



Turnaround Statistics – May 2022 – 312 tickets

	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
<b>Appoquinimink</b>	2 18.2%	0 0%	0 0%	2 18.2%	5 45.5%	2 18.2%
<b>Ask a Librarian Delaware</b>	34 26.4%	25 19.4%	21 16.3%	29 22.5%	15 11.6%	5 3.9%
<b>Bear</b>	8 44.4%	0 0%	2 11.1%	3 16.7%	4 22.2%	1 5.6%
<b>Brandywine Hundred</b>	18 45%	6 15%	6 15%	7 17.5%	3 7.5%	0 0%

<b>Bridgeville</b>	0 0%	0 0%	1 50%	1 50%	0 0%	0 0%
<b>Claymont</b>	0 0%	0 0%	2 66.7%	0 0%	1 33.3%	0 0%
<b>Corbit-Calloway</b>	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>Correctional Services - Reference by Mail (INTERNAL USE ONLY)</b>	5 100%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>DDL Social Media</b>	0 0%	0 0%	2 100%	0 0%	0 0%	0 0%
<b>Delaware City</b>	0 0%	1 33.3%	2 66.7%	0 0%	0 0%	0 0%

<b>Delaware Law Libraries</b>	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>Delaware Library Access Services (Blind/Handicapped Library Service)</b>	2 100%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>Delaware Tech Libraries</b>	2 20%	4 40%	1 10%	2 20%	1 10%	0 0%
<b>Delmar</b>	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>Department of Health and Social Services Library</b>	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>Dover</b>	0 0%	0 0%	2 66.7%	0 0%	1 33.3%	0 0%

<b>Elsmere</b>	0 0%	0 0%	0 0%	1 100%	0 0%	0 0%
<b>Frankford</b>	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>Georgetown</b>	0 0%	0 0%	0 0%	1 100%	0 0%	0 0%
<b>Greenwood</b>	0 0%	0 0%	0 0%	1 50%	1 50%	0 0%
<b>Harrington</b>	0 0%	0 0%	0 0%	1 50%	1 50%	0 0%
<b>Hockessin</b>	1 9.1%	2 18.2%	3 27.3%	3 27.3%	1 9.1%	1 9.1%

<b>Kent County Dept. of Libraries</b>	0 0%	0 0%	2 66.7%	0 0%	0 0%	1 33.3%
<b>Kirkwood</b>	2 33.3%	0 0%	3 50%	1 16.7%	0 0%	0 0%
<b>Laurel</b>	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>Lewes</b>	1 10%	2 20%	2 20%	3 30%	2 20%	0 0%
<b>Milford</b>	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>Millsboro</b>	0 0%	0 0%	1 33.3%	0 0%	2 66.7%	0 0%

<b>Milton</b>	0 0%	0 0%	0 0%	1 100%	0 0%	0 0%
<b>New Castle</b>	1 25%	0 0%	2 50%	0 0%	1 25%	0 0%
<b>Newark</b>	2 22.2%	2 22.2%	1 11.1%	3 33.3%	0 0%	1 11.1%
<b>North Wilmington</b>	0 0%	0 0%	2 100%	0 0%	0 0%	0 0%
<b>Rehoboth Beach</b>	1 16.7%	1 16.7%	4 66.7%	0 0%	0 0%	0 0%
<b>Route 9</b>	0 0%	0 0%	1 50%	1 50%	0 0%	0 0%

<b>Seaford</b>	2 50%	0 0%	0 0%	2 50%	0 0%	0 0%
<b>Selbyville</b>	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>Smyrna</b>	0 0%	3 50%	2 33.3%	1 16.7%	0 0%	0 0%
<b>South Coastal</b>	0 0%	0 0%	0 0%	0 0%	1 100%	0 0%
<b>Sussex County Libraries</b>	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>Wilmington</b>	0 0%	0 0%	2 40%	3 60%	0 0%	0 0%

<b>Wilmington University Library</b>	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>Woodlawn</b>	3 60%	0 0%	0 0%	0 0%	1 20%	1 20%
<b>Totals</b>	84 26.9%	46 14.7%	64 20.5%	66 21.2%	40 12.8%	12 3.8%

**Average Response Time:** 14 hours, 17 min