

Statistics are for all requests made to CILS for alternate formats from the period of April 2012 to March 2013 compared to the same period in 2011/12.

	Requests Fulfilled 11/12 ¹	Requests Fulfilled 12/13 ¹	Fulfilled From Collection	Active Students Served (Over 2 Years)
B.C. Institute of Technology	202	350	232	85
B.C. Libraries Cooperative*	0	3	0	n/a
Camosun College	303	219	186	91
Capilano University	40	56	12	14
College Of New Caledonia	89	24	5	21
College Of the Rockies	82	111	90	24
Douglas College	282	227	111	78
Emily Carr University of Art & Design	19	8	1	12
Justice Institute of B.C.	17	16	4	6
Kwantlen Polytechnic University	160	308	145	61
Langara College	107	98	28	40
Nicola Valley IT	0	3	0	1
North Island College	232	125	99	75
Northern Lights College	114	49	27	42
Northwest Community College	40	13	7	19
Okanagan College	1338	486	355	148
Selkirk College	215	135	100	44
Simon Fraser University*	49	3	3	11
Thompson Rivers University	101	127	43	77
University of British Columbia**	21	3	3	18
University of the Fraser Valley	181	176	61	89
Vancouver Community College	29	22	8	37
Vancouver Island University	14	37	36	19
TOTAL	3636	2599	1556	1012

*Provides fee for service.

**Provides reciprocal sharing via the Canadian Association of Educational Resource Centres for Alternate Format Materials (CAER).

1. Requests are fulfilled from the CILS collection or a loan from our partners or production of the material at CILS.

About CILS

CILS is located at Langara College and funded by the B.C. Ministry of Advanced Education and Labour Market Development to provide information services in alternate formats for B.C. post-secondary students with print disabilities.

CILS provides accessible learning and teaching materials to students and instructors who cannot use conventional print because of disabilities in a centralized way thus saving Institutions the expense of producing or procuring the accessible materials themselves.

CILS serves those clients who cannot use conventional print due to visual impairments (including blindness), learning disabilities, physical limitations, neurological impairments and multiple disabilities.

CILS can provide alternative formats for textbooks, coursepacks, journal articles, online sources, tests & syllabi and library material.

CILS converted approximately 192,153 pages of print into alternate formats from April 2012 to March 2013.

CILS News

Digital Delivery Pilot

The CILS digital delivery pilot project was started to enable students or coordinators to download material (etext, digital audio, PDF, DAISY, etc) produced or stored by CILS in a secure, efficient and timely manner. With this project students will be able to reduce their wait times significantly. Oftentimes, even though material is ready, student (especially those outside the Lower Mainland) are required to wait for their materials to be physically delivered to their campus. This can add delays from days to weeks depending on a student's situation. CILS will still continue to offer CDs/DVDs for students who prefer this method of distribution. The second aim of this project is to reduce postage and courier costs which can be quite significant. CILS hopes to further reduce these costs going forward as more students utilize this service. CILS will evaluate this pilot in January 2014 and make recommendations going forward

Textbook Rebinding

CILS stopped reimbursing for textbooks on April 1, 2012. Although CILS was not mandated to provide reimbursements for textbook purchases, the reimbursement program was begun six years ago to help students who were not able to receive funding from other sources. In recent years the reimbursement program became difficult to sustain because of budget concerns and administrative difficulty, and therefore CILS' administration, in consultation with various stakeholders, made the decision to cease reimbursement.

To mitigate book reimbursement and enabling students to keep the physical copy of their materials CILS will now rebind textbooks and return them. This service is free to CILS students and is available at a fraction of the cost of reimbursing the cost of books. This service can take up to a week or more, depending on production queue and the timelines of the Langara print shop. The book rebinding service has been very well received both by students and coordinators.

CILS Rebranding

The CILS current name (College Institute Library Services) is not descriptive of CILS what does and clients have said that the name is confusing. The project's primary goal is to rebrand CILS, replacing the current name and branding elements with new ones, adding clarity to the work that CILS does, while modernizing and raising its profile.

Toll Free Number

43% of CILS current student populations are not local to the lower mainland. In an effort to lower communications costs for those clients (and others) CILS introduced a toll free number. The number has been found to be cost effective and has been well received by CILS coordinators and students.

Contract Work

Over the past fiscal year, CILS leveraged its expertise in the production of accessible content and, through contractual arrangement, produced accessible materials for BC Library Coop, Newfoundland and Labrador Ministry of Education and Simon Fraser University.

Staffing Changes

CILS Librarian, Ryan Vernon, took a leave of absence to fill a Langara Librarian position in the Technical Services department. In June 2012, CILS hired Tara Robertson to replace Ryan Vernon during his absence.

Figure 1: Chart of Requests Made (Mandated Institutions), 2012-2013

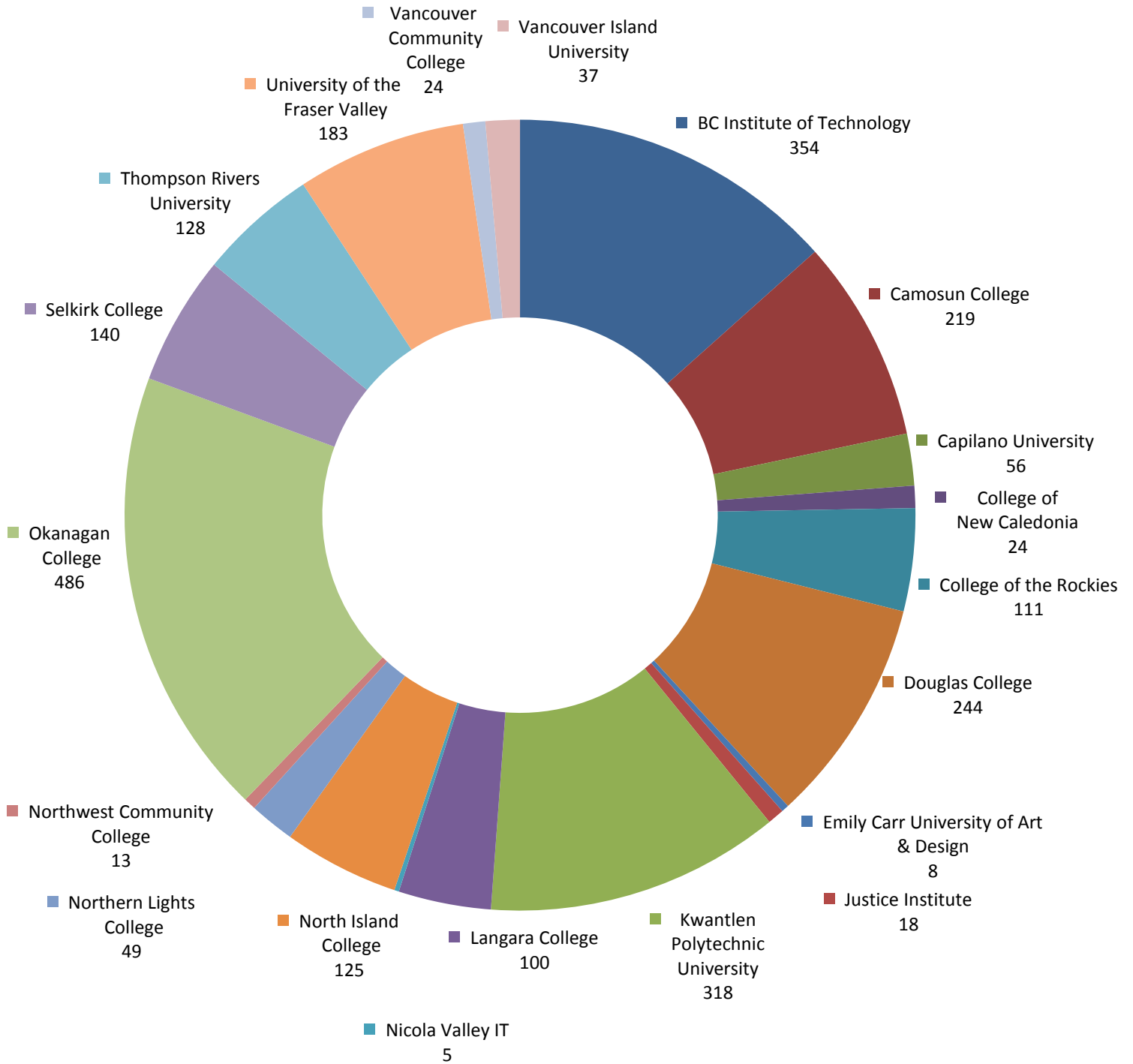


Figure 2: Average Time to Fulfill Requests (Mandated Institutions), 2012-2013

Institution	2012/2013 Days to Fulfill Requests	2011/2012 Days to Fulfill Requests
BC Institute of Technology	5.34	9.27
Camosun College	0.28	2.85
Capilano University	6.09	4.25
College of New Caledonia	1.08	4.67
College of the Rockies	2.68	5.07
Douglas College	0.95	5.63
Emily Carr University of Art & Design	5.63	8.79
Justice Institute	24.89	16.41
Kwantlen Polytechnic University	1.75	2.70
Langara College	6.01	11.42
Nicola Valley IT	2.80	0
North Island College	2.14	8.42
Northern Lights College	7.04	15.33
Northwest Community College	1.77	3.30
Okanagan College	0.85	4.71
Selkirk College	2.77	8.12
Thompson Rivers University	4.91	4.06
University of the Fraser Valley	10.56	11.45
Vancouver Community College	10.00	12.17
Vancouver Island University	0.08	0.07
Average	4.88	6.93

If you have questions feel free to contact us at:

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