Turnaround Statistics – March 2022 – 307 tickets

	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
Appoquinimink	1 12.5%	1 12.5%	2 25%	2 25%	2 25%	0 0%
Ask a Librarian Delaware	26 23.6%	23 20.9%	26 23.6%	25 22.7%	6 5.5%	4 3.6%
Bear	2 20%	0 0%	1 10%	5 50%	2 20%	0 0%
Brandywine Hundred	3 14.3%	5 23.8%	3 14.3%	6 28.6%	2 9.5%	2 9.5%

Bridgeville	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Claymont	2 28.6%	2 28.6%	0 0%	2 28.6%	1 14.3%	0 0%
Corbit-Calloway	1 50%	0 0%	1 50%	0 0%	0 0%	0 0%
Correctional Services - Reference by Mail (INTERNAL USE ONLY)	5 100%	0 0%	0 0%	0 0%	0 0%	0 0%
DDL Social Media	0 0%	1 100%	0 0%	0 0%	0 0%	0 0%
Delaware City	4 50%	0 0%	1 12.5%	0 0%	1 12.5%	2 25%

Delaware Law Libraries	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Delaware Library Access Services (Blind/Handicapped Library Service)	1 100%	0 0%	0 0%	0 0%	0 0%	0 0%
Delaware Tech Libraries	4 21.1%	9 47.4%	2 10.5%	1 5.3%	2 10.5%	1 5.3%
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	1 9.1%	2 18.2%	2 18.2%	4 36.4%	1 9.1%	1 9.1%

Elsmere	0 0%	0 0%	1 33.3%	2 66.7%	0 0%	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	2 28.6%	2 28.6%	0 0%	1 14.3%	2 28.6%	0 0%
Harrington	0 0%	0 0%	1 100%	0 0%	0 0%	0 0%
Hockessin	4 30.8%	3 23.1%	0 0%	2 15.4%	4 30.8%	0 0%

Kent County Dept. of Libraries	1 25%	0 0%	1 25%	1 25%	0 0%	1 25%
Kirkwood	2 25%	1 12.5%	1 12.5%	2 25%	1 12.5%	1 12.5%
Laurel	0 0%	0 0%	0 0%	1 100%	0 0%	0 0%
Lewes	1 11.1%	2 22.2%	2 22.2%	0 0%	2 22.2%	2 22.2%
Milford	2 28.6%	1 14.3%	3 42.9%	0 0%	1 14.3%	0 0%
Millsboro	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

Milton	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
New Castle	0 0%	0 0%	0 0%	1 100%	0 0%	0 0%
Newark	1 5.6%	4 22.2%	9 50%	2 11.1%	2 11.1%	0 0%
North Wilmington	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Rehoboth Beach	1 33.3%	0 0%	0 0%	1 33.3%	0 0%	1 33.3%
Route 9	0 0%	0 0%	2 100%	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%	2 100%	0 0%	0 0%
Smyrna	0 0%	1 25%	3 75%	0 0%	0 0%	0 0%
South Coastal	0 0%	0 0%	1 33.3%	0 0%	2 66.7%	0 0%
Sussex County Libraries	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Wilmington	1 14.3%	0 0%	2 28.6%	1 14.3%	0 0%	3 42.9%

Wilmington University Library	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Woodlawn	1 10%	0 0%	5 50%	2 20%	0 0%	2 20%
Totals	66 21.5%	57 18.6%	70 22.8%	63 20.5%	31 10.1%	20 6.5%

Average Response Time: 16 hours, 34 min