

|  | 0-10 minutes | 11-60 minutes | 1-12 hours | 12-24 hours | 1-3 days | 3+ days |
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Turnaround Statistics – **5564 Total unique tickets** – FY26

|                          | 0-10 minutes | 11-60 minutes | 1-12 hours   | 12-24 hours | 1-3 days    | 3+ days    |
|--------------------------|--------------|---------------|--------------|-------------|-------------|------------|
| Appoquinimink            | 12<br>7.3%   | 27<br>16.4%   | 42<br>25.5%  | 38<br>23%   | 35<br>21.2% | 11<br>6.7% |
| Ask a Librarian Delaware | 754<br>36.6% | 615<br>29.9%  | 487<br>23.6% | 143<br>6.9% | 52<br>2.5%  | 9<br>0.4%  |
| Bear                     | 20<br>10.4%  | 31<br>16.1%   | 53<br>27.5%  | 41<br>21.2% | 34<br>17.6% | 14<br>7.3% |

|  | <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  | 247<br>39.5% | 71<br>11.3% | 94<br>15%   | 97<br>15.5% | 80<br>12.8% | 37<br>5.9%  |
| Bridgeville   | 2<br>22.2%   | 2<br>22.2%  | 1<br>11.1%  | 1<br>11.1%  | 1<br>11.1%  | 2<br>22.2%  |
| Claymont  | 44<br>39.6%  | 11<br>9.9%  | 13<br>11.7% | 17<br>15.3% | 14<br>12.6% | 12<br>10.8% |
| Corbit-Calloway   | 4<br>26.7%   | 1<br>6.7%   | 1<br>6.7%   | 1<br>6.7%   | 4<br>26.7%  | 4<br>26.7%  |
| Correctional Services - Reference by Mail (INTERNAL USE ONLY) | 124<br>100%  | 0<br>0%     | 0<br>0%     | 0<br>0%     | 0<br>0%     | 0<br>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                     | 283<br>90.4% | 10<br>3.2%  | 4<br>1.3%   | 2<br>0.6%   | 3<br>1%     | 11<br>3.5% |
| Delaware City  | 19<br>22.6%  | 18<br>21.4% | 28<br>33.3% | 5<br>6%     | 13<br>15.5% | 1<br>1.2%  |
| Delaware Law Libraries   | 0<br>0%      | 0<br>0%     | 1<br>100%   | 0<br>0%     | 0<br>0%     | 0<br>0%    |
| Delaware Library Access Services (Blind/Handicapped Library Service) | 0<br>0%      | 0<br>0%     | 0<br>0%     | 0<br>0%     | 0<br>0%     | 0<br>0%    |
| Delaware Tech Libraries  | 9<br>9.8%    | 26<br>28.3% | 24<br>26.1% | 16<br>17.4% | 12<br>13%   | 5<br>5.4%  |

|  | <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  | 1<br>20%    | 0<br>0%     | 2<br>40%    | 0<br>0%     | 1<br>20%    | 1<br>20%    |
| Department of Health and Social Services Library/DDL<br>Telehealth/Teleservices | 0<br>0%     | 0<br>0%     | 0<br>0%     | 0<br>0%     | 0<br>0%     | 0<br>0%     |
| Dover   | 18<br>10.7% | 17<br>10.1% | 40<br>23.8% | 39<br>23.2% | 25<br>14.9% | 29<br>17.3% |
| Duck Creek Regional Library (formerly Smyrna Library)                           | 1<br>5.6%   | 1<br>5.6%   | 11<br>61.1% | 3<br>16.7%  | 1<br>5.6%   | 1<br>5.6%   |

|  | <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    | 4<br>17.4% | 4<br>17.4% | 4<br>17.4% | 3<br>13%   | 4<br>17.4% | 4<br>17.4% |
| Frankford  | 1<br>16.7% | 4<br>66.7% | 1<br>16.7% | 0<br>0%    | 0<br>0%    | 0<br>0%    |
| Georgetown | 4<br>19%   | 2<br>9.5%  | 6<br>28.6% | 3<br>14.3% | 2<br>9.5%  | 4<br>19%   |
| Greenwood  | 2<br>11.1% | 2<br>11.1% | 3<br>16.7% | 3<br>16.7% | 6<br>33.3% | 2<br>11.1% |
| Harrington | 3<br>20%   | 2<br>13.3% | 2<br>13.3% | 3<br>20%   | 2<br>13.3% | 3<br>20%   |

|  | <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                      | 34<br>14.7% | 25<br>10.8% | 50<br>21.6% | 48<br>20.8% | 49<br>21.2% | 25<br>10.8% |
| Kent County Dept. of Libraries | 38<br>16.7% | 18<br>7.9%  | 62<br>27.3% | 45<br>19.8% | 32<br>14.1% | 32<br>14.1% |
| Kirkwood                       | 29<br>11.7% | 33<br>13.4% | 61<br>24.7% | 65<br>26.3% | 35<br>14.2% | 24<br>9.7%  |
| Laurel                         | 1<br>6.7%   | 2<br>13.3%  | 6<br>40%    | 3<br>20%    | 2<br>13.3%  | 1<br>6.7%   |
| Lewes                          | 29<br>16.1% | 25<br>13.9% | 39<br>21.7% | 30<br>16.7% | 39<br>21.7% | 18<br>10%   |

|  | <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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|------------|-------------|------------|-------------|-------------|-------------|-------------|
| Milford    | 7<br>11.9%  | 7<br>11.9% | 14<br>23.7% | 8<br>13.6%  | 19<br>32.2% | 4<br>6.8%   |
| Millsboro  | 4<br>16.7%  | 3<br>12.5% | 7<br>29.2%  | 4<br>16.7%  | 5<br>20.8%  | 1<br>4.2%   |
| Milton     | 3<br>9.1%   | 7<br>21.2% | 2<br>6.1%   | 13<br>39.4% | 7<br>21.2%  | 1<br>3%     |
| New Castle | 12<br>14.8% | 9<br>11.1% | 15<br>18.5% | 13<br>16%   | 20<br>24.7% | 12<br>14.8% |
| Newark     | 0<br>0%     | 1<br>50%   | 0<br>0%     | 0<br>0%     | 0<br>0%     | 1<br>50%    |

|  | <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 | 2<br>15.4% | 1<br>7.7%  | 2<br>15.4%  | 3<br>23.1% | 4<br>30.8% | 1<br>7.7%  |
| Rehoboth Beach   | 3<br>10.7% | 4<br>14.3% | 7<br>25%    | 2<br>7.1%  | 7<br>25%   | 5<br>17.9% |
| Route 9          | 6<br>14.3% | 6<br>14.3% | 11<br>26.2% | 8<br>19%   | 8<br>19%   | 3<br>7.1%  |
| Seaford          | 1<br>25%   | 0<br>0%    | 0<br>0%     | 2<br>50%   | 1<br>25%   | 0<br>0%    |
| Selbyville       | 2<br>8.7%  | 6<br>26.1% | 4<br>17.4%  | 6<br>26.1% | 1<br>4.3%  | 4<br>17.4% |

|  | <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                 | 17<br>27.9% | 12<br>19.7% | 10<br>16.4% | 8<br>13.1%  | 4<br>6.6%   | 10<br>16.4% |
| Sussex County Libraries       | 0<br>0%     | 0<br>0%     | 0<br>0%     | 0<br>0%     | 0<br>0%     | 1<br>100%   |
| Wilmington                    | 10<br>12.8% | 6<br>7.7%   | 12<br>15.4% | 19<br>24.4% | 27<br>34.6% | 4<br>5.1%   |
| Wilmington University Library | 0<br>0%     | 1<br>50%    | 0<br>0%     | 0<br>0%     | 1<br>50%    | 0<br>0%     |
| Woodlawn                      | 18<br>12.3% | 20<br>13.7% | 30<br>20.5% | 24<br>16.4% | 22<br>15.1% | 32<br>21.9% |

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

|        |      |      |      |     |     |     |
|--------|------|------|------|-----|-----|-----|
| Totals | 1768 | 1030 | 1149 | 716 | 572 | 329 |
|--------|------|------|------|-----|-----|-----|

**Average Response Time: 18 hours, 6 mins**