

Program Attendance Louisville Free Public Library



KPI Owner: Art Dietz

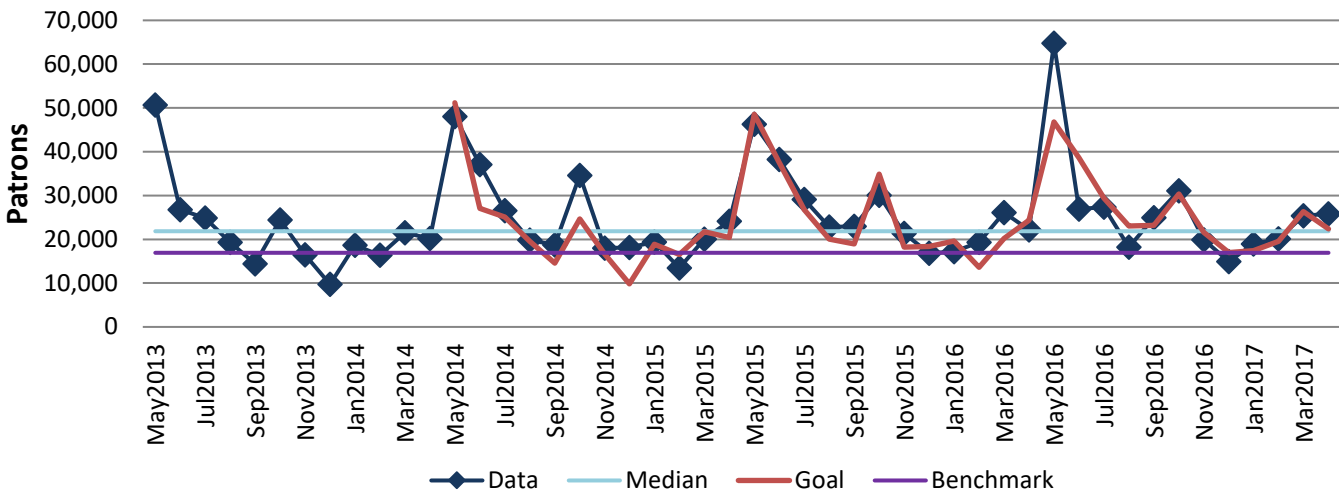
Process: Library Programs

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY 2011-2012 Total = 232,504 Goal: By July 31, 2017 increase by 1% over 2015-16 from 319,731 to 322,928. Benchmark: 16,928/mo = Top 25% of 22 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: Monthly count of program attendees Why Measure: To continually increase program attendance Next Improvement Step: Increase number of programs and publicize better

How Are We Doing?

May2016-Apr2017 12 Month Goal	May2016-Apr2017 12 Month Actual		Apr2017 Goal	Apr2017 Actual	
315,729	318,401		22,388	25,801	
Patrons	Patrons		Patrons	Patrons	

Program Attendance



Root cause analysis is not necessary because there is no gap between the annual goal and current performance.