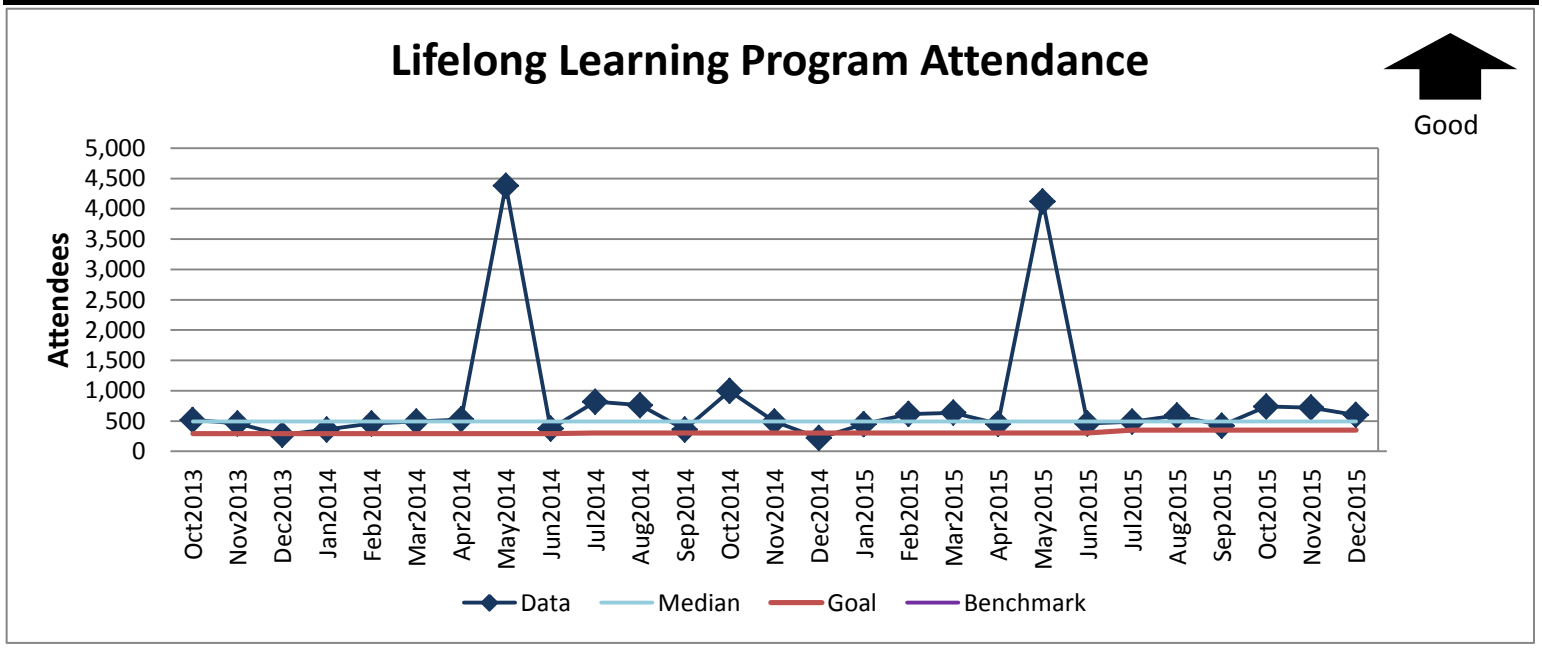
Lifelong Learning Program Attendance
Louisville Free Public Library

KPI Owner: Julie Scoskie | **Process: Lifelong learning program attendance count**

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY 14 monthly average = 784 **Goal: Attract 4,200 attendees to lifelong learning programs in FY 16.** **Benchmark: N/A**	**Data Source: LFPL Monthly Reports** **Goal Source: LFPL Strategic Plan** **Benchmark Source: N/A**	**Plan-Do-Check-Act Step 8: Monitor and diagnose** **Measurement Method: Monthly count of all attendees at lifeloing learning programs** **Why Measure: To continually increase attendance at educational programs for adults.** **Next Improvement Step: Monitor Progress toward new goal.**

How Are We Doing?

Jan2015-Dec2015 12 Month Goal	Jan2015-Dec2015 12 Month Actual		Dec2015 Goal	Dec2015 Actual	
3,900	**10,291**		**350**	**600**	
Attendees	**Attendees**		**Attendees**	**Attendees**	



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