

Turnaround Statistics – May 2020

Queue	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
Appoquinimink	2 33.3%	0 0%	3 50%	0 0%	1 16.7%	0 0%
Ask a Librarian Delaware	41 41.8%	15 15.3%	30 30.6%	7 7.1%	4 4.1%	1 1%
Bear	2 16.7%	0 0%	4 33.3%	3 25%	3 25%	0 0%
Brandywine Hundred	4 9.3%	16 37.2%	12 27.9%	9 20.9%	2 4.7%	0 0%
Bridgeville	0 0%	0 0%	0 0%	0 0%	1 100%	0 0%
Claymont	1 16.7%	0 0%	0 0%	1 16.7%	4 66.7%	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%	1 100%	0 0%	0 0%
Delaware City	4 40%	1 10%	1 10%	1 10%	0 0%	3 30%
Delaware Law Libraries	1 100%	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%	1 100%	0 0%
Delaware State Legislative Library	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Delaware Tech Libraries	12 46.2%	9 34.6%	3 11.5%	0 0%	1 3.8%	1 3.8%
Delmar	0 0%	0 0%	0 0%	1 100%	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	1	0	4	1
	25%	0%	12.5%	0%	50%	12.5%
Elsmere	0	3	0	0	0	0
	0%	100%	0%	0%	0%	0%
Frankford	0	0	1	0	0	0
	0%	0%	100%	0%	0%	0%
Georgetown	0	0	0	1	0	0
	0%	0%	0%	100%	0%	0%
Greenwood	0	0	0	0	0	0
	0%	0%	0%	0%	0%	0%
Harrington	0	0	1	1	0	0
	0%	0%	50%	50%	0%	0%
Hockessin	6	9	2	2	3	1
	26.1%	39.1%	8.7%	8.7%	13%	4.3%
Kent County Dept. of Libraries	2	1	2	2	0	0
	28.6%	14.3%	28.6%	28.6%	0%	0%
Kirkwood	6	1	3	5	1	1
	35.3%	5.9%	17.6%	29.4%	5.9%	5.9%
Laurel	0	0	0	0	0	0
	0%	0%	0%	0%	0%	0%
Lewes	3	3	2	1	0	1
	30%	30%	20%	10%	0%	10%
Milford	1	2	4	1	1	0
	11.1%	22.2%	44.4%	11.1%	11.1%	0%
Millsboro	1	0	0	0	0	0
	100%	0%	0%	0%	0%	0%
Milton	1	0	0	1	0	0
	50%	0%	0%	50%	0%	0%
New Castle	1	0	1	2	1	0
	20%	0%	20%	40%	20%	0%

Newark	2 14.3%	3 21.4%	5 35.7%	1 7.1%	2 14.3%	1 7.1%
North Wilmington	0 0%	0 0%	1 50%	0 0%	0 0%	1 50%
Rehoboth Beach	2 22.2%	0 0%	2 22.2%	3 33.3%	1 11.1%	1 11.1%
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 50%	0 0%	1 50%	0 0%	0 0%
Smyrna	1 11.1%	4 44.4%	3 33.3%	0 0%	1 11.1%	0 0%
South Coastal	0 0%	2 66.7%	1 33.3%	0 0%	0 0%	0 0%
Sussex County Libraries	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Wilmington	1 25%	0 0%	0 0%	0 0%	0 0%	3 75%
Wilmington University Library	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Woodlawn	5 38.5%	3 23.1%	0 0%	2 15.4%	3 23.1%	0 0%
Totals	101 28.8%	73 20.8%	82 23.4%	46 13.1%	34 9.7%	15 4.3%

Average Response Time: 12 hours, 41 min