

	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
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Turnaround Statistics – **608 Total unique tickets** – August 2026/FY27

	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
Appoquinimink	2 15.4%	0 0%	4 30.8%	3 23.1%	2 15.4%	2 15.4%
Ask a Librarian Delaware	162 52.6%	72 23.4%	49 15.9%	13 4.2%	12 3.9%	0 0%
Bear	0 0%	2 15.4%	2 15.4%	7 53.8%	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	6 18.2%	7 21.2%	8 24.2%	3 9.1%	7 21.2%	2 6.1%
Bridgeville	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Claymont	1 14.3%	2 28.6%	3 42.9%	1 14.3%	0 0%	0 0%
Corbit-Calloway	0 0%	0 0%	0 0%	0 0%	0 0%	1 100%
Correctional Services - Reference by Mail (INTERNAL USE ONLY)	12 100%	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	11 73.3%	3 20%	1 6.7%	0 0%	0 0%	0 0%
Delaware City	3 37.5%	1 12.5%	2 25%	2 25%	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%	1 50%	1 50%	0 0%	0 0%	0 0%
Delaware Tech Libraries	0 0%	1 25%	1 25%	1 25%	1 25%	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	1 6.7%	0 0%	7 46.7%	3 20%	3 20%	1 6.7%
Duck Creek Regional Library (formerly Smyrna Library)	1 25%	0 0%	0 0%	2 50%	0 0%	1 25%

	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
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Elsmere	0 0%	1 33.3%	0 0%	1 33.3%	0 0%	1 33.3%
Frankford	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Georgetown	4 57.1%	0 0%	2 28.6%	0 0%	1 14.3%	0 0%
Greenwood	1 25%	1 25%	0 0%	1 25%	1 25%	0 0%
Harrington	0 0%	0 0%	1 100%	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	1 4%	3 12%	3 12%	10 40%	5 20%	3 12%
Kent County Dept. of Libraries	1 4.2%	4 16.7%	10 41.7%	7 29.2%	2 8.3%	0 0%
Kirkwood	1 3.8%	2 7.7%	5 19.2%	10 38.5%	3 11.5%	5 19.2%
Laurel	1 50%	1 50%	0 0%	0 0%	0 0%	0 0%
Lewes	4 18.2%	4 18.2%	6 27.3%	3 13.6%	5 22.7%	0 0%

	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
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Milford	0 0%	4 50%	2 25%	0 0%	1 12.5%	1 12.5%
Millsboro	0 0%	0 0%	2 66.7%	1 33.3%	0 0%	0 0%
Milton	0 0%	2 50%	1 25%	0 0%	1 25%	0 0%
New Castle	1 12.5%	1 12.5%	1 12.5%	2 25%	3 37.5%	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	1 33.3%	0 0%	0 0%	1 33.3%	1 33.3%	0 0%
Rehoboth Beach	0 0%	0 0%	1 33.3%	1 33.3%	0 0%	1 33.3%
Route 9	1 33.3%	1 33.3%	0 0%	1 33.3%	0 0%	0 0%
Seaford	0 0%	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	3 33.3%	4 44.4%	0 0%	1 11.1%	1 11.1%	0 0%
Sussex County Libraries	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Wilmington	1 14.3%	0 0%	2 28.6%	4 57.1%	0 0%	0 0%
Wilmington University Library	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Woodlawn	2 22.2%	0 0%	3 33.3%	2 22.2%	1 11.1%	1 11.1%

	0-10 minutes	11-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
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Totals	222	117	117	81	52	19
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Average Response Time: 11 hours!!