**LAKELAND LIBRARY COOPERATIVE MONTHLY SNAPSHOT**

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

**CHECKOUTS/RENEWALS**
Total*** - 533,004

**INTERLIBRARY LOANS**
29,178 - Items Loaned

**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)

**CUSTOMERS SERVED**
Total*** - 90,344

**MELCAT**
?- Items Received***  
?- Items Loaned***

**DELIVERY - BAGS & BINS**
December 2020 - 2,516  
December 2019 - 2,987  
Up 19%

**RETURN ANYWHERE**
427 - Items Returned*

Lakeland provided and/or subscription services

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

**LLC RBDIGITAL GROUP**
2,679 - eMagazines

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

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

**TECHNICAL SUPPORT**
Tickets Created - 238  
Tickets Closed - 225

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

* 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 December 2020.

Visit the website at www.llcoop.org.