Agenda – Executive Policy Committee – April 30, 2008

REPORTS

Item No. 4 Records Committee – 2007 Annual Report
File GK-8

The Records Committee submitted its 2007 Annual Report to the Executive Policy Committee for information.





Records Committee

2007 Annual Report







Winnipeg

March, 2008

Records Committee
2007 Annual Report

Message from Gerry Berkowski, Records Committee Chairperson



Gerry Berkowski, Assistant Deputy City Clerk

On behalf of the Records Committee, I am pleased to report on the status of the City's Archives and Records Management programs for 2007.

The City of Winnipeg faced three major challenges at the beginning of this year. These were:

1. Implementing a Records Centre Program;
2. Planning for the expansion of e-government through the use of corporate electronic records management software; and
3. Planning for the future of the facility at 380 William Avenue.

After nearly a year of preparation, the Records Centre at 311 Ross Avenue was officially opened by Mayor Sam Katz in September. The third floor of the building – originally a biscuit factory – was converted to storage space for more than 10,000 boxes of City records. The facility also includes a storage system designed to hold the City's valuable art collection. As the City's first Records Centre, 311 Ross is an integral part of the records management program because it allows the Branch to deliver services that facilitate departmental implementation of the Records Management By-law and the application of appropriate practices. The new Records Centre also alleviates some of the pressure at 380 William Avenue by providing storage space for archival records. This is critical, given that the building at 380 William Avenue has been threatened by various structural problems in recent years.

As Mayor Katz noted in his speech at the opening of the Records Centre, it is ironic that in the electronic age we use more paper than ever before. While the paper we create must be managed wisely, it is also important to plan for the use of electronic document and records management technology to move toward electronic government. *Hummingbird/OpenText* software was purchased by the City in 2006 for this purpose. Under the sponsorship of the Chief Administrative Officer and the City Clerk, an Inter-departmental Steering Committee (comprised of the City Clerk's, Planning, Property and Development, and Assessment and Taxation Departments) planned and provided oversight for three pilot projects utilizing this software. These projects are expected to lead to the preparation of a corporate business case for electronic document management.

The third challenge – the status of the building at 380 William Avenue – will require further attention in 2008. Estimated costs for stabilizing the building have escalated by as much as 60%. In 2007, Branch staff commenced work on a report examining the capacity of 380 William to meet the needs of a growing archives and records management program. This report will be ready for Records Committee review in 2008.



Carnegie Library (1908), 380 William Avenue
Home of the City's
Archives and Records Control Branch

Message from Gerry Berkowski, Records Committee Chairperson (continued)

In addition to these major challenges, the Archives continued to engage in public awareness activities, both locally and nationally. Cynthia Kent and Martin Comeau continued to serve as the Chair and the Secretary of the Association of Canadian Archives' Municipal Archives Special Interest Section (MASIS), and renowned filmmaker Paula Kelly was selected as Artist-in-Residence at the Archives by the Winnipeg Arts Council.

As well, *Pathways to Winnipeg History* – the Archives' digital exhibit – was updated with new content; amendments to the City's Records Management By-law were passed by Council in November; and a new corporate records management newsletter, *"For the Record"*, was launched in conjunction with the opening of the Records Centre at 311 Ross.

In 2007, the City Clerk's Department conducted an internal review that led to a major departmental reorganization. I left my post as City Records Manager/Archivist in August to become the Assistant Deputy City Clerk. This resulted in the creation of a vacancy for the City Archivist position.

It is now my pleasure to welcome and introduce Jody Baltessen, the new City Records Manager/Archivist and Chairperson of the Records Committee.

Jody has served as the Senior Archivist at the City of Winnipeg Archives since 2002, where she led the development of archival programs.

Previously, she was Head of Textual Records and Public Service at the Archives of Manitoba. Over her 17-year career in the field of archives, Jody has established many contacts in local, provincial and national archival communities.

Jody's appointment as City Records Manager/Archivist creates a vacancy for the Senior Archivist position.



Jody Baltessen, City Records Manager/ Archivist, and incoming Chairperson of the Records Committee

One further change to Branch personnel occurred with the resignation of Cynthia Kent, Senior Records Manager, who accepted an appointment as Director of Records Management for the Canadian Blood Services in Ottawa. Cynthia's significant contributions to the development of the Corporate Records Management program and the new facility at 311 Ross were recognized at a farewell reception. Her departure leaves a vacancy in the Senior Records Manager position.

Finally, I am pleased to welcome Rod Sasaki as a citizen member to the Committee. Mr. Sasaki is the owner of Warehouse Artworks and has served on various Winnipeg heritage boards.

On behalf of the new Records Committee, I look forward to another successful year for archives and records management in 2008.

About the Records Committee

In 1996, a review of City recordkeeping practices found that civic policies for the management, retention, safekeeping, disposition and destruction of records were inadequate. To assist City Departments with recordkeeping, and to ensure that valuable City records and artifacts were not inadvertently destroyed or lost, City Council requested an amendment to *The City of Winnipeg Act*.

On March 1, 1996, the Province of Manitoba proclaimed Subsection 80 of *The City of Winnipeg Act* which directed that a Records Management Program be implemented. The Records Committee was established at the same time and placed under the leadership of the City Records Manager/Archivist of the City Clerk's Department.

Role and Mandate
Under Section 10 of *The Charter*, the Records Committee has several responsibilities, notably:

- to implement policies and procedures approved by Council for the management, retention, safekeeping, disposition and destruction of records in all City departments;
- to report on the management and condition of records-keeping and information handling;
- to determine suitable retention and disposal authorities and procedures for all City records;
- to make recommendations to City Council;
- to submit an annual report to City Council.

Composition
The Records Committee is comprised of seven members, namely:

- the City Records Manager/Archivist (or designate) to serve as the Chairperson
- the City Clerk (or designate)
- the City Treasurer (or designate)
- the City Auditor (or designate)
- the City Solicitor (or designate)
- two citizen members, appointed by City Council for a 2-year term.

Members ***(for the year 2007)***

Citizen Representatives:

Dr. Tom Nesmith
Rod Sasaki

Winnipeg Public Service Representatives:

Gerry Berkowski, City Records Manager/Archivist (Chairperson)
Richard Kachur, City Clerk
Carrie Erickson, Manager, Corporate Finance and Administration (City Treasurer designate)
Donna Woytowich, Administrative Coordinator (City Auditor designate)
Doug Buhr, Solicitor (City Solicitor designate)

Acknowledgements

The Records Committee wishes to acknowledge the work and commitment of:

- √ **The staff** at the Archives and Records Control Branch for their efforts and achievements in 2007.
- √ **Corporate Education** for administrative support and resources for all training initiatives.
- √ **The St. Boniface Museum** for ongoing use of display cases.
- √ All City of Winnipeg **Departmental Records Officers and** *Freedom of Information and Protection of Privacy Act* **Coordinators** for their participation in records management, access to information and protection of privacy services.
- √ **Civic Accommodations staff** for their assistance and ongoing support of the new Records Centre facility at 311 Ross Avenue.

Archives and Records Control Branch Staff

(as at December 31, 2007)

Jody Baltessen	City Records Manager/Archivist
(vacant)	Senior Archivist
Martin Comeau	Archivist
Cynthia Kent	Senior Records Manager
Don Kroeker	Records Manager
Sallie Caufield	Clerical Support
Lynne Foster	Clerical Support
Ken McKenzie	Clerical Support
Evelyn West	Clerical Support

Departmental Records Coordinators

Norma Danylyshen	Winnipeg Police Service
Brenda Ford	Planning, Property and Development
Alan Neyedly	Water and Waste
Maureen Purdy	Community Services
Trinity Willetts	Winnipeg Civic Employees' Benefits Program



Archives Staff, (back row, l-r):
Don Kroeker; Martin Comeau; Lynne Foster; Ken McKenzie; Lisa Blake (Manager of Protocol); Sallie Caufield; Jody Baltessen
(front row, l-r): Cynthia Kent; Evelyn West; Jeanne Gobeil
Seated: Gerry Berkowski

2007 Highlights

Civic records are created, kept and managed in the public trust to protect the City's corporate and public memory. Records management and archives are key functions in civic government because they support the creation and maintenance of accurate, authentic and usable records for all citizens. Records contain information about decision-making, daily operations and service delivery.

Through records management and archival programs the City ensures that records required to meet legal and fiscal obligations and for historical research are available when and where they are required.

In keeping with these responsibilities, the Records Committee is pleased to report on the year's highlights:

January/February

- Archives hosts **conservation techniques** workshop.
- Four groups from Creative Retirement and Red River College tour 380 William Avenue.



St. Boniface Records project, before and after

March/April

- Municipal Archives Special Interest Section **(MASIS) survey,** sent out to municipal archives across Canada.



May

- New content launched on ***Pathways to Winnipeg History***, the Archives digital exhibit.
- Archives participates in ***Doors Open*** and hosts an Open House for artists interested in the Winnipeg Arts Council's Call for Submissions for an Artist-in-Residence at the Archives.

June

- MASIS annual meeting. Presentation of survey findings at the Annual Convention of the Association of Canadian Archivists.



Refurbished portraits of Mayor Alexander McMicken (right) and Mayor Alexander Logan

July/August

- Refurbished three mayoralty portraits painted by Victor Long (circa 1905), and returned them to the Council gallery at City Hall.

2007 Highlights (continued)

September

- Official opening of the **new City Records Centre** at 311 Ross by Mayor Sam Katz.
- ***For the Record*** Newsletter launched by Records Management staff.
- Filmmaker Paula Kelly began her six-month term as **Artist-in-Residence.**
- Crated paintings transferred from 380 William Avenue to the new Records Centre.





Official Opening of the City Records Centre, 311 Ross Avenue September 10, 2007

October

- 380 William Avenue site of **film shoot for *A Haunting in Connecticut***.
- Contract Archivist and Contract Researcher begin work on **City of St. Boniface projects.**
- Publication of **revised FIPPA brochure**, "*Accessing City Records through The Freedom of Information Act*".

November

- **2008 Archives Calendar** compiled, printed and distributed.
- Amendments to **Records Management By-law No. 166/2003** passed by Council.

December

- City Clerk's **EDRMS pilot** underway.



Crated paintings being transferred from 380 William Avenue to the new Records Centre

Year in Review

Corporate Records Centre Program

Dedicated to serving City departments, the Corporate Records Centre Program became fully operational in September, with the official opening of the new facility at 311 Ross Avenue. Also in 2007, storage charges and service fees were implemented to offset operating costs. Departmental use of Records Centre services – including record transfers, retrieval and delivery, and certified destruction – continues to grow, as does the demand for records storage.

Records and Information Management Training/Education

As guest trainers with Corporate Education, Records Management staff continued to develop and deliver Records Management training to City staff. Thirty-nine staff from various departments attended courses offered in 2007. Records Management staff also worked with Human Resources to draft a competency profile for records management positions within the City of Winnipeg.

Additional funding of $23,000 was received from the CUPE/City Joint Committee on Education, Training and Staff Development Initiative. This was used to provide educational opportunities to students enrolled in Applied Management Certificate courses through the *Records and Information Management Beyond 2000* initiative.

Departmental Records Management Programs

Due to budget constraints, vacant records management positions remain within some departments. A newly-created records management position in Water and Waste was filled in the last quarter of 2007.

Archives and Records Management staff continued to work with departments to develop departmental records management programs, partnering with the Planning, Property and Development Department to transfer over 18,400 building plans to the Records Centre for storage; and with the Water and Waste Department to develop a project to prepare and transfer 44,000 drawings and plans to the Records Centre for storage.

Year in Review (continued)

- **Electronic Recordkeeping**

A contract to implement *OpenText/Hummingbird Electronic Database and Records Management* software was awarded in October to local software development firm ADAPSYS. This installation will serve as a pilot for the future use of electronic data records management systems (EDRMS) software in the City Clerk's Department, with the expectation that it will contribute to service improvements for City Council, civic administration and the public.

- ***Freedom of Information and Protection of Privacy Act* Services (FIPPA)**

Statistics for 2007 indicate a lower volume of citizen requests under FIPPA (please refer to the section on Service Statistics for details). A total of 177 requests were filed with the City in 2007. When this number is compared with statistics for inquires received in City offices, departments and via web applications, it is evident that most information is readily available to citizens.

Since 2003, FIPPA training courses have been offered to City staff, in partnership with Corporate Education. In 2007, 45 employees took these courses.

Challenges Ahead

Facilities

Appropriate care, storage and management of archival materials and delivery of an efficient corporate records management program continue to be challenged by accommodation-related issues. Apart from the storage space required to house corporate records, there is a growing need for workspace to receive, process, appraise and re-house both corporate and private accessions, and to facilitate public access to the City's archives. Given the present condition of the building at 380 William – a heritage building – and the emerging requirements of the City's archival and records management program, the City is uniquely positioned to search for a solution that addresses both issues.

Electronic Recordkeeping

A number of City of Winnipeg Departments are proceeding with the implementation of electronic document and records management software (EDRMS). Archives and Records Control staff will continue to be involved in this process through participation on the Interdepartmental Steering Group (ISG). The ISG will focus on the evaluation of these EDRMS applications and the development of a business case for a corporate approach to the selection, installation and management of electronic document and records management tools to support service delivery.

Corporate Records Centre Program

Now that 311 Ross is up and running and records have begun to flow into the new facility, Archives and Records Control staff have begun an analysis of existing paper-based inventory processes and tracking tools. This work will result in the development of an electronic inventory control system to manage the physical inventory, track service requests, and facilitate the billing process.

Partnerships

Association for Manitoba Archives

Addressing the condition and physical storage requirements of the Archives' significant historical collection has been a priority since the Global Preservation Assessment (GPA) was conducted in 2002. Having undergone the GPA, the Archives was positioned to participate in the Association for Manitoba Archives' (AMA) **Cooperative Humidification and Flattening program**. In total, 37 rolled albumen photographs circa 1880-1885; 285 Council Communication pack files circa 1901-1902; and 110 architectural plans from the Town of Tuxedo circa 1932-1960 were humidified and flattened by a conservator working for the AMA.

The documents were then returned to the Archives and re-housed to archival standards by Archives' staff. Equipment purchased in 2004 by the Archives for an in-house humidification and flattening project was loaned to the AMA for this program.



Before humidification/flattening. Brittle rolled albumen photographs contained in the cornerstone casket of the second City Hall. circa 1884.



After humidification/flattening.
Photograph of Israel Bennetto, who arrived in Winnipeg around 1880. By 1883-1885, when this photograph was taken, he was about 26 years old. Bennetto had a photography and photographic supplies business in Winnipeg until shortly after 1900.

Israel Bennetto, Photographer, Elite Galleries, Main and Bannatyne, circa 1883

Heritage Grants Advisory Council and Canadian Council of Archives

In 2008, the former City of St. Boniface will celebrate its 100th anniversary. To prepare for this event and an expected increase in research use of St. Boniface records, the Archives applied for two grants: one from the **Heritage Grants Advisory Council (HGAC)** to appraise, arrange, re-house and describe 150 cubic feet of records of the former City; and one from the **Canadian Council of Archives (CCA)** to produce a manual for conducting property research using St. Boniface land records. Work on these projects commenced in October of 2007 and will be completed in 2008.

Partnerships (continued)

Winnipeg Arts Council

In partnership with the Winnipeg Arts Council (WAC), the Archives is hosting an **Artist-in-Residence** for six months. The selected artist, local filmmaker Paula Kelly, began her residency in September. Through the Artist-in-Residence program and in collaboration with Ms Kelly, the Archives expects to enhance public understanding of why cities create and keep records and the role records play in defining and expanding upon our understanding of "place".



Artist-in-Residence Paula Kelly (left) with Jody Baltessen

Municipal Archives Special Interest Section (MASIS)

Reflecting the growing public profile of **Municipal Archives in Canada** and current municipal government initiatives to develop facilities, the findings of the first part of the MASIS survey of Municipal Archives were presented at the ACA annual conference held in June in Kingston, Ontario. The second part of the survey will focus on public service delivery, and will be used to establish key performance indicators, identify common issues and best practices, and evaluate the range and quality of municipal archives services in Canada.

Donations from Friends of the Archives

Friends of the Archives are donors of items or collections of items related to the history of Winnipeg.

The Archives received twelve donations from individuals in 2007, including photographs, post cards, publications and memorabilia relating to various aspects of life in Winnipeg. As well, the Archives was pleased to receive the final transfer of records from the Estate of Magnus Eliason.

The Archives is grateful to all who donated materials in 2007. Tax receipts may be issued for some donations, depending on their value. For information regarding donations, please contact Jody Baltessen, City Records Manager/Archivist at 204-986-7904.





Left: Grand Beach Railway Station, 1923. Grand Beach: The Grand Old Days. 1978. Above: Golf Club, 1927.

Partnerships (continued)

Spotlight on Magnus Eliason

Magnus Eliason was born June 21, 1911 in the Arnes district of Manitoba to Icelandic pioneer parents. Greatly influenced by their liberal political views, Eliason became involved in politics and was a founding member and organizer of the Co-operative Commonweath Foundation (CCF), forerunner of the New Democratic Party of Canada (NDP).



Magnus Eliason
1971

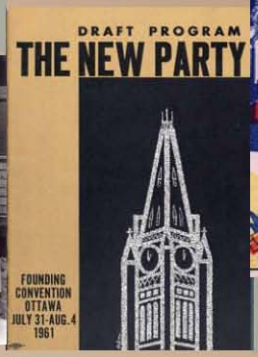
During his career, he met and worked with J. S. Woodsworth, Tommy Douglas and Stanley Knowles, well known figures in the Canadian social democratic movement. After a number of unsuccessful campaigns for public office for both the CCF and the NDP, Eliason was elected in 1968 to Winnipeg City Council as Councillor for Ward 2. Except for the years 1971-1974 and 1977-1980, Eliason served on Council until his retirement in 1989. Of his time in civic politics, Eliason was most satisfied by his work on low-income housing and the preservation of heritage buildings. Magnus Eliason died on November 11, 2005.

The Magnus Eliason Collection was received by the City of Winnipeg Archives in 2006 and 2007. The bulk of the collection was transferred from the Archives of Manitoba, which had acquired the records from Eliason prior to establishment of the City's archival program. The balance of the collection was received in 2007 from the Eliason estate.

The Magnus Eliason Collection is significant because it is the Archives' first major acquisition of the papers of a civic politician. Eliason's collection reflects the varied nature of his interests and captures many aspects of life in Winnipeg and the politics of western Canada – in particular, early development of the social democratic movement in Canada. The Archives also has the papers of former civic politician Greg Selinger and the papers of *Winnipeg into the Nineties*, a coalition of civic politicians active from 1989 until 1996.

Delegates, National Convention, Canadian Federation of the Blind, 1949. Eliason, top row at right, was born with 10% normal vision.







Left: New Party Convention Program (forerunner of the New Democratic Party of Canada), 1961;
Above: CCF election handbill, circa 1950's.

Service Statistics

The following tables contain statistical data compiled by the Archives and Records Control Branch.

Service Statistics for 2007 have been reorganized to reflect operational changes implemented by the Branch this past year – statistics for Public Services and for Corporate Records Centre Services (Internal) are shown in separate tables. Statistics were captured in a variety of reporting tools developed by staff to track service delivery levels for Branch programs.

Public Services (2003-2007)					
	2003	2004	2005	2006	2007
Research Visits (in person)	794	542	841	1170	1270
Requests for Information/Research (e-mail; mail; telephone)	494	609	675	774	661 *
Record Retrievals	--	--	--	--	1437
Copies Prepared **	--	--	--	--	1020
Archival Acquisitions (in cubic feet)	--	--	--		16

* Previously, this figure included departmental requests for record retrievals as well as requests from in-person researchers. Departmental record retrievals are now shown under Corporate Records Centre Services and the figure shown here reflects public use of the archival collection.

** Includes photocopies of records and prints of photographs and plans.

Public Outreach Services (2003-2007)					
	2003	2004	2005	2006	2007
Publications	1	2	5	2	2
Archival Exhibits	4	4	10	3	5
Lectures/Speaking Engagements	3	8	8	4	6
Tours of the Archives (380 William Avenue)	4	7	10	11	13

Corporate Records Centre Services (Internal)	
	2007
Transfers (in cubic feet)	3315
Regular Retrievals	813
Rush Retrievals	84
Re-files	156
Destruction (in cubic feet)	633
Withdrawals (in cubic feet)	261

Service Statistics (continued)

The City Clerk's Department reports to the Province of Manitoba's Information and Privacy Policy Secretariat each calendar year regarding any FIPPA activity undertaken by the City of Winnipeg.

FIPPA Services (2003-2007)
(internal statistics compiled by the City Clerk's Department)

	2003	2004	2005	2006	2007
Total Requests Processed	204	312	288	228	177 *
Requests Granted In Full	61	118	89	59	37
Requests Granted In Part	91	87	95	125	88
Requests Denied (as per relevant exception to disclosure section of the *Act*)	30	60	40	21	28
Requests Denied (record does not exist)	22	38	48	22	19
Refused to Confirm or Deny Existence of a Record	0	0	1	0	1
Repetitive/Incomprehensible/Already Provided/Publicly Available	0	9	15	6	1
Pending	0	0	0	0	3
Appeals made under FIPPA	16	26	19	10	10
Appeals made under PHIA (Personal Health Information Act)	1	3	0	0	0

- The City assigned tracking numbers to a total of 184 FIPPA requests in 2007. Of these, six were later withdrawn and one was transferred to another public body.

Service Statistics (continued)

Annual Number of FIPPA Requests per City Department *(in order of frequency)*	
Total Number of FIPPA Requests in 2007	**194 ***
Winnipeg Police Service	63
Fire Paramedic Service	58
Planning, Property and Development	15
Community Services	11
Mayor's Office	8
City Clerk's	7
Corporate Finance	6
Public Works	6
Transit	6
Water and Waste	5
CAO Secretariat	3
Corporate Services	3
EPC Secretariat	2
Assessment and Taxation *(formerly Property Assessment)*	1
Audit	0

* The City assigned tracking numbers to a total of 184 FIPPA requests in 2007. Of these, six were later withdrawn, one was transferred to another public body, and some requests were sent to more than one department.

FIPPA Departmental Contacts *(as at December 31, 2007)*

Assessment and Taxation	Mel Chambers
Audit	Donna Woytowich
CAO Secretariat	Pamela Langstaff
City Clerk's	Danielle Caron
Community Services	Kathy Knudsen
EPC Secretariat	Brad Salyn
Fire Paramedic Service	Michelle Weimer
Internal Services	David Laird
Mayor's Office	Sherwood Armbruster
Planning, Property and Development	Brenda Ford
Public Works	Bob MacDonald
Transit	Rick Wilson *(commencing January 2008)*
Water and Waste	Tamara Siemens
Winnipeg Police Service	Norma Danylyshen

2007 Annual Report of the Records Committee

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