

Cards Active in the Last 3 Years Louisville Free Public Library



KPI Owner: Jim Blanton

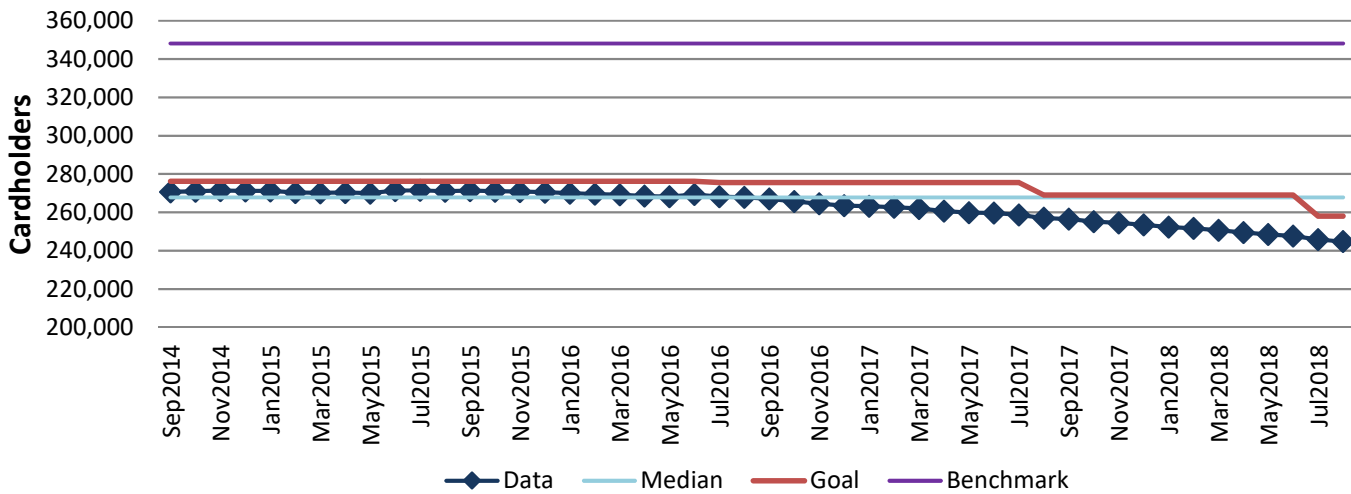
Process: Patron Registration

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: May14 - Apr15 average = 270800 Goal: During 2018-19 increase count by 2% over previous fiscal year average. Benchmark: 348,177=Top 25% of 25 PLDS libs with ann. Exp. \$16M - \$20M (LFPL=\$18.6M)	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?

Sep2017-Aug2018 12 Month Avg Goal	Sep2017-Aug2018 12 Month Avg		Aug2018 Goal	Aug2018 Actual	
267,183	250,894	⬆️	258,033	244,750	⬆️
Cardholders	Cardholders		Cardholders	Cardholders	

Cards Active in the Last 3 Years



Cards Active in the Last 3 Years by Branch

