Turnaround Statistics – November 2024/FY25 – 380 Total unique tickets

	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
Appoquinimink	2 20%	2 20%	0 0%	3 30%	3 30%	0 0%
Ask a Librarian Delaware	40 29.6%	47 34.8%	39 28.9%	4 3%	5 3.7%	0 0%
Bear	2 14.3%	1 7.1%	5 35.7%	4 28.6%	1 7.1%	1 7.1%
Brandywine Hundred	23 38.3%	6 10%	9 15%	6 10%	7 11.7%	9 15%

Bridgeville	0 0%	2 66.7%	0 0%	1 33.3%	0 0%	0 0%
Claymont	0 0%	2 33.3%	1 16.7%	1 16.7%	0 0%	2 33.3%
Corbit-Calloway	0 0%	0 0%	0 0%	0 0%	0 0%	1 100%
Correctional Services - Reference by Mail (INTERNAL USE ONLY)	8 88.9%	0 0%	0 0%	0 0%	0 0%	1 11.1%
DDL Social Media	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Delaware City	4 36.4%	1 9.1%	3 27.3%	0 0%	2 18.2%	1 9.1%

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 25%	2 50%	1 25%	0 0%	0 0%	0 0%
Delmar	1 100%	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	2 11.8%	2 11.8%	4 23.5%	5 29.4%	1 5.9%	3 17.6%
Elsmere	1 33.3%	1 33.3%	1 33.3%	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%	1 100%
Greenwood	0 0%	1 33.3%	0 0%	1 33.3%	0 0%	1 33.3%
Harrington	0 0%	0 0%	1 100%	0 0%	0 0%	0 0%

Hockessin	2 9.5%	3 14.3%	6 28.6%	2 9.5%	4 19%	4 19%
Kent County Dept. of Libraries	1 25%	1 25%	0 0%	1 25%	0 0%	1 25%
Kirkwood	2 16.7%	1 8.3%	3 25%	0 0%	4 33.3%	2 16.7%
Laurel	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Lewes	2 12.5%	2 12.5%	4 25%	2 12.5%	2 12.5%	4 25%
Milford	0 0%	0 0%	1 100%	0 0%	0 0%	0 0%

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

Route 9	0 0%	1 50%	1 50%	0 0%	0 0%	0 0%
Seaford	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Selbyville	0 0%	0 0%	0 0%	0 0%	1 100%	0 0%
Smyrna	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
South Coastal	0 0%	0 0%	0 0%	0 0%	6 100%	0 0%
Sussex County Libraries	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

Wilmington	3 37.5%	0 0%	2 25%	1 12.5%	2 25%	0 0%
Wilmington University Library	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Woodlawn	2 18.2%	1 9.1%	1 9.1%	2 18.2%	1 9.1%	4 36.4%
Totals	99	79	87	34	43	38

Average Response Time: 20 hours, 47 mins