Turnaround Statistics – September 2024/FY25 – 288 Total unique tickets

	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
Appoquinimink	0 0%	1 14.3%	2 28.6%	1 14.3%	3 42.9%	0 0%
Ask a Librarian Delaware	27 21.3%	47 37%	39 30.7%	13 10.2%	1 0.8%	0 0%
Bear	2 15.4%	1 7.7%	1 7.7%	7 53.8%	2 15.4%	0 0%
Brandywine Hundred	18 46.2%	2 5.1%	5 12.8%	6 15.4%	7 17.9%	1 2.6%

Bridgeville	0 0%	0 0%	0 0%	0 0%	2 100%	0 0%
Claymont	0 0%	2 22.2%	3 33.3%	2 22.2%	1 11.1%	1 11.1%
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	3 37.5%	0 0%	2 25%	0 0%	2 25%	1 12.5%

Delaware Law Libraries	1 100%	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 27.3%	6 54.5%	0 0%	1 9.1%	1 9.1%	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	0 0%	1 25%	0 0%	1 25%	1 25%	1 25%
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	1 100%	0 0%	0 0%	0 0%	0 0%	0 0%
Harrington	0 0%	0 0%	0 0%	0 0%	0 0%	1 100%

Hockessin	0 0%	1 33.3%	0 0%	1 33.3%	1 33.3%	0 0%
Kent County Dept. of Libraries	0 0%	0 0%	0 0%	2 100%	0 0%	0 0%
Kirkwood	0 0%	0 0%	0 0%	3 60%	2 40%	0 0%
Laurel	0 0%	0 0%	1 50%	1 50%	0 0%	0 0%
Lewes	1 16.7%	2 33.3%	1 16.7%	0 0%	1 16.7%	1 16.7%
Milford	1 25%	0 0%	2 50%	0 0%	1 25%	0 0%

Millsboro	0 0%	0 0%	0 0%	1 100%	0 0%	0 0%
Milton	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
New Castle	1 25%	0 0%	0 0%	0 0%	3 75%	0 0%
Newark	2 14.3%	2 14.3%	2 14.3%	3 21.4%	2 14.3%	3 21.4%
North Wilmington	0 0%	0 0%	0 0%	0 0%	0 0%	1 100%
Rehoboth Beach	1 50%	0 0%	1 50%	0 0%	0 0%	0 0%

Route 9	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Seaford	1 50%	1 50%	0 0%	0 0%	0 0%	0 0%
Selbyville	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Smyrna	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
South Coastal	0 0%	0 0%	0 0%	1 50%	1 50%	0 0%
Sussex County Libraries	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

Wilmington	0 0%	0 0%	1 14.3%	1 14.3%	5 71.4%	0 0%
Wilmington University Library	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Woodlawn	2 33.3%	1 16.7%	1 16.7%	0 0%	2 33.3%	0 0%
Totals	68	67	61	44	38	10

Average Response Time: 14 hours, 37 min