

## Proctoring Policy

The Tom Green County Public Library offers limited proctoring services subject to the availability of authorized staff and resources. Please note that the Library does not proctor examinations that require direct supervision of test takers.

No fee is charged for this service, but the student must assume any cost of printing, copying, and/or returning the examination to the institution.

### **The following conditions apply to all proctoring services rendered:**

Responsibilities of the test taker:

- Verify that the testing institution accepts all library proctoring policies.
- Schedule an exam appointment at least 3 days in advance with the Branch Library Director, Associate Director of Public Services, Adult Services Coordinator, or one of the full-time reference librarians. Exams must be scheduled during the proctor's regular work hours. All examinations must be completed no later than 15 minutes prior to the Library closing.
- Call to verify that the library has received the exam and any passwords.
- Call the library during inclement weather to verify appointment availability.
- Allow sufficient time to complete and return the exam before the deadline.
- Present appropriate photo ID to the proctor on exam day.
- Bring any necessary supplies to take the exam.
- Provide postage and mailing supplies if needed.

Responsibilities of the Library:

- Proctor exams in a written format or online via web-based applications.
- Check student identification and sign the required school supplied documentation.
- Serve as delivery and return point for mailed, e-mailed, and faxed examinations.
- Note the starting and ending times of the entire examination, as required by the institution.
- Certify that the student has taken an exam according to instructions.
- Return the completed exam via any prepaid method.
- Hold copies of exams for 14 days if requested to do so.

The Library is not able to:

- Provide a staff member to continuously monitor the exam.
- Time discrete portions of a test at specific intervals.

- Accommodate requests for unscheduled proctoring.
- Keep exams on file for longer than 1 month of receipt by the library.
- Guarantee a completely quiet room in which to take the exam.
- Guarantee that the original proctor will be present and available as scheduled. The Library reserves the right to substitute a different proctor.
- Assume responsibility for the examinations that are interrupted by the Library emergencies, power failures, or computer hardware or software failures.
- Download or install software on Library computers for test proctoring.
- Assume responsibility for undelivered exams, or inquire about overdue exams.
- Guarantee that completed exams will be received by a specific deadline.
- Assume responsibility for completed exams not received by the testing institution.

Note: 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.