

Cardholders Count Louisville Free Public Library



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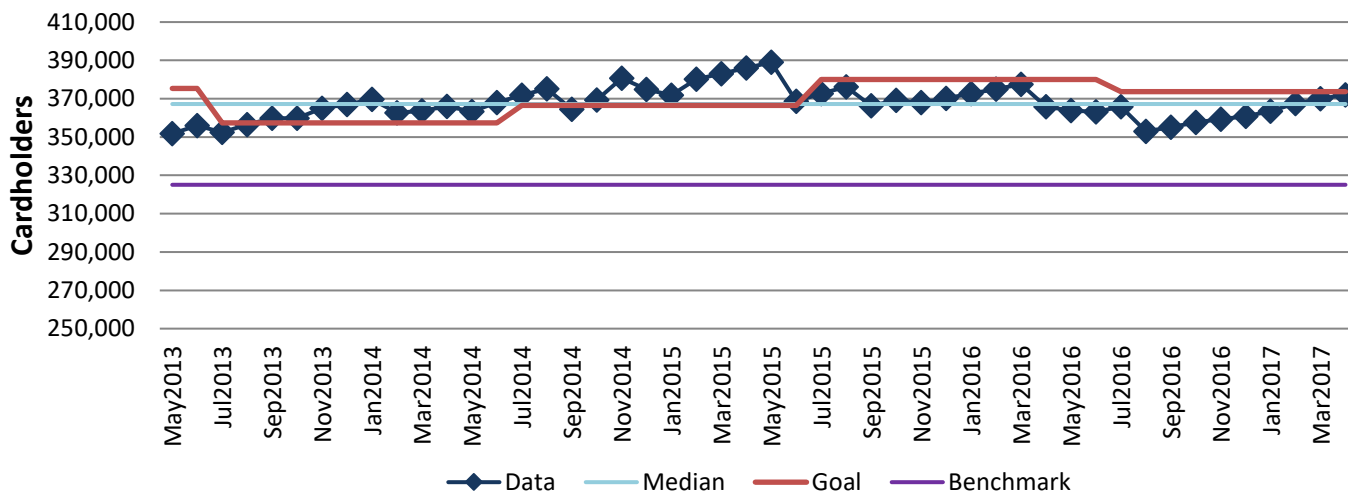
Process: Patron Registration

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: June 2012 = 335,669 Goal: By June 30, 2017 increase patron cardholder count by 1% over last fiscal year from 370,071 to 373,771. Benchmark: 325,078=Top 25% of 21 PLDS libs with ann. Exp. \$15M - \$19M (LFPL=\$17.2M)	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?

May2016-Apr2017 12 Month Avg Goal	May2016-Apr2017 12 Month Avg		Apr2017 Goal	Apr2017 Actual	
374,815	362,659		373,771	372,081	
Cardholders	Cardholders		Cardholders	Cardholders	

Cardholders 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.