FAQs
Frequently Asked Questions
We have received questions from our community regarding what services are available while the library is closed. For all city service and COVID-19 questions and updates, please see the City of Plano, Texas Government page.

Q: When will you reopen the libraries?
A: The library is now open by appointment for Grab and Go Service and Computer Access. Grab and Go appointments are for 1 hour to browse materials and use self-checkout, copy or fax (without computer access), and shop the Friends lobby sales. Reservations are available at all five libraries and may be scheduled online. Computer access appointments are for 2 hours and may be reserved by calling the library.

We appreciate that people see the five Plano libraries as places to engage and learn. We continue to assess the logistics of fully reopening, with the health and safety of the public and employees as our first priority. We are currently focused on high demand services including materials checkout using grab and go service and porch side pickup as well as computer access by appointment. During this unique time, we encourage the use of digital materials for continued online learning opportunities. We look forward to welcoming people to the library and serving our community.

Q: Can I still call the library or get help online?
A: Yes. Library calls answered Monday-Thursday 9 a.m. - 8 p.m., Friday 9 a.m. - 5:30 p.m., Saturday 10 a.m. - 5:30 p.m. and Sunday 1 - 4:30 p.m. or you may email the library.

Q: Can I currently use a computer?
A: Yes, computer access is available by appointment, and is scheduled in advance for two (2) hour sessions. See procedure and schedule here.

Q: What options are there for me to participate in library programs?
A: Tune in to the Plano Public Library Facebook page for live programs! Visit the virtual program calendar for additional information.

Q: Can I return items to the library?
A: Materials may be returned to the exterior book drops. Specialty items like STEAM kits, backpacks, and interlibrary loan materials need to be returned porch side. See procedures and times here.

Q: Have due dates for materials changed?
A: Please check your account online or through the app for due dates. Currently, all items check out for 3 weeks, and access to digital resources is provided even if your account has overdue items.

Q: Are books “quarantined”?
A: Returned items are quarantined for 72 hours and will still show on your account during this time. Holds fulfillment for the next person in line will also be delayed. Having the item(s) remain on your account will not impact your ability to check out additional items. Should you have concerns about borrowing physical materials, we offer a robust digital collection, including books, audiobooks, magazines, newspapers, and more.

Q: Can I place or pick up items on hold?
A: Holds may be placed and picked up porch side. See procedures and times here. You may also learn how to place holds on the library blog PlanoLibraryLearns.org.

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Q: Is the digital library available?
A: Yes, all online resources are available to library card holders, such as eBooks, eAudiobooks, video streaming, newspapers and magazines, and the plethora of online databases. See the eBooks & More page for a list of eLibrary content and the Research and Learn page for databases.

Q: Can I request an item through Interlibrary loan (ILL) currently?
A: Yes, patrons may request ILLs from lending libraries. You may pick up and return ILL items through the porch side process. More details

Q: Can I donate to the Library?
A: Yes, material donations may be dropped off at the loading dock of each library during daylight hours. You may support the library with a financial donation here.

Q: Can I access Ancestry Library Edition online?
A: Yes. Ancestry Library Edition is temporarily available for patrons to access remotely through the end of December 2020. A library card is required for access. The access page shows a fee of $2.50 however patrons will not be charged for accessing Ancestry.com Genealogy Resources