Turnaround Statistics – December 2023 – 355 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%	3 50%	0 0%	2 33.3%	1 16.7%
Ask a Librarian Delaware	36 32.7%	27 24.5%	24 21.8%	14 12.7%	6 5.5%	3 2.7%
Bear	1 16.7%	0 0%	0 0%	3 50%	0 0%	2 33.3%
Brandywine Hundred	31 57.4%	2 3.7%	5 9.3%	6 11.1%	9 16.7%	1 1.9%

Bridgeville	2 50%	0 0%	1 25%	0 0%	1 25%	0 0%
Claymont	4 44.4%	0 0%	1 11.1%	2 22.2%	2 22.2%	0 0%
Corbit-Calloway	0 0%	0 0%	2 66.7%	0 0%	1 33.3%	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	1 33.3%	0 0%	0 0%	0 0%	1 33.3%	1 33.3%

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%	1 50%	0 0%	1 50%	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	8 15.7%	3 5.9%	3 5.9%	1 2%	28 54.9%	8 15.7%

Elsmere	0 0%	0 0%	1 100%	0 0%	0 0%	0 0%
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	1 20%	0 0%	2 40%	2 40%	0 0%	0 0%
Harrington	0 0%	0 0%	1 100%	0 0%	0 0%	0 0%
Hockessin	6 35.3%	2 11.8%	2 11.8%	5 29.4%	0 0%	2 11.8%

Kent County Dept. of Libraries	1 33.3%	0 0%	0 0%	1 33.3%	0 0%	1 33.3%
Kirkwood	3 37.5%	1 12.5%	1 12.5%	0 0%	3 37.5%	0 0%
Laurel	0 0%	0 0%	0 0%	1 50%	1 50%	0 0%
Lewes	0 0%	1 14.3%	3 42.9%	1 14.3%	2 28.6%	0 0%
Milford	2 66.7%	0 0%	0 0%	1 33.3%	0 0%	0 0%
Millsboro	0 0%	1 33.3%	1 33.3%	0 0%	0 0%	1 33.3%

Milton	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
New Castle	2 25%	0 0%	1 12.5%	1 12.5%	3 37.5%	1 12.5%
Newark	0 0%	0 0%	2 20%	6 60%	2 20%	0 0%
North Wilmington	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Rehoboth Beach	0 0%	1 33.3%	1 33.3%	0 0%	0 0%	1 33.3%
Route 9	0 0%	1 100%	0 0%	0 0%	0 0%	0 0%

Seaford	0	0	0	0	0	0
	0%	0%	0%	0%	0%	0%
Selbyville	1	1	0	0	1	0
	33.3%	33.3%	0%	0%	33.3%	0%
Smyrna	0	2	2	0	1	0
	0%	40%	40%	0%	20%	0%
South Coastal	0	0	2	0	1	0
	0%	0%	66.7%	0%	33.3%	0%
Sussex County Libraries	0	0	0	0	0	0
	0%	0%	0%	0%	0%	0%
Wilmington	0	1	2	0	2	1
	0%	16.7%	33.3%	0%	33.3%	16.7%

Wilmington University Library	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Woodlawn	1 12.5%	0 0%	0 0%	1 12.5%	2 25%	4 50%
Totals	110	43	61	45	69	27

Average Response Time: 21 hours, 46 min