CITY OF MONROVIA
LIBRARY BOARD
AGENDA REPORT
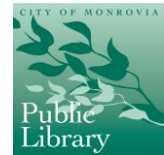
DEPARTMENT:	Community Services Library Division	**MEETING DATE:** January 23, 2014
PREPARED BY:	Linda Granicy, Acting Library Division Manager	**AGENDA LOCATION:** AR -2

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TITLE: Recommendation to Increase the Proctoring Exam Fee

OBJECTIVE: To provide the Library Board with a recommendation to increase the fee for proctoring exams.

BACKGROUND: Distance Learning and Correspondence Courses have become increasingly popular methods of obtaining advanced education, and are often the only way the community can complete specialized programs of study locally, and in a cost-effective manner.

To support the community's goal for lifelong learning, the Library provides proctoring exam services through an agreement of cooperation with institutions of higher learning. The student initiates the process by contacting the Library to obtain exam proctoring procedures and to start the agreement procedures. Agreements or contracts can require as little as confirming contact information to forwarding a signed agreement that may include staff's qualifications, confirming the Library can accommodate the school's paper or online procedures, and verifying there is no previous relationship with the student. After the school approves the Library as a proctoring site, the student and Library Staff set a date and time for the exam. Further instructions from the school can include when and how the exam will arrive or how to access the exam online and how the exam should be returned to the school.

ANALYSIS: The Library has been providing exam proctoring services since 2006, charging a $20 fee per exam. Exam administration procedures vary from educational institution to educational institution. To qualify as a proctoring site, institutions may require the Library provide a signed proctor affidavit form indicating staff has the qualifications of a higher educational degree, and a copy of a staff's business card or letter head stationery confirming employment at the Library, and other institutions may only require email correspondence from the Library. To administer the exams, some institutions require multiple steps, including logging on to a website using a password to print the exam for the student, time the exam, scan the finished exam, and email and/or mail it back to the school. Other schools provide a website and a password, and the online exam tracks the rest.

The Library's proctoring procedures are as follows:
- The Student contacts the Library in advance prior to taking the exam.
- Exam taking requirements must be received from the issuing educational institution before any exam is taken.
- The main point of contact at the Library is the Adult Services Senior Librarian followed by other Adult Services Librarians. The Librarian monitoring the exam is the Librarian staffing the Reference Desk at the time of the exam.
- A fee of $20 must be paid before taking the exam.

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- The Student schedules a time and date with the Library to take the exam.
- The Student is required to bring photo identification at the time of the exam.
- The exam is taken in the Adult Reading Room, either seated at a table or at a computer within visual distance of the Reference Desk Librarian.
- If the exam needs to be mailed back to the educational institution by the Library, the student or educational institution will be responsible for providing the envelope and adequate postage.
- If the exam needs to be faxed to the educational institution, the Library will fax it back at no additional cost.
- The educational institution is responsible for informing the Library about any requirements needed to take the exam via the Internet, including software, hardware, and login and password information.

Survey

Staff conducted a fee survey of libraries providing exam proctoring services. The average fee of the 16 public libraries surveyed, in Los Angeles, Orange and Ventura counties, is $33, compared to Monrovia's fee of $20.

The following are the results of the survey.

PUBLIC LIBRARIES	FEE PER EXAM, UNLESS STATED OTHERWISE	NOTES
Altadena Public Library	$20	
Anaheim Public Library	$50	Written and student required to provide own laptop for online exams
Burbank Public Library	$40	written and online exams
Calabasas Public Library	$25	Written and online exams, must have library card, dark July and August
Glendora Public Library	$35	Written and online exams
Menlo Park Public Library	$25 (residents) $75 (non-residents)	Written exams only
Oxnard Public Library	$25 /per hour	Written exams only, with minimum of 2 hours
Palos Verdes Public Library	$50	Written exams and online exams require student supplies own laptop
Placentia Public Library	$50	Written and online exams, Mondays through Thursdays
Redondo Beach Public Library	$15 (residents) $20 (non-residents)	Written exams only
San Marino, Crowell Public Library	$20	Written and online exams
Signal Hill Public Library	$25	Written and online exams
South Pasadena Public Library	$20	Written exams only

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Thousand Oaks Public Library	$50 first hour, $25 for additional time	Written and online exams
Torrance Public Library	$50	Written and online exams
AVERAGE FEE	**$33**	
Monrovia Public Library	**$20**	**Written and online exams**

The table below is a list of colleges that offer proctoring exam services and their fees. A few students who use the Library's proctoring services also use Azusa Pacific University's proctoring services, depending on scheduling availability.

COLLEGES AND UNIVERSITIES	FEE	NOTES
Azusa Pacific University	$15	Written and online exams
Fullerton, State University	$30	Written and online exams
Saddleback Community College	$50 for up to 3 hours; $25 for additional time	Written and online exams
USC	$25/hour	Written exams only

The following is a list of libraries that recently discontinued proctoring exam services due to staffing levels.

- El Segundo Public Library
- Long Beach Public Library
- Los Angeles County Public Libraries
- Pasadena Public Library
- Santa Clarita Public Library
- Ventura Public Library
- Whittier Public Library

ENVIRONMENTAL IMPACT: Distance learning and correspondence courses reduce greenhouse gas emissions due to the reduction of commuter trips to campuses.

FISCAL IMPACT: The chart below compares the revenue over the past three years.

Fiscal Year	Total Exams	Revenue
2010-11	52	$1,040
2011-12	135	$2,700
2012-13	122	$2,440

The increase in the total amount of exams proctored from 2010-11 to 2011-12 corresponds to the national increase of the popularity for distance learning. The decrease to the total amount of exams proctored from 2011-12 to 2012-13 reflect the limitations of the amount of students the Library is able to accommodate during the school year's peak exam periods.

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STAFF COMMENTS: Staff discovered an online proctoring service, www.ProctorU.com, advertised on the University of Utah's website, a school that uses Monrovia's proctoring exam services. The online proctoring service provides distance learning students an option to take exams from home, provided the professor approves, and they have the technical requirements to support the service, including a webcam, headphones or working speakers, microphone connected to the computer, and reliable high speed Internet connection. The fee for the service is $14.75 for a one-hour exam, $21.50 for a two-hour exam and $30.25 for a three-hour exam. The service will not affect the reduction of the Library's paper exams, but has the potential to reduce the Library's online exams for students who have all the technical requirements to utilize the online proctoring service.

The Library's proctoring exam service has a potential for little growth because of the limitation to the number of students we can provide the service to. Staff limits the number of students taking the exam to one and sometimes two, if one student is taking an online exam and the other student is taking a written exam, or if two students are taking written exams.

STAFF RECOMMENDATIONS: Staff recommends increasing the fee from $20 to $30 to fall in line with the median fee range of the survey. Although, the service does not require additional staffing, software and hardware, it does require staff time to administer the service and keep track of a variety of procedures required by the schools.

OPTIONS:
1.   Approve the recommendation to increase the fee from $20 to $30.
2.   Increase the fee from $20 to $25.
3.   Do not increase the fee and maintain it at $20.

RECOMMENDATION: Staff recommends the Library Board move to approve and recommend to the City Council option number one, increase the proctor exam fee from $20 to $30.

LIBRARY BOARD ACTION REQUIRED: If the Library Board concurs, the appropriate action would be a motion to: ***Approve and recommend to the City Council option one, increase the proctor exam fee from $20 to $30.***

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