

Turnaround Statistics-September 2020

Queue	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
Appoquinimink	3 20%	0 0%	6 40%	3 20%	2 13.3%	1 6.7%
Ask a Librarian Delaware	41 34.2%	23 19.2%	28 23.3%	17 14.2%	9 7.5%	2 1.7%
Bear	2 11.8%	1 5.9%	5 29.4%	2 11.8%	7 41.2%	0 0%
Brandywine Hundred	5 11.6%	11 25.6%	12 27.9%	10 23.3%	4 9.3%	1 2.3%
Bridgeville	5 41.7%	0 0%	0 0%	6 50%	1 8.3%	0 0%

Claymont	0 0%	2 33.3%	0 0%	2 33.3%	2 33.3%	0 0%
Corbit-Calloway	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
DDL Social Media	2 22.2%	2 22.2%	1 11.1%	3 33.3%	1 11.1%	0 0%
Delaware City	0 0%	0 0%	0 0%	1 25%	1 25%	2 50%
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	16 28.6%	28 50%	7 12.5%	2 3.6%	3 5.4%	0 0%
Delmar	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Department of Health and Social Services Library	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Dover	0 0%	1 8.3%	4 33.3%	2 16.7%	3 25%	2 16.7%
Elsmere	0 0%	1 25%	0 0%	2 50%	1 25%	0 0%
Frankford	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Georgetown	1 33.3%	1 33.3%	0 0%	0 0%	0 0%	1 33.3%

Greenwood	1 50%	0 0%	0 0%	1 50%	0 0%	0 0%
Harrington	0 0%	0 0%	0 0%	1 100%	0 0%	0 0%
Hockessin	5 20.8%	8 33.3%	7 29.2%	2 8.3%	1 4.2%	1 4.2%
Kent County Dept. of Libraries	0 0%	1 25%	1 25%	1 25%	1 25%	0 0%
Kirkwood	8 50%	1 6.3%	1 6.3%	1 6.3%	5 31.3%	0 0%
Laurel	1 33.3%	0 0%	1 33.3%	0 0%	0 0%	1 33.3%
Lewes	4 33.3%	3 25%	0 0%	1 8.3%	4 33.3%	0 0%

Milford	0 0%	5 45.5%	3 27.3%	2 18.2%	1 9.1%	0 0%
Millsboro	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Milton	1 25%	1 25%	2 50%	0 0%	0 0%	0 0%
New Castle	3 23.1%	4 30.8%	5 38.5%	1 7.7%	0 0%	0 0%
Newark	5 18.5%	3 11.1%	9 33.3%	1 3.7%	7 25.9%	2 7.4%
North Wilmington	0 0%	0 0%	0 0%	1 100%	0 0%	0 0%
Rehoboth Beach	0 0%	0 0%	2 50%	1 25%	0 0%	1 25%

Route 9	0 0%	1 50%	0 0%	1 50%	0 0%	0 0%
Seaford	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Selbyville	0 0%	0 0%	0 0%	2 100%	0 0%	0 0%
Smyrna	1 14.3%	4 57.1%	2 28.6%	0 0%	0 0%	0 0%
South Coastal	0 0%	1 11.1%	3 33.3%	3 33.3%	1 11.1%	1 11.1%
Sussex County Libraries	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Wilmington	0 0%	0 0%	2 40%	2 40%	1 20%	0 0%

Wilmington University Library	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Woodlawn	8 44.4%	1 5.6%	2 11.1%	3 16.7%	3 16.7%	1 5.6%
Totals	112 24%	103 22.1%	103 22.1%	74 15.9%	58 12.4%	16 3.4%

Average Response Time: 14 hours, 13 min