

0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
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Turnaround Statistics – **377 Total unique tickets** – April 2026/FY26

	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
Appoquinimink	0 0%	0 0%	1 20%	1 20%	3 60%	0 0%
Ask a Librarian Delaware	37 26.2%	50 35.5%	38 27%	10 7.1%	4 2.8%	2 1.4%
Bear	0 0%	3 21.4%	4 28.6%	6 42.9%	1 7.1%	0 0%

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Brandywine Hundred	25 48.1%	4 7.7%	9 17.3%	7 13.5%	4 7.7%	3 5.8%
Bridgeville	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Claymont	2 40%	0 0%	0 0%	0 0%	2 40%	1 20%
Corbit-Calloway	0 0%	0 0%	0 0%	0 0%	1 100%	0 0%
Correctional Services - Reference by Mail (INTERNAL USE ONLY)	8 100%	0 0%	0 0%	0 0%	0 0%	0 0%

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DDL Admin, Imagination Library, and Social Media	4 100%	0 0%	0 0%	0 0%	0 0%	0 0%
Delaware City	3 37.5%	2 25%	2 25%	0 0%	1 12.5%	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	0 0%	1 33.3%	1 33.3%	1 33.3%	0 0%	0 0%

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Delmar	0 0%	0 0%	1 100%	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	0 0%	0 0%	2 33.3%	3 50%	1 16.7%	0 0%
Duck Creek Regional Library (formerly Smyrna Library)	0 0%	0 0%	2 66.7%	1 33.3%	0 0%	0 0%

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Elsmere	0 0%	1 100%	0 0%	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%	1 100%	0 0%	0 0%
Greenwood	0 0%	0 0%	0 0%	1 100%	0 0%	0 0%
Harrington	1 33.3%	1 33.3%	1 33.3%	0 0%	0 0%	0 0%

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Hockessin	3 20%	2 13.3%	5 33.3%	5 33.3%	0 0%	0 0%
Kent County Dept. of Libraries	6 33.3%	1 5.6%	7 38.9%	3 16.7%	0 0%	1 5.6%
Kirkwood	3 20%	3 20%	2 13.3%	5 33.3%	1 6.7%	1 6.7%
Laurel	0 0%	0 0%	1 100%	0 0%	0 0%	0 0%
Lewes	7 35%	2 10%	10 50%	0 0%	1 5%	0 0%

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Milford	0 0%	0 0%	3 60%	1 20%	1 20%	0 0%
Millsboro	0 0%	1 50%	0 0%	1 50%	0 0%	0 0%
Milton	0 0%	0 0%	0 0%	1 100%	0 0%	0 0%
New Castle	0 0%	0 0%	2 25%	2 25%	3 37.5%	1 12.5%
Newark	0 0%	1 100%	0 0%	0 0%	0 0%	0 0%

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North Wilmington	0 0%	0 0%	1 50%	1 50%	0 0%	0 0%
Rehoboth Beach	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Route 9	0 0%	0 0%	2 66.7%	0 0%	1 33.3%	0 0%
Seaford	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Selbyville	0 0%	0 0%	1 33.3%	0 0%	1 33.3%	1 33.3%

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South Coastal	0 0%	2 22.2%	1 11.1%	0 0%	0 0%	6 66.7%
Sussex County Libraries	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Wilmington	0 0%	0 0%	1 33.3%	0 0%	2 66.7%	0 0%
Wilmington University Library	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Woodlawn	0 0%	1 7.1%	3 21.4%	4 28.6%	3 21.4%	3 21.4%

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Totals	99	75	100	54	30	19
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Average Response Time: 14 hours, 29 mins