

# Performance & Value Indicators

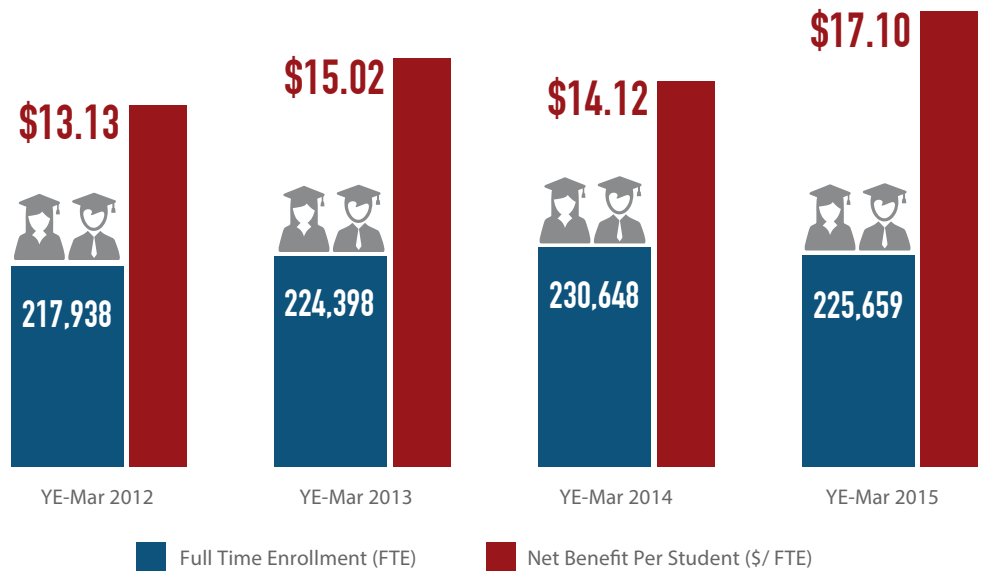
## Cost Benefit Analysis

Since FY 2012/13  
**OCLS HAS SAVED**  
the College Library System

over  
**\$13.3 MILLION**  
after covering its own costs



## Net Benefit Per Student (\$/FTE)



**OCLS SAVES**  
**THE COLLEGE SYSTEM**

over  
**X2**

what it costs to operate

# Performance & Value Indicators

## Number of Licensed Product Bundles

**208**



a **24%** increase since 2013



Each bundle contains hundreds or thousands of digital resources for student access.



## Customer Service Survey

A customer service survey conducted in winter 2016 identified



**84%**

OCLs's Customers

Very Satisfied or  Satisfied



## Access to Collective Resources Facilitated by OCLs

Ratio of system-wide to local college resources in FY 2013/14



Average Small



**17**  
**1**

SYSTEM-WIDE  
LOCAL



Average Medium



**12**  
**1**

SYSTEM-WIDE  
LOCAL



Average Large



**6**  
**1**

SYSTEM-WIDE  
LOCAL

Students in **Smaller Colleges** Benefit Most

## Colleges Benefiting from Opt-In Services



**12** askON Virtual Reference Service



**16** Remote Authentication



**13** SIRSI Consortium Integrated Library System



**10** Video on Demand



**14** Federated Search



**24** Colleges Using Opt-in Services

## OCLs Supports System-wide Collaboration



**25** Committees



**169** Individual Participants

## Professional Development Activities for College Library Staff



**30** PD/Training Sessions Held by OCLs

**363** Individual Participants

Compared to the Previous Year

**20% MORE**

Professional Development & Training Sessions

**50% INCREASE**

Participants

## Pilots in FY 2015/16



**22** Accessible Content E-portal



**6** CORe Digital Repository Service