

Frequently Asked Questions

Making a Reservation

How do I make reservations online?

What is the room usage fee?

Is a Library card required to make a reservation?

Who do I contact if I need to ask about meeting rooms or study rooms?

How far out can I make a reservation for my meeting?

How often can I have room reservations?

Do I need to reserve a room, or can I just use one?

Can I come to the room before or stay after my reservation time?

Can I use the Study Room for longer than two hours?

If more people than I expected show up at my meeting can we stay in the room if it's over the maximum capacity of the room?

May I have a birthday party, baby shower, etc. in a meeting room?

Can my child reserve a room for his study group?

Equipment and Technology

Can I get tech support to use my devices in the library meeting rooms?

Can we bring additional equipment, tables or chairs into the meeting room?

May I rearrange tables and chairs in the room?

May I bring crockpots to my meeting?

Do you provide coffee makers or coffee?

Do I need to bring anything for my arts and crafts in a room?

Event/Meeting Promotion

Can you promote my event that will be held at a PPLD meeting room?

May I post my flyers for the meeting at the PPLD rooms on the Library's bulletin boards?

How can I display my event on the monthly public calendar?

Food and Beverage

Is okay to bring food into the meeting room?

May I bring wine or beer to my meeting or event?

Will you accept deliveries for me?

Cancellations

May I ask Library staff to cancel or update the reservation my manager made?

If my meeting is canceled, do I have to notify the Library?

If I do not need my room reservation, can I let my friend/family member's group use my reservation instead?

Other

Can I get a free parking permit for Penrose Library parking lot?

May I store some items inside the room before my reservation starts?

Is it OK for me to show up late after my reservation start time?

What do I do if someone is already in the study room I reserved?

Can you keep the privacy of our meetings?

Making a Reservation

How do I make reservations online?

Please see our [Guide to Library Calendar](#) for instructions.

What is the room usage fee?

Use of the Library's meeting or study rooms are free. A fee may be charged if the rooms are not left clean or if there are damages. The fee will be a minimum of \$50.

Is a Library card required to make a reservation?

No, a Library card is not required. Anyone can make a reservation for meeting or study rooms.

Who do I contact if I need to ask about meeting rooms or study rooms?

For the rooms at East Library, Penrose Library, or Library 21c, please contact the Meeting Room Specialist at meetingrooms@ppld.org or by calling (719) 531-6333, x1820.

For the remaining libraries, please call the Library location directly:

- Cheyenne Mountain Library – (719) 633-6278
- Fountain Library – (719) 382-5347
- High Prairie Library – (719) 260-3650
- Manitou Springs Library – (719) 685-5206
- Monument Library – (719) 488-2370
- Old Colorado City Library – (719) 634-1698
- Palmer Lake Library – (719) 481-2587
- Rockrimmon Library – (719) 593-8000
- Ruth Holley Library – (719) 597-5377
- Sand Creek Library – (719) 597-7070
- Ute Pass Library – (719) 684-9342

How far out can I make a reservation for my meeting?

Meeting room reservations can be made no more than 6 months in advance of the event and should be made at least 3 business days in advance. Reservations for study rooms may be made one week in advance for a maximum of 2 hours and once per day.

How often can I have room reservations?

Community members can make up to 12 reservations in a 6-month period for the Venue and the CreateSpace at Library 21c, East Community Meeting Room at East Library, and Columbine Rooms at Penrose Library. Other meeting rooms can be reserved once per week per library. Study rooms can be reserved one week in advance for a maximum of 2 hours and once per day.

Do I need to reserve a room, or can I just use one?

Meeting rooms and study rooms require advance reservations. If you see a study room that is unoccupied, you can check with staff to reserve the room if no other reservations are scheduled.

Can I come to the room before or stay after my reservation time?

Time limits must be adhered to. Meeting preparations and take down must be made within your overall reservation time. Remaining in meeting or study rooms beyond the reserved time may result in denial of future reservations.

Meetings sponsored by the public will be scheduled during the hours that the Library is open for public service. Meeting sponsors and attendees will not be admitted to the facility before it is open to the public nor be allowed to remain in the facility after it is closed to public service. Meeting and study rooms can be reserved from the beginning of open hours to 15 minutes prior to closing.

Can I use the Study Room for longer than two hours?

Study Rooms have a maximum reservation time of two hours. If you need more than two hours, please reserve a meeting room.

If more people than I expected show up at my meeting can we stay in the room if it's over the maximum capacity of the room?

The Library has established a capacity of each room based on current fire code requirements and is strict about capacity in each room for safety reasons. You must limit the number of people to the maximum capacity.

May I have a birthday party, baby shower, etc. in a meeting room?

You may if there is no loud music, and there is no cooking, warming, heating, or open flames, such as matches, sterno, crockpots, candles, incense, etc.

Can my child reserve a room for his study group?

Reservations for meeting and study rooms may be made by adults (18 years or older). All groups of persons under 18 years of age must be under the direct and constant supervision of adults.

Equipment and Technology**Can I get tech support to use my devices in the library meeting rooms?**

Tech support is provided for the library equipment only. Please use the library laptop, which is configured for the library projector. Community members may schedule time through the Meeting Room Specialist to test the equipment in the meeting room prior to their meetings. Technical support for the Library equipment is not guaranteed and may not be available on the day of the meeting.

Can we bring additional equipment, tables or chairs into the meeting room?

No additional furniture or equipment other than that is already available in the room will be provided. Please do not move any chairs or tables from outside of the meeting rooms. The use of personal furniture, chairs, etc. must have prior approval, but generally not allowed.

May I rearrange tables and chairs in the room?

Each room has its own room setup rules. The Venue at Library 21c, the East Community Meeting Room at East Library, and the Columbine at Penrose Library have to be setup by staff only. The room setup rules are listed on each room reservation web page. If the room allows you to setup the room, tables and chairs should not block room access or emergency exits and you must return the tables and chairs into the original setting after your meeting.

May I bring crockpots to my meeting?

Use of any flames, cooking, warming or heating is prohibited, including matches, sterno, candles, incense, etc.

Do you provide coffee makers or coffee?

The Library does not provide any special accommodations or amenities to groups using meeting rooms, including but not limited to: parking, providing carts to carry supplies or equipment, office supplies, photocopies, coffee makers, or coffee.

Do I need to bring anything for my arts and crafts in a room?

Arts and crafts in a meeting room must be preapproved. Table coverings are required to be brought by groups that use crayons, glue, markers, and/or any other materials in the room. Glitter is prohibited. A minimum \$50 fee will be charged for any damage or cleaning.

Event/Meeting Promotion

Can you promote my event that will be held at a PPLD meeting room?

Public organization's events will not be promoted by the Library. Use of the meeting rooms by outside agencies does not constitute the Library's endorsement and as such no advertisement or announcement implying such endorsement will be permitted. The PPLD logo may not be used on any advertisement or posting. Organizations may not use the name, address, or telephone number of the Library, except for notifying attendees of the location of the meeting.

May I post my flyers for the meeting at the PPLD rooms on the Library's bulletin boards?

Flyers must be approved for display on Library bulletin boards, and may be posted on the Library's bulletin boards by the staff only. Please email your flyer to meetingrooms@ppld.org a minimum of three business days before your meeting for approval. If approved, you must send hardcopies of the flyers to the Communications Office for distribution.

How can I display my event on the monthly public calendar?

When you make the reservation, make your event public by checking in the PUBLIC box.

Food and Beverage

Is okay to bring food into the meeting room?

Light refreshments may be served (coffee, doughnuts, cookies, fruit, etc.). Simple box lunches, prepackaged food, and catered food are allowed. Food and drink consumed in meeting rooms and study rooms must meet the [Food and Drink Policy](#) restrictions. If cleaning is required, a minimum \$50 charge will be assessed for removal of carpet stains caused by food and drinks. Consumable supplies (cups, napkins, plates, flatware, serving utensils, etc.) are not provided by the Library. Open flames for cooking and grilling are not allowed. Cooking, heating, or warming food is not allowed in meeting rooms.

May I bring wine or beer to my meeting or event?

Alcoholic beverages are not permitted anywhere in the facilities or on any Library property.

Will you accept deliveries for me?

Library staff will not sign for, accept, or acknowledge any deliveries of food or materials arranged by groups that are holding meetings.

Cancellations

May I ask Library staff to cancel or update the reservation my manager made?

Cancellations or updates will be accepted from the original applicant only.

The applicant must be present at the event. The applicant agrees to abide by the Meeting and Study Room Policy. The applicant will be held responsible for the actions of the participants and their adherence to all guidelines set forth in this policy and all Library policies.

If my meeting is canceled, do I have to notify the Library?

Cancellations should be made at least 3 business days before the reservation time. Groups that fail to cancel a reservation at least 3 business days in advance, or groups that do not show without notification, may be denied future access to the Library's meeting rooms.

If I do not need my room reservation, can I let my friend/family member's group use my reservation instead?

No person or group may assign its reservation to another person or group.

Other

Can I get a free parking permit for Penrose Library parking lot?

Penrose Library cannot make any special allowances for parking. Free parking is available at other PPLD locations.

May I store some items inside the room before my reservation starts?

Your equipment, supplies, or personal effects cannot be stored in the Library's facilities before or after your reservation time.

Is it OK for me to show up late after my reservation start time?

If a study room is not in use 15 minutes after the start time, the Library will make the room available to others. If a reserved meeting room is not in use 30 minutes after the meeting start time, the Library will make the room available to other groups.

What do I do if someone is already in the study room I reserved?

Kindly inform the person in the study room that you have reserved the space and ask that they please leave the room. If they refuse, please contact the Library Supervisor or PPLD security.

Can you keep the privacy of our meetings?

Library staff cannot be expected to enforce or ensure the privacy of any meeting.