



Turnaround Statistics – September 2023 – 422 Total unique tickets

	<b>0-10 minutes</b>	<b>11-60 minutes</b>	<b>1-12 hours</b>	<b>12-24 hours</b>	<b>1-3 days</b>	<b>3+ days</b>
Appoquinimink	0 0%	0 0%	2 28.6%	1 14.3%	4 57.1%	0 0%
Ask a Librarian Delaware	67 45.3%	31 20.9%	26 17.6%	18 12.2%	5 3.4%	1 0.7%
Bear	4 28.6%	0 0%	4 28.6%	0 0%	5 35.7%	1 7.1%
Brandywine Hundred	31 56.4%	4 7.3%	6 10.9%	7 12.7%	6 10.9%	1 1.8%

Bridgeville	0 0%	0 0%	1 100%	0 0%	0 0%	0 0%
Claymont	1 16.7%	3 50%	0 0%	0 0%	1 16.7%	1 16.7%
Corbit-Calloway	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Correctional Services - Reference by Mail (INTERNAL USE ONLY)	14 100%	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 50%	1 25%	0 0%	0 0%	1 25%	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%	1 100%	0 0%	0 0%
Delaware Tech Libraries	2 28.6%	4 57.1%	0 0%	1 14.3%	0 0%	0 0%
Delmar	0 0%	0 0%	2 100%	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	2 18.2%	0 0%	0 0%	1 9.1%	7 63.6%	1 9.1%

Elsmere	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Frankford	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Georgetown	1 25%	1 25%	1 25%	0 0%	0 0%	1 25%
Greenwood	0 0%	0 0%	2 66.7%	0 0%	0 0%	1 33.3%
Harrington	0 0%	0 0%	0 0%	0 0%	1 100%	0 0%
Hockessin	0 0%	5 18.5%	3 11.1%	11 40.7%	5 18.5%	3 11.1%

Kent County Dept. of Libraries	1 25%	0 0%	1 25%	2 50%	0 0%	0 0%
Kirkwood	1 10%	1 10%	1 10%	4 40%	2 20%	1 10%
Laurel	0 0%	1 33.3%	1 33.3%	0 0%	0 0%	1 33.3%
Lewes	4 21.1%	1 5.3%	2 10.5%	6 31.6%	3 15.8%	3 15.8%
Milford	1 20%	1 20%	2 40%	0 0%	1 20%	0 0%
Millsboro	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

Milton	0 0%	1 33.3%	0 0%	2 66.7%	0 0%	0 0%
New Castle	1 11.1%	0 0%	4 44.4%	0 0%	2 22.2%	2 22.2%
Newark	5 29.4%	0 0%	4 23.5%	4 23.5%	3 17.6%	1 5.9%
North Wilmington	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Rehoboth Beach	2 33.3%	2 33.3%	1 16.7%	1 16.7%	0 0%	0 0%
Route 9	2 50%	1 25%	0 0%	1 25%	0 0%	0 0%

Seaford	0 0%	2 100%	0 0%	0 0%	0 0%	0 0%
Selbyville	0 0%	1 50%	1 50%	0 0%	0 0%	0 0%
Smyrna	1 20%	0 0%	4 80%	0 0%	0 0%	0 0%
South Coastal	2 25%	1 12.5%	1 12.5%	0 0%	4 50%	0 0%
Sussex County Libraries	0 0%	1 100%	0 0%	0 0%	0 0%	0 0%
Wilmington	1 8.3%	0 0%	1 8.3%	4 33.3%	6 50%	0 0%

Wilmington University Library	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Woodlawn	1 14.3%	1 14.3%	2 28.6%	1 14.3%	0 0%	2 28.6%
Totals	146	63	72	65	56	20

**Average Response Time:** 15 hours, 32 min