



POSITION SUMMARY – INFORMATION AND PRIVACY ARCHIVIST

Under the direction of the University Archivist and Coordinator of Information and Privacy and in consultation with university departments and Archives' staff, advances the continued development, implementation, and maintenance of an effective access and privacy program by processing access to information requests; responding to requests for review and privacy complaints made to the Office of the Information and Privacy Commissioner; designing and delivering access and privacy advisory services, education, and training; undertaking information management policy analysis and development; and delivering archival reference services to the Department's research clientele.

As an integral member of the Archives team, is an active participant in Archives' day to day projects, responsibilities and deliverables. Contributes to the success of a collaborative environment in recognition of the integrated nature of the Archives' three program areas (archives, records management, administration of privacy and access legislation) all of which are tied together by the concept of the record as a vital institutional asset that adds value to the university when managed effectively, but exposes the university to increased costs, risks and liabilities when managed poorly.

DUTIES AND RESPONSIBILITIES

*Access to Information Requests

Coordinates and answers access to information requests received from applicants inside and outside the university, using established processes and according to the provisions of FIPPA, in order to fulfill the university's legal obligation to provide public access to information in the custody or under the control of the institution subject to the application of exceptions to the right of access.

- Evaluates jurisdiction to decide when FIPPA applies.
- Conducts preliminary reviews of records to determine if they are routinely releasable or should be formally processed under FIPPA.
- Monitors and tracks access requests to comply with legislated time limits.
- Assists and communicates with applicants verbally and in writing to: 1) clarify and narrow the scope of requests, 2) as appropriate, send various notices about the progress and status of requests, and 3) provide an access decision.
- Advises departments that are involved in responding to an access request about how to provide appropriate and timely access to information.
- Coordinates the search, retrieval, and production of records in and across departments, which respond to access requests.

* The successful candidate will have a particular interest in the processing of access to information requests.

- Reviews records and applies exceptions to the right of access in accordance with FIPPA, its regulations, other relevant legislation and authorities, as well as university policy.
- Keeps a complete and accurate record of access decisions, including: 1) all background research, 2) consultations, 3) interpretive analysis, and 4) reasons for access recommendations and decisions to support and defend the university's rights.
- Severs and prepares records to remove excepted information prior to disclosure.
- Conducts third party notifications and consultations.
- Sets and/or negotiates fees for locating, retrieving, and producing records; preparing records for disclosure; shipping and handling of the records; and providing copies of the records.
- Documents the case in an automated access request tracking system.
- Establishes categories of records that are in the custody or under the control of the university and are available to the public without a request for access under FIPPA.
- Responds to and conducts research on a wide range of access to information related matters.

Promotion and Protection of Privacy

Coordinates activities relating to the protection of personal information collected, used, maintained, and disclosed by academic and administrative departments and programs and belonging to staff, faculty, students, alumni and members of the general public to ensure the university is in compliance with its legal obligations.

- Advises on, reviews, and recommends for approval Privacy Impact Assessments (PIAs) conducted for new or redesigned university business processes and information technology systems so as to eliminate or reduce potential privacy risks.
- Identifies all of the personal information related to a university business process, program, or service and understands how that information is collected, used and disclosed.
- Anticipates recordkeeping and privacy requirements that grow out of new or redesigned university business processes and information technology systems.
- Responds to privacy breaches and privacy complaints in accordance with university procedures, including advising and assisting departments to resolve a breach or complaint, documenting the case, and maintaining an automated privacy breach tracking system.
- Conducts privacy compliance audits of university departments.
- Liaises with Information Technology Services on information security matters, policies, plans or initiatives to ensure compliance with FIPPA.

- Provides guidance to university departments on the collection, accuracy, correction, use, disclosure, protection, and disposal of personal information under the custody and control of the university.
- Prepares information sharing agreements involving personal information.
- Liaises with colleagues, legal counsel, staff, administrators, faculty, and the Office of the Information and Privacy Commissioner (OIPC) on privacy matters, complaints, investigations or appeals.
- Advises departments on how to provide individuals with appropriate and timely access to their own personal information.
- Promotes a culture of openness, transparency, and administrative fairness in university operations that is in balance with an informed respect for the confidentiality needs of the university and the privacy rights of staff, faculty, students, alumni, and members of the general public.
- Responds to and conducts research on a wide range of privacy related matters.

Requests for Review and Privacy Complaints Made to the OIPC

Supports the university when responding to requests for review of access decisions and complaints made to the Office of the Information and Privacy Commissioner (OIPC), following its mediation, inquiry or investigation process, to resolve the disagreement.

- Acts as the primary point of contact with the OIPC.
- Informs and advises relevant university officers and departments about the case.
- Engages in mediation with OIPC Portfolio Officers.
- With prior approval: 1) retains legal counsel to represent the university, 2) briefs and provides counsel with all documentation necessary to defend the institution's rights, and 3) assists counsel by reviewing and providing feedback on complainant and respondent submissions.
- Communicates, as appropriate, with the OIPC and complainant(s) verbally and in writing.
- Keeps a complete and accurate record of a case before the OIPC, including: 1) all background research, 2) consultations, 3) interpretive analysis 4) reasons for decisions, 5) submissions, 6) Order and Judicial Review (if applicable), and 7) compliance steps (if needed).
- Documents requests for review and access complaints in an automated access request tracking system.
- Documents privacy breaches and privacy complaints in an automated privacy breach tracking system.

Access and Privacy Advisory Services

Responds to employee questions about how FIPPA applies to specific academic and administrative functions and activities by: 1) gathering and understanding the facts and context of the inquiry, 2) researching, analyzing, interpreting, and applying relevant Acts, regulations, manuals, policies and

procedures, guidelines and other authorities, 3) considering current practice, and 4) providing a reasoned, practical solution to promote effective compliance with FIPPA.

- Answers questions from staff, administrators, faculty, students and the general public, verbally or in writing.
- Assists university departments in the handling of informal access requests.
- Advises on how university departments are to respond to privacy breaches.
- Advises university departments on the routine release of records and information.
- Advises university departments on fair information practices (collection, accuracy, correction, protection, use, disclosure and retention of personal information).
- Advises university departments and administrators on the access and privacy implications of new technologies and data processing systems.
- Analyzes data security and protection measures pursuant to FIPPA's requirements.
- Participates in stakeholder meetings and university committees to advise on access and privacy issues.
- Advises staff, administrators, and faculty on new and emerging issues relating to the administration of FIPPA in a university setting.

Education, Training and Outreach

Plans, delivers, and evaluates university-wide education and training on access and privacy to proactively promote employee compliance with FIPPA. Also plays a role in assisting and educating the Archives' research clientele on archival research methods, including how to define and perform appropriate search strategies, determine relevant sources, and locate, critically evaluate and ethically use archival materials in all formats.

- Advises staff, administrators, and faculty on new and emerging issues relating to access and privacy services in a university setting.
- Prepares orientation and training materials in the form of guidelines, articles, policies and procedures or manuals to be delivered through presentations, orientations, workshops, newsletters or online channels in order to increase clientele knowledge, expertise and competency in access and privacy matters.
- Guest lectures in undergraduate and graduate classes on access and privacy administration, archival science, records management, and digital preservation topics in support of the university's teaching and learning functions.
- Conducts customer satisfaction surveys by designing survey instruments and circulating them to the Archives' clientele to identify trends and strive for continuous improvement in all aspects of the Department's operations and services.
- Advises Archives' research clientele on privacy, confidentiality, and copyright restrictions as they apply to the access and use of archival materials.

- Advises university employees and administrators on the use of the Archives' holdings in the promotion and celebration of SFU's stories, achievements, legacy, and identity.
- Educates and advises Archives' clientele on the application of the Department's policies, procedures and standards.

Policy Development

Assists in the analysis and development of university as well as department operating policies and procedures with respect to access and privacy in particular and the Department's other program areas more generally.

- Conducts research, provides input, and makes recommendations to the University Archivist on the development of policies, procedures and standards relating to a multitude of records-related and administrative functions, including access, acquisition, appraisal, arrangement, description, authority control, communications, preservation, disposal, education, information technology management, intellectual property rights management, office administration, physical control, privacy protection, record-keeping systems design, reference, reproduction, and retention scheduling to ensure good record-keeping, long-term preservation of research holdings, and departmental accountability.
- Advises university officers and administrators regarding access and privacy implications on major university-wide policy issues.
- Advises university officers and administrators on the need for revised or new university-wide information policies.
- Participates in legislative reviews of FIPPA by identifying potential improvements to the language and the administration of the Act that would be in the best interests of the university, and drafting submissions to Government to lobby for such improvements.
- Ensures that policies, procedures and associated documents embody best practices and are compliant with professional ethics, legislation and related requirements, provincially, nationally and internationally.
- Improves access and privacy procedures and practices by assessing the performance of the existing program, identifying required changes and recommending actions to maximize operational performance.

Reference Service and Discovery

- Delivers client-oriented reference services to students, staff, faculty, visiting scholars, and members of the general public by conducting entry interviews (asking clear, concise and relevant questions) through various channels (email, telephone, in-person) to assess their instructional, informational, and research needs and to obtain sufficient information to provide clients with responsive resources and services.
- Maintains reference and use statistics by recording data in a database to promote both the security of the Archives' holdings and to identify reference and use trends that may be used to assess and improve program performance.
- Oversees digital reproduction requests by liaising with clientele, creating reproduction work orders and assigning work to administrative staff to ensure the accurate and timely processing of reproduction requests.

- Develops and maintains general research resources in the Archives' Reading Room, including the acquisition of essential general reference tools, the maintenance of authority files, the identification of complementary online resources, and the authoring of reference guides to enhance the Archives' ability to respond to the information needs of its clientele.
- Reviews and assists in the completion of research agreement applications by reviewing drafts, identifying sections in need of improvement, and answering questions posed by applicants to better promote access to and research use of university records subject to privacy restrictions.
- Responds to informal access requests made by the Archives' research clientele by reviewing archival records containing personal and confidential information, and applying departmental procedures and interpreting exceptions to access as delineated in FIPPA to ensure the university complies with its legal obligations under the Act.
- Advises Archives' research clientele on privacy, confidentiality, and copyright restrictions as they apply to the access and use of archival materials.

Records and Information Management

- Maintains the University's Directory of Personal Information Banks by ensuring that the entries and their accompanying descriptions are up-to-date, complete and accurate in order to comply with the university's legislated responsibility under FIPPA (s. 69(2)).
- Recommends changes in records management practices that enable compliance with access and privacy requirements.
- Provides input on records retention scheduling matters, especially as it relates to the retention and disposal of personal information.
- Identifies and describes categories of university records available without a formal request.

Human Resource Management

- Supervises students, volunteers, contract employees, and vendors as required by checking completion of assignments for satisfactory quantity and quality of work.
- Assists in the orientation and training of new staff by explaining university-specific requirements and expectations as well as department-specific workflows and policies and procedures to ensure departmental operations and services are delivered reliably and consistently.

Strategic Planning

- Contributes to departmental business and strategic planning by developing yearly work plans and project plans and identifying operations and services in need of improvement to ensure the Archives is always striving towards continuous improvement.
- Prepares reports required for planning and accountability.
- Collaborates with university departments and information management-related peers (e.g. SFU Library, IT Services, etc.) to develop holistic solutions to institutional records and information management needs.

General Duties and Responsibilities

- Consults and coordinates activities with staff responsible for the Department's other programs and administrative activities.
- Keeps abreast of new developments in the access and privacy discipline through reading professional literature (e.g., orders issued by Information and Privacy Commissioners, other related Canadian legislation, case law, etc.), and attending conferences, workshops, and seminars in order to keep knowledge and skills current.
- Provides service to professional communities by participating in professional associations and committees, and/or organizing conferences and events.
- Provides service to the university community by participating in standing and ad-hoc committees, working groups, celebratory and ceremonial functions, and/or governance opportunities.
- Liaises with colleagues within British Columbia and in other Canadian and international jurisdictions to exchange information on issues of mutual concern, and to develop proposals for harmonizing standards and best practices.
- Contributes to the development of professional knowledge by carrying out research, scholarly work, and innovative practice in the fields of access and privacy administration, archival science, records and information management, and digital preservation.
- Keeps abreast of information technology developments that may improve the delivery of the Department's programs and services.
- Performs other related duties as assigned.

REQUIRED KNOWLEDGE AND SKILLS

- A Master's degree in Archival Studies, Information Studies, Archival and Library Studies, or another graduate degree with an Archival Studies specialization, from a recognized university archival education program.
- Comprehensive knowledge of the B.C. *Freedom of Information and Protection of Privacy Act* and considerable knowledge of the philosophies, principles, and practices that support the administration of the Act by a public body.
- Knowledge of archival science and records and information management as practiced in a Canadian context.
- Excellent oral and written communication skills (in English) to train employees; provide public service; advise clients; write access review recommendations, notices, inquiry submissions, policies, procedures, standards, guidelines, correspondence and articles; and document the review of records responsive to access requests.
- Excellent interpersonal skills using tact, diplomacy, and good judgment to deal courteously and effectively with faculty, staff, students, alumni, donors, visiting scholars, and the public.
- Superior organizational and detail-oriented skills to manage projects, coordinate administrative activities, and maintain administrative documentation.

- Ability to work under pressure and meet strict deadlines, ensuring the university is diligent in responding to access and privacy matters within legislated timeframes.
- Ability to work as a member of a team of information management professionals and to move comfortably between different, but integrated program areas and functions.
- Ability to work independently and be self-motivated with only general supervision from the University Archivist and Coordinator of Information and Privacy.
- Experience related to access and privacy administration, archives administration, and/or records and information management work.

DESIRED KNOWLEDGE AND SKILLS

Experience-based and Technical

- Training in managing and processing access requests.
- General knowledge of provincial acts and regulations that contain access and confidentiality provisions, including the *University Act*, the *Budget Transparency and Accountability Act*, the *Electronic Transactions Act*, the *Public Sector Employers Act*, the *Personal Information Protection Act*, and the *Financial Information Act*.
- General knowledge of federal acts and regulations that contain access and confidentiality provisions, including the *Access to Information Act*, the *Privacy Act*, the *Personal Information Protection and Electronic Documents Act*, and the *Copyright Act*.
- Experience providing reference services to a research clientele, including students, faculty, visiting scholars, and occasionally members of the general public.
- A working knowledge of technical and metadata standards (e.g., OAIS, RAD, CGSB, PREMIS, METS and ISO standards relating to record-keeping, etc.).
- Practical experience with digital preservation and access tools and standards such as Archivematica, AtoM, PREMIS, OAIS and the TDR model.
- Experience providing advice and consultation to a wide range of stakeholders within an institution.
- Knowledge and experience of a higher education environment, including university policies, regulations and governance structures or knowledge and experience in an organization of comparable size and complexity to a university.
- Proficiency using word-processing, spreadsheet, presentation and database applications.
- An understanding of database design concepts and experience administering and using complex databases.

Communication, Organization, and Decision-making

- Superior research and analytical skills to do access reviews and recommendations, to assess the consequences of releasing or withholding information and to recommend solutions to problems arising from the application and administration of access and privacy.
- Ability to evaluate and ensure risk and harm to individuals and the university is considered when managing access and privacy matters.
- Ability to exercise discretion when working with highly sensitive, personal and confidential information.
- Capacity to develop and implement significant policy initiatives.
- Excellent project management skills.
- Focus on achieving results and improving both individual and departmental performance.
- A demonstrated passion for record-keeping, archives and cultural heritage.
- Demonstrated ability to complete work accurately and thoroughly.

Human Relations

- Ability to establish trust relationships and work effectively with employees at all levels of university administration in a constructive and positive manner, while still exercising professional integrity and independence.
- Ability to exercise conflict resolution and negotiation skills under potentially adversarial conditions to resolve contentious or sensitive issues.
- Ability to evaluate program delivery from a client-oriented perspective.
- Ability to be flexible and adapt to changing objectives and priorities.
- Consultative skills in liaising with IT staff to identify access and privacy issues as they may relate to the implementation of enterprise-wide systems.
- Ability to supervise staff.