



Turnaround Statistics – October 2022 – 290 tickets

	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
<b>Appoquinimink</b>	2 15.4%	1 7.7%	3 23.1%	0 0%	4 30.8%	3 23.1%
<b>Ask a Librarian Delaware</b>	39 36.4%	17 15.9%	20 18.7%	19 17.8%	11 10.3%	1 0.9%
<b>Bear</b>	1 8.3%	2 16.7%	4 33.3%	2 16.7%	2 16.7%	1 8.3%
<b>Brandywine Hundred</b>	15 50%	1 3.3%	2 6.7%	7 23.3%	4 13.3%	1 3.3%
<b>Bridgeville</b>	0 0%	0 0%	2 66.7%	0 0%	1 33.3%	0 0%

<b>Claymont</b>	0 0%	1 25%	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>	7 100%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>DDL Social Media</b>	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>Delaware City</b>	2 25%	0 0%	3 37.5%	1 12.5%	2 25%	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>	1 100%	0 0%	0 0%	0 0%	0 0%	0 0%

<b>Delaware Tech Libraries</b>	3 25%	5 41.7%	2 16.7%	1 8.3%	1 8.3%	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%	6 50%	2 16.7%	4 33.3%	0 0%
<b>Elsmere</b>	0 0%	1 20%	0 0%	1 20%	2 40%	1 20%
<b>Frankford</b>	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>Georgetown</b>	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

<b>Greenwood</b>	0 0%	2 40%	0 0%	3 60%	0 0%	0 0%
<b>Harrington</b>	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>Hockessin</b>	0 0%	0 0%	0 0%	5 71.4%	1 14.3%	1 14.3%
<b>Kent County Dept. of Libraries</b>	1 100%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>Kirkwood</b>	1 16.7%	0 0%	1 16.7%	2 33.3%	1 16.7%	1 16.7%
<b>Laurel</b>	0 0%	1 25%	1 25%	1 25%	1 25%	0 0%
<b>Lewes</b>	1 33.3%	1 33.3%	0 0%	1 33.3%	0 0%	0 0%

<b>Milford</b>	0 0%	1 33.3%	0 0%	2 66.7%	0 0%	0 0%
<b>Millsboro</b>	0 0%	1 33.3%	1 33.3%	1 33.3%	0 0%	0 0%
<b>Milton</b>	0 0%	0 0%	2 100%	0 0%	0 0%	0 0%
<b>New Castle</b>	2 66.7%	1 33.3%	0 0%	0 0%	0 0%	0 0%
<b>Newark</b>	2 15.4%	2 15.4%	2 15.4%	3 23.1%	1 7.7%	3 23.1%
<b>North Wilmington</b>	0 0%	0 0%	1 100%	0 0%	0 0%	0 0%
<b>Rehoboth Beach</b>	0 0%	0 0%	0 0%	1 100%	0 0%	0 0%

<b>Route 9</b>	0 0%	1 25%	2 50%	0 0%	1 25%	0 0%
<b>Seaford</b>	1 50%	0 0%	0 0%	0 0%	1 50%	0 0%
<b>Selbyville</b>	0 0%	1 100%	0 0%	0 0%	0 0%	0 0%
<b>Smyrna</b>	0 0%	2 66.7%	1 33.3%	0 0%	0 0%	0 0%
<b>South Coastal</b>	0 0%	2 50%	0 0%	0 0%	2 50%	0 0%
<b>Sussex County Libraries</b>	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>Wilmington</b>	1 20%	0 0%	2 40%	0 0%	1 20%	1 20%

<b>Wilmington University Library</b>	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>Woodlawn</b>	0 0%	1 20%	1 20%	0 0%	1 20%	2 40%
<b>Totals</b>	79 27.2%	44 15.2%	59 20.3%	52 17.9%	41 14.1%	15 5.2%

**Average Response Time:** 17 hours, 8 min