



Circulation Services

The Frank L. Weyenberg Library (FLW) Board of Trustees encourages the communities of Mequon and Thiensville to use our Library's resources. The Library is a member of the Monarch Library System (MLS) and participates in the Monarch shared catalog consortium that offers access to multiple library collections in Dodge, Ozaukee, Sheboygan, and Washington counties.

The Library believes that individuals have the freedom and responsibility to choose their own materials; it is the right and obligation of parents, legal guardians, or caregivers to develop, interpret, and maintain values in their family and to monitor the materials accessed by their children.

Registration

- Library circulation records are confidential under Wisconsin statutes.
- FLW primarily serves patrons residing in Mequon and Thiensville. Persons whose residence is in Ozaukee, Sheboygan, Dodge, and Washington counties are served through our Library's membership in MLS. The library participates in reciprocal borrowing agreements with all Wisconsin Library Systems, with the exception of the Milwaukee County Federated Library System.
- Patrons living outside Monarch Library System may register for a FLW Library card that expires one year from date of issue. This card may only be used at Frank L. Weyenberg Library.
- Library cards are available for a variety of special patrons, including, but not limited to area businesses, college students, and other students attending schools in Mequon or Thiensville.
- Anyone borrowing items from the Library must use a borrower's card issued by a library participating in MLS (a Monarch card). Patrons are responsible for any transactions on the card and must inform the Library of any changes in address, phone number, email address, or if the card is lost or stolen. This card must be presented to check out materials, to use the public internet stations, and for all other library transactions. Patrons may choose to download electronic apps to capture their library barcode on smart phones or tablets. This use will be acceptable for transactions. Before a card is issued, a patron must provide valid proof of residency. If the borrower's card is not available, patron may present a valid driver's license at the checkout desk to borrow items.
- A parent or legal guardian must be present to register children under the age of 18 for a library card and is responsible for fees or charges incurred by their children. A child must be 5 years or older in order to register for a card.
- There is no fee to replace a lost or damaged library card. A new card will not be issued if the cardholder has outstanding charges over \$10 on their previous card until those matters are resolved.

- Patrons are responsible for all materials checked out on their library card unless the card is reported lost or stolen.
- Patrons acting on behalf of another patron, including family members, for such purposes as, but not limited to, picking up holds or paying fines, must present that person's library card, or may use their own card if the accounts have been "associated" in the Library's computer system.
- Extenuating circumstances will be dealt with at the discretion of the Library Director or designee.

Loan Periods

- A 28-day loan period applies to most library materials. New adult books and audiobooks circulate for 14 days. TV Series on DVD or Blu Ray, and electronic games circulate for 14 days. DVDs and Blu Rays circulate for seven (7) days. Loan periods for realia may be different.
- A patron may have no more than 100 items checked out on their borrower's card at any time. There are no limits by type of material.
- Reference materials, current issues of magazines, and newspapers do not circulate.
- Items may be renewed twice for the same length of time as the original loan period unless another patron has reserved the item. Express Collection material cannot be renewed.
- Patrons wishing to use an item that is checked out may place a hold on the item if they have a Monarch card. Patrons are notified via email, phone, or text when the item is available for pickup. If items are not picked up within the seven (7) day hold period, they will be sent to the next patron on the holds list or returned to circulation.
- Patrons wishing to borrow items not owned by a Monarch consortium member may place interlibrary loan requests at the reference desk provided they have a Monarch card in good standing. The checkout period for interlibrary loan items is 14 days. Interlibrary loan items may be renewed upon request, with the permission of the owning library. If the item is not picked up by its due date, it will be returned to the owning library.
- Patrons may return most items at all Monarch consortium libraries, with the exception of toys, puppets, puzzles, tablets (e.g., Kindles), art, Discovery Kits, Adventure Passes, and Express items, which must be returned to Frank L. Weyenberg Library.

Charges

- It is the patron's responsibility to keep their account current in terms of loans, address, phone number, and email address. Patrons may check the status of their checkouts, holds, and overdues by logging into their account in the Monarch catalog or Monarch2Go app. Patrons may also phone the Circulation Services desk during the hours the Library is open for this information.
- Late charges are 25 cents per day per item. Late charges continue to accrue until an item has been returned, or until an item has been declared lost or nonreturnable.
- Patrons requesting email and/or text notifications are sent a courtesy reminder three (3) days prior to the due date and are notified at three (3) days past the due date about overdue items, and, if necessary, again seven (7) days after the due date.
- Patrons requesting phone and/or mail notification are not sent courtesy reminders.
- Overdue notices are either emailed or mailed. At 35 days past due items are considered lost, a final notice is mailed, and borrowing privileges are suspended.

- If a patron of any age has not cleared their account within 10 days of the final notice, and materials have been declared lost and charged to the patron, the Library submits the account to collection if the account balance is \$50 or greater. Resulting fees are added to the patron's account. If a patron is under the age of 18 years, the person who signed the card application is considered the responsible party.
- Patron cards are blocked when unpaid charges total \$10 or more.

Lost or Damaged Materials

- Lost or severely damaged items incur a replacement cost that is the list price of the item and a processing fee of \$5 per item.
- Charges for interlibrary loan items are determined by the lending library.
- Patrons may not substitute items or gifts in lieu of payment for lost or damaged material.
- Patron becomes the owner of the damaged or lost item once the patron has paid for it.
- Monarch Library System does not issue refunds for lost and paid items that are later found. They are the property of the patron.

The library director or his or her designee reserves the right to make exceptions to this policy.