

Turnaround Statistics Email/Texting (responses to patrons' questions) April 2016

Queue	0-10 minutes	10-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
Appoquinimink	0 0%	0 0%	0 0%	3 1.30%	2 0.80%	4 1.70%
Ask a Librarian Delaware	19 7.90%	3 1.30%	6 2.50%	9 3.80%	4 1.70%	2 0.80%
Bear	2 0.80%	3 1.30%	3 1.30%	2 0.80%	1 0.40%	7 2.90%
Brandywine Hundred	4 1.70%	1 0.40%	4 1.70%	9 3.80%	6 2.50%	2 0.80%
Bridgeville	1 0.40%	0 0%	0 0%	0 0%	0 0%	0 0%
Claymont	2 0.80%	1 0.40%	1 0.40%	0 0%	2 0.80%	0 0%
Corbit-Calloway	0 0%	0 0%	0 0%	0 0%	1 0.40%	0 0%
Del Tech Libraries	0 0%	0 0%	0 0%	0 0%	0 0%	1 0.40%
Delaware City	0 0%	0 0%	0 0%	1 0.40%	0 0%	0 0%
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%	1 0.40%	0 0%	0 0%	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%
Division of Substance Abuse and Mental Health	0	0	0	0	0	0

	0%	0%	0%	0%	0%	0%
Dover	0	2	1	3	4	2
	0%	0.80%	0.40%	1.30%	1.70%	0.80%
Elsmere	1	0	0	0	0	3
	0.40%	0%	0%	0%	0%	1.30%
Frankford	0	0	0	0	0	0
	0%	0%	0%	0%	0%	0%
Garfield Park	0	0	0	0	0	0
	0%	0%	0%	0%	0%	0%
Georgetown	1	0	0	0	0	0
	0.40%	0%	0%	0%	0%	0%
Greenwood	0	1	0	0	0	0
	0%	0.40%	0%	0%	0%	0%
Hockessin	4	3	2	6	2	0
	1.70%	1.30%	0.80%	2.50%	0.80%	0%
Kent County Dept. of Libraries	0	0	1	2	0	0
	0%	0%	0.40%	0.80%	0%	0%
Kirkwood	0	1	3	4	4	11
	0%	0.40%	1.30%	1.70%	1.70%	4.60%
Laurel	1	0	3	0	1	0
	0.40%	0%	1.30%	0%	0.40%	0%
Lewes	2	2	2	3	1	0
	0.80%	0.80%	0.80%	1.30%	0.40%	0%
Millsboro	1	0	0	1	0	0
	0.40%	0%	0%	0.40%	0%	0%
Milton	0	0	0	1	0	0
	0%	0%	0%	0.40%	0%	0%
New Castle	1	0	1	1	2	6
	0.40%	0%	0.40%	0.40%	0.80%	2.50%
Newark	4	0	3	3	3	4
	1.70%	0%	1.30%	1.30%	1.30%	1.70%
North Wilmington	1	1	0	1	0	0
	0.40%	0.40%	0%	0.40%	0%	0%
Other academic library	0	0	0	0	0	2
	0%	0%	0%	0%	0%	0.80%
Rehoboth Beach	0	0	0	0	0	3
	0%	0%	0%	0%	0%	1.30%
Salesianum School Library	0	0	0	0	0	0
	0%	0%	0%	0%	0%	0%
Seaford	0	0	1	0	1	0
	0%	0%	0.40%	0%	0.40%	0%

Selbyville	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Smyrna	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
South Coastal	0 0%	0 0%	2 0.80%	0 0%	1 0.40%	0 0%
Sussex County Dept. of Libraries	0 0%	0 0%	0 0%	1 0.40%	0 0%	0 0%
Wesley College Parker Library	0 0%	0 0%	0 0%	0 0%	0 0%	1 0.40%
Wilmington	0 0%	1 0.40%	1 0.40%	0 0%	1 0.40%	1 0.40%
Wilmington University Library	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Woodlawn	1 0.40%	1 0.40%	2 0.80%	1 0.40%	0 0%	1 0.40%
Total	45 18.80%	21 8.80%	36 15.10%	51 21.30%	36 15.10%	50 20.90%

Average Response Time: 1 day, 20 hours, 26 min

Turnaround Statistics for Email/Texting Mar 2016

Queue	0-10 minutes	10-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
Appoquinimink	1 0.40%	3 1.30%	2 0.90%	1 0.40%	2 0.90%	2 0.90%
Ask a Librarian Delaware	22 9.60%	4 1.80%	6 2.60%	3 1.30%	4 1.80%	0 0%
Bear	0 0%	1 0.40%	6 2.60%	2 0.90%	4 1.80%	1 0.40%
Brandywine Hundred	6 2.60%	2 0.90%	6 2.60%	5 2.20%	6 2.60%	1 0.40%
Bridgeville	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Claymont	0 0%	1 0.40%	2 0.90%	0 0%	1 0.40%	0 0%
Corbit-Calloway	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Del Tech Libraries	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Delaware City	0 0%	1 0.40%	0 0%	0 0%	1 0.40%	2 0.90%
Delaware Law Libraries	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Delaware Library Access Services (Blind/Handicapp ed Library Service)	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Delaware State Legislative Library	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Delmar	1 0.40%	0 0%	0 0%	0 0%	0 0%	0 0%
Division of Substance Abuse and Mental Health	0	0	0	0	0	0

Selbyville	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Smyrna	0 0%	0 0%	1 0.40%	0 0%	0 0%	0 0%
South Coastal	0 0%	0 0%	1 0.40%	0 0%	0 0%	0 0%
Sussex County Dept. of Libraries	0 0%	0 0%	0 0%	0 0%	0 0%	1 0.40%
Wesley College Parker Library	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Wilmington	0 0%	0 0%	2 0.90%	1 0.40%	3 1.30%	0 0%
Wilmington University Library	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Woodlawn	1 0.40%	0 0%	2 0.90%	4 1.80%	1 0.40%	0 0%
Total	48 21.10%	19 8.30%	47 20.60%	51 22.40%	41 18%	22 9.60%

Average Response Time: 1 day, 3 hours, 49 min

Turnaround Statistics for Email/Texting Feb 16

Queue	0-10 minutes	10-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
Appoquinimink	2 0.70%	1 0.30%	3 1%	7 2.40%	4 1.30%	1 0.30%
Ask a Librarian Delaware	20 6.70%	9 3%	9 3%	10 3.40%	4 1.30%	2 0.70%
Bear	2 0.70%	1 0.30%	5 1.70%	7 2.40%	8 2.70%	1 0.30%
Brandywine Hundred	6 2%	2 0.70%	6 2%	12 4%	6 2%	1 0.30%
Bridgeville	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Claymont	4 1.30%	1 0.30%	4 1.30%	0 0%	2 0.70%	1 0.30%
Corbit-Calloway	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Del Tech Libraries	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Delaware City	0 0%	1 0.30%	0 0%	1 0.30%	1 0.30%	1 0.30%
Delaware Law Libraries	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Delaware Library Access Services (Blind/Handicapped Library Service)	1 0.30%	0 0%	0 0%	0 0%	0 0%	0 0%
Delaware State Legislative Library	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Delmar	0 0%	1 0.30%	0 0%	1 0.30%	0 0%	0 0%
Division of Substance Abuse and Mental Health	0 0%	0 0%	0 0%	1 0.30%	0 0%	0 0%
Dover	4 1.30%	3 1%	7 2.40%	6 2%	3 1%	3 1%
Elsmere	1 0.30%	0 0%	0 0%	2 0.70%	0 0%	2 0.70%
Frankford	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Garfield Park	1 0.30%	0 0%	0 0%	0 0%	0 0%	0 0%
Georgetown	0	0	0	0	2	0

	0%	0%	0%	0%	0.70%	0%
Greenwood	0	0	0	1	0	0
	0%	0%	0%	0.30%	0%	0%
Hockessin	5	3	4	4	4	3
	1.70%	1%	1.30%	1.30%	1.30%	1%
Kent County Dept. of Libraries	0	0	0	0	1	0
	0%	0%	0%	0%	0.30%	0%
Kirkwood	3	1	3	2	6	2
	1%	0.30%	1%	0.70%	2%	0.70%
Laurel	1	0	0	1	0	0
	0.30%	0%	0%	0.30%	0%	0%
Lewes	7	1	0	0	0	2
	2.40%	0.30%	0%	0%	0%	0.70%
Millsboro	0	0	0	1	2	0
	0%	0%	0%	0.30%	0.70%	0%
Milton	0	0	0	0	0	0
	0%	0%	0%	0%	0%	0%
New Castle	1	1	1	0	2	0
	0.30%	0.30%	0.30%	0%	0.70%	0%
Newark	2	2	2	5	5	2
	0.70%	0.70%	0.70%	1.70%	1.70%	0.70%
North Wilmington	0	0	0	0	0	0
	0%	0%	0%	0%	0%	0%
Other academic library	0	0	0	0	1	0
	0%	0%	0%	0%	0.30%	0%
Rehoboth Beach	0	1	0	2	0	1
	0%	0.30%	0%	0.70%	0%	0.30%
Salesianum School Library	0	0	0	0	0	0
	0%	0%	0%	0%	0%	0%
Seaford	2	0	1	1	0	0
	0.70%	0%	0.30%	0.30%	0%	0%
Selbyville	0	0	0	0	1	0
	0%	0%	0%	0%	0.30%	0%
Smyrna	0	0	0	0	0	0
	0%	0%	0%	0%	0%	0%
South Coastal	1	1	0	0	0	0
	0.30%	0.30%	0%	0%	0%	0%
Sussex County Dept. of Libraries	0	0	1	0	0	0
	0%	0%	0.30%	0%	0%	0%
Wesley College Parker Library	0	0	0	0	0	0
	0%	0%	0%	0%	0%	0%
Wilmington	0	1	2	1	1	0
	0%	0.30%	0.70%	0.30%	0.30%	0%

Wilmington University Library	0 0%	0 0%	1 0.30%	0 0%	0 0%	0 0%
Woodlawn	1 0.30%	0 0%	4 1.30%	5 1.70%	4 1.30%	1 0.30%
Total	64 21.50%	30 10.10%	53 17.80%	70 23.60%	57 19.20%	23 7.70%

Average Response Time: 23 hours, 15 min

Turnaround Statistics for Email/Texting Jan 16

Queue	0-10 minutes	10-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
Appoquinimink	0 0%	2 0.70%	0 0%	0 0%	3 1.10%	1 0.40%
Ask a Librarian Delaware	20 7.10%	10 3.50%	5 1.80%	4 1.40%	9 3.20%	6 2.10%
Bear	1 0.40%	1 0.40%	2 0.70%	9 3.20%	9 3.20%	2 0.70%
Brandywine Hundred	8 2.80%	3 1.10%	7 2.50%	8 2.80%	9 3.20%	1 0.40%
Bridgeville	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Claymont	0 0%	0 0%	1 0.40%	3 1.10%	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%	0 0%	0 0%	0 0%	1 0.40%
Delaware City	0 0%	0 0%	0 0%	0 0%	1 0.40%	1 0.40%
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	1	0
Delaware State Legislative Library	0	0	0	0	0	0
Delmar	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Division of Substance Abuse and Mental Health	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Dover	2 0.70%	5 1.80%	4 1.40%	5 1.80%	7 2.50%	2 0.70%
Elsmere	0 0%	0 0%	1 0.40%	1 0.40%	1 0.40%	0 0%
Frankford	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Garfield Park	0 0%	0 0%	1 0.40%	0 0%	0 0%	0 0%
Georgetown	0 0%	0 0%	0 0%	1 0.40%	0 0%	0 0%
Greenwood	2 0.70%	1 0.40%	1 0.40%	1 0.40%	1 0.40%	0 0%
Hockessin	5 1.80%	1 0.40%	7 2.50%	6 2.10%	2 0.70%	1 0.40%

Kent County Dept. of Libraries	0	0	1	0	0	0
	0%	0%	0.40%	0%	0%	0%
Kirkwood	1	2	1	0	7	3
	0.40%	0.70%	0.40%	0%	2.50%	1.10%
Laurel	0	0	1	1	1	0
	0%	0%	0.40%	0.40%	0.40%	0%
Lewes	9	0	0	1	0	2
	3.20%	0%	0%	0.40%	0%	0.70%
Millsboro	0	0	0	0	1	0
	0%	0%	0%	0%	0.40%	0%
Milton	2	1	1	0	0	1
	0.70%	0.40%	0.40%	0%	0%	0.40%
New Castle	0	0	4	0	0	4
	0%	0%	1.40%	0%	0%	1.40%
Newark	1	0	6	1	4	7
	0.40%	0%	2.10%	0.40%	1.40%	2.50%
North Wilmington	0	0	1	0	0	0
	0%	0%	0.40%	0%	0%	0%
Other academic library	0	0	0	0	1	0
	0%	0%	0%	0%	0.40%	0%
Rehoboth Beach	1	0	0	3	0	1
	0.40%	0%	0%	1.10%	0%	0.40%
Salesianum School Library	0	0	0	0	0	0
	0%	0%	0%	0%	0%	0%
Seaford	1	0	0	1	0	1
	0.40%	0%	0%	0.40%	0%	0.40%
Selbyville	0	0	0	0	0	0
	0%	0%	0%	0%	0%	0%
Smyrna	0	0	1	0	0	0
	0%	0%	0.40%	0%	0%	0%
South Coastal	0	1	1	2	1	0
	0%	0.40%	0.40%	0.70%	0.40%	0%
Sussex County Dept. of Libraries	0	0	0	1	0	0
	0%	0%	0%	0.40%	0%	0%
Wesley College Parker Library	0	0	0	0	0	0
	0%	0%	0%	0%	0%	0%
Wilmington	0	3	0	3	2	1
	0%	1.10%	0%	1.10%	0.70%	0.40%
Wilmington University Library	0	0	0	0	0	0
	0%	0%	0%	0%	0%	0%
Woodlawn	1	1	1	3	1	1
	0.40%	0.40%	0.40%	1.10%	0.40%	0.40%
Total	54	31	47	54	61	36

19.10%

11%

16.60%

19.10%

21.60%

12.70%

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