



# Springdale Public Library

Library in the Park

## Proctoring Guidelines

1. The Springdale Public Library offers proctoring services as described in these guidelines. Appointments should be made 48 hours in advance.
2. Email requests for proctoring services should include the subject "Proctoring" and be sent to: [proctoring@springdalelibrary.org](mailto:proctoring@springdalelibrary.org)
3. All proctors are professional librarians. Specific proctors are not assigned. Proctors cannot sign a proctoring statement attesting to more than they are able to do.
4. The library has public access computers as well as laptops and iPads which may be checked out by adult cardholders.
5. Wireless internet is available for personal laptops or devices.
6. The Library will meet institutional requirements whenever possible within the following limits:
  - a. We cannot provide private in-room supervision. Proctors remain at the Reference Desk with line of sight to computers and public area tables used by test takers.
  - b. Study carrels are available on a first come basis but are not in line of sight for proctors.
  - c. Library staff cannot install specialized software for proctoring. Some computer settings may be modified to accommodate online exams.
  - d. Computers cannot be reserved in advance. Student owned computers cannot be hard wired to the library network.
  - e. The Library is not responsible for completed exams after they are returned to the institution.

## Student Responsibilities

- Verify that the testing institution accepts these guidelines.
- Schedule the exam 48 hours in advance. Call to cancel if unable to keep the appointment.
- Contact the library to assure the examination has been received before the scheduled time.
- Bring a photo ID to your testing appointment. Bring a suitable envelope or mailing flat if the exam is to be mailed to the institution.
- Be prepared to pay for photocopies, fax charges, or postage. Scanning to email is available at no charge. Black and white copies are .15 each and faxing is \$1 per page.
- In the event of unforeseen delays the student should notify the institution and reschedule the exam.

### Proctors

Claudia Driver  
Reference Librarian

Anne Gresham  
Technology Coordinator/  
Reference Librarian

Jennifer Johnson  
Reference Librarian

Sarah Loch  
Young Adult Coordinator/  
Reference Librarian

Vilma Martinez  
Multicultural Reference Librarian

Valerie Sallis  
Reference Librarian

*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

- Be aware of and review these guidelines to assure they meet any institutional requirements.
- Reference the name of the student in all communications, whether by print mail, email, or fax.
- When sending exams by mail or email, include:
  - ◇ the name of the student
  - ◇ the name of the institution
  - ◇ instructions for the proctor
  - ◇ an expiration date after which untaken exams should be shredded or returned
- Unless otherwise requested, the library will shred exams 90 days after receipt.