

**Subject:** Proctoring Exams  
**Effective:** December 2009  
**Revised:** March 2017

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## 1.0 PURPOSE

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This policy sets standards for proctoring exams in public and public-school libraries.

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## 2.0 APPLICATION

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This policy applies to:

- Students and distance education providers requesting or using exam proctoring services from staff of the New Brunswick Public Library Service (NBPLS); and
  - Staff of NBPLS.
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## 3.0 DEFINITIONS

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**Library** refers to the physical facilities provided for under the [New Brunswick Public Libraries Act](#).

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## 4.0 LEGAL AUTHORITY

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[New Brunswick Public Libraries Act](#):

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## 5.0 GOALS / PRINCIPLES

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New Brunswick Public Library Service provides programs and services to respond to the educational, informational, cultural and recreational needs of residents of the province. As the popularity of distance education increases, members of the library staff are being asked more frequently to proctor exams in library facilities. In order to facilitate the administration of these exams, these standards have been developed to clarify the role of library staff, students and distance education providers when an exam is being proctored.

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## **6.0 REQUIREMENTS / STANDARDS**

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### **6.1 SCHEDULING**

- 6.1.1** The Library Manager/Director will ensure the availability of staff and facilities necessary to conduct the exam before agreeing to proctor an exam.
- 6.1.2** Arrangements for a proctored exam must be made at least one week in advance.
- 6.1.3** All exams must be conducted during library open hours.
- 6.1.4** Proctoring an exam must not interfere with the daily activities of the library.

### **6.2 STAFF AS PROCTORS**

- 6.2.1** Members of the NBPLS library staff may proctor exams subject to the availability of staff and facilities.
- 6.2.2** Library staff must follow instructions issued by the distance education provider regarding the administration of the exam.
  - 6.2.2.1** If required by the distance education provider, the student must show the proctor ID before taking the exam.
  - 6.2.2.2** In compliance with instructions from the distance education provider, exams not taken by the date on which they were to be completed are either discarded or returned.
- 6.2.3** Library staff should contact their immediate supervisor if questions or concerns arise concerning proctoring exams.

### **6.3 COST AND FEES**

- 6.3.1** The library will not charge the student a fee for the exam, but as many distance education providers cover the cost of exam proctoring, libraries will accept payments from institutions, payable to the local public library board.
- 6.3.2** The library will recover from the student any costs incurred by the library and not otherwise covered by the student's educational institution in the receipt, administration, and return of an exam. These costs include, but are not limited to printing and registered mail fees.

## 6.4 DONATIONS

- 6.4.1** The library may accept donations to proctor exams payable to the local public library board or the New Brunswick Public Libraries Foundation.
- 6.4.2** Library staff cannot accept personal donations or gifts for proctoring exams as per the Province's Conflict of Interest Policy – [AD-2915](#). However, distance education providers or students wishing to provide the library proctor with a thank-you gift should be encouraged to make a donation to the public library board or the New Brunswick Public Libraries Foundation.

## 6.5 RESPONSIBILITIES

- 6.5.1** The responsibility for ensuring that the exam has been received by the proctor rests with the student. The proctor will not contact the student when the exam arrives.
- 6.5.2** The library is not responsible for completed exams once they have been mailed to the distance education provider.

## 6.6 USE OF COMPUTERS AND INTERNET

- 6.6.1** Some public libraries may be able to provide public internet access for online exams.
- 6.6.2** Computers are usually available in an open area and do not provide a distraction-free setting. If the student deems that this option does not provide adequate privacy, the student should seek to make arrangements to have their exam proctored elsewhere.
- 6.6.3** In the event that specific software must be installed on a library computer in order to proctor an online exam, library staff shall contact their Technical Support Analyst (TSA) for assistance.

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## 7.0 GUIDELINES / RECOMMENDATIONS

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None

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## 8.0 REGIONAL GUIDELINES AND PROCEDURES

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In consultation with the Provincial Office, Regional Directors may develop additional guidelines and procedures consistent with and necessary to support this policy.



**9.0 REFERENCES**

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***Related NBPLS Policies:***

New Brunswick Public Library Service. Policy 1076 – Use of Meeting Rooms.

New Brunswick Public Library Service. Policy 1082 – Educator Services.

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**10.0 CONTACTS FOR MORE INFORMATION**

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NBPLS Provincial Office, (506) 453-2354

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