

Seguin Public Library

Test Proctoring Policy

PURPOSE

In support of its mission to promote lifelong learning the Seguin Public Library will provide exam proctoring as a service to its patrons upon request and availability of personnel, facilities and resources to do so. This policy sets forth guidelines for this service.

GUIDELINES

- I. The Library does not proctor examinations that require direct supervision of test takers. The proctor will check on the student periodically during an exam but will not monitor continuously.
- II. All test takers must complete an exam proctoring application which will specify the name of the institution offering the exam, contact information of the teacher or testing center administrator, and specific information regarding the requirements of the proctored exam, duration of the testing time, and use of permissible external resources.
- III. The Library will proctor both written and online exams. Online testing will be done via a Library computer, but software cannot be downloaded to any Library computer. Due to demand, the Library reserves the right to limit use of its computers for exam taking to specified times.
- IV. Individual's personal computers are not allowed unless approved by the originating institution. The Library cannot guarantee that technical problems will not occur when using the Library's network or its computers. It is the responsibility of the individual taking the test to ensure that system requirements are compatible with Library resources.
- V. The test taker must make arrangements with the examining institution to have written exams sent or delivered to the Exam Proctoring Coordinator at the Library.
- VI. The individual taking the test will be required to present a valid picture I.D. at the time of the exam and other credentials required by the examining institution. The individual taking the exam is responsible for knowing the exam requirements.
- VII. Proctors will enforce any written time limits that are placed on the exam, as well as other rules set forth in the examination materials. The use of cell phones or visiting with

others is prohibited during the exam. Any perceived violation of the posted rules for the exam will be reported to the examining institution.

- VIII. The Library cannot guarantee that the original proctor will be present and available as scheduled. The Library reserves the right to substitute a proctor in the event of the original proctor's absence.
- IX. The Library cannot guarantee quiet conditions or that a private study room will be provided during the proctoring session.
- X. Prior contact between the examining institution and the proctor is required so that credibility and exam requirements can be verified.
- XI. Librarians and/or Library personnel cannot proctor exams that individuals bring in themselves. Exams and instructions must be received directly from the testing institution.
- XII. If it is determined that a proctoring request is unreasonable or its demands are too burdensome to administer, then the Library reserves the right to deny this service.
- XIII. A test can be rescheduled once, due to extenuating circumstances (such as an illness) if notification is given at least 24 hours prior to the scheduled testing time.

FEES AND COSTS

There is a \$10.00 non-refundable fee per exam for this service. Payment is due at the time the reservation is made. The individual taking the test must assume any cost of printing, copying, and/or returning the examination to the institution. The individual taking the test or the examining institution must provide a return envelope and sufficient postage. The Library charges \$1.00 per page to fax and 15 cents per page printout or photocopy in black and white and 50 cents per page printout or photocopy in color.

AVAILABILITY

Exams are administered by appointment only and applications for proctoring must be submitted at least one (1) month prior to the test deadline. The Library does not guarantee a specific proctor for a test. Library Supervisors are designated to act as proctors. The Library agrees to provide a reasonably quiet space for test takers to undertake the exam but individuals should be mindful that the Library is a public building.

RESPONSIBILITIES OF THE EXAM TAKER

- I. The test taker is responsible for verifying that the testing institution accepts the Seguin Public Library Proctoring Policies and procedures.
- II. Complete the Application for Proctoring Service and return it to the Service Desk at the Library or mail to Seguin Public Library, 313 West Nolte Street, Seguin, TX 78155 Attn: Proctor Coordinator at least one (1) month prior to the test deadline. Allow sufficient time to complete and return the exam before the deadline. The proctoring coordinator will then contact you to make an appointment to meet and to complete the necessary paperwork the examining institution requires.
- III. The examining institution may have specific requirements for proctoring. Check with the proctor coordinator to make sure the Library can meet all of the requirements.
- IV. Should a test taker require the services of a translator, such assistance is the responsibility of the person taking the test, and must be cleared beforehand with the originating testing institution.
- V. Call prior to your exam to make sure the exam, passwords or login information has arrived. The proctor does not contact you when the exam arrives.
- VI. Call the Library during inclement weather to verify appointment availability.
- VII. Arrive promptly at the agreed-upon time, prepared with the items required for taking the exam. These may include picture I.D., money, pens/#2 pencils and calculator. Only items listed in the exam instructions will be allowed in the exam area. You are responsible for securing personal items before the exam begins.
- VIII. Present appropriate photo ID to the proctor on exam day.
- IX. Exams will be administered during regular operating hours and must be completed fifteen minutes before the Library's closing time.
- X. Provide postage and mailing supplies if needed.
- XI. It is the responsibility of the test taker to know exam deadlines. The Library will keep the exam for 6 weeks from the date of receipt and then the exam will be destroyed.

RESPONSIBILITIES OF THE LIBRARY:

- I. Proctor exams in a written format or online via web-based applications.
- II. Check test taker identification and sign the required institution supplied documentation.
- III. Serve as delivery and return point for mailed, e-mailed, and faxed examinations.
- IV. Note the starting and ending times of the entire examination, as required by the institution.
- V. Certify that the individual has taken the exam according to the instructions provided by the institution.
- VI. The Library will not accommodate requests for unscheduled proctoring.
- VII. Return the completed exam via any prepaid method.
- VIII. Hold copies of completed exams for 14 days if requested to do so by the institution. The Library will not hold exams on file for longer than 90 days before they are administered.

DISCLAIMER:

- I. The Library will not provide a staff member to continuously monitor the exam nor will the Library administer tests requiring time intervals monitoring (timed sections). No assistance in explanation of the exam can be provided by Library staff members, nor is it the responsibility of staff to understand the mechanics of the test.
- II. The Library will not be responsible for any delayed exams, incomplete exams nor for any completed exams once they leave the Library's possession and have been mailed back to the examining institution. The Library will not assume responsibility for completed undelivered exams, or inquire about overdue exams. The Library cannot guarantee that completed exams will be received by a specific deadline.
- III. The Library will not be responsible for exams that are interrupted by Library emergencies, power failures, or computer hardware or software failures. The exam will be rescheduled along with notification to the examining institution.
- IV. Due to legal and ethical matters, the proctor will not sign a proctoring statement that attests to more than they are able to do.

Adopted 10.17

Seguin Public Library Test Proctoring Policy approved October 2017.

Jacki Gross, Library Director

Read and adopted by the Seguin Library Advisory Board October, 2017

Jennifer Spencer, Board Chair

Attest:

Jack Linden, Secretary