

Turnaround Statistics-December 2019

Queue	0-10 minutes	10-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
Appoquinimink	0 0%	1 0.5%	2 1.1%	0 0%	2 1.1%	0 0%
Ask a Librarian Delaware	4 2.2%	1 0.5%	5 2.7%	1 0.5%	1 0.5%	0 0%
Bear	0 0%	0 0%	5 2.7%	1 0.5%	0 0%	1 0.5%
Brandywine Hundred	2 1.1%	3 1.6%	2 1.1%	3 1.6%	3 1.6%	3 1.6%
Bridgeville	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Claymont	0 0%	1 0.5%	0 0%	0 0%	3 1.6%	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%
Delaware City	6 3.3%	2 1.1%	0 0%	0 0%	1 0.5%	1 0.5%
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%
Delaware Tech Libraries	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Delmar	0 0%	2 1.1%	0 0%	0 0%	0 0%	0 0%

Department of Health and Social Services	0	0	0	0	0	0
Library	0%	0%	0%	0%	0%	0%
Dover	3 1.6%	0 0%	6 3.3%	2 1.1%	6 3.3%	1 0.5%
Elsmere	0 0%	0 0%	1 0.5%	0 0%	0 0%	0 0%
Frankford	1 0.5%	0 0%	1 0.5%	0 0%	0 0%	0 0%
Georgetown	0 0%	0 0%	1 0.5%	0 0%	0 0%	0 0%
Greenwood	1 0.5%	1 0.5%	0 0%	0 0%	0 0%	0 0%
Harrington	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Hockessin	6 3.3%	3 1.6%	6 3.3%	3 1.6%	2 1.1%	1 0.5%
Kent County Dept. of Libraries	0 0%	2 1.1%	1 0.5%	4 2.2%	0 0%	0 0%
Kirkwood	3 1.6%	1 0.5%	2 1.1%	0 0%	1 0.5%	0 0%
Laurel	0 0%	1 0.5%	0 0%	0 0%	0 0%	0 0%
Lewes	0 0%	3 1.6%	2 1.1%	3 1.6%	0 0%	0 0%
Milford	0 0%	0 0%	0 0%	1 0.5%	0 0%	0 0%
Millsboro	0 0%	0 0%	0 0%	0 0%	1 0.5%	0 0%
Milton	0 0%	0 0%	1 0.5%	1 0.5%	1 0.5%	0 0%
New Castle	0 0%	2 1.1%	3 1.6%	2 1.1%	7 3.8%	1 0.5%

Newark	2 1.1%	1 0.5%	2 1.1%	0 0%	4 2.2%	1 0.5%
North Wilmington	0 0%	0 0%	0 0%	2 1.1%	0 0%	0 0%
Rehoboth Beach	0 0%	1 0.5%	0 0%	0 0%	0 0%	1 0.5%
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%	0 0%	1 0.5%	0 0%	1 0.5%	0 0%
Smyrna	0 0%	1 0.5%	2 1.1%	0 0%	0 0%	0 0%
South Coastal	1 0.5%	0 0%	3 1.6%	2 1.1%	1 0.5%	0 0%
Sussex County Libraries	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Wilmington	1 0.5%	1 0.5%	1 0.5%	1 0.5%	0 0%	0 0%
Wilmington University Library	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Woodlawn	5 2.7%	1 0.5%	3 1.6%	0 0%	0 0%	0 0%
Total	35 19.1%	28 15.3%	50 27.3%	26 14.2%	34 18.6%	10 5.5%

Average Response Time: 17 hours, 23 min