

# LIVONIA PUBLIC LIBRARY PROCTORING INFORMATION

**The process for setting up a proctoring session is usually as follows:**

- 1) The student contacts us (the Library) to obtain proctor information/appointment availability (some institutions require that certification forms be completed and signed, if this is the case, the student must supply the forms/instructions so that our proctor(s) may complete them)
- 2) The student submits proctor information to their institution
- 3) The institution provides us with the exam information
- 4) Our proctor contacts you to confirm/set an appointment date (we schedule for at least one day in advance, usually in 2-hour time blocks)
- 5) At the time of the exam, the student provides ID and the proctoring fee (\$10 for residents of Livonia, \$25 for non-residents) in cash or check

**Proctoring policies:**

**Scheduling an appointment:**

- Appointments must be made by the student taking the exam.
- Appointments must be made at least ONE DAY in advance.

**Rescheduling an appointment:**

- Appointments should be rescheduled at least ONE DAY in advance.
- Students are permitted one “free” same-day reschedule, any additional instances of same-day rescheduling will result in a fee of \$5, to be paid at the time of the rescheduled exam

**Cancelling an appointment:**

- Appointments should be cancelled at least ONE WEEK in advance.
- Cancelling an appointment with less than one week’s notice will result in a cancellation fee of \$5 for residents/\$10 for non-residents
- Students cancelling their appointments same-day will be charged the full price of their proctoring appointment

**No Call/No Shows**

- Failing to show up for an appointment without providing notice will be considered a same-day cancellation and the student will be charged the full price of their proctoring appointment
- Students who fail to show up for their appointments without providing notice **on more than one occasion** will be BARRED from scheduling proctoring appointments

**Arriving at your appointment:**

- Upon arrival, students should report to the 2<sup>nd</sup> floor Reference Desk
- Students should arrive at least FIVE minutes early for proctoring appointments to ensure there is enough time to complete paperwork and receive exam instructions

- Our private study room is reserved for additional services beyond proctoring. Arriving late to an appointment will result in less time available to complete an exam (regardless of exam instructions), as other reservations will NOT be pushed back to accommodate late arrivals.
- Students are required to bring their picture ID (Driver's License, State ID, School ID) and the proctoring fee (\$10 for residents, \$25 for non-residents, in cash or check) to the proctoring appointment. Students who fail to bring their ID or the appropriate fee will be required to reschedule their exam.

### **Returning completed exams**

- For exams that need to be returned via mail, students are responsible for all postage costs.
- In the event that an institution forbids students from handling completed exams, students are required to provide prepaid shipping labels/envelopes so proctors can ship the exams.

### **The following is our proctor's information:**

**Name:** Mable Doot

**Title:** Adult Services Librarian II

**Email:** mdoot@livoniapubliclibrary.org

**Phone:** 734-466-2484 **Fax:** 734-421-4860

**Facility:** Livonia Civic Center Library, 32777 Five Mile Rd. Livonia MI 48154

**Facility Resources:** private exam room equipped with computer (internet access and MS Office) **Service Details:** by appointment only, \$10 fee for residents of Livonia, \$25 fee for non-residents (acceptable in cash, check or credit/debit card), appointments must be booked at least one day in advance

Proctor availability:\*

M: 9 AM-5 PM T: 9 AM-5 PM W: 1-9 PM Th: 1-9 PM alternating F/Sa: 9 AM- 5 PM

Backup proctor information:

Name: Carl Katafiasz

Title: Assistant Branch Librarian

Email: ckatafiasz@livoniapubliclibrary.org

Phone: 734-466-2480 Fax: 734-421-4860

Facility: Livonia Civic Center Library, 32777 Five Mile Rd. Livonia MI 48154

Facility Resources: private exam room equipped with computer (internet access and MS Office) **Service Details:** by appointment only, \$10 fee for residents of Livonia, \$25 fee for non-residents (acceptable in cash, check or credit/debit card), appointments must be booked at least one day in advance

Backup proctor availability:\*

M: 9AM-5 PM T: 1-9 PM W: 1-9 PM Th: 9 AM-5 PM alternating F/Sa: 9 AM- 5 PM

\*These times denote when our proctors are scheduled to work, not when our exam room is available. Our exam room is reserved for multiple purposes beyond exam proctoring and fills up quickly, so please schedule proctoring appointments as far in advance as possible.