



# Springdale Public Library

Library in the Park

## Proctoring Guidelines

- Exams are proctored Monday through Friday, 9:00 am to 4:00 pm and on Saturdays, 9:00 am to 12:00 noon. Appointments for exams must be scheduled 48 hours in advance of the exam date. Only one online proctored exam may be scheduled for a time period during a day.
- The Library will meet the proctoring requirements of the testing institution wherever possible; however, the Library cannot provide direct in-room supervision of the student during the exam.
- The Library cannot assign a specific proctor to a student. Exams must be eligible for any Library proctor to oversee.
- Due to legal and ethical matters, proctor staff will not sign a proctoring statement that attests to more than they are able to do.
- Online test takers must understand that a computer will not be reserved for them; they will be given a pass that will allow them to use a public access computer for the exam. Due to high computer use traffic, exam takers may be required to wait for an available computer.
- Exam takers should understand that there are no private testing rooms available and that there will be some degree of noise and activity surrounding them.
- Library computer settings will not be changed to accommodate online exams. Programs for online examinations which must be loaded to a hard drive cannot be used. Outside computers may never be connected to the Library's network.

## Student Responsibilities

- Verify that the testing institution accepts the guidelines outlined in this brochure.
- Schedule the exam 48 hours in advance. Call to cancel if unable to keep exam appointment.
- Call to verify that the library has received the examination before the scheduled exam time.
- Bring a photo ID to the library on the scheduled exam day.
- Come prepared with the necessary or required supplies to take the examination. The library cannot provide pens, pencils, paper, etc.
- Costs related to the exam such as postage, fax fees, and photocopying must be paid by the student prior to the return of the exam to the testing institution.
- Proctors cannot interpret test instructions for the student nor assist in any technical matter with an online test.
- There is always the possibility of technical problems. In the event of computer malfunction during an online exam, it is the student's responsibility to inform the institution and to reschedule the exam.
- Allow 7-10 days for normal U.S. Postal Service delivery or make other prepaid delivery arrangements to return the completed exam to the institution. The Library is not responsible for any delayed exams, nor for any completed exams once they leave the Library's possession and have been mailed back to the educational institution.

## Proctors

Lisa Caldwell  
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Reference Librarian  
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*The Springdale Public Library is pleased to provide proctoring services. Although we do not charge for this service, we will be happy to accept donations on behalf of the Springdale Public Library Foundation.*

## Institution Responsibilities

- Review and approve these proctoring guidelines.
- Clearly supply the name of the institution sending the exam, full name of the test taker, the complete test, and detailed instructions for the proctor on administering the exam.
- Give an expiration date after which the exam should be shredded. The library will hold the test through the test giver's stated deadline. If the test has not been taken; it will be shredded. Default time for destroying the test is three months from receipt of test.
- Supply the library with a return envelope with postage and address.