

eBook Circulation Louisville Free Public Library



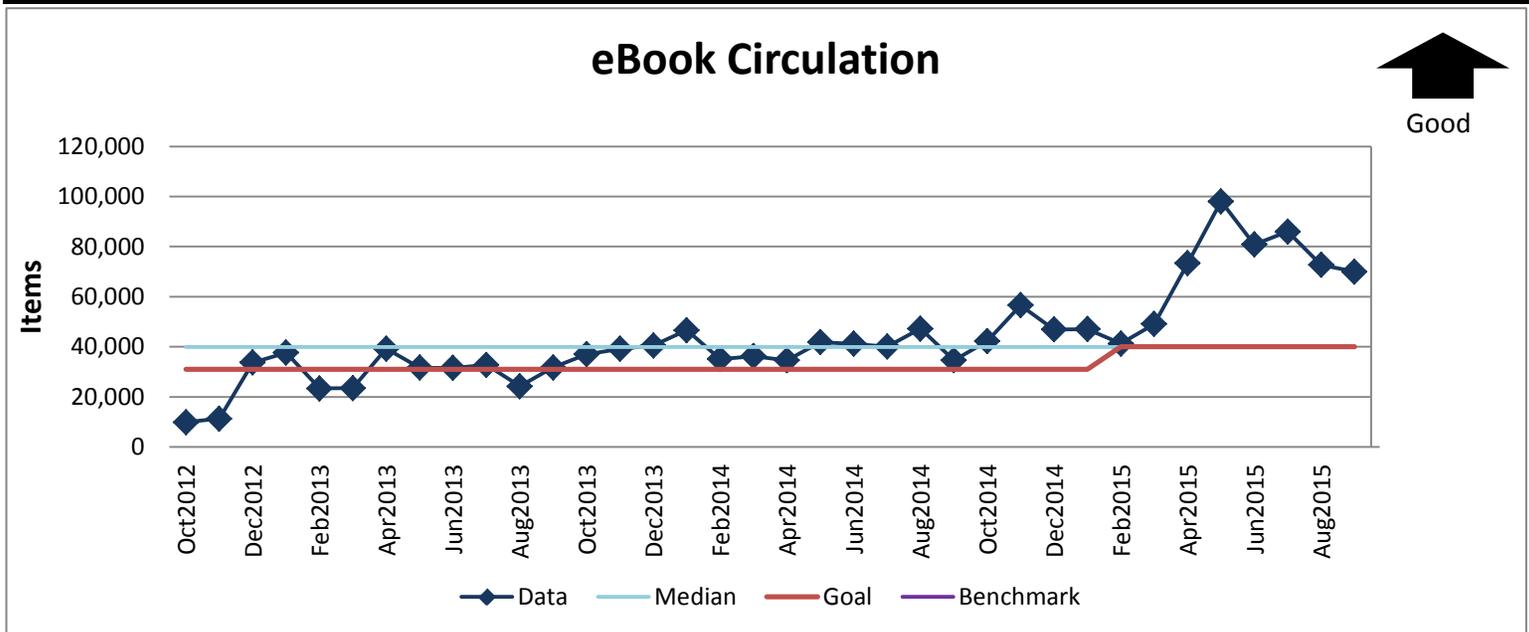
KPI Owner: Debbe Oberhausen

Process: Downloadable materials checkout

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: CY 2012 median = 9980 Goal: By July 31, 2015 increase by 9% over annual circulation for last FY (from 441,060 for FY 2013-14 to 480,756 for FY 2014-15). Benchmark: N/A	Data Source: LFPL Monthly Report Goal Source: LFPL Strategic Plan Benchmark Source: N/A	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: Monthly sum of downloadable materials checked out by patrons, data collected from vendor reports Why Measure: To continually increase eBook circulation Next Improvement Step: Monitor progress toward new goal.

How Are We Doing?

Oct2014-Sep2015 12 Month Goal	Oct2014-Sep2015 12 Month Actual		Sep2015 Goal	Sep2015 Actual	
444,504	764,009		40,063	69,983	
Items	Items		Items	Items	



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