

Turnaround Statistics-August 2020

Queue	0-10 min.	11-60 min.	1-12 hrs	12-24 hrs	1-3 days	3+ days
Appoquinimink	2 16.7%	2 16.7%	1 8.3%	1 8.3%	5 41.7 %	1 8.3%
Ask a Librarian Delaware	37 31.6%	22 18.8%	27 23.1 %	14 12%	13 11.1 %	4 3.4%
Bear	4 22.2%	0 0%	3 16.7 %	6 33.3 %	4 22.2 %	1 5.6%
Brandywine Hundred	5 13.5%	8 21.6%	7 18.9 %	10 27%	6 16.2 %	1 2.7%
Bridgeville	7 53.8%	1 7.7%	1 7.7%	2 15.4 %	2 15.4 %	0 0%
Claymont	2	0	3	2	2	1

	20%	0%	30%	20%	20%	10%
Corbit-Calloway	0	0	0	0	0	0
	0%	0%	0%	0%	0%	0%
DDL Social Media	2	3	1	0	0	0
	33.3%	50%	16.7%	0%	0%	0%
Delaware City	3	0	2	0	1	2
	37.5%	0%	25%	0%	12.5%	25%
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	10	11	1	0	0	0
	45.5%	50%	4.5%	0%	0%	0%

Delmar	0 0%	0 0%	0 0%	1 100%	0 0%	0 0%
Department of Health and Social Services Library	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Dover	1 5.3%	0 0%	1 5.3%	7 36.8%	0 0%	10 52.6%
Elsmere	1 50%	0 0%	0 0%	1 50%	0 0%	0 0%
Frankford	0 0%	0 0%	1 50%	0 0%	1 50%	0 0%
Georgetown	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Greenwood	0 0%	0 0%	1 100%	0 0%	0 0%	0 0%
Harrington	0	0	0	0	0	0

	0%	0%	0%	0%	0%	0%
Hockessin	11 26.8%	10 24.4%	4 9.8%	12 29.3%	4 9.8%	0 0%
Kent County Dept. of Libraries	1 25%	1 25%	0 0%	0 0%	1 25%	1 25%
Kirkwood	2 11.8%	1 5.9%	0 0%	3 17.6%	8 47.1%	3 17.6%
Laurel	2 33.3%	3 50%	0 0%	0 0%	0 0%	1 16.7%
Lewes	5 29.4%	0 0%	4 23.5%	4 23.5%	4 23.5%	0 0%
Milford	0 0%	1 16.7%	4 66.7%	1 16.7%	0 0%	0 0%

Millsboro	1 25%	0 0%	1 25%	1 25%	0 0%	1 25%
Milton	0 0%	0 0%	0 0%	1 50%	1 50%	0 0%
New Castle	6 66.7%	1 11.1%	0 0%	1 11.1%	0 0%	1 11.1%
Newark	4 15.4%	5 19.2%	4 15.4%	6 23.1%	5 19.2%	2 7.7%
North Wilmington	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Rehoboth Beach	0 0%	1 33.3%	0 0%	0 0%	2 66.7%	0 0%
Route 9	4 50%	2 25%	0 0%	1 12.5%	1 12.5%	0 0%

Seaford	1	0	0	0	0	0
	100%	0%	0%	0%	0%	0%
Selbyville	0	0	0	0	0	0
	0%	0%	0%	0%	0%	0%
Smyrna	1	8	3	1	0	0
	7.7%	61.5%	23.1%	7.7%	0%	0%
South Coastal	2	1	1	0	3	0
	28.6%	14.3%	14.3%	0%	42.9%	0%
Sussex County Libraries	0	0	0	0	1	0
	0%	0%	0%	0%	100%	0%
Wilmington	0	1	0	2	4	0
	0%	14.3%	0%	28.6%	57.1%	0%
Wilmington University Library	1	0	0	0	0	0
	100%	0%	0%	0%	0%	0%

Woodlawn	3 17.6%	5 29.4%	3 17.6 %	2 11.8 %	3 17.6 %	1 5.9%
Totals	118 25.8%	87 19%	73 15.9 %	79 17.2 %	71 15.5 %	30 6.6%

Average Response Time: 20 hours, 48 min