

Library and Archives Canada’s Accessibility Plan 2026–2028

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General

This plan covers Library and Archives Canada’s activities for the period from January 1, 2026, to December 31, 2028.

Contacting us or submitting feedback

If you experience barriers in your interactions with Library and Archives Canada (LAC), we want to know. A barrier can be anything—physical, technological, systemic, attitudinal or something else—that hinders your full and equal access to LAC’s collections and services or your contribution to the organization’s mandate.

We are committed to listening to you and acting on solutions.

We invite you to contact us through any of the following communication channels.

Provide feedback

Director, Equity, Diversity, Inclusion and Accessibility (EDIA) Centre of Excellence, Library and Archives Canada

Use the contact information below to request a copy of the feedback process description in an alternate format.

Contact

Director, LAC EDIA Centre of Excellence

Mail

Accessibility - Library and Archives Canada
550 de la Cité Blvd
Gatineau, Quebec J8T 0A7
Canada

Email

Accessibilite-Accessibility@bac-lac.gc.ca

Other formats

This plan is available in alternate formats: print, large print, audio, braille and electronic formats compatible with adaptive technologies. You can request alternate formats through any of the communication channels outlined above.

Definitions

Ableism: Prejudice and discrimination against persons with disabilities.

Accessibility: The design of products, devices, services, environments, technologies, policies and rules that makes their access possible for all people, including people with a wide range of disabilities.

Barrier: Anything that could hinder the full and equal participation of persons with disabilities. Barriers can be architectural, technological or attitudinal. They can also be related to information or communications or can be the result of a policy or procedure.

Co-creation: A collaborative process where involved partners actively contribute to design and decision-making to ensure inclusive and accessible solutions.

Consultation: A process of seeking input through a credible and respectful approach prior to making a decision. It involves the meaningful exchange of information, opinions and ideas among affected parties.

Disability: Any impairment or difference in physical, mental, intellectual, cognitive, learning or communication ability. Disabilities can be permanent or temporary and can change over time.

Acronyms used in this document

ACA

[Accessible Canada Act](#)

EDIA

Equity, diversity, inclusion and accessibility

GLAM

Galleries, libraries, archives and museums

ICT

Information and communication technology

LAC

Library and Archives Canada

PWD

Persons with disabilities

WCAG

Web Content Accessibility Guidelines—level AA is intermediate

Statement of commitment

Library and Archives Canada recognizes that accessibility is a human right and that it strengthens our institution and our mandate. Persons with disabilities are an integral part of the diverse Canadian population. Disability is one identity factor anyone can develop at any point in life. LAC aims to be representative and inclusive of diverse voices as identified in both legislative objectives and in our Vision 2030 Strategic Plan. To do so, LAC will incorporate “Nothing About Us Without Us” as a core principle, recognizing that persons with disabilities are in the best position to speak to their experiences.

Executive summary

LAC's second Accessibility Plan is the continuation and enhancement of the initial plan. It was created after a series of consultations with persons with disabilities and their allies, users of LAC's services and those who work in the institution. LAC consulted other government organizations and GLAM for further alignment. In 2024–2025, LAC also conducted public opinion research to gather input from Canadians. The modernized questionnaire for this research included an accessibility component. It is important to note current trends in disability identity, including [dynamic disabilities](#), as they relate to both employees and users. According to the last [Canadian Survey on Disability](#), 27% of the population self-identified as living with a disability.

LAC will focus on strategic alignment, concrete actions and changes in specific areas to maximize resources over the life of this plan. LAC's Centre of Excellence for EDIA will continue to support the institution in monitoring, promoting and strengthening accessibility, including through outreach and reporting activities.

In all priority areas defined by the ACA, LAC will be looking closely at

1. Co-creating consultations, working with and engaging users and employees
2. Tracking and monitoring accessibility and barriers
3. Making accessibility known to LAC users and employees
4. Raising awareness of accessibility in all of LAC's services

A short appendix with information about LAC's facilities follows the conclusion of this plan.

Introduction

The plan outlines how LAC will identify, remove and prevent barriers in the priority areas prescribed in the ACA. The plan also presents indicators to ensure the progress of LAC.

Accessibility at LAC

LAC's [Vision 2030 Strategic Plan](#) includes key elements to support inclusion and accessibility:

- Inviting users to discover the collections: Make our collections better known and more accessible.
- Reflecting diverse voices: Acquire collections that reflect a diverse and inclusive society.

- Engaging with the community, partnering with the world: Work with our partners in the community and around the world.
- Supporting our people, sustaining our heritage: Create the conditions that support our staff.

LAC's understanding of accessibility has evolved as it relates to the use of its facilities, programs, services and collections by Canadians. Ongoing internal culture change is required to build safe spaces for employees and will continue over the duration of the current plan and beyond.

Consultations

LAC reused the findings from the initial consultations in 2021 to ensure that the original commitments will be delivered on before identifying and addressing new barriers. Consultations with other government organizations and with GLAM were also held to ensure application and expectations were consistent.

Additionally, LAC used questions on accessibility from a [public opinion survey](#) conducted in 2024–2025 to inform its current approach.

What was learned

Key findings from the public opinion survey research and the [Public Service Employee Survey](#) include the following:

- 54% of current users with disabilities faced barriers when accessing LAC's services, collections or content.
- 43% of current users with disabilities are unaware of LAC's accessibility features.
- 65% of LAC's users believe it is important that the institution offers a safe, welcoming and inclusive environment.
65% of LAC's users believe it is important that the institution accommodates diverse needs.

LAC welcomes continuous feedback on its consultation practices and accessibility in general.

Roles and responsibilities

Accessibility is a shared responsibility for each of the seven identified priority areas identified in the ACA.

A short-term goal of LAC's Accessibility Plan is developing policy instruments to determine roles and responsibilities related to accessibility.

- **The Deputy Head of LAC** (Librarian and Archivist of Canada), supported by LAC's Accessibility Champion and Inclusion Champion and the Assistant Deputy Minister of User Experience and Engagement, will report on LAC's Accessibility Plan to Canada's Accessibility Commissioner.

EDIA Centre of Excellence

- This team under LAC's User Experience and Engagement Sector supports LAC in meeting its internal and external accessibility and inclusion obligations.

Advisory groups

- LAC will explore the most efficient ways to consult both employees and users around accessibility questions.

The plan

Initiatives were identified taking into consideration the current fiscal context and the need to meet legislative requirements under the ACA. This plan aims for structural and stable implementation with the help of measurement (indicators) inspired by [A Performance Indicator Framework for Accessibility Data](#).

Employment

As of March 2025, LAC had 1,079 employees, with 6.1% self-identifying as PWD. This is less than current expected representation, which is 11.8% based on [representation data from the Treasury Board Secretariat](#). Despite the current financial restrictions, it is possible to improve the environment for current and future employees.

Barriers to accessibility

Specific barriers in this area include the following:

- Funding workplace accommodations can be, or is, seen as a financial burden for the administrative unit in which the person with a disability works.
- Employees have low awareness about self-identification, available accommodations, and how to request them.
- Employees and users do not feel safe discussing matters related to disabilities and accommodations.

Goals (actions) with timeline

- Following the implementation of the Government of Canada Workplace Accessibility Passport at LAC, the organization will conduct an analysis by December 2027 to determine if the online format of the Accessibility Passport can be adopted.
- LAC will continue to raise employee awareness of accommodation measures and how to obtain them.
- By December 2026, LAC will include more information on the accommodation request process in its online orientation program.
- By December 2027, LAC's EDIA Centre of Excellence will provide anti-ableism training to all staff.
- By December 2028, LAC will conduct an impact analysis of the Government of Canada's spending reduction exercise on the representation of employees with disabilities.

Indicators of progress

LAC will use the following results from the Public Service Employee Survey 2024 (and onward) as indicators:

- % of persons who requested workplace accommodation measures in the last two years
- % of requests for workplace accommodation measures related to a disability
- Number of workplace accommodation measures implemented
- % of satisfaction with the workplace accommodation measures that were implemented
- % of persons who would feel comfortable requesting workplace accommodation measures from their immediate supervisor

Built environment

To deliver its programs and services, LAC relies on a portfolio of six institution-owned facilities and three leased facilities. Most of these facilities are in the National Capital Region, with additional locations in Winnipeg and Vancouver. LAC also shares a facility in Halifax. The new joint building with the Ottawa Public Library, named Ādisōke, is currently under construction and progressing well. In May 2025, the Rick Hansen Foundation awarded Ādisōke a Gold accessibility certification for its pre-construction and design phase.

Barriers to accessibility

Specific barriers in this area include the following:

- Accessibility features of LAC’s built environments are not well communicated to the public and to employees.
- 38% of LAC’s users with a disability encountered barriers to accessing physical locations.

Goals (actions) with timeline

- LAC will continue the ongoing monitoring of complaints
- By December 2027, LAC will revise evacuation plans for each site for PWD (public and employees) and clearly communicate these plans.
- By December 2028, LAC will have communicated the accessibility features of its various facilities to both Canadians and employees.
- Twelve months after its opening, Ādisōke will have mechanisms in place to proactively consider the inclusion and accessibility of PWD.

Indicators of progress

- Number of complaints on accessibility of the built environment
- Proportion of LAC emergency plans with accessibility features (including public spaces)
- % of demands from PWD met based on needs identified
- Number of LAC facilities open to the public for which accessibility information is available

Information and communication technology (ICT)

ICTs—both software and hardware—continue to present barriers to accessibility for employees and users, but they also offer solutions. As a memory institution, LAC faces particular challenges considering the amount of data it houses and the fact that a good portion of the material is decades, if not centuries, old.

Barriers to accessibility

Specific barriers in this area include the following:

- While many ICTs already meet current accessibility standards, employees and users lack awareness about ICTs available to them.
- Legacy information management systems are complex to update to meet current expectations.
- Access barriers to digitally born documents have yet to be established.
- LAC’s public website meets [WCAG 2.1 AA](#), but maintenance is required as the standard evolves.

- 52% of users with a disability encountered barriers while consulting LAC's holdings, either through applications such as databases or contextual content on the website.

Goals (actions) with timelines

- On an ongoing basis, LAC will connect with Shared Services Canada's [Accessibility, Accommodation and Adaptive Computer Technology](#) program to best support employees when needed.
- By December 2026, LAC will provide a structured process to connect responsible project leads with PWD for digital design and usability consultations.
- By December 2027, LAC will build awareness of available tools for both external and internal purposes.
- By December 2028, LAC will audit its Web pages to ensure they meet GC accessibility requirements.

Indicators of progress

- % of PWD who experience barriers due to software applications
- % of PWD who experience barriers due to hardware
- % of PWD who experience barriers due to self-service technology
- % of LAC Web pages that are WCAG AA compliant
- Number of complaints related to accessible online content

Communications (other than information technology)

Clear, concise and well-organized information supports everyone and ensures transparency. Accessibility Standards Canada released the [CAN-ASC-3.1:2025 – Plain Language](#) standard, which guides federally regulated institutions on implementing plain language.

In addition, using alternate formats in combination with an array of channels allows for diverse audiences to receive and understand LAC's messages. This is key in ensuring meaningful engagement and representation of diverse voices in relation to LAC's activities.

Barriers to accessibility

Specific barriers in this area include the following:

- LAC has no policy-driven requirements nor supporting guides for ensuring documents, presentations and other products are accessible when created.
- 39% of LAC's users with a disability encountered barriers communicating with staff.
- Plain language is inconsistently applied in LAC's communications and content.
- LAC service points respond to users' accessibility issues on a case-by-case basis. Because there is no standardized system or process, some communication needs are not adequately addressed, leading to incomplete or absent accommodations.

Goals (actions) with timeline

- By December 2026, LAC will raise organizational awareness about plain language principles and applicability.
- By December 2026, LAC will add captioning in both official languages to its communications products when feasible.
- By December 2027, LAC will include accessibility features in its social media posts.
- By December 2028, LAC will provide toolkits to employees on integrating plain language in their work.

Indicators of progress

- % of PWD who experience barriers getting information in alternate format
- % of LAC employees trained on accessible communication
- % of social media posts that include accessibility features
- Number of complaints on communicating with LAC in an accessible manner

Procurement of goods, services and facilities

LAC purchases goods and services, including ICT, in support of the public it serves. As per the Treasury Board [Directive on the Management of Procurement](#), accessibility is a key requirement of procurement unless justified that it is impossible or inappropriate to enforce.

Barriers to accessibility

Specific barriers in this area include the following:

- Lack of a consistent process for identifying, assessing and integrating accessibility requirements into procurement.

- Limited capacity of internal systems to track expenditures and activities related to contracts that incorporate accessibility criteria.

Goals (actions) with timeline

- By December 2026, LAC will offer information sessions on accessibility in procurement to business owners, managers and procurement agents.
- By December 2026, LAC will create an accessibility checklist, mandatory in each contract file, to support the consideration of requirements and justification in the event of exclusion.
- By December 2028, LAC will assess potential improvements to the systems to allow for the tracking of contracts that contain accessibility criteria.

Indicators of progress

- Number of information sessions offered on accessible procurement
- Ability to report on contracts that incorporate accessibility criteria

Design and delivery of accessible programs and services

LAC offers a variety of online and in-person services to Canadians, including access to vast and diverse archival and library collections, public programming aimed at sharing diverse stories, and access to historical records that ensure government accountability and transparency.

LAC has the third- or fourth-largest collection in the world:

- 22 million books
- 250 km of textual documents
- 35 million photographs, maps and artwork
- 18 petabytes of digital records

Barriers to accessibility

Specific barriers in this area include the following:

- Historical records and documentary heritage are generally not subject to accessibility standards due to their volume, variety, complexity and copyright.
- There is no general training nor support tools for service staff on providing services to PWD.

- When service staff find accessible solutions for individual users, these solutions are not promoted or integrated at an organizational level.
- 27% of LAC's users with a disability encountered barriers to consulting collections in person.

Goals (actions) with timeline

- By December 2026, LAC will develop and include an accessibility statement for open programming to enable Canadians to disclose accessibility needs ahead of an event.
- By December 2026, LAC will ensure transcription is used when possible (podcasts, live and virtual events, in-person services).
- By December 2027, LAC will offer virtual and hybrid events, where possible, to maximize readily available accessibility features and enable Canadians with mobility limitations to participate in an alternate format.
- By December 2027, LAC will provide mandatory training modules to service staff on accessible service provision and program delivery.
- By December 2028, LAC will build consultative processes to proactively consider disability inclusion and accessibility in programs and services, ensuring "Nothing About Us Without Us" is concretely implemented.

Indicators of progress

- % of PWD who faced barriers while accessing LAC services
- Proportion of LAC programming with accessibility features
- % of services offered with proactive accessibility
- % of employees trained on accessible programs and services
- % of PWD who report satisfaction with LAC programs and services

Transportation

As LAC doesn't offer transportation services, no barriers have been identified for this area. However, the organization is including considerations in this iteration of the Accessibility Plan.

Goals (actions) with timeline

- On an ongoing basis, LAC will track incoming complaints related to transportation via the feedback mechanism or on-site comments.

Indicator of progress

- Number of complaints about accessing LAC buildings (sidewalks, ramps, gatehouse, wayfinding, parking, transportation services)

Conclusion

The current plan sets the stage for substantive changes moving forward, with indicators serving as our compass. Yearly progress reports will enable us to course-correct if need be. We will continue building internal and external relationships, including those with PWD, to enhance how we deliver on our mandate and priorities. We encourage you to use our feedback mechanism to register your interest in being involved in future consultations.

Libraries and archives are important and unique community spaces in our society, aimed at welcoming all Canadians and delivering on services in an accessible and inclusive manner. LAC will continue to explore how to best apply a “Start with Yes” attitude toward accommodations for users and employees, creating space for the expression of diverse voices.

Appendix – LAC facilities

Service points for the public are

- [395 Wellington Street, Ottawa, ON](#)
- [Canadian Museum of Immigration at Pier 21, 1055 Marginal Road, Halifax, NS](#)
- [Federal Records Centre, 1700 Inkster Boulevard, Winnipeg, MB](#)
- [Library Square Tower, 420-300 West Georgia Street, Vancouver, BC](#)
- Ādisōke, Ottawa, ON – a new joint facility with the Ottawa Public Library (in construction)

LAC employees also work in office spaces and preservation or storage facilities:

- [Place de la Cité, Gatineau, QC](#)
- [Preservation Centre, Gatineau, QC](#)
- [Preservation Storage Facility, Gatineau, QC](#)
- [Renfrew Collection Storage Facility, Renfrew, ON](#)
- Collection Storage Facility, Gatineau, QC