Turnaround Statistics – October 2024/FY25 – 402 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%	2 50%	0 0%	2 50%	0 0%
Ask a Librarian Delaware	59 39.1%	43 28.5%	28 18.5%	14 9.3%	7 4.6%	0 0%
Bear	3 27.3%	0 0%	4 36.4%	2 18.2%	1 9.1%	1 9.1%
Brandywine Hundred	18 29.5%	9 14.8%	9 14.8%	11 18%	12 19.7%	2 3.3%

Bridgeville	1 50%	0 0%	1 50%	0 0%	0 0%	0 0%
Claymont	2 50%	0 0%	1 25%	1 25%	0 0%	0 0%
Corbit-Calloway	0 0%	0 0%	0 0%	1 33.3%	0 0%	2 66.7%
Correctional Services - Reference by Mail (INTERNAL USE ONLY)	12 100%	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 45.5%	2 18.2%	1 9.1%	1 9.1%	2 18.2%	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	1 9.1%	3 27.3%	3 27.3%	2 18.2%	2 18.2%	0 0%
Delmar	1 50%	1 50%	0 0%	0 0%	0 0%	0 0%
Department of Health and Social Services Library/DDL Telehealth/Teleservices	1 100%	0 0%	0 0%	0 0%	0 0%	0 0%

Dover	2 12.5%	0 0%	5 31.3%	4 25%	3 18.8%	2 12.5%
Elsmere	0 0%	0 0%	0 0%	0 0%	0 0%	2 100%
Frankford	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Georgetown	0 0%	0 0%	1 100%	0 0%	0 0%	0 0%
Greenwood	0 0%	1 33.3%	1 33.3%	1 33.3%	0 0%	0 0%
Harrington	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

Hockessin	7 29.2%	3 12.5%	5 20.8%	1 4.2%	5 20.8%	3 12.5%
Kent County Dept. of Libraries	1 25%	0 0%	3 75%	0 0%	0 0%	0 0%
Kirkwood	2 28.6%	1 14.3%	1 14.3%	1 14.3%	1 14.3%	1 14.3%
Laurel	0 0%	0 0%	1 50%	1 50%	0 0%	0 0%
Lewes	2 15.4%	4 30.8%	1 7.7%	0 0%	5 38.5%	1 7.7%
Milford	1 20%	2 40%	2 40%	0 0%	0 0%	0 0%

Millsboro	0 0%	0 0%	2 33.3%	1 16.7%	3 50%	0 0%
Milton	1 100%	0 0%	0 0%	0 0%	0 0%	0 0%
New Castle	3 30%	2 20%	1 10%	2 20%	2 20%	0 0%
Newark	1 11.1%	1 11.1%	1 11.1%	0 0%	4 44.4%	2 22.2%
North Wilmington	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Rehoboth Beach	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

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

Wilmington	1 11.1%	1 11.1%	2 22.2%	2 22.2%	1 11.1%	2 22.2%
Wilmington University Library	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Woodlawn	4 66.7%	0 0%	0 0%	0 0%	0 0%	2 33.3%
Totals	129	75	81	46	51	20

Average Response Time: 15 hours, 29 mins