## Lakeland Library Cooperative Monthly Snapshot

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

### Checkouts/Renewals
- **Total*** - 815,229

### Interlibrary Loans
- **24,408 - Items Loaned**

### Items Added
- **Item Records*** - 30,800
- **Bib Records** - 3,449

### Items Total
- **29,380,741 - Item Records***
- **1,582,638 - Bib Records**
  (Some digital items are not counted)

### Customers Served
- **Total*** - 101,033

### MELCAT
- **4,795 - Items Received***
- **5,035 - Items Loaned***

### Delivery - Bags & Bins
- **October 2020 - 2,807**
- **October 2019 - 2,787**
  - Up 1%

### Return Anywhere
- **356 - Items Returned**

### LLC Overdrive Group
- **October 2020 - 33,166**
  - **LLC to MCLS - 2,944**
  - **MCLS to LLC - 4,972**
  - **LLC to SLC - 824**
  - **SLC to LLC - 460**

### LLC RBDigital Group
- **3,401 - eMagazines**
- **292 - eAudio**

### I-Tiva
- **Patrons Contacted - 7,825**
- **Messages Delivered - 6,842**
- **Patrons Who Called In - 281**
- **Patrons Who Logged In - 99**

### Shoutbomb
- **4,473 - Total Registered Users**
- **4,996 - Total Registered Barcodes**
- **51 - New Users**

### Technical Support
- **Tickets Created - 221**
- **Tickets Closed - 206**

### Consulting Support
- **22 - Advocacy**
- **117 - Members**
- **7 - Vendors**

---

**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).