

2.19 TEST PROCTORING SERVICE

The New Braunfels Public Library offers test-proctoring services to the public, by appointment only, for a \$10.00 fee per test, or \$10.00 per day if multiple tests are taken on the same day from the same institution. Students must verify that the following conditions are acceptable to the institution giving the test before having an exam sent to the New Braunfels Public Library. If this policy does not meet the student's needs, the student should contact the educational institution that is administering the test for other proctor recommendations.

Proctoring services have been discontinued due to the COVID-19 pandemic. Services will resume when the library lobby has reopened to the public for studying.

- The Library will proctor written, e-mailed, faxed or on-line exams. Any costs for printing will be charged at the current rate per page.
- Several certified librarians are available for proctoring during their scheduled public service hours at the Help Desk. These hours vary. All exams are administered by appointment only – no drop-in exams will be allowed.
- If the exam is written, it will be the student's responsibility to obtain needed signatures and arrange for the exam to be delivered to the Library. The proctor will contact the student when the test has arrived. However, it is ultimately the student's responsibility to verify receipt of the test. The Librarian will schedule the date and time for the student to take the exam only after the test arrives at the Library.
- The student will be responsible for scheduling a time to take the exam that will allow sufficient time before the deadline that has been established by the institution or association. Tests must be completed 15 minutes before the Library closes.
- Before taking the exam, the student will be required to present a picture I.D. and provide a copy of their I.D. if required by the institution or association. Students are expected to come prepared with the necessary or required supplies to take the examination.
- Proctors will not monitor a student continuously during an exam but may check on the student periodically. The Library cannot provide a locked or secure place for the test, nor a quiet study room. Proctors will enforce any time limits that are placed on the exam, as well as other rules set forth in the examination materials. The use of cell phones or visiting with others is prohibited.

- At the conclusion of a written exam, the exam will be returned directly to the testing institution at the next regularly scheduled pickup from the Library or the same day via fax or email. The student is responsible for postage costs.
- The Library will hold tests for sixty days or the test's stated deadline. If the student does not pick up the test by that time, the test will be destroyed. Library staff will not copy finished exams or hold exams past the date they are taken.
- Librarians will not sign a proctoring verification that attests to more than the Librarian has been able to do.
- The New Braunfels Public Library will not be responsible for any delayed tests, nor for any completed tests once they leave the Library's possession and have been sent back to the educational institution or association.

ENDORSED

BY THE NEW BRAUNFELS PUBLIC LIBRARY ADVISORY BOARD

JULY 18, 2005, APRIL 16, 2007 and JUNE 17, 2013

REVISED MARCH 19, 2012;

ENDORSED FEBRUARY 17, 2015; JANUARY 11, 2016; REVISED MARCH 20, 2017;

ENDORSED SEPTEMBER 17, 2018; REVISED DECEMBER 17, 2018; JANUARY 25, 2021

By: _____ Attest: _____
 Connie Born, President Gretchen Pruett, Library Director