



Reproduction Services and Fees

105 Customer
Service Guide

 Most Recent Update: January 2008

Introduction

For details on reproduction services and fees, please consult the attached **Price List** and **Guide to Reproduction Processes**. Note that not all services are necessarily available in all circumstances. Factors such as the physical condition of the records, copyright restrictions, etc. may prevent some or all of the reproduction processes from being offered.

If the service you require is not listed, please consult with a Reference Archivist to determine whether we are able to accommodate your requirements. Custom order charges will be negotiated on a case-by-case basis.

Copyright Policy

Copies are provided for research or private study purposes only. Please consult 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.

Certified Copies

If you require a certified copy of a document for legal purposes, an additional charge of **\$25.00** will be applied for each certification.

Postage and Handling Fees

Cost of reproduction services	Postage and Handling Fee
\$5.00 - \$50.00	\$5.00
\$50.00 - \$100.00	\$6.00
\$100.00 +	\$8.50

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

Fax Charges

Number of pages	FAX Charge
1 to 10 pages	No charge
11 to 25 pages	\$5.00
More than 25 pages	Not available. May be sent by Mail or Courier at expense of the customer

GST

The Goods and Services Tax (GST) will be applied to each reproduction and certification order.

Payment Policy

- An invoice will be mailed upon completion of reprographic services for all **non-pick-up orders**. Orders will be mailed to the customer upon receipt of payment in full.
- Invoices are due upon receipt. A second notice will be sent out 30 days after invoice date if still unpaid. Government of Ontario collection procedures will be followed if payment is not received 30 days after second notice has been issued.
- Payment may be made in **cash** (Canadian dollars) and by **debit card** in person only. **Personal cheque or money order** (Canadian dollars) made out to "Minister of Finance" accepted in person or by mail. **Visa, Mastercard and American Express** accepted in person or by telephone, or through the secure website found at the bottom of your invoice.
- Payments processed by credit card and subsequently declined by the cardholder will be invoiced directly to the customer.
- Customers who are picking up their orders will be called or notified by mail when their copies are ready. Orders being picked up must be paid for in full at time of pickup.
- For all mail out orders over \$5.00, a postage and handling charge will be applied to each order. Customers will be charged the actual service cost when they request delivery by other than regular postal service.
- Pre-payment is accepted only for certification fees. However, to help expedite mail orders, customers may wish to leave a credit card number at the time of ordering. Reproductions will then be mailed immediately, and the cost of the reproductions will be charged to the credit card.
- Ontario Government ministries and scheduled Agencies may use their Government Purchasing Card, use journal entry or issue purchase orders to cover the costs of their invoices/charges.

Note: Goods and Services Tax (GST) does not apply to Government orders.

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Tel: (416) 327-1600 Toll free (Ontario): 1-800-668-9933 Fax: (416) 327-1999
e-mail: reference@archives.gov.on.ca Website: www.archives.gov.on.ca

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This document may contain references to electronic links that can be activated only by using the HTML version found on the Archives of Ontario website.

This information is provided as a public service. Although we endeavour to ensure that the information is as current and accurate as possible, errors do occasionally occur. Therefore, we cannot guarantee the accuracy of the information. Readers should where possible verify the information before acting on it.

This Guide was formerly Information Handout no. 20

Price List (June 2007)

DIGITAL	TYPE OF REPRODUCTION	PRICE	TURNAROUND TIME
Digital Images			
	<ul style="list-style-type: none"> CD/DVD/FTP¹ tiff format RGB or Greyscale at least 300 dpi 	\$20.00 per image	5 business days
Prints²			
	<ul style="list-style-type: none"> High Quality prints up to 13" x 19" 	\$25 per item	5 business days
	<ul style="list-style-type: none"> Large Format Prints (prints larger than 13" x 19" up to 24" width with proportionate size in length) 	\$50 per item	5 business days
Rush Service			
	<ul style="list-style-type: none"> Priority Processing³ 	Add \$10 per item	2-4 business days
MICROFILM – positive duplicates only			
Regular – from existing negatives			
	<ul style="list-style-type: none"> 16 mm 	\$32.00 per reel	10 business days
	<ul style="list-style-type: none"> 35 mm 	\$40.00 per reel	10 business days
Custom – microfilming of original records			
	<ul style="list-style-type: none"> 16 mm 	\$64.00 per reel	Ask for estimate
	<ul style="list-style-type: none"> 35 mm 	\$80.00 per reel	Ask for estimate
PHOTOCOPIES			
	<ul style="list-style-type: none"> Regular Service - up to 11x17" 	\$0.50 per sheet	5 business days
	<ul style="list-style-type: none"> Rush Service - up to 11x17" 	\$1.00 per sheet \$5.00 minimum	Same day or 24 hours
	<ul style="list-style-type: none"> From Self-Serve Microfilm in Reading Room 	\$0.25 per sheet	Self-Serve
SOUND AND MOVING IMAGES			
	<ul style="list-style-type: none"> Film to video 	Ask for estimate	Ask for estimate
	<ul style="list-style-type: none"> Video to VHS video 	\$28.00 per item	Ask for estimate
	<ul style="list-style-type: none"> Video to ¾ inch SP video 	\$28.00 per item	Ask for estimate
	<ul style="list-style-type: none"> Video to DVD 	\$30.00 per item	Ask for estimate
	<ul style="list-style-type: none"> DVD to DVD 	\$30.00 per item	Ask for estimate
	<ul style="list-style-type: none"> DVD to video 	\$30.00 per item	Ask for estimate
	<ul style="list-style-type: none"> Reel-to-reel audio to reel-to-reel audio 	\$27.00 per item	Ask for estimate
	<ul style="list-style-type: none"> Reel-to-reel audio to audio cassette 	\$27.00 per item	Ask for estimate
	<ul style="list-style-type: none"> Audio cassette to audio cassette 	\$12.00 per item	Ask for estimate
WHITEPRINTS			
	<ul style="list-style-type: none"> up to 36 inches wide no limit on length 	\$2.00 per sq ft \$5.00 minimum	7 business days

¹ Clients must indicate delivery via FTP is preferred process and be prepared to provide FTP login/password information when placing order

² Prints are created on Premium Satin or High Gloss paper, and yield reproductions similar to photographic prints

³ Rush service available for orders of 10 items or less. Turnaround time is 2- 4 business days (subject to restrictions - please inquire when ordering)

Guide to Reproduction Processes (February 2007)¹

Type of Original	Photo-copy	White-print	Print up to 13 x 19	
ARCHITECTURAL DRAWINGS				
• Up to 11x17"	•	•	•	
• Larger than 11x17", up to 36 inches wide		•	•	
• Larger than 11x17", greater than 36 inches wide			•	
BLUEPRINTS				
• Up to 11x17"			•	
• Larger than 11x17"			•	
BOOKS AND OTHER BOUND VOLUMES				
• Open flat, up to 11x17"	•		•	
• Open flat, larger than 11x17"			•	
• Cannot open flat			•	
DOCUMENTARY ART				
• Up to 11x17"			•	
• Larger than 11x17"			•	
MAPS				
• Up to 11x17"	•	•	•	
• Larger than 11x17", up to 36 inches wide		•	•	
• Larger than 11x17", greater than 36 inches wide			•	
MICROFILM				
• See Price List				
PHOTOGRAPH ALBUM				
• Individual Photographs on a page			•	
PHOTOGRAPHIC PRINT				
• Up to 8 ½x11"			•	
• Up to 11x17"			•	
• Larger than 11x17"			•	
PHOTOGRAPHIC NEGATIVE				
• Black and White			•	
• Colour			•	
PHOTOGRAPHIC TRANSPARENCY				
• Colour			•	
SLIDES				
• 35 mm			•	
SOUND AND MOVING IMAGES				
• See Price List or contact SMI Reading Room for other options (416-327-1551)				
TEXTUAL (PAPER)				
• Up to 8 ½ x11"	•		•	
• Up to 11x17"	•		•	
• Larger than 11x17", up to 36 inches wide		•	•	
• Larger than 11x17", greater than 36 inches wide			•	

¹Circumstances, such as the physical condition of the records, copyright, etc., may prevent a particular reproduction service from being offered.