

## **Urbandale Public Library Proctoring Guidelines:**

### **Student expectations:**

The student is required to arrange for the exam and instructions to be sent to the reference desk a suggested 5 business days prior to the taking of the exam.

The student will book a study room or a library computer for the date and time of the exam with the reference desk staff.

The student will verify with the reference staff prior to coming to the library to make sure the exam and instructions have been received by the reference desk staff.

The student is responsible for the return postage and envelope for any exam which does not include a self-addressed, stamped envelope. The student is responsible for any faxing or printing costs associated with their exam.

The exam will be handled as all other library mail. No special trips to the mailbox or post office will be made. Special mailings such as pre-paid Federal Express can be used if the exam is picked up at the library by the courier service and all special pick-ups and envelopes are arranged by the student.

If the exam materials are not at the library when the student arrives, the reference staff member on duty will work with the student and the college/agency staff member to obtain the materials either via fax, email or telephone call.

There is not a proctoring fee.

### **Reference staff expectations:**

Proctoring is conducted by the reference desk staff on duty at the time of the exam. Individual librarians are not assigned to proctor specific exams or students.

The reference staff member will observe the student while performing other tasks and assisting other patrons. Proctoring at the library consists of issuing the exam, being aware the student is taking the exam, periodically observing the student, signing the proctor form and mailing the completed exam.

If an institution requires the student to receive constant, uninterrupted observation, then the Urbandale Public Library staff cannot proctor the exam.

The librarian who begins proctoring the exam may not be on the reference desk when the exam is complete. The student may be returning the exam to a different librarian than the one who issued the exam to the student.

The librarian will not sign the name of another librarian on the form or the exam. The Urbandale Public Library will not proctor an exam in which the signature of only one designated person is acceptable.

Exams must be completed before the library closes.

Library staff cannot make any changes to our public computer settings.

The study rooms do not have public computers. All computer tests are taken at a computer near the reference desk unless the student is allowed to use their own laptop in a study room.

If all study rooms are in use, the student may take the exam at a table near the reference desk.

Questions which are not addressed in this information can be asked by calling 515-331-4488 or emailing [jandrews@urbandale.org](mailto:jandrews@urbandale.org). Exams should be emailed to [jandrews@urbandale.org](mailto:jandrews@urbandale.org) or mailed to Jeanette Andrews, Urbandale Public Library, 3520 86<sup>TH</sup> St., Urbandale, IA 50322. Fax number is: 515-331-6737

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