

PROCTORING POLICY

I. Purpose

To meet the needs of students and institutions of higher learning; the Eagle Mountain Library agrees to cooperate with patrons and institutions to support their lifelong learning goals by offering proctoring services. This service is based on the availability of personnel, facilities, and technology to do so. As such, the following responsibilities are set out.

II. Responsibilities of Student

A. ALL proctoring communication will be handled by email at: library@emcity.org.

B. The Library charges only for non-residents and North County Library Cooperative cardholders outside of Eagle Mountain to take a proctored exam. The fee, per exam, is \$10.00.

C. The student is responsible for making arrangements to take the exam including confirming with library staff that the test has arrived (electronically or via mail) and scheduling a time to take the test.

* The library proctors exams Tuesday - Thursday between 10:30 a.m. & 6 p.m.; Friday between 10:30 a.m. & 3:30 p.m.; and Saturday between 10:30 a.m. & 2:30 p.m. All exams must be completed 15 minutes prior to library closing.

D. The student is responsible for ensuring that the computer resources at the library are adequate and available for test taking.

E. The student will provide a valid driver's license or photo ID for verification of identity before the test will be proctored.

F. The student will arrive prepared with the necessary or required supplies to take the exam. These supplies will be made available for approval by the proctor if required.

G. The student is responsible for the return postage an envelope for any exam that needs to be mailed and that does not include a self-addressed stamped envelope.

H. The finished exam will be mailed with other library mail, submitted electronically or by fax if those options are available.

III. Responsibility of Library Staff

A. Library staff will provide the student and institution with copies of this policy.

B. A library staff person will proctor the exam. Specific librarians will not be assigned to proctor specific exams.

C. The proctor will observe the student while performing other tasks and assisting other patrons. Proctoring at the library will include issuing the exam, being aware of the student taking the exam, periodically observing the student, signing the proctor form and mailing (faxing/scanning) the completed exam. If an institution requires the student to receive constant uninterrupted observation the library will be unable to proctor the exam.

D. The staff person who begins proctoring the exam may not be at the Circulation Desk when the exam is finished, therefore the student may be returning the exam to a different librarian than the one who issued the exam to the student.

E. The librarian will not sign the name of another librarian on the proctoring form or exam. Unless prior arrangements have been made and it is possible with scheduling, the

Eagle Mountain Library will not proctor an exam for which the signature of only one designated person is required.

F. Library staff will not sign any statement required by the educational institution that is inconsistent with our policy or with how the test is administered.

G. Library staff may refuse to proctor an exam too burdensome or exacting in its demands.

H. The library is not responsible for technical problems of the institution's web site or email.

I. The library is not responsible for exams that are lost by the postal system or electronically.

J. The library keeps copies of completed exams for thirty (30) days.

Reviewed/adopted: 9/20/2018