

FAQs Frequently Asked Questions

We have received questions from our community regarding what services are available at the library during the ongoing health emergency. For all city service and COVID-19 questions and updates, please see the [City of Plano, Texas Government page](#)

Q: Is the library open?

A: Yes, the library is now open for Grab and Go service and computer access with no appointment necessary. Grab and Go service allows you to browse materials and pick up holds using self-checkout, and shop the Friends lobby sales during a quick visit. Computer access is available for one 2-hour session per day on a first come-first served basis.

Q: When is the library open?

A: The library is open Monday-Thursday 9 a.m. - 8 p.m., Friday 9 a.m. - 5:00 p.m., Saturday 10 a.m. - 5:00 p.m. and Sunday 1 – 5:00 p.m. for Grab and Go, computer access, holds pick up (inside and porch side), and answering [calls](#). You may also [email](#) the library.

Q: Am I required to wear a mask?

A: Yes, everyone is required to wear a mask over their nose and mouth and maintain social distancing while in the library.

Q: Can I spend time reading/studying/meeting/playing in the library?

A: No, there is currently no seating, in-house programs, children's play areas or meeting rooms available.

Q: How do I pick up items on hold?

A: Holds may be picked up inside or porch side. [See procedures for porch pick up here \(PDF\)](#). You may also [learn how to place holds](#) on the library blog [PlanoLibraryLearns.org](#).

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: How do 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 inside or porch side. [See procedures for porch pick up here \(PDF\)](#).

Q: Have due dates for materials changed?

A: Please check your account online or through the app for due dates. You may also print a receipt when using self-checkout as a reminder. 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: 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 a 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 inside or through the porch side process. [More ILL details here.](#)

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.com 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](#)