

Materials Expenditure per Capita Louisville Free Public Library



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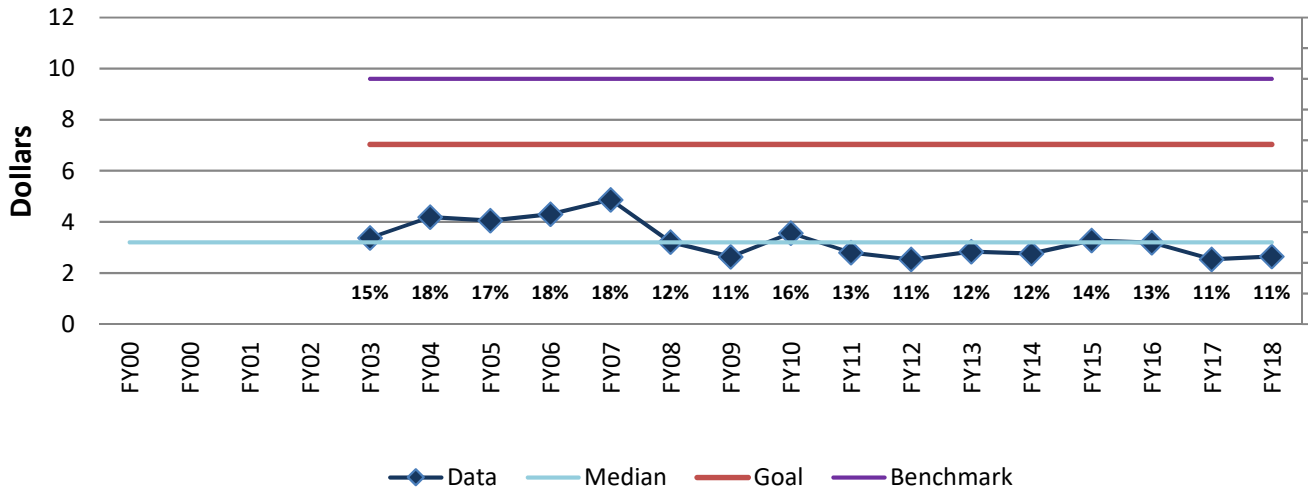
Process: Collection Supervision

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: \$4.16 = FY03 - FY08 Average Goal: \$7.03 = Top 75% of 16 benchmark cities Benchmark: \$9.60 = 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 2: Validate problem: baseline, benchmark, & goal Measurement Method: Total Materials Expenditure / Current Population Why Measure: To determine needed materials budget Next Improvement Step: TBD

How Are We Doing?

FY14-FY18 5 Year Goal	FY14-FY18 5 Year Avg		FY18 Goal	FY18 Actual	
7.03	2.88		7.03	2.65	
Dollars	Dollars		Dollars	Dollars	

Materials Expenditure per Capita



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.