

Turnaround Statistics for Ask a Librarian Delaware July 2016

Queue	0-10 minutes	10-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
Appoquinimink	4 1.6%	2 0.8%	2 0.8%	3 1.2%	4 1.6%	0 0%
Ask a Librarian Delaware	9 3.6%	7 2.8%	7 2.8%	9 3.6%	4 1.6%	2 0.8%
Bear	1 0.4%	1 0.4%	1 0.4%	2 0.8%	7 2.8%	9 3.6%
Brandywine Hundred	4 1.6%	0 0%	2 0.8%	3 1.2%	8 3.2%	0 0%
Bridgeville	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Claymont	1 0.4%	1 0.4%	1 0.4%	1 0.4%	2 0.8%	1 0.4%
Corbit-Calloway	1 0.4%	0 0%	0 0%	0 0%	0 0%	0 0%
Del Tech Libraries	0 0%	0 0%	0 0%	0 0%	1 0.4%	0 0%

Delaware City	0 0%	0 0%	0 0%	1 0.4%	0 0%	1 0.4%
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%	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%
Department of Health and Social Services Library	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Dover	2 0.8%	2 0.8%	2 0.8%	3 1.2%	4 1.6%	2 0.8%
Elsmere	1 0.4%	0 0%	0 0%	0 0%	2 0.8%	0 0%
Frankford	0 0%	0 0%	1 0.4%	0 0%	0 0%	1 0.4%
Garfield Park	0 0%	0 0%	0 0%	0 0%	1 0.4%	0 0%

Georgetown	0 0%	0 0%	0 0%	2 0.8%	0 0%	0 0%
Greenwood	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Harrington	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Hockessin	4 1.6%	2 0.8%	4 1.6%	6 2.4%	5 2%	3 1.2%
Kent County Dept. of Libraries	1 0.4%	1 0.4%	2 0.8%	0 0%	0 0%	1 0.4%
Kirkwood	4 1.6%	0 0%	1 0.4%	7 2.8%	3 1.2%	8 3.2%
Laurel	0 0%	1 0.4%	2 0.8%	0 0%	1 0.4%	0 0%
Lewes	3 1.2%	2 0.8%	2 0.8%	5 2%	1 0.4%	0 0%
Millsboro	1 0.4%	0 0%	2 0.8%	1 0.4%	0 0%	0 0%
Milton	0 0%	0 0%	0 0%	0 0%	1 0.4%	0 0%

New Castle	1 0.4%	0 0%	1 0.4%	0 0%	1 0.4%	2 0.8%
Newark	0 0%	1 0.4%	4 1.6%	1 0.4%	5 2%	6 2.4%
North Wilmington	0 0%	0 0%	0 0%	1 0.4%	1 0.4%	0 0%
Rehoboth Beach	1 0.4%	0 0%	0 0%	2 0.8%	1 0.4%	1 0.4%
Seaford	0 0%	0 0%	0 0%	0 0%	1 0.4%	0 0%
Selbyville	0 0%	0 0%	0 0%	0 0%	1 0.4%	0 0%
Smyrna	0 0%	0 0%	0 0%	1 0.4%	0 0%	0 0%
South Coastal	0 0%	4 1.6%	0 0%	3 1.2%	1 0.4%	0 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%	1 0.4%	0 0%

Wesley College Parker Library	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Wilmington	0 0%	0 0%	0 0%	3 1.2%	2 0.8%	1 0.4%
Wilmington University Library	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Woodlawn	1 0.4%	0 0%	2 0.8%	1 0.4%	0 0%	1 0.4%
Total	39 15.5%	24 9.6%	36 14.3%	55 21.9%	58 23.1%	39 15.5%

Average Response Time: 1 day, 9 hours, 46 min