

Lynda.com Total Videos Viewed Louisville Free Public Library



KPI Owner: Art Dietz

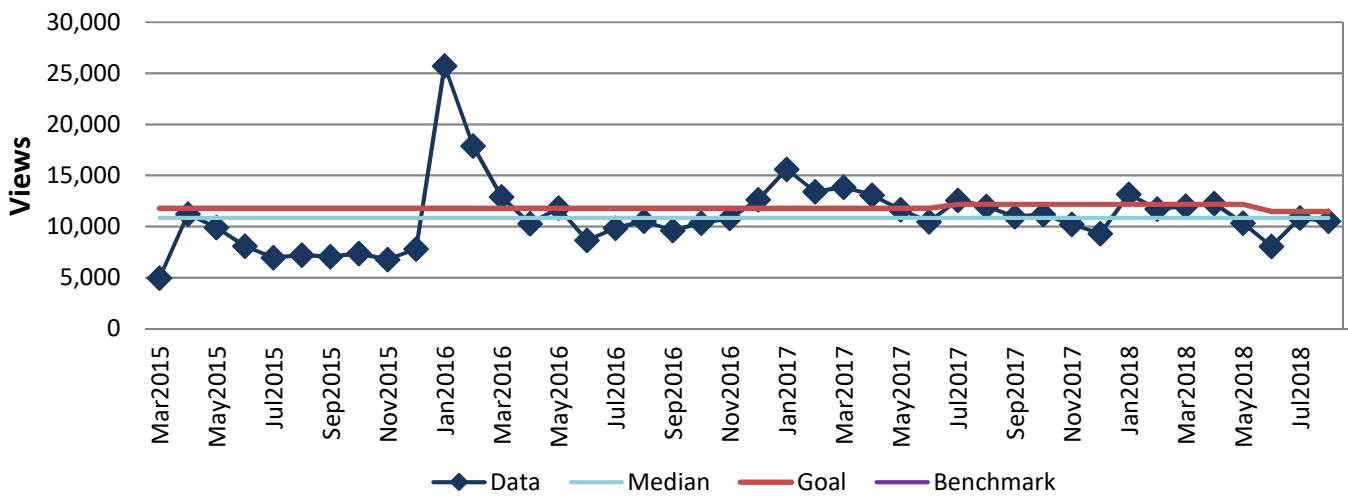
Process: Training

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY16 MEDIAN = 8,239/mo Goal: 137,813 = FY18 AVG (11,484/mo) + 3% by end of FY 2018-19. Benchmark: TBD	Data Source: Lynda.com Monthly Report 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 videos viewed on Lynda in the previous month. (Total Views) 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	
144,090	130,652		11,484	10,549	
Views	Views		Views	Views	

Lynda.com Total Videos Viewed



Total vs. Metro Lynda.com Videos Viewed

