



Turnaround Statistics – **449 Total unique tickets** – December 2025/FY26

	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
Appoquinimink	1 6.7%	3 20%	2 13.3%	6 40%	3 20%	0 0%
Ask a Librarian Delaware	55 33.3%	51 30.9%	43 26.1%	10 6.1%	6 3.6%	0 0%
Bear	3 15.8%	3 15.8%	4 21.1%	3 15.8%	4 21.1%	2 10.5%
Brandywine Hundred	10 29.4%	2 5.9%	11 32.4%	5 14.7%	6 17.6%	0 0%

Bridgeville	0 0%	0 0%	0 0%	0 0%	0 0%	1 100%
Claymont	1 14.3%	2 28.6%	1 14.3%	2 28.6%	0 0%	1 14.3%
Corbit-Calloway	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Correctional Services - Reference by Mail (INTERNAL USE ONLY)	14 100%	0 0%	0 0%	0 0%	0 0%	0 0%
DDL Admin, Imagination Library, and Social Media	64 91.4%	4 5.7%	2 2.9%	0 0%	0 0%	0 0%
Delaware City	1 50%	1 50%	0 0%	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	1 50%	0 0%	0 0%	0 0%	1 50%	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 25%	1 8.3%	4 33.3%	0 0%	1 8.3%	3 25%
Duck Creek Regional Library (formerly Smyrna Library)	0 0%	0 0%	3 100%	0 0%	0 0%	0 0%
Elsmere	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Frankford	0 0%	1 100%	0 0%	0 0%	0 0%	0 0%
Georgetown	0 0%	1 100%	0 0%	0 0%	0 0%	0 0%
Greenwood	0 0%	0 0%	0 0%	0 0%	2 100%	0 0%

Harrington	0 0%	0 0%	0 0%	0 0%	0 0%	1 100%
Hockessin	3 12.5%	3 12.5%	8 33.3%	3 12.5%	6 25%	1 4.2%
Kent County Dept. of Libraries	0 0%	0 0%	0 0%	1 33.3%	1 33.3%	1 33.3%
Kirkwood	6 27.3%	1 4.5%	8 36.4%	5 22.7%	1 4.5%	1 4.5%
Laurel	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Lewes	0 0%	2 20%	4 40%	1 10%	1 10%	2 20%

Milford	0 0%	1 50%	1 50%	0 0%	0 0%	0 0%
Millsboro	0 0%	1 50%	0 0%	1 50%	0 0%	0 0%
Milton	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
New Castle	1 12.5%	2 25%	0 0%	1 12.5%	2 25%	2 25%
Newark	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
North Wilmington	0 0%	0 0%	0 0%	1 100%	0 0%	0 0%

Rehoboth Beach	0 0%	0 0%	0 0%	0 0%	2 40%	3 60%
Route 9	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Seaford	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Selbyville	1 25%	1 25%	0 0%	0 0%	0 0%	2 50%
South Coastal	3 75%	1 25%	0 0%	0 0%	0 0%	0 0%
Sussex County Libraries	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

Wilmington	0 0%	0 0%	1 25%	1 25%	1 25%	1 25%
Wilmington University Library	0 0%	1 100%	0 0%	0 0%	0 0%	0 0%
Woodlawn	3 30%	0 0%	2 20%	1 10%	1 10%	3 30%
Totals	170	82	94	41	38	24

Average Response Time: 12 hours, 34 mins