



Library and Archives Canada
Annual Report on the
Access to Information Act: 2023–24



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

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1. Report on the *Access to 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.

The purpose of the Act is to enhance the accountability and transparency of federal institutions, to promote an open and democratic society, and to enable public debate on the conduct of those institutions.

This report is prepared and tabled to Parliament in accordance with section 94 of the *Access to Information Act* and section 20 of the *Service Fees Act*. It covers the period from April 1, 2023, to March 31, 2024, 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) Branch is unique within the Government of Canada (GC) as it supports LAC's broad mandate. Ensuring access to the records of government is a cornerstone of a modern and functioning democracy.

1.3 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:

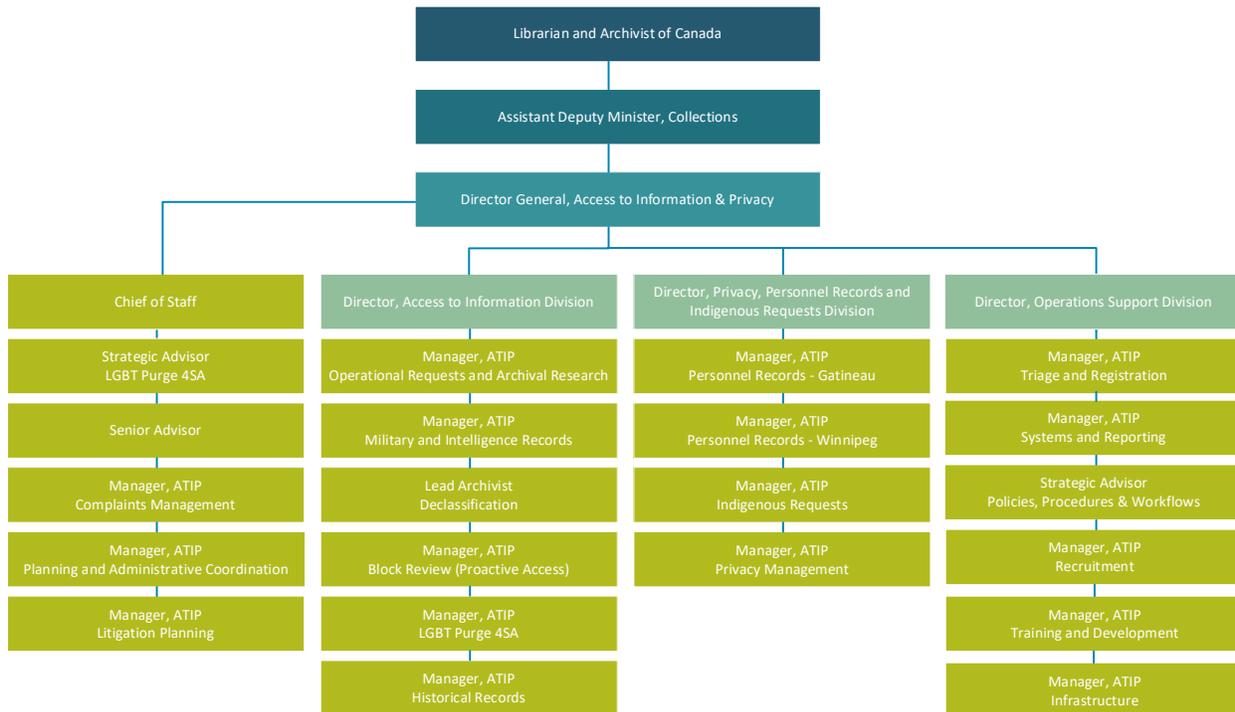
- The Assistant Deputy Minister, Collections;
- The Director General, ATIP Branch;
- The Directors, Access to Information Division and Privacy, Personnel Records and Indigenous Requests Division;
- The Managers and Team Leads in the ATIP Branch; and
- The ATIP Analysts in the ATIP Branch.

The delegation order effective during 2023-24 was issued by the Minister of Canadian Heritage to LAC in May 2016 and is available in **Appendix A** of this report. During the reporting period, LAC has continued the review of its delegation instrument to align with its ATIP Branch structure and to ensure effective delegation for its ATIP functions and requirements.

1.4 Organizational structure

The organizational chart below outlines the reporting structure relating to the ATIP Branch at LAC in 2023–24.

Figure 1: ATIP Branch reporting structure



Office of the Director General, ATIP

Chief of Staff

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

Strategic Advisor

- Provides advice and represents LAC in external facing initiatives relative to ATIP such as legislative reform.
- Provides project oversight, guidance and expertise to LAC and collaborates with other institutions on specific initiatives (such as the LGBT Purge 4SA).

Senior Advisor

- Supports change management activities across the branch.
- Designs and delivers products to help communicate the LAC ATIP story.

Complaints Management (Information Commissioner & Privacy Commissioner)

- 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.
- Communicates with the Office of the Privacy Commissioner (OPC) on complaints and coordinates with LAC's Privacy Management team on complaints received.
- Develops and implements strategies to address recurring issues and prevent future complaints.
- Communicates with complainants to provide updates and resolutions in a transparent and responsive manner.
- Maintains accurate records of complaints, including documentation of investigations and resolutions.

Planning and Administrative Coordination

- Ensures coordination and oversight for financial and human resources management across the branch.
- Gathers necessary information for budget forecasting and management, integrated planning and results achieved, project management and reporting.
- Provides administrative support to the Branch and helps with coordination of ongoing tasks and projects (human resources, finances, etc.).

Litigation Planning

- Provides planning support, oversight and reporting for LAC's roles and responsibilities related to class actions such as: the Indian Day Schools class action, Canadian Armed Forces (CAF) / Department of National Defence (DND) class actions, or other Government of Canada wide class actions.

Access to Information Division

Operational Requests 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.
- Produces research reports to enable analysts to better exercise their discretion when processing requests and complaints.

Military and Intelligence Records

- Processes formal and informal access and privacy requests on restricted GC archival records in LAC's collections related to military and intelligence subject matter.

Declassification

- Represents LAC in ongoing discussions with the Treasury Board Secretariat (TBS) and the Access to Information (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.
- Develops strategic mechanisms for the proactive opening of records in LAC's collection, in collaboration with the efforts of other business areas at LAC, in order to improve discoverability of the collection.

LGBT Purge 4SA

- Performs ATIP review on selected records in accordance with GC's response to the [LGBT Purge Class Action Final Settlement Agreement](#).

Historical Records

- Processes formal and informal access and privacy requests on restricted GC archival records in LAC's collections, and all other subject matter of archival records.

Privacy, Personnel Records and Indigenous Requests 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 Requests

- Processes formal and informal access and privacy requests on restricted GC archival records related to Indigenous communities and Indigenous subject matter, including requests for disclosure pursuant to 8(2)(k) of the *Privacy Act*.

Privacy Management

- 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 and procedures to ensure that LAC ATIP meets the legislative and policy reporting requirements of the *Privacy Act* and its related regulations and TBS policies, and the direction of the OPC.

Operations Support Division

Triage and Registration

- Assesses and registers new incoming 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 boxes of documents or files to process and respond to ATIP requests.
- Sends communications and delivers release packages to requesters through different platforms.

Systems and Reporting

- Manages the institution's use of ATIP-specific software.
- Generates and analyzes statistical reports related to ATIP's work.
- Leads the development of a range of internal and external reports and dashboards.
- Supports the Branch with the development and implementation of internal technology solutions as ATIP Branch's key liaison with its Digital Services Sector.
- Coordinates the creation and publication of ATIP web pages and online tools.

Policies, Procedures and Workflows

- Reviews the implications of changes to TBS policies and notices on LAC's business.
- Coordinates and maintains the inventory of ATIP policies and procedures.
- Supports and develops new policies and procedures to increase efficiencies or respond to changing requirements.
- Refines tools to improve workflows for users and LAC employees.
- Consults with internal and external partners regarding policy and procedure changes.

Recruitment

- Coordinates hiring processes across the ATIP Branch through job posters, interviews, evaluations, and handles the administrative tasks to initiate all human resources actions.
- Coordinates the hiring of students through various programs in collaboration with different educational institutions.
- Represents LAC ATIP at various job fairs and events for recruitment purposes.

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.

Infrastructure

- Supports the deployment of classified Secret and Top Secret processing environments to support LAC ATIP business requirements.
- 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.

Other supporting functions

Since the majority of the historical records requested are in a paper format, LAC ATIP requires the support of additional teams within the organization in order to be able to fulfill its duties. Supporting functions provided by Reference Services, Circulation, Digitization, Regional Services and government archivists are essential in the processing of ATIP requests.

1.5 Service agreements

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

1.6 Types of requests processed under the *Access to Information Act*

LAC ATIP has a distinct role in making accessible the historical government records of over 300 current and previously existing federal organizations. LAC is therefore the main channel to provide access to billions of pages of archival government records.

LAC's collections of records are stored at its facilities in the National Capital Region, Winnipeg, and Vancouver.

Government records

All government records deemed to have enduring historical (archival) value are transferred to LAC after they are no longer needed for operational purposes in the department that created them. LAC thus collects, preserves, and provides access to historical records created by the various departments and agencies of the federal government, which amount to over 250 linear kilometers of textual, cartographic, photographic, audiovisual and digital records, dating back to 1867. The majority of these records are closed and restricted under ATIP because they have never been requested and reviewed for access, or because they might contain sensitive or personal information that must be reviewed in accordance with ATIP legislation.

Access to information requests for historical records are typically large in scope and complex, as they often comprise multiple voluminous files. In addition, as LAC is not the creator of these records, it may need to consult with the originating department prior to releasing information, which can result in longer processing timeframes.

Files of former Canadian Armed Forces (CAF) members and former federal public servants

LAC holds and preserves 4.85 million personnel files of former CAF members and former federal public servants. Many of these files are semi-active and continue to be consulted for ongoing programs and benefits.

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. Since 1971, LAC has worked with the relevant departments (DND, VAC, and Public Services and

Procurement Canada (PSPC)) to provide necessary access to these records. 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.

LAC also 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.

In addition, LAC holds the dormant records of former federal public servants (FPS) that were transferred to LAC prior to July 2017. These records are held until a public servant becomes 80 years old, at which time that individual's records can be destroyed. Due to a litigation hold on these records currently in place, no records are being destroyed at this time. Since July 2017, 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, non-archival records. As the personnel files of all CAF members will become archival, LAC will continue to receive them in perpetuity.

LAC operational records

While the overwhelming majority of the LAC ATIP Branch's workload relates to its unique role in providing access to restricted archival records created by other GC departments, LAC ATIP also has responsibilities relating to LAC's own operations as an institution of the GC. These responsibilities include processing requests for records created by LAC itself, or its predecessor institutions, the National Library or National Archives, ensuring that LAC is meeting its responsibilities under the Act (including ATI regulations, policies, and directives), and providing ATIP subject-matter expertise to support the response to parliamentary questions.

Formal and informal ATI request processes

Formal requests are those officially made under the *Access to Information Act*. There is a \$5 application fee associated to formal requests. Indigenous requesters or their representatives can request fee waivers under the condition of 'advancing reconciliation' since February 2024. Formal requests also require a response within 30 calendar days of the date the request was received by LAC. Requesters are entitled to make a formal complaint regarding the processing of their request to the Office of the Information Commissioner after 30 days of its receipt by LAC.

Informal requests are not covered under the Act but are reviewed in the spirit of the Act. There are no application fees, no legislated timelines, and no recourse or complaint mechanism for informal requests. The number of requests received and the complexity of each request dictate the time frames for the completion of informal requests.

LAC ATIP processes both formal and informal requests. Both processes require a page-by-page review of records by an ATIP analyst.

Table 1: Types of records processed under the *Access to Information Act* in 2023–24

Type of record	Type of request	Requests outstanding from previous reporting periods	Requests received	Requests completed	Requests carried over to next reporting period
Personnel files of former CAF members and former FPS	Formal	853	3,251	2,950	1,160
	Informal	13,694	511	6,467	7,738
	Total	14,547	3,762	9,417	8,898
GC archival records	Formal	2,257	1,026	1,035	2,244
	Informal	601	1,037	1,111	524
	Total	2,858	2,063	2,146	2,768
LAC operational records	Formal	3	20	15	6
	Informal	0	22	21	1
	Total	3	42	36	7
Grand total (all types of records)	Formal	3,113	4,297	4,000	3,410
	Informal	14,295	1,570	7,599	8,263
	Total	17,408	11,734	11,599	11,673

1.7 Other types of requests

LAC's ATIP Branch unique role within the GC, entails additional request types to be processed in order to support LAC's mandate to provide access to Canada's documentary heritage and serve as the continuing documentary memory of the federal government.

In addition to the processing of ATIP requests, LAC ATIP is proactively working on opening large numbers of pages of documents through various initiatives. Once these pages are open, the records no longer require an ATIP request. While over 56 million pages of records have been opened to this day, billions more are waiting to be discovered, which is why LAC is still actively pursuing solutions in that direction.

Below is a list of other initiatives in place at LAC that support providing access to records from LAC's archival collections:

Proactive Access (Block Review)

In alignment with LAC's mandate, the GC's direction on Open Government, LAC's Access Policy Suite, its Access Policy Framework, and in compliance with all applicable laws, LAC proactively reviews records to determine whether they can be disclosed to the public. In cases where LAC's risk-based assessment determines that there are no exemptions or that risks are extremely low, records are opened. When this assessment is done on uniform blocks of records, it can be used to proactively open those blocks without assessing all of the records. 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 submit informal or formal ATI requests.

In 2023-24, 2.35 million pages were opened, resulting in over 56 million pages in total that have been opened through Block Review at LAC. For information about the records opened through this process, see [Index of records opened through LAC's block review initiative](#).

Declassification

Declassification is a means of reducing or eliminating a higher security designation on records. This then makes them easier to store, handle and process pursuant to an access request. Based on the premise that only the creator can declassify the records they created, the LAC Declassification team reviews the historical records, then provides the originating departments with the content analysis and recommendation for declassification. About 100,000 pages of classified records have been thus submitted, of which about 19,000 were declassified in 2023-24. This initiative continues.

Finding Aids

When archival records created by federal institutions are transferred to LAC, they are accompanied by indices or lists. These become finding aids that describe the contents and location of each archival file to facilitate its identification within LAC's archival holdings. Many finding aids contain sensitive or personal information and must be reviewed prior to being made publicly available. In 2023–24, LAC ATIP processed 13 finding aids requests.

LGBT Purge Settlement Agreement (4SA)

Pursuant to the 4th Settlement agreement, in 2023-24, 15,000 pages of LGBT purge related records from Library and Archives Canada and eight other participating government departments were identified. LAC's ATIP team began reviewing the records identified from our holdings for Access to Information and Privacy exemptions, and this work will continue until the completion of the project in 2026.

Parliamentary Questions

LAC's ATIP Branch provides subject-matter expertise in response to Parliamentary Questions and Senate Questions as well as motions. In the 2023–24 fiscal year, LAC responded to 108 Parliamentary Questions. None were directly related to ATIP.

ATI summaries and briefing notes

With proactive disclosure on the Open Government 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 2023–24 fiscal year, LAC provided 802 re-release packages to clients and posted 866 ATI summaries and 50 briefing notes descriptions on the Open Government Portal.

2. Interpretation of the Statistical Report

A comprehensive statistical report on the formal and informal ATI requests processed by LAC in the 2023–24 fiscal year is available in **Appendix B** of this report. As a complement, the 2023–24 supplemental statistical report on the *Access to Information Act* and *Privacy Act* is available in **Appendix C** of this report.

All statistics included in these reports are representative of the most current data available to LAC at the time of writing the 2023-24 ATI Annual Report.

Section 1 – Requests under the *Access to Information Act*

1.1 Number of formal requests

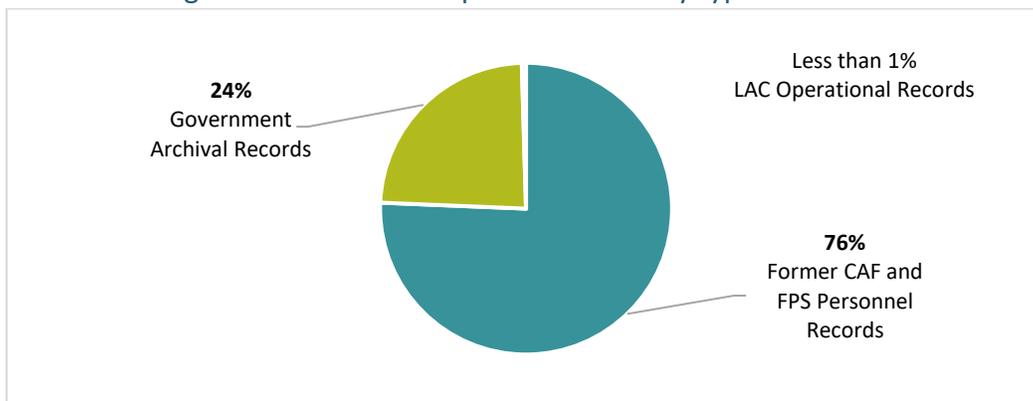
Formal ATI requests received

During the 2023–24 fiscal year, LAC received a total of 4,297 formal ATI requests, 3,251 (76%) of which were related to personnel files compared to 1,859 in 2022-23, 1,026 (24%) were related to GC archival records compared to 666 in 2022-23, and 20 (less than 1%) were related to LAC’s own operational records compared to 11 in 2022-23.

Compared to the previous year, LAC saw a significant increase in the number of ATI formal requests received (4,297 compared to 2,536 in 2022-23).

As of April 3, 2023, LAC’s onboarding onto the TBS government-wide ATIP Online portal, through which clients can submit requests to multiple institutions, has contributed to this increase. As this platform only allows for the submission of formal requests, LAC adopted a “formal by default” approach following its integration. LAC still processes a considerable number of informal requests which are submitted through channels other than ATIP Online.

Figure 2: Formal ATI requests received by type of records



Formal ATI requests completed

In 2023–24, LAC completed 4,000 formal ATI requests, 2,950 (74%) of which were related to personnel files compared to 1,350 in 2022-23, 1,035 (26%) were related to GC archival records compared to 523 in 2022-23, and 15 (less than 1%) were related to LAC operational records compared to 13 in 2022-23.

During the past fiscal year, LAC more than doubled its number of completed formal ATI requests over the previous fiscal year, during which it responded to 1,886 formal ATI requests. The increase can be attributed LAC’s continuing efforts in strengthening its ATIP function and improving its capacity to respond to ATIP requests.

At the end of the reporting period, LAC carried forward into 2024–25 a total of 3,113 formal requests. LAC saw a significant increase in the number of formal ATI requests received, and the volume of requests carried forward into the next fiscal year slightly increased from 3,113 requests to 3,410 requests, which represents an increase of less than 10%.

Over the course of 2023–24, LAC continued to use the significant temporary funding it received to increase its capacity to respond to ATIP requests. This resulted in a significant improvement in the statistics on the number of files closed, and ultimately, a reduction in the overall number of requests carried forward.

Figure 3: Formal ATI requests trends



1.2 Sources of requests

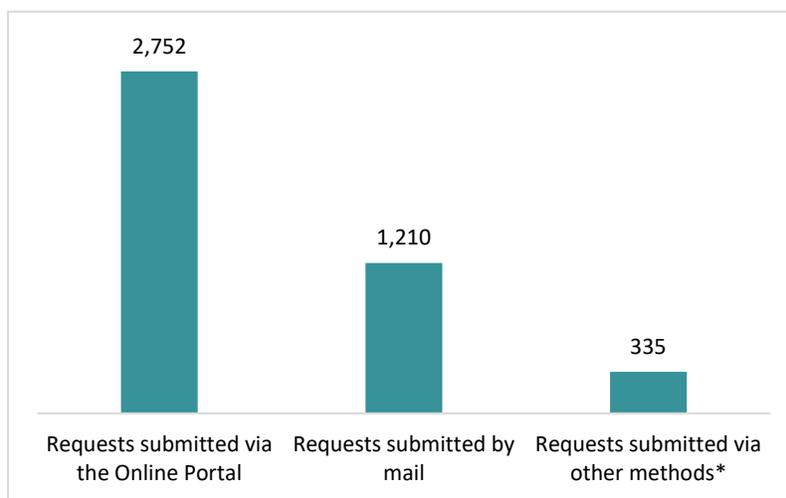
Of the total 4,297 formal ATI requests LAC received in 2023-24, 42% of these were from requesters identified themselves as being from the public, an additional 42% declined to identify, 12% identified as academia, 2% identified as an organization, and less than 1% have identified themselves as members of the media or from business (private sector).

1.3 Channels of requests

In 2023–24, LAC received 2,752 ATI requests through the TBS ATIP Online portal, which represented 64% of the ATI formal requests received by LAC. During the same period, LAC saw an increase in the number of ATI formal requests received by mail (1,210 (28%) in 2023-24 compared to 417 (16%) in 2022-23).

The GC ATIP Online platform requires an authentication process. Based on the increase in the volume of calls made to LAC Reference Services, using this platform proved to be a challenge for LAC’s clients. LAC and TBS offered client support to guide users through the new process. However, the increase in the number of requests submitted by mail indicates that some users resorted to other channels to submit their requests to LAC.

Figure 4: Number of requests submitted online



* Other methods include by fax, email, and in person.

Section 2 – Informal Requests

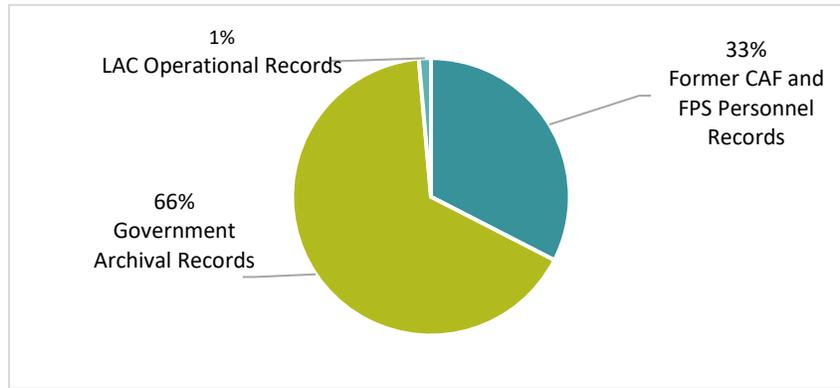
2.1 Number of informal requests

Informal ATI requests received

During the 2023–24 fiscal year, LAC received a total of 1,570 informal ATI requests. Like formal ATI requests, informal ATI requests are made to access three types of records in LAC’s holdings: GC archival records, former CAF and former FPS personnel records, and LAC’s own operational records.

LAC saw a decrease of 61% in the overall number of informal ATI requests received in 2023–24 (1,570 requests) compared to 2022–23 (4,061 requests). This may be a result of LAC’s onboarding to TBS ATIP Online, as this platform does not offer the possibility to submit informal requests.

Figure 5: Informal ATI requests received by type of record



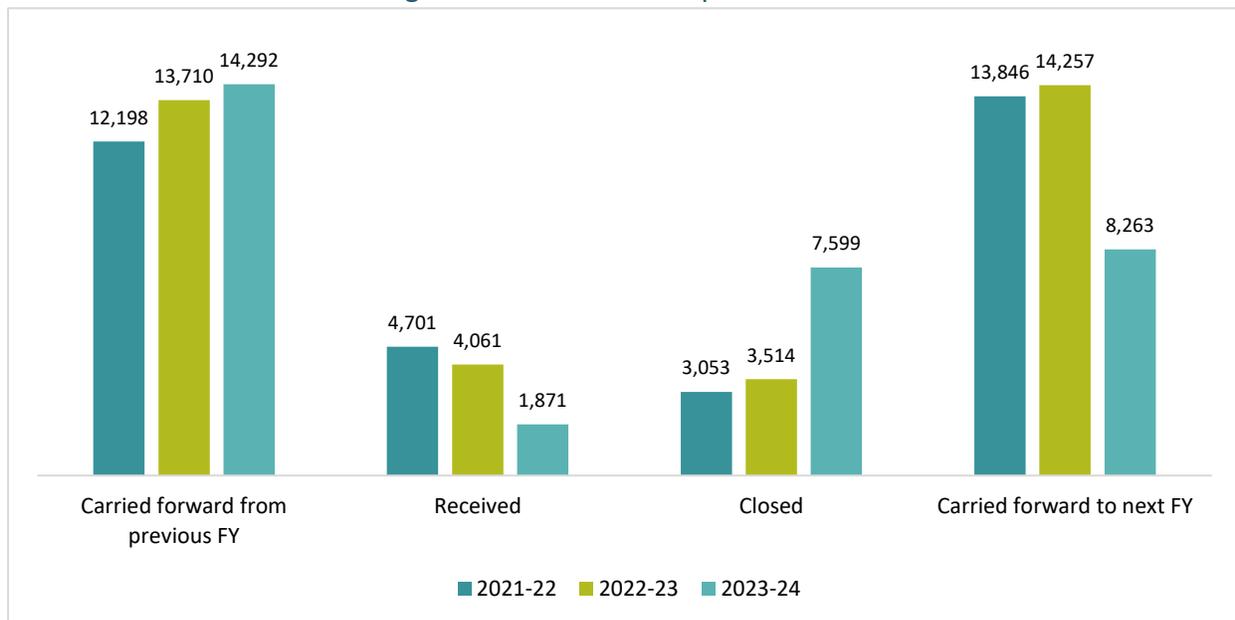
Informal ATI requests completed

In 2023–24, LAC responded to 7,599 informal ATI requests. LAC has more than doubled its number of informal requests completed compared to the previous fiscal year during which LAC had completed 3,514 informal ATI requests.

At the end of the reporting period, the number of informal requests LAC carried forward significantly decreased from 8,263 informal ATI requests in 2024-25, compared to 14,257 from 2022-23 to 2023-24.

As previously mentioned, the temporary funding that LAC received following the OIC systemic investigation allowed the ATIP branch to increase its resources and improve its capacity to process its substantial volume of requests, thus reducing the overall backlog and the number of requests carried forward.

Figure 6: Informal ATI requests trends



2.2 Channels of informal requests

Of the 1,570 ATI informal requests LAC received in 2023–24, 835 requests for re-release (counted as informal requests) were submitted through the Open Government portal, 700 informal requests were received via email, and 35 were submitted through other means.

Figure 7: Channel for informal requests received



2.3 Completion time of informal requests

At the beginning of the reporting period, LAC had 14,292 outstanding informal requests, 13,694 (96%) of which were related to personnel files, 601 (4%) of which were related to GC archival records and none were related to LAC’s operational records. 11,699 of those had been outstanding for more than one reporting period. Of the 7,599 completed informal requests in 2023-24, 6,301 were outstanding from previous periods.

Table 2: Number of days to complete informal ATI requests

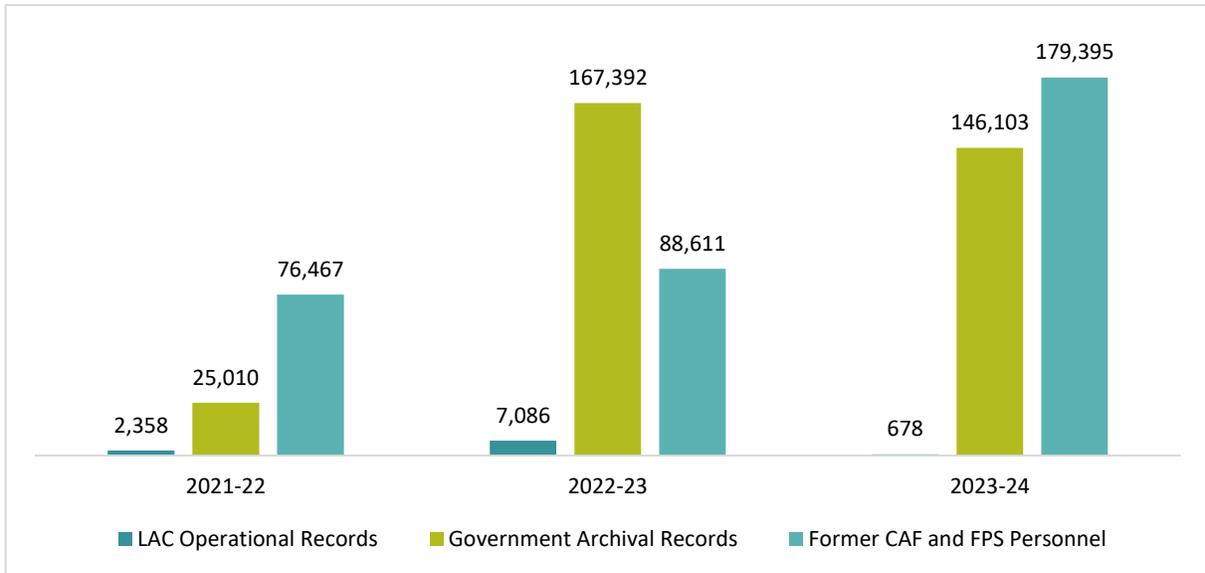
Number of days	2023-24	2022-23
0 to 15 days	691 (10%)	586 (17%)
16 to 30 days	248 (3%)	241 (7%)
31 to 60 days	182 (2%)	304 (9%)
61 to 120 days	162 (2%)	423 (12%)
121 to 180 days	91 (1%)	115 (3%)
181 to 365 days	273 (4%)	188 (5%)
More than 365 days	5,952 (78%)	1,657 (47%)
Total number of requests completed	7,599	3,514

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

2.4 Pages released informally

LAC reviewed 291,013 pages for informal ATI requests in 2023–24. This represents almost triple an increase compared to 2022-23, when 103,835 pages were reviewed. This increase can be attributed to the growth in the number of requests processed in 2023-24.

Figure 8: Informal ATI requests: number of pages reviewed



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

2.5 Pages re-released informally

In 2023-24 LAC completed 802 requests for informal re-releases of previously released ATI packages, amounting to a total of 613,744 pages re-released.

Section 3 – Applications to the Information Commissioner on declining to act on requests

In 2023-24 LAC made one request to the Information Commissioner to be approved under Section 6 of the ATIA to decline the processing of a request that may be considered to be “vexatious”, “made in bad faith” or otherwise an abuse of the right to make a request for access to records. The request was carried forward to the next reporting period.

Section 4 – Formal ATI requests closed during the reporting period

4.1 Disposition and completion time

The following tables provide information about disclosure and completion times for ATI formal requests completed during 2023-24.

Table 3: Disclosure of records for completed requests

Disclosure	Completion time							Total
	0 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	28	114	124	520	90	265	50	1,191
Disclosed in part	28	150	212	589	168	639	156	1,942
All exempted	0	1	1	2	0	0	5	9
All excluded	56	28	7	7	6	5	11	120
No records exist	224	94	17	6	4	11	3	359
Request transferred	1	0	0	0	0	0	0	1
Request abandoned	269	31	17	16	6	13	26	378
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
Total number of requests	606	418	378	1,140	274	933	251	4,000

4.2 Exemptions

During 2023–24, LAC invoked exemptions on 2,343 ATI requests processed under the Act. The following table shows the three most frequent exemptions applied by LAC.

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

Table 4: Exemptions most frequently applied by LAC

Number of requests	Section	Description
1,787	19(1)	Personal information about an identifiable individual
109	13(1)(a)	Information obtained in confidence from a foreign state or an institution thereof
85	15(1)	Information about international affairs and defence

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.

4.3 Exclusions

The Act does not apply to certain information. The following table shows the two most frequent exclusions applied by LAC.

Table 5: Exclusions most frequently applied by LAC

Section of the <i>Access to Information Act</i>	Number of requests 2023-24
68(a) published material or material available for purchase by the public	112
68(c) material placed in the Library and Archives of Canada, the National Gallery of Canada, the Canadian Museum of History, the Canadian Museum of Nature, the National Museum of Science and Technology, the Canadian Museum for Human Rights, or the Canadian Museum of Immigration at Pier 21 by or on behalf of persons or organizations other than government institutions	14

4.4 Format of information released

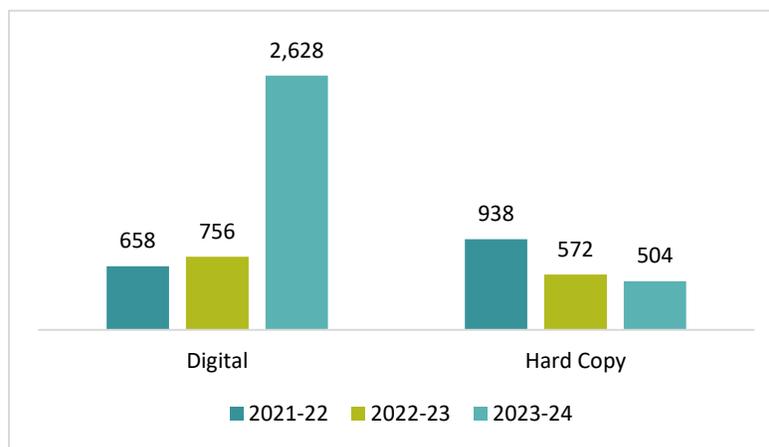
In 2023-24, LAC provided 2,628 digital response packages using ATIP Online and LAC's own direct digital release package option, Secure File Transfer.

While LAC strongly promotes access through digital delivery which provides requested documentation quickly and efficiently, clients always have the option of receiving records in hard copy (paper).

LAC continued to offer its clients the consult original records on site at its various facilities in Ottawa, Winnipeg, and Vancouver.

In addition to providing access to records in paper format, during the reporting period, LAC also provided access to records in audio format.

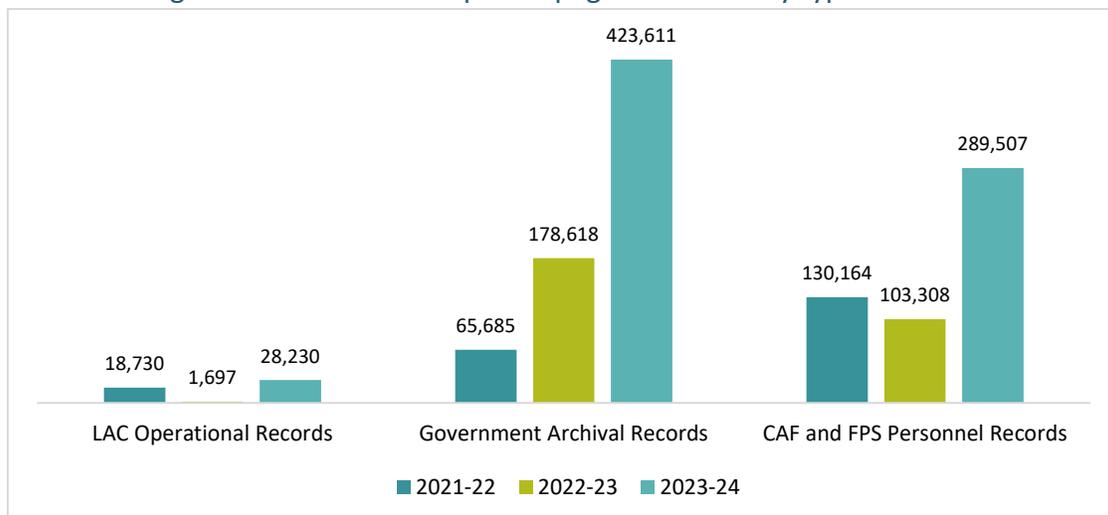
Figure 9: Format of release packages



4.5.1 Relevant pages processed and disclosed

LAC reviewed 741,348 pages pursuant to formal ATI requests in 2023–24. This represents an increase of 161% compared to the volume of pages reviewed in 2022–23 (283,911 pages).

Figure 10: Formal ATI requests: pages reviewed by type of record



In 2023–24, LAC reviewed a total of 1,067,524 pages of records pursuant to formal and informal ATI requests. This is an overall increase of 98% in pages reviewed compared with the 2022–23 fiscal year, during which LAC reviewed 539,600 pages. In addition to the 1,067,524 pages reviewed in response to formal and informal ATI requests, over 3 million pages have been reviewed through the block review process.

Table 6: Number of pages reviewed

Type of request	Number of pages reviewed
Informal	326,176
Formal	741,348
Total	1,067,524

4.5.7 Other complexities

LAC’s collection is mostly comprised of physical material. Once an ATIP request is received, the relevant records must first be located, which sometimes requires support from LAC’s archivists, and then retrieved from storage. Due to the age of certain records, they need to be handled with care and caution and sometimes require mould remediation, which adds further complexity and delays. In 2023–24 fiscal year, 40 completed ATI requests required mould remediation prior to any digitization or processing. Once the relevant records have been retrieved and physically prepared (bindings removed, etc.), they are digitized. The speed at which materials are digitized depends on its physical state (fragile or stable), physical size, and type of effort required to ensure images are captured clearly in order to be able to upload and process in the ATIP redaction software. All these activities must occur before an ATIP Analyst even begins to review the material for potential redactions.

Another source of complexity for LAC consists of consultation requests 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 if there are no apparent exemptions. Consultation with other government departments represents a considerable complexity factor for LAC, given that these are added to the requests that the departments already have to process. In 2023–24 fiscal year, consultations with departments that created the records on formal ATI requests accounted for 72% of the total complexities identified (106 of 148). This effort adds workload not only for LAC, but also for the departments with which LAC consults, and depends on their ability to locate the appropriate subject matter expertise on historical records.

In addition to the other complexities above, in 2023-24 LAC sought legal advice for two ATI requests.

4.6 Closed requests

4.6.1 Requests closed within legislated timelines

This past fiscal year, LAC’s percentage of requests completed within legislated timelines has increased compared to the 2022–23 fiscal year. In 2023–24, LAC completed 55% (2,193 of 4,000) within legislated timelines. This represents an increase of 31% from 2022-23, when 453 of 1,886 requests (24%) were completed within the legislated timelines.

4.7 Deemed refusals requests

4.7.1 Reasons for not meeting legislated timelines

The majority of requests closed as “deemed refusals” and not meeting legislated timelines (1,726 of 1,807) were due the large number of requests to be processed, a high volume of records being requested, or other ATIP-related tasks.

Table 7: Reasons for deemed refusals

Reason for deemed refusals	Total
Interference with operations/workload	1,726
External consultation	81
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.

On March 31, 2024, LAC had 533 consultation requests pending responses from other GC departments.

In order to limit the number of consultation requests, LAC has put in place a new process to reduce the number of pages sent out to other GC departments on consultation. It 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. These reports allow analysts to make informed decisions before embarking on consultations with other GC departments. In many cases, it eliminates the need to consult other government departments altogether and enables LAC to actively exercise its discretion under the *Access to Information Act*. Following the implementation of this process, the time required to process a request for access to military and intelligence records has dropped from about 200 days to fewer than 90.

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

Of the 1,807 deemed refusals, 63% (1,147) exceeded timelines, including additional extensions taken, and 37% (660) exceeded timelines, where requests had not been identified as requiring or being eligible for extensions.

Table 8: Number of days past deadline

Number of days past deadline	Number of requests past deadline where no extension was taken	Number of requests past deadline where an extension was taken	Total
1 to 15 days	39	165	204
16 to 30 days	20	89	109
31 to 60 days	44	112	156
61 to 120 days	99	124	223
121 to 180 days	120	67	187
181 to 365 days	684	6	690
More than 365 days	141	97	238
Total	1,147	660	1,807

4.8 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 2023–24.

Section 5 – Extensions

5.1 Reasons for extensions and disposition of requests

In 2023-24, LAC invoked 1,812 extensions under paragraph 9(1)(a) Interference with operations/workload and 212 extensions under 9(1)(b) Consultation – Other.

5.2 Length of extensions

The following table shows the length of extensions taken by LAC for ATI requests completed in 2023-24.

Table 9: Length of extensions

Length of extension	9(1)(a) Interference with operations/workload	9(1)(b) Consultation – Other
30 days or less	99	14
31 to 60 days	1,523	43
61 to 120 days	95	41
121 to 180 days	22	32
181 to 365 days	38	44
366 days or more	35	38
Total	1,812	212

Section 6 – Fees

The *Service Fees Act* requires a responsible authority to report annually to Parliament on the fees collected by the institution. The information below is reported in accordance with the requirements of section 20 of the *Service Fees Act*.

The \$5 application fee, as set out in paragraph 7(1)(a) of the Regulations, is the only fee charged for a formal ATI request.

During the reporting period, LAC collected a total fee revenue of \$20,915 for the 4,297 formal ATI requests that it received, waived 40 requests and refunded 74 requests.

Since February 22, 2024, Indigenous requesters or their representatives can request fee waivers under the condition of ‘advancing reconciliation’. This measure was put in place by TBS to facilitate access to government information by removing financial barriers for Indigenous requesters, or those acting on their behalf, and to provide Indigenous requesters with a free, fair, and equitable right of access to Indigenous information held by the Crown. This action fulfills recommendations made by Indigenous partners. Since the implementation of this measure, LAC has waived application fees 9 times.

Section 7 – Consultations received from other institutions and organizations

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

In 2023-2024, LAC received and completed 14 consultation requests from other GC departments amounting to the review of 667 pages. LAC did not carry forward any consultation requests into the 2024–25 fiscal year.

7.2 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 2023–24.

Table 10: 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
Total	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

LAC received no (0) requests for consultations from other (private sector) organizations in 2023–24.

Section 8 – Completion time of consultations on Cabinet confidences

8.1 Requests with Legal Services

LAC did not consult Legal Services on Cabinet confidences in 2023–24.

8.2 Requests with Privy Council Office

LAC did not consult the Privy Council Office on Cabinet confidences in 2023–24.

Section 9 – Investigations and report of finding

9.1 Investigations

In 2023–24, LAC received 129 notifications of complaints or investigations from the Office of the Information Commissioner (OIC). At the end of the reporting period, LAC had 149 open complaints, compared to the previous reporting period (238), a decrease of 60%.

Table 11: Complaints and investigations received by LAC in 2023–24

Section 32 Notice of intention to investigate	Subsection 30(5) Ceased to investigate	Section 35 Formal representations
129	74	102

9.2 Investigations and Reports of Finding

In 2023–24, LAC received 104 orders from the Information Commissioner.

Section 10 – Court Action

10.1 Court action on complaints

In 2023–24, LAC made 18 requests for review to the Federal Court of Canada concerning an order received from the Information Commissioner.

Section 11 – Resources related to the *Access to Information Act*

11.1 Allocated Costs

What follows are LAC’s comprehensive costs associated with the administration of the Act for 2023–24.

Table 12: Costs of administering the *Access to Information Act*¹

Expenditures		Amount
Salaries		15,309,545
Overtime		
Goods and services		5,348,052
• Professional services contracts*	345,681	
• Other	5,002,371	
Total		20,657,597

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.

A number of resources outside the ATIP Branch were required to support the increased needs of the expanded ATIP Branch as a result of the temporary funding received following the OIC systemic investigation. This includes professional services contracts expenditures for digital services such as to increase digitization capacity at our Winnipeg facility, additional secure workstations and new information technologies.

11.2 Human resources

At the end of the reporting period, 190.995 full-time equivalents (FTE) were performing work associated to the application of the Act, either within the ATIP Branch or across the institution.

In addition to the work performed in LAC's ATIP Branch, it is important to highlight that staff from across the institution, such as archivists, staff in Reference Services, Circulation, Preservation, Digitization, Translation and Web Publishing, played a key role in supporting the ATIP function and ensuring that LAC fulfilled its obligations in accordance with the *Access to Information Act* and the *Privacy Act* and related regulations.

In conclusion, LAC's additional temporary funding helped reduce by 34% the number of requests carried forward to 2024-25. This substantive decrease demonstrates LAC's efforts in improving its capacity and its ability to meet the annual volume of incoming requests.

Table 13: ATIP requests over five years

Requests	2023-24	2022-23	2021-22	2020-21	2019-20
Total number of ATIP requests received	8,496	11,215	12,414	12,801	17,190
Total number of ATIP requests completed	14,658	11,161	11,094	8,130	13,391
Total number of ATIP requests carried forward	12,020	18,130	18,212	16,922	12,218

3. Proactive publication under Part 2 of the Act

In accordance with Treasury Board Secretariat (TBS) guidelines and the departmental obligation to respond to proactive disclosure as defined in the *Access to Information Act*, Library and Archives Canada (LAC) proactively publishes requested items on the Open Government portal.

LAC is a government institution for the purpose of Part 2 of the *Access to Information Act*.

During 2023–24, LAC proactively published the information as per TBS requirements.

Table 14: Proactive publication

Legislative Requirement	Section	Publication Timeline	Institutional Requirement
All Government Institutions as defined in section 3 of the <i>Access to Information Act</i>			
Travel expenses	82	Within 30 days after the end of the month of reimbursement	100%
Hospitality expenses	83	Within 30 days after the end of the month of reimbursement	100%
Reports tabled in Parliament	84	Within 30 days after tabling	100%
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>			
Contracts over \$10,000	86	Q1–Q3: Within 30 days after the quarter Q4: Within 60 days after the quarter	100%
Grants and contributions over \$25,000	87	Within 30 days after the quarter	100%
Packages of briefing materials prepared for new or incoming deputy heads or equivalent	88(a)	Within 120 days after appointment	N/A
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	100%
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	N/A
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)			
Reclassification of positions	85	Within 30 days after the quarter	100%

LAC's publications (sections 82, 83, 85, 86, 87 and 88) are available on the [Open Government website](#). Reports tabled in Parliament (section 84) are available on [the institution's website](#). LAC has fulfilled its responsibility of making this information accessible to clients each month during the past fiscal year. All of the publications have been posted within the prescribed legislated timelines.

To facilitate the release of this information by Offices of Primary Interest (OPIs), in 2023-24, Memoranda of Understanding (MOUs) have been developed between the Directors General of the various LAC branches and the Chief Information Officer (CIO). These protocols specify the roles and responsibilities of each party, as well as the objectives, scope, duration, and implementation date of the agreement.

4. Training and awareness

The ATIP Branch welcomed a considerable number of new hires during the past fiscal year and developed onboarding training sessions, which provide new staff with a comprehensive overview of ATIP at LAC by involving each team in the Branch. These onboarding sessions helped the new hires to quickly develop an understanding of LAC's mandate and ATIP's role at LAC and allowed them to become valuable contributors within their own teams. Second language training has also been made available to all employees of the ATIP Branch. The high level of participation to language training has allowed ATIP to hire designated instructors specifically for its staff.

5. Significant changes to policies, guidelines and procedures

This past fiscal year, LAC's ATIP Branch made significant changes to its operations and workflows to increase efficiency. In addition, LAC reviewed many policies to align to its evolving business. With the complex nature of records being requested, LAC completed a rewrite of the triage and registration guide. This has improved client services, timeliness of responses, and reduced errors.

LAC also undertook research on sunset clauses, the concept that information becomes less sensitive over time. This research was done in consultation with other governmental archives in Canada and internationally. LAC developed a "federal first" sunset clause recommendation to TBS, which will be implemented through [policy guidance on the disclosure of historical records](#), to be published in 2024-25 for the GC at large.

6. Initiatives and projects to improve access to information

ATIP's Operational and Archival Research team specifically built expertise regarding the archival material that LAC holds and conducted extensive research to assist in analysis of the information that can be released before initiating any consultations with other GC departments. This initiative allowed the ATIP Branch to reduce the number of pages sent for consultation and enabled LAC to make informed decisions regarding the disclosure and/or release of information.

In fiscal year 2023–24, LAC launched simplified web pages along with a virtual "ATIP assistant", a tool that takes the users step-by-step, guiding them towards the best option for each of their requests. This assistant provides a simple description of what needs to be included in an ATIP request at LAC in order to speed up registration and processing.

LAC acquired a new software platform to process its ATIP requests and manage its workload and started to prepare configuration, customization and implementation in 2024-25.

During the reporting period, LAC continued to strengthen its ability to process classified secret and top secret records by expanding the number of workstations to process requests that

require access to sensitive records more efficiently, and by ensuring the installation of ATIP specific software and processes required.

In 2023-24, LAC also continued to be an active member in a number of interdepartmental working groups and amongst the ATIP community. On April 25, 2023, LAC's ATIP Coordinator presented to the [Standing Committee on Access to Information, Privacy, and Ethics \(ETHI\)](#) and demonstrated the complexities and unique challenges that the institution faces. LAC also presented at a number of stakeholder events such as the Canadian Foreign Intelligence History Project and the National Claims Research Directors Meeting.

In February 2024, LAC released a copy of the [Rodal Report](#) to its website, pursuant to formal ATI requests that had been received and as part of the GC's response to render more publicly available the documentation of the Commission of Inquiry into War Criminals in Canada (also known as the Deschênes Commission). LAC continues its work to respond to various ATI requests on the records related to this Commission.

7. Summary of key issues and actions taken on complaints

The Complaints Management Team continued with its work to ensure timely and effective resolution of complaint investigation. Since its creation in mid-2022, duties associated to complaints have been removed from the traditional analysts' and teams' workloads and centralized in the Complaints Management team.

The team managed deadlines and administrative actions related to ordered disclosure dates and other legal deadlines as well as court proceedings related to complaints. In addition to monitoring compliance with relevant policies, procedures, and regulatory requirements in complaint management, LAC's Complaints Management Team continuously evaluated and enhanced its processes to ensure effectiveness and efficiency. It collaborated with relevant ATIP teams to investigate complaints thoroughly, identify root causes and develop and implement strategies to address recurring issues and prevent future complaints.

The work of this team improved LAC’s ability to provide clear and timely representations on complaint files as well as the ability to provide the correspondence responses to initial and final reports for orders received from OIC.

At the end of the reporting period, LAC had a total of 149 open complaints with the OIC compared to 238 in 2022-23, a decrease of 60%.

Fiscal year during which the complaints were received	Number of open complaints
Received in 2023-24	73
Received in 2022-23	51
Received in 2021-22	6
Received in 2020-21	1
Received in 2019-20	15
Received in 2018-19	1
Received in 2017-18	0
Received in 2016-17	0
Received in 2015-16	2
Received in 2014-15 or earlier	0
Total	149

OIC systemic investigation

Official reports by the Information Commissioner regarding the systemic investigation in LAC ATIP were tabled in Parliament on April 26, 2022. These highlighted LAC’s ATIP shortcomings as well as GC-wide issues with 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 its backlog and support litigation planning and response. An [ATIP Action Plan](#) was implemented to respond to the OIC’s recommendations and address LAC ATIP’s systemic issues. It provides the foundation for important changes, and LAC continues to publish two progress reports on [LAC’s website](#) each year.

8. Monitoring compliance

In fiscal year 2023 –24, LAC continued to monitor the time invested in processing ATIP requests through the specialized ATIP software Access Pro Case Management (APCM). 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 on with specific timelines.

A monthly review of the data is undertaken by a system specialist through numerous reports to ensure accuracy and compliance with regard to regulations, policies and procedures. In 2023-24, user training sessions were offered to all APCM users to establish a strong understanding of the system and its data and to value the importance of accurate reporting.

In 2023-24, LAC ATIP created automated dashboards to provide team leads and managers with specific information about their team's workload, progress, and level of completion of requests. Other tools such as dashboards, system-designed reports, and search-builders were available to all users, allowing them to track all active and closed requests for accuracy and completeness.

In addition, LAC ATIP generated a number of ad hoc reports throughout the year to help keep LAC's management informed as well as semi-annual updates to its ATIP Action Plan in [June](#) and [December](#) to keep the public informed.

9. Information holdings

Info Source describes the programs and activities, and the information holdings related to programs and activities, of government institutions subject to the *Access to Information Act* to facilitate the right of access. It also provides individuals, including current and former employees of the Government of Canada, with relevant information to access personal information about themselves held by government institutions subject to the *Privacy Act* and to exercise their rights under the *Privacy Act*.

A description of LAC's functions, programs, activities and related information holdings can be found in [Info Source 2024 : Library and Archives Canada](#).

Appendices

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

**NB – LAC will be revising its delegation instrument in 2023-24 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.



The Honourable Mélanie Joly
Minister of Canadian Heritage
MAY 26 2016

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
Access to Information Act							
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
<i>Access to Information Delegation</i>							
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
Privacy Act							
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
Privacy Regulations							
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: 2023-04-01 to 2024-03-31

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

1.1 Number of requests

		Number of Requests
Received during reporting period		4297
Outstanding from previous reporting periods		3113
• Outstanding from previous reporting period	1372	
• Outstanding from more than one reporting period	1741	
Total		7410
Closed during reporting period		4000
Carried over to next reporting period		3410
• Carried over within legislated timeline	1132	
• Carried over beyond legislated timeline	2278	

1.2 Sources of requests

Source	Number of Requests
Media	58
Academia	531
Business (private sector)	62
Organization	69
Public	1793
Decline to Identify	1784
Total	4297

1.3 Channels of requests

Source	Number of Requests
Online	2752
E-mail	245
Mail	1210
In person	3
Phone	0
Fax	87
Total	4297

Section 2: Informal Requests

2.1 Number of informal requests

		Number of Requests
Received during reporting period		1570
Outstanding from previous reporting periods		14292
• Outstanding from previous reporting period	2593	
• Outstanding from more than one reporting period	11699	
Total		15862

Closed during reporting period	7599
Carried over to next reporting period	8263

2.2 Channels of informal requests

Source	Number of Requests
Online	835
E-mail	700
Mail	30
In person	1
Phone	1
Fax	3
Total	1570

2.3 Completion time of informal requests

Completion Time							Total
0 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	
691	248	182	162	91	273	5952	7599

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
6599	113135	137	28414	32	23163	20	31427	9	92519

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
252	10018	264	65801	130	93062	141	273114	15	171749

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

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

Section 4: Requests Closed During the Reporting Period

4.1 Disposition and completion time

Disposition of Requests	Completion Time							Total
	0 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	28	114	124	520	90	265	50	1191
Disclosed in part	28	150	212	589	168	639	156	1942
All exempted	0	1	1	2	0	0	5	9
All excluded	56	28	7	7	6	5	11	120
No records exist	224	94	17	6	4	11	3	359
Request transferred	1	0	0	0	0	0	0	1
Request abandoned	269	31	17	16	6	13	26	378
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
Total	606	418	378	1140	274	933	251	4000

4.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	109	16(2)	5	18(a)	6	20.1	0
13(1)(b)	60	16(2)(a)	0	18(b)	6	20.2	0
13(1)(c)	12	16(2)(b)	7	18(c)	0	20.4	0
13(1)(d)	10	16(2)(c)	12	18(d)	6	21(1)(a)	2
13(1)(e)	0	16(3)	0	18.1(1)(a)	0	21(1)(b)	2
14	14	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)	1
14(b)	0	16.1(1)(c)	0	18.1(1)(d)	0	22	0
15(1)	85	16.1(1)(d)	0	19(1)	1787	22.1(1)	0
15(1) - I.A.*	11	16.2(1)	0	20(1)(a)	0	23	82
15(1) - Def.*	13	16.3	0	20(1)(b)	12	23.1	0
15(1) - S.A.*	0	16.4(1)(a)	0	20(1)(b.1)	0	24(1)	65
16(1)(a)(i)	1	16.4(1)(b)	0	20(1)(c)	2	26	7
16(1)(a)(ii)	0	16.5	0	20(1)(d)	0		
16(1)(a)(iii)	0	16.6	0				
16(1)(b)	8	17	3				
16(1)(c)	14						
16(1)(d)	1						

* 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)	112	69(1)	0	69(1)(g) re (a)	1
68(b)	0	69(1)(a)	0	69(1)(g) re (b)	0
68(c)	14	69(1)(b)	0	69(1)(g) re (c)	1
68.1	0	69(1)(c)	0	69(1)(g) re (d)	0
68.2(a)	0	69(1)(d)	0	69(1)(g) re (e)	0
68.2(b)	0	69(1)(e)	0	69(1)(g) re (f)	0
		69(1)(f)	0	69.1(1)	0

4.4 Format of information released

Paper	Electronic				Other
	E-record	Data set	Video	Audio	
504	2628	0	0	1	0

4.5 Complexity

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

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
741348	0	3640

4.5.2 Relevant pages processed per request disposition for paper, e-record and dataset 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	924	24228	223	42038	23	15777	21	40981	0	0
Disclosed in part	961	31628	721	158595	128	94683	126	197574	6	110170
All exempted	7	85	2	304	0	0	0	0	0	0
All excluded	118	572	2	0	0	0	0	0	0	0
Request abandoned	376	108	0	0	0	0	1	1437	1	23170
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
Total	2386	56619	948	200937	151	110460	148	239992	7	133340

4.5.3 Relevant minutes processed and disclosed for audio formats

Number of Minutes Processed	Number of Minutes Disclosed	Number of Requests
15	15	1

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	1	15	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
Total	1	15	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
Total	0	0	0	0	0	0

4.5.7 Other complexities

Disposition	Consultation Required	Legal Advice Sought	Other	Total
All disclosed	18	0	18	34
Disclosed in part	82	2	21	105
All exempted	6	0	0	6
All excluded	0	0	0	0
Request abandoned	2	0	1	3
Neither confirmed nor denied	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
Total	108	2	40	148

4.6 Closed requests

4.6.1 Requests closed within legislated timelines

Number of requests closed within legislated timelines	2193
Percentage of requests closed within legislated timelines (%)	54.825

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
1807	1726	81	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	39	165	204
16 to 30 days	20	89	109
31 to 60 days	44	112	156
61 to 120 days	99	124	223
121 to 180 days	120	67	187
181 to 365 days	684	6	690
More than 365 days	141	97	238
Total	1147	660	1807

4.8 Requests for translation

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
Total	0	0	0

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	719	0	41	0
Disclosed in part	1040	0	156	0
All exempted	1	0	6	0
All excluded	5	0	1	0
Request abandoned	30	0	6	0
No records exist	17	0	2	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
Total	1812	0	212	0

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	99	0	14	0
31 to 60 days	1523	0	43	0
61 to 120 days	95	0	41	0
121 to 180 days	22	0	32	0
181 to 365 days	38	0	44	0
365 days or more	35	0	38	0
Total	1812	0	212	0

Section 6: Fees

Fee Type	Fee Collected		Fee Waived		Fee Refunded	
	Number of Requests	Amount	Number of Requests	Amount	Number of Requests	Amount
Application	4183	\$20,915.00	40	\$200.00	74	\$370.00
Other fees	0	\$0.00	0	\$0.00	0	\$0.00
Total	4183	\$20,915.00	40	\$200.00	74	\$370.00

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	14	667	0	0
Outstanding from the previous reporting period	0	0	0	0
Total	14	667	0	0
Closed during the reporting period	14	667	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
	0 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	7	4	0	0	0	0	0	11
Disclose in part	0	1	2	0	0	0	0	3
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	7	5	2	0	0	0	0	14

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
	0 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
Total	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
Total	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
Total	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
129	74	102

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 an intent to issue an order by the Information Commissioner	Received	Containing recommendations issued by the Information Commissioner	Containing orders issued by the Information Commissioner
106	2	104	121	0	104

Section 10: Court Action

10.1 Court actions on complaints

Section 41				
Complainant (1)	Institution (2)	Third Party (3)	Privacy Commissioner (4)	Total
0	18	0	0	18

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		\$15,309,545
Overtime		
Goods and Services		\$5,348,052
• Professional services contracts	\$345,681	
• Other	\$5,002,371	
Total		\$20,657,597

11.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	115.807
Part-time and casual employees	61.802
Regional staff	2.407
Consultants and agency personnel	0.000
Students	10.979
Total	190.995

Note: Enter values to three decimal places.

Appendix C: Supplemental Statistical Report on the *Access to Information Act* and the *Privacy Act*



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

Name of institution: Library and Archives Canada

Reporting period: 2023-04-01 to 2024-03-31

Section 1: Open Requests and Complaints Under the *Access to Information Act*

1.1 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, 2024	Open Requests that are <i>Beyond</i> Legislated Timelines as of March 31, 2024	Total
Received in 2023-24	1091	416	1507
Received in 2022-23	34	332	366
Received in 2021-22	1	448	449
Received in 2020-21	0	385	385
Received in 2019-20	3	443	446
Received in 2018-19	1	106	107
Received in 2017-18	2	110	112
Received in 2016-17	0	29	29
Received in 2015-16	0	5	5
Received in 2014-15 or earlier	0	4	4
Total	1132	2278	3410

Row 11, Col. 3 of Section 1.1 must equal Row 7, Col. 1 of Section 1.1 of the 2023-24 Statistical Report on the *Access to Information Act*

1.2 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 2023-24	73
Received in 2022-23	51
Received in 2021-22	6
Received in 2020-21	1
Received in 2019-20	15
Received in 2018-19	1
Received in 2017-18	0
Received in 2016-17	0
Received in 2015-16	2
Received in 2014-15 or earlier	0
Total	149

Section 2: Open Requests and Complaints Under the *Privacy Act*

2.1 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, 2024	Open Requests that are <i>Beyond</i> Legislated Timelines as of March 31, 2024	Total
Received in 2023-24	320	8	328
Received in 2022-23	1	6	7
Received in 2021-22	1	7	8
Received in 2020-21	1	1	2
Received in 2019-20	0	0	0
Received in 2018-19	0	0	0
Received in 2017-18	0	0	0
Received in 2016-17	0	0	0
Received in 2015-16	0	0	0
Received in 2014-15 or earlier	0	0	0
Total	323	22	345

Row 11, Col. 3 of Section 2.1 must equal Row 7, Col. 1 of Section 1.1 of the 2023-24 Statistical Report on the *Privacy Act*

2.2 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 2023-24	4
Received in 2022-23	0
Received in 2021-22	0
Received in 2020-21	0
Received in 2019-20	0
Received in 2018-19	0
Received in 2017-18	0
Received in 2016-17	0
Received in 2015-16	0
Received in 2014-15 or earlier	0
Total	4

Section 3: Social Insurance Number

Has your institution begun a new collection or a new consistent use of the SIN in 2023-24?	No
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Section 4: Universal Access under the Privacy Act

How many requests were received from foreign nationals outside of Canada in 2023-24?	48	Row 1, Col. 1 of Section 4 must be equal to or less than Row 1, Col. 1 of Section 1.1 of the 2023-24 Statistical Report on the <i>Privacy Act</i>
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Canada