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Canada

Bibliothèque et Archives
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Library and Archives Canada

Fees Report

Fiscal year 2019–20

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

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Minister's message

On behalf of Library and Archives Canada, I am pleased to present the Report on fees for 2019–20.

The *Service Fees 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.

I am pleased that Library and Archives Canada is continuing its transition to the reporting regime provided under 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* and section 4.2.8 of the *Directive on Charging and Special Financial Authorities*, contains information about the fees that Library and Archives Canada (LAC) had the authority to set in 2019–20.

Government of Canada departments may set fees for services, licences, permits, products, the use of facilities; for other authorizations of rights or privileges; or to recover, in whole or in part, costs incurred in relation to a regulatory scheme.

For reporting purposes, fees must be categorized under the following three fee setting mechanisms:

1. Act, regulation or fees notice
 - An act of Parliament delegates the fee setting authority to a department, minister or Governor in Council.
2. Contract
 - Ministers have the authority to enter into contracts, which are usually negotiated between the minister and an individual or organization, and which cover fees and other terms and conditions. In some cases, that authority may also be provided by an act of Parliament.
3. Market-rate or auction or both
 - The authority to set these fees is pursuant to an act of Parliament or regulation, and the minister, department or Governor in Council has no control over the fee amount.

This report contains information about all fees that are under LAC's authority, including any that are collected by another department.

The information covers fees that are subject to the *Service Fees Act*.

For fees set by contract, fees set by market-rate, auction or both, the report provides totals only. For fees set by act, regulation or fees notice, it provides totals for fee groupings, as well as detailed information for each fee.

Although the fees that LAC charges 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 2019–20 can be found in our access to information report, which is posted on the [Access to Information and Privacy](#) web page.

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 if a service standard is not met. This requirement will not take effect until April 1, 2021, so this report does not include remissions issued under the *Service Fees Act*. It does, however, include remissions issued under LAC's enabling legislation.

Overall totals, by fee setting mechanism

The following table presents the total revenue, cost and remissions for all fees that LAC had the authority to set in 2019–20, by fee setting mechanism.

Overall totals for 2019–20, by fee setting mechanism

Fee setting mechanism	Revenue (\$)	Cost (\$)	Remissions (\$)
Fees set by contract	0	0	Remissions do not apply to fees set by contract.
Fees set by market-rate, auction or both	0	0	Remissions do not apply to fees set by market-rate, auction or both.
Fees set by act, regulation or fees notice	176,276	1,694,054	0
Total	176,276	1,694,054	0

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

The following tables present, for each fee grouping, the total revenue, cost and remissions for all fees that LAC had the authority to set in 2019–20 that are set by any of the following:

- act
- regulation
- fees notice

A fee grouping is a grouping of all the fees that a department has the authority to set 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 2019–20**

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 (\$)
158,779	936,442	0

2. Copies of documents on microform by clients themselves: totals for 2019–20

Fee grouping	Copies of documents on microform by clients themselves	
Revenue (\$)	Cost (\$)	Remissions (\$)
1,013	267,631	0

3. Service fee for reproduction of documents by private sector suppliers: totals for 2019–20

Fee grouping	Service fee for reproduction of documents by private sector suppliers	
Revenue (\$)	Cost (\$)	Remissions (\$)
15,652	442,060	0

4. Postage and handling: totals for 2019–20

Fee grouping	Postage and handling	
Revenue (\$)	Cost (\$)	Remissions (\$)
832	47,921	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 set in 2019–20 and that was set by any of the following:

- act
- regulation
- fees notice

1. Copies by LAC staff of textual documents and microforms – Regular price

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> , sections 8 to 12
Year fee-setting authority was introduced	2005
Last year fee-setting authority was amended	Not applicable
Service standard	<ul style="list-style-type: none"> • Regular orders are processed within 30 business days of receipt. For rush service, orders are processed within 10 business days of receipt, and only if the following conditions are met: <ul style="list-style-type: none"> • reference number is provided • copyright status and access restrictions have been established • access and copying restrictions do not apply, or a letter of permission is included with the request • requested documents are available • "rush service" is indicated on the request • consent to pay all additional surcharges is indicated on the request ➤ Copies of textual documents and microforms 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"> • Number of pages: Up to 1,000 pages Response time: Within 10 business days • Number of pages: 1,001–6,000 pages Response time: Within 30 business days
Performance result	LAC processed regular orders within 30 days for 4,499 of the 4,607 orders (98%). LAC processed rush orders within 10 days for 1,323 of the 1,365 orders (97%).
Application of Low-Materiality Fees Regulations	Low-materiality (Photocopies)
2019–20 fee amount (\$)	0.40
2019–20 total fee revenue (\$)	146,045
Fee adjustment date	Not applicable
Adjusted fee amount in 2021–22 (\$)	0.40

2. Copies by LAC staff of textual documents and microforms – Students and Senior citizens price

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 – Students and Senior citizens price
Fee-setting authority	<i>Department of Canadian Heritage Act</i> ^{#i} , sections 8 to 12
Year fee-setting authority was introduced	2005
Last year fee-setting authority was amended	Not applicable
Service standard	<ul style="list-style-type: none"> • Regular orders are processed within 30 business days of receipt. For rush service, orders are processed within 10 business days of receipt, and only if the following conditions are met: <ul style="list-style-type: none"> • reference number is provided • copyright status and access restrictions have been established • access and copying restrictions do not apply, or a letter of permission is included with the request • requested documents are available • "rush service" is indicated on the request

	<ul style="list-style-type: none"> consent to pay all additional surcharges is indicated on the request <p>➤ Copies of textual documents and microforms 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"> Number of pages: Up to 1,000 pages Response time: Within 10 business days Number of pages: 1,001–6,000 pages Response time: Within 30 business days
Performance result	LAC processed regular orders within 30 days for 1,090 of the 1,099 orders (99%). LAC processed rush orders within 10 days for 682 of the 697 orders (98%).
Application of Low-Materiality Fees Regulations	Low-materiality (Photocopies)
2019–20 fee amount (\$)	0.30
2019–20 total fee revenue (\$)	12,186
Fee adjustment date	Not applicable
Adjusted fee amount in 2021–22 (\$)	0.30

3. Copies by LAC staff of 105-mm microfiches of maps and architectural drawings

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 105-mm microfiches of maps and architectural drawings
Fee-setting authority	<i>Department of Canadian Heritage Act</i> ⁱⁱⁱ , sections 8 to 12
Year fee-setting authority was introduced	2005
Last year fee-setting authority was amended	Not applicable
Service standard	<ul style="list-style-type: none"> Regular orders are processed within 30 business days of receipt. For rush service, orders are processed within 10 business days of receipt, and only if the following conditions are met:

	<ul style="list-style-type: none"> • reference number is provided • copyright status and access restrictions have been established • access and copying restrictions do not apply, or a letter of permission is included with the request • requested documents are available • "rush service" is indicated on the request • consent to pay all additional surcharges is indicated on the request <p>➤ Copies of 105-mm microfiches of maps and architectural drawings</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), and identification of requested documents by staff.</p> <p>Processing times apply once requests have been received.</p> <ul style="list-style-type: none"> • Number of copies: 1–249 Response time: <ul style="list-style-type: none"> - In-person request: 1 to 4 business days, maximum of 50 copies per 24 hours - Written request: 7 business days • Number of copies: 250–499 Response time: <ul style="list-style-type: none"> - In-person request: 5 to 10 business days - Written request : 7 to 10 business days • Number of copies: 500–749 Response time: 10 to 15 business days • Number of copies: 750–999 Response time: 15 to 20 business days • Number of copies: 1,000–1,249 Response time: 20 to 25 business days • Number of copies: 1,250–1,500 Response time: 25 to 30 business days
Performance result	Standards were in effect, but data are not available. These transactions are compiled with data from copies of textual documents without distinction. A methodology was developed at the end of 2019-20 so that this data can be collected for 2020-21.
Application of Low-Materiality Fees Regulations	Low-materiality (Photocopies)
2019–20 fee amount (\$)	4.00

2019–20 total fee revenue (\$)	548
Fee adjustment date	Not applicable
Adjusted fee amount in 2021–22 (\$)	4.00

4. Copies of documents on microform by clients themselves

Fee grouping	Copies of documents on microform by clients themselves
Fee	Copies of documents on microform by clients themselves
Fee-setting authority	<i>Department of Canadian Heritage Act^{iv}</i> , sections 8 to 12
Year fee-setting authority was introduced	2005
Last year fee-setting authority was amended	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.
Application of Low-Materiality Fees Regulations	Low-materiality (<51)
2019–20 fee amount (\$)	0.20
2019–20 total fee revenue (\$)	1,013
Fee adjustment date	Not applicable
Adjusted fee amount in 2021–22 (\$)	0.20

5. Service fee for reproduction of documents by private sector suppliers

Fee grouping	Service fee for reproduction of documents by private sector suppliers
Fee	Service fee for reproduction of documents by private sector suppliers
Fee-setting authority	<i>Department of Canadian Heritage Act^{iv}</i> , sections 8 to 12
Year fee-setting authority was introduced	2005
Last year fee-setting authority was amended	Not applicable

Service standard	<ul style="list-style-type: none"> 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 4,106 of the 4,619 orders (89%). LAC processed rush orders within 10 days for 2,363 of the 2,596 orders (91%).
Application of Low-Materiality Fees Regulations	Low-materiality (<51)
2019–20 fee amount (\$)	A service fee of 20% based on the rate charged by private sector suppliers.
2019–20 total fee revenue (\$)	15,652
Fee adjustment date	Not applicable
Adjusted fee amount in 2021–22 (\$)	A service fee of 20% based on the rate charged by private sector suppliers.

6. Postage

Fee grouping	Postage and handling
Fee	Postage
Fee-setting authority	<i>Department of Canadian Heritage Act^{vi}</i> , sections 8 to 12
Year fee-setting authority was introduced	2005
Last year fee-setting authority was amended	Not applicable
Service standard	Not applicable
Performance result	Not applicable
Application of Low-Materiality Fees Regulations	Low-materiality (<51)
2019–20 fee amount (\$)	Prices are subject to annual postage or mail service rate increases.
2019–20 total fee revenue (\$)	761
Fee adjustment date	Not applicable
Adjusted fee amount in 2021–22 (\$)	Prices are subject to annual postage or mail service rate increases.

7. Handling

Fee grouping	Postage and handling
Fee	Handling
Fee-setting authority	<i>Department of Canadian Heritage Act^{vii}</i> , sections 8 to 12
Year fee-setting authority was introduced	2005
Last year fee-setting authority was amended	Not applicable
Service standard	Not applicable
Performance result	Not applicable
Application of Low-Materiality Fees Regulations	Low-materiality (<51)
2019–20 fee amount (\$)	0.35
2019–20 total fee revenue (\$)	71
Fee adjustment date	Not applicable
Adjusted fee amount in 2021–22 (\$)	0.35

Endnotes

- ⁱ *Department of Canadian Heritage Act*, <https://laws-lois.justice.gc.ca/eng/acts/C-17.3/>
- ⁱⁱ *Department of Canadian Heritage Act*, <https://laws-lois.justice.gc.ca/eng/acts/C-17.3/>
- ⁱⁱⁱ *Department of Canadian Heritage Act*, <https://laws-lois.justice.gc.ca/eng/acts/C-17.3/>
- ^{iv} *Department of Canadian Heritage Act*, <https://laws-lois.justice.gc.ca/eng/acts/C-17.3/>
- ^v *Department of Canadian Heritage Act*, <https://laws-lois.justice.gc.ca/eng/acts/C-17.3/>
- ^{vi} *Department of Canadian Heritage Act*, <https://laws-lois.justice.gc.ca/eng/acts/C-17.3/>
- ^{vii} *Department of Canadian Heritage Act*, <https://laws-lois.justice.gc.ca/eng/acts/C-17.3/>