



Whitby Public Library

Visiting Library Services Policy

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| Policy Type: | Public |
| Authority/Created: | Library Board |
| Date Created: | October 20, 2004 |
| Last Review: | March 20, 2019 |
| Date Reviewed: | March 16, 2022 |

Definition

The selection and delivery of library materials to homebound patrons.

Eligibility

Whitby residents who cannot visit the Library in person due to long-term illness, disability or age. No referral is necessary. Individuals can make their own application or have a relative or friend apply on their behalf.

Provision of service

Library materials are selected by library staff based on patron interest and requests and delivered every three weeks by volunteers from local agencies, service clubs, and the community. Accessible formats such as large print and audio are provided for patrons through the Library's own collections, interlibrary loan and through the Centre for Equitable Library Access(CELA).

Demand for the service may be greater than volunteer resources but the Library will maintain a waiting list and matches will be made as soon as possible. Library staff will also gather

materials and maintain a file of reading interests for a Visiting Library Service patron who would like to have a family member make the deliveries.

Visiting Library Service patrons are exempt from overdue fines and replacement charges.