

# Annual Report 2020-2021

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2019-2022 Three-Year Plan

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# 2019–2022 THREE-YEAR PLAN

## 2ND YEAR, RESULTS

### ENGAGED CITIZENS. ACCESSIBLE HOLDINGS.

#### Co-Lab



1,326 contributions from the public

#### Digi-Lab

5,957 images digitized by the public



13,705 participants attended an exhibition or event



Activities promoting cultural diversity and Indigenous history were made **accessible online**



36,632 transactions in LAC service points



2,721,027 visitors on LAC's website



2,241,634 images digitized from LAC's collection



Deferral of the measurement of client satisfaction with web and in-person services



The survey of participants and partners on organized activities has **ended**

### ADAPTABLE ORGANIZATION. SUSTAINABLE COLLECTION.



5% of federal institutions transferred their records to LAC during the year



82% of active publishers transferred their publications to LAC during the year



4 organizations continued to participate in the transfer of digital government records

#### DAMS

The **content** is **accessible** to the public, and university partners can share their theses



The **acquisition** of the future archival information system has been **deferred**



Working groups are **analyzing future services** to be put in place in the joint facility with Ottawa Public Library



Preparations for moving the collection to the new preservation facility in Gatineau **have moved forward as planned**



54% of employees strongly or somewhat agreed that LAC is supporting their professional development

### COLLABORATIVE EFFORTS. MAGNIFIED RESULTS.



Many collaborations with partners to increase access to heritage material



14 Canadian representatives elected on international committees



40 new projects financed through the Documentary Heritage Communities Program

#### Indigenous Heritage

27 of 28 commitments in LAC's Indigenous Heritage Action Plan continued to progress



85 engagements with external academic, cultural and memory institutions

# 2019–2022 THREE-YEAR PLAN

While some of Library and Archives Canada's (LAC) commitments and activities were hampered by temporary closures and various restrictions resulting from the pandemic in 2020–2021, LAC was able to adapt quickly and successfully to make the collection known in new ways, meet the needs of users and collaborate with its partners.

The mid-year report focuses on eight indicators, whereas the year-end report addresses all 22 indicators.

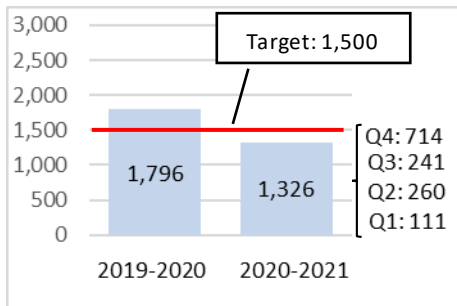
## 1. ENGAGED CITIZENS. ACCESSIBLE HOLDINGS.

LAC's goal is to improve access to its collection and increase opportunities for the public to enhance its holdings.

### Co-Lab



#### 1.1 NUMBER OF USER CONTRIBUTIONS IN THE CO-LAB CROWDSOURCING TOOL



In 2020–2021, Co-Lab users submitted **1,326** contributions to transcribe, describe, translate or tag the content of images in LAC's collection, compared to 1,796 in 2019–2020.

The return to digitization activities after discontinuing them for a few months quickly created new challenges and the opportunity to get closer to the target. Work has also been undertaken to improve the system in order to generate more accurate data.

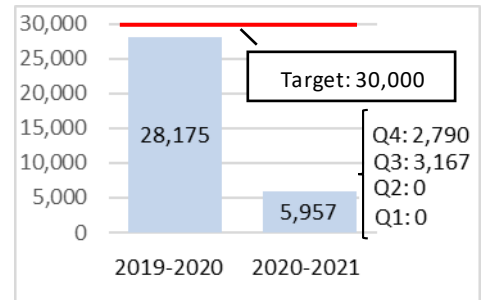
The two most recent challenges were put online during the fourth quarter. They underscore the importance and contributions of Black communities in the country. The first challenge focuses on [the only all-Black battalion in Canadian history](#), and the second on [John Freemont Smith](#), a British Columbian who during his career was a businessman, municipal and federal representative, and volunteer.

### DigiLab

#### 1.2 NUMBER OF IMAGES DIGITIZED VIA DIGILAB

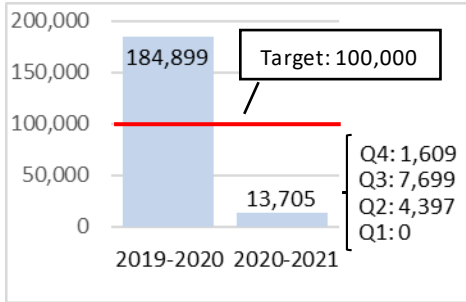
DigiLab users digitized a total of **5,957** images in 2020–2021, compared to 28,175 in 2019–2020.

Because of COVID-19, the facilities remained closed for more than six months (this includes the closure from January to mid-February). DigiLab access was in high demand from the moment the reopening was announced; however, capacity is limited given the pandemic situation. Therefore, DigiLab temporarily refocused its efforts on supporting Copy Services, which were also in high demand.





## 2.1 NUMBER OF PARTICIPANTS WHO ATTENDED EXHIBITIONS AND EVENTS DELIVERED BY LAC OR IN COLLABORATION WITH OTHER ORGANIZATIONS



**13,705** participants attended [exhibitions](#) or [events](#) delivered by LAC or in collaboration with other organizations in 2020–2021, compared to 184,899 in 2019–2020.

Museum exhibitions scheduled for the third and fourth quarters were postponed because of COVID-19 closures. In the fourth quarter, all participants came from virtual events broadcast on [LAC's YouTube channel](#). In 2020–2021, virtual events drew 38% of participants.



## 2.2 EXTENT TO WHICH PUBLIC PROGRAMMING INCLUDED A VARIETY OF ACTIVITIES THAT PROMOTED CULTURAL DIVERSITY AND INDIGENOUS HISTORY

LAC had been planning to offer a large number of in-person activities. These activities were instead delivered virtually because of COVID-19.

For example, since it was impossible to host a series of in-person activities with Ottawa-Carleton District School Board (OCDSB) students, LAC created a Co-Lab challenge where approximately 450 OCDSB students were able to describe, transcribe, translate and tag the war diaries of the No. 2 Construction Battalion of the Canadian Expeditionary Force. Also known as the “Black Battalion,” this was the first and only all-Black Canadian battalion in Canadian military history.

LAC organized a [virtual event for International Holocaust Remembrance Day](#) on January 26. Although the event is normally held in person, guests were able to virtually witness the importance of fighting anti-Semitism and Holocaust denial.

LAC continued its collaboration with Vancouver Public Library to offer weekly live meetings entitled Connection to Kith and Kin, with the theme of Indigenous genealogy. Designed to incorporate elements from Indigenous cultural practices, these meetings continue to grow in popularity. The format was reviewed successfully during the year; because of COVID-19, they are now being held in an entirely virtual format.

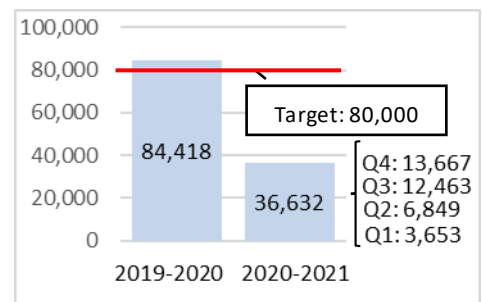
LAC offered two online workshops to students in the fall of 2020. The first was part of a training program for students at the School of Indigenous and Canadian Studies at Carleton University to help them search for Indigenous content in its collections. The second was given to historical anthropology students at the University of Ottawa to facilitate their research on Indigenous content.



## 3.1 NUMBER OF TRANSACTIONS AT LAC'S SERVICE POINTS IN OTTAWA, HALIFAX, WINNIPEG AND VANCOUVER, THROUGH ALL SERVICE CHANNELS

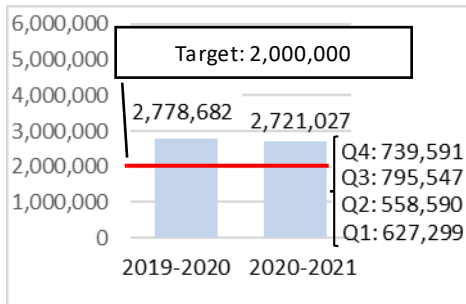
LAC's service points in Ottawa, Halifax, Winnipeg and Vancouver completed **36,632** transactions in 2020–2021. Given the closing of service points because of COVID-19, most transactions were made over the telephone or by email.

Due to the pandemic, LAC's various service points were accessible to the public for a reduced number of days in 2020–2021: Ottawa, 46 days; Vancouver, 115 days; Winnipeg, 54 days; and Halifax, 31 days. It should be noted that the service point in Halifax was closed from mid-December to March 31 because renovation work was being done at the museum.





### 3.2 NUMBER OF VISITORS TO THE LAC WEBSITE



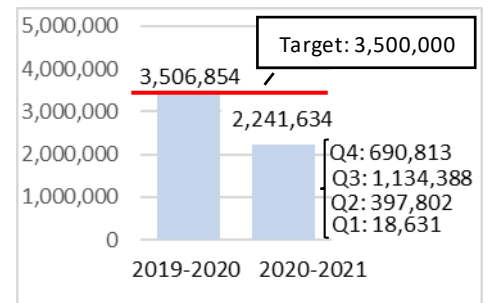
**2,721,027** unique visitors accessed LAC’s website in 2020–2021, compared to 2,778,682 the previous year.

Genealogy remains a key subject in searches on immigration and Indigenous or military heritage, and land records. However, this year differed somewhat in the high volume of searches on censuses. A similar trend was also seen on social media, with people asking many questions on the topic of censuses.



### 3.3 NUMBER OF IMAGES DIGITIZED FROM LAC’S COLLECTION

In 2020–2021, **2,241,634** images were digitized from LAC’s collection, compared to 3,506,854 the previous year. Because of the pandemic, LAC was only able to digitize content in its collection for six months in 2020–2021. The digitized images can be broken down as follows: 58% in response to client requests, and 34% in preparation for the move to the new joint facility with Ottawa Public Library (mainly reference materials such as city directories and search tools).



### 4.1 LEVEL OF CLIENT SATISFACTION FOR WEB AND IN-PERSON SERVICES

This indicator was not measured in 2020–2021, but it is expected to be by March 2022.



### 4.2 LEVEL OF SATISFACTION WITH EVENTS FROM PARTICIPANTS AND PARTNERS

The survey was completed at the end of 2020–2021; the results will be available for the mid-year report in 2021–2022.

## 2. ADAPTABLE ORGANIZATION. SUSTAINABLE COLLECTION.

LAC’s goal is to grow its collection and implement measures to preserve it for future generations.

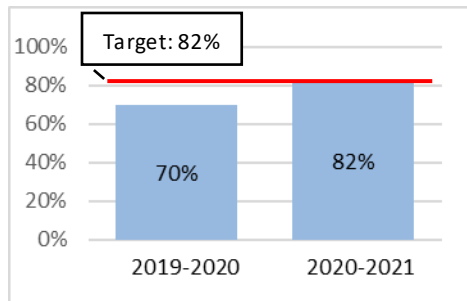


### 1.1 PERCENTAGE OF FEDERAL INSTITUTIONS TRANSFERRING THEIR RECORDS ANNUALLY

The 15% target was not reached, as few federal institutions were able to transfer their documents given the need for remote working because of the pandemic. As a result, **5%** of the 182 federal institutions transferred their documents to LAC in 2020–2021, a decline compared to the previous year (15%).



### 1.2 PERCENTAGE OF ACTIVE PUBLISHERS TRANSFERRING PUBLICATIONS ANNUALLY



LAC achieved its target of 82% for 2020–2021. In fact, **82%** of active publishers transferred their publications under the [legal deposit](#) program. This was a significant increase of 12 percentage points over the previous year. Communications and awareness efforts with publishers contributed to this increase. The number of digital publications received compared to the number of physical copies has risen significantly (from 24% in 2019–2020 to 58% in 2020–2021).



### 2.1 EXTENT TO WHICH LAC, WITH GC PARTNERS, HAS SUCCESSFULLY DEVELOPED AND IMPLEMENTED A TOOL TO ENABLE THE TRANSFER OF DIGITAL GOVERNMENT RECORDS

The **four** departments that were part of the project last year continued their collaboration in 2020–2021. They successfully completed the second period of the transfer of their digital documents. The next transfer period will take place in 2021–2022. The volume of documents continues to increase with each new transfer period.

The final phase of the implementation is set for the fourth quarter of 2021–2022, when the first department will have completed the transfer of its digital documents of archival value to LAC. The other departments will then be able to transfer their digital documents once they have the GCdocs document management tool and their document retention period has ended.

## DAMS

### 3.1 EXTENT TO WHICH A DIGITAL ASSET MANAGEMENT SYSTEM (DAMS) IS IMPLEMENTED FOR THE ACQUISITION AND PRESERVATION OF DIGITAL PUBLICATIONS AND DIGITAL GOVERNMENT RECORDS

All content in the digital asset management system (DAMS) is now accessible to the public using search tools (Aurora, Voilà and Collection Search). One of the strengths of DAMS is the ability to use metadata, which improves recommendations to users.

With DAMS, the acquisition of digital publications is now possible. More than 20 universities can now transfer their theses again to LAC.



### 3.2 EXTENT TO WHICH A NEW ARCHIVAL INFORMATION SYSTEM IS IMPLEMENTED

LAC made the decision to defer the purchase of a new archival information system. In the meantime, LAC will conduct a review of the data stored in its current systems.

The transition projects to renew LAC’s service offerings and its cultural programming in the future joint facility with Ottawa Public Library (OPL) have continued to advance despite the pandemic. These projects include the digitization of 778,000 images and a study on the safety of items in the collection. LAC has also completed a pilot project to establish the framework for creating a flagship collection that will be installed and made accessible on dedicated shelves in LAC’s future consultation room. This should include 20,000 titles highlighting the scope and variety of the published collections preserved by LAC.

LAC began public consultations to receive suggestions and ideas for the design and key elements of the joint facility. Many people answered the call and, in particular, pointed out the importance of promoting sustainable development. Through [additional federal funding](#) at the end of the year, significant improvements will be made to the infrastructure of the joint facility in order to achieve the net-zero carbon standard.

LAC and OPL also conducted an online survey with Indigenous peoples to gather their opinions on the activities, programs, and interior and exterior spaces of the future joint facility. In February, the two partners launched the Indigenous Public Art Program, to showcase Indigenous history and culture through works created by Indigenous artists in Canada that will enrich the joint facility.



4.2 UPDATE ON THE PREPARATION AND MOVE OF LAC’S COLLECTION TO THE NEW PRESERVATION FACILITY, AND OTHER RELATED COLLECTION MOVES

Due to measures required because of COVID-19, access to the worksite was closed until September 2020. The return to work at the preservation centres in Renfrew and Gatineau did, however, make it possible to achieve most of the objectives set for the year. Team members were able to work four days a week while complying with health measures during the last quarter.



5.1 EXTENT TO WHICH LAC SUPPORTS EMPLOYEE PROFESSIONAL DEVELOPMENT

In total, 70% of LAC employees responded to the Public Service Employee Survey, and **54%** of those agreed that LAC supported their professional development (compared to 61% for the public service as a whole). This is lower than the 67% target set by LAC.

3. COLLABORATIVE EFFORTS. MAGNIFIED RESULTS.

LAC’s goal is to find collective solutions for a more cohesive and impactful documentary heritage community nationally and internationally.





## 1.1 EXTENT TO WHICH LAC COLLABORATES WITH ITS PARTNERS TO INCREASE ACCESS TO HERITAGE MATERIAL

The partnership between Ottawa Public Library and LAC continued to develop in 2020–2021. Many announcements were made, and a large number of consultation activities were held, for the design of this future flagship facility.

LAC has continued to strengthen its ties with Canadian universities. Notably, LAC is collaborating with five universities as part of projects to increase access to documentary heritage: Nouvelle-France numérique (Université du Québec à Rimouski), Muslims in Canada Archives (University of Toronto), project on women’s hockey (Brock University), project on feminist oral history (Trent University) and Mountain Legacy Project (University of Victoria). Memoranda of understanding have been signed with universities participating in the Theses Canada program. These agreements will serve as a framework for collaboration with these universities for five years.

LAC has also joined 16 partners from Quebec’s library sector to launch the Francophone Name Authority Program (PFAN), a powerful collaboration tool designed to promote the discovery of French-language documentary heritage.

Lastly, LAC and the Canadian Association of Research Libraries, along with other partners, drafted the [Final Report of the Canadian Collective Print Strategy Working Group](#). Further to this report, 13 library associations agreed to work together to implement a national network for the preservation of collective print collections in Canada, and LAC will be part of that initiative.



## 2.1 NUMBER OF CANADIAN REPRESENTATIVES ELECTED TO INTERNATIONAL COMMITTEES

**Fourteen** elected Canadian representatives participated virtually in international committees, surpassing the target of 10 for the year.

Their expertise allows Canada to stand out on the International Council on Archives (ICA), in the International Federation of Library Associations and Institutions (IFLA), in the International Internet Preservation Consortium (IIPC) and in the Réseau francophone numérique (RFN).

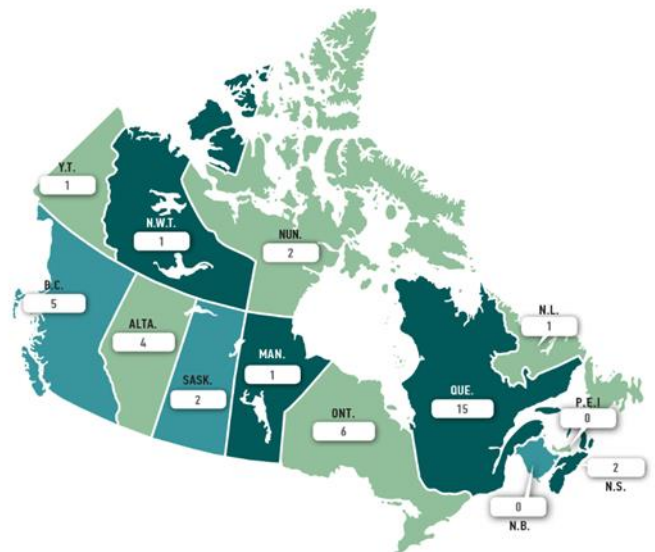


## 2.2 NATIONWIDE REACH OF THE DOCUMENTARY HERITAGE COMMUNITIES PROGRAM (DHCP)

Through the DHCP, LAC granted \$1.5 million in funding to **40** projects in 2020–2021.

The amounts allocated helped to fund the costs involved in the digitization or preservation of documentary heritage. This was the case, for example, for the Genealogical Association of Nova Scotia in Dartmouth, Nova Scotia.

Projects associated with Indigenous culture and history include those of the Syilx Language House Association in Vancouver, British Columbia, and the South Peace Regional Archives in Grand Prairie, Alberta; the latter project is called *Renaming the Past, Reclaiming Their Stories*.





In 2020–2021, **27 of the 28** commitments in the [Indigenous Heritage Action Plan](#) made significant progress and are on the way to being completed. Among the actions taken this year, the team from the LAC-OPL joint facility carried out consultations with Indigenous communities. The architects collaborated with the Algonquin communities of Kitigan Zibi and Pikwakanagan to ensure that the project design would take their contributions into account.

The work to digitize and preserve recordings from the Listen, Hear Our Voices project is wrapping up; it will make it possible to safeguard and make accessible recordings related to the cultures and languages of nine Indigenous organizations and peoples. LAC launched a second call for funding applications in October 2020 as part of this project. The applications received will be reviewed by an external Indigenous review committee with First Nations, Inuit and Métis Nation representatives. Funds will be available to organizations in April 2021.

In October 2020, the We Are Here: Sharing Stories initiative enabled the digitization of 586,512 images, documents and maps in the LAC collection. These images include maps of Métis river lots, land transfers, Scrip registers, and language and grammar publications from the Cree, Mi'kmaq, Ojibwe and Blackfoot.



4.1 NUMBER OF ENGAGEMENTS WITH EXTERNAL ACADEMIC, CULTURAL AND MEMORY INSTITUTIONS

LAC conducted **85** projects in collaboration with university, cultural and memory institutions, compared to 180 the previous year.

LAC organized a GLAM Think Tank on the Post-COVID-19 Landscape. This initiative involved five meetings with 60 representatives from galleries, libraries, archives and museums (GLAMs), with the objective of finding new opportunities arising from the pandemic.

LAC also collaborated with various Canadian and international organizations, including the Association of Records Managers and Administrators (ARMA; National Capital Region), the National Archives and Records Administration (NARA; United States), the Information and Records Management Society (United Kingdom) and the Michigan Department of Technology, Management and Budget (United States).

