Performance & Value Indicators

ocls
Ontario Colleges Library Service

Savings vs Operating Costs

Multiple

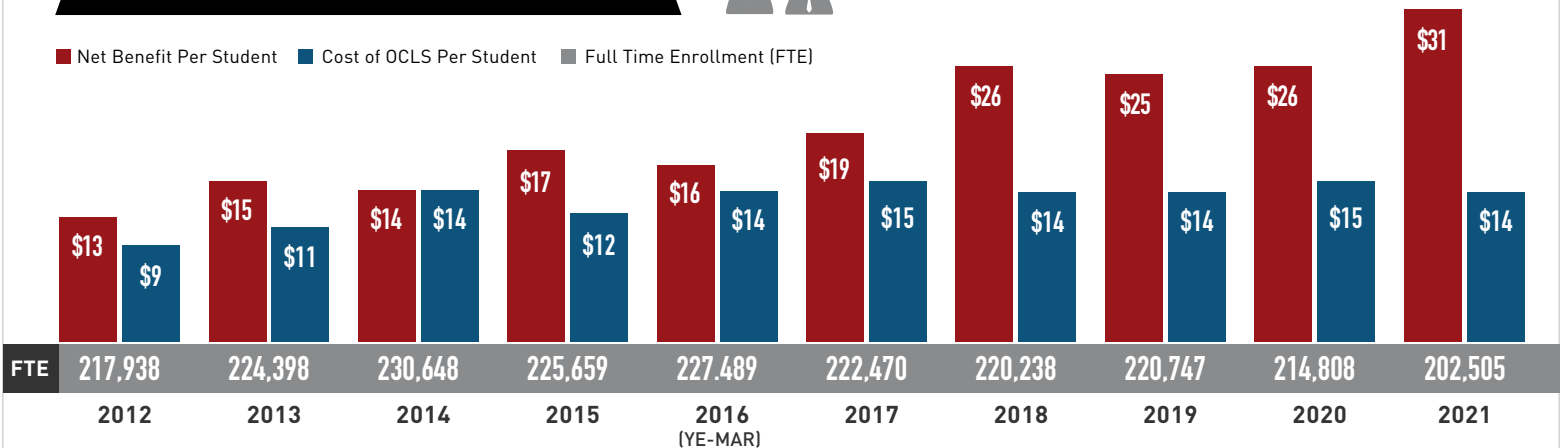| Year	Multiple	Savings	Costs
2012 (YE-MAR)	X2.4	$4.90M	$2.04M
2013	X2.4	$5.74M	$2.37M
2014	X2.0	$6.40M	$3.15M
2015	X2.4	$6.68M	$2.82M
2016	X2.2	$6.79M	$3.13M
2017	X2.3	$7.61M	$3.29M
2018	X2.8	$8.97M	$3.16M
2019	X2.8	$8.60M	$3.05M
2020	X2.8	$8.88M	$3.19M
2021	X3.3	$9.10M	$2.78M

SAVINGS ▸

COSTS ▸
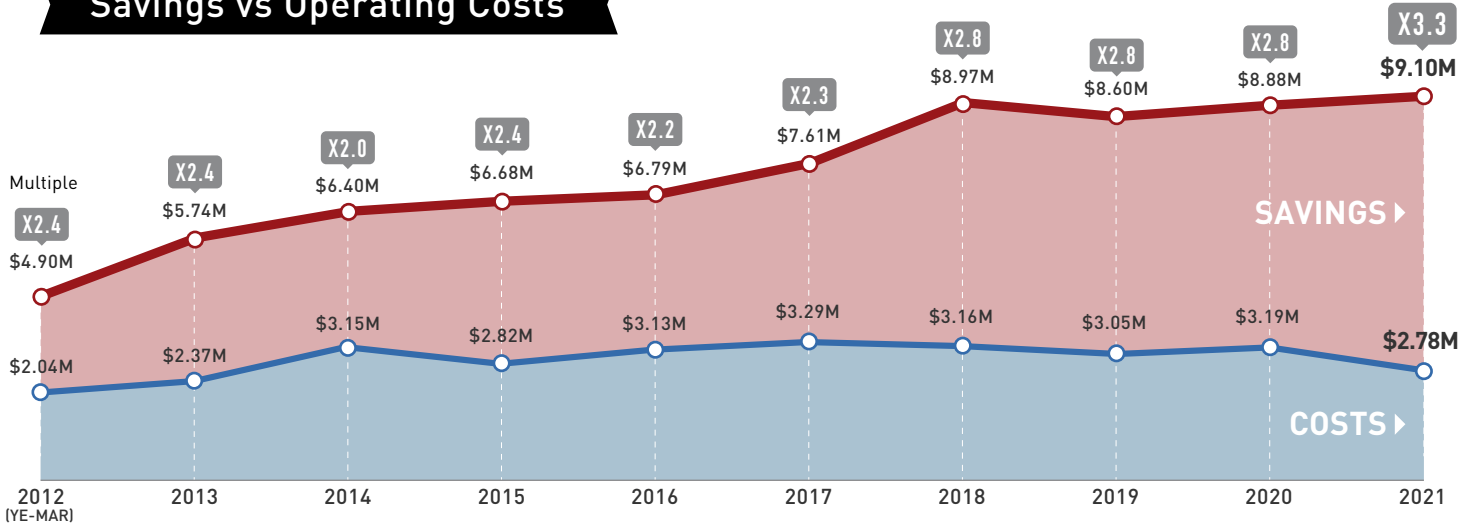
Net Benefit & Cost Per Student

■ Net Benefit Per Student   ■ Cost of OCLS Per Student   ■ Full Time Enrollment (FTE)

	2012	2013	2014	2015	2016 (YE-MAR)	2017	2018	2019	2020	2021
Net Benefit Per Student	$13	$15	$14	$17	$16	$19	$26	$25	$26	$31
Cost of OCLS Per Student	$9	$11	$14	$12	$14	$15	$14	$14	$15	$14
FTE	217,938	224,398	230,648	225,659	227,489	222,470	220,238	220,747	214,808	202,505

TESTIMONIALS

Thank you for all of your help this year! I appreciate all of you very much. Excellent and outstanding service and support from OCLS staff! Excellent communication practices.

OCLS has a wonderful team. The staff are clearly driven to excel in all aspects of customer-driven service approaches for us! Of late, I have been deeply impressed by the consultative approaches being taken by all OCLS team members. The CLSP implementation is the newest example of the powerful contributions OCLS makes to help drive Ontario College Library success. Thank you!

OCLS was a huge help to us with LEAP and AskON! Thanks for your support!

Staff are a pleasure to work with, responsive, and OCLS takes initiative in bringing potential collaborative opportunities to the college libraries.

OCLS provides friendly and professional support and works hard to save us money. We appreciate the OCLS team and the hard work they put in on our behalf.

OCLS staff is always there to help or find solutions. Very professional. The staff are knowledgeable, approachable and all have excellent customer services skills.

A responsive team who consistently provide high quality supports.

The OCLS team is incredible - hardworking, knowledgeable, responsive and supportive. They are the wind beneath CLO's wings that allow us to aspire and achieve our lofty goals and vision.

Overall, we are thrilled with the level of support and flexibility provided by OCLS. The turnaround time for requests is superb. Help and advocacy are always available when we need it.
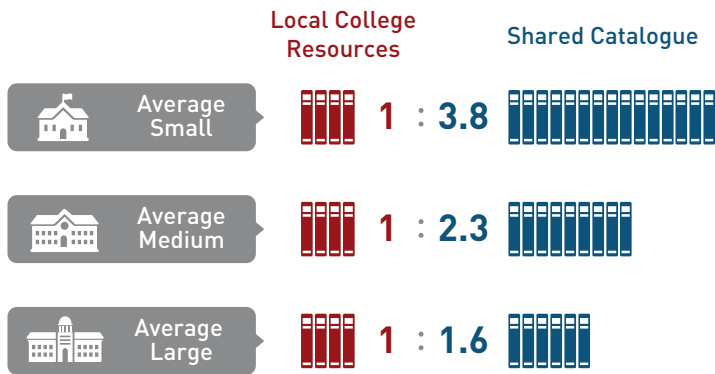
Ratio of system-wide resources facilitated by OCLS to local college resources

Local College Resources

Shared Catalogue

Average Small — 1 : 3.8

Average Medium — 1 : 2.3

Average Large — 1 : 1.6

eResources negotiated on behalf of the system

eResource Bundles Available

230

Invoices for Licensed Products

426

Each bundle contains hundreds or thousands of digital resources for student access and use.
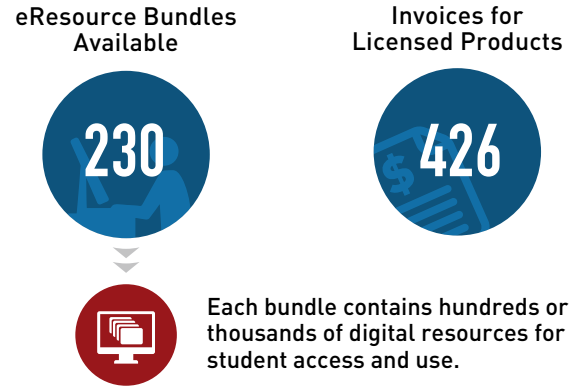
Colleges benefiting from cost-recovery services

Colleges using an opt-in Service

23

12 askON Virtual Reference

14 Remote Authentication

13 SIRSI Consortium (ILS)

21 Accessible Content E-Portal (ACE)

6 CORe Digital Repository

8 CLEAR Local
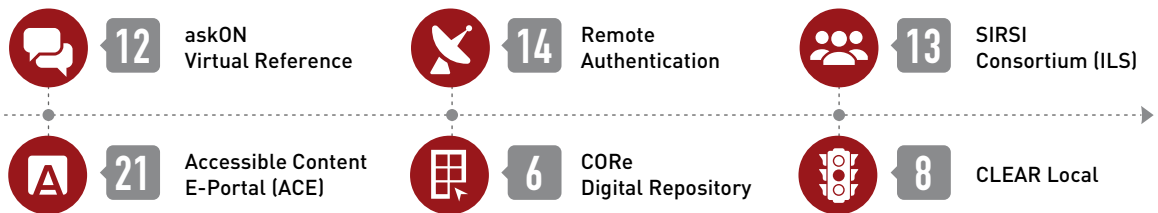
Engagement of the system

21 OCLS committees

106 Participants on committees
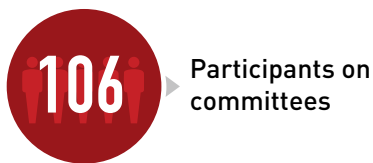
Professional development for college library staff

24 PD/training sessions facilitated by OCLS

95 Participants in PD/training/seminars

OCLS HAS SAVED the College Library System

over **$44** million (net)

SINCE FY 2012/13

over **3X** what it costs to operate

OCLS Partnerships

CLO (24 Colleges)

48 PARTNERSHIPS

6 Library Schools

4 Professional Associations

26 Library Consortia

5 Interest & User Groups

7 Service Organizations

Customer Service Survey

A customer service survey conducted in spring 2022 identified

100% Very Satisfied or Satisfied