
Reproduction Services and Fees

105 Customer Service Guide

Most Recent Update:
February 2017

The Archives of Ontario can provide reproductions of most archival records in its holdings. This guide governs the copying of media outlined below and the cost associated with each reproduction service.

Copyright

Copies are provided for research or private study purposes only. Please refer to Customer Service Guide 108 *Copyright and Your Research and submit a Request for Permission to Publish, Exhibit or Broadcast form* if you are planning to use any copy for purposes other than for research or private study. [Click here to access the form online](#), or you can access it in-person in the Reading Room.

Ordering Information

- Orders may be placed in person.
- To order remotely please contact us:
 - By email: [click here to email the Archives of Ontario](#)
 - By phone at 416-327-1600 Toll free (Ontario): 1-800-668-9933
 - By fax at 416-327-1999
- Customers will be required to pay half of the charges in advance on any order estimated to be over \$250.00
- As several of our records are located offsite, reproduction timelines begin after the records are received at the Archives of Ontario.
- Rush service may not be offered for all orders due to preservation concerns, use of third party service providers, volume of reproduction orders, or if additional order information is required from the customer. Please consult with a reference archivist for more information.

Reproduction Delivery

In Person

Orders being picked up must be paid for in full at time of pickup.

By Mail

The following postage and handling charge will be applied to all mail out orders:

Cost of reproduction services	Postage and Handling Fee
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Cost of reproduction services	Postage and Handling Fee
Up to \$5.00	No charge
\$5.00-\$50.00	\$10.99
\$50.00-\$100.00	\$13.18
\$100.00-	\$18.68

By Courier

Requests for courier service will be at the expense of the customer.

By Fax

- Orders up to 25 pages can be sent by fax.
- Orders of 10 pages or less will be sent at no charge.
- Orders between 11-25 pages will be charged an \$11.00 fee.

Digital Delivery

Email Electronic Delivery (recommended digital delivery method)

- Digital files can be sent electronically using digital delivery service, Hightail.com through any standard web browser.
- Customers using this service will be sent an email indicating their files are ready to download, as well as instructions on how to download the files using a standard web browser.

File Transfer Protocol (FTP)

- Digital files can be sent electronically by FTP.
 - This service is only available to customers who have an FTP server which will allow the Archives of Ontario to upload the file to it.
- This service must be specified by the customer when placing the order, including a login and password to their FTP server.

Payment

The following payment options are accepted **in person, over the phone or by mail**:

- Visa
- MasterCard

The following payment options are accepted **in person or by mail**

- Personal cheque (Canadian Dollars) made out to “Minister of Finance”
- Money order (Canadian Dollars) made out to “Minister of Finance”

The following payment options are accepted **in person only**

- Cash (Canadian Dollars)
- Debit card

Please note: Effective January 16 2017, the Province of Ontario will no longer accept payments by AMERICAN EXPRESS CREDIT CARD.

The Province continues to accept payments by VISA CREDIT CARD, MASTERCARD CREDIT CARD and INTERAC DEBIT CARD.

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

Note: the Harmonized Sales Tax (HST) does not apply to Ontario Government Orders.

Invoices

- An invoice will be sent by email upon completion of reproduction service, based on method of delivery.
- Orders will be delivered to the customer upon receipt of payment in full.
- An email reminder will be sent out if invoice is still unpaid after 30 days.
- Reproduction orders will be kept for three months from date notice is sent to let you know that order is ready for pickup / delivery. After that time, reproductions will be destroyed.

Certified Copies

Certified copies can be used for legal purpose in lieu of the original record. If you require a copy of a document certified by the designate of the Archivist of Ontario, an additional charge of \$33.00 plus HST will be applied for each certification. Certified copies are applicable only to orders processed by the Archives of Ontario. Rush service is not available for this process.

Reproduction Services

Self-Serve Printing

Self-serve printing services are only available to researchers in the Archives of Ontario's reading room making reproductions from computer terminals and / or microform records.

Paper Size	Printing Rate
8.5" x 11"	\$0.56 per page
11" x 17"	\$0.56 per page

Copies of microform records can also be saved as PDFs onto personally provided USB stick free of charge.

Textual Items, Maps and Architectural Drawings

Most textual documents, books and other bound volumes, as well as smaller (11" x 14 or less) maps and architectural drawings can be reproduced

Photocopies and PDF Files – Regular Service

- Service Standard: five business days in person, 14 business days via correspondence
- Please note – Large orders may require additional processing time. Please consult with a reference archivist for more information.

Rush Rates for Photocopies and PDF – Rush Service

- Service Standard: 24 hours in person, four business days via correspondence. Not available for large orders.

Paper Size	Output Option	Regular Service Rate	Rush Service Rate
8.5" x 11"	Photocopy or PDF file	\$1.11 per page	\$2.20 per page (\$11 minimum – less than 5 pages are free)
8.5" x 14"	Photocopy or PDF file	\$1.11 per page	\$2.20 per page (\$11 minimum – less than 5 pages are free)
11" x 17"	Photocopy or PDF file	\$1.11 per page	\$2.20 per page (\$11 minimum – less than 5 pages are free)
18" x 25"	PDF only	\$1.11 per page	\$2.20 per page (\$11 minimum – less than 5 pages are free)

Oversized Maps and Architectural Drawings

Oversize maps and architectural drawings can be reproduced to the actual size of original items up to 60" wide up to 100' in length.

Large Format Reference Quality Print (similar to photocopy quality)

- Service Standard: five business days in person, 14 business days via correspondence
- Note: Rush service is not available for this process

Output Option	Regular Service Rate
Reference Quality Prints or PDF file	\$4.39/square foot (\$11.00 minimum charge)

High-Resolution Digital Reproductions

Most original materials can be reproduced either as high-quality prints or as high-resolution TIFF files.

High Quality Prints

High quality **prints** are produced to the following minimum standards:

- Prints are created using archival quality inks
- Premium quality paper selections are available in matte, lustre or glossy finishes.
- The resulting image is a quality similar to photographic print, which is suitable for framing.

High-Quality Print Rates – Regular Service

- Service Standard: five business days in person, 14 business days via correspondence
- Please note – Large orders over 13 items may require additional processing time. Please consult with a reference archivist for more information

High-Quality Print Rates – Rush Service

- Service Standard: three business days in person, 7-9 business days via correspondence

Print Size	Regular Service Rate	Rush Service Rate
Up to 10" (MNR aerial photographs)	\$54.93/print	\$76.90/print
8.5" x 11"	\$54.93/print	\$76.90/print
13" x 19"	\$54.93/print	\$76.90/print
24" inches wide, no limit on length	\$109.85/print	\$131.82/print

High-Resolution TIFF format Digital Images

High-resolution **TIFF files** are scanned to the following minimum standards:

- Minimum file size of 15MB each.
- Black and white original items are reproduced in greyscale format at 600DPI.
- Colour original items are reproduced in RGB format at 300DPI.
- Files are suitable for high-quality printing and can either be sent on CD, DVD or by FTP.

High-Resolution TIFF format Digital Image Rates – Regular Service

- Service Standard: five business days in person, 14 business days via correspondence. Please note – Large orders over 13 items may require additional processing time. Please consult with a reference archivist for more information.

High-Resolution TIFF format Digital Images Rates – Rush Service

- Service Standard: three business days in person, 7-9 business days via correspondence

Output Option	Regular Service Rate	Rush Service Rate
High-resolution TIFF image	\$43.94/image	\$65.91/image

Microfilm Reproductions

- Customers may order duplicate copies of most 16mm and 35mm microfilm from the Archives of Ontario's collections.

Please Note: Some microfilm in our collection may not have been produced by the Archives of Ontario, or have access and copyright restrictions disallowing their duplication and sale.

Microfilm reproduction rates

- Service Standard: 10 business days in person, 14 business days via correspondence
- Note: Rush service is not available for this process

Output Option	Regular Service Rate
16mm film	\$70.30/reel
35mm film	\$87.88/reel

Sound and Moving Images

Audio Reproductions*

Copies of recordings are available for information originally recorded on ¼" tape, audio cassette and vinyl records.

Audio Reproduction rates

- Service Standard: 14 business days
- Note: Rush service is not available for this process
- If an alternative media output or quality type is required other than those noted below, please consult with reference archivist prior to placing request.

Output Option	Regular Service Rate
Audio format to CD (.mp3, .wav or standard audio CD formats)	\$65.91 per title/file

Video Reproductions

Copies of recordings are produced in-house for information originally recorded on Betacam, U-matic VHS, VHS, DV, mini DV and motion picture reproductions including 8mm, 16mm and 35mm.

Video Reproduction rates

- Service Standard: 14 business days
- Note: Rush service is not available for this process
- If an alternative media output or quality type is required other than those noted below, please consult with reference archivist prior to placing request.

Output Option	Regular Service Rate
Video formats to mp4 on DVD	\$65.91 per title/file