



Turnaround Statistics – July 2022 – 324 tickets

	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
Appoquinimink	4 21.1%	3 15.8%	5 26.3%	2 10.5%	4 21.1%	1 5.3%
Ask a Librarian Delaware	31 21.8%	31 21.8%	27 19%	28 19.7%	18 12.7%	7 4.9%
Bear	0 0%	1 10%	1 10%	5 50%	3 30%	0 0%
Brandywine Hundred	2 8.7%	4 17.4%	7 30.4%	7 30.4%	2 8.7%	1 4.3%

Bridgeville	0 0%	0 0%	0 0%	1 50%	1 50%	0 0%
Claymont	0 0%	0 0%	1 33.3%	0 0%	1 33.3%	1 33.3%
Corbit-Calloway	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Correctional Services - Reference by Mail (INTERNAL USE ONLY)	1 100%	0 0%	0 0%	0 0%	0 0%	0 0%
DDL Social Media	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Delaware City	1 25%	2 50%	0 0%	0 0%	1 25%	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	0 0%	3 60%	1 20%	1 20%	0 0%	0 0%
Delmar	0 0%	1 100%	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	0 0%	2 28.6%	1 14.3%	1 14.3%	1 14.3%	2 28.6%

Elsmere	1 25%	1 25%	0 0%	0 0%	1 25%	1 25%
Frankford	0 0%	1 100%	0 0%	0 0%	0 0%	0 0%
Georgetown	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Greenwood	0 0%	0 0%	2 100%	0 0%	0 0%	0 0%
Harrington	0 0%	0 0%	1 100%	0 0%	0 0%	0 0%
Hockessin	1 12.5%	3 37.5%	1 12.5%	1 12.5%	2 25%	0 0%

Kent County Dept. of Libraries	0 0%	0 0%	2 33.3%	0 0%	2 33.3%	2 33.3%
Kirkwood	0 0%	1 20%	1 20%	1 20%	2 40%	0 0%
Laurel	0 0%	0 0%	0 0%	2 66.7%	1 33.3%	0 0%
Lewes	0 0%	0 0%	5 62.5%	2 25%	1 12.5%	0 0%
Milford	0 0%	1 14.3%	5 71.4%	1 14.3%	0 0%	0 0%
Millsboro	0 0%	3 75%	0 0%	0 0%	1 25%	0 0%

Milton	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
New Castle	0 0%	0 0%	1 50%	0 0%	0 0%	1 50%
Newark	0 0%	1 5.6%	3 16.7%	2 11.1%	7 38.9%	5 27.8%
North Wilmington	0 0%	0 0%	0 0%	1 33.3%	1 33.3%	1 33.3%
Rehoboth Beach	1 20%	1 20%	0 0%	1 20%	1 20%	1 20%
Route 9	0 0%	1 50%	0 0%	1 50%	0 0%	0 0%

Seaford	2 66.7%	0 0%	0 0%	0 0%	1 33.3%	0 0%
Selbyville	0 0%	0 0%	0 0%	2 66.7%	1 33.3%	0 0%
Smyrna	1 50%	0 0%	1 50%	0 0%	0 0%	0 0%
South Coastal	0 0%	1 33.3%	0 0%	1 33.3%	1 33.3%	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%	2 28.6%	1 14.3%	1 14.3%

Wilmington University Library	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Woodlawn	6 60%	0 0%	4 40%	0 0%	0 0%	0 0%
Totals	52 16%	61 18.8%	71 21.9%	62 19.1%	54 16.7%	24 7.4%

Average Response Time: 21 hours, 16 min