

	<b>THE CORPORATION OF THE COUNTY OF LAMBTON LAMBTON COUNTY LIBRARY POLICY MANUAL</b>			
	Subject:	<b>Proctoring Policy</b>	<b>Section R02</b>	<b>Index #01</b>
	Effective Date:	March 1, 2020	Approved By: Lambton County Council	
	Revision Date:	November 20, 2019		
	Drafted on:	November 20, 2019		

## PURPOSE

This purpose of this policy is to outline how Lambton County Library (the Library) will facilitate the proctoring of exams in its selected facilities.

## POLICY

Lambton County Library supports lifelong learning and wishes to assist students learning through distance education by providing proctoring services. This policy outlines the conditions under which proctoring will be facilitated at Lambton County Library.

## RESPONSIBILITY

The responsibility for the implementation of this policy lies with the Manager, Library Services, and the Assistant Library Supervisors.

## DEFINITIONS

**"Proctoring"** is a service provided by Lambton County Library in which a designated staff person observes a student completing an examination within a selected Lambton County Library.

**"Student"** is any person registered in a class or course at an educational institution.

## REGULATIONS

### 1. General Principles

- 1.1. Proctoring service will only be provided at designated Lambton County Library locations where required space and staffing is available.
- 1.2. Proctoring service is only available during regular library hours and is subject to availability of qualified Lambton County Library staff.

- 1.3. Lambton County Library reserves the right to refuse to proctor exams where it would interfere with normal library operations.
- 1.4. Proctoring is available to anyone who lives, works, or owns property in Lambton County.
- 1.5. Proctoring requests must be received by the Assistant Library Supervisor a minimum of eight weeks before the exam date.
- 1.6. Lambton County Library will provide a proctor that meets the specifications of the educational institution / company issuing the exam, subject to availability.
- 1.7. It is the student's responsibility to ensure that the service provided by Lambton County Library meets the requirements of the institution / company and / or instructor and to ensure that exams are received by the Library in time for the scheduled appointment.
- 1.8. Lambton County Library charges a fee (per exam) for this service which is posted in The Corporation of the County of Lambton Services and Fees Schedule. The fees for the service cover staff time and other administrative costs associated with copying and / or postage.
- 1.9. Payment must be made at time of booking.
- 1.10. Re-scheduling of appointments is subject to Library approval.
- 1.11. Exams may be taken in hard copy format or online (depending on the direction of the educational institute) using a library supplied computer or the student's personal laptop with approval from the educational institution / company. No programs may be installed on Lambton County Library computers and Library staff cannot troubleshoot login and authentication problems.
- 1.12. Lambton County Library is not responsible for any unforeseen interruptions of the test due to loss of power or Internet connection, or other emergencies such as a fire alarm or building evacuation.
- 1.13. Any information obtained about an individual who uses the Library's proctoring services will be subject to the Freedom of Information and Protection of Privacy Act and the Lambton County Library Privacy and Access to Personal Information Policy.

## ASSOCIATED DOCUMENTS

The Corporation of the County of Lambton Services and Fees Schedule  
 Lambton County Library Privacy & Access to Personal Information Policy  
 Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, Chapter M.56.

## POLICY HISTORY

REVISION	DATE	PREPARED BY
Created	November 20, 2019	Manager, Library Services