

Turnaround Statistics – April 2020

Queue	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
Appoquinimink	2 25%	1 12.5%	1 12.5%	2 25%	2 25%	0 0%
Ask a Librarian Delaware	19 38.8%	10 20.4%	16 32.7%	1 2%	3 6.1%	0 0%
Bear	5 18.5%	7 25.9%	9 33.3%	2 7.4%	4 14.8%	0 0%
Brandywine Hundred	5 9.8%	17 33.3%	14 27.5%	12 23.5%	3 5.9%	0 0%
Bridgeville	0 0%	0 0%	2 100%	0 0%	0 0%	0 0%
Claymont	1 12.5%	1 12.5%	2 25%	2 25%	1 12.5%	1 12.5%
Corbit-Calloway	0 0%	0 0%	1 50%	1 50%	0 0%	0 0%
DDL Social Media	1 20%	1 20%	3 60%	0 0%	0 0%	0 0%
Delaware City	7 50%	1 7.1%	1 7.1%	0 0%	4 28.6%	1 7.1%
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	13 35.1%	14 37.8%	7 18.9%	1 2.7%	1 2.7%	1 2.7%
Delmar	0 0%	0 0%	1 100%	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	2	0	2	2	5	2
	15.4%	0%	15.4%	15.4%	38.5%	15.4%
Elsmere	1	1	1	0	1	0
	25%	25%	25%	0%	25%	0%
Frankford	0	0	0	0	0	0
	0%	0%	0%	0%	0%	0%
Georgetown	3	1	1	1	0	0
	50%	16.7%	16.7%	16.7%	0%	0%
Greenwood	0	0	0	0	0	0
	0%	0%	0%	0%	0%	0%
Harrington	0	0	1	0	0	0
	0%	0%	100%	0%	0%	0%
Hockessin	5	7	1	4	0	1
	27.8%	38.9%	5.6%	22.2%	0%	5.6%
Kent County Dept. of Libraries	0	0	1	2	0	0
	0%	0%	33.3%	66.7%	0%	0%
Kirkwood	4	2	0	6	0	0
	33.3%	16.7%	0%	50%	0%	0%
Laurel	0	0	0	0	0	0
	0%	0%	0%	0%	0%	0%
Lewes	1	2	2	1	0	0
	16.7%	33.3%	33.3%	16.7%	0%	0%
Milford	1	1	5	1	0	0
	12.5%	12.5%	62.5%	12.5%	0%	0%
Millsboro	0	0	3	0	0	0
	0%	0%	100%	0%	0%	0%
Milton	0	0	0	0	1	1
	0%	0%	0%	0%	50%	50%
New Castle	4	0	3	3	2	0
	33.3%	0%	25%	25%	16.7%	0%

Newark	0 0%	7 26.9%	12 46.2%	5 19.2%	2 7.7%	0 0%
North Wilmington	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Rehoboth Beach	1 12.5%	1 12.5%	1 12.5%	3 37.5%	2 25%	0 0%
Route 9	1 50%	1 50%	0 0%	0 0%	0 0%	0 0%
Seaford	0 0%	0 0%	1 33.3%	1 33.3%	1 33.3%	0 0%
Selbyville	0 0%	2 66.7%	1 33.3%	0 0%	0 0%	0 0%
Smyrna	0 0%	1 25%	3 75%	0 0%	0 0%	0 0%
South Coastal	1 14.3%	1 14.3%	3 42.9%	0 0%	2 28.6%	0 0%
Sussex County Libraries	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Wilmington	1 20%	0 0%	1 20%	1 20%	1 20%	1 20%
Wilmington University Library	0 0%	0 0%	0 0%	0 0%	0 0%	1 100%
Woodlawn	6 42.9%	3 21.4%	3 21.4%	0 0%	2 14.3%	0 0%
Totals	84 23%	82 22.5%	102 27.9%	51 14%	37 10.1%	9 2.5%

Average Response Time: 10 hours, 18 min