

Technology Standards Compliance Louisville Free Public Library



KPI Owner: Lee Burchfield

Process: Technology Planning

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: Initial Assessment Score = 620 Goal: Through June 2019, complete elements of the LFPL Edge Action Plan to increase assessment score to 820. Benchmark: 665 = peer avg. for very large libs	Data Source: Intial Assessment Score + Action Plan Progress Goal Source: LFPL Edge Action Plan Benchmark Source: Edge Peer Report	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: Edge Initiative Assessment and Action Plan Why Measure: To assess services vs. national standards via www.libraryedge.org . Next Improvement Step: Create a new action plan and update the goal.

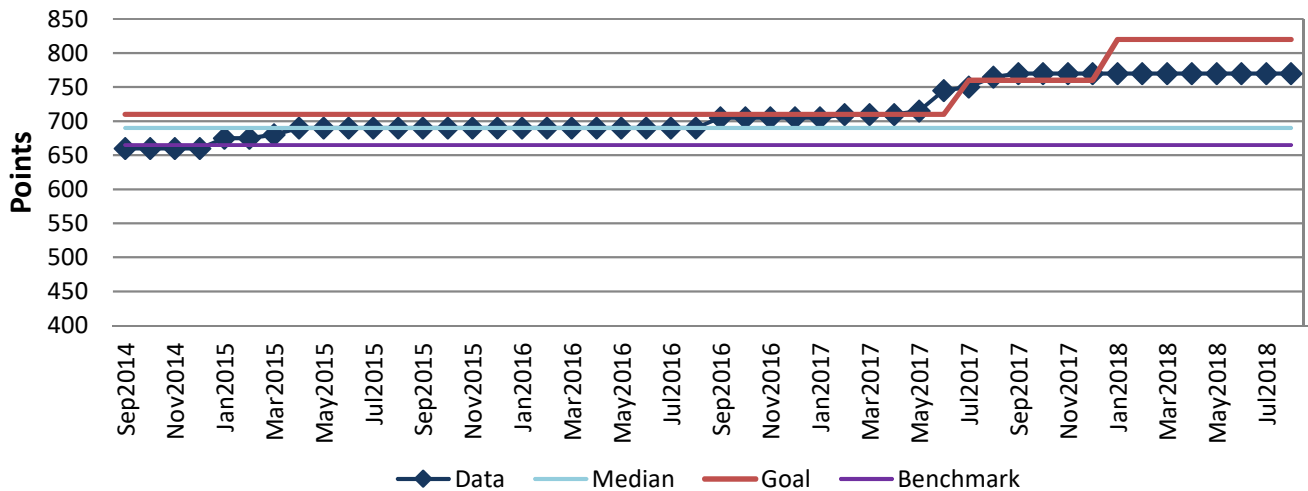
How Are We Doing?

Sep2017-Aug2018 12 Month Goal	Sep2017-Aug2018 12 Month Average		Aug2018 Goal	Aug2018 Actual	
800	770	⬆️	820	770	⬆️
Points	Points		Points	Points	

Technology Standards Compliance



Good



Sep2017-Jul2018 Pareto Analysis

