

# Mid-Mississippi Regional Library System Test Proctoring Policy and Guidelines



**Library System Board adopted on October 25, 2010**

The Mid-Mississippi Regional Library System (MMRLS) supports the goal of lifelong learning. As a service to its customers and area residents, MMRLS provides a test proctoring service at each of its 13 branch libraries. Only those tests which meet the guidelines of the Library Test Proctoring Procedures will be proctored. These guidelines help to insure the integrity of the testing process and equal treatment for all those taking the examinations.

**It is the responsibility of the test taker and the institution requesting the proctoring of a test, to verify that the policy and guidelines presented here are acceptable to the institution giving the test, before having the exam sent to one of MMRLS' branch libraries.**

- Proctoring of examinations will be available during the individual MMRLS branch library's regular hours of operation, depending on the availability of the designated library staff.
- Tests must be completed at least one half hour before the library closes.
- Appointments to take the examinations must be scheduled one week in advance during the library's regular hours of operation. If a test taker is unable to keep his appointment, he/she must notify the library within 24 hours of the appointment time. MMRLS will not proctor a test that is not scheduled beforehand.
- MMRLS branch libraries reserve the right to cancel or change the date of any proctored test. (Examples: inclement weather, computer malfunctions, building evacuation, unforeseen circumstances, etc.)
- MMRLS cannot provide a locked and secure place for testing. The library environment will not be modified to accommodate a proctored test. The test taker must understand that there will be some degree of noise and activity in the library while they are taking a test. Private, soundproof rooms are not available.
- MMRLS cannot provide direct in-room supervision of the test taker during the test or discrete portions of the test at specified intervals, but can note the starting and ending times of the entire exam. MMRLS cannot commit to proctoring an entire course of study or single exams requiring multiple sittings. Requests for exams in series will be treated as separate requests.
- Library staff cannot interpret test instructions for the test taker nor assist in any technical manner with an online test.
- Test takers cannot bring young children in need of supervision with them when taking the test.
- MMRLS Branch Managers and Assistant Librarians will proctor the examinations. The proctor administering the test will be a before mentioned staff member on duty during the time the test is scheduled and not necessarily the person to whom the test is mailed. If the staff member who gives the test-taker the test materials and records the start time must leave before the test taker has completed, he/she may designate the other before mentioned staff member to sign the required documentation.
- Staff members who act as proctors will conform to the testing institution's requirements as long as the normal functions of the library are not compromised.
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## **Test Proctoring Policy and Guidelines (continued)**

- Due to legal and ethical matters, MMRLS proctoring staff will not sign a proctoring statement that attests to more than they are able to do. MMRLS staff proctoring tests will not be required to take any courses, etc., on proctoring
- MMRLS libraries will proctor only written or online tests. MMRLS will not proctor any GED testing.
- The testing institution must send the test to the library. The test can be sent by U.S. Postal Service, FedEx, UPS, other commercial carriers, or e-mailed to the appropriate proctor's e-mail account. **Tests will not be accepted by fax.** Tests must include a postage paid return envelope **or test taker will be responsible for paying a return postage fee.**
- It is the test taker's responsibility to contact the library, make sure his/her test has arrived, and schedule an appointment.
- When the test is completed it will be sent by U.S. Postal Service on the next business day. Tests may also be returned to the institution, using UPS, but pickups **must** be scheduled by the test taker or institution. Tests may be returned by fax with the test-taker paying the fee for faxing service.
- The test taker will be responsible for any printing costs that occur relating to his/her test at a rate of 20 cents per page.
- The test will be held at the library for 60 days from date of receipt. If the test taker has not contacted the library to schedule an appointment by this time, the test will be returned to the institution or shredded.

### **Online examinations:**

- Personal laptops can not be used for testing unless the testing institution has made it allowable in its testing policy and guidelines.
- Library public access computers are available with internet access for online testing. It is the responsibility of the test taker to ensure that the library's computing resources are adequate for his/her testing requirements. Special software that may be needed to complete the examination on a public access computer may be installed if it is approved first by the Technology Coordinator and the installation device (CD, etc.) is checked for viruses before installing. The public computer must be rebooted after the test is completed to remove the installed software.
- The test taker is responsible for making a reservation for the computer in advance to insure availability of a computer. If more than 60 minutes are required to take the test, the test taker should notify library staff at the beginning of his/her session so an extended time can be given to insure uninterrupted session time.
- If the test contains an audio component, the test taker is required to provide suitable headphones. (Ear buds may be purchased at the circulation desk.)
- The test taker is responsible for any printing fees that occur during his/her use of the public access computers.
- The test taker will adhere to all rules and regulations set forth in MMRLS' computer/internet use policy.
- MMRLS and its branch libraries will not provide home phone numbers or addresses for any proctors.

# Test Proctoring Policy and Guidelines (continued)

## Requirements and Procedures:

- **MMRLS is unable to provide one-on-one monitoring of test takers and cannot visually monitor the student during the exam.** MMRLS is not able to guarantee a specific proctor will be available on a given date. A list of MMRLS branch libraries can be provided to the institution.
- MMRLS branch libraries keep a log reflecting test taker info, receipt of test materials, date of test, and return mailing of completed test materials.
- When the test is completed it will be sent to the institution by U.S. Postal Service on the next business day. Tests may also be returned to the institution, using UPS, but pickups **must** be scheduled by the test taker or institution. Tests may be returned by fax with the test-taker paying the fee for faxing service.
- MMRLS will schedule make-up tests in the event of test cancellation due to inclement weather or other unforeseen circumstances.
- MMRLS cannot assume responsibility for completed exams not received by the testing institution.

## Institution Responsibilities:

- Review and approve these proctoring guidelines.
- Clearly supply the name of the institution sending the exam, full name of test taker, the complete test, and detailed instructions for the proctor on administering the exam.
- Give an expiration date after which the exam should be shredded or returned to institution in a postage paid return envelope. The library will hold the test through the test giver's stated deadline. If the test has not been taken and a postage paid return envelope not provided; it will be shredded. Default time for destroying the test is 60 days from the receipt of test.
- Provide the library with a return envelope with postage and address.
- Schedule pickup with UPS if test is not to be returned by mail.

## Test Taker Responsibilities:

- Review these proctoring guidelines and determine that the institution has approved them
- If testing online using library's public access computers: review MMRLS computer/internet policy. Ensure public access computing resources are adequate for his/her testing requirements. Schedule a computer reservation in advance of test and request extended time at the beginning of session to insure uninterrupted testing time if test will take longer than 60 minutes.
- Contact the library and sending institution to make specific arrangements to take the test. **MMRLS will not contact the institution to negotiate dates or fill out forms for any arrangements.** All arrangements are the test taker's responsibility. The test taker is also responsible for rescheduling the test date should an emergency arise for him/her.
- **Provide current photo ID bearing signature; name and ID and name under which the test taker is registered for the test must match exactly.**
- Test taker is responsible for supplying all required materials necessary to take the test including paper, pencils, calculators, and audio equipment.

- It is the test takers responsibility to be sure that the test is taken within the period of time that the institution requires.
- Provide return envelope and postage if not provided by the institution.
- Schedule pickup with UPS if test is not to be returned by mail and pickup has not been scheduled by institution. If test is to be returned by fax, test taker is responsible for fax fee at a rate of \$1.00 per page.
- Test taker is responsible for any fees incurred relating to printing at a rate of 20 cents per page, cost of ear buds (\$1.00) if audio is required during testing and test taker does not have headphones, and CDs (\$1.00 each) if needed to save data from public access computers.

