

Job Description



Job Title:	Research & Information Access Coordinator
Department:	Library – Special Collections & Archives
Reports To:	Head, Special Collections & Archives
Jobs Reporting:	None
Salary Grade:	USG 7
Effective Date:	May 2026

Primary Purpose

The University of Waterloo Libraries is the campus's partner in learning, research and innovation. Its two main locations and three satellite spaces act as interdisciplinary hubs, bringing together the knowledge, expertise and resources needed by our diverse campus community. The University was built for change and the library exemplifies Waterloo's agility as we continuously transform our approaches to creating, discovering, using, sharing and preserving information. With a commitment to open and equitable access to information, we equip researchers and students with the critical research skills to improve our world as active citizens, creative problem solvers and agile leaders. All of our work is done with a strong commitment to equity, diversity, inclusion and accessibility

The Research & Information Access Coordinator is responsible for ensuring the seamless delivery of reference services for patrons accessing the libraries' archives, special collections, and rare book collection. The Coordinator makes archival materials accessible in all formats, triages reference services, and supervises the reading room.

In addition to leading first-tier reference services, the Coordinator assists with outreach and education activities, provides operational support, and supports collections maintenance to facilitate the running of the department in collaboration with the Head, Special Collections & Archives and other SCA librarians and archivists.

Key Accountabilities

Service Delivery

- Assists patrons in accessing archives, special collections, and rare books, both in person and virtually by analyzing and interpreting patron's queries and helping them locate and use items appropriate to their research
- Acts as first point of contact for patrons visiting the archives and using the collections
- Leads delivery of reference services, including instructing and assisting patrons in the use of archival databases and other finding aids; ensures proper handling procedures; and compliance with policies
- Supports Librarians and Archivists by identifying instruction-appropriate material from the archives and rare books collections, consulting with faculty and students on assignments, and providing instruction delivery support
- Consolidates and reports on reference and collections usage data

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Collection Development & Maintenance

- Liaises with Department Heads and ensures newly acquired rare book donations or purchases are processed in accordance with library workflows
- Accurately retrieves and uploads digital assets into archival and preservation systems, including captioning and metadata review, cleanup and reconciliation across platforms
- Stays current with digital preservation best practices, documents processes, and recommends workflow changes
- Monitors quality, corrects, and updates collection file listings in accordance with department descriptive policies and procedures
- Physically prepares materials for storage, including cold storage by (re)housing, labelling and listing, and ensures proper care and handling in keeping with established archival standards
- Collaborates with Library Facilities staff to monitor temperature and humidity levels in closed stacks and cold storage
- Prepares rare books for interlibrary and heritage organization loans and coordinates paperwork in accordance with library and SCA policies

Communications and promotion

- Supports the development and installation of physical and digital exhibits
- Conducts tours to groups of students and members of the UW community, and participates in displays at outreach events
- Oversees knowledge management tools, troubleshooting issues, and provides training on their use
- Works closely with other members of Special collections & Archives, University of Waterloo Libraries, and Library Communications to support outreach efforts
- Communicates effectively with Special Collections & Archives colleagues to enhance relationships and to ensure strong service delivery and outreach efforts

Operational support

- Coordinates reading room appointments and virtual reference services, and ensures that research materials are prepared and rehoused appropriately
- Monitors and orders specialized archival supplies, maintains technical equipment, and collaborates with the Head, Special Collections & Archives on purchasing of new archival material, rare books, supplies, equipment, and holds general purchasing card responsibilities
- Assists with the preparation of materials for monetary appraisal and updating the value of the collection for insurance purposes

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- Library and Information Technician Diploma or Archival Technician Diploma an asset, or combination of relevant work experience and education

Experience

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- Demonstrated experience working with primary source materials, preferably experience working in an academic, corporate, community, or public archives
- Demonstrated experience providing public service, including establishing and supporting positive service interactions through empathy, patience, and technical knowledge
- Experience with service coordination and scheduling
- Experience with office software: MS Word (Intermediate); Excel (Intermediate); PowerPoint (Intermediate)

Knowledge/Skills/Abilities

- Experience using reference or ticketing platforms
- Ability to manage time and projects in a varying paced environment with frequent interruptions
- Demonstrated ability to work collaboratively and contribute insight and expertise on multidisciplinary teams
- Knowledge of book history and print culture
- Strong communication skills, both oral and written
- Intermediate to advanced proficiency with database applications used for describing archival materials, searching, and retrieval of results
- Commitment to high quality service
- Detail oriented
- Demonstrated ability to work collaboratively on projects
- Experience working with multilingual materials an asset
- Knowledge of and/or experience with Rules of Archival Description (RAD) or another descriptive standard (e.g., DACS, ISAD-G)
- Knowledge of accessibility standards and inclusive workplace practices an asset

Nature and Scope

- **Contacts:** Internally communicates with department members and other library staff. Externally, this position has significant contact with students, faculty, staff, and external researchers through the provision of high-quality service.
- **Level of Responsibility:** Responsible for problem-solving daily issues as related to responsibilities.
- **Decision-Making Authority:** Makes independent decisions within their scope of responsibilities, makes recommendations for solving issues and works with manager and others to solve larger problems.
- **Physical and Sensory Demands:** Minimal exposure to disagreeable conditions typical of a library staff position.
- **Working Environment:** Occasional need to lift and handle boxes of up to 18 kg (40 lbs.), using step ladders to retrieve and return boxes stored on shelves at heights of up to 3 meters.