

Effective Date: March 19, 2025

Exam Proctoring Policy

Introduction

The Sharon Public Library Adult Information Services Department will proctor any mailed, emailed, or computer-based exams, subject to the availability of staff. A minimum of fourteen (14) days' notice is required before any exam will be proctored. The Library will not proctor exams brought in by students. All exam-taking requirements and forms must be received from the issuing institution before any tests are given.

Guidelines

Those who would like an exam proctored by the Library must make their request to the Adult Services Department by phone (781-784-1578 ext. 1422) or email (reference@sharon.ocln.org) to confirm that the Library is able to accommodate the student's requested date and time to take the exam. All exams must be taken during Library weekday hours of 10 a.m. to 5 p.m.

After availability is confirmed, the student must have their testing institution/school contact the Library at reference@sharon.ocln.org with the exam proctoring requirements. The Library will inform the institution/school and student if the Library is able or unable to meet the examination requirements. If the Library is unable to meet the requirements, the Library reserves the right to deny this service.

While there is no fee for proctoring, the Library does charge for printing and requires a pre-paid envelope for return postage if the exam must be returned to the student's testing institution via U.S. mail. Fees are payable by cash or check only (see below).

Student Responsibilities

It is the student's responsibility to schedule the exam. Exams must be taken during regular Library hours, as noted above.

It is the student's responsibility to coordinate the transfer of the exam from the testing institution to the Library and to verify that the exam has been received by the Library. The exam and all instructions must be received by the Library at least 24 hours prior to the scheduled exam time. Exams may be sent to the Library via email (preferred) at reference@sharon.ocln.org or by U.S. mail.

The student is required to come prepared with the necessary supplies to take the exam. All personal items other than those necessary for the exam will be placed behind the Adult Services Desk.

Online exams may be completed using Library computers if equipment is requested in advance. Public desktop computers are available; a laptop computer also may be made available. The

Library cannot guarantee the speed or interruption of its internet connection. Non-Library software may not be installed. If permitted by their testing institution, students may connect their own laptops to our (unsecured) wireless network. If the student needs in-depth technical assistance, the student should make an appointment with the Adult Services Department prior to the exam.

All printing fees must be paid prior to taking the exam. Printing fees are \$.20 per page (black and white). There is no charge to scan and send the completed exam to the student's testing institution. If the Library is required to mail a completed exam back to the testing institution, the student or testing institution must provide a prepaid envelope or package (including any additional features such as tracking, if required).

Due to the demands of the service desk, the proctor cannot provide continuous supervision but will check on the student intermittently. Proctors shall enforce any time restrictions placed on the exam. The student is responsible for following the exam instructions and keeping track of their time. The proctor will notify the student when the exam period has ended.

Other considerations:

The Library has three (3) study rooms located on the first floor that can be made available for exam proctoring. As these are available to the public on a first-come, first-served basis, students should contact the Adult Services Department well in advance of their exam date to ensure one of these rooms will be available. Once the Library agrees to proctor the exam, the Adult Services Staff will reserve a study room for the student.

The Library will return the completed test as directed by the testing institution. Library staff will not sign a proctoring statement that attests to any supervision other than described in this policy. Furthermore, Library staff will not be required to provide personal information other than their title and place of employment. The Library will not be responsible for any delayed exams, or any completed exams, once they leave the Library's possession.

The Library will not be responsible for proctored exams that are interrupted by Library emergencies, power failures, and/or computer hardware and/or software failures. The Library will notify the testing institution of any major interruptions, and the student may arrange to finish or retake the exam as needed.