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 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 get in to use a computer while the library is closed?
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

• 11 a.m. Monday, Wednesday, Friday: Preschool Storytime
• 11 a.m. Tuesday and Thursday: Rhyme Time
• 1 p.m. Monday-Friday: Adult Learning*
• 3 p.m. Monday-Friday: Family Learning
• Book Clubs throughout the month

Q: Can I return items to the library?
A: Materials may be returned to the 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. 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 the pickup procedure here.

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: When will you reopen the libraries?
A: We appreciate that people see the five Plano libraries as valuable places to engage and learn. We are working to secure appropriate cleaning supplies to ensure a good environment for the public and staff upon re-entering the libraries. 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 request an item through Interlibrary loan currently?
A: No, many lending libraries have suspended Interlibrary loans (ILL), so we are not currently accepting requests. You may still return ILL items through the porch side return process.

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.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.