# Lakeland Library Cooperative Monthly Snapshot

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

## Checkouts/Renewals
- Total***: 1,038,499

## Interlibrary Loans
- 18,511 - Items Loaned

## Items Added
- Item Records***: 30,342
- Bib Records: 2,292

## Items Total
- Item Records***: 22,195,316
- Bib Records: 1,458,718

(Some digital items are not counted)

## Customers Served
- Total***: 125,646

## Delivery - Bags & Bins
- November 2019: 2,598
- November 2018: 2,320
- Up 12%

## Return Anywhere
- 843 - Items Returned*

* Includes KDL

## LLC OverDrive Group
- November 2019: 25,732
- LLC to MCLS: 2,240
- MCLS to LLC: 3,653

## LLC RBDigital Group
- 2,816 - eMagazines
- 320 - eAudio

## I-Tiva
- Patrons Contacted: 8,713
- Messages Delivered: 8,506
- Patrons Who Called In: 435
- Patrons Who Logged In: 211

## Shoutbomb
- 3,796 - Total Registered Users
- 4,250 - Total Registered Barcodes
- 85 - New Users

## Technical Support
- Tickets Created: 115
- Tickets Closed: 80

## Consulting Support
- 9 - Advocacy
- 17 - Members
- 9 - Vendors

Data collected from November 2019.

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

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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.**