

Program Attendance Louisville Free Public Library



KPI Owner: Julie Scoskie

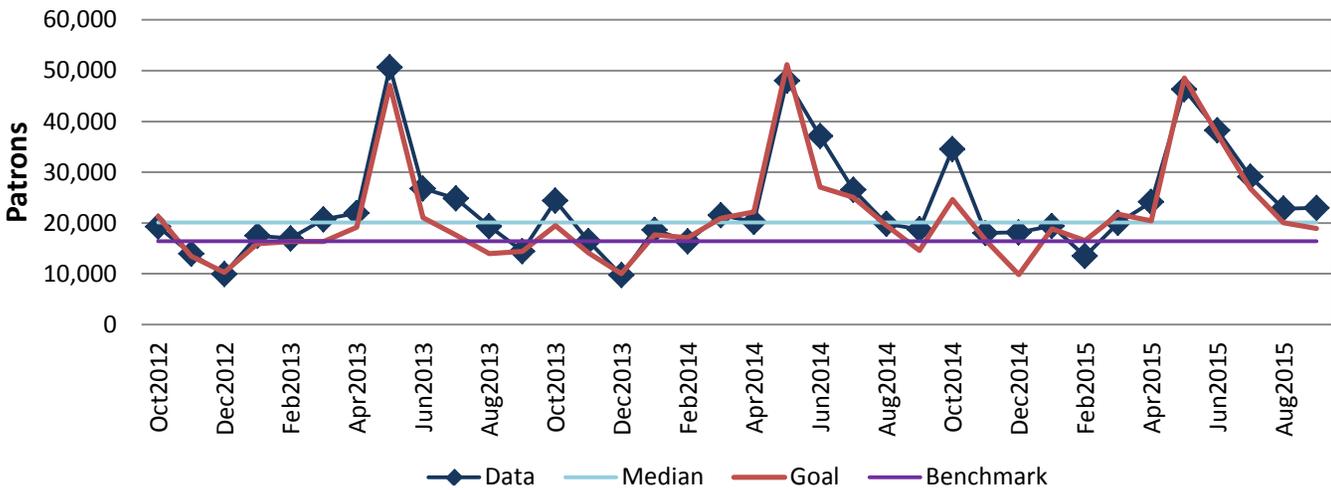
Process: Library Programs

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY 2011-2012 Total = 232,504 Goal: By July 31, 2016 increase by 1% over 2014-15 from 297,524 to 300,499 Benchmark: 16,434/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 program attendees Why Measure: To continually increase program attendance Next Improvement Step: Increase number of programs and publicize better

How Are We Doing?

Oct2014-Sep2015 12 Month Goal	Oct2014-Sep2015 12 Month Actual		Sep2015 Goal	Sep2015 Actual	
280,500	307,285		18,947	22,975	
Patrons	Patrons		Patrons	Patrons	

Program Attendance



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