

	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
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Turnaround Statistics – **459 Total unique tickets** – July 2026/FY27

	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
Appoquinimink	2 16.7%	2 16.7%	2 16.7%	5 41.7%	1 8.3%	0 0%
Ask a Librarian Delaware	81 42.2%	39 20.3%	46 24%	18 9.4%	7 3.6%	1 0.5%
Bear	2 9.5%	8 38.1%	4 19%	1 4.8%	3 14.3%	3 14.3%

	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
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Brandywine Hundred	17 34.7%	7 14.3%	8 16.3%	5 10.2%	5 10.2%	7 14.3%
Bridgeville	1 33.3%	0 0%	2 66.7%	0 0%	0 0%	0 0%
Claymont	1 14.3%	0 0%	4 57.1%	1 14.3%	1 14.3%	0 0%
Corbit-Calloway	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Correctional Services - Reference by Mail (INTERNAL USE ONLY)	18 100%	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	10 90.9%	0 0%	0 0%	0 0%	0 0%	1 9.1%
Delaware City	2 50%	0 0%	2 50%	0 0%	0 0%	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 25%	2 50%	1 25%	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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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 15.4%	2 15.4%	1 7.7%	6 46.2%	1 7.7%	1 7.7%
Duck Creek Regional Library (formerly Smyrna Library)	0 0%	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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Elsmere	0 0%	0 0%	1 100%	0 0%	0 0%	0 0%
Frankford	1 50%	0 0%	1 50%	0 0%	0 0%	0 0%
Georgetown	0 0%	0 0%	0 0%	0 0%	1 100%	0 0%
Greenwood	0 0%	1 100%	0 0%	0 0%	0 0%	0 0%
Harrington	0 0%	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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Hockessin	2 10.5%	4 21.1%	1 5.3%	7 36.8%	5 26.3%	0 0%
Kent County Dept. of Libraries	0 0%	1 11.1%	4 44.4%	1 11.1%	2 22.2%	1 11.1%
Kirkwood	1 9.1%	2 18.2%	0 0%	4 36.4%	4 36.4%	0 0%
Laurel	1 100%	0 0%	0 0%	0 0%	0 0%	0 0%
Lewes	1 5%	2 10%	8 40%	4 20%	3 15%	2 10%

	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
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Milford	0 0%	1 14.3%	1 14.3%	1 14.3%	2 28.6%	2 28.6%
Millsboro	0 0%	0 0%	0 0%	1 100%	0 0%	0 0%
Milton	1 25%	1 25%	1 25%	0 0%	1 25%	0 0%
New Castle	2 50%	1 25%	1 25%	0 0%	0 0%	0 0%
Newark	0 0%	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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North Wilmington	0 0%	0 0%	0 0%	0 0%	0 0%	1 100%
Rehoboth Beach	1 33.3%	0 0%	0 0%	0 0%	0 0%	2 66.7%
Route 9	0 0%	2 66.7%	0 0%	1 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%

	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
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South Coastal	0 0%	2 50%	1 25%	0 0%	0 0%	1 25%
Sussex County Libraries	0 0%	0 0%	0 0%	0 0%	1 100%	0 0%
Wilmington	2 20%	0 0%	1 10%	3 30%	4 40%	0 0%
Wilmington University Library	1 100%	0 0%	0 0%	0 0%	0 0%	0 0%
Woodlawn	5 27.8%	2 11.1%	7 38.9%	2 11.1%	1 5.6%	1 5.6%

0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
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Totals	157	79	97	61	42	23
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Average Response Time: 13 hours, 25 mins