



Woodstock Public Library Policy

Policy Name: Proctoring

Category: Library Services

Version: 12 September 2023

POLICY STATEMENT AND RATIONALE

The purpose of this policy is to outline the provision of proctoring services to members of the public.

SCOPE

This policy shall apply to all members of the City of Woodstock Public Library.

DEFINITIONS

In reading and interpreting this policy, the following definitions shall apply:

CEO means the Chief Executive Officer of the Woodstock Public Library;

City means the Corporation of the City of Woodstock;

Library means the Woodstock Public Library;

Library Board means the Woodstock Public Library Board;

Staff means a staff person who works for the City of Woodstock Public Library.

POLICY, PROCEDURE AND IMPLEMENTATION

1.0 Responsibility

1.1 The CEO is responsible for implementing the appropriate procedures in order to ensure that Library Staff understand and adhere to the intent of the policy.

1.2 Examination proctoring is subject to the availability of library resources and will be provided when the conditions set by the examining institution can be met without

undue disruption to the Library's operations. It is the responsibility of the CEO, or designates, to make this determination.

2.0 Requirements

- 2.1 The Library will proctor both written and online examinations, subject to the following requirements:
- 2.2 A minimum of two weeks' advanced notice is required before any test will be proctored.
- 2.3 The proctoring fee is due at the time of booking.
- 2.4 All examinations must take place during the Library's regular operating hours.
- 2.5 All computer software and technical requirements concerning access for online testing must be provided two weeks in advance. The Library may decline requests for proctoring that require re-configuration of its network.
- 2.6 The Library reserves the right to schedule multiple examinations during a specific timeslot.

3.0 Fees

- 3.1 The Library charges a flat fee for proctoring services to cover associated costs such as photocopying, postage, and staff time. The current fee is listed on the Library's website. This fee is based on current best practices in the region and is administered in accordance with the Public Libraries Act.

4.0 Liability

- 4.1 Students who wish to take examinations at the Library are responsible for ensuring that all of the examinations requirements imposed by their testing institution have been met.
- 4.2 The Library will take all reasonable steps to ensure that examinations are returned to the testing institutions. However, the Library does not assume any responsibility for completed exams that are lost or delayed.
- 4.3 While the Library will attempt to ensure a consistent and reliable internet connectivity for online examinations, the Library cannot guarantee that it will be available at all times.

5.0 Privacy and Confidentiality

- 5.1 Any information obtained about an individual who uses the Library's proctoring service will be subject to the Municipal Freedom of Information and Protection of Privacy Act and the Library's privacy practices.

RELATED DOCUMENTS AND POLICIES

Municipal Freedom of Information and Protection of Privacy Act, R.R.O. 1991,
Regulation 372/91 as Amended

Public Libraries Act, R.S.O. 1990, c. P.44, s. 23 (3)

DOCUMENT REVISION RECORD

Adoption Date:	11 February 2020
Review Cycle:	Once Per Term
Last Reviewed:	12 September 2023
Resolution No.:	23-53