



Turnaround Statistics – April 2024 – 346 Total unique tickets

	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
Appoquinimink	1 7.7%	0 0%	5 38.5%	3 23.1%	4 30.8%	0 0%
Ask a Librarian Delaware	37 27%	42 30.7%	33 24.1%	22 16.1%	1 0.7%	2 1.5%
Bear	0 0%	0 0%	5 50%	2 20%	3 30%	0 0%
Brandywine Hundred	2 13.3%	2 13.3%	7 46.7%	2 13.3%	2 13.3%	0 0%

Bridgeville	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Claymont	1 5.3%	4 21.1%	4 21.1%	6 31.6%	2 10.5%	2 10.5%
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	4 66.7%	0 0%	1 16.7%	0 0%	0 0%	1 16.7%

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%	0 0%	0 0%	0 0%	0 0%
Delaware Tech Libraries	0 0%	1 33.3%	1 33.3%	0 0%	1 33.3%	0 0%
Delmar	2 100%	0 0%	0 0%	0 0%	0 0%	0 0%
Department of Health and Social Services Library/DDL Telehealth/Teleservices	1 100%	0 0%	0 0%	0 0%	0 0%	0 0%

Dover	1 11.1%	1 11.1%	3 33.3%	0 0%	0 0%	4 44.4%
Elsmere	0 0%	2 40%	1 20%	2 40%	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%	1 25%	2 50%	1 25%
Harrington	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

Hockessin	2 11.8%	3 17.6%	4 23.5%	1 5.9%	6 35.3%	1 5.9%
Kent County Dept. of Libraries	6 46.2%	0 0%	6 46.2%	0 0%	1 7.7%	0 0%
Kirkwood	1 9.1%	0 0%	3 27.3%	2 18.2%	3 27.3%	2 18.2%
Laurel	1 100%	0 0%	0 0%	0 0%	0 0%	0 0%
Lewes	2 20%	2 20%	0 0%	3 30%	2 20%	1 10%
Milford	1 33.3%	0 0%	1 33.3%	1 33.3%	0 0%	0 0%

Millsboro	1 33.3%	1 33.3%	0 0%	1 33.3%	0 0%	0 0%
Milton	0 0%	0 0%	0 0%	1 33.3%	2 66.7%	0 0%
New Castle	3 37.5%	0 0%	0 0%	2 25%	2 25%	1 12.5%
Newark	1 10%	0 0%	2 20%	0 0%	4 40%	3 30%
North Wilmington	0 0%	0 0%	1 100%	0 0%	0 0%	0 0%
Rehoboth Beach	0 0%	0 0%	1 25%	1 25%	2 50%	0 0%

Route 9	0 0%	0 0%	1 100%	0 0%	0 0%	0 0%
Seaford	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Selbyville	0 0%	0 0%	0 0%	0 0%	1 100%	0 0%
Smyrna	0 0%	0 0%	3 100%	0 0%	0 0%	0 0%
South Coastal	1 25%	0 0%	0 0%	0 0%	0 0%	3 75%
Sussex County Libraries	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

Wilmington	1 25%	0 0%	0 0%	1 25%	1 25%	1 25%
Wilmington University Library	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Woodlawn	2 12.5%	2 12.5%	5 31.3%	2 12.5%	5 31.3%	0 0%
Totals	79	61	87	53	44	22

Average Response Time: 17 hours, 11 min