

Section II: Service Policies

TITLE: Proctoring Policy**DATE ADOPTED: March 14, 2011****REVISED: November 11, 2013**

The Lake Villa District Library provides a limited test proctoring service.

The service is free for library district residents. There will be a fee for non-residents.

Individuals wishing to use the library's proctoring service should note that such service cannot be guaranteed due to potential staffing issues, computer availability, and other issues which may be beyond library staff control. The staff makes a conscientious effort to monitor students needing minimal supervision. Students needing close and uninterrupted supervision are recommended to have their tests proctored elsewhere, such as the College of Lake County.

The following regulations apply primarily to students and /or the educational institution. Failure to comply may result in the cancellation of the appointment.

1. A minimum of one week advance notice is required before any test will be proctored. Students must schedule the time and date with the Adult Services Department. Appointments must be made in person or by phone (847 356 7711) during normal business hours or e-mail (refdesk@lvdl.org).
2. Any proctoring fee must be paid prior to the beginning of the test. A fee schedule is available upon request.
3. All test requirements, including any computer or software requirements, must be made known to the library before any tests are taken.
4. Students must provide a pre-paid return envelope.
5. At the time of testing, the student must provide current photo identification. The name on the identification must match the name on the testing materials.
6. The student must provide the Adult Services Department with the necessary verification forms and test instructions. The student is responsible for returning completed request forms to the education institution.
7. The student must contact the educational institution to ensure that the examination and other required test materials are sent to the Adult Services Department.
8. The student must arrive at the appointed time and must provide all of the supplies needed to complete the test.
9. It is the responsibility of the student to know test deadlines.

The following regulations define library/library staff responsibilities:

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1. Tests may be proctored during the library's operating hours on Monday through Saturday and must be completed at least 30 minutes before the library closes.
2. Students are advised that there may be some degree of noise and activity in the public area where an available computer may be located.
3. The library reserves the right to cancel or reschedule the date of any proctored test
4. The proctor will only sign a proctoring statement reflecting the service provided.
5. The library cannot assume responsibility for completed tests that are not received by the educational institution. The student must contact the institution to determine if the completed test was received.
6. The proctor will not enter his or her personal information the proctoring materials. This includes Social Security number, driver's license number, home telephone number, or home address. The proctor will supply only LVDL contact information.
7. Proctors will enforce any time limits set on tests and such other rules as can be enforced when the proctor is not otherwise engaged in library duties. Student use of cell phones or visiting with others will not be allowed.
8. The library is not responsible for the content of exams that have been e-mailed to the Adult Services Department for completed tests once they have been mailed.