

Turnaround Statistics for Ask a Librarian Delaware October 2016

Queue	0-10 minutes	10-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
Appoquinimink	3 1.4%	1 0.5%	1 0.5%	1 0.5%	0 0%	1 0.5%
Ask a Librarian Delaware	4 1.9%	2 0.9%	7 3.3%	8 3.7%	1 0.5%	1 0.5%
Bear	1 0.5%	2 0.9%	3 1.4%	1 0.5%	1 0.5%	5 2.3%
Brandywine Hundred	5 2.3%	1 0.5%	4 1.9%	2 0.9%	7 3.3%	0 0%
Bridgeville	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Claymont	2 0.9%	0 0%	0 0%	2 0.9%	0 0%	0 0%
Corbit-Calloway	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Del Tech Libraries	0 0%	0 0%	1 0.5%	0 0%	0 0%	0 0%
Delaware City	1 0.5%	1 0.5%	0 0%	1 0.5%	0 0%	1 0.5%

Delaware Law Libraries	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Delaware Library Access Services (Blind/Handicapped Library Service)	0 0%	0 0%	0 0%	1 0.5%	0 0%	0 0%
Delaware State Legislative Library	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Delmar	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Department of Health and Social Services Library	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Dover	2 0.9%	2 0.9%	6 2.8%	5 2.3%	2 0.9%	5 2.3%
Elsmere	3 1.4%	0 0%	1 0.5%	0 0%	2 0.9%	0 0%
Frankford	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Garfield Park	0 0%	0 0%	0 0%	1 0.5%	1 0.5%	3 1.4%
Georgetown	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

Greenwood	0 0%	0 0%	0 0%	1 0.5%	0 0%	0 0%
Hockessin	2 0.9%	2 0.9%	1 0.5%	1 0.5%	4 1.9%	4 1.9%
Kent County Dept. of Libraries	0 0%	1 0.5%	1 0.5%	0 0%	0 0%	1 0.5%
Kirkwood	3 1.4%	1 0.5%	3 1.4%	1 0.5%	3 1.4%	3 1.4%
Laurel	0 0%	0 0%	0 0%	2 0.9%	1 0.5%	0 0%
Lewes	3 1.4%	1 0.5%	2 0.9%	4 1.9%	3 1.4%	1 0.5%
Millsboro	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Milton	0 0%	1 0.5%	1 0.5%	0 0%	1 0.5%	0 0%
New Castle	2 0.9%	1 0.5%	4 1.9%	0 0%	3 1.4%	0 0%
Newark	1 0.5%	2 0.9%	2 0.9%	6 2.8%	7 3.3%	1 0.5%

North Wilmington	1 0.5%	0 0%	0 0%	0 0%	0 0%	0 0%
Rehoboth Beach	2 0.9%	0 0%	3 1.4%	0 0%	0 0%	0 0%
Salesianum School Library	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Seaford	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Selbyville	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Smyrna	1 0.5%	0 0%	0 0%	1 0.5%	2 0.9%	0 0%
South Coastal	1 0.5%	0 0%	2 0.9%	0 0%	2 0.9%	0 0%
Sussex County Dept. of Libraries	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Test Queue	0 0%	1 0.5%	0 0%	0 0%	0 0%	0 0%
Wesley College Parker Library	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

Wilmington	1 0.5%	0 0%	1 0.5%	1 0.5%	1 0.5%	1 0.5%
Wilmington University Library	1 0.5%	0 0%	0 0%	0 0%	0 0%	0 0%
Woodlawn	0 0%	0 0%	0 0%	1 0.5%	3 1.4%	2 0.9%
Total	39 18.2%	19 8.9%	43 20.1%	40 18.7%	44 20.6%	29 13.6%

Average Response Time: 1 day, 12 hours, 10 min