

## **Test Proctoring Service/Policy and Procedures**

The Yankton Community Library has as one of its goals a commitment to lifelong learning. In partial fulfillment of that goal, the Library offers a test proctoring service. Currently, the Library recognizes the following methods of taking courses/tests:

1. U.S. mail delivery
2. Computer accessible courses taken online including teleconferences
3. Email delivered passwords with tests taken online or delivered as printed attachments
4. Faxed tests.

Test proctoring services are provided by the YCL upon request. Persons interested in using this service must make arrangements with the Head of Circulation. The student is responsible for making all arrangements with the educational institution giving the test as well as scheduling computer time, verifying e-mail/FAX numbers and delivery of all institutional information to the library. While the Test Proctoring Service is available to all patrons, the library reserves the right to limit or deny this service.

Students must verify that the following conditions are acceptable to the institution giving the test before having an exam sent to the YCL:

- The library will proctor written, emailed, online or faxed exams/quizzes. Any costs incurred by the library for printing, mailing, or faxing (receiving or sending) will be charged to the student at the current rate per page.
- At least twenty-four (24) hours prior to taking the test, the student must arrange computer availability for their test as well as sending/verification of arrival of test/password information with library staff. If the exam is written, it is the student's responsibility to obtain needed signatures and arrange for the exam to be delivered to the library. It is the responsibility of the student to contact the library to see if the test has arrived. Staff at the circulation desk will assist the student in scheduling the date and time for the student to take the exam only after the test arrives at the library.
- Tests must be completed during regular hours of library operation.
- Before taking the exam, the student may be required to present a picture I.D. and provide a copy of that I.D. if required by the institution or association. Students are expected to come prepared with the necessary or required supplies to take the examination.
- Proctors will not monitor a student continuously during an exam, but may check on the student periodically. Proctors will enforce any time limits that are placed on the exam as well as other rules set forth in the examination materials. The use of cell phones or visiting with others is prohibited.
- At the conclusion of a written exam, the exam will be returned directly to the testing institution. The student is responsible for return costs, including \$3.00 if tests must be scanned and \$1.00 per page if tests must be faxed, as well as any postage costs.
- The library will hold tests for thirty (30) days or the test's stated deadline.

- Librarians will not sign a proctoring verification that attests to more than the librarian has been able to do.
- The library will not be responsible for any delayed tests nor for any completed tests once they leave the library's possession and have been returned to the educational institution or association.
- The taking of certain tests may be limited by the library's Internet access, available technology, or librarian's technological expertise. Efforts will be made to access the test but special/proprietary software will not be downloaded for specific tests. Students should have email and telephone contact information for the instructor at the time of test-taking so that they can be called in the event of problems.

If this policy does not meet the student's needs, the student should contact the educational institution that is administering the test for other proctor recommendations.