



Turnaround Statistics – July 2024/FY25 – 418 Total unique tickets

	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
Appoquinimink	0 0%	1 10%	3 30%	3 30%	3 30%	0 0%
Ask a Librarian Delaware	39 27.1%	42 29.2%	40 27.8%	13 9%	8 5.6%	2 1.4%
Bear	2 14.3%	2 14.3%	3 21.4%	2 14.3%	5 35.7%	0 0%
Brandywine Hundred	28 36.8%	1 1.3%	17 22.4%	6 7.9%	16 21.1%	8 10.5%

Bridgeville	1 100%	0 0%	0 0%	0 0%	0 0%	0 0%
Claymont	0 0%	1 20%	1 20%	1 20%	0 0%	2 40%
Corbit-Calloway	0 0%	0 0%	1 50%	1 50%	0 0%	0 0%
Correctional Services - Reference by Mail (INTERNAL USE ONLY)	15 100%	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%	2 33.3%	0 0%	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	0 0%	0 0%	1 50%	1 50%	0 0%	0 0%
Delmar	3 100%	0 0%	0 0%	0 0%	0 0%	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%	0 0%	1 16.7%	1 16.7%	0 0%	4 66.7%
Elsmere	0 0%	0 0%	2 100%	0 0%	0 0%	0 0%
Frankford	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Georgetown	1 14.3%	2 28.6%	3 42.9%	0 0%	0 0%	1 14.3%
Greenwood	2 66.7%	1 33.3%	0 0%	0 0%	0 0%	0 0%
Harrington	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

Hockessin	2 6.3%	4 12.5%	3 9.4%	5 15.6%	8 25%	10 31.3%
Kent County Dept. of Libraries	1 25%	0 0%	1 25%	0 0%	1 25%	1 25%
Kirkwood	2 22.2%	0 0%	1 11.1%	2 22.2%	1 11.1%	3 33.3%
Laurel	0 0%	0 0%	2 100%	0 0%	0 0%	0 0%
Lewes	0 0%	0 0%	4 25%	4 25%	2 12.5%	6 37.5%
Milford	0 0%	1 25%	1 25%	2 50%	0 0%	0 0%

Millsboro	0 0%	1 50%	1 50%	0 0%	0 0%	0 0%
Milton	0 0%	0 0%	1 100%	0 0%	0 0%	0 0%
New Castle	2 40%	1 20%	0 0%	1 20%	0 0%	1 20%
Newark	0 0%	0 0%	3 20%	0 0%	2 13.3%	10 66.7%
North Wilmington	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Rehoboth Beach	0 0%	0 0%	0 0%	1 100%	0 0%	0 0%

Route 9	1 50%	0 0%	0 0%	0 0%	1 50%	0 0%
Seaford	0 0%	0 0%	1 100%	0 0%	0 0%	0 0%
Selbyville	0 0%	0 0%	1 100%	0 0%	0 0%	0 0%
Smyrna	2 50%	0 0%	1 25%	0 0%	1 25%	0 0%
South Coastal	1 25%	0 0%	0 0%	3 75%	0 0%	0 0%
Sussex County Libraries	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

Wilmington	2 22.2%	1 11.1%	3 33.3%	1 11.1%	2 22.2%	0 0%
Wilmington University Library	0 0%	0 0%	0 0%	0 0%	1 100%	0 0%
Woodlawn	5 55.6%	1 11.1%	0 0%	0 0%	1 11.1%	2 22.2%
Totals	113	59	97	47	52	50

Average Response Time: 1 day, 4 hours, 35 min