

# Total Circulation Louisville Free Public Library



KPI Owner: Jim Blanton

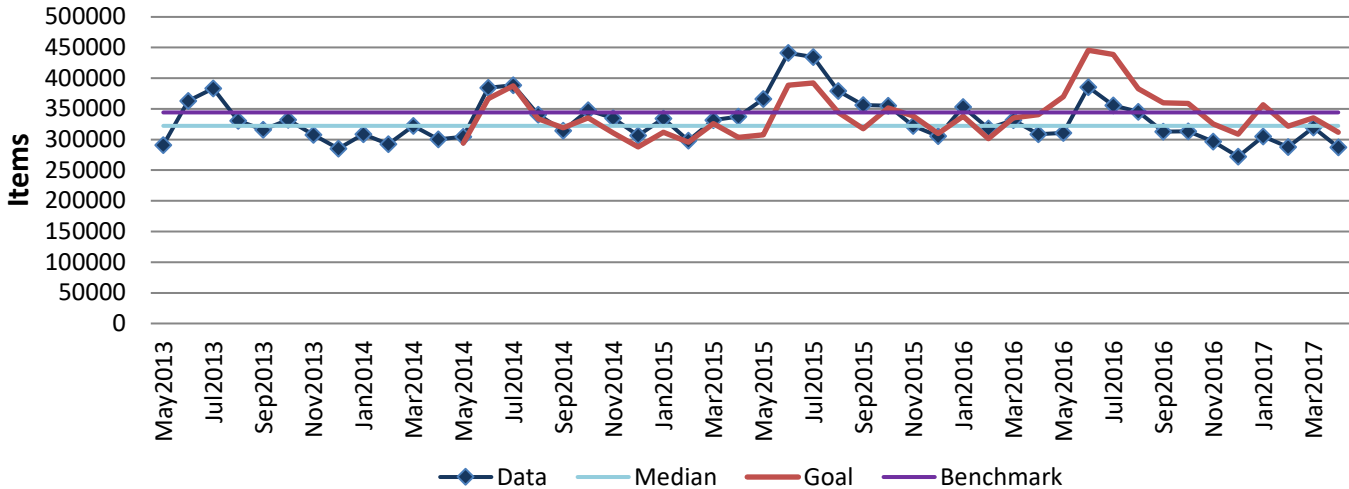
Process: Circulation

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY 2011-2012 Total = 3,754,057 Goal: By June 30, 2017 increase by 1% over 2015-16 from 4,161,140 to 4,202,751.  Benchmark: 344,214/mo=Top 25% of 22 PLDS libs w/ann. exp. \$15M - \$19M (LFPL=\$17.1M)	Data Source: LFPL Monthly Report  Goal Source: LFPL Strategic Plan  Benchmark Source: PLAmetrics.org (2015 PLDS data)	Plan-Do-Check-Act Step 5: Pilot short term and/or long term solutions Measurement Method: Monthly count of item checkouts and renewals  Why Measure: To continually increase materials circulation Next Improvement Step: Implement evidenced-based collection management.

### How Are We Doing?

May2016-Apr2017 12 Month Goal	May2016-Apr2017 12 Month Actual		Apr2017 Goal	Apr2017 Actual	
<b>4,315,010</b>	<b>3,792,491</b>		<b>311,772</b>	<b>287,358</b>	
Units	Units		Units	Units	

## Total Circulation



**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.**