



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: Can I still call the library?

A: Yes. Library [calls](#) will be answered Monday-Friday from 9am-6pm

Q: How can I get help with online library services?

A: You may [call](#) the library Monday-Friday from 9am-6pm or [email](#) the library

Q: Can I return items to the library?

A: No. All bookdrops are closed. Please keep books and materials until the Library reopens

Q: Will items I've checked out from the library be due while the library is closed?

A: Library items will not be due at this time. Please keep all items until the library reopens. Access to digital resources will be provided even if your account has overdue items

Q: Can I place items on hold?

A: No hold service is available. Items already on hold will stay in place and you will not lose your place in line

Q: Can I pickup items on hold?

A: No. The Library is closed due to the current health emergency. Items already on hold will stay in place

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

Q: Can I donate to the Library?

A: The Library is closed due to the current health emergency. During this time, material donations will not be accepted. Please keep your material donations until the Library reopens

Q: Can I access Ancestry.com online?

A: No. At this time the library is not able to offer remote online access to Ancestry.com. You can access other online [Genealogy Resources](#)

Revised 3/30/2020



Davis Library
7501-B Independence Pkwy
972-208-8000

Haggard Library
2501 Coit Road
972-769-4250

Harrington Library
1501 18th Street
972-941-7175

Parr Library
6200 Windhaven Pkwy
972-769-4300

Schimelpfenig Library
5024 Custer Road
972-769-4200