



Turnaround Statistics – April 2023 – 241 total tickets

	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
Appoquinimink	0 0%	0 0%	1 16.7%	0 0%	1 16.7%	4 66.7%
Ask a Librarian Delaware	15 24.6%	17 27.9%	18 29.5%	9 14.8%	2 3.3%	0 0%
Bear	3 20%	3 20%	4 26.7%	2 13.3%	2 13.3%	1 6.7%
Brandywine Hundred	12 38.7%	6 19.4%	4 12.9%	3 9.7%	5 16.1%	1 3.2%

Bridgeville	0 0%	0 0%	0 0%	0 0%	1 100%	0 0%
Claymont	2 20%	3 30%	2 20%	0 0%	2 20%	1 10%
Corbit-Calloway	0 0%	0 0%	1 100%	0 0%	0 0%	0 0%
Correctional Services - Reference by Mail (INTERNAL USE ONLY)	5 100%	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	6 60%	1 10%	2 20%	0 0%	0 0%	1 10%

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 33.3%	2 33.3%	1 16.7%	0 0%	1 16.7%	0 0%
Delmar	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Department of Health and Social Services Library/DDL Telehealth/Teleservices	1 100%	0 0%	0 0%	0 0%	0 0%	0 0%
Dover	0 0%	0 0%	3 27.3%	2 18.2%	4 36.4%	2 18.2%

Elsmere	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Frankford	0 0%	0 0%	1 100%	0 0%	0 0%	0 0%
Georgetown	1 11.1%	3 33.3%	2 22.2%	1 11.1%	1 11.1%	1 11.1%
Greenwood	0 0%	0 0%	0 0%	1 100%	0 0%	0 0%
Harrington	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Hockessin	0 0%	1 16.7%	2 33.3%	2 33.3%	0 0%	1 16.7%

Kent County Dept. of Libraries	0 0%	0 0%	1 100%	0 0%	0 0%	0 0%
Kirkwood	0 0%	0 0%	1 25%	2 50%	1 25%	0 0%
Laurel	0 0%	1 25%	1 25%	1 25%	1 25%	0 0%
Lewes	2 25%	3 37.5%	1 12.5%	1 12.5%	1 12.5%	0 0%
Milford	0 0%	0 0%	2 100%	0 0%	0 0%	0 0%
Millsboro	0 0%	1 100%	0 0%	0 0%	0 0%	0 0%

Milton	0 0%	0 0%	0 0%	1 100%	0 0%	0 0%
New Castle	0 0%	1 25%	1 25%	0 0%	1 25%	1 25%
Newark	0 0%	1 7.1%	7 50%	2 14.3%	4 28.6%	0 0%
North Wilmington	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Rehoboth Beach	0 0%	0 0%	0 0%	2 66.7%	0 0%	1 33.3%
Route 9	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

Seaford	0 0%	0 0%	1 50%	0 0%	1 50%	0 0%
Selbyville	0 0%	0 0%	0 0%	1 100%	0 0%	0 0%
Smyrna	0 0%	2 33.3%	4 66.7%	0 0%	0 0%	0 0%
South Coastal	1 20%	1 20%	2 40%	0 0%	1 20%	0 0%
Sussex County Libraries	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Wilmington	0 0%	0 0%	0 0%	0 0%	4 100%	0 0%

Wilmington University Library	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Woodlawn	2 33.3%	1 16.7%	0 0%	0 0%	3 50%	0 0%
Totals	52	47	62	30	36	14

Average Response Time: 18 hours, 37 min