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

### CHECKOUTS/RENEWALS
- Total*** - 1,074,843

### INTERLIBRARY LOANS
- 20,120 - Items Loaned

### ITEMS ADDED
- Item Records*** - 45,602
- Bib Records - 2,871

### ITEMS TOTAL
- 21,871,155 - Item Records***
- 1,446,632 - Bib Records
  (Some digital items are not counted)

### CUSTOMERS SERVED
- Total*** - 129,765

### ITEMS ADDITIONAL
- 2,331 - eMagazines
- 380 - eAudio

### DELIVERY - BAGS & BINS
- October 2019 - 2,787
- October 2018 - 2,544
  Up 10%

### MELCAT
- 5,792 - Items Received***
- 6,699 - Items Loaned***

### DELIVERY - BAGS & BINS
- October 2019 - 2,787
- October 2018 - 2,544
  Up 10%

### RETURN ANYWHERE
- 1,020 - Items Returned*

### LLC OVERDRIVE GROUP
- September 2019 - 27,172
- LLC to MCLS - 2,493
- MCLS to LLC - 3,776

### LLC RBDIGITAL GROUP
- 2,331 - eMagazines
- 380 - eAudio

### I-TIVA
- Patrons Contacted - 9,468
- Messages Delivered - 8,985
- Patrons Who Called In - 527
- Patrons Who Logged In - 243

### SHOUTBOMB
- 3,711 - Total Registered Users
- 4,158 - Total Registered Barcodes
- 90 - New Users

### TECHNICAL SUPPORT
- Tickets Created - 154
- Tickets Closed - 133

### CONSULTING SUPPORT
- 19 - Advocacy
- 28 - Members
- 14 - 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.**

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