

0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
--------------	---------------	------------	-------------	----------	---------



Turnaround Statistics – **423 Total unique tickets** – May 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%	2 12.5%	3 18.8%
Ask a Librarian Delaware	59 34.1%	37 21.4%	31 17.9%	28 16.2%	18 10.4%	0 0%
Bear	4 25%	2 12.5%	3 18.8%	6 37.5%	0 0%	1 6.3%

	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
--	---------------------	----------------------	-------------------	--------------------	-----------------	----------------

Brandywine Hundred	20 40%	4 8%	8 16%	6 12%	10 20%	2 4%
Bridgeville	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Claymont	0 0%	0 0%	0 0%	1 50%	1 50%	0 0%
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%

	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
--	---------------------	----------------------	-------------------	--------------------	-----------------	----------------

DDL Admin, Imagination Library, and Social Media	8 72.7%	1 9.1%	0 0%	0 0%	2 18.2%	0 0%
Delaware City	2 25%	1 12.5%	2 25%	1 12.5%	2 25%	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 25%	1 25%	0 0%	1 25%	1 25%

	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
--	--------------	---------------	------------	-------------	----------	---------

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

	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
--	---------------------	----------------------	-------------------	--------------------	-----------------	----------------

Hockessin	0 0%	0 0%	1 11.1%	2 22.2%	4 44.4%	2 22.2%
Kent County Dept. of Libraries	1 2.9%	2 5.7%	16 45.7%	12 34.3%	4 11.4%	0 0%
Kirkwood	1 7.7%	5 38.5%	5 38.5%	1 7.7%	0 0%	1 7.7%
Laurel	0 0%	0 0%	1 100%	0 0%	0 0%	0 0%
Lewes	0 0%	1 12.5%	3 37.5%	1 12.5%	2 25%	1 12.5%

	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
--	--------------	---------------	------------	-------------	----------	---------

North Wilmington	1 100%	0 0%	0 0%	0 0%	0 0%	0 0%
Rehoboth Beach	2 28.6%	1 14.3%	2 28.6%	2 28.6%	0 0%	0 0%
Route 9	0 0%	0 0%	0 0%	1 50%	1 50%	0 0%
Seaford	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Selbyville	0 0%	1 33.3%	1 33.3%	1 33.3%	0 0%	0 0%

	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
--	---------------------	----------------------	-------------------	--------------------	-----------------	----------------

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	2 40%	1 20%	0 0%	1 20%	1 20%	0 0%
Wilmington University Library	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Woodlawn	1 10%	3 30%	2 20%	1 10%	2 20%	1 10%

	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
--	--------------	---------------	------------	-------------	----------	---------

Totals	121	70	85	71	58	18
---------------	-----	----	----	----	----	----

Average Response Time: 15 hours, 48 mins