



Library and Archives
Canada

Bibliothèque et Archives
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Library and Archives Canada
Fees Report
Fiscal Year 2020–21

The Honourable Pablo Rodriguez, P.C., M.P.
Minister of Canadian Heritage

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Minister's message

On behalf of Library and Archives Canada (LAC), I am pleased to present the 2020–21 Fees Report.

Like all other Government of Canada departments and organizations, LAC has had to adapt its services to support Canadians in these difficult times marked by the COVID-19 pandemic. The organization continued to respond to the requests of its clients to obtain copies of documents from its collection; however, it had to inform them that normal service standards were suspended due to the limitations of the pandemic.



I am pleased that LAC is continuing its transition to the reporting regime provided under the *Service Fees Act*.

The Honourable Pablo Rodriguez, P.C., M.P.
Minister of Canadian Heritage

About this report

This report, which is tabled under section 20 of the [Service Fees Act](#), including the [Low-materiality Fees Regulations](#) 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 2020–21.¹

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
 - 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. The report also includes any fees that are collected by another department.

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

For fees set by act, regulation or fees notice, the report 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* were subject to the *Service Fees Act*, they are not included in this report. Information on LAC's access to information fees for 2020–21 can be found in the access to information report, which is posted on our [Access to Information and Privacy](#) web page.

1. All years presented in this manner refer to fiscal years.

Remissions

This report does not include remissions issued under the authority of the *Service Fees Act*, since this requirement took effect on April 1, 2021. Remissions issued under the *Service Fees Act* will be reported for the first time, as applicable, in the fees report for 2021–22, which will be published in 2022–23.

The *Service Fees Act* requires departments to remit a fee, in part or in full, to a fee payer when a service standard is deemed not met. Under the *Service Fees Act* and the Directive on Charging and Special Financial Authorities, departments had to develop policies and procedures for determining:

- whether a service standard had been met
- how much of a fee would be remitted to a fee payer if a service standard were deemed not met

LAC has not developed policies and procedures for remissions, given that its service fee charges are not subject to this requirement.

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 2020–21, by fee-setting mechanism.

Overall totals for 2020–21,* 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 either market rate or auction	0	0	0
Fees set by act, regulation or fees notice	67,880	1,469,361	0
Total	67,880	1,469,361	0

* Value is rounded to the nearest unit.

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

The following section presents, for each fee grouping, the total revenue, cost and remissions for all fees that LAC had the authority to set in 2020–21 that are set by any of the following:

- act
- regulation
- fees notice

A fee grouping is a set of fees relating to a single business line, directorate or program that a department had the authority to set for those activities.

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 2020–21*

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 (\$)
57,764	1,019,423	0

2. Copies of documents on microform by clients themselves: totals for 2020–21*

Fee grouping	Copies of documents on microform by clients themselves	
Revenue (\$)	Cost (\$)	Remissions (\$)
4	0	0

3. Service fee for reproduction of documents by private sector suppliers: totals for 2020–21*

Fee grouping	Service fee for reproduction of documents by private sector suppliers	
Revenue (\$)	Cost (\$)	Remissions (\$)
9,722	401,115	0

4. Postage and handling: totals for 2020–21*

Fee grouping	Postage and handling	
Revenue (\$)	Cost (\$)	Remissions (\$)
390	48,823	0

* Value is rounded to the nearest unit.

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 2020–21 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	Department of Canadian Heritage Act ⁱ , sections 8 to 12. The fee is listed in the Canada Gazette ⁱⁱ .
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 1,825 of the 3,386 orders (53.9%). LAC processed rush orders within 10 days for 194 of the 225 orders (86.2%).

	NOTE: Service standards were suspended throughout 2020–21 because of constraints related to the COVID-19 pandemic. Clients were notified of the situation.
Application of Low-materiality Fees Regulations	Low materiality (photocopies)
2020–21 fee amount (\$)	0.40
2020–21 total fee revenue (\$)*	49,628
Fee amount in 2022–23 (\$)	0.40
Fee adjustment date in 2022–23	Not applicable

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	Department of Canadian Heritage Act ⁱⁱⁱ , sections 8 to 12. The fee is listed in the Canada Gazette ^{iv} .
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	The institution did not have a mechanism for tracking the performance result.

Application of <i>Low-materiality Fees Regulations</i>	Low materiality (photocopies)
2020–21 fee amount (\$)	0.30
2020–21 total fee revenue (\$)*	8,092
Fee amount in 2022–23 (\$)	0.30
Fee adjustment date in 2022–23	Not applicable

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	Department of Canadian Heritage Act ^{iv} , sections 8 to 12. The fee is listed in the Canada Gazette ^{vi} .
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 105-mm microfiches of maps and architectural drawings 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"> • 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

	<ul style="list-style-type: none"> • 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	The institution did not have a mechanism for tracking the performance result.
Application of Low-materiality Fees Regulations	Low materiality (photocopies)
2020–21 fee amount (\$)	4.00
2020–21 total fee revenue (\$)*	44
Fee amount in 2022–23 (\$)	4.00
Fee adjustment date in 2022–23	Not applicable

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	Department of Canadian Heritage Act ^{vii} , sections 8 to 12. The fee is listed in the Canada Gazette ^{viii} .
Year fee-setting authority was introduced	2005
Last year fee-setting authority was amended	Not applicable
Service standard	Exempt
Performance result	Exempt
Application of Low-materiality Fees Regulations	Low materiality (<51)
2020–21 fee amount (\$)	0.20
2020–21 total fee revenue (\$)*	4
Fee amount in 2022–23 (\$)	0.20
Fee adjustment date in 2022–23	Not applicable

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	Department of Canadian Heritage Act ^{ix} , sections 8 to 12. The fee is listed in the Canada Gazette ^x .
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 3,180 of the 3,605 orders (88.2%). LAC processed rush orders within 10 days for 346 of the 379 orders (91.3%). NOTE: Service standards were suspended throughout 2020-21 because of constraints related to the COVID-19 pandemic. Clients were notified of the situation.
Application of <i>Low-materiality Fees Regulations</i>	Low materiality (<51)
2020–21 fee amount (\$)	A service fee of 20% based on the rate charged by private sector suppliers.
2020–21 total fee revenue (\$)*	9,722
Fee amount in 2022–23 (\$)	A service fee of 20% based on the rate charged by private sector suppliers.
Fee adjustment date in 2022-23	Not applicable

6. Postage

Fee grouping	Postage and handling
Fee	Postage
Fee-setting authority	Department of Canadian Heritage Act ^{xi} , sections 8 to 12. The fee is listed in the Canada Gazette ^{xii} .
Year fee-setting authority was introduced	2005
Last year fee-setting authority was amended	Not applicable
Service standard	Exempt
Performance result	Exempt
Application of <i>Low-materiality Fees Regulations</i>	Low materiality (<51)
2020–21 fee amount (\$)	Prices are subject to annual postage or mail service rate increases.
2020–21 total fee revenue (\$)*	358
Fee amount in 2022–23 (\$)	Prices are subject to annual postage or mail service rate increases.
Fee adjustment date in 2022-23	Not applicable

7. Handling

Fee grouping	Postage and handling
Fee	Handling
Fee-setting authority	Department of Canadian Heritage Act ^{xiii} , sections 8 to 12. The fee is listed in the Canada Gazette ^{xiv} .
Year fee-setting authority was introduced	2005
Last year fee-setting authority was amended	Not applicable
Service standard	Exempt
Performance result	Exempt
Application of <i>Low-materiality Fees Regulations</i>	Low materiality (<51)
2020–21 fee amount (\$)	0.35
2020–21 total fee revenue (\$)*	32
Fee amount in 2022–23 (\$)	0.35
Fee adjustment date in 2022-23	Not applicable

* Value of total fee revenue is rounded to the nearest unit.

Endnotes

- ⁱ *Department of Canadian Heritage Act*, <https://laws-lois.justice.gc.ca/eng/acts/C-17.3/>
- ⁱⁱ *Canada Gazette*, <https://canadagazette.gc.ca/accueil-home-eng.html>
- ⁱⁱⁱ *Department of Canadian Heritage Act*, <https://laws-lois.justice.gc.ca/eng/acts/C-17.3/>
- ^{iv} *Canada Gazette*, <https://canadagazette.gc.ca/accueil-home-eng.html>
- ^v *Department of Canadian Heritage Act*, <https://laws-lois.justice.gc.ca/eng/acts/C-17.3/>
- ^{vi} *Canada Gazette*, <https://canadagazette.gc.ca/accueil-home-eng.html>
- ^{vii} *Department of Canadian Heritage Act*, <https://laws-lois.justice.gc.ca/eng/acts/C-17.3/>
- ^{viii} *Canada Gazette*, <https://canadagazette.gc.ca/accueil-home-eng.html>
- ^{ix} *Department of Canadian Heritage Act*, <https://laws-lois.justice.gc.ca/eng/acts/C-17.3/>
- ^x *Canada Gazette*, <https://canadagazette.gc.ca/accueil-home-eng.html>
- ^{xi} *Department of Canadian Heritage Act*, <https://laws-lois.justice.gc.ca/eng/acts/C-17.3/>
- ^{xii} *Canada Gazette*, <https://canadagazette.gc.ca/accueil-home-eng.html>
- ^{xiii} *Department of Canadian Heritage Act*, <https://laws-lois.justice.gc.ca/eng/acts/C-17.3/>
- ^{xiv} *Canada Gazette*, <https://canadagazette.gc.ca/accueil-home-eng.html>