Plano Public Library

Holds Pickup & Specialty Items Return
at all libraries

Monday – Thursday 9:00 am – 8:00 pm
Friday 9:00 am – 5:00 pm
Saturday 10:00 am – 5:00 pm
Sunday 1:00 pm – 5:00 pm

Placing Holds

• Search the library catalog and place items on hold. Learn how to place holds
• Wait for notification that holds are ready for pickup (email or phone notification)

Inside Pickup

• Retrieve items from the designated “Holds” area and checkout using the self-check machines
• Everyone is required to wear a mask over their nose and mouth when using the library

Porch side Pickup

• 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 (if you do not have a cell phone, please ring the bell at the front)
• 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

Specialty Item Return (STEAM Kits, Backpacks, Interlibrary Loans)

• Drive to any library for drop-off
• Call the library’s main number and notify staff you are returning a kit, backpack or interlibrary loan item to the front porch – only call when you have arrived
• Library staff will retrieve the item(s) after you have put them in the designated area
• Staff will check in items following the 72 hour quarantine and will call if there are any missing items

Revised 10/1/2020