**Traverse City**

-We do not charge.

-Librarians are the only staff that proctor

-We don't have an application, but often they just call or email to make sure someone will be available.

-We haven't come across a type of proctoring we cannot accommodate.

-We do not limit it to residents or patrons

Basically, we have a computer close to the reference desk reserved for proctoring and when a student comes in, they usually need us to type in a password or initial something. It's often very low-key, but I have had to call a professor once because the instructions they gave for the proctor weren't working.

**MacDonald Public Library**

*TEST PROCTORING POLICY*

As a community service, the MacDonald Public Library will provide proctoring services for written and online exams. The Library reserves the right to refuse proctoring if the requirements exceed staff or facility capabilities. The fee for proctoring is $10 for City of New Baltimore residents and $25 for all others, to be paid in advance of scheduling the exam.

*Procedure*

• The student must contact the library at least seven days before the exam to request proctoring service. The library requires photo I.D. and the student’s name, home address, telephone number, email address (if appropriate) and fee payment at that time. Examinations received without advance notice and contact information from the student will be returned to the institution.

• The Library will proctor written or online examinations (see Online Exam requirements).

• The student is responsible for having examinations and instructions sent to the library and to determine when they have arrived. The student will schedule a date and time to take the exam only after it arrives at the library.

• The test date and time must be arranged during regular library hours. Tests should not exceed four hours in duration. If the student fails to comply with the agreed upon test date and time for each proctoring session, examinations will be returned to the institution.

• It is the student’s responsibility to allow adequate time for completion of the exam. Exams should not be scheduled during the last hour the library is open.

• Unless a prepaid envelope is provided, examinations received without advance notice or not taken will be shredded.

*Testing Environment*

• The Library does not have a private room for exam taking. The student will sit at a table in the adult area, near the Reference desk and the librarian on duty will proctor the test.

• The Library cannot provide proctoring if a librarian is required to be with the student during the entire exam. The librarian will not monitor a student continuously during an exam, but may check on the student periodically. It is the student’s responsibility to verify that the proctoring conditions provided by the library meet all the requirements of the institution administering the exam.

• Students should come prepared with pens, pencils, erasers, scratch paper, calculators or any other supplies needed for the exam.

*Online Examinations*

• The Library does not provide laptops, students must bring their own.

• If the student cannot use or does not have a laptop they may use one of the library’s internet computers; but they must adhere to the library’s Internet Access and Use Policy. It is the student’s responsibility to know the testing institution’s web address and to arrange for any needed passwords to be delivered to the Library prior to the testing day.

*Exam Administration*

• On the day of the exam, the student will be asked to show a photo I.D. for verification.

• Librarians will not grade examinations. Other arrangements will need to be made if this is a requirement of the testing institution.

• The Library will enforce any time limits that are placed on the exam.

• The Library will not copy finished exams or hold exams past the date they are taken. Unless other arrangements have been made, untaken exams will be held a maximum of three months.

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

• The completed exam and other paperwork will be mailed in an envelope provided by the testing institution. If return postage is not prepaid, postal fees to send the exam and paperwork to the institution is the student’s responsibility. Normally, the exam envelope will leave the building the next business day. The library is unable to honor requests requiring special trips to the Post Office, FedEx or UPS.

• If the completed exam and other paperwork are to be faxed, faxing fees are the student’s responsibility.

**Hamburg Township Library**

-Do you charge for proctoring? If so, how much?

We do not charge for proctoring; we feel it is a service to the public.

-Can anyone on staff do it, or do you limit it to librarians?

We find this depends on the school. Some do not care; some want a librarian to do it.

-Do people have to fill out an application or make a reservation, or do they just call to set up a date over the phone?

Again, this depends on the school. Sometimes the student will call or email to get our contact information for the school, sometimes the school will contact us via email with a form to fill out.

-Is there any type of proctoring you won't do (takes too long, too much involvement, etc.)?

We have not run into any situation that would prevent us from helping the student. So far, it’s only been watching a student take an exam – not involved at all.

-Do you limit it to residents of your city/patrons of your library?

We have not found this to be a problem for us. We are surrounded by libraries that also offer this service, so we are not inundated with requests; it seems to be just our service population that comes in.

Usually I am the one to do the proctoring (it’s just easier if we limit it to one person); however, the rest of the staff can certainly do it if it fits better with the student’s schedule. The best advice I can give is for you (or whoever is actually doing the proctoring) to actually talk with each student to get things squared away (your schedule, when is the library the quietest, is the exam on paper or online, how is the exam to be returned to the school, etc.). If you get this all straightened out in the beginning with each student, you won’t have a problem.

**Oakwood Hospital – Dearborn, Medical Library**

There is no charge, but they have to be an Oakwood employee.

We have a staff of four, and all are trained on the test proctoring. The primary contact person is actually a Library Technician.

We have a standard form that they need to fill out – one form for each test they need proctored. Let me know if you would like copies of the form and/or copies of our written policy and procedure.

The test proctoring must be done during normal library hours – 7:30am-5:00pm Monday through Friday.

If the university requires constant monitoring of the student, we don’t do it.

We provide both paper/pencil test proctoring and computer-based test proctoring.

**ST. JOSEPH/MAUD PRESTON PALENSKE MEMORIAL LIBRARY**

*PROCTORING POLICY*

*Purpose:*

Proctoring exams and tests is a service which extends beyond the normal scope of Library business. However, the Board of Trustees of the St. Joseph/Maud Preston Palenske Memorial Library recognizes that distance learning is becoming more prevalent and, as such, there is a need within our community for proctoring services.

*Eligibility:*

Residents and non-residents whose accounts are in good standing with the St. Joseph/Maud Preston Palenske Memorial Library are eligible for this service. Any outstanding library fines and fees must be paid in full before proctoring services are scheduled. If any non-sufficient check fees have ever been assessed on a patron’s account the patron will no longer be eligible to schedule proctoring sessions at the Library.

*Fees:*

There is a non-refundable charge of $35 per test for residents of St. Joseph City or St. Joseph Township; $50 for non-residents. Payment is due at the time the appointment is made. Proctoring exams often requires changes to the Library’s normal staff schedules. As such, students are allowed to reschedule a proctoring appointment one time before the test charge is forfeited. If for any reason a student does not reschedule prior to their proctoring appointment or does not appear for an appointment, all fees paid will be forfeited. Should the student need to make a new appointment all applicable fees must be paid again.

If a completed test is not submitted online, tests can be returned via U.S. mail or fax. Accommodations cannot be made for special handling requirements for returning tests. In the event that mail or fax services are utilized for test submission, student must provide a prepaid envelope addressed to the testing institution or pay the standard Library fax fee.

*Availability:*

Proctoring services will be scheduled by appointment only and will be subject to the availability of authorized staff, space, and necessary equipment. Appointments must be scheduled no less than 7 days before the desired test date. While the Library will do its best to meet the scheduling needs of the student, the Library will determine date and time for appointments. Regular library activities will take precedence over proctoring services.

Testing may be cancelled or postponed if the testing materials are not received in time, require clarification, incur any expense, or otherwise exceed the Library’s ability to comply with the institution’s requirements.

Appointments will be scheduled only during regular library hours. No exam may start before the Library opens for business. Examinations must be scheduled such that students have sufficient time to complete all exam requirements at least 15 minutes before the Library closes.

*Guidelines:*

• The student will be required to present a valid picture I.D. at the time of the exam.

• The Library will meet the testing institution’s requirements wherever possible. Direct, continuous in-room supervision will not be provided, but proctors may check on the student periodically. If the organization requesting the exam requires constant supervision while proctoring, the responsibility falls on the student to find proctoring services elsewhere that can accommodate that requirement. Librarians will not sign a proctoring verification that attests to more than the staff member has been able to do.

• The Library cannot proctor exams that require the installation of special software or the modification of existing computer settings.

• The Library does not guarantee that a quiet study room will be provided.

• Proctors will enforce any time limits that are placed on the exam.

• The use of cell phones or visiting with others is prohibited.

• Prior contact between the testing institution and the proctor is required so that credibility and testing requirements can be verified.

• Librarians cannot proctor exams that students bring in themselves.

• The St. Joseph/Maud Preston Palenske Memorial 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 back to the educational institution.

• The Library will not be responsible for tests that are interrupted by Library emergencies, power failures, or computer hardware or software failures.

• The Library reserves the right to substitute a proctor in the event of the original proctor’s absence.

*Responsibilities of the test taker:*

• Fill out the Application for Proctoring Service form and return it to the Circulation Desk at the Library. A librarian will then contact you to make an appointment to meet to complete the necessary paperwork your school requires and to collect the appropriate proctoring fee.

• Your school may have specific requirements for proctoring. Check with the proctor to make sure the Library can meet all of the requirements.

• Call prior to your test to make sure the test or login information has arrived. The proctor does not contact you when the exam arrives.

• Determine how your test will be returned to the testing institution and come prepared with either a prepaid envelope or fax fees if needed.

• Arrive promptly at the agreed upon time prepared with the items required for taking the test. Items can include picture I.D., money, pens/pencils, and calculator. Only items listed in the instructions will be allowed in the test area. You are responsible for securing personal items before the test begins.

Exams not taken by the date on which they were to be completed are either discarded or returned.

**Reed City Area District Library**

-Do you charge for proctoring? If so, how much?

We currently do not charge

-Can anyone on staff do it, or do you limit it to librarians?

The Director (myself) is the only one proctoring.

-Do people have to fill out an application or make a reservation, or do they just call to set up a date over the phone?

I do not have an application and usually I get a phone call, but have received e-mail requests.

-Is there any type of proctoring you won't do (takes too long, too much involvement, etc.)?

I do not do regular commitments (for example once per week for a month or two months). If it will be one or two times in a semester and several hours or less, usually that is the guideline I go with. We are a small library and it takes too much up of our staff resources if we accommodate more extensive requests. We do like to offer the service as we are able as we know it is needed and other proctoring sites in our area are limited.

-Do you limit it to residents of your city/patrons of your library?

No, but typically the requests are from residents. If it was out of area, I would suggest checking with more local sites or their home library.

**Berrien Springs Community Library**

We are a class III and we offer proctoring for free. I normally do it but any adult staff member would be allowed to do it and have. I will set up a date over the phone or in person. I haven't encountered a proctoring situation that I have turned down and we don't limit by resident/patron.

We do not receive very many proctoring request. Usually 4-5 people per year.

**Charlotte Community Library**

We offer proctoring, but we do not charge. There is not a form, but they do have to make an appointment. The date can be set up over the phone, or via email. Generally we do not do so much that we need to limit it at this time.

**White Lake Community Library**

Yes, we proctor. Answers to your questions are:

We do not charge for proctoring - (it interrupts my day a little, but I am able to do some work I can't get to otherwise).

We have 2 of us registered with the colleges who can proctor. Only those registered are allowed to do it (myself and Assist. Director). It depends on the college as to who they will allow. Some only allow the director. Check with them first.

Students must email or call me. Then we work out a schedule that meets their deadlines.

So far, all proctoring has been fine - most take an hour or much less and everything is on-line.

We don't limit to any certain persons. I figure these are students looking to get a degree and hopefully a job or better paying job, so this helps them out by saving them gas and time.

So far, proctoring has not been a problem. However, some students are the problem, especially if they are prone to waiting until the last minute to take tests. I do not bend over backward to proctor - they have to take tests on my schedule (before 5:00 PM unless I am already staying late and no Saturdays). I have one person who is pushing the limits right now, but we are able to cope. If I have to stay late for some reason, just for them, and they are late, I leave. You might want that in your "policy" for proctoring. You need something in place for those who are constantly late and mess up your day.

**Fife Lake Public Library**

We are a small library - class 1. We have done it for a couple years. We have a couple women who are steady on line college students who do this. The professor emails us. The directions are pretty simple. We put the patron in a quiet area we can observe them (we use our back workroom). We don't charge. We plan on going into the schools this year and offer it to the seniors also. I think it might be a way to make graduates library users. We remind the patron to always call us ahead of time to make sure we have the right documentation.

**Holly Township Library**

Holly Township Library does not charge, they call and set up an appointment, we Proctor whatever needs to be proctored. No restrictions, they NEED a place to have this done so we just do it.

**Peter White Public Library**

We offer proctoring for $25.00 per test. If someone is outside our service area we are supposed to charge $50.00 (per board policy) but we don't. The reference staff believes that is way too much for poor students to pay. So we charge everyone $25.00. Our reference staff of 5 people do the proctoring. 1.5 of us are librarians.

Students fill out an online registration form available on our website under the "service" tab. We contact the student after we receive their registration and tell them to provide their professor with our email so the professor can email us the test information. We schedule the test based on our staffing and the needs of the student. After the exam, we scan or mail the results to the professor. Usually, however, the test is all online and the results go to the professor without our intervention. We like a two week notification to make sure we have all the paperwork or online information, but we don't stick to the two week notice.

We've never been asked to proctor anything that is "too long" or "too involved." But you could set parameters based on your experience. We dedicate a computer to proctoring and one-on-one computer classes so the length of time a test takes really doesn't matter. We allow at least three hours per test unless the student lets us know it will take longer than

that. (It never has that I can remember.)

We are the only institution around here that is willing to proctor so we will proctor for anyone. This summer, we had a police force in Alaska call and ask us to proctor an exam for a prospective hire from near here. So we meet some interesting students and help people in various situations.

**Livonia Civic Center Library**

We do provide proctor services by appointment only. I am the only one tasked with the responsibility.

Therefore, proctoring is done when I am available. We charge $10.00 for Livonia residents and $25.00 for non-residents.

It is always best for the person needing a proctor to contact me via the reference desk to schedule a testing date.

There is no limit to the type of test proctored, as long as time allows.

**Lapeer District Library**

Here at the Lapeer District Library, we proctor any test, for anyone without a fee. They generally call and make an appointment, and the school sends us the passwords to an online test, or on rare occasion we still may get a paper test mailed to us. We limit the proctoring duties to the reference desk staff, and we keep a binder with the proctoring information so that whoever is working will have access.

**Garden City Public Library**

Our current fee is $20/hour (1/2 hour increments) per student.

Policy found at <http://gardencitylib.org/PDF/PoliciesPDF/ExamProctoring2014.pdf>

**Marguerite deAngeli Library**

We don't charge for proctoring and usually the only staff that handle proctoring is the reference desk (we have two regular reference desk staff). All proctored tests must be prearranged. We have one staff member that schedules the tests and handles all the paperwork. We keep a binder that has all the current test packets, etc. together so that the materials are easy to find. With only two of us handling the proctoring, it is very easy to keep things straight.   
  
So far, we haven't had to turn down anyone. Though we are not always able to handle their schedule requests, since it depends on our work schedule and we never let a substitute administer a test. We would turn a request down if we were unable to meet the constraints set by the school--say if the school required a dedicated testing room or something. If the test is on computer then we have the person testing use the public access computers that are within sight of the reference desk, or they use their own on a table within sight of the reference desk. And of course written tests are taken at a table within sight of the reference desk.   
  
We supply scrap paper and other materials within reasons as allowed by the school and follow the guidelines outlined by the school.   
  
We have never had anyone other than patrons request a test proctoring. We have about 3 patrons currently taking online classes and they are usually the only ones requesting. We occasionally have business professionals that will ask us to proctor a business related test but not very often. It goes in spurts and we rarely have to do more than a test or two a month.   
  
We serve a population of about 70,000-80,000. I think that having to prearrange a test keeps non-residents from using the service, though, I really can't see us turning anyone down. We are in a rural area and have more staff and longer hours than any of the other area libraries.