

Caroline County Library
EXAM PROCTORING POLICY

Policy Statement

As part of its mission to support lifelong learning, the Caroline County Library provides exam proctoring services for library patrons and other area residents. There is no fee for proctoring an examination, but the student will be responsible for any incidental costs associated with the exam, such as postage and faxing. Only those exams which meet the guidelines listed below will be proctored. Caroline County Library reserves the right to decline to proctor any exam at the librarian's discretion.

Additionally, Caroline County Library has agreements with several companies to provide driver improvement tests, such as Driving University and Safe2Drive. Each of these companies sets their own requirements for testing. Currently, if the library does not have an agreement in place with a particular driving school, we cannot provide proctoring services for those tests.

Policy Regulations

Student Guidelines

- Proctoring is available by appointment only and is subject to the availability of library staff and, if necessary, computers.
- Exams must be scheduled at least one (1) week prior to the test date.
- Exams must be taken during library open hours and must be completed thirty (30) minutes prior to closing.
- The student is responsible for compliance with all testing agency requirements, and verification that the testing institution accepts all library proctoring guidelines.
- It is the test-taker's responsibility to notify the library if they are unable to make the appointment. The library is under no obligation to reschedule an exam.
- The student may use a library computer for online tests. All other needed equipment or tools must be provided by the test taker or testing institution. Availability of a library computer is not guaranteed.
- Students may bring in their own laptop to complete the exam, so long as it is permitted by the testing institution.
- Students must bring an envelope and postage if their exam is to be returned by mail. Any fees for faxing, scanning, and printing will apply, if required.

Library Guidelines

- Caroline County Library is unable to provide one-on-one monitoring of test takers, and cannot visually monitor the student during the exam.
- The library reserves the right to refuse a proctoring request if the requirements exceed our capabilities.
- The library cannot:
 - Accommodate requests for walk-in or unscheduled proctoring.
 - Interpret test instructions or assist in a technical manner with an online test.

- Guarantee that technical problems will not occur when using a library computer or internet access.
- Download or install software on library computers for test proctoring.
- Modify existing computer settings for online exams.
- Guarantee a quiet environment.
- Proctor any exam that a student has brought in themselves.
- Proctors will complete appropriate documentation forms provided by the institution.
- Proctors will enforce any time limits that are placed on the exam, as well as other rules set forth in the examination materials. Any perceived violation of the posted rules for the exam will be reported to the educational institution.
- The library will mail, scan, or fax completed print tests as requested, but is not responsible for any costs in obtaining or returning the examination.
- Caroline County Library will not be responsible for any delayed tests, nor for any completed tests once they leave the library's possession and have been mailed back to the educational institution.
- The library will not be responsible for tests that are interrupted by library emergencies, power failures, or computer hardware or software failures.

Driver Improvement Tests

In general, the following guidelines apply to all driver improvement tests proctored by the library:

- It is the student's responsibility to verify that the library is a valid testing location for their specific driving school.
- Students must show a valid photo ID in order to take their test.
- Some driving schools require a testing fee be paid directly to the library. Students are responsible for any such fees prior to taking the test.
- Tests must be taken on library computers, however, the library cannot guarantee computer availability at all times. Students should call ahead to check computer availability.
- The library cannot:
 - Interpret test instructions or assist in a technical manner with an online test.
 - Guarantee that technical problems will not occur when using a library computer.
 - Download or install software on library computers for test proctoring.
 - Modify existing computer settings for online exams.
 - Guarantee a quiet environment.
- Once completed, the student must contact their driving school to get proof they passed their test. The library does not have the capability to do so.

Adopted by Caroline Library Inc. Board of Trustees November 8, 2012
Amended and Adopted by Caroline County Board of Supervisors January 14, 2020