Department of Community Services

New Castle County Public Libraries

Proctoring Services

Adopted: 8/2012 Revised: 2/20/2014

New Castle County Libraries offer proctoring services, with the following provisions:

1. The library defines "proctoring" or "proctoring services" as

    - Receiving and holding exams
    - 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 the exam back to the testing institution

2. Not all libraries in the New Castle County Library system have the resources to proctor exams. Please contact the library whose facility you wish to use to assess their availability.

3. **We do not monitor exams.** Library staff members are unable 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.

4. Due to staffing limitations, the library may not be able to accommodate an applicant's schedule. Most libraries are closed one day per week, and are usually short-staffed during evening and weekend hours. Appointments are required. Please contact the library's proctoring coordinator directly to apply (see Appendix A).

5. 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.

6. The library will also proctor online exams. The library is not able to 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, or network issues that may arise during the course of an online exam. **Patrons take online examinations at their own risk.**

7. It is the student's responsibility to ensure that the testing institution e-mails in a timely manner any necessary access codes, passwords or other login information to the designated library staff member.

Library Policy

Thomas P. Gordon, County Executive

8. It is the student's responsibility to ensure he or she takes their exam within the proper range of time as directed by the testing institution. We will contact the student when the exam arrives, but it is the student's responsibility to schedule an appointment and take the exam in a timely manner.

9. The library's ability to administer proctoring services is limited. We have limited resources (including staff, publicly-available computers, designated proctoring accounts, and study rooms), and must require appointments - walk-ins are not accepted. The library is unable to proctor multiple applicants at the same time due to these limitations.

10. At the time of the examination, the student is required to verify their identity with a valid, state-issued photo ID. The proctor will also check to ensure any conditions for taking the test are met (*e.g.,* student is only allowed to have blank paper and a pencil, time limit of 2 hours).

11. The library reserves the right to refuse to proctor or to stop the proctoring service at any time.

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Appendix A

Application For Proctoring Service

Notes to the applicant:

- The library does not provide in-person monitoring during the exam
- A photo ID is required at the time of the exam
- Please bring a postage-paid envelope to mail the exam back to the testing institution (if no postage-paid envelope is provided by the school)

Date of application _____ Applicant's Name _____

Address _____

Phone _____ School Phone _____

Testing Institution _____

Institution's Mailing Address _____

For Library Staff Use Only

Please date and initial each as they are completed

Policy and procedures explained to student _____ Test materials received _____

Student contacted and notified of exam material's arrival _____ Test date arranged Study room booked _____

Student ID verified _____ Test completed _____

Test mailed back to institution _____

Proctor's signature _____

Notes