

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

November 2018

Lender Institution	Request Status	# of requests	Avg Process Time (hrs)	Avg Complete Request Time (hrs)	Avg Patron Pickup Time(hrs)
American University	FILLED	928	51	51	63
	not FILLED	200	66	68	379
<b>American University Total</b>		<b>928</b>			
Catholic University of America	FILLED	287	54	54	67
	not FILLED	70	48	55	305
<b>Catholic University of America Total</b>		<b>287</b>			
Gallaudet University	FILLED	138	47	47	61
	not FILLED	45	21	21	149
<b>Gallaudet University Total</b>		<b>138</b>			
George Mason University Libraries	FILLED	994	53	54	59
	not FILLED	409	29	40	350
<b>George Mason University Libraries Total</b>		<b>994</b>			
George Washington University	FILLED	628	60	60	76
	not FILLED	247	34	40	152
<b>George Washington University Total</b>		<b>628</b>			
George Washington University Jacob Burns Law Library	not FILLED	1			
<b>George Washington University Jacob Burns Law Library Total</b>		<b>1</b>			
Georgetown University	FILLED	1,425	52	55	76
	not FILLED	294	42	47	337
<b>Georgetown University Total</b>		<b>1,425</b>			
Howard University	FILLED	176	87	90	65
	not FILLED	105	49	52	170
<b>Howard University Total</b>		<b>176</b>			
Marymount University	FILLED	176	49	49	62
	not FILLED	133	13	13	124
<b>Marymount University Total</b>		<b>176</b>			
Shared Collections Facility	FILLED	217	38	39	115
	not FILLED	232	48	48	1,832
<b>Shared Collections</b>		<b>232</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	114	51	51	85
	not FILLED	77	20	31	181
<b>University of the District of Columbia Total</b>		<b>114</b>			