

	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
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Turnaround Statistics – **485 Total unique tickets** – June 2026/FY26

	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
Appoquinimink	0 0%	0 0%	4 50%	2 25%	2 25%	0 0%
Ask a Librarian Delaware	81 40.9%	58 29.3%	44 22.2%	10 5.1%	4 2%	1 0.5%
Bear	1 7.7%	2 15.4%	6 46.2%	2 15.4%	2 15.4%	0 0%

	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
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Brandywine Hundred	16 41%	7 17.9%	8 20.5%	4 10.3%	2 5.1%	2 5.1%
Bridgeville	1 50%	1 50%	0 0%	0 0%	0 0%	0 0%
Claymont	1 20%	1 20%	1 20%	0 0%	2 40%	0 0%
Corbit-Calloway	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Correctional Services - Reference by Mail (INTERNAL USE ONLY)	7 100%	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	18 90%	1 5%	0 0%	0 0%	0 0%	1 5%
Delaware City	1 14.3%	1 14.3%	4 57.1%	0 0%	1 14.3%	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	2 13.3%	7 46.7%	1 6.7%	2 13.3%	1 6.7%	2 13.3%

	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 20%	2 20%	2 20%	2 20%	2 20%	0 0%
Duck Creek Regional Library (formerly Smyrna Library)	0 0%	1 50%	0 0%	0 0%	1 50%	0 0%

	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
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Hockessin	1 5.6%	1 5.6%	3 16.7%	3 16.7%	7 38.9%	3 16.7%
Kent County Dept. of Libraries	1 2.9%	8 22.9%	10 28.6%	5 14.3%	9 25.7%	2 5.7%
Kirkwood	5 22.7%	4 18.2%	1 4.5%	8 36.4%	1 4.5%	3 13.6%
Laurel	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Lewes	3 18.8%	2 12.5%	2 12.5%	4 25%	3 18.8%	2 12.5%

	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
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North Wilmington	0 0%	0 0%	1 50%	1 50%	0 0%	0 0%
Rehoboth Beach	1 33.3%	1 33.3%	0 0%	0 0%	0 0%	1 33.3%
Route 9	1 33.3%	1 33.3%	0 0%	0 0%	1 33.3%	0 0%
Seaford	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Selbyville	0 0%	1 50%	0 0%	1 50%	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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South Coastal	1 16.7%	1 16.7%	2 33.3%	0 0%	1 16.7%	1 16.7%
Sussex County Libraries	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Wilmington	1 12.5%	1 12.5%	1 12.5%	2 25%	2 25%	1 12.5%
Wilmington University Library	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Woodlawn	5 25%	4 20%	7 35%	2 10%	0 0%	2 10%

	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
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Totals	153	109	103	49	47	24
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Average Response Time: 12 hours, 56 mins