

Archives of Ontario Customer Service Charter

Our Mission:

The Archives of Ontario strives to preserve and promote the province's documentary memory for the benefit of current and future generations

Our Pride in Service:

*We will use our knowledge to help you access and understand the collections of the Archives of Ontario.
We will do so with efficiency and courtesy, whether by e-mail, letter, telephone or in person.
We will use your feedback to further improve our standards of quality service.*

What We Do:

*We help researchers and members of the public explore and make use of our vast collections.
We work to make more of the Archives available on our website, ensuring Ontario's history is increasingly accessible.
We explain which records can and cannot be made available in accordance with the Freedom of Information and Protection of Privacy Act and other restrictions.
We develop and deliver new and engaging programs to enhance our customers' experiences with our collections.
We provide ministries and government agencies with expert advice, training and education on recordkeeping requirements.
We work with donors to acquire new collections that help document the history and development of the province of Ontario.*

What We Can't Do:

*We can't do your research for you. However, we can provide you with a list of independent researchers who will do research on your behalf for a fee.
We can't allow you to photocopy original documents – they're just too fragile. You can, however, create a copy by using a digital camera, or requesting reproduction services.
We can't send out original records. However, copies of many records are available on microfilm and microfiche, which you can access through our Interloan service and in the Reading Room. (For those at a distance, we can provide copies of records that are not available through Interloan – so long as you can identify the records by reference code.)*

What We Ask of You:

*Make the most of your Archives experience by first doing basic background reading or research about your topic.
Give us concise and accurate information relevant to your inquiry.
Be sure to provide us with complete contact information when requesting access to records.
If you are planning to view original records, order them before your visit to ensure they are available.
Handle all materials in the Archives with great care to help preserve them for future generations.
Acknowledge the Archives of Ontario and cite the complete reference for records used in your work.*

Quality Service Improvement:

We depend on your feedback to assess and improve the quality of our customer service. Please tell us how we are doing. You can contact the Archives by mail at: Archives of Ontario, 134 Ian Macdonald Boulevard, Toronto, Ontario, Canada M7A 2C5; by telephone: 1-416-327-1600 or toll free in Ontario at 1-800-668-9933; or by e-mail: reference@ontario.ca.

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