

## Test Proctoring Service

The Scranton Public Library offers test-proctoring services to the public, by appointment only, for a \$20 per hour fee in the Reference Department. All fees are payable prior to taking the exam. The Library accepts cash, personal checks or major credit cards. Exams will be scheduled at least 48 hours in advance. Appointments to take the exam may be scheduled up to one month in advance. Students must have a valid library card and photo id. The exams can be written or on-line. All exams are proctored by professional librarians. Exams can be taken any time during open hours as long as there is enough time allowed to finish at least 30 minutes before closing. The test proctoring for online exams for handicapped individuals is available in our Computer Lab.

### Detailed Guidelines

The Library will proctor written or on-line exams. The Library can receive, print and return exams via e-mail or fax. Any costs for printing will be charged at the current rate per page. The fax charge is \$1 per page.

Several professional reference librarians are available for proctoring during their scheduled public service hours. The Library cannot guarantee that the individual proctor who signed the original agreement will be present. Because of staff schedules the proctor who begins the exam may not be the same staff person on duty when the exam is completed.

Librarians will not sign a proctoring verification that attests to more than the Librarian has been able to do.

If the exam is written, it will be the student's responsibility to obtain needed signatures and arrange for the exam to be delivered to the Library. The proctor will contact the student when the exam has arrived to schedule the date and time for the student to take the exam.

The Library can store the exam in a secure area and maintain password security for electronic exams.

At the conclusion of a written exam, the exam will be returned directly to the testing institution via the U.S. Postal Service at the next regularly scheduled postal pickup from the Library. Allow 7-10 days for normal U.S. Mail delivery. The student is responsible for postage costs. Exams will not be returned via UPS or FedEx.

The Library will hold exams for 30 days or the exam's stated deadline. The exam will be destroyed if the student does not pick up the exam within this timeframe. Library staff will not copy finished exams or hold exams past the date they are taken.

Before taking the exam, the student will be required to present a picture ID and valid library card. Students are expected to come prepared with the necessary or required supplies to take the exam.

Proctors will not monitor a student continuously during the 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. Any perceived violation of the posted rules for the exam will be reported to the educational institution as a measure of good faith.

The Scranton Public Library will not be responsible for any delayed tests, nor for any completed tests once they leave the Library's possession and have been mailed or e-mailed back to the educational institution.

The Scranton Public Library will not be responsible if while taking an online exam the Internet goes down or if there is a power outage. As soon as possible after such occurrence the proctor will inform the institution of the problem.

Librarians will strive to accommodate test proctoring needs. However, the Library reserves the right to limit or deny this service if the proctoring request does not meet the test proctoring guidelines.