

THRC Resource Library

Frequently Asked Questions (FAQ)

What can I expect when visiting the Resource Library?

Tours of resources and equipment are available at our Milton and Burlington locations. Oakville is drop-off and pick-up only, but staff are available to answer questions.

Can I bring a guest with me?

Members are able to bring a guest over the age of 16. They must purchase a day pass for \$5 if they are using the equipment.

Can I bring my child with me?

The Professional Resource Library membership is an adult-oriented work environment; individuals under the age of 16 are not allowed on the premise during membership hours.

How many resources can I borrow?

Members can borrow up to 10 items at a time (maximum 5 bins) for a 4-week lending period when visiting our Milton or Burlington locations in person. For delivery or pick-up orders, the limit is 3 resources at a time. For assistance, please contact connect@thrc.ca or (905) 875-4600 x101.

What resources are available?

The Resource Library lends a wide selection of resources and has a variety of equipment available for use on site. Please click on the following link to see what we offer

[Resource Library – THRC](#)

How do I return my resources?

Resources can be returned to any of our three locations during operational hours. If you require assistance, please contact us at (905) 875-4600 x101.

Can I renew the items I am borrowing?

Items may be extended for one additional loaning period of 2 weeks. Renewals accepted by making an appointment, in person, by phone or email. Members are expected to call before their renewal date to renew items, and avoid their membership being placed on hold.

What happens if my resources are late?

We understand that circumstances can sometimes delay returns. We will contact you: one week before items are due, after the due date, and a third time if we do not hear from you. If there's no response after the third contact, your membership will be placed on hold until the resources are returned.

What if I return my Resource bin with broken or missing pieces?

Our resource items are designed to be well-loved and made from strong, durable materials. We understand that, from time to time, items may experience wear or accidental damage. If a resource is returned broken or missing pieces, a team member will review the item with you and determine any replacement cost. Members are responsible for providing payment if a replacement is required.