

St. Catharines Public Library Proctoring Agreement Form & Policy

Service: The St. Catharines Public Library offers a proctoring service in order to support our role of helping members of the St. Catharines community achieve their educational goals. Students and professionals who agree to the following policy may make use of this service.

Fees: The fee to use the library's proctoring service is \$ 25.00 + HST per student, per exam. The fees owing will be collected by the proctor on the day the exam is written. Fees may be paid by cash or debit and a receipt may be provided for institutions willing to pay for students' exam fees.

General Guidelines:

- Exams are written at the Central Library during regular library hours, excluding Sundays, and are subject to staff availability and resources.
- Exams must be completed within thirty (30) minutes of the library closing.

The Library Cannot:

- Provide direct one-on-one or group supervision of students for the entirety of an exam. If supervision is required, it is up to the student(s) to make additional arrangements for supervision.
- Proctor online exams that require installation of special software or modification of existing computer settings.

Library's Responsibilities:

- Provide student with a place to take the exam
- Check student ID
- Provide the use of a computer that has Microsoft Word, Microsoft Excel and internet access
- Receive, secure, administer and return exam(s)

Students' Responsibilities:

- A minimum of two weeks advance notice to book an exam. [Note that an exam is not officially booked until the student and/or the institution receive confirmation of the booking from the Library.]
- Complete and submit the Proctoring Agreement Form by fax, email or in-person.
- Payment of additional expenses such as faxing, printing and scanning costs, courier fees or postage charges.
- Ensuring the arrival of the exam from the institution by email or mail a week prior to the exam date.
- Arrival at the library fifteen (15) minutes prior to the start of the exam.
- Showing photo identification before receiving the exam.
- Contact the library as soon as possible if the appointment must be cancelled

The Library reserves the right to refuse a proctoring request if:

- The student provides inaccurate or incomplete information.
- Library staff is not available at the requested time.
- An institution's examination policies are not met by the library.

Disclaimers

- The Library is not liable for any missing items, papers, samples, passwords or other documents related to the exam.
- The Library is not responsible for unforeseen interruptions to the exam (e.g. due to loss of power, loss of internet connection or inclement weather).
- The Library will not provide reminders or notifications for an approved exam.
- The Library is not responsible for completed exams that do not reach the educational institution by the deadline date.
- Rescheduling of exam appointments is subject to approval and availability.

I have read and agree to the above policy:

Print name (student): _____

Signature: _____ Date: _____

Librarian Name/Title: _____

Signature: _____ Date: _____

For Office Use Only:

Exam Date: _____

Exam Time: _____

Institution: _____

Form of Payment: Cash Debit Cheque Staff Initials _____