



Turnaround Statistics – November 2022 – 495 tickets

	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
<b>Appoquinimink</b>	4 44.4%	0 0%	2 22.2%	0 0%	3 33.3%	0 0%
<b>Ask a Librarian Delaware</b>	231 71.1%	38 11.7%	27 8.3%	19 5.8%	7 2.2%	3 0.9%
<b>Bear</b>	0 0%	0 0%	2 28.6%	1 14.3%	4 57.1%	0 0%
<b>Brandywine Hundred</b>	9 25%	10 27.8%	3 8.3%	6 16.7%	6 16.7%	2 5.6%

<b>Bridgeville</b>	0 0%	1 33.3%	2 66.7%	0 0%	0 0%	0 0%
<b>Claymont</b>	0 0%	1 14.3%	3 42.9%	2 28.6%	0 0%	1 14.3%
<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>	6 100%	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>	1 33.3%	0 0%	2 66.7%	0 0%	0 0%	0 0%

<b>Delaware Law Libraries</b>	0 0%	0 0%	0 0%	1 100%	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>	2 28.6%	1 14.3%	2 28.6%	0 0%	1 14.3%	1 14.3%
<b>Delmar</b>	0 0%	0 0%	0 0%	1 100%	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%	1 10%	2 20%	4 40%	0 0%	3 30%

<b>Elsmere</b>	0 0%	0 0%	0 0%	0 0%	1 100%	0 0%
<b>Frankford</b>	0 0%	0 0%	0 0%	1 100%	0 0%	0 0%
<b>Georgetown</b>	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>Greenwood</b>	0 0%	1 50%	0 0%	1 50%	0 0%	0 0%
<b>Harrington</b>	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>Hockessin</b>	3 33.3%	0 0%	1 11.1%	0 0%	3 33.3%	2 22.2%

<b>Kent County Dept. of Libraries</b>	1 25%	0 0%	1 25%	1 25%	0 0%	1 25%
<b>Kirkwood</b>	2 22.2%	2 22.2%	1 11.1%	1 11.1%	3 33.3%	0 0%
<b>Laurel</b>	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>Lewes</b>	0 0%	0 0%	4 100%	0 0%	0 0%	0 0%
<b>Milford</b>	0 0%	0 0%	1 100%	0 0%	0 0%	0 0%
<b>Millsboro</b>	0 0%	0 0%	0 0%	1 50%	0 0%	1 50%

<b>Milton</b>	0 0%	1 33.3%	1 33.3%	1 33.3%	0 0%	0 0%
<b>New Castle</b>	0 0%	1 12.5%	3 37.5%	1 12.5%	1 12.5%	2 25%
<b>Newark</b>	1 10%	1 10%	1 10%	2 20%	3 30%	2 20%
<b>North Wilmington</b>	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>Rehoboth Beach</b>	0 0%	2 66.7%	0 0%	0 0%	0 0%	1 33.3%
<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%	0 0%	0 0%	0 0%
<b>Selbyville</b>	0 0%	0 0%	0 0%	1 100%	0 0%	0 0%
<b>Smyrna</b>	0 0%	0 0%	2 100%	0 0%	0 0%	0 0%
<b>South Coastal</b>	1 9.1%	1 9.1%	0 0%	1 9.1%	5 45.5%	3 27.3%
<b>Sussex County Libraries</b>	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>Wilmington</b>	0 0%	0 0%	0 0%	1 50%	1 50%	0 0%

<b>Wilmington University Library</b>	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>Woodlawn</b>	1 14.3%	1 14.3%	0 0%	1 14.3%	1 14.3%	3 42.9%
<b>Totals</b>	262 52.9%	62 12.5%	60 12.1%	47 9.5%	39 7.9%	25 5.1%

**Average Response Time: 11 hours, 34 min**