



Turnaround Statistics – August 2024/FY25 – 365 Total unique tickets

	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
Appoquinimink	1 9.1%	3 27.3%	3 27.3%	2 18.2%	2 18.2%	0 0%
Ask a Librarian Delaware	45 28.1%	56 35%	38 23.8%	14 8.8%	6 3.8%	1 0.6%
Bear	1 7.7%	2 15.4%	6 46.2%	1 7.7%	2 15.4%	1 7.7%
Brandywine Hundred	20 40%	1 2%	13 26%	6 12%	8 16%	2 4%

Bridgeville	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Claymont	1 33.3%	1 33.3%	1 33.3%	0 0%	0 0%	0 0%
Corbit-Calloway	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Correctional Services - Reference by Mail (INTERNAL USE ONLY)	4 100%	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	6 60%	1 10%	3 30%	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%	2 50%	0 0%	1 25%	1 25%	0 0%
Delmar	0 0%	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	3 33.3%	1 11.1%	1 11.1%	0 0%	3 33.3%	1 11.1%
Elsmere	0 0%	0 0%	0 0%	0 0%	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	2 28.6%	0 0%	1 14.3%	3 42.9%	1 14.3%	0 0%
Harrington	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

Hockessin	2 14.3%	1 7.1%	6 42.9%	2 14.3%	2 14.3%	1 7.1%
Kent County Dept. of Libraries	0 0%	0 0%	1 50%	0 0%	1 50%	0 0%
Kirkwood	1 12.5%	0 0%	4 50%	2 25%	1 12.5%	0 0%
Laurel	0 0%	1 33.3%	1 33.3%	1 33.3%	0 0%	0 0%
Lewes	0 0%	2 25%	0 0%	1 12.5%	2 25%	3 37.5%
Milford	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

Millsboro	0 0%	0 0%	1 100%	0 0%	0 0%	0 0%
Milton	0 0%	0 0%	1 100%	0 0%	0 0%	0 0%
New Castle	0 0%	0 0%	1 33.3%	0 0%	1 33.3%	1 33.3%
Newark	1 11.1%	1 11.1%	3 33.3%	0 0%	0 0%	4 44.4%
North Wilmington	0 0%	0 0%	1 50%	0 0%	1 50%	0 0%
Rehoboth Beach	0 0%	0 0%	1 25%	2 50%	1 25%	0 0%

Route 9	2 50%	0 0%	2 50%	0 0%	0 0%	0 0%
Seaford	0 0%	0 0%	1 100%	0 0%	0 0%	0 0%
Selbyville	1 25%	0 0%	2 50%	0 0%	0 0%	1 25%
Smyrna	0 0%	0 0%	1 100%	0 0%	0 0%	0 0%
South Coastal	1 16.7%	2 33.3%	0 0%	3 50%	0 0%	0 0%
Sussex County Libraries	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

Wilmington	1 8.3%	0 0%	3 25%	2 16.7%	4 33.3%	2 16.7%
Wilmington University Library	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Woodlawn	4 36.4%	0 0%	6 54.5%	0 0%	1 9.1%	0 0%
Totals	96	74	101	40	37	17

Average Response Time: 12 hours, 31 min