



Pickerington Public Library

## Proctoring Services Policy

**Board Policy:**

**DATE REVIEWED:** 4/16/2018  
**DATE APPROVED:** 4/16/2018  
**EFFECTIVE DATE:** 4/16/2018  
**REPLACING POLICY EFFECTIVE:** 2/11/2013

Pickerington Public Library (PPL) offers proctoring services for the benefit of the community as part of its commitment to providing dynamic patron services. Proctoring is available for students in accredited degree or certificate granting programs.

Proctoring service is offered for a fee at all library locations. Fees are assessed for each paper exam and each login session for online exams, and are due at the time of the scheduled exam.

Students must discuss with designated library staff the conditions for proctoring and the arrangements for taking an exam. The library may not be able to meet the proctoring requirements for all institutions and may not be able to meet the needs of all students.

**Administrative Procedure:**

**DATE REVIEWED:** 4/16/2018  
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**REPLACING POLICY EFFECTIVE:** 2/11/2013

The Pickerington Public Library will administer exams from institutions including colleges and universities, distance learning centers, and licensing agencies.

Requests will not be considered official until the student has received confirmation of the date and time from a member of the library staff.

The library requires that test takers coordinate any paperwork necessary to complete exams, such as exams and testing instructions, and that test takers verify receipt of the paperwork with staff members.

Test takers are responsible for the following:

- Paying the \$10.00 (Tax included) fee for each paper exam and each login session for online exams. This payment must be made to the library at the time of the scheduled exam.
- Providing the proper identification and documentation at the time of the scheduled exam.

- Providing an envelope along with accurate, USPS pre-paid shipping label for any paper exams that must be returned to the testing institution by postal mail.
- Coordinating the transfer of the exam from the testing institution to the Library and verifying that the exam has been received by the library. The Library will not contact the test-taker when the exam arrives.
- Scheduling the exam session no less than two (2) business days in advance of the testing date.
- Allowing sufficient time to take an examination before the deadline that has been established by the testing institution. It is the responsibility of the test-taker to schedule the timing of the exam.
- Arriving on the scheduled exam date and time. After two no-shows, including failure to call to cancel the appointment, the library reserves the right to refuse to proctor any future exams with this test taker.

The library requires that the testing institution send testing materials to the library prior to the examination date, either by postal mail or by email. Testing institutions can send materials to the following postal addresses:

For the Pickerington Main location:

Pickerington Public Library  
c/o Adult Services Department  
201 Opportunity Way  
Pickerington, OH 43147

For the Sycamore Plaza location:

Pickerington Public Library  
c/o Reference Department  
7861 Refugee Road  
Pickerington, OH 43147

Testing institutions can also send materials to the following email address:

[pplrefstaff@pickeringtonlibrary.org](mailto:pplrefstaff@pickeringtonlibrary.org)

Tests are administered in the conference rooms of the Pickerington Main Adult Services Department, and in the Sycamore Plaza Digital Classroom. Tests are administered by the staff member who is working at the desk at the time of the exam. The staff member will be available during the exam as time and duties permit. The library cannot guarantee that a specific staff member will be available for proctoring. If a testing institution has stringent requirements regarding proctor identification and professional qualifications, the library may not be able to accommodate the test taker.

The proctor will verify identification of the test taker; will ensure that the test taker adheres to the time limit for the test; will ensure that no unauthorized sources are used; and that the completed test is returned in the manner specified by the testing institution.

The library reserves the right to decline proctoring service based on scheduling, staffing, testing institution requirements, or other factors.

The library retains exam documents and information for no longer than two weeks after the exam has taken place, unless the testing institution's guidelines state otherwise.

Test takers and testing institutions can contact the library with questions:

For the Pickerington Main location:

Adult Services Department  
614-837-4104, ext. 233

For the Sycamore Plaza location:

Reference Department  
614-837-4383