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|-----------|-------------------------|-----------------|-----------------------------------|
| Section:  | Public Service Policies | File:           | Senior\Policy\Proctoring Services |
| Approval: | CEO                     | Date Effective: | Oct. 2008, Rev. Aug. 2009         |
| Coverage: | All Employees           | Distribution:   | All Employees                     |

Proctoring is available in study rooms at Angus Glen and Markham Village branches. Exams may be scheduled at other branches depending upon availability of meeting rooms.

Regular library activities take precedence over proctoring services. As a result, appointments will be scheduled only during regular library hours when there is a suitable available space and sufficient staff. While the library will do its best to meet the scheduling needs of the student, the staff will determine date and time for appointments. Examinations are scheduled such that students have sufficient time to complete all exam requirements prior to the library's scheduled closing time.

MPL does not provide one-on-one proctoring. Library staff will be performing regular duties. We cannot guarantee that the student will be monitored continuously. MPL schedules proctoring sessions in individual study rooms at Angus Glen and Markham Village Branches however cannot guarantee a distraction-free setting.

Exams may be taken online using a library supplied computer or the student's personal laptop with prior approval from the school or institution of the student. No programs may be installed on library computers and Library staff cannot troubleshoot login and authentication problems. The Library is not responsible for any unforeseen interruptions of the test due to loss of its power or its Internet connection. The Library offers shared Internet bandwidth with no guaranteed transfer rate. Library computers offer the following capabilities: Internet browser (IE), Microsoft Office Products (Word, Excel, PowerPoint), USB slots, Adobe Acrobat reader, links to library electronic reference sources.

It is the responsibility of the student to:

- Ensure that the policies of MPL comply with the requirements of the school.
- Contact their school to make arrangements to have the exam delivered to MPL. Exams can be faxed, mailed or emailed to the library. Completed exams can be returned in a similar manner.
- Confirm with the library that the exam has been received.
- Pay appropriate service fees prior to writing the exam.
- Bring photo identification to the exam so that library staff can verify the student's identity before administering the exam.
- Bring all necessary supplies for writing the exam (pen, pencil, paper, etc.)
- Take online exams using library PCs or the student's personal laptop.
- Obtain permission from the school/institution for use of student's personal laptop and have the school/institution inform the Library.
- Provide stamps and envelopes for the return of exams if that is the institution's preferred method of return.

Students who arrive late may be asked to reschedule depending upon the exam's length and the requirements of the library.

If a student does not appear for an appointment

- The educational institute will be notified if appropriate
- The proctoring service fee will be forfeited

Exams not completed by the student within 30 days of receipt or by the expiry date specified by the school/institution will be returned to the educational institution. MPL is not responsible for exams that are sent to the library without making prior arrangements.

Proctoring services for MPL members are \$40 per examination (up to 3 hours) and \$10 for each additional hour thereafter plus GST. There is an additional \$10 charge for non-members. Additional costs may be assessed for costs related to postage or faxing, registered mail and photocopying. All fees are payable prior to taking the exam.

When the library agrees to proctor an examination, it is obligated to follow the instructions and rules of the institution. Students must follow all instructions of the library staff regarding the examination.

At this time we cannot provide proctoring for examinations that require unusual or stringent proctoring guidelines and additional staff time in receiving and returning the exam.

- Online exams that require specific computer/software resources
- Examinations that require multiple timed-sections
- Exams that require one-on-one proctoring or constant monitoring
- Exams on evaluation of gemstones

Markham Public Library retains sole discretion in determining whether or not a specific examination can or will be accommodated based on the availability of resources, staff, physical space or any other factor required to accommodate the request. If and when it is determined that the Library cannot accommodate the request, that decision is final.

See also: Appendix A – Proctoring Request Form



# PROCTORING REQUEST FORM

MARKHAM PUBLIC LIBRARY

Student Name: \_\_\_\_\_

Email address: \_\_\_\_\_

Phone: \_\_\_\_\_ Or \_\_\_\_\_

Requested exam date \_\_\_\_\_

Requested exam time \_\_\_\_\_

Length of time of exam: \_\_\_\_\_ (ie. 2 hours)

School: \_\_\_\_\_

Contact Information: \_\_\_\_\_

### Exam Return Method:

Express Post

Registered Mail

Courier

Email

Fax

Online Submission

Other: \_\_\_\_\_

By signing below, I confirm that I have reviewed and accept the conditions of Markham Public Library's Proctoring Services Policy. I assume all responsibility for ensuring that the policies and guidelines required by my school are met when taking an exam at Markham Public Library.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

|   |                       |
|---|-----------------------|
| Internal Use  | Proctoring Fee Paid:  |
| Exam Fee Assessed \$ _____  | Amount: \$ _____      |
| Exam scheduled _____<br>(date and time)                                 | Date: _____           |
| Exam received from student's school: _____<br>(date and staff initials) | Staff initials: _____ |
| Exam returned to school:<br>Method: _____ Date: _____ Staff: _____      |                       |