

Turnaround Statistics – March 2020

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%	1 0.5%	0 0%	1 0.5%
Ask a Librarian Delaware	5 2.3%	5 2.3%	7 3.3%	6 2.8%	1 0.5%	0 0%
Bear	6 2.8%	0 0%	3 1.4%	0 0%	3 1.4%	0 0%
Brandywine Hundred	4 1.9%	3 1.4%	5 2.3%	1 0.5%	4 1.9%	1 0.5%
Bridgeville	0 0%	0 0%	1 0.5%	0 0%	0 0%	0 0%
Claymont	0 0%	1 0.5%	2 0.9%	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	1 0.5%	0 0%	1 0.5%	0 0%	0 0%	0 0%
Delaware City	0 0%	0 0%	0 0%	0 0%	1 0.5%	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%	1 0.5%	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%	0 0%	0 0%	1 0.5%	0 0%	0 0%

Department of Health and Social Services Library	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Dover	4 1.9%	4 1.9%	5 2.3%	3 1.4%	3 1.4%	0 0%
Elsmere	1 0.5%	1 0.5%	0 0%	1 0.5%	0 0%	0 0%
Frankford	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Georgetown	4 1.9%	0 0%	2 0.9%	1 0.5%	0 0%	0 0%
Greenwood	0 0%	1 0.5%	1 0.5%	0 0%	0 0%	0 0%
Harrington	0 0%	1 0.5%	0 0%	0 0%	0 0%	0 0%
Hockessin	5 2.3%	3 1.4%	4 1.9%	2 0.9%	2 0.9%	0 0%
Kent County Dept. of Libraries	0 0%	0 0%	2 0.9%	1 0.5%	0 0%	0 0%
Kirkwood	8 3.8%	0 0%	2 0.9%	3 1.4%	5 2.3%	3 1.4%
Laurel	1 0.5%	0 0%	1 0.5%	1 0.5%	1 0.5%	0 0%
Lewes	1 0.5%	3 1.4%	0 0%	1 0.5%	0 0%	1 0.5%
Milford	0 0%	0 0%	2 0.9%	1 0.5%	1 0.5%	0 0%
Millsboro	1 0.5%	0 0%	0 0%	2 0.9%	0 0%	0 0%
Milton	0 0%	0 0%	1 0.5%	0 0%	0 0%	0 0%
New Castle	0 0%	0 0%	0 0%	2 0.9%	4 1.9%	0 0%

Newark	8 3.8%	0 0%	3 1.4%	5 2.3%	4 1.9%	2 0.9%
North Wilmington	0 0%	0 0%	0 0%	0 0%	0 0%	1 0.5%
Rehoboth Beach	1 0.5%	0 0%	1 0.5%	0 0%	0 0%	0 0%
Route 9	0 0%	0 0%	1 0.5%	0 0%	1 0.5%	1 0.5%
Seaford	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Selbyville	0 0%	1 0.5%	0 0%	0 0%	0 0%	0 0%
Smyrna	0 0%	0 0%	3 1.4%	0 0%	0 0%	0 0%
South Coastal	0 0%	0 0%	0 0%	0 0%	1 0.5%	1 0.5%
Sussex County Libraries	0 0%	1 0.5%	0 0%	0 0%	0 0%	0 0%
Wilmington	0 0%	0 0%	0 0%	2 0.9%	0 0%	0 0%
Wilmington University Library	0 0%	0 0%	1 0.5%	0 0%	0 0%	0 0%
Woodlawn	1 0.5%	2 0.9%	2 0.9%	1 0.5%	1 0.5%	0 0%
Total	54 25.4%	28 13.1%	50 23.5%	37 17.4%	33 15.5%	11 5.2%

Average Response Time: 19 hours, 52 min