

# Program Count Louisville Free Public Library



KPI Owner: Lisa Sizemore

Process: Library Programs

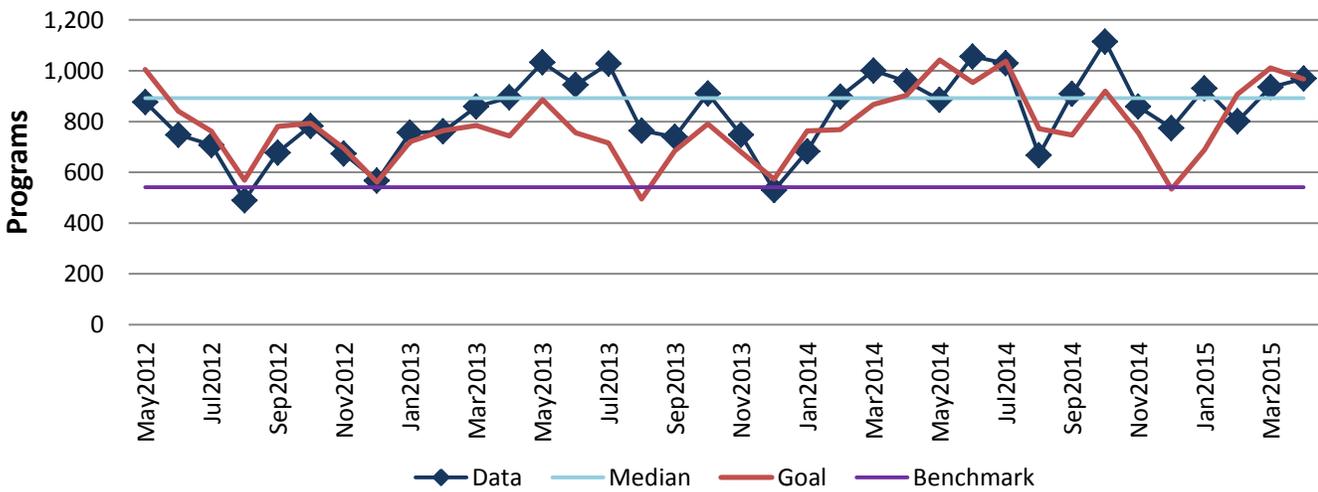
Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY 2011-2012 Total = 8,727 Goal: By July 31, 2015 increase by 1% over 2013-14 from 10,202 to 10,304  Benchmark: 542/mo = Top 25% of 22 PLDS libs with ann. exp. \$15M - \$19M (LFPL=\$16.9M)	Data Source: LFPL Monthly Report  Goal Source: LFPL Strategic Plan  Benchmark Source: PLAmetrics.org (2013 data)	Plan-Do-Check-Act Step 5: Pilot short term and/or long term solutions  Measurement Method: Monthly count of programs offered  Why Measure: To continually increase the number of programs offered  Next Improvement Step: Increase number of programs and publicize better

### How Are We Doing?

May2014-Apr2015 12 Month Goal	May2014-Apr2015 12 Month Actual		Apr2015 Goal	Apr2015 Actual	
<b>10,132</b>	<b>10,932</b>	↑	<b>968</b>	<b>969</b>	↑
<b>Programs</b>	<b>Programs</b>		<b>Programs</b>	<b>Programs</b>	



## Program Count



**Root cause analysis is not applicable for in input/demand for service measure.**