

## Proctoring Examinations Policy

### Policy Statement

As a community service, the Rochester Hills Public Library (RHPL) will provide proctoring services for written examinations.

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### Regulations

1. Students must have a RHPL resident card in good standing.
2. The student must contact a librarian to complete an online form to request proctoring service before any examination is sent to the library by the student's educational institution or potential employer. The library requires the student's name, telephone number, library card number, and email address (if applicable) at that time.
3. Examinations not taken after one month will be discarded.
4. The student is responsible for having the examination and instructions sent to the library after communicating with a librarian. The student is responsible for timely receipt of the examination and instructions.
5. The library will accept examinations via email or postal service. The library reserves the right to refuse proctoring if the requirements exceed staff or facility capabilities. For example, the library does not proctor examinations that require notarized signatures.
6. A librarian will attempt to contact the student when the examination and instructions arrive at the library. If the student is not available after three contact attempts over a two-week period, the test will be discarded.
7. Test date and time must be agreed to by a librarian, will occur during regular library hours and should not exceed four hours. If the student fails to comply with the agreed upon test date and time for each proctoring session, a librarian may return the examination to the sender.
8. Supply requirements for an examination are the responsibility of the student.
9. The library does not guarantee a quiet test area, continual monitoring for the entire examination period or a specific library staff member's service.
10. If return postage is not prepaid, postage to return the examination is the student's responsibility.

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11. The library staff is responsible to deliver the completed examination into the care of the U.S. Postal Service but is not responsible for delivery beyond that point.
12. The library will maintain a reliable record of proctoring services requested and examinations received, completed and mailed.
13. No tipping or other payment or compensation to library personnel is permitted for proctoring services.

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Approved: 2008, July 10, 2017

Rochester Hills Public Library Board of Trustee