

Dunlap Public Library District Proctoring Policy

Adopted 25 October 2021

- I. PURPOSE
 - A. In support of its mission to provide a helpful place for people to access the world of information, Dunlap Public Library District will proctor exams for patrons according to the following guidelines.

- II. PROCTORING FEE
 - A. Proctoring services will be provided free of charge to Dunlap Public Library District cardholders in good standing.
 - B. All others will be charged a \$10 fee for up to 4 hours of exam time. Payment is due before an exam can be administered.
 1. Refunds will be made for proctoring fees paid to patrons who are unable to complete an exam due to technical problems with Library equipment, power outages, severe weather closings, or other Library emergencies.

- III. ADDITIONAL COSTS
 - A. The Library is not responsible for any costs to receive or return test materials. All costs are the responsibility of the patron.
 1. Charges for printing and faxing will be issued according to the current Schedule of Fees.
 2. If the exam is to be returned by mail, the patron must provide a postage paid envelope, if not provided by the examining institution.

- IV. SCHEDULING
 - A. Exam proctoring is by appointment only and may be scheduled by contacting the Library Director. Appointments must be scheduled at least 48 hours in advance.
 - B. Exams will be scheduled according to staff availability. Exams must be concluded 30 minutes before the library closes. Exams must be scheduled during regular open hours. Tests are limited to two tests per day, per patron.

- V. EXAM CONDITIONS
 - A. Library staff will proctor written and online exams.
 1. Patrons taking online exams are encouraged to use their own laptop computers when possible.
 2. If patrons use Library computers, Library staff will not install any software, run any executable files, or disable any features of the Library's network to accommodate the exam. The Library cannot guarantee that technical problems will not occur when using the Library network, computers, or Wi-fi.
 - B. Library staff cannot provide monitoring (uninterrupted direct supervision of the patron) throughout the entire exam. If the examining institution requires continuous direct supervision during the entire exam, Library staff will not proctor this exam, nor can Library staff sign any form stating this.
 - C. Any staff member designated by the Library Director may proctor exams. The Library cannot guarantee to the patron or to the examining institution the name of the proctor or guarantee that the same staff member will be the proctor during the entire testing period.

- D. Proctors will enforce any written time limits that are placed on the exam, as well as other rules set forth in the examination materials. Any perceived violation of the posted rules for the exam will be reported to the examining institution.
- E. The Library cannot guarantee quiet conditions or that a private study room will be provided during the proctoring session.
 - 1. Although staff discourages an unreasonable amount of noise in the Library, the Library cannot guarantee that the testing environment will be free of noise and other distractions.

VI. PATRON RESPONSIBILITIES

- A. Photo identification must be presented at the time of the exam and must match the name on the exam materials.
- B. The patron is responsible for providing supplies, such as paper, pencils, etc., that are not provided by the examining institution. The Library will not provide these items.
- C. Every examining institution has its own specific requirements for proctoring. It is the patron's responsibility to check with the Library Director to make sure the Library can meet all of the requirements.
- D. It is the responsibility of the patron to contract the Library Director prior to the exam to make sure the exam has arrived. The Library Director will not contact patrons when exams arrive.

VII. OTHER PROVISIONS

- A. Library staff will fill out necessary forms in order to be approved as a proctor. Staff will not provide personal information such as driver's license or Social Security numbers.
- B. Exams will be returned to the examining institution within 24 hours. The Library is not responsible for U.S. mail service delays and does not provide a receipt of mailing.
- C. The Library will not keep an exam (or copy of an exam) unless explicitly asked.