

# Program Attendance Louisville Free Public Library



KPI Owner: Julie Scoskie

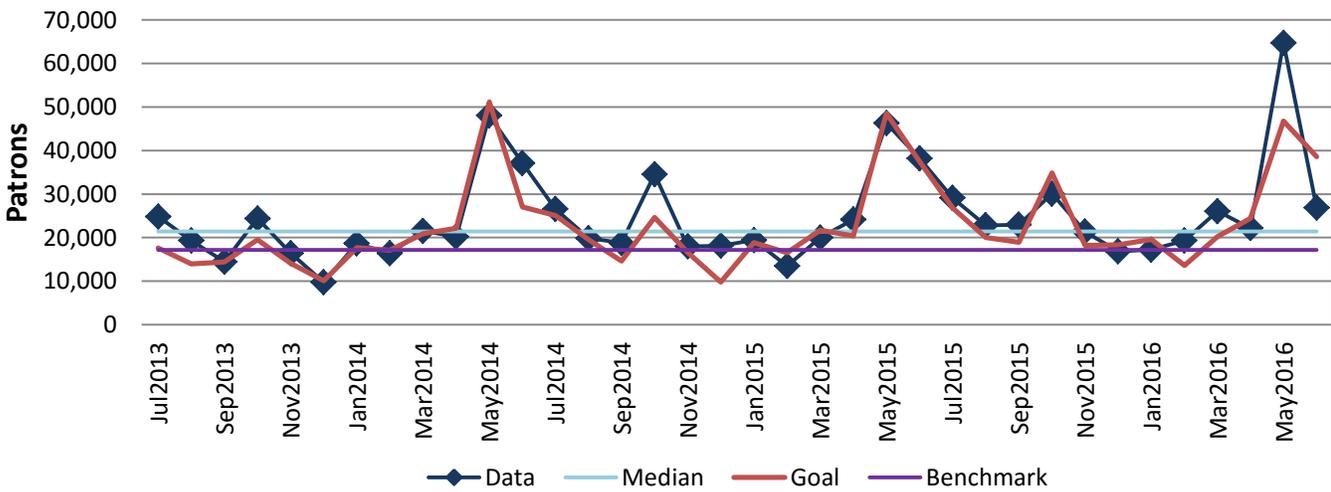
Process: Library Programs

| Baseline, Goal, & Benchmark  | Source Summary  | Continuous Improvement Summary  |
|--|---|---|
| Baseline: FY 2011-2012 Total = 232,504<br>Goal: By July 31, 2016 increase by 1% over 2014-15 from 297,524 to 300,499<br><br>Benchmark: 17,217/mo = Top 25% of 19 PLDS libs with ann. exp. \$15M - \$19M (LFPL=\$17.1M) | Data Source: LFPL Monthly Report<br><br>Goal Source: LFPL Strategic Plan<br><br>Benchmark Source: PLAmetrics.org PLDS Data (2015) | Plan-Do-Check-Act Step 5: Pilot short term and/or long term solutions<br><br>Measurement Method: Monthly count of program attendees<br><br>Why Measure: To continually increase program attendance<br><br>Next Improvement Step: Increase number of programs and publicize better |

### How Are We Doing?

| Jul2015-Apr2016<br>12 Month Goal | Jul2015-Apr2016<br>12 Month Actual |   | Jun2016 Goal   | Jun2016 Actual |   |
|----------------------------------|------------------------------------|---|----------------|----------------|---|
| <b>300,499</b>                   | <b>319,731</b>                     | 🚦 | <b>38,613</b>  | <b>26,901</b>  | 🚦 |
| <b>Patrons</b>                   | <b>Patrons</b>                     |   | <b>Patrons</b> | <b>Patrons</b> |   |

## Program Attendance



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