Roseville Public Library
Exam Proctoring Service Guidelines

The Roseville Public Library will provide proctoring services to Roseville residents free of charge as a community service and a commitment to lifelong education if all terms are met.

1. The Library will proctor exams for individual students who have made advance arrangements. **Only requests made seven days or more before the test date will be accommodated.** Walk-ins or unscheduled proctoring requests will not be accommodated.

2. The Library provides proctoring services as the schedule and staffing allow. Tests must be started and completed within the agreed-upon time period.

3. The Library can receive and print exams via mail or email. Send emailed exams to rsvlibraryservice@roseville-mi.gov.

4. The Library will not accept test materials more than 30 days before the test date, and will not keep copies of the completed exam materials unless specifically requested by the instructor. Requirements for proctoring from the educational institution, testing facility or employer must be received by the Library at least 48 hours before the test date. If the Library does not receive requirements or they are not clear, proctoring will be canceled.

5. The Library will provide staff to schedule the exam, verify the student's photo ID, and certify that the student has taken the exam within a specified time. **The Library will not provide a staff member to continuously monitor the exam.** Due to staff scheduling, a specific staff member may not be available on the day the exam is scheduled.

6. The student is responsible for all fees associated with faxing, printing, photocopying or postage. Check with library staff for a current fee structure.

7. The Library will return the completed exam to the testing institution via prepaid United States mail. It will not provide postage, envelopes, or expenses for returning the completed exam materials.

8. The Library cannot guarantee a private place for exams, or that the student has no access to materials or assistance.

9. The Library cannot provide tech support for test websites, or guarantee support will be available for computer hardware issues. The library cannot guarantee that a public computer will be available for an online test and students are encouraged to bring their own laptop. Public computer sessions on library computers are limited to one hour.

10. The Library will not grade exams or contact the testing institution to clarify procedural questions.

11. The Library will not submit special letters, make telephone requests, or submit staff credentials or other personal information for review.

12. The Library cannot guarantee the correct material has been received or that completed exams will be received by the testing institution by a specific date. The Library will not return uncompleted exams to the institution.

13. The Library reserves the right to refuse proctoring if requirements exceed staff or facility capabilities.