

# eBook Circulation Louisville Free Public Library



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Process: Downloadable materials checkout

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
<p>Baseline: FY 2013-14 median = 36,987</p> <p>Goal: By June 30, 2019 increase by 5% over FY 2017-18 (from 626,818 to 658,159 for FY 2018-19).</p> <p>Benchmark: 43,569/mo=Top 25% of 25 PLDS libs w/ann. exp. \$16M - \$20M (LFPL=\$18.6M)</p>	<p>Data Source: LFPL Monthly Report</p> <p>Goal Source: LFPL Strategic Plan</p> <p>Benchmark Source: PLAmetrics.org (FYE 2017 PLDS data)</p>	<p>Plan-Do-Check-Act Step 8: Monitor and diagnose</p> <p>Measurement Method: Monthly sum of downloadable materials checked out by patrons, data collected from vendor reports</p> <p>Why Measure: To continually increase eBook circulation</p> <p>Next Improvement Step: Monitor progress toward new goal.</p>

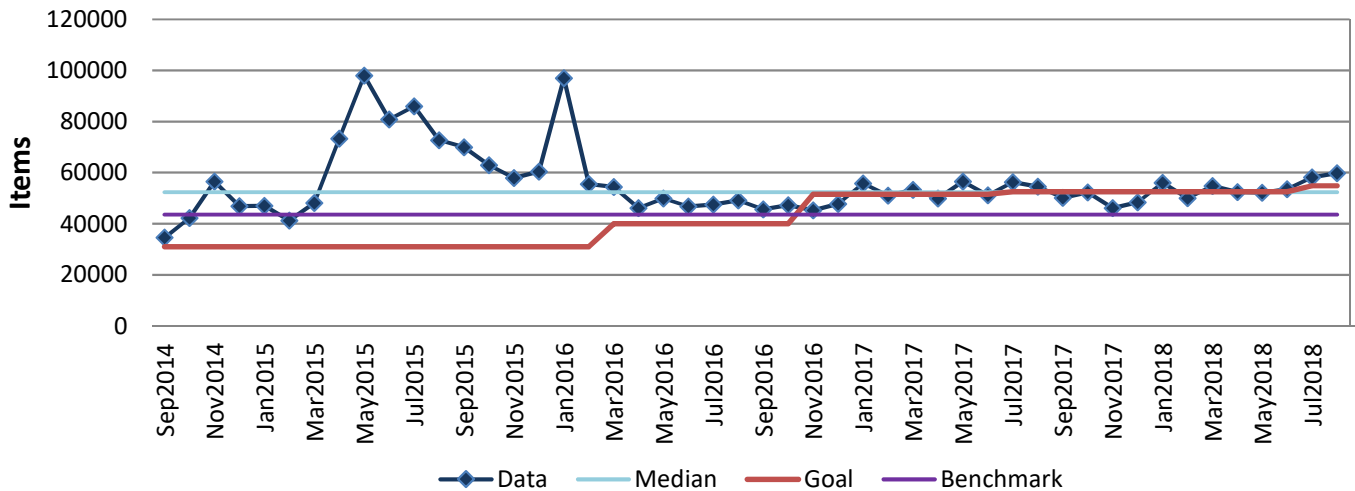
### How Are We Doing?

Sep2017-Aug2018 12 Month Goal	Sep2017-Aug2018 12 Month Actual		Aug2018 Goal	Aug2018 Actual	
<b>635,214</b>	<b>634,113</b>		<b>54,847</b>	<b>59,866</b>	
Items	Items		Items	Items	

## eBook Circulation



Good



Root cause analysis is not necessary because there is no gap between the goal and current performance.