

FY23 Update

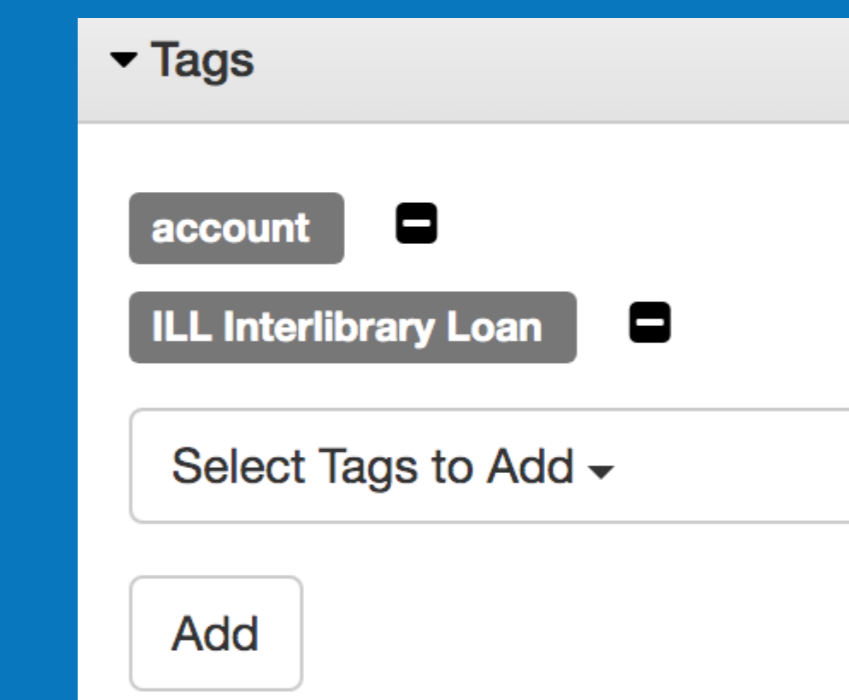
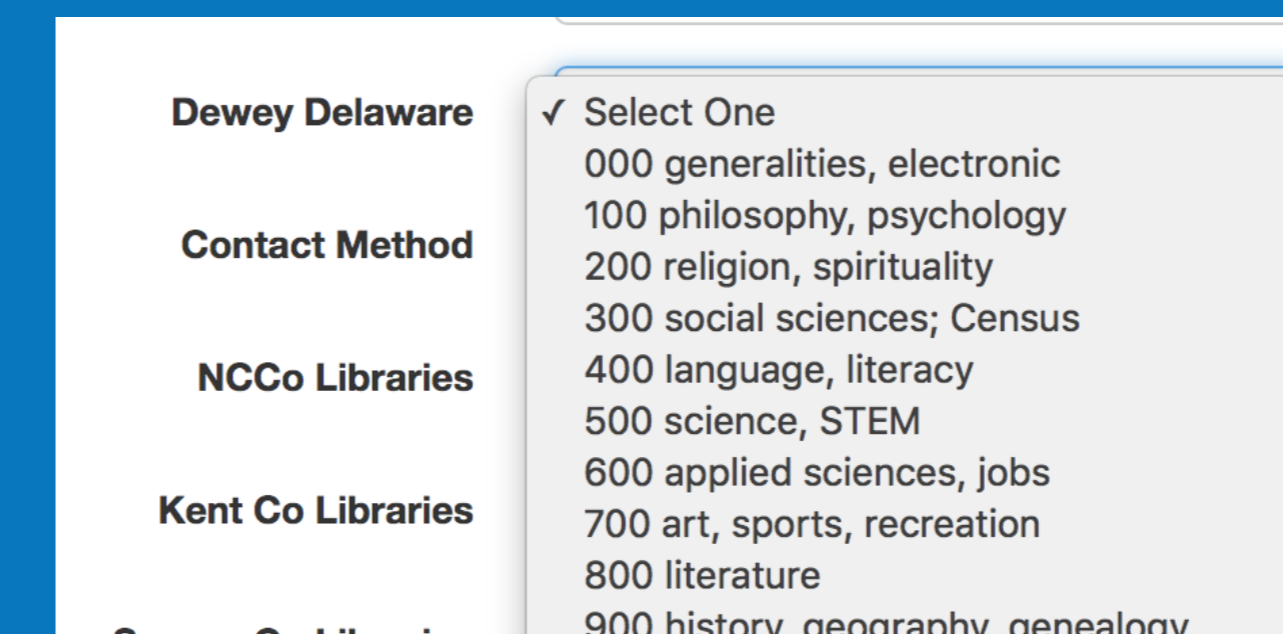


First Quarter Highlights:

- Statistics: 966 unique questions tickets received (7/1-9/30/22);
- Turnaround time averages about 20.5 hours; less than the target goal of 24 hours from when ticket is received!

Reminders:

- Please add Reference Analytics & Tags to tickets for statistical purposes



- Check out the [Ask a Librarian Delaware Staff Support Site](#) regularly for updates and information

- Reach out anytime for assistance/suggestions -

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Thank you, FY22 AaLDE All-Stars!!

Top AaLDE Ticket Responders

3,370 Ask a Librarian Delaware Tickets in FY22 (7/1/21-06/30/22) (increase from 3,273 tickets in FY21)



100 + Tickets

Missy Williams - DDL	440
Sandy Meyers – Frankford	322
Adara Scholl – DDL	286
Lisa Frank - Brandywine Hundred	200
Jill Bleyer - Brandywine Hundred	177
Jean Wakefield – Wilmington	163
Sheri Brown – DDL	141
Kim Friberg - Bear	113

50-99 Tickets

Susan Lipsy – Newark	93
Shelley Stein – Hockessin	74
Dave Giglio – Dover	72
Anne Hiller Clark – DDL	51
Charles Silverman – Kirkwood	51

25-49 Tickets

Tyler Antoine – New Castle	48
Tanya Moye – Woodlawn	47
Kevin Swed - Appoquinimink	47
Kristen Gramer – Lewes	44
Molly Gilmore – Brandywine	43
Eden Morgan – Brandywine	42
Carole Metzler – Newark	39
Adele Benz – DTCC	37
Kristin Cooper – South Coastal	32
Beth Kloetzer – Claymont	32
Kirsten Hickey – Delaware City	31
Audrey Avery – Dover	28
Sarah Yatuzis – Milford	27
Carol Reuben – Smyrna	26
Lea Rosell – Lewes	26
Amy Canady – Woodlawn	25
Rachel West – Appoquinimink	25

