



Turnaround Statistics – February 2023 – 308 tickets

	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
Appoquinimink	1 16.7%	0 0%	3 50%	1 16.7%	1 16.7%	0 0%
Ask a Librarian Delaware	59 51.8%	20 17.5%	24 21.1%	10 8.8%	1 0.9%	0 0%
Bear	4 25%	1 6.3%	3 18.8%	4 25%	3 18.8%	1 6.3%
Brandywine Hundred	13 33.3%	2 5.1%	9 23.1%	7 17.9%	6 15.4%	2 5.1%

Bridgeville	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Claymont	1 33.3%	0 0%	0 0%	0 0%	1 33.3%	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)	2 100%	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	4 50%	0 0%	1 12.5%	0 0%	1 12.5%	2 25%

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	2 28.6%	1 14.3%	2 28.6%	1 14.3%	1 14.3%	0 0%
Delmar	1 100%	0 0%	0 0%	0 0%	0 0%	0 0%
Department of Health and Social Services Library	0 0%	0 0%	1 100%	0 0%	0 0%	0 0%
Dover	0 0%	0 0%	3 37.5%	0 0%	3 37.5%	2 25%

Elsmere	0 0%	0 0%	2 66.7%	0 0%	1 33.3%	0 0%
Frankford	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Georgetown	0 0%	0 0%	1 33.3%	2 66.7%	0 0%	0 0%
Greenwood	0 0%	2 40%	1 20%	2 40%	0 0%	0 0%
Harrington	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Hockessin	0 0%	2 20%	1 10%	3 30%	2 20%	2 20%

Kent County Dept. of Libraries	0 0%	0 0%	0 0%	3 100%	0 0%	0 0%
Kirkwood	0 0%	1 14.3%	2 28.6%	0 0%	3 42.9%	1 14.3%
Laurel	0 0%	0 0%	0 0%	2 100%	0 0%	0 0%
Lewes	0 0%	1 20%	3 60%	1 20%	0 0%	0 0%
Milford	0 0%	0 0%	2 100%	0 0%	0 0%	0 0%
Millsboro	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

Milton	0 0%	0 0%	1 50%	0 0%	1 50%	0 0%
New Castle	1 20%	0 0%	0 0%	2 40%	0 0%	2 40%
Newark	3 12.5%	2 8.3%	3 12.5%	1 4.2%	7 29.2%	8 33.3%
North Wilmington	0 0%	0 0%	0 0%	1 100%	0 0%	0 0%
Rehoboth Beach	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Route 9	0 0%	0 0%	1 100%	0 0%	0 0%	0 0%

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%	2 40%	3 60%	0 0%	0 0%	0 0%
South Coastal	1 14.3%	0 0%	5 71.4%	0 0%	1 14.3%	0 0%
Sussex County Libraries	0 0%	0 0%	0 0%	0 0%	1 100%	0 0%
Wilmington	1 12.5%	0 0%	3 37.5%	3 37.5%	1 12.5%	0 0%

Wilmington University Library	0 0%	0 0%	0 0%	0 0%	1 100%	0 0%
Woodlawn	3 37.5%	0 0%	2 25%	0 0%	3 37.5%	0 0%
Totals	96	34	76	43	38	21

Average Response Time: 16 hours, 18 min