



Proctoring Policy

Authority: Library Board

Date Created: March 23, 2009

Date Reviewed: February 24, 2014

Purpose

The East Gwillimbury Public Library provides exam proctoring to students when requested, in keeping with its core role *to provide educational assistance to support students* as stated in the *East Gwillimbury Public Library Strategic Plan 2012-2017*.

The intent of this policy is to outline the guidelines for this service.

General Principles

Examination proctoring is subject to the availability of authorized staff and resources and will be undertaken, provided the conditions set by the examining institution can be met without undue disruption to the library's normal functions. A flat fee will be charged as per the Library Fee Schedule.

Guidelines

1. All exam-writing conditions must be received from the issuing educational institution and be assessed for suitability of proctoring by the Library, before any tests are scheduled. The Library will not proctor exams if the conditions cannot be met.
2. All examinations must be sent to the East Gwillimbury Public Library. Library staff must receive the following information before a test is administered:
 - .1 student name, email, phone number
 - .2 name of institution and contact name, email, phone
3. In the case of online examinations, passwords and instructions must be received a minimum of one week in advance of the scheduled time to allow booking of a public computer. No "drop-in" test proctoring is available.
4. Re-scheduling of appointments is subject to the Library's approval and availability of staff and resources.

5. The student taking the examination must ensure that all examination requirements have been met and all tests have been received by the Library before the examination is taken. The Library will strictly follow the instructions sent by the institution as to what materials are allowed during the examination. The student is responsible for verifying instructions regarding the use of electronic devices with their instructor. The Library will not keep copies of test materials unless specifically asked to do so by an institution.
6. No costs are to be incurred by the East Gwillimbury Public Library, i.e. postal charges, photocopying, etc. Tests can be received or returned through the mail or by fax. Faxed tests must have a cover sheet to the attention of the Adult Services Coordinator. There will be an additional fee to cover the cost of printing/sending faxed tests. The student or institution must provide postage-paid mailing envelope if tests are to be returned by mail. The Library can also receive tests from delivery services such as Fed Ex or UPS but completed tests cannot be returned in this manner. The Library will not incur any expense for the sending or shipping of tests.
7. The Library cannot proctor online exams that require the installation of special software or the modification of existing computer settings.
8. Examinations must occur during the Library's regular hours of operation.
9. The Library staff will seek remuneration for examination proctoring from the educational institution, if available, otherwise the student is responsible for the fee.
10. The Library will not:
 - .1 Provide supplies to test-takers such as test booklets, paper, pencils, etc.
 - .2 Time individual or multiple portions of the same exam.
 - .3 Directly supervise the student, except to begin and end the exam.
 - .4 Guarantee quiet work spaces, although we will make every effort to set test-takers apart from high traffic areas of the Library.

Confidentiality

Any personal information is collected under the authority of *the Municipal Freedom of Information Protection of Personal Privacy Act R.S.O. 2002 Chapter M.56*, and will be used in the management and administration of library services.

See also Confidentiality of Library Patron Information Policy.

The Library is committed to meeting the needs of patrons with disabilities and will provide, upon request, alternate formats and communication supports, in compliance with the *Integrated Accessibility Standards Regulation, Ontario Regulation 191/11* and the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*

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