



LIBRARY OF PARLIAMENT
BIBLIOTHÈQUE DU PARLEMENT

Library of Parliament Annual Report 2020–2021



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Message from the Parliamentary Librarian

During a year when the Library of Parliament found innovative ways to serve clients and keep our employees safe, we experienced more than ever how disruption and opportunity go hand in hand. From shifting to a virtual work environment by necessity to producing targeted new COVID-19-related products for parliamentarians, the Library adapted during the pandemic in ways that have made us a stronger and more resilient organization that reaches a broader client base.

One of my priorities as Parliamentary Librarian is to lead an agile and responsive organization. Our strategic focus on agility enabled us to respond swiftly and effectively when the pandemic was declared in March 2020. Library employees immediately started working from home, providing uninterrupted research, reference and information support for Parliament and creating innovative products to meet the needs of parliamentarians and their staff.

Our corporate services team supported our transition with remarkable efficiency. They shifted resources almost overnight, ensuring that we had everything we needed to work securely and effectively from home. We could not have made the transition to virtual service without their hard work.



Throughout the 2020–2021 fiscal year, we kept our clients front and centre. In transitioning to telework, we increased online services for parliamentarians and their staff. We invested in platforms that make it easier to access our collections and publications. We began to offer briefings and seminars virtually, and we launched online tutorials. One noteworthy outcome was our ability to reach *more* clients when we adapted our learning seminars to a videoconference format. Our virtual seminars enabled us to include parliamentarians' constituency staff for the first time.

The pandemic provided a number of opportunities to innovate. With many parliamentarians and staff experiencing the added pressure of working from home, it was important for the Library to be able to offer them easy-to-digest documents. To that end, we produced new research products, including a series of succinct and timely HillNotes on COVID-19-related topics, legislative summaries of COVID-19-related bills, and COVID-19 subject guides and resource pages. The high level of interest in our COVID-19-related products told us that we were delivering on our strategic priority of relevance.

We developed many new educational products as well, which we posted to the Library's public website for teachers, parents and students to use. A particular highlight was the launch in May 2020 of *Parliament: The Virtual Experience* to critical and public acclaim. By March 2021, this award-winning virtual reality production, which enables viewers to experience Parliament in creative and powerful ways, had achieved the remarkable reach of more than 10,000 downloads and 80,000 views of the 360° video. *Parliament: The Virtual Experience*, which is the most lauded public outreach product the Library has ever released, took on special importance during a year in which our public tours of the Parliament Buildings were on hold. In another special project, we enhanced the content of our *Treasures of the Library* web pages and created more social media posts about our rare books and artefacts.

The Library's capacity to deliver on our mandate – no matter the challenge – is built on a foundation of excellence. To be our best requires us to have a diverse and inclusive workforce and work environment, as well as healthy, well-supported employees. In 2020–2021, we made great strides in these areas, creating more accessible products and services, establishing a Diversity and Inclusion Committee, and changing our job descriptions, policies and recruitment tools to increase our emphasis on diversity and inclusion. We delivered training on unconscious bias, gender-based analysis plus (GBA+) and Indigenous awareness, and we produced many publications focused on the impact of policies and the pandemic on marginalized groups.

As we continued to build on our diversity and inclusion programming, we were honoured to welcome Canada's ninth Parliamentary Poet Laureate, Louise B. Halfe – Sky Dancer. As this is the first time an Indigenous woman has held this position, the Library felt privileged to be able to work closely with her and learn about her unique experiences and Cree culture. Through this partnership, the Library became more conscious of how some work processes could be adapted to be more inclusive of Indigenous cultures, and we made changes accordingly.

As part of our Healthy Workplace Strategy, we led the successful implementation of new occupational health and safety requirements mandated by Part II of the *Canada Labour Code*. This was a significant piece of work, and I am tremendously proud of what the Library was able to accomplish in a short time. We also implemented a mental health strategy for employees during this challenging fiscal year and took great care to ensure employees would be safe when they return to the workplace. As I write this, no known cases of COVID-19 have been contracted on Library premises.

We knew from the earliest stages of the pandemic that the disruption the Library was experiencing would have a lasting effect. I am proud to report that the changes we made and the innovations we introduced to our products, services and modes of delivery in 2020–2021 have made us stronger. While we look forward to providing on-site services again, our improved ability to work from home and online will enable us to better serve parliamentarians, their staff and the public – as well as prepare us for future challenges. We have every confidence that the innovations the Library implemented in response to the COVID-19 crisis have created a positive and lasting legacy.

Dr. Heather P. Lank
Parliamentary Librarian

The Library by the numbers

As a precaution amid the COVID-19 pandemic, the Library's branches were closed in 2020–2021 starting in mid-March 2020 and in-person tours of Parliament were suspended. Nonetheless, the Library continued to provide support, products and services to parliamentarians and their staff, and the public.



56,893

e-journals made available to Library users



446,667

users helped through [Parlinfo](#)



9,033

public inquiries about Parliament answered



2,791

requests for research and analysis from parliamentarians and their staff delivered



7,687

requests for information and reference services from parliamentarians and their staff fulfilled



132

comparative research requests from European parliaments completed



1.1 million

page views of the [Our Country](#), [Our Parliament](#) and [How Canadians Govern Themselves](#) educational web resources



3,970

page views of the Library's subject guides



11,935

page views of the [Treasures of the Library](#)



More than 10,000

downloads of [Parliament: The Virtual Experience](#) and more than 80,000 views of the 360° video



1.3 million

page views of the Library's NewsDesk



infinite

times "You're on mute" heard in virtual meetings

A strong foundation for navigating the pandemic

As nearly all our workforce pivoted from on-site work to working from home, we demonstrated our agility by serving Parliament without interruption. At a time when the realities of a deadly pandemic consumed the attention of our clients, we remained relevant by preparing innovative products, including many about COVID-19 and its implications. In a fiscal year when our employees were challenged as never before, we made significant progress in our Healthy Workplace Strategy, seeking input from employees and expanding our commitment to diversity and inclusion across our products, services and practices.

In 2020–2021, we demonstrated that the Library has the ability to excel during times of unprecedented challenge and change.

Delivering uninterrupted service

The Library remained committed to excellence this fiscal year, delivering uninterrupted research, reference and information support for committees, associations and parliamentarians and their staff – as well as continued information support and new educational products for the public.

We provided research and analysis to committees studying the pandemic and the government's response, and ensured our analysts were available to committee chairs working from various time zones across the country. We offered high-quality support to the Speaker of the Senate and the Speaker of the House of Commons, and to delegations engaged in parliamentary diplomacy.

We were able to adjust rapidly to pandemic realities, deploying office equipment needed by employees and adapting processes for remote work. The Library also pivoted to provide alternatives to allow individuals to access our physical collections.

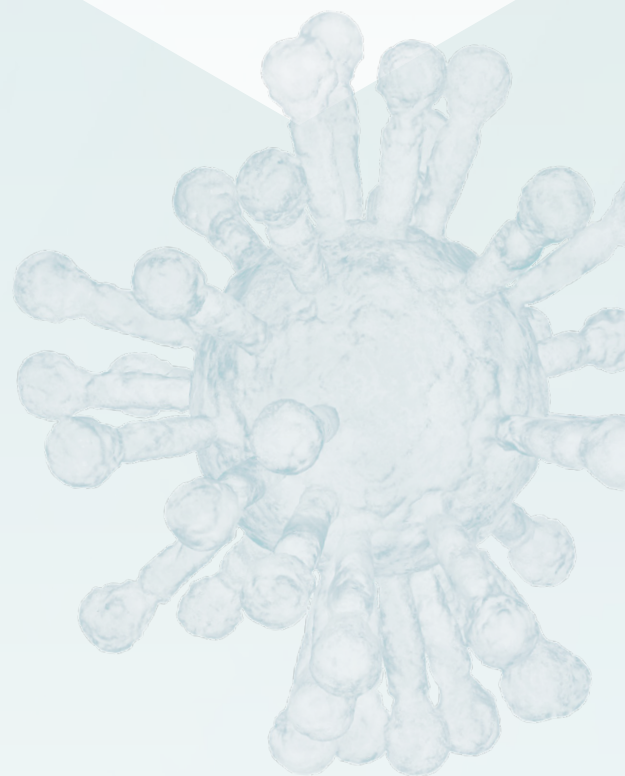
We delivered digital alternatives for clients wherever possible to limit the need for physical access to Library spaces and handling of materials.

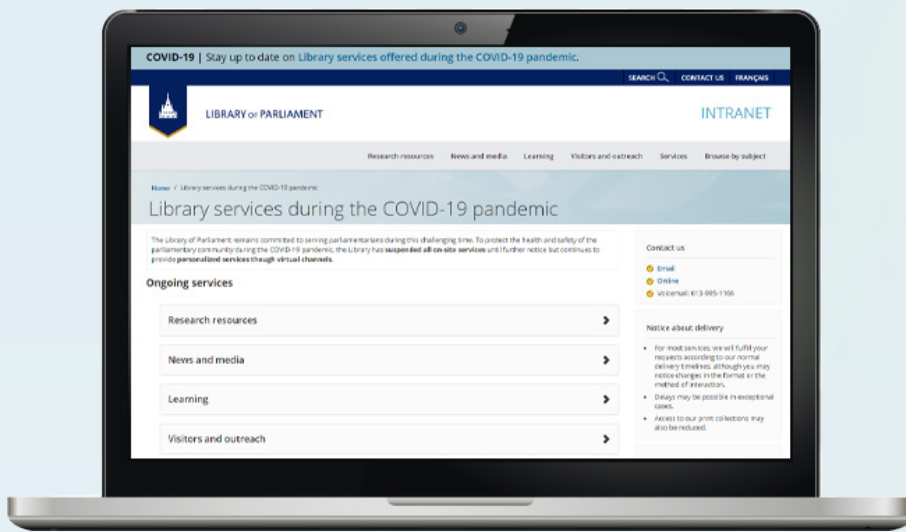
We implemented safe models for resuming service, which allowed for physical access on an urgent basis and, eventually, on a regular basis.

We increased our holdings of e-books by introducing new platforms and collections.

We provided access to newly digitized Sessional Papers.

The Library's commitment to our strategic priorities of being agile and relevant, and of nurturing a healthy workplace, positioned us to respond swiftly and expertly throughout the most extraordinary year in recent memory.





Targeted information about COVID-19

The Library created a series of products to provide parliamentarians and their staff with a range of succinct, timely and relevant information related to the pandemic. This work included:

- 39 HillNotes on COVID-19-related topics, two of which received roughly 14,000 page views each – [Impacts of COVID-19 on Selected Sectors of Canada's Economy](#) and [Long-Term Care Homes in Canada – The Impact of COVID-19](#)
- eight Legislative Summaries of COVID-19-related bills
- a COVID-19 resources page
- a subject guide related to COVID-19

Our reference services team transitioned to telework while providing uninterrupted service in responding to questions from parliamentarians, their staff and the public. In March 2021, we launched a new call distribution system for the Library's public information service and for the reference service for parliamentarians. This system is more reliable and efficient than the previous system, which could only be fully operated on Library premises.

Online briefings and learning seminars

We provided the briefing sessions and learning seminars that are so beneficial to parliamentarians and their staff by shifting to a videoconference model. The Library delivered the following:

- 48 virtual briefings by 21 Library ambassadors reaching 151 parliamentary clients. Feedback showed that 98% of participants would recommend an ambassador briefing to colleagues.
- 23 learning seminars delivered by videoconference for parliamentarians and their staff. Attendance was higher than before the pandemic because constituency staff were able to attend remotely.
- an interactive online tutorial on how to use the Parinfo database.

Strong communication with parliamentarians

The Library used its intranet, newsletters, posts on our partners' websites and online ambassador briefings to communicate with parliamentarians and their staff about the new ways in which we were delivering our products and services. To support our shifting service delivery, we hired a Director of Communications, coordinated our communications with clients and partners, and laid the foundation to implement a Library-wide social media strategy.

Shifting to virtual delivery

In a major initiative, we rapidly and efficiently deployed information technology (IT) equipment, including mobile computers, monitors and smartphones, as well as office equipment, to ensure that Library employees had the capability to deliver services to parliamentarians remotely, regardless of pandemic restrictions.

We shifted our IT priorities and investments to support telework and worked with the House of Commons Administration to ensure our employees had access to the virtual conferencing tools they needed to deliver front-line services to parliamentarians.

A focus on employee health

We supported flexible work arrangements for employees in ways that enabled the Library to maintain a high level of service while giving employees options for balancing their work and personal obligations. The arrangements worked well, with only 2% of work hours lost to COVID-19-related family leave. The Library also implemented a mental health strategy that included mental health training available to all employees, and additional resilience and mindfulness training for managers.

We also focused on the physical health and safety of employees, particularly in the context of planning for a return to the workplace in 2021–2022. Part of our health and safety strategy was to ensure that all decisions regarding access to the workplace aligned with public health advice and guidelines.

Ensuring a safe return to the workplace

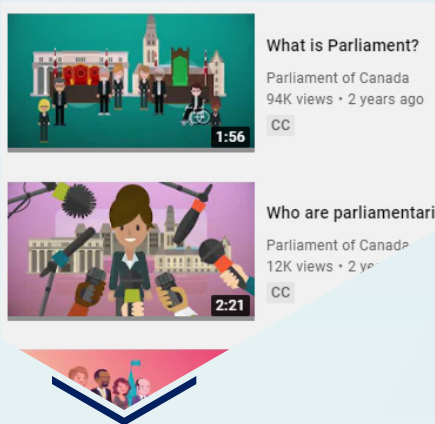
While nearly all Library employees worked from home in 2020–2021, we developed detailed plans and contact tracing procedures in collaboration with our parliamentary partners so that some employees could return safely to the workplace part-time. They included analysts for in-person committee meetings, Preservation Lab staff, collections staff and corporate services staff.

The Library conducted extensive occupational health and safety risk assessments and put control measures in place before employees returned to the workplace. We provided training and follow-up to assess whether measures were adequate and on-site employees felt safe. Survey and in-person feedback indicated a high level of satisfaction with the measures we took, with most employees (85%) saying the Library responded effectively to the pandemic.

There have been no known cases of COVID-19 contracted in Library workplaces.

Leveraging digital technology for outreach

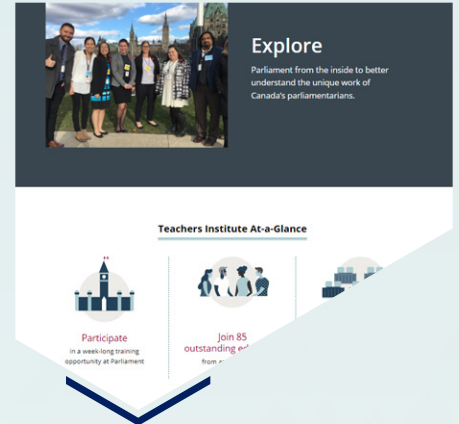
The Library launched a range of new products for students, teachers and the public to make our resources and information about Parliament more accessible during the pandemic. Highlights included:



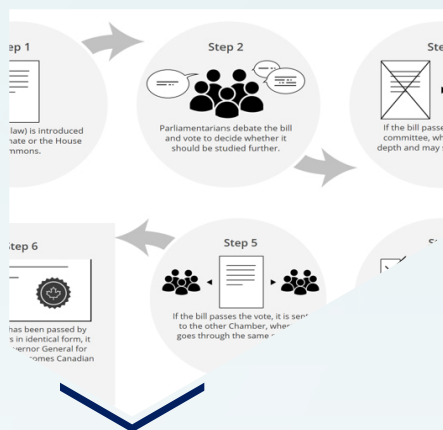
Creating animated educational videos about the branches of government and responsible government for the Parliament of Canada's YouTube channels



Refreshing the educational publication *Our Country, Our Parliament* to highlight the interim chambers of the Senate and House of Commons



Redesigning the [Teachers Institute website](#) to help attract applicants with an inviting, accessible design and a user-friendly application form



Developing and delivering peer-led online educational resource tutorials for teachers who were unable to benefit from the Library's annual Teachers Institute on Canadian Parliamentary Democracy (suspended in 2020–2021)



Updating print and web publications to improve accessibility and highlight the interim chambers



Redesigning the [Guide to the Canadian House of Commons web pages](#) to improve accessibility and mobile responsiveness

An improved Parliamentary Boutique experience

Nearly all products in the Parliamentary Boutique are now available for purchase online through the new [online store](#) the Library launched in the 2020–2021 fiscal year. This initiative has improved the online buying experience and has generated positive feedback from customers in 55 countries.

An enriched visitor experience of Parliament

The Library launched Phase 1 of *Parliament: The Virtual Experience*. This multi-platform virtual reality and online experience, which enables visitors to connect virtually with Centre Block while it is closed for rehabilitation, has won great public and critical acclaim, including:



- a Gémeaux award for best interactive experience (2020)
- the Numix prize for best immersive XR (extended reality) experience (2021)
- a nomination for a Rockie Award at the Banff World Media Festival (2021)
- an honourable mention for best 360° video at the Webby Awards (2021)

Phase 1, which we completed in collaboration with the National Film Board of Canada, included a virtual reality classroom program, which is ready to launch once public health conditions permit. Meanwhile, the Library launched a web-based experience of Parliament for students and teachers in the fall of 2020.

Phase 2 of *Parliament: The Virtual Experience* – a new visitor attraction in Ottawa that celebrates the historic Centre Block through immersive technologies – is underway. The base building for this new destination has already been completed in collaboration with Public Services and Procurement Canada.

In addition, the Library undertook planning for a future visitor experience at the new Parliament Welcome Centre. We did this in consultation with the Speakers' offices to ensure we had input from senators and members of the House of Commons.



Promoting diversity and inclusion

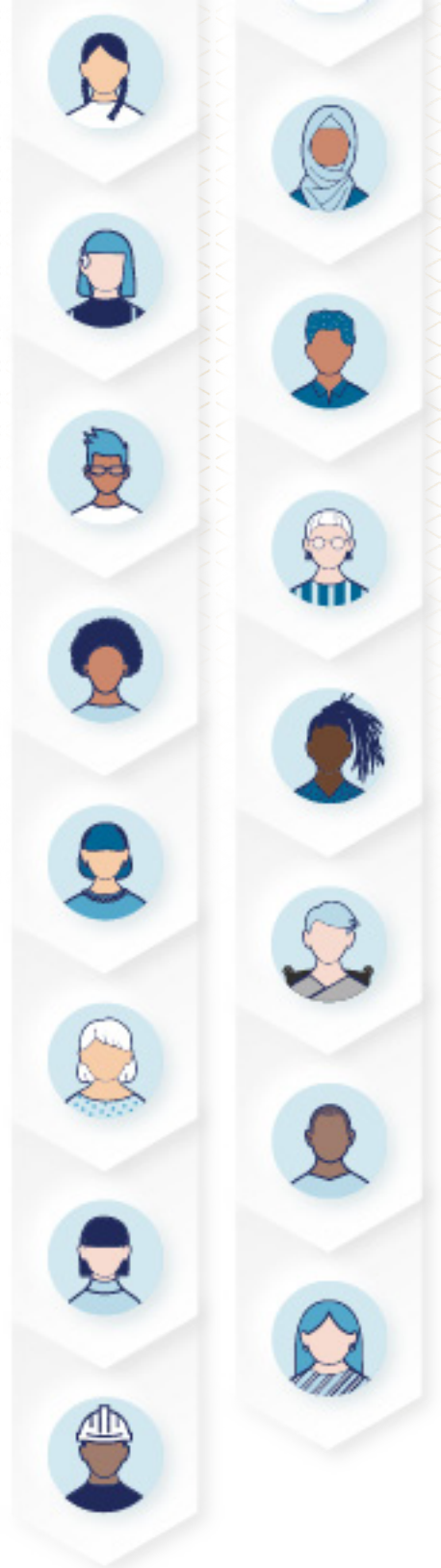
The Library increased its efforts in 2020–2021 to weave diversity and inclusion into every aspect of how we function, including building a diverse and inclusive workplace.

With support from Library executives, we created safe spaces for sharing ideas and lived experiences, which will help inform our plans to create robust diversity and inclusion initiatives across the organization. We actively communicated commitments and actions to all employees. We also created an online suggestion box for employees so they could offer their observations and ideas for creating a more diverse and inclusive Library – with the opportunity to provide feedback anonymously.

An executive Diversity and Inclusion Champion is chairing the Library’s new Diversity and Inclusion Committee. Employees were invited to join this forum so they could share ideas and promote the best possible initiatives. The committee, composed of 30 employees, is collaborating with the Library’s human resources (HR) team to develop a robust diversity and inclusion strategy that is informed by relevant, lived experiences.

To ensure that principles of diversity and inclusion apply as broadly as possible across the organization, the Library:

- modified selected job descriptions and recruitment tools in line with the Library’s commitment to diversity and inclusion
- undertook in-depth accessibility training in the context of visitor services
- updated inclusive-writing guidelines and modified language in Library documents and tools to reflect the new guidelines
- reviewed key Library policies through the lens of inclusion and intersectionality, and committed to recognizing and addressing our systemic barriers
- implemented unconscious bias training for all managers
- facilitated self-identification through a dynamic online self-ID tool for employees that can be updated as needed – 63% of Library employees have filled out the form



Collaborating closely with the new Poet Laureate

In early 2021, the Speakers announced the appointment of Louise B. Halfe – Sky Dancer as Canada’s ninth [Parliamentary Poet Laureate](#). The appointment of the first Poet Laureate born and raised in an Indigenous community generated significant public and media interest.



The Library worked closely with Ms. Halfe to ensure that Indigenous culture, language and experience are respected as we manage the Parliamentary Poet Laureate program. We evolved our use of language to reflect Ms. Halfe’s perspectives as an Indigenous woman, revised our Gift Policy to permit the purchase of certain ceremonial items, and ensured translation of Ms. Halfe’s writing into Cree, in addition to French.

We also consulted with experts in Indigenous affairs to ensure that cultural protocols are understood by the Library and are consistently being followed. We ensured that Ms. Halfe received appropriate administrative, technical, training, research and other support to begin her mandate. The Parliamentary Librarian engaged directly with Ms. Halfe to understand her needs and strengthen Ms. Halfe’s knowledge of the Library and connection to it.

Please see our Spotlight story about Ms. Halfe [on page 20](#).

Star People

Poetry is the walk, the breath,
The heart’s echo within
The hydrogen, helium,
Nitrogen, iron, carbon
The gathered stardust of bodies.
We, the big bang.

acāhkowiyniwak

pimohtēwin ōma itwēwin-nīmihitowin, yēhyēwin mīna,
mitēh kā-cistāwēhtik pīhciyawihk
nanātohk māmaskāc-yēhyēwina
ēkwa mīna pīwāpisk, kaskakisīhkān,
acāhko-kīkwās kā-māwasakonikātēk.
kiyānaw, kihci-pahkisowin.

© Louise B. Halfe – Sky Dancer
Parliamentary Poet Laureate

Cree translation: © Jean Okimāsis and Arok Wolvengrey,
with Louise B. Halfe – Sky Dancer

Continuing work on Indigenous and GBA+ issues



The Library conducted a thorough review of our research publications program and examined our established processes through a diversity and inclusion lens. We now require that every proposal to create a new product include consideration of gender-based analysis plus (GBA+).

Many publications produced in 2020–2021, including HillNotes, focused on the impacts of policies and the pandemic on Indigenous peoples and other marginalized groups. For example, one HillNote focused on the [need for race- and ethnicity-based data](#). In addition, our research services for parliamentarians applied GBA+ to bills before Parliament.

The Library mandated that employees within the research and reference team undertake

GBA+ training tailored to the needs of Library staff. We also offered Indigenous awareness training, which more than 120 Library employees completed. The Library is committed to putting into practice lessons learned in this training by identifying new approaches for recruiting Indigenous employees. We also ensured that a GBA+ lens was applied when we updated or developed certain corporate policies, educational products for the public and training materials for parliamentary guides.

Services

The Library provides a wide range of services to meet the needs of parliamentarians and their staff, and all our other clients.

To improve what we offer, we stay in close contact with clients, continuously seeking their feedback and responding as needed.

Reference and research services

Despite a shift to telework in March 2020 because of the pandemic, the Library continued to deliver a high level of service to parliamentarians and their staff and to answer questions from the public.

Responses to requests for information and reference services, and research and analysis services, by user group, 2020–2021

User Group	Information and Reference ¹	Research and Analysis ²
Parliamentarians and their staff (including constituency staff)	7,506	1,107
<i>Senators</i>	1,405	281
<i>Members of the House of Commons</i>	6,101	826
Parliamentary committees, associations and delegations	181	1,684
<i>Senate committees</i>	18	123
<i>House of Commons committees</i>	49	1,040
<i>Associations and delegations</i>	114	521
Employees of the Senate, the House of Commons and the Library of Parliament	2,380	n/a
General public	9,033	n/a
Other authorized users³	2,366	12
Total	21,466	2,803

1. Responses to information requests include the timely provision of basic information, fact checking, customized information searches, copies of news items, official publications or other documents, bibliographic information, substantive reference support, guidance and orientation for Library of Parliament services and products, and access to items in the collections.

2. In response to requests from individual parliamentarians, parliamentary committees, and parliamentary associations and delegations, Library staff provide in-depth analyses of policy issues or proposed legislation, comparative and interpretative analyses and statistical analyses in the form of virtual briefings, research notes, short briefing papers and substantive research papers. They also prepare speaking points, country papers, work plans, draft letters, draft communiqués, and draft committee and association reports.

3. Other authorized users of information and reference services include, for example, the Governor General, the Prime Minister's Office, officers of Parliament (including the Parliamentary Budget Officer), caucus research staff, members of the Parliamentary Press Gallery and legislative libraries. Other authorized users of research and analysis services include, for example, the Governor General and senior parliamentary officials.

Information and reference requests

The Library's research librarians, information and research technicians, media resources technicians and current-awareness technicians support the legislative and constituency work of parliamentarians and their staff by answering reference questions on a variety of topics. They curate news and other information, perform custom information searches and fact-checking using our collections and other resources, and respond to information requests from other legislative libraries and research institutions.

The information service team also answers questions from the public. Topics can range from ways to visit Parliament to the role of Parliament or the history of the institution. We get thousands of requests every year for public education materials and Sessional Papers.

In 2020–2021, research librarians and information and research technicians answered **7,687** requests for service from parliamentarians and their staff, including from parliamentary committees, associations and interparliamentary delegations.

In-depth research and analysis

The Library's teams of analysts, research assistants, interns and others answered parliamentarians' requests through custom research papers, emails or virtual briefings, for a total of **2,791** requests.



Soliciting feedback to improve the user experience



The Library surveyed clients in the fall of 2020 about their experience using Library products during the pandemic. We received 346 responses from clients, and 97% reported they were very or somewhat satisfied.

Support for parliamentarians and their staff

Research staff responded to **1,107** requests from individual parliamentarians and their staff.

Support for parliamentary committees

The Library's subject-matter experts answered **1,684** requests for research and analysis services from Senate and House of Commons committees and from parliamentary associations and delegations.

Library analysts assigned to parliamentary committees provided ongoing support by:



The Library assigned analysts to **47** committees or subcommittees in the Senate and the House of Commons, including two special committees.

- Research staff prepared **1,163** research documents for parliamentary committees.
- Analysts assigned to the Standing Joint Committee for the Scrutiny of Regulations completed **2,366** assignments of varying sizes – from emails to full reports and briefing notes.

Research services for international activities

The Library also assigned analysts to all **13** parliamentary associations. They provided ongoing support by:



Research publications

The Library produced a wide range of [online research publications](#) in 2020–2021. These documents provided analysis of issues, legislation and important public policy topics for individual parliamentarians, parliamentary committees and associations.

2020–2021 publications

Legislative Summaries

(not counting preliminary versions)
Concise analyses of certain bills before Parliament

24

HillNotes

Quick reads on topics of interest to parliamentarians

68

HillStudies

In-depth reads on topics of interest to parliamentarians

35

Trade and Investment Profiles

Fact sheets on Canada's trade and investment relationship with selected countries and regions

17

Working Papers

Research papers that support the work of parliamentarians as they serve on committees, participate in parliamentary association activities and develop private members' bills

31

The Library conducted an in-depth review of its research publications program. The resulting changes are aimed at further prioritizing topics of interests to parliamentarians and enabling the Library to publish in a timelier manner. We also revamped the HillNotes online platform for a better user experience.

We significantly improved our public website's search function for research publications through staff consultation and collaboration. The project enhanced the use of our taxonomy and metadata to make these important resources easier to find.

Enhanced visual elements for research products

The Library continues to use high-quality visual elements to illustrate complex information in a format that allows users to quickly and easily understand data in research publications, committee reports, briefing materials and other documents prepared by our analysts. Visual tools encompass content-rich maps – including geographic information system (GIS) mapping – charts, graphs and other types of infographics.

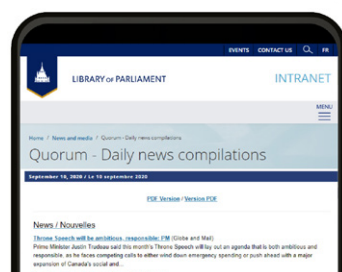
In 2020–2021, these visual elements were included in:

- 46% of HillNotes
- 50% of HillStudies

Curated information

The Library helps parliamentarians and their staff stay up to date with the news and current affairs that affect their daily work. Our current-awareness experts curate the information and resources most relevant to parliamentarians.

In 2020–2021, the Library produced many compilations of materials on current affairs.



1,047 subscribers

207 editions of **Quorum**



844 subscribers

150 editions of **Quorum – World News**



755 subscribers

2,623 personalized notifications (news alerts) for **NewsDesk**, a media monitoring tool, which had close to 1.3 million page views



727 subscribers

24 editions of **Radar**, a compendium of reports, articles and other documents on issues of interest to parliamentarians that generated 1,677 article requests

Databases A–Z

“Databases A–Z” is a popular tool with clients who are looking to access the Library’s electronic subscription databases. In 2020–2021, clients used the tool more than **14,000** times to find the most relevant resources for their work.

Subject guides

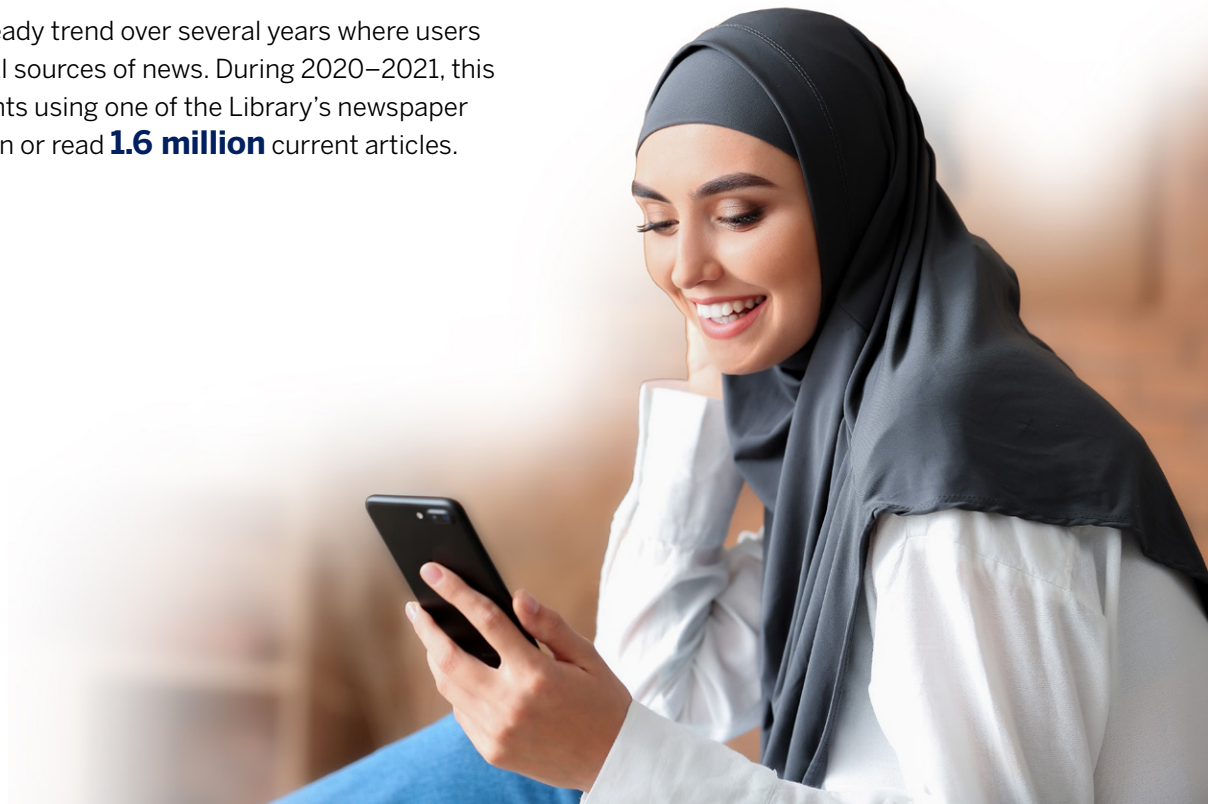
Subject guides provide an overview of selected topics of interest to parliamentarians and their staff and a first point of entry for those new to researching. The guides direct clients to reliable and authoritative resources that will get them started. Subject guides received **3,970** page views in 2020–2021, of which **814** were for the new COVID-19 subject guide, which launched in July 2020. This guide proved popular with our parliamentary clientele.

A focus on news

The Library completed an in-depth review of our online news, broadcast media and transcripts, which confirmed the value and performance of current information sources and platforms, but which also identified a need to ensure a greater diversity of voices in the collections. We launched a project in 2020–2021 to look into the availability of and access to Indigenous and minority media sources. This effort will continue through the next fiscal year.

News via apps

The Library has seen a steady trend over several years where users rely more heavily on digital sources of news. During 2020–2021, this trend continued, with clients using one of the Library’s newspaper and magazine apps to scan or read **1.6 million** current articles.



Library collections

The Library continued the transition to electronic products and formats, which now account for 70% of spending on the collections. Additional platforms have been acquired for electronic access, with a focus on e-books.

The Library's Collections Advisory Committee continued to be a venue for collaboration across the organization. Its work ensures that the development of our collections supports our clients' needs. Employees from across the organization provide acquisition suggestions to ensure that different perspectives are considered in the collection-development process.

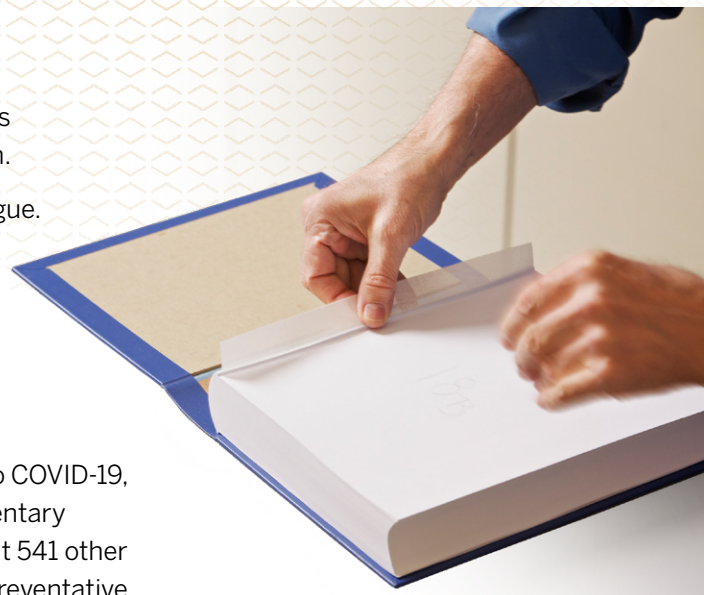
Library Catalogue

Our [Library Catalogue](#) was accessed **23,824** times in 2020–2021. We launched and completed various projects to optimize descriptions of our collections and ensure that users have efficient access to them.

- We made **8,167** new items searchable for users through the catalogue.
- We completed **1,846** classifications using our custom subject taxonomy, which makes the Library's own publications easier to search for and find on our website.

Preserving historical resources

Despite the Preservation Lab's work being limited in 2020–2021 due to COVID-19, the team completed 702 projects. This included binding 123 parliamentary publications, completing 38 conservation treatments, and carrying out 541 other interventions and special projects. In addition, the team conducted preventative preservation and ensured optimal conditions for the collections.



Books of Remembrance

In one project, the Library collaborated with Veterans Affairs Canada on the preservation of the eight [Books of Remembrance](#) in the Room of Remembrance in West Block. The Preservation Lab assessed the condition of the books and the environment in which they are kept and recommended a solution to adjust the environment to improve the conditions for the books. They continued to monitor these important books throughout the year.



Library branches

With the closing of the Library's branches due to the pandemic, the reference team continued to provide virtual service to clients and took on several projects and initiatives to improve client service and foster teamwork. The pandemic gave us an opportunity to start developing an updated vision for the future of in-person reference services and the Library's branches.

Despite the cancellation of many parliamentary activities and branch closures, branch employees responded to 1,733 requests in 2020–2021.

Learning opportunities

The Library delivered 23 learning seminars by videoconference, mainly for parliamentarians and their staff. Attendance was higher than usual due to the virtual nature of service delivery in 2020–2021, which enabled constituency office staff to participate.

Guides and tutorials

The Library launched a program to develop online, on-demand learning tools using content from our popular Information Sessions in Our Library Branches program. In 2020–2021, the program introduced an [interactive online tutorial](#) for clients on how to use the Parlinfo database on parliamentary history. The Library also developed a series of client-facing PDF guides on how to use Library apps to borrow e-books and create a Library Catalogue user account, among others.

Helping parliamentarians use our resources

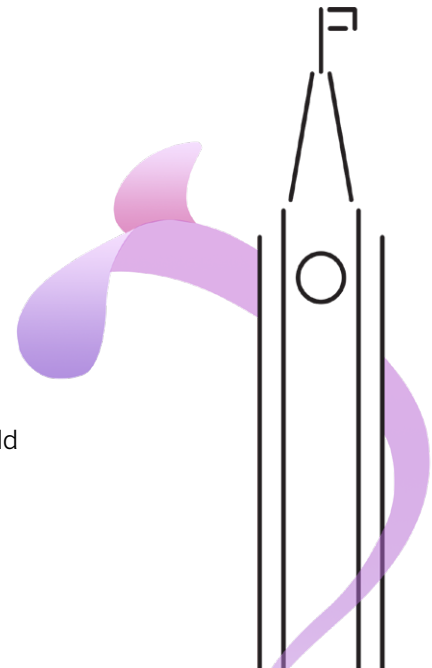
Working remotely, the Library increased the number of resource-training and consultation sessions we offer, providing one-on-one virtual support for groups of clients. In 2020–2021, we held 62 training sessions, primarily focusing on specific information resources, including technical consultations on how to use and access resources.



Public information service

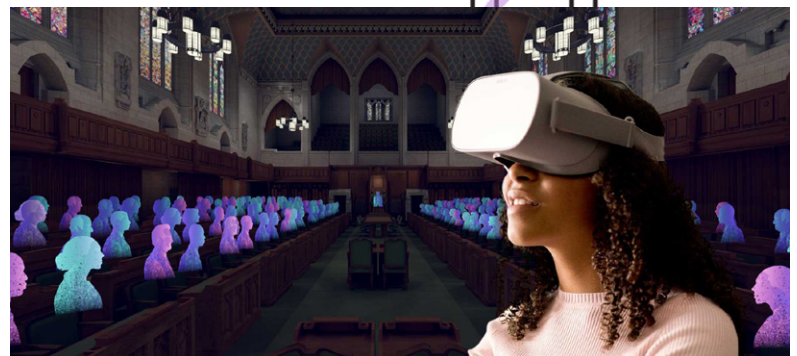
The Library's information service answers general questions about the Parliament of Canada. In 2020–2021, our staff responded to **9,033** queries from the public about Parliament's role, history and work. We also gave people access to such documents as Sessional Papers and helped them find the parliamentary offices and resources they were looking for.

The beginning of the pandemic had a major impact on the Library's information service, as our automatic call distribution telephone system could not be used in a telework environment. The Library instituted a temporary solution, which enabled us to continue serving clients. In March 2021, this temporary solution was replaced with a permanent system that provides the Library with the flexibility to meet our clients' needs, now and in the future.



Public outreach

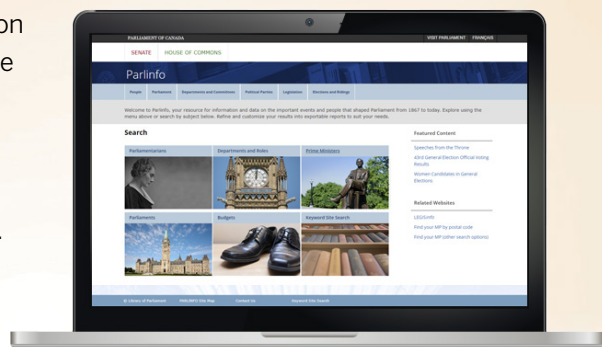
In a normal year, the Library welcomes visitors to Parliament as part of our outreach program, in addition to providing information that enables Canadians to learn about and connect with the institution. Our outreach program also provides visitor services, educational resources, retail products, web products, publications and innovative digital resources for Canadians of all ages.



Preserving Parliament's history

[Parlinfo](#) continues to provide historical information about the people and events that have made up Canada's Parliament from 1867 to today. In 2020–2021, we added new features and content to improve the site.

- We added permanent links that enable users to share search results and reports. This feature is especially useful for our reference service, which can now send links to clients that will remain dynamic and up to date as new data is added to the system.
- We reviewed introductory information on pages throughout the Parlinfo site for accuracy and currency.
- Through a questionnaire of current parliamentarians, we reviewed the accuracy of parliamentarians' data. The responses received helped us improve the quality of data captured in Parlinfo.



During the pandemic, we were unable to conduct tours and instead focused our efforts on improving virtual and online experiences for visitors. This included launching [Parliament: The Virtual Experience](#), which has been downloaded more than 10,000 times. Our 360° video of the virtual experience has been viewed more than 80,000 times. We also developed a new sales platform that offers nearly all products from the [Library's Boutique](#) to customers online.

The Library worked closely in 2020–2021 with our Teacher Advisory Committee, a national body of educators, to develop and deliver online educational resources. We consulted the committee to ensure we deliver the best possible information architecture and user experience for our educational web projects.

A Cree Poet Laureate

In early 2021, Louise B. Halfe – Sky Dancer began her term as Canada's ninth Parliamentary Poet Laureate. Ms. Halfe is an Indigenous poet who has served as Poet Laureate of Saskatchewan and is widely recognized for weaving Cree language and teachings into her works. She was raised on the Saddle Lake Indian Reserve in central Alberta and attended Blue Quills Residential School.

Ms. Halfe has published five collections of poetry: *Bear Bones & Feathers* (1994), *Blue Marrow* (1998), *The Crooked Good* (2007), *Burning in this Midnight Dream* (2016) and *awâsis – kinky and dishevelled* (2021). *Burning in this Midnight Dream* details her response to the Truth and Reconciliation process and how the experiences of residential school children continue to haunt those who survived. Her most recent work, *awâsis – kinky and dishevelled*, is a light-hearted collection whose main character is a gender-fluid trickster always getting into trouble. Ms. Halfe has received many awards for her work, including the Canadian People's Poet Award, several Saskatchewan Book Awards and the League of Canadian Poets' Raymond Souster Award.



Video recording of the reading of [Angels: 215 >, 1820 – 1979 “The Past is Always Our Present”](#)

During her mandate, Ms. Halfe plans to spotlight the work of Indigenous poets in Canada on the [Parliamentary Poet Laureate website](#). She has written several poems at the request of parliamentarians and others, all of which have been posted in Cree, English and French on the website.

Welcoming the public to Parliament

The Library is preparing for the resumption of guided tours of Parliament once the public health context allows and the program is once again able to recruit guides. We initiated collaborations with partners on considerations surrounding the eventual resumption of tours and made strategic recommendations to the Speaker of the Senate and the Speaker of the House of Commons.

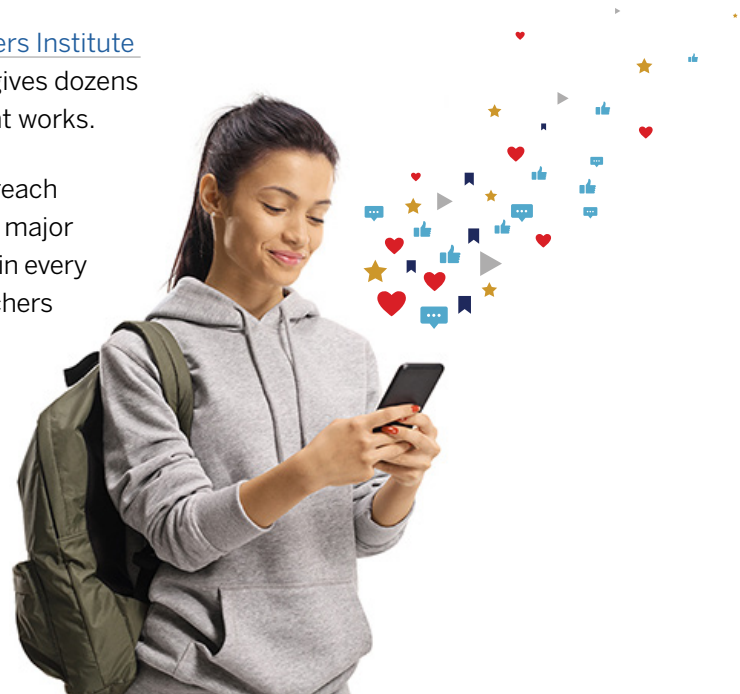
Refocusing the Library's internship program

While the pandemic forced the Library to cancel its 2020–2021 internship program, we focused on developing and implementing a strategy to relaunch the program for 2021–2022 with an emphasis on diversity, inclusion and regional representation, including by offering interns the option of remote work.

Finding new ways to work with teachers

Due to the pandemic, the Library cancelled the 2020–2021 [Teachers Institute on Canadian Parliamentary Democracy](#). The Teachers Institute gives dozens of teachers from across Canada an inside view of how Parliament works.

Instead of holding an in-person event, we explored new ways to reach teachers and promote our suite of educational resources. In one major effort that took place in March 2021, we offered peer-led tutorials in every region of Canada. These one-hour online sessions, hosted by Teachers Institute alumni and Library employees, offered small-group instruction to teachers on how to use the Library's educational resources in the classroom. We reached 79 teachers – roughly the same number who participate in the Teachers Institute.



Leveraging social media

The Library's social media accounts continued to be popular in 2020–2021 for both followers and engagement.



2,600+
Twitter
followers

(@LoPInformation and
@BdPInformation)



3,600+
Twitter
followers

(@LoPResearch and
@BdPRecherche)



66,000+
Facebook
followers



541,000+
YouTube
views



2,900+
LinkedIn
followers



1,300+
Instagram
followers

Twitter

Our @LoPInformation and @BdPInformation Twitter accounts provide facts about the important events and people that have shaped the Parliament of Canada since 1867. These accounts received 316,752 impressions. The Library's other two Twitter accounts, @LoPResearch and @BdPRecherche, which help parliamentarians and their staff stay connected to the Library's research, received 340,199 impressions.

Facebook and YouTube

The Parliament of Canada's social media accounts, which the Library manages, continued to increase their reach.

- The @PARLyouth and @PARLjeunes Facebook pages gained almost 6,500 new followers.
- Parliament's YouTube channels – PARLyouth and PARLjeunes – had 541,726 views, an increase of 136%. We attribute many of these views to the popularity of a new animated video explaining Canada's three branches of government.

LinkedIn

The Library undertook a new initiative in 2020–2021 to bolster our presence on our LinkedIn account. The work included creating a “Life tab,” which helps showcase our organizational culture, work environment and other elements of interest to prospective employees. These changes increased our followers by 60%.

Social media strategy

Building on the success of our existing social media accounts, the Library undertook an initiative to create a comprehensive social media strategy. The new strategy, which will be implemented in 2021–2022, will present a bolder, more cohesive social media presence for the Library.



Treasures of the Library

The Library enhanced content on the [Treasures of the Library](#) web pages – which highlight the Library of Parliament's collection of rare books, art and



artefacts – by spotlighting several new featured items in 2020–2021. These included vibrantly decorated [Ukrainian eggs \(pysanky\)](#) and the [Encyclopédie ou Dictionnaire raisonné des sciences, des arts et des métiers](#) (a dictionary of the sciences, arts and crafts). The Encyclopédie is among the most significant intellectual works of the 18th century.

The [Treasures of the Library](#) web pages received 11,935 page views this year. The public responded well to social media content about the Treasures, with more than 500 retweets and likes of our posts.

Support services

To provide the most reliable and useful services to parliamentarians and the public, Library employees need strong support and sound governance from the organization. The Library delivered this support through its extraordinary efforts in HR, finance, security, IT, publishing and creative services, facilities management and much more.

Robust information technology support

Working closely with the House of Commons, our corporate services team implemented new telework tools, which enabled employees to support parliamentarians in virtual meetings of committees and associations, and to collaborate virtually within the Library and with parliamentary partners.

The Library's IT team collaborated with the House of Commons to organize mandatory cybersecurity training for all Library employees.



The Library also shifted IT priorities and investments to ensure strong support for telework, particularly in the areas of desktop and corporate systems support. Building IT capacity has positioned us well for future challenges. We also leveraged corporate systems to support workplace accommodations and business continuity planning.

A streamlined translation process

The Library negotiated a formal service agreement with the Translation Bureau to improve the delivery of translated documents to support parliamentary and Library business. We communicated regularly with parliamentary partners in the Senate and House of Commons committee directorates to ensure we were responding to their top priorities.

Policy updates

Using the knowledge we gained from our experience with COVID-19, the Library conducted a business impact analysis of the pandemic and revised our Business Continuity Plan. These documents outline our service recovery times and identify priority areas, better positioning the Library to respond to future disruptions.

Occupational health and safety

The Library is committed to meeting all new occupational health and safety requirements under the *Canada Labour Code*. In 2020–2021, changes to Part II of the Code provided the Library with a framework for completing detailed work to keep our employees healthy and safe. To respond to these new requirements, we established occupational health and safety committees, implemented a revised occupational health and safety policy, provided occupational health and safety training to 82% of our employees and 91% of managers, and completed a series of workplace assessments.

Our investments in this area were well received, as physical safety at the Library was among the highest-ranked factors in the 2020 healthy workplace survey.

The Library also initiated a review of our Workplace Harassment and Violence Prevention Policy to align with new statutory requirements for preventing harassment and violence in the workplace.

Strategy for a healthy workplace

In 2020–2021, the Library continued its successful Healthy Workplace Strategy, which promotes a safe and healthy work environment for all employees. More than half of employees responded to our annual survey on the 13 psychosocial factors that contribute to a healthy workplace. We used the survey results to develop an action plan that focuses on promoting leadership, preventing harassment and violence, and promoting diversity and inclusion.



Health and safety during the pandemic

A key area of focus this fiscal year was ensuring that employees were well equipped to work at home, as well as prepared to return to a safe workplace when needed. Among our many activities, we developed a reporting protocol with Hill partners and contact tracing procedures to ensure effective communications when COVID-19 cases are reported in the Parliamentary Precinct. We also implemented a pandemic mental health strategy, including mental health training offered to all employees, and additional resilience and mindfulness training for managers.

Accessibility

In 2020–2021, the Library connected with partners, stakeholders and communities of practice to increase our knowledge and awareness of accessibility issues. We produced fully accessible PDF documents, included an accessibility testing phase in our web projects, created an accessibility strategy for Phase 2 of *Parliament: The Virtual Experience* – the Onsite Visitor Destination – and integrated accessibility affordances into program and production design. We also held training and information sessions that support our commitment to accessibility. We are carefully tracking new regulations to ensure we are ready to meet them in 2022.



About the Library

Who we are

Vision

To be Parliament's preferred and trusted source of information and knowledge.

Mission

The Library of Parliament contributes to Canadian parliamentary democracy by creating, managing and delivering authoritative, reliable and relevant information and knowledge for Parliament.

Strategic outcome

An informed and accessible Parliament.

How the Library is organized

Speaker of the Senate

Speaker of the House of Commons

Standing Joint Committee
on the Library of Parliament



Parliamentary Librarian

Service areas

Parliamentary Information, Education and Research Services

Information and Document Resource Services

Corporate Services

Speaker of the Senate

Speaker of the House of Commons

Vested with the direction and control of the Library of Parliament in accordance with the *Parliament of Canada Act*.

Standing Joint Committee on the Library of Parliament

Composed of senators and of members of the House of Commons, it is responsible for assisting the Speakers on the operations of the Library.

Parliamentary Librarian

Exercises control and management of the Library and has the status of a Deputy Head, reporting to the two Speakers. The Office of the Parliamentary Librarian provides executive, legal and communications services to the Parliamentary Librarian and the organization, in addition to being the steward for the Parliamentary Poet Laureate.

Parliamentary Information, Education and Research Services

Provides parliamentarians with reference, research and analysis services. It also oversees the Library's public education programs and seminars for parliamentarians and their staff.

Information and Document Resource Services

Builds, manages, preserves and optimizes access to the Library's resources and collections; compiles and disseminates historical information about Parliament and parliamentarians; and provides curated news and media monitoring products.

Corporate Services

Provides a full range of corporate services to the Library, including human resources; finance; information technology; publishing, editing and creative services; materiel management; security; facilities management; administrative services; and corporate planning.

Library of Parliament Executive Committee



Dr. Heather P. Lank
Parliamentary Librarian



Sonia Bebbington
Director General,
Information and Document Resource Services



Marcus Pistor
Director General,
Parliamentary Information, Education and Research Services



JoAnne St-Gelais
Director General,
Corporate Services

What we do

The Library of Parliament has five key responsibilities:

- 1**

Provide customized research and analysis to parliamentarians and their staff
- 2**

Supply parliamentarians, parliamentary committees and associations with the information they need to examine the issues of the day, consider legislation and hold the government accountable
- 3**

Preserve Parliament's documentary heritage and ensure access to its collections
- 4**

Keep parliamentarians informed and deliver relevant news and information
- 5**

Support parliamentarians in their outreach to the public by providing opportunities for Canadians to access, experience and learn about Parliament

Whom we serve

- 1**

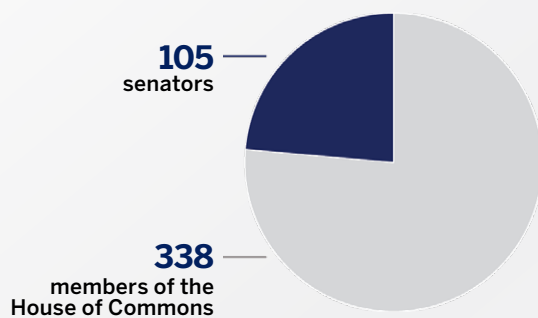
Parliamentarians and their staff
- 2**

Parliamentary committees and associations
- 3**

Organizations that support Parliament
- 4**

The Canadian public on behalf of parliamentarians

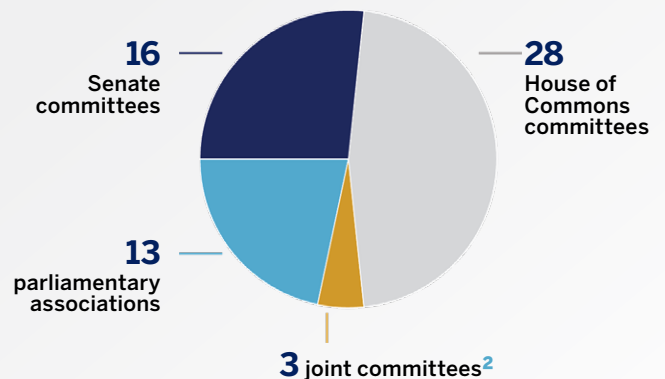
Parliamentarians supported by the Library of Parliament¹



Total 443

1. These numbers can vary from year to year due to Senate or House of Commons seats becoming vacant.

Committees¹ and associations supported by the Library of Parliament



Total 60

1. Includes special committees and subcommittees other than those focused on agenda and procedure.

2. Includes the Joint Interparliamentary Council.

Financial information

Library of Parliament Budget, 2020–2021

Service	Main Estimates (\$)	Supplementary Estimates and Adjustments (\$)	Total Authorities (\$)	Actual Spending (\$)
Parliamentary Information, Education and Research Services				
Research and analysis	12,706,327	–	12,706,327	11,685,829
Reference services	6,411,342	–	6,411,342	6,177,137
Public education programs ¹	6,419,434	–	6,419,434	3,803,571
Information and Document Resource Services	8,894,809	–	8,894,809	8,469,774
Corporate Services²	12,207,297	–	12,207,297	12,225,240
Office of the Parliamentary Librarian³	1,316,008	–	1,316,008	1,046,300
Employee Benefit Plan	5,453,542	(386,051)	5,067,491	5,067,491
Total	53,408,759	(386,051)	53,022,708	48,475,342
FTEs⁴	382	n/a	382	368.79

1. Includes retail program.

2. Includes central costs.

3. Includes corporate communications, General Counsel.

4. Full-time equivalents (does not include guides, students, interns).

Library of Parliament Spending Trends (\$ millions)

Fiscal Year	Main Estimates	Total Authorities ¹	Actual Spending
2018–2019	48.09	48.06	47.53
2019–2020	49.95	50.75	49.28
2020–2021	53.41	53.02	48.48

1. Includes Employee Benefit Plan adjustments.



View the [audited financial statements](#)
(434 Kb, 25 pages)

View the [Accessible version](#)
of the financial statements
(425 Kb, 22 pages)

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