



Turnaround Statistics – Apr 2022 – 265 tickets

	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
Appoquinimink	0 0%	2 22.2%	2 22.2%	0 0%	3 33.3%	2 22.2%
Ask a Librarian Delaware	16 15.7%	20 19.6%	27 26.5%	22 21.6%	17 16.7%	0 0%
Bear	1 5.9%	4 23.5%	6 35.3%	5 29.4%	1 5.9%	0 0%
Brandywine Hundred	3 12.5%	3 12.5%	7 29.2%	6 25%	3 12.5%	2 8.3%

Bridgeville	0 0%	0 0%	0 0%	1 100%	0 0%	0 0%
Claymont	0 0%	0 0%	0 0%	0 0%	1 100%	0 0%
Corbit-Calloway	0 0%	0 0%	1 50%	0 0%	0 0%	1 50%
Correctional Services - Reference by Mail (INTERNAL USE ONLY)	6 100%	0 0%	0 0%	0 0%	0 0%	0 0%
DDL Social Media	2 50%	0 0%	1 25%	0 0%	1 25%	0 0%
Delaware City	1 33.3%	1 33.3%	0 0%	1 33.3%	0 0%	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)	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Delaware Tech Libraries	4 40%	4 40%	1 10%	1 10%	0 0%	0 0%
Delmar	0 0%	0 0%	0 0%	1 100%	0 0%	0 0%
Department of Health and Social Services Library	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Dover	2 22.2%	0 0%	1 11.1%	0 0%	4 44.4%	2 22.2%

Elsmere	1 50%	0 0%	0 0%	0 0%	0 0%	1 50%
Frankford	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Georgetown	0 0%	0 0%	1 33.3%	1 33.3%	0 0%	1 33.3%
Greenwood	0 0%	0 0%	0 0%	0 0%	1 100%	0 0%
Harrington	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Hockessin	0 0%	1 14.3%	2 28.6%	1 14.3%	3 42.9%	0 0%

Kent County Dept. of Libraries	1 33.3%	0 0%	0 0%	0 0%	0 0%	2 66.7%
Kirkwood	0 0%	2 25%	3 37.5%	2 25%	0 0%	1 12.5%
Laurel	0 0%	0 0%	0 0%	1 50%	1 50%	0 0%
Lewes	0 0%	0 0%	2 50%	0 0%	1 25%	1 25%
Milford	0 0%	0 0%	0 0%	0 0%	0 0%	1 100%
Millsboro	0 0%	1 50%	1 50%	0 0%	0 0%	0 0%

Milton	0 0%	0 0%	0 0%	1 50%	1 50%	0 0%
New Castle	1 25%	0 0%	2 50%	0 0%	0 0%	1 25%
Newark	0 0%	3 42.9%	2 28.6%	1 14.3%	1 14.3%	0 0%
North Wilmington	0 0%	0 0%	0 0%	0 0%	0 0%	1 100%
Rehoboth Beach	1 25%	0 0%	1 25%	0 0%	2 50%	0 0%
Route 9	1 25%	1 25%	1 25%	1 25%	0 0%	0 0%

Seaford	2 100%	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	0 0%	0 0%	0 0%	0 0%	1 100%	0 0%
Sussex County Libraries	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Wilmington	1 14.3%	0 0%	1 14.3%	2 28.6%	1 14.3%	2 28.6%

Wilmington University Library	0 0%	0 0%	0 0%	0 0%	1 100%	0 0%
Woodlawn	2 25%	0 0%	3 37.5%	0 0%	2 25%	1 12.5%
Totals	45 17%	42 15.8%	67 25.3%	47 17.7%	45 17%	19 7.2%

Average Response Time: 20 hours, 3 min