

**Turnaround Statistics for Ask a Librarian Delaware  
September 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>	2 1%	1 0.5%	1 0.5%	0 0%	1 0.5%	2 1%
<b>Ask a Librarian Delaware</b>	17 8.5%	4 2%	9 4.5%	10 5%	1 0.5%	1 0.5%
<b>Bear</b>	3 1.5%	1 0.5%	2 1%	4 2%	4 2%	2 1%
<b>Brandywine Hundred</b>	2 1%	0 0%	2 1%	1 0.5%	3 1.5%	2 1%
<b>Bridgeville</b>	1 0.5%	0 0%	1 0.5%	0 0%	0 0%	0 0%
<b>Claymont</b>	1 0.5%	1 0.5%	1 0.5%	0 0%	1 0.5%	0 0%
<b>Corbit-Calloway</b>	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>DDL Social Media</b>	0 0%	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>	0 0%	2 1%	0 0%	1 0.5%	0 0%	1 0.5%

<b>Delaware Law Libraries</b>	0 0%	0 0%	0 0%	0 0%	0 0%	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>	1 0.5%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>Delmar</b>	0 0%	0 0%	1 0.5%	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 1%	2 1%	2 1%	3 1.5%	3 1.5%	0 0%
<b>Elsmere</b>	2 1%	0 0%	0 0%	0 0%	1 0.5%	2 1%
<b>Frankford</b>	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>Georgetown</b>	1 0.5%	0 0%	0 0%	0 0%	2 1%	0 0%
<b>Greenwood</b>	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>Harrington</b>	2 1%	0 0%	0 0%	1 0.5%	0 0%	1 0.5%
<b>Hockessin</b>	4 2%	0 0%	4 2%	1 0.5%	1 0.5%	2 1%
<b>Kent County Dept. of Libraries</b>	0 0%	0 0%	0 0%	0 0%	1 0.5%	0 0%

<b>Kirkwood</b>	1 0.5%	2 1%	1 0.5%	2 1%	4 2%	0 0%
<b>Laurel</b>	3 1.5%	1 0.5%	1 0.5%	0 0%	1 0.5%	0 0%
<b>Lewes</b>	0 0%	1 0.5%	0 0%	1 0.5%	2 1%	1 0.5%
<b>Milford</b>	1 0.5%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>Millsboro</b>	0 0%	0 0%	1 0.5%	0 0%	2 1%	0 0%
<b>Milton</b>	0 0%	0 0%	0 0%	0 0%	1 0.5%	1 0.5%
<b>New Castle</b>	0 0%	0 0%	3 1.5%	1 0.5%	2 1%	1 0.5%
<b>Newark</b>	1 0.5%	1 0.5%	1 0.5%	0 0%	7 3.5%	7 3.5%
<b>North Wilmington</b>	0 0%	0 0%	0 0%	0 0%	0 0%	1 0.5%
<b>Rehoboth Beach</b>	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>Route 9</b>	0 0%	0 0%	0 0%	0 0%	1 0.5%	0 0%
<b>Seaford</b>	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>Selbyville</b>	1 0.5%	1 0.5%	0 0%	0 0%	0 0%	0 0%

<b>Smyrna</b>	2 1%	2 1%	1 0.5%	0 0%	0 0%	0 0%
<b>South Coastal</b>	0 0%	2 1%	0 0%	3 1.5%	1 0.5%	0 0%
<b>Sussex County Dept. of Libraries</b>	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>Wilmington</b>	0 0%	1 0.5%	0 0%	1 0.5%	0 0%	0 0%
<b>Wilmington University Library</b>	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>Woodlawn</b>	4 2%	2 1%	0 0%	0 0%	1 0.5%	1 0.5%
<b>Total</b>	51 25.5%	24 12%	31 15.5%	29 14.5%	40 20%	25 12.5%

**Average Response Time:** 1 day, 5 hours, 8 min