

Yavapai Library Network

October
2020
Monthly
Report



Manager's Lowdown

Hi All -

As I write this report the wind of change is blowing. The temperatures remained in the summer range this week, but over the weekend we are expecting snow! 2020 continues to be a year of surprises. One of my favorite quotes is, "We can't direct the wind but we can adjust our sails" -- Thomas S. Monson. Let's just keep adjusting those sails, and don't let the wind knock us down.

- Personnel changes – We will have a new Records Tech begin on Monday, November 9th. Her name is Toni Sola. She will initially help us with the processing of the Skull Valley and Park View Canyon View collections. Our new Transit Clerk II, David Micale, is starting on Wednesday, November 18th, and is taking Don Weverstad's place as the lead in our transit department. We still have a position open for a part-time seasonal cataloger and additional library clerk which we will be filling in November.

- Prescott Valley Public Library has been piloting MessageBee notices for us. The Bill Notices, Overdue Notices and Pickup Notices will be ready to be rolled out to the entire YLN around November 18th. Automatic Renewal notices will follow shortly afterwards and Assumed Lost will be available towards the beginning of next year.

- The YLN website continues to be designed. We have chosen a template and are in the process of designing a new logo. We had a tagline contest, and Bud Garzo from Prescott Public Library had the winning entry of "One Card, Endless Options." These will be incorporated into the new website. Chanel has successfully transferred the archived material so there will be less "clutter" on the new website and has transferred all of the user information. We will be sending out portions for testing and feedback as the development continues.

- EZProxy is now working in a test environment. We have verified that RPA will no longer be needed for authentication. Chanel is continuing to work on it and will be sending out an email when it is ready for the YLN to test.

- Our OPAC Committee has been chosen, the consultant has been selected, and we anticipate beginning the necessary committee meetings in the next few weeks.

- New Library Status: Skull Valley is now transiting materials as we continue to catalog their collection. Park View Canyon View is just being set up in the ILS. No materials have been cataloged at this time. Verde Valley Archaeology Center has all of its DVDs entered into the catalog, and we are in the process of adding their books. They, however, will not be circulating any of their materials.

See you all next month. I can't believe it will be December already.

Thanks,
Valerie Burns

Member News

Yavapai College Library now has online library card registration! Once a patron registers, a library card will be mailed to the patron or can be picked up at one of our curbside service locations.

The entire process is online, including the identity verification process.

Email james.rider@yc.edu for information on the technology used or susan.robertson@yc.edu for the patron experience.

<https://www.yc.edu/v6/library/get-library-card.html>



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: 102

Total requests resolved: 90

Total unresolved requests opened this month: 12

Total requests still open: 32

Priority Two: Move to MessageBee

The Network has been having ongoing problems with patrons not receiving email notices because their email provider quietly rejects them. SirsiDynix has not been willing to tackle this problem. As a solution, the Network is moving to Unique MessageBee. Not only will notices be delivered reliably to patrons, they also can track whether the patron opened the email and if they clicked on links inside.

Goal: Move to a reliable email notice system

Project Lead: Chanel Wheeler

- Get quote from Unique
- Pick pilot library
- Sign agreement with Unique
- Set up pilot library with overdue, hold, and bill notices
- Roll out overdue, hold, and bill notices to all YLN libraries
- Set up pilot library with autorenewal notice
- Roll out autorenewal notice to all YLN libraries
- Set up pilot library with assumed lost notice
- Roll out assumed lost notice to all YLN libraries

Priority Three: 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 Four: 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 ylnstest 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 Five: 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: Karen Straube

- 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: 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: Karen Straube

- 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

IP address change
Redesign/upgrade YCFLD website
Community calendar

Cancelled/Postponed Projects CY20

Statistics

| Holds - October 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 |
| ASH | 19 | 11 | 1 | 245 | 276 |
| BAG | 22 | 30 | | 291 | 343 |
| BCC | 31 | 24 | | 394 | 449 |
| BEA | 21 | 69 | 1 | 354 | 445 |
| BMMS | | | | 1 | 1 |
| CLA | 3 | 45 | 2 | 65 | 115 |
| CON | 19 | 10 | | 286 | 315 |
| COR | 25 | 67 | | 182 | 274 |
| CRK | 2 | 6 | | 56 | 64 |
| CTW | 208 | 288 | 16 | 2,856 | 3,368 |
| CVCL | 97 | 96 | 3 | 1,159 | 1,355 |
| CVHS | | | | 4 | 4 |
| CVLAB | | | | 3 | 3 |
| CVPL | 143 | 112 | 4 | 1,386 | 1,645 |
| CVUSD | 4 | | | 42 | 46 |
| DHL | 7 | 18 | 2 | 143 | 170 |
| ERU | 3 | | 2 | 119 | 124 |
| GMMS | 1 | | | 12 | 13 |
| JER | | | 1 | 77 | 78 |
| LES | 1 | | | | 1 |
| MAY | 5 | 49 | 1 | 110 | 165 |
| MUHS | 1 | | | | 1 |
| PAUL | 41 | 89 | 1 | 406 | 537 |
| PCL | 6 | | | 24 | 30 |
| PCM | | | | 5 | 5 |
| PHS | 10 | | | 18 | 28 |
| PMH | 1 | | | | 1 |
| PPL | 1,403 | 854 | 50 | 10,881 | 13,188 |
| PVA2 | 340 | 262 | | 3,073 | 3,675 |
| PVPL | 435 | 448 | 21 | 4,770 | 5,674 |
| SED | 316 | 206 | 8 | 3,039 | 3,569 |
| SEL | 58 | 68 | 3 | 465 | 594 |
| SPR | 10 | 4 | | 97 | 111 |
| TCP | 2 | | | 9 | 11 |
| THS | 7 | | | | 7 |
| VOC | 116 | 56 | 4 | 1,534 | 1,710 |
| WIL | 6 | 7 | 3 | 224 | 240 |
| YAR | 32 | 9 | | 360 | 401 |
| YCFLD | 8 | 5 | | 11 | 24 |
| YCP | 14 | 69 | 1 | 143 | 227 |
| YCV | 14 | 11 | | 113 | 138 |
| YLN | 3 | | | 3 | 6 |
| Total | 3,434 | 2,913 | 124 | 32,960 | 39,431 |

Statistics

| Items Transited - October 2020 | | | | | | | | | | | | | | | |
|--------------------------------|--------|-----|-----|-----|-----|------|-----|-----|-----|-----|-------|-------|------|-------|-------|
| Station Library → | | | | | | | | | | | | | | | |
| Item Li- brary ↓ | Total | ASH | BAG | BCC | BEA | BMMS | CLA | CON | COR | CRK | CTW | CVCL | CVHS | CVLAB | CVPL |
| Total | 23,387 | 196 | 207 | 331 | 372 | 1 | 69 | 200 | 190 | 54 | 2,136 | 1,082 | 7 | 13 | 1,234 |
| AJS | 106 | | 4 | 1 | 1 | | | | | | 3 | 2 | | | 6 |
| ASH | 208 | | 2 | 2 | 5 | | 1 | 3 | 1 | 1 | 25 | 9 | 1 | | 2 |
| BAG | 429 | 5 | | 6 | 5 | 1 | 1 | 1 | 4 | 1 | 32 | 11 | | | 28 |
| BCC | 388 | 11 | 3 | | 5 | | 3 | 2 | 5 | 2 | 33 | 11 | | | 18 |
| BEA | 176 | 2 | 2 | 3 | | | | 2 | 1 | | 17 | 7 | | | 9 |
| BMHS | 13 | | | | | | | | | | 1 | | | | |
| BMMS | 12 | | | 1 | | | | | | | 1 | 1 | | | |
| CLA | 223 | 2 | 2 | 1 | 2 | | | 4 | 2 | | 16 | 6 | | | 12 |
| CON | 120 | 2 | 1 | 2 | 2 | | 2 | | | | 5 | 7 | | | 8 |
| COR | 239 | 3 | 1 | 2 | 2 | | 2 | 4 | | 3 | 24 | 9 | | | 4 |
| CRK | 97 | 1 | 2 | | 1 | | | | 2 | | 12 | 1 | | | 1 |
| CSES | 1 | | | | | | | | | | | | | | |
| CTW | 2,812 | 26 | 24 | 32 | 38 | | 8 | 17 | 24 | 5 | | 144 | 1 | | 132 |
| CVCL | 712 | 2 | 4 | 9 | 8 | | | 6 | 4 | 2 | 86 | | | | 50 |
| CVHS | 13 | | | | | | | | | | 1 | 1 | | | |
| CVLAB | 37 | | 1 | | | | | | | | 2 | 2 | | | 4 |
| CVPL | 1,151 | 9 | 13 | 18 | 20 | | 2 | 7 | 3 | 1 | 136 | 49 | | | |
| CVUSD | 171 | | 1 | 4 | 1 | | | 1 | | | 7 | 8 | | 12 | 9 |
| DHL | 211 | 1 | 1 | 2 | 3 | | | 5 | 3 | 2 | 17 | 4 | | | 8 |
| ERU | 184 | | 1 | 6 | 1 | | | | 2 | | 15 | 3 | | | 5 |
| GHMS | 8 | | | | | | | | | | | 2 | | | 1 |
| GMMS | 1 | | | | | | | | | | | | | | |
| JER | 172 | | | 2 | 2 | | | 1 | 1 | | 16 | 12 | | | 5 |
| LES | 59 | | 2 | | | | | | | | 6 | 1 | | | 6 |
| LTS | 23 | | | 1 | | | | | | | 2 | 2 | | | 1 |
| MAY | 272 | 3 | 2 | 3 | 3 | | 2 | 3 | 4 | | 17 | 9 | | | 10 |
| MES | 33 | | | | | | | | | | 5 | 4 | | | 1 |
| MUHS | 58 | | | | 3 | | 2 | | | | 5 | | | | 3 |
| ORME | 1 | | | | | | | | | | | | | | |
| PAUL | 114 | | 2 | 1 | 1 | | 1 | 1 | | | 11 | 2 | | | 5 |
| PCL | 246 | | | 4 | 4 | | 2 | 1 | | | 16 | 6 | | | 12 |
| PHS | 63 | | | | 1 | | | | | | 6 | 2 | | | 3 |
| PPL | 5,450 | 38 | 64 | 106 | 110 | | 19 | 63 | 62 | 20 | 671 | 361 | 1 | 1 | 450 |
| PVPL | 2,810 | 39 | 32 | 56 | 67 | | 6 | 30 | 19 | 6 | 308 | 144 | 1 | | 163 |
| SED | 3,214 | 26 | 24 | 27 | 47 | | 5 | 24 | 24 | 8 | 335 | 126 | 3 | | 125 |
| SEL | 202 | 3 | 2 | | 2 | | | 4 | 3 | | 13 | 5 | | | 6 |
| SPR | 264 | 2 | 2 | 2 | | | 2 | | 1 | | 19 | 4 | | | 11 |
| STX | 119 | | 1 | | 1 | | 1 | 1 | 1 | | 6 | 3 | | | 5 |
| THS | 57 | | 1 | 1 | | | | | | | 4 | 6 | | | 2 |
| WIL | 180 | 1 | 4 | 4 | 5 | | 1 | 2 | 3 | | 17 | 10 | | | 9 |
| YAR | 376 | 3 | 5 | 10 | 5 | | 1 | 5 | 6 | | 37 | 13 | | | 17 |
| YCP | 1,036 | 3 | 1 | 10 | 15 | | 4 | 5 | 7 | 1 | 97 | 39 | | | 31 |
| YCV | 1,326 | 14 | 3 | 15 | 12 | | 4 | 8 | 8 | 2 | 112 | 56 | | | 72 |

Statistics

| Items Transited - October 2020 | | | | | | | | | | | | |
|--------------------------------|-------|-----|-----|------|-----|-----|------|-----|-----|-------|------|-------|
| Station Library → | | | | | | | | | | | | |
| Item Li- brary ↓ | CVUSD | DHL | ERU | GMMS | JER | MAY | PAUL | PCL | PHS | PPL | PVA2 | PVPL |
| Total | 24 | 163 | 87 | 12 | 90 | 127 | 398 | 17 | 26 | 5,756 | 51 | 5,787 |
| AJS | | | | | | 3 | 2 | | | 27 | | 40 |
| ASH | | 2 | | | | 3 | 14 | 1 | | 55 | | 44 |
| BAG | | 4 | 3 | | 1 | 3 | 27 | | | 77 | 2 | 147 |
| BCC | | 3 | 1 | | 2 | 1 | 17 | | | 102 | | 102 |
| BEA | 1 | 1 | | | 1 | 1 | 7 | | | 33 | 1 | 50 |
| BMHS | | | | | | | | | | 3 | | 7 |
| BMMS | | | | | | | | | 1 | 3 | | 3 |
| CLA | | | | | 1 | 1 | 12 | | | 42 | | 76 |
| CON | | 1 | | | | | 9 | | | 28 | 1 | 31 |
| COR | 1 | | | | 1 | 3 | 10 | | | 58 | | 80 |
| CRK | | | 1 | | | | 4 | | | 28 | | 18 |
| CSES | | | | | | | | | | | | 1 |
| CTW | 1 | 18 | 4 | 1 | 8 | 11 | 39 | 1 | 4 | 993 | 9 | 782 |
| CVCL | | 8 | 1 | | 3 | | 8 | | 1 | 197 | 2 | 196 |
| CVHS | | | | | | | | | | 6 | | 2 |
| CVLAB | 3 | | | | | | | | | 7 | | 16 |
| CVPL | 4 | 9 | 3 | | 3 | 4 | 19 | 1 | | 340 | 2 | 324 |
| CVUSD | | 2 | | | | | 3 | 1 | | 46 | 1 | 43 |
| DHL | | | 1 | | | 4 | 14 | | | 45 | | 55 |
| ERU | | | | | 2 | 1 | 2 | | | 56 | | 44 |
| GHMS | | | | | | | 1 | | | 2 | | |
| GMMS | | | | | | | | | | | | 1 |
| JER | | 1 | | | | 1 | 6 | | | 61 | | 35 |
| LES | | | | | | 1 | | | | 16 | | 22 |
| LTS | | | | | | | | | | 4 | | 7 |
| MAY | | 2 | | | | | 15 | | | 80 | 1 | 78 |
| MES | | | | | | | 1 | | | 5 | | 16 |
| MUHS | | 1 | 1 | | | 1 | 3 | | | 25 | | 8 |
| ORME | | | | | | | | | | | | |
| PAUL | | 5 | | | | | | | | 31 | | 38 |
| PCL | | 2 | 4 | | | 2 | 4 | | | 87 | | 33 |
| PHS | | | | 1 | 1 | | | 1 | | 28 | | 11 |
| PPL | 9 | 45 | 41 | 5 | 20 | 31 | 55 | 5 | 13 | | 10 | 1,887 |
| PVPL | 3 | 20 | 7 | 3 | 9 | 20 | 39 | 2 | 6 | 1,276 | 12 | |
| SED | | 17 | 7 | 1 | 7 | 23 | 25 | 1 | | 997 | 4 | 744 |
| SEL | | 1 | | | | 3 | 5 | | 1 | 62 | | 45 |
| SPR | 1 | 1 | 1 | | | | 29 | | | 57 | | 85 |
| STX | | | 1 | | | | 1 | | | 36 | | 41 |
| THS | | | | | | 1 | | | | 9 | 1 | 25 |
| WIL | | 2 | | | | 1 | 2 | | | 41 | | 30 |
| YAR | | 1 | | | | 2 | 9 | | | 89 | 3 | 107 |
| YCP | 1 | 10 | 5 | | 12 | 2 | 6 | 4 | | 300 | 1 | 230 |
| YCV | | 7 | 6 | 1 | 19 | 4 | 10 | | | 404 | 1 | 283 |

Statistics

| Items Transited - October 2020 | | | | | | | | | | | | |
|--------------------------------|-------|-----|-----|-----|-----|-------|-----|-----|-------|-----|-----|-----|
| Station Library → | | | | | | | | | | | | |
| Item Library ↓ | SED | SEL | SPR | TCP | THS | VOC | WIL | YAR | YCFLD | YCP | YCV | YLN |
| Total | 1,890 | 381 | 113 | 9 | 4 | 1,585 | 260 | 321 | 9 | 121 | 41 | 23 |
| AJS | 14 | | | | 1 | | 2 | | | | | |
| ASH | 10 | 2 | | | | 20 | 3 | 1 | | | 1 | |
| BAG | 25 | 14 | 4 | | | 16 | 6 | 3 | | 1 | | 1 |
| BCC | 24 | 11 | 4 | | | 15 | 3 | 4 | 3 | 3 | | |
| BEA | 11 | 3 | 8 | | | 9 | 1 | 4 | | 2 | | |
| BMHS | | | | | | 1 | | 1 | | | | |
| BMMS | 2 | | | | | | | | | | | |
| CLA | 23 | 3 | 4 | | | 9 | 2 | 3 | | | | |
| CON | 7 | 4 | 2 | 1 | | 3 | 2 | 1 | | 1 | | |
| COR | 10 | 6 | 2 | | | 7 | 4 | 3 | | | | |
| CRK | 11 | 2 | | | | 6 | 4 | 2 | | 1 | | |
| CSES | | | | | | | | | | | | |
| CTW | 225 | 32 | 5 | | | 130 | 31 | 53 | | 9 | 5 | |
| CVCL | 56 | 3 | 4 | | | 48 | 7 | 5 | 1 | | 1 | |
| CVHS | 1 | | | | | 1 | | 1 | | | | |
| CVLAB | 2 | | | | | | | | | | | |
| CVPL | 78 | 11 | 3 | | | 50 | 17 | 14 | | 9 | 2 | |
| CVUSD | 23 | 1 | | | | 7 | 1 | | | | | |
| DHL | 11 | 12 | 2 | | | 12 | 3 | 2 | | 3 | | 1 |
| ERU | 19 | 8 | 3 | | | 11 | | 5 | | | | |
| GHMS | 2 | | | | | | | | | | | |
| GMMS | | | | | | | | | | | | |
| JER | 17 | 3 | | | | 6 | 3 | | | | | |
| LES | 5 | | | | | | | | | | | |
| LTS | 5 | | 1 | | | | | | | | | |
| MAY | 16 | 5 | 1 | | | 7 | 5 | 2 | 1 | 2 | | 1 |
| MES | 1 | | | | | | | | | | | |
| MUHS | 1 | | | | | 2 | | 1 | | 1 | | 1 |
| ORME | | | | | | 1 | | | | | | |
| PAUL | 6 | 3 | 2 | | | 4 | | 1 | | | | |
| PCL | 40 | 7 | 3 | | | 8 | 5 | 2 | | 2 | 2 | |
| PHS | 2 | | | | | 3 | 3 | | | 1 | | |
| PPL | 631 | 92 | 23 | 1 | | 381 | 67 | 102 | 2 | 38 | 15 | 11 |
| PVPL | 257 | 47 | 6 | 3 | 1 | 146 | 31 | 31 | | 16 | 4 | |
| SED | | 37 | 11 | | 2 | 490 | 26 | 28 | | 13 | 3 | 4 |
| SEL | 15 | | 11 | | | 9 | 2 | 8 | | 2 | | |
| SPR | 19 | 1 | | | | 12 | 5 | 8 | | | 1 | 1 |
| STX | 8 | | | | | 6 | | | 1 | 5 | | 1 |
| THS | 4 | | | | | 2 | 1 | | | | | |
| WIL | 27 | 7 | 3 | | | 10 | | 1 | | | | |
| YAR | 20 | 12 | 4 | 1 | | 18 | 6 | | | 1 | 1 | |
| YCP | 129 | 28 | 4 | 1 | | 61 | 10 | 10 | 1 | | 6 | 2 |
| YCV | 133 | 27 | 3 | 2 | | 74 | 10 | 25 | | 11 | | |

Statistics

| Discards - October 2020 | |
|-------------------------|-----------------------------|
| Station Li- brary | Library Use Transactions |
| ASH | 10 |
| BAG | 3 |
| BCC | 26 |
| BEA | 9 |
| BMHS | 46 |
| CON | 125 |
| COR | 1 |
| CTW | 141 |
| CVCL | 7 |
| CVHS | 76 |
| CVPL | 279 |
| CVUSD | 1 |
| ERU | 16 |
| GHMS | 11 |
| LES | 105 |
| PMH | 6 |
| PPL | 1,210 |
| PVA2 | 2 |
| PVPL | 829 |
| SED | 1,227 |
| SEL | 2 |
| THS | 31 |
| WIL | 12 |
| YCFLD | 2 |
| YCP | 24 |
| YCV | 709 |
| YLN | 2 |
| Total | 4,912 |

| Items Added - October 2020 | |
|----------------------------|--------------|
| Item Library | Total Copies |
| AJS | 9 |
| ASH | 23 |
| BAG | 60 |
| BCC | 69 |
| BEA | 30 |
| BMHS | 40 |
| BMMS | 4 |
| CLA | 21 |
| CON | 33 |
| COR | 34 |
| CRK | 6 |
| CTW | 412 |
| CVCL | 175 |
| CVHS | 41 |
| CVLAB | 4 |
| CVPL | 124 |
| CVUSD | 55 |
| DHL | 30 |
| ERU | 5 |
| JER | 66 |
| LES | 35 |
| LTS | 69 |
| MAY | 54 |
| MES | 10 |
| PAUL | 46 |
| PCL | 15 |
| PHS | 18 |
| PPL | 1108 |
| PVPL | 371 |
| SED | 499 |
| SEL | 20 |
| SHM | 26 |
| SPR | 18 |
| STX | 2 |
| SVES | 887 |
| THS | 102 |
| VVAC | 127 |
| WIL | 25 |
| YAR | 71 |
| YAV | 123 |
| YCFLD | 5 |
| YCP | 249 |
| YCV | 176 |
| YLN | 7178 |
| Grand Total | 12475 |

| Total Items - October 2020 | |
|----------------------------|--------------|
| Item Library | Total Copies |
| AJS | 14,964 |
| ASH | 6,444 |
| BAG | 14,574 |
| BCC | 10,979 |
| BEA | 10,974 |
| BMHS | 30,579 |
| BMMS | 7,912 |
| CLA | 8,848 |
| CON | 6,125 |
| COR | 6,478 |
| CRK | 3,468 |
| CSES | 2,862 |
| CTW | 94,548 |
| CVCL | 31,022 |
| CVHS | 15,191 |
| CVLAB | 3,576 |
| CVPL | 54,058 |
| CVUSD | 29,407 |
| DHL | 5,046 |
| ERU | 30,794 |
| GES | 12,007 |
| GHMS | 13,190 |
| GMMS | 9,968 |
| JER | 14,214 |
| LAW | 1,784 |
| LES | 14,003 |
| LTS | 12,823 |
| MAY | 9,876 |
| MES | 6,599 |
| MUHS | 14,864 |
| ORME | 9,289 |
| PAUL | 6,285 |
| PCL | 35,467 |
| PHS | 11,263 |
| PMH | 9,669 |
| PPL | 139,991 |
| PVPL | 86,819 |
| SED | 79,777 |
| SEL | 6,536 |
| SHM | 7,425 |
| SPR | 5,848 |
| STX | 721 |
| SVES | 1,269 |
| TCP | 1,262 |
| THS | 12,038 |
| VOC | 1 |
| VVAC | 980 |
| WIL | 7,260 |
| YAR | 8,036 |
| YAV | 3,769 |
| YCC | 2,157 |
| YCFLD | 95 |
| YCP | 61,044 |
| YCV | 54,920 |
| YLN | 235,601 |
| Total | 1,284,699 |

Statistics

| New Users - October 2020 | |
|--------------------------|------------------------|
| User Library | Sum of Number of Users |
| AJS | 2 |
| ASH | 2 |
| BAG | 9 |
| BCC | 11 |
| BEA | 5 |
| BMHS | 75 |
| BMMS | 6 |
| CLA | 1 |
| CON | 6 |
| COR | 5 |
| CRK | 2 |
| CSES | 24 |
| CTW | 95 |
| CVCL | 44 |
| CVHS | 13 |
| CVLAB | 4 |
| CVPL | 38 |
| CVUSD | 11 |
| DHL | 6 |
| ERU | 3 |
| GES | 8 |
| GHMS | 13 |
| GMMS | 12 |
| LES | 3 |
| LTS | 18 |
| MAY | 5 |
| MES | 10 |
| MUHS | 10 |
| ORME | 5 |
| PAUL | 2 |
| PCL | 4 |
| PHS | 8 |
| PMH | 9 |
| PPL | 211 |
| PVPL | 153 |
| SED | 44 |
| SEL | 9 |
| SPR | 3 |
| SVES | 2 |
| THS | 3 |
| VOC | 9 |
| YAR | 1 |
| YCP | 4 |
| YCV | 5 |
| Grand Total | 913 |

| Total Users - October 2020 | |
|----------------------------|-----------------|
| User Library | Number of Users |
| AJS | 791 |
| ASH | 873 |
| BAG | 666 |
| BCC | 1,055 |
| BEA | 1,006 |
| BMHS | 2,521 |
| BMMS | 364 |
| CLA | 519 |
| CON | 606 |
| COR | 954 |
| CRK | 153 |
| CSES | 724 |
| CTW | 11,433 |
| CVCL | 5,447 |
| CVHS | 1,508 |
| CVLAB | 179 |
| CVPL | 5,370 |
| CVUSD | 1,798 |
| DHL | 620 |
| ERU | 5,719 |
| GES | 637 |
| GHMS | 568 |
| GMMS | 605 |
| JER | 234 |
| LES | 553 |
| LTS | 903 |
| MAY | 911 |
| MES | 1,314 |
| MHS | 1 |
| MUHS | 1,933 |
| ORME | 444 |
| PAUL | 482 |
| PCL | 3,387 |
| PHS | 2,391 |
| PMH | 876 |
| PPL | 24,969 |
| PVA2 | 7 |
| PVPL | 21,954 |
| SED | 8,693 |
| SEL | 712 |
| SHM | 1 |
| SPR | 369 |
| SVES | 27 |
| TCP | 23 |
| THS | 1,007 |
| VOC | 1,263 |
| WIL | 226 |
| YAR | 526 |
| YCFLD | 8 |
| YCP | 1,673 |
| YCV | 792 |
| YLN | 4 |
| Total | 119,799 |

Statistics

| Patron Bills - October 2020 | | | |
|-----------------------------|------------|-------------|---------------------|
| Bill Library Code | # of Bills | Bill Amount | Bill Payment Amount |
| Total | 2,519 | \$17,677.36 | \$5,520.22 |
| BAG | 2 | \$2.75 | \$2.75 |
| BCC | 33 | \$109.05 | \$74.30 |
| BMHS | 5 | \$87.90 | \$18.90 |
| CLA | 2 | \$1.00 | \$1.00 |
| COR | 13 | \$28.50 | \$28.50 |
| CTW | 319 | \$799.14 | \$320.14 |
| CVCL | 16 | \$132.45 | \$105.75 |
| CVPL | 57 | \$114.55 | \$55.75 |
| CVUSD | 14 | \$121.00 | \$121.00 |
| DHL | 3 | \$10.75 | \$5.00 |
| ERU | 16 | \$21.40 | \$13.40 |
| GHMS | 2 | \$30.00 | \$10.00 |
| GMMS | 3 | \$6.40 | \$6.40 |
| JER | 2 | \$15.00 | \$15.00 |
| MAY | 5 | \$20.15 | \$20.15 |
| MUHS | 1 | \$0.45 | \$0.45 |
| ORME | 2 | \$13.90 | \$13.90 |
| PAUL | 2 | \$0.40 | \$0.30 |
| PCL | 5 | \$32.50 | \$32.50 |
| PHS | 12 | \$14.30 | \$14.30 |
| PPL | 583 | \$2,825.60 | \$1,488.90 |
| PVA2 | 19 | \$146.35 | \$146.35 |
| PVPL | 1,088 | \$11,953.75 | \$2,494.16 |
| SED | 165 | \$632.73 | \$383.18 |
| VOC | 112 | \$141.45 | \$92.15 |
| WIL | 1 | \$0.90 | \$0.90 |
| YAR | 1 | \$1.80 | \$1.80 |
| YCP | 11 | \$55.49 | \$50.59 |
| YCV | 2 | \$2.70 | \$2.70 |
| YLN | 23 | \$355.00 | \$0.00 |

Statistics

| Circulation - October 2020 | | | | |
|----------------------------|--------------|--------------------|------------|-------------|
| Station Library | Client Types | Charge Item Part B | Renew Item | Grand Total |
| AJS | None | 2 | | 2 |
| | WorkFlows | 275 | | 275 |
| AJS Total | | 277 | | 277 |
| ASH | Enterprise | | 24 | 24 |
| | SIP | 218 | | 218 |
| | WorkFlows | 373 | 147 | 520 |
| ASH Total | | 591 | 171 | 762 |
| BAG | BC Mobile | | 53 | 53 |
| | SIP | 628 | 1 | 629 |
| | WorkFlows | 38 | 414 | 452 |
| BAG Total | | 666 | 468 | 1134 |
| BCC | BC Mobile | | 1 | 1 |
| | Enterprise | | 10 | 10 |
| | SIP | 370 | | 370 |
| | WorkFlows | 333 | 355 | 688 |
| BCC Total | | 703 | 366 | 1069 |
| BEA | Enterprise | | 76 | 76 |
| | None | 56 | | 56 |
| | SIP | 52 | | 52 |
| | WorkFlows | 946 | 672 | 1618 |
| BEA Total | | 1054 | 748 | 1802 |
| BMHS | WorkFlows | 124 | 3 | 127 |
| BMHS Total | | 124 | 3 | 127 |
| BMMS | WorkFlows | 131 | 1 | 132 |
| BMMS Total | | 131 | 1 | 132 |
| CLA | BC Mobile | | 7 | 7 |
| | Enterprise | | 25 | 25 |
| | SIP | 139 | 44 | 183 |
| | WorkFlows | 63 | 204 | 267 |
| CLA Total | | 202 | 280 | 482 |
| CON | BC Mobile | | 1 | 1 |
| | Enterprise | | 18 | 18 |
| | SIP | 363 | | 363 |
| | WorkFlows | 32 | 199 | 231 |
| CON Total | | 395 | 218 | 613 |
| COR | Enterprise | | 12 | 12 |
| | SIP | 412 | | 412 |
| | WorkFlows | 19 | 220 | 239 |
| COR Total | | 431 | 232 | 663 |
| CRK | Enterprise | | 7 | 7 |
| | None | 113 | | 113 |
| | WorkFlows | 135 | 105 | 240 |
| CRK Total | | 248 | 112 | 360 |
| CSES | WorkFlows | 13 | | 13 |
| CSES Total | | 13 | | 13 |
| CTW | BC Mobile | | 117 | 117 |
| | Enterprise | | 1069 | 1069 |
| | None | 1 | | 1 |
| | SIP | 8821 | 407 | 9228 |
| | WorkFlows | 574 | 4910 | 5484 |
| CTW Total | | 9396 | 6503 | 15899 |
| CVCL | BC Mobile | | 17 | 17 |
| | Enterprise | | 154 | 154 |
| | SIP | 2776 | 22 | 2798 |
| | WorkFlows | 745 | 1473 | 2218 |
| CVCL Total | | 3521 | 1666 | 5187 |

| | | | | |
|-------------|------------|------|------|------|
| CVHS | Enterprise | | 3 | 3 |
| | WorkFlows | 410 | 2 | 412 |
| CVHS Total | | 410 | 5 | 415 |
| CVLAB | WorkFlows | 1218 | 10 | 1228 |
| CVLAB Total | | 1218 | 10 | 1228 |
| CVPL | BC Mobile | | 9 | 9 |
| | Enterprise | | 435 | 435 |
| | None | 1 | | 1 |
| | SIP | 1097 | 8 | 1105 |
| | WorkFlows | 3059 | 1673 | 4732 |
| CVPL Total | | 4157 | 2125 | 6282 |
| CVUSD | SIP | 610 | 48 | 658 |
| | WorkFlows | 148 | 43 | 191 |
| CVUSD Total | | 758 | 91 | 849 |
| DHL | Enterprise | | 20 | 20 |
| | SIP | 244 | 17 | 261 |
| | WorkFlows | | 147 | 147 |
| DHL Total | | 244 | 184 | 428 |
| ERU | Enterprise | | 21 | 21 |
| | WorkFlows | 575 | 260 | 835 |
| ERU Total | | 575 | 281 | 856 |
| GES | WorkFlows | 632 | 1 | 633 |
| GES Total | | 632 | 1 | 633 |
| GHMS | WorkFlows | 5 | | 5 |
| GHMS Total | | 5 | | 5 |
| GMMS | WorkFlows | 12 | 19 | 31 |
| GMMS Total | | 12 | 19 | 31 |
| JER | BC Mobile | | 12 | 12 |
| | Enterprise | | 7 | 7 |
| | WorkFlows | 162 | 142 | 304 |
| JER Total | | 162 | 161 | 323 |
| LES | WorkFlows | 247 | 2 | 249 |
| LES Total | | 247 | 2 | 249 |
| LTS | WorkFlows | 558 | | 558 |
| LTS Total | | 558 | | 558 |
| MAY | Enterprise | | 2 | 2 |
| | SIP | 219 | 9 | 228 |
| | WorkFlows | 337 | 383 | 720 |
| MAY Total | | 556 | 394 | 950 |
| MES | WorkFlows | 43 | 13 | 56 |
| MES Total | | 43 | 13 | 56 |
| MUHS | WorkFlows | 7 | 2 | 9 |
| MUHS Total | | 7 | 2 | 9 |
| ORME | WorkFlows | 35 | | 35 |
| ORME Total | | 35 | | 35 |
| PAUL | BC Mobile | | 27 | 27 |
| | Enterprise | | 34 | 34 |
| | SIP | 616 | 3 | 619 |
| | WorkFlows | 91 | 459 | 550 |
| PAUL Total | | 707 | 523 | 1230 |
| PCL | Enterprise | | 81 | 81 |
| | WorkFlows | 120 | 79 | 199 |
| PCL Total | | 120 | 160 | 280 |
| PHS | Enterprise | | 1 | 1 |
| | WorkFlows | 103 | 10 | 113 |
| PHS Total | | 103 | 11 | 114 |
| PMH | WorkFlows | 7 | | 7 |
| PMH Total | | 7 | | 7 |
| PPL | BC Mobile | | 171 | 171 |

Statistics

| | | | | |
|-------------|------------|-------|-------|-------|
| | Enterprise | | 2839 | 2839 |
| | None | 5 | | 5 |
| | SIP | 27770 | 1097 | 28867 |
| | workFlows | 1493 | 12075 | 13568 |
| PPL Total | | 29268 | 16182 | 45450 |
| PVA2 | Enterprise | | 8 | 8 |
| | workFlows | 47 | 25 | 72 |
| PVA2 Total | | 47 | 33 | 80 |
| PVPL | BC Mobile | | 90 | 90 |
| | Enterprise | | 1471 | 1471 |
| | None | 3 | | 3 |
| | SIP | 18615 | 696 | 19311 |
| | workFlows | 316 | 7865 | 8181 |
| PVPL Total | | 18934 | 10122 | 29056 |
| SED | BC Mobile | | 81 | 81 |
| | Enterprise | | 800 | 800 |
| | None | 2 | | 2 |
| | SIP | 6589 | 99 | 6688 |
| | workFlows | 651 | 2665 | 3316 |
| SED Total | | 7242 | 3645 | 10887 |
| SEL | workFlows | 1061 | 163 | 1224 |
| SEL Total | | 1061 | 163 | 1224 |
| SPR | Enterprise | | 10 | 10 |
| | SIP | 205 | 1 | 206 |
| | workFlows | 170 | 95 | 265 |
| SPR Total | | 375 | 106 | 481 |
| TCP | workFlows | 9 | 4 | 13 |
| TCP Total | | 9 | 4 | 13 |
| THS | workFlows | 318 | | 318 |
| THS Total | | 318 | | 318 |
| VOC | BC Mobile | | 46 | 46 |
| | Enterprise | | 417 | 417 |
| | workFlows | 1506 | 121 | 1627 |
| VOC Total | | 1506 | 584 | 2090 |
| WIL | BC Mobile | | 43 | 43 |
| | Enterprise | | 29 | 29 |
| | SIP | 429 | 18 | 447 |
| | workFlows | 16 | 112 | 128 |
| WIL Total | | 445 | 202 | 647 |
| YAR | Enterprise | | 47 | 47 |
| | SIP | 95 | | 95 |
| | workFlows | 583 | 237 | 820 |
| YAR Total | | 678 | 284 | 962 |
| YCFLD | SIP | 1 | 2 | 3 |
| | workFlows | 8 | 11 | 19 |
| YCFLD Total | | 9 | 13 | 22 |
| YCP | BC Mobile | | 4 | 4 |
| | Enterprise | | 70 | 70 |
| | SIP | 39 | 1 | 40 |
| | workFlows | 260 | 153 | 413 |
| YCP Total | | 299 | 228 | 527 |
| YCV | Enterprise | | 13 | 13 |
| | SIP | 14 | | 14 |
| | workFlows | 196 | 140 | 336 |
| YCV Total | | 210 | 153 | 363 |
| YLN | None | 4 | | 4 |
| | SIP | | 301 | 301 |
| | workFlows | 20 | 1 | 21 |
| YLN Total | | 24 | 302 | 326 |

| | | | | |
|-------------|--|-------|-------|--------|
| Grand Total | | 88733 | 46771 | 135504 |
|-------------|--|-------|-------|--------|

Circulation Use Item - October 2020

| Station Library | Use Item Transactions |
|-----------------|-----------------------|
| CTW | 168 |
| CVLAB | 82 |
| CVUSD | 707 |
| SED | 32 |
| SPR | 1 |
| YCP | 14 |
| YCV | 1 |

Statistics

| Checkins - October 2020 | |
|-------------------------|----------------|
| Station Library | Total Checkins |
| AJS | 36 |
| ASH | 563 |
| BAG | 678 |
| BCC | 843 |
| BEA | 1,068 |
| BMHS | 91 |
| BMMS | 31 |
| CLA | 179 |
| CON | 408 |
| COR | 544 |
| CRK | 269 |
| CSES | 1 |
| CTW | 10,635 |
| CVCL | 3,585 |
| CVHS | 111 |
| CVLAB | 1,148 |
| CVPL | 4,752 |
| CVUSD | 690 |
| DHL | 323 |
| ERU | 514 |
| GES | 15 |
| GHMS | 5 |
| GMMS | 10 |
| JER | 222 |
| LES | 72 |
| LTS | 161 |
| MAY | 579 |
| MES | 81 |
| MUHS | 7 |
| ORME | 3 |
| PAUL | 713 |
| PCL | 110 |
| PHS | 45 |
| PMH | 6 |
| PPL | 30,031 |
| PVA2 | 6 |
| PVPL | 20,822 |
| SED | 7,651 |
| SEL | 873 |
| SPR | 352 |
| STX | 4 |
| TCP | 10 |
| THS | 73 |
| VOC | 1,982 |
| WIL | 593 |
| YAR | 762 |
| YCFLD | 31 |
| YCP | 300 |
| YCV | 215 |
| YLN | 7,162 |
| Total | 99,365 |

Statistics

OPAC Searches

| Library | Total |
|---------|--------|
| ASH | 1235 |
| BAG | 2531 |
| BCC | 1711 |
| BEA | 33 |
| BMHS | 944 |
| CLA | 1489 |
| CON | 1085 |
| COR | 15045 |
| CRK | 717 |
| CTW | 56748 |
| CVHS | 767 |
| CVCL | 7370 |
| CVPL | 13026 |
| CVUSD | 2461 |
| DHL | 1493 |
| ERU | 6350 |
| HUSD | 18 |
| JER | 3138 |
| LAW | 0 |
| MAY | 1809 |
| MES | 713 |
| MUHS | 917 |
| ORME | 745 |
| PAUL | 201 |
| PCL | 3511 |
| PPL | 131657 |
| PUSD | 42374 |
| PVCV | 0 |
| PVPL | 77529 |
| SED | 177600 |
| SEL | 1524 |
| SPR | 202 |
| SVES | 0 |
| VVAC | 0 |
| WIL | 1127 |
| YAR | 1292 |
| YCFLD | 8560 |
| YCP | 22773 |
| NOTICE | 0 |
| DEFAULT | 55433 |
| Total | 644128 |

Statistics - Databases

Ebook Central

| Month of: 10/2020 | | | | | |
|------------------------------------|-------------------|--------------------|----------------------|-------------------------|--|
| 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 | 583 | 452 | 205 | 201 | Religion, Social Science, History - Social Science, Medicine - Psychology, Social Science - Religion |

Overdrive

| | | | | | |
|------------------------------------|-------|-----------|------|--|--|
| Month of: 10/2020 | | | | | |
| Usage Type: All Documents Selected | | | | | |
| User Activity | | | | | |
| Unique Users: 4445 | | | | | |
| Checkouts | | Holds | | | |
| Audiobook | 9071 | Audiobook | 2664 | | |
| eBook | 12347 | eBook | 4510 | | |

| Branch | Checkouts |
|-----------------------------------|-----------|
| YLN-Spring Valley | 5 |
| YLN-Crown King | 7 |
| YLN-Cordes Lakes | 19 |
| YLN-Ash Fork | 22 |
| Yavapai Schools | 25 |
| YLN-Jerome | 39 |
| YLN-Beaver Creek | 43 |
| YLN-Seligman | 51 |
| YLN-Wilhoit | 59 |
| YLN-Bagdad | 60 |
| YLN-Paulden | 79 |
| YLN-Congress | 100 |
| YLN-Mayer | 104 |
| YLN-Dewey-Humboldt Town | 112 |
| YLN-Yarnell | 116 |
| YLN-Black Canyon City | 143 |
| YLN-Clark Memorial | 170 |
| YLN-Sedona - Village of Oak Creek | 596 |
| YLN-Camp Verde | 714 |
| YLN-Chino Valley | 883 |
| YLN-Cottonwood | 2109 |
| YLN-Sedona | 2278 |
| YLN-Prescott Valley | 4008 |
| YLN-Prescott | 8797 |

Statistics - Databases

Overdrive RLA

Month of: 10/2020

| Branch | Checkouts |
|---|-----------|
| PCL-Pima County Public Library | 451 |
| TPL - Tempe | 150 |
| YCLD-Yuma County | 59 |
| Flagstaff City-Coconino County Public Library | 42 |
| CCLD - Sierravist - Adult Internet | 35 |
| Apache County Library District | 30 |
| CCLD - Bisbee - Adult | 17 |
| SVLC-Buckeye | 14 |
| SVLC-Quartzsite | 9 |
| SVLC-La Paz | 6 |
| PCL-Other Counties | 5 |
| LLTC-Desert Foothills | 4 |
| CCLD - Benson - Adult | 3 |
| CCLD - Wilcox - Adult | 3 |
| PCL-Pinal County | 3 |
| CCLD - Sunizona - Adult | 2 |
| CCLD - Douglas - Adult | 2 |
| SVLC-Parker | 2 |
| CCLD - Sierravist - Juvenile | 1 |
| CCLD - Sierravist - Juvenile Internet | 1 |
| CCLD - Portal - Adult | 1 |
| PCL-Maricopa County | 1 |
| TOTAL Checkouts from visitors | 841 |

Yavapai Patron Checkouts from other RLA Systems: 2617

Sora

Month of: 10/2020

| | |
|----------------------------|-------|
| Books Opened | 389 |
| Time Read (hours) | 90.75 |
| Avg Time per Book (min) | 34.29 |
| Avg Time per Session (min) | 15.33 |
| Avg Time per User (min) | 31.71 |
| Unique Users | 102 |

Statistics - Databases

rbDigital Magazines

| Month | Checkouts | Turnaways |
|---------|-----------|-----------|
| October | 308 | 0 |

Y.E.S. Calendar

| Month | # of Programs | # of Users Visiting |
|---------|---------------|---------------------|
| October | 3223 | 381 |

Statistics - Databases

UniversalClass

| Month | New Registered Users | Login Sessions | New Courses Enrolled | Stud. Submissions |
|---------|----------------------|----------------|----------------------|-------------------|
| October | 4 | 322 | 7 | 167 |
| | | | | |

Mango Languages

| Month of: 10/2020 | |
|-------------------------|-------|
| Total Sessions | 411 |
| Mobile Sessions | 246 |
| Avg Learning Time (min) | 13.64 |

Mobile App

| Month of: 10/2020 | | |
|-------------------|---------|----------|
| Usage by Platform | | |
| Platform Type | Devices | Launches |
| Amazon-FireOS | 0 | 0 |
| Android | 436 | 2582 |
| iPad | 195 | 1293 |
| iPhone | 695 | 4323 |
| iPod Touch | 4 | 27 |
| TOTAL | 1330 | 8225 |

SMS

| Month of: 10/2020 | |
|-------------------|------|
| Hold Notice | 4827 |
| Manual Text | 22 |
| Overdue Notice | 0 |

AMH

| Month of: 10/2020 | |
|-------------------|-------|
| Items/Month | 61732 |

Statistics - I-Tiva (TM3)

| Date | Patrons | Rejected Records | Total Attempts | Total Deliveries | Patron Logins on MESSAGE call |
|---------------------|---------|------------------|----------------|------------------|-------------------------------|
| 10/1/2020 | 93 | 6 | 108 | 86 | |
| 10/2/2020 | 89 | 2 | 111 | 84 | |
| 10/3/2020 | 102 | 3 | 116 | 99 | |
| 10/4/2020 | 33 | 4 | 33 | 29 | |
| 10/5/2020 | 2 | | 3 | 2 | |
| 10/6/2020 | 55 | 5 | 77 | 51 | |
| 10/7/2020 | 117 | | 146 | 110 | |
| 10/8/2020 | 84 | 1 | 116 | 80 | |
| 10/9/2020 | 89 | 1 | 109 | 78 | |
| 10/10/2020 | 88 | 3 | 112 | 79 | |
| 10/11/2020 | 33 | 4 | 33 | 24 | |
| 10/12/2020 | 2 | | 3 | 2 | |
| 10/13/2020 | 89 | 1 | 116 | 81 | |
| 10/14/2020 | 111 | 3 | 140 | 105 | |
| 10/15/2020 | 99 | 4 | 131 | 88 | |
| 10/16/2020 | 92 | 1 | 115 | 85 | |
| 10/17/2020 | 103 | | 114 | 100 | |
| 10/18/2020 | 28 | | 28 | 22 | |
| 10/19/2020 | | | | | |
| 10/20/2020 | 58 | 5 | 67 | 53 | |
| 10/21/2020 | 96 | 2 | 123 | 90 | |
| 10/22/2020 | 75 | 6 | 90 | 70 | |
| 10/23/2020 | 103 | 3 | 121 | 95 | |
| 10/24/2020 | 72 | 3 | 89 | 72 | |
| 10/25/2020 | 26 | 1 | 26 | 22 | |
| 10/26/2020 | 1 | | 1 | 1 | |
| 10/27/2020 | 64 | | 82 | 60 | |
| 10/28/2020 | 124 | 2 | 142 | 117 | |
| 10/29/2020 | 86 | 4 | 110 | 78 | |
| 10/30/2020 | 78 | 3 | 100 | 70 | |
| 10/31/2020 | 87 | 1 | 103 | 81 | |
| Grand Total: | 2179 | 68 | 2665 | 2014 | |

I-Tiva Month To Date MESSAGE Report used