



Library and Archives Canada

Annual Report on the *Access to Information Act*

2024–2025



Library and Archives
Canada

Bibliothèque et Archives
Canada

Canada

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Catalogue No.: SB1-14E-PDF

ISSN: 2562-4423

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

Également disponible en français sous le titre : Rapport annuel concernant
la *Loi sur l'accès à l'information* (Bibliothèque et Archives Canada)

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Highlights

The following is a summary of the key achievements of Library and Archives Canada (LAC) regarding the administration of the *Access to Information Act* (the Act) during 2024–2025. The numbers presented below include both formal and informal access to information requests.

- At the beginning of 2024–2025, LAC had 11,670 outstanding requests from previous reporting periods.
- In 2024–2025, 8,730 requests were received, an increase of 49% from the previous reporting period.
- During the reporting period, 12,971 requests were completed, 8,657 of which were overdue.
- At the end of 2024–2025, 7,429 requests were carried over to 2025–2026, a decrease of 36% from the previous reporting period.

Introduction

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*.

Mandate of Library and Archives Canada

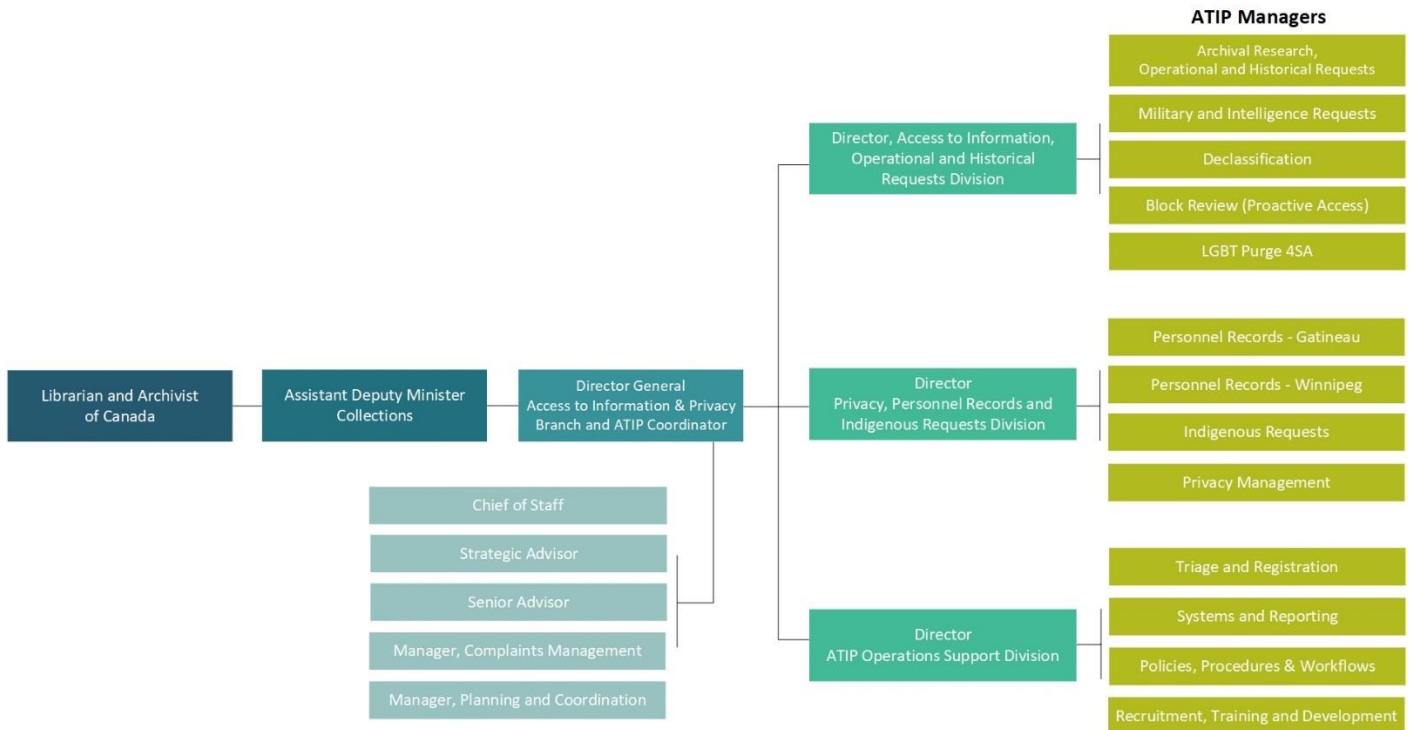
The mandate of LAC is

- 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.

Organizational structure

The organizational chart below outlines the reporting structure relating to the ATIP Branch at LAC in 2024–2025. The number of full-time employees (FTEs) in each section has been included with the teams' descriptions.

Figure 1: ATIP Branch reporting structure



Office of the Director General, ATIP (14.58 FTEs during the reporting period)

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

- 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 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.).

Access to Information, Operational and Historical Requests Division (52.47 FTEs during the reporting period)

Archival Research, Operational and Historical Requests

- Processes formal and informal access and privacy requests on LAC's operational records and handles consultation requests from other GC institutions.
- Processes formal and informal access and privacy requests on restricted GC archival records in LAC's collections and handles requests related to other archival subject matter.
- Produces research reports to enable analysts to better exercise their discretion when processing requests and complaints.

Military and Intelligence Requests

- 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.

Privacy, Personnel Records and Indigenous Requests Division (65.12 FTEs during the reporting period)

Personnel Records – Gatineau

- Processes formal and informal access and privacy requests for restricted personnel files of former members of the Canadian Armed Forces (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 (FPS) 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 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 (44.13 FTEs during the reporting period)

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, Training and Development

- Coordinates hiring processes across the ATIP Branch and handles administrative tasks to initiate human resources actions.
- 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.

Other supporting functions (112.07 FTEs during the reporting period)

Since the majority of the historical records requested are in paper format, LAC ATIP Branch requires the support of additional teams within the organization to be able to fulfill its duties. Supporting functions provided by Research Support (14.934 FTEs), Circulation (9.147 FTEs), Digitization (20.967 FTEs), Regional Services (4.645 FTEs), government archivists (16.992 FTEs) and other staff from the Collections Sector (7.893 FTEs) were essential to the processing of ATIP requests.

During the reporting period, the ATIP Branch continued to require external support to meet the expanded operational needs arising from the temporary funding provided in response to the OIC systemic investigation.

The ATIP Branch also required support from LAC's corporate functions such as human resources, finance, real properties, policy and strategic support, communications, information technologies, information management and web (37.492 FTEs).

Functions related to proactive publication (2.34 FTEs during the reporting period)

The Information Management Team oversees LAC's responsibilities related to Part 2—Proactive Publication by supporting the groups responsible for the proactive publication of each legislative requirement. For a breakdown of groups responsible for meeting each applicable proactive publication requirement, see the section Proactive Publication under Part 2 of the Act.

Service agreements

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

Delegation order

For the purposes of the Act, the Minister of Canadian Identity and Culture and Minister responsible for Official Languages (formerly the Minister of Canadian Heritage), delegates their powers, authorities and responsibilities to LAC, who is then 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 Minister delegates their powers, authorities and responsibilities to:

- the Librarian and Archivist of Canada;
- the Assistant Deputy Minister, Collections;
- the Director General, ATIP Branch;
- the directors in the ATIP Branch;
- the managers and team leads in the ATIP Branch;
- the ATIP analysts and officers, and archivists in the ATIP Branch.

The delegation order effective during the first part of 2024–2025 was issued by the Minister of Canadian Heritage to LAC in May 2016. During the reporting period, LAC reviewed its delegation order to align with its new ATIP Branch structure and to ensure effective delegation for its functions and requirements. The new simplified instrument, which was signed in August 2024, enables the delegation of actions to appropriate lower levels within the organization using a risk-based approach, promoting greater efficiency and quicker response time. The delegation order is currently being implemented. A copy can be found in the appendix of this report.

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

LAC 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, Renfrew, 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 institution that created them. LAC thus collects, preserves and provides access to historical records created by the various departments and agencies of the federal government. The material in the collection amounts to over 250 linear kilometres of textual, cartographic, photographic, audiovisual and digital records dating back to 1867. The majority of these records are not openly available as they might contain sensitive or personal information that must be reviewed in accordance with ATIP legislation.

Requests to access 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 institution prior to releasing information, which can result in longer processing time.

Files of former CAF members and former FPS

LAC holds and preserves 4.85 million personnel files of former CAF members and former FPS. Many of these files are semi-active, meaning they 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 institutions (DND, VAC and Public Services and Procurement Canada) to provide necessary access to these records. Most of the ATI and privacy requests received each year by LAC are to access the military personnel files of former members of the CAF. These include:

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

LAC also processes 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 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. However, 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 to acquire and preserve records deemed to have archival value. Personnel records of former CAF members may be stored at LAC while awaiting the end of the retention period, after which they transfer to permanent or archival status. FPS records are not deemed to have archival value and can be destroyed under certain conditions once the retention period has been met, and barring any active litigation holds. 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 workload relates to its unique role in providing access to restricted archival records created by other GC institutions, 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 ATI regulations, policies and directives) and providing ATIP subject-matter expertise to support responses 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 for formal requests. Since February 2024, Indigenous requesters or their representatives can request fee waivers under the condition of advancing reconciliation. 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 about the processing time of their request to the Office of the Information 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 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 determine the time frames for completing informal requests.

LAC 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 2024–2025

Type of record	Type of request	Requests outstanding from previous reporting periods	Requests received	Requests completed	Requests carried over to next reporting period within legislated timelines	Requests carried over to next reporting period beyond legislated timelines	Total requests carried over to next reporting period
Personnel files of former CAF members and former FPS	Formal	1,167	3,856	3,758	1,180	85	1,265
	Informal	7,743	635	4,927	155	3,296	3,451
	Total	8,910	4,491	8,685	1,335	3,381	4,716
GC archival records	Formal	2,236	1,327	1,417	436	1,710	2,146
	Informal	517	2,865	2,833	46	503	549
	Total	2,753	4,192	4,250	482	2,213	2,695
LAC operational records	Formal	6	32	23	15	0	15
	Informal	1	15	13	3	0	3
	Total	7	47	36	18	0	18
Grand total (all types of records)	Formal	3,409	5,215	5,198	1,631	1,795	3,426
	Informal	8,261	3,515	7,773	204	3,799	4,003
	Total	11,670	8,730	12,971	1,835	5,594	7,429

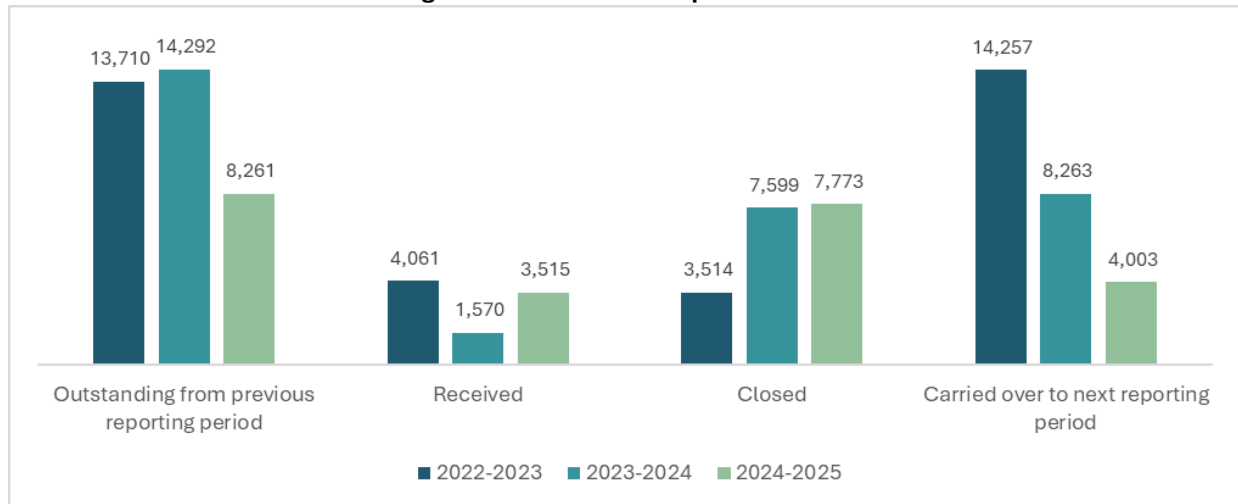
Interpretation of the statistical report on the *Access to Information Act*

All statistics included in these reports are representative of the most current data available to LAC at the time of writing the 2024–2025 ATI Annual Report.

Informal requests processed under the *Access to Information Act*

The following figure provides a three-year overview of informal ATI requests at LAC.

Figure 2: Informal ATI requests trends



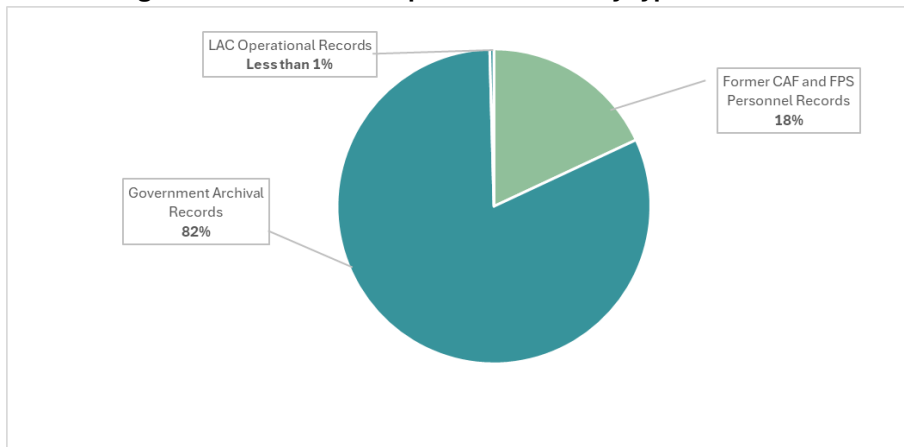
Informal ATI requests received

During the 2024–2025 fiscal year, LAC received a total of 3,515 informal ATI requests, 841 of which required a page-by-page review of records.

The remaining 2,674 requests were to access records previously released in ATI requests, a considerable increase compared to 802 requests to access previously released records received in 2023–2024. In June 2024, LAC started publishing records released under the Act online while continuing to process incoming informal requests to access these records. As its website was gradually being populated, more documents were made available through self-service and a lower number of documents needed to be delivered to clients manually. Direct download links were also added to the Open Government website to allow clients to download the documents instantly instead of having to submit an informal request.

The majority of the informal requests received pertain to government archival records (82%). However, LAC still receives and processes a number of informal requests for personnel records (18%).

Figure 3: Informal ATI requests received by type of record

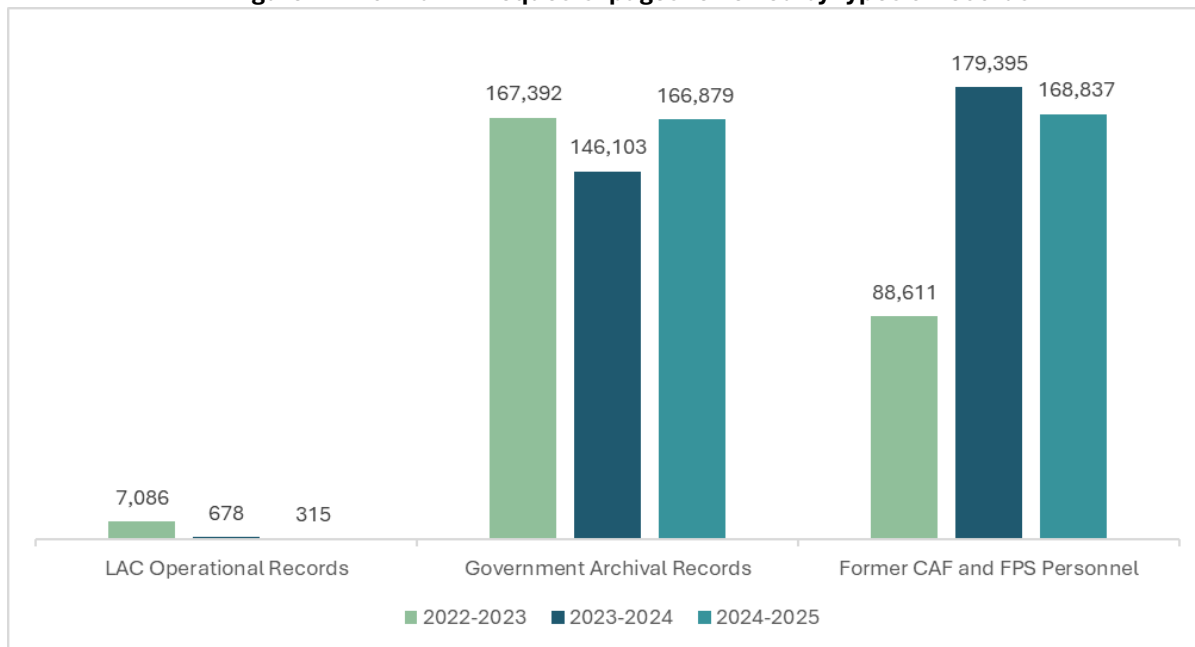


Informal ATI requests completed

In 2024–2025, LAC responded to 7,773 informal ATI requests, similar to the previous fiscal year, during which 7,599 informal ATI requests were completed.

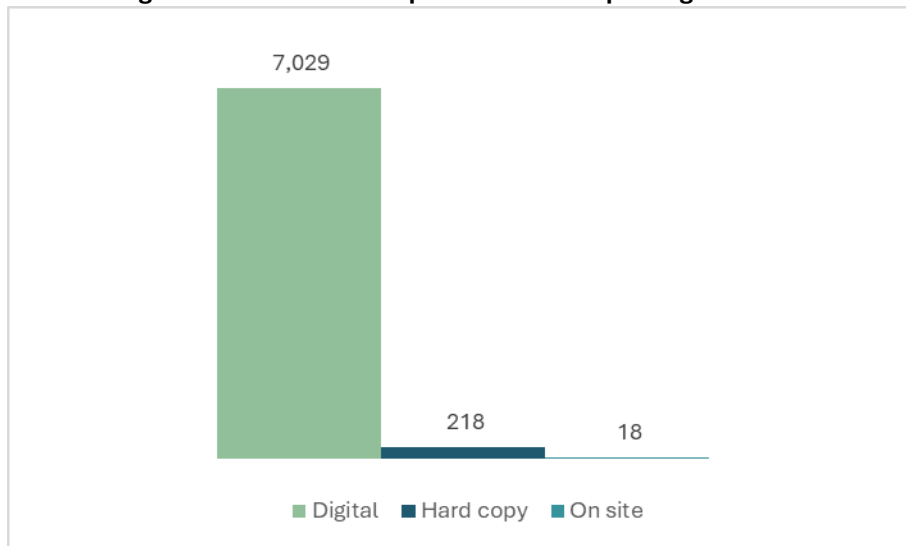
A total of 336,031 pages were reviewed during the processing of these requests in 2024–2025, compared to 326,176 pages reviewed in 2023–2024.

Figure 4: Informal ATI requests: pages reviewed by types of records



LAC continues to promote digital delivery, but requesters may request paper copies of records. In addition, LAC also 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 5: Informal ATI requests - Release package formats



Informal ATI requests carried over to next reporting period

At the end of the reporting period, LAC carried over 4,003 informal ATI requests to 2025–2026, a decrease of 52% compared to 8,263 carried from 2023–2024 to 2024–2025.

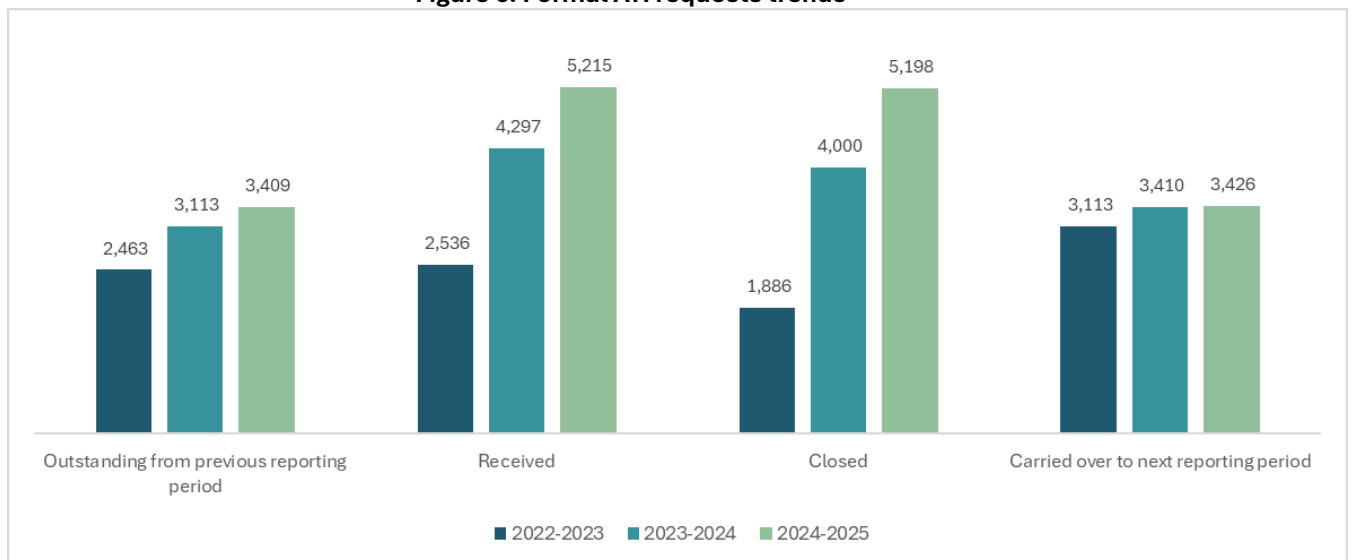
LAC received temporary funding following the OIC systemic investigation in 2022, which has allowed the institution to increase its resources and improve its capacity to process its substantial volume of requests, thus reducing the overall backlog and the number of requests carried over.

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.

Formal requests processed under the *Access to Information Act*

The following figure provides a three-year overview of formal ATI requests at LAC.

Figure 6: Formal ATI requests trends



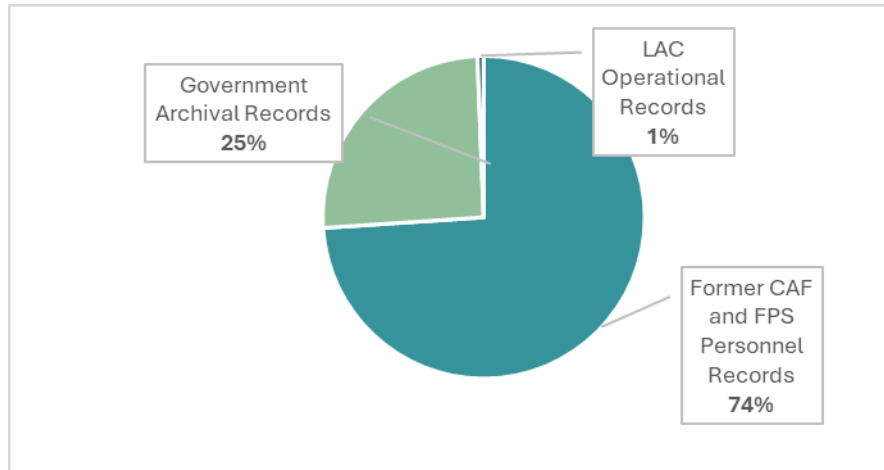
Formal ATI requests received

During the 2024–2025 fiscal year, LAC received a total of 5,215 formal ATI requests:

- 3,856 (74%) related to personnel files, compared to 3,251 in 2023–2024;
- 1,327 (25%) related to GC archival records, compared to 1,026 in 2023–2024;
- 32 (less than 1%) related to LAC’s own operational records, compared to 20 in 2023–2024.

Compared to the previous year, LAC observed an increase of 21% in the number of formal ATI requests received (5,215 compared to 4,297 in 2023–2024).

Figure 7: Formal ATI requests received by type of records



Formal ATI requests completed

In 2024–2025, LAC completed 5,198 formal ATI requests:

- 3,758 (72%) related to personnel files, compared to 2,950 in 2023–2024;
- 1,417 (27%) related to GC archival records, compared to 1,035 in 2023–2024;
- 23 (less than 1%) related to LAC operational records, compared to 15 in 2023–2024.

The total of 5,198 represents an increase of 30% compared to the 4,000 requests completed last fiscal year.

The following table provides information on the disposition of formal ATI requests completed during 2024–2025.

Table 2: Disposition of ATI formal requests

Disposition of requests	Total
All disclosed	1,212 (23%)
Disclosed in part	3,022 (58%)
All exempted	10 (0%)
All excluded	143 (3%)
No records exist	356 (7%)
Request transferred	0 (0%)
Request abandoned	455 (9%)
Neither confirmed nor denied	0 (0%)
Declined to act with the approval of the Information Commissioner	0 (0%)
Total	5,198

Requests closed within legislated timelines

In 2024–2025, LAC completed 63% (3,284 of 5,198) of formal ATI requests within legislated timelines. This represents an increase of 8% from 2023–2024, when 2,193 of 4,000 requests (55%) were completed within the legislated timelines.

Progress made on requests closed beyond legislated timelines (including any extensions taken)

Of the 1,914 requests closed beyond legislated timelines, 83% (1,585) exceeded timelines including additional extensions taken, and 17% (329) exceeded timelines where no extension was taken.

The following table provides information on the completion time for formal ATI requests completed during 2024–2025.

Table 3: Completion time for formal ATI requests

Number of days	Requests completed within timelines	Requests completed beyond timelines	Total requests completed
0 to 15 days	778	0	778 (15%)
16 to 30 days	412	0	412 (8%)
31 to 60 days	382	34	416 (8%)
61 to 120 days	1,568	232	1,800 (35%)
121 to 180 days	43	892	935 (18%)
181 to 365 days	77	401	478 (9%)
More than 365 days	24	355	379 (7%)
Total	3,284	1,914	5,198

Other complexities

Over the past fiscal year, LAC dedicated significant resources to fulfilling an unexpected access to information request related to the disclosure of the Deschênes Part II Report, from the [Commission of Inquiry on War Criminals 1985-1986](#). The nature and complexity of the request required the work of approximately 50 employees from across the organization. Consequently, during the processing of this request LAC needed to adjust priorities, resulting in delays in addressing the backlog of overdue requests, implementing new policies and procedures and responding to new requests.

A unique challenge for LAC lies in the nature of the collection: it is primarily composed of physical, analog records—original source materials that were not born digital and have never been digitized. These billions of pages, originating from over 300 government institutions, exist in a wide variety of formats and are dispersed across multiple storage facilities nationwide. Every time an ATI or privacy request is received, a complex process begins: records must be identified, physically located, transported and digitized before any review or disclosure work can even start.

Adding to this complexity is the fact that many records are poorly described—or not described at all—making them difficult to locate without the specialized knowledge of LAC archivists. The situation is further complicated by preservation requirements: some documents, due to their age and fragility, are stored in climate-controlled environments and must be handled with exceptional care. In certain cases, records require mould remediation before digitization can occur—a

necessary but time-consuming step. In 2024–2025, this remediation process alone accounted for 27% of all identified complexities in ATI request processing (61 of 223 instances).

After 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 begins to review the digitized material for release.

When necessary, LAC consults institutions which created the records for recommendations from subject matter experts on potential severances when enduring exemptions may still apply. Consulting other government institutions adds a complexity for LAC, given that any consultation request is added to the ATI requests that those institutions already have to process themselves and depends on their subject-matter expertise on historical records. In the 2024–2025 fiscal year, consultations with institutions accounted for 72% of the total complexities identified (161 of 223).

In addition to the complexities above, in 2024–2025 LAC completed one formal ATI request for which it sought legal advice. One additional request for legal advice was also conducted in response to complaints and orders by the Information Commissioner.

In order to complete the review of a record in a non-official language, LAC translated a document into English to evaluate under the *Access to Information Act*. Subsequent to that request, a new policy and procedure for dealing with documents in non-official languages has been implemented.

Extensions

In 2024–2025, LAC invoked 3,652 extensions under paragraph 9(1)(a) (Interference with operations/workload), 274 extensions under paragraph 9(1)(b) (Consultation—Other) and one extension under paragraph 9(1)(c) (Third-Party Notice).

The following table shows the length of extensions taken by LAC for ATI requests completed in 2024–2025.

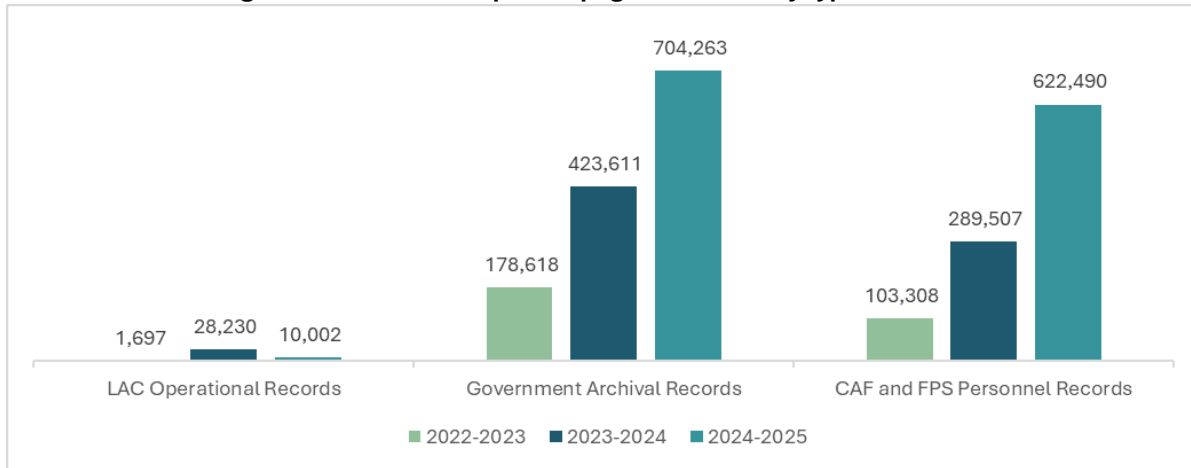
Table 4: Length of extensions

Length of extension	9(1)(a) Interference with	9(1)(b) Consultation – Other	9(1)(c) Third-Party Notice
30 days or less	90	7	1
31 to 60 days	1,399	25	0
61 to 120 days	2,089	45	0
121 to 180 days	34	101	0
181 to 365 days	26	69	0
366 days or more	14	27	0
Total	3,652	274	1

Pages reviewed and released under formal ATI requests

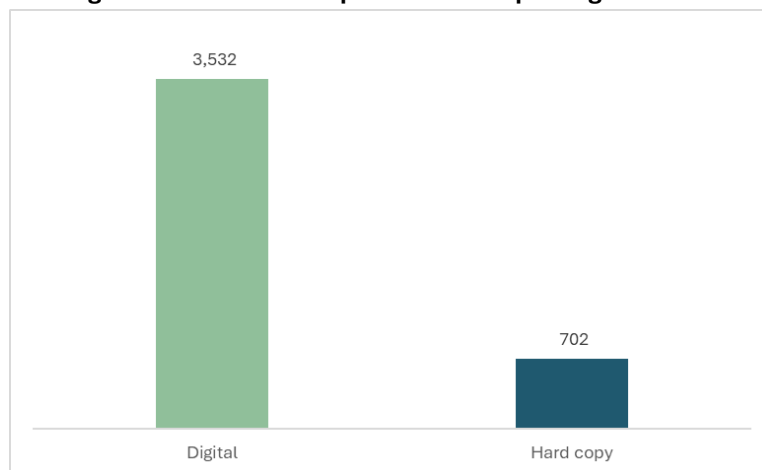
The 5,198 requests completed in 2024–2025 required the review of 1,336,755 pages of records. This represents an increase of 80% compared to the volume of pages reviewed in 2023–2024 (741,348 pages).

Figure 8: Formal ATI requests: pages reviewed by types of record



While LAC continues to promote access through digital delivery, requesters may choose to receive records in hard copy (paper).

Figure 9: Formal ATI requests release packages format



Formal ATI requests carried over to next reporting period

At the end of the reporting period, LAC carried over a total of 3,426 formal requests, compared to 3,410 requests carried over to 2024–2025. LAC was able to keep the number of requests carried over stable despite a 21% increase in the number of requests received, a 30% increase in the number of requests closed and an 80% increase in the number of pages reviewed. The temporary funding LAC received to increase its capacity to respond to ATI and privacy requests significantly contributed to these results.

Table 5: Requests carried over to next reporting period, broken down by reporting period received

Reporting period when requests carried over were received	Requests carried over that are within legislated timelines as of March 31, 2025	Requests carried over that are beyond legislated timelines as of March 31, 2025	Total
2024–2025	1,601	95	1,696
2023–2024	45	94	139
2022–2023	27	236	263
2021–2022	1	369	370
2020–2021	1	333	334
2019–2020	1	413	414
2018–2019	1	89	90
2017–2018	1	89	90
2016–2017	0	22	22
2015–2016 or earlier	0	8	8
Total	1,678	1,748	3,426

Consultations received from other Government of Canada institutions and other organizations

In 2024–2025, LAC received 12 consultation requests from other GC institutions and completed nine requests, amounting to the review of 298 pages. LAC carried over three consultation requests into the 2025–2026 fiscal year.

The following table outlines the time required to process the consultation requests completed by LAC in 2024–2025.

Table 6: 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	6	1	0	0	0	0	0	7
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	7	2	0	0	0	0	0	9

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

LAC received no requests for consultations from other organizations outside of the GC in 2024–2025.

Requests for translation

LAC did not translate any documents from English to French or from French to English in 2024–2025.

Investigations

In 2024–2025, LAC received 168 notifications of intention to investigate from the OIC, compared to 129 in 2023–2024. At the end of the reporting period, LAC had 123 open complaints, a decrease of 17% compared to the previous reporting period (149).

Table 7: Number of active complaints as of the end of the fiscal year, broken down by specific reporting period in which they were received

Reporting period when active complaints were received by institution	Total
2024-2025	71
2023-2024	29
2022-2023	13
2021-2022	3
2020-2021	1
2019-2020	5
2018-2019	0
2017-2018	0
2016-2017	0
2015-2016 or earlier	1
Total	123

In 2024–2025, LAC received 104 orders from the Information Commissioner. Of the Information Commissioner’s applications for review submitted to the Federal Court of Canada in response to orders, eight were filed by LAC and one by a complainant.

Resources related to the *Access to Information Act*

In addition to the activities undertaken by LAC’s ATIP Branch, it is important to recognize the essential support provided by staff throughout the institution—such as archivists and employees in the front-line public service area of Research Support and the behind-the-scenes areas of Circulation, Preservation, Digitization, Translation, Information Technologies and Web Publishing—who contributed significantly to the ATI and privacy functions and helped ensure LAC’s compliance with the *Access to Information Act*, the *Privacy Act* and related policies.

At the end of the reporting period, 190.995 full-time equivalents were performing work associated to the application of the acts across the institution. This is significant given that the institution’s total number of employees in 2024–2025 was 1,201 FTEs, meaning that 16% were involved in ensuring the processing of ATI and privacy requests.

Additional resources from outside the ATIP Branch continued to be necessary to support the expanded operational requirements resulting from the temporary funding received following the OIC systemic investigation. These resources included expenditures on professional services contracts for digital services, such as procuring additional secure workstations and implementing new information technologies.

LAC's additional temporary funding helped reduce the number of requests carried over to 2024–2025 by 34%. This substantive decrease demonstrates LAC's efforts to improve its capacity and its ability to meet the annual volume of incoming requests. This multi-year temporary investment of resources will allow LAC to reduce and ultimately eliminate its backlog of overdue requests and to meet the volume of incoming requests annually, including supporting responses to GC class action litigation that arrive through the ATIP channel.

Training and awareness

Coordination of training and recruitment for the ATIP Branch is centralized within the ATIP Recruitment, Training and Development Team. During 2024-2025, the Branch onboarded new employees and students and reached out to an Indigenous community to improve Indigenous workforce representation at LAC. Furthermore, the Branch standardized staffing documents while finalizing supporting documents for the Career Development Program for ATIP analysts at LAC, including performance assessment templates and training and development guides. The Branch also facilitated the enrolment of selected LAC ATIP staff to the ATIP Training Program with the Association of Access to Information and Privacy Professionals.

Moreover, the ATIP Branch collaborated with other areas within LAC to provide basic training materials to new ATIP staff on how to navigate archival records and resources available at LAC. The Branch also created internal training microlearning courses tailored specifically for LAC ATIP staff. These courses cover a broad range of topics, including international requesters, key dates, client codes for personnel records, required documents for ATIP requests and searching in the Military and Government Personnel Information Index. The courses are designed to ensure that staff have access to thorough and up-to-date learning resources and can be used as reference tools as they are easily accessible.

LAC also continued to offer both group and ATIP Branch-specific training sessions to its staff. Nine presentations highlighting the work of various teams within the ATIP Branch were delivered to a broad LAC audience, enhancing staff understanding of the diverse roles and responsibilities within LAC ATIP. These sessions promote collaboration and keep employees informed about the overall operations of the ATIP Branch, including significant changes.

Towards the end of the fiscal year, training was provided to prepare for the implementation of the new case management software, ATIPXpress. A total of fourteen training sessions about various workflows and functionalities were offered and were specifically tailored to the role of each team. Individual and group question and answer sessions were also organized, as needed. The Branch also created a hub in its collaborative portal where all the procedures are readily available for staff to use.

Policies, guidelines and procedures

In July 2024, TBS published the [Policy Guidance on the Disclosure of Historical Records](#). Following the release, LAC updated its approach and procedures regarding the disclosure of historical records and information that have reached a certain age, which differs depending on the section of the *Access to Information Act* that applies. This demonstrates LAC's commitment to continuous improvement and its dedication to making processes more efficient to provide timely and more consistent responses to ATIP requests.

LAC introduced a procedure to manage requests from individuals who do not meet the eligibility requirements set out in the Act. This approach enabled staff to promptly identify and close ineligible requests, thereby streamlining operations and minimizing unnecessary workload. ATIP employees received training to ensure they understand the eligibility criteria and were equipped to communicate effectively with clients and appropriately close such requests. As a result, requesters received quicker responses, and LAC avoided a backlog of requests that cannot be processed.

Initiatives and projects to improve access to information

Consultation and engagement

Created in 2023, the Archival Research Team at LAC continued producing research reports to help analysts make informed decisions about the release of information, with the goal of reducing or eliminating the need for consultation with other institutions and to inform LAC on the analysis and disclosure of potentially sensitive information (personal or access related). In 2024–2025, over 300 research reports were created, and consequently LAC saw a decrease of 86% in the number of consultations required on military and intelligence subjects, excluding consultations with the Canadian Security Intelligence Service. Out of 140 requests closed on military and intelligence subjects that would normally have required consultation to obtain subject matter expertise from the originating institution, 121 no longer required external consultation. Through the course of the year, the work of the Archival Research Team has become an integral up-front part of the ATIP analysis process. The quality and effectiveness of the research reports enabled LAC to assert its delegated authority under ATI and privacy in a responsible and informed manner and to provide quicker responses to clients.

LAC continues to play an active role in the reviews of the *Access to Information Act* and the *Privacy Act*, working closely with the Treasury Board Secretariat and federal partners. This collaboration ensures LAC's archival expertise and mandate—to preserve and provide access to government records—are reflected in policy updates that balance transparency with the protection of personal information. As co-lead of an interdepartmental working group on the complaints process, LAC also contributed to broader ATIP system improvements. In parallel, LAC supported discussions on declassification strategies and Indigenous data sovereignty initiatives.

LAC has held regular meetings with the National Centre for Truth and Reconciliation to explore ways to connect data related to Indigenous requests between both of their websites and to promote the sharing of best practices and tools. LAC also continued meetings with the National Claims Research Directors to engage with them and to advise them of new ATIP processes and LAC's progress in tackling overdue requests and keeping up with ongoing volume.

Through the course of the fiscal year, LAC ATIP regularly engaged with high-volume requesters to help prioritize files and better understand the evolving needs. These ongoing conversations helped

support client-focused service delivery, efficient resource planning and timely responses within legislative deadlines. They also provided opportunities to gather feedback on the ATIP process, promote a clearer understanding of procedures and strengthen collaboration throughout the review process.

Technology-related initiatives

At the end of June 2024, LAC launched a new database of previously released ATIP requests for LAC archival records. As LAC does not translate all the archival records found in its collection, this material is provided in the original language in which it was created. This new website, which is updated monthly to make the most recent archival records that were reviewed in response to ATIP requests available to the public, quickly demonstrated great relevance and popularity. As of March 31, 2025, approximately 3,800 responses to ATIP requests containing archival records from the past ten years were available on the website. Over 12,000 records had been downloaded, and 10,000 records had been viewed in the integrated viewer. This direct client self-serve approach freed up ATIP team members to focus on new incoming requests and clearing backlogs rather than spending time issuing re-release packages.

While going through the thousands of released packages to compile the metadata to populate this website, LAC took the opportunity to gather relevant information about each record, which was reused for other purposes within the institution and by other institutions. This work also allowed for the update and opening of records in LAC's online Collection search tool.

Through the course of the fiscal year, LAC completed the configuration of its new case management system, ATIPXpress, on the Protected B network. LAC began registering and processing new incoming requests using ATIPXpress as of April 1, 2025.

LAC also expanded its secure network infrastructure, improving its ability to manage digital and digitized sensitive and classified records more efficiently. These upgrades ensured that requests involving Secret and Top Secret information were handled in a more timely manner while ensuring full compliance with Government of Canada security standards. The strengthened secure network capacity also enabled more efficient secure communication and collaboration with other government institutions on matters involving classified records.

Other initiatives

LAC's unique role within the GC entails processing additional request types 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 support to its ATIP function, as part of LAC's response to the OIC systemic investigation, LAC is also ensuring informal review mechanisms are taking place, where possible.

Over the course of the past fiscal year, LAC has proactively worked on opening large numbers of pages of documents through various initiatives, which are listed below. Once these pages are fully open, the records no longer require an ATIP request.

Proactive access (Block Review)

LAC reviews records proactively to see if they can be made public—sometimes even before anyone asks for them through an ATIP request. If no major risks or reasons to withhold the information are found, records or groups of similar records are made accessible. Descriptive records are updated,

and the record blocks are marked as “open” in LAC’s database. Once records are marked as open, Canadians can view the physical records on site without further intervention or request digitized copies without needing to file an ATI request.

In 2024–2025, LAC reviewed over six million pages of archival documents and made more than 4.5 million pages readily available for Canadians to access. This now marks over 60 million pages reviewed and opened since the beginning of this program in 2010. The remaining records reviewed that contained information that must be protected remained restricted in LAC’s database but still benefitted from improved descriptions and validated security classifications following the review.

Declassification

Declassification refers to lowering or removing a record’s security classification. LAC supported this process by reviewing the historical government records in its holdings, analyzing their content and submitting declassification recommendations to the originating institutions. Although these records have been officially transferred to LAC, only the federal institutions that originally created them have the authority to approve their declassification in accordance with current GC security policy.

In 2024–2025, LAC reviewed 541,000 pages of records and sent 206,000 to the originating institutions with recommendations for declassification. Of those, 46,000 pages have been approved by the originating institutions, while 160,000 pages are still awaiting a response. Declassifying records not only helps LAC manage its collections more efficiently but also strengthens transparency by giving Canadians easier access to their history.

LGBT Purge Fourth Supplementary Settlement Agreement

During the last reporting period, LAC completed its portion of the ATIP-informed work related to the LGBT Purge Fourth Supplementary Settlement Agreement, marking a key milestone in this significant initiative. Working in collaboration with other government institutions, LAC reviewed approximately 11,000 pages of material. This effort underscored a strong commitment to transparency, accountability and the preservation and sharing of historical records that document the experiences of 2SLGBTQI+ individuals within the federal public service and the Canadian Armed Forces.

Summary of key issues and actions taken on complaints

LAC remains committed to actively addressing the complaints it receives while maintaining a collaborative relationship with both the OIC and its requesters. It also remains actively engaged with TBS and other federal institutions to improve the ATIP system, serving as co-lead of an interdepartmental working group focused on enhancing the complaints management process.

In 2024–2025, LAC closed 189 complaints, involving the review and processing of more than 45,000 pages of records. At the end of the reporting period, LAC had a total of 123 open complaints with the OIC compared to 149 in 2023–2024, a decrease of 17%.

OIC systemic investigation

Official reports by the Information Commissioner regarding the systemic investigation of LAC were tabled in Parliament on April 26, 2022. These highlighted LAC 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 received significant temporary funding to reduce its backlog, manage ongoing volume and support litigation planning and response. An [ATIP Action Plan](#) was implemented to respond to the OIC’s recommendations and address LAC’s systemic ATI issues. It provides the foundation for important changes, and LAC continues to publish two progress reports on [LAC’s website](#) each year.

Proactive publication under Part 2 of the Act

LAC is a government institution for the purpose of Part 2 of the *Access to Information Act*. Although proactive publication is required under the *Access to Information Act*, publishing this information on the Open Government Portal is specifically mandated by the [Directive on Open Government](#).

As per TBS requirements, during 2024–2025 LAC proactively published the information indicated in the table below.

Table 8: Proactive publication

Legislative Requirement	Section of ATIA	Publication Timeline	Does requirement apply to your institution? (Y/N)	Internal group(s) or positions(s) responsible for fulfilling requirement	% of proactive publication requirements published within legislated timelines*	Link to web page where published**
Apply to 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	Y	Financial Services and Procurement	100%	Travel expenses (Open Government Portal)
Hospitality Expenses	83	Within 30 days after the end of the month of reimbursement	Y	Financial Services and Procurement	100%	Hospitality expenses (Open Government Portal)
Reports tabled in Parliament	84	Within 30 days after tabling	Y	Various OPI, but mostly with Accountability, Governance and Corporate Affairs	100%	Open Government Portal
Apply to 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	Q1-3: Within 30 days after the quarter Q4: Within 60 days after the quarter	Y	Financial Services and Procurement	100%	Contracts over \$10,000 (Open Government Portal)

Grants & Contributions over \$25,000	87	Within 30 days after the quarter	Y	Outreach and Engagement	50%	Grants and contributions (Open Government Portal)
Packages of briefing materials prepared for new or incoming deputy heads or equivalent	88(a)	Within 120 days after appointment	Y	Various OPI across LAC	Not available last fiscal year	New or incoming deputy heads (Open Government Portal)
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	Y	ATIP Branch	100%	Briefing note titles and numbers (Open Government Portal)
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	Y		Not available last fiscal year	Parliamentary Committee appearances for deputy heads (Open Government Portal)
Applies to government institutions that are departments named in Schedule I to 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	Y	Human Resources and Security	100%	Government position reclassifications (Open Government Portal)
Apply to Ministers' Offices (therefore apply to any institution that performs proactive publication on behalf of a Minister's Office)						
Packages of briefing materials prepared by a government institution for new or incoming ministers	74(a)	Within 120 days after appointment	N			
Titles and reference numbers of memoranda prepared by a government institution for the minister, that is received by their office	74(b)	Within 30 days after the end of the month received	N			
Package of question period notes prepared by a government institution for the minister and in use on the last sitting day of the House of Commons in June and December	74(c)	Within 30 days after last sitting day of the House of Commons in June and December	N			
Packages of briefing materials prepared by a government institution for a minister's	74(d)	Within 120 days after appearance	N			

appearance before a committee of Parliament						
Travel Expenses	75	Within 30 days after the end of the month of reimbursement	N			
Hospitality Expenses	76	Within 30 days after the end of the month of reimbursement	N			
Contracts over \$10,000	77	Q1-3: Within 30 days after the quarter Q4: Within 60 days after the quarter	N			
Ministers' Offices Expenses Note: This consolidated report is currently published by TBS on behalf of all institutions.	78	Within 120 days after the fiscal year	N			

To facilitate the publication of this information, memoranda of understanding (MOUs) were finalized through the course of the fiscal year between the Offices of Primary Interest and the Chief Information Officer concerning the publication of Part 2 proactive disclosures on the Open Government Portal. These MOUs specify the roles and responsibilities of each party, as well as the objectives, scope, duration and implementation date of the agreement.

Moreover, three presentations were offered by the Information Management Team to LAC's Administrative Services Forum, comprised of key stakeholders involved in proactive publication, to share key reminders around the publication process of briefing note titles.

Monitoring compliance

In fiscal year 2024–2025, LAC continued to monitor the time taken to process ATI requests through its specialized ATIP software AccessPro Case Management (APCM). This software enabled LAC to track all activities related to requests (e.g., time management, correspondence, consultations and application fees) and allowed each activity to be reported on with specific timelines.

LAC maintained its efforts to monitor data integrity through comprehensive monthly reviews conducted by a system specialist, which facilitated compliance with applicable regulations, policies and procedures as well as accurate reporting. Managers and team leads used automated dashboards to assess their teams' workloads and to track the timeliness of the completion of requests. Branch management meetings regularly reviewed and discussed the overall workload to facilitate improvements in completion times. Additional 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.

Proactive publication operates in a decentralized model at LAC, with support and monitoring from LAC's Information Management Team. Each specific team involved is accountable for its respective section of the legislation. The ATIP Branch is responsible for the publication of briefing note titles

and ATI summaries on the Open Government website. In the last reporting period, this work was tracked using APCM.

LAC supports the right of public access to information by incorporating in its contracts standardized clauses, such as provisions that comply with the Act. LAC also publishes summaries of its sharing agreements and arrangements on the [Info Source website](#). In 2024–2025, LAC started building internal procedures with the Contracting, Partnership and Privacy teams to ensure that updates to Info Source are being done on a regular basis by each team.

Appendix

Delegation Order – Access to Information Act

*Delegation Order pursuant to the Access to Information Act and Privacy Act
Arrêté de délégation en vertu de la Loi sur l'accès à l'information et la
Loi sur la protection des renseignements personnels*

As head of Library and Archives Canada (LAC) for the purposes of the *Access to Information Act* (ATIA) and the *Privacy Act* (PA), the Minister of Canadian Heritage, pursuant to subsections 95(1) of the ATIA and 73(1) of the PA, delegates the following powers, duties and functions under these Acts to the persons holding the LAC positions set out in the schedule hereto, as well as to the persons occupying those positions on an acting basis. This delegation order replaces any previous delegation order.

À titre de responsable de Bibliothèque et Archives Canada (BAC) pour les fins de la *Loi sur l'accès à l'information* (LAI) et de la *Loi sur la protection des renseignements personnels* (LPRP), le ministre du Patrimoine canadien, en vertu des paragraphes 95(1) de la LAI et 73(1) de la LPRP, délègue les attributions suivantes sous ces lois aux titulaires des postes au sein de BAC mentionnés à l'annexe ci-après, ainsi qu'aux personnes occupant à titre intérimaire lesdits postes. Le présent arrêté de délégation remplace tout arrêté de délégation antérieur.

Schedule / Annexe

Positions / Postes	<i>Access to Information Act and Regulations / Loi sur l'accès à l'information et règlements</i>	<i>Privacy Act and Regulations / Loi sur la protection des renseignements personnels et règlements</i>
<ul style="list-style-type: none"> ▪ Librarian and Archivist of Canada / Bibliothécaire et archiviste du Canada ▪ Assistant Deputy Minister, Collections / Sous-ministre adjoint, Collections ▪ Access to Information and Privacy (ATIP) Coordinator / Coordonnateur de l'accès à l'information et de la protection des renseignements personnels (AIPRP) ▪ Director, ATIP Branch / Directeur, direction générale de l'AIPRP ▪ Manager, ATIP / Gestionnaire, AIPRP 	<p>Full authority / Autorité absolue (including for the Act as it was prior to June 21, 2019 / incluant la Loi telle qu'elle existait avant le 21 juin 2019)</p>	<p>Full authority / Autorité absolue</p>
<ul style="list-style-type: none"> ▪ Team Lead, ATIP / Chef d'équipe, AIPRP ▪ Senior Analyst, ATIP / Analyste principal, AIPRP ▪ Analyst, ATIP / Analyste, AIPRP ▪ Junior Analyst, ATIP / Analyste junior, AIPRP ▪ Senior Lead Archivist / Archiviste principal en chef ▪ Lead Archivist / Archiviste en chef ▪ Senior Archivist / Archiviste principal ▪ Archivist/Archiviste 	<p>Full Authority, except for paragraphs 12(2)(b) and 12(3)(b) of the Act / Autorité absolue, à l'exception des alinéas 12(2)(b) et 12(3)(b) de la Loi (including for the Act as it was prior to June 21, 2019 / incluant la Loi telle qu'elle existait avant le 21 juin 2019)</p>	<p>Authority for sections 18 to 37 of the Act and subsection 72(1) of the Act / Autorité pour les articles 18 à 37 de la Loi et le paragraphe 72(1) de la Loi</p>
<ul style="list-style-type: none"> ▪ Junior Officer, ATIP / Agent junior, AIPRP 	<p>Authority for subsection 19(1) of the Act / Autorité pour le paragraphe 19(1) de la Loi (including for the Act as it was prior to June 21, 2019 / incluant la Loi telle qu'elle existait avant le 21 juin 2019)</p>	<p>Authority for section 26 of the Act / Autorité pour l'article 26 de la Loi</p>

Dated, at the City of Ottawa, this 16 day of the month of August, 2024. Daté, en la ville de Ottawa, ce 16 jour du mois de août, 2024.



The Honourable Pascale St-Onge, Minister of Canadian Heritage
L'honorable Pascale St-Onge, ministre du Patrimoine canadien