

Lynda.com Active Total Users Louisville Free Public Library



KPI Owner: Art Dietz

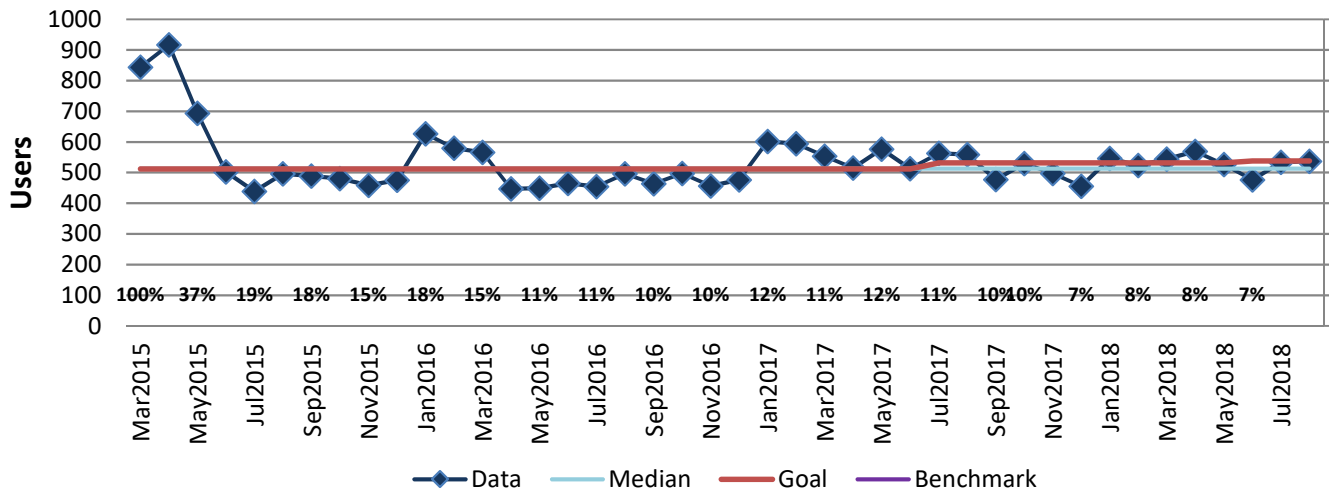
Process: Training

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY16 Median = 478/mo = 5,736 Goal: 6,457 = FY18 AVG + 3% by end of FY 2018-19. Benchmark: TBD	Data Source: Lynda.com Reports Goal Source: TBD Benchmark Source: TBD	Plan-Do-Check-Act Step 5: Pilot short term and/or long term solutions Measurement Method: Count of all users active on Lynda in the previous month. (Total users who logged in this month.) Why Measure: To quantify benefit from Lynda.com Next Improvement Step: Continue to promote.

How Are We Doing?

Sep2017-Aug2018 12 Month Goal	Sep2017-Aug2018 12 Month Actual		Aug2018 Goal	Aug2018 Actual	
6,402	6,218		538	537	
Users	Users		Users	Users	

Lynda.com Active Total Users



Total vs. Metro Lynda.com Active Total Users

