



# Mid-Year Report 2020-2021

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2019-2022 Three-Year Plan



Library and Archives  
Canada

Bibliothèque et Archives  
Canada

Canada

# 2019–2022 THREE-YEAR PLAN

## SECOND YEAR, MID-YEAR\*

### ENGAGED CITIZENS. ACCESSIBLE HOLDINGS.

#### Co-Lab



**260** contributions  
from the public

#### DigiLab

No new images digitized \*\*



**4,447** participants attended  
an exhibition or an event \*\*



**3,324** transactions  
at LAC service points \*\*



**558,590** visitors  
to LAC's website



**393,752** images digitized from LAC's  
collections \*\*

### COLLABORATIVE EFFORTS. IMPROVED RESULTS.



**14** Canadian representatives elected  
to serve on international committees



**16** engagements with external academic,  
cultural and memory institutions \*\*

\* Eight indicators are reported on at mid-year, whereas all 22 indicators are reported on at the end of the year.

\*\* LAC and collaborating organizations had to temporarily suspend some of their services further to COVID-19. Consequently, results have been affected.

# 2019–2022 THREE-YEAR PLAN

Eight indicators are reported on at mid-year, whereas all 22 indicators are reported on at the end of the year.

## 1. ENGAGED CITIZENS. ACCESSIBLE HOLDINGS.

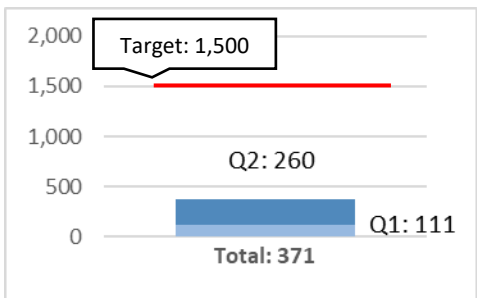
Library and Archives Canada’s (LAC) goal is to improve access to its collections and to increase opportunities for the public to contribute to its holdings.

Three indicators in this section are reported on annually, and will be released after the fourth quarter.

### Co-Lab



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



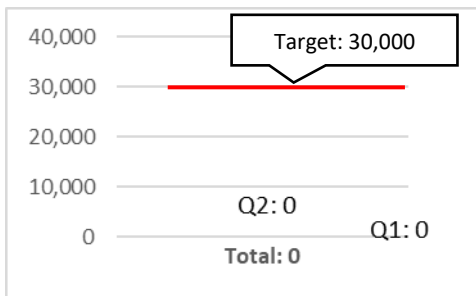
Co-Lab users submitted descriptions, translations, transcriptions and tags for **260** items from the LAC collection from July to September 2020. During this period, the Co-Lab team continued to create video tutorials that will allow users to improve their contributions to the tool.

LAC expects an increase in contributions with its next challenge, on [Molly Lamb Bobak, Canada's first war artist](#), to be released on October 1, 2020. Three more challenges are expected in the coming months as the digitization of content for Co-Lab challenges has resumed.

### DigiLab

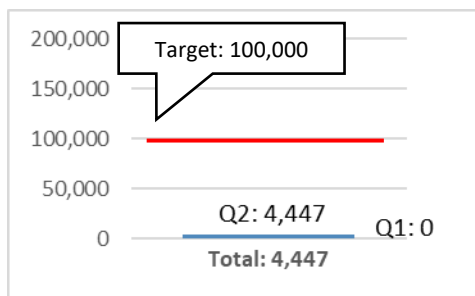
#### 1.2 NUMBER OF IMAGES DIGITIZED VIA DIGILAB

No new images have been digitized at the DigiLab since the temporary suspension of this service in March 2020. However the team has continued to answer customer questions. The team also worked to make available online 8,500 images from the LAC collection digitized by DigiLab users.





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



**4,447** participants attended exhibitions and events during the period from July to September 2020.

Of these, 640 participants attended LAC's [virtual events](#), presented live on [Library and Archives Canada's YouTube channel](#), which began in September 2020. The Wallot-Sylvestre meetings, the Signatures Series, book launches, and other events can therefore be shared with a wider audience.

At the same time, some museums have reopened their doors, and have begun to welcome their first visitors since the beginning of the pandemic. The Glenbow Museum in Calgary, Alberta, welcomed 2,001 people for the exhibition [Metamorphosis: Contemporary Canadian Portraits](#), and the Western Development Museum in Moose Jaw, Saskatchewan, welcomed 1,806 people for the exhibition [Hiding in Plain Sight: Discovering the Métis Nation in the Archival Records of Library and Archives Canada](#).

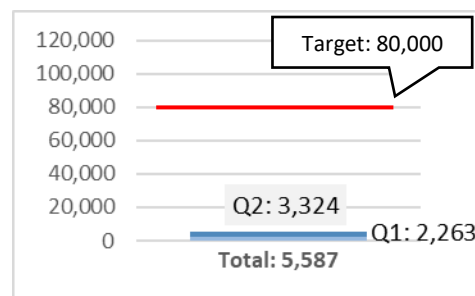


## 3.1 NUMBER OF TRANSACTIONS AT LAC'S SERVICE POINTS IN OTTAWA, HALIFAX, WINNIPEG, AND VANCOUVER, THROUGH ALL SERVICE CHANNELS

**3,324** transactions were completed at LAC's service points from July to September 2020.

During this period, LAC reopened the [service points in Halifax, Winnipeg and Vancouver](#) after ensuring safe access for visitors and employees.

LAC continues to plan for the reopening of the Ottawa service point. In planning for the reopening, work is being done to create online booking procedures to provide access to the DigiLab in a secure environment. In addition, LAC assisted various federal departments during this period by providing emergency services in support of litigation cases, among other things.

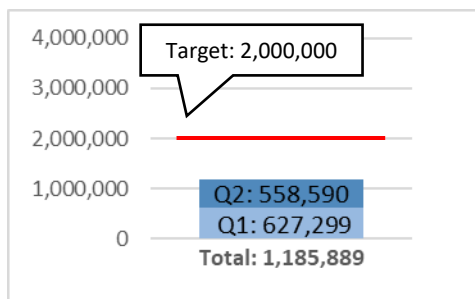


The Reference Services Division is reinventing its presentations and workshops for virtual audiences by taking the opportunity to create short videos to introduce students to searching and using LAC collections. These were shared in online workshops. In addition, the division has developed introductory research tools, including a virtual scavenger hunt and quizzes.

In Vancouver, Winnipeg and Halifax, the annual orientation tours offered to postsecondary students were moved to virtual platforms in the fall semester. Our partnerships with public libraries, museums, and archives are also moving in this direction. For example, the Vancouver team participated in the Royal BC Museum and Archives RBCM@home series by co-presenting an online version of our Aboriginal genealogy workshop. Other webinars and virtual workshops are in the works, including with the Vancouver Public Library and universities in the National Capital Region.



### 3.2 NUMBER OF VISITORS TO THE LAC WEBSITE



**558,590** visitors consulted LAC's website in the second quarter. This slight decrease in the number of visits is usual during the summer months.

Genealogy remains the most popular theme, and is one of the main reasons people visit the website.

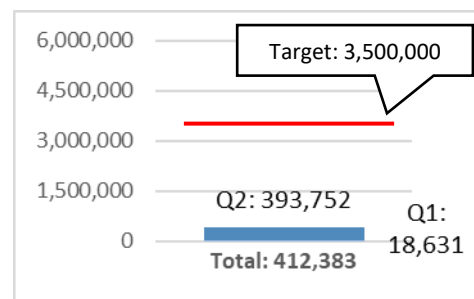
LAC has also begun work on creating and preserving a large web-based archive collection on COVID-19. LAC has also started work on updating the Government of Canada's Web archives from 2005 to the present.



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

**393,752** images from the LAC collection have been digitized since July 2020.

The restart of digitization activities was done gradually as part of the return-to-work process and began in June after the premises had met the public health standards. Full crews were back to the worksite by early September.



Most of the digitized content was in response to client requests for digital copies or access-to-information requests, or in support of litigation involving the Government of Canada.

## 2. ADAPTABLE ORGANIZATION. SUSTAINABLE COLLECTION.

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

The eight indicators in this section are reported on annually, and will be released after the fourth quarter.

## 3. COLLABORATIVE EFFORTS. IMPROVED RESULTS.

LAC's goal is to seek out and support collective solutions for a more cohesive and impactful documentary heritage community at home and abroad.

Three indicators in this section are reported on annually, and will be released after the fourth quarter.



## 2.1 NUMBER OF CANADIAN REPRESENTATIVES ELECTED TO INTERNATIONAL COMMITTEES

**Fourteen** elected Canadian representatives participated virtually in various international documentary-heritage committees. Their numbers have remained the same since the first quarter of 2019/2020.

These committees include the International Council on Archives (ICA), the International Federation of Library Associations and Institutions (IFLA), the International Internet Preservation Consortium (IIPC), and the *Réseau francophone numérique* (RFN).



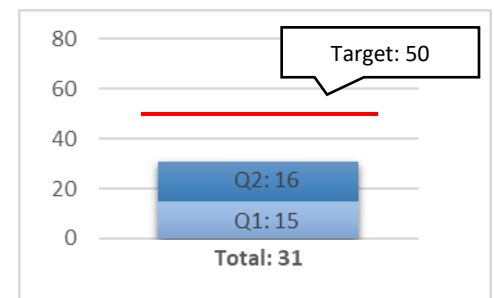
## 4.1 NUMBER OF ENGAGEMENTS WITH EXTERNAL ACADEMIC, CULTURAL, AND MEMORY INSTITUTIONS

**16** engagements took place in the period from July to September.

Despite the impacts of COVID-19, many of LAC's teams continue to innovate and collaborate in the development of virtual products and services for the benefit of Canadians. For example, LAC is collaborating with 16 Canadian universities to make 120,000 theses available on its website. Similarly, LAC worked with Canadian publishers to test the ingest of electronic books. This will lead to increased capacity to acquire these publications and make them discoverable by LAC's clients and by public libraries across Canada.

LAC also promoted the sharing of expertise by offering mentoring at the *Centre d'Archives fransaskoises* and by participating in a webinar on archives presented to the Writers' Union of Canada.

Finally, other collaborations were formalized through agreements with Canadian universities, including the University of Ottawa and *Université du Québec à Montréal*.



# 2019–2022 THREE-YEAR PLAN

## CUMULATIVE ANNUAL RESULTS, second year

### ENGAGED CITIZENS. ACCESSIBLE HOLDINGS.

#### Co-Lab



371 new contributions from the public

#### DigiLab

No new images digitized by the public



4,447 participants attended an exhibition or an event



In Q4 – extent to which public programming included a variety of activities that promote cultural diversity and Indigenous history



5,587 transactions at LAC service points



1,185,889 visitors to LAC's website



412,383 images from LAC's collections digitized



In Q4 – level of client satisfaction for web and in-person services



In Q4 – level of satisfaction with events from participants and partners

### ADAPTABLE ORGANIZATION. SUSTAINABLE COLLECTION.



In Q4 – percentage of federal institutions that transferred their records



In Q4 – percentage of active publishers that transferred their publications



In Q4 – extent of the development and implementation of a tool to enable the transfer of digital government records



In Q4 – extent to which a Digital Asset Management System is implemented



In Q4 – extent to which a new archival information system is implemented



In Q4 – status update on the transition and renewal of LAC's services to the LAC-OPL joint facility



In Q4 – status update on the move of LAC's collections to the new preservation centre



In Q4 – extent to which LAC supports employee professional development

### COLLABORATIVE EFFORTS. IMPROVED RESULTS.



In Q4 – extent to which LAC collaborates with its partners to increase access to heritage material



14 Canadian representatives elected to international committees



In Q4 – monitoring of projects funded through the Documentary Heritage Community Program (DHCAP)

#### Indigenous Heritage

In Q4 – status update on the implementation of LAC's Indigenous Heritage Action Plan



31 engagements with external academic, cultural, and memory institutions