Policy Name	Proctoring		
Section & Number	Management	Effective Date	2018-06-01
Motion Number		Last Review	2024-05-22
Author	Manager, Customer Service	Next Review	2026

Policy Statement

The purpose of this policy is to provide the terms and conditions of the proctoring service offered by the St. Catharines Public Library (SCPL).

A proctoring service supports SCPL's role of promoting the pursuit of knowledge and life-long learning. Furthermore, it helps members of the community achieve their educational goals.

Scope

Proctoring at SCPL is a chargeable service provided at the Central Library. Any member of the public may request a proctoring appointment by applying in advance.

Availability of this service is subject to the Library's operational requirements and resource constraints, as detailed in this Policy.

Definitions

Proctor – An approved individual or institution that administers and monitors a student while they are completing an examination or test to ensure that the student follows the rules established by the entity that has issued the examination.

Indirect Supervision – The proctor will monitor the student regularly and be available to offer assistance but will not remain in the same room or provide one-to-one supervision for an exam.

Examination – A formal test of a person's knowledge or proficiency in a particular subject or skill.

Regulations

Exams or tests are administered by appointment only and requests for proctoring must be submitted a minimum of 2 weeks in advance. SCPL can proctor paper or online exams and provide indirect supervision of the student. 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.

Responsibility

The CEO or designate is responsible for the overall administration of this policy.

Operational Guidelines

- Exams are written at the Central Library during regular library hours, excluding Sundays, and are subject to staff availability and resources.
- Exams are written thirty (30) minutes after library opening and must be completed thirty (30) minutes before the library closing.
- Staff will receive, secure, administer and return exam(s) but 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.
- The library can provide the use of a computer that has Microsoft Word, Microsoft Excel and internet access.
- Staff will not be able to troubleshoot login and authentication problems for online exams.
- The Library will not proctor online exams that require installation of special software or modification of existing computer settings.

The student's responsibilities include:

- A minimum of two weeks' advance notice to book an exam. Please note that an exam is not officially booked until the student and/or the institution receive confirmation of the booking from the Library.
- Payment of additional expenses such as faxing, printing and scanning costs, courier fees or postage charges.
- Showing photo identification before receiving the exam.

Fees:

- $40.00+ HST per student, per exam.
- Fees owing will be collected by the Proctor on the day the exam is written.
- Fees may be paid by cash, cheque, debit or EFT.
- A receipt may be provided for institutions willing to pay for students' exam fees.

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

- The student provides inaccurate or incomplete information.
- Library staff or space is not available at the requested time.
- An institution's examination policies cannot be 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 an exam not arriving from the educational institution by the exam date.
- The Library is not responsible for unforeseen interruptions to the exam (e.g. due to loss of power or loss of internet connection).
- 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.

Implementation
The CEO and Business Administrator or designate will implement the policy.