



# Service Statistics for Presentation to the Disability Articulation Committee, 2012



**CILS** is located at Langara College and funded by the B.C. Ministry of Advanced Education 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
- multiple disabilities

### DID YOU KNOW?

CILS converted approximately 262,700 pages of print into alternate formats from April 2011 to March 2012 up from 227,000 pages in the previous reporting period.

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

**This report covers the period of April 2011 to March 2012.**

## Student Body Profile

CILS had **979** active students. These students are enrolled at BC publicly funded colleges, institutes, and newly-mandated universities that emerged from previously eligible post-secondary institutions.

The distribution of disability type amongst CILS' students is as follows:

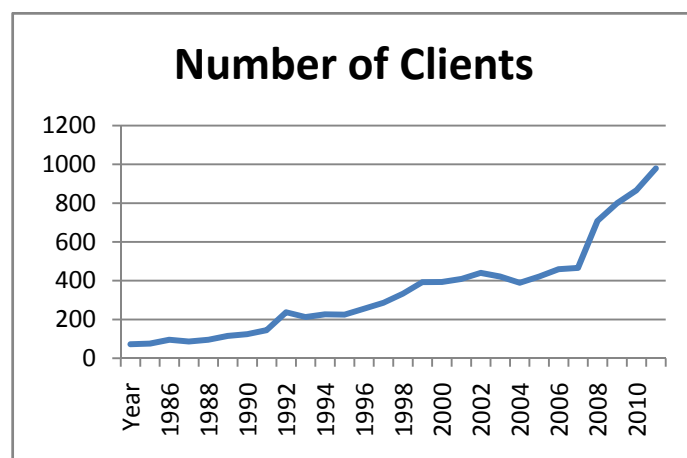
- |                                    |     |
|------------------------------------|-----|
| • Learning disabilities            | 58% |
| • Multiple and other disabilities  | 18% |
| • Blindness and visual impairments | 16% |
| • Physical disabilities            | 8%  |

Eligible students are identified and assessed by disability coordinators at the institutional level before they can access CILS' services.

## Distribution of Students

Institution	Learning Disabled	Visually Impaired	Blind	Physically Disabled	Multiple Disabilities	Other	TOTAL
BC Institute of Technology	55	5		4		6	70
Camosun College	65	14		3	11	6	99
Capilano University	1	5		1	1	2	10
Coll. Of New Caledonia	16	3		1	2	7	29
Coll. Of the Rockies	19				3		22
Douglas College	44	13	5	3	1	7	73
Emily Carr University	13				1	1	15
Justice Institute	6						6
Kwantlen Polytechnic University	42	15	2	8	3	3	73
Langara College	29	16	1	6	1		53
Nicola Valley IT							0
North Island College	43	7	2	9	13	8	82
Northern Lights College	27	1		1		1	30
Northwest Com. Coll.	17			1	2	1	21
Okanagan College	73	14		16	17	39	159
Selkirk College	22	4		3	4	1	34
Thompson Rivers Univ.	25	14		5	6	13	63
Univ. of the Fraser Valley	51	14	1	10	3	10	89
Vancouver Com. Coll.	19	15		2	1	2	39
Vancouver Island University	5	4		3			12
<b>SUBTOTAL</b>	<b>572</b>	<b>144</b>	<b>11</b>	<b>76</b>	<b>69</b>	<b>107</b>	<b>979</b>

The CILS Student population base has increased 58% over 5 years: from 620 in 2007/2008 to 979 in 2011/2012.



## Requests Fulfilled from Mandated Institutions

Requests have increased 220% over 5 years: from 1114 in 2007/2008 to 3565 in 2011/2012

Between April 2011 and March 2012 CILS fulfilled 3565 requests. Requests can have many outcomes: they can result in a loan of previously produced materials from CILS, a loan from our partners, production of the material at CILS, or a combination of all of the above. For example, CILS will loan an older edition of a requested textbook in alternate formats while producing a new textbook for a student in both electronic text and MP3 digital audio. Here there are 3 distinct results from one request. In 2011/2012, 64% of the requests to CILS were fulfilled using the existing CILS collection or interlibrary loans.

## Requests Year Over Year Comparision

	2011/2012				2010/2011			
	Requests	Fulfilled Requests	Fulfilled from collection	% Fulfilled from collection	Requests	Fulfilled Requests	Fulfilled from collection	% Fulfilled from collection
BC Institute of Technology	207	202	104	51%	534	517	359	69%
Camosun College	330	303	230	76%	141	138	118	86%
Capilano University	40	40	8	20%	15	14	7	50%
College Of New Caledonia	89	89	50	56%	47	47	30	64%
College Of the Rockies	82	82	72	88%	28	28	10	36%
Douglas College	286	282	120	43%	249	243	137	56%
Emily Carr University of Art & Design	19	19	6	32%	9	9	6	67%
Justice Institute	17	17	3	18%	8	2	2	100%
Kwantlen Polytechnic University	184	160	78	49%	171	160	107	67%
Langara College	107	107	33	31%	131	131	87	66%
Nicola Valley IT	0	0	0	0%	0	0	0	0%
North Island College	233	232	206	89%	166	166	143	86%
Northern Lights College	114	114	15	13%	53	53	31	58%
Northwest Community College	40	40	22	55%	33	33	17	52%
Okanagan College	1338	1338	1092	82%	413	395	267	68%
Selkirk College	215	215	131	61%	17	17	12	71%
Thompson Rivers University	101	101	35	35%	117	115	70	61%
University of the Fraser Valley	189	181	62	34%	178	176	83	47%
Vancouver Community College	32	29	10	34%	73	70	29	41%
Vancouver Island University	14	14	13	93%	5	4	5	125%
<b>TOTAL</b>	<b>3637</b>	<b>3565</b>	<b>2290</b>	<b>64%</b>	<b>2388</b>	<b>2318</b>	<b>1520</b>	<b>66%</b>

## Average Time to Fulfill Requests, 2011-2012

Institution	# of Days
BC Institute of Technology	9.27
Camosun College	2.85
Capilano University	4.25
College of New Caledonia	4.67
College of the Rockies	5.07
Douglas College	5.63
Emily Carr University of Art & Design	8.79
Justice Institute	16.41
Kwantlen Polytechnic University	2.7
Langara College	11.42
Nicola Valley Institute of Technology	NA
North Island College	8.42
Northern Lights College	15.33
Northwest Community College	3.3
Okanagan College	4.71
Selkirk College	8.12
Thompson Rivers University	4.06
University of the Fraser Valley	11.45
Vancouver Community College	12.17
Vancouver Island University	0.07
<b>Average</b>	<b>6.9345</b>

Includes requests filled by production, inventory and interlibrary loan.

## Average Wait Times to Fill Requests Requiring Production, 2011-2012

Format	# of Days
DAISY (Human Voice)	43.21
DAISY (Synthesised Voice)	9.57
Etext	21.12
Kurzweil	17.88
MP3	23.59
PDF	12.39
Average	21.29333

## Alternate Format Production

CILS production has increased 202% over 5 years: from 466 in 2007/2008 to 1411 in 2011/2012. To fulfill requests not in the CILS collection CILS produced 1411 alternate formats.

## Alternate Formats Production Year Over Year Comparison

Total Production Completed and Sent	Percentage of Production	Production 2011/2012	Production 2010/2011	% Up/Down compared to 2010/2011
DAISY (human Voice)	0.85%	12	19	-36.84%
DAISY (synthetic voice)	0.43%	6	18	-66.67%
E-TEXT	16.79%	237	330	-28.18%
Kurzweil	0.50%	7	NA	0.00%
Large Print	0.07%	1	1	0.00%
MP3 (Digital Audio)	28.14%	397	303	31.02%
PDF	53.22%	751	463	62.20%
<b>Total</b>	<b>100.00%</b>	<b>1411</b>	<b>1134</b>	<b>24.43%</b>

## Alternate Formats Production, Estimated Costs and Turn Round Time

<b>Format</b>	<b>Productions</b>	<b>Description</b>	<b>Estimated Cost</b>	<b>Estimated Turn Around Time Range</b>
<b>Large Print</b>	1	Photo-enlarged text on paper	\$100 – \$1,000	1 to 14 days
<b>Text Readable PDF</b>	751	Text Readable PDF includes both a picture of the page as well as the page's complete computer readable text, and is therefore suitable for text-to-speech output.	\$200 – \$2000	1 to 7 days
<b>E-Text</b>	237	Any computer readable text file. E-text can be easily enlarged for students with low-vision; however, it is often most useful in that it can be converted to audio for visually impaired or learning disabled individuals. Not only does e-text serve as a source for digital audio (mp3), but it may be converted to audio on-the-fly on most computers using text-to-speech software such as Text Aloud or ReadPlease, or by a screen reader such as JAWS.	\$200 – \$5000	1 to 30 days
<b>Kurzweil</b>	7	Kurzweil is a proprietary format that requires the Kurzweil 3000 software package. Kurzweil 3000 enables a user to use scanned printed material outputted as displayed text synchronized with a synthesized voice.	\$200 – \$3000	1 to 30 days
<b>Digital Audio (MP3)</b>	397	An audio recording generated with a synthesized or computer voice. Encoded and distributed in the common MP3 digital audio format, and playable by any MP3 enabled device such as an iPod or computer.	\$300 – \$4,000	2 to 31 days
<b>Full Text Synthesized Voice DAISY</b>	6	This talking book format allows users to navigate the text by chapters, section and page number. DAISY talking books can be played on a computer or on a portable DAISY player. These types of book are useful when full navigation and full text is required such as in different types of manuals.	\$300 – \$5,000	2 to 45 days
<b>Human Voice DAISY</b>	12	This talking book format allows users to navigate the text by chapters, section and page number. DAISY talking books can be played on a computer or on a portable DAISY player. Human Voice DAISY produced at CILS does not include full text.	\$500 – \$10,000	3 to 90 days
<b>Total Productions</b>	1411			

If you have questions feel free to contact us at:

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