

### Turnaround Stats FY17 Ask a Librarian Delaware

Totals reflect all providers of Delaware's statewide virtual reference service, for email, SMS/text, and social media interactions.

By # / Questions	Total # of Questions	0-10 mins	10-60 mins	1-12 hours	12-24 hours	1-3 days	3+ days	Average Turnaround Time*
Month								
2016 July	246	39	24	36	55	58	39	1 day, 9 hours, 46 mins.
Aug	277	53	48	48	58	47	23	1 day, 1 hour, 41 mins.
Sept	281	45	39	49	58	56	35	1 day, 3 hours, 40 mins.
Oct	215	39	19	43	40	44	29	1 day, 12 hours, 10 mins.
Nov	259	48	28	46	32	51	54	1 day, 21 hours, 0 mins.
Dec	242	35	22	52	49	47	37	1 day, 9 hours, 50 mins.
2017 Jan	268	41	22	49	46	56	54	1 day, 22 hours, 5 mins.
Feb	248	65	29	52	44	38	19	22 hours, 19 mins.
Mar	242	51	42	41	45	35	28	1 day, 0 hours, 47 mins.
Apr	251	52	28	51	46	39	35	1 day, 8 hours, 45 mins.
May	250	55	20	47	46	55	27	1 day, 9 hours, 26 mins.
June	245	73	23	53	40	40	16	19 hours, 48 mins.
Total	3024	596	344	567	559	566	396	

252 = unique # of questions per month

Averages: 50 29 47 47 47 33

\*Response expectations differ among various options used by patrons. For example, text messaging is often viewed as a quicker way to ask for assistance or information.

By Percentage	0-10 mins	10-60 mins	1-12 hours	12-24 hours	1-3 days	3+ days	Total # of Questions
Month							
2016 July	15.5	9.6	14.3	21.9	23.1	15.5	246
Aug	19.1	17.3	17.3	20.9	17	8.3	277
Sept	16	13.8	17.4	20.6	19.9	12.4	281
Oct	18.2	8.9	20.1	18.7	20.6	13.6	215
Nov	18.5	10.8	17.8	12.4	19.7	20.8	259
Dec	14.5	9.1	21.5	20.2	19.4	15.3	242
2017 Jan	15.3	8.2	18.3	17.2	20.9	20.1	268
Feb	28.3	11.7	21.1	17.8	15.4	7.7	248
Mar	21.1	17.4	16.9	18.6	14.5	11.6	242
Apr	20.7	11.2	20.3	18.3	15.5	13.9	251
May	22	8	18.8	18.4	22	10.8	250
June	29.8	9.4	21.6	16.3	16.3	6.5	245
Total # of questions							3024
Averages (by percentage):	19.91666667	11.283333	18.783333	18.441667	18.6916667	13.04167	

