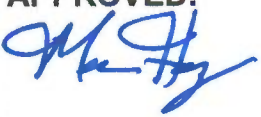


DEPARTMENT OF COMMUNITY SERVICES STANDARD OPERATING PROCEDURES	NUMBER: 17-002 DATE: September 1, 2017 PAGE: 1 of 2
SUBJECT: Proctoring Services in Libraries	APPROVED: 

PURPOSE: To meet the needs of New Castle County residents who are taking examinations that require proctoring, the New Castle County public libraries provide free test proctoring services.

PROCEDURE:

New Castle County Libraries offer free proctoring service for paper and online examinations, with the following provisions:

1. The library defines “proctoring” or “proctoring services” as:
 - Receiving and holding exams (either by e-mail or US Mail)
 - Verifying that the person taking the exam is the correct person
 - Timing the exam
 - Collecting the exam
 - Making and holding a photocopy of the exam (if required)
 - Mailing or faxing the exam back to the testing institution (postage requirement below)
 - Scanning and e-mailing the exam back to the testing institution

2. **Libraries do not monitor exams.** Libraries cannot provide staff to monitor the exam while it is being taken. The testing institution needs to be made aware of this. It is the student’s responsibility to ensure that the testing institution does not require monitoring of the exam.

3. The library’s ability to administer proctoring services is limited. We have limited resources, including staff, publicly-available computers and study rooms. Therefore, we require appointments - walk-ins are not accepted. The library may be unable to proctor multiple applicants at the same time due to these limitations.

4. If required, the library will mail back the exam. We will do so within 5 business days. The student is responsible for paying postage. A prepaid envelope is required at or before the time

of the exam. We will not mail exams without a postage-paid envelope in hand before the exam begins.

5. The library will proctor online exams using the library's computers or the student's own laptop. The library cannot guarantee an online exam will function correctly or that our public computers will interact properly with the institution's exam or blackboard system. Library staff are not technical support staff, and as such are not available to correct technological, software, Wi-Fi or network issues that may arise during the course of an online exam.
Patrons take online examinations at their own risk.
6. In preparation, it is the responsibility of the patron/student to:
 - Review and follow this proctoring policy
 - Ensure the school knows and accepts that libraries will not provide monitoring during the exam (as explained in #2 above)
 - Investigate library locations, hours, and availability of desired features such as a private study room (rooms not available at all libraries)
 - Submit a Proctoring Services application form to the library branch desired as the exam location. Application must be made at least 10 days in advance to allow time for library approval.(Form in Appendix A).
 - Ensure the school provides the library with all necessary information (e.g., access codes, passwords, login information, instructions, and exam return information.)
 - Bring a postage-paid envelope to the exam if you wish the library to mail the exam back to the school
 - Schedule an appointment with the library to take the examination
 - Ensure the scheduled appointment is within the date range specified by the testing institution
 - Contact the library prior to the scheduled examination date to verify that the exam has arrived at the library
7. At the time of the examination, the student is required to verify their identity with a valid, government or school issued photo ID. The proctor will check materials the school provided to the library, and ensure conditions for taking the test are communicated to the student. (e.g., student is only allowed to have blank paper and a pencil, time limit of 2 hours). It is the responsibility of the student to adhere to the conditions.
8. The library reserves the right to refuse to proctor or to stop the proctoring service at any time.