

DE staffing and AP 2011

DE group

	Jan	Feb	Mar
Chat rec'd	233	196	189
Lib pick up	79	135	144
Answer%	33.91%	68.88%	76.19%

number of chat sessions from DE pat
 number of chat sessions picked up b
 Goal: AP should be at least 75%

By Library

Chat Recieved

	Jan	Feb	Mar	Apr	May
Delaware Division of Libraries (DE)	233	196	189	0	0

DE Librarian pick up

	Jan	Feb	Mar	Apr	May
Delaware Division of Libraries (DE)	1	15	30	0	0
DOVER PUB LIBR (DE)	3	47	43	0	0
MILTON PUB LIBR (DE)	8	1	1	0	0
SEAFORD PUB LIBR (DE)	17	22	8	0	0
SUSSEX CNTY DEPT OF LIBR (DE)	11	5	25	0	0
MILLSBORO PUB LIBR	15	19	12	0	0
SELBYVILLE PUB LIBR	11	14	11	0	0
LAUREL PUB LIBR	13	12	14	0	0
Total Number of Records	79	135	144	0	0

