



# Requesting Copy Services from the Auburn Public Library

We will copy *essential* documents for patrons who do not have print options at home.  
There is no cost to you for this service

## Making an appointment

- Call the Library at (508) 832.7790 M-F 9:00am – 6:00pm or register at [www.auburnlibrary.org](http://www.auburnlibrary.org)
- Once you are registered, we will call you to schedule an appointment to bring your materials to us

## Preparing your documents

- Please remove all staples and paper clips!
- All originals to be copied must be 8 ½ x 11, unless it is a license or passport or other official document that is size-specific. We will copy those on 8 ½ x 11 and resize if possible and requested
- If you require copies of receipts, they must be **taped** to an 8 ½ x 11 sheet of paper.
- We will make 8 ½ x 11 copies only. To eliminate the potential for an original document being damaged in the document feeder, we will make single sided copies only
- Black and white only | Sorry, we cannot accommodate colored copies or copying on special paper
- Please limit your requests to 10 documents per visit. You may request up to 2 copies for each document

## What to do when you arrive for your appointment

- A tightly fitting mask, fully covering the nose and face **MUST** be worn
- Please do not arrive early. There is limited space outside our main doors and it's a busy place!
- At your *exact appointment time*, a Library staff member will meet you at the door.
- You must wait outside at a socially distant point for the return of your materials – within 5-10 minutes.

## How we handle your request

- **No-contact service:** you will place your original document(s) in a sanitized blue basket
- Your documents will be taken inside and copied on a sanitized copier while you wait
- Your materials will be returned to you in the same basket, in the same order you presented them to us
- The copier and table we use to place materials on will be fully sanitized between each appointment
- All library staff wear masks and gloves

## Confidentiality

- We will not read your documents! However, it may be necessary to glance at them in order to place them on the glass, or to ensure they copied correctly. Two Library staff members will process your request.

## Exceptions

If there is an important reason why you need something specific, such as color copies or legal size, please notify us during the phone call or on the registration form. We will do what we can to accommodate you.

**We are unable to accept print requests via the internet.** All copies must be from original documents provided to us via the no-contact service at the front doors of the Library.

\*\*\***Do not** leave your documents unattended outside the door!

\*\*\*If you have any questions, please feel free to call the Library M-F 9:00am – 6:00pm at (508) 832-7790.

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Auburn Public Library  
369 Southbridge Street | Auburn, Massachusetts 01501  
(508) 832-7790 | <http://www.auburnlibrary.org>  
Dr. Jean E. Collins, Director