



Turnaround Statistics – June 2023 – 320 total tickets

	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
Appoquinimink	2 13.3%	5 33.3%	6 40%	2 13.3%	0 0%	0 0%
Ask a Librarian Delaware	36 35.6%	26 25.7%	25 24.8%	12 11.9%	2 2%	0 0%
Bear	1 7.1%	2 14.3%	7 50%	3 21.4%	1 7.1%	0 0%
Brandywine Hundred	16 38.1%	5 11.9%	6 14.3%	7 16.7%	4 9.5%	4 9.5%

Bridgeville	0 0%	0 0%	0 0%	1 100%	0 0%	0 0%
Claymont	2 28.6%	1 14.3%	1 14.3%	3 42.9%	0 0%	0 0%
Corbit-Calloway	0 0%	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	1 7.7%	2 15.4%	5 38.5%	2 15.4%	2 15.4%	1 7.7%

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 25%	1 25%	1 25%	1 25%	0 0%
Delmar	0 0%	0 0%	1 100%	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	3 21.4%	1 7.1%	1 7.1%	0 0%	5 35.7%	4 28.6%

Elsmere	1 20%	0 0%	0 0%	1 20%	3 60%	0 0%
Frankford	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Georgetown	1 33.3%	0 0%	1 33.3%	1 33.3%	0 0%	0 0%
Greenwood	0 0%	0 0%	1 100%	0 0%	0 0%	0 0%
Harrington	1 50%	0 0%	1 50%	0 0%	0 0%	0 0%
Hockessin	0 0%	0 0%	2 28.6%	3 42.9%	2 28.6%	0 0%

Kent County Dept. of Libraries	0 0%	1 20%	2 40%	0 0%	0 0%	2 40%
Kirkwood	0 0%	4 30.8%	3 23.1%	2 15.4%	4 30.8%	0 0%
Laurel	0 0%	1 50%	0 0%	1 50%	0 0%	0 0%
Lewes	0 0%	1 12.5%	0 0%	6 75%	1 12.5%	0 0%
Milford	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Millsboro	0 0%	1 25%	3 75%	0 0%	0 0%	0 0%

Milton	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
New Castle	1 14.3%	3 42.9%	0 0%	0 0%	1 14.3%	2 28.6%
Newark	1 8.3%	1 8.3%	5 41.7%	2 16.7%	3 25%	0 0%
North Wilmington	0 0%	1 50%	0 0%	1 50%	0 0%	0 0%
Rehoboth Beach	0 0%	1 20%	1 20%	3 60%	0 0%	0 0%
Route 9	0 0%	0 0%	1 50%	1 50%	0 0%	0 0%

Seaford	1 50%	1 50%	0 0%	0 0%	0 0%	0 0%
Selbyville	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Smyrna	0 0%	1 33.3%	2 66.7%	0 0%	0 0%	0 0%
South Coastal	0 0%	0 0%	1 50%	1 50%	0 0%	0 0%
Sussex County Libraries	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Wilmington	0 0%	0 0%	1 12.5%	5 62.5%	1 12.5%	1 12.5%

Wilmington University Library	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Woodlawn	1 20%	0 0%	0 0%	2 40%	0 0%	2 40%
Totals	78	59	77	60	30	16

**Average Response Time:** 14 hours, 31 min