

Customer Service Guide 105 Reproduction Services and Fees

Last Updated: April 2021

This guide provides information about reproduction services, turnaround times, delivery and the cost associated with reproduction service offered by the Archives of Ontario.

Turnaround Times: The standard time to complete a reproduction request is 14 business days. Please note that some orders, including those placed by email, phone or fax may be subject to an additional 14 business day turnaround time to accommodate order entry, retrievals and any processing prior to the actual reproduction.

Digital Reproduction Options

Most original materials from the Archives of Ontario collections can be reproduced as a digital file.

Photographic originals or previously digitized images from the Archives of Ontario Visual Database cannot be reproduced as photocopy quality PDF files.

See the table below for information on the digital reproduction options.

Option	Specifications	Regular Service	Rush Service	Delivery Option
Photocopy Quality PDF copies of original records up to 18" x 25"	<ul style="list-style-type: none"> PDF file with Optical Character Recognition (<i>when applicable</i>) <i>PDF files will be digitized in full colour when applicable</i> 	\$1.11 per page 14 business days	\$2.20 per page (\$11 minimum) 4 business days	<ul style="list-style-type: none"> Email via Hightail.com FTP
Photocopy Quality PDF copies of original records larger than 18" x 25" up to 56" on the shortest side	<ul style="list-style-type: none"> PDF file with Optical Character Recognition (when applicable) 	\$4.39/square foot (\$11.00 minimum charge) 14 business days	No rush option	<ul style="list-style-type: none"> Email via Hightail.com FTP

Option	Specifications	Regular Service	Rush Service	Delivery Option
	<ul style="list-style-type: none"> PDF files will be digitized in full colour when applicable 			
High-resolution digital copies of original records up to 56" on the shortest side	TIFF format RGB 300 DPI / Greyscale 600 DPI	\$43.94/image 14 business days	\$65.91/image 4 business days	<ul style="list-style-type: none"> Email via Hightail.com FTP
Sound & Moving Images video and audio recordings.*	<ul style="list-style-type: none"> Sound: MP3 128kbps Moving Image: MP4 up to 1080p 	\$65.91 per title/file 14 business days	No rush option	<ul style="list-style-type: none"> Email via Hightail.com FTP

* 8mm, 16mm and 32mm film can be reproduced in high-definition format; all other video formats including Beta, U-Matic and VHS can only be reproduced to standard-definition format

Printed Reproduction Options

Most original materials from the Archives of Ontario collections can be reproduced as a print. See the table below for information on the printed reproduction options.

Option	Specifications	Regular Service	Rush Service	Delivery Option
Photocopy of originals up to 11" x 17"	Photocopy quality prints. <i>Note- black & white copies only. No colour.</i>	\$1.11 per page 14 business days	\$2.20 per page (\$11 minimum) 4 business days	In Person Pick-Up By Mail* By Courier*
Photocopy quality copies of original records larger than 11" x 17" up to 36" on the shortest side	36" wide up to 100' in length <i>Note- black & white copies only. No colour.</i>	\$4.39/square foot (\$11.00 minimum charge) 14 business days	No rush option	In Person Pick-Up By Mail* By Courier*
High-resolution prints of original records. Printed on premium quality paper up to 13" x 19" in size	Full-colour high-resolution prints of original records printed on premium quality paper with archival inks	\$54.93/print 14 business days	No rush option	In Person Pick-Up By Mail* By Courier*

Option	Specifications	Regular Service	Rush Service	Delivery Option
	Reproduced in colour or black & white to replicate original record.			
High-resolution prints of original records larger than 13" x 19". Printed on premium quality paper up to 24" in width up to 100' in length	Full-colour high-resolution prints of original records printed on premium quality paper with archival inks. Reproduced in colour or black & white to replicate original record.	\$109.85/print 14 business days	No rush option	In Person Pick-Up By Mail* By Courier*
Certified copies	Used for legal purposes in lieu of the original record- certified by the designate of the Archivist of Ontario. Reproduced in colour or black & white to replicate original record.	\$33.00 plus the cost of reproduction 14 business days	No rush option	In Person Pick-Up By Mail* By Courier*
Self service printing (<i>note- only offered in the Archives of Ontario reading room digital self-service microfilm equipment</i>)	Photocopy quality prints up to 11" x 17"	\$0.56 per page <i>Copies of microform records can also be saved as PDFs onto personally provided USB media free of charge.</i>		From microfilm only. In Person Pick-Up at the Reception desk

*These delivery options are subject to delivery fees. See **Reproduction Delivery Costs** below.

Ordering Information

- Orders can be placed:
 - In person at AO reading room
 - By email: reference@ontario.ca
 - By phone at 416-327-1600 Toll free (Ontario): 1-800-668-9933
- Customers will be required to pay a deposit of \$100 in advance on any order estimated to be over \$500.

- Reproduction timelines begin once a reproduction request is received and entered into the Archives of Ontario reproduction ordering system.

Reproduction Delivery Costs

- By Mail – the postage and handling charge in the table below will be applied to all mail out orders:

Cost of reproduction services	Postage and Handling Fee
Up to \$50.00	\$10.99
\$50.00-\$100.00	\$13.18
\$100.00 and above	\$18.68

- By Courier: requests for courier service will be at the expense of the customer.

Payment

Archives of Ontario accepts the following forms of payment:

- Visa, MasterCard, debit card (*in person only*). *Note- the Province of Ontario does not accept payment by American Express credit card.*
- Personal cheque (Canadian Dollars) made out to “Minister of Finance”
- Money order (Canadian Dollars) made out to “Minister of Finance”
- Cash (Canadian Dollars) (*in person only*)

13% Harmonized Sales Tax (HST) will be applied to each reproduction and certification order.

Invoices

- An invoice will be sent by email upon completion of the reproduction. If you do not have an email, you will be contacted by phone to notify you of the cost and completion of your order.
- Orders will be delivered to the customer upon receipt of payment in full.
- Reproduction orders will only be kept for three months from date notice is sent to let you know that order is ready for pickup / delivery.

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Contact Us

Telephone: 416-327-1600 Toll free (Ontario): 1-800-668-9933

Email: [Click here to email the Archives of Ontario](#). The e-mail address is reference@ontario.ca

Address: Archives of Ontario, 134 Ian Macdonald Blvd., Toronto, ON M7A 2C5

Website

Visit our website for information about our collections and our services, our online exhibits and education programs, and links to our social media accounts. [Click here to visit our website](#). The website is www.ontario.ca/archives.

Customer Service and Research Guides

Our guides contain information about our services, freelance researchers available to do research for you, and some of most popular records. [Click here to view our guides](#). To find the “Research Guides and Tools” on our website, click on “Access our Collections”.

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