

Lynda.com Total Certificates Earned Louisville Free Public Library



KPI Owner: Art Dietz

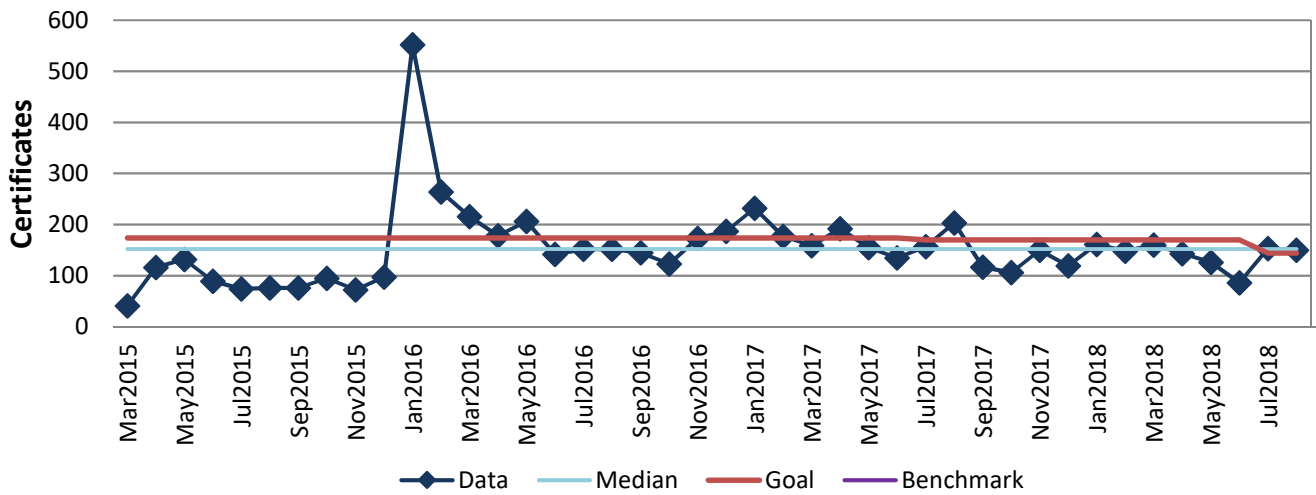
Process: Training

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY16 MEDIAN = 147/mo. Goal: 1,726 = FY18 AVG + 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 Total certificates of completion 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	
1,988	1,619	🚦	144	150	🚦
Certificates	Certificates		Certificates	Certificates	

Lynda.com Total Certificates Earned



Total vs. Metro Certificates Earned

