LAKELAND LIBRARY COOPERATIVE
MONTHLY SNAPSHOT

Member resources shared by 42 libraries in 81 locations across 8 counties

<table>
<thead>
<tr>
<th>CHECKOUTS/RENEWALS</th>
<th>INTERLIBRARY LOANS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total*** - 701,930</td>
<td>24,470 - Items Loaned</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ITEMS ADDED</th>
<th>ITEMS TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Item Records*** - 33,039 Bib Records - 3,000</td>
<td>28,297,277 - Item Records*** 1,552,381 - Bib Records (Some digital items are not counted)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CUSTOMERS SERVED</th>
<th>MELCAT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total*** - 97,620</td>
<td>3,057 - Items Received*** 3,251 - Items Loaned***</td>
</tr>
</tbody>
</table>

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<thead>
<tr>
<th>DELIVERY - BAGS &amp; BINS</th>
<th>RETURN ANYWHERE</th>
</tr>
</thead>
<tbody>
<tr>
<td>August 2020 - 2,707 August 2019 - 2,855 Down 5%</td>
<td>277 - Items Returned*</td>
</tr>
</tbody>
</table>

**Lakeland provided and/or subscription services**

**LLC OVERDRIVE GROUP**
- August 2020 - 34,086
- LLC to MCLS - 3,170
- MCLS to LLC - 5,074
- LLC to SLC - 1,047
- SLC to LLC - 531

**LLC RBDIGITAL GROUP**
- 2,943 - eMagazines
- 419 - eAudio

**I-TIVA**
- Patrons Contacted - 8,482
- Messages Delivered - 8,245
- Patrons Who Called In - 218
- Patrons Who Logged In - 102

**CONSULTING SUPPORT**
- 27 - Advocacy
- 137 - Members
- 17 - Vendors

**SHOUTBOMB**
- 4,378 - Total Registered Users
- 4,912 - Total Registered Barcodes
- 58 - New Users

**TECHNICAL SUPPORT**
- Tickets Created - 160
- Tickets Closed - 158

*Includes KDL
**Includes GRPL
***Includes KDL & GRPL

*Our mission is to strengthen our member libraries covering eight west Michigan counties by providing the means to share resources, services and expertise for the benefit of individuals and communities.*

Data collected from August 2020.

Visit the website at www.llcoop.org.