



# Information Services Policy

## **The City of Aurora, IL: Community Profile**

With a population of 197,899, Aurora is the second largest city in Illinois, sitting just 41 miles west of Chicago. Aurora is accessible by rail on the BNSF Metra commuter line and by five interchanges on the Interstate 88 east/west tollway corridor. The city is bisected by the Fox River accompanied by the Fox River Trail, which intertwines with the more local Virgil Gilman Trail.

The Aurora Public Library is made up of the Richard and Gina Santori Public Library in the heart of downtown, the Eola Road Branch serving the east side, and the West Branch situated adjacent to Washington Middle School on the west side of Aurora. In addition, our active Outreach Services Department reaches students in six school districts and various community centers across four counties, including Kane, Kendall, DuPage, and Will. The Outreach Services Department includes our Bookmobile, and the library has been serving our community with bookmobiles since 1953. Aurora is also home to the Illinois Math and Science Academy (IMSA), a residential high school serving grades 10-12. Institutions of higher education include Aurora University, Waubensee Community College, and St. Augustine College.

Aurora is diverse, with 42.9% of the population identifying as Hispanic or Latinx, 37.1% non-Hispanic white, 10.3% African American, and 8.1% Asian. Similarly, languages besides English are common in Aurora, with nearly 70,000 Spanish-speakers, 1,900 Tagalog, and a significant Urdu speaking population of 1,318.

Median household income is \$66,540 in 2016, above the \$60,960 average household income across Illinois. The non-profit community and social services sector in Aurora actively support those experiencing challenging circumstances, economic or otherwise. Hesed House assists those struggling with homelessness, while Mutual Ground serves victims of domestic violence and sexual assault. Likewise, the Aurora Public Library operates as a warming and cooling center for severe weather situations, and collaborates with local agencies, such as the Fox Valley Habitat for Humanity, to provide programming and collection services that meet the complex information needs of our diverse population.

Further, the Aurora Public Library partners with Aurora Downtown, the City of Aurora, and other community organizations to develop services, programs, and events that inspire creativity, imagination, student success, and inclusion across the city.

## **Standards and Ethics**

The Aurora Public Library is dedicated to supporting lifelong learning and access to information, knowledge and ideas. The library strives to provide quality informational resources and services for users of all ages. The library adopts and adheres to the [American Library Association's Code of Ethics](#).

Staff serve all users on an equal basis without regard to race, national origin, age, gender, sexual orientation, background, appearance, physical or mental abilities, income or living situation, personal view of the customer, the subject matter being researched, or the purpose of the inquiry. We will respect the confidentiality of the question and of the identity of the customer. If necessary to serve the customer staff may consult with each other or with staff at other libraries, agencies, and organizations.

Our goal is to provide accurate information and materials in an efficient, courteous, and timely manner. Staff will assist library customers with any information needs using the library's available resources according to the policies, practices, and guidelines established by the Aurora Public Library Board of Directors. Library staff strive to provide complete and accurate answers while guiding and instructing customers in the use of library resources.

Information service is provided at all locations and for all ages, in person, by telephone, electronically and by mail. Non-residents will receive the same service as residents and will be assisted with local library resources, with the exception of holds and inter-library loans. If the request proves to be beyond the scope of the resources available at the library, non-resident customers may be referred to their home libraries or other agencies for service.

## **Scope of Service**

Staff will assist with readers advisory, facilitate or support book discussion groups, and promote library materials. Genealogical Services will be provided by service desk staff first and may be referred to the Genealogy and Local History Librarian for extensive searches. Sign language interpreters or other accommodations will be made available with seven (7) days' notice.

Certain types of assistance are beyond the scope of the library's service capacity:

- Legal, medical, financial, or tax advice
- Completing forms (including online forms) for customers

- Extensive troubleshooting or alteration/repair of personal electronic devices
- Translation assistance will be provided where staff expertise is available. For translations beyond our abilities, staff will refer customers to other appropriate resources to find translators.

## **Fees**

The Aurora Public Library does not charge for reference service. Fees may be charged for photocopies or printouts. The cost of postage may also be charged for mailing the results of genealogical/local history searches.

## **One-On-One Assistance**

Library staff may be available to work one-on-one with customers to assist in their information needs. Staff instructional sessions include, but are not limited to, using library's research databases, genealogical searching and training on specific electronic devices.

## **Proctoring**

The library offers free proctoring to Aurora residents, by appointment, at all three locations. Non-residents will be charged a \$30 nonrefundable fee. In the event of a cancellation by the customer due to extenuating circumstances (such as illness) the proctor will try to reschedule the exam. Appointments must be scheduled at least 7 days prior to the date of the examination and any fees are due when the appointment is scheduled.

