



Turnaround Statistics – November 2023 –376 Total unique tickets

	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
Appoquinimink	0 0%	1 14.3%	3 42.9%	0 0%	3 42.9%	0 0%
Ask a Librarian Delaware	49 38%	28 21.7%	30 23.3%	14 10.9%	6 4.7%	2 1.6%
Bear	0 0%	0 0%	7 53.8%	1 7.7%	5 38.5%	0 0%
Brandywine Hundred	25 52.1%	3 6.3%	7 14.6%	3 6.3%	7 14.6%	3 6.3%

Bridgeville	0 0%	0 0%	0 0%	0 0%	0 0%	1 100%
Claymont	1 20%	1 20%	0 0%	1 20%	0 0%	2 40%
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	3 37.5%	2 25%	2 25%	1 12.5%	0 0%	0 0%

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%	0 0%	0 0%
Delaware Tech Libraries	4 66.7%	1 16.7%	1 16.7%	0 0%	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	0 0%	0 0%	1 14.3%	0 0%	1 14.3%	5 71.4%

Elsmere	0 0%	0 0%	0 0%	1 100%	0 0%	0 0%
Frankford	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Georgetown	0 0%	0 0%	1 25%	0 0%	1 25%	2 50%
Greenwood	3 100%	0 0%	0 0%	0 0%	0 0%	0 0%
Harrington	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Hockessin	4 19%	2 9.5%	5 23.8%	7 33.3%	2 9.5%	1 4.8%

Kent County Dept. of Libraries	0 0%	0 0%	0 0%	1 25%	0 0%	3 75%
Kirkwood	4 36.4%	3 27.3%	0 0%	2 18.2%	2 18.2%	0 0%
Laurel	0 0%	0 0%	0 0%	0 0%	1 100%	0 0%
Lewes	1 6.3%	1 6.3%	5 31.3%	4 25%	3 18.8%	2 12.5%
Milford	0 0%	0 0%	2 40%	1 20%	2 40%	0 0%
Millsboro	0 0%	0 0%	1 25%	2 50%	1 25%	0 0%

Milton	1 12.5%	0 0%	1 12.5%	3 37.5%	2 25%	1 12.5%
New Castle	0 0%	0 0%	0 0%	1 33.3%	1 33.3%	1 33.3%
Newark	0 0%	1 5%	2 10%	5 25%	5 25%	7 35%
North Wilmington	0 0%	0 0%	0 0%	1 50%	1 50%	0 0%
Rehoboth Beach	0 0%	0 0%	0 0%	0 0%	1 33.3%	2 66.7%
Route 9	0 0%	0 0%	0 0%	1 100%	0 0%	0 0%

Seaford	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Selbyville	0 0%	0 0%	1 33.3%	0 0%	1 33.3%	1 33.3%
Smyrna	0 0%	3 100%	0 0%	0 0%	0 0%	0 0%
South Coastal	2 22.2%	2 22.2%	2 22.2%	2 22.2%	1 11.1%	0 0%
Sussex County Libraries	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Wilmington	1 14.3%	0 0%	0 0%	3 42.9%	2 28.6%	1 14.3%

Wilmington University Library	0 0%	0 0%	0 0%	0 0%	0 0%	2 100%
Woodlawn	2 18.2%	1 9.1%	0 0%	2 18.2%	3 27.3%	3 27.3%
Totals	109	50	71	56	51	39

Average Response Time: 1 day, 2 hours, 1 min