

**Turnaround Statistics for Ask a Librarian Delaware  
July 2017**

<b>Queue</b>	<b>0-10 minutes</b>	<b>10-60 minutes</b>	<b>1-12 hours</b>	<b>12-24 hours</b>	<b>1-3 days</b>	<b>3+ days</b>
<b>Appoquinimink</b>	7 2.7%	2 0.8%	0 0%	1 0.4%	3 1.1%	2 0.8%
<b>Ask a Librarian Delaware</b>	15 5.7%	5 1.9%	10 3.8%	6 2.3%	4 1.5%	2 0.8%
<b>Bear</b>	4 1.5%	2 0.8%	1 0.4%	6 2.3%	5 1.9%	0 0%
<b>Brandywine Hundred</b>	5 1.9%	1 0.4%	2 0.8%	2 0.8%	7 2.7%	7 2.7%
<b>Bridgeville</b>	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>Claymont</b>	1 0.4%	1 0.4%	0 0%	2 0.8%	0 0%	0 0%
<b>Corbit-Calloway</b>	1 0.4%	0 0%	0 0%	0 0%	1 0.4%	0 0%
<b>DDL Social Media</b>	1 0.4%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>Del Tech Libraries</b>	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>Delaware City</b>	4 1.5%	2 0.8%	0 0%	0 0%	0 0%	0 0%

<b>Delaware Law Libraries</b>	0 0%	0 0%	0 0%	0 0%	1 0.4%	0 0%
<b>Delaware Library Access Services (Blind/Handicapped)</b>	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>Delaware State Legislative Library</b>	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>Delmar</b>	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>Department of Health and Social Services Library</b>	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>Dover</b>	2 0.8%	1 0.4%	4 1.5%	4 1.5%	2 0.8%	5 1.9%
<b>Elsmere</b>	3 1.1%	0 0%	1 0.4%	1 0.4%	0 0%	0 0%
<b>Frankford</b>	1 0.4%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>Georgetown</b>	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>Greenwood</b>	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>Harrington</b>	1 0.4%	0 0%	0 0%	0 0%	0 0%	1 0.4%
<b>Hockessin</b>	2 0.8%	0 0%	5 1.9%	4 1.5%	3 1.1%	0 0%
<b>Kent County Dept. of Libraries</b>	1 0.4%	0 0%	1 0.4%	1 0.4%	2 0.8%	0 0%

<b>Kirkwood</b>	4 1.5%	0 0%	3 1.1%	1 0.4%	2 0.8%	0 0%
<b>Laurel</b>	5 1.9%	2 0.8%	1 0.4%	0 0%	1 0.4%	4 1.5%
<b>Lewes</b>	4 1.5%	1 0.4%	0 0%	3 1.1%	0 0%	1 0.4%
<b>Millsboro</b>	1 0.4%	0 0%	1 0.4%	1 0.4%	2 0.8%	1 0.4%
<b>Milton</b>	1 0.4%	0 0%	0 0%	1 0.4%	0 0%	0 0%
<b>New Castle</b>	1 0.4%	0 0%	2 0.8%	0 0%	1 0.4%	1 0.4%
<b>Newark</b>	10 3.8%	0 0%	2 0.8%	2 0.8%	4 1.5%	8 3%
<b>North Wilmington</b>	0 0%	0 0%	0 0%	0 0%	0 0%	3 1.1%
<b>Rehoboth Beach</b>	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>Route 9</b>	0 0%	1 0.4%	0 0%	0 0%	0 0%	1 0.4%
<b>Seaford</b>	1 0.4%	1 0.4%	0 0%	0 0%	0 0%	0 0%
<b>Selbyville</b>	0 0%	1 0.4%	0 0%	2 0.8%	0 0%	0 0%
<b>Smyrna</b>	0 0%	0 0%	0 0%	1 0.4%	1 0.4%	0 0%

<b>South Coastal</b>	0 0%	2 0.8%	2 0.8%	1 0.4%	0 0%	0 0%
<b>Sussex County Dept. of Libraries</b>	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>Wesley College Parker Library</b>	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>Wilmington</b>	0 0%	0 0%	0 0%	1 0.4%	1 0.4%	2 0.8%
<b>Wilmington University Library</b>	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>Woodlawn</b>	4 1.5%	1 0.4%	3 1.1%	2 0.8%	2 0.8%	2 0.8%
<b>Total</b>	79 29.9%	23 8.7%	38 14.4%	42 15.9%	42 15.9%	40 15.2%

**Average Response Time:** 1 day, 9 hours, 43 min