

# Cardholder Ratio Louisville Free Public Library



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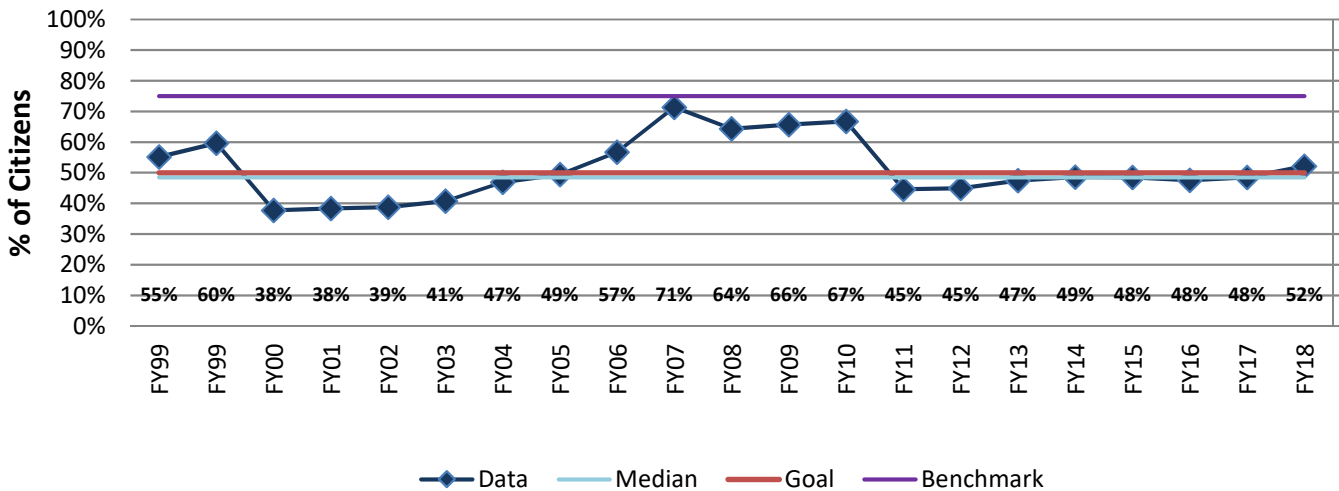
Process: Patron Registration

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 56% = Ten year average, 2005 - 2014. Goal: Increase to 55% by end of FY 2018-19  Benchmark: 75% = 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 2: Validate problem: baseline, benchmark, & goal Measurement Method: Count of patrons on July 1 divided by service area population reported to PLDS on annual report. Why Measure: To understand how well we are reaching our service area population. Next Improvement Step: Develop pilot solutions.

### How Are We Doing?

FY14-FY18 5 Year Goal	FY14-FY18 5 Year Average		FY18 Goal	FY18 Actual	
<b>50%</b>	<b>49%</b>		<b>50%</b>	<b>52%</b>	
% of Citizens	% of Citizens		% of Citizens	% of Citizens	

## Cardholder Ratio



**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.**