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: We appreciate that people see the five Plano libraries as places to engage and learn. We continue to assess the logistics of re-opening, 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 porch side pickup and computer access by appointment. During this unique time, we encourage the use of digital materials for continued online learning opportunities. We look forward to re-opening our doors and serving our community.

Q: Can I still call the library or get help online?
A: Yes. Library calls will be 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 while the buildings are closed?
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 outside book drops. Specialty items like STEAM kits, backpacks, and interlibrary loan materials need to be returned porch side. See the porch side return procedure here.

Q: Are books “quarantined”? 
A: Returned items are quarantined for 72 hours and will still show on your account during the quarantine. 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: Will items I’ve checked out from the library be due while the library is closed?
A: Yes, please check your account for due dates. Starting July 6 all items will checkout for 3 weeks. Currently, access to digital resources is provided even if your account has overdue items.

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.

Q: Will the digital library still be available?
A: Yes, all online resources are still 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.

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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: Currently, material donations are not being accepted. Please hold items until the Library reopens. 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 September 2020. A Library card is required for access. Patrons will not be charged $2.50 for using Ancestry Library.

Genealogy Resources