



Woodstock Public Library Policy

Policy Name: Proctoring
Category: Library Services
Version: 5 February 2020

POLICY STATEMENT AND RATIONALE:

The purpose of this policy is to provide a statement of philosophy and identify key objectives respecting the Library's commitment to the concept of lifelong learning through the provision of proctoring services.

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 staff and 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 A minimum of two weeks' notice, in advance, is required before any test will be proctored.
- 2.2 All examinations must take place during the Library's regular operating hours.
- 2.3 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.

3.0 Charges

- 3.1 The Library accepts no responsibility for any charges involved in proctoring (e.g. postal charges or photocopying). Any costs must be borne by the exam writer or the exam setting institution.
- 3.2 The Library does not generally charge a fee for proctoring. However, when the Library is offered a fee for proctoring services, it will be accepted.

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 go astray.
- 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

DOCUMENT REVISION RECORD

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