I.   PURPOSE

In support of its mission to promote lifelong learning, Midlothian Public Library will proctor exams for patrons according to the following guidelines.

II. PROCTORING FEE

    A. Proctoring services will be provided free of charge to Midlothian Public Library cardholders.
    B. All others will be charged a fee according to the Charges and Service Fees set forth by the Board of Trustees of Midlothian Public Library. Payment is due before an exam can be administered.

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 Charges and Service Fees set forth by the Board of Trustees of Midlothian Public Library.
        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.
    3. Patrons who are not Midlothian cardholders who wish to use Library Internet computers or Chromebooks to take an exam will pay guest charges, according to the Charges and Service Fees set forth by the Board of Trustees of Midlothian Public Library.
    4. All costs must be paid prior to the administration of the exam.

IV. SCHEDULING

    A. Exam proctoring is by appointment only and may be scheduled by contacting the Proctoring Coordinator at (708) 535-2027. Appointments must be scheduled at least 48 hours in advance.
    B. Exams will be scheduled according to staff availability but will begin no earlier than 9:30 and will conclude no later than 30 minutes before the close of the Library.
    C. An exam session will constitute no more than 4 hours. Reservations for Library Internet computers or checkouts of Library Chromebooks may be made for up to 4 consecutive hours for the purpose of taking an exam.

V.   EXAM CONDITIONS

    A. Library staff will proctor written and online exams.
    B. Patrons taking online exams are encouraged to use their own laptop computers when possible.
    C. If patrons use Library Internet computers or Chromebooks, 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, Internet computers, or Chromebooks.

D. 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.

E. Patrons taking written exams or online exams using their own laptops or Library Chromebooks will be scheduled in the conference room, as availability permits. Patrons taking online exams using Library Internet computers will be scheduled in the public computer lab. 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.

F. Library staff can provide intermittent monitoring but cannot provide 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.

G. Any staff member designated by the Proctoring Coordinator 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.

H. 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.

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 Proctoring Coordinator to make sure the Library can meet all of the requirements.

D. It is the responsibility of the patron to call prior to the exam to make sure the exam has arrived. The Proctoring Coordinator 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 mailed or faxed back 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 keep an exam for 6 weeks from the date of receipt, and then the exam will be destroyed.

Adopted 9/2018