



Turnaround Statistics – January 2024 – 477 Total unique tickets

	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
Appoquinimink	0 0%	3 23.1%	2 15.4%	5 38.5%	3 23.1%	0 0%
Ask a Librarian Delaware	45 35.7%	37 29.4%	24 19%	13 10.3%	7 5.6%	0 0%
Bear	1 6.3%	0 0%	5 31.3%	9 56.3%	1 6.3%	0 0%
Brandywine Hundred	70 56.9%	2 1.6%	16 13%	8 6.5%	11 8.9%	16 13%

Bridgeville	0 0%	0 0%	0 0%	1 100%	0 0%	0 0%
Claymont	1 11.1%	1 11.1%	1 11.1%	2 22.2%	4 44.4%	0 0%
Corbit-Calloway	0 0%	1 50%	0 0%	0 0%	0 0%	1 50%
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	1 14.3%	0 0%	3 42.9%	1 14.3%	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	2 20%	4 40%	1 10%	2 20%	1 10%	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%	0 0%	0 0%	0 0%
Dover	3 27.3%	0 0%	2 18.2%	3 27.3%	1 9.1%	2 18.2%

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	0 0%	1 100%	0 0%	0 0%	0 0%	0 0%
Greenwood	0 0%	0 0%	0 0%	0 0%	1 100%	0 0%
Harrington	0 0%	0 0%	1 50%	0 0%	1 50%	0 0%
Hockessin	1 4.5%	5 22.7%	5 22.7%	1 4.5%	7 31.8%	3 13.6%

Kent County Dept. of Libraries	1 16.7%	0 0%	1 16.7%	1 16.7%	1 16.7%	2 33.3%
Kirkwood	3 20%	3 20%	5 33.3%	3 20%	0 0%	1 6.7%
Laurel	1 12.5%	0 0%	3 37.5%	0 0%	4 50%	0 0%
Lewes	2 20%	1 10%	2 20%	0 0%	5 50%	0 0%
Milford	2 28.6%	2 28.6%	1 14.3%	1 14.3%	1 14.3%	0 0%
Millsboro	0 0%	0 0%	1 50%	1 50%	0 0%	0 0%

Milton	1 33.3%	0 0%	1 33.3%	0 0%	1 33.3%	0 0%
New Castle	2 33.3%	0 0%	1 16.7%	0 0%	1 16.7%	2 33.3%
Newark	0 0%	0 0%	3 23.1%	1 7.7%	6 46.2%	3 23.1%
North Wilmington	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Rehoboth Beach	1 33.3%	1 33.3%	0 0%	0 0%	1 33.3%	0 0%
Route 9	0 0%	0 0%	1 33.3%	2 66.7%	0 0%	0 0%

Seaford	2 100%	0 0%	0 0%	0 0%	0 0%	0 0%
Selbyville	0 0%	1 33.3%	0 0%	0 0%	2 66.7%	0 0%
Smyrna	0 0%	0 0%	1 25%	3 75%	0 0%	0 0%
South Coastal	1 6.3%	3 18.8%	2 12.5%	5 31.3%	4 25%	1 6.3%
Sussex County Libraries	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Wilmington	3 37.5%	0 0%	2 25%	2 25%	1 12.5%	0 0%

Wilmington University Library	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Woodlawn	0 0%	1 11.1%	4 44.4%	0 0%	2 22.2%	2 22.2%
Totals	158	66	88	64	67	34

Average Response Time: 18 hours, 23 min