



Library and Archives Canada
Annual Report on the
Privacy Act: 2023–2024



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Annual Report on the *Privacy Act* (Library and Archives Canada)

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la *Loi sur la protection des renseignements personnels* (Bibliothèque et Archives Canada)

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1. Report on the *Privacy Act*

1.1 Introduction

The *Privacy Act* (the Act) provides all individuals, whether they are within or outside Canada, with the right to access and to correct personal information about themselves that is under the control of a government institution. The Act also provides the legal framework for the collection, retention, use, disclosure, disposition and validation of the accuracy of personal information in the administration of programs and activities by government institutions subject to the Act.

The Act defines “personal information” as “information about an identifiable individual that is recorded in any form.” Examples of personal information include data about the national or ethnic origin, colour, religion, age or marital status of an individual; the education or the medical, criminal, financial or employment history of an individual; the address, fingerprints or blood type of an individual; and any identifying number, symbol or other particular identifier assigned to an individual.

This report is prepared and tabled to Parliament in accordance with section 72 of the 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 their powers, authorities and responsibilities to the Librarian and Archivist of Canada. The Librarian and Archivist of Canada is accountable for developing, coordinating and implementing effective policies, guidelines, systems and procedures. This delegation order ensures that the Minister’s

responsibilities under the Act are met and that information is processed and disclosed appropriately.

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

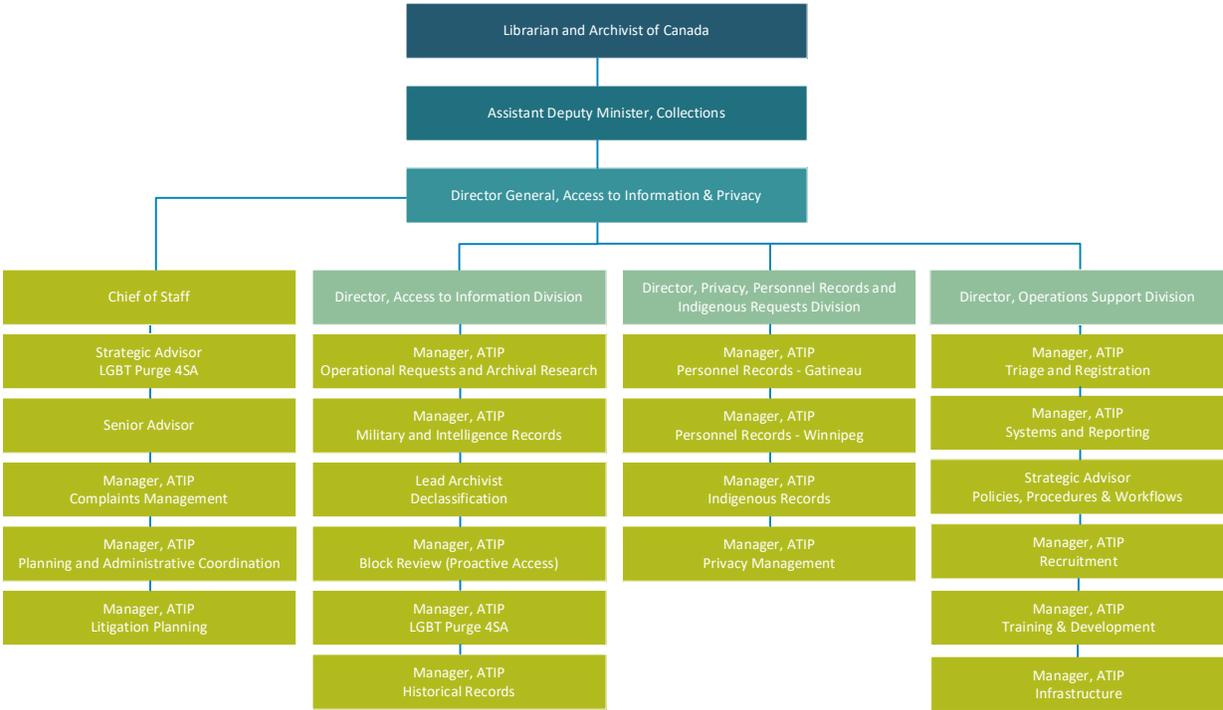
- the Assistant Deputy Minister, Collections;
- the Director General, ATIP Branch;
- the Directors, Access to Information Division and Privacy, Personnel Records and Indigenous Requests Division;
- the managers and team leads in the ATIP Branch; and
- the ATIP analysts in the ATIP Branch.

The delegation order effective during 2023–2024 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 reviewing 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 2023–2024.

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 and 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 coordinate 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 GC-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 other business areas at LAC, 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 Records

- 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 complies 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 as well as 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 the Branch'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 and 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 paper format, LAC ATIP requires the support of additional teams within the organization to be able to fulfill its duties.

Supporting functions provided by Reference Services, Circulation, Digitization, Regional Services and government archivists are essential in processing ATIP requests.

1.5 Service agreements

LAC was not party to any service agreements under section 73.1 of the *Privacy Act* during the reporting period.

1.6 Types of requests processed under the *Privacy 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 kilometres 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 time frames.

Files of former 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 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) 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 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 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 LAC's 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 by its predecessor institutions, the National Library or National Archives, ensuring that LAC is meeting its responsibilities under the Act (including privacy regulations, policies and directives) and providing ATIP subject-matter expertise to support responses to parliamentary questions.

Formal and informal Privacy request processes

Formal requests are those officially made under the *Privacy Act*. A response is required within 30 calendar days of the date the request was received by LAC, unless LAC invokes a one-time 30-day extension (section 15 of the Act). Requesters are entitled to make a formal complaint about the processing time of their request to the Office of the Privacy Commissioner 30 days after its receipt by LAC.

Informal requests are not covered under the Act but are reviewed in the spirit of the Act. There are no legislated timelines for informal requests and no recourse or complaint mechanism. The number of requests received and the complexity of each request dictate the time frames for completing 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 *Privacy Act* in 2023–2024

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	152	2,264	2,099	317
	Informal	558	304	860	2
	Total	710	2,568	2,959	319
GC archival records	Formal	65	60	98	28
	Informal	0	0	0	0
	Total	65	60	98	28
LAC operational records	Formal	1	1	2	0
	Informal	0	0	0	0
	Total	1	1	2	0
Grand total (all types of records)	Formal	218	2,325	2,199	345
	Informal	558	304	860	2
	Total	776	2,629	3,059	347

2. Interpretation of the Statistical Report

A comprehensive statistical report on the formal and informal privacy requests processed by LAC in the 2023–2024 fiscal year is available in **Appendix B** of this report. As a complement, the 2023–2024 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 2023–2024 Privacy Annual Report.

Section 1 – Requests under the *Privacy Act*

1.1 Number of formal requests

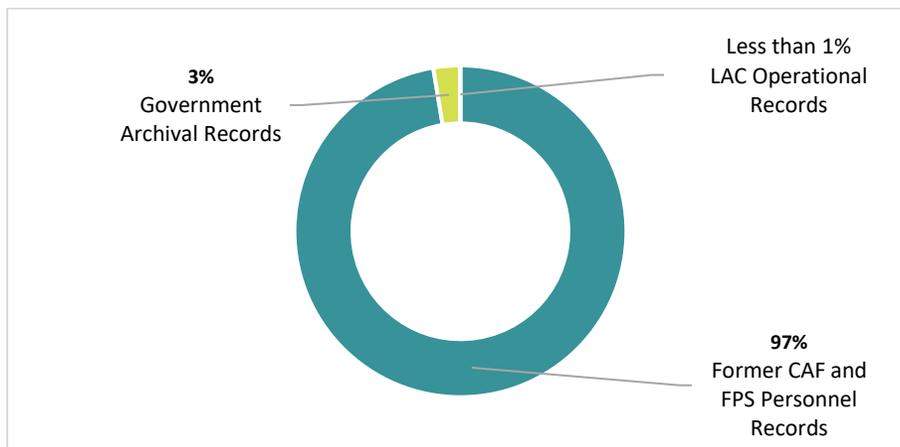
Formal privacy requests received

During the 2023–2024 fiscal year, LAC received a total of 2,325 formal privacy requests: 2,264 (97%) related to personnel files, compared to 996 in 2022–2023; 60 (3%) related to GC archival records, compared to 719 in 2022–2023; and one (less than 1%) related to LAC’s own operational records, compared to four in 2022–2023.

Compared to previous years, LAC saw an increase in the number of formal privacy requests received (2,325 compared to 1,719 in 2022–2023).

As of April 3, 2023, LAC’s onboarding to 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 privacy requests received by type of record



Formal privacy requests completed

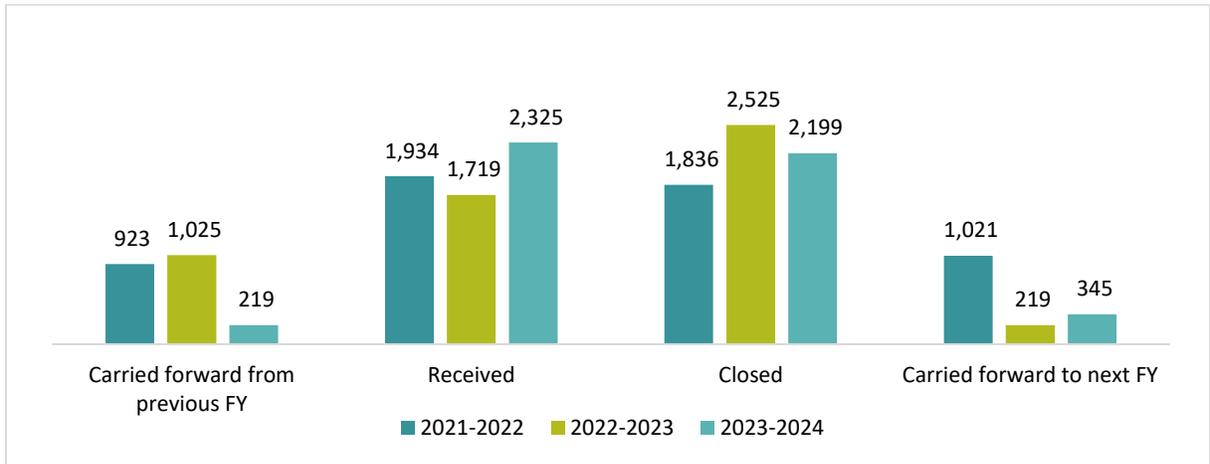
In 2023–2024, LAC completed 2,199 formal privacy requests: 2,099 (95%) related to personnel files, compared to 968 in 2022–2023; 98 (4%) related to GC archival records, compared to 1,553 in 2022–2023; and two (less than 1%) related to LAC’s own operational records, compared to four in 2022–2023.

This represents a decrease of 13% in completed formal privacy requests over the previous fiscal year, in which LAC responded to 2,525 formal privacy requests.

At the end of the reporting period, LAC carried forward into 2024–2025 a total of 345 formal privacy requests, compared to 219 in 2022–2023.

Over the course of 2023–2024, 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 number of files closed and, ultimately, a reduction in the overall number of requests carried forward.

Figure 3: Formal privacy requests trends



1.2 Channels of requests

In 2023–2024, LAC received 1,049 privacy requests through the TBS ATIP online portal, which represented 45% of the formal privacy requests received by LAC. LAC saw an increase in the number of formal privacy requests received by mail (680 [29%] in 2023–2024 compared to 215 [13%] in 2022–2023).

The TBS 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: Channel for formal requests received



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

Section 2 – Informal Requests

2.1 Number of informal requests

Informal privacy requests received

During the 2023–2024 fiscal year, LAC received a total of 304 informal privacy requests—all of which were for the personnel files of former CAF members and former FPS—compared to 2,899 in 2022–2023.

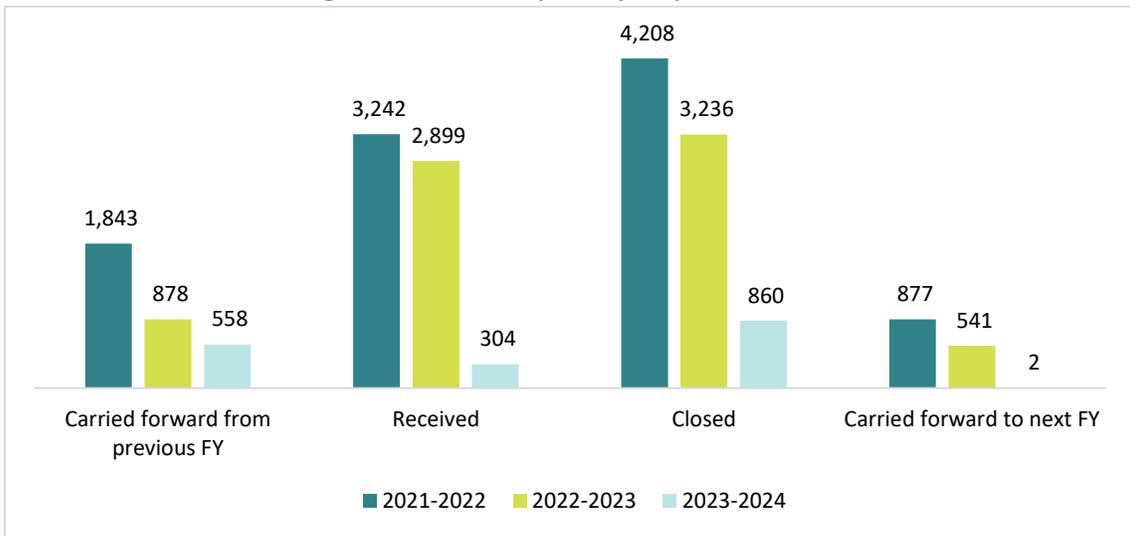
Overall, LAC saw a 90% decrease in the number of informal privacy requests received in 2023–2024. This may be a result of LAC’s onboarding to TBS ATIP Online, as this platform does not offer the possibility to submit informal requests.

Informal privacy requests completed

In 2023–2024, LAC responded to and completed 860 informal privacy requests (including responses related to the [CAF-DND Sexual Misconduct Class Action Settlement](#)). At the end of the reporting period, LAC carried forward two informal privacy requests to 2024–2025 compared to 541 in 2022–2023.

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 5: Informal privacy requests trends



2.2 Channels of informal requests

LAC received 304 informal privacy requests, all of which were received via email.

2.3 Completion time of informal requests

At the beginning of the reporting period, LAC had 558 outstanding informal privacy requests all of which were related to personnel files.

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 privacy requests as much as possible.

Table 2: Number of days to complete informal privacy requests

Number of days	2023–2024	2022–2023
0 to 15 days	334 (39%)	1,264 (39%)
16 to 30 days	6 (1%)	448 (14%)
31 to 60 days	47 (5%)	601 (19%)
61 to 120 days	66 (8%)	413 (13%)
121 to 180 days	69 (8%)	124 (4%)
181 to 365 days	191 (22%)	124 (4%)
More than 365 days	147 (17%)	262 (8%)
Total number of requests completed	860	3,236

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

2.4 Pages released informally

LAC reviewed 217,445 pages for informal privacy requests in 2023–2024. This represents a slight decrease compared to 2022–2023, when it reviewed 302,725 pages.

Section 3 – Formal requests closed during the reporting period

3.1 Disposition and completion time

The following tables provide information about disclosure and completion times for formal privacy requests completed during 2023–2024.

Table 3: Disclosure of records for completed formal privacy 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	178	97	68	15	0	0	0	358
Disclosed in part	193	224	412	366	26	19	11	1,251
All exempted	1	0	0	1	0	0	0	2
All excluded	1	0	0	0	0	0	0	1
No records exist	187	35	22	4	1	16	0	265
Request abandoned	290	12	5	9	0	1	5	322
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Total number of requests	850	368	507	395	27	36	16	2,199

3.2 Exemptions

During 2023–2024, LAC invoked section 26 of the Act for a total of 1,251 formal privacy requests. All these privacy requests pertained to personnel files of former CAF members and former FPS, which often contain personal information of family members or other individuals (such as their names, dates of birth, social insurance numbers or Indian band numbers).

3.3 Exclusions

In 2023–2024, LAC excluded one request under section 69(1)(b) of the *Privacy Act* as the requested records are part of LAC’s private archives holdings and therefore excluded from the Act.

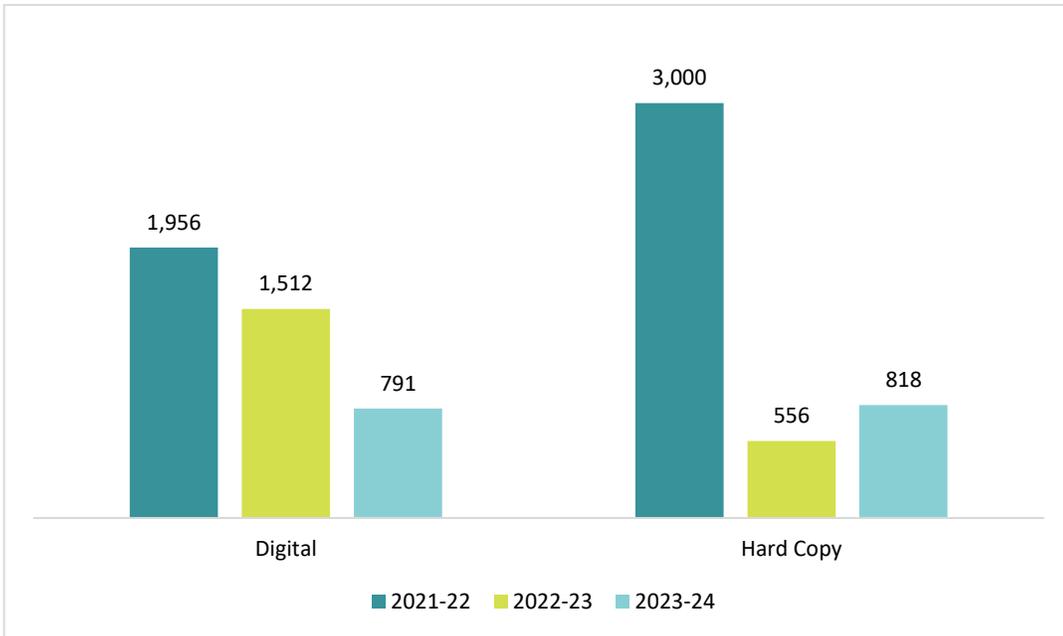
3.4 Format of information released for formal requests

In 2023–2024, LAC provided 791 digital response packages using both TBS’s ATIP Online platform and LAC’s own direct digital release package platform via 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).

In addition, LAC continued to offer its clients the ability to consult original records on site at its various facilities in the National Capital Region, Winnipeg and Vancouver.

Figure 6: Format of release packages



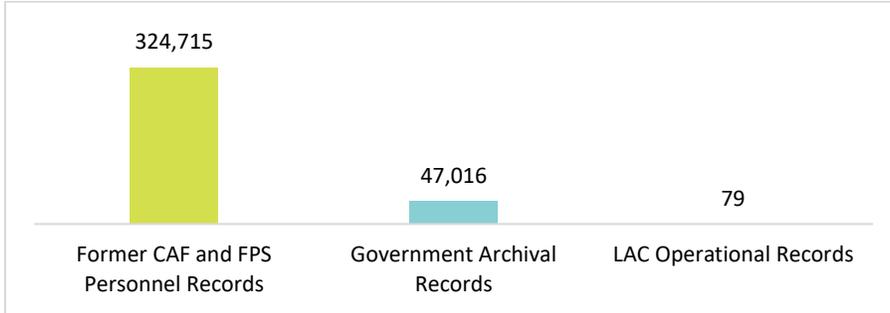
3.5 Complexity

3.5.1 Relevant pages processed and disclosed

LAC reviewed 371,810 pages pursuant to formal privacy requests in 2023–2024, compared to 498,745 in 2022–2023.

The following chart provides the total number of pages reviewed by type of record within LAC’s collections.

Figure 7: Formal privacy requests: pages reviewed by type of record



In 2023–2024, LAC reviewed a total of 589,255 pages pursuant to formal and informal privacy requests.

Table 4: Number of pages reviewed

Type of request	Number of pages reviewed
Informal	217,445
Formal	371,810
Total	589,255

3.5.2 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. 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 their physical state (fragile or stable), their physical size and the effort required to ensure images are captured clearly to be uploaded and processed in the ATIP redaction software. All these activities must occur before an ATIP analyst even begins to review the material for potential redactions.

Other sources of complexity for LAC are requests for documents for which it must seek legal advice and documents that contain personal information about more than one individual (e.g., medical or psychological records or records that contain listings of individuals).

The number of complexities over the last three years remained relatively consistent, based on the number of requests processed within the reporting period.

Table 5: Number of other complexities identified per fiscal year

Fiscal year	Total number of complexities
2023–2024	350
2022–2023	391
2021–2022	468

3.6 Closed requests

3.6.1 Reasons closed within legislated timelines

This past fiscal year, LAC’s percentage of requests completed within legislated timelines has increased compared to the 2022–2023 fiscal year. In 2023–2024, LAC completed 72% (1,589 of 2,199) within legislated timelines. This represents a very significant increase of 49% from 2022–2023, when 584 of 2,525 requests (23%) were completed within the legislated timelines.

3.7 Deemed refusals

3.7.1 Reasons for not meeting legislated timelines

All 610 requests closed as “deemed refusals” and not meeting legislated timelines were due to the large number of requests to be processed, a high volume of records being requested or other ATIP-related tasks.

Table 6: Reasons for deemed refusals

Reason for deemed refusals	Total
Interference with operations/workload	610
External consultation	0
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.

3.7.2 Requests closed beyond legislated timelines (including any extensions taken)

Table 7: 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	84	197	281
16 to 30 days	49	74	123
31 to 60 days	58	39	97
61 to 120 days	48	1	49
121 to 180 days	15	0	15
181 to 365 days	15	0	15
More than 365 days	30	0	30
Total	299	311	610

3.8 Requests for translation

LAC did not receive any requests for translation from English to French or from French to English in 2023–2024.

Section 4 – Disclosures under subsection 8(2) and 8(5) of the *Privacy Act*

During 2023–2024, LAC completed 151 privacy requests for disclosures under subsection 8(2) of the Act. Of these requests, 71 were disclosed either fully or in part, and 80 were either abandoned by the applicant or no records existed.

LAC released personal information in four instances in accordance with paragraph 8(2)(j), which provides access of information to any individual or body for statistical or research purposes. Paragraph 8(2)(j) may be invoked when an applicant requests records that contain personal information that would not normally be released under another type of request. With these types of releases, the applicant requires the personal information for research; however, they must agree not to use that information in a manner that would identify the individual to whom it relates. For disclosure under this section of the Act, the head of the institution must be satisfied that the research could not be completed without the disclosure, and the researcher must ensure that no subsequent disclosure would identify the individuals for whom information was collected.

During the reporting period, LAC disclosed personal information in 10 disclosures in accordance with paragraph 8(2)(e), which provides access of information to an investigative body specified for the purpose of enforcing any law of Canada or a province or carrying out a lawful investigation, if the request specifies the purpose and describes the information to be disclosed.

LAC also released personal information in 33 instances in accordance with paragraph 8(2)(k) of the Act, which stipulates that information could be released to an individual or a body acting on behalf of an Indigenous community for the purpose of researching and validating a land claim or grievance.

What follows is a summary of all of LAC’s disclosures of personal information under subsection 8(2) of the Act.

Table 8: Disclosures of personal information under subsection 8(2) of the *Privacy Act*

Subsection	Number of disclosures
s.8(2)(a)	0
s.8(2)(b)	0
s.8(2)(c)	1
s.8(2)(d)	22
s.8(2)(e)	10
s.8(2)(f)	4
s.8(2)(g)	0
s.8(2)(j)	1
s.8(2)(k)	33
s.8(2)(m)	0
Total	71

During the reporting period, LAC did not disclose any personal information in accordance with paragraph 8(2)(m) of the Act.

Section 5 – Requests for correction and personal information and notations

During 2023–2024, LAC received no (0) requests to correct personal information.

Section 6 – Extensions

6.1 Reasons for extensions

In 2023–2024, LAC invoked 764 extensions of 30 days under paragraph 15(a)(i) Interference with operations.

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 no (0) requests for consultation from other institutions within the GC, nor from any other organizations, in connection with privacy requests.

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

In 2023–2024, LAC received no (0) requests for consultation from other GC institutions in connection with privacy requests.

7.3 Recommendations and completion time for consultations received from other organizations

In 2023–2024, LAC received no (0) requests for consultation from organizations outside the GC in connection with privacy requests.

Section 8 – Completion time of consultations on Cabinet confidences

8.1 Requests with Legal Services

LAC did not consult with Legal Services on Cabinet confidences in 2023–2024 in connection with privacy requests.

8.2 Requests with Privy Council Office

LAC did not consult the Privy Council Office on Cabinet confidences in 2023–2024 in connection with privacy requests.

Section 9 – Complaints and investigation notices received

In 2023–2024, LAC received five Notices of Intention to Investigate from the Office of the Privacy Commissioner.

Section 10 – Privacy impact assessments

In 2023–2024, LAC did not complete or modify any privacy impact assessments (PIAs). LAC continues to work on processes to improve the efficiency of the development of PIAs.

Section 11 – Privacy breaches

In 2023–2024, LAC reported no (0) material privacy breaches.

Section 12 – Resources related to the *Privacy Act*

12.1 Allocated costs

What follows are LAC's comprehensive costs associated with the administration of the Act for 2023–2024.

Table 9: Costs of administering the *Privacy Act*

Expenditures ¹		Amount
Salaries		\$3,860,282
Overtime		\$0
Goods and services		\$823,357
• Professional services contracts	\$70,987	
• Other costs	\$752,370	
Total		\$4,683,639

1. The financial information presented in this table excludes costs for Employee Benefit Plans (27% of salary).
 Note: The financial information presented in this table represents the most current data at the time 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 increasing digitization capacity at our Winnipeg facility, additional secure workstations and new information technologies.

12.2 Human resources

At the end of the reporting period, 90.327 full-time equivalents 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 and 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*, the *Privacy Act* and related regulations.

In conclusion, LAC’s additional temporary funding helped reduce by 34% the number of requests carried forward to 2024–2025. This substantive decrease demonstrates LAC’s efforts to improve its capacity and its ability to meet the annual volume of incoming requests.

Table 10: ATIP requests over five years

Requests	2023–2024	2022–2023	2021–2022	2020–2021	2019–2020
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 (backlog of uncompleted requests)	12,020	18,130	18,212	16,922	12,218

3. Training and awareness

The Privacy Management team (PMT) provided several training sessions to LAC employees during fiscal year 2023-2024. This included six onboarding training sessions that introduced privacy at a glance and privacy breaches to new ATIP employees. The PMT also developed and introduced two new training sessions for LAC employees on privacy breaches and the management of personal information this fiscal year. Furthermore, the PMT published several informative communication pieces for Privacy Awareness Week 2023 and Data Privacy Day 2023.

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.

4. Policies, guidelines and procedures

In fiscal year 2023–2024, LAC’s ATIP Branch made significant changes to its operations and workflows to increase efficiency. In addition, the Branch reviewed many policies to align to its evolving business. With the complex nature of records being requested, the ATIP Branch completed a rewrite of the triage and registration guide, which improved client services and the timeliness of responses and reduced errors.

The PMT began the review and renewal of LAC’s privacy policy instrument suite to ensure compliance with new TBS policies and directives. The team updated LAC’s Privacy Management Policy and Standard on Privacy Breaches, which will be submitted for approval

and implementation in 2024–2025. The team also began drafting new standards on the management of personal information as well as on disclosures. In addition, the PMT developed various operating procedures, tools and templates to assist with the completion of necessary compliance verifications and delivery of advice, guidance and recommendations to LAC employees and management.

5. Initiatives and projects to improve privacy

In fiscal year 2023–2024, the PMT engaged with several key LAC colleagues to integrate privacy into various processes. The PMT worked with IT Security to ensure future necessary privacy risk assessments are conducted for new applications and systems, as well as with LAC’s Outreach and Engagement and Procurement teams to ensure appropriate compliance verifications are conducted when putting in place information-sharing agreements and contracts involving personal information. In addition, the PMT collaborated with LAC’S Digital Services Sector Governance to integrate privacy deliverables and artifacts in LAC’s project management framework.

The PMT also provided guidance to LAC colleagues in 74 advisory files on topics such as general inquiries, disclosures, contracts, forms, surveys, privacy notice statements, consent forms and policy and procedure reviews. Furthermore, the PMT successfully completed the assessment of 32 low-level risk breaches and 14 incidents, none of which were deemed “material breaches.” The PMT also worked on 17 privacy risk assessments files and completed nine preliminary risk assessments and privacy protocols.

In fiscal year 2023–2024, LAC launched simplified web pages along with a virtual “ATIP assistant,” a tool that guides users step by step 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 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 2024–2025.

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.

6. Summary of key issues and action 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.

LAC’s Privacy Management team is responsible for supporting or conducting internal privacy investigations and for interacting with the Office of the Privacy Commissioner.

At the end of the reporting period, LAC had a total of four open complaints with the OPC compared to one in 2022–2023.

Table 11: Open complaints

Fiscal year during which the complaints were received	Number of open complains
Received in 2023–2024	4
Received in 2022–2023	0
Received in 2021–2022	0
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 or earlier	0
Total	4

7. Material Privacy Breaches

During 2023–2024, LAC did not report any privacy breach to TBS and OPC.

8. Monitoring compliance

In fiscal year 2023–2024, LAC continued to monitor the time invested in processing ATIP requests through the specialized ATIP software AccessPro 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 regulations, policies and procedures. In 2023–2024, user training sessions were offered to all APCM users to establish a strong understanding of the system and its data and to highlight the importance of accurate reporting.

In 2023–2024, 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. The Privacy Management team has also been working on developing additional tools (including a case management system) that will allow internal dashboards to be automated for thorough monitoring.

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](#) 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](#).

10. Appendices

Appendix A: Delegation Order – *Privacy Act*

**NB – LAC will be revising its delegation instrument in 2024–2025 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
<i>Access to Information Act</i>							
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
<i>Privacy Act</i>							
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
<i>Privacy Regulations</i>							
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 *Privacy Act*



Statistical Report on the *Privacy Act*

Name of institution: Library and Archives Canada

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

Section 1: Requests Under the *Privacy Act*

1.1 Number of requests received

		Number of Requests
Received during reporting period		2325
Outstanding from previous reporting periods		219
• Outstanding from previous reporting period	180	
• Outstanding from more than one reporting period	39	
Total		2544
Closed during reporting period		2199
Carried over to next reporting period		345
• Carried over within legislated timeline	323	
• Carried over beyond legislated timeline	22	

1.2 Channels of requests

Source	Number of Requests
Online	1049
E-mail	352
Mail	680
In person	0
Phone	0
Fax	244
Total	2325

Section 2: Informal requests

2.1 Number of informal requests

		Number of Requests
Received during reporting period		304
Outstanding from previous reporting periods		558
• Outstanding from previous reporting period	558	
• Outstanding from more than one reporting period	0	
Total		862
Closed during reporting period		860
Carried over to next reporting period		2

2.2 Channels of informal requests

Source	Number of Requests
Online	0
E-mail	304
Mail	0
In person	0
Phone	0
Fax	0
Total	304

2.3 Completion time of informal requests

Completion Time							
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	Total
334	6	47	66	69	191	147	860

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
520	5752	165	48844	138	96377	37	50074	0	0

Section 3: Requests Closed During the Reporting Period

3.1 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	178	97	68	15	0	0	0	358
Disclosed in part	193	224	412	366	26	19	11	1251
All exempted	1	0	0	1	0	0	0	2
All excluded	1	0	0	0	0	0	0	1
No records exist	187	35	22	4	1	16	0	265
Request abandoned	290	12	5	9	0	1	5	322
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Total	850	368	507	395	27	36	16	2199

3.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
18(2)	0	22(1)(a)(i)	0	23(a)	0
19(1)(a)	1	22(1)(a)(ii)	0	23(b)	0
19(1)(b)	0	22(1)(a)(iii)	0	24(a)	1
19(1)(c)	0	22(1)(b)	0	24(b)	0
19(1)(d)	0	22(1)(c)	0	25	1
19(1)(e)	0	22(2)	0	26	1251
19(1)(f)	0	22.1	0	27	0
20	0	22.2	0	27.1	0
21	0	22.3	0	28	0
		22.4	0		

3.3 Exclusions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
69(1)(a)	0	70(1)	0	70(1)(d)	0
69(1)(b)	1	70(1)(a)	0	70(1)(e)	0
69.1	0	70(1)(b)	0	70(1)(f)	0
		70(1)(c)	0	70.1	0

3.4 Format of information released

Paper	Electronic			Other
	E-record	Data set	Video	
818	791	0	0	0

3.5 Complexity

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

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
371810	314324	1934

3.5.2 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	354	2125	3	832	1	700	0	0	0	0
Disclosed in part	590	13387	400	108491	192	133720	68	102010	1	6808
All exempted	1	0	0	0	0	0	1	2002	0	0
All excluded	1	0	0	0	0	0	0	0	0	0
Request abandoned	321	37	0	0	0	0	1	1918	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Total	1287	15529	403	109123	193	134420	70	105930	1	6808

3.5.3 Relevant minutes processed and disclosed for audio formats

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

3.5.4 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
Total	0	0	0	0	0	0

3.5.5 Relevant minutes processed and disclosed for video formats

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

3.5.6 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
Total	0	0	0	0	0	0

3.5.7 Other complexities

Disposition	Consultation Required	Legal Advice Sought	Interwoven Information	Other	Total
All disclosed	0	0	0	0	0
Disclosed in part	0	0	0	0	0
All exempted	0	0	0	0	0
All excluded	0	0	0	0	0
Request abandoned	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0
Total	0	0	0	0	0

3.6 Closed requests

3.6.1 Number of requests closed within legislated timelines

Number of requests closed within legislated timelines	1589
Percentage of requests closed within legislated timelines (%)	72.26011824

3.7 Deemed refusals

3.7.1 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
610	610	0	0	0

3.7.2 Request 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	84	197	281
16 to 30 days	49	74	123
31 to 60 days	58	39	97
61 to 120 days	48	1	49
121 to 180 days	15	0	15
181 to 365 days	15	0	15
More than 365 days	30	0	30
Total	299	311	610

3.8 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 4: Disclosures Under Subsections 8(2) and 8(5)

Paragraph 8(2)(e)	Paragraph 8(2)(m)	Subsection 8(5)	Total
10	0	0	10

Section 5: Requests for Correction of Personal Information and Notations

Disposition for Correction Requests Received	Number
Notations attached	0
Requests for correction accepted	0
Total	0

Section 6: Extensions

6.1 Reasons for extensions

Number of extensions taken	15(a)(i) Interference with operations				15 (a)(ii) Consultation			15(b) Translation purposes or conversion
	Further review required to determine exemptions	Large volume of pages	Large volume of requests	Documents are difficult to obtain	Cabinet Confidence Section (Section 70)	External	Internal	
764	0	19	744	1	0	0	0	0

6.2 Length of extensions

Length of Extensions	15(a)(i) Interference with operations				15 (a)(ii) Consultation			15(b) Translation purposes or conversion
	Further review required to determine exemptions	Large volume of pages	Large volume of requests	Documents are difficult to obtain	Cabinet Confidence Section (Section 70)	External	Internal	
1 to 15 days	0	0	0	0	0	0	0	0
16 to 30 days	0	19	744	1	0	0	0	0
31 days or greater								0
Total	0	19	744	1	0	0	0	0

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	0	0	0	0
Outstanding from the previous reporting period	0	0	0	0
Total	0	0	0	0
Closed during the reporting period	0	0	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	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

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: Complaints and Investigations Notices Received

Section 31	Section 33	Section 35	Court action	Total
5	0	0	0	5

Section 10: Privacy Impact Assessments (PIAs) and Personal Information Banks (PIBs)

10.1 Privacy Impact Assessments

Number of PIAs completed	0
Number of PIAs modified	0

10.2 Institution-specific and Central Personal Information Banks

Personal Information Banks	Active	Created	Terminated	Modified
Institution-specific	37	0	0	0
Central	1	0	0	0
Total	38	0	0	0

Section 11: Privacy Breaches

11.1 Material Privacy Breaches reported

Number of material privacy breaches reported to TBS	0
Number of material privacy breaches reported to OPC	0

11.2 Non-Material Privacy Breaches

Number of non-material privacy breaches	32
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Section 12: Resources Related to the Privacy Act

12.1 Allocated Costs

Expenditures	Amount
Salaries	\$8,224,531
Overtime	\$0
Goods and Services	\$1,239,490
- Professional services contracts	\$80,117
- Other	\$1,159,373
Total	\$9,464,021

12.2 Human Resources

Resources	Person Years Dedicated to Privacy Activities
Full-time employees	56.130
Part-time and casual employees	28.171
Regional staff	1.293
Consultants and agency personnel	0.000
Students	4.733
Total	90.327

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

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

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
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Canada