

# Patron Ratio Louisville Free Public Library



KPI Owner: Jim Blanton

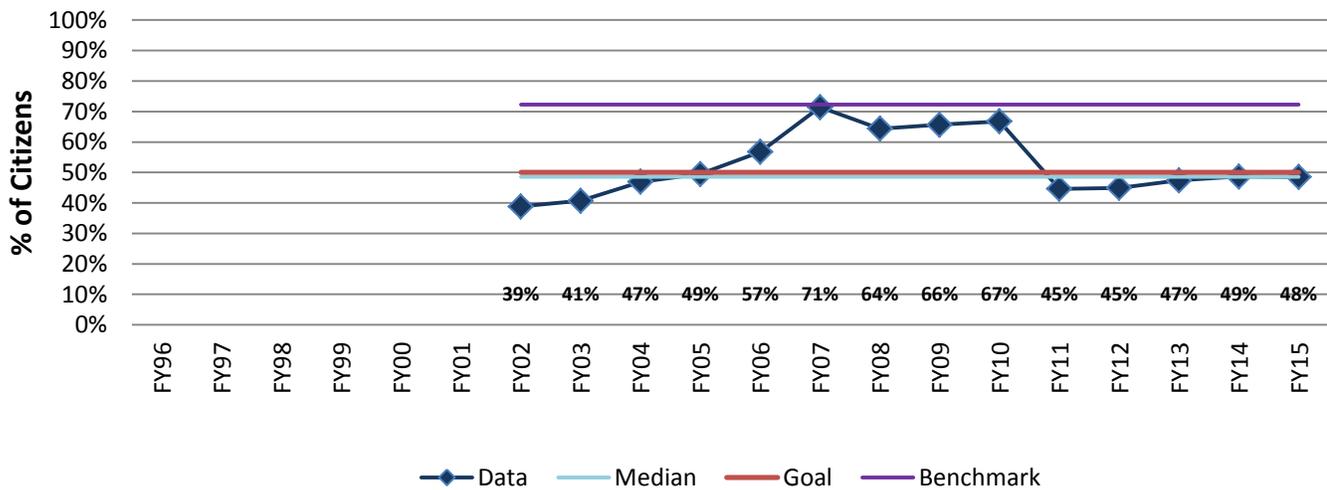
Process: Patron Registration

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 56% = Ten year average, 2005 - 2014. Goal: Increase to 50% by end of FY 2015 - 2016.  Benchmark: 72.3% = Top 25% of 19 PLDS libs with ann. exp. \$15M - \$19M (LFPL=\$17.1M)	Data Source: LFPL Monthly Report  Goal Source: LFPL Strategic Plan  Benchmark Source: PLAmetrics.org PLDS Data (2015)	Plan-Do-Check-Act Step 2: Validate problem: baseline, benchmark, & goal Measurement Method: Count of patrons on July 1 divided by service area population reported to PLDS on annual report. Why Measure: To understand how well we are reaching our service area population. Next Improvement Step: TBD

### How Are We Doing?

FY11-FY15 5 Year Goal	FY11-FY15 5 Year Average		FY15 Goal	FY15 Actual	
<b>50%</b>	<b>47%</b>		<b>50%</b>	<b>48%</b>	
% of Citizens	% of Citizens		% of Citizens	% of Citizens	

## Patron Ratio



**Root cause analysis is not available.**