Proctoring Policy

In support of lifelong learning, the Milford Public Library provides a test proctoring service.

Only those tests which meet the guidelines listed below will be proctored. These guidelines insure the integrity of the testing process and equitable treatment of all students. The Library reserves the right to limit or deny this service if the proctoring request does not meet the following guidelines.

Scheduling

1. The Library Director, or designee, will proctor print or online examinations by appointment during the Library's regular hours of operation Monday through Friday.
2. A minimum of one week's notice is needed to allow scheduling for proctoring the exam.
3. Students are responsible for assuring that all necessary communication is made with the testing institution.
4. Exams cancelled or postponed by the student may be rescheduled by making an appointment with the Library Director.

Arrangements

1. Exams and/or online login information must be sent directly from the testing institution to the Library.
2. The Proctor shall not proctor exams that students bring in themselves, even if the exam is a sealed document.
3. Students shall provide packaging and sufficient pre-paid postage for the return mailing of their examination.
4. At the time of testing, the student must provide current photo ID that matches the name on the testing materials.
5. The Proctor will not monitor a student continuously during an exam, but may check on the student periodically. The library cannot guarantee a quiet testing space or constant direct supervision.
6. The Proctor will adhere to time limits that are placed on the exam.
7. The Proctor can only sign a proctoring verification form that accurately reflects what the Proctor has been able to do.

Hardware requirements

1. Computer-based tests must be compatible with the hardware and software available on the Library workstations.
2. Online exams shall not require the modification of Library hardware, software, or security systems.
3. The Library cannot proctor an online exam if it requires the Library to retain student electronic files, either on the hard drive of a computer or a removable storage device.

Expenses

All expenses related to the proctoring of examinations, such as packaging and/or postage for the return of print examinations, shall be paid by the student or the testing institution in advance of such exam.

Follow-up

1. Print exams will be returned by regular mail if prepaid packaging has been provided by the student and / or testing institution.
2. The Library shall not scan completed print exams and email them as attachments. The Library may fax completed examinations upon request.
3. The Library is not responsible for test materials left longer than 30 days after a scheduled test appointment, at which point they shall be returned to the testing institution, if prepaid packaging has been provided, or shredded otherwise. Password and login information for online exams shall be discarded.
4. The Milford Public Library shall not be responsible for any delayed delivery of exams, nor for any completed exams once they leave the Library's possession.
5. All files generated during the proctoring process (e.g. registration forms) will be deleted or destroyed two weeks after the exam date. No records will be retained.
6. The Library shall not be responsible for tests interrupted by emergencies, power failures, and/or computer hardware or software failures, or any other reason beyond the control of the Library.