

PURPOSE:

To establish guidelines related to proctoring services offered through Chesapeake Public Library.

POLICY:

The growth of distance learning education in recent years has resulted in an increased demand for student proctoring. Chesapeake Public Library is committed to supporting continuing education and lifelong learning, and will seek to fulfill the need for proctoring services within certain limitations. Proctoring services are available at all Library locations and tests may be administered by Librarians or other staff as deemed acceptable by institutional policies. The Library reserves the right to refuse proctoring where conditions cannot be met by Library staff. The following guidelines encompass the range of services the Library is able to provide:

- Proctoring services are available Monday through Saturday during the Library's regular operating hours, and are conditional, based on staff availability. All tests must be completed thirty (30) minutes prior to library closing.
- Exams should be scheduled as far ahead of time as possible due to the demand of proctoring services. For established students, forty-eight (48) hours' notice is recommended to verify proctor availability. For students new to proctoring, two (2) weeks' notice is recommended in order for the school, student and Library to complete the necessary documentation for the proctor vetting process before scheduling an exam.
- Proctoring requests should be made through the Adult Services Librarian or designee at the respective Library location.
- The Library cannot provide one-on-one monitoring of those taking an exam. Students are responsible for contacting the Library prior to the exam, to ensure that the Library is able to meet the requirements of the institutions they are attending, including technology requirements and technical assistance needed by the students.
- Students are responsible for ensuring that the Library has received the exam from the institution and for scheduling their appointments with the library to take the exam.
- Students are responsible to have communicated with their institution to ascertain which items to bring to the exam, including ID, paper, pencils/pens, calculators, etc. and which personal items (i.e., purses and phones) are allowed in the exam space. Library staff is prohibited from holding any personal belongings while students are taking the test.
- Students are responsible for paying the cost of printing exams, confirmations or associated documentation.
- If the exam is to be returned by mail, students are responsible for providing pre-addressed, postage paid envelopes. The Library will email or fax exams at no cost.