

Policy Title: Exam Proctoring**Effective Date:**

As a public service and as part of our effort to support the goal of lifelong learning, the Flagler County Public Library provides exam proctoring, subject to staff availability, and in accordance with the following conditions:

Contacting the Library

A minimum of one week advance notice is required before any tests will be proctored. Students who need a test proctored at the library should direct the testing institution to contact the Reference Department at 386-446-6763. All telephone inquiries either from a student or testing institution must be followed by a written request and proctor agreement including all restrictions and requirements. The library will then inform the institution if we are able to meet the restrictions and requirements. The library reserves the right to deny this service.

Scheduling the Exam

If the library agrees to proctor the exam, the student must contact us at 386-446-6763 to schedule a time. Exams will be administered during the library's normal operating hours but must be completed 30 minutes before the library closes. The student and/or institution should be advised that the exam will be proctored by whichever staff is working at the reference desk at the time the exam is scheduled. We do not assign specific staff to proctor exams. If for some reason the staff member must leave prior to completion of the test, he or she may designate another staff member to sign any required documentation. The library reserves the right to cancel or change the date of any proctor test due to inclement weather, computer malfunctions, etc. Student must complete the exam within 30 days of receipt, unless contacted by the student or testing institution to reschedule. The library will discard any exams that are not taken within the thirty day period.

Online Exams

Online exams can be completed using library computers but the computer setting will not be modified to accommodate an online test. The library cannot guarantee the speed of its internet connection, or that the internet connection will not be interrupted during the test. The library cannot allow any installation of special software needed to complete the test - computers must be used as installed. It is the students' responsibility to ensure library computers are adequate for their test taking requirements. Students may bring their own laptops and connect to our wireless network, but library staff will not advise or assist in configuring personal laptops or software.

Supervision

Prior to administering the exam, the proctor, will verify identity of the student through a valid photo ID and the name on the identification must match the name on the testing materials. The proctor will read and follow all instructions from the testing institution. The student will be seated within sight of the Reference Desk. Due to daily business demands of a public library, the library staff cannot ensure a quiet environment; nor can we ensure that staff will closely observe the student during the entire exam. The student is responsible for following all instructions and keeping track of his/her own time. ***All supplies needed for the exam must be brought by the student or supplied by the testing institution.***

Returning the Exam to Testing Institution

The library will not pay for postage or other shipping charges. If library staff is required to mail completed exam back to the testing institution the student or testing institution must provide the envelope or package as well as postage or tracking number if such is required by the student and/or testing institution. If the testing institution allows return via fax, that information should be included in the original instruction packet. The library can not assume responsibility for completed tests that are not received by the testing institution. The student must contact the institution to determine if the completed test was received.

Fees

Exam proctoring fees will be set at \$15.00 per exam. Requests for exams in series will be treated as separate requests. All fees are payable in cash only and must be paid prior to administering of the exam. The library charges 10 cents per page to photocopy and \$1.00 per page to fax/scan.

General Limitations

Due to legal and ethical matters, the proctor will not sign a proctoring statement that attests to more than they are able to do. The proctor will not enter his/her personal information (Social Security number, driver's license, home phone number, home address, etc.) on the proctoring materials.