

Turnaround Statistics-October 2020

Queue	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
Appoquinimink	2 20%	1 10%	1 10%	2 20%	3 30%	1 10%
Ask a Librarian Delaware	28 28.6%	16 16.3%	22 22.4%	20 20.4%	11 11.2%	1 1%
Bear	3 15.8%	1 5.3%	3 15.8%	7 36.8%	5 26.3%	0 0%
Brandywine Hundred	6 18.8%	10 31.3%	8 25%	5 15.6%	0 0%	3 9.4%
Bridgeville	0 0%	1 25%	0 0%	1 25%	1 25%	1 25%
Claymont	4 44.4%	1 11.1%	0 0%	2 22.2%	1 11.1%	1 11.1%

Corbit-Calloway	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
DDL Social Media	1 14.3%	1 14.3%	3 42.9%	2 28.6%	0 0%	0 0%
Delaware City	3 27.3%	1 9.1%	0 0%	0 0%	1 9.1%	6 54.5%
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%	1 100%
Delaware State Legislative Library	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Delaware Tech Libraries	13 39.4%	12 36.4%	5 15.2%	1 3%	2 6.1%	0 0%

Delmar	0 0%	0 0%	1 100%	0 0%	0 0%	0 0%
Department of Health and Social Services Library	0 0%	2 100%	0 0%	0 0%	0 0%	0 0%
Dover	2 9.1%	3 13.6%	3 13.6%	4 18.2%	7 31.8%	3 13.6%
Elsmere	1 14.3%	1 14.3%	2 28.6%	2 28.6%	1 14.3%	0 0%
Frankford	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Georgetown	3 75%	0 0%	0 0%	1 25%	0 0%	0 0%
Greenwood	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

Harrington	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Hockessin	12 34.3%	9 25.7%	1 2.9%	5 14.3%	5 14.3%	3 8.6%
Kent County Dept. of Libraries	1 25%	0 0%	2 50%	0 0%	1 25%	0 0%
Kirkwood	2 22.2%	1 11.1%	2 22.2%	3 33.3%	1 11.1%	0 0%
Laurel	0 0%	0 0%	0 0%	1 100%	0 0%	0 0%
Lewes	2 18.2%	3 27.3%	2 18.2%	3 27.3%	1 9.1%	0 0%
Milford	3 21.4%	5 35.7%	5 35.7%	1 7.1%	0 0%	0 0%

Millsboro	0 0%	0 0%	1 50%	0 0%	1 50%	0 0%
Milton	2 100%	0 0%	0 0%	0 0%	0 0%	0 0%
New Castle	4 33.3%	3 25%	1 8.3%	1 8.3%	2 16.7%	1 8.3%
Newark	5 18.5%	3 11.1%	6 22.2%	6 22.2%	5 18.5%	2 7.4%
North Wilmington	0 0%	0 0%	1 100%	0 0%	0 0%	0 0%
Rehoboth Beach	0 0%	0 0%	0 0%	0 0%	0 0%	1 100%
Route 9	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

Seaford	0 0%	0 0%	1 50%	0 0%	1 50%	0 0%
Selbyville	0 0%	0 0%	1 50%	0 0%	1 50%	0 0%
Smyrna	0 0%	0 0%	0 0%	0 0%	1 100%	0 0%
South Coastal	1 20%	1 20%	1 20%	1 20%	1 20%	0 0%
Sussex County Libraries	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Wilmington	0 0%	1 14.3%	2 28.6%	3 42.9%	1 14.3%	0 0%
Wilmington University Library	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

Woodlawn	5 55.6%	0 0%	2 22.2%	1 11.1%	1 11.1%	0 0%
Totals	103 25.4%	76 18.8%	76 18.8%	72 17.8%	54 13.3%	24 5.9%

Average Response Time: 19 hours, 9 min