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Canada

# Library and Archives Canada

## Fees Report

Fiscal year 2018 to 2019

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The Honourable Steven Guilbeault, P.C., M.P.  
Minister of Canadian Heritage

Canada 

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## Minister's Message

On behalf of Library and Archives Canada (LAC), I am pleased to present the 2018 to 2019 Report on Fees, this organization's second annual report under the *Service Fees Act*<sup>ii</sup>.

The Act provides a modern legislative framework that enables cost-effective delivery of services, as well as improved transparency and oversight through enhanced reporting to Parliament.

Last year, a detailed listing of all fees under the organization's authority, along with anticipated increases, was added to reporting requirements.

This year's report provides more detail on each fee, such as the type and rate of adjustment, the service standard, and the performance result. This information provides additional context on each fee, in the spirit of open and transparent fee management.

I welcome the increased transparency and oversight reflected in this report, which was prepared in accordance with the *Service Fees Act*.



The Honourable Steven Guilbeault, P.C., M.P.  
Minister of Canadian Heritage



## About this report

This report, which is tabled under section 20 of the *Service Fees Act*<sup>iii</sup> and section 4.2.8 of the *Directive on Charging and Special Financial Authorities*<sup>iv</sup>, contains information about the fees that LAC had the authority to charge in the 2018 to 2019 fiscal year.

This report contains information about all fees that are under LAC's authority, even if some or all of the fees are collected by another department.

The information reported includes fees that:

- fall under the *Service Fees Act*
- are exempt from the *Service Fees Act*

The information covers fees set by:

- contract
- market-base, auction or both
- act, regulation or fees notice

For fees set by the following mechanisms, the report provides totals only:

- contract
- market-base, auction or both

For fees set by act, regulation or fees notice, the report provides totals for fee groupings, as well as detailed information for each individual fee.

Although the fees charged by LAC under the *Access to Information Act* are subject to the *Service Fees Act*, they are not included in this report. Information on LAC's access to information fees for fiscal year 2018 to 2019 can be found in our [access to information report](#)<sup>v</sup>.

## Remissions

A remission is a partial or full return of a fee to a fee payer who paid for a service for which a department deemed that the service standard was not met.

Under the *Service Fees Act*, departments must develop policies for determining whether a service standard has been met and for determining how much of a fee will be remitted to a fee payer. This requirement does not take effect until April 1, 2020. This report therefore includes **only** those remissions issued under LAC's enabling legislation. It does not include remissions issued under the *Service Fees Act*.

## Overall totals, by fee type

The following table presents the total revenue, cost and remissions for all fees that LAC had the authority to charge in fiscal year 2018 to 2019, by fee type.

### Overall totals for fiscal year 2018 to 2019, by fee type

Fee type	Revenue (\$)	Cost (\$)	Remissions (\$)
<b>Fees set by contract</b>	N/A	N/A	Remissions do not apply to fees set by contract.
<b>Fees set by market base, auction or both</b>	N/A	N/A	Remissions do not apply to fees set by market base, auction or both.
<b>Fees set by act, regulation or fees notice</b>	209,638	1,623,407	0
<b>Total</b>	209,638	1,623,407	0

## Totals for fees set by act, regulation or fees notice, by fee grouping

The following tables present, for each fee grouping, the total revenue, cost and remissions for all fees that LAC had the authority to charge in fiscal year 2018 to 2019 that are set by any of the following:

- act
- regulation
- fees notice

A fee grouping is a grouping of all of the fees that a department has the authority to charge for activities relating to a single business line, directorate or program.

### 1. Copies by LAC staff of textual documents and microforms, 105-mm microfiches of maps and architectural drawings, documents and archival records created in digital formats: totals for fiscal year 2018 to 2019

Fee grouping	Copies by LAC staff of textual documents and microforms, 105-mm microfiches of maps and architectural drawings, documents and archival records created in digital formats	
Revenue (\$)	Cost (\$)	Remissions (\$)
186,243	916,365	0

### 2. Copies of documents on microform by clients themselves: totals for fiscal year 2018 to 2019

Fee grouping	Copies of documents on microform by clients themselves	
Revenue (\$)	Cost (\$)	Remissions (\$)
1,469	297,198	0

### 3. Service fee for reproduction of documents by private sector suppliers: totals for fiscal year 2018 to 2019

Fee grouping	Service fee for reproduction of documents by private sector suppliers	
Revenue (\$)	Cost (\$)	Remissions (\$)
20,992	371,783	0

### 4. Postage and handling: totals for fiscal year 2018 to 2019

Fee grouping	Postage and handling	
Revenue (\$)	Cost (\$)	Remissions (\$)
934	38,061	0



## Details on each fee set by act, regulation or fees notice

This section provides detailed information on each fee that LAC had the authority to charge in fiscal year 2018 to 2019 and that was set by any of the following:

- act
- regulation
- fees notice

Fee grouping	Copies by LAC staff of textual documents and microforms, 105-mm microfiches of maps and architectural drawings, documents and archival records created in digital formats
Fee	Copies by LAC staff of textual documents and microforms - Regular price
Fee-setting authority	<i>Department of Canadian Heritage Act</i> <sup>vi</sup> , sections 8 to 12
Year introduced	2005
Last year fee-setting authority was amended	Not applicable
Fee type	Service
Fee amount (\$)	0.40
Total fee revenue (\$)	173,539
Adjustment type	Not applicable
Adjustment rate (% or formula)	Not applicable
2020 to 2021 fee amount (\$)	0.40
Future fee-adjusted amount (\$)	Not applicable
Adjustment date	Not applicable
Fee-adjustment authority	Not applicable
Service standard	<ul style="list-style-type: none"> <li>➤ <b>Regular orders are processed within 30 business days of receipt. For rush service, orders are processed within 10 business days of receipt</b>, and only if the following conditions are met: <ul style="list-style-type: none"> <li>• reference number is provided</li> <li>• copyright status and access restrictions have been established</li> <li>• access and copying restrictions do not apply, or a letter of permission is included with the request</li> <li>• requested documents are available</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>• "rush service" is indicated on the request</li> <li>• consent to pay all additional surcharges is indicated on the request</li> </ul> <p>➤ <b>Copies of textual documents and microforms</b></p> <p>Please note that written requests cannot be processed in less than 10 business days because time is needed for the registration of requests, delivery of documents from off-site storage (24 hours), identification of requested documents by staff, and special handling of archival documents.</p> <p>Processing times apply once requests have been received.</p> <ul style="list-style-type: none"> <li>• <b>Number of pages:</b> Up to 1,000 pages <b>Response time:</b> Within 10 business days</li> <li>• <b>Number of pages:</b> 1,001–6,000 pages <b>Response time:</b> Within 30 business days</li> </ul>
Performance result	LAC processed regular orders within 30 days for 5,107 of the 5,250 orders (97.3%). LAC processed rush orders within 10 days for 1,405 of the 1,525 orders (92.1%).

Fee grouping	<b>Copies by LAC staff of textual documents and microforms, 105-mm microfiches of maps and architectural drawings, documents and archival records created in digital formats</b>
Fee	<b>Copies by LAC staff of textual documents and microforms - Students and Senior citizens price</b>
Fee-setting authority	<i>Department of Canadian Heritage Act<sup>vii</sup></i> , sections 8 to 12
Year introduced	2005
Last year fee-setting authority was amended	Not applicable
Fee type	Service
Fee amount (\$)	0.30
Total fee revenue (\$)	11,448
Adjustment type	Not applicable
Adjustment rate (% or formula)	Not applicable
2020 to 2021 fee amount (\$)	0.30
Future fee-adjusted amount (\$)	Not applicable
Adjustment date	Not applicable
Fee-adjustment authority	Not applicable

Service standard	<ul style="list-style-type: none"> <li>➤ <b>Regular orders are processed within 30 business days of receipt. For rush service, orders are processed within 10 business days of receipt</b>, and only if the following conditions are met: <ul style="list-style-type: none"> <li>• reference number is provided</li> <li>• copyright status and access restrictions have been established</li> <li>• access and copying restrictions do not apply, or a letter of permission is included with the request</li> <li>• requested documents are available</li> <li>• "rush service" is indicated on the request</li> <li>• consent to pay all additional surcharges is indicated on the request</li> </ul> </li> <li>➤ <b>Copies of textual documents and microforms</b> Please note that written requests cannot be processed in less than 10 business days because time is needed for the registration of requests, delivery of documents from off-site storage (24 hours), identification of requested documents by staff, and special handling of archival documents. Processing times apply once requests have been received. <ul style="list-style-type: none"> <li>• <b>Number of pages:</b> Up to 1,000 pages <b>Response time:</b> Within 10 business days</li> <li>• <b>Number of pages:</b> 1,001–6,000 pages <b>Response time:</b> Within 30 business days</li> </ul> </li> </ul>
Performance result	LAC processed regular orders within 30 days for 605 of the 608 orders (99.5%). LAC processed rush orders within 10 days for 118 of the 124 orders (95.2%).

Fee grouping	<b>Copies by LAC staff of textual documents and microforms, 105-mm microfiches of maps and architectural drawings, documents and archival records created in digital formats</b>
Fee	<b>Copies by LAC staff of 105-mm microfiches of maps and architectural drawings</b>
Fee-setting authority	<i>Department of Canadian Heritage Act<sup>viii</sup></i> , sections 8 to 12
Year introduced	2005
Last year fee-setting authority was amended	Not applicable
Fee type	Service

## 2019–20 Departmental Plan

Fee amount (\$)	4.00
Total fee revenue (\$)	1,256
Adjustment type	Not applicable
Adjustment rate (% or formula)	Not applicable
2020 to 2021 fee amount (\$)	4.00
Future fee-adjusted amount (\$)	Not applicable
Adjustment date	Not applicable
Fee-adjustment authority	Not applicable
Service standard	<ul style="list-style-type: none"> <li>➤ <b>Regular orders are processed within 30 business days of receipt. For rush service, orders are processed within 10 business days of receipt</b>, and only if the following conditions are met: <ul style="list-style-type: none"> <li>• reference number is provided</li> <li>• copyright status and access restrictions have been established</li> <li>• access and copying restrictions do not apply, or a letter of permission is included with the request</li> <li>• requested documents are available</li> <li>• "rush service" is indicated on the request</li> <li>• consent to pay all additional surcharges is indicated on the request</li> </ul> </li> <li>➤ <b>Copies of 105-mm microfiches of maps and architectural drawings</b>  Please note that written requests cannot be processed in less than 10 business days because time is needed for the registration of requests, delivery of documents from off-site storage (24 hours), and identification of requested documents by staff.  Processing times apply once requests have been received. <ul style="list-style-type: none"> <li>• <b>Number of copies: 1–249</b>  <b>Response time:</b> <ul style="list-style-type: none"> <li>- In-person request: 1 to 4 business days, maximum of 50 copies per 24 hours</li> <li>- Written request: 7 business days</li> </ul> </li> <li>• <b>Number of copies: 250–499</b>  <b>Response time:</b> <ul style="list-style-type: none"> <li>- In-person request: 5 to 10 business days</li> <li>- Written request : 7 to 10 business days</li> </ul> </li> <li>• <b>Number of copies: 500–749</b>  <b>Response time: 10 to 15 business days</b></li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>• <b>Number of copies:</b> 750–999 <b>Response time:</b> 15 to 20 business days</li> <li>• <b>Number of copies:</b> 1,000–1,249 <b>Response time:</b> 20 to 25 business days</li> <li>• <b>Number of copies:</b> 1,250–1,500 <b>Response time:</b> 25 to 30 business days</li> </ul>
Performance result	Data not available. A methodology will be developed so that this data can be collected.

Fee grouping	<b>Copies of documents on microform by clients themselves</b>
Fee	<b>Copies of documents on microform by clients themselves</b>
Fee-setting authority	<a href="#">Department of Canadian Heritage Act<sup>x</sup></a> , sections 8 to 12
Year introduced	2005
Last year fee-setting authority was amended	Not applicable
Fee type	Service
Fee amount (\$)	0.20
Total fee revenue (\$)	1,469
Adjustment type	Not applicable
Adjustment rate (% or formula)	Not applicable
2020 to 2021 fee amount (\$)	0.20
Future fee-adjusted amount (\$)	Not applicable
Adjustment date	Not applicable
Fee-adjustment authority	Not applicable
Service standard	Not applicable
Performance result	Not applicable: self-service where clients retrieve the microform from the shelf and make their own copies.

## 2019–20 Departmental Plan

Fee grouping	<b>Service fee for reproduction of documents by private sector suppliers</b>
Fee	<b>Service fee for reproduction of documents by private sector suppliers</b>
Fee-setting authority	<i>Department of Canadian Heritage Act</i> <sup>x</sup> , sections 8 to 12
Year introduced	2005
Last year fee-setting authority was amended	Not applicable
Fee type	Service
Fee amount (\$)	A service fee of 20% based on the rate charged by private sector suppliers.
Total fee revenue (\$)	20,992
Adjustment type	Not applicable
Adjustment rate (% or formula)	Not applicable
2020 to 2021 fee amount (\$)	A service fee of 20% based on the rate charged by private sector suppliers.
Future fee-adjusted amount (\$)	Not applicable
Adjustment date	Not applicable
Fee-adjustment authority	Not applicable
Service standard	For previously copied material: within 6 weeks of receipt of request. For previously uncopied material: within approximately 10 to 12 weeks of receipt of request. A rush service of 10 business days is also offered under certain conditions.
Performance result	LAC processed regular orders within 6 weeks for previously copied material and within 10 to 12 weeks for previously uncopied material for 3,631 of the 3,779 orders (96.1%). LAC processed rush orders within 10 days for 2,526 of the 2,645 orders (95.5%).

<b>Fee grouping</b>	<b>Postage and handling</b>
<b>Fee</b>	<b>Postage</b>
<b>Fee-setting authority</b>	<i>Department of Canadian Heritage Act<sup>xii</sup></i> , sections 8 to 12
<b>Year introduced</b>	2005
<b>Last year fee-setting authority was amended</b>	Not applicable
<b>Fee type</b>	Service
<b>Fee amount (\$)</b>	Prices are subject to annual postage or mail service rate increases.
<b>Total fee revenue (\$)</b>	\$843
<b>Adjustment type</b>	Not applicable
<b>Adjustment rate (% or formula)</b>	Not applicable
<b>2020 to 2021 fee amount (\$)</b>	Prices are subject to annual postage or mail service rate increases.
<b>Future fee-adjusted amount (\$)</b>	Not applicable
<b>Adjustment date</b>	Not applicable
<b>Fee-adjustment authority</b>	Not applicable
<b>Service standard</b>	Not applicable
<b>Performance result</b>	Not applicable

<b>Fee grouping</b>	<b>Postage and handling</b>
<b>Fee</b>	<b>Handling</b>
<b>Fee-setting authority</b>	<i>Department of Canadian Heritage Act<sup>xii</sup></i> , sections 8 to 12
<b>Year introduced</b>	2005
<b>Last year fee-setting authority was amended</b>	Not applicable
<b>Fee type</b>	Service
<b>Fee amount (\$)</b>	0.35
<b>Total fee revenue (\$)</b>	91
<b>Adjustment type</b>	Not applicable
<b>Adjustment rate (% or formula)</b>	Not applicable
<b>2020 to 2021 fee amount (\$)</b>	0.35
<b>Future fee-adjusted amount (\$)</b>	Not applicable
<b>Adjustment date</b>	Not applicable
<b>Fee-adjustment authority</b>	Not applicable
<b>Service standard</b>	Not applicable
<b>Performance result</b>	Not applicable



## Endnotes

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<sup>i</sup> The Government of Canada website, [www.canada.ca](http://www.canada.ca)

<sup>ii</sup> *Service Fees Act*, <https://laws-lois.justice.gc.ca/eng/acts/S-8.4/index.html>

<sup>iii</sup> *Service Fees Act*, <https://laws-lois.justice.gc.ca/eng/acts/S-8.4/index.html>

<sup>iv</sup> Directive on Charging and Special Financial Authorities, <https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32502>

<sup>v</sup> Access to information report, <http://www.bac-lac.gc.ca/eng/transparency/atip/Pages/reports.aspx>

<sup>vi</sup> Department of Canadian Heritage Act, <https://laws-lois.justice.gc.ca/eng/acts/C-17.3/>

<sup>vii</sup> Department of Canadian Heritage Act, <https://laws-lois.justice.gc.ca/eng/acts/C-17.3/>

<sup>viii</sup> Department of Canadian Heritage Act, <https://laws-lois.justice.gc.ca/eng/acts/C-17.3/>

<sup>ix</sup> Department of Canadian Heritage Act, <https://laws-lois.justice.gc.ca/eng/acts/C-17.3/>

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<sup>xi</sup> Department of Canadian Heritage Act, <https://laws-lois.justice.gc.ca/eng/acts/C-17.3/>

<sup>xii</sup> Department of Canadian Heritage Act, <https://laws-lois.justice.gc.ca/eng/acts/C-17.3/>