### cards active in the last 3 years

**Louisville Free Public Library**

**KPI Owner:** Jim Blanton  
**Process:** Patron Registration

<table>
<thead>
<tr>
<th>Baseline, Goal, &amp; Benchmark</th>
<th>Source Summary</th>
<th>Continuous Improvement Summary</th>
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</table>
| Baseline: May14 - Apr15 average = 270800  
Goal: During 2018-19 increase count by 2% over previous fiscal year average. | Data Source: LFPL Monthly Report  
Goal Source: LFPL Strategic Plan  
Benchmark Source: PLAmetrics.org PLDS Data (FYE 2017) | Plan-Do-Check-Act Step 5: Pilot short term and/or long term solutions  
Measurement Method: Count of how many patrons have been active in the last 3 years.  
Why Measure: To monitor patron activity trends.  
Next Improvement Step: Implement Savannah patron engagement system. |

**How Are We Doing?**

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<tbody>
<tr>
<td>267,183</td>
<td>250,894</td>
<td>258,033</td>
<td>244,750</td>
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<tr>
<td>Cardholders</td>
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<td>Cardholders</td>
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**Cards Active in the Last 3 Years**

- **Data**  
- **Median**  
- **Goal**  
- **Benchmark**

**Cards Active in the Last 3 Years by Branch**

- Main  
- Bon Air  
- Crescent Hill  
- Fairdale  
- Fern Creek  
- Highlands-Shelby Park  
- Iroquois  
- Jeffersontown  
- Middletown  
- Newburg  
- Portland  
- Shawnee  
- Shively  
- South Central  
- Southwest  
- St. Matthews  
- Western  
- Westport  
- Bookmobiles

**Report Generated:** 9/27/2018  
**Data Expires:** 10/02/2018