Turnaround Statistics – August 2023 – 385 Total unique tickets

	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
Appoquinimink	1 11.1%	1 11.1%	1 11.1%	4 44.4%	1 11.1%	1 11.1%
Ask a Librarian Delaware	36 24.3%	48 32.4%	42 28.4%	18 12.2%	3 2%	1 0.7%
Bear	2 18.2%	1 9.1%	3 27.3%	5 45.5%	0 0%	0 0%
Brandywine Hundred	36 64.3%	4 7.1%	7 12.5%	3 5.4%	5 8.9%	1 1.8%

Bridgeville	0 0%	1 100%	0 0%	0 0%	0 0%	0 0%
Claymont	2 25%	1 12.5%	3 37.5%	1 12.5%	1 12.5%	0 0%
Corbit-Calloway	1 100%	0 0%	0 0%	0 0%	0 0%	0 0%
Correctional Services - Reference by Mail (INTERNAL USE ONLY)	20 100%	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%	0 0%	1 14.3%	2 28.6%	1 14.3%	1 14.3%

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	0 0%	0 0%	3 33.3%	6 66.7%	0 0%	0 0%
Delmar	1 100%	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%	1 100%	0 0%	0 0%
Dover	1 10%	1 10%	0 0%	3 30%	3 30%	2 20%

Elsmere	1 50%	0 0%	0 0%	0 0%	1 50%	0 0%
Frankford	0 0%	1 33.3%	2 66.7%	0 0%	0 0%	0 0%
Georgetown	0 0%	0 0%	0 0%	2 100%	0 0%	0 0%
Greenwood	1 50%	0 0%	0 0%	0 0%	0 0%	1 50%
Harrington	0 0%	0 0%	1 33.3%	2 66.7%	0 0%	0 0%
Hockessin	4 30.8%	2 15.4%	4 30.8%	0 0%	3 23.1%	0 0%

Kent County Dept. of Libraries	0 0%	0 0%	0 0%	1 33.3%	1 33.3%	1 33.3%
Kirkwood	1 11.1%	0 0%	2 22.2%	3 33.3%	3 33.3%	0 0%
Laurel	1 50%	0 0%	0 0%	1 50%	0 0%	0 0%
Lewes	1 12.5%	1 12.5%	3 37.5%	2 25%	0 0%	1 12.5%
Milford	0 0%	1 100%	0 0%	0 0%	0 0%	0 0%
Millsboro	0 0%	0 0%	0 0%	1 100%	0 0%	0 0%

Milton	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
New Castle	0 0%	0 0%	1 33.3%	1 33.3%	1 33.3%	0 0%
Newark	0 0%	4 26.7%	6 40%	4 26.7%	1 6.7%	0 0%
North Wilmington	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Rehoboth Beach	1 25%	0 0%	0 0%	1 25%	0 0%	2 50%
Route 9	1 100%	0 0%	0 0%	0 0%	0 0%	0 0%

Seaford	0 0%	1 50%	0 0%	0 0%	1 50%	0 0%
Selbyville	0 0%	0 0%	0 0%	1 100%	0 0%	0 0%
Smyrna	1 25%	2 50%	0 0%	1 25%	0 0%	0 0%
South Coastal	0 0%	2 33.3%	2 33.3%	2 33.3%	0 0%	0 0%
Sussex County Libraries	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Wilmington	3 33.3%	0 0%	1 11.1%	2 22.2%	2 22.2%	1 11.1%

Wilmington University Library	0 0%	0 0%	1 100%	0 0%	0 0%	0 0%
Woodlawn	2 25%	1 12.5%	2 25%	1 12.5%	0 0%	2 25%
Totals	119	72	85	68	27	14

Average Response Time: 11 hours, 40 min