

# Population per Staff FTE Louisville Free Public Library



KPI Owner: Lee Burchfield

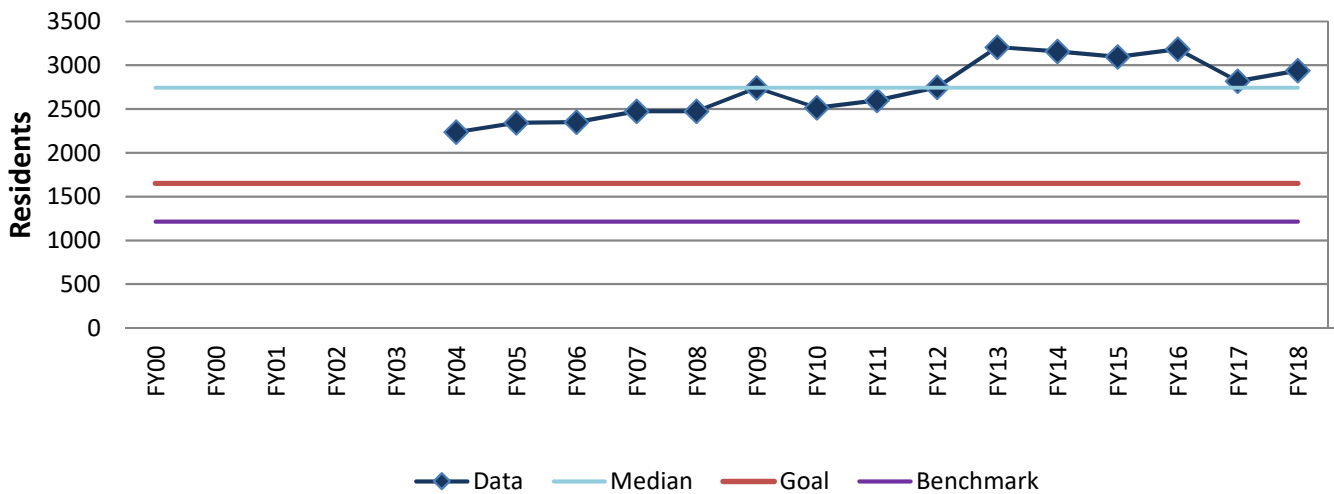
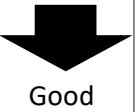
Process: Administration

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 2237 = FY 2002-2003 ratio Goal: 1,651 = Top 75% of 25 benchmark cities  Benchmark: 1,214 = Top 25% of 16 benchmark cities	Data Source: LFPL Annual Report & PLDS  Goal Source: Enterprise Model  Benchmark Source: PLAmetrics.org (2016 PLDS data)	Plan-Do-Check-Act Step 1: Define the problem Measurement Method: Calculation of Library FTE / current population  Why Measure: To inform optimum staffing Next Improvement Step: TBD

### How Are We Doing?

FY14-FY18 5 Year Goal	FY14-FY18 5 Year Avg		FY18 Goal	FY18 Actual	
<b>1,651</b>	<b>3,039</b>	🚦	<b>1,651</b>	<b>2,939</b>	🚦
Residents	Residents		Residents	Residents	

## Population per Staff FTE



**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.**