

OTTUMWA PUBLIC LIBRARY
POLICY AND PROCEDURE

Name of Policy: **PROCTORING POLICY**

Purpose: To meet the needs of students at institutions of higher learning & businesses seeking continuing and education certifications by offering proctoring services. This service is based on the availability of personnel, facilities and technology to do so.

Procedure:

1. The student should ask the library staff to proctor an exam. Staff will direct proctoring requests to the director, assistant director, or reference librarian. A mutually agreeable time should be worked out between the student and staff.
2. The student is responsible for arranging that the exam and instructions are sent to the library prior to the arranged test taking time and should call to confirm the test has arrived prior to that time.
3. The student is responsible for confirming that the libraries resources, be they technological or environmental are adequate for their test taking needs.
4. The student will be required to show a valid photo id at the time of the exam.
5. The student is responsible for the return postage or fax costs for returning the test if a self addressed envelope is not included.
6. Staff will be observing the student while still completing other tasks and assisting patrons during the test taking time period. The library will not be able to provide a proctor who provides constant uninterrupted observation.
7. If the staff proctoring the test must leave or their shift is up, they may assign another staffer to take over. Therefore, the student may return the completed test to a different staffer than the one from whom they started the test.
8. The library is not responsible if the institution's website or email is not working.
9. The library is not responsible for exams that are lost by the postal system or electronically.
10. The library will not keep copies of completed exams.
11. The library may refuse to proctor an exam if it will not work with the staffing scheduled for that time and the needs of the library.

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By: Ottumwa Public Library Board of Trustees