

Turnaround Statistics for March, 2018

Ask a Librarian Delaware

| Queue | 0-10 minutes | 10-60 minutes | 1-12 hours | 12-24 hours | 1-3 days | 3+ days |
|--------------------------|--------------|---------------|------------|-------------|-----------|-----------|
| Appoquinimink | 8 2.8% | 1 0.4% | 2 0.7% | 1 0.4% | 2 0.7% | 0 0% |
| Ask a Librarian Delaware | 23 8.2% | 5 1.8% | 11 3.9% | 4 1.4% | 4 1.4% | 2 0.7% |
| Bear | 10 3.5% | 1 0.4% | 1 0.4% | 0 0% | 6 2.1% | 3 1.1% |
| Brandywine Hundred | 5 1.8% | 3 1.1% | 3 1.1% | 3 1.1% | 7 2.5% | 1 0.4% |
| Bridgeville | 0 0% | 0 0% | 0 0% | 0 0% | 0 0% | 0 0% |
| Claymont | 2 0.7% | 1 0.4% | 1 0.4% | 0 0% | 0 0% | 0 0% |
| Corbit-Calloway | 0 0% | 0 0% | 0 0% | 0 0% | 0 0% | 1 0.4% |
| DDL Social Media | 1 0.4% | 1 0.4% | 2 0.7% | 0 0% | 0 0% | 0 0% |

| | | | | | | |
|---|-----------|-----------|-----------|-----------|-----------|-----------|
| Del Tech Libraries | 0 0% | 1 0.4% | 0 0% | 0 0% | 0 0% | 0 0% |
| Delaware City | 7 2.5% | 1 0.4% | 0 0% | 0 0% | 0 0% | 0 0% |
| 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 | 1 0.4% | 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 | 1 0.4% | 0 0% | 3 1.1% | 1 0.4% | 1 0.4% | 6 2.1% |
| Elsmere | 0 0% | 1 0.4% | 0 0% | 1 0.4% | 1 0.4% | 1 0.4% |
| Frankford | 1 0.4% | 0 0% | 0 0% | 0 0% | 1 0.4% | 0 0% |

| | | | | | | |
|---------------------------------------|------------|-----------|-----------|-----------|-----------|-----------|
| Georgetown | 0 0% | 0 0% | 1 0.4% | 0 0% | 0 0% | 0 0% |
| Greenwood | 1 0.4% | 0 0% | 2 0.7% | 1 0.4% | 0 0% | 0 0% |
| Harrington | 1 0.4% | 1 0.4% | 0 0% | 0 0% | 0 0% | 1 0.4% |
| Hockessin | 6 2.1% | 1 0.4% | 0 0% | 3 1.1% | 4 1.4% | 1 0.4% |
| Kent County Dept. of Libraries | 0 0% | 0 0% | 0 0% | 0 0% | 0 0% | 0 0% |
| Kirkwood | 13 4.6% | 1 0.4% | 3 1.1% | 6 2.1% | 6 2.1% | 1 0.4% |
| Laurel | 2 0.7% | 5 1.8% | 2 0.7% | 0 0% | 0 0% | 0 0% |
| Lewes | 0 0% | 1 0.4% | 2 0.7% | 0 0% | 1 0.4% | 1 0.4% |
| Milford | 0 0% | 0 0% | 1 0.4% | 0 0% | 0 0% | 0 0% |
| Millsboro | 0 0% | 0 0% | 0 0% | 0 0% | 0 0% | 0 0% |

| | | | | | | |
|-------------------------|------------|-----------|-----------|-----------|-----------|-----------|
| Milton | 0 0% | 0 0% | 0 0% | 0 0% | 0 0% | 0 0% |
| New Castle | 4 1.4% | 0 0% | 4 1.4% | 1 0.4% | 3 1.1% | 2 0.7% |
| Newark | 12 4.3% | 0 0% | 3 1.1% | 3 1.1% | 3 1.1% | 5 1.8% |
| North Wilmington | 2 0.7% | 0 0% | 0 0% | 2 0.7% | 0 0% | 0 0% |
| Rehoboth Beach | 0 0% | 1 0.4% | 0 0% | 0 0% | 0 0% | 0 0% |
| Route 9 | 0 0% | 0 0% | 0 0% | 0 0% | 0 0% | 0 0% |
| Seaford | 0 0% | 0 0% | 0 0% | 0 0% | 0 0% | 0 0% |
| Selbyville | 0 0% | 1 0.4% | 0 0% | 0 0% | 0 0% | 0 0% |
| Smyrna | 0 0% | 0 0% | 2 0.7% | 0 0% | 0 0% | 0 0% |
| South Coastal | 1 0.4% | 1 0.4% | 1 0.4% | 1 0.4% | 0 0% | 0 0% |

| | | | | | | |
|---|--------------|------------|-------------|------------|-------------|------------|
| Sussex County Dept. of Libraries | 0 0% | 0 0% | 0 0% | 0 0% | 0 0% | 0 0% |
| Wilmington | 0 0% | 1 0.4% | 1 0.4% | 0 0% | 1 0.4% | 0 0% |
| Wilmington University Library | 1 0.4% | 0 0% | 0 0% | 0 0% | 1 0.4% | 0 0% |
| Woodlawn | 12 4.3% | 0 0% | 1 0.4% | 0 0% | 0 0% | 1 0.4% |
| Total | 114 40.4% | 28 9.9% | 46 16.3% | 27 9.6% | 41 14.5% | 26 9.2% |

Average Response Time: 19 hours, 58 min