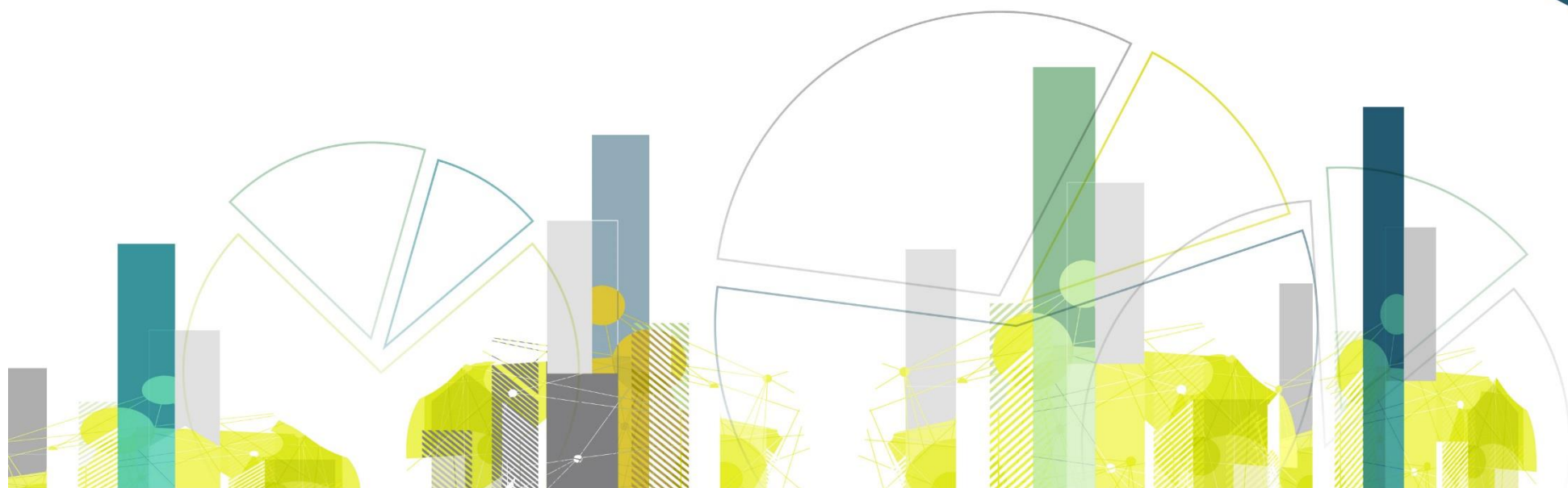


2016–2019 Three-Year Plan Library and Archives Canada

Progress Report Q1 2017–2018



Library and Archives
Canada

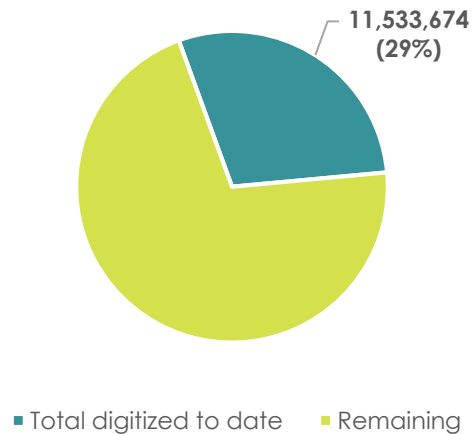
Bibliothèque et Archives
Canada

Canada

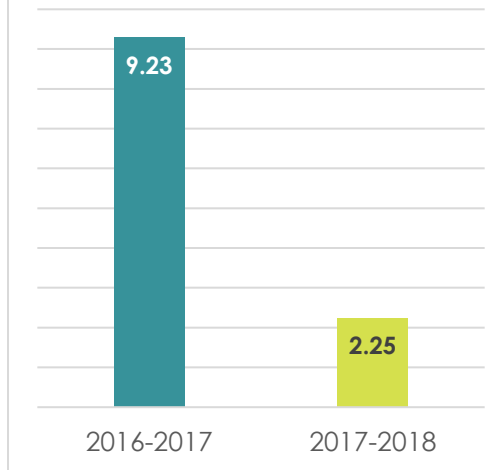
Commitment 1: Fully dedicated to serving all its clients

1. Digitize 40 million pages in three years, including the 650,000 files of the Canadian Expeditionary Force (CEF) that will be available online

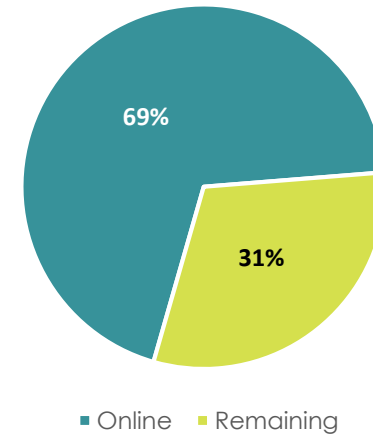
Proportion of the digitization target from the Three-Year Plan attained



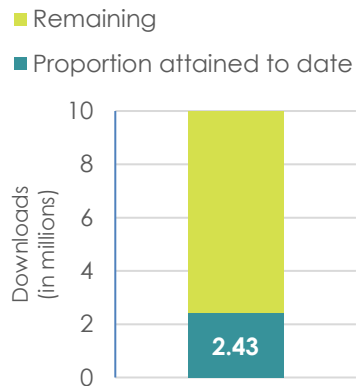
Total digitized pages per fiscal year (in millions)



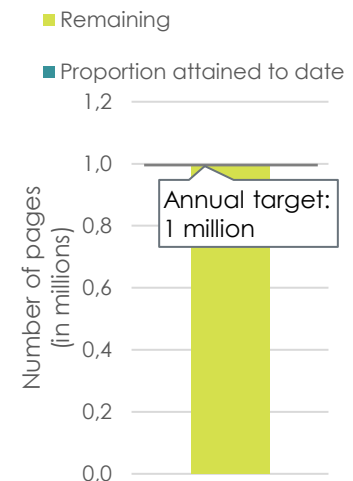
Proportion of CEF files available online



2. Reach 10 million downloads annually from the Library and Archives Canada (LAC) website
3. Make 1 million pages of government records available each year through the block review process



In the first quarter, 265,000 additional pages were reviewed and will be made available in the second quarter.



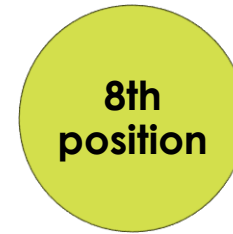
The initial target of 100 million downloads included downloads generated by web-based automatic archiving and indexing systems. The target was lowered (to 10 million) to include downloads by clients only.

4. Assess and process 10 additional kilometres of archives so that they are discoverable by users [three-year target]



During the first quarter, Q1, an additional 130 m of backlogs were reviewed and processed. In 2017-2018, LAC aims to review and process a cumulative total of 6.54 km of backlogs.

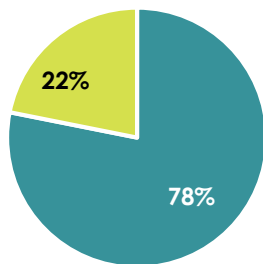
5. Ensure that LAC's website continues to be one of the top 10 most-visited federal government sites



6. Optimize our tools so that 95% of traffic to our website results from a referral by a major search engine such as Google or from social media platforms [three-year target]

Proportion of referral by source of visit

■ Search engines and Social media ■ Other sites



As of 2017-2018, referencing generated by web-based automatic archiving and indexing systems is no longer included, to better reflect the actual number of users. This explains the decline (17%) compared with 2016-2017.

7. Implement a new integrated library management system for published documents

Step leading to implementation of a new integrated library system (OCLC)	Deadline	Progress to date
Preparations for the implementation of a new integrated library system for published heritage	Q4 2018 [Under way]	<ul style="list-style-type: none"> LAC continues to provide information to the Canadian library community and members of the National Union Catalogue, and to receive feedback from them, on the transition to the new integrated library management system. In addition, LAC has updated the Frequently Asked Questions page on its website. LAC has finished preparing the data that will be migrated. This migration should be completed within 9 months.

Commitment 2: At the leading edge of archival and library science and new technologies

8. Implement the Destination 2020 action plan

Activity	Update
LAC commits to fostering a transparent and open internal dialogue	<ul style="list-style-type: none"> On April 19, LAC's Management Board and senior executives met to discuss best management practices and exchange ideas on innovative projects so that LAC can continue to develop as an institution of choice. In June, LAC's Corporate Services sector communicated its new vision and mission statements, which had been developed in collaboration with employees in the preceding months, to all staff members.
LAC commits to continuing efforts with regard to recognition and engagement	<ul style="list-style-type: none"> On April 26, May 31 and June 21, LAC organized new mini-conferences as part of the "Our Colleagues' Discoveries" series, an opportunity to showcase the knowledge and expertise of our employees. On April 27 and May 25, as part of #LeadersGC, a series of discussions on Twitter with senior management on leadership and employee engagement, LAC invited its employees to connect with Neil Bouwer, Assistant Deputy Minister of Natural Resources Canada, and Andrew Campbell, Senior Executive Director of the Canada 150 Federal Secretariat. On June 3 and 4, for "Doors Open Ottawa," LAC offered guided tours of its building at 395 Wellington Street, an opportunity for the public to discover little-known aspects of the collection. On June 9 and 10, LAC opened its doors to the public on the occasion of the 20th anniversary of the Preservation Centre in Gatineau. Thanks to the dedication of the employees who got involved, the event was a resounding success: the guest book is filled with praise, admiration and positive comments. On June 14, LAC held its annual recognition ceremony, an occasion to celebrate the accomplishments of its employees.
LAC commits to fostering employees' development and to providing them with innovative, reliable and efficient tools	<ul style="list-style-type: none"> In May, LAC launched a short survey of its employees to find out what they thought about the intranet home page, how they used it and how it could be improved. This fall, LAC will be proposing a new look and a new way of organizing information on this home page to make it more user-friendly and useful for staff. On May 31, LAC participated in the Blueprint 2020 Interdepartmental Innovation Fair in Ottawa. This was an opportunity for LAC to show off its latest innovations, including an information tool that provides accurate, relevant and meaningful data. In June, LAC conducted a survey of its employees to gauge their level of satisfaction with, and their needs with respect to, information management services. On June 13, during National Public Service Week, LAC employees presented innovative projects in a "Dragon's Lair" event. One of the projects selected will provide visitors to LAC with access to a virtual information kiosk so they can navigate the building and find key information on services offered.

9. Review 10 key operational procedures per year

Procedure	Description of change and impact	Deadline
1. Implementation of an electronic system to manage the circulation and physical control of the collection	Ensure optimal management of material.	Q2
2. Creation of a virtual workspace for social and Indigenous archives	Allow for the creation and management of records associated with social and Indigenous archives.	[Completed]
3. Implementation of a business capability model	Ensure optimal alignment between LAC's business operations, capabilities and technological systems, to improve prioritization related to the development and replacement of technological applications.	[Completed]
4. LEAN management process	Review the process of information flow between sectors based on LEAN methods aimed at operational efficiency.	Q4
5. Policy management framework	Review and update the policy management framework, to support optimal management of Government of Canada and LAC policy instruments through the implementation of clearly established principles, roles and responsibilities.	Q3

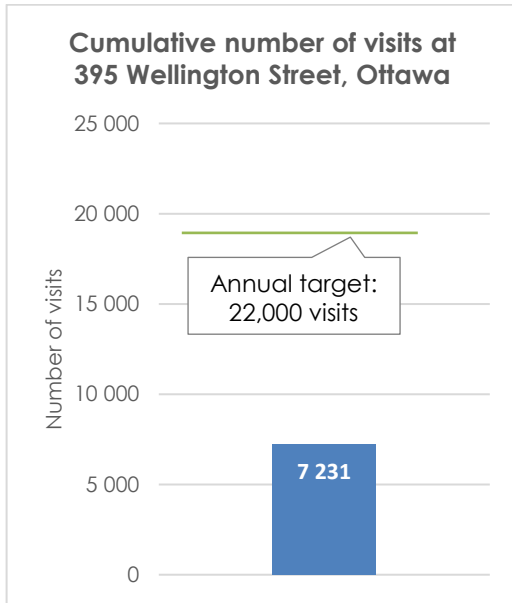
10. Hold six annual conferences with external experts

Title	Conference date	Number of participants
1. Lowy Council event: 20th Century Genocide: Indigenous and Jewish Experiences	June 21, 2017	72

11. Start to build the new preservation facility by 2019

Deliverable for the project planning phase	Deadline	Update
1. Renewal of Letter of Interest	[Complété]	In July 2017, an updated letter of interest was posted on Buyandsell.gc.ca
2. Launch of Request for Qualification (RFQ)	Automne 2017	The RFQ is intended to pre-qualify three respondents for an invitation to tender in the potential Public-Private Partnership (P3) .
3. Launch of Request for Proposals (RFP)	Hiver-printemps 2018	The RFP will enable LAC to choose the potential private partner for the construction and operation of the new facility.

12. Receive 22,000 visitors annually at 395 Wellington Street in Ottawa



The number of visits to 395 Wellington Street includes visitors who sign in on the second floor and visitors registered by the laser counter at the entrance to the exhibition hall.

This is the cumulative number of visits since April 2017.

13. Preserve 100% of our digital acquisitions using a digital curation platform

Development stage of the digital curation platform	Deadline	Update
Digital collections inventory	Q1 (2017-2018) <i>[Completed]</i>	In the first quarter, the inventory of government records was finalized. This completes the digital collections inventory.
Archiving of government records	Q2 (2017-2018) <i>[Under way]</i>	LAC continues to work on developing a work plan to collect government records automatically from other departments.
Digital asset management system to manage tasks and streamline work flow involved in the accrual, annotation, cataloguing, storage, retrieval and distribution of digital content.	Q2 (2017-2018) <i>[Under way]</i>	LAC has completed the preparation of the statement of requirements for the Request for Proposals (RFP) and continues to work with Public Services and Procurement Canada (PSPC) to finalize the process. Next steps: once PSPC approval has been obtained, LAC will post the RFP online at Buyandsell.gc.ca .

Commitment 3: Proactively engaged in national and international networks

14. Set up a secretariat to manage implementation of the National Digitization Strategy

LAC completed its establishment of the secretariat in 2016-2017.

15. Reach 10 agreements with new partners by 2019

Although the three-year target was reached in [2016-2017](#), LAC continues to follow up on new agreements reached in 2017-2018.

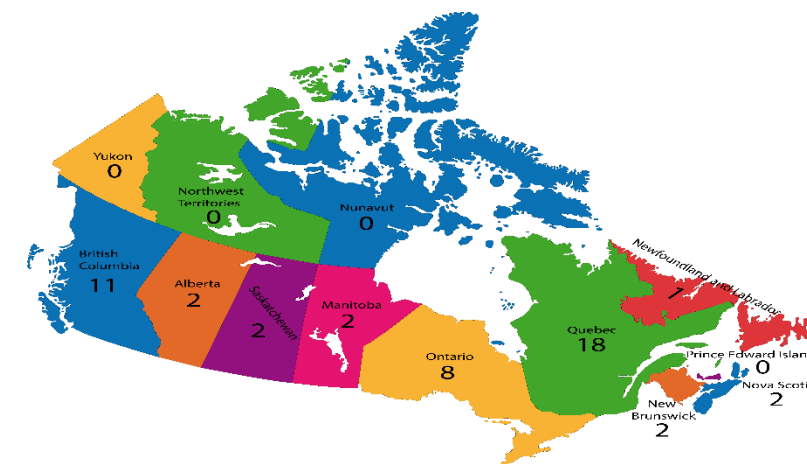
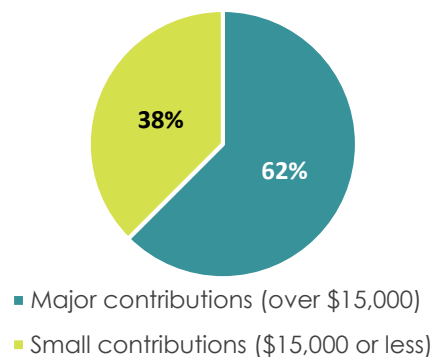
Name of partner	Date of signature	Duration of partnership	Description of partnership
Queen's University	May 25, 2017	5 years	Collaborative agreement for acquiring and sharing skills and knowledge concerning technological development and research theories and methods, as well as for promoting Canada's documentary heritage.

16. Allow the public to help enhance information related to two collections per year

LAC made the diary of Lady Susan Agnes Macdonald, wife of Sir John A. Macdonald, available to the public in June 2017. The diary's 91 pages were transcribed by the public and are currently under review.

17. Provide \$1.5M annually for community projects under the Documentary Heritage Communities Program (DHCP) [yearly target]

Distribution of contributions granted by size



Geographic distribution of grant recipients in the DHCP in 2017-2018.

All of the funds available in 2017-2018 were assigned to program recipients in the first quarter.

18. Adopt an international relations strategy

In 2016–2017, LAC achieved its target by adopting an international relations strategy.

19. Have 10 Canadian representatives on the major international documentary heritage committees [three-year target]

Name of committee	Number of Canadian members
International Council on Archives	4
International Federation of Library Associations and Institutions	4
International Internet Preservation Consortium	1
Total	9

This indicator focuses exclusively on three international organizations. The emphasis is on the steering committees of these organizations and on the Canadian members with leadership or committee chair positions. Canadian members include both LAC employees and other Canadians from the documentary heritage community. Individuals with multiple roles are counted once only.

Commitment 4: Greater public visibility

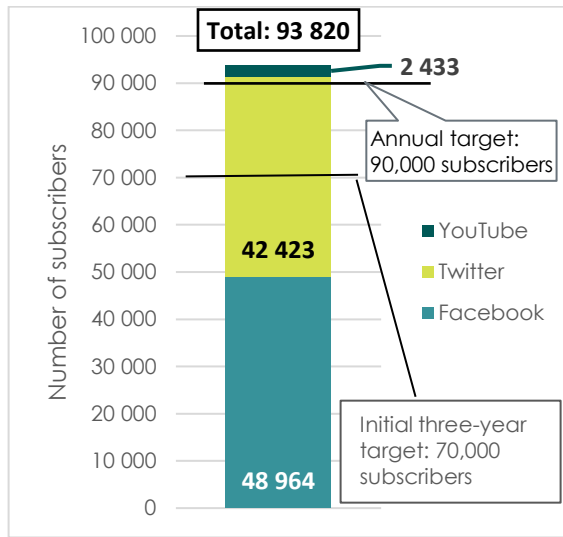
20. Hold a total of 21 exhibitions organized by or in collaboration with LAC *[three-year target]*

	Exhibition title	Location	Start	End
2016-2017	1. <i>Sir John A. Macdonald: Rare and Intriguing Treasures from the Vaults of Library and Archives Canada</i>	Dalnavert Museum and Visitors' Centre, Winnipeg, Manitoba	June 4, 2016	September 2016
	2. <i>Alter Ego: Comics and Canadian Identity</i>	395 Wellington Street, Ottawa	May 12, 2016	September 14, 2016
	3. <i>A Sunny Legacy: Celebrating Sir Wilfrid Laurier</i>	Laurier House, Ottawa	June 1, 2016	November 20, 2016
	4. <i>A Greater Sisterhood: The Women's Rights Struggle in Canada</i>	Plaza Bridge, Ottawa	July 1, 2016	October 28, 2016
	5. <i>Icons of Knowledge: Architecture and Symbolism in National Libraries</i>	395 Wellington Street, Ottawa	September 22, 2016	February 20, 2017
	6. <i>Open Books: International Artists Explore the Chinese Folding Book</i>	395 Wellington Street, Ottawa	September 28, 2016	November 30, 2016
	7. <i>Hiding in Plain Sight: The Métis Nation</i>	UNESCO headquarters, Paris	February 1, 2017	February 9, 2017
	8. <i>Foundations: The Words that Shaped Canada</i>	Library of Parliament, Ottawa	March 9, 2017	December 31, 2017
2017-2018	9. <i>Canada: Who Do We Think We Are?</i>	395 Wellington Street, Ottawa	June 5, 2017	March 1, 2018
	10. <i>Shaping a Nation: 150 Years of Confederation</i>	Plaza Bridge, Ottawa	July 27, 2017	October 31, 2017

21. Create a designated space for LAC's collections in two well-known exhibition venues *[three-year target]*

In the first quarter of 2017-2018, LAC reached its objective by creating designated spaces for its collection at the Canadian Museum of History in Gatineau, at the Glenbow Museum in Calgary, and at the National Gallery of Canada in Ottawa.

22. Double the number of subscribers to LAC's social media pages [*three-year target*]



Since the three-year target of 70,000 subscribers was reached in 2016-2017, LAC increased its target. The new three-year target is 100,000 subscribers. For 2017-2018, the target is 90,000 subscribers.

23. Conclude 60 loan agreements for exhibitions [*three-year target*]

	Exhibition title	Location	Time frame	Size of loan
2016-2017	1. Long-term loan – painting of Sir Wilfrid Laurier	Office of the Prime Minister	April 6, 2016, to fall 2019	1 item
	2. <i>A.Y. Jackson and Tom Thomson: Wounds of War</i>	McMichael Canadian Art Collection	June 4, 2016, to January 4, 2017	2 items
	3. Long-term loan – painting of John Andrew Pearson	House of Commons	June 21, 2016, to June 21, 2018	1 item
	4. <i>Carol Sawyer: The Natalie Brettschneider Archive</i>	Art Gallery of Greater Victoria	October 1, 2016, to January 8, 2017	7 items
	5. <i>Canada's Legal System</i>	Canadian Museum for Human Rights	October 1, 2016, to February 28, 2018	5 items
	6. <i>80th anniversary of the Governor General's Literary Awards and the 30th anniversary of the Public Lending Right Program</i>	Canada Council for the Arts	October 23, 2016, to February 28, 2017	8 items
	7. <i>Reading the GGs: A Library of People, Places and Things</i>	Canada Council for the Arts	October 24, 2016, to February 28, 2017	9 items

	8. <i>Notman: A Visionary Photographer</i>	McCord Museum, Montréal	November 4, 2016, to April 17, 2017	1 item
	9. <i>It's All Happening So Fast: A Counter-History of the Modern Canadian Environment</i>	Canadian Centre for Architecture	November 16, 2016, to April 9, 2017	11 items
	10. <i>Le retour des ténèbres, l'imaginaire gothique depuis Frankenstein</i>	Musées d'art et d'histoire de Genève, Switzerland	December 2, 2016, to March 19, 2017	1 item
	11. <i>1867 – Rebellion and Confederation</i>	Canadian Museum for Human Rights	December 9, 2016, to mid-May 2017	50 items
	12. <i>Foundations: The Words that Shaped Canada</i>	Library of Parliament, Ottawa	March 9 to 31, 2017	6 items
2017-2018	13. <i>Expo 67: A World of Dreams</i>	Stewart Museum, Montréal	April 26 to October 8, 2017	3 items
	14. <i>Lester B. Pearson's collection</i>	Old Mill Heritage Centre, Manitoulin Island	May 5 to October 7, 2017	54 items
	15. <i>Betwixt & Between: An Untold Tom Thomson Story</i>	Tom Thomson Art Gallery	May 28 to September 10, 2017	2 items
	16. <i>Canadian and Indigenous Art: From Time Immemorial to 1967</i>	National Gallery of Canada	June 15 to September 4, 2017	33 items
	17. <i>Romancing the Canoe</i>	Glenbow Museum	June 17 to September 10, 2017	3 items
	18. <i>Franklin: Death in the ice</i>	National Maritime Museum, London, United Kingdom	July 14, 2017, to January 7, 2018	6 items
	19. <i>Exhibition of the Original Treaty 7 Document</i>	Fort Calgary National Historic Site	June 19 to October 9, 2017	1 item
	20. <i>In Search of Expo 67</i>	Musée d'art contemporain de Montréal	June 21 to October 1, 2017	2 items

24. Provide a renewed service offering in two Canadian cities

Steps in the creation of a renewed service offering in Halifax, Nova Scotia	Deadline	Progress
Transition activities	Q1 <i>[Completed]</i>	LAC's new service point in Halifax opened on May 31, 2017. The Halifax public service point is in the Canadian Museum of Immigration at Pier 21, in the family history centre.

Steps in the creation of a renewed service offering in Vancouver, British Columbia	Deadline	Progress
Transition activities	Q2 <i>[Under way]</i>	The new service point for LAC in Vancouver opened on May 16, 2017. Services are available by appointment only at the Library Square building downtown. In the fall of 2017, LAC will expand its service offerings in Vancouver by opening a new public service point in the Central Library branch of the Vancouver Public Library.