

# Yavapai Library Network

April  
2020  
Monthly  
Report



## Manager's Lowdown

Hi All -

In the month of April, we all started settling in to our new reality of an altered work environment. Many of us found ourselves working from home or working in a building closed to the public with reduced staff and no volunteers to assist. Things were different. We got used to virtual meetings, creating online events, and trying to connect to our patrons in other ways than we were used to. We had libraries that ranged from being completely closed to others that continued to provide curbside delivery. During April, most of the YLN and YC-FLD administration was working from home, using Microsoft Teams to communicate effectively in order to continue with our projects. Here is the status of a few that we are working on.

- The Overdrive- Reciprocal Lending Agreement was approved and will be in place mid May. We will be creating a press release, and instructional materials for our patrons, which we will distribute electronically to your libraries.
- We are about to sign an agreement with Sora, which is an Overdrive product. Sora is an app for the K12s, and is much like Libby. When our schools receive it, they will be able to purchase their own content, and access age appropriate e-books and audiobooks from our public libraries. We will also be developing some instructional brochures and a press release surrounding this product which will be distributed to you electronically.
- Automatic Renewals - The Automatic Renewal Policy was emailed to the Steering Committee with a proposed start date of June 1st. This may be delayed depending on the opening status of our libraries. It is basically suggesting that the items be renewed in the early morning on the due date. Participating libraries will have a three-day grace period. This gives patrons a fine-free opportunity to return items that can't be renewed. It still needs to be voted on for approval.
- Chanel is beginning to work on a new website for the YC-FLD libraries. After that is complete, she will begin redesigning the YLN website. We are just in the idea phase but stay tuned as it progresses.
- Check out the new Mango statistics we are including in this month's report! As more people are staying at home, we may

see some increased usage on some of our databases.

- In our last Public Services user group meeting we discussed the need to preserve some of the materials we are using during this pandemic. (See this month's Member News section featuring Yavapai College.) These photos and stories can be put into a press release, or placed in archives (i.e. Yavapai College, Prescott College, or Sharlot Hall). Send us your COVID-19 photos and stories for May's monthly report!
- Chanel has documented all the changes we made last month as we shut down libraries. We now have a plan to reverse those settings as you begin curbside delivery or open your libraries with restrictions. We realize everything is still fluid, just let us know your plans so we can assist you the best way possible.

See you next month.

Thanks,

Valerie Burns

# Member News

In response to the COVID-19 pandemic, Yavapai College made the decision to have all employees telecommute which included the library. Yavapai College library staff immediately began brainstorming ideas to continue to provide services and encouragement. To support each other and boost morale, we hold daily morning and afternoon staff check-ins via Zoom. Staying connected has been a lifeline for our library team.

We created a LibGuide to support staff working from home. It provided links to YC software, instructions for answering phones via soft phone, accessing WorkFlows, recommended Zoom settings, and staff cell phone numbers. The library's website was altered to show the ways to contact reference and where to go for curbside pickup service. Reference staff also provide online chat service. Patrons can request meetings via Zoom or by phone.

Curbside service opened on Monday, March 30 at both campus libraries. Curbside service hours are noon-4pm, the busiest times being noon-2pm. YCP receives transits on Mondays after the incoming transit buckets have been quarantined at the YC Mail Center for five days. Library staff maintains a 6-foot plus distance from patrons and each other. Masks and gloves are required for library staff.

The Curbside delivery process:

- Signs direct patrons to ask questions by phone to avoid all face-to-face contact.

- Patrons arriving to the library parking lot call the Circ desk to have ID verified and library materials checked out.
- Library items are then delivered to a book cart on the sidewalk.
- When library staff walks away, the patron can retrieve items off the cart.

Courtney (cataloger) brought home processing materials (stamps, stickers, barcodes, RFID tags, CD-book cases, book jackets) to process new materials. For cataloging, Courtney also brought home the barcode scanner and a second monitor. VMWare was set up to include access to WorkFlows and OCLC Connection. Once a week, she drops off processed and cataloged materials to the library and picks up another tote-full of new items. Interlibrary Loan is filling patron requests & other library requests because we are staffed on-site two days a week.

We are keeping patrons informed of our services and keeping them entertained with our lively videos via internal college emails and social media. The video Ustadza made for National Poetry Month is nominated for a Telly Award: <https://www.facebook.com/455613061498221/videos/792662217926206/> Videos promoting our e-resources were created as well as entertaining videos/images to keep the YC community connected as to library offerings. In addition, Sophia is creating an online Book Discussion.



# Prioritization

## Priority One: Resolve Current Helpdesk Requests

A help desk request, or work order, is the submission of a problem that one encounters during the normal operation of a YLN service. Requests are generally submitted via e-mail to help@yln.info. If a request is submitted via telephone, then a YLN staff person will create the request for the submitter. Help desk requests will always be our highest priority because in some cases a member library employee cannot complete a work function until the issue is resolved.

**Total requests submitted: 141**

**Total requests resolved: 134**

**Total unresolved requests opened this month: 7**

**Total requests still open: 29**

## Priority Two: IP Address Change

SparkLight will give us a tremendously better deal on Internet connections than CenturyLink, but CenturyLink won't let us take our IP addresses with us. So that a net company can't hold us hostage in the future, we are purchasing our own range of IPs.

**Goal:** Update IP addresses on YLN servers to our own IP range

**Project Lead:** Valerie Burns

- Purchase IPs
- Test IP change
- Roll out all new IPs

## Priority Three: Community Calendar

Libraries have requested a community calendar for years, but there was no solution available. Calendar software for the library market is now being developed.

**Goal:** Implement a community calendar

**Project Lead:** Charles Matheus

- Evaluate available calendaring products
- Get quote
- Apply for LSTA grant
- Sign contract for product (if needed)
- Implement calendar
- Go live with a subset of pilot libraries
- Roll it out to the Network
- Test with a community organization
- Open it up to all organizations that would like to participate

## Priority Four: Get Up to Speed with VMWare

The YLN has taken over ownership of the VMWare servers from ITS which host Symphony and Enterprise. We need to learn how to admin VMWare and be prepared for emergencies.

**Goal:** Become versed in how VMWare works

**Project Lead:** Chanel Wheeler

- Watch LinkedIn Learning classes on VMWare
- Update vCenter
- Update ESXI hosts
- Test failover

Note concerning prioritization: The priority of projects may shift as individual portions are completed.

# Prioritization

## Priority Five: Redesign/upgrade YCFLD website

The YCFLD website is in need of a face lift. Additionally, it is on Drupal 7 which will be end-of-lived in 2021.

**Goal:** Redesign and upgrade the YCFLD website.

**Project Lead:** Chanel Wheeler

- Install Drupal 8
- Install Drupal 8 third-party modules
- Rewrite YCFLD custom modules for new API
- Work with Kelly on implementing new design
- Release the new website

- Correct structurally invalid bibliographic records in Symphony
- Complete cataloging and descriptions of Adult Books
- Add Subject Headings and Genre Headings to bibliographic records that lack them
- Complete cataloging and description of Youth Books
- Complete cataloging and descriptions of Adult non-book materials
- Complete cataloging and description of Youth non-book materials
- Clean-up genre headings to conform to current standards

## Priority Six: Move Servers from Ubuntu to RHEL

Our Ubuntu servers are not playing well with the Hyper-V host. Red Hat is better supported on Hyper-V. The District and ITS already bought two RHEL licenses. The Network will be buying the rest.

**Goal:** Move servers to RHEL so they will be more stable.

**Project Lead:** Chanel Wheeler

- Purchase RHEL licenses
- Move portal server to RHEL
- Move ylntest server to RHEL
- Move help desk server to RHEL
- Move helptest server to RHEL
- Move optio server to RHEL
- Move district server to RHEL
- Move districttest server to RHEL
- Move authentication server to RHEL

## Priority Seven: Improve Database Quality

Enhance the operation of the catalog for patrons and staff by improving material description, subject and genre access, and data integrity. These tasks are for materials already in Symphony.

**Goal:** Improve patron and staff search experience

**Project Lead:** Eric Petersen

## Priority Eight: Implement Blue Cloud Cataloging

Blue Cloud Cataloging will allow library staff to access Symphony cataloging from a web browser. The new product should have significant user interface improvements above the cataloging section in WorkFlows.

**Goal:** Fully implement Blue Cloud Cataloging (BCC)

**Project Lead:** Eric Petersen

- Upgrade Web Services so we can use BCC
- Configure Web Services for the new service
- Test BCC to see how it works
- Create documentation
- Activate it for a test library to see how it works in a production environment
- Conduct a training session for all YLN users
- Activate it for the remaining libraries

## Completed Projects CY20

## Cancelled/Postponed Projects CY20

# Statistics

Holds - April 2020					
Hold Inactive Reason	CANCELLED	EXP_ONSHLF	EXPIRED	FILLED	Total
Pickup Library	Number of Holds	Number of Holds	Number of Holds	Number of Holds	Number of Holds
AJS			1		1
ASH	8		1	12	21
BAG	3			32	35
BCC	13			31	44
BEA	14		9	4	27
CLA	3		1	1	5
CON	5		2	10	17
COR	30		1	33	64
CRK				35	35
CTW	174		6		180
CVCL	77		5	951	1,033
CVPL	65		2	31	98
CVUSD	1			2	3
DHL	22			1	23
ERU	10		1	97	108
JER			2	2	4
MAY	4			43	47
PAUL	10		1	11	22
PCL	4			3	7
PHS	11				11
PPL	880		25	3,112	4,017
PVA2	282	101		1,861	2,244
PVPL	642	152	25	5,799	6,618
SED	119		15	16	150
SEL	4		1		5
SPR	5			123	128
TCP	2			5	7
VOC	57		2	1	60
WIL	5			10	15
YAR	3		2	5	10
YCFLD	8		1	16	25
YCP	58			298	356
YCV	15		2	135	152
YLN	1				1
<b>Total</b>	<b>2,535</b>	<b>253</b>	<b>105</b>	<b>12,680</b>	<b>15,573</b>



# Statistics

Items Transited - April 2020											
Station Library →											
Item Li- brary ↓	Total	ASH	BAG	BCC	BEA	CLA	CON	COR	CRK	CVCL	CVPL
Total	6,317	5	14	3	4	2	4	3	30	698	31
ASH	137		1				2			13	1
BAG	207									18	
BCC	168		1							18	
BEA	86		1							9	1
CLA	165	1	1						1	11	
CON	74									5	
COR	105									6	1
CRK	35	1								3	
CTW	365	1		1					1	12	7
CVCL	286							1	2		1
CVPL	116									6	
CVUSD	103									19	
DHL	79	1							1	8	
ERU	71									10	
GMMS	2										
JER	5									1	
MAY	113				1				1	11	
MES	9										
PAUL	82									4	
PCL	37									6	
PPL	2,180	1	6		3		2	2	19	272	15
PVPL	821		1	2		1			4	139	3
SED	78					1				3	
SEL	14		1								
SPR	70		1							5	
STX	35									2	
TCP	1									1	
WIL	75		1							8	
YAR	153									12	
YCP	238								1	26	1
YCV	407									70	1

# Statistics

Items Transited - April 2020							
Station Library →							
Item Li- brary ↓	CVUSD	ERU	JER	MAY	PAUL	PCL	PPL
Total	2	97	2	16	3	2	984
ASH							21
BAG		1		1	1		25
BCC				1	1		30
BEA				1			13
CLA							26
CON							10
COR				1			14
CRK							4
CTW		1					195
CVCL							56
CVPL							41
CVUSD		1					21
DHL							10
ERU							6
GMMS							
JER							4
MAY							16
MES							5
PAUL							13
PCL							5
PPL		75	1	10		2	
PVPL	2	13		1			304
SED			1				37
SEL							6
SPR				1			4
STX		2					18
TCP							
WIL							12
YAR		1					22
YCP		3			1		20
YCV							46



# Statistics

Items Transited - April 2020												
Station Library →												
Item Library ↓	PVA2	PVPL	SED	SPR	TCP	VOC	WIL	YAR	YCFLD	YCP	YCV	YLN
Total	679	3,299	10	116	5	4	10	3	27	152	20	92
ASH	6	80		5					1	3		4
BAG	9	124		12			1		7	3		5
BCC	3	91		2			1		1	2		17
BEA	4	51		4						2		
CLA	6	87		12				1	1	1		17
CON	6	44		3					1	2	3	
COR	9	64							8	1	1	
CRK	3	21		2								1
CTW	10	130		2	1			1		2		1
CVCL	20	192	3	3	1		1			4	2	
CVPL	10	55		2			1			1		
CVUSD	3	58										1
DHL	7	33		4								15
ERU	1	47		6						1		
GMMS	1	1										
JER												
MAY	10	62		4						4	1	3
MES	1	3										
PAUL	7	33		1								24
PCL	4	13		2			2			4	1	
PPL	177	1,478	5	30	2		2		5	64	7	2
PVPL	320		2	9	1			1		17	1	
SED	2	23				4				7		
SEL	1	4								1		1
SPR	3	51								4	1	
STX	1	12										
TCP												
WIL	4	44		5						1		
YAR	8	98		7			1			4		
YCP	21	159		1			1		1		3	
YCV	22	241							2	24		1

# Statistics

Discards - April 2020	
Station Library	Library Use Transactions
ASH	2
BAG	39
BCC	936
BEA	234
CON	313
COR	43
CRK	1
CVCL	1
CVPL	3
ERU	189
MAY	2
MES	1
PAUL	3
PPL	2,797
PVPL	818
SED	1
WIL	44
YAR	295
YCFLD	1
YCP	1
YCV	296
YLN	26
Total	6,046

Items Added - April 2020	
Item Library	Total Copies
ASH	1
BAG	8
BCC	38
BEA	2
CLA	28
CON	1
COR	27
CRK	3
CVCL	267
CVHS	15
CVPL	44
CVUSD	94
DHL	33
ERU	2
MAY	1
MES	24
PAUL	5
PCL	38
PPL	1211
PVPL	323
SED	234
SEL	2
SHM	8
SPR	1068
STX	3
THS	118
WIL	22
YAR	14
YCP	210
YCV	100
YLN	1297
Grand Total	5241

Total Items - April 2020	
Item Library	Total Copies
AJS	14,973
ASH	6,001
BAG	14,143
BCC	11,330
BEA	11,505
BMHS	32,429
CLA	8,941
CON	6,243
COR	6,543
CRK	3,425
CTW	98,708
CVCL	30,172
CVHS	14,926
CVPL	54,627
CVUSD	31,243
DHL	4,785
ERU	30,680
GMMS	10,081
JER	14,322
LAW	1,784
LES	14,995
MAY	9,799
MES	6,284
MUHS	14,860
ORME	9,239
PAUL	6,080
PCL	35,099
PHS	11,221
PMH	9,660
PPL	138,543
PVPL	87,692
SED	82,363
SEL	6,489
SHM	7,365
SPR	4,699
STX	598
TCP	1,261
THS	12,045
VOC	41
WIL	4,503
YAR	7,747
YAV	4,421
YCC	3,123
YCFLD	93
YCP	60,474
YCV	57,096
YLN	229,334
Total	1,231,985

# Statistics

New Users - April 2020	
User Library	Sum of Number of Users
AJS	1
BCC	3
CLA	3
CON	4
CTW	21
CVCL	18
DHL	2
ERU	15
MAY	1
PAUL	1
PCL	3
PPL	150
PVPL	38
SED	31
VOC	3
YCFLD	1
Grand Total	295

Total Users - April 2020	
User Library	Number of Users
AJS	728
ASH	965
BAG	750
BCC	1,124
BEA	1,096
BMHS	2,294
CLA	562
CON	631
COR	1,037
CRK	152
CTW	12,249
CVCL	5,719
CVHS	1,468
CVPL	5,621
CVUSD	2,107
DHL	648
ERU	5,746
GMMS	674
JER	255
LAW	4
LES	510
MAY	959
MES	1,212
MHS	1
MUHS	1,847
ORME	439
PAUL	502
PCL	3,273
PHS	2,441
PMH	796
PPL	25,955
PVA2	1
PVPL	23,024
SED	9,293
SEL	743
SHM	1
SPR	334
STX	3
TCP	25
THS	965
VOC	1,291
WIL	240
YAR	546
YCFLD	13
YCP	2,045
YCV	838
YLN	2
Total	121,129

# Statistics

Patron Bills - April 2020			
Bill Library Code	# of Bills	Bill Amount	Bill Payment Amount
Total	150	\$1,468.68	\$535.50
BCC	2	\$55.00	\$0.00
CTW	4	\$42.58	\$0.00
CVCL	1	\$10.00	\$10.00
GMMS	3	\$9.00	\$9.00
PCL	2	\$17.00	\$17.00
PHS	3	\$8.90	\$8.90
PPL	40	\$397.60	\$109.50
PVPL	52	\$434.00	\$365.00
SED	1	\$3.00	\$3.00
TCP	1	\$10.00	\$10.00
YAR	1	\$3.10	\$3.10
YCP	12	\$134.91	\$0.00
YCV	18	\$193.59	\$0.00
YLN	10	\$150.00	\$0.00

# Statistics

Circulation - April 2020				
Station Library	Client Types	Charge Item Part B	Renew Item	Grand Total
ASH	SIP	15		15
	WorkFlows	15	9	24
ASH Total		30	9	39
BAG	Enterprise		10	10
	SIP	43	1	44
	WorkFlows	10		10
BAG Total		53	11	64
BCC	None	1		1
	SIP	23		23
	WorkFlows	56		56
BCC Total		80		80
BEA	None	4		4
	WorkFlows	9	1	10
BEA Total		13	1	14
CLA	Enterprise		1	1
	SIP	3		3
	WorkFlows	3		3
CLA Total		6	1	7
CON	Enterprise		4	4
	SIP	20		20
	WorkFlows	13		13
CON Total		33	4	37
COR	Enterprise		13	13
	SIP	47		47
	WorkFlows	6		6
COR Total		53	13	66
CRK	Enterprise		26	26
	WorkFlows	52		52
CRK Total		52	26	78
CTW	BC Mobile		15	15
	Enterprise		87	87
	WorkFlows	5		5
CTW Total		5	102	107
CVCL	BC Mobile		5	5
	Enterprise		29	29
	None	1		1
	WorkFlows	1268	29	1297
CVCL Total		1269	63	1332
CVHS	WorkFlows	113		113
CVHS Total		113		113
CVPL	BC Mobile		8	8
	Enterprise		60	60
	WorkFlows	100	58	158
CVPL Total		100	126	226
CVUSD	WorkFlows	19	1	20
CVUSD Total		19	1	20
DHL	Enterprise		1	1
	WorkFlows	1		1
DHL Total		1	1	2
ERU	BC Mobile		1	1
	Enterprise		1	1
	SIP	87		87
	WorkFlows	61	13	74
ERU Total		148	15	163
JER	BC Mobile		1	1
	WorkFlows	3		3

JER Total		3	1	4
MAY	SIP	8		8
	WorkFlows	66	1	67
MAY Total		74	1	75
MES	WorkFlows	2		2
MES Total		2		2
ORME	WorkFlows	2		2
ORME Total		2		2
PAUL	BC Mobile		2	2
	SIP	16		16
	WorkFlows	7		7
PAUL Total		23	2	25
PCL	WorkFlows	31		31
PCL Total		31		31
PPL	BC Mobile		18	18
	Enterprise		182	182
	SIP	3212	15	3227
	WorkFlows	1457	167	1624
PPL Total		4669	382	5051
PVA2	WorkFlows	668	5	673
PVA2 Total		668	5	673
PVPL	BC Mobile		42	42
	Enterprise		394	394
	SIP	7017	13	7030
	WorkFlows	281	68	349
PVPL Total		7298	517	7815
SED	BC Mobile		5	5
	Enterprise		91	91
	SIP	66		66
	WorkFlows	10		10
SED Total		76	96	172
SEL	WorkFlows	4		4
SEL Total		4		4
SPR	SIP	12		12
	WorkFlows	173	8	181
SPR Total		185	8	193
TCP	WorkFlows	5		5
TCP Total		5		5
VOC	BC Mobile		2	2
	WorkFlows	4		4
VOC Total		4	2	6
WIL	SIP	18	1	19
	WorkFlows	2		2
WIL Total		20	1	21
YAR	WorkFlows	19	4	23
YAR Total		19	4	23
YCFLD	WorkFlows	27		27
YCFLD Total		27		27
YCP	BC Mobile		5	5
	Enterprise		8	8
	SIP	22		22
	WorkFlows	379	77	456
YCP Total		401	90	491
YCV	SIP	8		8
	WorkFlows	221	69	290
YCV Total		229	69	298
YLN	None	85		85
	SIP		168	168
	WorkFlows	9		9

# Statistics

YLN Total		94	168	262
Grand Total		15809	1719	17528

Checkins - April 2020	
Station Library	Total Checkins
AJS	320
ASH	282
BAG	300
BCC	282
BEA	287
BMHS	400
CLA	308
CON	317
COR	313
CRK	72
CTW	735
CVCL	2,037
CVHS	519
CVPL	998
CVUSD	453
DHL	334
ERU	143
GMMS	33
JER	3
LES	150
MAY	195
MES	106
ORME	2
PAUL	226
PCL	31
PHS	207
PMH	34
PPL	12,966
PVA2	10
PVPL	12,191
SED	1,624
SEL	110
SPR	235
TCP	12
THS	15
VOC	185
WIL	145
YAR	317
YCFLD	35
YCP	776
YCV	569
YLN	123
<b>Total</b>	<b>38,400</b>

Circulation Use Item - April 2020	
Station Library	Use Item Transactions
CVUSD	39
YCP	45

# Statistics

## OPAC Searches

Library	Total
AJS	1585
ASH	590
BAG	956
BCC	1052
BEA	62
CLA	971
CON	834
COR	1139
CRK	533
CTW	15947
CVHS	310
CVCL	867
CVPL	3339
CVUSD	919
DHL	1715
ERU	2126
GMMS	489
JER	1771
LAW	0
LES	685
MAY	905
MES	228
MHS	83
MUHS	490
ORME	269
PAUL	102
PCL	1426
PHS	542
PMH	231
PPL	36757
PVPL	27214
SED	18150
SEL	551
SPR	136
THS	381
VBC	889
VER	4426
WIL	597
YAR	464
YCP	8927
DEFAULT	8550
Total	147208



# Statistics - Databases

## Ebook Central

Month of: 4/2020					
Category: All Categories					
Usage Type: All Documents Selected					
Library	Total Titles Used	Total Unique Users	Total Book Downloads	Total Chapter Downloads	Top 5 Most Used Subjects
TOTAL	5732	4104	1846	2029	Social Science, Literature, Business/Management, Psychology, History

## Overdrive

Month of: 4/2020					
Usage Type: All Documents Selected					
User Activity					
Unique Users: 4634					
Checkouts		Holds			
Audiobook	8745	Audiobook	3827		
eBook	16181	eBook	7755		

Branch	Checkouts
Spring Valley Library	8
Crown King Public Library	10
Beaver Creek Public Library	30
Jerome Public Library	33
Ash Fork Public Library	37
Cordes Lakes Public Library	42
Seligman Public Library	45
Mayer Public Library	65
Wilhoit Public Library	74
Yarnell Public Library	96
Bagdad Public Library	127
Dewey-Humboldt Town Library	131
Black Canyon City Community Library	151
Paulden Public Library	165
Congress Public Library	186
Clark Memorial Library	235
Sedona Public Library - village of Oak Creek	670
Camp Verde Community Library	845
Chino Valley Public Library	1056
Cottonwood Public Library	2395
Sedona Public Library	2707
Prescott Valley Public Library	4954
Prescott Public Library	10519

# Statistics - Databases

## rbDigital Audiobooks

Month of: 4/2020	
Libraries	Checkouts
Beaver Creek Public/School Library	4
Camp Verde Community Library	3
Chino Valley Public Library	6
Congress Public Library	4
Cordes Lakes Public Library	1
Cottonwood Public Library	26
Embry-Riddle Aeronautical University Library	2
Paulden Public Library	7
Prescott College Library	4
Prescott Public Library	133
Prescott Valley Public Library	9
Sedona Public Library	33
Village of Oak Creek Library	7
Yarnell Public Library	20
Yavapai College Library - Prescott	12
(blank)	18
Grand Total	289

## rbDigital Magazines

Month	Checkouts	Turnaways
April	274	0

## Y.E.S. Calendar

Month	# of Programs	# of Users Visiting (Last 28 Days)
April	3672	155

# Statistics - Databases

## UniversalClass

Month	New Registered Users	Login Sessions	New Courses Enrolled	Stud. Submissions
April	32	239	40	106

## Mango Languages

Month of: 4/2020	
Total Sessions	413
Mobile Sessions	198
Avg Learning Time (min)	15.37

## Mobile App

Month of: 4/2020		
Usage by Platform		
Platform Type	Devices	Launches
Amazon-FireOS	0	0
Android	447	1946
iPad	242	1663
iPhone	628	2873
iPod Touch	4	56
TOTAL	1321	6538

## SMS

Month of: 4/2020	
Hold Notice	1876
Manual Text	21
Overdue Notice	0

## AMH

Month of: 4/2020	
Items/Month	25726

## Statistics - I-Tiva (TM3)

Date	Patrons	Rejected Records	Total Attempts	Total Deliveries	Patron Logins on MESSAGE call
4/1/2020	84		93	80	
4/2/2020	54		62	51	
4/3/2020	66	10	72	64	
4/4/2020	13		15	13	
4/5/2020	1		1	1	
4/6/2020	1		1	1	
4/7/2020	38	1	50	36	
4/8/2020	29		41	24	
4/9/2020	6		8	6	
4/10/2020	4		4	4	
4/11/2020	6		6	6	
4/12/2020	22	3	22	19	
4/13/2020					
4/14/2020	34	2	41	33	
4/15/2020	28		33	25	
4/16/2020	13		16	11	
4/17/2020	22	5	28	19	
4/18/2020	9		12	8	
4/19/2020	9		9	9	
4/20/2020					
4/21/2020	35	1	38	33	
4/22/2020	27	2	31	25	
4/23/2020	11		14	9	
4/24/2020	32	1	34	31	
4/25/2020	7		9	6	
4/26/2020	9		9	9	
4/27/2020	1		1	1	
4/28/2020	31	1	34	30	
4/29/2020	31	1	36	27	
4/30/2020	26	2	30	25	
<b>Grand Total:</b>	<b>649</b>	<b>29</b>	<b>750</b>	<b>606</b>	

I-Tiva Month To Date MESSAGE Report used