

DATE OF LAST REVISION: JUNE 2018

POLICY/PROCEDURE TYPE: PUBLIC SERVICES

REVIEW SCHEDULE: : 5 YEARS

PURPOSE	Exam proctoring service is available at Markham Public Library (MPL) for any person enrolled in an academic institution that requires students to complete examinations under the supervision of an approved proctor. Proctoring is available in study rooms or meeting rooms as appropriate at all Markham Public Library branches.
AVAILABILITY	Exams are administered by appointment only and applications for proctoring must be submitted at least seven days in advance. MPL is unable to provide one-on-one proctoring but can ensure that the student will be monitored regularly. 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.
FEES AND COSTS	<p>Proctoring services for Markham residents is \$15 per hour plus applicable tax. Non-residents pay an additional flat fee of \$10. Further fees may be assessed for costs related to courier services, and photocopying.</p> <p>Room reservation cannot be guaranteed and appointment is not confirmed until payment has been received in full. Customers pay for proctoring fees online or in branch via credit card, debit or cash. All payments should be made within 7 days of booking the appointment.</p> <p>Cancellations and refunds:</p> <ul style="list-style-type: none">• No refund will be made if the student fails to notify MPL 3 days in advance of the scheduled exam date.• Should the student cancel a booking with more than 3 days' notice, MPL will refund the full amount minus a \$15 administrative fee.
GUIDELINES	<ol style="list-style-type: none">1. Students can request proctoring services by completing MPL's online Proctoring Request form.2. The Library will proctor both written and online exams.3. When proctoring an examination, MPL must follow the instructions and rules of the institution. Students are expected to follow all instructions of MPL staff regarding the exam.4. Proctors will enforce any written time limits that are placed on the exam, as well as other rules set forth in the examination materials. The use of cell phones or visiting with others is prohibited during the exam. Any perceived violation of the posted rules for the exam will be reported to the examining institution.5. MPL does not proctor exams that require unusual or stringent proctoring guidelines and/or additional staff time in receiving, administering or returning the exam. This includes appraisal exams, examinations that rely on items of value as well as any other exams that require:<ul style="list-style-type: none">• Specific computer/software resources• Multiple timed-sections• One-on-one proctoring or constant monitoring6. MPL retains sole discretion in determining whether or not a specific exam 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 MPL determines that a request cannot be accommodated, that decision is final and cannot be appealed.7. The Library will not be responsible for any delayed or incomplete exams nor for any

completed exams once they leave the library's possession and have been sent back to the examining institution.

8. The Library will not be responsible for exams that are interrupted by Library emergencies, power failures, or computer hardware or software failures. The exam will be rescheduled along with notification of examining institution.

ONLINE EXAMS

Exams may be taken online using an MPL public access computer or the student's personal laptop with prior approval from the student's school/educational institution (hereinafter "the institution") with the following conditions:

- The Library will not download software onto its computers.
- The Library cannot guarantee that technical problems will not occur when using the library's network or its computers. MPL is not responsible for any unforeseen interruptions of the test due to loss of its power or its Internet connection.
- Staff will not be able to troubleshoot login and authentication problems.
- MPL offers shared Internet bandwidth with no guaranteed transfer rate. MPL computers offer the following capabilities: Internet browser (Google Chrome or Internet Explorer), Microsoft Office Products (Word, Excel, and PowerPoint), USB Slots, and Adobe Acrobat reader.

STUDENT'S RESPONSIBILITIES

It is the responsibility of the student to:

- Ensure that MPL policies comply with the requirements of the institution.
- Complete MPL's online [Proctoring Request form](#) and make arrangements for delivery of the exam to MPL. Exams can be faxed, mailed, or emailed to MPL. Completed exams can be returned by fax, email or courier.
- Confirm with MPL that the exam has been received.
- Pay applicable service fees.
- Bring photo identification to the exam for verification of the student's identity.
- Bring all supplies required for writing the exam (pen, pencil, paper, etc).
- Take online exams using MPL computers or the student's personal laptop.
- Provide proof of the institution's approval for the student to use his/her own laptop.
- Pay applicable courier fees if courier 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 MPL.

If a student does not appear for an appointment

- The institution 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 institution will be returned to the institution. MPL is not responsible for exams that are sent to us in the absence of prior arrangements being made by the student.

RELATED DOCUMENT

[Proctoring Request Form](#)