

LVDL POLICY MANUAL

Section II: Service Policies

TITLE: Proctoring Policy

DATE Adopted: March 14, 2011

The Lake Villa District Library provides a limited test proctoring service.

This service is free for library district residents. There will be a fee for non-residents.

Individuals wishing to use the library's proctoring service should note that such service cannot be guaranteed due to potential staffing issues, computer availability, and other issues which may be beyond library staff control. Tests are proctored subject to the availability of authorized staff and resources. The library cannot guarantee that the student will be under direct supervision during the test.

The following regulations apply primarily to students and/or the educational institution:

1. A minimum of one week advance notice is required before any test will be proctored. Students must schedule a time and date with the Adult Services Department. Appointments must be made in person or by phone during normal business hours or by e-mail.
2. Any proctoring fee must be paid prior to the beginning of the test. A fee schedule is attached to this policy.
3. All test requirements must be received from the issuing educational institution before any tests are taken.
4. Tests can be received through the U.S. mail, e-mail, fax, FedEx, UPS, etc. The student must pay the appropriate postage or shipping for the library to return the test to the issuing educational institution. The student must pay current library charges for photocopies. The library will not fax completed tests to the educational institution.
5. At the time of testing, the student must provide current photo identification. The name on the identification must match the name on the testing materials.
6. The student must provide the Adult Services Department with necessary verification forms and test instructions. The student is responsible for returning completed request forms to the educational institution.

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7. The student must contact the educational institution to ensure that the examination and other required test materials are sent to the Adult Services Department.
8. The student must arrive at the appointed time and must provide all of the supplies needed to complete the test.
9. It is the responsibility of the student to know test deadlines. The library will keep a test for three months before the test is destroyed.

The following regulations define library/library staff responsibilities:

1. Tests will be proctored during the library's operating hours on Monday through Saturday and must be completed at least 30 minutes before the library closes.
2. The library will proctor written, e-mailed, or online exams. Library computers will not be modified and no new software will be installed in order to accommodate a given test. Students are advised that there may be some degree of noise and activity in the public area where an available computer may be located.
3. The library reserves the right to cancel or change the date of any proctored test due to inclement weather, computer malfunctions, etc. The test will be rescheduled.
4. Due to legal and ethical matters, the proctor will not sign a proctoring statement that attests to more than he or she is able to do.
5. The library cannot assume responsibility for completed tests that are not received by the educational institution. The student must contact the institution to determine if the completed test was received.
6. The proctor will not enter his or her personal information on the proctoring materials. This includes social security number, driver's license number, home telephone number, or home address. The proctor will supply only LVL D contact information.
7. Proctors will enforce any time limits set on tests and such other rules as can be enforced when the proctor is not otherwise engaged in library duties. Student use of cell phones or visiting with others will not be allowed.
8. The Adult Services Department will maintain a record of proctoring services requested and examinations received, completed, and mailed for one year.
9. The library is not responsible for the content of exams that have been e-mailed to the Adult Services Department or for completed tests once they have been mailed.