



Collingwood Public Library

Policy Type: **Operational**

Policy Number: **OP – 18**

Policy Title: **Exam Proctoring**

Policy Approval Date: **May 25, 2023**

Policy Review Date: **May 2027**

Purpose

This policy outlines the conditions and guidelines under which Library facilities may be used to proctor exams.

General

The Collingwood Public Library supports the lifelong learning goals of the Collingwood community. To support these goals, the Library may proctor exams for any person enrolled in an academic institution that requires students to complete examinations, subject to the requirement of the issuing educational institution and the availability of Library staff and resources.

Availability

Exams are administered by appointment only and will be dependent on staffing availability.

The Library is unable to provide one-on-one proctoring, but can provide a secure environment where the student will be monitored regularly. The Library agrees to provide a reasonably quiet space for students to undertake the exam; however, students should be mindful that the Library is a public building.

All information relevant to the examination should be received one (1) week prior to the exam date from the issuing educational institution and be assessed for suitability of proctoring by the Library before any exams are taken. The Library will not proctor exams if the conditions cannot be met.

It is the student's responsibility to ensure that the service provided by the library meets the requirements of the institution or company, and to ensure that exams are received in time for the scheduled appointment. The Library will not provide reminders or notifications for an approved exam. It is the responsibility of the student to arrive fifteen (15) minutes prior to the start of the exam.

Exams can be taken at any time during open Library hours, except on Sundays. Exams must be completed thirty (30) minutes before closing.



Students who arrive late may be asked to reschedule depending on the exam's length and the availability of Library staff. Re-scheduling of appointments is subject to the Library's approval.

Fees and Costs

The proctoring fee is \$25.00 per exam and must be paid in advance of writing the exam. Further fees may be assessed for costs related to courier services or photocopying.

Fees will be waived in lieu of the student's school/educational institution providing payment for the Library's proctoring services.

Online Exams

Exams may be taken using one of the Library's desktops/laptops, or the student's personal laptop with the prior approval from the student's educational institution.

The Library cannot proctor online exams that require the installation of special software or the modification of existing computer settings on Library devices. Library staff cannot troubleshoot login and authentication issues.

The Library offers shared Internet bandwidth with no guaranteed transfer rate. The Library is not responsible for any unforeseen exam interruptions due to loss of power or connection.

Student's Responsibilities

It is the responsibility of the student to:

- Ensure that the Library policies comply with the requirements of the institution.
- Make arrangement for delivery of the exam to the Library. Exams can be faxed, mailed, or emailed to Library staff. Completed exams can be returned by fax, mail, email, or courier.
- Confirm with the Library that the exam has been received.
- Make arrangements for special accommodations if required by the student.
- Pay applicable service fees.
- Bring photo identification to the exam for verification of the student's identity.
- Bring all supplies required for writing the exam (pen, pencil, paper, calculator, laptop, etc.)
- Provide proof of the institution's approval for the student to use their own laptop.
- Pay applicable courier fees if this is the institutions preferred method of return.

If a student does not appear for an appointment:

- The institution will be notified if appropriate.
- The proctoring service fee will be forfeited.

Exams not completed by the student within thirty (30) days of receipt or by the expiry date specified by the institution will be returned to the institution. The Library will not be responsible for exams that are sent to us in the absence of prior arrangements being made by the student.



Privacy

The Collingwood Public Library protects the privacy and confidentiality of all patrons' personal information held in matters related to proctoring of exams as governed by access to information and privacy provisions of the Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56 (MFIPPA) and related Collingwood Public Library policies.