POLICY MANUAL	**Section No.:** OP - 13
Bibliothèque publique Welland Public Library	**Effective Date:** June 15, 2009
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SECTION: Operational	**Revision Date(s**): April 15, 2019; May 16, 2022; February 23, 2026
SUBJECT: Exam Proctoring Policy	**Page** 1 of 2

Purpose

To communicate Welland Public Library (WPL)'s approach to examination proctoring for members of the public, including eligibility, notice requirements, responsibility, and costs.

Scope

This policy applies to all members of the public and educational institutions who apply to proctor an examination at WPL.

Responsibility

The Chief Executive Officer (CEO) or designate is responsible for the overall administration of this policy. All staff are responsible for understanding, communicating, and applying the policy consistently.

Examination Proctoring

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

Exam proctoring is subject to the following conditions:

1. 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.

2. Students must meet all the identification requirements of the institution.

3. Exams are to be arranged through a Manager and can be written at the Main Branch during regular operating hours (except for Sundays), provided there is a qualified employee available to supervise the examination.

4. The individual proctoring the exam does not monitor students during the examinations but will observe their progress intermittently.

5. Exams must be completed 30 minutes before closing.

6. The Library will not accommodate an exam if it cannot meet the conditions outlined by the institution.

7. The Library is not responsible or liable for any missing items, papers, samples or other documents related to the exam.

8. 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 if permitted by their educational institution. The Library will not be responsible for the reliability of its equipment or Internet connection.

9. The Library accepts no responsibility for any charges involved in proctoring (e.g. photocopies, mailing or faxing charges). Any such costs involved in facilitating an exam are the responsibility of the writer of the exam.

10. 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.