



# Whitby Public Library

## Borrowing Policy

Policy Type:	Public
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### 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, to residents of Durham Region, and to people who live on a First Nations reserve anywhere in Ontario and self-identify as Indigenous. A card is also free to non-residents who attend Ontario Tech University, Trent University Durham GTA, Durham College, or Trafalgar Castle School 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.

With some limitations to Access, Junior, and Temporary cards, membership allows patrons to borrow physical and digital materials, request interlibrary loans, log on to public computers, and use the Library's Discovery Zone equipment. A library membership is not required to use the Library's spaces or Wi-Fi.

## Types of Cards

### Access

This is available to individuals who do not have a permanent address, do not have identification, or prefer not to provide identification that includes their address.

Access memberships provide the ability to sign in to the Library's public computers, which requires a library card login.

Access memberships are not eligible to borrow library materials, place holds, or access services that require borrowing privileges; however, they can be updated to any other applicable membership type at any time by providing identification and proof of address. This membership is intended to ensure that all community members can use essential in-library technology and the internet regardless of their housing status or ability to provide identification.

### 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. Junior cards cannot be used to book Discovery Zone equipment. 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.

## **First Nations Reserve**

We acknowledge that this land is home to many diverse First Nations, Inuit, and Métis peoples. The Whitby Public Library provides free memberships to Indigenous Peoples living on a First Nations reserve anywhere in Ontario.

People must show identification and proof of address and self-identify as Indigenous.

## **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) or a library ban has been issued (see the Library's Rules of Conduct 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 patrons across Ontario and to provide Whitby Public 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 and replacement fees for interlibrary loan materials are non-refundable.

## Related Policies

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

[Fees Policy](#) (November 2024)

[Privacy Policy](#) (November 2022)

[Rules of Conduct Policy](#) (June 2025)

[Visiting Library Services Policy](#) (March 2025)