Turnaround Statistics – May 2024 – 357 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 42.9%	1 14.3%	3 42.9%	0 0%
Ask a Librarian Delaware	27 21.3%	35 27.6%	39 30.7%	12 9.4%	12 9.4%	2 1.6%
Bear	2 12.5%	5 31.3%	7 43.8%	1 6.3%	1 6.3%	0 0%
Brandywine Hundred	4 17.4%	1 4.3%	7 30.4%	5 21.7%	2 8.7%	4 17.4%

Bridgeville	0 0%	0 0%	1 50%	1 50%	0 0%	0 0%
Claymont	4 18.2%	2 9.1%	4 18.2%	2 9.1%	7 31.8%	3 13.6%
Corbit-Calloway	0 0%	1 33.3%	0 0%	1 33.3%	0 0%	1 33.3%
Correctional Services - Reference by Mail (INTERNAL USE ONLY)	7 100%	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 22.2%	1 11.1%	2 22.2%	2 22.2%	1 11.1%	1 11.1%

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%	1 100%	0 0%	0 0%	0 0%	0 0%
Delmar	0 0%	0 0%	0 0%	0 0%	1 100%	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	1 14.3%	0 0%	0 0%	1 14.3%	5 71.4%	0 0%
Elsmere	0 0%	1 50%	0 0%	0 0%	0 0%	1 50%
Frankford	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Georgetown	0 0%	0 0%	0 0%	2 100%	0 0%	0 0%
Greenwood	0 0%	0 0%	0 0%	1 50%	1 50%	0 0%
Harrington	1 100%	0 0%	0 0%	0 0%	0 0%	0 0%

Hockessin	3 15%	0 0%	11 55%	1 5%	3 15%	2 10%
Kent County Dept. of Libraries	1 33.3%	0 0%	1 33.3%	0 0%	0 0%	1 33.3%
Kirkwood	0 0%	2 15.4%	4 30.8%	5 38.5%	0 0%	2 15.4%
Laurel	0 0%	0 0%	0 0%	2 40%	2 40%	1 20%
Lewes	1 7.1%	1 7.1%	3 21.4%	5 35.7%	3 21.4%	1 7.1%
Milford	0 0%	0 0%	1 50%	0 0%	1 50%	0 0%

Millsboro	0 0%	0 0%	2 22.2%	1 11.1%	6 66.7%	0 0%
Milton	0 0%	0 0%	0 0%	0 0%	1 100%	0 0%
New Castle	1 12.5%	0 0%	1 12.5%	1 12.5%	1 12.5%	4 50%
Newark	0 0%	1 10%	4 40%	1 10%	2 20%	2 20%
North Wilmington	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Rehoboth Beach	1 33.3%	0 0%	1 33.3%	1 33.3%	0 0%	0 0%

Route 9	0 0%	1 50%	0 0%	1 50%	0 0%	0 0%
Seaford	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Selbyville	0 0%	0 0%	0 0%	1 50%	1 50%	0 0%
Smyrna	1 20%	2 40%	2 40%	0 0%	0 0%	0 0%
South Coastal	0 0%	1 12.5%	1 12.5%	2 25%	4 50%	0 0%
Sussex County Libraries	1 50%	0 0%	0 0%	1 50%	0 0%	0 0%

Wilmington	1 10%	1 10%	2 20%	2 20%	2 20%	2 20%
Wilmington University Library	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Woodlawn	4 50%	0 0%	0 0%	0 0%	3 37.5%	1 12.5%
Totals	62	56	96	53	62	28

Average Response Time: 22 hours, 58 min