

Statistics are for all requests made to CILS for alternate formats from the period of April 2013 to Oct 15, 2013 compared to the same period in the past two years.

Approximately 60% of requests are fulfilled from our collection or through loans from one of our partners. The other requests are fulfilled through productions at CILS.

	Requests Fulfilled 11/12 ¹	Requests Fulfilled 12/13 ¹	Requests Fulfilled 13/14 ¹	Active Students Served (Over 2 Years)
BC Institute of Technology	98	155	150	104
Camosun College	111	30	116	113
Capilano University	21	13	53	19
College of New Caledonia	31	7	27	22
College of the Rockies	10	15	28	32
Douglas College	177	111	105	82
Emily Carr University of Art + Design	13	1	0	12
Justice Institute	18	8	2	6
Kwantlen Polytechnic University	77	128	109	67
Langara College	66	60	59	45
Nicola Valley IT	0	0	4	1
North Island College	37	26	46	83
Northern Lights College	21	21	57	41
Northwest Community College	29	7	37	23
Okanagan College	275	66	106	140
Royal Roads University*	-	-	52	27
Selkirk College	42	23	92	59
Simon Fraser University*	26	2	0	11
Thompson Rivers University	46	67	78	77
University of the Fraser Valley	142	104	151	94
Vancouver Community College	16	9	12	31
Vancouver Island University	6	9	11	27
TOTAL	1262	862	1295	1116

* Provides fee for service to CILS

Average Time to Fulfill Requests (Mandated Institutions) in calendar days, 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

Includes requests filled by production, inventory and interlibrary loan.

CILS is located at Langara College and funded by the BC Ministry of Advanced Education and Labour Market Development to provide information services in alternate formats for BC 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
- multiple disabilities

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

CILS will provide an analysis of these statistics in our annual report. If you have questions feel free to contact us at:

CILS

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