Turnaround Statistics for Ask a Librarian Delaware August 2016

Queue	0-10 minutes	10-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
Appoquinimink	2 0.7%	2 0.7%	1 0.4%	3 1.1%	2 0.7%	5 1.8%
Ask a Librarian Delaware	21 7.6%	15 5.4%	12 4.3%	12 4.3%	3 1.1%	1 0.4%
Bear	1 0.4%	3 1.1%	1 0.4%	4 1.4%	0 0%	1 0.4%
Brandywine Hundred	6 2.2%	2 0.7%	2 0.7%	5 1.8%	5 1.8%	1 0.4%
Bridgeville	0 0%	0	0 0%	0 0%	0 0%	0
Claymont	1 0.4%	2 0.7%	3 1.1%	0	2 0.7%	0
Corbit-Calloway	0 0%	0	0 0%	0 0%	0 0%	0 0%
Del Tech Libraries	0	0	0	0 0%	0	0 0%

Delaware City	2 0.7%	0	0 0%	2 0.7%	1 0.4%	0 0%
Delaware Law Libraries	0	0	0 0%	0	0	0
Delaware Library Access Services (Blind/Handicapped Library Service)	0	0 0%	0 0%	0 0%	0 0%	0 0%
Delaware State Legislative Library	0	0	0 0%	0	0	0
Delmar	0 0%	0 0%	0 0%	0 0%	0	0 0%
Department of Health and Social Services Library	1 0.4%	1 0.4%	0 0%	0 0%	0 0%	0 0%
Dover	3 1.1%	7 2.5%	6 2.2%	6 2.2%	6 2.2%	3 1.1%
Elsmere	0 0%	0 0%	0 0%	2 0.7%	1 0.4%	0 0%
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
Georgetown	0 0%	0 0%	0 0%	0 0%	0 0%	0
Greenwood	0 0%	0	2 0.7%	0 0%	0 0%	0
Harrington	0 0%	0 0%	0 0%	0 0%	0 0%	0
Hockessin	1 0.4%	3 1.1%	2 0.7%	3 1.1%	1 0.4%	1 0.4%
Kent County Dept. of Libraries	0 0%	0 0%	0	0 0%	1 0.4%	1 0.4%
Kirkwood	3 1.1%	2 0.7%	5 1.8%	6 2.2%	10 3.6%	2 0.7%
Laurel	0 0%	0 0%	0 0%	1 0.4%	1 0.4%	0 0%
Lewes	2 0.7%	2 0.7%	5 1.8%	3 1.1%	1 0.4%	1 0.4%
Millsboro	2 0.7%	1 0.4%	0 0%	2 0.7%	0 0%	0 0%

Milton	0 0%	0 0%	1 0.4%	1 0.4%	0 0%	0
New Castle	0 0%	0 0%	0	0 0%	1 0.4%	2 0.7%
Newark	3 1.1%	3 1.1%	5 1.8%	3 1.1%	4 1.4%	2 0.7%
North Wilmington	1 0.4%	0 0%	0 0%	0 0%	0 0%	1 0.4%
Rehoboth Beach	0 0%	0 0%	0	0 0%	1 0.4%	0
Seaford	1 0.4%	0 0%	1 0.4%	0 0%	0 0%	0 0%
Selbyville	1 0.4%	0 0%	0 0%	0 0%	1 0.4%	0
Smyrna	0 0%	0 0%	0 0%	1 0.4%	0 0%	0
South Coastal	0 0%	2 0.7%	1 0.4%	2 0.7%	3 1.1%	0
Sussex County Dept. of Libraries	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

Test Queue	0 0%	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	2 0.7%	3 1.1%	1 0.4%	1 0.4%	2 0.7%	0
Wilmington University Library	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Woodlawn	0 0%	0 0%	0 0%	1 0.4%	1 0.4%	2 0.7%
Total	53 19.1%	48 17.3%	48 17.3%	58 20.9%	47 17%	23 8.3%

Average Response Time: 1 day, 1 hour, 41 min