Turnaround Statistics – May 2023 – 296 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 20%	2 40%	2 40%	0 0%
Ask a Librarian Delaware	38 32.8%	27 23.3%	34 29.3%	8 6.9%	8 6.9%	1 0.9%
Bear	2 25%	0 0%	3 37.5%	0 0%	3 37.5%	0 0%
Brandywine Hundred	18 50%	2 5.6%	8 22.2%	6 16.7%	2 5.6%	0 0%

Bridgeville	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Claymont	1 11.1%	1 11.1%	1 11.1%	1 11.1%	5 55.6%	0 0%
Corbit-Calloway	0 0%	0 0%	0 0%	0 0%	0 0%	1 100%
Correctional Services - Reference by Mail (INTERNAL USE ONLY)	10 100%	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%	4 57.1%	0 0%	0 0%	1 14.3%	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%	1 33.3%	0 0%	1 33.3%	1 33.3%	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	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Dover	1 11.1%	0 0%	2 22.2%	3 33.3%	1 11.1%	2 22.2%

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 50%	0 0%	0 0%	0 0%	1 50%
Greenwood	0 0%	0 0%	0 0%	1 100%	0 0%	0 0%
Harrington	1 100%	0 0%	0 0%	0 0%	0 0%	0 0%
Hockessin	0 0%	1 14.3%	3 42.9%	0 0%	1 14.3%	2 28.6%

Kent County Dept. of Libraries	0 0%	0 0%	3 42.9%	3 42.9%	0 0%	1 14.3%
Kirkwood	0 0%	1 20%	2 40%	1 20%	1 20%	0 0%
Laurel	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Lewes	2 40%	1 20%	2 40%	0 0%	0 0%	0 0%
Milford	0 0%	1 25%	3 75%	0 0%	0 0%	0 0%
Millsboro	0 0%	0 0%	0 0%	0 0%	1 100%	0 0%

Milton	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
New Castle	4 50%	0 0%	2 25%	0 0%	1 12.5%	1 12.5%
Newark	2 8.7%	2 8.7%	10 43.5%	3 13%	5 21.7%	1 4.3%
North Wilmington	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Rehoboth Beach	1 14.3%	2 28.6%	2 28.6%	1 14.3%	1 14.3%	0 0%
Route 9	0 0%	0 0%	0 0%	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%	3 75%	1 25%	0 0%	0 0%	0 0%
South Coastal	0 0%	2 66.7%	0 0%	1 33.3%	0 0%	0 0%
Sussex County Libraries	0 0%	0 0%	1 100%	0 0%	0 0%	0 0%
Wilmington	1 33.3%	1 33.3%	0 0%	1 33.3%	0 0%	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%	1 16.7%	1 16.7%	1 16.7%
Totals	86	51	80	34	34	11

Average Response Time: 13 hours, 24 min