

## HOKE COUNTY PUBLIC LIBRARY EXAM PROCTORING POLICY

Hoke County Public Library offers limited exam proctoring services. Students must verify that the following conditions are acceptable to the institution giving the test before having an exam sent to the Library.

- There is no charge for proctoring services at the Library, although printing, faxing & postage costs may apply. Requests from schools charging a proctoring fee will not be accepted.
- Proctoring services are available during regular Library hours, and depend upon the availability of personnel and facilities. Tests must be completed 15 minutes before the Library closes.
- The Library cannot provide proctoring services for online tests or for exams that students bring in themselves. The Library cannot commit to proctoring an entire course of study.
- The Library will not be responsible for tests that do not arrive on time, those that are interrupted or delayed by Library emergencies, power failures, weather issues, etc., or for completed exams once they leave the Library's possession.
- The Library will meet the proctoring requirements of the testing institution wherever possible. Any perceived violation of the posted rules for the exam will be reported to the educational institution.
- Library staff members will observe the student while performing other tasks and assisting other patrons; we cannot provide direct in-room supervision or constant monitoring of the student during the test, or provide written or verbal assurance that the student did not use notes, books, or other resources.
- The Library cannot guarantee quiet conditions for test-taking. The student will be seated in sight of the Circulation desk, but there is no guarantee that the student will be under observation at all times.
- Library staff must receive the following information before a test is sent to the Library for proctoring: student name, name of institution, and address, phone number & e-mail of student. As a courtesy, the Library will attempt to notify the student when a test is received. However, it is the student's responsibility to make sure the test has arrived at the Library before their appointment time.
- Tests can be received via U.S. Mail, email, or fax, and may be returned via U.S. Mail or fax. The exam, plus any instructions or additional paperwork, must be sent to the Library so that it is received at least one (1) week in advance of the intended test date:

Proctoring Services  
Hoke County Public Library  
334 N. Main St.  
Raeford NC 28376  
910-875-2502 (phone)  
910-875-2207 (fax) \*\*NOTE: \$1.00 per page fax charge applies; see below  
[sheila.b.evans@ncmail.net](mailto:sheila.b.evans@ncmail.net)

- The Library can also receive tests from delivery services such as Fed Ex or UPS. Tests cannot be returned via these services.
- Individual librarians & library assistants are not assigned to proctor specific exams or students. Exams may be proctored by any staff member, and substitutions may be made at the discretion of the Library. Because of staff schedules, the staff member who begins proctoring the test may not be the same staff person on duty when the test is complete.
- The student must contact the Library at least 48 hours in advance to schedule an appointment to take the test. Cancellations may be rescheduled. No-shows will be rescheduled one time; if the student is a no-show for the second booking, the test will be destroyed or returned to the institution if postage is provided, and no further appointments will be made for that student.
- Printing, faxing or photocopying of tests, answer sheets & other paperwork will be charged at the current rate per page.
- Postage for mailing tests to the student's institution will be paid by the student or the institution. Envelopes and other mailing supplies will not be provided by the Library.
- Library staff will verify the identity of the student by requiring a current photo ID before administering the exam.
- Students should not bring phones, PDAs, cameras, calculators, books, tote bags, or other equipment or materials prohibited by the exam instructions into the Library. The Library cannot provide storage for such items during the test.
- Students are responsible for providing all allowed materials & supplies, including paper, pencils and calculators.
- The Library will not hold tests beyond their expiration dates. Tests not take by that time will be destroyed, or returned to the institution if postage is provided.
- It is the student's responsibility to follow up with the institution, to ascertain that the test was received there. The Library will not keep copies of completed test materials unless specifically asked to do so by an institution, and then only for a limited time, not to exceed 2 weeks.
- If it is determined that a proctoring request is unreasonable or its demands are too burdensome to administer, the Library reserves the right to deny this service.