Revision Date:	July 2024	Policy Type:	Public Service
Approval Level:	CEO	Distribution:	All Employees
Review Schedule:	5 Years (or as required)		

1.   PURPOSE

The Markham Public Library (the "Library", or "MPL") offers a wide variety of services to the public, including more specialized services such as proctoring of student examinations and/or tests. This service is available to any person enrolled in an academic institution that requires students to complete examinations under the supervision of an approved proctor. This service may be particularly helpful to students pursuing distance or remote-only educational opportunities.

2.   APPLICABILITY AND SCOPE

Proctoring at the Library is a chargeable service that is provided in study rooms or meeting rooms as appropriate at all branches. Any member of the public may request a proctoring appointment by applying in advance as described below.

The Library and/or Library staff must be approved in advance as a valid proctor by the institution or entity issuing the examination. The availability of this service is subject to the Library's operational requirements and resource constraints, as detailed within this Policy.

3.   DEFINITIONS

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

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

In-Person Supervised Proctoring – In-Person Supervised Proctoring is a real-time process during which a proctor, who is in the same location as the test taker (student), observes or supervises the examination to ensure the examination is administered in accordance with the school's defined rules and procedures. The proctor has access to observe the student's computer screen, enabling the proctor to view what is displayed on the student's screen(s) and what is happening in the room.

Non-Supervised Proctoring - The Library agrees to monitor the examination regularly and to provide a reasonably quiet space for students to undertake the exam.

4.   AVAILABILITY

Examinations or tests are administered by appointment only and applications for proctoring must be submitted a minimum of ten 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 in which the student can take the exam. However, students should be mindful that the Library is a public building.

5.   FEES AND COSTS

Please refer to the Library's [Proctoring service page](#) for the current fee. Additional fees may be assessed for costs related to courier services, photocopying, etc.

Room reservations cannot be guaranteed, and appointments are 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 the appointment booking date.

Cancellations and Refunds:

- Booking cancellations made with more than 7 days' notice will result in a full refund.

- Booking cancellations made 7 days or less of the exam date will result in a full refund minus a $15 administrative fee.

- No refund will be provided if the student fails to show up for the exam.

6.   GUIDELINES

1) Students requesting proctoring services should complete an online [Proctoring Request form](#), at least 10 days prior to the exam.

2) The Library will proctor both written and online exams. The Library offers both In-Person Proctoring and Unsupervised Proctoring.

3) When proctoring an examination, MPL must follow the instructions and rules of the institution. Students should 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 any interactions with others during the exam are prohibited. 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:

- Specific computer/software resources

- Multiple timed-sections

6) MPL retains sole discretion in determining whether 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. Should MPL determine that a request cannot be accommodated, that decision is final and cannot be appealed.

7) The Library is not 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 is not responsible for exams that are interrupted by building emergencies, power failures, or computer hardware or software failures. The exam will be rescheduled, and the examining institution notified of the situation.

7. 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 with the following conditions:

- The Library will not download software onto its computers.

- The Library cannot guarantee the absence of technical problems during student use of its network or computers. MPL is not responsible for any unforeseen interruptions of the test due to loss of power, Internet connection or any other reason.

- Staff are unable 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.

8. STUDENT'S RESPONSIBILITIES

It is the responsibility of the student to:

- Ensure that there is no conflict between MPL policies or practices and 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 mailed or emailed to the Library. Completed exams can be returned by email or courier.)

- Confirm with MPL that the exam has been received.

- Pay applicable service fees.

- Bring valid photo identification to the exam for verification of the student's identity.
- Bring all supplies required to write 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 their 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 MPL's requirements.

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 it without prior arrangements having been made by the student.

7. RESPONSIBILITIES

CEO / Directors shall:

- Ensure that they and their employees are acquainted with, enforce and comply with this
- Policy and related policies.

Managers / Supervisors shall:

- Enforce this Policy.

Employees shall:

- Comply with and enforce this Policy.

Library Administration shall:

- Develop and distribute this Policy;
- Update this Policy per the Review Schedule.

4. RELATED DOCUMENTS

- [Proctoring Request Form](#)