

Marple Public Library Proctoring Services Policy 9-26-16

The Marple Public Library offers proctoring services to its patrons. Reference Desk Staff who are also qualified librarians, are available by appointment to proctor examinations and tests if the demands of the patron and the institution requiring the exam/test fall within the criteria listed below and the procedures outlined are followed.

A copy of this document will be provided at the time of initial inquiry or when the proctoring service is scheduled. It is the responsibility of the student/test taker to read this document prior to making payment for the proctoring service. A signed copy of Marple Public Library Proctoring Services Agreement (page 4) must be submitted with payment and will serve as confirmation that the student/test taker has read, accepts, and will follow the procedures as stated in this document.

1. Proctoring services are scheduled through the staff at the Reference Desk. Visit the Reference Desk in person or call 610-356-1510 to schedule a test date.
2. Proctoring services must be scheduled a minimum of one week prior to the test date. When scheduling proctoring services the student/test taker must allow sufficient time to take the exam before the deadline established by the institution/examining body.
3. **There is a fee for each exam proctored:** \$20 for Marple Township Residents and \$30 for non-residents. The fee is due prior to the day of the exam and may be paid by cash, or check. The scheduled date will be confirmed upon receipt of the fee. If the exam requires more than one day to complete the fee will be charged for each day. If there are several exams to be taken in one day, the fee will be charged for each exam.
4. The Library reserves the right to charge a \$20/\$30 cancellation fee if less than 24 hours' notice is given by the student/test taker or upon multiple cancellations by the student/test taker. Should a decision be made to charge a cancellation fee, the fee will be in the form of a non-returned pre-payment. If a cancellation occurs within the proscribed time the pre-payment fee will be returned.
5. Marple Public Library will provide a public access computer for online exams. The computer will have Microsoft word and Internet access. Tests offered in a computer format must be compatible with the hardware and software available on the Library work station.
6. It is the responsibility of the student/test taker to ensure that the library's computing resources are adequate for their test taking requirements.
7. Online tests which require the installation of software on the library's computers cannot be proctored.
8. The student/test taker may provide their own laptop for online exams.

9. The Library cannot guarantee that technical problems will not occur during online exams. The Library will not be responsible for tests that are interrupted by Library emergencies, power failures, computer hardware or software failures, or loss of Internet connection.
10. The student/test taker must contact the examining institution to ensure that the examination and other required exam materials are sent to the Library proctor. The institution may have specific requirements for proctoring. It is the responsibility of the student/test taker to check with the proctor to make sure the Library can meet all of the requirements.
11. The Library reserves the right to cancel the date of any test scheduled to be proctored due to inclement weather, computer malfunctions and the like. The test will be rescheduled.
12. The examination must be taken during scheduled Library hours and completed 30 minutes prior to the Library closing. The student/test taker must allow adequate time for completion of the exam. Exams will not be scheduled during the last hour that the Library is open.
13. Computers are available for online examinations, or a desk in a quiet room for paper testing.
14. If the exam is written, it will be the responsibility of the student/test taker to arrange for the exam to be delivered to the Library. The student/test taker is responsible for calling the Library to verify that the exam has arrived prior to the exam date. The Library will not alert the student. Please call the Reference Desk (610-356-1510) to confirm. The Library reserves the right to return to the testing institution any exams that are received without prior contact with the student/test taker.
 - a) For closed book exam/test, the test taker will sit at one of the public tables adjacent to the Reference Desk.
 - b) For open book exam/test, the test taker may sit at one of the public tables adjacent to the Reference Desk or at a desk in the Quiet Room.
15. The student/test taker must arrive for the test with a current photo I.D. that matches the name on the testing materials.
16. The student must bring all supplies needed to take the test (i.e. scratch paper, pen, pencil, and calculator).
17. The proctor will not grade exams. Other arrangements will need to be made if this a requirement of the testing institution
18. Proctors will enforce time limits that are placed on the exam as well as other rules set forth in the exam materials. The use of cell phones or visiting with others is prohibited. Any perceived violation of the posted rules for the exam will be reported to the educational institution.

19. The proctor will not sit with the student for the length of the exam but will remain in the vicinity of the student during the exam, while attending to library related duties. The Library does not guarantee that a quiet study room or constant supervision of the student/test taker will be provided.
20. Proctors will not sign a proctoring verification that attests to more than the staff member has been able to do.
21. All mailing charges, photocopying, or other costs associated with the exam are the responsibility of the student.
22. Library staff will not take the completed exam to the post office, UPS, or FedEx mail drop. We will include the completed exam with our regularly scheduled outgoing mail. The student or institution must provide a self-addressed, postage paid envelope in which to mail the exam. It is the responsibility of the student/test taker to allow sufficient return time for the normal library mailing at the time the proctoring service is scheduled.
23. At the request of the institution, the Library will retain a copy of the exam for up to eight weeks. After that time, the copy will be destroyed. In all other cases the Library staff will not photocopy finished exams or hold exams past the date they are taken.

Marple Public Library Proctoring Services Agreement

MARPLE TOWNSHIP, THE MARPLE TOWNSHIP PUBLIC LIBRARY, TOWNSHIP EMPLOYEES AND LIBRARY TRUSTEES AND EMPLOYEES (HEREINAFTER COLLECTIVELY "MARPLE") SHALL NOT BE LIABLE FOR AND THE TEST TAKER SHALL INDEMNIFY AND HOLD HARMLESS MARPLE FROM AND AGAINST ALL LOSS, CLAIM, DAMAGE, OR INJURY OF ANY KIND OR CHARACTER TO ANY PERSON OR PROPERTY ARISING FROM THE LIBRARY'S TEST PROCTORING SERVICE PROVIDED PURSUANT TO THIS AGREEMENT. THE TEST TAKER HEREBY RELEASE, REMISES AND WAIVES ON ITS BEHALF AND ON BEHALF OF ITS HEIRS, SUCCESSORS AND ASSIGNS, AND HOLDS MARPLE FREE AND HARMLESS FROM ALL CLAIMS AND DEMANDS AGAINST MARPLE FOR ANY LOSS, DAMAGE OR INJURY, INCLUDING ANY LOSSES RESULTING FROM MARPLE'S NEGLIGENT CONDUCT AND ALL COSTS AND EXPENSES ARISING FROM ANY CLAIMS, LAWSUITS OR COURT EXPENSES, INCLUDING ATTORNEY'S FEES, ARISING FROM MARPLE'S TEST PROCTORING SERVICE PROVIDED PURSUANT TO THIS AGREEMENT.

By signing below, I acknowledge that I am the test taker (or the parent or legal guardian of a minor test taker), that I have read and understand the above rules, regulations and terms and conditions and I agree that this Agreement shall be applicable to all tests proctored for the test taker by the Marple Public Library.

_____	_____
Printed First and Last Name of Test Taker	Phone or Email
_____	_____
Printed First and Last Name of Parent or Legal	Phone or Email
Guardian if Test Taker is a Minor	
_____	_____
Signature of Test Taker	Date

If you have further questions about proctoring, please call the Reference Desk (610-356-1510).

***Adopted by the Marple Public Library Board – 9/26/16.**