



LIBRARY OF PARLIAMENT

# Annual Report 2021–2022



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# Message from the Parliamentary Librarian



**T**he 2021–2022 fiscal year was marked, once again, by the challenges and opportunities brought by the COVID-19 pandemic. During this time of uncertainty, there was also an important parliamentary milestone – the transition from the 43<sup>rd</sup> to the 44<sup>th</sup> Parliament. The Library continued to show resilience and flexibility and found innovative ways to deliver on our mandate.

In this report, you will read about how we welcomed the 44<sup>th</sup> Parliament with an orientation program to help new and returning parliamentarians learn about our products and services. We took this opportunity to provide new and improved research publications, digital communications and tools, all with a view to better serving our clients.

We continued to show agility in our ongoing pandemic response, finding innovative ways to deliver the same high level of service while helping to keep our employees and clients safe. We resumed on-site services, planned for the return to the physical workplace and implemented a COVID-19 vaccination policy.

During the pandemic, digital spaces and products became even more important, so we made it a priority this fiscal year to strengthen our digital presence. We devoted time and resources to digital strategies, enhanced our social media presence, brought in new digital tools and improved our client-facing website.

We also continued to prioritize outreach and collaboration, working closely with partners, stakeholders and counterparts on Parliament Hill, within the National Capital Region, elsewhere in Canada and abroad.

Building and maintaining a healthy workplace is key to our success, and we continued to support employees in a variety of ways, from encouraging them to get moving in fitness challenges to providing mental health support. These efforts were recognized in early 2022 when we were named one of the National Capital Region's Top Employers.

An important area of focus for us is diversity, equity and inclusion, and we made great strides this fiscal year with input from employees, new tools and resources, and the creation of networking groups where employees from across Parliament Hill can find a sense of belonging.

This report highlights our accomplishments in 2021–2022, telling our story of resilience, flexibility and innovation. As the pandemic-related restrictions lift and we turn our attention to a new year, we will build on these successes as we continue to strengthen our organization and the ways in which we serve Canadian parliamentary democracy.

**Dr. Heather P. Lank**  
**Parliamentary Librarian**



# The Library by the numbers

**926,000+**  
page views of Parlinfo

**425**  
employees fulfilling the  
Library's mandate

**2,100+**  
subscribers to news compilations  
produced by the Library

**280+**  
research  
publications  
produced

**27,100+**  
consultations of the  
Library catalogue

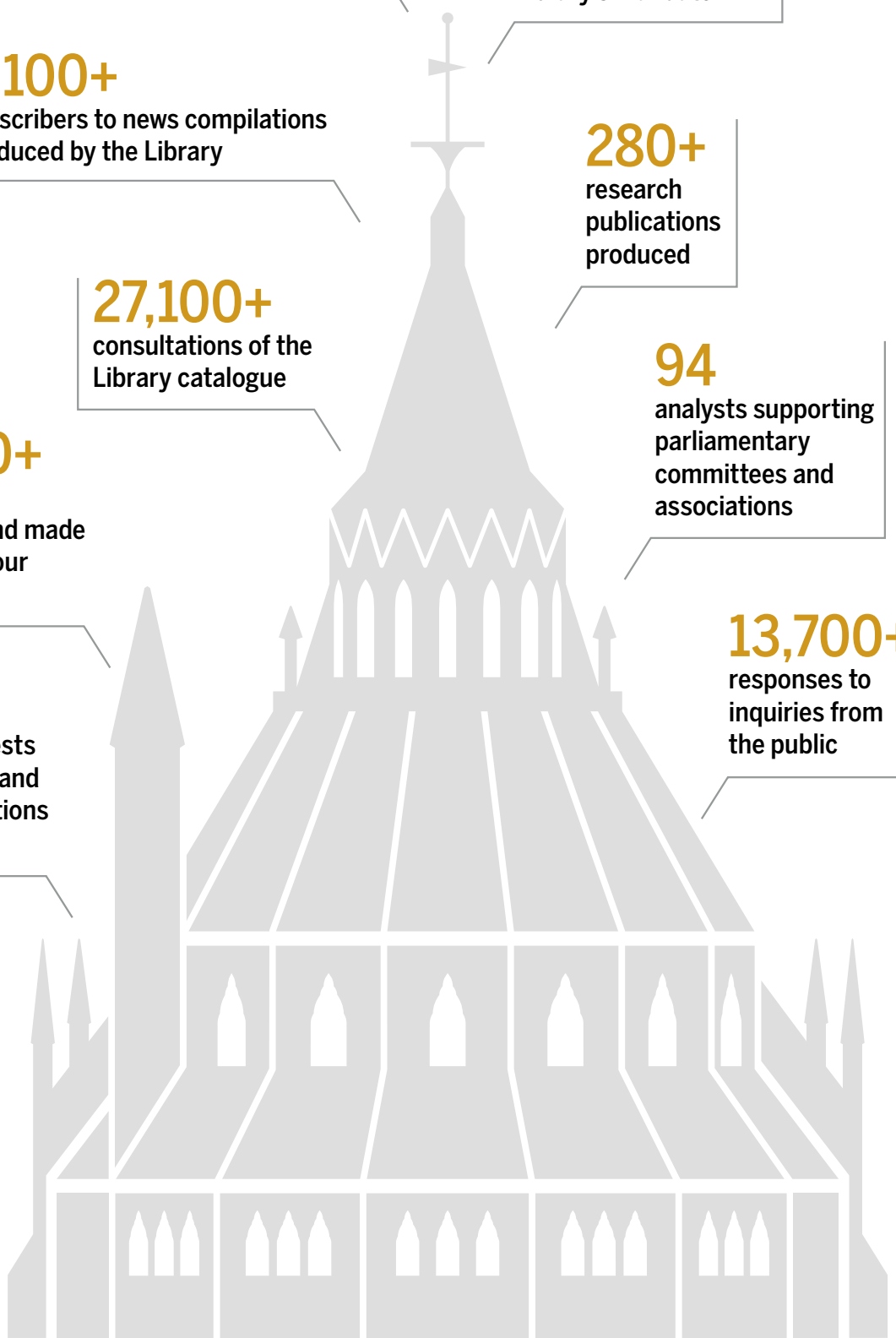
**94**  
analysts supporting  
parliamentary  
committees and  
associations

**17,500+**  
new items  
described and made  
available in our  
catalogue

**5,800+**  
information and reference requests  
completed for parliamentarians and  
their staff, committees, associations  
and delegations

**13,700+**  
responses to  
inquiries from  
the public

**2,700+**  
in-depth research  
and analysis requests  
completed





# Welcoming the **44<sup>th</sup> Parliament**



## ORIENTATION PROGRAM FOR THE 44<sup>TH</sup> PARLIAMENT

A major accomplishment in 2021–2022 was the development and delivery of the Library’s orientation program for the 44<sup>th</sup> Parliament. The orientation program is designed to help parliamentarians settle into their new roles at the beginning of each Parliament. We provided targeted communications, customized briefings about our products and services, and research publications on key issues, as well as seminars, webinars and other learning opportunities, all with the goal of helping parliamentarians learn about the many ways the Library can support them in their work.

The orientation program is a Library-wide initiative, and all service areas collaborated to develop and deliver the program in what was an

unusual context this fiscal year – a continuing pandemic and an early federal election. Given the pandemic, we delivered most of our orientation program in a virtual format, leveraging digital technologies and communications as much as possible, including the launch of our revamped and rebranded intranet for our parliamentary clients.

Key components of our orientation program for the 44<sup>th</sup> Parliament included enhanced communications with parliamentarians, updated [profiles of new and departing parliamentarians](#) on Parlinfo, and *About Parliament*, a series of publications providing information on how Canada’s parliamentary system works and on the transition from one Parliament to the next. We also offered in-person behind-the-scenes tours of West Block for new members of the House of Commons.



The Library maintains a database of [every federal parliamentarian since 1867](#), for a grand total of **5,248 individuals** to date. This important collection of data can be found on [Parlinfo](#). This year, we also undertook a project to improve the search capabilities of this tool.



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This fiscal year,  
the Library delivered **19 webinars**  
on topics that included the parliamentary financial  
cycle and the 2021 Census, and we offered  
**66 on-demand training sessions**  
that provided an overview of the Library’s many  
online products, such as the Library catalogue,  
“Databases A–Z,” and our subject guides.

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Subject guides provide a starting point for research  
on a particular topic. They include key information  
resources on Library or government websites,  
provide an overview of legislation and list Library  
publications related to the topic. Our clients  
consulted our subject guides over 6,000 times in  
2021–2022, representing a **50% increase**  
over the previous fiscal year.

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## SHARING WHAT WE DO THROUGH LIBRARY AMBASSADORS

Shortly after the 2021 federal election, we began reaching out to parliamentarians to welcome them to the 44<sup>th</sup> Parliament and to offer them a briefing about the Library. Library ambassadors are employees who provide personalized information sessions to parliamentarians and their staff on the Library's many products and services during the orientation program and throughout the life of a Parliament.

In 2021–2022, ambassadors offered a mix of virtual and in-person briefing sessions, an approach that resulted in a wider reach for the program since we were able to meet not only with those working on-site in the parliamentary precinct but also with those working remotely or in constituency offices.



Twenty-seven Library ambassadors delivered **100** briefing sessions, reaching a total of 611 participants.

Based on a survey of participants, **100%** of respondents indicated they would recommend an ambassador briefing to their colleagues.





# Ongoing pandemic response



## PRIORITIZING HEALTH AND SAFETY

Supporting the health and safety of our employees and clients in the face of the COVID-19 pandemic remained a top priority in 2021–2022. Our occupational health and safety team conducted rigorous risk assessments before employees returned to the workplace. These assessments identified risks and helped us determine the safety protocols required in various situations in the workplace. We also developed a contact-tracing procedure so that we could inform employees and Hill partners of any potential COVID-19 exposures in the workplace.

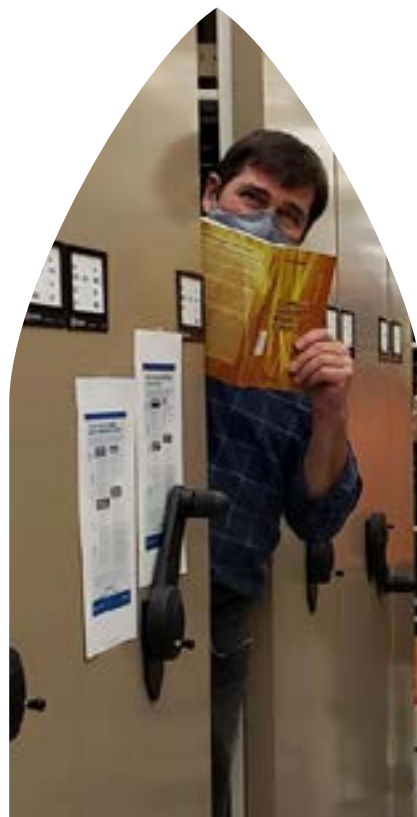
## IMPLEMENTING A COVID-19 VACCINATION POLICY

In the fall of 2021, like many other organizations, we made the decision to implement a mandatory COVID-19 vaccination policy. In doing so, we

demonstrated our commitment to helping protect the health of our employees and the communities where we live and work against the spread of COVID-19.

The policy required that all Library employees, whether they were teleworking or working on-site, be fully vaccinated against COVID-19 unless they were accommodated for medical reasons or another prohibited ground of discrimination. With employee safety in mind, the Library also developed a vaccination directive for contractors and suppliers.

The policy received strong support from unions and our health and safety committees, as well as our employees, who were eager to show their proof of vaccination. The policy came into effect on 22 November 2021, and by the deadline of 15 December 2021, 99.5% of employees were fully vaccinated as defined in the policy.



## RETURNING TO THE PHYSICAL WORKPLACE

The Library's approach to the return to the physical workplace was divided into three phases. The first phase prioritized the return of employees who are required on-site to perform certain critical functions or who are not able to complete the majority of their tasks remotely.

The second focused on employees who were required on-site in the context of a new Parliament, such as those who offer in-person services or support to parliamentary clients, or those involved in orientation activities. The final phase, which is still ongoing, is the gradual return of our remaining employees.



Throughout the pandemic, we were able to continue most of our operations seamlessly, whether we were on-site or virtual. The pandemic served as an excellent opportunity to review and refresh our Business Continuity Plan to ensure that we are well prepared to meet any future challenges.

In conjunction with this review, we prepared a series of bilingual message templates that can be used to communicate quickly with our employees in the event of a crisis.

## ADAPTING TO THE EVOLVING PANDEMIC

As the pandemic continued to evolve, we adjusted our approach to the return to the workplace and our service delivery model to best support employees while continuing to deliver on our mandate. We brought employees in and out of the workplace depending on risk levels and the epidemiological situation, adapting our services to be delivered in-person, virtually

or a combination of both, as circumstances required. We also modified our approach based on the needs of our clients. When parliamentary associations met virtually across various national and international time zones, our analysts were there, even if it meant our employees working at 3:00 a.m. in some cases. When parliamentary committees began meeting in person again, our analysts were also there on-site to support them.

## REOPENING LIBRARY BRANCHES

To protect the health and safety of employees and clients, our five Library branches closed in March 2020 and remained closed until it was deemed safe to reopen. In November 2021,

we reopened the Senate and the West Block branches to support parliamentarians who had returned to Parliament Hill. By the end of March 2022, two more branches had also reopened: the Wellington Branch and the Confederation Branch.





# Strengthening the **Library's digital presence**



## BOLSTERING OUR DIGITAL PRESENCE

With so many interactions taking place virtually during the pandemic, the Library made it a priority this fiscal year to strengthen our digital presence by improving our websites, enhancing our social media presence and bringing in new digital tools, all with the aim of better serving parliamentarians, their staff and the public. To ensure a coordinated and strategic approach, we established the Digital Presence Steering Committee, whose membership includes representation from across the organization.

## UPDATING THE LIBRARY'S CLIENT INTRANET

Before the start of the 44<sup>th</sup> Parliament, we refreshed our intranet site for parliamentary clients. This site is one of the main tools used by parliamentary clients to access our products and services, and it is also an important awareness-building tool for our organization. With the refresh, we took the opportunity to rebrand the site as Dome, carving out an identity for it with a memorable name and corresponding URL, making it easier for us to promote this important tool to our clients.

With a new look and feel, the home page was redesigned to focus more closely on our clients' needs, providing easier access to our products and services and more prominence on how to contact us. To help parliamentarians stay up to date with our activities and announcements, we added a new "Library News" section, which displays our communications intended for parliamentary audiences. We also improved the search capabilities and added new pages with more detail about who we are as an organization and the types of services we provide to parliamentarians.

## INCREASING THE PROFILE OF THE LIBRARY'S INTERNSHIP PROGRAM

Each year, the Library's internship program offers 12-month paid internships to several recent university graduates. Improvements to the program's website were made this fiscal year to better attract candidates to the program. We wanted the best and brightest to see the benefits of the program, so we asked past interns to share their experiences. These [testimonials](#) highlight the skills and knowledge interns gained during their time with us and detail how their experience at the Library has prepared them for the next stage of their careers.



We produced a new [video](#) that explains in simple terms what responsible government is and the fundamental role it plays in Canada's democratic parliamentary system.

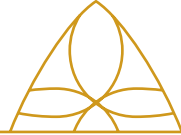
## SPOTLIGHTING ITEMS IN OUR COLLECTIONS

We highlighted the Library's collections of rare books, art, artifacts and more in a series of web pages called "[Collection Spotlight](#)." These in-depth descriptions bring our collections to life and proved to be very popular, with over 15,500 page views this fiscal year. We profiled nine additional items during the year, including the [iron doors](#) that played a critical role in saving the Library from the fire of 1916 and Samuel Johnson's [A Dictionary of the English Language](#), one of the most famous English-language dictionaries in history.

## REPLACING OUR CLIENT SERVICE REQUEST MANAGEMENT SYSTEM

In January 2022, we implemented a new tool to replace the existing client service request management system. The system is used by employees across the organization to log and assign requests we receive from parliamentarians, their staff and the public.

The new tool has a user-friendly interface with a more robust search function and additional flexibility. It is also scalable, and further new functionalities will be rolled out over time. Its new features provide clients with improved tracking of their requests and enable us to better manage requests, helping us to serve our parliamentary clients more effectively, now and in the future.



This fiscal year, we undertook a special initiative to increase the number and discoverability of e-books in our collections, adding and cataloguing  
**10,000 new titles.**



## ENHANCING OUR SOCIAL MEDIA

The 2021–2022 fiscal year was pivotal for the Library’s social media activities. As part of our goal to establish a bolder, more cohesive digital presence for our organization, we implemented a new social media strategy. The pillars of our strategy were timely content, stronger branding and visuals, better cohesion, and improved governance and oversight. This strategy saw us make improvements across our various social media accounts thanks to Library-wide collaboration, resulting in significant changes to our LinkedIn and Twitter accounts.

On the [Library of Parliament LinkedIn](#) account, we increased the appeal of our job postings by using enhanced descriptions and more visuals. We also provided insights into the unique roles and opportunities available at the Library as a way of drawing attention to the diversity of careers and people in our organization, all with the goal of attracting top talent.



In October 2021, we strengthened our corporate Twitter presence by launching a new account to replace our previous accounts. The new account, [@LibraryParlCA](#) ([@BiblioParlCA](#) in French), highlights the full range of Library products, services and spaces, as well as our people and careers. With its bold look and feel, the account aims to build awareness among the parliamentary community and the general public

of our products and services, the role we play in supporting parliamentarians, and who we are as an organization. By the end of March 2022, we had gained over 852 new followers on Twitter and registered a 27% increase in the number of impressions over the previous fiscal year.



Our Twitter engagement rate is over **4%**, compared to the industry average of less than **1%** for comparable organizations.

We increased our LinkedIn following by **87%** this fiscal year.

 [@LibraryParlCA](#)

 [Library of Parliament](#)

 [library.parl.biblio](#)

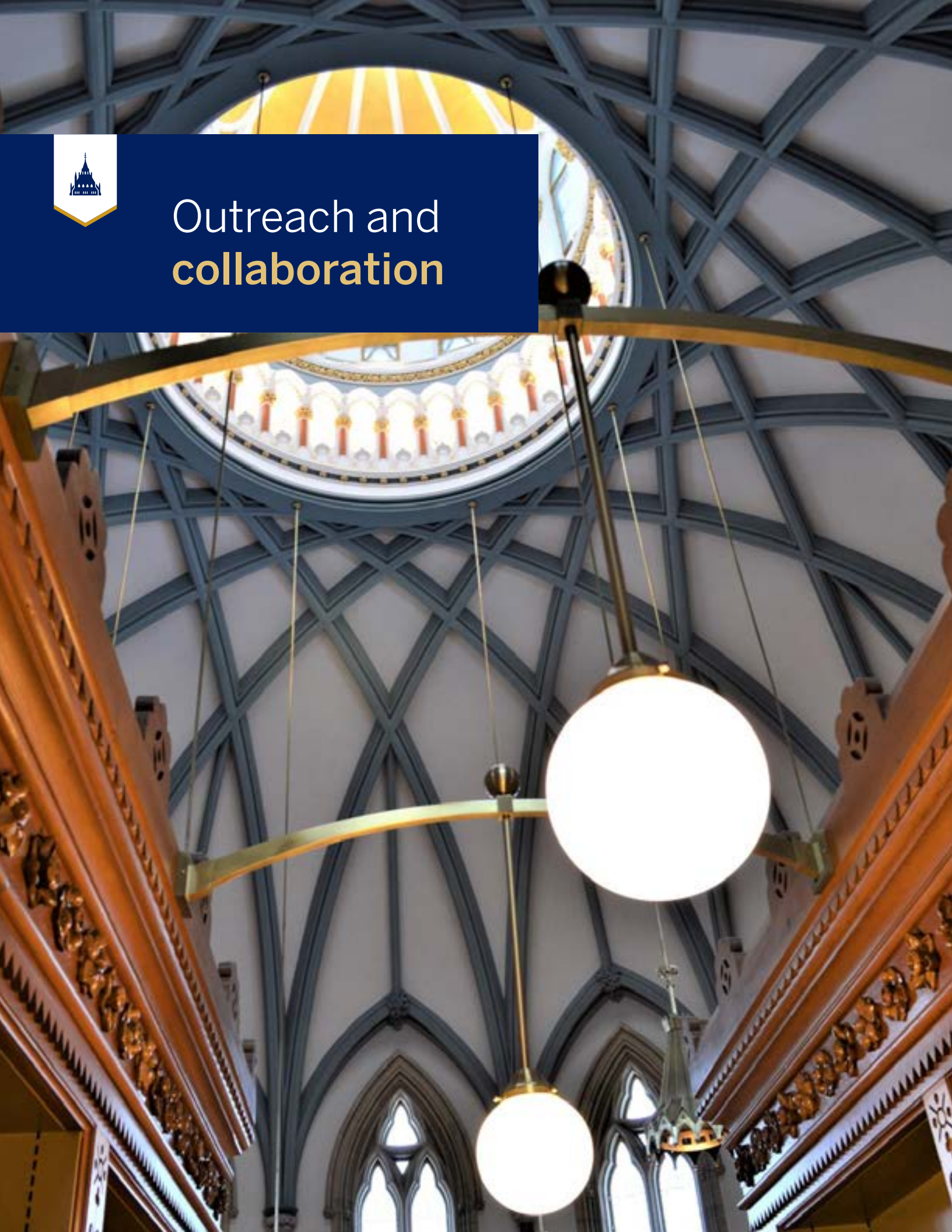
 [Parliament of Canada](#)

 [Parliament of Canada](#)

 [Parliament of Canada](#)



# Outreach and collaboration



## SUPPORTING THE PARLIAMENTARY POET LAUREATE

During 2021–2022, the Parliamentary Poet Laureate, Louise Bernice Halfe – Sky Dancer, participated in many high-profile events, including CBC’s Canada Day programming and a national broadcast on the first National Day for Truth and Reconciliation. As steward of the Parliamentary Poet Laureate program, the Library provides administrative and program support to Ms. Halfe as she fulfills her mandate.

Ms. Halfe also met virtually with several parliamentarians and received numerous requests to write poems.

One such request came from the Governor General’s office, asking Ms. Halfe to write a poem for the installation of the 30<sup>th</sup> Governor General of Canada, Her Excellency the Right Honourable Mary Simon. That poem, [\*Mary Simon – Ningiukudluk\*](#), is one of 28 new poems written by Ms. Halfe in 2021 and early 2022, all of which are featured in English, French and Cree on the [Parliamentary Poet Laureate website](#).

Ms. Halfe was subsequently invited to take part in a delegation for the Governor General’s first State visit, to Germany. There, Ms. Halfe attended the world’s largest book fair in Frankfurt, where Canada was featured as the guest of honour.

Photo credit: Sgt Mathieu St-Amour, Rideau Hall  
© OSGG-BSGG, 2021





A survivor of Blue Quills Residential School, Ms. Halfe wrote several poems in response to the 2021 discovery of hundreds of unmarked graves at former residential schools. The poems, *Angels: 215 >, 1820 – 1979* “*The Past is Always Our Present*,” *Sexton, Genocide* and *Solace* are dedicated to the missing children and their families.

#### EXCERPT FROM SOLACE

On top of the eastern hill  
half a dozen mule deer  
feed in the field.

I am afraid if I howl  
I will never stop.  
The crosses etched on my body  
are ripped open  
as more children’s graves  
are revealed.

I seek the deer  
for comfort.

#### kâwâtapiwin kâ-ohtinamihk

kâ-tahkohtâmatiniyik sâkâstênohk  
nikotwâsik apisimôsosak  
ma-mîcisowak paskwâhk.

kîspin mâci-oyôyoyâni nisêkisin  
êkâ wîhkâc kê-pôn-ôyôyoyân.  
pimitâskwahikana kâ-masinihkocikâtêki niyawihk  
kâwi pakopicikâtêwa  
ê-pê-nôkohtâhk  
ayiwâk awâsis-yikwahaskâna.

êwako apisimôsos  
ninâtâmototawâw.

© Louise B. Halfe – Sky Dancer  
Parliamentary Poet Laureate

Translation: © Jean Okimâsis and Arok Wolvengrey  
with Louise B. Halfe – Sky Dancer



## ONLINE ORDERING AT THE PARLIAMENTARY BOUTIQUE

The Library manages the Parliamentary Boutique, which offers products and mementos that are unique to Parliament. From glassware and clothing to office items and decorative pieces, the boutique features a broad range of items and is a popular destination for parliamentarians and visitors.

While in-store shopping remained closed in 2021–2022 due to the pandemic, purchases could still be made through our [online store](#). This fiscal year, we introduced new products, such as themed gift bags, and broadened our promotion of the boutique on our social media channels to raise awareness that people can shop at the boutique anytime, from anywhere. As a result, we shipped orders to locations across Canada and to 94 countries worldwide – as far as Sri Lanka, Mongolia and Hong Kong.

## SHARING INFORMATION AND BEST PRACTICES WITH OTHER LIBRARY ASSOCIATIONS

The Library is a member of the Association of Parliamentary Libraries in Canada (APLIC), and we were pleased to host APLIC's first-ever virtual conference in 2021, with support from our colleagues at the Senate and House of Commons. The conference was a resounding success, with broad participation from members across the country.

We are also a member of the International Federation of Library Associations and Institutions. The federation has a section specific to library and research services for parliaments. We were involved in the planning and delivery of the section's virtual activities, including an open session of the federation's World Library and Information Congress and a three-day event focused on parliamentary libraries, delivered in partnership with the Inter-Parliamentary Union.

Our participation in these associations provides us with opportunities to collaborate nationally and internationally with other libraries that have roles and services similar to ours. When we were looking to expand our Indigenous-language learning and reference collection, for example, we turned to a fellow APLIC member, which shared its experience with Indigenous-language collections, including offering practical advice on information description and ways to make material easily available. These discussions led to valuable insights that will impact how we continue to look at Indigenous content in our collections.

### **COLLABORATING WITH PARLIAMENTARY ORGANIZATIONS**

We work closely with our parliamentary partners on a variety of projects and initiatives. A notable example this fiscal year was the way we collaborated with the House of Commons Administration to deliver our respective orientation programs for the 44<sup>th</sup> Parliament. We also worked closely with the Office of the Parliamentary Budget Officer (OPBO) to review how we transfer requests between our organizations to ensure that requests are

handled by the organization best positioned to respond. We also continued to support the OPBO with a variety of corporate services as agreed upon in a memorandum of understanding.

We collaborated with the Senate and the House of Commons administrations to launch a more accessible and mobile-friendly [LEGISinfo](#) website. With improved navigation and enhanced functionality, LEGISinfo is a powerful tool for understanding and following legislation being debated in Parliament. Fitting with our mandate of providing information about Parliament, we are pleased to be the point of contact for members of the public who have questions about using the tool.

As we faced challenges and opportunities similar to those of our Hill partners, we collectively shared knowledge and best practices on everything from strategic planning and business continuity to occupational health and safety. The steps taken by the Library to manage the impacts of the COVID-19 pandemic are a perfect example of this collaboration. We aligned our health and safety protocols and contact tracing methodology with those of our partners



at the Senate and the House of Commons, and as Library employees often frequent their spaces, we ensured our employees were informed of their policies and procedures. We also worked closely with the Parliamentary Protective Service on safety and security issues on the Hill, including during the occupation of downtown Ottawa in February 2022.

We were active participants in the Parliamentary Officers' Study Program (POSP). In addition to having panelists contribute at various meetings, the Library produced two video presentations for POSP this fiscal year – one about the Library and the other about parliamentary committees. The Parliamentary Librarian was also pleased to meet virtually with both the French- and English-speaking program participants.

Further afield, we also collaborated with international parliamentary institutions, sharing best practices on research, such as in meetings

held last year with the National Assembly of the Republic of Armenia, the International Forum of Parliament Visitor Centers, the European Parliament Research Service and the Congressional Research Service. Over the course of this fiscal year, we also responded to 99 reference requests from the European Centre for Parliamentary Research and Documentation.

As a centre of knowledge, the Library actively seeks out and leverages expertise from other institutions and agencies. Since October 2020, our employees have organized monthly webinars with experts from Statistics Canada to discuss a range of timely topics and become familiar with statistical tools and data sets related to issues such as the social impacts of the COVID-19 pandemic, cybersecurity and immigration. The knowledge gathered during these sessions informs and enhances the research and analysis we provide to our parliamentary clients.



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We continued to collaborate with the Senate, the House of Commons, the Parliamentary Protective Service and Public Services and Procurement Canada on the [Long Term Vision and Plan](#), which is a coordinated approach to the renovation, restoration and modernization of the buildings in the Parliamentary Precinct. Work continued on the rehabilitation of Centre Block, the construction of the new Parliament Welcome Centre and the redevelopment of Block 2, the block of buildings directly facing Parliament Hill, among other important initiatives.

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# Our workplace





## ENSURING A HEALTHY WORKPLACE

During the 2021–2022 fiscal year, we continued to implement new initiatives and expand upon existing ones in our Healthy Workplace Strategy. Understanding the added challenges to mental well-being brought about by the pandemic, we offered training on a variety of mental health–related topics, including resilience and mindfulness. Employees were also encouraged to share their concerns and suggestions about how we support their psychological health through an anonymous online survey, and they can access additional support through our Employee and Family Assistance Program, which is available 24 hours a day, seven days a week.

Recognizing that physical fitness can have a positive impact on well-being, the Library once again encouraged our employees to participate in a fitness challenge. The challenge spanned a seven-week period and provided an opportunity for colleagues to get together (virtually, of course)

for a fun and social experience while being active. Open to individuals of all fitness and skill levels, the program is adapted so that people with varying abilities can all participate.



In a survey conducted in 2021, over **93%** of employees reported that the Library had taken the right measures to address hazards and protect their psychological health and safety.



## RENEWING OUR TELEWORK POLICY

As part of our commitment to continuously improve our workplace, our Telework Policy was renewed and came into effect in December 2021. The changes to the policy reflect an examination of our approach to telework based on lessons learned during the COVID-19 pandemic, Gender-Based Analysis Plus and consultations with managers, unions and our Policy Health and Safety Committee.

The Library is committed to maintaining an on-site staff presence as an essential part of our service delivery model while recognizing the benefits of telework for our employees. We see the inclusion of telework as an important aspect of flexible work arrangements for many positions in order to support organizational goals, employee performance objectives and work–life balance.

## BECOMING A TOP EMPLOYER IN THE NATIONAL CAPITAL REGION

In early 2022, we were honoured to be selected as one of the National Capital Region's Top Employers. This special designation recognizes employers in the region that offer exceptional places to work, based on criteria such as the physical workspace, work atmosphere, training and development, and health, financial and family benefits, among others.

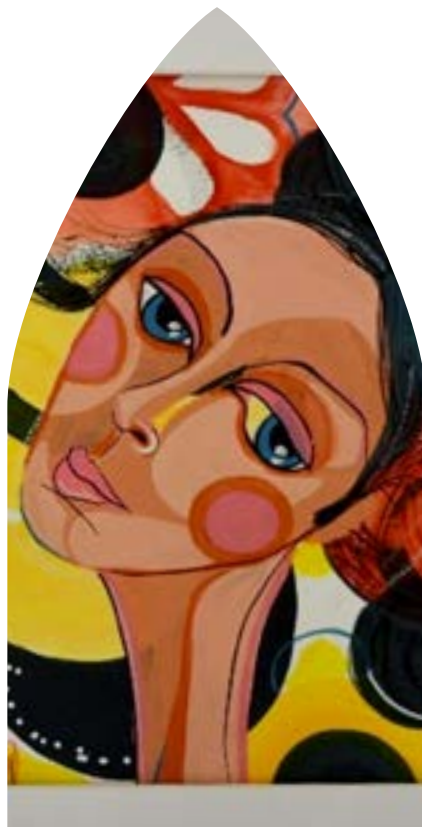
We will continue to foster an inclusive, diverse and respectful work environment where our employees feel supported. We are proud that the strong foundation of our employee programs was recognized, and we will continue to seek new and innovative ways to improve our workplace.



## GIVING BACK TO THE COMMUNITY

Every year, employees from all parts of the Library get together to raise money for Canadian charities through our workplace charitable campaign. Our events were virtual again in 2021, but that did not stop us from holding an art auction of donated original pieces, lunchtime yoga sessions and a three-week “walk/roll/run/ride” event where we shared photos, tips and words of encouragement with one another.

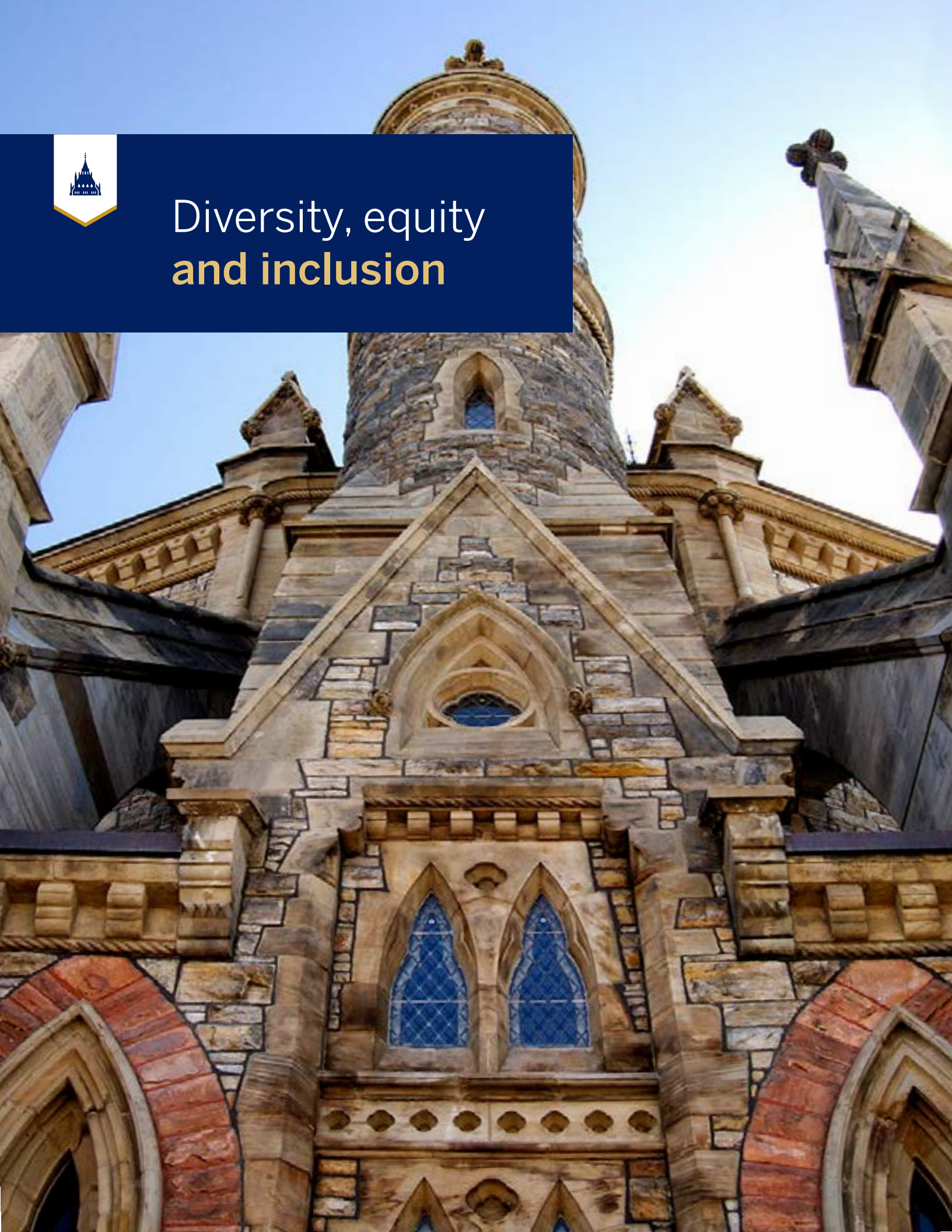
Our most popular and successful event is typically our trivia contest, where teams of five compete for the privilege of being named “Trivia Champions” (a coveted honour for an organization of information and knowledge experts). Through the events and individual donations, we are proud to have raised over \$66,000 in 2021 for various charities, many of which provide funds to individuals and groups affected by the COVID-19 pandemic.



Employees donated original pieces to our annual art auction



# Diversity, equity and inclusion



## FOSTERING DIVERSITY, EQUITY AND INCLUSION IN OUR WORKPLACE

Recognizing that systemic barriers have an impact on diversity, equity and inclusion (DEI), the Library is committed to identifying and addressing any such barriers in our practices, policies and workplace. In 2021–2022, the Diversity and Inclusion Committee, a group of over 30 employees from diverse backgrounds, brought forward recommendations to improve DEI at the Library. The committee presented ideas relating to self-identification, 2SLGBTQQIA+ issues, Indigenous issues, racial barriers, accessibility and francophone issues. These recommendations have informed the development of Library's DEI Strategy, and progress on many recommendations is already underway. To keep employees informed about DEI initiatives at the Library, we created an intranet page with information and updates, and a suggestion box where employees can submit ideas for how we can build a more diverse and inclusive workplace.

## HELPING CREATE SPACES FOR SUPPORT AND BELONGING ON THE HILL

Parliament Hill employees expressed their view that being able to connect with peers who have shared lived experiences is important in making them feel supported, included and engaged at their place of work. Hearing this, the Library led an initiative to create the Parliament Hill Employee Networking Groups program. We collaborated with our parliamentary partners to put in place these groups, which are spaces for open and safe conversation where employees can connect with others who have similar lived experiences, foster social bonds, and give and receive advice, guidance and encouragement. The Library provides the platform for the groups and supports the program and network leads, but the groups themselves are created by employees for employees. The program launched in early 2022, and there are already two groups: the Rainbow Table, a space to connect 2SLGBTQQIA+ individuals, and the Network for Persons with Disabilities.



## DEVELOPING TOOLS FOR INCLUSIVE WRITING

The Library has adopted inclusive writing practices so that our employees and clients can see themselves reflected in our documents. Library employees developed inclusive writing guidelines in English and French that help guide us in writing about gender and sexual orientation, race and ethnicity, Indigeneity and disability. The guidelines also include helpful tips about inclusive forms and correspondence. The Library took the initiative to share these guidelines with parliamentary and other partners and also held information sessions for our employees on how to use the guidelines.

## GATHERING SELF-IDENTIFICATION DATA

We launched a new self-identification questionnaire that reflects a more modern understanding of the complex nature of identity. Compared to our previous questionnaire, the new version includes more identity factors and provides a wider range of responses for each factor, including open fields that allow employees to express their identity in their own way. The questionnaire will help us get baseline data on the composition of our workforce to better understand our employee population and to identify representation gaps. This knowledge will in turn be used to develop well-informed programs, policies and activities. The questionnaire is optional, but, as of 31 March 2022, we had received responses from almost 80% of our employees.

## IMPROVING ACCESSIBILITY AT THE LIBRARY

The *Accessible Canada Act* seeks to make Canada barrier-free. The Act requires that organizations under federal responsibility, like the Library, publish an accessibility plan every three years, with the first to be published by December 2022. We hired a Senior Project Coordinator, Accessibility, to help us meet our legislative requirements and to improve accessibility at the Library for our employees, clients and the public. Development of our accessibility plan is underway, and consultations are an important part of the planning process. We have already held consultations with Library employees who identify as having a disability or who are allies to help identify barriers. Plans are in progress for consultations with our clients, the general public and other key stakeholders.



Senior Project Coordinator,  
Accessibility

## UPDATING LANGUAGE IN OUR CATALOGUE

Like most Canadian libraries, the Library of Parliament uses three descriptive standards in our cataloguing practice: Library of Congress Subject Headings, Canadian Subject Headings and the Répertoire de vedettes-matière de l'Université Laval. These standard shared vocabularies help ensure that libraries in North America all use the same language to describe items in their collections.

When changes were made to the English-language shared vocabulary, it allowed us to replace outdated terminology relating to Indigenous people for English records in our catalogue. More than 14,000 records and 95,000 subject headings have now been changed, and the new language will be used on all new additions to our collections. French-language items in our catalogue will also be changed once the French terminology has a new standard.

## ADDING INDIGENOUS RESOURCES TO OUR COLLECTIONS

This fiscal year, we worked to increase Indigenous representation in our collections by adding Indigenous news sources and increasing the number of publications on Indigenous languages. Wherever possible, the additions to the collections were purchased from Indigenous vendors.

Prior to this work, we had approximately 70 items on Indigenous languages in our collections, and we now have over 220 items, including dictionaries, glossaries and other language-learning resources. Resources to support client use of these materials are in development.

We also created a subject guide to help clients in the discovery, accessing and use of collection materials related to Indigenous affairs.



# About the **Library**





## OUR VISION

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

## OUR MISSION

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

## HOW THE LIBRARY IS ORGANIZED

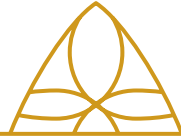
The Speaker of the Senate and the Speaker of the House of Commons are jointly responsible for the direction and control of the Library of Parliament in accordance with the *Parliament of Canada Act*.

They are assisted by senators and members of the House of Commons on the Standing Joint Committee on the Library of Parliament.

The Parliamentary Librarian is responsible for the control and management of the Library and has the status of a Deputy Head, reporting to the two Speakers.

The Library is divided into three service areas, each headed by a director general who reports to the Parliamentary Librarian.





## OFFICE OF THE PARLIAMENTARY LIBRARIAN

Dr. Lank is supported by the Office of the Parliamentary Librarian, which provides executive services and communications and legal advice. The office is also responsible for parliamentary outreach programs and activities, such as the orientation program and the Library ambassadors, and it is the steward of the Parliamentary Poet Laureate program.

**Heather P. Lank, PhD**  
Parliamentary Librarian



## CORPORATE SERVICES

Corporate Services (CS) is the group that provides business support services to the Library. While its work often happens behind the scenes, its contributions are essential to ensuring the Library is staffed and equipped to deliver on our mandate. CS supports the financial, materiel management, facilities and security needs of the Library. It oversees all aspects of human resources and information technology, and is responsible for the Library's corporate planning. Our CS team's talented group of graphic designers, editors and quality assurance specialists helps us put our best foot forward.

**JoAnne St-Gelais, MA**  
Director General, CS



**Sonia Bebbington, MLIS**  
**Director General, IDRS**

## **INFORMATION AND DOCUMENT RESOURCE SERVICES**

The Information and Document Resource Services (IDRS) team delivers the functions commonly associated with libraries. IDRS develops, manages, promotes and optimizes access to our vast collections of print and digital books and resources, art and artifacts. The team also does preservation work on items in our collections and compiles historical information about Parliament and parliamentarians. IDRS oversees the Library's information management program, developing policies, practices, awareness and training to support the efficient use of corporate information. To help parliamentarians and their staff stay informed about emerging issues, IDRS also provides customized news alerts and media monitoring services.



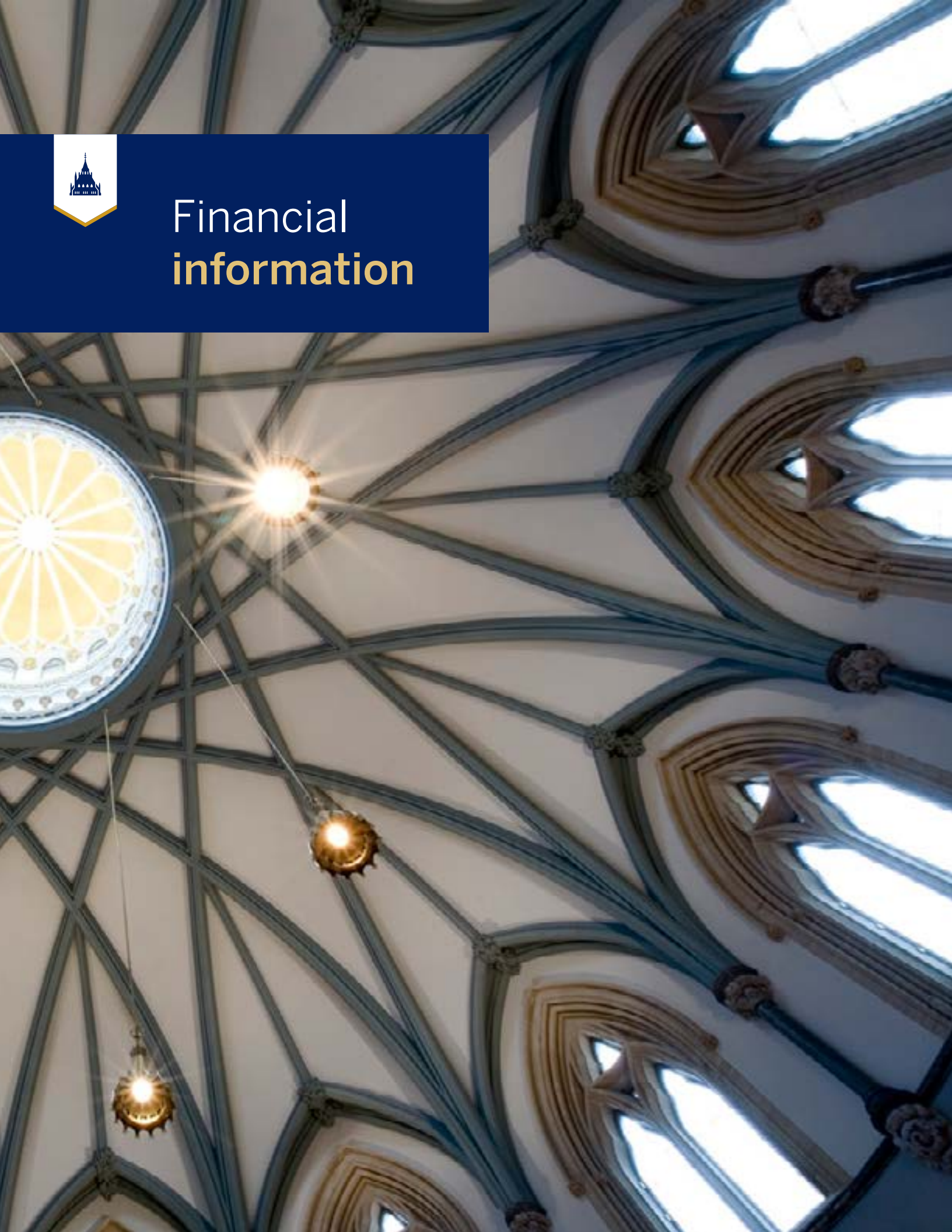
**Marcus Pistor, PhD**  
**Director General, PIERS**

## **PARLIAMENTARY INFORMATION, EDUCATION AND RESEARCH SERVICES**

The Parliamentary Information, Education and Research Services (PIERS) team provides reference, research and analysis services to Parliament and public education programs. Whether assisting parliamentarians in one of our five branches, supporting committees and associations, delivering seminars or responding to reference and research requests, this team provides direct support to parliamentarians – be it in person or virtually. PIERS produces numerous high-quality research products every year in support of Parliament, many of which are available to the public. PIERS is also responsible for helping Canadians access, experience and learn about Parliament. The PIERS team responds to public inquiries about Parliament, provides educational programming about Parliament, operates the Parliamentary Boutique and gives guided tours of Parliament.



# Financial information



## LIBRARY OF PARLIAMENT BUDGET, 2021–2022

Type of Service	Main Estimates (\$)	Supplementary Estimates and Adjustments (\$)	Total Authorities (\$)	Actual Spending (\$)
<b>Parliamentary Information, Education and Research Services</b>				
Research and Analysis	12,935,094	-	12,935,094	12,375,923
Reference Services	5,951,875	-	5,951,875	5,904,230
Public Education Programs <sup>1</sup>	4,478,333	-	4,478,333	2,898,246
<b>Information and Document Resource Services</b>	9,400,171	-	9,400,171	9,311,536
<b>Corporate Services<sup>2</sup></b>	14,472,188	-	14,472,188	13,263,553
<b>Office of the Parliamentary Librarian<sup>3</sup></b>	1,423,255	-	1,423,255	1,315,927
<b>Employee Benefit Plan</b>	5,785,869	(664,338)	5,121,531	5,121,531
<b>Total</b>	<b>54,446,785</b>	<b>(664,338)</b>	<b>53,782,447</b>	<b>50,190,946</b>
FTEs <sup>4</sup>	402.65			383.52

1. Includes retail program.
2. Includes central costs.
3. Includes Communications, General Counsel.
4. Full-time equivalents (does not include guides, students or interns).


## LIBRARY OF PARLIAMENT SPENDING TRENDS (\$ MILLIONS)

Fiscal Year	Main Estimates	Total Authorities <sup>1</sup>	Actual Spending
2019–2020	49.95	50.75	49.28
2020–2021	53.41	53.02	48.48
2021–2022	54.45	53.78	50.19

1. Total authorities include adjustments made with regard to the employee benefit plan.




View the [audited financial statements](#)

(457 Kb, 24 pages) 



View the [accessible version of the financial statements](#)

(369 Kb, 24 pages) 

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ISSN 2292-1745  
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