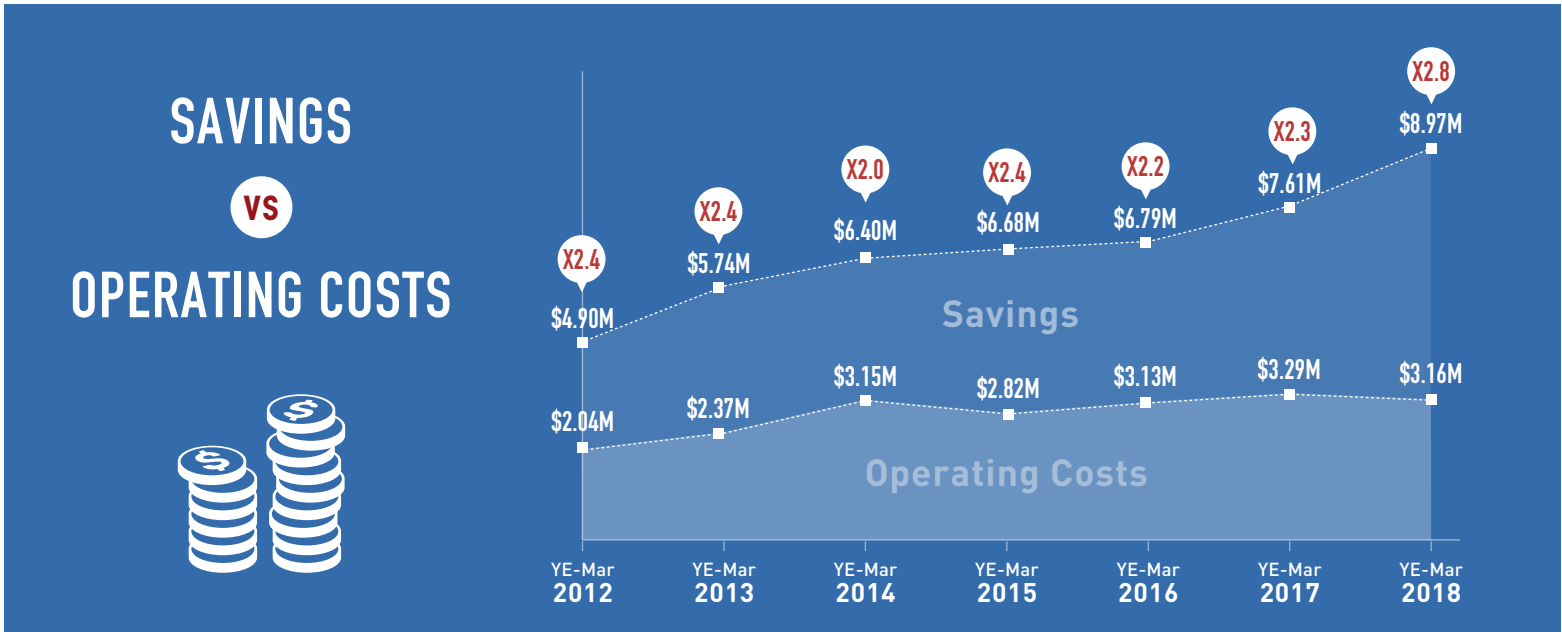
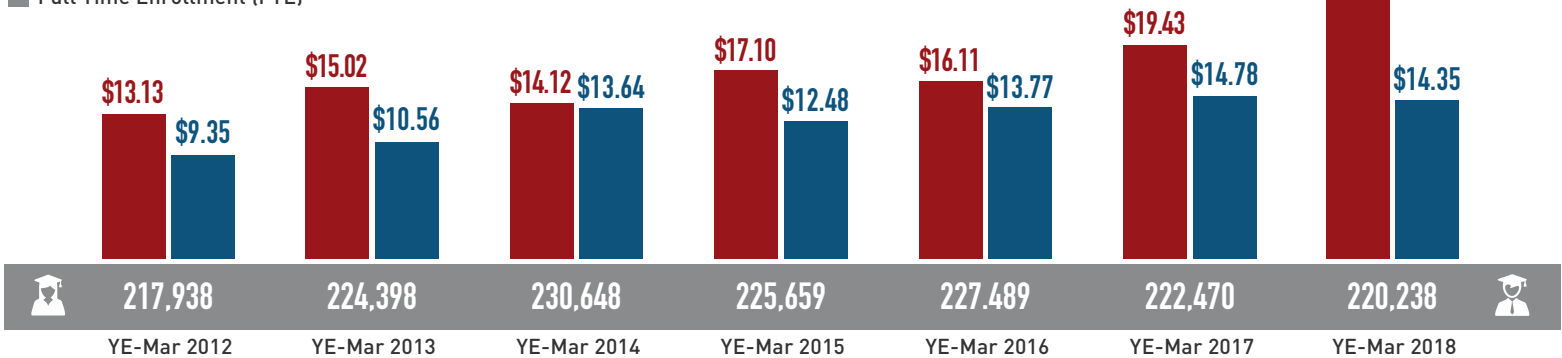


PERFORMANCE & VALUE INDICATORS



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

NET BENEFIT (FTE) & COST PER STUDENT



TESTIMONIALS



“Outstanding staff and customer service. Proactive thinkers. Solutions Oriented. Always a pleasure to deal with. [Their] skillset in negotiation and management of resources is a life saver for our library.”



“The services that OCLS provides enable our staff to focus on local college issues and our students. The services enhance and extend our capabilities. Our strengths are complementary, allowing us to be the best we can be.”



“OCLS staff are very approachable and very responsive. The support they provide to ensure the success of the services and our library is very much appreciated.”



“They are an awesome team and we are fortunate to have their skills and expertise available.”

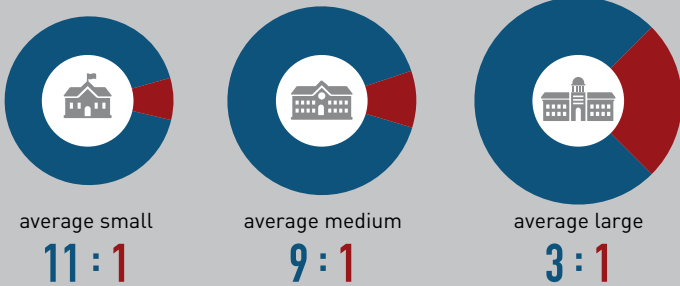


“Thank you for providing us with such a wonderful service!”

PERFORMANCE & VALUE INDICATORS

Ratio of system-wide resources facilitated by OCLS to local college resources

■ Shared Catalogue ■ Local college resources



Current data not yet available. Values above are based on trends over the past five years.

eResources negotiated on behalf of the system

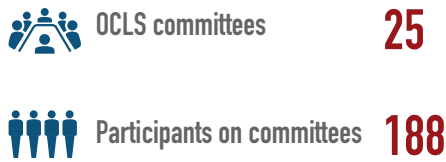


Each bundle contains hundreds or thousands of digital resources for student access.

Colleges benefiting from cost-recovery services



Engagement of the system



Professional development activities for college library staff



Customer service survey

A customer service survey conducted in spring 2019 identified



OCLS HAS SAVED
college library system
since FY 2012/13

over **\$27** MILLION

after covering its own costs

OCLS saves the college system

over **X2** what it costs to operate