

# Total Door Count Louisville Free Public Library



KPI Owner: Jim Blanton

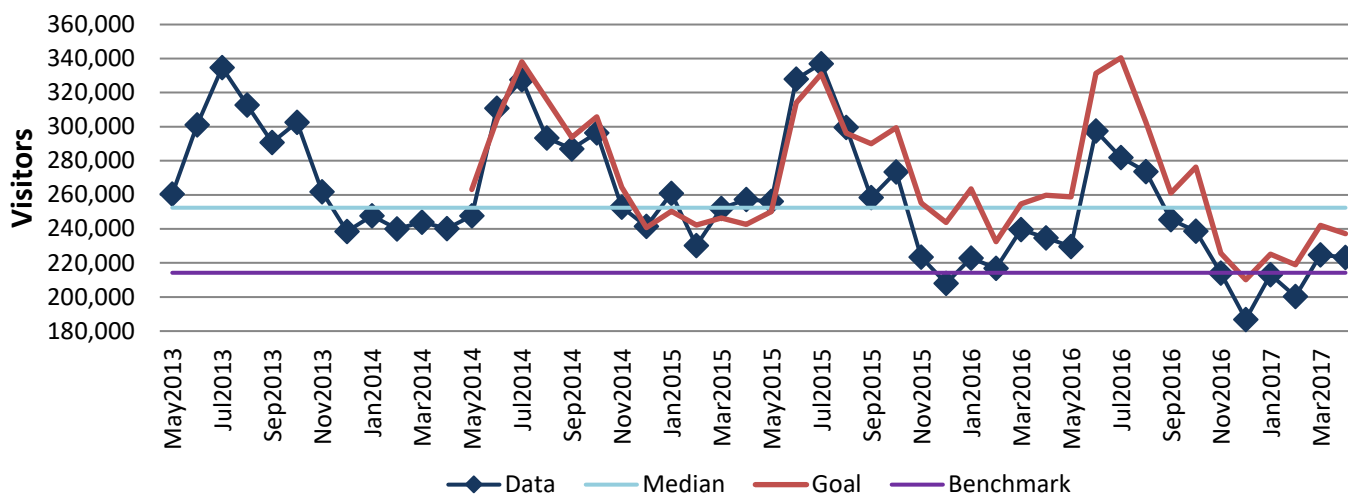
Process: Visitors

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: CY 2012 monthly avg = 281,126 Goal: By June 30, 2017 increase annual attendance by 1% over last fiscal year from 3,041,779 to 3,072,196 (256,016/mo.)  Benchmark: 214,242/mo = Top 25% of 22 PLDS libs w/ 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 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 by looking at historical data on branch by branch basis.

### How Are We Doing?

May2016-Apr2017 12 Month Goal	May2016-Apr2017 12 Month Actual		Apr2017 Goal	Apr2017 Actual	
<b>3,129,693</b>	<b>2,829,731</b>		<b>237,152</b>	<b>223,214</b>	
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.**