Turnaround Statistics – January 2023 – 393 tickets

	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
Appoquinimink	3 37.5%	2 25%	1 12.5%	0 0%	1 12.5%	1 12.5%
Ask a Librarian Delaware	71 43.3%	33 20.1%	31 18.9%	12 7.3%	12 7.3%	5 3%
Bear	3 25%	2 16.7%	0 0%	6 50%	1 8.3%	0 0%
Brandywine Hundred	28 60.9%	3 6.5%	3 6.5%	4 8.7%	8 17.4%	0 0%

Bridgeville	0 0%	1 50%	0 0%	1 50%	0 0%	0 0%
Claymont	0 0%	1 20%	0 0%	0 0%	3 60%	1 20%
Corbit-Calloway	1 100%	0 0%	0 0%	0 0%	0 0%	0 0%
Correctional Services - Reference by Mail (INTERNAL USE ONLY)	9 100%	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	3 37.5%	1 12.5%	2 25%	2 25%	0 0%	0 0%

Delaware Law Libraries	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Delaware Library Access Services (Blind/Handicapped Library Service)	1 100%	0 0%	0 0%	0 0%	0 0%	0 0%
Delaware Tech Libraries	0 0%	4 44.4%	2 22.2%	2 22.2%	1 11.1%	0 0%
Delmar	0 0%	0 0%	1 100%	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 7.7%	1 7.7%	6 46.2%	3 23.1%	1 7.7%	1 7.7%

Elsmere	0 0%	0 0%	1 50%	1 50%	0 0%	0 0%
Frankford	0 0%	0 0%	1 100%	0 0%	0 0%	0 0%
Georgetown	0 0%	1 25%	0 0%	1 25%	1 25%	1 25%
Greenwood	0 0%	1 33.3%	2 66.7%	0 0%	0 0%	0 0%
Harrington	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Hockessin	1 6.7%	4 26.7%	5 33.3%	2 13.3%	2 13.3%	1 6.7%

Kent County Dept. of Libraries	0 0%	0 0%	0 0%	4 80%	1 20%	0 0%
Kirkwood	2 22.2%	0 0%	1 11.1%	3 33.3%	3 33.3%	0 0%
Laurel	0 0%	0 0%	3 75%	0 0%	1 25%	0 0%
Lewes	0 0%	1 16.7%	3 50%	1 16.7%	0 0%	1 16.7%
Milford	0 0%	1 50%	0 0%	0 0%	1 50%	0 0%
Millsboro	0 0%	1 50%	0 0%	1 50%	0 0%	0 0%

Milton	0 0%	1 50%	0 0%	1 50%	0 0%	0 0%
New Castle	3 60%	0 0%	0 0%	2 40%	0 0%	0 0%
Newark	4 19%	0 0%	1 4.8%	8 38.1%	5 23.8%	3 14.3%
North Wilmington	0 0%	0 0%	1 100%	0 0%	0 0%	0 0%
Rehoboth Beach	0 0%	0 0%	0 0%	0 0%	1 50%	1 50%
Route 9	0 0%	2 50%	2 50%	0 0%	0 0%	0 0%

Seaford	2 100%	0 0%	0 0%	0 0%	0 0%	0 0%
Selbyville	1 33.3%	1 33.3%	0 0%	0 0%	1 33.3%	0 0%
Smyrna	0 0%	2 66.7%	1 33.3%	0 0%	0 0%	0 0%
South Coastal	2 66.7%	0 0%	0 0%	0 0%	1 33.3%	0 0%
Sussex County Libraries	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Wilmington	0 0%	1 14.3%	1 14.3%	3 42.9%	2 28.6%	0 0%

Wilmington University Library	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Woodlawn	2 25%	0 0%	1 12.5%	0 0%	2 25%	3 37.5%
Totals	137 34.9%	64 16.3%	69 17.6%	57 14.5%	48 12.2%	18 4.6%

Average Response Time: 14 hours, 10 min