and, accordingly, it engaged in consultations with the provinces on a range of subjects to ensure that their interests would be taken into account and that they would be aware of federal government positions. As an additional measure to keep provinces informed about international developments of interest to them, many reports from External Affairs posts abroad were forwarded to them on a regular basis.

Federal-provincial co-ordination included facilitating provincial participation in multilateral institutions and in international economic, trade, educational, social, cultural, environmental and immigration affairs, and also liaison with provincial offices abroad. The Department's communications network was available to the provinces so that they could have rapid access to the services offered by posts abroad.

In addition, the Department helped to arrange visits abroad of provincial ministers and delegations. Visits of foreign delegations wishing to meet provincial officials and businessmen were facilitated.

Protocol services and diplomatic, consular and other representatives in Canada

During the past year Canada had diplomatic relations with 140 countries. They were represented in Ottawa by 74 resident and 30 non-resident ambassadors, and 23 resident and 13 non-resident high commissioners. Other representational offices in Canada are the International Civil Aviation Organization with representatives from 47 countries, the Delegation of the Commission for the European Communities, the International Labour Organization, the UN High Commission for Refugees, the UN Centre for Human Settlements (Habitat), the Northwest Atlantic Fisheries Organization and the International Atomic Energy Agency.

During 1983-84, the Department's Protocol Branch maintained liaison with all these missions and provided services and advice in accordance with Canada's obligations under international agreements and Canadian laws and regulations. The Branch was responsible for the physical protection of diplomatic and consular representatives and premises, the accreditation arrangements of foreign and Canadian heads of posts and the ceremonial aspects of state visits to Canada. It also oversaw the privileges and immunities of the 795 consular represestatives and 285 representatives of international organizations, and their families and servants. When foreign representatives first arrived in Canada, the Protocol Branch helped them to understand Canadian customs, laws and regulations.

Protocol was responsible for welcoming foreign visitors and providing the logistic and administrative support for their official visits. In 1983-84 these official visitors included the Presidents of Egypt, the Ivory Coast, and Senegal; the Vice-President of the United States; the Prime Ministers of Greece, Australia, Bahamas, Zimbabwe, and Britain; and the ministers of foreign affairs of 11 countries.

Protocol also co-ordinated travel arrangements for the Governor General's visits to the Federal Republic of Germany and to the United Nations; the Prime Minister's visits to 24 countries including visits to the UN in New York, the Economic Summit in New Delhi, and numerous meetings in Washington; the visits to 20 countries by the Secretary of State for External Affairs, including visits to the UN and the Economic Summit; and the visits to some 35 countries by the ministers attached to the Department of External Affairs.

The Office of Protocol also administered the official Government Guest House in Ottawa and managed an official hospitality facility at headquarters. During the year 11 259 guests were entertained in these facilities.

Communications, information retrieval and library

The Communications and General Services Bureau was responsible for the Department's telecommunications system around the world, and records management, library services, word processing services, and office accommodation and furnishing for headquarters. The Communications Centre transmitted more than 1.3 billion words in 7.7 million messages during the year, in the service of the Department and other government departments with offices or interests around the world. During the year, technological and other improvements were made in all aspects of communications to ensure that the Department secured the benefits of the latest innovations in this area. Similarly, computerization in library services, further development of automation in records management, and extension of word processing strengthened the support services of the Department. With the expansion of the Department described earlier in this report, the library experienced a growing demand for all of its services. The reference collection doubled in size to support the information requirements of trade and commerce interests, including the documents of the international development banks. The interior reconfiguration of headquarters, the Lester B. Pearson Building, was continued in order to provide accommodation for the newly integrated trade component of the Department.

The library continued its long-term plans to automate its database on Canada's bilateral relations, the card catalogue, serials check-in and distribution procedures, and acquisitions and fund accounting procedures. In July 1983, the first printout from the automated data-base on Canada's bilateral relations was issued in two volumes. The other automated procedures mentioned above, except for the serials system, commenced operating in February 1984. The library was invited to be the Canadian test site for the automated public access catalogue. The testing and further development of the catalogue software is expected to terminate by the end of 1984, at which time the library will inherit a fully automated public access catalogue.

Security and intelligence

The Intelligence Analysis and Security Bureau was responsible for the physical security of documents and communications and the safety of personnel both at headquarters and at posts abroad. It was also responsible for international terrorism matters and emergency preparedness.

The Bureau and the Economic Intelligence Bureau collected and analyzed political and economic intelligence from many sources to assist in the development of policy on matters affecting Canadian interests.

Personnel

The Personnel Branch was responsible for the recruitment, assignment, remuneration and working conditions of the Department's 4 189 Canadian employees, 2 812 of whom were in the rotational foreign service and 1 377 in the non-