

Lifelong Learning Program Attendance Louisville Free Public Library



KPI Owner: Julie Scoskie

Process: Lifelong learning program attendance count

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY 14 monthly average = 784 Goal: Attract 3,600 attendees to lifelong learning programs in FY 15. Benchmark: N/A	Data Source: LFPL Monthly Reports Goal Source: LFPL Strategic Plan Benchmark Source: N/A	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: Monthly count of all attendees at lifelong learning programs Why Measure: To continually increase attendance at educational programs for adults. Next Improvement Step: Monitor Progress toward new goal.

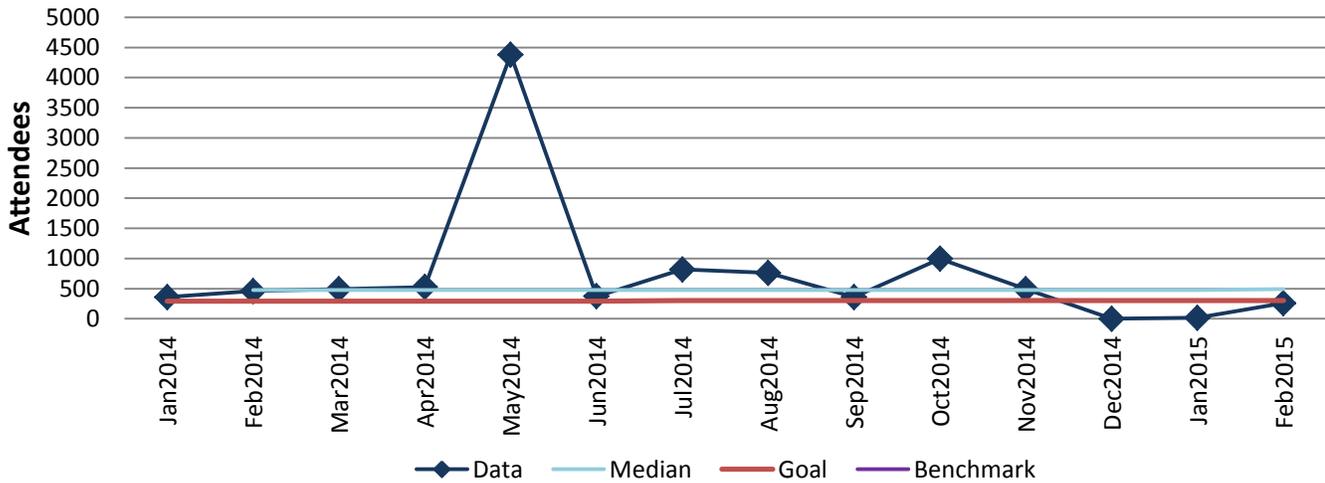
How Are We Doing?

Mar2014-Feb2015 12 Month Goal	Mar2014-Feb2015 12 Month Actual		Feb2015 Goal	Feb2015 Actual	
3,568	9,463		300	258	
Attendees	Attendees		Attendees	Attendees	

Lifelong Learning Program Attendance



Good



Root cause analysis is not necessary because there is no gap between the goal and current performance.