

Provost's Response to the External Review of the UBC Library

I would like to extend my sincere appreciation to the external review team for their thoughtful report and to the University Librarian for developing the Library's response to the helpful observations outlined in the review. The external review highlighted many positive things about our Library while noting some areas that need additional attention in order to take the Library to the next level.

In agreeing with both the observations of the external reviews and the Library's response, my office commits to supporting the Library in the actions that they are undertaking in the following areas:

Leadership team and the Role of the University Librarian: A strong, cohesive leadership team is critical for the long term success of any organization. We have recently engaged a consultant to work with the Library executive to help strengthen the team, and our office will support the Library in implementing the recommendations stemming from the work of the consultant. Clarity around the roles of the University Librarian and the Deputy University Librarian is critical in this, and we are pleased to see that these discussions are underway.

Workplace Culture: We are grateful for the work that the Library has undertaken to address challenges with the workplace culture and are pleased with the progress that has been achieved over the past year. We recognize that more work needs to be done and that it will take time. We expect that the work being undertaken by the consultant on strengthening the executive team will have a significant impact on culture and morale.

Budget: I am pleased to confirm that the University is adding \$600K one-time to mitigate the impact that the weaker Canadian dollar has had on the Library's acquisitions budget. This is in addition to the 2% annual inflation adjustment that the University provides. In the future, and as the University budget becomes more sustainable, we will work to ensure that the purchasing power of the acquisitions budget remains constant.

Communications, Consultations and Staffing: We concur with the University Librarian's response to these items and will provide support as required.

University Librarian Term: I will be extending the term of the University Librarian in order for her to run a process and implement the recommendations and actions outlined in the External Review and the Library's response.

David H. Farrar
Provost and Vice-President Academic
May 2015