

**PROCTOR SERVICES  
REQUEST FORM**

Please fill out the following contact information to request proctoring services at the Chesterfield Public Library:

Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_

E-Mail: \_\_\_\_\_

Testing Institution:

\_\_\_\_\_

Phone Number: \_\_\_\_\_

Are the exams administered online?

\_\_\_\_\_

How will the exams be returned to the institution?

\_\_\_\_\_

Will the institution notify you when the exam is sent? \_\_\_\_\_

I have read and agree to follow the Chesterfield Township Library proctoring guidelines.

Signature \_\_\_\_\_ Date \_\_\_\_\_

**CHESTERFIELD LIBRARY**

50560 Patricia Avenue  
Chesterfield Township MI 48051

Phone: 586-598-4900

Fax: 586-598-7900

E-mail: cheslib@libcoop.net

Hours: Monday - Thursday 10:00 - 8:00 p.m.

Friday 10:00 - 5:00 p.m.

Saturday 10:00 - 4:00 p.m.



**Chesterfield Township Library**

**CHESTERFIELD LIBRARY**

**TEST & EXAM  
PROCTORING**

**ANCHORED IN  
EXCELLENCE...**

**...UNLIMITED  
HORIZONS**

**CHESTERFIELD TOWNSHIP  
LIBRARY  
50560 PATRICIA AVE.  
CHESTERFIELD, MI 48051  
586-598-4900  
WWW.CHELIBRARY.ORG**

## SCOPE OF SERVICE

In support of life-long learning, the Chesterfield Library will proctor exams for residents of the Chesterfield Library community. It is the student's responsibility to verify that the proctoring conditions provided by the Chesterfield Library meet all the requirements of the institution administering the exam.

### THE STUDENT WILL:

- Call to verify that the Library has received the examination.
- Bring appropriate photo ID to the library on the scheduled exam day.
- Comply with the agreed upon test date and time for each proctoring session. The Library reserves the right to invalidate the exam without contacting the student if a testing appointment has been missed.
- Give the library at least five days notice prior to taking the exam.
- Allow sufficient time to take the exam before the deadline that has been established by the institution or association. The library will hold tests for 60 days, or the test's stated deadline, whichever occurs first.
- Allow adequate time to complete the exam. Exams cannot be scheduled during the last hour the Library is open.
- Come prepared with the necessary or required supplies to take the exam.

- Know the testing institution's web address and arrange for any needed passwords to be delivered to the Library prior to the testing day.
- Call the Library during inclement weather to verify that the library will be open during the specified exam time.
- Provide postage in the event that the institution has not enclosed a return, prepaid envelope.
- Allow 7-10 days for normal US Mail delivery or make other prepaid delivery arrangements to return the complete exam to the institution.
- Ascertain that the completed test was received by the testing institution. The Library does not keep copies of test materials after an exam has been taken unless specifically asked to do so by an institution.

### THE LIBRARY IS ABLE TO:

- Proctor exams for individual students who have made advance arrangements.
- Waive the computer usage policy of one-half hour in cases when the exam takes longer, whenever possible.
- Receive and print exams via email.
- Provide staff to schedule the exam, verify the student's ID and certify that the student has taken the exam within a specified time.

- Fax, print, or photocopy. These Services cost 25 cents per page with a \$1 minimum.
- Return the completed exam back to the institution via any prepaid method.

### THE LIBRARY IS NOT ABLE TO:

- Accommodate requests for walk-in, or unscheduled proctoring.
- Provide a private place for exams.
- 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.
- Guarantee that the student has no access to materials or assistance.
- Provide tech-support for test websites.
- Guarantee support will be available for computer hardware issues.
- Contact the testing institution to clarify procedural questions, or return uncompleted exams to the institution.
- Grade exams.
- Guarantee the correct material has been received by the Library, or that completed exams will be received by the testing institution by a specific date.
- Provide postage or envelopes for returning exam materials to the testing institution.
- Submit special letters, make telephone requests or submit staff credentials for review.

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