



Annual Report on the *Access to Information Act* – 2014- 2015

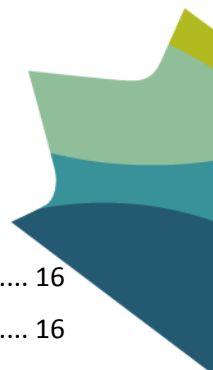




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1. Report on the *Access to the Information Act*

1.1 Introduction

The *Access to Information Act* (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.

This report is prepared and tabled in Parliament in accordance with section 72 of the Act. It covers the period from April 1, 2014, to March 31, 2015.

1.2 Mandate of Library and Archives Canada

The mandate of Library and Archives Canada (LAC) is:

- To preserve the documentary heritage of Canada for the benefit of present and future generations;
- To serve as 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 co-operation among Canadian communities involved in the acquisition, preservation and diffusion of knowledge;
- To serve as the continuing memory of the Government of Canada and its institutions.

The records under the care and control of LAC are stored in the National Capital Region, as well as in Regional Service Centres located in Winnipeg, Vancouver and Halifax.

Each year, LAC receives requests for access to records in its possession, which have originated in other federal institutions or which LAC itself has created. Many of these records contain personal and other sensitive information.

1.3 Organization

The Librarian and Archivist of Canada (the Deputy Head), the Chief Operating Officer, and the Director, Reference Services Division, each have a responsibility for exercising all sections under the Act. Descriptions of LAC's information holdings are published in *Info Source*, which is updated by LAC program areas.

During the reporting period, 29.5 full-time equivalents were assigned to processing requests received under the Act.

Archival and Operational Records Unit:

- Responds to consultations submitted by other federal institutions on the application of the Act as it relates to LAC's current operational records or issues;



- Processes formal and informal requests for access to LAC's current restricted operational records and restricted archival records under LAC's control;
- Reviews restricted finding aids concerning restricted archival records transferred to LAC for permanent custody and severs information that remains restricted;
- Approves letters of authorization for current employees of federal institutions to access restricted archival records under LAC's control; and
- Represents LAC in dealings with the Office of the Information Commissioner (OIC) of Canada regarding applications of the Act with respect to records under LAC's control.

Personnel Records Unit:

- Processes formal and informal access requests for restricted personnel files and other related records on former members of the Canadian Forces as well as former federal government employees;
- Monitors other institutions' programs to gauge the effects on workload, resources and processes; and
- Represents LAC in dealings with the OIC on applications of the Act to restricted records described above.

1.4 Delegation Order

For the purposes of the Act, the Minister of Canadian Heritage and Official Languages delegates her powers, authorities and responsibilities to the Deputy Head. The Deputy Head is accountable for developing, coordinating and implementing effective policies, guidelines, systems and procedures. This ensures that the Minister's responsibilities under the Act are met and that information is processed and disclosed appropriately.

The Deputy Head delegates his powers, authorities and responsibilities to the Chief Operating Officer and the Director, Reference Services Division. The ministerial delegation order instrument is available in Appendix B of this report.

1.5 Statistical Report

Statistical reporting on the administration of the Act has been in place since 1983. The statistical reports prepared by government institutions provide aggregate data on the application of the Act. This information is made public on an annual basis in an *Info Source Bulletin* and is included with the *Annual Report on the Access to Information Act*, which is tabled in Parliament by each institution.

A comprehensive statistical report on requests processed by LAC under the Act between April 1, 2014, and March 31, 2015, is available in Appendix A of this report.



2. Interpretation of the Statistical Report for Requests under the Access to Information Act

Part 1 - Requests under the *Access to Information Act*

1.1 Number of requests

During the reporting period (April 1, 2014, to March 31, 2015), LAC's Access to Information, Privacy and Personnel Records (ATIP and PR) Section received 829 new requests under the Act. This represents a decrease of 5.5% in requests over 2013–2014, continuing a downward trend that began in fiscal year 2013–2014. In addition to the new requests, 116 requests were carried forward from 2013–2014; this year, 124 requests will be carried over into 2015–2016.

In 2014–2015, LAC completed 821 requests under the Act, representing a decrease of 11% from last year's total of 925 requests.

The decrease in the total number of requests is mainly attributed to five key factors:

- Proactive posting of frequently sought information and completed access to information summaries on the government's Open Data Portal (from 28 requests in 2013–2014 to 48 in 2014–2015).
- Proactive negotiation with applicants on requests with numerous records to reduce superfluous information and expedite processing.
- A large number of requests for information were abandoned (59) when applicants either formally withdrew their request or when they did not respond to a notice indicating that their request would be closed if no response was provided within the time period specified by the institution;
- As part of its mandate to be a source of enduring knowledge accessible to all, LAC has worked diligently in recent years to digitize its holdings and make them available online. In the last fiscal year, LAC added over 6,300,000 images and records to its online collection. An average of 525,000 images and records continue to be added monthly.
- LAC is committed to the block review of archival records (Block Review Project). In 2014–2015, LAC reviewed 5,016,440 pages and released 3,981,453 pages. These records are now considered "open" (in full or in part) and anyone may access them through LAC's Reference Services without review by the ATIP and PR Section.



The following table presents a comparison of the percentage distribution of requests for 2014–2015 and for the preceding four reporting periods (2010–2011 to 2013–2014):

Record type	2014–2015	2013–2014	2012–2013	2011–2012	2010–2011
Archival government records	58%	61%	64%	57%	58%
	Most requested:	Most requested:	Most requested:	Most requested:	Most requested:
	1) Foreign Affairs, Trade and Development Canada 2) Canadian Security Intelligence Service 3) Department of National Defence 4) Royal Canadian Mounted Police 5) Aboriginal Affairs and Northern Development Canada 6) Department of Justice; Royal Commissions	1) Foreign Affairs, Trade and Development Canada 2) Canadian Security Intelligence Service 3) Department of National Defence 4) Aboriginal Affairs and Northern Development Canada 5) Privy Council Office 6) Department of Justice	1) Foreign Affairs, Trade and Development Canada 2) Canadian Security Intelligence Service 3) Department of National Defence 4) Aboriginal Affairs and Northern Development Canada 5) Citizenship and Immigration Canada 6) Royal Canadian Mounted Police	1) Canadian Security Intelligence Service 2) Foreign Affairs, Trade and Development Canada 3) Department of National Defence 4) Aboriginal Affairs and Northern Development Canada 5) Citizenship and Immigration Canada 6) Department of Justice; Royal Commissions	1) Canadian Security Intelligence Service 2) Foreign Affairs, Trade and Development Canada 3) Department of National Defence 4) Aboriginal Affairs and Northern Development Canada 5) Department of Finance 6) Natural Resources Canada
Personnel records of former Canadian Forces members	38%	35%	32%	36%	38%
Current LAC operational records	4%	4%	4%	6%	4%
Personnel files of former federal government employees	0%	0%	0%	0%	0%



1.2 Sources of requests

Of the 829 requests received during the 2014–2015 reporting period, 707 (85%) came from the public, and 15% originated from media, businesses, academia or organizations. Only 4 applicants declined to identify.

1.3 Informal requests

The Act is intended to complement and not to replace existing procedures for accessing government information. In line with this principle, LAC completed 6,671 informal requests in 2014–2015 compared to 6,922 informal requests in 2013–2014. This represents a decrease of 4% over the previous year. The decrease in 2014–2015 is attributable to fewer requests (4,826 in the current reporting period compared to 4,939 the previous year) completed for personnel records of former Canadian Forces members.

In 2014–2015, 40% of the informal requests were completed within 30 days of receipt, 18% were completed within 60 days of receipt and 42% were completed after 61 days of receipt. A total of 3 requests were completed after 365 days.

LAC ensures that federal government employees have access to restricted archival records needed to support government-wide decision making and accountability. Federal employees must submit a departmental researcher authorization letter to LAC to consult their own institution's restricted archival records. Similarly, employees who want to consult the restricted archival records of another federal institution must obtain a letter of authorization from that department. In 2014–2015, LAC approved 215 departmental researcher requests compared to 185 in 2013–2014. This represents an increase of 14% in approved requests, which can be attributed to an influx of authorizations associated with the Truth and Reconciliation Commission.

When archival records created by federal institutions are transferred to LAC, they are accompanied by indexes or lists that serve as or can be used to create research tools called finding aids. Finding aids describe the contents and location of each file for identification within LAC's archival holdings. LAC reviewed 101 finding aids during the 2014–2015 reporting period, which is an increase of 86% over 2013–2014. This increase is the result of concerted efforts to make the finding aids more available to the public.

Part 2 - Requests Closed during the Reporting Period

2.1 Disposition and completion time

In 2014–2015, LAC completed 821 requests in accordance with the provisions of the Act.

Of the 821 completed requests, LAC was able to disclose information in 82% of the cases compared to 84% during the previous fiscal year.



A total of 8 requests were transferred or redirected to other federal institutions, which had greater interest in the records sought. This is comparable to 2013–2014. Table 1 provides an overview of the disposition of the completed requests and Table 2 provides an overview of the disposition and completion time.

Table 1. Disposition of completed requests

Number of requests*		Disposition
2013–2014	2014–2015	
309 (33%)	276 (34%)	Fully disclosed
471 (51%)	393 (48%)	Partially disclosed
1 (1%)	2 (0.2%)	Exempted in entirety
20 (2%)	24 (3%)	Excluded in entirety
71 (8%)	59 (7%)	No existing records
2 (1%)	8 (1%)	Transferred to another institution
49 (5%)	59 (7%)	Request abandoned
0 (0%)	0 (0%)	Neither confirmed nor denied

* Percentages may not add to 100 due to rounding.

Table 2. Disposition and completed time

Number of days*	2014–2015*	2013–2014*
1 to 15 days	393 (48%)	371 (40%)
16 to 30 days	242 (29%)	253 (27%)
31 to 60 days	48 (6%)	62 (7%)
61 to 120 days	64 (8%)	112 (12%)
121 to 180 days	24 (3%)	35 (4%)
181 to 365 days	33 (4%)	64 (7%)
more than 365 days	17 (2%)	28 (3%)

* Percentages may not add to 100 due to rounding.



2.2 Exemptions

During 2014–2015, LAC invoked exemptions under the Act, as follows:

Table 3. Exemptions invoked

Number of requests	Section	Description
34	13(1)(a)	• obtained in confidence from a foreign government
4	13(1)(b)	• obtained in confidence from an international organization of states
9	13(1)(c)	• obtained in confidence from a provincial government
19	13(1)(d)	• obtained in confidence from a municipal or regional government
1	14	• obtained in confidence from an Aboriginal government
2	14(a)	• federal–provincial consultations or deliberations
1	14(b)	• strategy or tactics adopted or to be adopted by the Government of Canada
32	15(1)	• contains information the disclosure of which could reasonably be expected to be injurious to the conduct of international affairs, the defence of Canada or any state
2	15(1)—I.A.	• international affairs
4	15(1)—Def.	• defence
2	15(1)—S.A.	• subversive activities
1	16(1)(b)	• information relating to investigative techniques or plans for specific lawful investigations
1	16(1)(c)	• law enforcement
3	18(b)	• information that could prejudice the competitive position of a government institution
1	18(c)	• scientific or technical information obtained through research by an officer or an employee of a government institution
1	18(d)	• financial interests of a federal institution
1	18.1(1)(b)	• contains trade secrets or financial, commercial, scientific or technical information that belongs to, and has consistently been treated as confidential by, Export Development Canada
336	19(1)	• personal information about an identifiable individual
1	20(1)(a)	• trade secrets of a third party
10	20(1)(b)	• confidential financial, commercial, scientific or technical information of a third party (e.g., private companies)
10	20(1)(c)	• third-party (private companies) information resulting in financial loss or gain or prejudicing the competitive position of a third party
3	21(1)(a)	• federal government advice or recommendations
1	21(1)(b)	• consultations or deliberations
2	21(1)(c)	• federal government positions or plans for negotiations
2	21(1)(d)	• plans relating to the management of personnel or the administration of a government institution that have not yet been put into operation
1	22	• testing procedures, tests and audits
24	23	• solicitor–client privilege
22	24(1)	• statutory prohibitions against disclosure

Note: One request may invoke multiple sections of the Act [e.g., sections 13(1)(c) and 15(1)(c)]. However, if



the same exemption is used several times for the same request, it is only reported once.

During this reporting period, LAC invoked almost as many (10.5%) exemptions as in the previous reporting period (10.9%).

Although LAC processes more requests related to historical records than operational records, these documents contain sensitive information that qualifies for exemption under the Act. The exemption most frequently invoked by LAC in 2014–2015 and in the preceding reporting periods, from 2009–2010 to 2013–2014, was section 19(1) of the Act (personal information about an identifiable individual).

Some of the other more frequently invoked exemptions in 2014–2015 were section 13(1)(a) of the Act (information obtained in confidence from a foreign government), section 13(1)(d) (information obtained in confidence from a municipal or regional government), section 15(1) (contains information the disclosure of which could reasonably be expected to be injurious to the conduct of international affairs, the defence of Canada or any state), section 20 (statutory prohibitions against disclosure), section 23 (solicitor–client privilege) and section 24(1) (statutory prohibitions against disclosure). These exemptions were equally invoked in previous reporting periods.

2.3 Exclusions

The Act does not apply to certain materials. The following table presents a comparison of the exclusions LAC invoked in 2014–2015 and in 2013–2014:

Table 4. Exclusions invoked

Number of requests		Description
2014–2015	2013–2014	
27	31	• 68(a) published material or material available for purchase by the public
1	2	• 68(c) material placed at LAC, the National Gallery of Canada, the Canadian Museum of History, the Canadian Museum of Nature or the Canada Science and Technology Museum by or on behalf of persons or organizations other than government institutions
1	1	• 69(1)(c) proposals or recommendations to Council
1	0	• 69(1)(e) records the purpose of which is to brief ministers of the Crown in relation to matters that are before, or are proposed to be brought before, Council or that are the subject of communications or discussions referred to in paragraph (d)
3	1	• 69(1)(g) re (a) records that contain information about the contents of any record within a class of records referred to in paragraphs (a) to (f)
3	0	• 69(1)(g) re (c) records that contain information about the contents of any record within a class of records referred to in paragraphs (a) to (f)
1	2	• 69(1)(g) re (e) does not apply to confidences of the Queen’s Privy Council for Canada, including, without restricting the generality of the foregoing



2.4 Format of information released

In 342 cases, requesters wanted to receive the information in a paper copy; in 327 cases, records were sought and provided in an electronic format. Applicants continue to have the option of receiving information on CD-ROM at no extra charge, thereby eliminating the cost of photocopies.

2.5 Complexity

2.5.1 Relevant pages processed and disclosed

LAC completed 767 requests in 2014–2015, processing 153,072 pages of information and disclosing 147,767 pages in part; LAC also completed 276 requests, processing 122,116 pages of information and disclosing them all; and requesters abandoned 59 requests (e.g., following a fee estimate) for which LAC had already processed 1,621 pages of information.

In total, LAC processed 276,887 pages of information for these requests in 2014–2015 compared to 381,310 pages in 2013–2014, which represents a decrease of 27%.

2.5.2 Relevant pages processed and disclosed by size of requests

About 82% of the *Access to Information Act* requests (620 requests) involved the review and processing of up to 500 pages per request. A total of 134 requests involved the release of more than 500 pages, including 7 requests that required the review and processing of more than 5,000 pages.

Although only representing 18% of LAC's case load, these 134 requests resulted in the disclosure of 227,435 pages.

Table 5. Overview of *Access to Information Act* requests

Fiscal year	Requests received	Requests completed	Number of pages processed*	Number of pages released*
2014–2015	829	821	276,887	269,883
2013–2014	877	925	381,335	370,600
2012–2013	900	874	493,423	457,389

*Section 2.5.1 of the statistical report in Appendix A does not reflect all pages reviewed and released in the ATIP Section.



2.5.3 Other complexities

Although the volume of pages reviewed and processed and the volume of requests completed are lower than those of the last year, the number of *Access to Information Act* requests with complexities (such as consultations, voluminous searches and document mould treatment) increased 34% over the previous fiscal year (from 301 to 456).

This increase is attributed to a higher number of searches required in processing requests.

2.6 Deemed refusals

2.6.1 Reasons for not meeting statutory deadline

In 2014–2015, LAC responded to 95.6% of its completed requests within the statutory deadlines. Of the 821 requests LAC completed, 36 requests (4.4%) were completed after the deadline compared to 41 requests (4.4%) in 2013–2014.

The 4.4% are broken down into to the following categories:

- 12 requests (1.5%) due to external consultations
- 1 request (0.1%) due to internal consultations
- 7 requests (0.8%) due to workload
- 16 requests (1.9%) due to other factors

In 2014–2015, 16 requests were completed after the statutory deadlines due to “other,” which means extensions that could have been taken were not taken within statutory deadlines. This is comparable to the 17 in the previous year.

2.6.2 Number of days past deadline

Of the 36 requests LAC completed in 2014–2015 after the statutory deadline, 11 requests were completed between 1 and 15 days after the deadline, 6 were completed between 16 and 30 days, 18 were completed between 31 and 365 days and 1 was completed after more than 365 days past the deadline without taking an extension.

A total of 19 requests (53%) were completed after the deadline even though an extension of the statutory time limit had been taken. In 2013–2014, LAC completed 27 requests (66%) after the deadline even though an extension had been taken.

A total of 17 requests (47%) were completed in 2014–2015 for which no extension of time had been taken, which is more than in 2013–2014 (30%).



2.7 Requests for translation

There were no requests for translations from English to French or from French to English in 2014–2015.

Part 3 - Extensions

3.1 Reasons for extensions and disposition of requests

Section 9 of the Act permits an extension of the statutory time limits if the processing of a large volume request within the original time limit would unreasonably interfere with the operations of the department [section 9(1)(a)]. In 2014–2015, LAC invoked an extension to complete 25 requests because of large volume requests that would have interfered with operations. This is a considerable decrease (71%) from the previous year during which LAC invoked 86 extensions.

The Act also permits an extension of the statutory time limits when consultations are necessary [section 9(1)(b)]. Compared to the previous year where LAC invoked 250 extensions, in 2014–2015, 158 requests required an extension due to an external consultation (including 2 with the Privy Council Office).

The Act finally permits for an extension to be invoked if a Third Party Notice is required [section 9(1)(c)]. LAC invoked 4 of these extensions in 2014–2015 compared to 20 extensions the previous year. Table 6 compares invoked extensions for this reporting period to those of the previous year.

Table 6. Reasons for extensions

Extension		2014–2015	2013–2014	Variation*
9(1)(a)		25	86	(-71%)
9(1)(b)	S.69	2	4	(-50%)
	Other	156	246	(-37%)
9(1)(c)		4	20	(-80%)

* Percentages may not add to 100 due to rounding.

3.2 Length of extensions

Of the 187 extensions LAC invoked in 2014–2015, 8% were invoked for 30 days or less, 12% were invoked for 31 to 60 days, 19% were invoked for 61 to 120 days, 30% were invoked for 121 to 180 days, 24% were invoked for 181 to 365 days and 6% were invoked for more than 365 days. In most cases (156), LAC invoked extensions due to consultations with other federal institutions where proactive negotiations would determine the length of extension.



Part 4 - Fees

During the reporting period, LAC collected \$4,020 in application fees, \$180 in search fees, \$67 in preparation fees and \$104 for reproduction of material to be released.

In 2014–2015, LAC waived or refunded fees in the amount of \$952 compared to \$1,331 in 2013–2014.

Part 5 - Consultations Received from other Institutions and Organizations

5.1 Consultations Received from other Government of Canada institutions and organizations

As in 2013–2014, LAC received in this reporting period 33 consultation requests from another government institution concerning LAC's current operational records. A total of 655 pages were reviewed.

During 2014–2015, LAC received 33 *Access to Information Act* consultation requests from other federal government departments involving LAC records or issues, an increase of 5 requests (15%) from the previous year.

LAC was asked to review a total of 655 pages of information as part of these consultations. Almost 55% of the consultation requests originated from 3 federal government institutions: 4 from Public Works and Government Services Canada, another 7 from Canadian Heritage, and 7 from the Treasury Board of Canada Secretariat (TBS).

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

Of the 33 consultation requests received from other Government of Canada institutions in 2014–2015, LAC made full disclosure recommendations in 24 cases within 15 days of receipt and in 2 cases within 16 to 30 days of receipt. LAC also recommended partial disclosure in 5 cases within the first 15 days of receipt. Finally, in 2 cases, LAC recommended within 15 days of receipt that a consultation be undertaken with another institution.

5.3 Recommendations and completion time for consultations received from other organizations

As in 2013–2014, LAC did not receive any consultation requests in 2014–2015 from other organizations.



Part 6 - Completion Time of Consultations on Cabinet Confidences

6.1 Requests with Legal Services

LAC consulted the Legal Services Unit (LSU) once in 2014–2015, resulting in a consultation that was completed within 30 days where 2 pages were disclosed.

Due to a change in consultation practices with respect to Cabinet confidences, consultations with the LSU are not accurately represented in Part 6 of the statistical report for this fiscal year. LAC actually consulted with the LSU 5 times.

6.2 Requests with Privy Council Office

There were no consultations with the Privy Council Office in 2014–2015.

Part 7 - Complaints and Investigations

In 2014–2015, there were 8 complaints on access to records in the custody of LAC received from the Office of the Information Commissioner of Canada (OIC) compared to 12 received in 2013–2014.

The reasons for the new complaints are as follows:

- 5 were related to the exemption or exclusion of information; and
- 3 pertained to time limits (i.e., extensions taken or time taken to respond to requests).

During 2014–2015, an escalation action (S.35) was received for 1 complaint investigation by the OIC and it was determined that LAC would take remedial action to release new information. This process is ongoing.

In this reporting period, 10 complaint investigations, 9 of which were carried over from previous years, were completed. The results of the complaints LAC closed this year are as follows:

- 2 complaints were discontinued because they were withdrawn by the clients;
- 4 complaints were assessed as well-founded; and
- 4 complaints were settled in the course of the investigation.

Part 8 - Court Action

There were no new court cases in 2014–2015. There have been no new court cases against LAC in relation to the Act in the last three years.



Part 9 - Resources Related to the *Access to Information Act*

9.1 Costs

During 2014–2015, the total costs associated with administering the Act slightly increased over the previous reporting period (\$1,603,015 compared to \$982,485). New investments were made towards technology upgrades (computers and digital equipment) used for processing requests under the Act.

9.2 Human Resources

There were 29.5 full-time equivalents assigned to the processing of requests under the Act and to the processing of informal access requests. This is an increase (from 24.3 to 29.5) compared to 2013–2014, reflecting the increased use of casual workers and agency personnel who were needed mainly for scanning digital images.



3. Miscellaneous

3.1 Education and training

The ATIP and PR Manager presented an ATIP 101 deck with some basics about the ATIP and PR Section at LAC. The content presented at this awareness session included LAC's Access to Information and Privacy context, i.e. legislated responsibilities, the processing and the types of requests received with volumes; *Privacy Act* principles and considerations, and reporting requirements (annual reports to Parliament).

The audience consisted of 20 to 25 upper management participants, which included members of LAC's Business Operations Committee (BOC).

The ATIP and PR Section also presented a two-hour training update on ATIP to staff from the regions. The content presented at this session included an overview of ATI specific exemptions as well as ATIP practices.

The audience consisted of 15 regional staff.

3.2 Significant changes to organization, programs, operations or policy

Effective April 1, 2014, in an effort to centralize various business operations aimed at improving performance and reducing costs, the responsibilities of one of the ATIP and PR business units were transferred to several other service areas within the organization.

Consequently, the scanning responsibilities previously processed by the ATIP and PR Section at LAC's facilities on Wellington Street in Ottawa were transferred to the institution's Digitization Division located at another LAC facility in Gatineau. Another change to ATIP and PR responsibilities was the transfer of all request registration activities to a different service area within the Services Branch. Finally, the management (ordering, organizing and tracking) of the physical records which prior to April 1, 2014, was the responsibility of the ATIP and PR Section, was transferred to another service area within the same Branch.

These changes required a reorganization of the work, redefining roles and responsibilities including service level agreements (SLAs) and greater collaboration with new partnering business areas in supporting ATIP and PR operations.



3.3 Overview of new or revised *Access to Information Act*-related policies and procedures implemented

LAC continued to work with two key federal government stakeholders (the Canadian Security Intelligence Service and the Royal Canadian Mounted Police) to share best practices, including the electronic management of requests using the AccessPro Case Management system, as well as effective handling of consultation packages of restricted archival records under LAC's control that have been requested under the *Access to Information Act*.

Since the *Access to Information Act* was enacted, technology and communications approaches have evolved. In line with Canada's Action Plan on Open Government, as of November 2014, LAC has implemented its new *Access to Information Online Request Service*. It aims to give individuals increased access by enabling them to submit their requests online. In 2014–2014, TBS initiated a new pilot project, the Receiver General Buy Button (RGGB), to provide individuals with a centralized portal for online request submissions and payments. In response to this initiative, LAC determined that it would make changes to its own online portal used for other online service requests, such as reproduction orders.

New procedures were implemented accordingly to accommodate this new electronic means of receiving requests.

3.4 Changes as a result of issues raised by the Office of the Information Commissioner (OIC)

No changes to report during the 2014–2015 reporting period.

3.5 Changes as a result of issues raised by other agents of Parliament

No changes to report during the 2014–2015 reporting period.

3.6 Monitoring

The institution monitors the time to process access requests through specialized ATIP software (AccessPro Case Management from CSDS Systems Inc.). This software enables LAC to track all request-related activities (e.g., time management, correspondences, consultations, fees) and allows each activity to be reported with timelines. A system feature called “the dashboard” also provides system users, supervisors and managers information, such as the number of requests and request actions that are due within the next 7 days, the same day, and the number of late requests. Other features, such as system-designed reports and search builders allow for users, managers and the system administrator to track all active and closed requests for accuracy, completeness and compliance with regard to regulations, policies and procedures.



If the monitoring identifies any irregularity, it will first be brought to the attention of unit supervisors, and depending on the irregularity, to the attention of the ATIP and PR manager or even the section director.

3.7 Information holdings

Info Source is a series of publications containing information about and collected by the Government of Canada. The primary purpose of *Info Source* is to assist individuals in exercising their rights under the *Access to Information Act*. *Info Source* also supports the federal government's commitment to facilitate access to information regarding its activities.

A description of LAC's functions, programs, activities and related information holdings can be found in *Sources of Federal Government and Employee Information 2015*.

To improve service delivery and reduce the technical burdens for the requesters who chose to submit their request online, the Services Branch at LAC undertook to update all of its program-related online information, including *Info Source*. Over the last two years, LAC has also published over 12,600,000 images and records (6,300,000 pages annually) on its website for greater access.

Note: All *Info Source* publications are available online free of charge.

Additional copies of this report may be obtained from the:

Manager, Access to Information, Privacy and Personnel Records Section
Library and Archives Canada
395 Wellington Street
Ottawa, Ontario K1A 0N4



Appendix A: Statistical Report on the Access to Information Act



Statistical Report on the *Access to Information Act*

Name of institution: Library and Archives Canada

Reporting period: 2014-04-01 to 2015-03-31

Part 1: Requests Under the *Access to Information Act*

1.1 Number of requests

	Number of Requests
Received during reporting period	829
Outstanding from previous reporting period	116
Total	945
Closed during reporting period	821
Carried over to next reporting period	124

1.2 Sources of requests

Source	Number of Requests
Media	16
Academia	74
Business (private sector)	24
Organization	4
Public	707
Decline to Identify	4
Total	829

1.3 Informal requests

Completion Time							Total
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	
2253	392	1201	2213	569	40	3	6671





Part 2: Requests Closed During the Reporting Period

2.1 Disposition and completion time

Disposition of Requests	Completion Time							Total
	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	
All disclosed	119	97	21	24	6	7	2	276
Disclosed in part	156	117	24	40	18	23	15	393
All exempted	0	1	0	0	0	1	0	2
All excluded	19	4	1	0	0	0	0	24
No records exist	42	14	1	0	0	2	0	59
Request transferred	8	0	0	0	0	0	0	8
Request abandoned	49	9	1	0	0	0	0	59
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Total	393	242	48	64	24	33	17	821

2.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	34	16(2)	0	18(a)	0	20.1	0
13(1)(b)	4	16(2)(a)	0	18(b)	3	20.2	0
13(1)(c)	9	16(2)(b)	0	18(c)	1	20.4	0
13(1)(d)	19	16(2)(c)	0	18(d)	1	21(1)(a)	3
13(1)(e)	0	16(3)	0	18.1(1)(a)	0	21(1)(b)	1
14	1	16.1(1)(a)	0	18.1(1)(b)	1	21(1)(c)	2
14(a)	2	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	2
14(b)	1	16.1(1)(c)	0	18.1(1)(d)	0	22	1
15(1)	32	16.1(1)(d)	0	19(1)	336	22.1(1)	0
15(1) - I.A.*	2	16.2(1)	0	20(1)(a)	1	23	24
15(1) - Def.*	4	16.3	0	20(1)(b)	10	24(1)	22
15(1) - S.A.*	2	16.4(1)(a)	0	20(1)(b.1)	0	26	0
16(1)(a)(i)	0	16.4(1)(b)	0	20(1)(c)	10		
16(1)(a)(ii)	0	16.5	0	20(1)(d)	0		
16(1)(a)(iii)	0	17	0				
16(1)(b)	1						
16(1)(c)	1						
16(1)(d)	0						

* I.A.: International Affairs Def.: Defence of Canada S.A.: Subversive Activities



2.3 Exclusions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
68(a)	27	69(1)	0	69(1)(g) re (a)	3
68(b)	0	69(1)(a)	0	69(1)(g) re (b)	0
68(c)	1	69(1)(b)	0	69(1)(g) re (c)	3
68.1	0	69(1)(c)	1	69(1)(g) re (d)	0
68.2(a)	0	69(1)(d)	0	69(1)(g) re (e)	1
68.2(b)	0	69(1)(e)	1	69(1)(g) re (f)	0
		69(1)(f)	0	69.1(1)	0

2.4 Format of information released

Disposition	Paper	Electronic	Other Formats
All disclosed	135	141	0
Disclosed in part	207	186	0
Total	342	327	0

2.5 Complexity

2.5.1 Relevant pages processed and disclosed

Disposition of Requests	Number of Pages Processed	Number of Pages Disclosed	Number of Requests
All disclosed	122116	122116	276
Disclosed in part	153072	147767	393
All exempted	78	0	2
All excluded	0	0	24
Request abandoned	1621	0	59
Neither confirmed nor denied	0	0	0



2.5.2 Relevant pages processed and disclosed by size of requests

Disposition	Less Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
All disclosed	164	3761	54	13524	25	18814	30	59900	3	26117
Disclosed in part	235	4291	83	20972	36	25721	35	63365	4	33418
All exempted	2	0	0	0	0	0	0	0	0	0
All excluded	24	0	0	0	0	0	0	0	0	0
Request abandoned	58	0	0	0	0	0	1	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Total	483	8052	137	34496	61	44535	66	123265	7	59535

2.5.3 Other complexities

Disposition	Consultation Required	Assessment of Fees	Legal Advice Sought	Other	Total
All disclosed	51	0	0	90	141
Disclosed in part	107	3	0	201	311
All exempted	1	0	0	1	2
All excluded	0	0	0	0	0
Request abandoned	0	1	0	1	2
Neither confirmed nor denied	0	0	0	0	0
Total	159	4	0	293	456



2.6.1 Reasons for not meeting statutory deadline

Number of Requests Closed Past the Statutory Deadline	Principal Reason			
	Workload	External Consultation	Internal Consultation	Other
36	7	12	1	16

2.6.2 Number of days past deadline

Number of Days Past Deadline	Number of Requests Past Deadline Where No Extension Was Taken	Number of Requests Past Deadline Where An Extension Was Taken	Total
1 to 15 days	6	5	11
16 to 30 days	4	2	6
31 to 60 days	3	6	9
61 to 120 days	2	3	5
121 to 180 days	2	1	3
181 to 365 days	0	1	1
More than 365 days	0	1	1
Total	17	19	36

2.7 Requests for translation

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
Total	0	0	0

Part 3: Extensions

3.1 Reasons for extensions and disposition of requests

Disposition of Requests Where an Extension Was Taken	9(1)(a) Interference With Operations	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
All disclosed	5	0	54	0
Disclosed in part	18	2	100	4
All exempted	0	0	1	0
All excluded	0	0	0	0
No records exist	2	0	0	0
Request abandoned	0	0	1	0
Total	25	2	156	4



3.2 Length of extensions

Length of Extensions	9(1)(a) Interference With Operations	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
30 days or less	4	2	9	1
31 to 60 days	2	0	18	2
61 to 120 days	6	0	29	0
121 to 180 days	11	0	45	0
181 to 365 days	0	0	46	0
365 days or more	2	0	9	1
Total	25	2	156	4

Part 4: Fees

Fee Type	Fee Collected		Fee Waived or Refunded	
	Number of Requests	Amount	Number of Requests	Amount
Application	807	\$4,020	22	\$110
Search	1	\$180	0	\$0
Production	0	\$0	0	\$0
Programming	0	\$0	0	\$0
Preparation	1	\$67	0	\$0
Alternative format	0	\$0	266	\$536
Reproduction	3	\$104	87	\$306
Total	812	\$4,371	375	\$952

Part 5: Consultations Received From Other Institutions and Organizations

5.1 Consultations received from other Government of Canada institutions and organizations

Consultations	Other Government of Canada Institutions	Number of Pages to Review	Other Organizations	Number of Pages to Review
Received during reporting period	33	655	0	0
Outstanding from the previous reporting period	0	0	0	0
Total	33	655	0	0
Closed during the reporting period	33	655	0	0
Pending at the end of the reporting period	0	0	0	0



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

Recommendation	Number of Days Required to Complete Consultation Requests							Total
	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	
Disclose entirely	24	2	0	0	0	0	0	26
Disclose in part	5	0	0	0	0	0	0	5
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	2	0	0	0	0	0	0	2
Other	0	0	0	0	0	0	0	0
Total	31	2	0	0	0	0	0	33

5.3 Recommendations and completion time for consultations received from other organizations

Recommendation	Number of Days Required to Complete Consultation Requests							Total
	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	
Disclose entirely	0	0	0	0	0	0	0	0
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0

Part 6: Completion Time of Consultations on Cabinet Confidences



6.1 Requests with Legal Services

Number of Days	Fewer Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	1	2	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	1	2	0	0	0	0	0	0	0	0

6.2 Requests with Privy Council Section

Number of Days	Fewer Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

Part 7: Complaints and Investigations

Section 32	Section 35	Section 37	Total
8	1	4	13

Part 8: Court Action

Section 41	Section 42	Section 44	Total
0	0	0	0

Part 9: Resources Related to the *Access to Information Act*

9.1 Costs

Expenditures		Amount
Salaries		\$1,441,649
Overtime		\$0
Goods and Services		\$161,366
• Professional services contracts	\$50,590	
• Other	\$110,776	
Total		\$1,603,015

9.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	26.50
Part-time and casual employees	1.50
Regional staff	0.00
Consultants and agency personnel	1.50
Students	0.00
Total	29.50



Appendix B: Delegation Order – Access to Information Act

Effective Date: _____

Delegation of Financial Signing Authorities and Designation Order Instrument

Management Level	Financial Authorities												
	1	2	3	4	5	6	7	8	9	10	11	12	13
Area Of Responsibility	#10	#110	Accty Opn Other	Acquisition & Security	Treasury Services Other	Director GCO	Comptrolr Other	Mannt Upt Other	Comptrolr Other	ATP Other	Director US		
	Department	Department	Department	Department	Department	Department	Department	Department	Department	Department	Department	Department	Department
1.0 Expenditure/Inflation with Availability of Funds	F	F	F	F	F	F	F	F	F	F	F	F	F
1.1 Acquisition for Good and Services	F	F	F	F	F	F	F	F	F	F	F	F	F
1.2 Staffing and Classification of Positions	F	F	F	F	F	F	F	F	F	F	F	F	F
1.3 Extra Pay	F	F	F	F	F	F	F	F	F	F	F	F	F
1.4 Training and Development	F	F	F	F	F	F	F	F	F	F	F	F	F
1.5 Travel and Expenses - Canada and Continental USA	F	F	F	F	F	F	F	F	F	F	F	F	F
1.6 Travel and Expenses - Other	F	F	F	F	F	F	F	F	F	F	F	F	F
1.7 Recession and Access (Emergency Recession Program)	F	F	F	F	F	F	F	F	F	F	F	F	F
1.8 Standing Advice	F	F	F	F	F	F	F	F	F	F	F	F	F
1.9 Conference Attendance / Sponsorship	F	F	F	F	F	F	F	F	F	F	F	F	F
1.10 Membership Fees	F	F	F	F	F	F	F	F	F	F	F	F	F
1.11 Hospitality	F	F	F	F	F	F	F	F	F	F	F	F	F
1.12 Traveler payments	F	F	F	F	F	F	F	F	F	F	F	F	F
1.13 Ex - Grant Payments	F	F	F	F	F	F	F	F	F	F	F	F	F
1.14 Claims By or against the Crown	F	F	F	F	F	F	F	F	F	F	F	F	F
1.15 Recognition Program	F	F	F	F	F	F	F	F	F	F	F	F	F
2.0 Government Authority - Availability of Funds (Section 32 FIA)	F	F	F	F	F	F	F	F	F	F	F	F	F
2.1 Expenditures	F	F	F	F	F	F	F	F	F	F	F	F	F
2.2 Government Property	F	F	F	F	F	F	F	F	F	F	F	F	F
3.1 Goods (not purchase authority)	F	F	F	F	F	F	F	F	F	F	F	F	F
3.2 Temporary Help	F	F	F	F	F	F	F	F	F	F	F	F	F
3.3 Services - Competitive (Amendment)	F	F	F	F	F	F	F	F	F	F	F	F	F
3.4 Services - Non Competitive (Amendment)	F	F	F	F	F	F	F	F	F	F	F	F	F
3.5 Services - Non Competitive (Amendment)	F	F	F	F	F	F	F	F	F	F	F	F	F
3.6 Purchase historical material, books and other publications	F	F	F	F	F	F	F	F	F	F	F	F	F
3.7 Books and other publications - Competitive (Amendment)	F	F	F	F	F	F	F	F	F	F	F	F	F
3.8 Travel services	F	F	F	F	F	F	F	F	F	F	F	F	F
3.9 Emergency Contracting	F	F	F	F	F	F	F	F	F	F	F	F	F
3.10 Call up against Standing Order Agreements	F	F	F	F	F	F	F	F	F	F	F	F	F
3.11 Contract & Agreements requiring Treasury Board Approval	F	F	F	F	F	F	F	F	F	F	F	F	F
3.12 Special Supplies account	F	F	F	F	F	F	F	F	F	F	F	F	F
3.13 Special Supplies account - Amendment	F	F	F	F	F	F	F	F	F	F	F	F	F
3.14 Federal Grant Program Act	F	F	F	F	F	F	F	F	F	F	F	F	F
3.15 Withdrawal of Material and disposal of surplus material	F	F	F	F	F	F	F	F	F	F	F	F	F
4.0 Authority to confirm contract performance and price granted to officers (Section 31 FIA)	F	F	F	F	F	F	F	F	F	F	F	F	F
4.1 All Expenditures	F	F	F	F	F	F	F	F	F	F	F	F	F
5.0 Payment Authority (Section 33 FIA)	F	F	F	F	F	F	F	F	F	F	F	F	F
6.0 Other Authorities	F	F	F	F	F	F	F	F	F	F	F	F	F
6.1 Return of Receiver General Cheques	F	F	F	F	F	F	F	F	F	F	F	F	F
6.2 Submission to Treasury Board	F	F	F	F	F	F	F	F	F	F	F	F	F
6.3 Submission of Treasury Board Section 33 FIA	F	F	F	F	F	F	F	F	F	F	F	F	F
6.4 Other Writs	F	F	F	F	F	F	F	F	F	F	F	F	F
6.5 Writ of Habeas Corpus / Writ of Administrative Change	F	F	F	F	F	F	F	F	F	F	F	F	F
6.6 Writ of Habeas Corpus / Writ of Administrative Change	F	F	F	F	F	F	F	F	F	F	F	F	F
7.0 Designation Order	F	F	F	F	F	F	F	F	F	F	F	F	F
7.1 Section 73 of the Privacy Act	F	F	F	F	F	F	F	F	F	F	F	F	F
7.2 Section 73 of the Access to Information Act	F	F	F	F	F	F	F	F	F	F	F	F	F

Delegation of Financial Signing Authorities and Designation Order Instrument

Every Officer of the Department appointed to a position listed on the Delegation of Financial Authorities Instrument, including those officers appointed on acting basis, is hereby designated to exercise the powers to perform the duties and function of the Minister, as head of a government institution, pursuant to section 73 of the Access to Information Act and section 73 of the Privacy Act.

Delegation Order
Every Officer of the Department appointed to a position, including those officers appointed on acting basis, is hereby designated to exercise the powers to perform the duties and function of the Minister, as head of a government institution, pursuant to section 73 of the Access to Information Act and section 73 of the Privacy Act.

Paul Symon
Minister of Canadian Heritage

[Signature]
Deputy Minister of Canadian Heritage

Notes

- The authority referred to in the list records balance available in the relevant budget and that they are limited by policies and procedures prescribed in the Treasury Board (TB) regulations and directives, issued pursuant to the Financial Administration Act (FAA), and by Departmental directives promulgated in Departmental manuals.
- Signing authorities for grants and contributions are subject to the terms and conditions approved by the TB or the Minister in accordance with the authority delegated to the Minister by the TB.
- Spending authority (Section 34 of the FAA) and payment authority (Section 33 of the FAA) for a particular payment, shall not be exercised by the same person.
- Individuals may not approve payments by which they may personally benefit.
- Approval of a delegated manager requires approval of the relevant authority (14.2 section) in a financial position may assume Section 32 and 34 authority with respect to that transaction.
- This instrument is to be read in conjunction with the Policies and Guidelines which more fully describe the authorities listed.



Library and Archives Canada
Bibliothèque et Archives Canada

DELEGATION OF FINANCIAL SIGNING AUTHORITIES AND DESIGNATION ORDER
INSTRUMENT – POLICIES AND GUIDELINES



**DELEGATION OF FINANCIAL SIGNING AUTHORITIES
AND
DESIGNATION ORDER INSTRUMENT
POLICIES AND GUIDELINES**

Approved by the Librarian and Archivist of Canada
September, 2007





DELEGATION OF FINANCIAL SIGNING AUTHORITIES AND DESIGNATION ORDER
INSTRUMENT – POLICIES AND GUIDELINES

Table U - Authority to Amend Delegation Instrument and Appendices

ELIGIBLE DOCUMENT	Authority
The delegation instrument (Delegation of Financial Signing Authority and Designation Order Instrument – Internal Version).	L&A - only when signed by the Minister SFO
Appendix B (Description of the Delegation of Signing Authorities and Designation Order Instrument - Policies and Guidelines)	L&A - Full authority, unless the change would result in a change to the delegation instrument that is outside the L&A's authority. SFO

SECTION 7.0 Designation Order

The purpose of this section is to establish the framework for managing the Access to Information and Privacy Act. The Minister responsible of Library and Archives Canada pursuant to *Section 73 of the Privacy Act and Section 73 of the Access to Information Act*, hereby designates the persons holding the positions set out below to exercise the powers to perform the duties and functions of the Minister, as head of a government institution, under the sections of the Act specified opposite each position.

Position	Privacy Act Section	Access to Information Section
Librarian and Archivist of Canada	All Sections	All Sections
Assistant Deputy Minister, Programs and Services	All Sections	All Sections
Director, Access to Information and Privacy Division	All Sections	All Sections
Manager, Access to Information and Privacy Division, PM-05 and AS-04	All Sections except 8(2)(j), 8(2)(m), 17(2)(b), 51, 77	All Sections except 12(2)(b), 12(3), 77
Senior Analyst, Access to Information and Privacy Division, PM-04	All Sections except 8(2), 17(2)(b), 51, 77	All Sections except 12(2)(b), 12(3), 77
Analyst, Access to Information and Privacy Division, PM-02	All Sections except 8(2), 17(2)(b), 51, 77	All Sections except 12(2)(b), 12(3), 77



DELEGATION OF FINANCIAL SIGNING AUTHORITIES AND DESIGNATION ORDER
INSTRUMENT – POLICIES AND GUIDELINES**Section 7.2 - Section 73 of the Access to Information Act**

The powers, duties and functions that may be delegated under section 73 of the Access to Information Act are set out below, in relation to its various sections and subsections.

7(a)	Respond to request for access, give access or give notice
8(1)	Transfer to institution with greater interest
9	Extension of time limits
11	Assess fees
12(2)(b)	Translate a record
12(3)	Provide access in an Alternative Format
13(1)	Apply exemption - Information obtained in confidence from other governments
14	Apply exemption - Federal-Provincial affairs
15	Apply exemption - International affairs and defence
16	Apply exemption - Law enforcement and investigation
17	Apply exemption - Safety of individuals
18	Apply exemption - Economic interests of Canada
19(1)	Apply exemption - Personal information
19(2)	Disclose personal information
20	Apply exemption - Third party information
22	Apply exemption - Testing procedures
23	Apply exemption - Solicitor/client privilege