

KNOXVILLE PUBLIC LIBRARY PROCTORING POLICY

Purpose:

The Knoxville Public Library agrees to cooperate with area residents and institutions to support their lifelong learning goals by offering proctoring services. This service is based on the availability of personnel, facilities and technology to do so. As such, the following responsibilities are set out:

Responsibilities of the Student

The student will be required to arrange for the exam and instructions to be sent to the Library at least one week before the taking of the exam.

The student is responsible for making arrangements to take the exam including calling the Library to make sure the test has arrived and scheduling a time to take the exam. The student will schedule the exam time to end no less than 30 minutes before the closing of the Library.

The student is responsible for ensuring that the computer resources in the Library are adequate for the test taking requirements.

The student will provide a valid Driver's License or a photo ID for verification of identity or the test cannot be proctored.

The student will arrive prepared with the necessary or required supplies to take the exam. These supplies will be made available for approval by the proctor.

The student is responsible for return postage and envelope for any exam which does not include a self-addressed, stamped envelope. The student is responsible for the cost of computer printing (15 cents per page), photocopying (15 cents per page) or faxing costs (\$1.00 per page) associated with the exam. As a courtesy, the first five pages copied or faxed for educational purposes are free of charge.

The finished exam will be handled with other Library mail.

Responsibilities of the Library Staff or Proctor

The Library Director will provide the student and the institution with copies of this Policy.

The Library Director or assigned staff will proctor exams. Specific librarians will not be assigned to proctor specific exams.

The proctor will observe the student while performing other tasks and assisting other patrons.

Proctoring at the Library will include issuing the exam, being aware the student is taking the exam, periodically observing the student, signing the proctor form, and mailing the completed exam. On-line exams require passwords which will not be provided to the student at any time.

Library staff cannot make changes to our public computer settings. The Library does not allow the installation of any special software that may be needed to complete the exam on a Library computer.

The Library cannot provide proctoring for groups of students.

The Library is not responsible if the web site or email is not working.

The Library is not responsible for completed exams that have gone astray in the postal system.

The Library will keep copies of completed exams for one week, if instructed to do so. Exams will then be shredded or disposed of in a timely manner.

Approved by the Library Board of Trustees
Date: October 21, 2015