

**WRLC Consortium Loan Performance Summary(monthly)**  
for physical item requests of books

September 2019

Lender Institution	Request Status	# of requests	Avg Process Time (hrs)	Avg Complete Request Time (hrs)	Avg Patron Pickup Time(hrs)
American University	FILLED	1,069	46	50	72
	not FILLED	182	36	51	412
<b>American University Total</b>		<b>1,069</b>			
Catholic University of America	FILLED	348	55	97	81
	not FILLED	82	52	237	359
<b>Catholic University of America Total</b>		<b>348</b>			
Gallaudet University	FILLED	149	39	60	63
	not FILLED	89	17	117	487
<b>Gallaudet University Total</b>		<b>149</b>			
George Mason University Libraries	FILLED	1,143	58	101	69
	not FILLED	432	51	258	642
<b>George Mason University Libraries Total</b>		<b>1,143</b>			
George Washington University	FILLED	699	52	60	68
	not FILLED	289	19	64	175
<b>George Washington University Total</b>		<b>699</b>			
George Washington University Jacob Burns Law Library	not FILLED	4	0	14	19
<b>George Washington University Jacob Burns Law Library Total</b>		<b>4</b>			
Georgetown University	FILLED	1,689	54	57	67
	not FILLED	316	34	46	298
<b>Georgetown University Total</b>		<b>1,689</b>			
Howard University	FILLED	195	66	80	90
	not FILLED	158	23	80	121
<b>Howard University Total</b>		<b>195</b>			
Marymount University	FILLED	347	47	91	88
	not FILLED	108	58	169	738
<b>Marymount University Total</b>		<b>347</b>			
Shared Collections Facility	FILLED	300	59	61	145
	not FILLED	302	46	96	3,181
<b>Shared Collections</b>		<b>302</b>			

Lender Institution	Request Status	# of requests	Avg Process Time (hrs)	Avg Complete Request Time (hrs)	Avg Patron Pickup Time(hrs)
<b>Facility Total</b>					
University of the District of Columbia	FILLED	139	46	69	88
	not FILLED	85	15	37	84
<b>University of the District of Columbia Total</b>		<b>139</b>			