



Library and Archives Canada  
Annual Report on the  
*Access to Information Act: 2021–2022*



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Annual Report on the *Access to Information Act* (Library and Archives Canada)

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# 1. Report on the *Access to the Information Act*

## 1.1 Introduction

The *Access to Information Act* (the Act) gives Canadian citizens, permanent residents and all individuals and corporations present in Canada the right of access to records under the control of a government institution subject to the Act. The Act complements, but does not replace, other means of obtaining government information.

This report has been prepared and tabled in Parliament in accordance with section 94 of the *Access to Information Act* and section 20 of the *Service Fees Act*. It covers the period from April 1, 2021, to March 31, 2022, for Library and Archives Canada (LAC).

## 1.2 Mandate of Library and Archives Canada

The mandate of LAC is:

- to preserve the documentary heritage of Canada for the benefit of present and future generations;
- to serve as a source of enduring knowledge accessible to all, contributing to the cultural, social and economic advancement of Canada as a free and democratic society;
- to facilitate co-operation among Canadian communities involved in the acquisition, preservation and diffusion of knowledge; and
- to serve as the continuing memory of the Government of Canada and its institutions.

LAC's Access to Information and Privacy (ATIP) and Litigation Response Division is unique within the Government of Canada (GC) as it supports LAC's broad mandate to provide access to Canada's documentary heritage and serve as the continuing documentary memory of the federal government.

Currently, over 99% of LAC's ATIP requests are for records in its care and custody that were created by other GC departments. Less than 1% are requests relating to LAC's own operational records. LAC's collections of records are stored at its facilities in the National Capital Region, Winnipeg and Vancouver.

## 1.3 Types of records requested under the *Access to Information Act*

### **Government Records**

All government records deemed to have enduring value are sent to LAC once they are no longer needed for operational purposes in their creating department. This requires LAC to collect, preserve and provide access to historical records created by the various departments and agencies of the federal government, which amounts to over 250 linear kilometers of textual, cartographic, photographic, audiovisual and digital records, dating back to 1867.

The majority of these records are restricted under ATIP because they have never been reviewed for access or because they contain sensitive or personal information that can only be released in accordance with ATIP legislation. The ATIP requests that LAC receives pertaining to GC archival records are typically voluminous, large in scope and complex. In addition, when processing these requests LAC sometimes consults with the originating department prior to releasing information.

### **Files of Former Canadian Armed Forces Members (and Former Federal Public Servants)**

LAC also holds and preserves 4.85 million files on former CAF members and former federal public servants, many of which are semi-active and continue to be consulted for ongoing programs and benefits.

In 1971, the control and supervision of the War Records Division of Veterans Affairs Canada (VAC) and all of its records were transferred to LAC, in accordance with Order in Council *P.C. 1971-1989*. Most of the ATIP requests received each year by LAC are to access the restricted military personnel files of former members of the Canadian Armed Forces (CAF). These include:

- Canadian Forces regular members (1919 to 1997);
- Canadian Forces reserve members (1919 to 2007); and
- Newfoundland Militia members who served in the Second World War.

In addition, LAC handles requests for the medical or dental records of CAF regular and reserve members who were released from service more than five years ago or who died in service more than five years ago.

Since 1971, LAC has worked with the relevant departments (National Defence [DND], VAC, and Public Services and Procurement Canada [PSPC]) to deliver this unique program and provide the necessary services to Canadians.

LAC also holds the dormant records of former federal public servants (FPS) that were transferred to LAC prior to April 1, 2018. These records are held until a public servant becomes 80 years old, at which time that individual's records are destroyed. Due to a litigation hold currently in place on these records, no records are being destroyed at this time. LAC no longer accepts the personnel files of former FPS for long-term retention. This is aligned with LAC's mandate, which is to acquire and preserve archival records but does not include the storage of dormant records. As the personnel files of all CAF members are archival, LAC will continue to receive them in perpetuity.

### **LAC Operational Records**

While the majority of the LAC ATIP and Litigation Response Division's workload relates to its unique role in providing access to restricted records created by other GC departments in its care and custody, the division also has important responsibilities relating to LAC's own operations as an institution of the GC. This work includes: processing requests for LAC's own operational records, ensuring that LAC is meeting all of its responsibilities under the Act (including ATI regulations, policies and directives), providing subject matter expertise in response to Parliamentary Questions related to ATIP, and approving the responses to all Parliamentary Questions asked of the institution.

## Formal and Informal Request Processes

LAC processes requests by applying both formal and informal processes. This practice was put in place to provide Canadians with access to the large volume of material that must be processed through the ATIP and Litigation Response Division in support of LAC's mandate to provide access to the millions of restricted records in its care and custody.

Formal requests are those officially made under the *Access to Information Act*. There is a \$5.00 application fee, and a response is required within 30 calendar days of the date the request was received by LAC. Requestors are also entitled to make a formal complaint regarding the processing of their request to the Information Commissioner after 30 days of its receipt by LAC.

Informal requests are not covered under any Act but are reviewed in the spirit of the Act. There are no application fees for informal requests. The number of requests received and the complexity of each request dictate the timeframe for the completion of informal requests.

Clients may choose between either process. Both formal and informal request processes require a page-by-page review of records or selected documents by an ATIP analyst.

LAC processes more informal than formal ATI requests. In the 2021–2022 fiscal year, LAC received a total of 7,238 ATI requests, 2,537 (35%) of which were formal ATI requests and 4,701 (65%) of which were informal ATI requests.

Of the 2,537 formal ATI requests received by LAC in 2021–2022, 68% (1,738) pertained to military and civilian personnel files, 31% (788) pertained to archival government records and less than 1% (11) pertained to its own operational records.

Of the 4,701 informal ATI requests received by LAC in 2021–2022, 91% (4,275) pertained to military and civilian personnel files, 8% (369) pertained to archival government records and less than 1% (57) pertained to its own operational records.

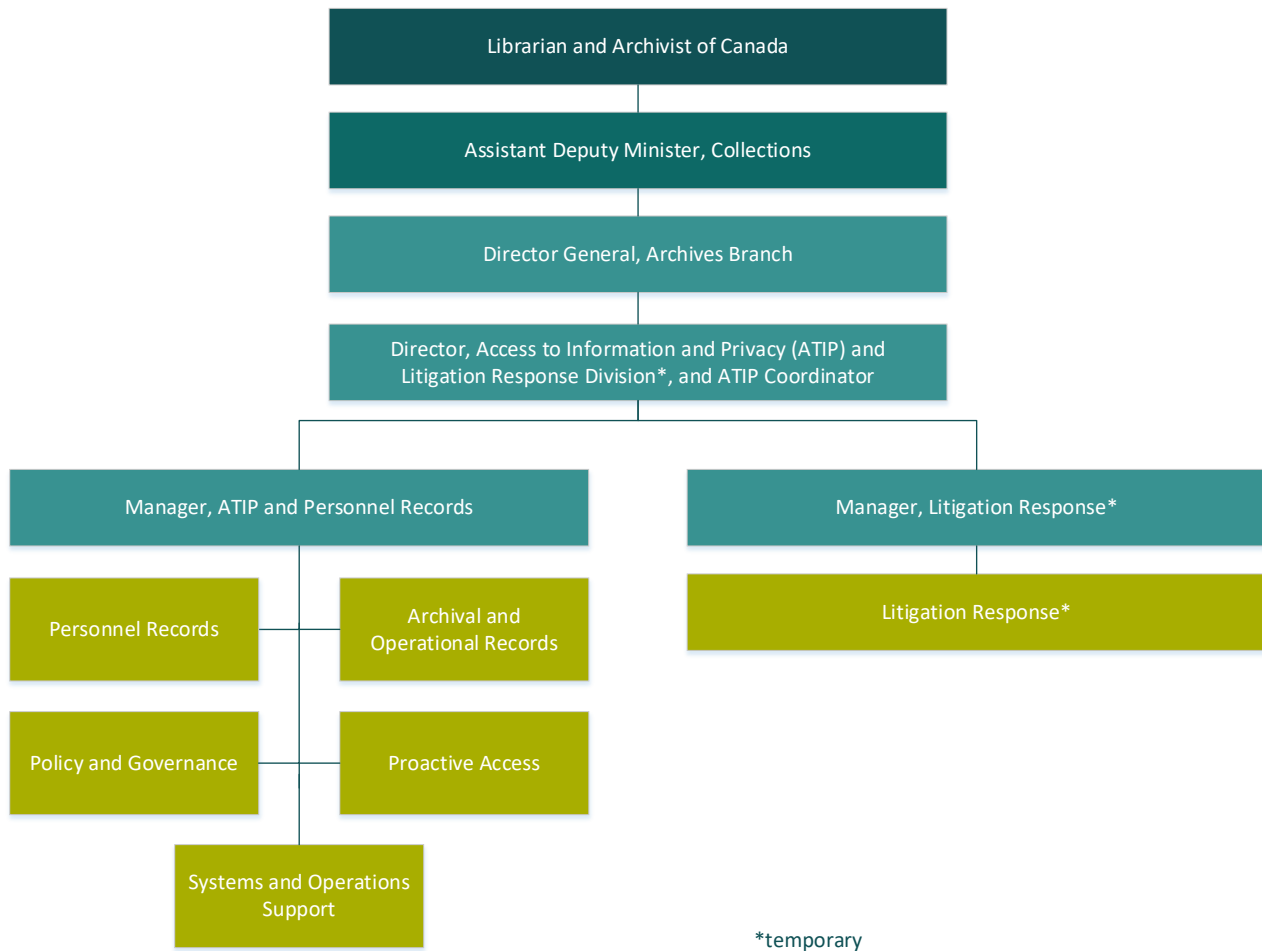
**Table 1: Types of records requested under the *Access to Information Act* in 2021–2022**

Type of Record	Type of Request	Requests Received	Requests Completed
<b>Records of former CAF members and of former FPS</b>	Formal	1,738	1,625
	Informal	4,275	2,762
	<b>Total</b>	<b>6,013</b>	<b>4,387</b>
<b>GC archival records</b>	Formal	788	353
	Informal	369	264
	<b>Total</b>	<b>1,157</b>	<b>617</b>
<b>LAC operational records</b>	Formal	11	19
	Informal	57	27
	<b>Total</b>	<b>68</b>	<b>46</b>
<b>Grand total (all types of records)</b>	Formal	2,537	1,997
	Informal	4,701	3,053
	<b>Total</b>	<b>7,238</b>	<b>5,050</b>

## 1.4 Organization

The organizational chart below outlines the reporting structure relating to the ATIP and Litigation Response Division at LAC.

**Figure 1: ATIP and Litigation Response Division reporting structure**



In the 2018–2019 fiscal year, the division responsible for ATIP at LAC changed its name from the *Regional Services and ATIP Division* to the *ATIP and Litigation Response Division*. This division has experienced changes in its human resources and reporting structure to respond to the increasing number of ATIP requests and add a project-funded Litigation Response team.

Currently, LAC’s ATIP and Litigation Response team comprises five core business areas: Personnel Records, Archival and Operational Records, Proactive Access, Policy and Governance, and Systems and Operations Support. Their functions are described below.



#### Personnel Records:

- Processes formal and informal access and Privacy requests for restricted personnel files of former members of the CAF as well as former FPS.

#### Archival and Operational Records:

- Processes formal and informal access and Privacy requests for restricted archival records under LAC's control, on LAC's operational records and on consultation requests from other GC institutions;
- Reviews restricted finding aids concerning archival records transferred to LAC for permanent custody and severs information that remains restricted;
- Provides access to authorized current FPS to restricted archival records under LAC's control; and
- Processes informal access requests in support of Schedule L of the [LGBT Purge Class Action Final Settlement Agreement](#).

#### Proactive Access:

- Performs a proactive risk-based review of archival records in LAC's holdings in accordance with the *Access to Information Act* and the *Privacy Act*, following a set procedure, to determine if blocks of records can be proactively "opened" and made available to the public and researchers; and
- Proactively develops strategic mechanisms for the opening of records in LAC's collection in collaboration with the efforts of other business areas at LAC.

#### Policy and Governance:

- Reviews the implications of changes to ATIP legislation on LAC's business;
- Develops policies and procedures; and
- Leads the development of a range of internal and external reports and analysis of statistics.

#### Systems and Operations Support:

- Registers requests and responds to telephone inquiries regarding the status of requests;
- Provides clerical support to the division's incoming and outgoing requests;
- Manages the institution's use of ATIP-specific software; and
- Generates statistical reports from this software for ATIP work completed on various classified networks.

In addition to these five business areas, the division currently includes the temporary Litigation Response (LR) team, which LAC formed in 2018–2019 to meet its temporary needs related to its role in supporting the GC's response to the [LGBT Purge Class Action Final Settlement Agreement](#) and to prepare for future upcoming class actions.

Given the nature of the records held in its care and custody, LAC is typically involved in the GC's response to class action lawsuits by providing access to historical records documenting the policies of the GC or, more specifically, the personnel files of former CAF members, former FPS and some former members of the Royal Canadian Mounted Police (RCMP).

Since the claims settlement period for the LGBT Purge Class Action ended in the 2019–2020 fiscal year, in the 2020–2021 fiscal year the LR team started providing support as part of the GC's response to the [CAF-DND Sexual Misconduct Class Action Settlement](#).

Litigation Response:

- Works collaboratively with DND to ensure that LAC provides all relevant responsive records for the claims settlement process;
- Retrieves files, prepares files for digitization and ensures quality control of digitized records of former DND and former members of the CAF; and
- Performs informal Privacy review on records of former members of the CAF from within LAC holdings prior to providing these records to DND.

The Litigation Response team's work in support of the [CAF-DND Sexual Misconduct Class Action Settlement Agreement](#) is a specifically funded activity (for more information see section 9.1. Costs).

In 2021–2022, LAC ATIP also received a significant number of requests (898) for records related to the Federal Indian Day Schools class action claims process. This new workload was accomplished by bringing in employees from other areas of LAC and was managed under the Archival and Operational records team.

During this reporting period, LAC's ATIP Division had 16,597 full-time equivalents (FTEs) assigned to processing ATI requests. This does not include members of the Litigation Response team, whose work relates to performing informal privacy reviews and is reported in the *Library and Archives Canada Annual Report on the Privacy Act: 2021–2022*.

### **Service agreements**

LAC was not party to any service agreements under section 96 of the *Access to Information Act* during the reporting period.

## **1.5 Delegation order**

For the purposes of the Act, the Minister of Canadian Heritage delegates their powers, authorities and responsibilities to the Librarian and Archivist of Canada. The Librarian and Archivist of Canada is accountable for developing, coordinating and implementing effective policies, guidelines, systems and procedures. This delegation order ensures that the Minister's responsibilities under the Act are met and that information is processed and disclosed appropriately.

At LAC, the Librarian and Archivist of Canada delegates their powers, authorities and responsibilities to:

- The Assistant Deputy Minister, Collections;
- The Director General, Archives Branch;
- The Director, ATIP and Litigation Response Division, and ATIP Coordinator;
- The Managers, ATIP and Personnel Records, and Litigation Response; and
- The ATIP Analysts in the division.

The latest delegation order was issued by the Minister of Canadian Heritage to LAC in May 2016 and is available in **Appendix A** of this report.

## 1.6 Statistical report

Statistical reporting pertaining to the administration of the Act has been in place since 1983. The statistical reports prepared by government institutions provide aggregate data on the application of the Act. This information is made public on an annual basis and is included with the annual reports on ATIP tabled in Parliament by each institution. Because requests submitted via the formal route are subject to statutory timelines, the statistical report provides data related to compliance by institutions to the legislated time frames, subject to the Act. A comprehensive statistical report on the formal ATI requests processed by LAC in the 2021–2022 fiscal year is available in **Appendix B** of this report, and several segments are highlighted in the relevant sections.

Information on the processing of informal ATI requests will also be described within this report. The resources described in this report encompass the processing of both formal and informal ATI requests.

All statistics included in this report are representative of the most current data available to LAC at the time of writing this report.

## 1.7 Impact of COVID-19-related measures

Despite the ongoing extraordinary circumstances caused by the COVID-19 pandemic, LAC continued processing ATIP requests during the past fiscal year, albeit still at a limited capacity. LAC's facilities were reopened and closed again to the public at various times in alignment with applicable local and provincial public health orders. LAC's onsite presence remained limited due to a variety of factors: floor capacity limits that were instituted in light of new social-distancing requirements, provincial public health measures such as lockdowns and stay-at-home orders, and the use of shared equipment.

All of LAC's ATIP employees continued to work in a hybrid mode, partially onsite and partially working from home, remaining in alignment with local and provincial health measures. ATIP's work was also impacted by the limitations of all of the other teams at LAC. Over the course of the year, while there was generally an increased presence of LAC employees who circulate archival material, archivists who provide expertise on the search and content, the digitization staff who prepare the material for ATIP work, and the up-front guidance of the Reference Services team to LAC's public clients, all of these teams were also working in hybrid mode and so the total volume workload was not yet at more normalized levels.

LAC posted messages on its website and emailed clients where possible to inform them that LAC would continue to make reasonable efforts to respond to requests but that, in this exceptional context, LAC might not be able to respond to requests as it would during normal operating circumstances and that clients should expect delays.

Health and safety procedures were in place for staff to follow such as mandatory mask wearing, social distancing, hand washing and hand sanitizing. These procedures, which were in place until fall 2021, also included the quarantining of paper records for a three-day period following their manipulation by a staff member. This safety precaution was implemented by LAC in accordance with guidelines from the Canadian Conservation Institute. For LAC's ATIP operations, this meant that each time an ATIP analyst looked through a box of records or a personnel file to identify the record required to respond to an ATIP request, the record needed to be quarantined for three days before a member of LAC's digitization team could scan it – slowing down LAC's response time to an ATIP request.

LAC's messaging to inform clients that it was prioritizing urgent requests related to medical benefits, social services, class actions and legal proceedings, including requests to obtain documents in support of a claim related to the [Federal Indian Day Schools Class Action](#), remained in effect.

As a result of the extraordinary circumstances of the past fiscal years, LAC's ability to fulfill its *Access to Information Act* responsibilities remained significantly impacted between April 1, 2021, and March 31, 2022. However, at all times throughout the 2021–2022 fiscal year, the continued operations of LAC's ATIP Division and its ability to process ATIP requests remained an institutional priority for LAC. Resources from across the institution were redirected to support the ATIP Division, particularly to support the response to requests for records for the Federal Indian Day Schools class action and to mitigate the impact of the COVID-19 pandemic as much as possible on the division's ability to fulfill LAC's responsibilities under the *Access to Information Act* and *Privacy Act*.

A supplemental statistical report on the impact of COVID-19 measures for the 2021–2022 fiscal year is available in **Appendix C** of this report.

## 2 Interpretation of the Statistical Report for Requests under the Access to Information Act

### Part 1 – Requests under the Access to Information Act

#### 1.1 Number of formal requests

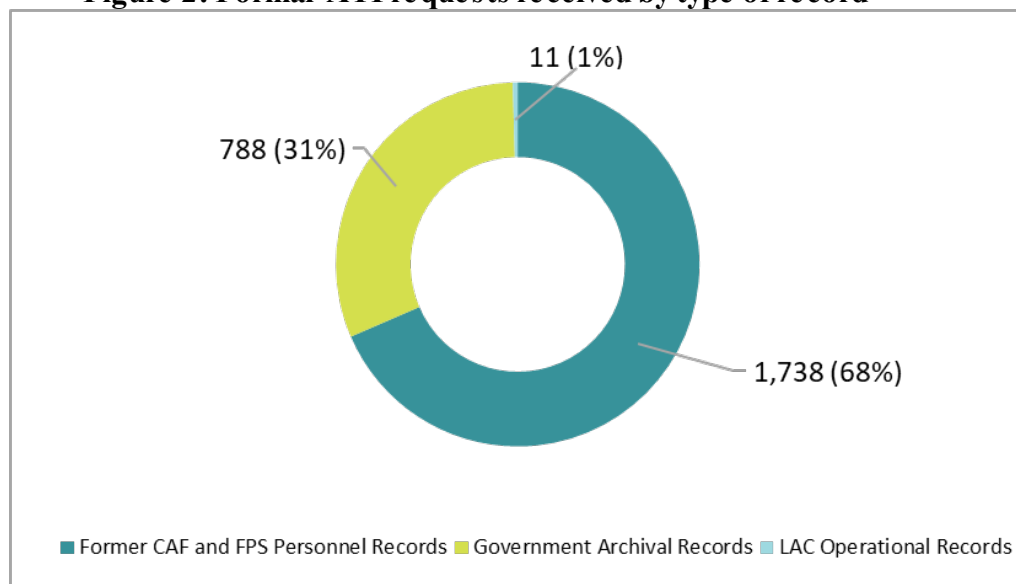
##### Formal Requests Received

Each year, LAC receives a significant number of formal ATI requests from individuals seeking information on records held by LAC. As mentioned in Section 1.3, there are three groupings of records within LAC: GC archival records (records deemed to have enduring value transferred to LAC by government institutions when they are no longer required for ongoing operational purposes), personnel files (military service files of former CAF members and dormant records of former FPS) and LAC’s own operational records that it has created.

In the 2021–2022 fiscal year, LAC received a total of 2,537 formal ATI requests.

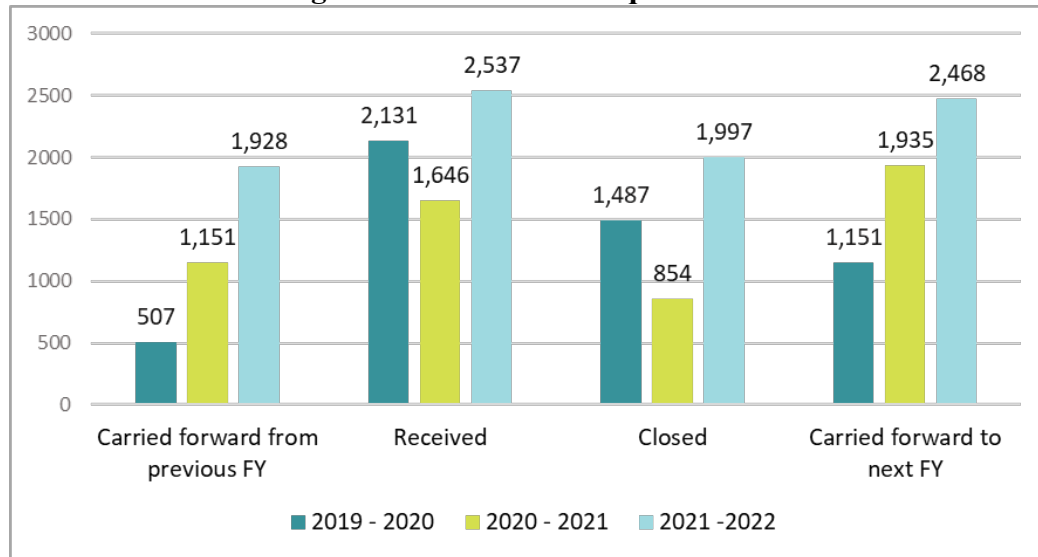
LAC’s management of former CAF members military service files under its care and control, in accordance with Order in Council *P.C. 1971–1989* (September 21, 1971), represents a significant workload for the ATIP and Litigation Response Division. The majority 68% (1,738) of formal ATI requests received by LAC in 2021–2022 were related to personnel files; 31% (788) of formal ATI requests received by LAC in 2021–2022 were related to GC archival records; and less than 1% (11) were related to LAC’s operational records.

**Figure 2: Formal ATI requests received by type of record**



LAC saw an increase of 54% in the overall number of formal ATI requests received in 2021–2022 (2,537 requests) compared with 2020–2021 (1,646 requests).

**Figure 3: Formal ATI requests**



### Formal Requests Completed

In 2021–2022, LAC completed 1,997 formal ATI requests, 81% (1,625) of which were related to personnel files, 18% (353) related to GC archival records and less than 1% (19) related to LAC operational records.

This represents an overall increase of 132% in completed formal ATI requests over the previous fiscal year, in which LAC responded to 854 formal ATI requests.

LAC’s ability to respond to ATI requests can be affected by a number of factors, such as the number of requests received in a given year and their volume (number of pages to be reviewed), the staff resources available for this workload, consultation requirements, the availability of tools, and process improvements/changes. Furthermore, this past year the COVID-19 pandemic and changing public health situation continued to impact LAC’s ability to respond to ATI requests (see Section 1.7 for more information on the impact of the COVID-19 pandemic on LAC’s operations in 2021–2022).

Recognizing the important role that LAC plays in supporting the health and wellbeing of Canadians, LAC has been prioritizing the processing of urgent requests related to medical benefits, social services, class actions and legal proceedings throughout the pandemic.

### Formal ATI Request Trends

In 2018–2019, LAC received 1,384 formal ATI requests, 8% more than in 2017–2018 (1,282). In 2019–2020, LAC experienced an increase in the number of ATI requests and received 54% more formal ATI requests (2,131) than in 2018–2019. In 2020–2021, LAC received 23% less formal ATI requests (1,646) than in 2019–2020. During each of these years, LAC received more requests than it was able to complete, which is a trend that has continued through the 2021–2022 fiscal year. In 2021–2022, LAC received 2,537 formal ATI requests and completed 1,997 formal ATI requests.

Between March 31, 2021, and March 31, 2022, the volume of formal ATI requests carried forward

into the next fiscal year grew from 1,928 requests to 2,468 requests.

The growth in the number of requests carried over during the past five fiscal years can be attributed to an insufficient number of resources to meet the growing interest and need for Canadians to access the records in LAC's care and custody. Since March 2020, this issue was further compounded by the impact of the COVID-19 pandemic on LAC's ability to respond to requests.

There are several factors that LAC believes have contributed to this upward trend over recent years.

In May 2016, the *Interim Directive on the Administration of the Access to Information Act* came into effect. The Interim Directive eliminated all fees except for the \$5 application fee for formal requests. In the three months immediately following the implementation of the Interim Directive, LAC received 38% more formal requests than it did in the preceding three months.

The public and LAC's clients have demonstrated a greater awareness about their legislated rights under the Act. With increased media coverage related to proposed amendments to the Act and the notable higher interest by some researchers, LAC has received a significant number of requests for records containing certain types of information, such as historical records containing security and intelligence material. These types of records often require consultation with the creating department as part of the processing of the request, which can increase the overall processing timeline.

Another factor that may be contributing to the growing trend of formal ATI requests received by LAC is its growing queue of informal ATI requests. LAC is unable to complete the number of informal ATIP requests it receives in a year and carries forward more requests each year. Between March 31, 2021, and March 31, 2022, the queue of informal ATI requests grew from 12,198 requests to 13,846 requests. This represents an increase of 13% in one year. The volume of informal ATI requests in the queue is now greater than the number of informal ATI requests LAC would normally be able to complete over the course of two years (3,053 informal ATI requests were completed by LAC in 2021–2022). Most significantly, this has resulted in client wait times of over two years for responses to some informal ATI requests made to LAC. We therefore infer that more clients are choosing to submit formal requests in order to receive faster service in accordance with legislated timelines and to gain the right to complain under the Act regarding delays in the processing of their request by LAC.

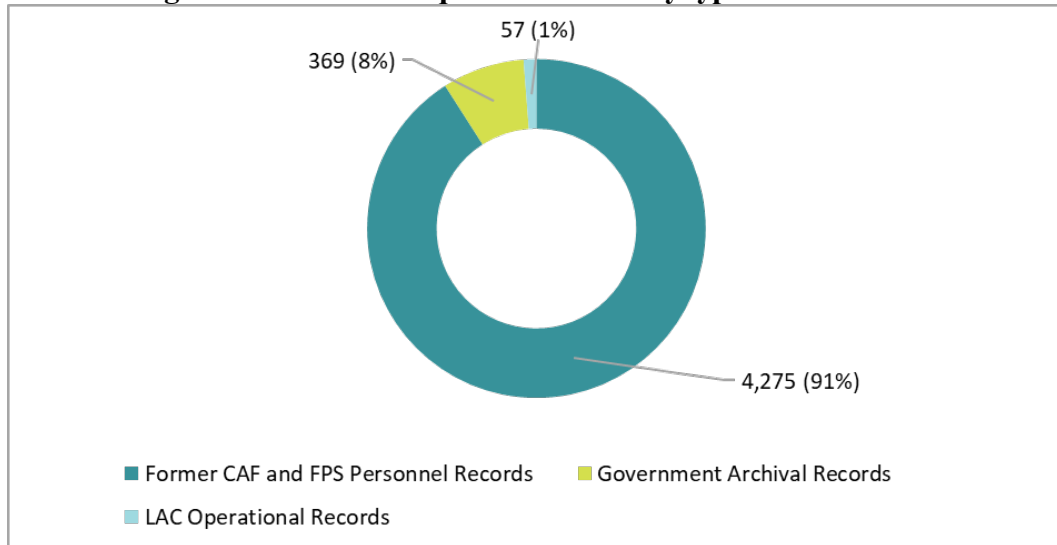
## 1.2 Number of informal requests

### **Informal Requests Received**

In the 2021–2022 fiscal year, LAC received a total of 4,701 informal ATI requests.

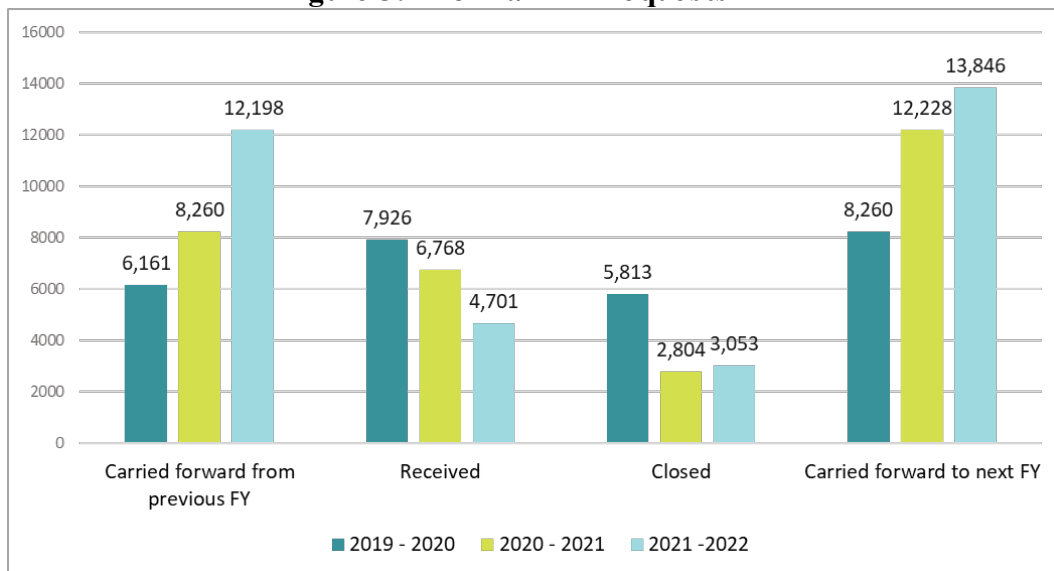
Like formal ATI requests, informal ATI requests are made to access three types of records within LAC's holdings. These include GC archival records, former CAF and former FPS personnel records and LAC's own operational records. More than three quarters (91%) of informal ATI requests made to LAC in 2021–2022 applied to former CAF members and former FPS personnel records.

**Figure 4: Informal requests received by type of record**



LAC saw a decrease of 44% in the overall number of informal ATI requests received in 2021–2022 (4,701 requests) compared with 2020–2021 (6,768 requests).

**Figure 5: Informal ATI requests**



**Informal Requests Completed**

In the 2021–2022 fiscal year, LAC responded to 3,053 informal ATI requests.

This represents an overall increase of 9% in informal requests completed compared with the previous fiscal year (2,804 informal ATI requests were completed in 2020–2021).

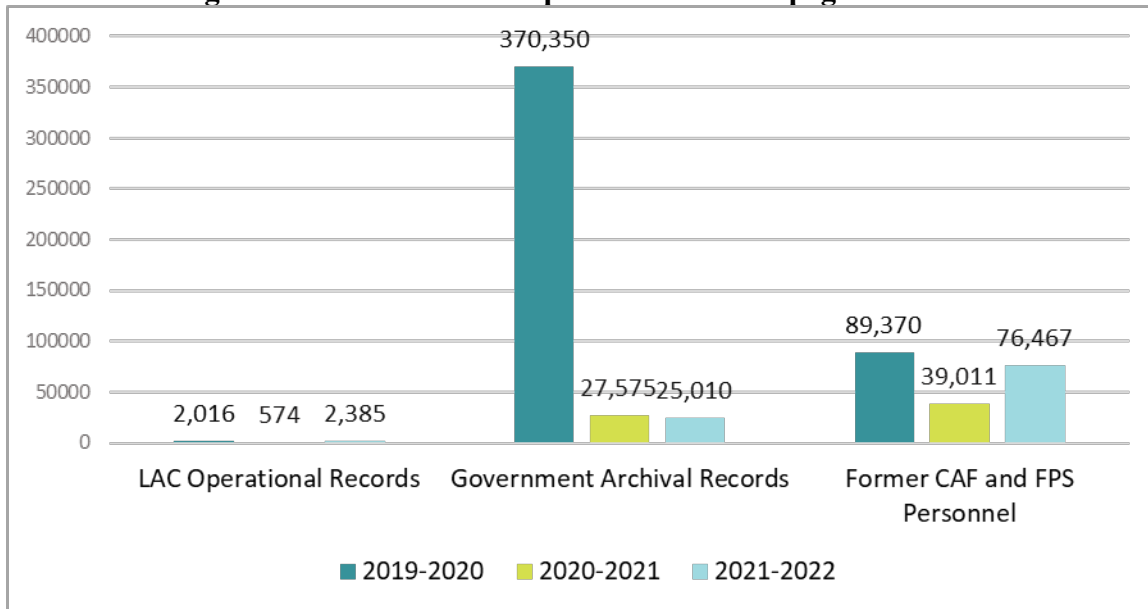
**Pages Reviewed**

LAC reviewed 103,862 pages pursuant to informal ATI requests in 2021–2022. This represents an



increase of 55% compared with the volume of pages reviewed in 2020–2021 (67,160 pages).

**Figure 6: Informal ATI requests: number of pages reviewed**



While informal requests are not subject to the same legislated timeframes as formal requests made under the Act, LAC strives to limit the number of days that it takes to complete informal ATI requests as much as possible. In the 2021–2022 fiscal year, LAC was able to complete 26% of informal ATI requests within 30 days. LAC’s ability to respond to informal ATI requests can be affected by a number of factors, such as the number of requests received in a given year and their volume (number of pages to be reviewed), the staff resources available for this workload, consultation requirements, the availability of tools, and process improvements/changes.

Due to the ongoing growth in the volume of informal ATI requests in LAC’s queue and the continued impact of the COVID-19 pandemic on operations, it has become increasingly difficult for LAC to process informal ATI requests in a timely manner in 2021–2022 (see Section 1.7 for more information on the impact of the COVID-19 pandemic on LAC’s operations). As mentioned in Section 1.1, this has resulted in client wait times of over two years for responses to some informal ATI requests made to LAC.

Recognizing the important role that LAC plays in supporting the health and wellbeing of Canadians, LAC has been prioritizing the processing of urgent requests related to medical benefits, social services, class actions and legal proceedings throughout the pandemic.

**Table 2: Number of days to complete informal requests**

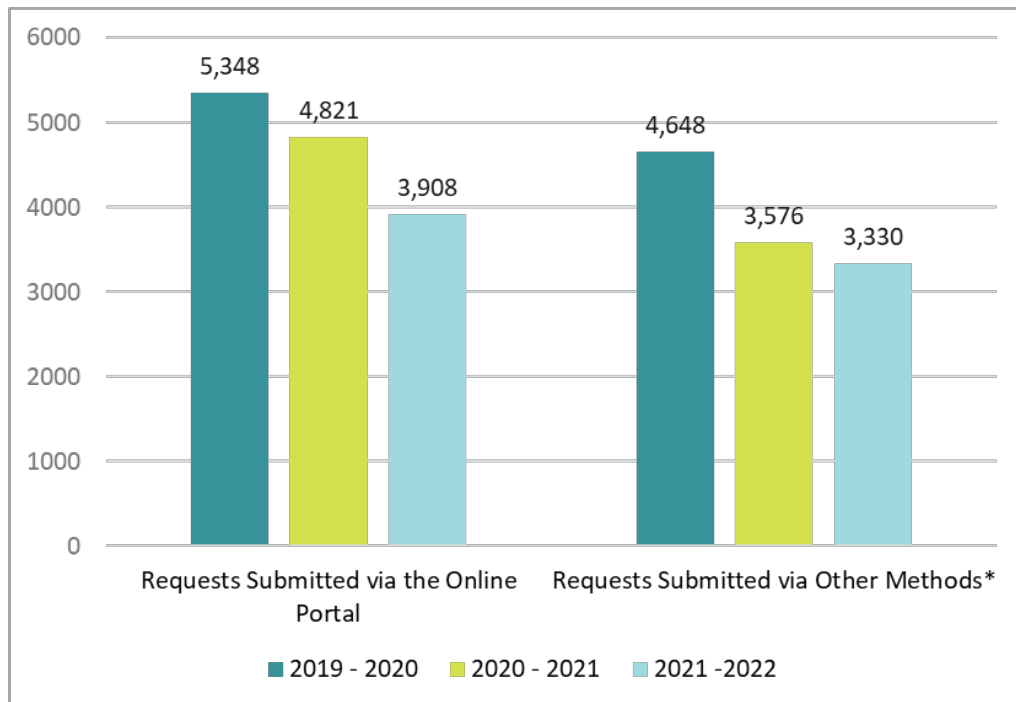
Number of Days	2021–2022	2020–2021	2019–2020	2018–2019
1 to 15 days	415 (14%)	926 (33%)	1,308 (23%)	1,839 (31%)
16 to 30 days	377 (12%)	244 (9%)	472 (8%)	630 (11%)
31 to 60 days	291 (10%)	177 (6%)	541 (9%)	386 (6%)
61 to 120 days	317 (10%)	322 (11%)	578 (10%)	204 (3%)
121 to 180 days	127 (4%)	158 (6%)	170 (3%)	82 (1%)
181 to 365 days	257 (8%)	328 (12%)	978 (17%)	2,804 (47%)
More than 365 days	1,269 (42%)	649 (23%)	1,766 (30%)	34 (0%)
<b>Total # Requests completed</b>	<b>3,053</b>	<b>2,804</b>	<b>5,813</b>	<b>5,979</b>

Note: Percentages may not add up to 100 due to rounding

### 1.3 Requests submitted online

Since 2016, clients have had the ability to submit ATI and Privacy requests using online application forms directly on LAC’s website.

**Figure 7: Number of requests submitted online**



\*Note: Other methods include by fax, email, regular mail and in person

Since 2016–2017, LAC has generally seen an increase in the use of its online request forms compared with other methods.

However, in 2021–2022, LAC received 3,908 online ATI requests, which represented 54% of the ATI requests received by LAC and a 23% decrease in number of requests received online over the previous fiscal year. LAC does not have any explanation for this decrease.

## 1.4 Sources of requests

LAC received a total of 7,238 ATI requests in 2021–2022, including 2,537 formal and 4,701 informal requests. Approximately 33% of the requests received were from entities that declined to self-identify.

**Table 3: Sources of requests**

Source	Formal	Informal	Total
Media	48	16	64 (1%)
Academia	503	129	632 (9%)
Business (private sector)	41	64	105 (1%)
Organization	128	1082	1210 (17%)
Public	1136	1721	2857 (39%)
Decline to identify	681	1689	2370 (33%)

## 1.5 Additional requests

As mentioned in Section 1.2, LAC’s ATIP and Litigation Response Division is unique within the GC as it supports LAC’s mandate to provide access to Canada’s documentary heritage and serve as the continuing documentary memory of the federal government.

### LGBT Purge

This past fiscal year, LAC continued the work it began in 2019–2020 to review the non-personal archival records gathered by the GC Research Project in accordance with Schedule L of the [LGBT Purge Class Action Final Settlement Agreement](#). A final package was sent from LAC to Justice Canada for delivery to the Purge Fund in April 2021. LAC continued to work collaboratively with Justice Canada and the Purge Fund to finalize Canada’s commitments under Schedule L of the LGBT Purge Class Action Final Settlement Agreement in the 2021–2022 fiscal year.

### Proactive Access (Block Review)

LAC undertakes significant efforts to make its archival holdings available proactively so that clients will not have to submit ATI requests.

On the day they are transferred to LAC, most GC archival records are restricted or closed by default in case there are legislated exemptions that apply to the records (a complete review of the records by the creating department is not routinely done prior to transfer). These restrictions may include any applicable exemptions or exclusions under the *Access to Information Act* or the *Privacy Act*. In

alignment with LAC's mandate, the GC's direction on Open Government and LAC's [Access Policy Framework](#), and in compliance with all applicable laws, LAC proactively reviews records to assess whether enduring exemptions still apply. In cases where LAC's assessment determines that there are no enduring exemptions, the block or series of records is opened. When a GC archival record is declared open or without restrictions, LAC clients can request copies (paper or digital) or consult the records onsite in the location where they are stored without having to resort to informal or formal ATI requests.

In 2021–2022, LAC proactively opened 127,136 pages of GC archival records. The COVID-19 pandemic had a direct impact on the work of the Block Review team, as Block Review activities are undertaken onsite and Block Review was not identified as a priority project to return to the workplace during the first waves of the pandemic. In addition, the Block Review team did not have sufficient resources, as LAC ATIP focused its efforts on the high volume of ATIP requests received throughout the year.

For information about the records opened through Block Review, see [Index of records opened through LAC's block review initiative](#). More information about [Block Review](#) can be found online. To date, over 50 million pages in total have been opened through Block Review at LAC.

### **ATI Summaries and Briefing Notes**

Due to proactive disclosure on the Open Data Portal, clients can search [Completed Access to Information Requests](#) to learn about the archival GC information that has been released by LAC pursuant to ATI requests and request their own copies of these ATI packages (rerelease packages). In the 2021–2022 fiscal year, LAC provided 90 rerelease packages to clients and posted 1,848 ATI summaries and 37 briefing notes on the Open Data Portal.

### **Departmental Researchers**

Sometimes a federal government institution must consult records that have been transferred to LAC. In these circumstances, LAC facilitates access to these records when requested and approved by that department. A procedure is in place to grant designated staff access to records that would otherwise be restricted under ATIP legislation. Researchers must provide a Departmental Researcher Authorization Letter to LAC, signed by an authority at the director level or above from the department that created the records, to access these government archival records.

In 2021–2022, LAC received 129 departmental researcher requests and processed 98 (76%) departmental researcher requests. Due to the COVID-19 pandemic, new processes to facilitate access to departmental researchers were developed by LAC in conjunction with local public health guidelines in the National Capital Region (NCR) and implemented in 2021–2022 during the periods when LAC's public-facing facility at 395 Wellington was closed to the public (specifically from April 2021 to end of June 2021). These enabled departmental researchers to book appointments to consult material onsite and permitted LAC to manage capacity limits in light of social-distancing requirements. During these closure periods, LAC continued to support other GC departments by providing access to departmental researchers when the request was urgent, such as for an active

court case.

## **Finding Aids**

When archival records created by federal institutions are transferred to LAC, they are accompanied by indices or lists. These finding aids describe the contents and location of each archival file to facilitate its identification within LAC's archival holdings. Many finding aids also contain sensitive or personal information and must be reviewed prior to their being made publicly available. In 2021–2022, LAC received 19 finding aids requests and processed three finding aids requests.

## **Parliamentary Questions**

LAC's ATIP Division provides subject matter expertise in response to Parliamentary Questions related to ATIP and approves the responses to all Parliamentary Questions made to the institution. In the 2021–2022 fiscal year, LAC ATIP provided subject matter expertise on four Parliamentary Questions and approved 91 responses on behalf of LAC for Parliamentary Questions and Senate Questions, as well as motions.

# **Part 2 – Formal ATI requests closed during the reporting period**

## **2.1 Disposition and completion time**

In 2021–2022, LAC completed 1,997 formal ATI requests. In 1,596 (80%) of these cases, all or parts of the records were disclosed. This is a decrease of 2% in the disclosure rate over the previous fiscal year, when 82% of completed requests were fully or partially disclosed.

The following tables provide information about disclosure and completion times for completed formal ATI requests during the last three fiscal years.

**Table 5: Disclosure of records for completed requests**

Disclosure	2021–2022	2020–2021	2019–2020
All disclosed	855 (43%)	287 (34%)	477 (30%)
Disclosed in part	741 (37%)	412 (48%)	674 (45%)
All exempted	1 (0%)	3 (0%)	6 (0%)
All excluded	84 (4%)	9 (1%)	94 (6%)
No records exist	167 (8%)	55 (6%)	108 (7%)
Request transferred	1 (0%)	0 (0%)	2 (0%)
Request abandoned	148 (7%)	88 (10%)	124 (10%)
Neither confirmed nor denied	0 (0%)	0 (0%)	0 (0%)
Declined to act with the approval of the Information Commissioner	0 (0%)	0 (0%)	N/A
<b>Total number of requests</b>	<b>1,997</b>	<b>854</b>	<b>1,278</b>

Note: Percentages may not add up to 100 due to rounding

**Table 6: Number of days to complete formal requests**

Number of Days	2021–2022	2020–2021	2019–2020
1 to 15 days	401 (20%)	84 (10%)	440 (30%)
16 to 30 days	530 (27%)	76 (9%)	828 (56%)
31 to 60 days	312 (16%)	143 (17%)	54 (4%)
61 to 120 days	346 (17%)	256 (30%)	68 (5%)
121 to 180 days	106 (5%)	179 (21%)	17 (1%)
181 to 365 days	140 (7%)	97 (11%)	35 (2%)
More than 365 days	162 (8%)	19 (2%)	45 (3%)

Note: Percentages may not add up to 100 due to rounding

In 2021–2022, 47% of requests completed were provided to the requester within 30 days. This is a significant increase from the 2020–2021 fiscal year, when 19% of requests were provided within 30 days.

## 2.2 Exemptions

During 2021–2022, LAC invoked 821 exemptions under the Act. The following table shows the three most frequent exemptions applied by LAC.

**Table 7: Exemptions most frequently applied by LAC**

<b>Number of Requests</b>	<b>Section</b>	<b>Description</b>
755	19(1)	Personal information about an identifiable individual
8	16(2)(c)	Information about law enforcement and investigation
7	15(1)	Information about international affairs and defence

Note: One request may invoke multiple sections of the Act (e.g. paragraphs 19[1] and 23).  
However, if the same exemption is used several times for the same request, it is reported only once.

Consistent with the past several reporting periods, the most frequently applied exemption is subsection 19(1).

## 2.3 Exclusions

The Act does not apply to certain information. The following table presents a comparison of the exclusions that LAC has invoked in the three past fiscal years.

**Table 8: Exclusions invoked by LAC in the past three fiscal years**

<b>Section of the <i>Access to Information Act</i></b>	<b>Number of Requests 2021–2022</b>	<b>Number of Requests 2020–2021</b>	<b>Number of Requests 2019–2020</b>
68(a) published material or material available for purchase by the public	114	23	96
68(b) library or museum material preserved solely for public reference or exhibition purposes	1	3	17
68(c) material placed in the Library and Archives of Canada, the National Gallery of Canada, the Canadian Museum of History, the Canadian Museum of Nature, the National Museum of Science and Technology, the Canadian Museum for Human Rights or the Canadian Museum of Immigration at Pier 21 by or on behalf of persons or organizations other than government institutions	14	0	14
69(1) confidences of the Queen's Privy Council for Canada	0	0	0
69(1)(g) re (a) records that contain information about the contents of any record within a class of records (memoranda of proposal or recommendation to council)	1	0	2

## 2.4 Format of information released

Prior to the COVID-19 pandemic, LAC prioritized formal requests, urgent requests and all elements involved in the processing of these requests (including digitization) to meet statutory deadlines. In the 2019–2020 fiscal year, LAC had begun working towards increasing its digital processes, including the ability to send electronic release packages up to the Protected B level.

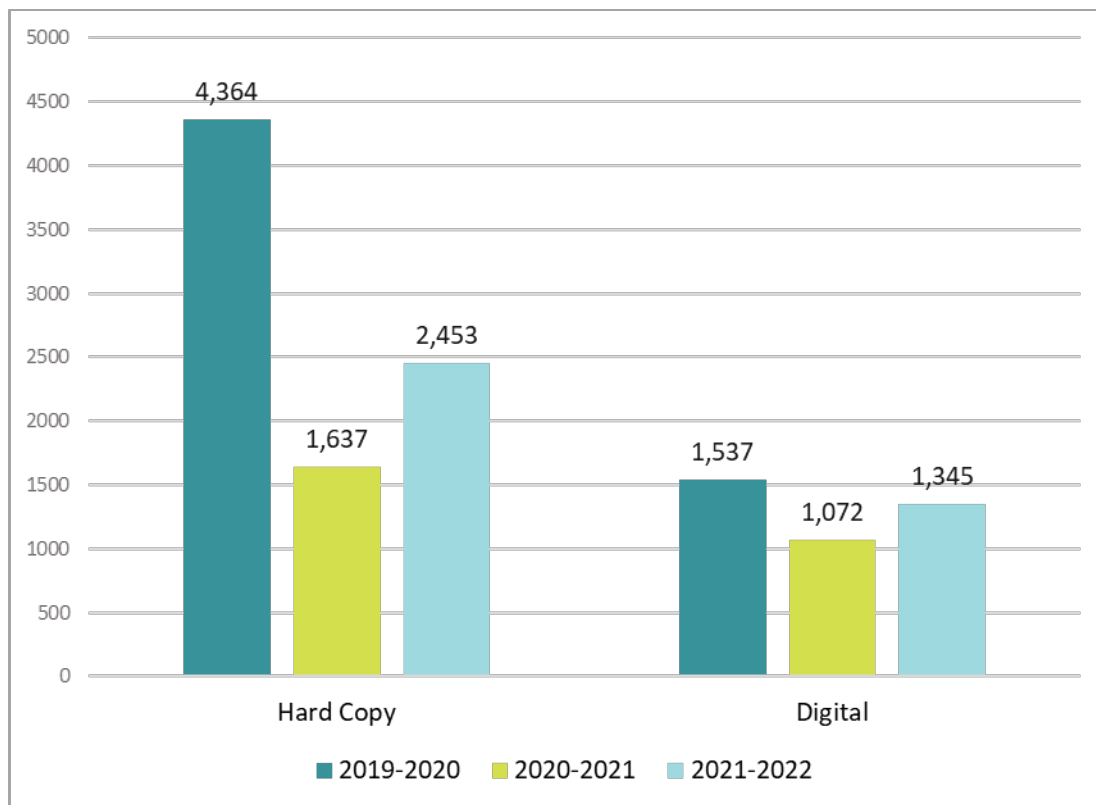
The ability to send electronic release packages greatly supported LAC’s operations during the past fiscal year, as staff access to LAC’s premises was limited or not possible at times, such as during lockdowns or the protests in downtown Ottawa.

In addition to providing access to records in these different formats during the past fiscal year, LAC continued to offer its clients the ability to consult original records on site at its various facilities in Ottawa, Winnipeg and Vancouver at times when its public-facing facilities were open, in alignment with applicable local and provincial public health orders.

Records that are deemed “open” and unrestricted are available to be consulted onsite in the city where they are stored. LAC also responds to formal and informal ATI requests in Ottawa, as well as informal requests in Winnipeg and Vancouver for records stored in those cities.

In 2021–2022, LAC saw an increase of 30% (1,345) in the volume of digital (electronic) records released compared with the 2020–2021 fiscal year (1,072). In the 2021–2022 fiscal year, LAC also provided clients with 2,453 ATI release packages in paper format.

**Figure 8: Format of release packages**





## 2.5 Complexity

Factors that increase the complexity of processing requests may include requests in which:

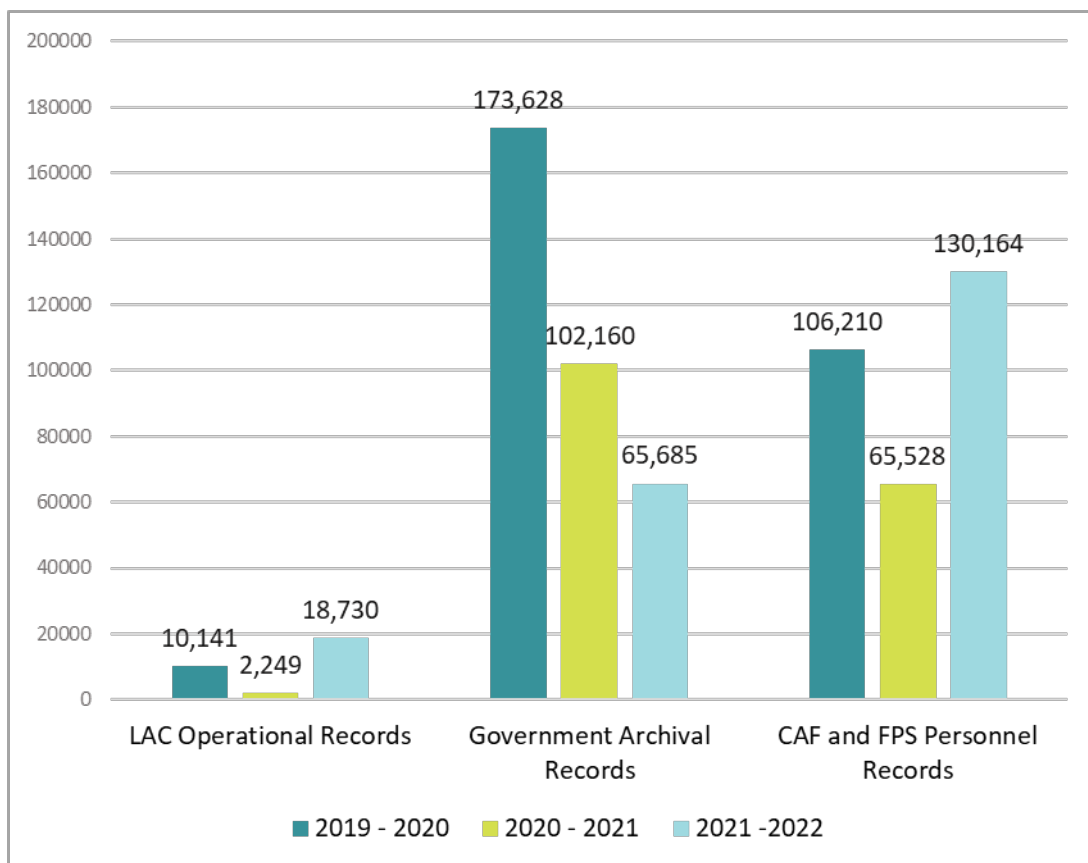
- external consultation is required (e.g. in the case of intelligence records where consultation with a foreign entity or country, or with multiple departments, may be required);
- legal advice must be sought; or
- information about more than one individual is found in the records (e.g. sometimes with medical or psychological records).

Other complexities may also include mould remediation and digitization, discussed below.

## 2.6 Relevant pages processed and disclosed

LAC reviewed 214,579 pages pursuant to formal ATI requests in 2021–2022. This represents an increase of 26% compared with the volume of pages reviewed in 2020–2021 (169,937 pages).

**Figure 9: Formal ATI requests: pages reviewed by type of record**



In 2021–2022, LAC reviewed a total of 318,446 pages of records pursuant to formal and informal ATI requests. This is an overall increase of 28% in pages reviewed compared with the 2020–2021 fiscal year, in which LAC reviewed 237,097 pages pursuant to formal and informal ATI requests.

**Table 9: Number of pages reviewed**

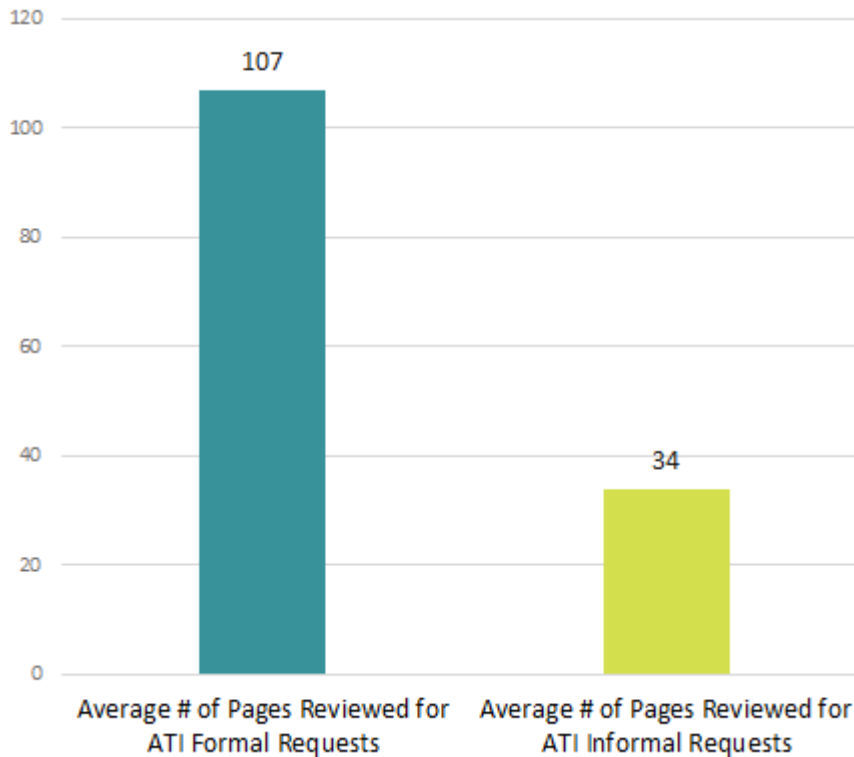
Type of Request	Number of Pages Reviewed
Informal	103,867
Formal	214,579
<b>Total</b>	<b>318,446</b>

Of the 318,446 pages reviewed, 82,244 pages were released in their entirety (all disclosed). Of the pages not entirely disclosed, a significant amount of the material reviewed this year contained exemptions for personal information about an identifiable individual, under subsection 19(1). In 2021–2022, 210,863 pages were disclosed in part.

## 2.7 Relevant pages processed and disclosed by size of requests

Of the 1,997 formal ATI requests completed, 1,734 (87%) requests required the review of up to 500 pages. A total of 93 (5%) formal requests involved the review of more than 500 pages and two (less than 1%) requests required the review of more than 5,000 pages.

**Figure 10: Average number of pages reviewed per request**



As indicated above, the average number of pages reviewed per formal ATI request is 107 pages; the average number of pages reviewed per informal ATI request is 34 pages. Notably, the number of

pages reviewed for formal and informal requests for government archival records is significantly higher than the average number of pages reviewed for former CAF and former FPS personnel records and LAC’s operational records. The following table outlines the total number of pages by record type reviewed in 2021–2022.

**Table 10: Total number of pages reviewed by type of record**

Type of Record	ATI Formal	ATI Informal
Personnel records	130,164	55,190
Government archival records	65,685	23,902
LAC operational records	18,730	1,814
<b>Total number of pages reviewed</b>	<b>214,579</b>	<b>103,867</b>

## 2.8 Other complexities

LAC’s ATIP analysts, with their knowledge and experience, are often able to provide open access to what was once restricted and/or classified information. In these cases, LAC applies the former TBS [Security Organization and Administration Standard](#) section 12.4 when processing formal ATI requests: “A decision to deny access to a record, or any part of it, must be based solely on the exemption provisions of the Acts as they apply at the time of the request. A decision to deny access must not be based on the security classification or designation, however recently it may have been assigned.”

LAC consults with the department that created the record for advice on potential severances when enduring exemptions may still apply. LAC does not consult the department that created the record when there are no apparent exemptions that still apply. LAC also does not consult the department that created the record on informal ATI requests. In the course of reviewing an informal request, if LAC’s ATIP analyst determines that there may be potential enduring exemptions or exclusions, LAC will close the informal request and require the requester to submit a formal request for access to these records instead.

In the 2021–2022 fiscal year, consultations with departments that created the records on formal ATI requests accounted for approximately 6% of the total complexities identified (24 of 427). The largest number of complexities (403 of 427) this past year are included in the category “Other” of the TBS statistical report (see Annex B). The category “Other” includes complexities related to the COVID-19 pandemic, mould remediation, digitization and quality assurance. Mould remediation on records and digitization of records is undertaken by preservation and digitization specialists at LAC, not the ATIP and Litigation Response Division. Mould remediation on archival records can be a lengthy process, as it includes several technical steps.

## 2.9 Deemed refusals

### 2.9.1 Reasons for not meeting statutory deadline

This past fiscal year, LAC’s percentage of requests completed within legislated timelines has

increased compared to the 2020–2021 fiscal year. In 2021–2022 LAC completed 46.87% (936 of 1,997) within legislated timelines. This represents an increase of 26.07% from the 2020–2021 fiscal year, when 20.8% of requests were completed within the statutory deadline.

Due to the continued impact of the COVID-19 pandemic on LAC’s operations in 2021–2022, the majority of requests in deemed refusal (1,047 of 1,061) were related to delays in processing caused by the pandemic and are included in the category “Other”.

**Table 11: Reasons for deemed refusals**

Reasons for Deemed Refusals	Total
External consultation	13
Internal consultation	1
Other	1,047

Note 1: LAC holds records that are also accessed by other federal departments (in accordance with section 9 of the Act and paragraph 8(2)(a) of the *Privacy Act*) for the purpose for which the information was obtained or compiled by the institution or for a use consistent with that purpose. This means that, at times, the relevant records may not be available for LAC ATI review.

Note 2: An institution calculates deemed refusals once the request is closed. In some cases, the deemed refusals pertain to requests that were carried forward from the previous fiscal year.

Section 7.7.2 of the *Interim Directive on the Administration of the Access to Information Act*, issued in May 2016, directed federal institutions to apply the same importance to consultations as to the processing of their own ATI requests.

With the growing number of formal ATI requests being submitted to LAC during recent years, LAC has been in turn sending higher numbers of consultation requests to creating departments for advice on severances. While LAC did send a significant number of consultation requests (24) this past fiscal year, LAC is also waiting on packages that were sent out in previous fiscal years. Prior to the pandemic, some GC departments had been experiencing significant increases in their workload and were sometimes not able to respond to LAC in accordance with their consultation time frames. The resulting delays in turn affected LAC’s ability to respond within the statutory time limits, even with the extensions taken. With the onset of the COVID-19 pandemic, it became even more difficult for creating departments to respond to LAC within established timeframes.

On March 31, 2022, there were 518 consultation requests pending a response from other departments. This is an increase of 3% over the previous fiscal year (March 31, 2021) when LAC had 502 consultation requests pending a response. In light of the low volume of responses received from GC departments on consultation packages in 2021–2022, LAC had a total of 24 deemed refusals due to external consultation this past fiscal year.

### 2.9.2 Number of days past deadline

Of the 1,061 deemed refusals, 2% (23 requests) exceeded timelines, including additional extensions taken, and 98% (1,038) exceeded timelines where the request had not been identified as requiring

or eligible for an extension. Due to LAC’s limited access to facilities, staff turnover and volume of requests in 2021–22, LAC was unable to assess or take extensions on a significant number of new incoming requests.

**Table 12: Number of days past deadline**

Number of Days Past Deadline	Number of Requests Past Deadline Where No Extension Was Taken	Number of Requests Past Deadline Where an Extension Was Taken	Total
1 to 15 days	203	0	203
16 to 30 days	106	0	106
31 to 60 days	203	0	203
61 to 120 days	212	1	213
121 to 180 days	54	0	54
181 to 365 days	138	4	142
More than 365 days	122	18	140
<b>Total</b>	<b>1,038</b>	<b>23</b>	<b>1,061</b>

## 2.10 Requests for translation

Consistent with the previous fiscal years, in 2021–2022 there were no requests for translation from English to French or from French to English.

## Part 3 – Extensions

### 3.1 Reasons for extensions and disposition of requests

**Table 13: Reasons for extensions and disposition of requests**

Extension	2021–2022	2020–2021	2019–2020
9(1)(a) Large volume of records	21	30	173
9(1)(b) Consultation necessary: s.69	0	0	1
9(1)(b) Consultation necessary: Other	20	14	94
9(1)(c) Third party notice required	0	0	0
<b>Total</b>	<b>41</b>	<b>44</b>	<b>268</b>

Due to decreased activity from 2020 to 2022, fewer extensions were taken by LAC during this period.

## 3.2 Length of extensions

LAC did not only require extensions to timelines when consulting creating departments. In 2021–2022, LAC sought 21 extensions because of volume. The following table shows the number of days of extension that LAC requested for 41 of the formal ATI requests received in 2021–2022.

**Table 14: Length of extensions**

Length of Extension	Number of Requests
0 to 30 days	3
31 to 60 days	3
61 to 120 days	12
121 to 180 days	7
181 to 365 days	13
366 days or more	3
<b>Total</b>	<b>41</b>

## Part 4 – Fees

The *Service Fees Act* requires a responsible authority to report annually to Parliament on the fees collected by the institution.

With respect to fees collected under the *Access to Information Act*, the information below is reported in accordance with the requirements of section 20 of the *Service Fees Act*.

During the reporting period, LAC collected \$12,630 in application fees for 2,526 formal ATI requests it received. This is an increase of \$4,470 (55%) over 2020–2021, in which LAC collected \$8,160 in application fees for 1,632 formal ATI requests it received. In accordance with the *Interim Directive on the Administration of the Access to Information Act*, issued on May 5, 2016, and the changes to the *Access to Information Act* that came into force on June 21, 2019, LAC waives all fees prescribed by the Act and Regulations, other than the \$5 application fee set out in paragraph 7(1)(a) of the Regulations. LAC waived or refunded fees related to 11 requests in 2021–2022.

## Part 5 – Consultations received from other institutions and organizations

### 5.1 Consultations received from other Government of Canada institutions and other organizations

During the 2021–2022 fiscal year, LAC received 41 consultation requests from other GC institutions

and completed 11 consultation requests from other government institutions. LAC provided consultation on 4,963 pages. LAC carried 31 requests over to the 2022–2023 fiscal year.

## 5.2 Recommendations and completion time for consultations received from other Government of Canada institutions

The table below outlines the period of time required to process the consultation requests completed by LAC in 2021–2022.

**Table 15: Number of days required to complete consultation requests**

<b>Recommendation</b>	<b>1 to 15 Days</b>	<b>16 to 30 Days</b>	<b>31 to 60 Days</b>	<b>61 to 120 Days</b>	<b>121 to 180 Days</b>	<b>181 to 365 Days</b>	<b>More than 365 Days</b>
Disclose entirely	1	1	1	1	1	1	0
Disclose in part	0	1	0	2	0	0	0
Exempt entirely	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0
Consult other institution	0	0	1	0	1	0	0
Other	1	2	2	3	2	1	0

## 5.3 Recommendations and completion time for consultations received from other organizations

LAC received no requests for consultation from other (private sector) organizations.

## Part 6 – Completion time of consultations on Cabinet confidences

### 6.1 Requests with Legal Services

LAC did not consult Legal Services on Cabinet confidences in 2021–2022.

### 6.2 Requests with Privy Council Office

LAC did not consult the Privy Council Office on Cabinet confidences in 2021–2022.

## Part 7 – Complaints and investigations

In 2021–2022, LAC received 87 notifications of complaints or investigations from the Office of the Information Commissioner (OIC).

There has been a growing amount of work in ATIP and a lack of resources to complete the volume

of requests over recent years. LAC has also had limited resources to dedicate to the resolution of complaints, which has contributed to a growing backlog of unresolved complaints. This issue was further compounded in the 2020–2021 and 2021–2022 fiscal years due to the impact of the COVID-19 pandemic. On March 31, 2022, the OIC had a total of 272 active complaints against LAC. Because of this large volume of complaints, the OIC and LAC agreed to manage a priority list. LAC committed to working on complaints identified as a priority, and once these complaints were resolved, the OIC would replace them with new priorities. While LAC has resolved 24 complaints during the pandemic, it has been a challenge for LAC to address all of the priority requests in addition to the work required by LAC to respond to requests for information on newly submitted complaints (Notices to Investigate) and other administrative complaints that were exempted from the priority list.

The majority of active complaints filed with the OIC on LAC’s ATI packages are the result of “deemed refusals”: packages not received by requesters on time.

**Table 16: Complaints and investigations received by LAC in 2021–2022**

<b>Section 32</b> Notice of intention to investigate	<b>Section 35</b> Formal representations	<b>Section 37</b> Commissioner shall provide a record of report
87	12	25

## **Part 8 – Court action**

In 2021–2022, there was one new court case involving LAC.

## **Part 9 – Resources related to the *Access to Information Act***

### **9.1 Costs**

In 2021–2022, LAC’s archivists, reference services, circulation, preservation, digitization, translation and web publishing staff played key roles to ensure that:

- ATIP requests at LAC are responded to in a timely manner; and
- *Info Source* and annual reports are translated and published.

Adhering to the same reporting methodology used in its 2019–2020 and 2020–2021 annual reports, what follows are LAC’s costs associated with the administration of the Act for 2021–2022; however, it should be noted it does not include all of the staff costs mentioned above.



**Table 17: Costs of administering the *Access to Information Act*<sup>1</sup>**

Cost Category	Salary <sup>2</sup>	Operations and Maintenance
ATIP Division (National Capital Region), including Director	\$1,405,652	\$22,702
ATIP software licenses		\$74,430
ATIP shipping		\$23,513
ATIP transportation/travel		\$0
Digitization	\$297,764	\$0
Regional staff	\$136,263	\$0
Other costs <sup>3</sup>	\$245,368	\$30,948
<b>Total cost</b>	<b>\$2,085,047</b>	<b>\$151,593</b>

Notes:

- 1 The financial information presented in this table represents the most current data at the time of the production of this report.
- 2 The financial information presented in this table excludes costs for Employee Benefit Plans (EBPs) (27% of salary).
- 3 “Other costs” includes costs associated with the application of the Act related to services such as those provided by archivists, reference, circulation, preservation, security, translation and web publishing.

## 9.2 Human resources

In 2021–2022, there were 16.597 FTEs in the ATIP and Litigation Response Division and 5.59 FTEs across the institution performing work associated with the application of the Act.

To respond to the high degree of movement across departments in the ATIP community and high rates of employee turnover, LAC made a concerted effort to retain its existing staff in 2021–2022 and began working towards the development of a Career Management Program for ATIP specialists at LAC.

However, due to significant budget challenges experienced by LAC, many vacant positions were left unfilled across LAC throughout the past fiscal year, including positions in the core ATIP team. To mitigate the impact of this situation on the ATIP Division, an institution-wide internal Call for Interest was issued to seek LAC staff interested in providing short-term help to the ATIP Division. The additional staff assistance was sought to support the division in its aim to continue providing critical information to the Canadian public and assist with certain priority requests that have a direct impact on the lives, rights, health and wellbeing of Canadians, such as those related to the Federal Indian Day Schools Settlement. The ATIP Division called upon interested LAC staff for full-time and part-time opportunities at various levels.

## Part 10 – Miscellaneous

### 10.1 Education and training

During the 2021–2022 fiscal year, the focus was on providing internal training and mentoring because of the need to develop employees who had taken on new roles or were new to LAC’s ATIP division, particularly employees not from the ATIP community who stepped in to assist in responding to requests for records related to the Federal Indian Day School Class Action. The guidance provided by experienced LAC ATIP analysts and members of the ATIP Policy and Governance unit was important in the successful processing of new incoming requests. In addition, LAC’s peer review process continued in ATIP this fiscal year to support new analysts in their work.

### 10.2 Significant changes to organization, programs, operations or policy

Over the course of the past fiscal year, LAC’s ATIP and Litigation Response Division has adapted its operations, and strengthened its policies and procedures in response to;

- its evolving business;
- specifically funded activities (the [CAF-DND Sexual Misconduct Class Action Settlement Agreement](#));
- a surge of requests for information in support of claims related to the [Federal Indian Day Schools Class Action](#); and
- changing circumstances and challenges caused by the COVID-19 pandemic.

#### Operations

During the past fiscal year, LAC has continued its efforts to improve its business processes and increase public access in alignment with the GC’s initiative and directives on [Proactive Disclosure](#) and [Open Government](#) and in response to changes introduced by Bill C-58.

The capacity to work in an increasingly digital environment is integral to LAC’s current business needs and ability to provide access, especially in light of the COVID-19 pandemic. In the 2021–2022 fiscal year, LAC’s ATIP Division continued to work in a hybrid work environment, as many of its administrative processes were already digital.

LAC’s clients are able to submit ATIP requests electronically through its [online portal](#). In 2021–2022, LAC received 3,223 informal and 2,513 formal ATIP requests through its online ATIP request portal, a total of 5,736 ATIP requests. ATIP requests made up approximately 68% (3,908) of requests received online. Using the LAC ATIP Online Request service is a faster, easier and more convenient way for LAC’s clients to submit ATIP requests. Furthermore, it enables LAC to continue registering requests in a remote work environment.

To expedite the delivery of ATIP release packages to its clients, LAC implemented the use of Canada Post’s *epost Connect*<sup>TM</sup> service for digital release packages up to the Protected B level. This new digital delivery method provides LAC’s clients with a modern alternative to receiving a CD-

ROM in the mail. It also enables LAC to send digital release packages in a remote work environment.

This past fiscal year, LAC also made efforts to continue researching and investigating a variety of solutions to increase its capacity to work in a digital environment and improve its services for clients, including the ability to provide online access to open ATI release packages through digital download. This particular solution will enable clients to have the ability to browse previously released ATI packages and download them in PDF format without needing to request a copy from LAC’s ATIP division.

To improve its processes, LAC is also collaborating with other organizations involved in the processing of requests for access to records containing security and intelligence information on the development of more efficient and shared practices. LAC’s onboarding to secure technology infrastructure platforms in recent years has optimized communication while ensuring that the appropriate cybersecurity and privacy protection mechanisms are in place.

While LAC is actively working to make its processes more streamlined and efficient, the number of requests it receives continues to be greater than the volume it can complete. Any increase to the volume of requests received by LAC affects its ability to process requests and has an impact on all supporting business areas. Over the past six fiscal years, LAC’s backlog of uncompleted ATIP requests has grown significantly as a result. On March 31, 2016, LAC had a backlog of 2,885 uncompleted ATIP requests. By March 31, 2022, this backlog had grown to 18,212 requests, which represents an overall increase of 531%.

**Table 18: Volume of ATIP requests received and backlog of uncompleted requests over 5 years**

Requests	2017–2018	2018–2019	2019–2020	2020–2021	2021–2022
Total number of ATIP requests received	14,331	15,619	17,190	12,801	12,414
Total number of ATIP requests completed	11,434	13,508	13,391	8,130	11,094
<b>Total number of ATIP requests carried forward (backlog of uncompleted requests)</b>	<b>6,310</b>	<b>8,409</b>	<b>12,218</b>	<b>16,922</b>	<b>18,212</b>
Total # FTEs working in LAC’s ATIP Division on the Administration of the Acts	44.26	74.49	63.97	56.97	55.95

Out of the 18,212 ATIP requests in LAC’s backlog on March 31, 2022, 16,314 are ATI requests (2,468 formal ATI requests and 13,846 informal ATI requests).

Clients faced with a long waiting period for a response to their informal request may, as a result, choose to submit a formal request in order to receive their response in the legislated time frame. LAC continues to identify various options and the resources needed to reduce the outstanding queue of informal ATI requests and considerably reduce the current wait time. Despite the growing queue of requests, LAC continues to make significant efforts to process formal ATIP requests within the legislated timeframe and urgent requests in an expedited manner.

### **OIC Systemic Investigation**

The growing volume of ATIP requests over recent years and the COVID-19 pandemic have impacted LAC's ability to fulfill its responsibilities under both the *Privacy Act* and the *Access to Information Act* in 2021–2022. However, LAC prioritized the processing of urgent requests related to medical benefits, social services, class actions and legal proceedings throughout the pandemic.

On January 20, 2021, LAC received a Notice of Intention to Investigate and Summary of Complaint (under s.32 of the *Access to Information Act*) from the Information Commissioner of Canada. The Information Commissioner initiated a complaint against LAC pursuant to subsection 30(3) of the *Access to Information Act*. The complaint concerns LAC's ongoing failure to provide timely access to information and was based on reports that LAC was unable to process records under its control during the timeframe of April 1, 2020, to February 4, 2021.

On February 4, 2021, LAC received the request for documentation from the OIC, which included information and statistics about requests received and completed by LAC, information on LAC's ATIP processes and copies of its procedures, and information and correspondence provided by LAC to clients. The request also included questions asking LAC to explain its challenges, including the impact of the COVID-19 pandemic, and its plans to address the situation.

On March 18, 2021, LAC provided its response to the OIC with all requested documentation. An official report by the Information Commissioner of Canada regarding the investigation was tabled in Parliament on April 26, 2022. In fiscal year 2022–2023, LAC has committed to putting in place a Task Force which will be responsible for renewing LAC's ATI policies and procedures, and charged with [developing an Action Plan](#) and reporting on progress.

### **Policy**

The addition of a Policy and Governance unit to LAC's ATIP team at the end of March 2017 has enabled LAC to accomplish significant work to strengthen its policies and procedures and to meet the requirements and directives of TBS and the Office of the Privacy Commissioner. During the past fiscal year, the Policy and Governance unit revised LAC's *Info Source* chapter and developed templates and processes for privacy incidents and breaches, privacy notices, personal information banks, classes of records and privacy impact assessments. In addition, the Policy and Governance unit worked on ATIP workflows, drafted the annual reports to Parliament and continued its oversight of LAC's reporting via the [Open Data](#) portal. In the 2021–2022 fiscal year, this unit was responsible for all additional reporting to TBS related to the COVID-19 pandemic, including the completion of the Weekly Questionnaire on the Status of ATIP Offices and the Monthly Questionnaire on

Consultation Capacity for ATIP Offices.

### **ATIP legislation renewal process**

LAC is an active member in a number of interdepartmental working groups focused on making recommendations for improving the *Access to Information Act* and the *Privacy Act*.

### **10.3 Changes as a result of issues raised by the Office of the Information Commissioner**

In 2019–2020, the Office of the Information Commissioner (OIC) presented complaints from clients regarding lengthy extensions on requests and raised issues regarding the timelines associated with formal ATI requests in which consultations were sent to creating departments. LAC addressed this concern by proactively assigning one FTE to review requests in which the time frames for consultation exceeded the allowable days and assigning a senior lead analyst to coordinate LAC's interactions with the OIC and its investigators. Despite its limited capacity in 2021–2022 as a result of the COVID-19 pandemic, LAC continued to follow this new approach as much as possible.

### **10.4 Changes as a result of issues raised by other agents of Parliament**

There are no changes to report for the 2021–2022 fiscal year.

### **10.5 Monitoring**

LAC monitors the time invested in processing ATI requests through the specialized ATIP software Access Pro Case Management from CSDS Systems Inc. This software enables LAC to track all request-related activities (e.g. time management, correspondence, consultations and fees) and allows each activity to be reported with specific timelines. A system feature called the “Dashboard” also provides system users, supervisors and managers with information about various data fields. The Dashboard is reviewed monthly by the systems specialist in the ATIP and Litigation Response Division to ensure accuracy of reporting including monthly, quarterly and annual statistical reports.

The systems specialist also produces a number of ad hoc reports and quarterly infographics throughout the year to help keep LAC's management informed.

The “Dashboard” is one tool pertaining to monitoring and compliance; however, LAC has designed several tools and reporting mechanisms to review progress and level of completion of requests. Data fields available for review include the number of requests and request actions that are due within a specific period. Other features, such as system-designed reports and search-builders, allow users, managers and the system administrator to track all active and closed requests for accuracy, completeness and compliance with regard to regulations, policies and procedures.

If an irregularity is identified in the data reported, this will be brought to the attention of section supervisors. Depending on the severity of the irregularity identified, the case may be brought to the attention of the ATIP Coordinator, Director, Chief Privacy Officer, other senior executives, or the Librarian and Archivist of Canada.

## 10.6 Information holdings

*Sources of Federal Government and Employee Information (Info Source)* is a series of bulletins containing information about, and collected by, the GC. The primary purpose of *Info Source* is to assist individuals in exercising their rights under the Act. *Info Source* also supports the federal government's commitment to facilitate access to information regarding its activities.

A description of LAC's functions, programs, activities and related information holdings can be found in [\*Sources of Federal Government and Employee Information\*](#).

To improve service delivery and reduce the technical burdens for the requesters who chose to submit their request online, the Public Services Branch at LAC has updated its program-related information available online, including *Info Source*. All *Info Source* publications are available online free of charge.

Additional copies of this report are available upon request:

**Access to Information and Privacy Coordinator**  
Library and Archives Canada  
395 Wellington Street  
Ottawa, Ontario K1A 0N4

### 3 Appendices

#### Appendix A: Delegation Order – *Access to Information Act*

##### DELEGATION ORDER

##### Access to Information Act and Privacy Act

Pursuant to Section 73 of the *Access to Information Act* and the *Privacy Act*, I, as head of Library and Archives Canada, hereby designate the persons holding the positions set out in the schedule hereto, or persons occupying on an acting basis those positions, to exercise my powers and functions under these Acts specified opposite each position.

This Delegation Order supersedes all previous  
*Access to Information Act* and *Privacy Act* Delegation Orders.



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The Honourable Mélanie Joly  
Minister of Canadian Heritage  
MAY 26 2016

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Date

Powers and functions delegated pursuant to Section 73 of the *Access to Information Act* and the *Access to Information Regulations*

Delegation		Position					
		LAC	DGS	DIR	MAI	A1	A2
Section	Description	1	2	3	4	5	6
<b>Access to Information Act</b>							
4(2.1)	Responsibility of government institutions	X	X	X	X	X	X
7(a)	Notice where access is requested	X	X	X	X	X	X
7(b)	Giving access to record	X	X	X	X	X	X
8(1)	Transfer of request to another government institution	X	X	X	X	X	X
9	Extension of time limits	X	X	X	X	X	X
11(2), (3), (4), (5), (6)	Additional fees	X	X	X	X	X	X
12(2)(b)	Language of access	X	X	X	X		
12(3)(b)	Access in an alternative format	X	X	X	X		
13	Exemption - Information obtained in confidence	X	X	X	X	X	X
14	Exemption- Federal-provincial affairs	X	X	X	X	X	X
15	Exemption - International affairs and defence	X	X	X	X	X	X
16	Exemption – Law enforcement and investigation	X	X	X	X	X	X
16.5	Exemption – <i>Public Servants Disclosure Protection Act</i>	X	X	X	X	X	X
17	Exemption – Safety of individuals	X	X	X	X	X	X
18	Exemption – Economic interests of Canada	X	X	X	X	X	X
18.1	Exemption – Economic interests of the Canada Post Corporation, Export Development Canada, the Public Sector Pension Investment Board and VIA Rail Canada Inc.	X	X	X	X	X	X
19	Exemption – Personal information	X	X	X	X	X	X



20	Exemption – Third party information	X	X	X	X	X	X
21	Exemption – Operations of Government	X	X	X	X	X	X
22	Exemption – Testing procedures, tests and audits	X	X	X	X	X	X
22.1	Exemption – Audit working papers and draft audit reports	X	X	X	X	X	X
23	Exemption – Solicitor-client privilege	X	X	X	X	X	X
24	Exemption – Statutory prohibitions	X	X	X	X	X	X
25	Severability	X	X	X	X	X	X
26	Exemption – Information to be published	X	X	X	X	X	X
27(1), (4)	Third-party notification	X	X	X	X	X	X
28(1)(b), (2), (4)	Third-party notification	X	X	X	X	X	X
29(1)	Where the Information Commissioner recommends disclosure	X	X	X	X	X	X
33	Advising Information Commissioner of third-party involvement	X	X	X	X	X	X
35(2)(b)	Right to make representations	X	X	X	X	X	X
37(4)	Access to be given to complainant	X	X	X	X	X	X
43(1)	Notice to applicant (application to Federal Court by third-party)	X	X	X	X	X	X
52(2)(b), (3)	Special rules for hearings	X	X	X	X	X	X
71(1)	Facilities for inspection of manuals	X	X	X	X	X	X
72	Annual report to Parliament	X	X	X	X	X	X

Delegation		Position					
		LAC	DGS	DIR	MAI	A1	A2
Section	Description	1	2	3	4	5	6
<b>Access to Information Delegation</b>							
6(1)	Transfer of request	X	X	X	X		
7(2)	Search and preparation fees	X	X	X	X		
7(3)	Production and programming fees	X	X	X	X		
8	Providing access to record(s)	X	X	X	X		
8.1	Limitations in respect of format	X	X	X	X		

**Legend:**

LAC Librarian and Archivist of Canada

DGS Director General, Services

DIR Director, Regional Services and ATIP

MAI Manager, Access to Information and Privacy Division, PM-06

A1 Senior Analyst, Access to Information and Privacy Division, PM-05, PM-04

A2 Personnel Records Analyst, Access to Information and Privacy Division, PM-03

Powers and functions delegated pursuant to Section 73 of the *Privacy Act* and *Privacy Regulations*

Delegation		Position					
		LAC	DGS	DIR	MAI	A1	A2
Section	Description	1	2	3	4	5	6
<b>Privacy Act</b>							
8(2)(j)	Disclosure for research purposes	X	X	X	X		
8(2)(m)	Disclosure in the public interest or in the interest of the individual	X	X	X	X		
8(4)	Copies of requests under 8(2)(e) to be retained	X	X	X	X	X	X
8(5)	Notice of Disclosure under 8(2)(m)	X	X	X	X	X	X
9(1)	Record of disclosure to be retained	X	X	X	X	X	X
9(4)	Consistent uses	X	X	X	X	X	X
10	Personal information to be included in personal information banks	X	X	X	X	X	X
14	Notice where access requested	X	X	X	X	X	X
15	Extension of time limits	X	X	X	X	X	X
17(2)(b)	Language of access	X	X	X	X		
17(3)(b)	Access to personal information in alternative format	X	X	X	X	X	X
18(2)	Exemption (exempt bank) – Disclosure may be refused	X	X	X	X	X	X
19(1)	Exemption – Personal information obtained in confidence	X	X	X	X	X	X
19(2)	Exemption – Where authorized to disclose	X	X	X	X	X	X
20	Exemption – Federal-provincial affairs	X	X	X	X	X	X
21	Exemption – International affairs and defence	X	X	X	X	X	X
22	Exemption – Law enforcement and investigation	X	X	X	X	X	X
22.3	Exemption – <i>Public Servants Disclosure Protection Act</i>	X	X	X	X	X	X
23	Exemption – Security clearances	X	X	X	X	X	X

24	Exemption – Individuals sentenced for an offence	X	X	X	X	X	X
25	Exemption – Safety of individuals	X	X	X	X	X	X
26	Exemption – Information about another individual	X	X	X	X	X	X
27	Exemption – Solicitor-client privilege	X	X	X	X	X	X
28	Exemption – Medical record	X	X	X	X	X	X
31	Notice of intention to investigate	X	X	X	X	X	X
33(2)	Right to make representation	X	X	X	X	X	X
35(1)	Findings and recommendations of Privacy Commissioner (complaints)	X	X	X	X	X	X
35(4)	Access to be given	X	X	X	X	X	X
36(3)	Report of findings and recommendations (exempt banks)	X	X	X	X	X	X
37(3)	Report of findings and recommendations (compliance review)	X	X	X	X	X	X
51(2)(b)	Special rules for hearings	X	X	X	X		
51(3)	Ex parte representations	X	X	X	X		
72(1)	Report to Parliament	X	X	X	X	X	X

Delegation		Position					
		LAC	DGS	DIR	MAI	A1	A2
Section	Description	1	2	3	4	5	6
<b>Privacy Regulations</b>							
9	Reasonable facilities and time provided to examine personal information	X	X	X	X		
11(2)	Notification that correction to personal information has been made	X	X	X	X		
11(4)	Notification that correction to personal information has been refused	X	X	X	X		
13(1)	Disclosure of personal information relating to physical or mental health may be made to a qualified medical practitioner or psychologist for an opinion on whether to release information to the requestor	X	X	X	X		
14	Disclosure of personal information relating to physical or mental health may be made to a requestor in the presence of a qualified medical practitioner or psychologist	X	X	X	X		

**Legend:**

LAC Librarian and Archivist of Canada

DGS Director General, Services

DIR Director, Regional Services and ATIP

MAI Manager, Access to Information and Privacy Division, PM-06

A1 Senior Analyst, Access to Information and Privacy Division, PM-05, PM-04

A2 Personnel Records Analyst, Access to Information and Privacy Division, PM-03

# Appendix B: Statistical Report on the Access to Information Act



Government of Canada

Gouvernement du Canada

## Statistical Report on the Access to Information Act

Name of institution: Library and Archives Canada

Reporting period: 2021-04-01 to 2022-03-31

### Section 1: Requests Under the Access to Information Act

#### 1.1 Number of requests

		Number of Requests
Received during reporting period		2537
Outstanding from previous reporting periods		1928
• Outstanding from previous reporting period	955	
• Outstanding from more than one reporting period	973	
<b>Total</b>		4465
Closed during reporting period		1997
Carried over to next reporting period		2468
• Carried over within legislated timeline	134	
• Carried over beyond legislated timeline	2334	

#### 1.2 Sources of requests

Source	Number of Requests
Media	48
Academia	503
Business (private sector)	41
Organization	128
Public	1136
Decline to Identify	681
<b>Total</b>	2537

#### 1.3 Channels of requests

Source	Number of Requests
Online	1816
E-mail	118
Mail	594
In person	0
Phone	0
Fax	9
<b>Total</b>	2537

## Section 2: Informal Requests

### 2.1 Number of informal requests

		Number of Requests
Received during reporting period		4701
Outstanding from previous reporting periods		12198
• Outstanding from previous reporting period	5056	
• Outstanding from more than one reporting period	7142	
<b>Total</b>		16899
Closed during reporting period		3053
Carried over to next reporting period		13846

### 2.2 Channels of informal requests

Source	Number of Requests
Online	2092
E-mail	1188
Mail	1254
In person	7
Phone	3
Fax	157
<b>Total</b>	4701

### 2.3 Completion time of informal requests

Completion Time							
1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
415	377	291	317	127	257	1269	3053

### 2.4 Pages released informally

Less Than 100 Pages Released		100-500 Pages Released		501-1000 Pages Released		1001-5000 Pages Released		More Than 5000 Pages Released	
Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released
2897	29642	37	8875	14	10458	14	26128	1	5803

### 2.5 Pages re-released informally

Less Than 100 Pages Re-released		100-500 Pages Re-released		501-1000 Pages Re-released		1001-5000 Pages Re-released		More Than 5000 Pages Re-released	
Number of Requests	Pages Re-released	Number of Requests	Pages Re-released	Number of Requests	Pages Re-released	Number of Requests	Pages Re-released	Number of Requests	Pages Re-released
37	1382	25	6350	7	5146	20	36095	1	9755

### Section 3: Applications to the Information Commissioner on Declining to Act on Requests

	Number of Requests
Outstanding from previous reporting period	0
Sent during reporting period	1
<b>Total</b>	<b>1</b>
Approved by the Information Commissioner during reporting period	0
Declined by the Information Commissioner during reporting period	0
Withdrawn during reporting period	0
Carried over to next reporting period	1

### Section 4: Requests Closed During the Reporting Period

#### 4.1 Disposition and completion time

Disposition of Requests	Completion Time							Total
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
All disclosed	216	283	140	125	28	27	36	855
Disclosed in part	74	217	141	192	37	31	49	741
All exempted	0	0	0	0	0	0	1	1
All excluded	6	2	4	3	11	33	25	84
No records exist	26	22	19	22	25	40	13	167
Request transferred	1	0	0	0	0	0	0	1
Request abandoned	78	6	8	4	5	9	38	148
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0
<b>Total</b>	<b>401</b>	<b>530</b>	<b>312</b>	<b>346</b>	<b>106</b>	<b>140</b>	<b>162</b>	<b>1997</b>

#### 4.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	5	16(2)	1	18(a)	0	20.1	0
13(1)(b)	2	16(2)(a)	0	18(b)	0	20.2	0
13(1)(c)	3	16(2)(b)	0	18(c)	0	20.4	0
13(1)(d)	3	16(2)(c)	8	18(d)	0	21(1)(a)	4
13(1)(e)	0	16(3)	0	18.1(1)(a)	0	21(1)(b)	2
14	0	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	3
14(a)	0	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	4
14(b)	0	16.1(1)(c)	0	18.1(1)(d)	0	22	1
15(1)	7	16.1(1)(d)	0	19(1)	755	22.1(1)	0
15(1) - I.A.*	1	16.2(1)	0	20(1)(a)	0	23	6
15(1) - Def.*	1	16.3	0	20(1)(b)	2	23.1	0
15(1) - S.A.*	0	16.4(1)(a)	0	20(1)(b.1)	0	24(1)	8
16(1)(a)(i)	0	16.4(1)(b)	0	20(1)(c)	1	26	2
16(1)(a)(ii)	0	16.5	0	20(1)(d)	1		
16(1)(a)(iii)	0	16.6	0				
16(1)(b)	1	17	0				
16(1)(c)	0						
16(1)(d)	0						

\* I.A.: International Affairs    Def.: Defence of Canada    S.A.: Subversive Activities



#### 4.3 Exclusions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
68(a)	114	69(1)	0	69(1)(g) re (a)	1
68(b)	1	69(1)(a)	0	69(1)(g) re (b)	0
68(c)	14	69(1)(b)	0	69(1)(g) re (c)	0
68.1	0	69(1)(c)	0	69(1)(g) re (d)	0
68.2(a)	0	69(1)(d)	0	69(1)(g) re (e)	0
68.2(b)	0	69(1)(e)	0	69(1)(g) re (f)	0
		69(1)(f)	0	69.1(1)	0

#### 4.4 Format of information released

Paper	Electronic				Other
	E-record	Data set	Video	Audio	
938	658	0	0	0	0

#### 4.5 Complexity

##### 4.5.1 Relevant pages processed and disclosed for paper and e-record formats

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
214579	204621	1829

##### 4.5.2 Relevant pages processed per request disposition for paper and e-record formats by size of requests

Disposition	Less Than 100 Pages Processed		100-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed
All disclosed	740	18254	102	17695	8	4666	5	7103	0	0
Disclosed in part	446	12511	214	49147	43	29374	36	56836	2	17103
All exempted	1	67	0	0	0	0	0	0	0	0
All excluded	79	257	4	891	1	670	0	0	0	0
Request abandoned	148	5	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>1414</b>	<b>31094</b>	<b>320</b>	<b>67733</b>	<b>52</b>	<b>34710</b>	<b>41</b>	<b>63939</b>	<b>2</b>	<b>17103</b>

##### 4.5.3 Relevant minutes processed and disclosed for audio formats

Number of Minutes Processed	Number of Minutes Disclosed	Number of Requests
0	0	0

**4.5.4 Relevant minutes processed per request disposition for audio formats by size of requests**

Disposition	Less Than 60 Minutes Processed		60 - 120 Minutes Processed		More than 120 Minutes Processed	
	Number of Requests	Minutes Processed	Number of Requests	Minutes Processed	Number of Requests	Minutes Processed
All disclosed	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0
All exempted	0	0	0	0	0	0
All excluded	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**4.5.5 Relevant minutes processed and disclosed for video formats**

Number of Minutes Processed	Number of Minutes Disclosed	Number of Requests
0	0	0

**4.5.6 Relevant minutes processed per request disposition for video formats by size of requests**

Disposition	Less Than 60 Minutes Processed		60 - 120 Minutes Processed		More than 120 Minutes Processed	
	Number of Requests	Minutes Processed	Number of Requests	Minutes Processed	Number of Requests	Minutes Processed
All disclosed	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0
All exempted	0	0	0	0	0	0
All excluded	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

#### 4.5.7 Other complexities

Disposition	Consultation Required	Legal Advice Sought	Other	Total
All disclosed	2	0	263	265
Disclosed in part	21	0	140	161
All exempted	1	0	0	1
All excluded	0	0	0	0
Request abandoned	0	0	0	0
Neither confirmed nor denied	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
<b>Total</b>	<b>24</b>	<b>0</b>	<b>403</b>	<b>427</b>

#### 4.6 Closed requests

##### 4.6.1 Requests closed within legislated timelines

Number of requests closed within legislated timelines	936
Percentage of requests closed within legislated timelines (%)	46.87030546

#### 4.7 Deemed refusals

##### 4.7.1 Reasons for not meeting legislated timelines

Number of requests closed past the legislated timelines	Principal Reason			
	Interference with operations/ Workload	External Consultation	Internal Consultation	Other
1061	1	13	0	1047

#### 4.7.2 Requests closed beyond legislated timelines (including any extension taken)

Number of days past legislated timelines	Number of requests past legislated timeline where no extension was taken	Number of requests past legislated timeline where an extension was taken	Total
1 to 15 days	203	0	203
16 to 30 days	106	0	106
31 to 60 days	203	0	203
61 to 120 days	212	1	213
121 to 180 days	54	0	54
181 to 365 days	138	4	142
More than 365 days	122	18	140
<b>Total</b>	<b>1038</b>	<b>23</b>	<b>1061</b>

#### 4.8 Requests for translation

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>

### Section 5: Extensions

#### 5.1 Reasons for extensions and disposition of requests

Disposition of Requests Where an Extension Was Taken	9(1)(a) Interference With Operations/ Workload	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
All disclosed	3	0	2	0
Disclosed in part	16	0	16	0
All exempted	1	0	1	0
All excluded	0	0	0	0
Request abandoned	0	0	0	0
No records exist	1	0	1	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
<b>Total</b>	<b>21</b>	<b>0</b>	<b>20</b>	<b>0</b>

#### 5.2 Length of extensions

Length of Extensions	9(1)(a) Interference With Operations/ Workload	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
30 days or less	3	0	0	0
31 to 60 days	3	0	0	0
61 to 120 days	9	0	3	0
121 to 180 days	0	0	7	0
181 to 365 days	5	0	8	0
365 days or more	1	0	2	0
<b>Total</b>	<b>21</b>	<b>0</b>	<b>20</b>	<b>0</b>

**Section 6: Fees**

Fee Type	Fee Collected		Fee Waived		Fee Refunded	
	Number of Requests	Amount	Number of Requests	Amount	Number of Requests	Amount
Application	2526	\$12,630.00	8	\$40.00	3	\$15.00
Other fees	0	\$0.00	0	\$0.00	0	\$0.00
<b>Total</b>	<b>2526</b>	<b>\$12,630.00</b>	<b>8</b>	<b>\$40.00</b>	<b>3</b>	<b>\$15.00</b>

**Section 7: Consultations Received From Other Institutions and Organizations**

**7.1 Consultations received from other Government of Canada institutions and other organizations**

Consultations	Other Government of Canada Institutions	Number of Pages to Review	Other Organizations	Number of Pages to Review
Received during the reporting period	41	4943	0	0
Outstanding from the previous reporting period	1	20	0	0
<b>Total</b>	<b>42</b>	<b>4963</b>	<b>0</b>	<b>0</b>
Closed during the reporting period	11	111	0	0
Carried over within negotiated timelines	0	0	0	0
Carried over beyond negotiated timelines	31	4852	0	0

**7.2 Recommendations and completion time for consultations received from other Government of Canada institutions**

Recommendation	Number of Days Required to Complete Consultation Requests							Total
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
Disclose entirely	1	1	1	1	1	1	0	6
Disclose in part	0	1	0	2	0	0	0	3
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	1	0	1	0	0	2
<b>Total</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>11</b>

**7.3 Recommendations and completion time for consultations received from other organizations outside the Government of Canada**

Recommendation	Number of Days Required to Complete Consultation Requests							Total
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
Disclose entirely	0	0	0	0	0	0	0	0
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Section 8: Completion Time of Consultations on Cabinet Confidences**

**8.1 Requests with Legal Services**

Number of Days	Fewer Than 100 Pages Processed		100-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**8.2 Requests with Privy Council Office**

Number of Days	Fewer Than 100 Pages Processed		100-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

## Section 9: Investigations and Reports of finding

### 9.1 Investigations

Section 32 Notice of intention to investigate	Subsection 30(5) Ceased to investigate	Section 35 Formal Representations
87	0	12

### 9.2 Investigations and Reports of finding

Section 37(1) Initial Reports			Section 37(2) Final Reports		
Received	Containing recommendations issued by the Information Commissioner	Containing orders issued by the Information Commissioner	Received	Containing recommendations issued by the Information Commissioner	Containing orders issued by the Information Commissioner
6	4	2	19	4	1

## Section 10: Court Action

### 10.1 Court actions on complaints

Section 41				
Complainant (1)	Institution (2)	Third Party (3)	Privacy Commissioner (4)	Total
1	0	0	0	1

### 10.2 Court actions on third party notifications under paragraph 28(1)(b)

Section 44 - under paragraph 28(1)(b)
0

## Section 11: Resources Related to the Access to Information Act

### 11.1 Allocated Costs

Expenditures	Amount
Salaries	\$2,085,047
Overtime	\$0
Goods and Services	\$151,593
• Professional services contracts	\$0
• Other	\$151,593
<b>Total</b>	<b>\$2,236,640</b>

### 11.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	16.597
Part-time and casual employees	1.959
Regional staff	1.640
Consultants and agency personnel	0.000
Students	0.697
<b>Total</b>	<b>20.893</b>

Note: Enter values to three decimal places.

# Appendix C: Supplemental Statistical Report on the Access to Information Act



Government of Canada / Gouvernement du Canada

## Supplemental Statistical Report on the Access to Information Act and the Privacy Act

Name of institution: Library and Archives Canada

Reporting period: 2021-04-01 to 2022-03-31

### Section 1: Capacity to Receive Requests under the Access to Information Act and the Privacy Act

Enter the number of weeks your institution was able to receive ATIP requests through the different channels.

	Number of Weeks
Able to receive requests by mail	52
Able to receive requests by email	52
Able to receive requests through the digital request service	52

### Section 2: Capacity to Process Records under the Access to Information Act and the Privacy Act

2.1 Enter the number of weeks your institution was able to process paper records in different classification levels.

	No Capacity	Partial Capacity	Full Capacity	Total
Unclassified Paper Records	0	52	0	52
Protected B Paper Records	0	52	0	52
Secret and Top Secret Paper Records	0	52	0	52

2.2 Enter the number of weeks your institution was able to process electronic records in different classification levels.

	No Capacity	Partial Capacity	Full Capacity	Total
Unclassified Electronic Records	0	52	0	52
Protected B Electronic Records	0	52	0	52
Secret and Top Secret Electronic Records	0	52	0	52



**Section 3: Open Requests and Complaints Under the Access to Information Act**

3.1 Enter the number of open requests that are outstanding from previous reporting periods.

Fiscal Year Open Requests Were Received	Open Requests that are <i>Within</i> Legislated Timelines as of March 31, 2022	Open Requests that are <i>Beyond</i> Legislated Timelines as of March 31, 2022	Total
Received in 2021-2022	377	695	1072
Received in 2020-2021	5	476	481
Received in 2019-2020	68	503	571
Received in 2018-2019	17	127	144
Received in 2017-2018	4	143	147
Received in 2016-2017	0	44	44
Received in 2015-2016 or earlier	0	9	9
<b>Total</b>	<b>471</b>	<b>1997</b>	<b>2468</b>

Row 8, Col. 3 of Section 3.1 must equal Row 7, Col. 1 of Section 1.1 2021-2022 Statistical Report on the *Access to Information Act*

3.2 Enter the number of open complaints with the Information Commissioner of Canada that are outstanding from previous reporting periods.

Fiscal Year Open Complaints Were Received by Institution	Number of Open Complaints
Received in 2021-2022	68
Received in 2020-2021	38
Received in 2019-2020	67
Received in 2018-2019	84
Received in 2017-2018	3
Received in 2016-2017	3
Received in 2015-2016 or earlier	9
<b>Total</b>	<b>272</b>

**Section 4: Open Requests and Complaints Under the Privacy Act**

4.1 Enter the number of open requests that are outstanding from previous reporting periods.

Fiscal Year Open Requests Were Received	Open Requests that are <i>Within</i> Legislated Timelines as of March 31, 2022	Open Requests that are <i>Beyond</i> Legislated Timelines as of March 31, 2022	Total
Received in 2021-2022	236	698	934
Received in 2020-2021	4	71	75
Received in 2019-2020	2	10	12
Received in 2018-2019	0	0	0
Received in 2017-2018	0	0	0
Received in 2016-2017	0	0	0
Received in 2015-2016 or earlier	0	0	0
<b>Total</b>	<b>242</b>	<b>779</b>	<b>1021</b>

Row 8, Col. 3 of Section 4.1 must equal Row 7, Col. 1 of Section 1.1 2021-2022 Statistical Report on the *Privacy Act*

4.2 Enter the number of open complaints with the Privacy Commissioner of Canada that are outstanding from previous reporting periods.

Fiscal Year Open Complaints Were Received by Institution	Number of Open Complaints
Received in 2021-2022	1
Received in 2020-2021	1
Received in 2019-2020	0
Received in 2018-2019	0
Received in 2017-2018	0
Received in 2016-2017	0
Received in 2015-2016 or earlier	0
<b>Total</b>	<b>2</b>

**Section 5: Social Insurance Number (SIN)**

Did your institution receive authority for a new collection or new consistent use of the SIN in 2021-2022?

No