

## Turnaround Statistics-March 2019

Queue	0-10 minutes	10-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
<b>Appoquinimink</b>	3 1.4%	2 0.9%	0 0%	1 0.5%	0 0%	1 0.5%
<b>Ask a Librarian Delaware</b>	5 2.3%	5 2.3%	7 3.3%	6 2.8%	1 0.5%	0 0%
<b>Bear</b>	6 2.8%	0 0%	3 1.4%	0 0%	3 1.4%	0 0%
<b>Brandywine Hundred</b>	4 1.9%	3 1.4%	5 2.3%	1 0.5%	4 1.9%	1 0.5%
<b>Bridgeville</b>	0 0%	0 0%	1 0.5%	0 0%	0 0%	0 0%
<b>Claymont</b>	0 0%	1 0.5%	2 0.9%	1 0.5%	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>	1 0.5%	0 0%	1 0.5%	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%	0 0%	0 0%	0 0%	1 0.5%	0 0%
<b>Delaware Law Libraries</b>	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>Delaware Library Access Services (Blind/Handicapped Library Service)</b>	0 0%	0 0%	0 0%	1 0.5%	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%	1 0.5%	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>	4 1.9%	4 1.9%	5 2.3%	3 1.4%	3 1.4%	0 0%
<b>Elsmere</b>	1 0.5%	1 0.5%	0 0%	1 0.5%	0 0%	0 0%
<b>Frankford</b>	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>Georgetown</b>	4 1.9%	0 0%	2 0.9%	1 0.5%	0 0%	0 0%
<b>Greenwood</b>	0 0%	1 0.5%	1 0.5%	0 0%	0 0%	0 0%
<b>Harrington</b>	0 0%	1 0.5%	0 0%	0 0%	0 0%	0 0%

<b>Hockessin</b>	5 2.3%	3 1.4%	4 1.9%	2 0.9%	2 0.9%	0 0%
<b>Kent County Dept. of Libraries</b>	0 0%	0 0%	2 0.9%	1 0.5%	0 0%	0 0%
<b>Kirkwood</b>	8 3.8%	0 0%	2 0.9%	3 1.4%	5 2.3%	3 1.4%
<b>Laurel</b>	1 0.5%	0 0%	1 0.5%	1 0.5%	1 0.5%	0 0%
<b>Lewes</b>	1 0.5%	3 1.4%	0 0%	1 0.5%	0 0%	1 0.5%
<b>Milford</b>	0 0%	0 0%	2 0.9%	1 0.5%	1 0.5%	0 0%
<b>Millsboro</b>	1 0.5%	0 0%	0 0%	2 0.9%	0 0%	0 0%
<b>Milton</b>	0 0%	0 0%	1 0.5%	0 0%	0 0%	0 0%
<b>New Castle</b>	0 0%	0 0%	0 0%	2 0.9%	4 1.9%	0 0%
<b>Newark</b>	9 4.2%	0 0%	3 1.4%	5 2.3%	3 1.4%	2 0.9%
<b>North Wilmington</b>	0 0%	0 0%	0 0%	0 0%	0 0%	1 0.5%
<b>Rehoboth Beach</b>	1 0.5%	0 0%	1 0.5%	0 0%	0 0%	0 0%
<b>Route 9</b>	0 0%	0 0%	1 0.5%	0 0%	1 0.5%	1 0.5%
<b>Seaford</b>	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>Selbyville</b>	0 0%	1 0.5%	0 0%	0 0%	0 0%	0 0%
<b>Smyrna</b>	0 0%	0 0%	3 1.4%	0 0%	0 0%	0 0%
<b>South Coastal</b>	0 0%	0 0%	0 0%	0 0%	1 0.5%	1 0.5%
<b>Sussex County Dept. of Libraries</b>	0 0%	1 0.5%	0 0%	0 0%	0 0%	0 0%
<b>Wilmington</b>	0 0%	0 0%	0 0%	2 0.9%	0 0%	0 0%
<b>Wilmington University Library</b>	0 0%	0 0%	1 0.5%	0 0%	0 0%	0 0%
<b>Woodlawn</b>	1 0.5%	2 0.9%	2 0.9%	1 0.5%	1 0.5%	0 0%
<b>Total</b>	55 25.8%	28 13.1%	50 23.5%	37 17.4%	32 15%	11 5.2%

**Average Response Time: 19 hours, 39 min**