

	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
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Turnaround Statistics – **493 Total unique tickets** – March 2026/FY26

	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
Appoquinimink	2 14.3%	1 7.1%	7 50%	2 14.3%	2 14.3%	0 0%
Ask a Librarian Delaware	68 36.6%	55 29.6%	41 22%	14 7.5%	6 3.2%	2 1.1%
Bear	1 9.1%	2 18.2%	3 27.3%	1 9.1%	3 27.3%	1 9.1%

	<b>0-10 minutes</b>	<b>11-60 minutes</b>	<b>1-12 hours</b>	<b>12-24 hours</b>	<b>1-3 days</b>	<b>3+ days</b>
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Brandywine Hundred	24 47.1%	7 13.7%	6 11.8%	6 11.8%	4 7.8%	4 7.8%
Bridgeville	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Claymont	5 50%	0 0%	1 10%	2 20%	1 10%	1 10%
Corbit-Calloway	0 0%	0 0%	0 0%	0 0%	1 100%	0 0%
Correctional Services - Reference by Mail (INTERNAL USE ONLY)	10 100%	0 0%	0 0%	0 0%	0 0%	0 0%

	<b>0-10 minutes</b>	<b>11-60 minutes</b>	<b>1-12 hours</b>	<b>12-24 hours</b>	<b>1-3 days</b>	<b>3+ days</b>
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DDL Admin, Imagination Library, and Social Media	20 90.9%	1 4.5%	0 0%	0 0%	0 0%	1 4.5%
Delaware City	3 50%	0 0%	2 33.3%	0 0%	1 16.7%	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 11.1%	2 22.2%	3 33.3%	1 11.1%	2 22.2%	0 0%

	<b>0-10 minutes</b>	<b>11-60 minutes</b>	<b>1-12 hours</b>	<b>12-24 hours</b>	<b>1-3 days</b>	<b>3+ days</b>
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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	4 16.7%	1 4.2%	6 25%	7 29.2%	5 20.8%	1 4.2%
Duck Creek Regional Library (formerly Smyrna Library)	1 20%	0 0%	3 60%	1 20%	0 0%	0 0%

	<b>0-10 minutes</b>	<b>11-60 minutes</b>	<b>1-12 hours</b>	<b>12-24 hours</b>	<b>1-3 days</b>	<b>3+ days</b>
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Elsmere	1 50%	0 0%	1 50%	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%	1 100%	0 0%
Greenwood	1 50%	0 0%	0 0%	0 0%	1 50%	0 0%
Harrington	1 50%	0 0%	0 0%	1 50%	0 0%	0 0%

	<b>0-10 minutes</b>	<b>11-60 minutes</b>	<b>1-12 hours</b>	<b>12-24 hours</b>	<b>1-3 days</b>	<b>3+ days</b>
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Hockessin	2 9.1%	4 18.2%	7 31.8%	3 13.6%	4 18.2%	2 9.1%
Kent County Dept. of Libraries	5 22.7%	2 9.1%	8 36.4%	4 18.2%	0 0%	3 13.6%
Kirkwood	1 5.6%	1 5.6%	8 44.4%	3 16.7%	4 22.2%	1 5.6%
Laurel	1 33.3%	0 0%	1 33.3%	1 33.3%	0 0%	0 0%
Lewes	5 26.3%	1 5.3%	1 5.3%	4 21.1%	4 21.1%	4 21.1%



	<b>0-10 minutes</b>	<b>11-60 minutes</b>	<b>1-12 hours</b>	<b>12-24 hours</b>	<b>1-3 days</b>	<b>3+ days</b>
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North Wilmington	0 0%	1 25%	0 0%	0 0%	2 50%	1 25%
Rehoboth Beach	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Route 9	1 16.7%	1 16.7%	2 33.3%	2 33.3%	0 0%	0 0%
Seaford	1 100%	0 0%	0 0%	0 0%	0 0%	0 0%
Selbyville	1 50%	0 0%	0 0%	1 50%	0 0%	0 0%

	<b>0-10 minutes</b>	<b>11-60 minutes</b>	<b>1-12 hours</b>	<b>12-24 hours</b>	<b>1-3 days</b>	<b>3+ days</b>
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South Coastal	1 50%	0 0%	1 50%	0 0%	0 0%	0 0%
Sussex County Libraries	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Wilmington	1 10%	1 10%	1 10%	2 20%	5 50%	0 0%
Wilmington University Library	0 0%	0 0%	0 0%	0 0%	1 100%	0 0%
Woodlawn	3 33.3%	1 11.1%	1 11.1%	1 11.1%	2 22.2%	1 11.1%

	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
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Totals	167	83	106	62	52	23
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**Average Response Time: 13 hours, 16 mins**