Agenda – Executive Policy Committee – May 6, 2009

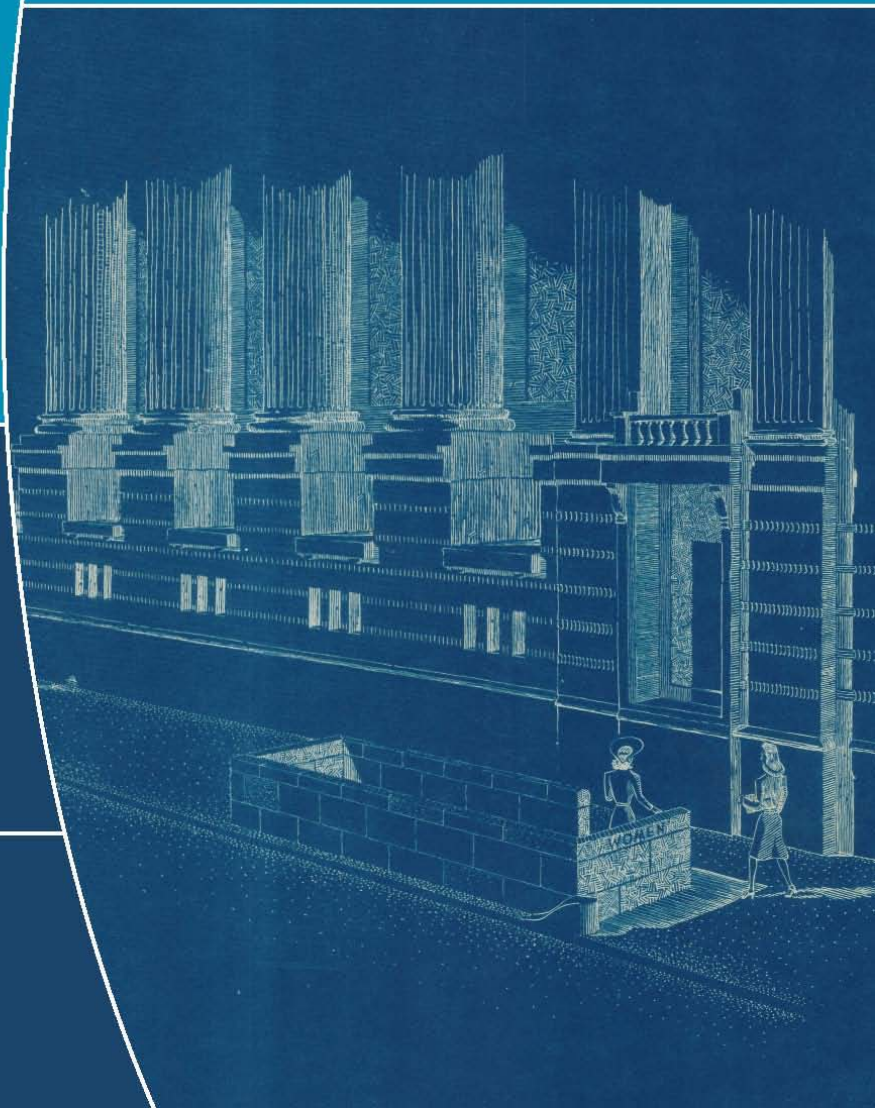
REPORTS

Item No. 1 Records Committee – 2008 Annual Report
File GK-8

The Records Committee submitted its 2008 Annual Report to the Executive Policy Committee for information.

2008 Annual Report

The City of Winnipeg Records Committee



Message from Jody Baltessen, Records Committee Chairperson

It is my pleasure to report on the City's Archives and Records Management programs for 2008.

During 2008, the Archives and Records Control Branch managed existing programs and delivered services to a growing client base. Major initiatives for the year were:

- implementing the Records Management By-Law
- managing facility issues
- care and control of core archival collections
- assessing the performance of electronic document management software

Given that an increasing number of requests received by records management staff relate to the care of operational records with archival value, the Branch designed a number of project-based partnerships that enabled both the Branch and its departmental partners to leverage resources and move forward in key areas. Significant projects with Water and Waste, Planning Property and Development, and Taxation/Finance resulted in improved control over records and the mass transfer of plans to the Corporate Records Centre at 311 Ross. These projects indicate progress in implementing the Records Management By-Law and in the application of appropriate record keeping practices in civic departments. They also signal to the City that as departments adopt electronic systems, they must plan strategically to manage and maintain operational records in a variety of formats and media. Branch staff will continue to support departments working through this process.

As in past years, facility management issues proved an ongoing challenge. At 380 William, two construction projects got underway in September. Exterior work to waterproof the foundation was close to completion by the end of the year – grading, landscaping and repairs to the parking lot will be done after spring thaw. This work was identified in an engineers report commissioned by the City in 2005. Further construction to improve the structural integrity of the building and to address accessibility issues is anticipated. Inside the building, renovation of both main floor public washrooms was ongoing at year end.

While service disruptions at 380 William were kept to a minimum during construction, an accident at 311 Ross in August caused major water damage to a third floor storage area. As a result, over 400 boxes of records were removed and treated and clean-up of the affected area required the temporary removal of shelving. The area was back in service by year end and treated records will be returned to storage in early 2009. Despite this set-back, the Branch was able to inventory and hang fine and documentary art works in the art storage area on the third floor, as well as oversee the installation of a UV light and dust barrier around these specialized storage units.

Progress in the care and control of core archival collections was made possible this year through a grant from the Heritage Grants Advisory Council – over 140 boxes of records of the former City of St. Boniface were appraised, rehoused and described by a contract archivist. Research tools created through this process facilitate access by staff and researchers alike. Staff will continue to look for ways to reduce the processing backlog.

In 2008, the City purchased and installed Hummingbird/ OpenText software in pilot projects in several departments. These pilots were expected to provide data and experience to prepare a corporate business case for electronic document management, but results were inconsistent as problems with compatibility and integration with existing hardware and software hampered performance. Regardless, the integration of electronic document and records management software into City business processes is ongoing and Archives and Records Control staff are involved in a number of departmental initiatives, responding to questions and requests for advice.

Along with these projects and initiatives, Archives' staff continued to engage with the public by providing tours, research orientations, presentations to special interest groups like the Manitoba Historical Society, and by responding to citizen requests for information from the archival collection. As well, the Archives was host to over forty invited guests as filmmaker Paula Kelly launched the film *Souvenirs* created during her six months as Artist-in-Residence at the Archives.

In addition to program responsibilities, Branch staff were involved in the preparation and delivery of a school trustee by-election for Seven Oaks School Division in June and in preliminary preparations for a councillor by-election coming up in March of 2009.

In October, the Branch was pleased to welcome Scott Reid as Senior Records Manager. Scott joined the Branch in October, bringing with him a wealth of experience in both records management and archives. His arrival filled the vacancy left by the resignation of Cynthia Kent in March of last year.

Finally, as Chairperson of the Records Committee, I am pleased to welcome Elizabeth Blight as our new citizen member. Ms. Blight is the Head of Still Images at the Archives of Manitoba and has served on a number of boards and association executives in Winnipeg. She replaces outgoing citizen member Rod Sasaki, whose two year term came to a close in December. Our thanks to Mr. Sasaki for his participation on the Records Committee.

On behalf of the Records Committee, I look forward to another challenging and productive year.

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 Section 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.

Composition

The Records Committee is comprised of seven members, namely:

- the City Records Manager/Archivist (or designate) to serve as 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.

Role and Mandate

Under Section 110 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.

Members (for the year 2008)

Winnipeg Public Service Representatives:

Jody Baltessen, *City Records Manager/Archivist*

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)*

Citizen Representatives:

Dr. Tom Nesmith

Rod Sasaki

Acknowledgements

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

- The staff at the Archives and Records Control Branch for their ongoing effort and achievements in 2008
- 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 Corporate Records Centre at 311 Ross
- Planning, Property and Development staff for overseeing two major construction projects at 380 William

Archives and Records Control Branch Staff

(as at December 31, 2008)

City Records Manager/Archivist	Jody Baltessen
Senior Records Manager	Scott Reid
Records Manager	Don Kroeker
Senior Archivist	Vacant
Archivist	Martin Comeau
Senior Clerk	Jeanne Gobeil
Clerk	Sallie Caufield
Clerk	Lynne Foster
Clerk	Evelyn West

Departmental Records Coordinators

City Clerk's	Scott Reid
City Clerk's	Don Kroeker
Winnipeg Police Service	Norma Danylyshen
Planning, Property and Development	Brenda Ford
Community Services	Maureen Purdy
Water and Waste	Alan Neyedly
Public Works	Vacant
Winnipeg Civic Employees' Benefits Board	Trinity Willetts

Extinct but not forgotten







In 1876, Winnipeg City Council assembled a number of items considered important to the City that year. These were placed inside a metal casket and sealed into the cornerstone of the first City Hall – then under construction. Among the contents was a small bottle containing 8 grasshopper specimens. The bottle – as well as other items from the casket – are among the more curious items held by the Archives.

In May of 2008, a biologist studying an extinct species of grasshopper requested permission to extract DNA from these specimens. Given that the bottle is an important City artifact, the Archives had a conservator remove the wax seal and cork stopper and place the grasshopper remains in specimen jars. Once samples were taken, the bottle was cleaned and restored – complete with specimens – and returned to the display case at 380 William.

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

- Manitoba Historical Society tours 380 William

▶ March/April

- Global Preservation Assessment of Corporate Records Centre facility at 311 Ross

▶ May/June

- Extraction of DNA from grasshopper specimens
- Archives participates in Doors Open Winnipeg
- By-Election in Seven Oaks School Division
- Partnership with Taxation/Finance underway

▶ July/August

- Refurbished three mayoralty portraits painted by Victor Long (circa 1905)
- Water damage at 311 Ross
- HGAC grant project underway

▶ September/October

- Archives hosts Artist-in-Residence film launch at 380 William
- Interior and exterior construction projects underway at 380 William
- New Senior Records Manager joins Branch



Foundation waterproofing project at 380 William.

▶ November/December

- Art Work Inventory project underway
- Archives' calendar published
- CCA grant project underway



Prepping art work.



Installed art works.

Year in Review

Corporate Records Centre Program

2008 was the first full year of operation for the Corporate Records Centre at 311 Ross. As departments began to make use of program services – record transfers, retrieval/delivery, certified destruction – Branch staff noted an increase in demand for storage space for plans, drawings and oversized records.



Water damaged City Council portrait, 1897 (restored).

While Records Centre operations ran smoothly throughout the year, a major disruption occurred in August when contractors working on the fourth floor of the building broke a water pipe and significant water damage was sustained in a Records Centre storage area. A total of 439 water damaged boxes of records removed for specialized treatment were returned to the Records Centre in late September. These will be put back in their original shelving locations in early 2009, as repairs to the ceiling, floors and walls in the affected area were not completed until late November. Quick work by Branch staff, PP&D staff and contract movers onsite at the time of the incident limited the extent of damage sustained and demonstrated the Branch's emergency response capabilities.

Records and Information Management Training/Education

Each year, Branch staff work as guest trainers with Corporate Education to develop and deliver Records Management training to City staff. In 2008, 21 staff from various departments attended courses on Basic Records Management, Fundamentals of Managing Electronic Records and Email, Designing a Filing System that Works, and Records Management for Leaders.

Departmental Records Management Programs

Archives and Records Management staff continued to work with City departments to strengthen records management programs and design partnerships to address record keeping issues.

Electronic Recordkeeping

Several pilots using *Hummingbird/OpenText* software were undertaken during 2008. City Clerks pilot encountered a number of problems related to software compatibility and vendor support. Further decisions regarding this software are pending, as information on the experience of pilots in other City departments is assessed.

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

A total of 213 citizen requests under FIPPA were filed in 2008 (please refer to Service Statistics for details). While up from the 177 citizen requests received last year, FIPPA requests remain low in volume when compared with the number of information requests completed by staff in City offices, departments and via web applications.

FIPPA training courses are offered to City staff through Corporate Education. In 2008, 84 employees attended these courses.

Fine and Documentary Art



Crated art work.

In 2005, a City-owned portrait of American philanthropist Andrew Carnegie was refurbished and hung in the newly-opened Millennium Library. The City had commissioned the portrait in 1905 to recognize Carnegie's significant role in financing the construction of Winnipeg's first free public library.

The Carnegie portrait is just one of many works of art owned by the City. Some pieces result from commissions, such as the portraits of former mayors on exhibit in the hallway around the Council Chamber. Many others – portraits, commemorative works, photographs, collages, landscapes and framed items – were given to the City by visiting delegations or to mark a significant occasion. The collection as a whole is held in trust by the City for the citizens of Winnipeg.

In November, the Branch hired two interns to inventory, clean and hang 320 items, some of which were packed in wooden crates and had not been seen in decades. The collection is now in appropriate storage, protected from UV light and residual dust by a drapery barrier, and can easily be viewed.

Challenges Ahead

Core Archival Collections

Among the challenges faced by the Archives are the physical condition and the level of control over core archival collections. This includes records of the cities and municipalities that amalgamated in 1971 to form Unicity. Many of these records were received as huge transfers during the 1970's and 1980's and are difficult to use for research purposes. To date, two collections have been brought under archival control – the Town of Brooklands and the City of St. Boniface. The extent, condition and method of organization of records from each of these cities/municipalities are different and bringing the remaining eleven under archival control must be done on a project-by-project basis, as resources allow. As these records are processed, the archival collection will better support research into the history and development of all areas within the City of Winnipeg.

Records brought under archival control this year:

- City of St. Boniface (1880-1971)
- Civic Charities Endorsement Bureau (1927-1964)
- St. James – Winnipeg Airport Commission (1938-1965)
- Winnipeg into the Nineties (1989-1996)



City Crest, St. Boniface

Electronic Recordkeeping

As the adoption of electronic systems accelerates, Branch staff will be challenged to keep pace with requests for advice regarding the integration of recordkeeping principles into the electronic environment, and with demands on space and resources to manage operational and archival records created in systems superseded by process change.

Archives and Records Control Information Technology

The Branch has begun to identify needs for software and hardware infrastructure to advance both records management and archives programs. For the Corporate Records Centre, records centre management software would facilitate tracking of physical inventory and available storage space, as well as streamline and rationalize the cost recovery process. For the archival program, an online database to hold standardized descriptions of both archival and corporate records would allow direct single point access to the City's information resources to citizens and City staff alike.

Partnerships

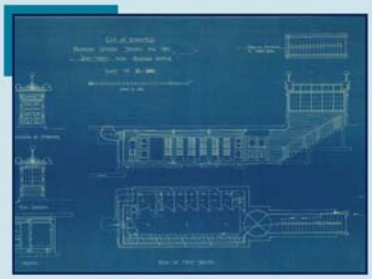
Planning Property and Development (PP&D)



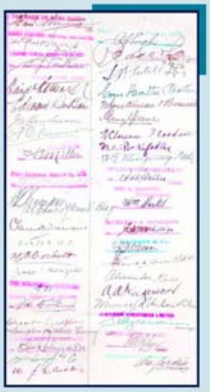
Open shelving of architectural plans prior to inventory and rehousing project.

Since 1900, the City has required anyone constructing a new building or significantly renovating an existing building to apply for a permit authorizing the work. As part of the permit application process, builders must submit "drawings in blue or white print to scale, fully dimensioned, accurately figured, explicit and complete." The City maintains these architectural plans as operational records for the life of the building.

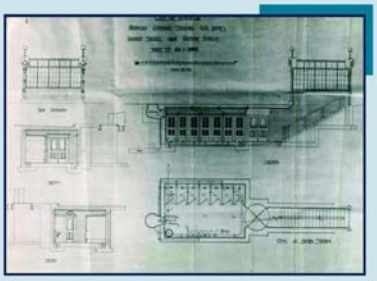
In 2008, PP&D staff inventoried and boxed 11,000 plans in open storage at 380 William – 345 boxes of plans were then transferred to the Corporate Records Centre at 311 Ross. Through this process, 400 architectural plans for demolished buildings were identified and transferred to the Archives. Plans included in this transfer date from 1900-1954, are typically hand-rendered and include street elevations for the proposed building – elevations are often selected for framing and exhibition. In addition to their aesthetic qualities, these plans are in demand for research use by academics and students in such fields as architecture, history, environmental planning and urban studies. Notable plans include the Eaton's store on Portage Avenue, the Merchant's Bank on Lombard Avenue, Osborne Stadium, the old Children's Hospital at Redwood and Aberdeen, as well as plans for a variety of schools, theatres, factories and unique civic structures like comfort stations (public washrooms) that have vanished from the built environment.



City of Winnipeg proposed comfort station for men, Fort Street near Portage Avenue - 1903.



Petition to stop construction of comfort station, 1914.



Detail, proposed comfort station for ladies, 1904.

Partnerships cont'd

Heritage Grants Advisory Council and Canadian Council of Archives

In 2008, the former City of St. Boniface celebrated its 100th anniversary. With a grant from the Heritage Grants Advisory Council (HGAC), the Archives hired a contract archivist to appraise, rehouse and describe 140 cubic feet of records of the former City. In conjunction with this project, the Archives is digitizing St. Boniface Council minutes for the years 1880-1924. The digitization project was made possible by a grant from the Canadian Council on Archives (CCA).



Nearing completion, appraised, rehoused and described records of the former City of St. Boniface.

Water and Waste

In 2008, Water and Waste staff began work on a project to inventory, box and transfer approximately 54,000 drawings/plans from all former municipalities in the Greater Winnipeg area, some dating from as early as the 1890's for the City of Winnipeg proper. These stamped as-built drawings/plans record development, construction and ongoing maintenance of various facilities, including the Shoal Lake Aqueduct. An initial transfer of 30 boxes was received at the Corporate Records Centre in December.

Taxation/Finance

Archives and Taxation/Finance staff designed a project to address problems accessing non-current City of Winnipeg tax information from records stored at 380 William. The records consist of 2078 oversized bound volumes and computer printouts that provide a comprehensive record of taxable property and business rental value within the City of Winnipeg and amalgamating municipalities from 1874 to 1992. These records are a valuable research tool for community history and for the resolution of tax claims.

As a result of this partnership, an accurate list of holdings was created, volumes were barcoded and reshelved to facilitate retrieval, and a comprehensive history of the assessment/taxation function in the City of Winnipeg was researched and written.

Association for Manitoba Archives

Now that 311 Ross is up and running and holds a considerable volume of City records, the Archives requested an update to the Global Preservation Assessment (GPA) conducted in 2002 on the facility at 380 William. The assessment was done in March, at no cost to the Archives, by a contract conservator working for the Association for Manitoba Archives (AMA). Her report contained eight recommendations for facility improvements, four of which were done this year.

As a member of the AMA, the Archives is able to participate in a variety of AMA programs developed in consultation with member archives and is eligible to apply for Canadian Council of Archives grants administered in Manitoba by the AMA.

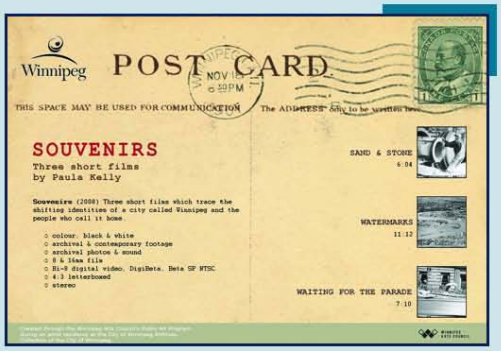
Partnerships cont'd

Winnipeg Arts Council: Public Arts Program

Local filmmaker Paula Kelly's term as Artist-in-Residence ended in September with a public screening of three short documentary films. These films make use of textual, photographic, audio and visual records held by the City, as well as a number of newly created records that capture the stories of residents and retired City employees interviewed by Ms Kelly during the course of her residency. Collectively titled *Souvenirs*, these films reveal three dominant themes in Winnipeg history:

- *Sand and Stone* (6 min.) – the City under construction;
- *Watermarks* (10 min.) – the City in its environment;
- *Waiting for the Parade* (7 min.) – the City imagining itself.

The films can be viewed at the Archives, as well as on the Archives website. Distribution of the films will be managed by the Winnipeg Film Group. The project was fully funded by the Winnipeg Arts Council as part of its Public Art Program.



Souvenirs web page.

Records Make a Difference

Regarding Augustine United Church, the Congregation recently upgraded the building's heating system. This was a massive undertaking both financially and technically.

The Contractor requested mechanical drawings of the existing system as these would result in many efficiencies. Unfortunately, copies of these drawings had not been kept by the Church and the originals were known to have been lost.

Using other Congregational records, we determined that the boilers were installed in 1985. Through PP&D, the Congregation was then able to get copies of drawings filed during the permit application process. Members of the Building Committee were very pleased with the prompt and courteous service provided.

Conference Archivist - United Church

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 11 donations from individuals in 2008, including photographs, post cards, publications and memorabilia relating to various aspects of life in Winnipeg. In particular, the Archives was pleased to receive the Owen Clark Collection. This unique set of records reveals Winnipeg's rich musical heritage and contains many rare interior images of venues at the heart of the jazz and dance hall scene.

These images are significant in that interior shots are rare at best, and because many of the buildings that housed these clubs and dance venues have been demolished. In addition to photographs, the collection contains recorded music and interviews with Winnipeg musicians whose memories and recollections are featured in Clark's 2008 publication Musical Ghosts: Manitoba's Jazz and Dance Bands, 1914-1966.

The Archives is grateful to all who donated materials in 2008. Tax receipts may be issued for some donations, depending on their value. For information regarding donations, please contact Jody Baltessen, City Records Manager/Archivist.

Hinton Collection



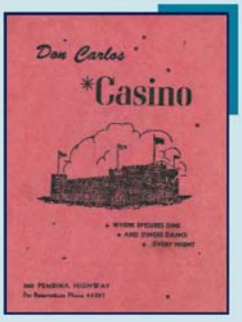


Owen Clark Collection





L-R: Owen Clark & Roy Petty, Chan's Moon Room, 426 Main Street, ca. 1963.



Service Statistics

Service Statistics for 2008 reflect operational activities undertaken by the Branch this past year. Statistics were captured in a variety of reporting tools developed by staff to track service delivery levels for Branch programs.

Researcher Services, 2004 - 2008

Year	Reasearch Visits (In Person)	Requests for Information/Research (Via Mail, E-Mail and Telephone)	Record Retrievals*	Copies Prepared**	Acquisitions***
2004	542	609			
2005	841	675			
2006	1170	774			
2007	1270	661	1437	1020	16
2008	1298	705	1842	1460	114

* *Prior to 2007, this figure included departmental requests for record retrievals as well as requests by researchers. Departmental record retrievals are now shown under 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.*

*** *In cubic feet.*

Outreach Services, 2004 - 2008

Year	Publications	Archival Exhibits	Lectures/Speaking Engagements	Archives Tours
2004	2	4	8	7
2005	5	10	8	10
2006	2	3	4	11
2007	2	5	6	13
2008	2	2	7	9

Records Centre Services, 2007 - 2008*

Year	Transfers**	Regular Retrievals	Rush Retrievals	Refiles	Destruction**	Withdrawals**
2007	3315	813	84		633	261
2008	1357	1025	69	564	462	64

* *Statistics for services provided to City departments under the Corporate Records Centre Program that came into effect on January 1, 2007.*

** *In cubic feet.*

FIPPA Services, 2004 - 2008

Internal Statistics compiled by City Clerk's Department

	2004	2005	2006	2007	2008
Total Requests Processed*	312	288	228	177	213
Granted in Full	118	89	59	37	90
Granted in Part	87	95	125	88	69
Denied	60	40	21	28	29
Denied – Record does not Exist	38	48	22	19	13
Refused to Confirm or Deny Existence of a Record	0	1	0	1	2
Repetitive/Incomprehensible/Already Provided/Publicly Available	9	15	6	1	2
Pending				3	8
Appeals made under FIPPA	26	19	10	10	2
Appeals made under PHIA	3	0	0	0	0

* *The City assigned tracking numbers to a total of 246 FIPPA requests in 2008. Of these, 31 were later withdrawn and 2 were transferred to another public body, leaving 213 that required response.*

FIPPA Requests by Departments, 2008

Department	Number of Requests*
Assessment & Taxation	1
Audit	0
CAO Secretariat	2
City Clerk's	25
Community Services	9
Corporate Finance/Internal Services	20
EPC Secretariat	1
Fire Paramedic Service	65
Mayor's Office	5
Planning, Property and Development	14
Public Works	11
Transit	4
Water and Waste	5
Winnipeg Police Services	101

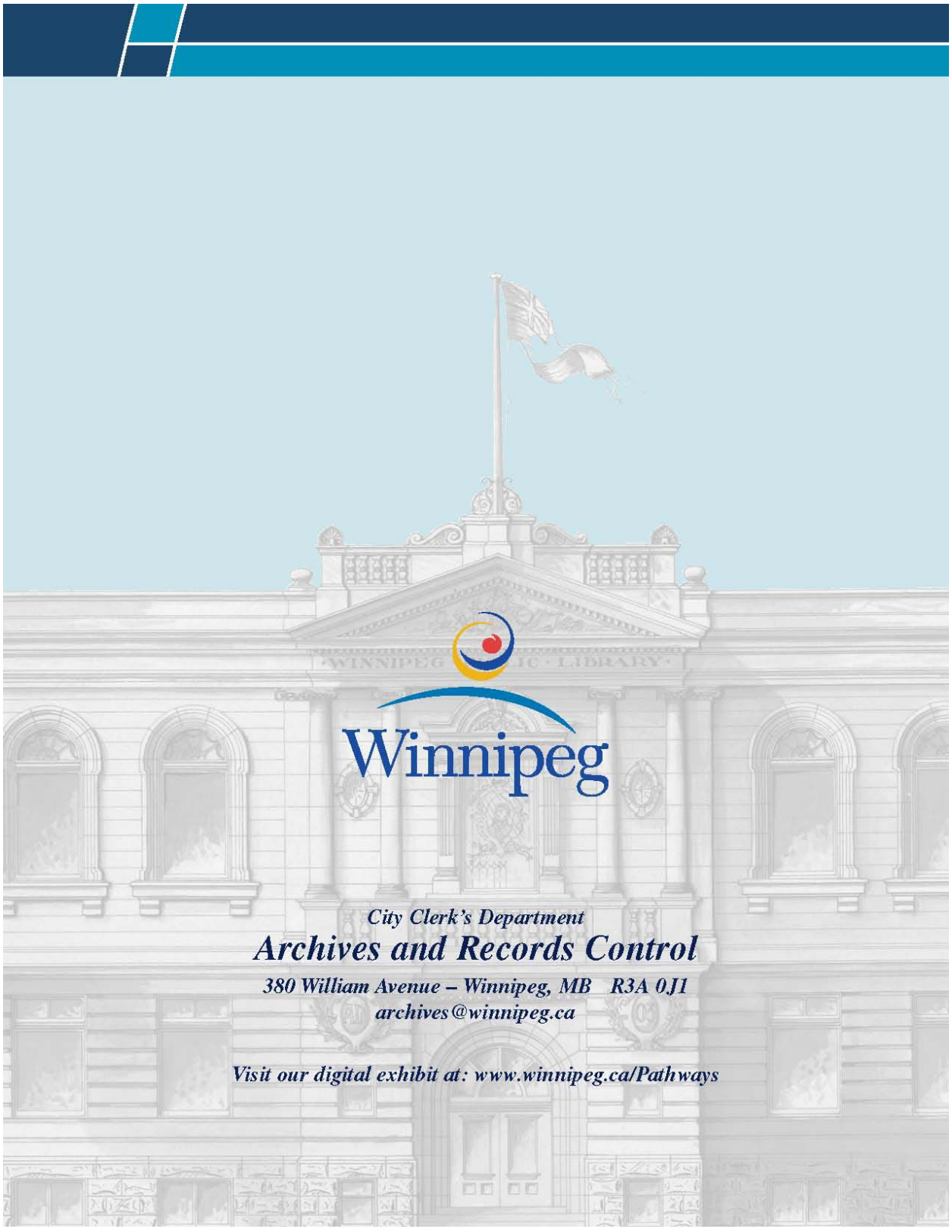
**The column total for Number of Requests – 263 - includes withdrawn and transferred requests and reflects the fact that some requests are sent to more than one Department.*

FIPPA Contacts (as at December 31, 2008)

Audit	Donna Woytowich
CAO Secretariat	Pamela Langstaff
City Clerk's	Danielle Caron
Community Services	Kathy Knudsen
Corporate Services	David Laird
EPC Secretariat	Brad Salyn
Fire Paramedic Services	Michelle Weimer
Mayor's Office	Ryan Craig
Planning, Property and Development	Brenda Ford
Property Assessment	Nelson Karpa
Public Works	Bob MacDonald
Transit	Paul Olafson
Water and Waste	Tamara Siemens
Winnipeg Police Service	Norma Danylyshen

Photos from 2009 City of Winnipeg Archives Calendar





City Clerk's Department

Archives and Records Control

380 William Avenue – Winnipeg, MB R3A 0J1

archives@winnipeg.ca

Visit our digital exhibit at: www.winnipeg.ca/Pathways