

For Immediate Release

April 29, 2020

Plano Public Library Restores Limited Services Holds Service and Returns Resume May 4

Beginning Monday, May 4, all book drops will reopen for the return of books and DVDs. Items currently checked out will have due dates starting the week of June 1. We're asking patrons to check their accounts for details. All libraries will again offer holds pick up and returns of specialty items including STEAM kits, backpacks and Interlibrary loan items porch side, Monday through Saturday from 9 a.m. – 5:30 p.m. Existing holds need to be picked up by May 18.

To help contain the spread of the Coronavirus or COVID-19 within our community, all Plano Public Library facilities remain closed to the public. However, we continue to offer many digital services and virtual programming. Staff members continue to provide assistance by phone and email. For updated information and the virtual program calendar, click on the library website: planolibrary.org.

Here are the procedures for holds pick up: Place items on hold online as you would normally in the library catalog. Wait for notification that holds are ready for pickup (normal email or phone notification). Drive to the library you designated for pickup. Call the library's main number and notify staff you are outside – only call when you have arrived. Provide your library card number or driver's license number. Up to 20 items will be retrieved from the hold shelf for you. Staff will check out items currently on hold and place in the designated area just outside the library entrance, marked with your name. Please wait until items have been placed in the designated area to approach for pickup and assist in maintaining social distancing protocol. Return specialty items similarly: Drive to any library for drop-off, call the library's main number when you arrive at the library and notify staff that you are returning a kit, backpack, or interlibrary loan to the porch.

Plano Public Library is pleased to provide digital learning resources for the community. For assistance using any of these services, please call your library Monday – Friday, 9 a.m. – 6 p.m. (Saturday service starting May 9). You may also email your library question to webref@plano.gov.

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Editor's Note: Visit share.plano.gov/COVID-19update for the latest information.

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About Plano

Plano, Texas, is the largest city in Collin County with a population of 284,070 as of January 2019. Incorporated in 1873, the city is located 20 miles north of Dallas. Niche and AreaVibes recently named Plano as one of the Best Cities to Live in America. Forbes designated Plano one of America's safest cities. The City offers a high quality of life that includes nationally recognized schools, award-winning parks, and

sustainability initiatives and a wide variety of multi-cultural neighborhoods appealing to families, young singles and retirees. Plano is home to the headquarters or regional operations of major corporations such as Toyota, Liberty Mutual, JPMorgan Chase Boeing Global Services, Fannie Mae, FedEx Office, JC Penney, Rent-A-Center, Cinemark Holdings, Denbury Resources and Alliance Data Systems. Our dynamic community features excellent restaurants, vibrant shopping and entertainment venues, a lively historic downtown district and active local arts scene. Easy access to DART light rail and major highways makes Plano a convenient place to live, work and visit. To learn more about Plano, go to our website at plano.gov.