

	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
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Turnaround Statistics – **502 Total unique tickets** – February 2026/FY26

	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
Appoquinimink	2 9.5%	4 19%	5 23.8%	2 9.5%	7 33.3%	1 4.8%
Ask a Librarian Delaware	52 33.3%	48 30.8%	39 25%	15 9.6%	2 1.3%	0 0%
Bear	1 6.7%	1 6.7%	5 33.3%	2 13.3%	3 20%	3 20%

	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
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Brandywine Hundred	40 55.6%	5 6.9%	3 4.2%	7 9.7%	14 19.4%	3 4.2%
Bridgeville	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Claymont	28 84.8%	2 6.1%	0 0%	3 9.1%	0 0%	0 0%
Corbit-Calloway	0 0%	0 0%	0 0%	1 100%	0 0%	0 0%
Correctional Services - Reference by Mail (INTERNAL USE ONLY)	8 100%	0 0%	0 0%	0 0%	0 0%	0 0%

	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
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DDL Admin, Imagination Library, and Social Media	21 77.8%	1 3.7%	1 3.7%	1 3.7%	0 0%	3 11.1%
Delaware City	1 20%	2 40%	1 20%	1 20%	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 7.7%	3 23.1%	4 30.8%	4 30.8%	1 7.7%	0 0%

	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
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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	2 18.2%	1 9.1%	3 27.3%	1 9.1%	4 36.4%	0 0%
Duck Creek Regional Library (formerly Smyrna Library)	0 0%	0 0%	1 100%	0 0%	0 0%	0 0%

	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
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Hockessin	9 33.3%	0 0%	4 14.8%	6 22.2%	7 25.9%	1 3.7%
Kent County Dept. of Libraries	4 33.3%	0 0%	5 41.7%	1 8.3%	2 16.7%	0 0%
Kirkwood	0 0%	3 17.6%	4 23.5%	4 23.5%	4 23.5%	2 11.8%
Laurel	0 0%	1 50%	0 0%	0 0%	0 0%	1 50%
Lewes	4 28.6%	3 21.4%	2 14.3%	3 21.4%	2 14.3%	0 0%

	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
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South Coastal	3 60%	1 20%	0 0%	0 0%	0 0%	1 20%
Sussex County Libraries	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Wilmington	0 0%	0 0%	2 28.6%	2 28.6%	3 42.9%	0 0%
Wilmington University Library	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Woodlawn	4 18.2%	2 9.1%	3 13.6%	4 18.2%	6 27.3%	3 13.6%

	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
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Totals	185	80	91	62	61	23
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Average Response Time: 14 hours, 19 mins