### Lynda.com Total Videos Viewed

**Louisville Free Public Library**

**KPI Owner:** Art Dietz  
**Process:** Training

<table>
<thead>
<tr>
<th>Baseline, Goal, &amp; Benchmark</th>
<th>Source Summary</th>
<th>Continuous Improvement Summary</th>
</tr>
</thead>
</table>
| **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?

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<tbody>
<tr>
<td><strong>Views</strong> 144,090</td>
<td><strong>Views</strong> 130,652</td>
<td><strong>Views</strong> 11,484</td>
<td><strong>Views</strong> 10,549</td>
</tr>
</tbody>
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**Lynda.com Total Videos Viewed**

![Graph showing Lynda.com Total Videos Viewed from March 2015 to August 2018](image)

**Total vs. Metro Lynda.com Videos Viewed**

![Graph showing Total vs. Metro Lynda.com Videos Viewed from September 2017 to August 2018](image)