

## Turnaround Statistics for October, 2017

### Ask a Librarian Delaware

Queue	0-10 minutes	10-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
Appoquinimink	3 1.4%	2 0.9%	0 0%	2 0.9%	3 1.4%	0 0%
Ask a Librarian Delaware	26 12.3%	8 3.8%	5 2.4%	4 1.9%	5 2.4%	3 1.4%
Bear	2 0.9%	1 0.5%	3 1.4%	0 0%	0 0%	2 0.9%
Brandywine Hundred	5 2.4%	0 0%	2 0.9%	6 2.8%	7 3.3%	2 0.9%
Bridgeville	0 0%	0 0%	0 0%	0 0%	1 0.5%	0 0%
Claymont	0 0%	2 0.9%	1 0.5%	1 0.5%	1 0.5%	0 0%
Corbit-Calloway	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
DDL Social Media	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Del Tech Libraries	0 0%	1 0.5%	0 0%	0 0%	0 0%	0 0%
Delaware City	5 2.4%	0 0%	0 0%	0 0%	0 0%	0 0%

<b>Delaware Law Libraries</b>	0 0%	0 0%	0 0%	0 0%	0 0%	1 0.5%
<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%	1 0.5%	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>	1 0.5%	0 0%	3 1.4%	5 2.4%	5 2.4%	3 1.4%
<b>Elsmere</b>	4 1.9%	1 0.5%	0 0%	0 0%	0 0%	3 1.4%
<b>Frankford</b>	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>Georgetown</b>	0 0%	1 0.5%	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>	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>Hockessin</b>	4 1.9%	1 0.5%	1 0.5%	2 0.9%	1 0.5%	3 1.4%
<b>Kent County Dept. of Libraries</b>	0 0%	1 0.5%	3 1.4%	0 0%	0 0%	0 0%

<b>Kirkwood</b>	4 1.9%	1 0.5%	1 0.5%	3 1.4%	9 4.2%	0 0%
<b>Laurel</b>	3 1.4%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>Lewes</b>	2 0.9%	2 0.9%	0 0%	0 0%	0 0%	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%	0 0%	0 0%	0 0%	0 0%
<b>Milton</b>	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>New Castle</b>	0 0%	0 0%	3 1.4%	0 0%	1 0.5%	1 0.5%
<b>Newark</b>	3 1.4%	1 0.5%	5 2.4%	0 0%	3 1.4%	4 1.9%
<b>North Wilmington</b>	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
<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%	0 0%	0 0%
<b>Seaford</b>	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>Selbyville</b>	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

<b>Smyrna</b>	0 0%	2 0.9%	0 0%	0 0%	0 0%	0 0%
<b>South Coastal</b>	1 0.5%	1 0.5%	2 0.9%	1 0.5%	0 0%	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%	0 0%	1 0.5%	1 0.5%	2 0.9%	0 0%
<b>Wilmington University Library</b>	0 0%	1 0.5%	0 0%	0 0%	0 0%	0 0%
<b>Woodlawn</b>	2 0.9%	0 0%	0 0%	0 0%	0 0%	3 1.4%
<b>Total</b>	66 31.1%	27 12.7%	30 14.2%	25 11.8%	38 17.9%	26 12.3%

**Average Response Time:** 1 day, 7 hours, 7 min