

Archives of Ontario Code of Practice

Our Guiding Principles

Leadership

We are responsible for promoting and preserving the documentary memory of Ontario.

We provide public access to archival information while ensuring these materials are protected for generations to come.

Excellence in Customer Service

We deliver prompt, useful and courteous service to all.

We use our customers' feedback to improve our service practices and standards.

Expertise

We use our extensive knowledge and expertise to assist customers and enhance their experience at the Archives.

We actively support and encourage learning, training and development among our staff.

We deliver expert advice regarding Government of Ontario recordkeeping.

Stewardship

We protect and preserve Ontario's priceless archival collection of documents, photographs and other materials.

We identify records and items from today that are worthy of preservation.

We ensure that our methods of storage keep pace with and exploit the benefits of changes in technology.

We manage our operations in a fiscally responsible manner.

Respect

We are committed to the fair, honest and considerate treatment of all.

We safeguard the security and privacy of our customers' personal information and requests.

Accountability

We report regularly to Ontarians on our efforts, initiatives and service standards.

Our Customers

Associations, Authors, Business, Commissions of Inquiry, Genealogists, General Public, Government, Officials, Journalists/Media, Law Enforcement Agencies, Lawyers, Ministries, Government Agencies, Legislative Bodies, Private Donors, Real Estate Agents, Researchers, Societies, Students, Teachers.

Our Practices are guided by

Archives' Mission and Values, Customer Service Charter, OPS Values

Angela Forest
Archivist of Ontario