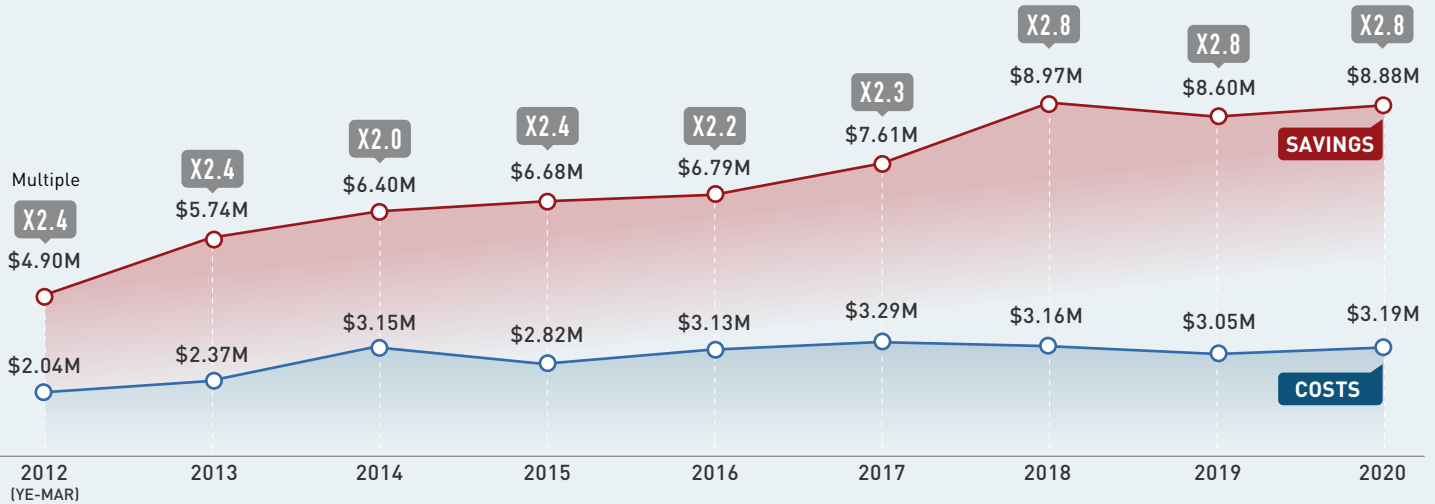


Performance & Value Indicators

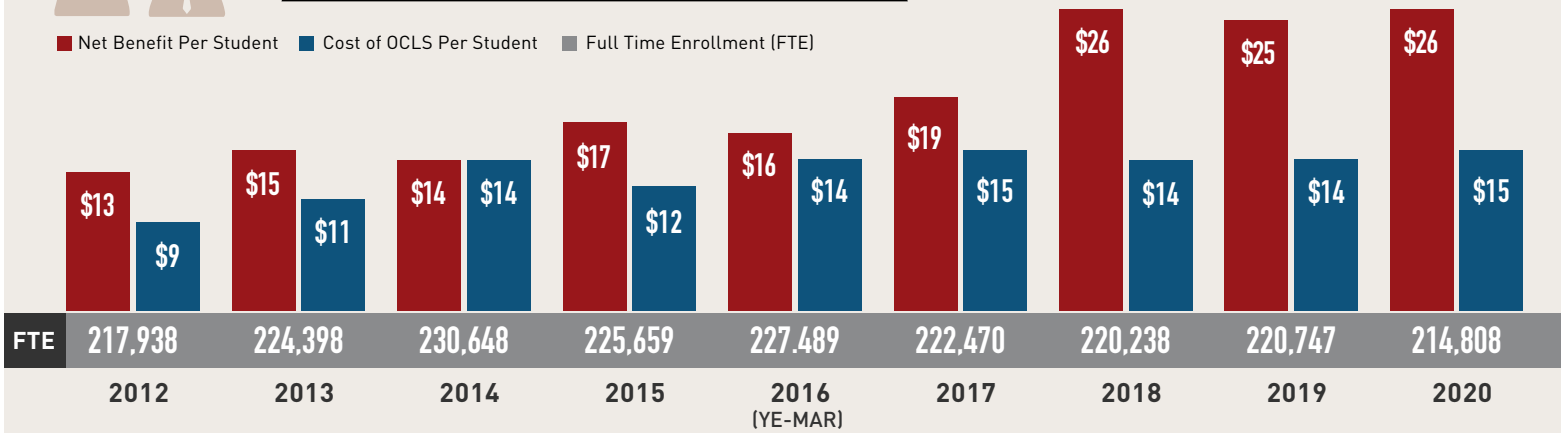
Savings vs Operating Costs



Net Benefit & Cost Per Student



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



We greatly appreciate the services and support that OCLS offers us. They are a great team.

Great customer service; knowledgeable, capable, competent staff. Very responsive to inquiries. Very forward thinking, and interested in new initiatives, new directions and tuned into trends.



Outstanding and timely customer service by all staff. Thank you!

Testimonials



Always a pleasure dealing with the OCLS staff as their professional level of customer service remains A1. We couldn't deliver the top level of customer service to our faculty and students without their support and services.

OCLS's strategic style of leadership, thinking, focus, and planning has been especially appreciated as we navigate the current COVID situation and our move to a new library system. Bravo!



Always appreciative of the work OCLS does supporting all libraries. It would be very difficult for us to replicate these services with our own resources if not impossible. Thank you for helping us provide the best services and resources for our students and college community.

Their support and services to College Libraries Ontario are highly appreciated and valued and are instrumental in positioning us to be innovative and ground-breaking in our work.



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

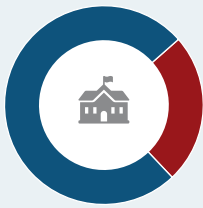
eResources negotiated on behalf of the system

■ Shared Catalogue ■ Local college resources

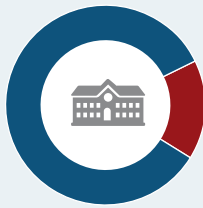
Average Small

Average Medium

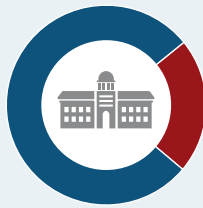
Average Large



3.1 1



5.3 1



3.6 1

228

eResource bundles available

420

invoices for licensed products



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

Colleges benefiting from cost-recovery services

23
Colleges Using an opt-in service

12
askON Virtual Reference

14
Remote Authentication

13
SIRSI Consortium (ILS)

21
Accessible Content E-Portal (ACE)

7
CORE Digital Repository

8
CLEAR Local

Engagement of the system

17

OCLS committees

145

Participants on committees

Professional development for college library staff

71

PD/training sessions facilitated by OCLS

155

Participants in PD/training/seminars

OCLS HAS SAVED the college library system

over **\$38** million (net)

SINCE FY 2012/13

OCLS saves the college system

over **2X**

what it costs to operate

Customer service survey

A customer service survey conducted in spring 2021 identified

100% Very Satisfied or Satisfied



OCLS Partnerships

CLO
(24 Colleges)

56
PARTNERSHIPS

6 Library Schools

4 Professional Associations

26 Library Consortia

11 Interest & User Groups

9 Service Organizations