**LAKELAND LIBRARY COOPERATIVE MONTHLY SNAPSHOT**

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

**CHECKOUTS/RENEWALS**
- Total*** - 1,211,100

**INTERLIBRARY LOANS**
- 22,889 - Items Loaned

**ITEMS ADDED**
- Item Records*** - 32,186
- Bib Records - 3,057

**ITEMS TOTAL**
- 21,412,441 - Item Records***
- 1,433,189 - Bib Records
  (Some digital items are not counted)

**CUSTOMERS SERVED**
- Total*** - 142,722

**MELCAT**
- 5,889 - Items Received***
- 5,434 - Items Loaned***

**DELIVERY - BAGS & BINS**
- August 2019 - 2,855
- August 2018 - 2,692
  Up 6%

**RETURN ANYWHERE**
- 1,086 - Items Returned*

**LLC OVERDRIVE GROUP**
- August 2019 - 28,614
- LLC to MCLS - 2,883
- MCLS to LLC - 3,836

**LLC RBDIGITAL GROUP**
- 2,370 - eMagazines
- 322 - eAudio

**I-TIVA**
- Patrons Contacted - 10,320
- Messages Delivered - 9,876
- Patrons Who Called In - 582
- Patrons Who Logged In - 276

**SHOUTBOMB**
- 3,528 - Total Registered Users
- 3,948 - Total Registered Barcodes
- 104 - New Users

**TECHNICAL SUPPORT**
- Tickets Created - 156
- Tickets Closed - 136

**CONSULTING SUPPORT**
- 26 - Advocacy
- 32 - Members
- 7 - Vendors

* Includes KDL
** Includes GRPL
*** Includes KDL & GRPL

Lakeland provided and/or subscription services

**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 August 2019.

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