

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 June 30, 2018 Increase by 1% over previous year from 577,468 to 583,243 (48,604/mo.) Benchmark: TBD	Data Source: LFPL Monthly Report Goal Source: LFPL Strategic Plan Benchmark Source: TBD	Plan-Do-Check-Act Step 3: Determine and quantify root causes Measurement Method: Count of how many patrons used their card in the previous month. Why Measure: To monitor active patron trends. Next Improvement Step: Improve data analysis on inactive patrons

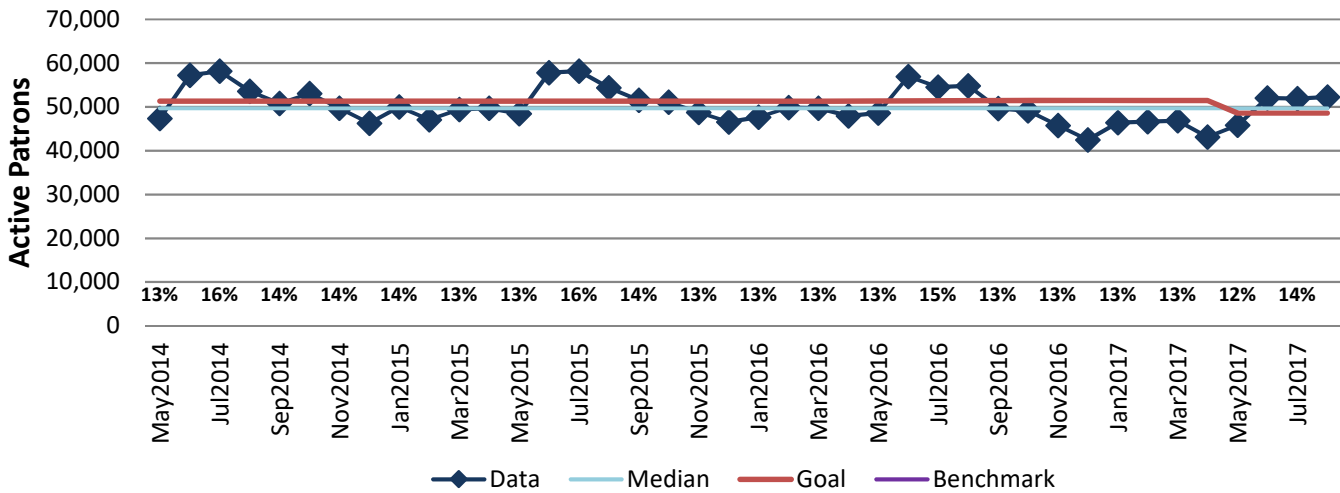
How Are We Doing?

Sep2016-Aug2017 12 Month Goal	Sep2016-Aug2017 12 Month Actual		Aug2017 Goal	Aug2017 Actual	
606,160	572,292		48,604	52,302	
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.