


**CITY OF GRAND PRAIRIE
LIBRARY POLICIES**


<p>Section 400: Reference Services Policy</p> <p>No. 401: General Reference Services</p> <p>Effective Date: 8/15/2025</p>	<p>Approved By:  _____ Library Director</p> <p>Supersedes: 12/1/2013</p>
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401.1 **Purpose:** The Grand Prairie Public Library System provides Reference Services and research assistance to all patrons on a variety of topics.

401.2 **Basic Reference Service:**

- Reference service is provided in response to all forms of inquiry including in-person, by telephone and electronically. Live questions will be answered on a first-come-first-served basis. Staff will respond to email within 1 business day.
- Materials marked as reference may not be checked out for home use.
- Library staff provides assistance with library resources, but cannot complete forms with personal and/or financial information on a patron's behalf. Staff cannot give advice, including but not limited to medical, legal, copyright, financial, or tax advice.

CITY OF GRAND PRAIRIE LIBRARY POLICIES

Section 400: Reference Services Policy	Approved By:  Library Director
No. 402: Interlibrary Loan	Supersedes: 12/1/2013
Effective Date: 8/15/2025	

- 402.1 **Purpose:** No library can be completely self-sufficient. Interlibrary Loan is essential to the vitality of libraries of all types and an important element in the provision of library service. The purpose of interlibrary loan is to obtain materials not available in the Grand Prairie Public Library System and to loan out materials from our system which are not available in other libraries. Interlibrary Loan should serve as an adjunct to, not a substitute for, collection development at the local level.
- 402.2 **Definition: Interlibrary loan** – a transaction in which library material, or a photocopy of the material, is made available by one library to another upon request.
- 402.3 **Conditions of Service:** The conditions of this service are set by the National Interlibrary Code (1994, revised 2001), U.S. Code, Title 17 concerning Copyright Law and SHAREit, the Interlibrary Loan program provided through the Texas State Library and Archives Commission. The Grand Prairie Public Library System is responsible for following the provisions of this code. Continued disregard of any provision of this code by any requesting library is sufficient reason for suspension of borrowing privileges by the supplying library.
- 402.4 **Eligibility:** This service is offered to Grand Prairie residents older than 18 with a valid Grand Prairie library card in good standing. Introductory Patrons (section 300.2) are not eligible to use Interlibrary Loan. Materials can only be checked out by the person who requested them. Failure to pick up borrowed items, to return items by the due date, to pay fines or fees associated with the borrowed items, or to comply with this policy may result in suspension of Interlibrary Loan privileges.
- 402.5 **Borrowing Items from Other Institutions through Interlibrary Loan:** Items owned by any Grand Prairie Library will not be ordered through Interlibrary Loan. Patrons should travel to the owning library when extensive use of a collection is required or the nature of the material requires special handling. In these cases, many Texas libraries participate in the TexShare card program (section 304). The following provisions will apply to Interlibrary Loan transactions:
- Rush requests are not available.
 - If we receive more than 3 requests for one title, the selector will be notified to consider purchasing the book.
 - Renewals need to be requested 3 days before the due date.

- Many libraries do not renew Interlibrary Loan materials. Patrons may only request a renewal through the Grand Prairie Public Library System Interlibrary Loan department, *not* the lending library. Late materials will not be renewed. All material on loan is subject to immediate recall by the lender and the Grand Prairie Public Library System must comply. In the case of recall a patron must return the item immediately.
- Lost, damaged or stolen Interlibrary Loan materials are subject to the lending library's rules and regulations as well as the policies and procedures of Grand Prairie Public Library System. Charges for overdue or lost Interlibrary Loan materials are the responsibility of the patron who checked out the material.
- Most libraries will not lend items if they are: reference or genealogy, rare or valuable, audio or video, bulky or heavy, less than 6 months old, irreplaceable originals, dissertations or theses, bound journals or an entire magazine, textbooks or software.
- We cannot order materials from International Libraries.

402.6 **Number of Requests:** Each patron may request 3 items a week. An item will be checked out for two weeks from the day it is received unless the lending library requires a shorter checkout period.

402.7 **Charges:** Lending libraries may charge for items or copies. Patrons are responsible for any fees. Patrons will be informed of and have to pay these charges in advance.

402.8 **Returning Interlibrary Loan Materials:** The Grand Prairie Public Library System follows the conditions set by the lending library for use of their materials. Interlibrary Loan materials must be returned to the designated service desk inside the library, not the book drop, with the Interlibrary Loan paper band intact. Items returned improperly will not be considered returned until found.

402.9 **Copyright Law:** No more than five articles from the same periodical published within the last five years will be ordered. Ordering more than five articles violates U. S. Copyright Law. Copyright law also limits a library to one article per issue of a magazine or single collection. No more than 50 pages will be requested from a single magazine or book.

402.10 **Lending Items to Other Institutions:** We will lend our materials to other libraries in the SHAREit system. Items will have a one month check out period with renewals considered on an individual basis.

402.11 **Lending Limitations:** Certain categories of materials may not be available to lend. Photocopy requests must conform to U.S. Copyright Law (Title 17, U.S. Code). Photocopies or research requests may be assessed a fee.