

## Public Facing Services

	Need	Service: Elaboration	Public Facing Links	Scope
Spaces	Library Spaces			
		Room Rental: Program Room and Staff Conference rooms are available for the public to rent. Request application is online	<a href="#">Room Rental</a>	Find and convey locations of building specific library rental spaces.  Direct patrons to room rental application, fees, and general information for all locations.  Direct patrons to appropriate staff to answer questions not covered in public facing link.
		Study Rooms: Individual quiet study rooms are available for use on a first-come first-served basis, no reservations		Find and convey locations of building specific library study rooms.  Convey study spaces terms of use (no reservations, time limit, first come, first served).
	Building Specific Spaces			
		Digital Creation Space: Access to editing and other advanced software as well as video and audio recording devices	<a href="#">Digital Creation Space</a>	Find and convey locations of PPL Digital Creation Spaces.  Find and convey information about accessing the Digital Creation Spaces (reservation requests, age limits, library card in good standing).  Find and convey information about technology available to use in the Digital Creation Spaces.  In-building staff: direct patrons to space, and connect them with needed resources or appropriate staff member.
		Family Place: National network of designated locations that focus on parent education and engagement as well as family support. Each designated location has specially trained staff, a special parenting collection, specially designed spaces for children and caregivers to interact, and offers Family Place Playgroup sessions	<a href="#">Family Place</a>	Convey locations of designated PPL Family Place Libraries and parenting collections.  Find and convey information about Family Place Playgroup sessions and registration.  In-building staff: direct patrons to space, and connect them with needed resources or appropriate staff members.
	Art in the Library			
		On Exhibit at the Library: Public Art is displayed at all five buildings	<a href="#">On Exhibit</a>	Find and convey locations of art currently on display at the library.  In-building staff: direct patrons to art displays.
		Art Coordinators: Each building has a staff member who serves as exhibit coordinator for their location and works with local artists who want to display at the library	<a href="#">Exhibiting at the Library</a>	Find and convey contact information for each building's Art Coordinator.

Digital Collection		Bookmark Contest: Annual contest for all ages to create a bookmark design. Winners have their design printed for patrons to enjoy as bookmarks as well as banners displayed in the library	<a href="#">Bookmark Contest</a>	Find and convey information about the Annual Bookmark Contest.
	E-Content			
		Libby: To read eBook, eAudiobook, and eMagazines	<a href="#">eBooks &amp; More</a>	Convey to patrons eligibility, access and uses of Libby.  Find and convey access location on PPL website, and how to attain Libby app.  Locate and provide to patrons Libby E-Content Handout.
		Flipster: To read eMagazines and access to Consumer Report Annual Buying Guides	<a href="#">eBooks &amp; More</a>	Convey to patrons eligibility, access and uses of Flipster.  Find and convey access location on PPL website, and how to attain the Flipster app.  Locate and provide to patrons Flipster E-Content Handout.
		Kanopy: To stream videos and Great Courses content	<a href="#">eBooks &amp; More</a>	Convey to patrons eligibility, access and uses of Kanopy.  Find and convey access location on PPL website, and how to attain Kanopy app.  Locate and provide to patrons Kanopy E-Content Handout.
		PressReader: To read eNewspapers	<a href="#">eBooks &amp; More</a>	Convey to patrons eligibility, access and uses of PressReader.  Find and convey access location on PPL website, and how to attain the PressReader app.  Locate and provide to patrons PressReader E-Content Handout.
		Wall Street Journal: Digital access to this newspaper	<a href="#">Wall Street Journal</a>	Convey to patrons eligibility, access and uses of Wall Street Journal.  Find and convey access location on PPL Catalog.
		New York Times: Access to the International New York Times, including book reviews and interactive videos and photos.	<a href="#">News</a>	Convey to patrons eligibility, access and uses of New York Times.  Find and convey access location on PPL website, and how to attain New York Times password.  Locate and provide to patrons information card with New York Times password.
	Databases			
		Databases: Available for PPL patrons to research a topic or learn something new. A valid Plano Library card is required to access most databases. Some databases are available in library only	<a href="#">Databases</a>	Find and convey access location on PPL Website.  Find and convey basic summary of databases available.  Direct patrons to appropriate staff to answer questions not covered in public facing link.
		LinkedIn Learning: Provides online training courses that cover a variety of topics (including business, design, web development and multimedia skills) and software (Microsoft Office, Adobe Creative Suite and open source applications)	<a href="#">Business &amp; Career</a>	Find and convey access location on PPL Website.  Find and convey basic summary of resources available through LinkedIn Learning.  Direct patrons to appropriate staff to answer questions not covered in public facing link.
		Tutor.com: Live online tutoring from real tutors, every day from 2 p.m. to 11 p.m. Student subjects include math, science, English, history and more. Adult tutoring includes career coaching, ESL and citizenship test help	<a href="#">Academics &amp; Homeschooling</a>	Find and convey access location on PPL Website.  Find and convey basic summary of resources available through Tutor.com.  Direct patrons to appropriate staff to answer questions not covered in public facing link.

Programming		<p>Learning Express: Online practice tests for civil service, firefighter, emergency medical services, law enforcement, GED, FRE, TAKS, ASVAB, real estate, SAT, TOEFL, TASP, plus other occupations/subjects, college prep, software tutorials, and more excellent learning tools</p>	<a href="#">Academics &amp; Homeschooling</a>	<p>Find and convey access location on PPL Website.</p> <p>Find and convey basic summary of resources available through Learning Express.</p> <p>Direct patrons to appropriate staff to answer questions not covered in public facing link.</p>
		<p>Novelist: Helps readers find authors and titles on subjects and themes similar to their favorite works of fiction. The database offers access to over 125,000 titles</p>	<a href="#">Literature &amp; Languages</a>	<p>Find and convey access location on PPL Website.</p> <p>Find and convey basic summary of resources available through Novelist.</p> <p>Direct patrons to appropriate staff to answer questions not covered in public facing link.</p>
		<p>Reference Solutions: Provides information to help you start a business, conduct market research, find marketing prospects and more</p>	<a href="#">Business &amp; Career</a>	<p>Find and convey access location on PPL Website.</p> <p>Find and convey basic summary of resources available through Reference Solutions.</p> <p>Direct patrons to appropriate staff to answer questions not covered in public facing link.</p>
		<p>Genealogy &amp; Family History: Search for family records using Ancestry Library which includes indexes to US, Canada, and UK census – available in-library only. Fold3 is for U.S. military records</p>	<a href="#">Genealogy &amp; History</a>	<p>Find and convey access location on PPL Website.</p> <p>Find and convey basic summary of resources available through Ancestry Library and Fold3.</p> <p>Direct patrons to appropriate staff to answer questions not covered in public facing link.</p>
		<p>Financial (Investment): Access to Morningstar &amp; Value Line – Investment resources specialized in fund investing and traded stock</p>	<a href="#">Business &amp; Career</a>	<p>Find and convey access location on PPL Website.</p> <p>Find and convey basic summary of resources available through Morningstar and Value Line.</p> <p>Direct patrons to appropriate staff to answer questions not covered in public facing link.</p>
	General Programming Knowledge			
		<p>PPL offers a variety of programs for kids and families including: Reading Readiness Storytime, Early Learning, and STEAM.</p>	<a href="#">Programs &amp; Classes</a>	<p>Find and direct patrons to where they can access programming information on the PPL website.</p> <p>Find and convey information about the various types of Children and Family programs available at PPL.</p>
		<p>PPL offers a variety of programs for Adults and Teens including: Business Classes, Technology Classes, Small Talk, Careers and Finances, book clubs.</p>	<a href="#">Programs &amp; Classes</a>	<p>Find and direct patrons to where they can access programming information on the PPL website.</p> <p>Find and convey information about the various types of Adult and Teen programs available at PPL.</p>
		<p>Engage Brochure: Seasonally released brochure with information on Library Programming and Events across all PPL locations. Available in print at the library or an interactive version can be accessed on PPL's website</p>	<a href="#">Engage Brochure</a>	<p>Find and direct patrons to where they can access the Engage Brochure on the PPL website.</p> <p>Identify and explain the target audience.</p> <p>Identify and explain program participation: tickets vs. registration vs. come and go.</p> <p>Identify and explain the program venue: in-person vs. hybrid vs. virtual.</p>
		<p>Building Calendars: Monthly calendar for virtual and in-person programs, each building has their own calendar</p>		<p>Find and direct patrons to where they can locate printed building calendars.</p> <p>Identify and explain the target audience.</p> <p>Identify and explain program participation: tickets vs. registration vs. come and go.</p> <p>Identify and explain the program venue: in-person vs. hybrid vs. virtual.</p>

Technology		<p>Program Schedule: Current programming season information for all PPL locations (Spring, Summer, Fall)</p> <p><a href="#">Library Program Schedule</a></p>	<p>Find and direct patrons to where they can access seasonal programming information for all locations on the PPL website.</p> <p>Find and convey information about PPL's programming focus areas.</p> <p>Provide examples of programming available in each focus area.</p>
	<b>Computers &amp; Printing</b>		
		<p>Public Computers: Available on a first come, first served basis to cardholders; Access to internet and basic computer software</p> <p><a href="#">Computers &amp; Printing</a></p>	<p>Direct patrons to the location of public computers.</p> <p>Explain computer login procedure to patrons.</p>
		<p>Printing and Copying: Ability to print in Black and White or Color; Copy Machine access provided; Wireless printing available to non-cardholders</p> <p><a href="#">Computers &amp; Printing</a></p>	<p>Direct patrons to the location of printers and copy machines.</p> <p>Find and convey information about print and copy prices.</p> <p>Find and convey information about wireless printing options.</p>
		<p>Fax: Access to a third party owned fax service</p>	<p>Direct patrons to the location of fax machines.</p> <p>Find and convey information about fax service prices.</p>
		<p>Scanner: Access to a computer with a free scanner; Access to a copy machine with the ability to scan to a USB</p>	<p>Direct patrons to the location of scanner computers and copy machines with scanning ability.</p> <p>Explain computer login procedure to patrons.</p>
		<p>ADA Computers: Each building has 2 public computers with assistive technology to facilitate use. Includes zoom text software, adjustable height tables, larger keyboards, and more</p> <p><a href="#">Computers &amp; Printing</a></p>	<p>Direct patrons to the locations of the ADA computers.</p> <p>Explain computer login procedure to patrons.</p>
		<p>Content Creation Computers: Each building has 1 content creation computer on the public floor with access to the Adobe Creative Cloud Suite (Photoshop, Premiere, InDesign)</p> <p><a href="#">Plano Library Learns Blog</a></p>	<p>Direct patrons to the location of content creation computers.</p> <p>Find and Convey information about software available on content creation computers to patrons.</p> <p>Explain computer login procedure to patrons.</p>
		<p>Unfiltered Computers: There is one unfiltered computer at each building. Patrons blocked from a site, who have access to unfiltered usage, may request time on the unfiltered computer. Time will be limited to one half hour if other patrons are waiting</p> <p><a href="#">Use of Public Computers Policy</a></p>	<p>Find and convey information about usage of unfiltered computers to patrons.</p>
	<b>Other Technology</b>		
		<p>Wi-Fi: Wi-Fi is available to Cardholders as well as Non-Cardholders; Parking Lot Wi-Fi Access available at some locations</p> <p><a href="#">Computers &amp; Printing</a></p>	<p>Find and convey information about usage of Wi-Fi to patrons.</p> <p>Find and convey information about parking lot Wi-Fi access to patrons.</p> <p>Explain Wi-Fi login procedure to patrons.</p>
		<p>3D Printing: Patrons can submit their own designs to be printed at locations with a 3D printer</p> <p><a href="#">3D Printing</a></p>	<p>Find and convey locations of PPL 3D Printers.</p> <p>Find and convey information about the 3D Print Request Submission process to patrons.</p> <p>In-building staff: Know where the 3D Printer is located, and direct patrons to appropriate staff to answer questions not covered in public facing link or 3D print submissions.</p>

Outreach and Engagement	Outreach		
		Request for Outreach Event: PPL outreach brings library staff into the community to share information about library resources. Patrons and organizations can request outreach for their events	<a href="#">Outreach</a> Find and convey information to patrons about various options for library outreach in the community. Find and direct patrons to appropriate contact forms for outreach requests. Direct patrons to appropriate staff to answer questions not covered in public facing link.
		Establishing Partnerships: PPL often partners with non-profit organizations. They contribute volunteers or funding for programs. If a patron is interested in partnering with the library, they can get information on this page	<a href="#">Business &amp; Partnerships</a> Find and convey information to patrons about PPL Partners. Direct patrons/organizations to appropriate contact information for partnership requests. Direct patrons/organizations to appropriate contact information for sponsorship opportunities.
	Web Presence		
		Instagram: Keep up with current events and upcoming programs at the library; get a behind the scenes look at PPL; information about library closings is posted	<a href="#">Instagram</a> Find and direct patrons to PPL Instagram page.
		YouTube: Access to recordings of prior virtual programs including: Adult Learning, Technology Training, and Art Workshops; Access to Early Learning videos for families; STEAM focused activities	<a href="#">YouTube</a> Find and direct patrons to PPL YouTube page.
		Facebook: Keep up with current events and upcoming programs at the library; information about services you have access to with your library card; information about library closings is posted	<a href="#">Facebook Page</a> Find and direct patrons to PPL Facebook page.
		Plano Library Learns Blog: Book recommendations, student resources, early learning resources, arts & culture resources, business & career resources	<a href="#">Plano Library Learns Blog</a> Find and direct patrons to Plano Library Learns Blog.
		Plano Library Speaks Podcast: Posted monthly; learn more about the library, our programs and services, library staff and community	<a href="#">Plano Library Speaks Podcast</a> Find and direct patrons to webpage for Plano Library Speaks Podcast. Find and convey information about what platforms the podcast is available on.
	Volunteering		
		Becoming a Volunteer: PPL Partners with Volunteers in Plano to provide teen and adult volunteers for shelving, programming, Teen Street Team, and more	<a href="#">Volunteers in Plano Page</a> Find and direct patrons to the Volunteers in Plano page. Direct patrons to appropriate volunteer pages (Teen vs. Adult) for more information and applications.

## Customer Assistance

Library App: Allows patrons to view and manage their account, check out items with their phone, browse the catalog, pay fees, view upcoming PPL programs, and view library location information

[App Landing Page](#)

Find and direct patrons to download the Library App to their device from the App Store or Google Play.

Porchside Pickup: Pickup of patron holds are available porch side at all five buildings. Patrons can call or use the Library app for porch side pickup requests

[Request Porch Pickup](#)

Find and convey information to patrons about their options for porch side pickup and about the available times for porch side pickup services.

Ask a Librarian: Short reference questions can be e-mailed to PPL's reference librarians

[Help From a Librarian](#)

Find and convey information about the scope of the Ask a Librarian service.

Find and direct patrons to the Ask a Librarian contact form to submit their questions.

Book a Librarian: 30 minute one-on-one help from a librarian on various topics

[Help From a Librarian](#)

Find and convey information about the scope of the Book a Librarian Service.

Find and direct patrons to the Book a Librarian contact form to request an appointment.

Find and direct patrons to the instructions to join a virtual Book a Librarian appointment.

Genealogy: Access to extensive document and image collections. Access to a large book scanner and microfilm reader. Patrons can e-mail a genealogy librarian with their related questions at: [Genealogy@plano.gov](mailto:Genealogy@plano.gov)

[Genealogy Center](#)

Find and convey location of PPL Genealogy Space.

Find and convey information about the PPL Genealogy Space including telephone number, ask a genealogy librarian submission form, and special technology.

In-building staff: direct patrons to space, and connect them with needed resources or appropriate staff member.

## Donate and Support the Plano Public Library

Donations: Books, DVDs, and other materials are donated to the library. Materials are sold year round in lobby sales and buy a bag of books sales

[Donate to PPL](#)

Find and convey information about when and where material donations are accepted.

Find and direct patrons to in-building lobby sale areas.

Find and convey to patrons what materials are accepted for donations.

Find and distribute material gift receipts to patrons as needed.

Friends of the Plano Public Library: Non-profit, membership organization dedicated to supporting the libraries in Plano, Texas. Proceeds from lobby sales go to the Friends who then distribute it back to the libraries.

[Friends of the Plano Public Library](#)

Find and direct patrons to the Friends website for more information on joining or donating.

## Interlibrary Loans

		Service that allows participating libraries to share resources with other library systems. Patrons from Plano may request materials not in our collection from libraries outside PPL and must pay a \$2.50 postage fee per request	<a href="#">Interlibrary Loan</a>	Find and convey information about the Interlibrary Loan service to patrons.  Find and direct patrons to the ILL request page and the contact information for the ILL department.
	<b>Outside Services and Partnerships</b>			
		Voting Location: Some PPL locations serve as Early Voting and Voting Day locations during elections	<a href="http://collincountytx.gov">collincountytx.gov</a>	Find and convey information about voting locations and times to patrons.  In-building staff: Direct patrons to voting location.
		Taxes: AARP utilizes PPL locations to provide tax preparation services and PPL provides limited tax forms during tax season	<a href="#">Partner: AARP</a>	Find and convey information about AARP Tax-Aide services.  In-building staff: Direct patrons to tax help location. Direct patrons to available tax forms.
		City of Plano Neighborhood Services: Partners with PPL to provide resources to patrons experiencing homelessness	<a href="#">Partner: City of Plano Neighborhood Services</a>	Find and direct patrons to Neighborhood Services Homeless Services page.
		Senior Resources: Provided by the City of Plano; access to a comprehensive searchable list of services available to Seniors in Plano	<a href="#">City of Plano: Senior Resources</a>	Find and direct patrons to the Senior Resources page.
	<p><b>*Note: PPL does not offer Test Proctoring, Notary, Passport Services, or Computer Guest Passes. These are out of scope service requests that will be covered further in your reference training.</b></p>			