

# eBook Circulation Louisville Free Public Library



KPI Owner: Debbe Oberhausen

Process: Downloadable materials checkout

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY 2013-14 median = 36,987 Goal: By June 30, 2017 increase by 10% over 2013-2016 MEDIAN (from 561,960 to 618,156 for FY 2016-17). Benchmark: 40,819/mo=Top 25% of 21 PLDS libs w/ann. exp. \$15M - \$19M (LFPL=\$17.2M)	Data Source: LFPL Monthly Report Goal Source: LFPL Strategic Plan Benchmark Source: PLAmetrics.org (2015 PLDS data)	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.

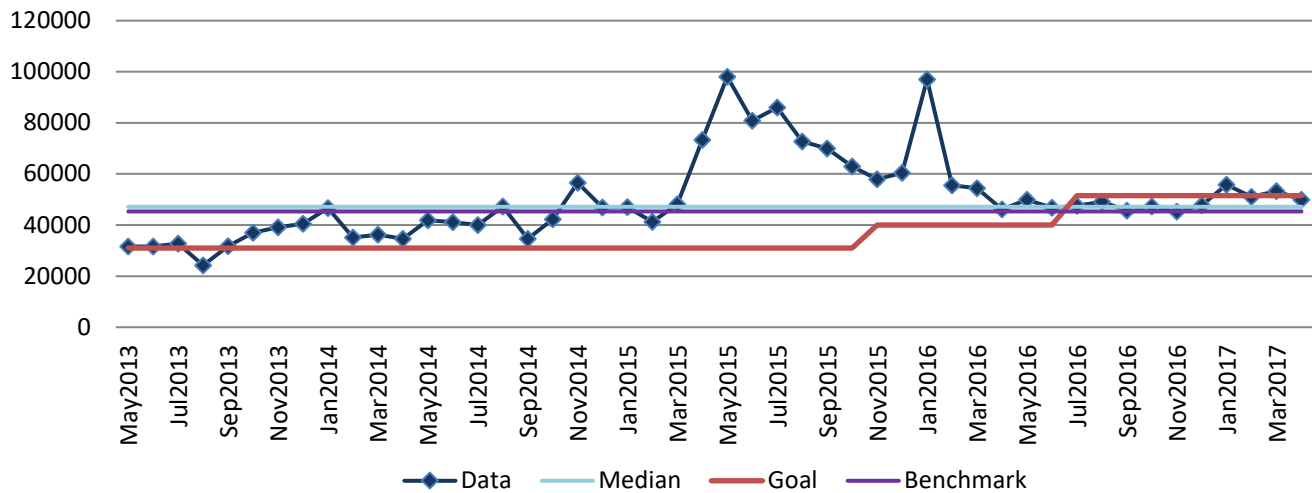
### How Are We Doing?

May2016-Apr2017 12 Month Goal	May2016-Apr2017 12 Month Actual		Apr2017 Goal	Apr2017 Actual	
<b>595,256</b>	<b>589,474</b>		<b>51,513</b>	<b>49,920</b>	
Units	Units		Units	Units	

## eBook Circulation



Good



**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.**