Reviewed and Approved: 07/21/2026

INDIAN RIVER AREA LIBRARY

Proctoring Examinations Policy

1. STATEMENT of PURPOSE

   It is the policy of the *Indian River Area Library* (IRAL) to provide proctoring services to Tuscarora Township residents free of charge as a community service and commitment to lifelong education if all terms are met. Nonresidents will be charged $5 per test.

2. GENERAL GUIDELINES

   A. Request proctoring services at the Circulation Desk at the Library, or by calling the Library at (231) 238-8581 or emailing to info@indianriverlibrary.org. If emailing, please be sure to include the following: your full name, contact information, instructor's name, name of school/institution/university, and detailed instructions for the proctor administering the exam. **An appointment is required**; IRAL will not accept unscheduled exams or examinations received without at least 48 hours advance notice and contact information.
      a. The Library reserves the right to refuse proctoring if requirements exceed staff or facility capabilities.
      b. Tests missed without notice will not be rescheduled.
   B. Read and agree to the conditions of the **Proctoring Examinations Policy**.
   C. Provide proof of residency of Tuscarora Township if obtaining a new Library card at the time of setting up an appointment.
   D. Make arrangements with the proctor allowing adequate time for the proctor to receive the exam from the testing institution and then schedule time to take the exam. It is also the student's responsibility to contact the proctor to verify the exam has been received.
   E. If the testing institution requires a signed proctor's verification form before the exam is sent, please contact the Library to make arrangements for the proctor to sign the form in person. Library staff will not sign a proctor's verification form attesting to more than the staff is able to do.
   F. Verify that the proctoring conditions provided by the Library meet all requirements of the institution administering the exam.
   G. Arrange to have the examination and instructions sent to the Library via dropping off documents in person, by email, or mail to P.O. Box 160, Indian River MI 49749.
   H. The student is responsible for all fees associated with faxing, printing, photocopying, or postage. Check with IRAL staff for a current fee structure or see the **Circulation Policy**.
   I. Proctoring service is scheduled at the convenience of the administrating proctor, regardless of test deadlines, etc. The exam date and time must be scheduled during regular Library hours and completed in the Library. Tests must be started and completed within the scheduled time period. Exams should not exceed three hours in duration.

J. 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. Requirements for proctoring from the educational institution, testing facility, or employer must be received by the Library at least 48 hours prior to the test date. If the Library does not receive requirements or they are unclear, proctoring will be canceled and the proctor will notify the student of the cancellation.
K. Exams not taken after one month will be discarded.

3. TESTING ENVIRONMENT

A. The Library cannot guarantee a private place for exams, or that the student has no access to materials or assistance.
B. The Library will attempt to honor a request for an online exam. However, the Library and Library staff are not responsible for difficulties arising from Library computers or Internet connection issues. The student should be aware of their testing institution's website, their login procedures, test submission process, and any other required login information.
C. The Library cannot provide technical support for test websites. 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 unless there is no one waiting to use the computers.

4. TESTING PROCEDURE

A. On the day of exam, the student will be asked to show photo identification for verification. The student should also arrive for the examination with all required materials by the institution. **The Library will not supply paper, calculators, etc.**
B. **The Library does not proctor exams by constantly observing students**. Before scheduling a proctoring session, please ensure that your institution does not require the proctor session to be continuously monitored. The Library will be aware of the student taking the exam, periodically observing the student as time allows, sign a proctor form if required, and return completed exam if necessary.
C. The student will honor all rules required by the administering institution.
D. The Library does not supply or retain copies of finished exams or grade examinations.
E. Students are responsible for any and all financial transactions between student and examining institution or delivery service must be made directly between those parties.
F. If the exam is to be returned by mail, and must be sent by the Library, please supply a pre-addressed, postage-paid envelope. The Library is unable to honor requests requiring special trips to the Post Office, FedEx, or UPS.
G. If exams are to be faxed to the testing institution, the student is responsible for the cost of faxing the document(s). The student will receive a printed confirmation notice that the fax has been sent successfully by Library staff.
H. The Library will not grade exams or contact the testing institution to clarify procedural questions.
I. The Library will not submit special letters, make telephone requests, or submit staff credentials or other personal information for review.
J. 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.