

ITEM NUMBER:
CHAPTER:
CODE: Procedure
COMPUTER ID :

Title: Proctoring

Effective Date: 9-2018

Authorized By:

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Marathon County Public Library-Wausau Headquarters offers proctoring services to persons engaged in distance and online learning situations as well as professional learning situations. Proctoring services are as follows:

- Proctoring services are available based upon librarian availability.
- If you wish to use our proctoring services for multiple tests, you will be asked to fill out a contact information form, which will include contact information for your school and your professor.
- Proctors do not provide continuous monitoring of test takers.
- All test takers must make an appointment at least one week (seven days) in advance of their test. Test takers are encouraged to make an appointment as soon as they know they will need a proctor. Any special accommodations must be requested at this time. If you will need a temporary internet pass, please request it at this time, so we can have it prepared for you.
- Test takers may not preview the tests at any time.
- Test takers will be required to show photo identification when arriving to take a test. Test takers are responsible for bringing their own materials, such as writing utensils and calculators.
- When a librarian is available off desk, a study room will be reserved for the proctoring session. If a librarian is on desk, the test taker must sit in sight of the reference desk. The library does not have a quiet zone or a designated test taking space.
- Appointments will be made using the reference desk calendar. Please use "reference appointment" and "Proctoring" in the appointment.
- Test takers are responsible for checking with their institution to make sure the materials were mailed and checking with us to make sure we have received them. MCPL will not contact the institution on behalf of the student nor will we contact the student. Tests will be held for 60 days after receipt and then returned to the institution.

- Exams can be accepted via US mail, email and fax. Tests hand carried by students will not be proctored.
- Exams will be returned via mail, fax or email. Please allow between 24 and 48 hours for tests to be sent. The return mailing of tests may take up to five business days.
- Test takers are responsible for any faxing, photocopying or mailing costs. Student must provide an addressed stamped envelope, if one is not provided by the school or faxing costs (\$2.00 for the first page and \$1.00 for each additional page) upon finishing the test.
- Test takers are limited to three hours per sitting. Tests must be started at least one hour before the library closes.
- Test takers must notify the library within 24 hours if they are unable to make their appointment. Rescheduling will be based upon the availability of the librarians. If a test taker has a pattern of cancelling and rescheduling tests, they may be asked to find other accommodations.
- Please arrive on time for your exam. If a test taker is more than 15 minutes late, the appointment will be cancelled and must be rescheduled.
- Library staff will determine if they have the resources available to proctor an exam and may decline if they do not have staff available or the exam does not meet the guidelines above. Library staff cannot proctor an entire course of study or a single test requiring multiple sittings. We will do our best to accommodate all requests, but staff schedules and technical challenges may interfere.
- If we have to cancel your appointment due to inclement weather or computer malfunction, we will do our best to contact you as soon as possible. Please watch the weather closely and call if you are unsure if the library will remain open.