

Yavapai Library Network

December
2017
Monthly
Report



Manager's Lowdown

Greetings and Happy New Year, Stakeholders!

2017 was an eventful year for the Yavapai Library Network. As you know, in January, Corey Christians moved from YLN Manager to Yavapai County Free Library District Director and County Librarian. Chanel Wheeler and Jim Lowman “held down the fort” at the Network in his absence, and I was hired in August to replace Corey. I’m thankful for his presence and continued commitment as we move forward into 2018, and I look forward to working with all of you to continue raising the bar and making the YLN a valuable and effective asset to each of our member libraries and all our Yavapai County residents.

Over the past month, work has continued to that end. In our December meeting, the Executive Committee began work on revising our Strategic Plan. My goal to have a revised plan that can be implemented July 1, 2018. If you have input, ideas, or suggestions, please get in touch with me, or the Executive Committee member that represents your interests. I welcome all input and look forward to talking with you about the Network’s direction over the next three years. All input and ideas are welcome—don’t be shy!

We continue to work with the Arizona State Library and the Arizona Community College Library Consortium on ways to secure better materials and supplies pricing for YLN libraries and those across the state, and we hope to begin testing in our DPLA pilot project this month. Thanks to Embry-Riddle Aeronautical University Library, Camp Verde Community Library, Prescott Public Library, and Beaver Creek Public/School Library for their commitment to this project.

In addition, this month I’m looking forward to ordering your new automated materials handling system which should reduce holds handling at each library and should improve transit times between libraries.

For your convenience, copies of the 2016-2017 Annual Report will be available at the January 11th Steering Committee meeting. If you can’t attend, please let me know how many you’d like and we will send them through the courier.

Finally, thank you all for your cooperation and support this year. Here’s to continued success, new ideas, exciting opportunities in 2018. Cheers, and Happy New Year!

~ Judy Poe

Member News

No member news at this time.

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: 47

Total requests resolved: 42

Total unresolved requests opened this month: 5

Total requests still open: 25

Priority Two: TechLogic Contract and Purchase of AMH

Review cCreate new TechLogic contract and order an AMH for central sorting facility.

Goal: Create a contract for an RFID/AMH system.

Project Lead: Judy Poe

Progress:

- Review contract
- Negotiate CircIT unlimited site license
- Negotiate AMH service programs/preventative maintenance contract
- Work with County attorney to draft master contract
- Combine contracts into one master contract
- Have Executive Committee review contract
- Have Steering Committee approve contract
- Negotiate with TechLogic over final contract
- Upon contract approval by both parties, order AMH
- Install AMH
- Put AMH into production

Priority Three: YLN Strategic Plan

While the YLN has been very good about technology planning, the overall vision and strategy of the YLN has been more elusive. The Executive Committee has been working on developing a vision, mission, and strategic plan.

Goal: Develop a strategic plan that will bring the YLN to the year 2025.

Project Lead: Judy Poe

Progress:

- Review strategic plan (in process)
- Collect information from member libraries
- Incorporate feedback into the plan
- Get approval for the updated plan
- Change the bylaws if necessary
- Distribute the new plan

Priority Four: Implement BC Visibility

BlueCloud Visibility is a new product by SirsiDynix which converts our online catalog to a linked data model. This will make our records visible in search engines such as Google.

Goal: Implement BC Visibility

Project Lead: Chanel Wheeler

Progress:

- Receive a quote from SirsiDynix
- Get approval for the purchase
- Receive an implementation plan from SD
- Offload our bibliographic database to SD to be processed.
- Test the implementation.
- Go Live
- Advertise the new service

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

Prioritization

Priority Five: 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: Chanel Wheeler

- 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

Priority Six: Testing SimplyE

Partnering with the Digital Public Library of America (DPLA), the YLN will be testing SimplyE which allows patrons to view all our e-materials at one site.

Goal: Fully implement SimplyE at several pilot libraries

Project Lead: Chanel Wheeler

- Choose libraries to be the pilots
- Have pilot libraries test DPLA Exchange and SimplyE
- Give feedback to DPLA
- Roll out to all YLN libraries

Completed Projects CY16

- Draft an RFP for a new Integrated Library System
- Migrate vhosts from VMWare ESXi to Microsoft HyperV
- Select ILS Vendor
- Network-wide electronic resources best practices document
- Completed Annual Report
- Virtualized all Symphony/Enterprise servers
- Negotiate ILS contract
- Install BlueCloud Analytics
- Draft an RFP for an RFID and AMH system

Cancelled/Postponed Projects CY16

Transferring mailing lists from Google Groups to Listserv

Statistics

Holds - December 2017					
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	2
ASH	20	23	1	397	441
BAG	14	4		51	69
BCC	31	11	7	489	538
BMHS				12	12
CLA	2	12		62	76
CON	37	9		390	436
COR	40	21	2	479	542
CRK	6	1		50	57
CTW	337	286	7	3,082	3,712
CVHS	24	5		16	45
CVPL	118	103	2	1,324	1,547
CVUSD	2	73		55	130
DHL	17	29		325	371
DIAL	6			35	41
ERU	24	29		121	174
GMMS	7	2		12	21
JER		10		77	87
MAY	43	16		323	382
MES		6		13	19
MUHS	2			8	10
ORME		1			1
PAUL	15	6	1	241	263
PCL	5	17		35	57
PCM				1	1
PHS	5	7	1	22	35
PMH	10	2		9	21
PPL	1,353	836	21	9,170	11,380
PVA2	55	29		284	368
PVPL	588	452	24	5,176	6,240
SED	327	273	13	2,800	3,413
SEL	31	40	1	459	531
THS		1		3	4
VBC	37	34	1	375	447
VER	164	101	2	851	1,118
VOC	191	56	2	1,462	1,711
WIL	25	13		187	225
YAR	39	7		676	722
YCP	19	28		166	213
YCV	4	17	1	60	82
YFL	13	3		71	87
YLN				1	1
Total	3,612	2,563	86	29,371	35,632

Statistics

Items Transited - December 2017																	
Station Library →																	
Item Library ↓	All	AJS	ASH	BAG	BCC	BMHS	CLA	CON	COR	CRK	CTW	CVHS	CVPL	CVUSD	DHL	DIAL	ERU
All	23042	0	342	61	473	13	63	340	503	33	2520	23	1164	51	325	35	123
AJS	23										3		2		1		
ASH	240				7			9	6	2	20		8		4		
BAG	322		6		6	1	2	6	8		35		20		3		2
BCC	400		9					8	5		39		18		11		1
BMHS	69		3						1	2	6		4				
CLA	376		8		7			8	12	1	42		24		6		1
CON	155		1		6				5	1	19		11		1		
COR	221		5	2	2			4			34		13	2	2		1
CRK	139		2		2				6		11		7		1		1
CTW	2,762		34	3	47		5	40	57	2		2	141	7	38	6	8
CVHS	13		2		1								1				
CVPL	1,048		15	5	22		1	18	23	1	95	1		4	11	1	7
CVUSD	95		2					1	2		11		10		4		
DHL	229		2		3		2	2	6		24	1	7				
DIAL	3																
ERU	182			1	2		1	1	4		22		9	1	2		
GMMS	0																
JER	248		2		3		3	6	1		30		16		2		1
LES	64				1				2		5		11	2			
MAY	410		2	2	6		2	5	8		44		27	1	4		
MES	26								2		2		3				
MUHS	54				1						7	1	6				
ORME	6																1
PAUL	175		6		1		2	1	4	1	21		9				1
PCL	259		4	1	1			1	7		25		4			2	1
PHS	57		2								6	1	3	2		1	
PMH	23										1	2	2				
PPL	4,946		80	24	142	9	18	90	142	11	810	6	366	11	112	7	43
PVPL	2,722		71	5	69	2	7	38	80	4	354	3	174	5	37	5	12
SED	4,138		43	7	51	1	8	45	51	4	464	2	144	8	45	4	18
SEL	391		6	2	8		3	10	6	3	48		15		3		1
SPR	11				2						1						
STX	59				3		1		2		8		3				
THS	14								1				1				
VBC	122		2		1			1	4		7		7	2	1		1
VER	612		4		24		1	10	13		72	1	24	4	8		4
WIL	157		4		4			5	2		15		6		2		
YAR	368		4	2	8		2	7	9		43		11	1	7	1	
YCP	813		6		18		4	6	9		95	3	23		7	6	3
YCV	1,062		17	7	18		1	18	25		99		34	1	13	2	16
YFL	28				7					1	2						

Statistics

Items Transited - December 2017															
Station Library →															
Item Library ↓	All	GMMS	JER	LES	MAY	MES	MUHS	ORME	PAUL	PCL	PHS	PMH	PPL	PVA2	PVPL
All	23042	20	81	2	307	27	7	0	238	30	25	10	5575	2	4207
AJS	23	1				2							5		6
ASH	240		1		4				3				73		45
BAG	322				11				5	1			85		61
BCC	400	1	2		1				2		1		92		89
BMHS	69				1	1				1			19		21
CLA	376		1		4				5				88		80
CON	155				1								47		32
COR	221		2		3				1	1	1		69		38
CRK	139				15	1							41		26
CTW	2,762	3	9		36	5	1		21	2	5	1	935		635
CVHS	13				1				3				2		2
CVPL	1,048	1	1		20	4			12		1	1	332		235
CVUSD	95	3			1	1			1				17		20
DHL	229		1		2				3		1	1	71		48
DIAL	3														2
ERU	182		1		1				3				39		41
GMMS	0														
JER	248				1				2	1			77		34
LES	64	2			3								17		18
MAY	410								11	1		1	103		106
MES	26	1											6		8
MUHS	54					2			1	1			21		9
ORME	6												2		2
PAUL	175				4								43		49
PCL	259				1				3				103		45
PHS	57		1						1				18		12
PMH	23	1		1									5		5
PPL	4,946	4	17	1	79	2	3		52	8	9	2			1,267
PVPL	2,722	1	10		44	4	1		27	3	5	4	1,107	2	
SED	4,138	1	21		38	1	1		34	5	1		1,067		608
SEL	391				4	1			6				100		97
SPR	11												6		
STX	59												11		10
THS	14					1			2				5		3
VBC	122	1			2	1							38		24
VER	612		3		9	1	1		10				187		112
WIL	157		1		1				6				49		29
YAR	368		1		2				4				120		74
YCP	813		5		4				8	3	1		270		120
YCV	1,062		4		12				6	3			305		192
YFL	28				2				6						2

Statistics

Items Transited - December 2017														
Station Library →														
Item Library ↓	All	SED	SEL	SPR	THS	VBC	VER	VOC	WIL	YAR	YCP	YCV	YFL	YLN
All	23042	1648	384	0	3	412	796	2064	211	651	142	39	73	19
AJS	23	2					1							
ASH	240	20	8			2	9	8	3	4	2		2	
BAG	322	22	3			8	9	8	4	11		1	4	
BCC	400	37	6			9	27	17	4	12	2	1	6	
BMHS	69	1	4				2	2	1					
CLA	376	31	6			2	15	13	4	12	1	1	4	
CON	155	9	1			1	2	5	5	6			2	
COR	221	14	4			2	8	5	2	5	1			
CRK	139	7				1	3	4	2	9				
CTW	2,762	230	32		2	52	103	165	27	83	14	4	6	1
CVHS	13	1												
CVPL	1,048	73	13			19	41	48	10	21	5	5	2	
CVUSD	95	13					4	2	1	2				
DHL	229	14	6			2	7	8	3	5	3	1	6	
DIAL	3						1							
ERU	182	23	3				8	6	4	9		1		
GMMS	0													
JER	248	31	6			4	7	9	2	8	2			
LES	64					1	2							
MAY	410	26	10			7	16	12	3	8	2	2	1	
MES	26	3					1							
MUHS	54	2						1	1	1				
ORME	6					1								
PAUL	175	16				1	1	1	1	9	2	1		1
PCL	259	29				6	8	15	1	2				
PHS	57	5					2	2			1			
PMH	23	3				1		1	1					
PPL	4,946	533	118			144	211	328	59	167	44	9	9	9
PVPL	2,722	205	45		1	36	103	122	20	92	18	4	1	1
SED	4,138		61			51	109	1,120	18	82	18	2	3	2
SEL	391	29				4	12	11	5	13	2		2	
SPR	11	2												
STX	59	6	2						1				7	3
THS	14		1											
VBC	122	11	2				3	7	2	2	1		2	
VER	612	43	15			8		25	6	13	10	1	2	1
WIL	157	13	4			3	1	4		4	1		3	
YAR	368	20	7			7	14	15	4		1	1	3	
YCP	813	78	8			21	30	40	8	29		5	3	
YCV	1,062	96	19			18	34	60	9	35	12		5	1
YFL	28					1				7				

Statistics

Discards - December 2017	
Station Library	Library Use Transactions
ASH	35
BCC	187
CON	33
COR	4
CRK	4
CTW	195
CVPL	547
CVUSD	1
ERU	4
GMMS	3
JER	16
LES	72
MAY	259
MES	2
PHS	6
PMH	6
PPL	1,241
PVPL	534
SED	463
SEL	2
SPR	3,099
VBC	18
VER	64
YAR	321
YCP	374
YCV	1
YFL	2
Total	7,493

Items Added - December 2017	
Item Library Code	Total Copies
AJS	1
ASH	25
BAG	89
BCC	77
BMHS	7
CHV2	1
CLA	24
CON	72
COR	41
CRK	12
CTW	323
CVHS	3
CVPL	265
CVUSD	56
DHL	67
ERU	27
JER	17
LES	6
MAY	48
MES	137
ORME	2
PAUL	45
PCL	29
PHS	4
PMH	3
PPL	1,270
PVPL	464
SED	570
SEL	52
SHM	7
SPR	55
STX	36
VBC	128
VER	149
WIL	11
YAR	115
YAV	4
YCP	259
YCV	50
YFL	14
YLN	1
Total	4,566

Total Items - December 2017	
Item Library	Total Copies
AJS	17,844
ASH	9,432
BAG	13,748
BCC	15,640
BMHS	42,442
CHV2	1
CLA	10,040
CON	7,320
COR	8,796
CRK	3,923
CTW	114,274
CVHS	19,345
CVPL	57,263
CVUSD	29,088
DHL	7,480
DIAL	1,290
ERU	33,523
GMMS	12,317
JER	15,526
LES	16,480
MAY	14,172
MES	9,809
MHS	1
MUHS	14,990
ORME	8,593
PAUL	5,180
PCL	35,988
PHS	15,068
PMH	11,393
PPL	163,309
PVPL	104,404
SED	86,164
SEL	9,317
SHM	6,812
SPR	4,662
STX	144
THS	16,153
VBC	11,400
VER	30,572
VOC	13
WIL	4,989
YAR	8,835
YAV	17,447
YCC	2,345
YCP	74,685
YCV	56,379
YFL	222
YLN	227,073
Total	1,375,891

Statistics

New Users - December 2017	
User Library	Number of Users
AJS	7
ASH	20
BAG	7
BCC	16
BMHS	5
CLA	6
CON	11
COR	13
CRK	4
CTW	85
CVHS	2
CVPL	43
CVUSD	8
DHL	4
ERU	7
GMMS	8
JER	2
LES	6
MAY	7
MES	4
MUHS	9
ORME	2
PAUL	12
PCL	78
PHS	1
PMH	4
PPL	257
PVPL	184
SED	85
SEL	15
THS	3
VBC	17
VER	64
VOC	12
WIL	1
YAR	10
YCP	5
YCV	1

Total Users - December 2017	
User Library	Number of Users
AJS	597
ASH	1,035
BAG	801
BCC	993
BMHS	2,880
CLA	780
CON	696
COR	907
CRK	199
CTW	15,590
CVHS	1,230
CVPL	7,775
CVUSD	1,931
DHL	693
DIAL	22
ERU	4,932
GMMS	680
JER	407
LES	367
MAY	999
MES	909
MHS	272
MUHS	1,758
ORME	297
PAUL	208
PCL	2,770
PHS	2,404
PMH	685
PPL	28,205
PVA2	3
PVPL	23,837
SED	11,234
SEL	729
SHM	1
SPR	4
STX	5
THS	831
VBC	881
VER	5,409
VOC	1,301
WIL	325
YAR	567
YCC	1
YCP	2,645
YCV	1,372
YFL	4
YLN	2

Statistics

Patron Bills - December 2017			
Bill Payment Library	# of Bills	Total Bill Amount	Total Bill Payment Amount
Total	3,122	\$10,228.52	\$9,620.88
AJS	2	\$0.00	\$60.00
ASH	23	\$134.00	\$216.02
BCC	6	\$20.90	\$1.20
BMHS	276	\$297.40	\$392.00
CON	18	\$22.20	\$12.10
COR	16	\$56.30	\$424.30
CRK	4	\$7.50	\$6.60
CTW	281	\$831.40	\$485.06
CVHS	13	\$88.04	\$278.58
CVPL	93	\$133.70	\$142.20
CVUSD	32	\$245.28	\$227.04
DHL	7	\$7.20	\$77.10
DIAL	1	\$0.00	\$0.40
ERU	151	\$1,415.00	\$984.30
GMMS	130	\$242.50	\$397.46
JER	2	\$0.00	\$10.80
LES	37	\$480.66	\$549.74
MAY	8	\$24.00	\$10.00
MUHS	5	\$8.40	\$0.90
PAUL	1	\$0.00	\$32.00
PCL	6	\$19.00	\$12.00
PHS	16	\$309.50	\$2.40
PMH	45	\$117.56	\$82.14
PPL	620	\$1,826.72	\$1,498.35
PVPL	338	\$1,238.00	\$1,119.25
SED	545	\$965.00	\$699.26
SEL	16	\$53.30	\$5.10
THS	32	\$528.58	\$365.88
VBC	8	\$65.80	\$1.20
VER	238	\$806.18	\$1,191.60
VOC	80	\$49.50	\$61.20
WIL	1	\$0.00	\$1.50
YAR	15	\$6.20	\$103.00
YCP	31	\$34.10	\$61.00
YCV	6	\$26.60	\$1.20
YFL	19	\$168.00	\$108.00

Statistics

Circulation - December 2017				
Station Library	Metrics	Number of Statistical Transactions		
	Client Types	Charge Item Part B	Renew Item	Total
AJS	workFlows	2,648	757	3,405
ASH	workFlows	1,189	57	1,246
	SIP	175	1	176
	Enterprise		114	114
BAG	workFlows	470	80	550
	Enterprise		22	22
BCC	workFlows	1,644	184	1,828
	Enterprise		195	195
BMHS	workFlows	194	68	262
CLA	workFlows	370	14	384
	Enterprise		91	91
CON	workFlows	952	65	1,017
	Enterprise		49	49
COR	workFlows	1,487	351	1,838
	Enterprise		208	208
CRK	workFlows	126	80	206
	Enterprise		16	16
CTW	workFlows	375	491	866
	SIP	12,843	721	13,564
	Enterprise		2,264	2,264
CVHS	workFlows	68	12	80
	Enterprise		8	8
CVPL	workFlows	4,210	641	4,851
	SIP	1,244	13	1,257
	Enterprise		900	900
CVUSD	workFlows	181	65	246
	SIP	723	56	779
DHL	workFlows	204	83	287
	SIP	777	20	797
	Enterprise		179	179
DIAL	workFlows	43		43
ERU	workFlows	1,820	70	1,890
	SIP	30	3	33
	Enterprise		138	138
GMMS	StaffWeb	489	172	661
JER	workFlows	218	63	281
	Enterprise		28	28
LES	workFlows	1,177	62	1,239
MAY	workFlows	1,347	254	1,601
	SIP	61	1	62
	Enterprise		36	36
MES	workFlows	198	52	250
MUHS	workFlows	45	8	53
ORME	workFlows	7		7
	Enterprise		1	1
PAUL	workFlows	712	62	774
	Enterprise		105	105
PCL	workFlows	176	57	233
	Enterprise		153	153
PHS	workFlows	87	9	96
	Enterprise		4	4
PMH	workFlows	228	380	608
PPL	workFlows	1,490	1,479	2,969
	SIP	39,863	2,360	42,223
	Enterprise		8,582	8,582

PVA2	workFlows	6	11	17
PVPL	workFlows	517	548	1,065
	SIP	19,329	1,080	20,409
	Enterprise		4,131	4,131
SED	workFlows	345	214	559
	SIP	12,304	290	12,594
	Enterprise		2,419	2,419
SEL	workFlows	1,527	97	1,624
	Enterprise		22	22
SPR	SIP	1		1
THS	workFlows	1,158	48	1,206
VBC	workFlows	1,740	249	1,989
	SIP	399	22	421
	Enterprise		147	147
VER	workFlows	4,139	310	4,449
	Enterprise		417	417
VOC	workFlows	2,067	45	2,112
	Enterprise		552	552
WIL	workFlows	151	28	179
	SIP	394	15	409
	Enterprise		58	58
YAR	workFlows	1,520	123	1,643
	SIP	422		422
	Enterprise		104	104
YCP	workFlows	233	48	281
	SIP	442	39	481
	Enterprise		305	305
YCV	workFlows	282	215	497
	SIP	146	5	151
	Enterprise		36	36
YFL	workFlows	74	5	79
YLN	workFlows	19	2	21
	SIP		665	665

Circulation Use Item - December 2017	
Station Library	Use Item Transactions
CTW	146
CVUSD	118
ERU	31
GMMS	20
PVPL	1,116
SED	273
YCP	138
YCV	160

Statistics

Checkins - December 2017	
Station Library	Total Checkins
AJS	2,657
ASH	1,461
BAG	524
BCC	1,703
BMHS	699
CLA	357
CON	996
COR	1,613
CRK	254
CTW	13,867
CVHS	202
CVPL	5,990
CVUSD	2,062
DHL	946
DIAL	30
ERU	2,064
GMMS	655
JER	256
LES	1,347
MAY	1,434
MES	308
MUHS	57
ORME	13
PAUL	741
PCL	293
PHS	125
PMH	502
PPL	43,013
PVA2	5
PVPL	23,223
SED	13,369
SEL	1,491
SPR	7
THS	1,270
VBC	2,140
VER	4,915
VOC	2,723
WIL	605
YAR	1,853
YCP	1,884
YCV	393
YFL	162
YLN	43
Total	138,252

Statistics

OPAC Searches

Library	Total
AJS	140
ASH	657
BAG	976
BCC	822
CLA	390
CON	306
COR	1345
CRK	163
CTW	22607
CVHS	87
CVPL	5182
CVUSD	333
DHL	421
ERU	1733
GMMS	122
JER	627
LES	221
MAY	388
MES	42
MHS	37
MUHS	96
ORME	210
PAUL	185
PCL	2272
PHS	288
PMH	387
PPL	64186
PVPL	20462
SED	756348
SEL	1048
THS	250
VBC	357
VER	5393
WIL	388
YAR	1234
YCP	4751
DEFAULT	24660
Total	919114

Statistics - Databases

Ebook Central

Month of: 12/2017					
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	492	382	165	152	Medicine; Literature, Religion, Social Science, Medicine, History

Overdrive

Month of: 12/2017					
Library Statistics - One Copy/One User					
Usage Type: All Documents Selected					
User Activity					
Unique Users with titles checked out: 2751					
Checkouts			Holds		
Audiobook	4776		Audiobook		1477
eBook	8105		eBook		2861
Total	12881		Total		4338

Tutor.com

December 2017																	
1-to-1 sessions			Type										Time		skillsCenter		
Reg	Mobile	Total	24/7 Resume	AP	Citizen	English	Job Help	Math	Science	Social Studies	Spanish	Write Tutor	Hours	Avg. (min)	Regular	Mobile	Total
35	0	35	0	0	0	10	0	22	0	0	0	3	12.37	21.21	1	0	1

UniversalClass

Month	New Registered Users	Login Sessions	New Courses Enrolled	Stud. Submissions
December	13	871	41	477

Zinio

Month	Checkouts	Turnaways
December	4364	0

Statistics - I-Tiva (TM3)

Date	Messages Imported	Messages Rejected	Calls Made	Number of Deliveries
12/1/2017	128		160	115
12/2/2017	119	3	144	107
12/3/2017	49		49	41
12/4/2017	18		24	17
12/5/2017	147	3	188	136
12/6/2017	140		178	124
12/7/2017	125	3	159	115
12/8/2017	98	2	135	80
12/9/2017	84	4	110	74
12/10/2017	37		37	31
12/11/2017	12		14	11
12/12/2017	132	2	176	111
12/13/2017	125	8	159	107
12/14/2017	125	2	152	115
12/15/2017	68		83	58
12/16/2017	73	3	84	67
12/17/2017	62		62	46
12/18/2017	16	1	18	15
12/19/2017	134	3	180	120
12/20/2017	118	2	150	103
12/21/2017	126	10	163	111
12/22/2017	100		134	84
12/23/2017	81		108	69
12/24/2017				
12/25/2017				
12/26/2017	20		25	18
12/27/2017	88	3	117	72
12/28/2017	142	5	191	122
12/29/2017	127	1	160	112
12/30/2017	101	1	123	86
12/31/2017	67		67	52
Grand Total:	2662	56	3350	2319

I-Tiva Month To Date MESSAGE Report used