



## Turnaround Statistics – August 2022 – 351 tickets

	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
<b>Appoquinimink</b>	2 10%	3 15%	6 30%	4 20%	4 20%	1 5%
<b>Ask a Librarian Delaware</b>	37 28.2%	28 21.4%	24 18.3%	24 18.3%	15 11.5%	3 2.3%
<b>Bear</b>	1 10%	0 0%	7 70%	1 10%	1 10%	0 0%
<b>Brandywine Hundred</b>	21 42.9%	9 18.4%	10 20.4%	5 10.2%	4 8.2%	0 0%

<b>Bridgeville</b>	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>Claymont</b>	1 25%	0 0%	3 75%	0 0%	0 0%	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>	9 100%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>DDL Social Media</b>	0 0%	0 0%	0 0%	0 0%	1 100%	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>	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>Delaware Tech Libraries</b>	1 25%	2 50%	1 25%	0 0%	0 0%	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>	2 18.2%	1 9.1%	4 36.4%	1 9.1%	1 9.1%	2 18.2%

<b>Elsmere</b>	1 100%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>Frankford</b>	0 0%	0 0%	0 0%	1 50%	1 50%	0 0%
<b>Georgetown</b>	0 0%	0 0%	0 0%	1 50%	1 50%	0 0%
<b>Greenwood</b>	0 0%	0 0%	3 75%	1 25%	0 0%	0 0%
<b>Harrington</b>	0 0%	0 0%	0 0%	1 100%	0 0%	0 0%
<b>Hockessin</b>	2 22.2%	0 0%	2 22.2%	2 22.2%	2 22.2%	1 11.1%

<b>Kent County Dept. of Libraries</b>	0 0%	1 14.3%	0 0%	1 14.3%	1 14.3%	4 57.1%
<b>Kirkwood</b>	0 0%	2 33.3%	1 16.7%	2 33.3%	0 0%	1 16.7%
<b>Laurel</b>	0 0%	0 0%	0 0%	1 100%	0 0%	0 0%
<b>Lewes</b>	2 22.2%	1 11.1%	6 66.7%	0 0%	0 0%	0 0%
<b>Milford</b>	1 12.5%	1 12.5%	4 50%	2 25%	0 0%	0 0%
<b>Millsboro</b>	0 0%	1 20%	2 40%	1 20%	1 20%	0 0%

<b>Milton</b>	0 0%	0 0%	0 0%	0 0%	1 100%	0 0%
<b>New Castle</b>	0 0%	0 0%	1 12.5%	1 12.5%	2 25%	4 50%
<b>Newark</b>	2 18.2%	0 0%	1 9.1%	3 27.3%	3 27.3%	2 18.2%
<b>North Wilmington</b>	0 0%	0 0%	1 33.3%	0 0%	2 66.7%	0 0%
<b>Rehoboth Beach</b>	0 0%	1 50%	0 0%	0 0%	1 50%	0 0%
<b>Route 9</b>	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

<b>Seaford</b>	0 0%	0 0%	0 0%	1 100%	0 0%	0 0%
<b>Selbyville</b>	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>Smyrna</b>	0 0%	2 50%	2 50%	0 0%	0 0%	0 0%
<b>South Coastal</b>	0 0%	0 0%	3 50%	3 50%	0 0%	0 0%
<b>Sussex County Libraries</b>	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>Wilmington</b>	0 0%	2 16.7%	2 16.7%	4 33.3%	3 25%	1 8.3%

<b>Wilmington University Library</b>	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>Woodlawn</b>	3 50%	1 16.7%	0 0%	1 16.7%	0 0%	1 16.7%
<b>Totals</b>	85 24.2%	56 16%	85 24.2%	61 17.4%	44 12.5%	20 5.7%

**Average Response Time:** 16 hours, 30 min