



Information Services Policy

Aurora Public Library District Mission

We support and inspire our diverse community through access to fun and informative resources and experiences.

Information Service Philosophy

This policy guides staff in ensuring access to quality informational resources and services for users of all ages, supporting lifelong learning.

Standards and Ethics

Our goal is to provide accurate information and materials in an efficient and courteous manner. Information service is provided at all locations in person, by telephone, electronically and by mail.

Staff serve all users without regard to race, religion, national origin, immigration status, age, gender, sexual orientation, background, appearance, physical or mental abilities, income or living situation, or any other category of identity. All questions are given equal consideration regardless of customer viewpoint, the subject matter being researched, or the purpose of the inquiry. Customer questions and identities are confidential and not discussed outside a professional context.

Library staff assist customers with information needs using the library's available resources according to the policies, practices, and guidelines established by the Aurora Public Library District Board of Library Trustees. Staff adhere to the guidelines and ethics of the American Library Association.

Scope of Service

In addition to providing reference assistance to those seeking information, staff will assist with readers' advisory; facilitate or support book discussion groups; promote library materials; and help navigate the Internet and information resources provided through subscription.

Questions that require more time to answer may be followed up later or by appointment. The library has many reference resources available, but if a question is beyond the scope of the library's service capacity, staff will make every effort to direct customers to the appropriate resource. Services outside the scope of the library include:

- Legal, medical, financial, or tax advice
- Completing forms (including online forms) for customers
- Alteration/repair of personal electronic devices
- Written translation assistance; staff will refer customers to resources to find translators. Direct language assistance and/or interpretation in the provision of library services will be provided where staff expertise is available.

Fees

The Aurora Public Library District does not charge for reference service. Fees may be charged for photocopies or printouts.

One-On-One Assistance

One-on-one appointments are available for requests that require more in-depth instruction. Staff instructional sessions include, but are not limited to, using the library's databases, business reference, the citizenship process, genealogical and community history research, and assistance with deeper technology questions.

Classes

The library provides classes on a number of topics and skill development in technology, language, citizenship, arts and crafts and other topics.

Proctoring

The library offers proctoring services free of charge and by appointment at all three locations, depending on staffing and availability. Appointments must be scheduled at least 7 days before the examination date. In the event of a cancellation by the customer, it is the responsibility of the customer to reschedule the exam. The same proctor may not be available for multiple exams. Proctors will not remain with the student during the test but will intermittently monitor students and safely store phones or other items prohibited by the testing agency.

Notary Services

The library provides notary services by appointment at all locations. Appointments should be scheduled one day in advance, but walk-ins may be accommodated if notaries are available.

Accommodations

For assistive technologies and accommodations available at the Aurora Public Library District, please visit www.aurorapubliclibrary.org/Accessibility, contact us via chat, call 630-264-4117 or contact us via social media @APLibraryIL.

Approved by the Aurora Public Library District Board of Library Trustees
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