### Lakeland Library Cooperative Monthly Snapshot

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

#### Checkouts/Renewals

<table>
<thead>
<tr>
<th>Category</th>
<th>Total***</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total</strong></td>
<td>1,054,211</td>
</tr>
</tbody>
</table>

#### Interlibrary Loans

- **20,950 - Items Loaned**

#### Items Added

- **Item Records***: 33,694
- **Bib Records**: 3,115

#### Items Total

- **21,680,113 - Item Records***
- **1,440,623 - Bib Records**

(Some digital items are not counted)

#### Customers Served

- **Total***: 134,295

#### Delivery - Bags & Bins

- **September 2019**: 2,639
- **September 2018**: 2,263
  - Up 16%

#### MELCAT

- **5,996 - Items Received***
- **5,134 - Items Loaned***

#### Return Anywhere

- **697 - Items Returned***

#### LLC Overdrive Group

- **September 2019**: 26,813
  - LLC to MCLS: 2,705
  - MCLS to LLC: 3,751

#### LLC RBDigital Group

- **2,443 - eMagazines**
- **351 - eAudio**

#### i-Tiva

- **Patrons Contacted**: 9,487
- **Messages Delivered**: 8,738
- **Patrons Who Called In**: 562
- **Patrons Who Logged In**: 256

#### ShoutBomb

- **3,620 - Total Registered Users**
- **4,056 - Total Registered Barcodes**
- **96 - New Users**

#### Technical Support

- **Tickets Created**: 132
- **Tickets Closed**: 115

#### Consulting Support

- **12 - Advocacy**
- **26 - Members**
- **9 - Vendors**

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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.**

**Data collected from September 2019.**

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