

Program Attendance Louisville Free Public Library



KPI Owner: Art Dietz

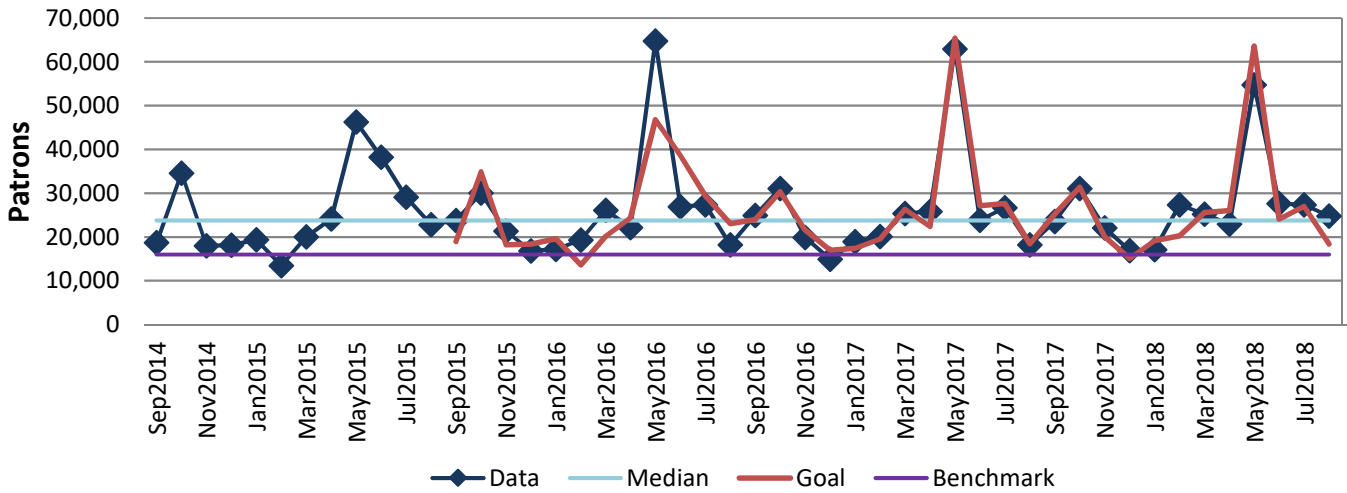
Process: Library Programs

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY 2011-2012 Total = 232,504 Goal: By June 30, 2019 increase by 1% over 2017-18 from 313,786 to 316,924. Benchmark: 15,992/mo = 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: Monthly count of program attendees Why Measure: To continually increase program attendance Next Improvement Step: Increase number of programs and publicize better

How Are We Doing?

Sep2017-Aug2018 12 Month Goal	Sep2017-Aug2018 12 Month Actual		Aug2018 Goal	Aug2018 Actual	
315,933	321,013		18,388	24,819	
Patrons	Patrons		Patrons	Patrons	

Program Attendance



Sep2017-Aug2018 12 Month Program Attendance

