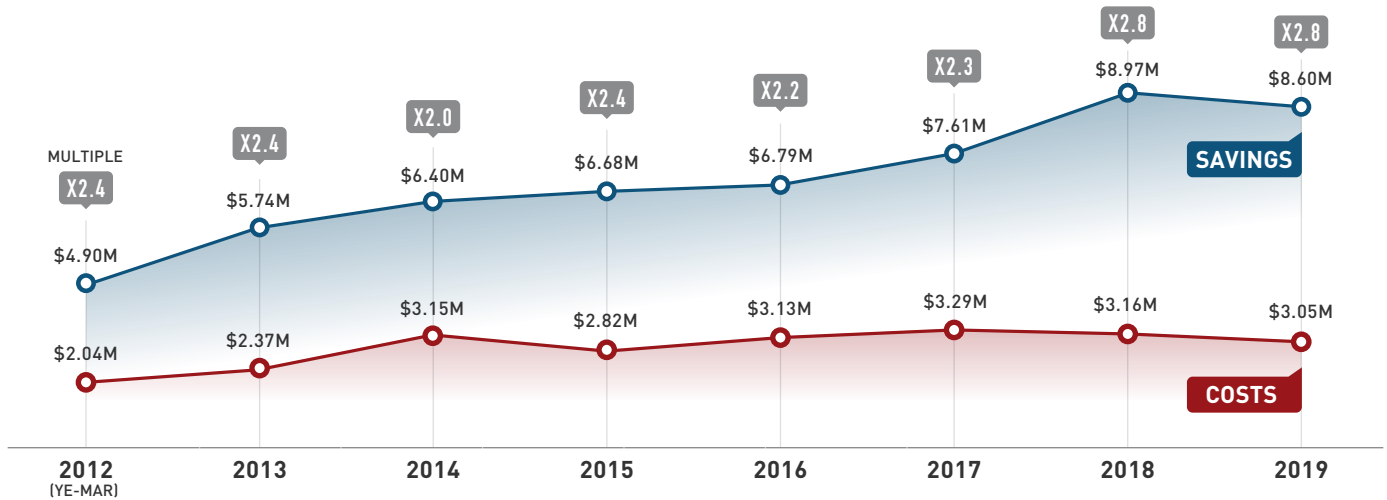


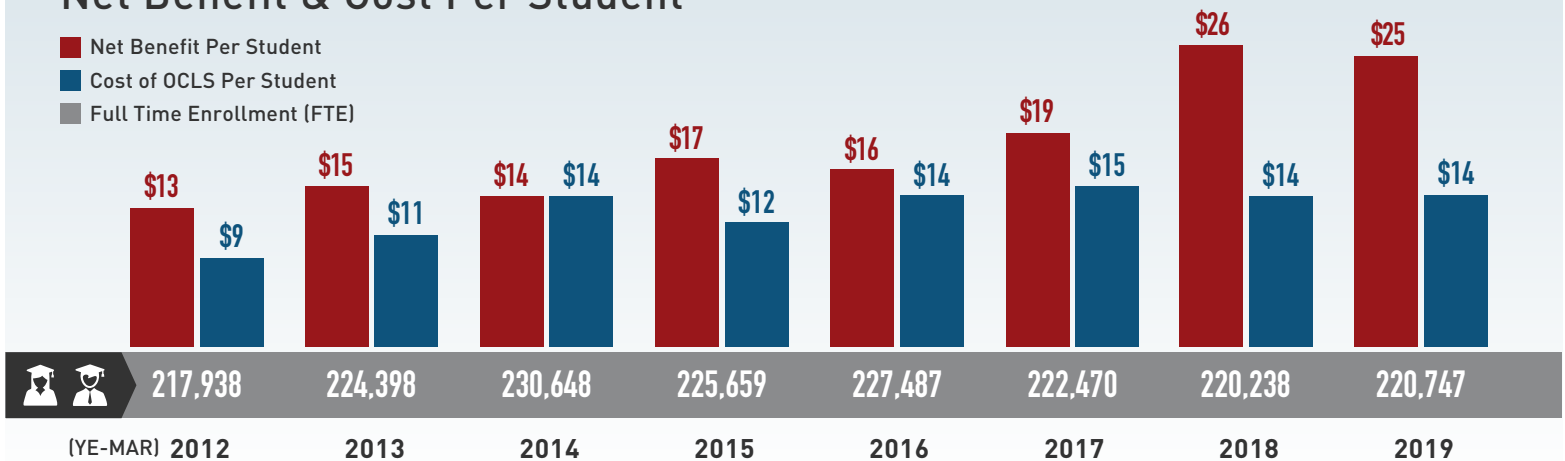
Performance & Value Indicators

Savings vs Operating Costs



Net Benefit & Cost Per Student

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



OCLS is a true partner of the college libraries supporting our goals and offering support. The leadership and support they provide allow us to concentrate on our internal needs and to extend services to students and faculty.

I really appreciate the relationship building - OCLS has really supported me in my role as a library director.



The staff (and services) consistently live up to or exceed our expectations and can be relied upon for their strategic planning for the future of libraries. Old school customer service with visionary plans and solutions for the future wrapped into one!



eResources team is wonderful! Very approachable, knowledgeable and professional. All OCLS staff are very supportive and friendly.

The staff make OCLS. Their professionalism and knowledge is an excellent support to the colleges.



We rely on the expertise of the OCLS team and could not function at the high level we do without their ongoing support.

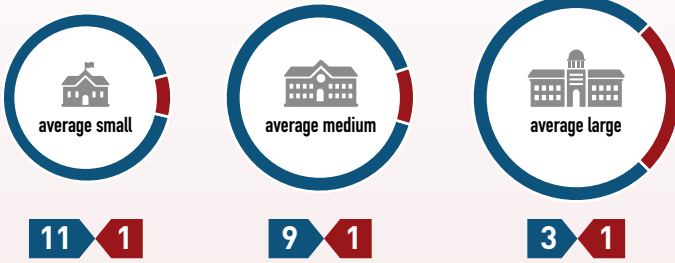


Testimonials

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

eResources negotiated on behalf of the system

■ Shared Catalogue ■ Local college resources



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

224
eResources available

379
Invoices for licensed products

Each eResource may contain hundreds or thousands of digital resources for student access.

Colleges benefiting from cost-recovery services

23 Colleges Using Cost-Recovery Services

21 Accessible Content E-Portal (ACE)

12 askON Virtual Reference

8 CLEAR Local

7 CORe Digital Repository

16 Federated Search

14 Remote Access

13 SIRSI Consortium Integrated Library System

Engagement of the system

21
OCLS committees

153
Participants on committees

Training and development activities for college library staff

39
Training and development sessions facilitated by OCLS

Training and development sessions facilitated by OCLS

521
Participants in training and development sessions

Participants in training and development sessions



Customer service survey

A customer service survey conducted in spring 2020 identified

100% Very Satisfied or Satisfied

OCLS HAS SAVED the college library system

over **\$33** million (net)

since FY 2012/13

OCLS saves the college system

over **2X** what it costs to operate