



Our Mission

The Library's mission is to provide the people of Louisville and Jefferson County with the broadest possible access to knowledge, ideas and information, and to support them in their pursuit of learning.

Our Vision

It is the vision of the Commission that the Louisville Free Public Library will deliver library service on a par with the best public libraries in the U.S. We will provide:

- Excellent library facilities conveniently accessible to all residents,
- Strong and appealing collections of books and other materials,
- Attentive and effective staff assistance for all readers and researchers,
- Services, public programs and events that promote reading, convey valuable information and extend the value of the Library to its community,
- Sophisticated information technology that advances the Library's mission, and
- Hours of operation that respond to the busy lifestyles of today's families.

Strategic Objectives

Support Lifelong Learning and Digital Citizenship: Provide opportunities for library patrons to participate in educational activities, independently or as a group.

Encourage Reading: Provide materials, spaces and guidance that encourage and allow people to read for learning, in support of their careers, or as a pleasure pursuit.

Increase Library Awareness: Throughout the library service area, raise the level of awareness of the library, its information resources, its facilities, and the service it provides.

Continuous Improvement: Use proven strategies such as PDCA, Lean, and Six Sigma to select and manage projects to continuously improve operational excellence.

Strategic Themes

Community Relations: How well are we meeting patron and stakeholder needs?

Fiscal Stewardship: How do we maximize value and effectiveness in pursuit of our mission?

Internal Processes: How can we improve internal processes to deliver products and services better, faster, and more economically?

Organizational Capacity: How can we better support internal processes through improved knowledge, skills, abilities, technology, tools, leadership, and capacity?

Status Indicators



On Track



Slightly Off-Track



Off-Track



Completed



Not Started



On Hold

Scorecard






















2024-2025 Louisville Free Public Library Balanced Scorecard

Perspectives	Goals	Measures	Initiatives
Community Relations How well are we meeting patron and stakeholder needs?	07 Expand and Improve the Materials Collection	07m01 Monthly items added to the collection by FY	07a Increase the size of the materials collection
		07m02 Total holdings	07b Expand e-book collection
		07m03 Monthly number of e-books added to the collection	07d Expand the inventory of downloadable audio books
		07m04 Total count of e-books in the collection	07e Track circulation of newly added items
		07m05 Total count of downloadable audio books in collection	07f Lower holds ratio for print and e-book collections
	08 Increase College and Career Skills	08m01 Monthly ACT prep class attendance	08a Provide college preparation services
		08m03 Learning Express Library page hits	
	09 Improve Literacy	09m01 Count of "1,000 Books Before Kindergarten" completers	09a 1,000 Books Before Kindergarten challenge
		09m02 Monthly preschool literacy program attendance	09b Offer the LFPL Summer Reading Program
		09m04 Juvenile/Teen reading programs	09c School readiness program attendance
		09m06 Brainfuse sessions	
	10 Provide Learning and Community Building Opportunities	10m03 Lifelong learning program attendance	10a Offer 3 Short Courses during FY 2023-2024
		10m04 Adult reading programs	10b Offer 6 Fast Classes in FY 2023-2024
		10m05 Public PC sessions	10d Provide public computer access
		10m06 Number of hotspots in use	
		10m07 Data provided via hotspots	
		10m01 Program count	
		10m02 Program attendance	
	11 Improve the Patron Experience	11m01 Edge Initiative standards compliance	11a Develop a new Library Master Facilities Plan

Perspectives	Goals	Measures	Initiatives
		<ul style="list-style-type: none"> 11m02 KY state standards compliance 	<ul style="list-style-type: none"> 11b Implement a technology solution to verify patron addresses for library card application. 11c Continue to expand installation of security cameras at library locations. 11d Implement digital signage system 11e Complete the KY Public Library Standards Assessment 11h Implement Social Worker in LFPL
	<ul style="list-style-type: none"> 12 Provide Visible Programs with High Appeal 		<ul style="list-style-type: none"> 12a Provide at least 8 "Authors at the Library" programs in each fiscal year 12b Produce the How-to-Festival 12c Produce a large event at Main Library 12d Produce a large event at each regional library
	<ul style="list-style-type: none"> 13 Increase Active Users (Last 12 Months) 	<ul style="list-style-type: none"> 13m01 Three year actives 13m02 Free media sources engagement 13m03 Juvenile patrons reached through outreach programs 13m04 Monthly active patrons 13m05 New patrons registered 13m06 Patrons active last 12 months (OrangeBoy) 13m07 Market penetration 13m08 Inactives re-engagement 13m09 Positive news stories 13m11 Percent of cardholders active at west region branches 13m12 West Region new registered cardholders by branch 	<ul style="list-style-type: none"> 13a Generate positive media coverage 13b Improve patron awareness of programs and services 13c Grow the reach of LFPL on free communication platforms 13d Increase number of juvenile outreach programs in the community 13e Reach more non-library users 13f Patron Engagement with Savannah 13g Engage more patrons at West Region Branches 13h Begin to track PowerPlus card usage by active patron

Perspectives	Goals	Measures	Initiatives
		13m13 West region market penetration	
		13m14 West region circulation	
		13m15 West Region Program Attendance	
		13m16 West region door count	
		13m17 Count of PowerPlus Card Usage Per Month	
		16m01 Total Door count	
		16m04 Website sessions	
Fiscal Stewardship How do we maximize value and effectiveness in pursuit of our mission?	15 Maximize efficiency in budget execution	15m01 Number of items with circulation status "Lost"	15a Clear prior year capital project balances
		15m02 Dollars recovered via UMS referrals	15b Track financial impact of Unique referrals
		15m03 Library general repair capital funds spend down	15c Increase endowment for Craig Buthod Author Series
	18 Implement FY 2024 Budget Enhancements	18m01 Fulltime position is filled by end of Oct. 2023	18b Purchase a new adult bookmobile to provide enhanced services to the community.
		18m02 Shawnee and Newburg Children's Increased Programming	18c Improve afternoon youth programming at Newburg and Shawnee Libraries
		18m03 Adult Bookmobile Purchase	
Internal Processes How can we improve internal processes to deliver products and services better, faster, and more economically?	05 Improve Racial Equity & Diversity	05m03 Racial Equity Toolkits completed	05a Implement Equity Impact Statement
		05m04 West region circulation	05b Increase representative staff composition
		05m05 Community representation in facilities, staff, services, programs, and materials	05c Increase participation in employee resource groups
		05m06 Staff diversity gap	
		05m07 Staff Diversity	
	06 Improve Technology Operations		06b Upgrade Exchange Server
			06c Upgrade the servers in the data center

Perspectives	Goals	Measures	Initiatives		
	<ul style="list-style-type: none"> 16 Strategic Planning & Performance Improvement 	<ul style="list-style-type: none"> 10m01 Program count 	<ul style="list-style-type: none"> 06d Use Category 2 E-Rate funding to improve to 10 Gigabyte internet service 		
		<ul style="list-style-type: none"> 10m02 Program attendance 	<ul style="list-style-type: none"> 06e Upgrade Network Infrastructure 		
		<ul style="list-style-type: none"> 13m01 Three year actives 	<ul style="list-style-type: none"> 16b Send monthly reminders to goal and initiative owners 		
		<ul style="list-style-type: none"> 13m03 Juvenile patrons reached through outreach programs 	<ul style="list-style-type: none"> 16c Review 25% (10) Library Job Descriptions this year and update as appropriate 		
		<ul style="list-style-type: none"> 13m04 Monthly active patrons 			
		<ul style="list-style-type: none"> 13m05 New patrons registered 			
		<ul style="list-style-type: none"> 13m06 Patrons active last 12 months (OrangeBoy) 			
		<ul style="list-style-type: none"> 16m01 Total Door count 			
		<ul style="list-style-type: none"> 16m02 Total circulation 			
		<ul style="list-style-type: none"> 16m03 eBook Circulation 			
		<ul style="list-style-type: none"> 16m04 Website sessions 			
		<ul style="list-style-type: none"> 17 Migrate from Peoplesoft to Workday/UKG 			
		Organizational Capacity How can we better support internal processes through improved knowledge, skills, abilities, technology, tools, leadership, and capacity?	<ul style="list-style-type: none"> 01 Renovate and Open the Parkland Branch (ARP-0053-LIB) 		<ul style="list-style-type: none"> 01b Renovate Parkland Library
					<ul style="list-style-type: none"> 01c Acquire and install furniture
	<ul style="list-style-type: none"> 01d Select, acquire, and shelve materials collection 				
	<ul style="list-style-type: none"> 01e Select, purchase, and install the technology 				
	<ul style="list-style-type: none"> 01f Staff the Library 				
<ul style="list-style-type: none"> 02 Renovate and expand the Portland Library (ARP-0052-LIB) 			<ul style="list-style-type: none"> 02b Renovate Portland Library 		
		<ul style="list-style-type: none"> 02c Acquire and install furniture 			

Perspectives	Goals	Measures	Initiatives	
			 02d Select, acquire, and shelve materials collection	
			 02e Select, purchase, and install the technology	
			 02f Staff the Library	
	 03 Build and Open the Fern Creek Library (ARP-0058-LIB)			 03a Design the building
				 03b Build the Fern Creek Library
				 03c Acquire and install furniture
				 03d Select, acquire, and shelve materials collection
				 03e Select, purchase, and install the technology
				 03f Staff the Library
	 04 Renovate the Main Library (ARP-0051-LIB)			 04a Complete Design Drawings
				 04b Renovate the Building
				 04c Acquire and install furniture
				 04d Select, acquire, and shelve materials collection
				 04e Select, purchase, and install the technology
				 04f Staff the Library
	 14 Develop Library Staff Skills		 14m01 Increase staff training hours	 14c Develop policy around more equitable distribution of training money among staff
		 14m02 Phish-Prone Score		