

# Monthly Active Cardholders Count Louisville Free Public Library



KPI Owner: Jim Blanton

Process: Patron Services

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: Oct13 - Sep14 monthly avg = 52,345 Goal: By July 31, 2017 Increase by 1% over previous year from 611,498 to 617,612 (51,468/mo.)  Benchmark: TBD	Data Source: LFPL Monthly Report  Goal Source: LFPL Strategic Plan  Benchmark Source: TBD	Plan-Do-Check-Act Step 1: Define the problem  Measurement Method: Count of how many patrons used their card in the previous month.  Why Measure: To monitor active patron trends.  Next Improvement Step: Open the South Central Regional Library

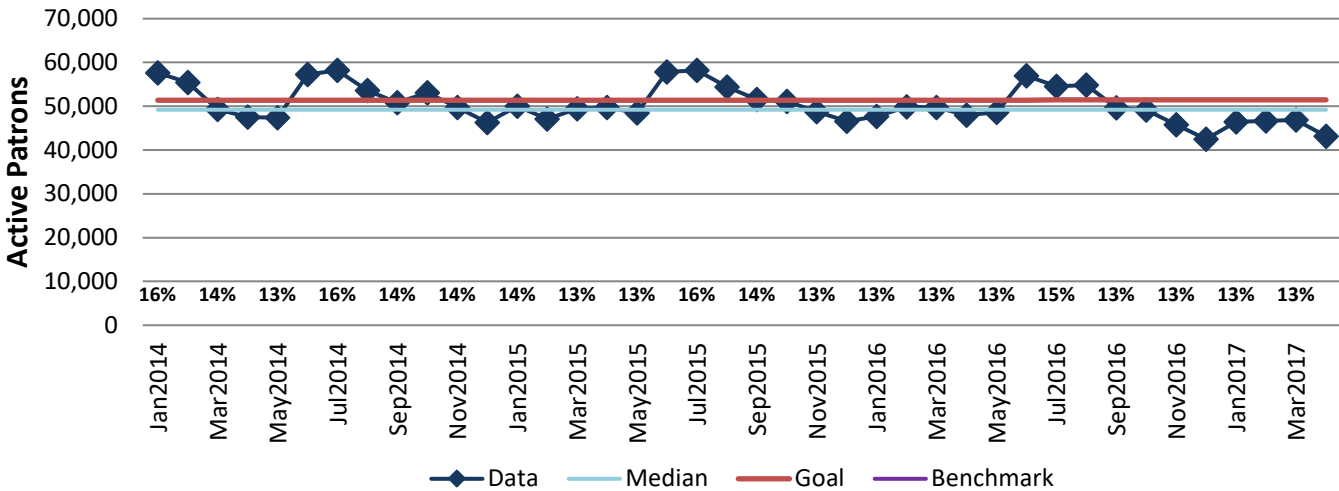
### How Are We Doing?

May2016-Apr2017 12 Month Goal	May2016-Apr2017 12 Month Actual		Apr2017 Goal	Apr2017 Actual	
<b>617,424</b>	<b>585,125</b>		<b>51,468</b>	<b>43,142</b>	
Active Patrons	Active Patrons		Active Patrons	Active Patrons	

## Monthly Active Cardholders Count



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.**