**LAKELAND LIBRARY COOPERATIVE MONTHLY SNAPSHOT**

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

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### CHECKOUTS/RENEWALS

- **Total*** - 533,004

### INTERLIBRARY LOANS

- **29,178** - Items Loaned

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### ITEMS ADDED

- **Item Records*** - 28,830
- **Bib Records** - 2,683

(Some digital items are not counted)

### ITEMS TOTAL

- **31,257,353** - Item Records***
- **1,636,012** - Bib Records

(Some digital items are not counted)

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### CUSTOMERS SERVED

- **Total*** - 90,344

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### DELIVERY - BAGS & BINS

- December 2020 - 2,516
- December 2019 - 2,987

Up 19%

### MELCAT

- **3,800** - Items Received***
- **4,314** - Items Loaned***

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### RETURN ANYWHERE

- **427** - Items Returned*

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### LLC OVERDRIVE GROUP

- **December 2020** - 34,557
- **LLC to RLA Libs** - 4,269
- **RLA Libs to LLC** - ?

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### LLC RBDIGITAL GROUP

- **2,679** - eMagazines

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### I-TIVA

- Patrons Contacted - 9,297
- Messages Delivered - 8,684
- Patrons Who Called In - 332
- Patrons Who Logged In - 95

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### SHOUTBOMB

- **4,589** - Total Registered Users
- **5,134** - Total Registered Barcodes
- **76** - New Users

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### TECHNICAL SUPPORT

- **Tickets Created** - 238
- **Tickets Closed** - 225

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### CONSULTING SUPPORT

- **12** - Advocacy
- **61** - Members
- **8** - Vendors

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

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Lakeland provided and/or subscription services

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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.

Visit the website at [www.llcoop.org](http://www.llcoop.org).

Data collected from December 2020.