



# Archives of Ontario

## CUSTOMER SERVICE CHARTER

Bridging the Past  
the Present  
and the Future



### Our Mission:

The Archives of Ontario will provide innovative leadership in managing information in support of accountable government, in identifying and preserving Ontario's documentary memory, and in promoting and facilitating its use.

### Our Commitment to You:

To help you access and understand the collections and services of the Archives of Ontario with efficiency, fairness and courtesy.

### What you can expect from us:

#### Archives of Ontario staff will:

- ◆ Help you understand our collections and will explain our services and collections to you.
- ◆ Provide reference tools to help you identify records which may be relevant to your research. Our goal is to make as many of these tools as possible available on our web site.
- ◆ Help you use the reference tools, collections and the onsite equipment.
- ◆ Identify ourselves when speaking with you.
- ◆ Explain what records can and cannot be made available in accordance with the Freedom of Information and Protection of Privacy Act, related government legislation and any other restrictions.
- ◆ Respond to all customer concerns and inquiries by telephone, letter, e-mail, fax and in person in keeping with government standards
- ◆ Continue to improve and expand information about our services, facilities and collections.

### Some things we cannot do:

- ◆ The Archives of Ontario is unable to do your research for you. We can provide you with a list of independent researchers who can do research on your behalf for a fee.
- ◆ Given the fragile nature of original documents at the Archives, we cannot allow you to do your own photocopying. Our trained staff can provide copies of original documents for you on a cost recovery basis. You can also make your own copies from microfilm available in our main reading room.
- ◆ We are unable to send original records to researchers. However, the Archives' offers more than 14,000 reels of microfilm through its microfilm interloan service. If you require copies of records which are not available through interloan, the Archives will be pleased to provide copies of records for those at a distance if you can specifically identify the record(s) by reference code.

### How you can help us:

#### In order to help us to help you, please:

- ◆ Make the most of your contact or visit with us by doing basic background reading about your topic.
- ◆ Give staff concise and accurate information relevant to your inquiry.
- ◆ Provide complete contact information and daytime telephone number when requesting access to information.
- ◆ Treat all Archives staff and other customers with courtesy.
- ◆ If you are planning to view original records, order them before your visit to ensure they are brought in before you travel to the Archives.
- ◆ Handle all records 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 help us 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, 77 Grenville Street, Toronto, Ontario M5S 1B3; by telephone: 1-416-327-1600 or toll free in Ontario at 1-800-668-9933; by fax: 1-416-327-1999; by e-mail: [reference@archives.gov.on.ca](mailto:reference@archives.gov.on.ca) and online at: [www.archives.gov.on.ca](http://www.archives.gov.on.ca)

**Miriam McTiernan**  
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