

### Turnaround Time for Articles



Total Number of Selected Article Records	2648
Average Time from Submitted to Processing	13.42 hours
Average Time from Processing to Sent	4.65 hours
Average Time from Sent to Received	4.37 days
Average Time from Received to Notified	26 minutes
Average Total Time	5.14 days

### Loans

#### Turnaround Time for Loans



Total Number of Selected Loan Records	1766
Average Time from Submitted to Processing	14.03 hours
Average Time from Processing to Sent	4.92 hours
Average Time from Sent to Received	7.98 days
Average Time from Received to Notified	1.46 hours
Average Total Time	8.83 days

### Overall Turnaround Time