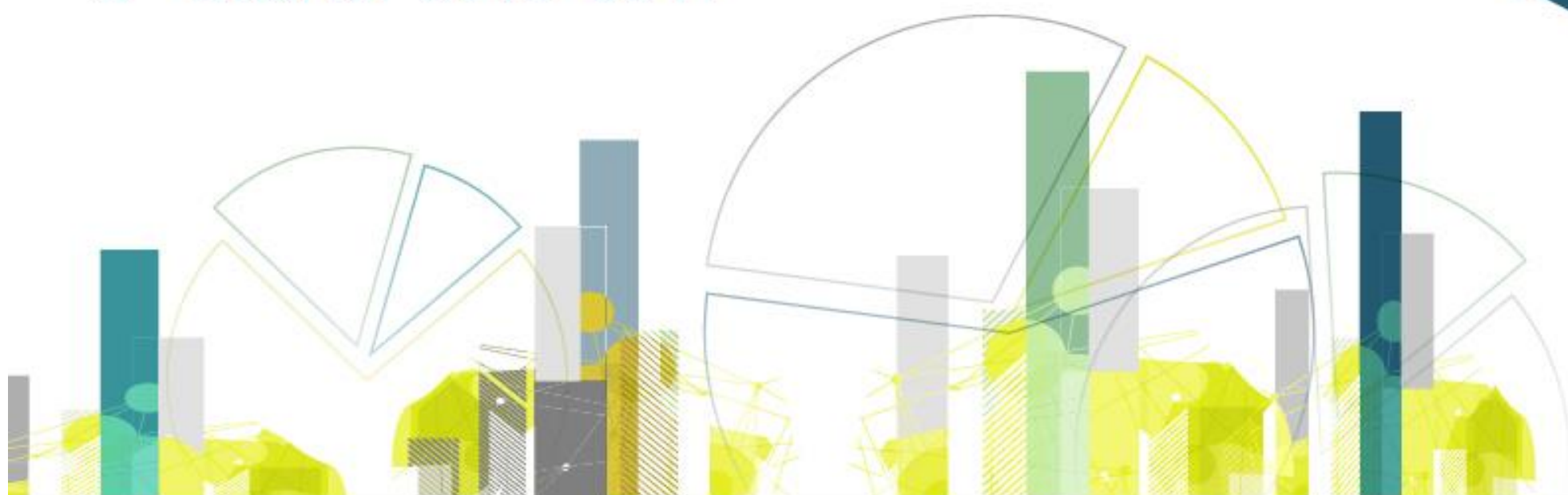


# 2016–2019 Three-Year Plan Library and Archives Canada

## Progress Report 2<sup>nd</sup> Quarter 2018–2019



Library and Archives  
Canada

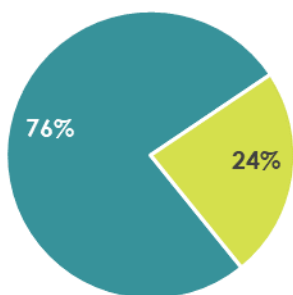
Bibliothèque et Archives  
Canada

Canada

# Commitment 1: Fully dedicated to serving all its clients

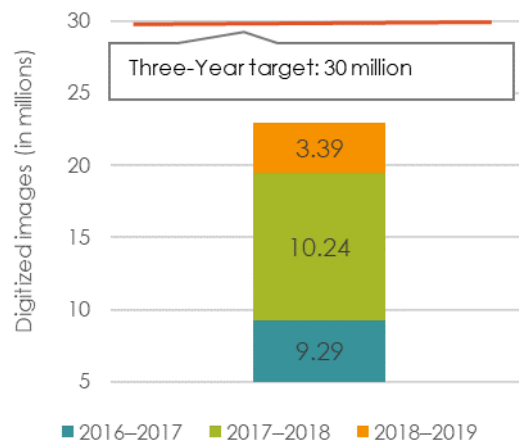
1. Digitize 30 million images in three years, including the 622,290 files of the Canadian Expeditionary Force (CEF) that will be available online

Proportion of the digitization target from the Three-year Plan attained



■ Total digitized to date ■ Remaining

Number of digitized images per fiscal year



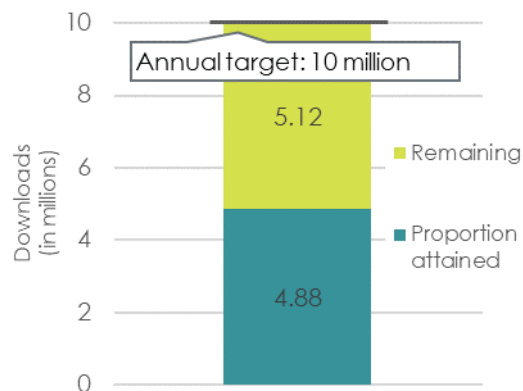
Proportion of CEF files available online

This ambitious digitization project was completed in August 2018.

A total of 622,290 CEF files were digitized, although the original estimate at the start of the project was 640,000. The gap is due to the fact that LAC combined the files of soldiers who enlisted more than once and for whom there was consequently more than one paper file.

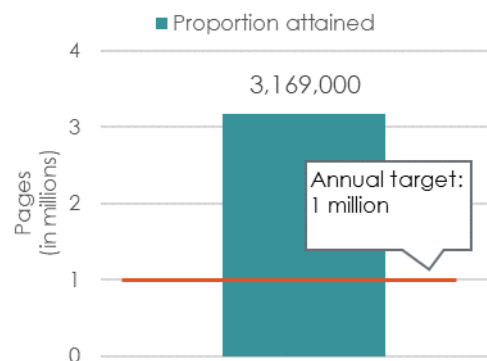
2. Reach 10 million downloads annually from the Library and Archives Canada (LAC) website

Number of downloads from the LAC website in 2018–2019



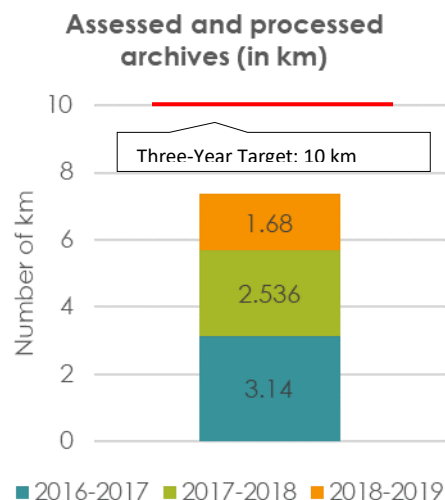
3. Make 1 million pages of government records available each year through the block review process

Number of pages made available in 2018–2019



Since the start of the Three-Year Plan, more than 21 million pages of government records have been made available to the public.

4. Assess and process 10 additional kilometres of archives so that they are discoverable by users [three-year target]



Since April 1, 2018, an additional 1.68 km of records have been assessed and processed, along with 3,361 specialized media items (e.g., audiovisual recordings, medals, stamps).

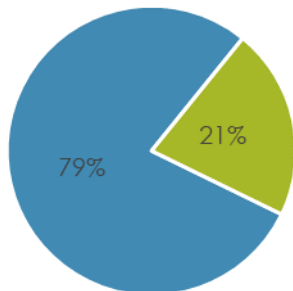
5. Ensure that LAC's website continues to be one of the top 15 most-visited federal government sites

It is no longer possible to measure this indicator because Service Canada stopped compiling the report on visits to Government of Canada websites in June 2018.

6. Optimize our tools so that 85% of traffic to our website results from a referral by a major search engine such as Google or from social media platforms

**Proportion of referrals by source of visit**

■ Search engines and social media ■ Other sites



7. Implement a new integrated library management system for published documents

Step leading to implementation of a new integrated library system (OCLC)	Deadline	Progress to date
• LAC introduces management modules for acquisition activities	Q1 2018–2019 [Completed]	In June, LAC began implementing OCLC modules. Going forward, published heritage acquisition activities will no longer be managed through AMICUS.
• LAC introduces management modules for description and circulation activities	Q3 2018–2019	LAC will implement OCLC modules to manage description and circulation activities of the library collection.
• LAC launches the public catalogue of its collection	Q3 2018–2019	LAC will launch its new catalogue for its own library collection in <b>late fall 2018</b> .

## Commitment 2: At the leading edge of archival and library science and new technologies

### 8. Implement the Destination 2020 action plan

Activity	Update
LAC commits to fostering a transparent and open internal dialogue	<ul style="list-style-type: none"> <li>The <i>Keeping in Touch</i> news feed remains the main communication tool for keeping employees informed about LAC and government activities.</li> </ul>
LAC commits to continuing efforts with regard to recognition and engagement	<ul style="list-style-type: none"> <li>On August 2 and 9, the Our Colleagues' Discoveries mini-conferences featured LAC students and their research.</li> <li>On September 17, the annual all-staff meeting was held, a very interactive and inclusive event that highlighted the contribution of all sectors in all regions.</li> </ul>
LAC commits to fostering employees' development and to providing them with innovative, reliable and efficient tools	<ul style="list-style-type: none"> <li>In July and August, employees had the opportunity to enhance their second-language skills through the Language Training Program.</li> <li>On July 17–18 and August 7, information sessions were offered following the migration of workspaces in the Collaboration Portal, to familiarize employees with the new features.</li> <li>August 29 marked the official launch of the new LAC Learning Framework.</li> <li>On September 10, a speaker was invited for the 16th World Suicide Prevention Day.</li> <li>On September 13, employees had the opportunity to attend a forum on "A new era for government archives, post Auditor General's report."</li> <li>On September 13, Linguistic Duality Day, LAC's Official Languages Champion encouraged employees to find new ways to enhance official languages on a daily basis.</li> <li>Gender Equality Week was held from September 23 to 29. Employees were encouraged to speak up using the hashtag #EveryoneBenefits.</li> <li>On September 27, employees participated in a blanket exercise as part of the Indigenous Cultural Awareness and Training Program.</li> </ul>

### 9. Review 10 key operational procedures per year

Procedure	Description of change and impact	Deadline
1. Redesign of contract management systems	Provide more effective contract management, electronically.	[Completed]
2. Improvement of the travel request management process	Manage the travel request process automatically and more effectively.	[Completed]
3. Management of requests for approval from senior management	Provide a central virtual space where approvals will be provided.	Postponed: Q3
4. Heritage consultation procedures	Clarify the roles and responsibilities of stakeholders involved in document consultation to reduce the risk of information leaks and maintain maximum access to documents.	Postponed: Q4
5. Client registration	Automate the printing of library cards for users who register online.	[Completed]
6. Copyright services	Implement a solution to replace the aging database.	Q3
7. Improvement of the management process for the acquisition of government documentary heritage	Create a workspace specifically for disposition authorization activities and their validation, which are currently in a combined workspace.	Q3

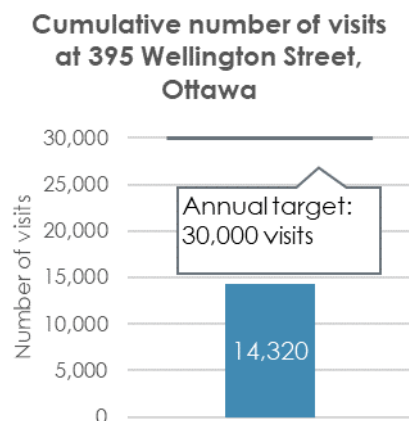
## 10. Hold six annual conferences with external experts

Title	Conference date	Number of participants
<b>1. Francophone Communities and Official Languages at the Intersection of Identities: 400 Years of Immigration and Diversity</b>	May 22, 2018	115
<b>2. Misinformation online</b>	June 18, 2018	115
<b>3. Architecture Week</b>	September 12, 2018	115
<b>4. Revisiting Japanese Canadian Redress: Conference on the 30th Anniversary of the Agreement</b>	September 20, 2018	142
<b>5. Wallot-Sylvestre Seminar with Jeff James</b>	September 25, 2018	107

## 11. Finalize the procurement process for construction of the new preservation building by 2019

Deliverable for the project planning phase	Deadline	Update
<b>1. Request for Proposals (RP) assessment</b>	Fall 2018	The RP assessment will select one of the three pre-qualified private partners, which will be responsible for carrying out the project. The list of those respondents is posted on <a href="http://Buyandsell.gc.ca">Buyandsell.gc.ca</a> .
<b>2. Selection of the private partner</b>	Winter–Spring 2019	
<b>3. Granting of the contract</b>	Spring 2019	
<b>4. Start of design and construction</b>	Spring–Summer 2019	The private partner will proceed with construction once the necessary approvals and permits have been obtained.

## 12. Receive 30,000 visitors annually at 395 Wellington Street in Ottawa



The number of visits to 395 Wellington Street includes visitors who sign in on the second and third floors as well as visitors registered by the laser counter at the entrance to the exhibition hall.

In the second quarter, LAC welcomed 6,450 visitors, bringing the total to 14,320.

## 13. Preserve 100% of our digital acquisitions using a digital curation platform

Development stage of the digital curation platform	Deadline	Update
Testing and configuring the digital content management system for published heritage	Q4 (2019–2020) <i>[Ongoing]</i>	<p>The Managed File Transfer (MFT) system was configured and tested, with help from employees in Digital Legal Deposit, so that MFT could manage digital acquisitions.</p> <p>LAC completed the contract evaluation process for the Digital Asset Management System (DAMS) with Public Services and Procurement Canada.</p> <p>LAC is actively working with TeraMach and Preservica on the configuration of the DAMS and MFT, to test them with clients in the third and fourth quarters. At this time, all staff members involved in testing have access to both MFT and Preservica.</p>

## Commitment 3: Proactively engaged in national and international networks

### 14. Set up a secretariat to manage implementation of the National Digitization Strategy

LAC completed its establishment of the secretariat in 2016–2017.

## 15. Reach 10 agreements with new partners by 2019

LAC achieved its initial three-year target in [2016–2017](#) and has entered into 14 agreements since April 1, 2016.

No new partnership agreements were signed in the first two quarters of 2018–2019 (April to September inclusive).

## 16. Allow the public to help enhance information related to **four** collections per year

LAC launched [Co-Lab](#) in April 2018 to enable the public to transcribe, translate, tag and describe discoverable digitized images using the new Collection Search<sup>BETA</sup> tool. Results have been positive.

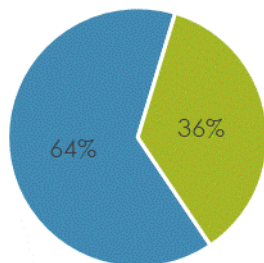
In the second quarter, Co-Lab users made 742 contributions, and many others are under way. LAC created two new challenges by making [two other elements of its collection](#) available to the public, bringing to seven the number of challenges that were put online in 2018–2019.

New approaches were used to promote Co-Lab and increase the number of users, such as during the event for the 30th anniversary of the Japanese Canadian Redress Agreement, when guests were invited to use the tool.

## 17. Provide \$1.5M for community projects under the Documentary Heritage Communities Program (DHCP) [yearly target]

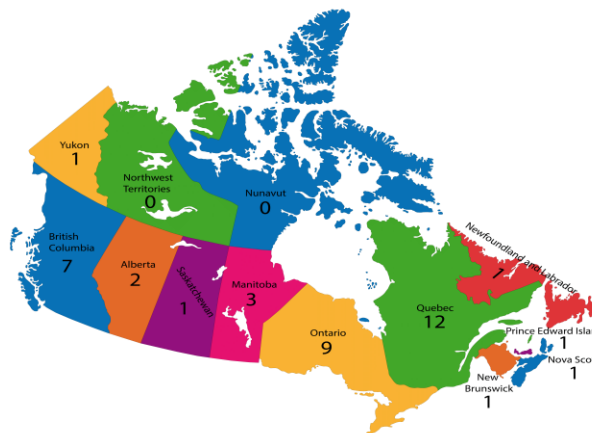
Distribution of contributions granted  
by size

- Major contributions (over \$15,000)
- Small contributions (\$15,000 or less)



All funds available in 2018–2019 were distributed to program recipients in the first quarter.

Geographic distribution of grant recipients in the DHCP





## 18. Adopt an international relations strategy

In 2016–2017, LAC achieved its target by adopting an international relations strategy.

## 19. Have 10 Canadian representatives on the major international documentary heritage committees<sup>1</sup> [three-year target]

Name of committee	Number of Canadian members
International Council on Archives	7
International Federation of Library Associations and Institutions	6
International Internet Preservation Consortium	1
<b>Total</b>	<b>14</b>

<sup>1</sup> This indicator focuses exclusively on three international organizations. The emphasis is on the steering committees of these organizations and on the Canadian members with leadership or committee chair positions. Canadian members include both LAC employees and other Canadians from the documentary heritage community. Individuals with multiple roles are counted once only.

## Commitment 4: Greater public visibility

### 20. Hold a total of 21 exhibitions organized by or in collaboration with LAC [three-year target]

LAC reached its target in 2017–2018 with [24 exhibitions](#) organized since 2016–2017, and it continues to work on new exhibitions for the public in 2018–2019: eight new exhibitions have been presented since April 2018.

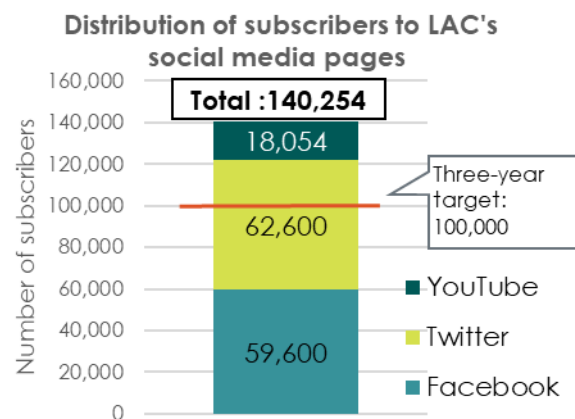
	Exhibition title	Location	Start	End
2018–2019	25. <i>Constant Companions: Pets in Nineteenth Century Photography</i>	National Gallery of Canada (Canadian and Indigenous Galleries), Ottawa	April 10, 2018	April 9, 2019
	26. <i>Premiere: New acquisitions at Library and Archives Canada</i>	395 Wellington Street, Ottawa	April 24, 2018	Dec. 3, 2018
	27. <i>Alter Ego: Comics and Canadian Identity</i>	Toronto Reference Library	May 12, 2018	July 29, 2018
	28. <i>Hiding in Plain Sight: Discovering the Métis Nation in the Archival Records of Library and Archives Canada</i>	Batoche National Historic Site, Saskatchewan	June 2, 2018	Aug. 26, 2018
	29. <i>Photographs by Alexander Henderson</i>	National Gallery of Canada (Canadian and Indigenous Galleries), Ottawa	June 15, 2018	June 15, 2019
	30. <i>Pathways: Following traces of Indigenous routes across Ontario</i>	Toronto Public Library	Aug. 18, 2018	Oct. 28, 2018
	31. <i>Hiding in Plain Sight: Discovering the Métis Nation in the Archival Records of Library and Archives Canada</i>	Museum of Surrey, British Columbia	Sept. 29, 2018	Nov. 25, 2018
	32. <i>Resilience – The Battlefield Art of Mary Riter Hamilton, 1919–1922</i>	Canadian War Museum, Ottawa	Sept. 20, 2018	March 31, 2019



## 21. Create a designated space for LAC's collections in two well-known exhibition venues [three-year target]

LAC reached its objective in 2017–2018 by creating two designated spaces for its collection, at the Canadian Museum of History in Gatineau and at the Glenbow Museum in Calgary.

## 22. Double the number of subscribers to LAC's social media pages [three-year target]



LAC exceeded its three-year target in 2017–2018, with 115,254 subscribers.

The number of subscribers to LAC's social media pages continues to grow in 2018–2019.

## 23. Reach 60 loan agreements for exhibitions [three-year target]

LAC entered into 12 loan agreements in 2017–2018, including 3 in this quarter, bringing the total number of loan agreements for exhibitions since April 2016 to 51.

	Exhibition title	Location	Time frame	Size of loan
2018–2019	40. <i>Charles F. Gibson: Events of a Military Life in Kingston</i>	Agnes Etherington Art Centre, Kingston	April 28 to Aug. 5, 2018	2 items
	41. <i>Scotiabank Photography Award</i>	Toronto	May 2 to Aug. 5, 2018	1 item
	42. <i>1914–1918, The Battle for the North Sea</i>	Provincial Palace, Bruges, Belgium	April 21 to Aug. 31, 2018	1 item
	43. <i>Àdisòkàmagan Nous connaître un peu nous-même We'll all become stories</i>	Ottawa Art Gallery	April 28 to Sept. 16, 2018	25 items
	44. <i>Laurent Amiot: Canadian Master Silversmith</i>	National Gallery of Canada, Ottawa	May 11 to Sept. 16, 2018	2 items
	45. <i>1918: The Last 100 Days</i>	Royal Canadian Artillery Museum, Canadian Forces Base Shilo, Manitoba	May 17 to Dec. 14, 2018	3 items
	46. <i>Constant Companions: Pets in Nineteenth Century Photography</i>	National Gallery of Canada (Canadian and Indigenous Galleries), Ottawa	April 9, 2018, to April 9, 2019	22 items

<b>47. <i>Photographs by Alexander Henderson</i></b>	National Gallery of Canada (Canadian and Indigenous Galleries), Ottawa	June 15, 2018, to June 15, 2019	17 items
<b>48. <i>Gold and Silver: Images and Illusions of the Gold Rush</i></b>	Foam Fotografiemuseum, Amsterdam, Netherlands	April 20, 2018, to June 10, 2018	20 items
<b>49. <i>Rights of Passage: Canada at 150</i></b>	Canadian Museum for Human Rights, Winnipeg	July 1 to Oct. 19, 2018	1 item
<b>50. <i>Resilience – The Battlefield Art of Mary Riter Hamilton, 1919–1922</i></b>	Canadian War Museum, Ottawa	Sept. 20, 2018, to March 21, 2019	15 items
<b>51. <i>Hockey</i></b>	Manitoba Museum, Winnipeg (travelling exhibition developed by the Canadian Museum of History)	July 6, 2018, to Jan. 13, 2019	29 items

#### **24. Provide a renewed service offering in two Canadian cities [three-year target]**

In 2017–2018, LAC reached its objective by implementing a renewed service offering in its two new points of service located in the Canadian Museum of Immigration at Pier 21 in Halifax, and in the main branch of the Vancouver Public Library.