a museum per pass?

The membership conditions of each museum vary; to view admission guidelines and visitor perks, please visit the library's [Museum Passes webpage](#) and click on either the Chester County Library or Henrietta Hankin Branch By Museum or Date link.

How many passes can I reserve per day/month?

Two museum passes can be reserved per day per library card. Each museum can be reserved once within 60 days, and up to three different museums can be reserved within 60 days.

How far in advance can I reserve a pass?

Reservations can be made up to 60 days in advance.

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 printable passes.

Printable Passes

Printable passes are good for the date listed on the pass.

How do I pick up my printable pass?

The confirmation email will include a link for your printable pass.

Do I need to print out my printable pass?

Check with the museum to see what their policies are regarding library passes. The library can print out the pass for you, if necessary.

Physical Passes

Physical passes may be used starting on the pickup date through the due date.

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

Yes, you will need to present the library card number that you used when reserving the pass 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 physical pass. Passes 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 physical pass. Passes need to be returned by the closing time of the library on their due date. [See library hours here.](#)

Where do I pick up my pass?

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

Where do I return my pass?

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

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

What is the late fee or replacement fee?

The late fee for all physical passes is \$20 per day. If a pass is lost or damaged, the replacement fee is the cost of the pass plus a \$25 processing fee.

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