

## Proctoring Exams

The Keller Public Library offers test-proctoring services by appointment only with the Information Desk, for a fee of \$20.00 per exam. The student must verify that the following conditions are acceptable to the institution giving the exam prior to sending the exam to the library. If the policy does not meet the student's needs, the student should contact the educational institution for other proctoring recommendations:

- The library will proctor written, emailed, or online exams only. Exams sent via fax or required to be returned by fax will not be accepted.
- Hours available for proctoring at the Information Desk vary, and proctoring service is not available on Saturday or Sunday.
- If the exam is written, it is the examinee's responsibility to ensure delivery of the exam to the library via email or mail and to schedule the exam appointment. After the exam is delivered to the library, examinees can schedule exam appointments via email to [library@cityofkeller.com](mailto:library@cityofkeller.com) or by phone 817-743-4840.
- If the exam is online, it is the examinee's responsibility to ensure delivery of the exam instructions and necessary passwords to the library. After the exam's access information is delivered to the library, examinees can schedule exam appointments via email to [library@cityofkeller.com](mailto:library@cityofkeller.com) or by phone 817-743-4840.
- The examinee must allow sufficient time to take the examination before the deadline that has been established by the institution. Tests must be completed at least 15 minutes before library closing.
- The examinee is required to present a valid picture ID before taking the exam and provide a copy of that ID if required by their institution. Examinees must come prepared with any supplies needed for their exam.
- Proctors will not be able to provide continuous monitoring during an exam but may check on the examinee periodically. Proctors will ensure that instructions regarding time limits and access restrictions are followed.
- Proctors will not certify exams if the examinee refuses to follow instructions, time limitations, or comply with directions to submit an exam. Failure to follow a proctor's instructions will result in revocation of proctoring services for that individual.
- At the conclusion of the exam, the proctor will submit the exam according to the instructions provided by the institution. Exams that are scanned and emailed to an institution will be retained by the library for no more than 30 days.
- The proctor will not sign any proctoring verification that attests to more than he or she has been able to do. The proctor will provide his or her name, title, and work contact information but will not provide a copy of his or her ID.
- The examinee must sign a statement provided by the proctor that the exam was administered according to instructions and that they are satisfied that the exam has been submitted in its entirety.
- The Keller Public Library will not be responsible for any delayed tests nor any completed tests once they leave the library's possession or after the designated retention period of 30 days.