



Turnaround Statistics – February 2024 – 399 Total unique tickets

	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
Appoquinimink	0 0%	1 9.1%	2 18.2%	5 45.5%	2 18.2%	1 9.1%
Ask a Librarian Delaware	60 42.9%	31 22.1%	29 20.7%	10 7.1%	8 5.7%	2 1.4%
Bear	0 0%	0 0%	3 21.4%	5 35.7%	6 42.9%	0 0%
Brandywine Hundred	8 21.6%	0 0%	9 24.3%	5 13.5%	12 32.4%	3 8.1%

Bridgeville	0 0%	0 0%	0 0%	0 0%	1 50%	1 50%
Claymont	11 37.9%	3 10.3%	2 6.9%	3 10.3%	3 10.3%	7 24.1%
Corbit-Calloway	0 0%	0 0%	0 0%	1 100%	0 0%	0 0%
Correctional Services - Reference by Mail (INTERNAL USE ONLY)	3 100%	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%	4 50%	0 0%	0 0%	1 12.5%	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%	0 0%	0 0%	0 0%
Delaware Tech Libraries	4 26.7%	5 33.3%	1 6.7%	3 20%	1 6.7%	1 6.7%
Delmar	0 0%	0 0%	1 50%	0 0%	0 0%	1 50%
Department of Health and Social Services Library/DDL Telehealth/Teleservices	0 0%	1 100%	0 0%	0 0%	0 0%	0 0%
Dover	1 11.1%	0 0%	3 33.3%	1 11.1%	3 33.3%	1 11.1%

Elsmere	5 83.3%	1 16.7%	0 0%	0 0%	0 0%	0 0%
Frankford	0 0%	0 0%	1 100%	0 0%	0 0%	0 0%
Georgetown	0 0%	0 0%	0 0%	2 50%	2 50%	0 0%
Greenwood	0 0%	0 0%	0 0%	2 100%	0 0%	0 0%
Harrington	0 0%	0 0%	0 0%	0 0%	0 0%	1 100%
Hockessin	1 5.3%	2 10.5%	4 21.1%	4 21.1%	7 36.8%	1 5.3%

Kent County Dept. of Libraries	0 0%	0 0%	0 0%	2 100%	0 0%	0 0%
Kirkwood	0 0%	2 33.3%	2 33.3%	2 33.3%	0 0%	0 0%
Laurel	0 0%	0 0%	0 0%	1 100%	0 0%	0 0%
Lewes	2 13.3%	2 13.3%	4 26.7%	4 26.7%	0 0%	3 20%
Milford	0 0%	1 100%	0 0%	0 0%	0 0%	0 0%
Millsboro	0 0%	1 25%	0 0%	2 50%	1 25%	0 0%

Milton	2 40%	1 20%	2 40%	0 0%	0 0%	0 0%
New Castle	3 33.3%	1 11.1%	2 22.2%	0 0%	1 11.1%	2 22.2%
Newark	2 25%	0 0%	3 37.5%	1 12.5%	2 25%	0 0%
North Wilmington	0 0%	0 0%	0 0%	0 0%	0 0%	1 100%
Rehoboth Beach	0 0%	0 0%	0 0%	1 100%	0 0%	0 0%
Route 9	2 66.7%	0 0%	0 0%	0 0%	1 33.3%	0 0%

Seaford	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Selbyville	0 0%	0 0%	0 0%	1 100%	0 0%	0 0%
Smyrna	2 28.6%	0 0%	5 71.4%	0 0%	0 0%	0 0%
South Coastal	3 27.3%	0 0%	3 27.3%	1 9.1%	2 18.2%	2 18.2%
Sussex County Libraries	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Wilmington	1 11.1%	0 0%	1 11.1%	2 22.2%	4 44.4%	1 11.1%

Wilmington University Library	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Woodlawn	3 30%	0 0%	1 10%	1 10%	1 10%	4 40%
Totals	116	56	78	59	58	32

Average Response Time: 21 hours, 17 min