



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. Additionally, the Library participates in reciprocal borrowing arrangements with all Wisconsin counties excepting Milwaukee and Outagamie. Patrons living outside reciprocal borrowing areas may purchase a fee card for \$75 that expires one year from date of issue. Persons using a fee card carry the same responsibilities and privileges as other cardholders. The card is kept at the Circulation Desk and may only be used at FLW. Specialized cards are available for area businesses, college students, and 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. If readable by library scanners, this use will be acceptable for transactions. Before a card is issued, a patron must provide valid proof of residency.
- A parent or legal guardian must sign the registration application for children under the age of 18 and are responsible for fees or charges incurred by their children. A child must be 5 years or older in order to sign up for a card.
- A \$2 fee is charged to replace a lost or damaged library card. A new card will not be issued if the cardholder has outstanding charges over \$10 on his/her previous card until those matters are resolved. The replacement fee is not charged in cases of normal wear of barcodes or cards.
- Patrons are responsible for all materials checked out on their library card unless it is reported lost or stolen.
- Patrons must use their own card to conduct their own business, including the use of public computer stations.

- 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 "linked" in the Library's computer system.
- Extenuating circumstances will be dealt with at the discretion of the Library Director or his or her designee.

Loan Periods

- A 21 day loan period applies to most library materials. New items circulate for 14 days. DVDs circulate for 7 days.
- 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 or phone when the item is available for pickup. If items are not picked up within the 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 inter-library loan requests at our reference desk provided they have a Monarch card in good standing. Check out periods for interlibrary loan items are determined by the owning library. There are no renewals. 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, tablets (e.g., Kindles), art, and Express items, which must be returned to Frank L. Weyenberg Library.

Charges

- It is the patron's responsibility to keep his/her account current in terms of loans, address, phone number, and email address. Patrons may check the status of their account of checkouts, holds and overdues by logging into their account status in the Monarch catalog. 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 selecting email notifications are sent a courtesy reminder 3 days prior to due dates.
- Patrons are notified at 10 days about overdue items. Overdue notices are either emailed or mailed. At 35 days the items are considered lost and a final notice is mailed, and borrowing privileges are suspended. Mailing costs are added to the patron's record.
- If a patron of any age has not cleared their account within 30 days of the final notice, and materials have been declared lost and charged to the patron, the Library submits the account to collection. 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.
- Accounts with a past due balance over \$10 are notified at 5 days. Fine notices are either emailed or mailed. 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 an administrative fee of \$5 per item.

- Charges for interlibrary loan items are determined by the lending library. If the charges are not known at the time a patron wishes to settle their account, a \$50 item replacement and overdue fee is levied, subject to revision based on the lending library's final bill.
- 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.