

Rochester Public Library

Proctoring Services

To meet the needs of students and institutions of higher learning, the Reference Department of the Rochester Public Library offers proctoring services. This service is based on the availability of personnel, facilities, and technology.

Student Responsibilities:

Prior to the Exam:

1. Students must complete the online [Proctor Reservation Form](#) for every exam.
 - Exams will not be proctored on a drop-in basis.
 - Exams will be proctored only during regular hours of library operation, and must be completed at least 30 minutes prior to closing.
2. The library does not proctor exams by constantly observing students during exams. Before scheduling a proctoring session, please contact your institution to verify that you do not need to be continuously monitored by staff.
3. Students must make arrangements with their institution to ensure that the exam and/or login instructions arrive at the library prior to the scheduled exam time.
4. Prior to the scheduled exam time, students must confirm with the library that the exam and instructions have been received.
5. Students are responsible for verifying that the computer resources at the library are adequate for test taking.
6. The library does **not** allow the installation of any software on library computers. If special software is required to complete the exam, students must use their own laptop.

At the Exam:

1. Students must provide a valid driver's license or photo ID for verification of identity, or the exam will not be administered.
2. Students must provide any supplies necessary to take the exam.
3. Students are responsible for all fees and charges incurred at the examination site, including printing of exams (\$.10/page), faxing (\$1.00/page), and shipping (USPS, UPS, FedEx). **Fees must be paid in cash prior to proctoring session.**

Library and Staff Responsibilities:

Prior to the Exam:

1. The Reference Department will receive exams and/or instructions at the following addresses:

Mail: Reference Department
Rochester Public Library
101 Second Street SE
Rochester, MN 55904

Email: reference@rplmn.org

2. A library staff person will complete and submit a proctoring agreement form if requested.

NOTE: A signature agreeing to serve as a proctor does **not** mean that that specific library staff member will serve as the proctor. In general, the librarians staffing the Reference Desk when the test is scheduled will serve as proctors. All proctors will be performing other tasks and assisting other patrons during the time the student is taking the test. **Rochester Public Library is unable to provide one-on-one monitoring of students.**

At the Exam:

1. The proctor will provide a place for the student to take the test (usually next to the Reference Desk).
2. The proctor will check the student's identification and issue the exam, either by administering a paper exam or logging in with a password.

NOTE: The library staff member who begins proctoring the exam may not be at the Reference Desk when the exam is finished. The staff member proctoring at the time the exam is completed will not sign the name of another staff member on a proctoring form or exam.

3. The proctor will be aware of the student taking the exam, periodically observe the student as time allows, sign the proctor form if requested, and return the completed exam if necessary. **If an institution requires more of a proctor than this, the library will be unable to provide proctoring.**

ATTENTION:

1. The library will not proctor an exam for which the signature of only one designated person is required.
2. Library staff will not sign any statement required by the educational institution inconsistent with our procedures or with how tests are administered.
3. Library staff may refuse to proctor an exam that is too burdensome or exacting in its demands.
4. The library is not responsible if the institution or library website, email, or internet access are not working.
5. The library is not responsible for exams that are lost by the postal system or electronically.
6. The library is not in any way responsible for a student's performance on a test, even if conditions are not optimal for test-taking.
7. The library does not keep copies of completed exams.

Please contact the Reference Department with questions.

Phone: 507.328.2309

Email: reference@rplmn.org

Fax: 507.328.2384

www.rplmn.org