

ILLINOIS STATE LIBRARY  
300 South Second Street  
Springfield, Illinois 62701-1796

**SYSTEM DIRECTOR'S  
MEMO #03-007**

TO: Directors, Illinois Library Systems

FROM: Mike Ragen, Chief Deputy Director  
Illinois State Library

DATE: September 4, 2002

RE: Non-Resident Service

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The attached is a response to inquiries regarding the application of the Administrative Rules for Non-Resident Services promulgated by the Illinois State Library. Either public library staff or system staff submitted the questions. The individuals who submitted inquiries are being sent these responses but their names are being withheld for purposes of confidentiality. The responses will also be posted on the Illinois State Library web site, which is listed below. Members of the Illinois State Library staff developed the responses to the questions. The responses will also be posted on the Illinois State Library web site. The responses will be posted based upon the date of issuance. Future questions will be responded to in a like manner. Please allow 25 days for a response.

We appreciate your input and concern about this issue.

Illinois State Library Web Page: <http://www.sos.state.il.us/library/isl/isl.html>

cc: ISL Managers  
ISL Consultants

Enclosure  
MR:jlh

# Illinois State Library: Responses to questions regarding the Non-Resident Rules

September 4, 2002

The following inquiries were submitted in one correspondence. The inquiries pertained to business renters within a library service area, service to a resident children's home, refunding purchased cards and service for non-resident card purchasers who relocate. The Illinois State Library responded as follows:

1) **An inquiry if a non-resident business renter card is valid for reciprocal borrowing.**

**Response:** The Illinois State Library System Director's Memo #02-026 question # 4 specifies that non-resident business renters are eligible for library cards. In that memo, the ISL stipulates that non-resident business or commercial renters should be treated in the same manner as residential renters who receive library service. This stipulation is based upon the fact that a portion of the rent paid by the non-resident business renter or commercial renter is used to pay for property taxes. Such taxes of course support the local public library. Based upon that ruling, the non-resident business renter or commercial renter card is eligible for reciprocal borrowing privileges in the same manner as all card holders, either residents or non-residents who pay the fee for library service.

2) **A scenario in which a local children's home located within the library service area could be issued a single card to be used by a staff person for the children.**

**Response:** This scenario is not a non-resident issue, since the home is situated within the library service area. If the children are residents of the home, they should be considered residents of the library service area and therefore eligible for resident library service as any other resident.

3) **An inquiry if a non-resident who has purchased a card is entitled to a refund if they move to a location that is served by another library. A related inquiry if such person moved to a non-resident area that is served by a different library does the original card remain valid regardless of the address change and can this new library sell a non-resident card to the person or must this library wait until the original card expires.**

**Response:** First, a non-resident is not entitled to a refund if they move from the service location. This ruling is based upon the basic principle of the non-resident service, that the cost of a non-resident card should be no less than the cost paid by residents. Residents cannot receive refunds for taxes if they don't use a governmental service. Also, allowing refunds puts libraries in the position of verifying address changes, etc. The non-resident card remains valid for the term of the card, 12 months as specified by the Administrative Rules. If the non-resident patron moves into the service area of another library *as a non-resident*, the card should be valid for reciprocal borrowing, therefore, the non-resident should not have to purchase a new card. They should have the address changed for the card. If they move within the boundaries of a library's service area as a resident, they of course would be eligible for service at that library. In any case, the libraries involved should consult with one another to provide the best possible service to the patron and to ensure fairness to their resident taxpayers.