# Turnaround Statistics – October 2023 – 386 Total unique tickets

| | 0-10 minutes | 11-60 minutes | 1-12 hours | 12-24 hours | 1-3 days | 3+ days |
|---|---|---|---|---|---|---|
| Appoquinimink | 2<br>14.3% | 2<br>14.3% | 4<br>28.6% | 5<br>35.7% | 1<br>7.1% | 0<br>0% |
| Ask a Librarian Delaware | 25<br>26.3% | 25<br>26.3% | 25<br>26.3% | 15<br>15.8% | 5<br>5.3% | 0<br>0% |
| Bear | 0<br>0% | 1<br>10% | 2<br>20% | 5<br>50% | 1<br>10% | 1<br>10% |
| Brandywine Hundred | 41<br>66.1% | 1<br>1.6% | 8<br>12.9% | 4<br>6.5% | 7<br>11.3% | 1<br>1.6% |

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|---|---|---|---|---|---|---|
| Bridgeville | 0<br>0% | 0<br>0% | 0<br>0% | 0<br>0% | 0<br>0% | 0<br>0% |
| Claymont | 3<br>23.1% | 1<br>7.7% | 4<br>30.8% | 1<br>7.7% | 1<br>7.7% | 3<br>23.1% |
| Corbit-Calloway | 0<br>0% | 0<br>0% | 0<br>0% | 0<br>0% | 0<br>0% | 0<br>0% |
| Correctional Services - Reference by Mail (INTERNAL USE ONLY) | 12<br>100% | 0<br>0% | 0<br>0% | 0<br>0% | 0<br>0% | 0<br>0% |
| DDL Social Media | 0<br>0% | 0<br>0% | 0<br>0% | 0<br>0% | 0<br>0% | 0<br>0% |
| Delaware City | 5<br>45.5% | 2<br>18.2% | 0<br>0% | 3<br>27.3% | 0<br>0% | 1<br>9.1% |

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|---|---|---|---|---|---|---|
| Delaware Law Libraries | 0 0% | 1 100% | 0 0% | 0 0% | 0 0% | 0 0% |
| Delaware Library Access Services (Blind/Handicapped Library Service) | 0 0% | 0 0% | 0 0% | 0 0% | 1 100% | 0 0% |
| Delaware Tech Libraries | 1 6.7% | 5 33.3% | 5 33.3% | 4 26.7% | 0 0% | 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 | 5 35.7% | 2 14.3% | 1 7.1% | 3 21.4% | 3 21.4% | 0 0% |

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|---|---|---|---|---|---|---|
| Elsmere | 0<br>0% | 0<br>0% | 1<br>50% | 1<br>50% | 0<br>0% | 0<br>0% |
| Frankford | 0<br>0% | 0<br>0% | 0<br>0% | 0<br>0% | 0<br>0% | 0<br>0% |
| Georgetown | 0<br>0% | 0<br>0% | 0<br>0% | 2<br>100% | 0<br>0% | 0<br>0% |
| Greenwood | 1<br>25% | 0<br>0% | 0<br>0% | 2<br>50% | 1<br>25% | 0<br>0% |
| Harrington | 0<br>0% | 0<br>0% | 0<br>0% | 0<br>0% | 0<br>0% | 0<br>0% |
| Hockessin | 6<br>27.3% | 2<br>9.1% | 1<br>4.5% | 7<br>31.8% | 5<br>22.7% | 1<br>4.5% |

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|---|---|---|---|---|---|---|
| Kent County Dept. of Libraries | 3<br>42.9% | 2<br>28.6% | 0<br>0% | 0<br>0% | 1<br>14.3% | 1<br>14.3% |
| Kirkwood | 1<br>11.1% | 0<br>0% | 4<br>44.4% | 1<br>11.1% | 3<br>33.3% | 0<br>0% |
| Laurel | 0<br>0% | 0<br>0% | 0<br>0% | 1<br>100% | 0<br>0% | 0<br>0% |
| Lewes | 3<br>15.8% | 4<br>21.1% | 1<br>5.3% | 8<br>42.1% | 2<br>10.5% | 1<br>5.3% |
| Milford | 1<br>16.7% | 2<br>33.3% | 2<br>33.3% | 1<br>16.7% | 0<br>0% | 0<br>0% |
| Millsboro | 1<br>14.3% | 1<br>14.3% | 1<br>14.3% | 2<br>28.6% | 1<br>14.3% | 1<br>14.3% |

| | | | | | | |
|---|---|---|---|---|---|---|
| Milton | 0<br>0% | 0<br>0% | 0<br>0% | 1<br>50% | 1<br>50% | 0<br>0% |
| New Castle | 1<br>20% | 2<br>40% | 1<br>20% | 0<br>0% | 0<br>0% | 1<br>20% |
| Newark | 1<br>6.3% | 0<br>0% | 0<br>0% | 2<br>12.5% | 3<br>18.8% | 10<br>62.5% |
| North Wilmington | 0<br>0% | 0<br>0% | 0<br>0% | 0<br>0% | 0<br>0% | 0<br>0% |
| Rehoboth Beach | 2<br>66.7% | 0<br>0% | 0<br>0% | 0<br>0% | 0<br>0% | 1<br>33.3% |
| Route 9 | 0<br>0% | 0<br>0% | 0<br>0% | 0<br>0% | 1<br>100% | 0<br>0% |

| | | | | | | |
|---|---|---|---|---|---|---|
| Seaford | 0 0% | 0 0% | 1 100% | 0 0% | 0 0% | 0 0% |
| Selbyville | 0 0% | 1 25% | 1 25% | 1 25% | 1 25% | 0 0% |
| Smyrna | 0 0% | 0 0% | 1 33.3% | 2 66.7% | 0 0% | 0 0% |
| South Coastal | 1 20% | 1 20% | 1 20% | 1 20% | 0 0% | 1 20% |
| Sussex County Libraries | 0 0% | 1 100% | 0 0% | 0 0% | 0 0% | 0 0% |
| Wilmington | 0 0% | 0 0% | 2 25% | 1 12.5% | 4 50% | 1 12.5% |

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|---|---|---|---|---|---|---|
| Wilmington University Library | 0<br><br>0% | 0<br><br>0% | 0<br><br>0% | 0<br><br>0% | 0<br><br>0% | 0<br><br>0% |
| Woodlawn | 4<br><br>40% | 2<br><br>20% | 1<br><br>10% | 1<br><br>10% | 0<br><br>0% | 2<br><br>20% |
| Totals | 119 | 58 | 67 | 74 | 42 | 26 |

**Average Response Time:** 17 hours, 3 min