



Turnaround Statistics – February 2022 – 271 tickets

	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
Appoquinimink	0 0%	1 25%	0 0%	2 50%	1 25%	0 0%
Ask a Librarian Delaware	33 30%	25 22.7%	15 13.6%	25 22.7%	10 9.1%	2 1.8%
Bear	1 9.1%	2 18.2%	2 18.2%	2 18.2%	2 18.2%	2 18.2%
Brandywine Hundred	3 16.7%	3 16.7%	4 22.2%	5 27.8%	3 16.7%	0 0%

Bridgeville	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Claymont	0 0%	2 50%	1 25%	0 0%	1 25%	0 0%
Corbit-Calloway	1 100%	0 0%	0 0%	0 0%	0 0%	0 0%
Correctional Services - Reference by Mail (INTERNAL USE ONLY)	4 100%	0 0%	0 0%	0 0%	0 0%	0 0%
DDL Social Media	1 50%	0 0%	1 50%	0 0%	0 0%	0 0%
Delaware City	0 0%	0 0%	0 0%	0 0%	0 0%	1 100%

Delaware Law Libraries	0 0%	0 0%	0 0%	1 100%	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 Tech Libraries	6 25%	7 29.2%	6 25%	5 20.8%	0 0%	0 0%
Delmar	2 100%	0 0%	0 0%	0 0%	0 0%	0 0%
Department of Health and Social Services Library	0 0%	1 100%	0 0%	0 0%	0 0%	0 0%
Dover	3 33.3%	0 0%	2 22.2%	0 0%	2 22.2%	2 22.2%

Elsmere	0 0%	0 0%	0 0%	0 0%	1 100%	0 0%
Frankford	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Georgetown	0 0%	0 0%	1 100%	0 0%	0 0%	0 0%
Greenwood	0 0%	0 0%	0 0%	1 100%	0 0%	0 0%
Harrington	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Hockessin	1 7.7%	3 23.1%	3 23.1%	2 15.4%	4 30.8%	0 0%

Kent County Dept. of Libraries	0 0%	0 0%	2 50%	0 0%	0 0%	2 50%
Kirkwood	1 25%	1 25%	0 0%	0 0%	2 50%	0 0%
Laurel	0 0%	0 0%	1 50%	1 50%	0 0%	0 0%
Lewes	0 0%	0 0%	2 25%	1 12.5%	4 50%	1 12.5%
Milford	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Millsboro	0 0%	1 50%	0 0%	0 0%	1 50%	0 0%

Milton	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
New Castle	0 0%	0 0%	1 33.3%	1 33.3%	1 33.3%	0 0%
Newark	2 12.5%	2 12.5%	4 25%	3 18.8%	2 12.5%	3 18.8%
North Wilmington	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Rehoboth Beach	2 100%	0 0%	0 0%	0 0%	0 0%	0 0%
Route 9	1 50%	0 0%	0 0%	0 0%	1 50%	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	1 25%	2 50%	1 25%	0 0%	0 0%	0 0%
South Coastal	1 20%	1 20%	1 20%	2 40%	0 0%	0 0%
Sussex County Libraries	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Wilmington	0 0%	1 20%	0 0%	0 0%	4 80%	0 0%

Wilmington University Library	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Woodlawn	4 66.7%	0 0%	1 16.7%	0 0%	0 0%	1 16.7%
Totals	67 24.7%	52 19.2%	48 17.7%	51 18.8%	39 14.4%	14 5.2%

Average Response Time: 15 hours, 47 min