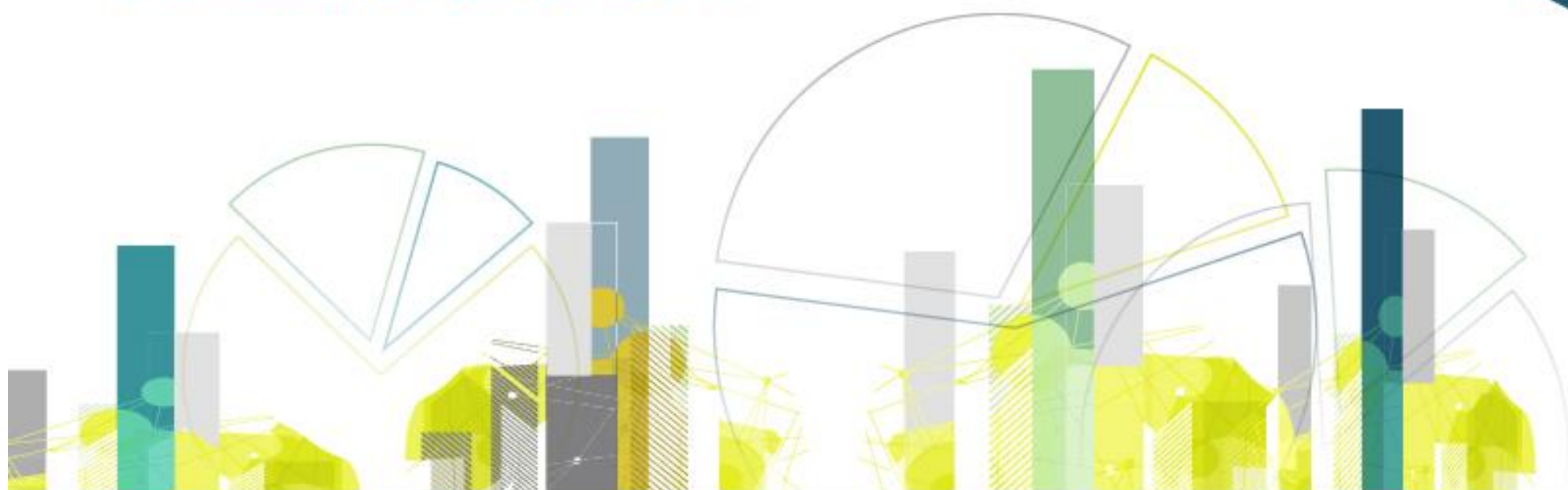


2016–2019 Three-Year Plan Library and Archives Canada

Progress Report 3rd Quarter 2018–2019



Library and Archives
Canada

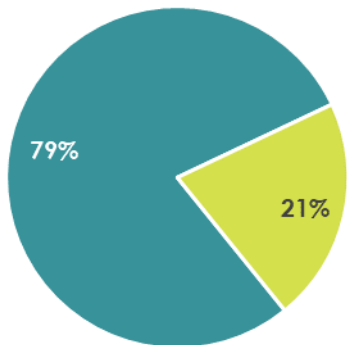
Bibliothèque et Archives
Canada

Canada

Commitment 1: Fully dedicated to serving all its clients

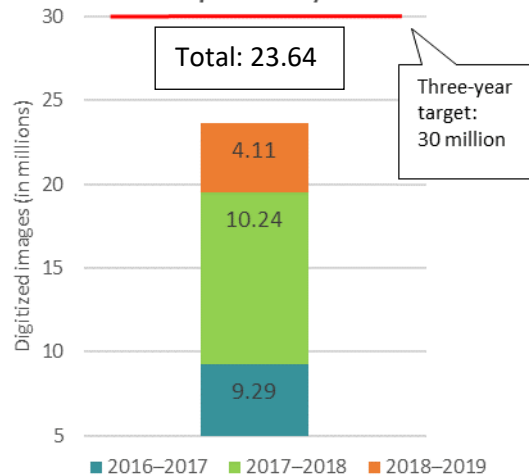
1. Digitize 30 million images in three years, including the 640,000 files of the Canadian Expeditionary Force (CEF) that will be available online

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



■ Total digitized to date ■ Remaining

Number of digitized images per fiscal year



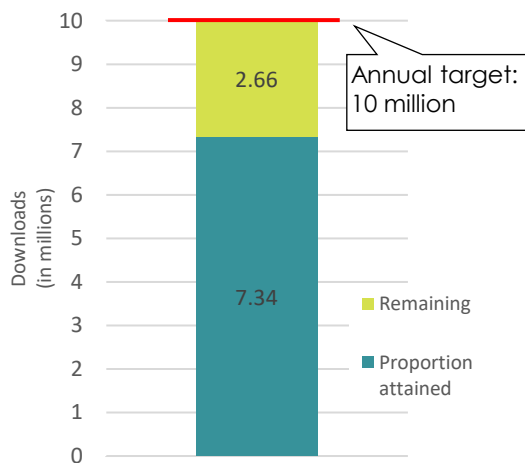
Proportion of CEF files available online

This ambitious digitization project was completed in August 2018.

A total of 622,290 CEF files were digitized, although the original estimate at the start of the project was 640,000. The gap is due to the fact that Library and Archives Canada (LAC) combined the files of soldiers who enlisted more than once and for whom there was consequently more than one paper file.

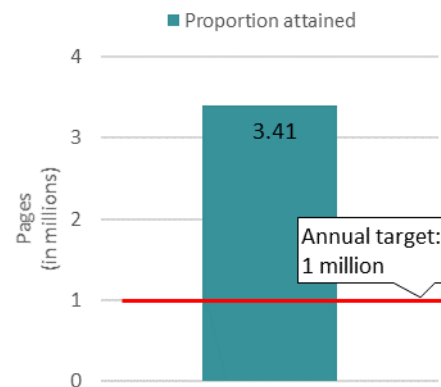
2. Reach 10 million downloads annually from the Library and Archives Canada (LAC) website

Number of downloads from the LAC website in 2018-2019



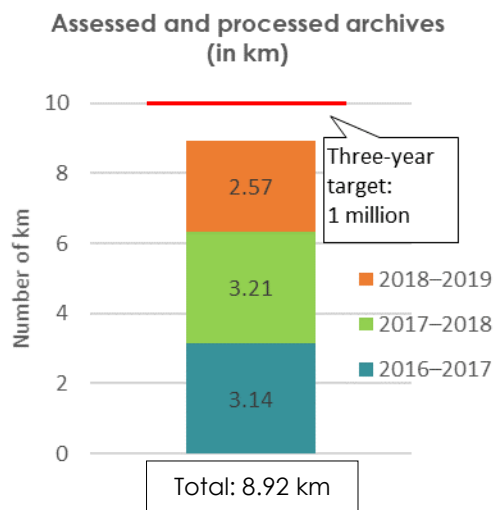
3. Make 1 million pages of government records available each year through the block review process

Number of pages made available in 2018-2019



Since the start of the Three-Year Plan, more than 21.7 million pages of government records have been made available to the public.

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

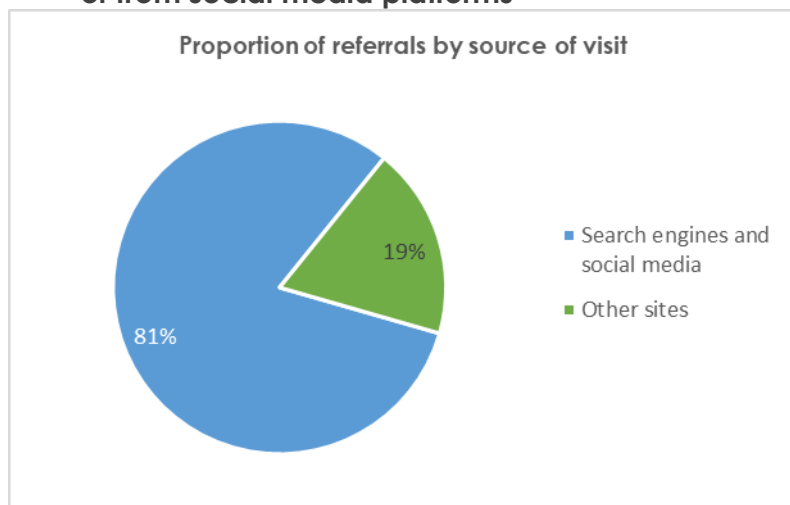


Since April 1, 2018, an additional 2.57 km of records have been assessed and processed, along with 6,675 specialized media items (e.g., audiovisual recordings, medals, stamps).

5. Ensure that LAC's website continues to be one of the top 15 most-visited federal government sites

It is no longer possible to measure this indicator because Service Canada stopped compiling the report on visits to Government of Canada websites in June 2018.

6. Optimize our tools so that 85% of traffic to our website results from a referral by a major search engine such as Google or from social media platforms



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
<ul style="list-style-type: none"> LAC introduces management modules for acquisition activities 	Q1 2018-2019 [Completed]	In June, LAC began implementing OCLC modules. Going forward, published heritage acquisition activities will no longer be managed through AMICUS.
<ul style="list-style-type: none"> LAC introduces management modules for description and circulation activities 	Q3 2018-2019 [Completed]	Since December 12, 2018, LAC has introduced OCLC modules enabling management of the description and circulation activities of the library collection.
<ul style="list-style-type: none"> LAC launches the public catalogue of its collection 	Q3 2018-2019 [Completed]	LAC launched Aurora on December 12, 2018. This new catalogue contains all of the memory institution's published documents.

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"> Information sessions on cannabis were held on November 20 and 21. Employees could ask questions and obtain information on individual responsibility and the impact of cannabis use. On November 26, LAC continued its commitment to the 2016–2019 Action Plan regarding diversity and employment equity. Training was offered on creating a positive, welcoming and inclusive space for all, including members of the lesbian, gay, bisexual, transgender, intersexual and queer (LGBTQ2) community.
LAC commits to continuing efforts with regard to recognition and engagement	<ul style="list-style-type: none"> The Our Colleagues' Discoveries mini-conference series continued: two presentations took place on October 31. On November 6, to celebrate Women's History Month and promote a respectful and inclusive workplace, LAC welcomed the Honourable Chantal Petitclerc. She spoke about her experiences and life as a former Paralympic athlete. On December 4, the International Day of Persons with Disabilities, LAC employees held an open discussion and spoke about their personal situations.
LAC commits to fostering employees' development and to providing them with innovative, reliable and efficient tools	<ul style="list-style-type: none"> During the first week of October, awareness sessions were offered on mental illness. October 10 and 18 were devoted to training to raise employee awareness about respecting differences and combatting discrimination. On October 23, a forum was held on block-chain technology. LAC employees had until November 2 to complete a survey of their learning needs, to provide input for the development of LAC's learning framework. On November 13, an information session was offered on cultural protocols as part of the learning series on Indigenous issues. LAC continues to provide its employees with second-language training, through language-twinning activities to improve oral skills, or in small groups.

9. Review 10 key operational procedures per year

Procedure	Description of change and impact	Deadline
1. Redesign of contract management systems	Provide more effective contract management, electronically.	[Completed]
2. Improvement of the travel request management process	Manage the travel request process automatically and more effectively.	[Completed]
3. Management of requests for approval from senior management	Provide a central virtual space where approvals will be provided.	Postponed: Q4
4. Heritage consultation procedures	Clarify the roles and responsibilities of stakeholders involved in document consultation to reduce the risk of information leaks and maintain maximum access to documents.	Q4
5. Client registration	Automate the printing of library cards for users who register online.	[Completed]
6. Copyright services	Implement a solution to replace the aging database.	Postponed: Q4
7. Improvement of the management process for the acquisition of government documentary heritage	Create a workspace specifically for disposition authorization activities and their validation, which are currently in a combined workspace.	Postponed: Q4

10. Hold six annual conferences with external experts

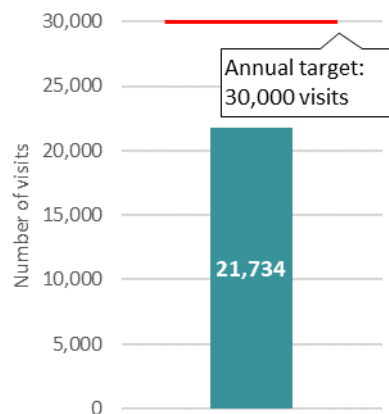
Title	Conference date	Number of participants
1. Francophone Communities and Official Languages at the Intersection of Identities: 400 Years of Immigration and Diversity	May 22, 2018	115
2. Misinformation online	June 18, 2018	115
3. Architecture Week	September 12, 2018	115
4. Revisiting Japanese Canadian Redress: Conference on the 30th Anniversary of the Agreement	September 20, 2018	142
5. Wallot-Sylvestre Seminar with Jeff James	September 25, 2018	107
6. No Man's Land: The Art of Mary Riter Hamilton	November 29, 2018	90

11. Finalize the procurement process for construction of the new preservation building by 2019

Deliverable for the project planning phase	Deadline	Update
1. Request for Proposals (RP) assessment	Winter 2018	The RP assessment will select one of the three pre-qualified private partners, which will be responsible for carrying out the project. The list of those respondents is posted on Buyandsell.gc.ca .
2. Selection of the private partner	Winter–Spring 2019	Announcement of the private partner selected will be made on January 31, 2019.
3. Granting of the contract	Spring 2019	
4. Start of design and construction	Spring–Summer 2019	The private partner will proceed with construction once the necessary approvals and permits have been obtained.

12. Receive 30,000 visitors annually at 395 Wellington Street in Ottawa

Cumulative number of visits at 395 Wellington Street, Ottawa



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

In the third quarter, LAC welcomed 7,414 visitors, bringing the total to 21,734.

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

Development stage of the digital curation platform	Deadline	Update
Testing and configuration of the digital content management system	Q4 (2018–2019) <i>[Ongoing]</i>	Implementation of the system is progressing as planned. To date, testing for acquisitions from Digital Legal Deposit (DLD) has been completed. The final testing involved external clients (publishers), and their reactions were positive. In parallel with the testing with publishers, LAC continued its preparation and discussions with the firm TeraMach to preserve DLD documents in 2019–2020. LAC is in discussion with TeraMach to ensure that the appropriate configurations are in place to facilitate this work. Testing will continue in the fourth quarter, when a final report will be prepared to determine next steps for the digital assets management system.

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

LAC achieved its initial three-year target in 2016–2017 and has entered into 15 agreements since April 1, 2016. The most recent partnership agreement was signed in October 2018 with the University of Victoria.

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

In April 2018, LAC launched [Co-Lab](#) to enable the public to transcribe, translate, tag and describe discoverable digitized images using the new Collection Search^{BETA} tool.

In the third quarter, Co-Lab users made 1,896 contributions, doubling the number contributed in the previous quarter. This crowdsourcing work allows researchers and the general public to discover and consult LAC's collection more easily.

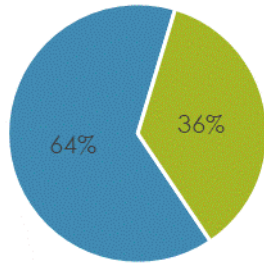
LAC launched seven Co-Lab challenges in the first two quarters of 2018–2019. Two other challenges were added in the third quarter, consisting of 517 images:

- A challenge involving the war diaries of the 1st Canadian Division was launched in November 2018, on the 100th anniversary of the signing of the Armistice that ended the First World War.
- Another challenge involving the imprisonment of Bill Miner and his escape from the British Columbia Penitentiary was launched in close collaboration with LAC's point of service in Vancouver. Publication of a related blog on WordPress sparked lively interest.

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

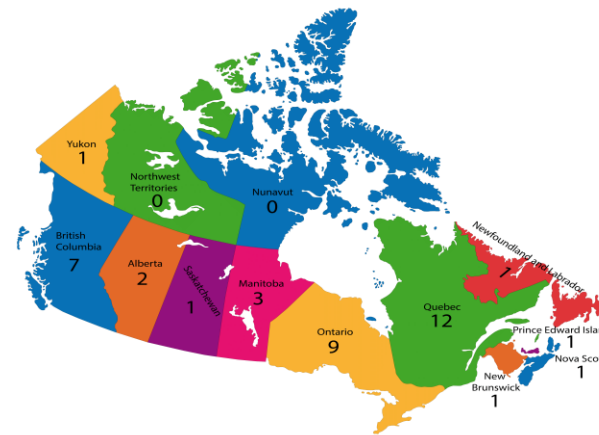
Distribution of contributions granted by size

- Major contributions (over \$15,000)
- Small contributions (\$15,000 or less)



All funds available in 2018–2019 were distributed to program recipients in the first quarter.

Geographic distribution of grant recipients in the DHCP



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 committees¹ [three-year target]

Name of committee	Number of Canadian members
International Council on Archives	7
International Federation of Library Associations and Institutions	6
International Internet Preservation Consortium	1
Total	14

¹ 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*]

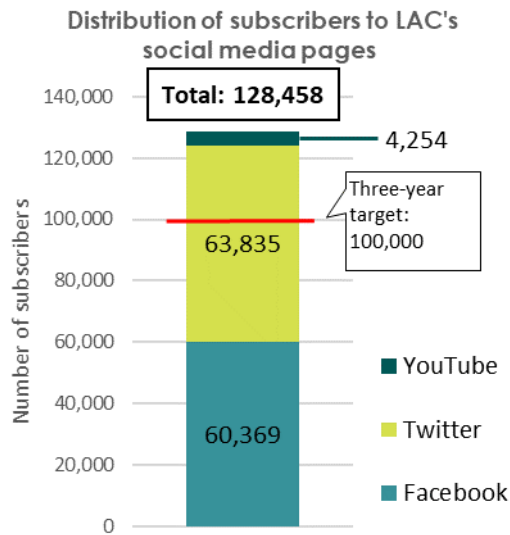
LAC reached its target in 2017–2018. In the current fiscal year, 11 exhibitions were organized, adding to the [24 others](#) held previously. There were three exhibitions in the second quarter, with three more in the third quarter.

	Exhibition title	Location	Start	End
2018–2019	25. <i>Constant Companions: Pets in Nineteenth Century Photography</i>	National Gallery of Canada (Canadian and Indigenous Galleries), Ottawa	April 10, 2018	April 9, 2019
	26. <i>Premiere: New acquisitions at Library and Archives Canada</i>	395 Wellington Street, Ottawa	April 24, 2018	Dec. 3, 2018
	27. <i>Alter Ego: Comics and Canadian Identity</i>	Toronto Reference Library	May 12, 2018	July 29, 2018
	28. <i>Hiding in Plain Sight: Discovering the Métis Nation in the Archival Records of Library and Archives Canada</i>	Batoche National Historic Site, Saskatchewan	June 2, 2018	Aug. 26, 2018
	29. <i>Photographs by Alexander Henderson</i>	National Gallery of Canada (Canadian and Indigenous Galleries), Ottawa	June 15, 2018	June 15, 2019
	30. <i>Pathways: Following traces of Indigenous routes across Ontario</i>	Toronto Public Library	Aug. 18, 2018	Oct. 28, 2018
	31. <i>Hiding in Plain Sight: Discovering the Métis Nation in the Archival Records of Library and Archives Canada</i>	Museum of Surrey, British Columbia	Sept. 29, 2018	Nov. 25, 2018
	32. <i>Resilience – The Battlefield Art of Mary Riter Hamilton, 1919–1922</i>	Canadian War Museum, Ottawa	Sept. 20, 2018	March 31, 2019
	33. <i>Cipher Decipher</i>	Library and Archives Canada, 395 Wellington Street, Ottawa	Oct. 1, 2018	Oct. 31, 2018
	34. <i>Morph</i>	Vancouver Public Library	Oct. 15, 2018	Feb. 2, 2019
	35. <i>Treaties Recognition Week</i>	Ottawa Public Library and University of Ottawa	Nov. 7, 2018	Nov. 8, 2018

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

LAC reached its objective in 2017–2018 by creating two designated spaces for its collection, at the Canadian Museum of History in Gatineau and at the Glenbow Museum in Calgary.

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



LAC exceeded its three-year target in 2017–2018, with 115,254 subscribers.

The number of subscribers to LAC's social media pages continues to grow in 2018–2019. There are 2,873 more subscribers than in the previous quarter.

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

LAC has entered into 17 loan agreements for exhibitions in 2018–2019, including 5 in the third quarter. Since April 2016, LAC has signed a total of 56 loan agreements.

	Exhibition title	Location	Time frame	Size of loan
2018–2019	40. <i>Charles F. Gibson: Events of a Military Life in Kingston</i>	Agnes Etherington Art Centre, Kingston	April 28 to Aug. 5, 2018	2 items
	41. <i>Scotiabank Photography Award</i>	Ryerson Image Centre, Toronto	May 2 to Aug. 5, 2018	1 item
	42. <i>1914–1918, The Battle for the North Sea</i>	Provincial Palace, Bruges, Belgium	April 21 to Aug. 31, 2018	1 item
	43. <i>À disòkàmagan Nous connaître un peu nous-même We'll all become stories</i>	Ottawa Art Gallery	April 28 to Sept. 16, 2018	25 items
	44. <i>Laurent Amiot: Canadian Master Silversmith</i>	National Gallery of Canada, Ottawa	May 11 to Sept. 16, 2018	2 items
	45. <i>1918: The Last 100 Days</i>	Royal Canadian Artillery Museum, Canadian Forces Base Shilo, Manitoba	May 17 to Dec. 14, 2018	3 items
	46. <i>Constant Companions: Pets in Nineteenth Century Photography</i>	National Gallery of Canada (Canadian and Indigenous Galleries), Ottawa	April 9, 2018, to April 9, 2019	22 items
	47. <i>Photographs by Alexander Henderson</i>	National Gallery of Canada (Canadian and Indigenous Galleries), Ottawa	June 15, 2018, to June 15, 2019	17 items

48. <i>Gold and Silver: Images and Illusions of the Gold Rush</i>	Foam Fotografiemuseum, Amsterdam, Netherlands	April 20, 2018, to June 10, 2018	20 items
49. <i>Rights of Passage: Canada at 150</i>	Canadian Museum for Human Rights, Winnipeg	July 1 to Oct. 19, 2018	1 item
50. <i>Resilience – The Battlefield Art of Mary Riter Hamilton, 1919–1922</i>	Canadian War Museum, Ottawa	Sept. 20, 2018, to March 21, 2019	15 items
51. <i>Hockey</i>	Manitoba Museum, Winnipeg (travelling exhibition developed by the Canadian Museum of History)	July 6, 2018, to Jan. 13, 2019	29 items
52. <i>Obsession: Sir William Van Horne's Japanese Ceramics</i>	Gardiner Museum, Toronto	Oct. 16, 2018, to Jan. 20, 2019	1 item
53. <i>Notman, Visionary Photographer</i>	Canadian Museum of History, Gatineau	Nov. 2, 2018, to April 14, 2019	1 item
54. <i>Canada's Legal System (rotation of items)</i>	Canadian Museum for Human Rights, Winnipeg	Oct. 22, 2018, to Aug. 19, 2019	3 items
55. <i>Death in the Ice: The Mystery of the Franklin Expedition</i>	Mystic Seaport Museum, Connecticut, United States	Dec. 1, 2018, to April 28, 2019	2 items
56. <i>Canadian and Indigenous Art (rotation of items)</i>	National Gallery of Canada, Ottawa	Dec. 15, 2018, to Dec. 15, 2019	15 items

24. Provide a renewed service offering in two Canadian cities [three-year target]

In 2017–2018, LAC reached its objective by implementing a renewed service offering in its two new points of service located in the Canadian Museum of Immigration at Pier 21 in Halifax, and in the main branch of the Vancouver Public Library.