



Exam Proctoring Policy

Board motion number: 2026-024

Date of next review: April 2030

Date: April 22, 2026

Date of original motion: October 2017

Type: Board

Chair's signature: _____

Purpose:

The Orangeville Public Library (the "Library" or "OPL") 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.

Policy:

The Orangeville Public Library may offer test and exam proctoring services for students requiring the supervision of an approved proctor, subject to the following conditions and limitations:

1. Exam proctoring services are available to Orangeville Public Library members in good standing and to non-members for a prescribed fee. If the library receives reimbursement directly from an institution, non-members will pay the balance up to the prescribed fee.
2. Proctoring is available during regular hours of operation except Sundays, and is subject to the availability of staff and resources, and must not disrupt normal library operations. Exams must be completed 30 minutes before closing.
3. All library staff members may proctor an exam. Staff members proctoring the exam do not observe students during the exam but will monitor their progress at random. Students should be aware that exams may be conducted in an open area and may not provide a distraction-free setting.
4. Exams are administered by appointment only, and applications for proctoring must be submitted at least seven days in advance.

5. The library will proctor both written and online exams. It is the student's responsibility to contact the library directly to inquire about the availability of proctoring services.
6. It is the student's responsibility to ensure that the service provided by the library meets the requirements of the institution or company and to ensure that exams are received in time for the scheduled appointment. The library will not provide reminders or notifications for an approved exam.
7. Students who require a proctor for an online exam may use their own laptop computer and the library's wireless connection. The library may also be able to provide a public computer and internet access for online exams; however, the library will not download software onto its computers.
8. OPL offers shared Internet bandwidth with no guaranteed transfer rate.
9. The library is not responsible for any unforeseen test interruptions due to loss of power or connection, computer hardware or software failures, or building emergencies.
10. The library cannot proctor online exams that require the installation of special software or the modification of existing computer settings, and the library cannot troubleshoot login and authentication issues.
11. The library accepts no responsibility for any additional charges involved in proctoring (e.g., photocopies, mailing, or faxing charges). Any such costs are borne by the writer of the exam.
12. 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.
13. Orangeville Public Library 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 staff determine that a request cannot be accommodated, that decision is final and cannot be appealed.
14. Cancellation and/or rescheduling of exam appointments is subject to approval and may be subject to fees based on published procedures.
15. If a student does not appear for an appointment, the institution will be notified if appropriate, and the proctoring service fee will be forfeited.

Fees will be prescribed in Schedule "A" of the Cost Recovery, User Fees and Fines Policy. Fees will be available by request and on the website.