



Turnaround Statistics – March 2023 – 386 tickets/336 tickets answered within 24 hours!

	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
Appoquinimink	3 17.6%	4 23.5%	1 5.9%	2 11.8%	4 23.5%	3 17.6%
Ask a Librarian Delaware	91 55.8%	30 18.4%	27 16.6%	14 8.6%	1 0.6%	0 0%
Bear	2 14.3%	0 0%	5 35.7%	7 50%	0 0%	0 0%
Brandywine Hundred	16 40%	3 7.5%	8 20%	7 17.5%	5 12.5%	1 2.5%

Bridgeville	0 0%	1 50%	0 0%	0 0%	1 50%	0 0%
Claymont	0 0%	0 0%	1 16.7%	3 50%	2 33.3%	0 0%
Corbit-Calloway	0 0%	1 25%	0 0%	2 50%	0 0%	1 25%
Correctional Services - Reference by Mail (INTERNAL USE ONLY)	8 100%	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 80%	1 20%	0 0%	0 0%	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)	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Delaware Tech Libraries	2 16.7%	3 25%	3 25%	2 16.7%	2 16.7%	0 0%
Delmar	2 100%	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%	2 28.6%	2 28.6%	0 0%	1 14.3%	1 14.3%

Elsmere	0 0%	0 0%	0 0%	1 50%	0 0%	1 50%
Frankford	0 0%	1 50%	1 50%	0 0%	0 0%	0 0%
Georgetown	0 0%	0 0%	0 0%	1 33.3%	0 0%	2 66.7%
Greenwood	0 0%	1 25%	1 25%	1 25%	1 25%	0 0%
Harrington	1 100%	0 0%	0 0%	0 0%	0 0%	0 0%
Hockessin	1 11.1%	4 44.4%	1 11.1%	3 33.3%	0 0%	0 0%

Kent County Dept. of Libraries	0 0%	0 0%	1 33.3%	1 33.3%	1 33.3%	0 0%
Kirkwood	1 11.1%	1 11.1%	2 22.2%	1 11.1%	3 33.3%	1 11.1%
Laurel	0 0%	1 50%	1 50%	0 0%	0 0%	0 0%
Lewes	0 0%	2 40%	2 40%	1 20%	0 0%	0 0%
Milford	0 0%	0 0%	1 50%	1 50%	0 0%	0 0%
Millsboro	1 33.3%	0 0%	0 0%	1 33.3%	1 33.3%	0 0%

Milton	0 0%	0 0%	1 50%	1 50%	0 0%	0 0%
New Castle	2 50%	1 25%	0 0%	0 0%	1 25%	0 0%
Newark	2 12.5%	1 6.3%	3 18.8%	4 25%	2 12.5%	4 25%
North Wilmington	1 100%	0 0%	0 0%	0 0%	0 0%	0 0%
Rehoboth Beach	0 0%	1 50%	1 50%	0 0%	0 0%	0 0%
Route 9	0 0%	0 0%	2 66.7%	1 33.3%	0 0%	0 0%

Seaford	0 0%	0 0%	1 100%	0 0%	0 0%	0 0%
Selbyville	0 0%	1 50%	1 50%	0 0%	0 0%	0 0%
Smyrna	1 20%	2 40%	2 40%	0 0%	0 0%	0 0%
South Coastal	3 42.9%	0 0%	3 42.9%	0 0%	1 14.3%	0 0%
Sussex County Libraries	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Wilmington	0 0%	0 0%	1 14.3%	1 14.3%	3 42.9%	2 28.6%

Wilmington University Library	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Woodlawn	2 18.2%	1 9.1%	2 18.2%	1 9.1%	3 27.3%	2 18.2%
Totals	144	62	74	56	32	18

Average Response Time: 12 hours, 54 min