

## Turnaround Statistics – October 2021

|                                 | 0-10 minutes | 11-60 minutes | 1-12 hours  | 12-24 hours | 1-3 days   | 3+ days   |
|---------------------------------|--------------|---------------|-------------|-------------|------------|-----------|
| <b>Appoquinimink</b>            | 1<br>33.3%   | 2<br>66.7%    | 0<br>0%     | 0<br>0%     | 0<br>0%    | 0<br>0%   |
| <b>Ask a Librarian Delaware</b> | 28<br>29.8%  | 22<br>23.4%   | 22<br>23.4% | 18<br>19.1% | 4<br>4.3%  | 0<br>0%   |
| <b>Bear</b>                     | 3<br>37.5%   | 1<br>12.5%    | 1<br>12.5%  | 2<br>25%    | 1<br>12.5% | 0<br>0%   |
| <b>Brandywine Hundred</b>       | 2<br>8.3%    | 4<br>16.7%    | 8<br>33.3%  | 2<br>8.3%   | 7<br>29.2% | 1<br>4.2% |
| <b>Bridgeville</b>              | 0<br>0%      | 1<br>100%     | 0<br>0%     | 0<br>0%     | 0<br>0%    | 0<br>0%   |
| <b>Claymont</b>                 | 1<br>33.3%   | 0<br>0%       | 0<br>0%     | 1<br>33.3%  | 1<br>33.3% | 0<br>0%   |

|   |           |            |            |            |         |         |
|---|-----------|------------|------------|------------|---------|---------|
| <b>Corbit-Calloway</b>  | 0<br>0%   | 0<br>0%    | 1<br>100%  | 0<br>0%    | 0<br>0% | 0<br>0% |
| <b>Correctional Services - Reference by Mail (INTERNAL USE ONLY)</b>        | 7<br>100% | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0% | 0<br>0% |
| <b>DDL Social Media</b>   | 0<br>0%   | 0<br>0%    | 3<br>75%   | 1<br>25%   | 0<br>0% | 0<br>0% |
| <b>Delaware City</b>  | 0<br>0%   | 0<br>0%    | 1<br>100%  | 0<br>0%    | 0<br>0% | 0<br>0% |
| <b>Delaware Law Libraries</b>   | 0<br>0%   | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0% | 0<br>0% |
| <b>Delaware Library Access Services (Blind/Handicapped Library Service)</b> | 2<br>100% | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0% | 0<br>0% |
| <b>Delaware Tech Libraries</b>  | 1<br>9.1% | 2<br>18.2% | 6<br>54.5% | 2<br>18.2% | 0<br>0% | 0<br>0% |

|   |            |           |            |           |          |          |
|---|------------|-----------|------------|-----------|----------|----------|
| <b>Delmar</b>   | 0<br>0%    | 0<br>0%   | 0<br>0%    | 0<br>0%   | 0<br>0%  | 0<br>0%  |
| <b>Department of Health and Social Services Library</b> | 0<br>0%    | 0<br>0%   | 0<br>0%    | 0<br>0%   | 0<br>0%  | 0<br>0%  |
| <b>Dover</b>  | 3<br>37.5% | 0<br>0%   | 1<br>12.5% | 0<br>0%   | 2<br>25% | 2<br>25% |
| <b>Elsmere</b>  | 0<br>0%    | 0<br>0%   | 0<br>0%    | 1<br>100% | 0<br>0%  | 0<br>0%  |
| <b>Frankford</b>  | 0<br>0%    | 1<br>100% | 0<br>0%    | 0<br>0%   | 0<br>0%  | 0<br>0%  |
| <b>Georgetown</b>                                       | 0<br>0%    | 0<br>0%   | 0<br>0%    | 1<br>100% | 0<br>0%  | 0<br>0%  |
| <b>Greenwood</b>  | 0<br>0%    | 0<br>0%   | 0<br>0%    | 0<br>0%   | 0<br>0%  | 0<br>0%  |

|                                       |            |            |            |            |            |          |
|---------------------------------------|------------|------------|------------|------------|------------|----------|
| <b>Harrington</b>                     | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%  |
| <b>Hockessin</b>                      | 0<br>0%    | 1<br>20%   | 2<br>40%   | 1<br>20%   | 0<br>0%    | 1<br>20% |
| <b>Kent County Dept. of Libraries</b> | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%  |
| <b>Kirkwood</b>                       | 0<br>0%    | 0<br>0%    | 4<br>44.4% | 4<br>44.4% | 1<br>11.1% | 0<br>0%  |
| <b>Laurel</b>                         | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%    | 0<br>0%  |
| <b>Lewes</b>                          | 2<br>33.3% | 0<br>0%    | 1<br>16.7% | 3<br>50%   | 0<br>0%    | 0<br>0%  |
| <b>Milford</b>                        | 3<br>37.5% | 3<br>37.5% | 1<br>12.5% | 1<br>12.5% | 0<br>0%    | 0<br>0%  |

|                         |            |          |            |            |           |          |
|-------------------------|------------|----------|------------|------------|-----------|----------|
| <b>Millsboro</b>        | 0<br>0%    | 0<br>0%  | 0<br>0%    | 0<br>0%    | 1<br>100% | 0<br>0%  |
| <b>Milton</b>           | 0<br>0%    | 1<br>50% | 1<br>50%   | 0<br>0%    | 0<br>0%   | 0<br>0%  |
| <b>New Castle</b>       | 5<br>83.3% | 0<br>0%  | 0<br>0%    | 1<br>16.7% | 0<br>0%   | 0<br>0%  |
| <b>Newark</b>           | 2<br>25%   | 0<br>0%  | 1<br>12.5% | 1<br>12.5% | 2<br>25%  | 2<br>25% |
| <b>North Wilmington</b> | 0<br>0%    | 0<br>0%  | 0<br>0%    | 0<br>0%    | 0<br>0%   | 0<br>0%  |
| <b>Rehoboth Beach</b>   | 0<br>0%    | 0<br>0%  | 1<br>100%  | 0<br>0%    | 0<br>0%   | 0<br>0%  |
| <b>Route 9</b>          | 0<br>0%    | 0<br>0%  | 1<br>100%  | 0<br>0%    | 0<br>0%   | 0<br>0%  |

|                                      |         |            |            |           |         |         |
|--------------------------------------|---------|------------|------------|-----------|---------|---------|
| <b>Seaford</b>                       | 0<br>0% | 0<br>0%    | 1<br>100%  | 0<br>0%   | 0<br>0% | 0<br>0% |
| <b>Selbyville</b>                    | 0<br>0% | 0<br>0%    | 0<br>0%    | 0<br>0%   | 0<br>0% | 0<br>0% |
| <b>Smyrna</b>                        | 0<br>0% | 0<br>0%    | 1<br>100%  | 0<br>0%   | 0<br>0% | 0<br>0% |
| <b>South Coastal</b>                 | 0<br>0% | 0<br>0%    | 0<br>0%    | 2<br>100% | 0<br>0% | 0<br>0% |
| <b>Sussex County Libraries</b>       | 0<br>0% | 0<br>0%    | 0<br>0%    | 0<br>0%   | 0<br>0% | 0<br>0% |
| <b>Wilmington</b>                    | 0<br>0% | 1<br>33.3% | 2<br>66.7% | 0<br>0%   | 0<br>0% | 0<br>0% |
| <b>Wilmington University Library</b> | 0<br>0% | 0<br>0%    | 0<br>0%    | 0<br>0%   | 0<br>0% | 0<br>0% |

|                 |             |             |             |             |            |            |
|-----------------|-------------|-------------|-------------|-------------|------------|------------|
| <b>Woodlawn</b> | 0<br>0%     | 1<br>12.5%  | 1<br>12.5%  | 1<br>12.5%  | 1<br>12.5% | 4<br>50%   |
| <b>Totals</b>   | 60<br>25.9% | 40<br>17.2% | 60<br>25.9% | 42<br>18.1% | 20<br>8.6% | 10<br>4.3% |

**Average Response Time: 13 hours, 4 min**