



Turnaround Statistics – December 2022 – 251 tickets

| | 0-10 minutes | 11-60 minutes | 1-12 hours | 12-24 hours | 1-3 days | 3+ days |
|---------------------------------|--------------|---------------|-------------|-------------|-------------|-----------|
| Appoquinimink | 0 0% | 2 50% | 1 25% | 0 0% | 1 25% | 0 0% |
| Ask a Librarian Delaware | 27 30% | 25 27.8% | 13 14.4% | 14 15.6% | 10 11.1% | 1 1.1% |
| Bear | 0 0% | 1 6.7% | 7 46.7% | 4 26.7% | 3 20% | 0 0% |
| Brandywine Hundred | 26 56.5% | 3 6.5% | 7 15.2% | 3 6.5% | 7 15.2% | 0 0% |

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|--|------------|------------|------------|------------|---------|------------|
| Bridgeville | 0 0% | 0 0% | 0 0% | 0 0% | 0 0% | 0 0% |
| Claymont | 0 0% | 0 0% | 0 0% | 2 66.7% | 0 0% | 1 33.3% |
| Corbit-Calloway | 0 0% | 0 0% | 0 0% | 0 0% | 0 0% | 0 0% |
| Correctional Services - Reference by Mail (INTERNAL USE ONLY) | 7 100% | 0 0% | 0 0% | 0 0% | 0 0% | 0 0% |
| DDL Social Media | 0 0% | 0 0% | 0 0% | 0 0% | 0 0% | 0 0% |
| Delaware City | 2 28.6% | 3 42.9% | 2 28.6% | 0 0% | 0 0% | 0 0% |

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|---|------------|------------|------------|------------|------------|------------|
| Delaware Law Libraries | 0 0% | 0 0% | 0 0% | 0 0% | 0 0% | 0 0% |
| Delaware Library Access Services (Blind/Handicapped Library Service) | 0 0% | 0 0% | 0 0% | 0 0% | 0 0% | 0 0% |
| Delaware Tech Libraries | 0 0% | 0 0% | 0 0% | 2 66.7% | 0 0% | 1 33.3% |
| Delmar | 0 0% | 0 0% | 0 0% | 0 0% | 0 0% | 0 0% |
| Department of Health and Social Services Library | 0 0% | 0 0% | 0 0% | 0 0% | 0 0% | 0 0% |
| Dover | 1 14.3% | 3 42.9% | 1 14.3% | 1 14.3% | 1 14.3% | 0 0% |

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|-------------------|----------|----------|----------|-----------|----------|---------|
| Elsmere | 0 0% | 0 0% | 0 0% | 0 0% | 0 0% | 0 0% |
| Frankford | 0 0% | 0 0% | 0 0% | 0 0% | 0 0% | 0 0% |
| Georgetown | 0 0% | 0 0% | 0 0% | 0 0% | 0 0% | 0 0% |
| Greenwood | 0 0% | 0 0% | 0 0% | 3 100% | 0 0% | 0 0% |
| Harrington | 0 0% | 0 0% | 0 0% | 0 0% | 0 0% | 0 0% |
| Hockessin | 3 30% | 2 20% | 3 30% | 1 10% | 1 10% | 0 0% |

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|---------------------------------------|----------|------------|------------|------------|----------|----------|
| Kent County Dept. of Libraries | 0 0% | 0 0% | 1 50% | 0 0% | 1 50% | 0 0% |
| Kirkwood | 1 20% | 0 0% | 0 0% | 3 60% | 0 0% | 1 20% |
| Laurel | 0 0% | 0 0% | 0 0% | 1 50% | 1 50% | 0 0% |
| Lewes | 0 0% | 4 50% | 1 12.5% | 1 12.5% | 2 25% | 0 0% |
| Milford | 0 0% | 2 66.7% | 0 0% | 1 33.3% | 0 0% | 0 0% |
| Millsboro | 0 0% | 0 0% | 0 0% | 1 100% | 0 0% | 0 0% |

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|-------------------------|------------|------------|------------|------------|------------|------------|
| Milton | 0 0% | 2 40% | 1 20% | 1 20% | 1 20% | 0 0% |
| New Castle | 1 25% | 0 0% | 0 0% | 0 0% | 1 25% | 2 50% |
| Newark | 1 16.7% | 1 16.7% | 2 33.3% | 0 0% | 1 16.7% | 1 16.7% |
| North Wilmington | 0 0% | 0 0% | 1 33.3% | 0 0% | 2 66.7% | 0 0% |
| Rehoboth Beach | 1 33.3% | 0 0% | 1 33.3% | 0 0% | 1 33.3% | 0 0% |
| Route 9 | 0 0% | 0 0% | 0 0% | 1 33.3% | 1 33.3% | 1 33.3% |

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|--------------------------------|----------|----------|------------|------------|-----------|------------|
| Seaford | 0 0% | 0 0% | 0 0% | 0 0% | 0 0% | 0 0% |
| Selbyville | 0 0% | 0 0% | 0 0% | 0 0% | 0 0% | 0 0% |
| Smyrna | 0 0% | 0 0% | 0 0% | 0 0% | 1 100% | 0 0% |
| South Coastal | 1 25% | 1 25% | 0 0% | 0 0% | 1 25% | 1 25% |
| Sussex County Libraries | 0 0% | 0 0% | 0 0% | 0 0% | 0 0% | 0 0% |
| Wilmington | 0 0% | 0 0% | 1 33.3% | 1 33.3% | 0 0% | 1 33.3% |

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|--------------------------------------|-------------|-------------|-------------|-------------|-------------|----------|
| Wilmington University Library | 0 0% | 0 0% | 0 0% | 0 0% | 0 0% | 0 0% |
| Woodlawn | 2 66.7% | 1 33.3% | 0 0% | 0 0% | 0 0% | 0 0% |
| Totals | 73 29.1% | 50 19.9% | 42 16.7% | 40 15.9% | 36 14.3% | 10 4% |

Average Response Time: 14 hours, 42 min