



Turnaround Statistics – July 2023 – 303 Total unique tickets

	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
Appoquinimink	0 0%	0 0%	1 33.3%	2 66.7%	0 0%	0 0%
Ask a Librarian Delaware	30 25.6%	37 31.6%	35 29.9%	11 9.4%	3 2.6%	1 0.9%
Bear	0 0%	1 7.1%	6 42.9%	5 35.7%	2 14.3%	0 0%
Brandywine Hundred	16 43.2%	4 10.8%	7 18.9%	4 10.8%	6 16.2%	0 0%

Bridgeville	0 0%	0 0%	1 50%	1 50%	0 0%	0 0%
Claymont	3 37.5%	2 25%	0 0%	1 12.5%	1 12.5%	1 12.5%
Corbit-Calloway	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
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	6 66.7%	0 0%	2 22.2%	1 11.1%	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	1 33.3%	1 33.3%	1 33.3%	0 0%	0 0%	0 0%
Delmar	0 0%	0 0%	0 0%	0 0%	0 0%	1 100%
Department of Health and Social Services Library/DDL Telehealth/Teleservices	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Dover	1 8.3%	4 33.3%	3 25%	1 8.3%	2 16.7%	1 8.3%

Elsmere	0 0%	0 0%	0 0%	0 0%	0 0%	1 100%
Frankford	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Georgetown	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Greenwood	0 0%	0 0%	1 33.3%	2 66.7%	0 0%	0 0%
Harrington	0 0%	0 0%	0 0%	0 0%	2 100%	0 0%
Hockessin	0 0%	0 0%	1 14.3%	3 42.9%	2 28.6%	1 14.3%

Kent County Dept. of Libraries	0 0%	0 0%	2 100%	0 0%	0 0%	0 0%
Kirkwood	1 10%	0 0%	0 0%	4 40%	2 20%	3 30%
Laurel	1 50%	0 0%	1 50%	0 0%	0 0%	0 0%
Lewes	2 25%	0 0%	4 50%	1 12.5%	1 12.5%	0 0%
Milford	0 0%	0 0%	2 66.7%	1 33.3%	0 0%	0 0%
Millsboro	0 0%	0 0%	3 75%	0 0%	1 25%	0 0%

Milton	0 0%	0 0%	0 0%	1 100%	0 0%	0 0%
New Castle	0 0%	0 0%	1 14.3%	1 14.3%	1 14.3%	4 57.1%
Newark	1 5%	5 25%	5 25%	2 10%	5 25%	2 10%
North Wilmington	0 0%	0 0%	1 33.3%	1 33.3%	1 33.3%	0 0%
Rehoboth Beach	0 0%	1 100%	0 0%	0 0%	0 0%	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%	1 100%	0 0%
Selbyville	0 0%	1 50%	1 50%	0 0%	0 0%	0 0%
Smyrna	0 0%	0 0%	1 100%	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%	2 40%	1 20%	1 20%	1 20%

Wilmington University Library	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Woodlawn	0 0%	1 12.5%	2 25%	2 25%	2 25%	1 12.5%
Totals	72	57	84	46	33	17

**Average Response Time:** 14 hours, 55 min