

Turnaround Statistics – July 2021

	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
Appoquinimink	1 20%	2 40%	0 0%	0 0%	1 20%	1 20%
Ask a Librarian Delaware	23 24.5%	11 11.7%	31 33%	15 16%	13 13.8%	1 1.1%
Bear	1 7.7%	1 7.7%	2 15.4%	2 15.4%	5 38.5%	2 15.4%
Brandywine Hundred	3 13%	6 26.1%	2 8.7%	1 4.3%	9 39.1%	2 8.7%
Bridgeville	0 0%	1 100%	0 0%	0 0%	0 0%	0 0%
Claymont	1 12.5%	1 12.5%	2 25%	1 12.5%	1 12.5%	2 25%

Corbit-Calloway	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Correctional Services - Reference by Mail (INTERNAL USE ONLY)	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
DDL Social Media	0 0%	2 40%	2 40%	0 0%	1 20%	0 0%
Delaware City	2 50%	0 0%	1 25%	0 0%	1 25%	0 0%
Delaware Law Libraries	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Delaware Library Access Services (Blind/Handicapped Library Service)	1 50%	0 0%	0 0%	1 50%	0 0%	0 0%
Delaware Tech Libraries	2 20%	3 30%	4 40%	0 0%	1 10%	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	5 41.7%	2 16.7%	2 16.7%	2 16.7%	1 8.3%	0 0%
Elsmere	1 33.3%	0 0%	0 0%	2 66.7%	0 0%	0 0%
Frankford	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Georgetown	1 100%	0 0%	0 0%	0 0%	0 0%	0 0%
Greenwood	0 0%	1 100%	0 0%	0 0%	0 0%	0 0%

Harrington	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Hockessin	2 22.2%	1 11.1%	1 11.1%	2 22.2%	3 33.3%	0 0%
Kent County Dept. of Libraries	0 0%	0 0%	1 100%	0 0%	0 0%	0 0%
Kirkwood	0 0%	2 50%	0 0%	0 0%	2 50%	0 0%
Laurel	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Lewes	1 14.3%	2 28.6%	0 0%	3 42.9%	1 14.3%	0 0%
Milford	0 0%	2 66.7%	1 33.3%	0 0%	0 0%	0 0%

Millsboro	0 0%	0 0%	0 0%	1 100%	0 0%	0 0%
Milton	0 0%	2 100%	0 0%	0 0%	0 0%	0 0%
New Castle	0 0%	1 25%	1 25%	1 25%	0 0%	1 25%
Newark	0 0%	0 0%	6 46.2%	1 7.7%	2 15.4%	4 30.8%
North Wilmington	0 0%	0 0%	0 0%	0 0%	1 100%	0 0%
Rehoboth Beach	0 0%	0 0%	0 0%	0 0%	0 0%	1 100%
Route 9	0 0%	2 100%	0 0%	0 0%	0 0%	0 0%

Seaford	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Selbyville	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Smyrna	0 0%	0 0%	2 100%	0 0%	0 0%	0 0%
South Coastal	1 16.7%	1 16.7%	2 33.3%	1 16.7%	1 16.7%	0 0%
Sussex County Libraries	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Wilmington	0 0%	0 0%	3 33.3%	2 22.2%	4 44.4%	0 0%
Wilmington University Library	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

Woodlawn	4 36.4%	0 0%	3 27.3%	3 27.3%	0 0%	1 9.1%
Totals	49 19%	43 16.7%	66 25.6%	38 14.7%	47 18.2%	15 5.8%

Average Response Time: 18 hours, 21 min