



Whitby Public Library

Borrowing Policy

Policy Type: Public

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Date Reviewed:

Purpose

To allow the Whitby Public Library to deliver library access in an accurate, consistent, equitable, and accountable manner, and to protect patrons' intellectual freedom and rights to privacy and choice.

The Whitby Public Library Board endorses the Canadian Federation of Library Association's **Statement on Intellectual Freedom and Libraries**, and the Ontario Library Association's Positions on **Children's Rights in the Library** and **Teens' Rights in the Public Library**.

Policy Statement

The policy outlines:

- Criteria for membership
- Types of cards available
- Borrowing responsibilities and privileges

Library Membership

A Whitby Public Library card is free to anyone who lives, works, pays taxes, or attends school in Whitby, and to residents of Durham Region. A card is also free to non-residents who attend Ontario Tech University, Trent University Durham GTA, or Durham College with proof of school registration. A library card will be issued upon proof of address and presentation of identification, or through the online application process.

Patrons may register for one library card. A second library card may be issued for children in joint custody arrangements, one for each household.

Membership allows patrons to borrow physical and digital materials, request interlibrary loans, and use the Library's Discovery Zone equipment. A library membership is not required to use the Library's spaces, Wi-Fi, or computers.

Types of Cards

eCard

People can apply online and receive an eCard upon successful address verification. An eCard allows patrons to place holds and immediately access digital content. ECard holders can receive a physical card with access to all library collections by visiting any location and showing identification and proof of address.

Junior

Parents/guardians of children 13 years of age or younger must present their identification to register their child for a library card. The parent/guardian is responsible for all materials borrowed on their child's card.

The Library does not restrict children's borrowing except where limited by law or library policy. Parents/guardians are responsible for monitoring their child's library use.

Teen

Youth (14–17 years of age) may register for their own library card. Parents/guardians are responsible for all materials borrowed on their card.

The Library does not restrict teen borrowing except where limited by law or library policy. Parents/guardians are responsible for monitoring their teen's library use.

Adult

For people 18 years and older.

Non-resident

Those living outside Durham Region may purchase an annual membership (see the Library's Fees Policy).

Temporary

Those living in Durham Region on a short-term basis, or who do not have a permanent address but can provide proof they are living in Durham Region (e.g., a letter from an employer or a shelter), can apply for a temporary card. There is a two-item check-out limit.

Visiting Library Service

Whitby residents who cannot visit the Library due to illness, disability, or other circumstances may be eligible for our Visiting Library Service. See the Library's Visiting Library Services Policy.

Privacy

All registration and borrowing information, is confidential except:

- Parent/guardian requests for information regarding their child's account for children under the age of 16
- Overdue and holds notification from the Library by telephone, email, or mail to their home (title information may be included in mail and email)
- Agencies collecting monies owed to the library
- Official police investigations

(See the Library's Privacy Policy and Collection and Disclosure of Personal Information Policy)

Responsibilities

Patrons are responsible for all materials borrowed. Patrons (or parents/guardians of patrons under 18) are responsible for all fees, damage charges, and replacement costs.

Patrons are responsible for returning their materials on time so that they will be available to others. The Library sends courtesy reminders to encourage the prompt return of materials.

Changes in personal information such as address, telephone number, or email address, as well as loss or theft of a card, must be reported immediately. Anything checked out on a card is the patron's responsibility until the card is reported as lost or stolen. There is a nominal cost to replace a lost card (see the Library's Fees Policy).

Cards expire every 5 years. Patrons must provide identification, proof of address, and pay any outstanding fees to renew their membership. Patrons whose cards have expired will not have membership privileges until their membership has been renewed.

Fees and Blocks

Because the Whitby Public Library recognizes that fines are a significant barrier to library use, there are no overdue fines on library materials. Materials lost, damaged, or not returned after a set time, dependent on the item, are subject to replacement costs. The replacement cost is the amount listed in the Library's database.

Borrowing privileges (including digital content) are suspended when charges reach a certain amount (see the Library's Fees Policy).

Collection Agency

A collection agency specializing in libraries assists the Whitby Public Library to recover long overdue items. A non-refundable administration fee is added to accounts referred to the collection agency (see the Library's Fees Policy).

Interlibrary Loan

The Library participates in resource sharing to benefit library customers across Ontario and to provide library patrons with access to information and materials not held in our collections. Interlibrary loans are free of charge. Replacement costs are set by the lending library.

Related Policies

[Collection and Disclosure of Personal Information Policy](#) (Nov 2022)

[Fees Policy](#) (March 2023)

[Privacy Policy](#) (November 2022)

[Visiting Library Services Policy](#) (March 2022)