



Turnaround Statistics – **510 Total unique tickets** – January 2026/FY26

	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
Appoquinimink	1 6.3%	2 12.5%	4 25%	4 25%	3 18.8%	2 12.5%
Ask a Librarian Delaware	62 35.6%	51 29.3%	45 25.9%	14 8%	2 1.1%	0 0%
Bear	4 20%	1 5%	6 30%	3 15%	5 25%	1 5%
Brandywine Hundred	22 37.3%	5 8.5%	2 3.4%	10 16.9%	11 18.6%	9 15.3%

Bridgeville	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Claymont	3 20%	1 6.7%	1 6.7%	1 6.7%	4 26.7%	5 33.3%
Corbit-Calloway	1 50%	0 0%	0 0%	0 0%	0 0%	1 50%
Correctional Services - Reference by Mail (INTERNAL USE ONLY)	7 100%	0 0%	0 0%	0 0%	0 0%	0 0%
DDL Admin, Imagination Library, and Social Media	27 87.1%	0 0%	1 3.2%	0 0%	1 3.2%	2 6.5%
Delaware City	2 28.6%	2 28.6%	2 28.6%	0 0%	1 14.3%	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 8.3%	4 33.3%	4 33.3%	2 16.7%	1 8.3%	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 16.7%	0 0%	2 11.1%	4 22.2%	4 22.2%	5 27.8%
Duck Creek Regional Library (formerly Smyrna Library)	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Elsmere	0 0%	0 0%	1 33.3%	0 0%	1 33.3%	1 33.3%
Frankford	0 0%	1 100%	0 0%	0 0%	0 0%	0 0%
Georgetown	1 33.3%	0 0%	1 33.3%	0 0%	0 0%	1 33.3%
Greenwood	0 0%	0 0%	0 0%	0 0%	1 50%	1 50%

Harrington	0 0%	0 0%	0 0%	0 0%	1 100%	0 0%
Hockessin	1 6.7%	1 6.7%	3 20%	7 46.7%	3 20%	0 0%
Kent County Dept. of Libraries	3 18.8%	2 12.5%	2 12.5%	5 31.3%	2 12.5%	2 12.5%
Kirkwood	4 10.3%	4 10.3%	11 28.2%	9 23.1%	5 12.8%	6 15.4%
Laurel	0 0%	0 0%	1 33.3%	1 33.3%	1 33.3%	0 0%
Lewes	2 15.4%	4 30.8%	1 7.7%	2 15.4%	2 15.4%	2 15.4%

Milford	1 20%	1 20%	1 20%	0 0%	2 40%	0 0%
Millsboro	0 0%	0 0%	1 100%	0 0%	0 0%	0 0%
Milton	1 14.3%	1 14.3%	0 0%	1 14.3%	3 42.9%	1 14.3%
New Castle	2 28.6%	1 14.3%	1 14.3%	1 14.3%	0 0%	2 28.6%
Newark	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
North Wilmington	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

Rehoboth Beach	0 0%	0 0%	1 100%	0 0%	0 0%	0 0%
Route 9	1 14.3%	0 0%	2 28.6%	3 42.9%	1 14.3%	0 0%
Seaford	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Selbyville	0 0%	0 0%	1 100%	0 0%	0 0%	0 0%
South Coastal	2 22.2%	2 22.2%	2 22.2%	2 22.2%	0 0%	1 11.1%
Sussex County Libraries	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

Wilmington	0 0%	0 0%	0 0%	0 0%	3 75%	1 25%
Wilmington University Library	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Woodlawn	3 27.3%	1 9.1%	1 9.1%	2 18.2%	1 9.1%	3 27.3%
Totals	<b>154</b>	<b>84</b>	<b>97</b>	<b>71</b>	58	46

**Average Response Time: 18 hours, 54 mins**