

# Leander Public Library

# FAQs



## How does the new lobby pickup service work?

On Tuesdays through Saturdays from 10:30 AM to 6:30 PM, patrons who have been notified that their holds are ready for pickup can collect them in the library's front lobby. For a step-by-step guide to reserving and retrieving holds, [click here](#).

## When will the library reopen?

**The library remains closed until further notice.** As we work with city officials to construct a safe and practical reopening plan, we will share updates through our [website](#), [social media](#), and email.

## Will there still be a Summer Reading program?

Yes! However, as a protective measure, it will be held mostly online this year through a new open source service called BookPoints. Stay tuned for more updates!

## What should I do with materials I currently have checked out?

All library materials that were checked out before the library's closure are due back on Friday, May 8th. Patrons can return materials in either of the library's two outdoor book drops. If you do not feel comfortable venturing out to return your books just yet, please call the library at (512) 259-5259 to speak with a staff member about getting an extension.

## I am having trouble logging into my library account.

### What can I do?

If you need help renewing your card, remembering your PIN, or with any other account-related questions, please call us at (512) 259-5259 or email us at [leanderpl@leandertx.gov](mailto:leanderpl@leandertx.gov).

## How can I get a library card?

If you do not yet have a library card but would like to access our online materials, you can [register online](#) for a temporary library card. Library staff will respond with your account details. Please be sure to include both a phone number and an email address in your application to ensure staff can reach you.

**For any further questions, please give us a call at (512) 259-5259 or email us at [leanderpl@leandertx.gov](mailto:leanderpl@leandertx.gov).**

**Staff will be available to answer inquiries Tues-Sat.**