



Turnaround Statistics – September 2022 – 291 tickets

	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
<b>Appoquinimink</b>	2 16.7%	1 8.3%	4 33.3%	1 8.3%	2 16.7%	2 16.7%
<b>Ask a Librarian Delaware</b>	25 26%	20 20.8%	20 20.8%	13 13.5%	15 15.6%	3 3.1%
<b>Bear</b>	0 0%	3 18.8%	5 31.3%	2 12.5%	6 37.5%	0 0%
<b>Brandywine Hundred</b>	14 43.8%	3 9.4%	5 15.6%	3 9.4%	4 12.5%	3 9.4%

<b>Bridgeville</b>	0 0%	0 0%	0 0%	1 100%	0 0%	0 0%
<b>Claymont</b>	1 100%	0 0%	0 0%	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>	5 100%	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>	1 33.3%	1 33.3%	1 33.3%	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 5%	4 20%	10 50%	4 20%	1 5%	0 0%
<b>Delmar</b>	1 33.3%	0 0%	0 0%	1 33.3%	1 33.3%	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>	1 9.1%	1 9.1%	1 9.1%	3 27.3%	3 27.3%	2 18.2%

<b>Elsmere</b>	0 0%	0 0%	0 0%	1 33.3%	1 33.3%	1 33.3%
<b>Frankford</b>	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>Georgetown</b>	0 0%	0 0%	1 100%	0 0%	0 0%	0 0%
<b>Greenwood</b>	0 0%	0 0%	1 50%	0 0%	0 0%	1 50%
<b>Harrington</b>	0 0%	0 0%	0 0%	0 0%	0 0%	1 100%
<b>Hockessin</b>	1 14.3%	0 0%	1 14.3%	3 42.9%	1 14.3%	1 14.3%

<b>Kent County Dept. of Libraries</b>	0 0%	3 50%	1 16.7%	2 33.3%	0 0%	0 0%
<b>Kirkwood</b>	2 33.3%	1 16.7%	1 16.7%	2 33.3%	0 0%	0 0%
<b>Laurel</b>	0 0%	0 0%	2 100%	0 0%	0 0%	0 0%
<b>Lewes</b>	1 20%	0 0%	1 20%	3 60%	0 0%	0 0%
<b>Milford</b>	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>Millsboro</b>	0 0%	1 100%	0 0%	0 0%	0 0%	0 0%

<b>Milton</b>	0 0%	0 0%	1 50%	0 0%	1 50%	0 0%
<b>New Castle</b>	2 33.3%	0 0%	0 0%	2 33.3%	2 33.3%	0 0%
<b>Newark</b>	0 0%	0 0%	2 25%	0 0%	4 50%	2 25%
<b>North Wilmington</b>	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>Rehoboth Beach</b>	1 20%	0 0%	1 20%	1 20%	0 0%	2 40%
<b>Route 9</b>	0 0%	0 0%	3 75%	0 0%	1 25%	0 0%

<b>Seaford</b>	0 0%	0 0%	0 0%	1 33.3%	2 66.7%	0 0%
<b>Selbyville</b>	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>Smyrna</b>	0 0%	2 100%	0 0%	0 0%	0 0%	0 0%
<b>South Coastal</b>	0 0%	1 33.3%	1 33.3%	0 0%	1 33.3%	0 0%
<b>Sussex County Libraries</b>	0 0%	0 0%	0 0%	0 0%	1 100%	0 0%
<b>Wilmington</b>	1 12.5%	0 0%	4 50%	1 12.5%	2 25%	0 0%

<b>Wilmington University Library</b>	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>Woodlawn</b>	1 7.1%	4 28.6%	2 14.3%	0 0%	0 0%	7 50%
<b>Totals</b>	60 20.6%	45 15.5%	68 23.4%	44 15.1%	49 16.8%	25 8.6%

**Average Response Time:** 21 hours, 27 min