

# Cardholders Count Louisville Free Public Library



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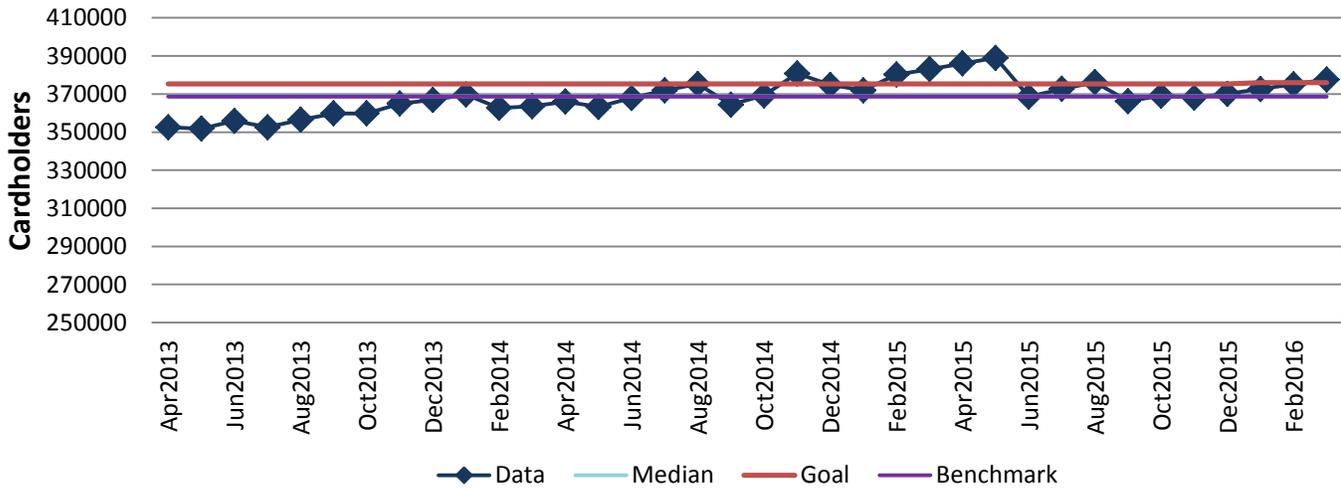
Process: Patron Registration

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: June 2012 = 335,669 Goal: By June 30, 2016 increase patron cardholder count by 2% over last fiscal year from 368,599 to 375,970. Benchmark: 368,599=Top 25% of 19 PLDS libs with ann. Exp. \$15M - \$19M (LFPL=\$17.1M)	Data Source: LFPL Monthly Report Goal Source: LFPL Strategic Plan Benchmark Source: PLAmetrics.org PLDS Data (2015)	Plan-Do-Check-Act Step 5: Pilot short term and/or long term solutions Measurement Method: Count of how many patrons have a library card as of the last day of each month. Why Measure: To monitor patron registration trends. Next Improvement Step: Conduct library card drive to add more patrons.

### How Are We Doing?

Apr2015-Mar2016 12 Month Avg Goal	Apr2015-Mar2016 12 Month Avg		Mar2016 Goal	Mar2016 Actual	
<b>375,484</b>	<b>374,295</b>		<b>375,970</b>	<b>377,616</b>	
Cardholders	Cardholders		Cardholders	Cardholders	

## Cardholders Count



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