

**Lakeland Library Cooperative
Shoutbomb Report
July 2020**

Total registered users = 4323

Total registered barcodes = 4851

Total registered users for text notices is 4323

Registered users the last month = 64

Hopkins District Library, pickup at the designated parking spaces. Text CURBSIDE when you are parked. signed up 1 patron(s) for text notices the last month

Leighton Twp. Library, pickup at the South Library Entrance. Text CURBSIDE when you are parked. signed up 3 patron(s) for text notices the last month

Saugatuck-Douglas Dist Library, pickup at the front entrance. Text CURBSIDE when you are parked. signed up 1 patron(s) for text notices the last month

Thornapple Kellogg Comm. Library, pickup in the library parking lot. Text CURBSIDE when you are parked. signed up 1 patron(s) for text notices the last month

Herrick Dist Library Main, pickup by designated parking spaces 1-4. Call 616-355-3700 when you are parked. signed up 5 patron(s) for text notices the last month

Ionia Community Library, arrange pickup Monday-Thursday 11 to 2 and 3 to 6. Friday 11 to 4. Stay in your car when you arrive and text CURBSIDE. signed up 2 patron(s) for text notices the last month

Lake Odessa Comm Library, pickup by alley behind the library and call 616-374-4591 when you are parked. signed up 2 patron(s) for text notices the last month

Saranac Public Library, pickup in the back entrance. Text CURBSIDE when you are parked. signed up 1 patron(s) for text notices the last month

Clarksville Area Library, pickup in the parking lot. Text CURBSIDE when you are parked. signed up 1 patron(s) for text notices the last month

Tamarack District Library, pickup is available by the main entrance Monday - Friday, noon - 5:30 pm. Text CURBSIDE when you are parked. signed up 1 patron(s) for text notices the last month

Fremont Area Dist Library, pickup at the main entrance. Text CURBSIDE when you are parked. signed up 1 patron(s) for text notices the last month

Grant Area Dist Library. Arrange pickup by contacting library at 231-834-5713. signed up 1 patron(s) for text notices the last month

Allendale Twp Library, pickup up by parking spaces outside main entrance. Text CURBSIDE when you are parked. signed up 4 patron(s) for text notices the last month

Georgetown Twp Pub Library, pickup by the dropbox drop-off loop. Call 616-457-9620 when you are parked. signed up 5 patron(s) for text notices the last month

Patmos Library, pickup by the Park at Main Entrance. Text CURBSIDE when you are parked. signed up 1 patron(s) for text notices the last month

Loutit District Library, please schedule a pickup time at 616-850-6910. signed up 19 patron(s) for text notices the last month

Spring Lake Dist Library, pickup in the library lobby. To notify staff call 616-846-5770. signed up 4 patron(s) for text notices the last month

Howard Miller Public Library, pickup by the designated curbside location on Church Street. Call 616-772-0874 when you are parked. signed up 4 patron(s) for text notices the last month

Hackley Public Library, pickup by parking lot at the back of the library. Text CURBSIDE when you are

parked. signed up 1 patron(s) for text notices the last month
White Lake Comm Library, pickup by main entrance. Call 231-894-9531 when you are parked. signed up 1 patron(s) for text notices the last month
MADL Norton Shores Br, pickup by front entrance, please notify staff upon arrival. Text CURBSIDE when you are parked. signed up 4 patron(s) for text notices the last month
MADL North Muskegon Br, pickup by front entrance, please notify staff upon arrival. Text CURBSIDE when you are parked. signed up 1 patron(s) for text notices the last month

Branch:: MADL North Muskegon Br, pickup by front entrance, please notify staff upon arrival. Text CURBSIDE when you are parked.
Hold notices sent for the month = 39

Overdue notices sent for the month = 25
Overdue items eligible for renewal, notices sent for the month = 17
Overdue items ineligible for renewal, notices sent for the month = 21
Overdue items renewed successfully by patrons for the month = 2
Overdue items unsuccessfully renewed by patrons for the month = 2

Renewal notices sent for the month = 41
Items eligible for renewal notices sent for the month = 31
Items ineligible for renewal notices sent for the month = 37
Items renewed successfully by patrons for the month = 2
Items unsuccessfully renewed by patrons for the month = 7

Branch:: MADL Ravenna Br, pickup by front entrance, please notify staff upon arrival. Text CURBSIDE when you are parked.
Hold notices sent for the month = 2

Overdue notices sent for the month = 2
Overdue items eligible for renewal, notices sent for the month = 2

Renewal notices sent for the month = 3
Items eligible for renewal notices sent for the month = 4

Branch:: MADL Muskegon Hts Br, pickup by front entrance, please notify staff upon arrival. Text CURBSIDE when you are parked.
Hold notices sent for the month = 2

Overdue notices sent for the month = 8
Overdue items eligible for renewal, notices sent for the month = 1
Overdue items ineligible for renewal, notices sent for the month = 28

Renewal notices sent for the month = 6
Items ineligible for renewal notices sent for the month = 11

Branch:: MADL Montague Br, pickup by front entrance, please notify staff upon arrival. Text CURBSIDE when you are parked.

Hold notices sent for the month = 6

Overdue notices sent for the month = 9

Overdue items eligible for renewal, notices sent for the month = 1

Overdue items ineligible for renewal, notices sent for the month = 30

Overdue items renewed successfully by patrons for the month = 1

Renewal notices sent for the month = 9

Items eligible for renewal notices sent for the month = 3

Items ineligible for renewal notices sent for the month = 13

Branch:: MADL Norton Shores Br, pickup by front entrance, please notify staff upon arrival. Text CURBSIDE when you are parked.

Hold notices sent for the month = 1

Overdue notices sent for the month = 49

Overdue items eligible for renewal, notices sent for the month = 31

Overdue items ineligible for renewal, notices sent for the month = 47

Overdue items renewed successfully by patrons for the month = 2

Overdue items unsuccessfully renewed by patrons for the month = 3

Renewal notices sent for the month = 58

Items eligible for renewal notices sent for the month = 41

Items ineligible for renewal notices sent for the month = 49

Items renewed successfully by patrons for the month = 3

Items unsuccessfully renewed by patrons for the month = 6

Branch:: Muskegon Area Dist Library HQ

Hold notices sent for the month = 2

Overdue notices sent for the month = 6

Overdue items eligible for renewal, notices sent for the month = 5

Overdue items ineligible for renewal, notices sent for the month = 4

Renewal notices sent for the month = 6

Items eligible for renewal notices sent for the month = 6

Items ineligible for renewal notices sent for the month = 5

Items unsuccessfully renewed by patrons for the month = 1

Branch:: MADL LVPD, pickup by front entrance, please notify staff upon arrival. Text CURBSIDE when you are parked.

Renewal notices sent for the month = 1

Items ineligible for renewal notices sent for the month = 1

Branch:: MADL Holton Br, pickup by front entrance, please notify staff upon arrival. Text CURBSIDE when you are parked.

Hold notices sent for the month = 3

Overdue notices sent for the month = 6

Overdue items eligible for renewal, notices sent for the month = 2

Overdue items ineligible for renewal, notices sent for the month = 13

Overdue items unsuccessfully renewed by patrons for the month = 2

Renewal notices sent for the month = 6

Items eligible for renewal notices sent for the month = 5

Items ineligible for renewal notices sent for the month = 5

Items renewed successfully by patrons for the month = 1

Items unsuccessfully renewed by patrons for the month = 4

Branch:: MADL Egelston Br, pickup by front entrance, please notify staff upon arrival. Text CURBSIDE when you are parked.

Overdue notices sent for the month = 5

Overdue items eligible for renewal, notices sent for the month = 4

Overdue items ineligible for renewal, notices sent for the month = 5

Overdue items unsuccessfully renewed by patrons for the month = 1

Renewal notices sent for the month = 5

Items eligible for renewal notices sent for the month = 4

Items ineligible for renewal notices sent for the month = 5

Items unsuccessfully renewed by patrons for the month = 2

Branch:: MADL Dalton Br, pickup by front entrance, please notify staff upon arrival. Text CURBSIDE when you are parked.

Hold notices sent for the month = 8

Overdue notices sent for the month = 5

Overdue items eligible for renewal, notices sent for the month = 6

Overdue items renewed successfully by patrons for the month = 1

Overdue items unsuccessfully renewed by patrons for the month = 2

Renewal notices sent for the month = 9

Items eligible for renewal notices sent for the month = 13

Items ineligible for renewal notices sent for the month = 1
Items renewed successfully by patrons for the month = 1
Items unsuccessfully renewed by patrons for the month = 5

Branch:: MADL Muskegon Twp Br, pickup by front entrance, please notify staff upon arrival. Text CURBSIDE when you are parked.

Hold notices sent for the month = 3

Overdue notices sent for the month = 9
Overdue items eligible for renewal, notices sent for the month = 2
Overdue items ineligible for renewal, notices sent for the month = 13
Overdue items unsuccessfully renewed by patrons for the month = 1

Renewal notices sent for the month = 10
Items eligible for renewal notices sent for the month = 3
Items ineligible for renewal notices sent for the month = 13

Branch:: White Lake Comm Library, pickup by main entrance. Call 231-894-9531 when you are parked.

Hold notices sent for the month = 13

Overdue notices sent for the month = 15
Overdue items eligible for renewal, notices sent for the month = 10
Overdue items ineligible for renewal, notices sent for the month = 17
Overdue items unsuccessfully renewed by patrons for the month = 3

Renewal notices sent for the month = 9
Items eligible for renewal notices sent for the month = 14
Items ineligible for renewal notices sent for the month = 4
Items renewed successfully by patrons for the month = 3
Items unsuccessfully renewed by patrons for the month = 3

Branch:: Hackley Public Library, pickup by parking lot at the back of the library. Text CURBSIDE when you are parked.

Hold notices sent for the month = 5

Overdue notices sent for the month = 12
Overdue items eligible for renewal, notices sent for the month = 1
Overdue items ineligible for renewal, notices sent for the month = 17

Renewal notices sent for the month = 10
Items eligible for renewal notices sent for the month = 4
Items ineligible for renewal notices sent for the month = 9

Items renewed successfully by patrons for the month = 1

Branch:: Fruitport District Library, pickup by the foot of the stairs at the staff entrance. Text CURBSIDE when you are parked.

Hold notices sent for the month = 13

Overdue notices sent for the month = 17

Overdue items eligible for renewal, notices sent for the month = 9

Overdue items ineligible for renewal, notices sent for the month = 29

Renewal notices sent for the month = 13

Items eligible for renewal notices sent for the month = 14

Items ineligible for renewal notices sent for the month = 8

Items renewed successfully by patrons for the month = 3

Items unsuccessfully renewed by patrons for the month = 5

Branch:: Howard Miller Public Library, pickup by the designated curbside location on Church Street. Call 616-772-0874 when you are parked.

Hold notices sent for the month = 120

Hold cancel notices sent for the month = 1

Overdue notices sent for the month = 121

Overdue items eligible for renewal, notices sent for the month = 71

Overdue items ineligible for renewal, notices sent for the month = 184

Overdue items renewed successfully by patrons for the month = 13

Overdue items unsuccessfully renewed by patrons for the month = 22

Renewal notices sent for the month = 99

Items eligible for renewal notices sent for the month = 64

Items ineligible for renewal notices sent for the month = 91

Items renewed successfully by patrons for the month = 4

Items unsuccessfully renewed by patrons for the month = 22

Branch:: Spring Lake Dist Library, pickup in the library lobby. To notify staff call 616-846-5770.

Hold notices sent for the month = 38

Hold cancel notices sent for the month = 1

Overdue notices sent for the month = 52

Overdue items eligible for renewal, notices sent for the month = 23

Overdue items ineligible for renewal, notices sent for the month = 106

Overdue items renewed successfully by patrons for the month = 1

Overdue items unsuccessfully renewed by patrons for the month = 3

Renewal notices sent for the month = 44
Items eligible for renewal notices sent for the month = 27
Items ineligible for renewal notices sent for the month = 65
Items renewed successfully by patrons for the month = 4
Items unsuccessfully renewed by patrons for the month = 7

Branch:: Loutit District Library, please schedule a pickup time at 616-850-6910.
Hold notices sent for the month = 149
Hold cancel notices sent for the month = 4

Overdue notices sent for the month = 137
Overdue items eligible for renewal, notices sent for the month = 58
Overdue items ineligible for renewal, notices sent for the month = 367
Overdue items renewed successfully by patrons for the month = 4
Overdue items unsuccessfully renewed by patrons for the month = 7

Renewal notices sent for the month = 114
Items eligible for renewal notices sent for the month = 52
Items ineligible for renewal notices sent for the month = 204
Items renewed successfully by patrons for the month = 4
Items unsuccessfully renewed by patrons for the month = 13

Branch:: Patmos Library, pickup by the Park at Main Entrance. Text CURBSIDE when you are parked.
Hold notices sent for the month = 11
Hold cancel notices sent for the month = 1

Overdue notices sent for the month = 12
Overdue items eligible for renewal, notices sent for the month = 5
Overdue items ineligible for renewal, notices sent for the month = 19
Overdue items renewed successfully by patrons for the month = 1

Renewal notices sent for the month = 14
Items eligible for renewal notices sent for the month = 12
Items ineligible for renewal notices sent for the month = 20
Items renewed successfully by patrons for the month = 1
Items unsuccessfully renewed by patrons for the month = 2

Branch:: Gary Byker Memorial Library, pickup by the numbered parking spots at main entrance. Call 616-669-1255 when you are parked.
Hold notices sent for the month = 18

Overdue notices sent for the month = 28

Overdue items eligible for renewal, notices sent for the month = 15
Overdue items ineligible for renewal, notices sent for the month = 35
Overdue items renewed successfully by patrons for the month = 2
Overdue items unsuccessfully renewed by patrons for the month = 3

Renewal notices sent for the month = 31
Items eligible for renewal notices sent for the month = 14
Items ineligible for renewal notices sent for the month = 33
Items renewed successfully by patrons for the month = 1
Items unsuccessfully renewed by patrons for the month = 4

Branch:: Georgetown Twp Pub Library, pickup by the dropbox drop-off loop. Call 616-457-9620 when you are parked.

Hold notices sent for the month = 161
Hold cancel notices sent for the month = 1

Overdue notices sent for the month = 152
Overdue items eligible for renewal, notices sent for the month = 90
Overdue items ineligible for renewal, notices sent for the month = 186
Overdue items renewed successfully by patrons for the month = 15
Overdue items unsuccessfully renewed by patrons for the month = 24

Renewal notices sent for the month = 149
Items eligible for renewal notices sent for the month = 96
Items ineligible for renewal notices sent for the month = 155
Items renewed successfully by patrons for the month = 9
Items unsuccessfully renewed by patrons for the month = 31

Branch:: Coopersville Area Dist Library, pickup by Center street parking lot any open space. Text CURBSIDE when you are parked.

Hold notices sent for the month = 28

Overdue notices sent for the month = 36
Overdue items eligible for renewal, notices sent for the month = 12
Overdue items ineligible for renewal, notices sent for the month = 40
Overdue items renewed successfully by patrons for the month = 2
Overdue items unsuccessfully renewed by patrons for the month = 3

Renewal notices sent for the month = 37
Items eligible for renewal notices sent for the month = 12
Items ineligible for renewal notices sent for the month = 36
Items renewed successfully by patrons for the month = 1
Items unsuccessfully renewed by patrons for the month = 2

Branch:: Allendale Twp Library, pickup up by parking spaces outside main entrance. Text CURBSIDE when you are parked.

Hold notices sent for the month = 37

Overdue notices sent for the month = 71

Overdue items eligible for renewal, notices sent for the month = 42

Overdue items ineligible for renewal, notices sent for the month = 209

Overdue items renewed successfully by patrons for the month = 2

Overdue items unsuccessfully renewed by patrons for the month = 11

Renewal notices sent for the month = 62

Items eligible for renewal notices sent for the month = 30

Items ineligible for renewal notices sent for the month = 165

Items renewed successfully by patrons for the month = 2

Items unsuccessfully renewed by patrons for the month = 10

Branch:: White Cloud Comm Library, pickup of bagged items from library lobby during designated hours. Text CURBSIDE when you are parked.

Hold notices sent for the month = 6

Overdue notices sent for the month = 14

Overdue items ineligible for renewal, notices sent for the month = 44

Renewal notices sent for the month = 13

Items eligible for renewal notices sent for the month = 2

Items ineligible for renewal notices sent for the month = 35

Branch:: Newaygo Area District Library, pickup by parking lot at the back of the library Monday - Friday 11:00 - 5:45 pm; Saturday 11:00 - 12:45 pm. Text CURBSIDE when you are parked.

Hold notices sent for the month = 5

Overdue notices sent for the month = 15

Overdue items eligible for renewal, notices sent for the month = 11

Overdue items ineligible for renewal, notices sent for the month = 17

Overdue items unsuccessfully renewed by patrons for the month = 3

Renewal notices sent for the month = 7

Items eligible for renewal notices sent for the month = 2

Items ineligible for renewal notices sent for the month = 15

Items unsuccessfully renewed by patrons for the month = 1

Branch:: Hesperia Comm Library, pickup by designated parking space. Text CURBSIDE when you are

parked.

Hold notices sent for the month = 2

Overdue notices sent for the month = 2

Overdue items eligible for renewal, notices sent for the month = 1

Overdue items ineligible for renewal, notices sent for the month = 3

Renewal notices sent for the month = 2

Items ineligible for renewal notices sent for the month = 3

Branch:: Grant Area Dist Library. Arrange pickup by contacting library at 231-834-5713.

Hold notices sent for the month = 9

Overdue notices sent for the month = 11

Overdue items eligible for renewal, notices sent for the month = 6

Overdue items ineligible for renewal, notices sent for the month = 9

Overdue items renewed successfully by patrons for the month = 1

Renewal notices sent for the month = 9

Items eligible for renewal notices sent for the month = 3

Items ineligible for renewal notices sent for the month = 6

Items unsuccessfully renewed by patrons for the month = 2

Branch:: Fremont Area Dist Library, pickup at the main entrance. Text CURBSIDE when you are parked.

Hold notices sent for the month = 13

Hold cancel notices sent for the month = 1

Overdue notices sent for the month = 16

Overdue items eligible for renewal, notices sent for the month = 16

Overdue items ineligible for renewal, notices sent for the month = 5

Overdue items renewed successfully by patrons for the month = 1

Overdue items unsuccessfully renewed by patrons for the month = 2

Renewal notices sent for the month = 12

Items eligible for renewal notices sent for the month = 6

Items ineligible for renewal notices sent for the month = 9

Items renewed successfully by patrons for the month = 1

Branch:: Croton Twp Library. When you arrive come to the window and call 231-652-1615 to notify staff.

Hold notices sent for the month = 1

Overdue notices sent for the month = 3
Overdue items ineligible for renewal, notices sent for the month = 5

Renewal notices sent for the month = 2
Items eligible for renewal notices sent for the month = 1
Items ineligible for renewal notices sent for the month = 1
Items renewed successfully by patrons for the month = 1

Branch:: Tamarack District Library, pickup is available by the main entrance Monday - Friday, noon - 5:30 pm. Text CURBSIDE when you are parked.

Hold notices sent for the month = 12
Hold cancel notices sent for the month = 1

Overdue notices sent for the month = 19
Overdue items eligible for renewal, notices sent for the month = 3
Overdue items ineligible for renewal, notices sent for the month = 30
Overdue items unsuccessfully renewed by patrons for the month = 1

Renewal notices sent for the month = 15
Items eligible for renewal notices sent for the month = 5
Items ineligible for renewal notices sent for the month = 17
Items unsuccessfully renewed by patrons for the month = 1

Branch:: TCH Reynolds Twp Library, pickup is available Monday -Thursday 12:00 - 5:30 pm and Friday 12:00 - 4:30 pm. Text CURBSIDE when you are parked.

Overdue notices sent for the month = 19
Overdue items eligible for renewal, notices sent for the month = 49
Overdue items ineligible for renewal, notices sent for the month = 27
Overdue items renewed successfully by patrons for the month = 1
Overdue items unsuccessfully renewed by patrons for the month = 3

Renewal notices sent for the month = 16
Items eligible for renewal notices sent for the month = 9
Items ineligible for renewal notices sent for the month = 19
Items renewed successfully by patrons for the month = 1
Items unsuccessfully renewed by patrons for the month = 4

Branch:: Flat River Community Library, pickup by curbside parking spaces 1 or 2. Text CURBSIDE when you are parked.

Hold notices sent for the month = 17
Hold cancel notices sent for the month = 1

Overdue notices sent for the month = 91

Overdue items eligible for renewal, notices sent for the month = 46
Overdue items ineligible for renewal, notices sent for the month = 276
Overdue items renewed successfully by patrons for the month = 2
Overdue items unsuccessfully renewed by patrons for the month = 24

Renewal notices sent for the month = 54
Items eligible for renewal notices sent for the month = 22
Items ineligible for renewal notices sent for the month = 171
Items renewed successfully by patrons for the month = 1
Items unsuccessfully renewed by patrons for the month = 3

Branch:: Home Twp Library, pickup by the back entrance in the parking lot from noon-5 pm. Text CURBSIDE when you are parked.
Hold notices sent for the month = 4

Overdue notices sent for the month = 5
Overdue items ineligible for renewal, notices sent for the month = 12

Renewal notices sent for the month = 9
Items eligible for renewal notices sent for the month = 3
Items ineligible for renewal notices sent for the month = 16
Items unsuccessfully renewed by patrons for the month = 1

Branch:: Crystal Comm Library, pickup by West side parking lot. Text CURBSIDE when you are parked.
Overdue notices sent for the month = 1
Overdue items ineligible for renewal, notices sent for the month = 1

Renewal notices sent for the month = 1
Items ineligible for renewal notices sent for the month = 1

Branch:: Carson City Public Library, pickup by North Parking Lot back entrance. Text CURBSIDE when you are parked.
Hold notices sent for the month = 2

Overdue notices sent for the month = 8
Overdue items eligible for renewal, notices sent for the month = 5
Overdue items ineligible for renewal, notices sent for the month = 18
Overdue items unsuccessfully renewed by patrons for the month = 1

Renewal notices sent for the month = 8
Items eligible for renewal notices sent for the month = 4
Items ineligible for renewal notices sent for the month = 19

Branch:: Clarksville Area Library, pickup in the parking lot. Text CURBSIDE when you are parked.

Hold notices sent for the month = 3

Overdue notices sent for the month = 15

Overdue items eligible for renewal, notices sent for the month = 2

Overdue items ineligible for renewal, notices sent for the month = 21

Renewal notices sent for the month = 10

Items eligible for renewal notices sent for the month = 3

Items ineligible for renewal notices sent for the month = 12

Items renewed successfully by patrons for the month = 1

Items unsuccessfully renewed by patrons for the month = 2

Branch:: Saranac Public Library, pickup in the back entrance. Text CURBSIDE when you are parked.

Hold notices sent for the month = 8

Overdue notices sent for the month = 12

Overdue items eligible for renewal, notices sent for the month = 6

Overdue items ineligible for renewal, notices sent for the month = 16

Overdue items renewed successfully by patrons for the month = 1

Renewal notices sent for the month = 13

Items eligible for renewal notices sent for the month = 7

Items ineligible for renewal notices sent for the month = 16

Branch:: Lake Odessa Comm Library, pickup by alley behind the library and call 616-374-4591 when you are parked.

Hold notices sent for the month = 7

Overdue notices sent for the month = 41

Overdue items eligible for renewal, notices sent for the month = 15

Overdue items ineligible for renewal, notices sent for the month = 54

Overdue items renewed successfully by patrons for the month = 3

Overdue items unsuccessfully renewed by patrons for the month = 1

Renewal notices sent for the month = 31

Items eligible for renewal notices sent for the month = 8

Items ineligible for renewal notices sent for the month = 52

Items unsuccessfully renewed by patrons for the month = 2

Branch:: Ionia Community Library, arrange pickup Monday-Thursday 11 to 2 and 3 to 6. Friday 11 to

4. Stay in your car when you arrive and text CURBSIDE.

Hold notices sent for the month = 23

Overdue notices sent for the month = 73

Overdue items eligible for renewal, notices sent for the month = 44

Overdue items ineligible for renewal, notices sent for the month = 68

Overdue items renewed successfully by patrons for the month = 4

Overdue items unsuccessfully renewed by patrons for the month = 7

Renewal notices sent for the month = 53

Items eligible for renewal notices sent for the month = 31

Items ineligible for renewal notices sent for the month = 50

Items unsuccessfully renewed by patrons for the month = 10

Branch:: Alvah N Belding Library, pickup by West Ramp door. Text CURBSIDE when you are parked.

Hold notices sent for the month = 3

Overdue notices sent for the month = 15

Overdue items eligible for renewal, notices sent for the month = 11

Overdue items ineligible for renewal, notices sent for the month = 54

Overdue items renewed successfully by patrons for the month = 7

Renewal notices sent for the month = 10

Items eligible for renewal notices sent for the month = 12

Items ineligible for renewal notices sent for the month = 10

Items renewed successfully by patrons for the month = 2

Branch:: Herrick Dist Library Main, pickup by designated parking spaces 1-4. Call 616-355-3700 when you are parked.

Hold notices sent for the month = 197

Hold cancel notices sent for the month = 4

Overdue notices sent for the month = 236

Overdue items eligible for renewal, notices sent for the month = 173

Overdue items ineligible for renewal, notices sent for the month = 373

Overdue items renewed successfully by patrons for the month = 9

Overdue items unsuccessfully renewed by patrons for the month = 25

Renewal notices sent for the month = 205

Items eligible for renewal notices sent for the month = 141

Items ineligible for renewal notices sent for the month = 204

Items renewed successfully by patrons for the month = 12

Items unsuccessfully renewed by patrons for the month = 45

Branch:: Herrick District Library North Branch, pickup at designated parking spaces 1 or 2. Call 616-738-4362 when you are parked.

Hold notices sent for the month = 76

Hold cancel notices sent for the month = 1

Overdue notices sent for the month = 88

Overdue items eligible for renewal, notices sent for the month = 57

Overdue items ineligible for renewal, notices sent for the month = 120

Overdue items renewed successfully by patrons for the month = 2

Overdue items unsuccessfully renewed by patrons for the month = 20

Renewal notices sent for the month = 74

Items eligible for renewal notices sent for the month = 50

Items ineligible for renewal notices sent for the month = 86

Items renewed successfully by patrons for the month = 4

Items unsuccessfully renewed by patrons for the month = 14

Branch:: Sparta Twp. Library, arrange pickup by contacting library at 616-887-9937.

Overdue notices sent for the month = 4

Overdue items eligible for renewal, notices sent for the month = 1

Overdue items ineligible for renewal, notices sent for the month = 3

Renewal notices sent for the month = 3

Items eligible for renewal notices sent for the month = 2

Items ineligible for renewal notices sent for the month = 1

Items renewed successfully by patrons for the month = 1

Items unsuccessfully renewed by patrons for the month = 1

Branch:: Cedar Springs Public Library, pickup at the Dropbox area off Main Street. Text CURBSIDE when you are parked.

Hold notices sent for the month = 8

Overdue notices sent for the month = 35

Overdue items eligible for renewal, notices sent for the month = 35

Overdue items ineligible for renewal, notices sent for the month = 67

Overdue items renewed successfully by patrons for the month = 3

Renewal notices sent for the month = 21

Items eligible for renewal notices sent for the month = 6

Items ineligible for renewal notices sent for the month = 35

Items renewed successfully by patrons for the month = 1

Items unsuccessfully renewed by patrons for the month = 3

Branch:: Thornapple Kellogg Comm. Library, pickup in the library parking lot. Text CURBSIDE when you are parked.

Hold notices sent for the month = 8

Overdue notices sent for the month = 16

Overdue items eligible for renewal, notices sent for the month = 5

Overdue items ineligible for renewal, notices sent for the month = 20

Overdue items unsuccessfully renewed by patrons for the month = 1

Renewal notices sent for the month = 7

Items eligible for renewal notices sent for the month = 2

Items ineligible for renewal notices sent for the month = 11

Branch:: Hastings Public Library, pickup at the Drive Through Window, use call button or call 269-945-4263.

Hold notices sent for the month = 7

Overdue notices sent for the month = 14

Overdue items eligible for renewal, notices sent for the month = 8

Overdue items ineligible for renewal, notices sent for the month = 11

Overdue items renewed successfully by patrons for the month = 1

Overdue items unsuccessfully renewed by patrons for the month = 2

Renewal notices sent for the month = 17

Items eligible for renewal notices sent for the month = 11

Items ineligible for renewal notices sent for the month = 19

Items renewed successfully by patrons for the month = 3

Items unsuccessfully renewed by patrons for the month = 2

Branch:: Freeport District Library, pickup at parking spaces near Freeport Park. Text CURBSIDE when you are parked.

Hold notices sent for the month = 3

Overdue notices sent for the month = 23

Overdue items eligible for renewal, notices sent for the month = 6

Overdue items ineligible for renewal, notices sent for the month = 30

Renewal notices sent for the month = 16

Items eligible for renewal notices sent for the month = 5

Items ineligible for renewal notices sent for the month = 30

Branch:: Henika District Library, pickup at the side entrance door, Mon & Thur 10-6. Text CURBSIDE

when you are parked.

Hold notices sent for the month = 5

Overdue notices sent for the month = 20

Overdue items eligible for renewal, notices sent for the month = 13

Overdue items ineligible for renewal, notices sent for the month = 37

Overdue items renewed successfully by patrons for the month = 6

Renewal notices sent for the month = 10

Items eligible for renewal notices sent for the month = 9

Items ineligible for renewal notices sent for the month = 22

Items unsuccessfully renewed by patrons for the month = 8

Branch:: Saugatuck-Douglas Dist Library, pickup at the front entrance. Text CURBSIDE when you are parked.

Hold notices sent for the month = 11

Overdue notices sent for the month = 18

Overdue items eligible for renewal, notices sent for the month = 10

Overdue items ineligible for renewal, notices sent for the month = 29

Overdue items renewed successfully by patrons for the month = 1

Overdue items unsuccessfully renewed by patrons for the month = 2

Renewal notices sent for the month = 17

Items eligible for renewal notices sent for the month = 9

Items ineligible for renewal notices sent for the month = 28

Items renewed successfully by patrons for the month = 1

Items unsuccessfully renewed by patrons for the month = 4

Branch:: Leighton Twp. Library, pickup at the South Library Entrance. Text CURBSIDE when you are parked.

Hold notices sent for the month = 23

Hold cancel notices sent for the month = 2

Overdue notices sent for the month = 39

Overdue items eligible for renewal, notices sent for the month = 13

Overdue items ineligible for renewal, notices sent for the month = 102

Overdue items renewed successfully by patrons for the month = 5

Overdue items unsuccessfully renewed by patrons for the month = 2

Renewal notices sent for the month = 31

Items eligible for renewal notices sent for the month = 13

Items ineligible for renewal notices sent for the month = 29

Items renewed successfully by patrons for the month = 2

Items unsuccessfully renewed by patrons for the month = 4

Branch:: Hopkins District Library, pickup at the designated parking spaces. Text CURBSIDE when you are parked.

Hold notices sent for the month = 2

Overdue notices sent for the month = 1

Overdue items eligible for renewal, notices sent for the month = 1

Renewal notices sent for the month = 2

Items eligible for renewal notices sent for the month = 2

Branch:: Fennville District Library, pickup is available Monday-Friday 10-5. Text CURBSIDE when you are parked.

Hold notices sent for the month = 10

Overdue notices sent for the month = 15

Overdue items eligible for renewal, notices sent for the month = 11

Overdue items ineligible for renewal, notices sent for the month = 75

Overdue items unsuccessfully renewed by patrons for the month = 2

Renewal notices sent for the month = 12

Items eligible for renewal notices sent for the month = 10

Items ineligible for renewal notices sent for the month = 4

Items renewed successfully by patrons for the month = 3

Items unsuccessfully renewed by patrons for the month = 5

Branch:: Dorr Twp Library, pickup at the designated parking spaces. Text CURBSIDE when you are parked.

Hold notices sent for the month = 9

Overdue notices sent for the month = 23

Overdue items eligible for renewal, notices sent for the month = 12

Overdue items ineligible for renewal, notices sent for the month = 36

Renewal notices sent for the month = 22

Items eligible for renewal notices sent for the month = 10

Items ineligible for renewal notices sent for the month = 32

Items renewed successfully by patrons for the month = 1

Branch:: Salem Twp Library, pickup at the handicapped parking at main entrance. Text CURBSIDE when you are parked.

Hold notices sent for the month = 7

Overdue notices sent for the month = 36

Overdue items eligible for renewal, notices sent for the month = 13

Overdue items ineligible for renewal, notices sent for the month = 51

Overdue items renewed successfully by patrons for the month = 1

Overdue items unsuccessfully renewed by patrons for the month = 7

Renewal notices sent for the month = 37

Items eligible for renewal notices sent for the month = 26

Items ineligible for renewal notices sent for the month = 27

Items renewed successfully by patrons for the month = 10

Items unsuccessfully renewed by patrons for the month = 10

=====TOTALS=====

Hold notices sent for the month = 1140

Hold cancel notices sent for the month = 18

Overdue notices sent for the month = 1705

Overdue items eligible for renewal, notices sent for the month = 980

Overdue items ineligible for renewal, notices sent for the month = 2984

Percentage of overall overdue items where renewal was attempted:: 28.98%

Overdue items renewed successfully by patrons for the month = 94

Percentage of overall overdue items where renewal was successful:: 9.59%

Overdue items unsuccessfully renewed by patrons for the month = 190

Percentage of overall overdue items where renewal failed:: 19.39%

Renewal notices sent for the month = 1475

Items eligible for renewal notices sent for the month = 863

Items ineligible for renewal notices sent for the month = 1910

Percentage of overall items where renewal was attempted:: 38.35%

Items renewed successfully by patrons for the month = 85

Percentage of overall items where renewal was successful:: 9.85%

Items unsuccessfully renewed by patrons for the month = 246

Percentage of overall items where renewal failed:: 28.51%

=====TOTALS BY BRANCH=====

MADL North Muskegon Br, pickup by front entrance, please notify staff upon arrival. Text CURBSIDE when you are parked. sent for the month, this many text notices = 105

MADL Ravenna Br, pickup by front entrance, please notify staff upon arrival. Text CURBSIDE when you are parked. sent for the month, this many text notices = 7

MADL Muskegon Hts Br, pickup by front entrance, please notify staff upon arrival. Text CURBSIDE when you are parked. sent for the month, this many text notices = 16

MADL Montague Br, pickup by front entrance, please notify staff upon arrival. Text CURBSIDE when you are parked. sent for the month, this many text notices = 24

MADL Norton Shores Br, pickup by front entrance, please notify staff upon arrival. Text CURBSIDE when you are parked. sent for the month, this many text notices = 108

Muskegon Area Dist Library HQ sent for the month, this many text notices = 14

MADL LVPD, pickup by front entrance, please notify staff upon arrival. Text CURBSIDE when you are parked. sent for the month, this many text notices = 1

MADL Holton Br, pickup by front entrance, please notify staff upon arrival. Text CURBSIDE when you are parked. sent for the month, this many text notices = 15

MADL Egelston Br, pickup by front entrance, please notify staff upon arrival. Text CURBSIDE when you are parked. sent for the month, this many text notices = 10

MADL Dalton Br, pickup by front entrance, please notify staff upon arrival. Text CURBSIDE when you are parked. sent for the month, this many text notices = 22

MADL Muskegon Twp Br, pickup by front entrance, please notify staff upon arrival. Text CURBSIDE when you are parked. sent for the month, this many text notices = 22

White Lake Comm Library, pickup by main entrance. Call 231-894-9531 when you are parked. sent for the month, this many text notices = 37

Hackley Public Library, pickup by parking lot at the back of the library. Text CURBSIDE when you are parked. sent for the month, this many text notices = 27

Fruitport District Library, pickup by the foot of the stairs at the staff entrance. Text CURBSIDE when you are parked. sent for the month, this many text notices = 43

Howard Miller Public Library, pickup by the designated curbside location on Church Street. Call 616-772-0874 when you are parked. sent for the month, this many text notices = 340

Spring Lake Dist Library, pickup in the library lobby. To notify staff call 616-846-5770. sent for the month, this many text notices = 134

Loutit District Library, please schedule a pickup time at 616-850-6910. sent for the month, this many text notices = 400

Patmos Library, pickup by the Park at Main Entrance. Text CURBSIDE when you are parked. sent for the month, this many text notices = 37

Gary Byker Memorial Library, pickup by the numbered parking spots at main entrance. Call 616-669-1255 when you are parked. sent for the month, this many text notices = 77

Georgetown Twp Pub Library, pickup by the dropbox drop-off loop. Call 616-457-9620 when you are parked. sent for the month, this many text notices = 462

Coopersville Area Dist Library, pickup by Center street parking lot any open space. Text CURBSIDE when you are parked. sent for the month, this many text notices = 101

Allendale Twp Library, pickup up by parking spaces outside main entrance. Text CURBSIDE when you are parked. sent for the month, this many text notices = 170

White Cloud Comm Library, pickup of bagged items from library lobby during designated hours. Text CURBSIDE when you are parked. sent for the month, this many text notices = 33

Newaygo Area District Library, pickup by parking lot at the back of the library Monday - Friday 11:00 - 5:45 pm; Saturday 11:00 - 12:45 pm. Text CURBSIDE when you are parked. sent for the month, this many text notices = 27

Hesperia Comm Library, pickup by designated parking space. Text CURBSIDE when you are parked. sent for the month, this many text notices = 6

Grant Area Dist Library. Arrange pickup by contacting library at 231-834-5713. sent for the month, this many text notices = 29

Fremont Area Dist Library, pickup at the main entrance. Text CURBSIDE when you are parked. sent for the month, this many text notices = 41

Croton Twp Library. When you arrive come to the window and call 231-652-1615 to notify staff. sent for the month, this many text notices = 6

Tamarack District Library, pickup is available by the main entrance Monday - Friday, noon - 5:30 pm. Text CURBSIDE when you are parked. sent for the month, this many text notices = 46

TCH Reynolds Twp Library, pickup is available Monday -Thursday 12:00 - 5:30 pm and Friday 12:00 - 4:30 pm. Text CURBSIDE when you are parked. sent for the month, this many text notices = 35

Flat River Community Library, pickup by curbside parking spaces 1 or 2. Text CURBSIDE when you are parked. sent for the month, this many text notices = 162

Home Twp Library, pickup by the back entrance in the parking lot from noon-5 pm. Text CURBSIDE when you are parked. sent for the month, this many text notices = 18

Crystal Comm Library, pickup by West side parking lot. Text CURBSIDE when you are parked. sent for the month, this many text notices = 2

Carson City Public Library, pickup by North Parking Lot back entrance. Text CURBSIDE when you are parked. sent for the month, this many text notices = 18

Clarksville Area Library, pickup in the parking lot. Text CURBSIDE when you are parked. sent for the month, this many text notices = 28

Saranac Public Library, pickup in the back entrance. Text CURBSIDE when you are parked. sent for the month, this many text notices = 33

Lake Odessa Comm Library, pickup by alley behind the library and call 616-374-4591 when you are parked. sent for the month, this many text notices = 79

Ionia Community Library, arrange pickup Monday-Thursday 11 to 2 and 3 to 6. Friday 11 to 4. Stay in your car when you arrive and text CURBSIDE. sent for the month, this many text notices = 149

Alvah N Belding Library, pickup by West Ramp door. Text CURBSIDE when you are parked. sent for the month, this many text notices = 28

Herrick Dist Library Main, pickup by designated parking spaces 1-4. Call 616-355-3700 when you are parked. sent for the month, this many text notices = 638

Herrick District Library North Branch, pickup at designated parking spaces 1 or 2. Call 616-738-4362 when you are parked. sent for the month, this many text notices = 238

Sparta Twp. Library, arrange pickup by contacting library at 616-887-9937. sent for the month, this many text notices = 7

Cedar Springs Public Library, pickup at the Dropbox area off Main Street. Text CURBSIDE when you are parked. sent for the month, this many text notices = 64

Thornapple Kellogg Comm. Library, pickup in the library parking lot. Text CURBSIDE when you are parked. sent for the month, this many text notices = 31

Hastings Public Library, pickup at the Drive Through Window, use call button or call 269-945-4263. sent for the month, this many text notices = 38

Freeport District Library, pickup at parking spaces near Freeport Park. Text CURBSIDE when you are parked. sent for the month, this many text notices = 42

Henika District Library, pickup at the side entrance door, Mon & Thur 10-6. Text CURBSIDE when you are parked. sent for the month, this many text notices = 35

Saugatuck-Douglas Dist Library, pickup at the front entrance. Text CURBSIDE when you are parked. sent for the month, this many text notices = 46

Leighton Twp. Library, pickup at the South Library Entrance. Text CURBSIDE when you are parked. sent for the month, this many text notices = 93

Hopkins District Library, pickup at the designated parking spaces. Text CURBSIDE when you are parked. sent for the month, this many text notices = 5
Fennville District Library, pickup is available Monday-Friday 10-5. Text CURBSIDE when you are parked. sent for the month, this many text notices = 37
Dorr Twp Library, pickup at the designated parking spaces. Text CURBSIDE when you are parked. sent for the month, this many text notices = 54
Salem Twp Library, pickup at the handicapped parking at main entrance. Text CURBSIDE when you are parked. sent for the month, this many text notices = 80

=====TOTALS OF REGISTERED PATRON BY BRANCH=====

Allendale Twp Library, pickup up by parking spaces outside main entrance. Text CURBSIDE when you are parked. has 97 registered patrons for text notices
Alvah N Belding Library, pickup by West Ramp door. Text CURBSIDE when you are parked. has 41 registered patrons for text notices
Carson City Public Library, pickup by North Parking Lot back entrance. Text CURBSIDE when you are parked. has 19 registered patrons for text notices
Cedar Springs Public Library, pickup at the Dropbox area off Main Street. Text CURBSIDE when you are parked. has 98 registered patrons for text notices
Clarksville Area Library, pickup in the parking lot. Text CURBSIDE when you are parked. has 23 registered patrons for text notices
Coopersville Area Dist Library, pickup by Center street parking lot any open space. Text CURBSIDE when you are parked. has 85 registered patrons for text notices
Croton Twp Library. When you arrive come to the window and call 231-652-1615 to notify staff. has 7 registered patrons for text notices
Crystal Comm Library, pickup by West side parking lot. Text CURBSIDE when you are parked. has 6 registered patrons for text notices
Dorr Twp Library, pickup at the designated parking spaces. Text CURBSIDE when you are parked. has 50 registered patrons for text notices
Fennville District Library, pickup is available Monday-Friday 10-5. Text CURBSIDE when you are parked. has 44 registered patrons for text notices
Flat River Community Library, pickup by curbside parking spaces 1 or 2. Text CURBSIDE when you are parked. has 238 registered patrons for text notices
Freeport District Library, pickup at parking spaces near Freeport Park. Text CURBSIDE when you are parked. has 31 registered patrons for text notices
Fremont Area Dist Library, pickup at the main entrance. Text CURBSIDE when you are parked. has 64 registered patrons for text notices
Fruitport District Library, pickup by the foot of the stairs at the staff entrance. Text CURBSIDE when you are parked. has 49 registered patrons for text notices
Gary Byker Memorial Library, pickup by the numbered parking spots at main entrance. Call 616-669-1255 when you are parked. has 67 registered patrons for text notices
Georgetown Twp Pub Library, pickup by the dropbox drop-off loop. Call 616-457-9620 when you are parked. has 402 registered patrons for text notices
Grant Area Dist Library. Arrange pickup by contacting library at 231-834-5713. has 30 registered patrons for text notices
Hackley Public Library, pickup by parking lot at the back of the library. Text CURBSIDE when you are parked. has 61 registered patrons for text notices

Hastings Public Library, pickup at the Drive Through Window, use call button or call 269-945-4263. has 49 registered patrons for text notices

Henika District Library, pickup at the side entrance door, Mon & Thur 10-6. Text CURBSIDE when you are parked. has 29 registered patrons for text notices

Herrick Dist Library Main, pickup by designated parking spaces 1-4. Call 616-355-3700 when you are parked. has 451 registered patrons for text notices

Herrick District Library North Branch, pickup at designated parking spaces 1 or 2. Call 616-738-4362 when you are parked. has 159 registered patrons for text notices

Hesperia Comm Library, pickup by designated parking space. Text CURBSIDE when you are parked. has 5 registered patrons for text notices

Home Twp Library, pickup by the back entrance in the parking lot from noon-5 pm. Text CURBSIDE when you are parked. has 14 registered patrons for text notices

Hopkins District Library, pickup at the designated parking spaces. Text CURBSIDE when you are parked. has 12 registered patrons for text notices

Howard Miller Public Library, pickup by the designated curbside location on Church Street. Call 616-772-0874 when you are parked. has 261 registered patrons for text notices

Ionia Community Library, arrange pickup Monday-Thursday 11 to 2 and 3 to 6. Friday 11 to 4. Stay in your car when you arrive and text CURBSIDE. has 170 registered patrons for text notices

Lake Odessa Comm Library, pickup by alley behind the library and call 616-374-4591 when you are parked. has 171 registered patrons for text notices

Lakeland Library Cooperative has 2 registered patrons for text notices

Leighton Twp. Library, pickup at the South Library Entrance. Text CURBSIDE when you are parked. has 100 registered patrons for text notices

Loutit District Library, please schedule a pickup time at 616-850-6910. has 313 registered patrons for text notices

MADL Dalton Br, pickup by front entrance, please notify staff upon arrival. Text CURBSIDE when you are parked. has 29 registered patrons for text notices

MADL Egelston Br, pickup by front entrance, please notify staff upon arrival. Text CURBSIDE when you are parked. has 27 registered patrons for text notices

MADL Holton Br, pickup by front entrance, please notify staff upon arrival. Text CURBSIDE when you are parked. has 9 registered patrons for text notices

MADL LVPD, pickup by front entrance, please notify staff upon arrival. Text CURBSIDE when you are parked. has 2 registered patrons for text notices

MADL Montague Br, pickup by front entrance, please notify staff upon arrival. Text CURBSIDE when you are parked. has 11 registered patrons for text notices

MADL Muskegon Hts Br, pickup by front entrance, please notify staff upon arrival. Text CURBSIDE when you are parked. has 3 registered patrons for text notices

MADL Muskegon Twp Br, pickup by front entrance, please notify staff upon arrival. Text CURBSIDE when you are parked. has 12 registered patrons for text notices

MADL North Muskegon Br, pickup by front entrance, please notify staff upon arrival. Text CURBSIDE when you are parked. has 110 registered patrons for text notices

MADL Norton Shores Br, pickup by front entrance, please notify staff upon arrival. Text CURBSIDE when you are parked. has 288 registered patrons for text notices

MADL Ravenna Br, pickup by front entrance, please notify staff upon arrival. Text CURBSIDE when you are parked. has 17 registered patrons for text notices

Muskegon Area Dist Library HQ has 4 registered patrons for text notices

Newaygo Area District Library, pickup by parking lot at the back of the library Monday - Friday 11:00 - 5:45 pm; Saturday 11:00 - 12:45 pm. Text CURBSIDE when you are parked. has 67 registered patrons for text notices

Patmos Library, pickup by the Park at Main Entrance. Text CURBSIDE when you are parked. has 24 registered patrons for text notices

Salem Twp Library, pickup at the handicapped parking at main entrance. Text CURBSIDE when you are parked. has 93 registered patrons for text notices

Saranac Public Library, pickup in the back entrance. Text CURBSIDE when you are parked. has 45 registered patrons for text notices

Saugatuck-Douglas Dist Library, pickup at the front entrance. Text CURBSIDE when you are parked. has 36 registered patrons for text notices

Sparta Twp. Library, arrange pickup by contacting library at 616-887-9937. has 15 registered patrons for text notices

Spring Lake Dist Library, pickup in the library lobby. To notify staff call 616-846-5770. has 104 registered patrons for text notices

Tamarack District Library, pickup is available by the main entrance Monday - Friday, noon - 5:30 pm. Text CURBSIDE when you are parked. has 75 registered patrons for text notices

TCH Reynolds Twp Library, pickup is available Monday -Thursday 12:00 - 5:30 pm and Friday 12:00 - 4:30 pm. Text CURBSIDE when you are parked. has 60 registered patrons for text notices

Thornapple Kellogg Comm. Library, pickup in the library parking lot. Text CURBSIDE when you are parked. has 62 registered patrons for text notices

White Cloud Comm Library, pickup of bagged items from library lobby during designated hours. Text CURBSIDE when you are parked. has 31 registered patrons for text notices

White Lake Comm Library, pickup by main entrance. Call 231-894-9531 when you are parked. has 51 registered patrons for text notices

=====FREQUENCY OF KEYWORD USAGE BY PATRONS (for the month)=====

ADDCARD was used 23 times.
 ALL was used 1 times.
 CHX was used 1 times.
 CURBSIDE was used 66 times.
 CXH was used 19 times.
 FEE was used 5 times.
 HELP was used 15 times.
 HL was used 50 times.
 HOLD was used 28 times.
 MYBOOK was used 256 times.
 MYCARD was used 6 times.
 NF was used 1 times.
 OA was used 199 times.
 OI was used 83 times.
 OK was used 15 times.
 OL was used 116 times.
 ON was used 1 times.
 OVERDUE was used 9 times.

QUIT was used 1 times.
RA was used 244 times.
RENEW was used 9 times.
RI was used 60 times.
RL was used 102 times.
STOP was used 1 times.
SWITCHPHONE was used 3 times.
THANK was used 3 times.