



Turnaround Statistics – March 2024 – 342 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%	5 62.5%	1 12.5%	2 25%	0 0%
Ask a Librarian Delaware	39 29.3%	42 31.6%	22 16.5%	21 15.8%	8 6%	1 0.8%
Bear	1 6.7%	2 13.3%	3 20%	2 13.3%	7 46.7%	0 0%
Brandywine Hundred	2 10.5%	6 31.6%	4 21.1%	2 10.5%	4 21.1%	1 5.3%

Bridgeville	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Claymont	4 23.5%	0 0%	1 5.9%	3 17.6%	8 47.1%	1 5.9%
Corbit-Calloway	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Correctional Services - Reference by Mail (INTERNAL USE ONLY)	8 100%	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	2 13.3%	1 6.7%	4 26.7%	3 20%	4 26.7%	1 6.7%

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%	1 100%	0 0%	0 0%	0 0%
Delaware Tech Libraries	2 25%	3 37.5%	2 25%	0 0%	0 0%	1 12.5%
Delmar	2 66.7%	0 0%	0 0%	0 0%	0 0%	1 33.3%
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%	3 25%	1 8.3%	2 16.7%	3 25%	3 25%
Elsmere	0 0%	1 25%	2 50%	1 25%	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	0 0%	1 50%	1 50%	0 0%	0 0%	0 0%
Harrington	0 0%	0 0%	0 0%	2 100%	0 0%	0 0%

Hockessin	3 15.8%	1 5.3%	2 10.5%	3 15.8%	3 15.8%	7 36.8%
Kent County Dept. of Libraries	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Kirkwood	2 18.2%	0 0%	4 36.4%	2 18.2%	2 18.2%	1 9.1%
Laurel	2 28.6%	2 28.6%	2 28.6%	1 14.3%	0 0%	0 0%
Lewes	1 12.5%	1 12.5%	1 12.5%	2 25%	1 12.5%	2 25%
Milford	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

Millsboro	0 0%	2 66.7%	0 0%	1 33.3%	0 0%	0 0%
Milton	0 0%	2 50%	0 0%	1 25%	1 25%	0 0%
New Castle	0 0%	0 0%	1 20%	0 0%	3 60%	1 20%
Newark	1 11.1%	0 0%	6 66.7%	1 11.1%	1 11.1%	0 0%
North Wilmington	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Rehoboth Beach	0 0%	2 100%	0 0%	0 0%	0 0%	0 0%

Route 9	1 25%	0 0%	1 25%	1 25%	1 25%	0 0%
Seaford	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Selbyville	0 0%	0 0%	1 33.3%	2 66.7%	0 0%	0 0%
Smyrna	0 0%	1 50%	1 50%	0 0%	0 0%	0 0%
South Coastal	0 0%	0 0%	1 25%	1 25%	2 50%	0 0%
Sussex County Libraries	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

Wilmington	0 0%	1 33.3%	0 0%	0 0%	0 0%	2 66.7%
Wilmington University Library	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Woodlawn	1 9.1%	2 18.2%	2 18.2%	0 0%	2 18.2%	4 36.4%
Totals	71	73	68	52	52	26

Average Response Time: 21 hours, 20 min