

**HOW TO
ORDER PRODUCTS AND SERVICES**
Mississippi Department of Archives and History
Archives and Records Services Division

2.0 How to Order Products and Services

2.1 General Information

The Mississippi Department of Archives and History (MDAH), Archives and Records Services Division (A&RS Div.), offers various ways to obtain copies of items in its collections as a contribution to education and scholarship.

All requests for products or services other than research must be submitted in writing using the standard order form and/or a letter, facsimile, or e-mail. Written requests must be submitted to Reference Services staff or the collection archivist and all requests are subject to MDAH approval. Orders are processed on a first-come, first-served basis. Production time varies subject to the size of the order, format, and the number of other orders already in progress.

Items available for reproduction exist in a variety of original formats. MDAH may apply additional special handling charges for material that is unusually difficult to reproduce due, but not limited, to size, fragility, and volume.

MDAH may delay the reproduction of fragile items until appropriate conservation measures can be completed. Such measures are implemented as scheduling and available funds allow. The patron may choose to expedite this process by paying the cost of conservation measures necessary to safely reproduce an item. The approval of conservation measures, the selection of a conservator, and the determination of conservation costs are at the discretion of the collection archivist and A&RS Div. director.

Due to these considerations, the final cost for some products, services, and use may not be determined until the collection archivist has reviewed the request. Product and service costs and categories are set by the MDAH Board of Trustees and are subject to change without notice.

Mississippi law requires payment in advance for all products and services. No product may be produced or service rendered until payment has been received. Product charges and service and use fees cannot be waived and are not refundable. For current pricing information, please refer to the [*Cost and Fee Schedule for Research, Products, Services, and Use.*](#)

No copies of archival materials shall be donated to other institutions without the written consent of MDAH.

All appeals of any MDAH decisions related to the assessment of charges or fees must be submitted in writing to the A&RS Div. director.

Contact Information:

Web site: <http://mdah.state.ms.us/arrec/>

Phone: 601-576-6876

Fax: 601-576-6876

Email: refdesk@mdah.state.ms.us

Mississippi Department of Archives and History

Attn.: Archives and Records Services Division

P.O. Box 571

OR

200 North Street

Jackson, MS 39205-0571

Jackson, MS

39201

2.2.0 Products ~ ~ ~

2.2.1 Photocopies and Microform Prints

2.2.1.1 *Self-Service Photocopying and Printing*

Books and files used in the Public Reading Room may be photocopied without staff assistance using the MDAH copiers in the Public Reading Room. Microfilm and microfiche images and electronic images accessed in the Media Reading Room may be printed without staff assistance using the MDAH equipment in the Media Reading Room.

2.2.1.2 *Staff Photocopying and Other Reproduction Work*

“While You Wait” Photocopying

Materials delivered to the Archival Reading Room may be reproduced by staff only. Small photocopy orders may be completed “while you wait” if sufficient staff is available.

- Ask the Reference Librarian for assistance in determining if “while you wait” photocopying service is appropriate for your order and if it is available currently.
- If “while you wait” photocopying service is appropriate and available, then complete an *Archival Reading Room Photocopy Request* form.
- After the Reference Librarian calculates the costs, pay for the products and services using exact cash, check, or *Reading Room Identification Card*.
- If “while you wait” photocopying service is not appropriate or available, then refer to All Other Photocopy Orders below.

All Other Photocopy Orders

If sufficient staff is not available, the order is for large quantities of photocopies, or the order is for products other than photocopies, then MDAH may need several weeks to complete the order. The cost of some products and services are easily determined; others require the input of the collection archivist.

- Complete an [Order Form / Invoice](#).
- When staff confirms the costs, pay for the products and services.

2.2.2 Microfilm: Duplication of Existing Rolls

MDAH can duplicate only those rolls filmed by MDAH and for which MDAH retains the master negative. Microfilm produced and distributed by other organizations or institutions must be obtained from them. The Reference Librarian can determine the source of microfilm rolls. Turnaround time for microfilm orders may exceed the normal turnaround time due to processing schedules and inspection time.

- Ask the Reference Librarian for assistance in determining the source of the microfilm roll and the location of the master negative.
- If the source is MDAH, and the master negative is on-site, then complete an [Order Form / Invoice](#). Pay MDAH for the products and services.
- If the source is MDAH, and the master negative is in off-site storage, then complete the order form for the respective facility provided by the Reference Librarian. Place the order with the facility directly. Pay the facility for products and services.
- If the source is other than MDAH, then request an order form for that company/institution from the Reference Librarian. Place the order with the company/institution directly. Pay the company/institution for the products and services.

2.2.3 Photographs (black-and-white)

MDAH prints, scans, or makes a frame grab of the image "as is" without alterations. Custom photographic prints may be ordered, at the discretion of the copyright owner(s) and collection archivist, with reimbursement for higher production costs. You must obtain specific permission from the copyright owner to crop an image. If other alterations or enhancements are desired, a request may be submitted for an electronic scan rather than a photographic print. The patron may then, with the permission of copyright owner(s), if applicable, have the image printed or scanned to specific requirements by an outside vendor. If MDAH is unable to provide custom duplication services, then duplication by an outside vendor may be possible (see 2.3.4 Outside Vendor Delivery and Return).

If you are ordering an "as is" print:

- Complete an [Order Form / Invoice](#).
- Pay for the products and services.

- If staff cannot confirm the costs, then the order will be delivered to the collection archivist who will calculate the costs and advise you later. Then you may pay for the products and services.

If you are ordering a custom print:

- Submit a written request which includes specific written instructions to the collection archivist (refdesk@mdah.state.ms.us) who will advise you of availability, cost, and turnaround time; and initiate an *Order Form / Invoice*.
- Complete the *Order Form / Invoice* and submit it to the collection archivist.
- Pay for the products and services.
- In order to avoid unnecessary delay, send all forms, correspondence, agreements, and payments to the attention of the Graphic Records Collection archivist.

2.2.4 Audio Copies from Sound Recordings, Motion Pictures, and Video Recordings

MDAH cannot reproduce audio in all formats, and the use of an outside vendor may be required. Reproduction may require the creation of an archival master copy. The patron must pay the costs for the production of this master copy, which is retained by MDAH.

Requests for reproductions must be made in writing to the collection archivist and include subject content, project information, intended use(s), contact information, and express delivery number (if third party shipping is desired).

Prior to delivery of the reproduction, a use agreement tendered by MDAH must be executed by the patron and MDAH.

- Submit a written request which includes the required information to the collection archivist (avarch@mdah.state.ms.us) who will advise you of the cost and turnaround time, initiate an *Order Form / Invoice*, and tender a use agreement.
- Complete the *Order Form / Invoice* and sign the use agreement; and submit both to the collection archivist.
- Pay for the products and services.
- In order to avoid unnecessary delay, send all forms, correspondence, agreements, and payments to the attention of the Audiovisual Collection archivist.

2.2.5 Video Copies from Motion Pictures and Video Recordings

MDAH cannot reproduce video in all formats, and the use of an outside vendor may be required. If delivery to an outside vendor is required, the cost of transporting the original material will be billed as a production cost. Such transportation costs include, but are not limited to, public transportation, car rental, food, lodging, insurance, and salary expenses.

Requests for reference-quality and production-quality copies must be made in writing to the collection archivist and include subject content, project information, intended use(s), contact information, and express delivery number (if third party shipping is desired).

Prior to delivery of the copied product, a use agreement tendered by MDAH must be executed between the patron and MDAH, and MDAH must receive payment.

A reference-quality viewing copy is produced by MDAH. Each reference-quality copy will include time code. If a production-quality copy is desired, then the reference copy (with time code, produced by MDAH) **must be returned** to MDAH.

Time-code citations must be listed in any request for a production copy.

The use fee total is calculated on the footage ordered in the production copy, regardless of how much of the footage is used in the final product.

Requests for motion picture production footage in excess of 300 seconds may be eligible for a 10% discount on any use fees charged. Discounts are subject to the approval of the collection archivist and the A&RS Div. director.

Any duplicates received by a patron and any subsequent authorized reproductions must be returned to MDAH upon or before a date specified by MDAH. Failure to return the material may result in the loss of future opportunities for use of MDAH photographs, documents, and audiovisual materials.

Requests for exemptions must be submitted in writing to the collection archivist. The A&RS Div. director may grant a written exemption to this provision to allow an individual to retain permanently a reference copy for personal home use.

If you are ordering a reference-quality viewing copy:

- Submit a written request which includes the required information to the collection archivist (avarch@mdah.state.ms.us) who will advise you of the cost and turnaround time, initiate an *Order Form / Invoice*, and tender a use agreement.
- Complete the *Order Form / Invoice* and sign the use agreement; and submit both to the collection archivist.
- Pay for the products and services.
- In order to avoid unnecessary delay, send all forms, correspondence, agreements, and payments to the attention of the Audiovisual Collection.
- You will receive the reference-quality copy format with time code.
- Return the reference-quality copy to MDAH by the date specified in the agreement.

If you are ordering a production-quality copy:

- Submit a written request which includes the required information, including time code, to the collection archivist (avarch@mdah.state.ms.us) who will

advise you of the cost and turnaround time, initiate an [Order Form / Invoice](#), and tender a use agreement.

- Enclose the previously ordered reference-quality copy with time code
- Complete the [Order Form / Invoice](#) and sign the use agreement; and submit both to the collection archivist.
- Pay for the products and services.
- In order to avoid unnecessary delay, send all forms, correspondence, agreements, and payments to the attention of the Audiovisual Collection archivist.
- You will receive a production-quality copy.
- Return the production-quality copy to MDAH by the date specified in the agreement.

2.2.6 Digital Images

The MDAH standard for digital imaging is to scan from the original item "as is," with two exceptions: (1) negative images are converted to positives, and (2) 35mm slides and negatives are scanned proportional to their original dimensions to a roughly 5"x7" size. MDAH does not retouch images. Custom images (resized, cropped, or saved as a different file type or on different storage medium) may be ordered, at the discretion of the copyright owner(s) and collection archivist, with reimbursement of higher production costs. The patron must obtain specific permission from the copyright owner to crop an image before MDAH will produce the cropped image.

All MDAH images will contain traceable metadata. MDAH checks regularly for misuse of images. Misuse may result in automatic denial of all future requests.

Patrons are not permitted to image items from any of MDAH collections with a personal scanner, digital camera, or other portable imaging devices. If MDAH or an approved outside vendor cannot provide the desired format, you may request to use personal equipment to produce the copy (see 2.3.5 Supervised Use of Personal Equipment).

Some images have been scanned by MDAH previously and may be ordered at a reduced cost as "existing digital files." Only those images that are viewable on the online public access catalog are considered to be "existing digital files."

MDAH will only produce digital images from items held in the public domain or from copyrighted items for which permission to digitize has been obtained from the copyright owner(s). **It is the patron's responsibility to contact the copyright owner(s) to request that the copyright owner(s) send MDAH written permission to digitize and distribute the copyrighted item.**

- Complete an [Order Form / Invoice](#).
- When staff confirms the costs, pay for the products and services.

- If staff cannot confirm the costs, then the order will be delivered to the collection archivist (refdesk@mdah.state.ms.us) who will calculate the costs and advise you later. Then you may pay for the products and services.

2.3.0 Services ~ ~ ~

Additional fees are assessed for these services. The services must be requested/determined at the time the order is placed.

2.3.1 Certification

In order to certify copies as being true and accurate reproductions of materials held by MDAH, the paper copies must be produced by the Reference Services staff.

- Indicate which items should be certified on the [Order Form / Invoice](#).

2.3.2 Special Handling

Items available for reproduction exist in a variety of original formats. MDAH may apply additional special handling charges for material that is unusually difficult to reproduce due, but not limited, to size, fragility, and volume.

Special Handling fees are always assessed for duplicating the following materials:

Supreme Court Cases
Maps larger than 35" x 50"

- Indicate, or have the collection archivist indicate, which items should receive special handling on the [Order Form / Invoice](#).

2.3.3 Expedited Service

MDAH may be able to offer expedited service at half the current production time; however, no delivery date can be guaranteed. The option of expedited service is at the discretion of the collection archivist or the head of Reference Services and is based on the availability of qualified staff, suitable equipment, and the number of other orders already in progress.

Expedited service is not available for written reference requests.

- Indicate, or have the collection archivist indicate, that the order is to receive expedited service on the [Order Form / Invoice](#).

2.3.4 Outside Vendor Delivery and Return

If MDAH is unable to provide specialized duplication services, then duplication by an outside vendor may be possible. MDAH will select the vendor to provide duplication services. If a vendor other than that selected by MDAH is used, the vendor must be

approved by MDAH. MDAH will not be responsible for the quality of duplication work performed by an outside vendor. A vendor delivery fee will be charged for each order placed with an outside vendor. However, no vendor duplication work will be authorized by MDAH until the patron and the vendor have agreed on payment terms, and the vendor has notified MDAH of the agreement. MDAH will be responsible for delivering the original material at the time agreed upon with the vendor and picking up both the original material and the reproductions.

- Complete an [Order Form / Invoice](#).
- Discuss the outside vendor options with the collection archivist.
- Make payment arrangements with the outside vendor directly.
- Ask the vendor to contact the collection archivist with confirmation of your payment arrangements and suggested delivery/production date(s).
- The collection archivist will calculate the fee for outside vendor delivery and advise you. Pay for the service.
- MDAH staff will send the product to you by the means you have selected or will call to advise you that the order is waiting to be picked up at the William F. Winter Archives and History Building.

2.3.5 Supervised Use of Personal Equipment

If MDAH or an approved outside vendor cannot provide the desired format, you may request to use personal equipment to produce the copy. All work must be done under the direct supervision of MDAH staff, and all archival materials will be handled only by MDAH staff. Such requests must be made in advance using an [Order Form / Invoice](#). If approval is granted, you must then contact the collection archivist to set up an appointment to reproduce the materials. Failure to appear at the appointed copying time will result in a cancellation of the appointment and of the order. This service is provided at an hourly rate.

- Complete an [Order Form / Invoice](#).
- Discuss the request to use personal equipment with the collection archivist.
- Schedule an appointment with the collection archivist to copy the material.
- The collection archivist will calculate the fee for this service and advise you. Pay for the service.

2.3.6 Delivery to Patron

Some orders may be picked up, free of a delivery charge, at the William F. Winter Archives and History Building. Other orders are shipped via standard U.S. Mail unless otherwise requested. A standard postage and handling charge is assessed but exceptionally large orders will be assessed additional postage costs. MDAH will only ship through express carriers with third-party billing. Digitized reproductions may be transferred electronically. The patron must determine that their equipment has adequate capacity to receive the electronic files and advise the reference staff at the time the order is placed.

- Complete an [Order Form / Invoice](#).
- Select the preferred delivery method.
- If you select the “Pick up when ready” option, then you may pick up your order free of a delivery charge.
- If you select “Regular U.S. Mail,” then pay for the service.
- If you select “Express mail service,” then provide the carrier’s name and your account number.
- If you select “Other,” including electronic transfer, then provide the delivery information, or email address, and pay for the service.