

Total Door Count Louisville Free Public Library



KPI Owner: Jim Blanton

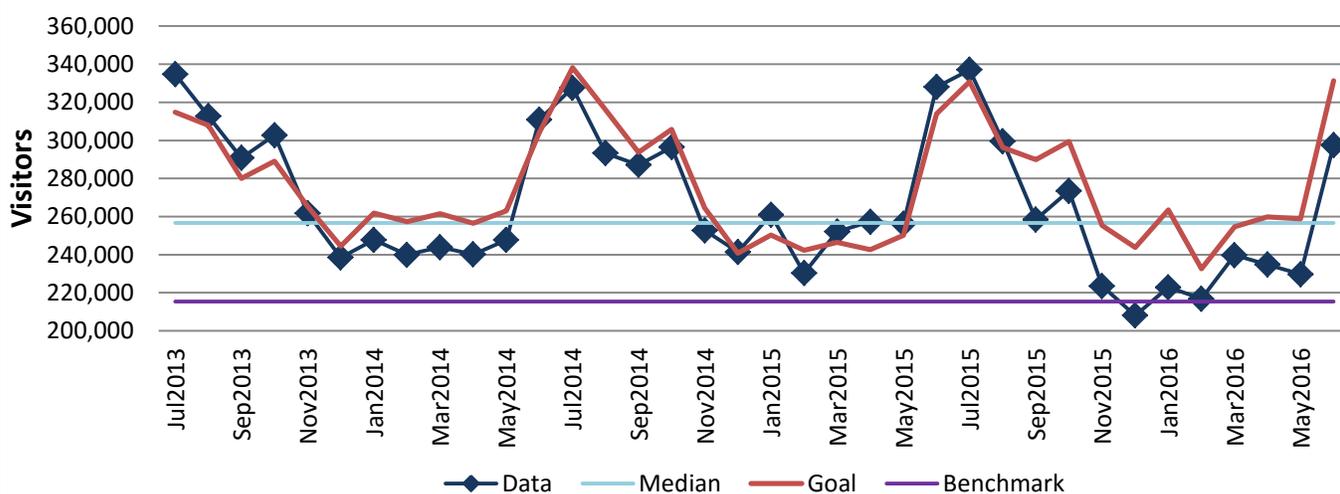
Process: Visitors

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: CY 2012 monthly avg = 281,126 Goal: By June 30, 2016 increase annual attendance by 1% over last fiscal year to 3,316,348 Benchmark: 215,429/mo = Top 25% of 19 PLDS libs w/ 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 8: Monitor and diagnose Measurement Method: Monthly sum of all visitors to the library Why Measure: To increase transparency and provide data to the public. Next Improvement Step: Continue to monitor.

How Are We Doing?

Jul2015-Jun2016 12 Month Goal	Jul2015-Jun2016 12 Month Actual		Jun2016 Goal	Jun2016 Actual	
3,316,348	3,041,779		331,297	297,535	
Visitors	Visitors		Visitors	Visitors	

Total Door Count



The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.