

EXAM PROCTORING

The St. Francis Public Library provides exam proctoring services for members of the community based on availability of staff and resources.

Students are responsible for making ALL of the necessary arrangements for having the exam proctored, including providing a postage-paid envelope for the return of any paper exams. Appointments for proctoring should be made at least one week in advance. The student should provide their name and contact information to the librarian so they can be reached if there are any issues. If a student is unable to make the appointment they are expected to call and reschedule. Students may be required to provide photo ID prior to taking the exam.

The library cannot guarantee which staff member will serve as proctor. Librarians cannot provide continuous monitoring of exams as they must be able to proctor the exam while staffing the public service desk.

The library will proctor both paper and online exams according to the following guidelines:

1. Paper exams
 - a. The student must arrange to have the exam mailed to the library in advance of the testing date. The student may NOT bring the exam with them.
 - b. The student or testing source must provide the guidelines for proctoring the exam.
 - c. If the test is to be returned via USPS mail, the student (or testing source) must provide an addressed envelope with sufficient postage. If the test is to be returned via FedEx, the student or testing source must provide a postage-paid envelope **AND arrange for pickup of the exam.**
2. Online exams
 - a. The student must arrange for any passwords or logins to be emailed to the library reference email account, stfrancis@mcfls.org. They should verify at least 24 hours in advance that these have been received.
 - b. The student must be capable of using the computer and taking the online exam without assistance.
 - c. The exam must not involve downloading software to library computers. The student should verify in advance that the computer system requirements are compatible with the library's computers.
 - d. If the student is using a library computer for the exam, they must be able to complete the exam within the 2 hour time limit.
 - e. A guest pass for computer use can be issued to a student without a Milwaukee County library card.
 - f. The library will not be responsible for any incomplete or interrupted exams due to computer equipment failure, network disruptions or power failures.

If a student fails to keep their appointment to take the exam, they are expected to call and reschedule within 24 hours. The library will hold the exam until the final testing date, at which time the exam will be destroyed or returned to the issuing institution. If no final testing date is given, the exam will be held for 72 hours before being returned or destroyed.