**Monthly Glance**

- **Tickets Created**: 233
- **Tickets Closed**: 205

**Technical Support**

- **Tickets Created**: 233
- **Tickets Closed**: 205

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**Monthly Snapshot**

- **Total Registered Users**: 4,651
- **Total Registered Barcodes**: 5,205
- **New Users**: 66

**Lakeland Library Cooperative**

- **Data collected from January 2021.**
- **Visit the website at www.llcoop.org.**

**LLC to RLA Libs**: 4,715
**RLA Libs to LLC**: ?

**LLC Overdrive Group**

- **January 2021**: 38,107
- **LLC to RLA Libs**: 4,715
- **RLA Libs to LLC**: ?

**LLC RBdigital Group**

- **January 2021**: 3,514 eMagazines

**Patrons Contacted**: 8,516
**Messages Delivered**: 8,384
**Patrons Who Called In**: 251
**Patrons Who Logged In**: 98

**I-TIVA**

- **Patrons Contacted**: 8,516
- **Messages Delivered**: 8,384
- **Patrons Who Called In**: 251
- **Patrons Who Logged In**: 98

**Shoutbomb**

- **Total Registered Users**: 4,651
- **Total Registered Barcodes**: 5,205
- **New Users**: 66

**Consulting Support**

- **Advocacy**: 18
- **Members**: 129
- **Vendors**: 27

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).