

Total Door Count Louisville Free Public Library



KPI Owner: Jim Blanton

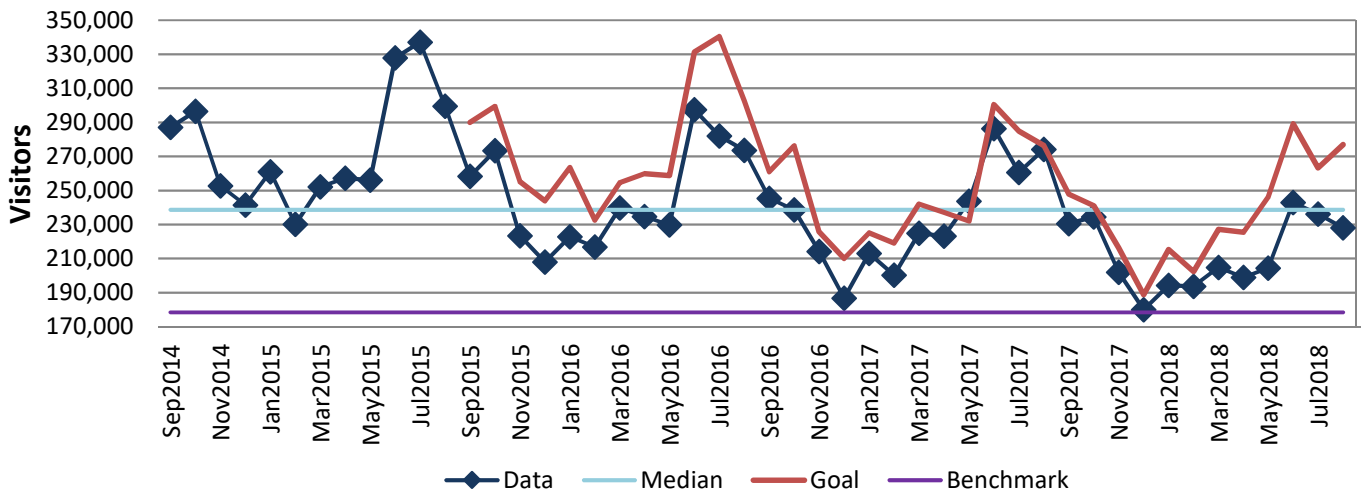
Process: Visitors

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
<p>Baseline: CY 2012 monthly avg = 281,126</p> <p>Goal: By June 30, 2019 increase annual attendance by 1% over last fiscal year from 2,621,405 to 2,647,619 (220,635/mo.)</p> <p>Benchmark: 178,420/mo = Top 25% of 25 PLDS libs w/ ann. exp. \$16M-\$20M (LFPL=\$18.6M)</p>	<p>Data Source: LFPL Monthly Report</p> <p>Goal Source: LFPL Strategic Plan</p> <p>Benchmark Source: PLAmetrics.org PLDS Data (FYE 2017)</p>	<p>Plan-Do-Check-Act Step 8: Monitor and diagnose</p> <p>Measurement Method: Monthly sum of all visitors to the library</p> <p>Why Measure: To increase transparency and provide data to the public.</p> <p>Next Improvement Step: Continue to roll out electronic door counting to other branches.</p>

How Are We Doing?

Sep2017-Aug2018 12 Month Goal	Sep2017-Aug2018 12 Month Actual		Aug2018 Goal	Aug2018 Actual	
2,839,788	2,550,816		276,981	228,175	
Visitors	Visitors		Visitors	Visitors	

Total Door Count



Sep2017-Aug2018 12 Month Door Count

