Turnaround Statistics – June 2024 – 368 Total unique tickets

	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
Appoquinimink	1 8.3%	1 8.3%	3 25%	2 16.7%	4 33.3%	1 8.3%
Ask a Librarian Delaware	34 26.6%	37 28.9%	35 27.3%	13 10.2%	8 6.3%	1 0.8%
Bear	2 28.6%	0 0%	2 28.6%	2 28.6%	0 0%	1 14.3%
Brandywine Hundred	6 21.4%	2 7.1%	2 7.1%	7 25%	5 17.9%	6 21.4%

Bridgeville	1 25%	1 25%	1 25%	0 0%	1 25%	0 0%
Claymont	1 6.7%	1 6.7%	0 0%	0 0%	5 33.3%	8 53.3%
Corbit-Calloway	0 0%	2 66.7%	0 0%	1 33.3%	0 0%	0 0%
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	5 62.5%	1 12.5%	1 12.5%	1 12.5%	0 0%	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	3 42.9%	0 0%	2 28.6%	2 28.6%	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	0 0%	2 16.7%	2 16.7%	2 16.7%	3 25%	3 25%
Elsmere	1 25%	0 0%	1 25%	1 25%	1 25%	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%	0 0%	0 0%	0 0%	0 0%	0 0%
Harrington	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

Hockessin	2 12.5%	2 12.5%	2 12.5%	6 37.5%	4 25%	0 0%
Kent County Dept. of Libraries	1 12.5%	1 12.5%	2 25%	0 0%	1 12.5%	3 37.5%
Kirkwood	0 0%	0 0%	7 58.3%	3 25%	1 8.3%	1 8.3%
Laurel	0 0%	1 50%	1 50%	0 0%	0 0%	0 0%
Lewes	2 11.8%	1 5.9%	5 29.4%	2 11.8%	4 23.5%	3 17.6%
Milford	0 0%	1 25%	0 0%	3 75%	0 0%	0 0%

Millsboro	0 0%	1 25%	1 25%	1 25%	1 25%	0 0%
Milton	0 0%	0 0%	1 50%	0 0%	1 50%	0 0%
New Castle	3 42.9%	0 0%	0 0%	0 0%	1 14.3%	3 42.9%
Newark	4 18.2%	3 13.6%	5 22.7%	3 13.6%	4 18.2%	3 13.6%
North Wilmington	1 33.3%	0 0%	1 33.3%	0 0%	1 33.3%	0 0%
Rehoboth Beach	1 33.3%	0 0%	1 33.3%	1 33.3%	0 0%	0 0%

Route 9	0 0%	2 50%	1 25%	0 0%	0 0%	1 25%
Seaford	1 50%	0 0%	0 0%	1 50%	0 0%	0 0%
Selbyville	0 0%	1 16.7%	3 50%	0 0%	2 33.3%	0 0%
Smyrna	3 50%	0 0%	2 33.3%	1 16.7%	0 0%	0 0%
South Coastal	1 33.3%	0 0%	0 0%	1 33.3%	1 33.3%	0 0%
Sussex County Libraries	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

Wilmington	0 0%	0 0%	2 40%	2 40%	1 20%	0 0%
Wilmington University Library	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Woodlawn	0 0%	1 16.7%	0 0%	0 0%	1 16.7%	4 66.7%
Totals	80	61	83	55	51	38

Average Response Time: 23 hours, 57 min