

<b>POLICY MANUAL</b>	<b>Section No. : LS 7-7.3</b>
	<b>Effective : June 15, 2009</b>
<b>SECTION : Library Services - Other</b>	<b>Revised : April 15, 2019</b>
<b>SUBJECT : Exam Proctoring</b>	<b>Page 1 of 1</b>

The Welland Public Library supports the lifelong learning goals of the Welland community. To support these goals, the Library may proctor exams subject to the requirements of the issuing educational institution and the availability of authorized Library staff and resources.

- Proctoring is subject to the following conditions: It is the responsibility of the student to contact the Library directly to inquire about the availability of proctoring services. The specific **date and time** must be confirmed at least one week in advance.
- Students must meet all the identification requirements of the institution.
- Exams are to be arranged through the Manager of Collections & Resources and can be written at the Main Branch during regular operating hours (except for Sundays), provided that there is a qualified employee available to supervise the examination. Exams must be completed 30 minutes before closing.
- The Library will not accommodate an exam if it cannot meet operational conditions outlined by the institution.
- The Library will not be liable for any missing items, papers, samples or other documents related to the exam.
- The Library may accommodate requests for online examinations using Library hardware provided that appropriate equipment is available and it meets the requirements of the educational institution. Students may also use their own laptop computer and the Library's Wi-Fi. Library will not be responsible for the reliability of its equipment or Internet connection.
- The Library accepts no responsibility for any charges involved in proctoring (e.g. photocopies, mailing or faxing charges). Any such costs are borne by the writer of the exam.
- The Librarian proctoring the exam does not observe students during the examinations but will monitor their progress intermittently.
- Exams must be sent to the Library in advance of the date of the exam, and the Library will return the completed exams to the institution as appropriate.
- There is no fee for this service, but should the institution provide remuneration, this fee must be payable to the Welland Public Library.