



Library and Archives Canada  
Annual Report on the  
*Access to Information Act: 2022–23*



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

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la *Loi sur l'accès à l'information* (Bibliothèque et Archives Canada)

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# 1. Report on the *Access to 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 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, 2022, to March 31, 2023, 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 be 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 in Canada co-operation among 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) division, which became a branch in September 2022, 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 historical value are sent to LAC once they are no longer needed for operational purposes in the department that created them. 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 kilometres 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 Canadian Armed Forces (CAF) members and former federal public servants; many of these files 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 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 the 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 Branch's workload relates to its unique role in providing access to restricted records created by other GC departments in its care and custody, the Branch 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 access to information [ATI] regulations, policies and directives), and providing subject-matter expertise in response to Parliamentary Questions related to ATIP.

**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 Branch 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. Requesters 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 time frame for the completion of informal requests.

Clients may choose 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 2022–23 fiscal year, LAC received a total of 6,597 ATI requests, 2,536 (38%) of which were formal ATI requests and 4,061 (62%) of which were informal ATI requests.

Of the 2,536 formal ATI requests received by LAC in 2022–23, 73% (1,859) pertained to military and civilian personnel files, 26% (666) pertained to archival government records, and less than 1% (11) pertained to its own operational records.

Of the 4,061 informal ATI requests received by LAC in 2022–23, 86% (3,480) pertained to military and civilian personnel files, 13% (543) pertained to archival government records, and 1% (38) pertained to its own operational records.

**Table 1: Types of records requested under the *Access to Information Act* in 2022–23**

Type of record	Type of request	Requests received	Requests completed*
Records of former CAF members and former federal public servants	Formal	1,859	1,350
	Informal	3,480	2,916
	<b>Total</b>	<b>5,339</b>	<b>4,266</b>
GC archival records	Formal	666	523
	Informal	543	528
	<b>Total</b>	<b>1,209</b>	<b>1,051</b>
LAC operational records	Formal	11	13
	Informal	38	70
	<b>Total</b>	<b>49</b>	<b>83</b>

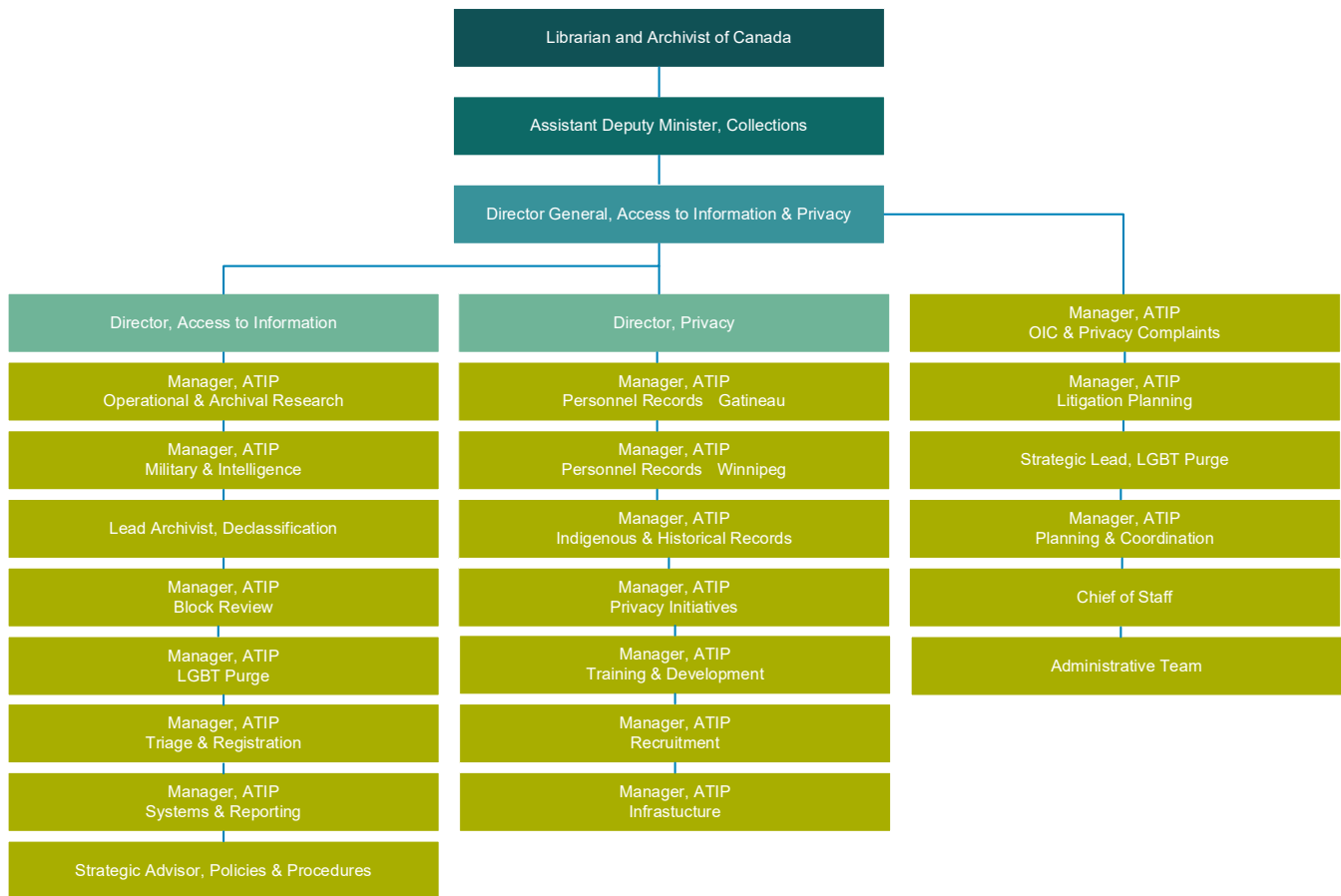
<b>Grand total (all types of records)</b>	Formal	2,536	1,886
	Informal	4,061	3,514
	<b>Total</b>	<b>6,597</b>	<b>5,400</b>

Note: Some requests completed were carried over from the previous fiscal year.

## 1.4 Organizational structure

The organizational chart below outlines the reporting structure relating to the ATIP Branch at LAC in 2022–23.

**Figure 1: ATIP Branch reporting structure**



In 2022–23, LAC ATIP underwent a significant transformation. In addition to the creation of the new Office of the Director General, ATIP, the Branch comprised two divisions divided into the multiple business areas described below.

### Office of the Director General, ATIP

#### OIC and Privacy Complaints

- Handles administrative tasks related to incoming complaints;
- Communicates with the Office of the Information Commissioner (OIC) and collaborates with



LAC's Legal Services to respond to complaints or settlements.

#### Litigation Planning

- Responds to immediate needs to meet and support LAC's roles and responsibilities related to class actions such as the LGBT Purge Class Action and the CAF-DND Sexual Misconduct Class Action.

#### LGBT Purge

- Provides guidance and expertise to LAC's newly created team and collaborates with other institutions that are part of the LGBT Purge Class Action.

#### Planning and Coordination

- Gathers necessary information from stakeholders for the efficient development of budgets and project information.

#### Chief of Staff

- Provides guidance and recommendations to executives and management for the integrated operations of the Branch.

#### Administrative Team

- Provides administrative support to the Branch and helps with coordination of ongoing tasks and projects (human resources, finances, etc.).

### **Access to Information Division**

#### Operational and Archival Research

- Processes formal and informal access, and privacy requests, 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.

#### Military and Intelligence Records

- Processes formal and informal access, and privacy requests, on restricted archival records related to military and intelligence and under LAC's control.

#### Declassification

- Represents LAC in ongoing discussions with the Treasury Board Secretariat (TBS) and the ATI Reform team on declassification;
- Engages with GC partners and international counterparts on declassification initiatives and projects.

### Block Review (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;
- Proactive development of strategic mechanisms for the opening of records in LAC's collection in collaboration with the efforts of other business areas at LAC.

### LGBT Purge

- Responds to LAC's role in supporting the GC's response to the [LGBT Purge Class Action Final Settlement Agreement](#) and to prepare for upcoming class actions.

### Triage and Registration

- Assesses and registers requests, and responds to inquiries regarding the status of requests;
- Provides clerical support to the Branch's incoming and outgoing requests;
- Ensures internal circulation of documents for ATIP requests;
- Sends communications and delivers release packages to requesters through different platforms.

### Systems and Reporting

- Generates and analyzes statistical reports related to ATIP's work;
- Leads the development of a range of internal and external reports and dashboards;
- Manages the institution's use of ATIP-specific software.

### Policies and Procedures

- Reviews the implications of changes to ATIP legislation on LAC's business;
- Reviews current, and develops new, policies and procedures;
- Develops new tools to improve workflows and user experience;
- Consults with internal and external partners regarding policy and procedure changes.

## **Privacy Division**

### Personnel Records – Gatineau

- Processes formal and informal access, and privacy requests, for restricted personnel files of former members of the CAF who served during the Second World War or in Korea.

### Personnel Records – Winnipeg

- Processes formal and informal access, and privacy requests, for restricted personnel files of former federal public servants and former members of the CAF who did not serve during the Second World War or in Korea.

## Indigenous and Historical Records

- Processes formal and informal access, and privacy requests, on restricted archival records related to Indigenous communities and historical records of other GC departments under LAC's control.

## Privacy Initiatives

- Provides advice on the management and protection of personal information to ensure that the organization is in compliance with the *Privacy Act* and TBS policy requirements;
- Performs privacy impact assessments and guides business owners through the privacy breach management process;
- Develops policies to ensure that LAC ATIP meets the legislative and policy reporting requirements of the Office of the Privacy Commissioner (OPC) and TBS.

## Training and Development

- Develops and implements training programs to facilitate the onboarding of new employees;
- Provides internal training within LAC on ATIP responsibilities;
- Supports management in identifying the training needs to help facilitate each team's work.

## Recruitment

- Handles hiring processes across the ATIP Branch through job posters, interviews, evaluations, etc.;
- Represents LAC ATIP at various job fairs and events;
- Develops onboarding guides for new employees.

## Infrastructure

- Supports the deployment of the Government of Canada Secret Infrastructure (GCSI) and Canada's Top Secret Network (CTSN) networks at LAC;
- Ensures that the physical office space and facilities meet the needs of the teams and allow the employees to perform their respective tasks in an efficient manner.

## 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 his or her 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 his or her powers, authorities and responsibilities to:

- The Assistant Deputy Minister, Collections;
- The Director General, ATIP Branch;
- The Directors, Access to Information Division and Privacy Division;
- The Managers and Team Leads in the ATIP Branch; and
- The ATIP Analysts in the ATIP Branch.

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. LAC ATIP is currently working on updating its delegation order to better meet the specific needs of the organization and in response to the reports of the Information Commissioner issued in 2022.

## 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 2022–23 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 in 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

LAC's ATIP employees continued to work in a hybrid mode, based on operational needs and remaining in alignment with local and provincial health measures as required. The ATIP Branch remained at full capacity to process records under the *Access to Information Act* throughout the 2022–23 fiscal year.

A supplemental statistical report on the capacity to process records for the 2022–23 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*

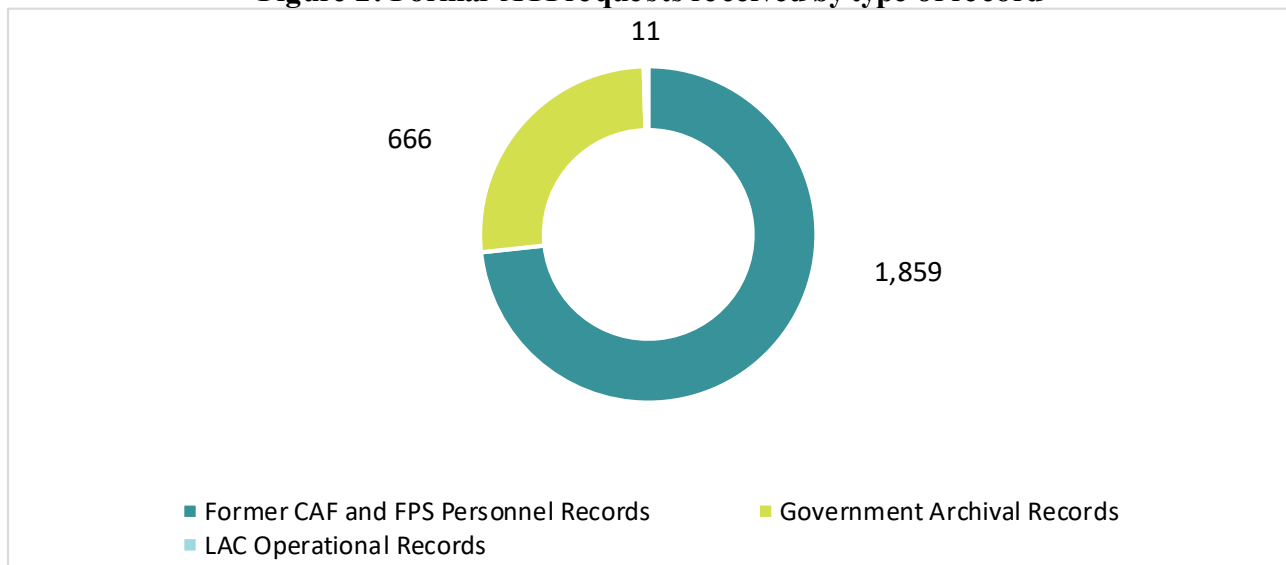
#### 1.1 Number of formal requests

##### Formal ATI 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 above, there are three groupings of records at LAC: GC archival records (records deemed to have enduring historical value that have been transferred to LAC by government institutions when they are no longer required for ongoing operational purposes in the departments that created them), personnel files (military service files of former CAF members and dormant records of former FPS), and LAC’s own operational records.

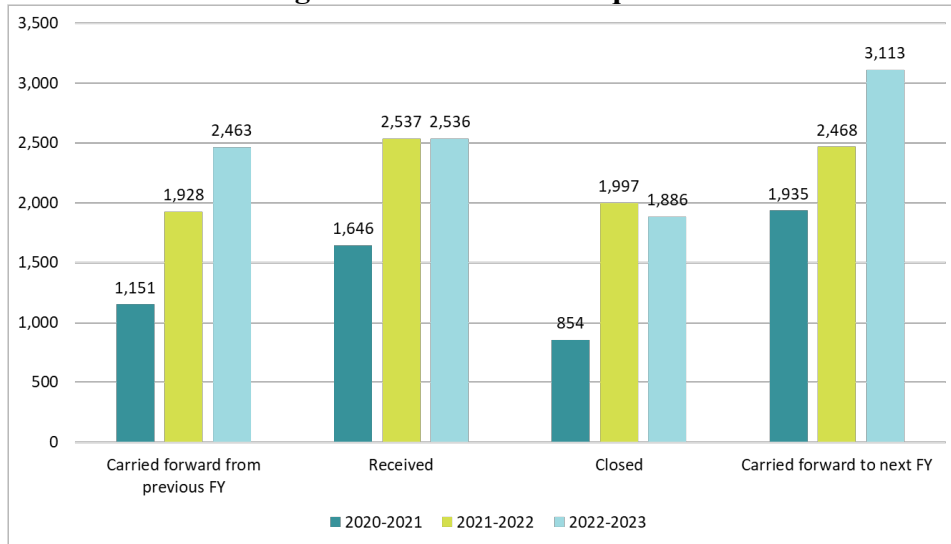
In the 2022–23 fiscal year, LAC received a total of 2,536 formal ATI requests. LAC’s management of the former CAF members’ military service files under its care and control, in accordance with Order in Council P.C. 1971-1989 (September 21, 1971), represents a significant and steady workload for the ATIP Branch.

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



LAC’s overall number of formal ATI requests received in 2022–23 (2,536 requests) is comparable to 2021–22 (2,537 requests).

**Figure 3: Formal ATI requests**



### **Formal ATI requests completed**

In 2022–23, LAC completed 1,886 formal ATI requests, 72% (1,350) of which were related to personnel files, 28% (523) related to GC archival records, and 1% (13) related to LAC operational records.

This represents an overall decrease of 5% in completed formal ATI requests over the previous fiscal year, in which LAC responded to 1,997 formal ATI requests.

LAC’s ability to respond to ATI requests can be attributed to 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, availability of tools, and process improvements/changes.

### **Formal ATI request trends**

In 2022–23, LAC received 2,536 formal ATI requests and completed 1,886 formal ATI requests, which is comparable to the previous reporting period (in 2021–22, LAC received 2,537 formal ATI requests and completed 1,997 formal ATI requests). However, in the previous fiscal years, LAC was seeing an ongoing upward trend of formal ATI requests received. This growth represents an increase of 98% over five years (compared to 1,282 requests received in 2017–18).

## **1.2 Number of informal requests**

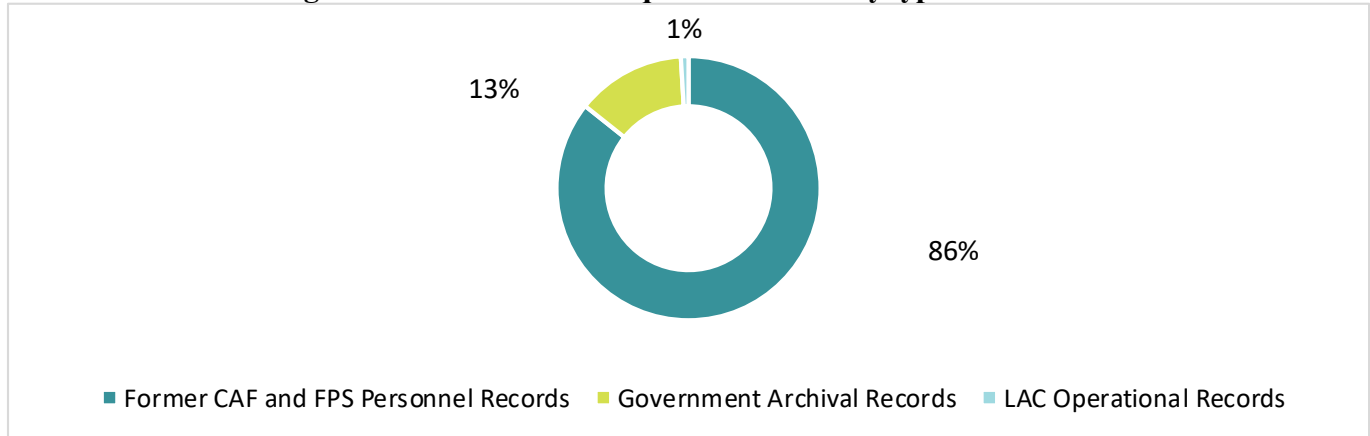
### **Informal ATI requests received**

In the 2022–23 fiscal year, LAC received a total of 4,061 informal ATI requests.

Like formal ATI requests, informal ATI requests are made to access three types of records in LAC’s holdings. These include GC archival records, former CAF and former FPS personnel records, and

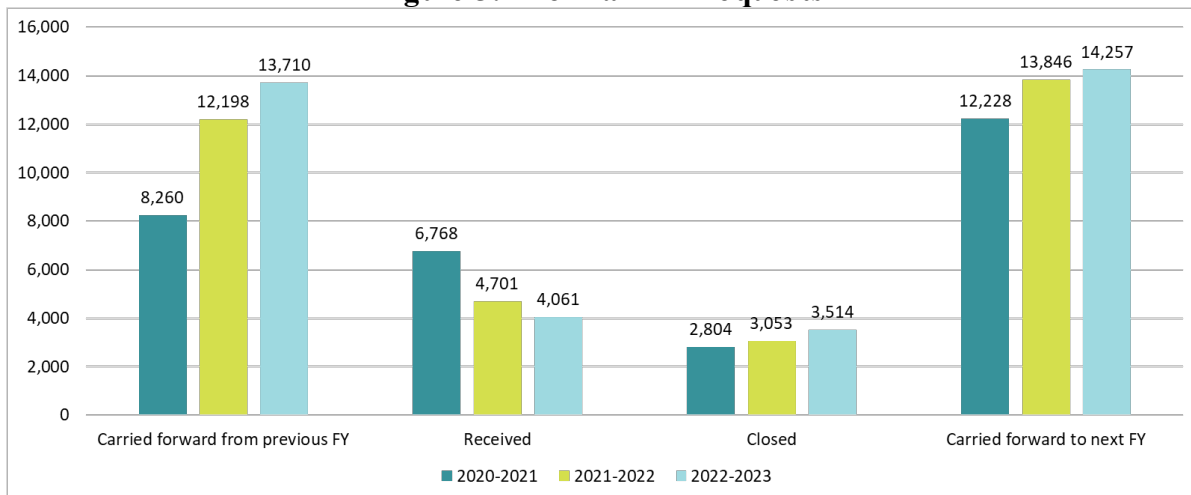
LAC’s own operational records. More than three quarters (86%) of informal ATI requests made to LAC in 2022–23 applied to former CAF members and former FPS personnel records.

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



LAC saw a decrease of 14% in the overall number of informal ATI requests received in 2022–23 (4,061 requests) compared with 2021–22 (4,701 requests).

**Figure 5: Informal ATI requests**



**Informal ATI requests completed**

In the 2022–23 fiscal year, LAC responded to 3,514 informal ATI requests. This represents an overall increase of 15% in informal requests completed compared with the previous fiscal year (3,053 informal ATI requests were completed in 2021–22).

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

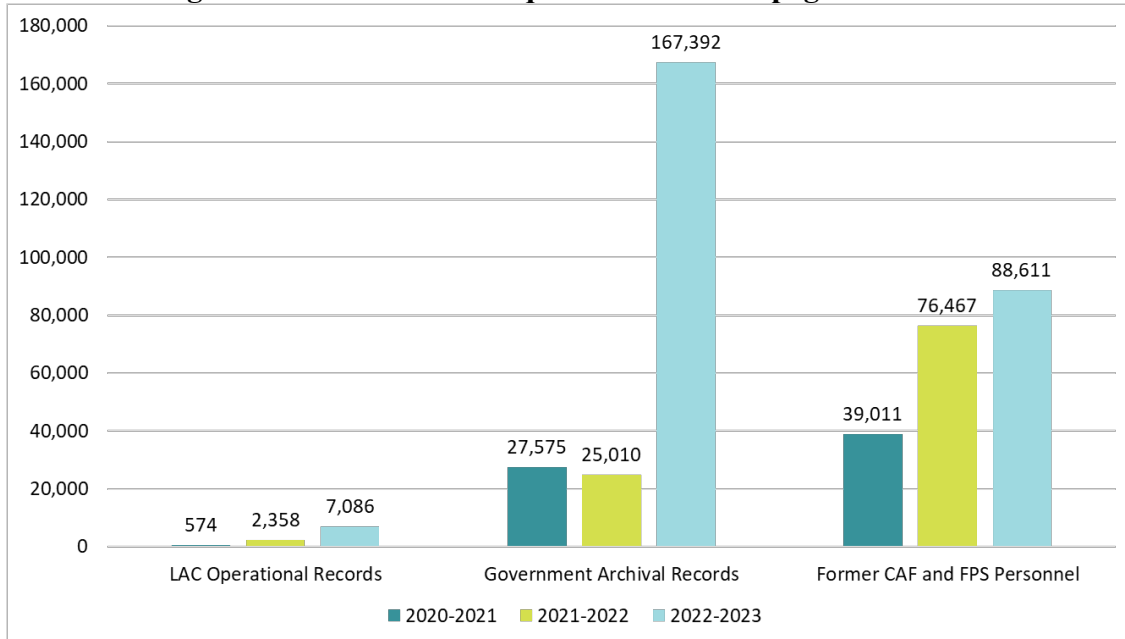
Number of days	2022–23	2021–22	2020–21
1 to 15 days	586 (17%)	415 (14%)	926 (33%)
16 to 30 days	241 (7%)	377 (12%)	244 (9%)
31 to 60 days	304 (9%)	291 (10%)	177 (6%)
61 to 120 days	423 (12%)	317 (10%)	322 (11%)
121 to 180 days	115 (3%)	127 (4%)	158 (6%)
181 to 365 days	188 (5%)	257 (8%)	328 (12%)
More than 365 days	1,657 (47%)	1,269 (42%)	649 (23%)
<b>Total number of requests completed</b>	<b>3,514</b>	<b>3,053</b>	<b>2,804</b>

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

### Pages reviewed

LAC reviewed 263,089 pages for informal ATI requests in 2022–23. This represents an increase of 153% compared with the volume of pages reviewed in 2021–22 (103,835 pages) and can be attributed to the increase in ATIP personnel over the course of 2022–23.

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



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.

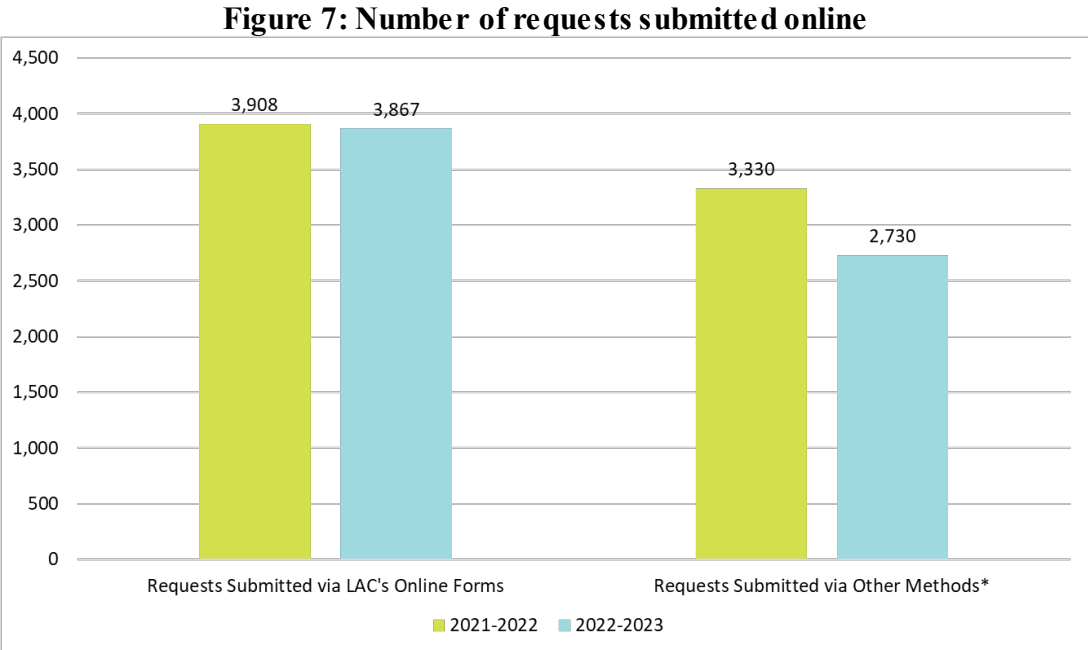


While informal requests are not subject to the same legislated time frames as formal requests made under the Act, LAC strives to limit the number of days that it takes to complete informal ATI requests as much as possible.

Recognizing the importance of supporting the health and well-being of Canadians, LAC has prioritized the processing of urgent requests for records to ensure timely receipt of pensions and benefits, social services, appointments with doctors or medical practitioners, as well as class actions and legal proceedings, regardless of whether the requests submitted are formal or informal. This past year, LAC improved its overall performance in responding to informal requests in shorter time frames than in previous years.

### 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. Since that time, LAC has noted that its clients have used these forms more frequently with each passing year.



In 2022–23, LAC received 3,867 online ATI requests, which represented 59% of the ATI requests received by LAC.

### 1.4 Sources of requests

LAC received a total of 2,536 formal ATI requests in 2022–23, and approximately 29% of these were from entities that declined to self-identify.

**Table 3: Sources of ATI formal requests received in 2022–23**

Source	Formal
Media	28 (1%)
Academia	407 (16%)
Business (private sector)	39 (2%)
Organization	135 (5%)
Public	1,188 (47%)
Decline to identify	739 (29%)
<b>Total</b>	<b>2,536</b>

## 1.5 Additional requests

As mentioned in Section 1.2, LAC’s ATIP Branch 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**

With the signing of the Fourth Supplementary Agreement on January 4, 2023, LAC officially started to work on the LGBT Purge historical records project. The ATIP Branch created a specific team dedicated to this project over the next two years, to facilitate access to the relevant 15,000 pages of GC records relating to the 40-year LGBT Purge of Canada’s public service and the CAF.

### **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 Suite](#) and its [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 on site in the location where they are stored, without having to resort to informal or formal ATI requests.

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**

With proactive disclosure on the Open Data Portal, clients can search [Completed Access to Information Requests](#) to learn about archival GC information that has been released by LAC pursuant to ATI requests and request their own copies of these ATI packages (re-release packages). In the 2022–23 fiscal year, LAC provided 399 re-release packages to clients and posted 398 ATI summaries and 51 briefing notes on the Open Data Portal.

### **Departmental researchers**

Sometimes a federal government institution must consult restricted 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 2022–23, LAC received 118 new departmental researcher requests and processed 164 departmental researcher requests, due to outstanding requests from the previous years.

### **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 2022–23, LAC ATIP processed 48 finding aids requests.

### **Parliamentary Questions**

LAC's ATIP Branch provides subject-matter expertise in response to Parliamentary Questions and Senate Questions as well as motions. In the 2022–23 fiscal year, LAC responded to 98 Parliamentary Questions, 3 of which were directly related to ATIP.

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

### 2.1 Disposition and completion time

In 2022–23, LAC completed 1,886 formal ATI requests. In 1,328 (70%) of these cases, all or parts of the records were disclosed. This is a decrease of 10% in the disclosure rate over the previous fiscal year, when 80% 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 4: Disclosure of records for completed requests**

Disclosure	2022–23	2021–22	2020–21
All disclosed	645 (34%)	855 (43%)	287 (34%)
Disclosed in part	683 (36%)	741 (37%)	412 (48%)
All exempted	6 (0%)	1 (0%)	3 (0%)
All excluded	115 (6%)	84 (4%)	9 (1%)
No records exist	218 (12%)	167 (8%)	55 (6%)
Request transferred	0 (0%)	1 (0%)	0 (0%)
Request abandoned	219 (12%)	148 (7%)	88 (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%)	0 (0%)
<b>Total number of requests</b>	<b>1,886</b>	<b>1,997</b>	<b>854</b>

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

**Table 5: Number of days to complete formal requests**

Number of days	2022–23	2021–22	2020–21
1 to 15 days	288 (15%)	401 (20%)	84 (10%)
16 to 30 days	154 (8%)	530 (27%)	76 (9%)
31 to 60 days	466 (25%)	312 (16%)	143 (17%)
61 to 120 days	421 (22%)	346 (17%)	256 (30%)
121 to 180 days	128 (7%)	106 (5%)	179 (21%)
181 to 365 days	145 (8%)	140 (7%)	97 (11%)
More than 365 days	284 (15%)	162 (8%)	19 (2%)

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

## 2.2 Exemptions

During 2022–23, LAC invoked 864 exemptions under the Act. The following table shows the three most frequent exemptions applied by LAC.

**Table 6: Exemptions most frequently applied by LAC**

Number of requests	Section	Description
685	19(1)	Personal information about an identifiable individual
36	15(1)	Information about international affairs and defence
36	13(1)(a)	Information obtained in confidence from a foreign state or an institution thereof

Note: One request may invoke multiple sections of the Act (e.g. subsection 19(1) and section 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 was 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 7: Exclusions invoked by LAC in the past three fiscal years**

Section of the <i>Access to Information Act</i>	Number of requests 2022–23	Number of requests 2021–22	Number of requests 2020–21
68(a) published material or material available for purchase by the public	68	114	23
68(b) library or museum material preserved solely for public reference or exhibition purposes	0	1	3
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	6	14	0
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	1	0

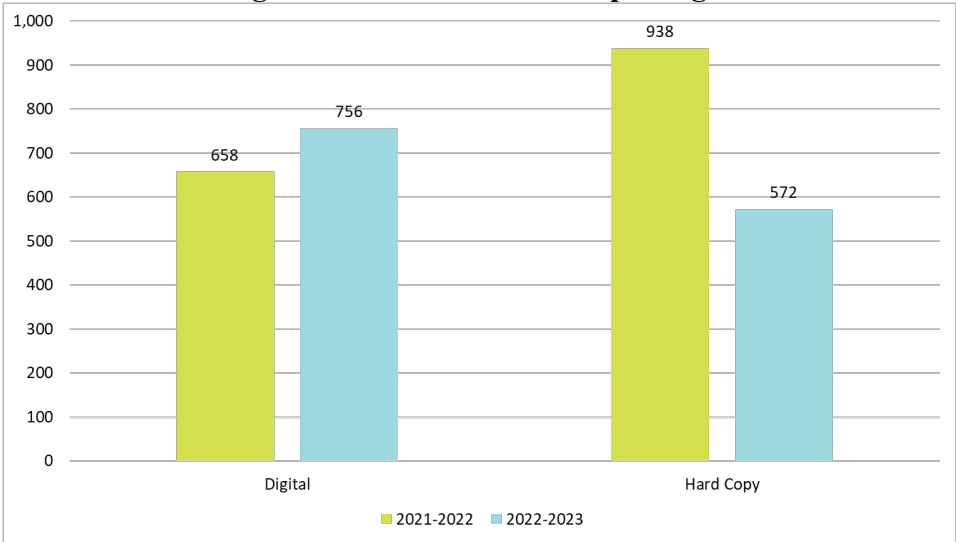
## 2.4 Format of information released

In the 2022–23 fiscal year, LAC transitioned from Canada Post’s Connect™ service to its newly implemented solution that enables the delivery of digital response packages of Protected B materials. This secure mail transfer solution provides documentation quickly and efficiently to clients.

While LAC is strongly promoting access through digital delivery, clients have the option of receiving records in hard copy (paper).

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. Records that are deemed “open” and unrestricted are available to be consulted on site. LAC also responds to formal and informal ATI requests for records stored in all of its locations, as well as providing informal access directly to physical records in the National Capital Region, Winnipeg and Vancouver.

**Figure 8: Format of release packages**



## 2.5 Complexity

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

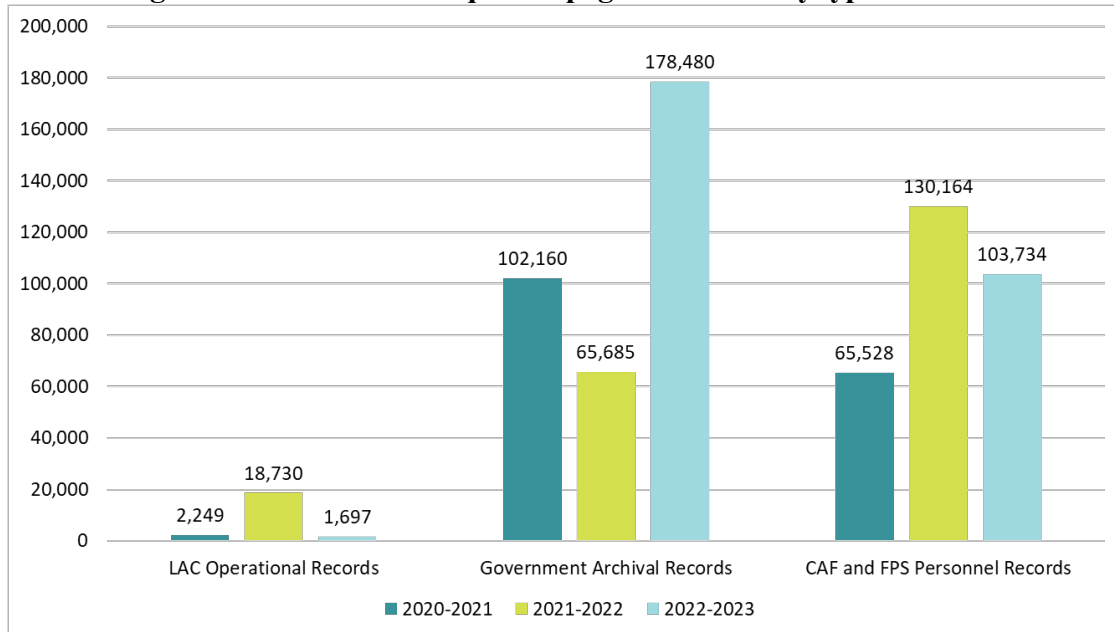
- external consultation is required (e.g. in the case of intelligence records where consultation with a foreign entity or country, or with multiple departments, may be required);
- legal advice must be sought; or
- information about more than one individual is found in the records (e.g. sometimes with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

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

## 2.6 Relevant pages processed and disclosed

LAC reviewed 283,911 pages pursuant to formal ATI requests in 2022–23. This represents an increase of 32% compared with the volume of pages reviewed in 2021–22 (214,579 pages).

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



In 2022–23, LAC reviewed a total of 539,600 pages of records pursuant to formal and informal ATI requests. This is an overall increase of 69% in pages reviewed compared with the 2021–22 fiscal year, in which LAC reviewed 318,446 pages pursuant to formal and informal ATI requests.

**Table 8: Number of pages reviewed**

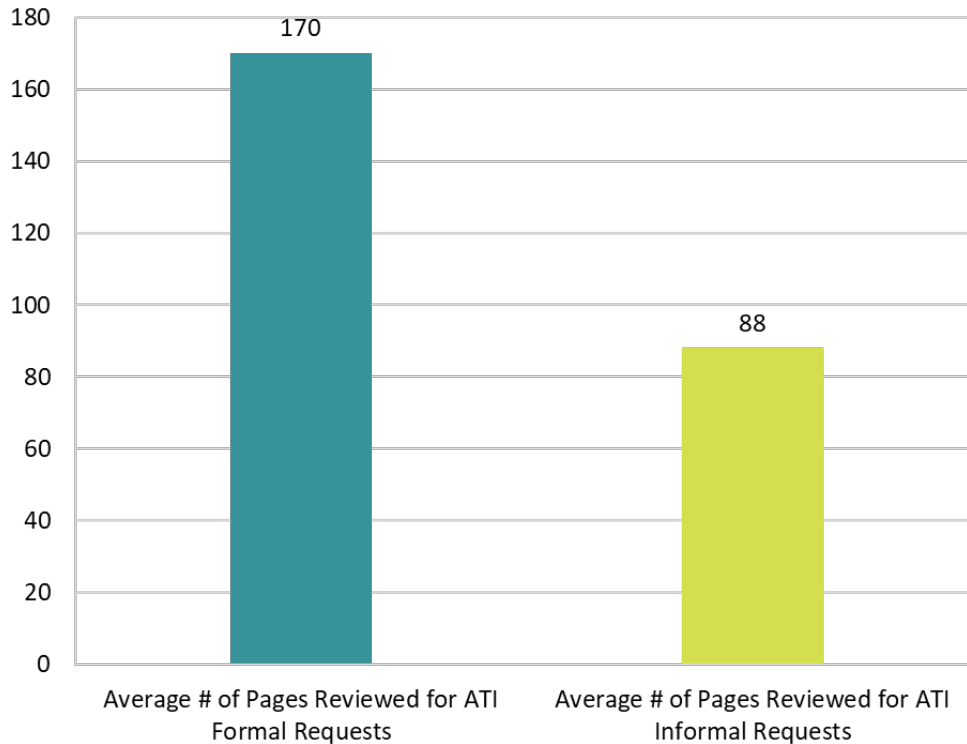
Type of request	Number of pages reviewed
Informal	255,689
Formal	283,911
<b>Total</b>	<b>539,600</b>

Of the 283,911 pages reviewed pursuant to ATI formal requests, 47,043 pages were released in their entirety (all disclosed), and 223,016 pages were disclosed in part. Of the pages not entirely disclosed, a significant amount of the material reviewed this year contained exemptions related to personal information about an identifiable individual, under subsection 19(1).

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

In 2022–23, 1,555 (93%) formal ATI requests required the review of up to 500 relevant pages. A total of 107 (6%) formal ATI requests involved the review of more than 500 pages, and 6 (less than 1%) formal ATI 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 was 170 pages; the average number of pages reviewed per informal ATI request was 88 pages. Notably, the number of pages reviewed for formal and informal requests for government archival records was significantly higher than the 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 2022–23.

**Table 9: Total number of pages reviewed by type of record**

Type of record	ATI formal	ATI informal
Personnel records	103,734	72,952
Government archival records	178,480	183,051
LAC operational records	1,697	7,086
<b>Total number of pages reviewed</b>	<b>283,911</b>	<b>263,089</b>



## 2.8 Other complexities

Applying their knowledge and experience, LAC’s ATIP analysts are often able to open records that once were restricted and/or classified. 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 may consult 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 2022–23 fiscal year, consultations with departments that created the records on formal ATI requests accounted for 90% of the total complexities identified (71 of 79).

## 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 decreased compared to the 2021–22 fiscal year. In 2022–23, LAC completed 24.02% (453 of 1,886) within legislated timelines. This represents a decrease of 22.85% from the 2021–22 fiscal year, when 936 of 1,997 requests (46.87%) were completed within the statutory deadline.

The majority of requests in deemed refusal (1,374 of 1,433) were related to delays in processing caused by a large number of requests, requests consisting of a high volume of records, difficulties in obtaining relevant information, or other ATIP-related tasks.

**Table 10: Reasons for deemed refusals**

Reason for deemed refusals	Total
Interference with operations/workload	1,374
External consultation	59
Internal consultation	0
Other	0

Note: 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.

On March 31, 2023, LAC had 465 consultation requests pending responses from other GC departments. This is a decrease of 10% over the previous fiscal year, when LAC had 518 consultation requests pending responses.

LAC has put in place a new procedure to reduce the number of pages sent to other GC departments on consultation. The process includes the development of reports, which provide background information and details on similar records available in other jurisdictions or published sources on historical topics pertinent to the records being examined. The reports allow analysts to make informed decisions before embarking on consultations with other GC departments, as well as analysis and decisions on disclosure and non-disclosure of information based on advice received. This new process has been in force since February 2023.

**2.9.2 Number of days past deadline**

Of the 1,433 deemed refusals, 6% (85) exceeded timelines, including additional extensions taken, and 94% (1,348) exceeded timelines, where requests had not been identified as requiring or being eligible for extensions.

**Table 11: Number of days past deadline**

<b>Number of days past deadline</b>	<b>Number of requests past deadline where no extension was taken</b>	<b>Number of requests past deadline where an extension was taken</b>	<b>Total</b>
1 to 15 days	221	0	221
16 to 30 days	237	0	237
31 to 60 days	308	1	309
61 to 120 days	192	0	192
121 to 180 days	99	0	99
181 to 365 days	104	2	106
More than 365 days	187	82	269
<b>Total</b>	<b>1,348</b>	<b>85</b>	<b>1,433</b>

**2.10 Requests for translation**

As in the previous fiscal years, LAC did not receive any requests for translation from English to French or from French to English in 2022–23.

## Part 3 – Extensions

### 3.1 Reasons for extensions and disposition of requests

**Table 12: Reasons for extensions and disposition of requests**

Extension	2022–23	2021–22	2020–21
9(1)(a) Large volume of records	74	21	30
9(1)(b) Consultation necessary: s.69	0	0	0
9(1)(b) Consultation necessary: Other	71	20	14
9(1)(c) Third party notice required	0	0	0
<b>Total</b>	<b>145</b>	<b>41</b>	<b>44</b>

### 3.2 Length of extensions

The following table shows the length of extensions taken by LAC in 2022–23 for 145 formal ATI requests.

**Table 13: Length of extensions**

Length of extension	Number of requests
0 to 30 days	12
31 to 60 days	32
61 to 120 days	16
121 to 180 days	26
181 to 365 days	41
366 days or more	18
<b>Total</b>	<b>145</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 \$12,205 in application fees for 2,536 formal ATI requests that it received, and LAC waived or refunded application fees related to 95 requests. 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 waived all fees prescribed by the Act and Regulations, other than the \$5 application fee set out in paragraph 7(1)(a) of the Regulations.

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

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

In the current reporting year, LAC carried over 32 consultation requests from the 2021–22 fiscal year from other GC institutions, received 34 consultation requests and completed 66 consultation requests. LAC provided consultation responses to other GC departments on 6,955 pages. LAC did not carry over any requests into the 2023–24 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 2022–23.

**Table 14: Number of days required to complete consultation requests**

Recommendation	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
Disclose entirely	15	15	5	10	1	17	1	64
Disclose in part	1	1	0	0	0	0	0	2
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>16</b>	<b>16</b>	<b>5</b>	<b>10</b>	<b>1</b>	<b>17</b>	<b>1</b>	<b>66</b>

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

LAC received no (0) requests for consultations from other (private sector) organizations in 2022–23.

**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 2022–23.

**6.2 Requests with Privy Council Office**

LAC did not consult the Privy Council Office on Cabinet confidences in 2022–23.

**Part 7 – Complaints and investigations**

In 2022–23, LAC received 124 notifications of complaints or investigations from the Office of the Information Commissioner (OIC).

Since the last reporting period, when LAC committed to working on complaints identified as a priority, it created a dedicated Complaints Management Team in September 2022, which has streamlined the administrative process of receiving and responding to complaint investigations. This in turn lessened the burden on analysts in the other teams and improved LAC’s ability to provide clear and timely representations on complaint files as well as to provide the correspondence responses to initial and final reports or orders received from OIC. In addition, the new team created a new procedure manual on how to respond to complaints.

Since the last reporting period, LAC saw a decrease of 12.5% in its overall number of active complaints.

**Table 15: Complaints and investigations received by LAC in 2022–23**

Section 32 Notice of intention to investigate	Subsection 30(5) Ceased to investigate	Section 35 Formal representations
124	52	61

**Part 8 – Court action**

In 2022–23, there was one court case involving LAC.

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

## 9.1 Costs

During the past fiscal year, LAC’s costs related to the administration of the Act have grown in relation to its workload, following the launch of important initiatives that enabled LAC to work in an increasingly digital environment.

LAC received significant temporary funding to increase its ATIP capacity in response to the Information Commissioner’s two reports published in 2022. As a result, the staff complement in the ATIP Branch grew significantly in 2022–023 and helped to ensure that LAC fulfilled its obligations in accordance with the *Access to Information Act* and its regulations.

In addition to the work performed by the staff in LAC’s ATIP Branch, it is important to highlight that staff from across the institution worked to support the ATIP function. In 2022–23, archivists and staff in reference services, circulation, preservation, digitization, translation and web publishing played key roles to ensure that LAC responded to ATIP requests in a timely manner and fulfilled new reporting requirements for ATIP. What follows are LAC’s comprehensive costs associated with the administration of the Act for 2022–23.

**Table 16: Costs of administering the *Access to Information Act*<sup>1</sup>**

Expenditures		Amount
Salaries		\$7,404,037
Overtime		\$0
Goods and services		\$1,579,203
• Professional services contracts	\$136,154	
• Other	\$1,443,049	
<b>Total</b>		<b>\$8,983,240</b>

1. The financial information presented in this table excludes costs for Employee Benefit Plans (EBPs) (27% of salary).  
 Note: The financial information presented in this table represents the most current data at the time of the production of this report.

## 9.2 Human resources

In 2022–23, there were 100,93 full-time equivalents (FTEs) in the ATIP Branch and across the institution performing work associated with the application of the Act.

Over the course of the past fiscal year, LAC’s ATIP Branch implemented organizational changes and adapted its human resources and reporting structure to diversify skill sets, streamline operations and more effectively respond to its evolving business. At the end of the reporting period, the ATIP Branch consisted of 153,55 FTEs, compared to 55.95 FTEs at the end of 2021–2022. Additional employees were hired or redeployed across LAC to ensure that all of LAC’s business areas supporting responses to ATIP requests were properly equipped to handle the increased volume and new ways of working.

## Part 10 – Miscellaneous

### 10.1 Training and awareness

During the 2022–23 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 Branch, particularly employees not from the ATIP community. The guidance provided by experienced LAC ATIP analysts and employees is 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.

The ATIP Branch has developed an onboarding program for new employees that includes mandatory training for new LAC employees and ATIP professionals (LAC orientation program, care and handling of archival documents, Canada School of Public Service courses related to ATIP, TBS onboarding sessions for new ATIP professionals, information management training, etc.). These training opportunities are offered along with specific presentations by internal experts on ATIP legislation, with the goal of helping employees to understand their responsibilities and exercise their roles more efficiently. These mandatory training sessions provide an excellent overview of ATIP and LAC; they help new recruits to absorb important knowledge and understanding of the ATIP world before they tackle the actual tasks within their specific teams. Managers also strongly encourage employees to take part in sessions offered by TBS on specific topics and legislation. In addition, 37 experienced employees across the Branch took part in development training offered by the Association of Access to Information and Privacy Professionals through the Université de Montréal. The Branch has also organized multiple training sessions on vicarious trauma and compassion fatigue, to help support employees who are frequently exposed to disturbing information, stories or experiences through their work with archival material. A total of 29 ATIP employees and 116 other LAC employees participated in this training.

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

Over the course of the past fiscal year, LAC’s ATIP Branch has adapted its operations and strengthened its policies and procedures in response to:

- the reports issued by the Information Commissioner of Canada following their systemic investigation;
- its evolving business;
- specifically funded activities (the [CAF-DND Sexual Misconduct Class Action Settlement](#)); and
- a surge of requests for information in support of claims related to the [Federal Indian Day School Class Action](#).

#### 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. In the 2022–23 fiscal year, LAC’s ATIP Branch continued to work in a hybrid work environment, as many of its administrative processes are digital.

Clients are able to submit ATIP requests electronically through LAC’s online forms. In 2022–23, LAC received 2,822 informal and 2,834 formal ATIP requests through its online forms, a total of 5,656 ATIP requests. ATI requests made up 68% (3,867) of the requests received online. Using the LAC online forms is a faster, easier and more convenient way for LAC’s clients to submit ATI requests. Furthermore, it enables LAC to continue registering requests in a remote work environment.

**Table 17: Volume of ATIP requests received and backlog of uncompleted requests over five years**

Requests	2022-2023	2021-2022	2020-2021	2019-2020	2018-2019
<b>Total number of ATIP requests received</b>	11,215	12,414	12,801	17,190	15,619
<b>Total number of ATIP requests completed</b>	11,161	11,094	8,130	13,391	13,508
<b>Total number of ATIP requests carried forward (backlog of uncompleted requests)</b>	<b>18,130</b>	<b>18,212</b>	<b>16,922</b>	<b>12,218</b>	<b>8,409</b>
<b>Total number of FTEs working in LAC’s ATIP Branch on the administration of the Acts</b>	153.55	55.95	56.97	63.97	74.49

Of the 18,130 ATIP requests in LAC’s backlog on March 31, 2023, 17,370 are ATI requests; 3,113 requests are formal ATI requests and 14,257 are 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. Over the course of 2022–23, LAC received temporary funding and was able to make significant investments in new personnel to respond to ATIP requests. This has allowed LAC to build a new structure able to respond to the total volume of incoming requests each year. During the past fiscal years and because of limited resources, LAC ATIP has been carrying forward requests each year, which explains the backlog of 18,130 requests as of March 31, 2023.



## **Initiatives and projects**

During the past fiscal year, ATIP created an Operational and Archival Research team, specifically to build expertise regarding the archival material that it holds and to conduct extensive research to assist in analysis of the information that can be released. Toward the end of the fiscal year, this team put in place a new procedure to reduce the number of consultations with other GC departments. Using the information that is already available for similar records, the analysts can determine whether consultation is necessary before initiating the process with other GC departments. This new process has allowed the ATIP Branch to reduce the number of pages sent for consultation, and it has enabled LAC to make informed decisions regarding the disclosure and/or release of information. LAC is also working on populating a database for previously released ATI packages. With the metadata associated with each file, the analysts will be able to use this database for research, which will avoid duplication of work and improve efficiency in the processing of ATIP requests.

The ATIP Branch has also put efforts into technological improvements and enhanced its secure infrastructure, to more efficiently process requests that require access to secret, top secret or sensitive records. A total of 42 workstations are now available for the processing of material classified as secret, along with 2 stations for top-secret material. The Branch has also moved away from Epost for digital file delivery and has developed its own secure file transfer software, which is a simpler and more convenient tool for clients.

New teams were created across the Branch, workflows and procedures were reviewed to ensure a more logical division of the work, and new procedures were put in place to ensure more efficiency. In the team responsible for processing requests related to the Federal Indian Day School Class Action, a workflow was put in place to ensure a clear division of the tasks between each employee. This process enabled the team to process the requests in a faster and more efficient way, therefore enabling the team to eliminate the backlog in a short period of time.

## **OIC systemic investigation**

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 concerned 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 time frame of April 1, 2020, to February 4, 2021.

On February 4, 2021, LAC received the request for documentation from 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 OIC with all requested documentation. An official report by the Information Commissioner regarding the investigation was tabled in Parliament on April 26, 2022, which highlights GC-wide issues with the declassification and consultation processes:

- [Library and Archives Canada \(Re\), 2022 OIC 17](#)
- [Access at issue: The challenge of accessing our collective memory](#)

Following the tabling of these reports, LAC ATIP received significant temporary funding to reduce the backlog and support litigation planning and response. An [ATIP Action Plan](#) was implemented to address LAC ATIP internal systemic issues. It provides the foundation for initiating important changes, and LAC has committed to providing two progress reports each year. The first [update for December 2022](#) has been published on LAC's website.

While a significant number of requests (18,130) is being carried forward into 2023–24, the total number of ATIP request received (11,215) versus the number of ATIP requests completed (11,161) demonstrates LAC's efforts in improving its capacity, and its ability to meet the annual volume of incoming requests.

### **Policy**

The ATIP Branch now has a team dedicated to the review and oversight of all procedures related to ATIP. This team has created an inventory of all ATIP procedures. It has been assessing and reviewing them to ensure that they are up to date, to identify any gaps, and to ensure consistency and efficiency across the ATIP Branch in how the procedures are implemented and used for training purposes. As a result, there has been a decrease in the duplication of work and an increase in efficiency in the processing of requests.

Review of all operational policies at LAC ATIP have indicated clear areas of improvement. Initial policies were approved and are being implemented, including a policy for the standard application of abandoned requests and a policy regarding consistent calculations for the length of extensions. Significant research has been put in place and will continue regarding overall policy decisions for a drastic reduction of the backlog.

### **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 other agents of Parliament**

There are no changes to report for the 2022–23 fiscal year.

## 10.4 Monitoring compliance

LAC monitors the time invested in processing ATIP requests through the specialized ATIP software Access Pro Case Management. This software enables LAC to track all request-related activities (e.g. time management, correspondence, consultations and application 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 Branch 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.

## 10.5 Proactive publication under Part 2 of the Act

LAC is a government institution for the purpose of Part 2 of the *Access to Information Act*. During 2022–23, LAC has proactively published the information as per TBS requirements.

**Table 18: Proactive publication**

Legislative requirement	Section	Publication timeline
<b>All government institutions as defined in section 3 of the <i>Access to Information Act</i></b>		
Travel expenses	82	Within 30 days after the end of the month of reimbursement
Hospitality expenses	83	Within 30 days after the end of the month of reimbursement
Reports tabled in Parliament	84	Within 30 days after tabling
<b>Government entities or departments, agencies and other bodies subject to the Act and listed in Schedules I, I.1, or II of the <i>Financial Administration Act</i></b>		
Contracts over \$10,000	86	Q1–Q3: Within 30 days after the quarter Q4: Within 60 days after the quarter
Grants and contributions over \$25,000	87	Within 30 days after the quarter
Packages of briefing materials prepared for new or incoming deputy heads or equivalent	88(a)	Within 120 days after appointment

Titles and reference numbers of memoranda prepared for a deputy head or equivalent, that is received by their office	88(b)	Within 30 days after the end of the month received
Packages of briefing materials prepared for a deputy head or equivalent's appearance before a committee of Parliament	88(c)	Within 120 days after appearance
<b>Government institutions that are departments named in Schedule I of the <i>Financial Administration Act</i> or portions of the core public administration named in Schedule IV to that Act (i.e. government institutions for which Treasury Board is the employer)</b>		
Reclassification of positions	85	Within 30 days after the quarter

LAC's publications related to proactive disclosure are available on the [Open Government website](#). The ATIP Branch is responsible for reviewing and publishing the briefing notes and the ATI summaries. It has fulfilled its responsibility of making this information accessible to clients each month during the past fiscal year.

The process for the publication of the briefing notes was already in place prior to the beginning of the fiscal year, and 92% of the briefing notes were published within the prescribed legislated timelines. However, 42% of the ATI summaries were published within statutory time limits. This percentage can be explained by the fact that the Branch was putting in place its structure, hiring new employees and providing the necessary training to be able to fulfill its responsibilities with regard to the proactive disclosure of the ATI summaries, especially at the beginning of the fiscal year. Procedures were created, and employees within the Reporting team and the Operational and Archival Research team were being trained internally to review and publish the summaries, allowing for the process to be well polished by the end of the fiscal year.

## 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  
550 de la Cité Boulevard  
Gatineau, Quebec J8T 0A7

### 3 Appendices

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

*\*NB – LAC will be revising its delegation instrument in 2023-2024 to align with its new ATIP Branch structure and to ensure effective delegation for its ATIP functions and requirements. In the interim, the delegation instrument is implemented in accordance with the levels of the associated positions and LAC's overall Organizational Structure.*

#### 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><i>Access to Information Delegation</i></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, Access to Information and Privacy
- DIR Directors, Access to information and Privacy Division
- MAI Managers, Access to Information and Privacy Division
- A1 Team Leads, Access to Information and Privacy Division
- A2 ATIP Analysts, Access to Information and Privacy Division

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, Access to Information and Privacy
- DIR Directors, Access to information and Privacy Division
- MAI Managers, Access to Information and Privacy Division
- A1 Team Leads, Access to Information and Privacy Division
- A2 ATIP Analysts, Access to Information and Privacy Division

# 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: 2022-04-01 to 2023-03-31

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

#### 1.1 Number of requests

		Number of Requests
Received during reporting period		2536
Outstanding from previous reporting periods		2463
• Outstanding from previous reporting period	1071	
• Outstanding from more than one reporting period	1392	
<b>Total</b>		<b>4999</b>
Closed during reporting period		1886
Carried over to next reporting period		3113
• Carried over within legislated timeline	207	
• Carried over beyond legislated timeline	2906	

#### 1.2 Sources of requests

Source	Number of Requests
Media	28
Academia	407
Business (private sector)	39
Organization	135
Public	1188
Decline to Identify	739
<b>Total</b>	<b>2536</b>

#### 1.3 Channels of requests

Source	Number of Requests
Online	2039
E-mail	58
Mail	417
In person	0
Phone	0
Fax	22
<b>Total</b>	<b>2536</b>

## Section 2: Informal Requests

### 2.1 Number of informal requests

		Number of Requests
Received during reporting period		4061
Outstanding from previous reporting periods		13710
• Outstanding from previous reporting period	3035	
• Outstanding from more than one reporting period	10675	
<b>Total</b>		17771
Closed during reporting period		3514
Carried over to next reporting period		14257

### 2.2 Channels of informal requests

Source	Number of Requests
Online	1828
E-mail	951
Mail	1130
In person	144
Phone	8
Fax	0
<b>Total</b>	4061

### 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
586	241	304	423	115	188	1657	3514

### 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
3002	31450	57	14182	25	17425	24	55099	7	94419

### 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
164	4277	107	26301	52	37702	68	139437	8	72908

## 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	0
<b>Total</b>	0
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	0

## 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	63	54	243	166	37	40	42	645
Disclosed in part	21	43	186	200	54	59	120	683
All exempted	1	1	0	2	0	0	2	6
All excluded	18	16	9	6	2	12	52	115
No records exist	28	34	19	34	28	29	46	218
Request transferred	0	0	0	0	0	0	0	0
Request abandoned	157	6	9	13	7	5	22	219
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>288</b>	<b>154</b>	<b>466</b>	<b>421</b>	<b>128</b>	<b>145</b>	<b>284</b>	<b>1886</b>

### 4.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	36	16(2)	3	18(a)	1	20.1	0
13(1)(b)	10	16(2)(a)	0	18(b)	0	20.2	0
13(1)(c)	4	16(2)(b)	0	18(c)	1	20.4	0
13(1)(d)	4	16(2)(c)	3	18(d)	1	21(1)(a)	1
13(1)(e)	0	16(3)	0	18.1(1)(a)	0	21(1)(b)	1
14	1	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	0
14(a)	0	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	0
14(b)	0	16.1(1)(c)	0	18.1(1)(d)	0	22	0
15(1)	36	16.1(1)(d)	0	19(1)	685	22.1(1)	0
15(1) - I.A.*	4	16.2(1)	0	20(1)(a)	0	23	16
15(1) - Def.*	9	16.3	0	20(1)(b)	5	23.1	9
15(1) - S.A.*	0	16.4(1)(a)	0	20(1)(b.1)	0	24(1)	23
16(1)(a)(i)	0	16.4(1)(b)	0	20(1)(c)	1	26	1
16(1)(a)(ii)	0	16.5	0	20(1)(d)	1		
16(1)(a)(iii)	0	16.6	0				
16(1)(b)	4	17	0				
16(1)(c)	4						
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)	107	69(1)	0	69(1)(g) re (a)	1
68(b)	0	69(1)(a)	0	69(1)(g) re (b)	0
68(c)	6	69(1)(b)	0	69(1)(g) re (c)	0
68.1	0	69(1)(c)	0	69(1)(g) re (d)	1
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	
572	756	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
283911	270858	1668

##### 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	548	13599	78	15230	11	7035	8	11698	0	0
Disclosed in part	395	9486	195	46177	50	35540	37	70083	6	72744
All exempted	6	98	0	0	0	0	0	0	0	0
All excluded	115	0	0	0	0	0	0	0	0	0
Request abandoned	215	185	3	588	0	0	1	1448	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>1279</b>	<b>23368</b>	<b>276</b>	<b>61995</b>	<b>61</b>	<b>42575</b>	<b>46</b>	<b>83229</b>	<b>6</b>	<b>72744</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>	0	0	0	0	0	0

**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>	0	0	0	0	0	0

#### 4.5.7 Other complexities

Disposition	Consultation Required	Legal Advice Sought	Other	Total
All disclosed	5	0	0	5
Disclosed in part	60	0	0	60
All exempted	2	0	0	2
All excluded	0	0	0	0
Request abandoned	4	8	0	12
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>71</b>	<b>8</b>	<b>0</b>	<b>79</b>

#### 4.6 Closed requests

##### 4.6.1 Requests closed within legislated timelines

Number of requests closed within legislated timelines	453
Percentage of requests closed within legislated timelines (%)	24.01908802

#### 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
1433	1374	59	0	0

##### 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	221	0	221
16 to 30 days	237	0	237
31 to 60 days	308	1	309
61 to 120 days	192	0	192
121 to 180 days	99	0	99
181 to 365 days	104	2	106
More than 365 days	187	82	269
<b>Total</b>	<b>1348</b>	<b>85</b>	<b>1433</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	10	0	7	0
Disclosed in part	57	0	58	0
All exempted	2	0	2	0
All excluded	0	0	0	0
Request abandoned	5	0	4	0
No records exist	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
<b>Total</b>	<b>74</b>	<b>0</b>	<b>71</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	10	0	2	0
31 to 60 days	30	0	2	0
61 to 120 days	14	0	2	0
121 to 180 days	1	0	25	0
181 to 365 days	17	0	24	0
365 days or more	2	0	16	0
<b>Total</b>	<b>74</b>	<b>0</b>	<b>71</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	2441	\$12,205.00	9	\$45.00	86	\$430.00
Other fees	0	\$0.00	0	\$0.00	0	\$0.00
<b>Total</b>	<b>2441</b>	<b>\$12,205.00</b>	<b>9</b>	<b>\$45.00</b>	<b>86</b>	<b>\$430.00</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	34	2102	0	0
Outstanding from the previous reporting period	32	4853	0	0
<b>Total</b>	66	6955	0	0
Closed during the reporting period	66	6955	0	0
Carried over within negotiated timelines	0	0	0	0
Carried over beyond negotiated timelines	0	0	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	15	15	5	10	1	17	1	64
Disclose in part	1	1	0	0	0	0	0	2
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>	16	16	5	10	1	17	1	66

### 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>	0	0	0	0	0	0	0	0

**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>	0	0	0	0	0	0	0	0	0	0

**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>	0	0	0	0	0	0	0	0	0	0

**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
124	52	61

**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
85	84	1	101	86	8

**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		\$7,404,037
Overtime		\$0
Goods and Services		\$1,579,203
• Professional services contracts	\$136,154	
• Other	\$1,443,049	
<b>Total</b>		<b>\$8,983,240</b>

**11.2 Human Resources**

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	71.985
Part-time and casual employees	23.441
Regional staff	2.132
Consultants and agency personnel	0.000
Students	3.372
<b>Total</b>	<b>100.930</b>

Note: Enter values to three decimal places.

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



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

Name of institution: Library and Archives Canada

Reporting period: 2022-04-01 to 2023-03-31

### 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	0	52	52
Protected B Paper Records	0	0	52	52
Secret and Top Secret Paper Records	0	0	52	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	0	52	52
Protected B Electronic Records	0	0	52	52
Secret and Top Secret Electronic Records	0	0	52	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, 2023	Open Requests that are <i>Beyond</i> Legislated Timelines as of March 31, 2023	Total
Received in 2022-2023	185	1185	1370
Received in 2021-2022	1	507	508
Received in 2020-2021	4	424	428
Received in 2019-2020	11	502	513
Received in 2018-2019	2	119	121
Received in 2017-2018	4	130	134
Received in 2016-2017	0	30	30
Received in 2015-2016	0	5	5
Received in 2014-2015	0	1	1
Received in 2013-2014 or earlier	0	3	3
<b>Total</b>	<b>207</b>	<b>2906</b>	<b>3113</b>

Row 11, Col. 3 of Section 3.1 must equal Row 7, Col. 1 of Section 1.1 of the 2022-2023 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 2022-2023	92
Received in 2021-2022	52
Received in 2020-2021	33
Received in 2019-2020	53
Received in 2018-2019	3
Received in 2017-2018	1
Received in 2016-2017	1
Received in 2015-2016	3
Received in 2014-2015	0
Received in 2013-2014 or earlier	0
<b>Total</b>	<b>238</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, 2023	Open Requests that are <i>Beyond</i> Legislated Timelines as of March 31, 2023	Total
Received in 2022-2023	29	151	180
Received in 2021-2022	2	16	18
Received in 2020-2021	0	18	18
Received in 2019-2020	1	2	3
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	0	0	0
Received in 2014-2015	0	0	0
Received in 2013-2014 or earlier	0	0	0
<b>Total</b>	<b>32</b>	<b>187</b>	<b>219</b>

Row 11, Col. 3 of Section 4.1 must equal Row 7, Col. 1 of Section 1.1 of the 2022-2023 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 2022-2023	0
Received in 2021-2022	1
Received in 2020-2021	0
Received in 2019-2020	0
Received in 2018-2019	0
Received in 2017-2018	0
Received in 2016-2017	0
Received in 2015-2016	0
Received in 2014-2015	0
Received in 2013-2014 or earlier	0
<b>Total</b>	<b>1</b>

**Section 5: Social Insurance Number**

Has your institution begun a new collection or a new consistent use of the SIN in 2022-2023?	No
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**Section 6: Universal Access under the Privacy Act**

How many requests were received from confirmed foreign nationals outside of Canada in 2022-2023?	31
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Row 1, Col. 1 of Section 6 must be equal to or less than Row 1, Col. 1 of Section 1.1 of the 2022-2023 Statistical Report on the *Privacy Act*