

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

January 2020

Lender Institution	Request Status	# of requests	Avg Process Time (hrs)	Avg Complete Request Time (hrs)	Avg Patron Pickup Time(hrs)
American University	FILLED	1,378	56	56	71
	not FILLED	236	44	45	302
<b>American University Total</b>		<b>1,378</b>			
Catholic University of America	FILLED	230	48	48	72
	not FILLED	389	7	7	51
<b>Catholic University of America Total</b>		<b>389</b>			
Gallaudet University	FILLED	235	54	63	66
	not FILLED	116	27	117	201
<b>Gallaudet University Total</b>		<b>235</b>			
George Mason University Libraries	FILLED	1,589	63	100	68
	not FILLED	701	23	162	228
<b>George Mason University Libraries Total</b>		<b>1,589</b>			
George Washington University	FILLED	908	59	60	78
	not FILLED	284	30	32	246
<b>George Washington University Total</b>		<b>908</b>			
Georgetown University	FILLED	1,759	72	74	65
	not FILLED	375	48	56	224
<b>Georgetown University Total</b>		<b>1,759</b>			
Howard University	FILLED	279	55	67	83
	not FILLED	160	30	116	140
<b>Howard University Total</b>		<b>279</b>			
Marymount University	FILLED	444	55	73	77
	not FILLED	107	42	93	298
<b>Marymount University Total</b>		<b>444</b>			
Shared Collections Facility	FILLED	379	48	51	165
	not FILLED	265	37	73	1,408
<b>Shared Collections Facility Total</b>		<b>379</b>			
University of the District of Columbia	FILLED	148	48	50	63
	not FILLED	133	4	15	24
<b>University of the District of Columbia Total</b>		<b>148</b>			