

Program Count Louisville Free Public Library



KPI Owner: Art Dietz

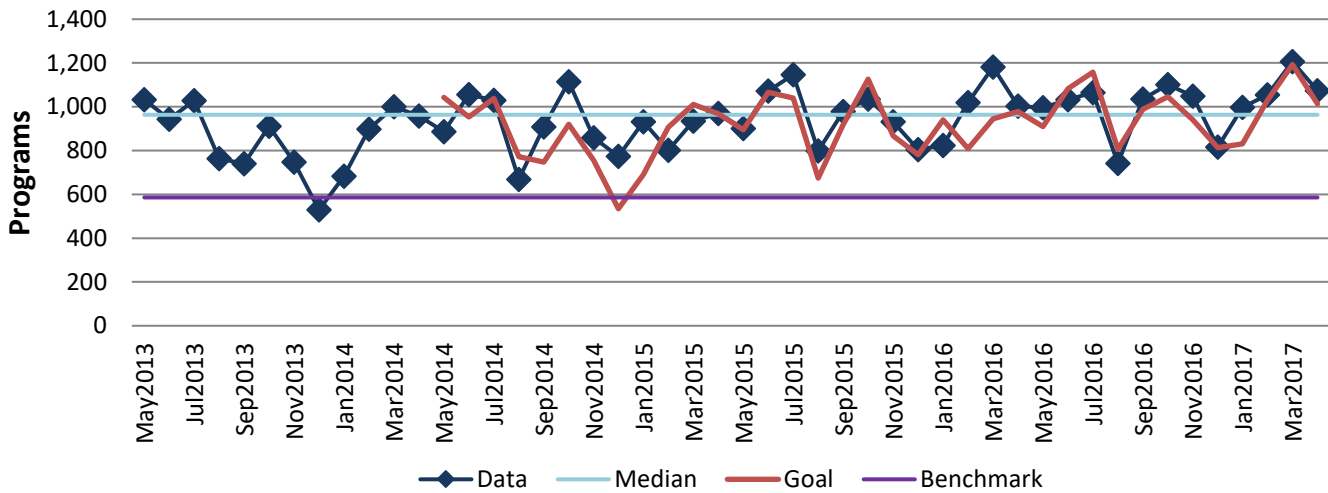
Process: Library Programs

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY 2011-2012 Total = 8,727 Goal: By July 31, 2017 increase by 1% over 2015-16 from 11,749 to 12,923 Benchmark: 7,032/yr=Top 25% of 19 PLDS libs with ann. exp. \$15M - \$19M (LFPL=\$17.1M)	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 programs offered Why Measure: To continually increase the number of programs offered 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	
11,811	12,170		1,013	1,074	
Programs	Programs		Programs	Programs	

Program Count



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