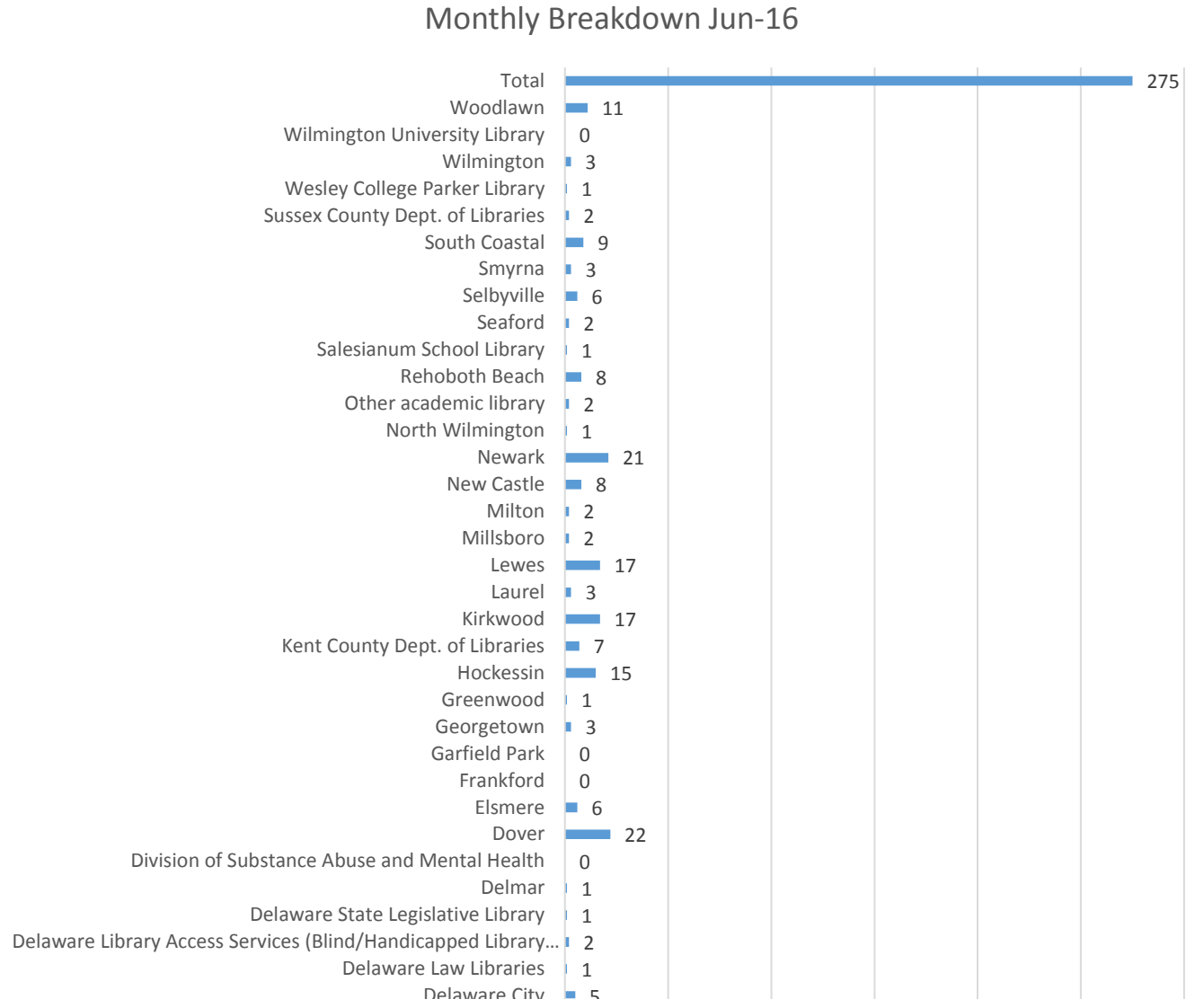


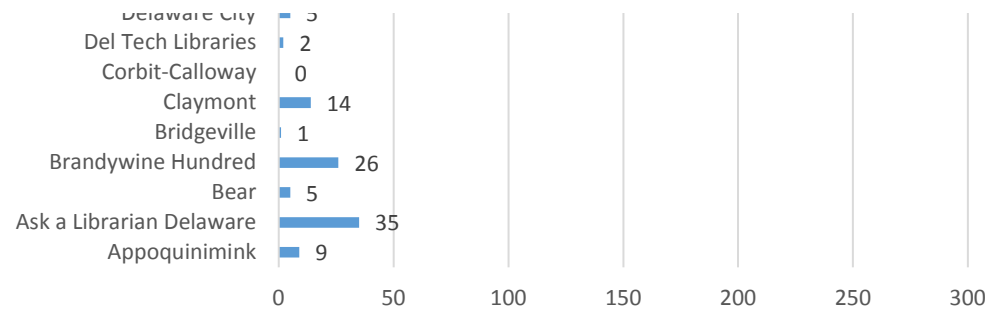
Report for LibAnswers Tickets (generated on 2016-07-9)

Total: 275
 Filters:
 Created After: 6/1/2016 0:00
 Created Before: 7/1/2016 0:00
 Answered By: Unclaimed

Monthly Breakdown	Queue:	Jun-16
Appoquinimink		9
Ask a Librarian Delaw		35
Bear		5
Brandywine Hundred		26
Bridgeville		1
Claymont		14
Corbit-Calloway		0
Del Tech Libraries		2
Delaware City		5
Delaware Law Librarie		1
Delaware Library Acce		2
Delaware State Legisl		1
Delmar		1
Division of Substance		0
Dover		22
Elsmere		6
Frankford		0
Garfield Park		0
Georgetown		3
Greenwood		1
Hockessin		15
Kent County Dept. of		7
Kirkwood		17
Laurel		3



Lewes	17
Millsboro	2
Milton	2
New Castle	8
Newark	21
North Wilmington	1
Other academic librar	2
Rehoboth Beach	8
Salesianum School Lib	1
Seaford	2
Selbyville	6
Smyrna	3
South Coastal	9
Sussex County Dept. c	2
Wesley College Parke	1
Wilmington	3
Wilmington University	0
Woodlawn	11
Total	275



Daily Distribution (on what days are the questions asked)

Queue	Mon	Tue	Wed	Thu	Fri	Sat	Sun	
Appoquinimink		1	1	2	4	0	0	1
Ask a Librarian Delaware	4	7	5	5	8	5	3	3
Bear	0	2	1	1	1	0	1	0
Brandywine Hundred	6	2	8	5	1	1	3	
Bridgeville	0	1	0	0	0	0	0	0
Claymont	1	3	3	5	2	0	0	
Corbit-Calloway	0	0	0	0	0	0	0	0
Del Tech Libraries	0	0	1	1	0	0	0	0
Delaware City	1	0	1	1	1	1	0	1
Delaware Law Librarie	1	0	0	0	0	0	0	0
Delaware Library Acce	0	0	0	2	0	0	0	0
Delaware State Legisi	0	1	0	0	0	0	0	0

Delmar	0	0	0	1	0	0	0
Division of Substance	0	0	0	0	0	0	0
Dover	5	2	6	2	2	3	2
Elsmere	2	1	1	2	0	0	0
Frankford	0	0	0	0	0	0	0
Garfield Park	0	0	0	0	0	0	0
Georgetown	1	0	1	0	1	0	0
Greenwood	0	0	0	1	0	0	0
Hockessin	3	2	5	3	2	0	0
Kent County Dept. of	1	3	1	0	2	0	0
Kirkwood	5	3	1	3	3	2	0
Laurel	1	0	1	1	0	0	0
Lewes	4	4	1	6	0	1	1
Millsboro	0	1	1	0	0	0	0
Milton	0	0	2	0	0	0	0
New Castle	3	2	1	0	2	0	0
Newark	4	2	3	6	4	1	1
North Wilmington	0	0	0	1	0	0	0
Other academic librar	0	0	1	0	0	1	0
Rehoboth Beach	0	2	1	2	0	1	2
Salesianum School Lib	0	0	0	1	0	0	0
Seaford	0	0	1	1	0	0	0
Selbyville	2	1	1	2	0	0	0
Smyrna	0	1	0	2	0	0	0
South Coastal	2	0	2	1	1	2	1
Sussex County Dept. c	0	0	1	1	0	0	0
Wesley College Parke	0	0	0	1	0	0	0
Wilmington	0	0	0	3	0	0	0
Wilmington University	0	0	0	0	0	0	0
Woodlawn	1	1	1	5	0	0	3
Total	48	42	53	72	26	16	18

Hourly Distribution (at what hour are the questions asked)

Queue	0	1	2	3	4	5	6	7	8	9	10
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Selbyville	0	0	0	0	0	0	0	0	0	2	1
Smyrna	0	1	0	0	0	0	0	0	0	0	0
South Coastal	0	0	0	0	0	0	0	0	0	2	1
Sussex County Dept. c	0	0	0	0	0	0	0	0	0	0	0
Wesley College Parke	0	0	0	0	0	0	0	0	0	0	0
Wilmington	0	0	0	0	0	0	0	0	0	0	1
Wilmington University	0	0	0	0	0	0	0	0	0	0	0
Woodlawn	1	0	0	0	0	0	0	0	1	0	0
Total	3	2	1	1	0	0	2	7	12	18	20

Source

Queue	System	Twitter	Widget	SMS	Email	Staff Entry	LibChat	Idea
Appoquinimink		2	0	1	0	6	0	0
Ask a Librarian Delaw:		8	0	0	23	4	0	0
Bear		2	0	0	0	3	0	0
Brandywine Hundred		10	0	4	0	12	0	0
Bridgeville		1	0	0	0	0	0	0
Claymont		3	0	0	0	11	0	0
Corbit-Calloway		0	0	0	0	0	0	0
Del Tech Libraries		1	0	0	0	1	0	0
Delaware City		2	0	1	0	2	0	0
Delaware Law Librarie		1	0	0	0	0	0	0
Delaware Library Acce		2	0	0	0	0	0	0
Delaware State Legisli		1	0	0	0	0	0	0
Delmar		1	0	0	0	0	0	0
Division of Substance		0	0	0	0	0	0	0
Dover		17	0	3	0	0	2	0
Elsmere		4	0	0	0	2	0	0
Frankford		0	0	0	0	0	0	0
Garfield Park		0	0	0	0	0	0	0
Georgetown		3	0	0	0	0	0	0
Greenwood		1	0	0	0	0	0	0
Hockessin		3	0	1	0	10	1	0
Kent County Dept. of		4	0	1	0	1	1	0

Delaware Library Acce	0	0	0	0	0	0	0	0	0	0	0
Delaware State Legisli	0	0	0	0	0	0	0	0	0	0	0
Delmar	0	0	0	0	0	0	0	0	0	0	0
Division of Substance	0	0	0	0	0	0	0	0	0	0	0
Dover	0	0	0	0	0	0	0	0	0	0	0
Elsmere	0	0	0	0	0	0	0	0	0	0	0
Frankford	0	0	0	0	0	0	0	0	0	0	0
Garfield Park	0	0	0	0	0	0	0	0	0	0	0
Georgetown	0	0	0	0	0	0	0	0	0	0	0
Greenwood	0	0	0	0	0	0	0	0	0	0	0
Hockessin	0	0	0	0	0	0	0	0	1	0	0
Kent County Dept. of	0	0	0	0	0	0	0	0	1	0	0
Kirkwood	0	0	0	0	0	0	0	0	0	0	0
Laurel	0	0	0	0	0	0	0	0	0	0	0
Lewes	0	0	0	0	0	0	0	0	0	0	0
Millsboro	0	0	0	0	0	0	0	0	0	0	0
Milton	0	0	0	0	0	0	0	0	0	0	0
New Castle	0	0	0	0	0	0	0	0	1	0	0
Newark	0	0	0	0	0	0	0	0	0	0	2
North Wilmington	0	0	0	0	0	0	0	0	0	0	0
Other academic librar	0	0	0	0	0	0	0	0	0	0	0
Rehoboth Beach	0	0	0	0	0	0	0	0	1	0	0
Salesianum School Lib	0	0	0	0	0	0	0	0	0	0	0
Seaford	0	0	0	0	0	0	0	0	0	0	0
Selbyville	0	0	0	0	0	0	0	0	0	0	0
Smyrna	0	0	0	0	0	0	0	0	0	0	0
South Coastal	0	0	0	0	0	0	0	0	1	0	0
Sussex County Dept. c	0	0	0	0	0	0	0	0	0	0	0
Wesley College Parke	0	0	0	0	0	0	0	0	0	0	0
Wilmington	0	0	0	0	0	0	0	0	0	0	0
Wilmington University	0	0	0	0	0	0	0	0	0	0	0
Woodlawn	0	0	0	0	0	0	0	0	0	0	0
Total	1	11	2	1	2	1	2	1	1	3	14

Salesianum School Lib	0	0	0	0	0	0	0	0	0	0	0
Seaford	0	0	0	0	0	0	0	0	0	0	0
Selbyville	0	0	0	0	0	0	0	0	0	0	0
Smyrna	0	0	0	0	0	0	0	0	0	0	0
South Coastal	0	0	0	0	0	0	0	0	0	0	0
Sussex County Dept. c	0	0	0	0	0	0	0	0	0	0	0
Wesley College Parke	0	0	0	0	0	0	0	0	0	0	0
Wilmington	0	0	0	0	0	0	0	0	0	0	0
Wilmington University	0	0	0	0	0	0	0	0	0	0	0
Woodlawn	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	1	1	0	17	5	0

Turnaround Time

Queue	0-10 minutes	10-60 min	1-12 hours	12-24 hour	1-3 days	3+ days
Appoquinimink	1	3	0	3	0	2
Ask a Librarian Delaw:	7	6	7	10	5	0
Bear	0	1	0	0	1	3
Brandywine Hundred	2	0	7	9	5	3
Bridgeville	0	0	0	1	0	0
Claymont	6	1	2	3	2	0
Corbit-Calloway	0	0	0	0	0	0
Del Tech Libraries	2	0	0	0	0	0
Delaware City	1	0	0	1	1	2
Delaware Law Librarie	0	0	1	0	0	0
Delaware Library Acce	1	0	0	0	0	1
Delaware State Legisli	0	1	0	0	0	0
Delmar	1	0	0	0	0	0
Division of Substance	0	0	0	0	0	0
Dover	8	3	3	4	1	3
Elsmere	0	0	2	0	1	3
Frankford	0	0	0	0	0	0
Garfield Park	0	0	0	0	0	0
Georgetown	1	1	0	1	0	0
Greenwood	0	0	0	1	0	0

Hockessin	1	2	2	6	3	1
Kent County Dept. of	3	1	0	0	0	3
Kirkwood	1	2	1	4	4	5
Laurel	0	0	0	1	1	1
Lewes	7	1	0	5	2	2
Millsboro	0	1	0	1	0	0
Milton	0	1	0	0	0	1
New Castle	0	0	2	1	3	2
Newark	2	1	6	3	8	1
North Wilmington	1	0	0	0	0	0
Other academic librar	0	0	1	0	0	1
Rehoboth Beach	2	1	0	0	4	1
Salesianum School Lib	0	0	0	0	0	1
Seaford	1	0	1	0	0	0
Selbyville	0	0	2	1	3	0
Smyrna	1	0	1	1	0	0
South Coastal	0	1	2	3	2	1
Sussex County Dept. c	1	0	0	0	0	1
Wesley College Parke	1	0	0	0	0	0
Wilmington	1	0	1	0	1	0
Wilmington University	0	0	0	0	0	0
Woodlawn	1	0	2	3	2	3
Total	53	27	43	62	49	41

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23

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19	20	15	35	18	15	13	8	13	11	16	22	4

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Jessica Luc Sandra Ma Sherri McC James McC Kelly McC Gregg McC Janis McKr Kriss Mera Julia Merci Alison Mill Robin Millr Mary Mole Alex Monri

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contact	contact inf	Corbit-Call	credit card	crochet clu	crocheting	custody	customer s	databases	debate	Del Tech	Delaware (Delaware (
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