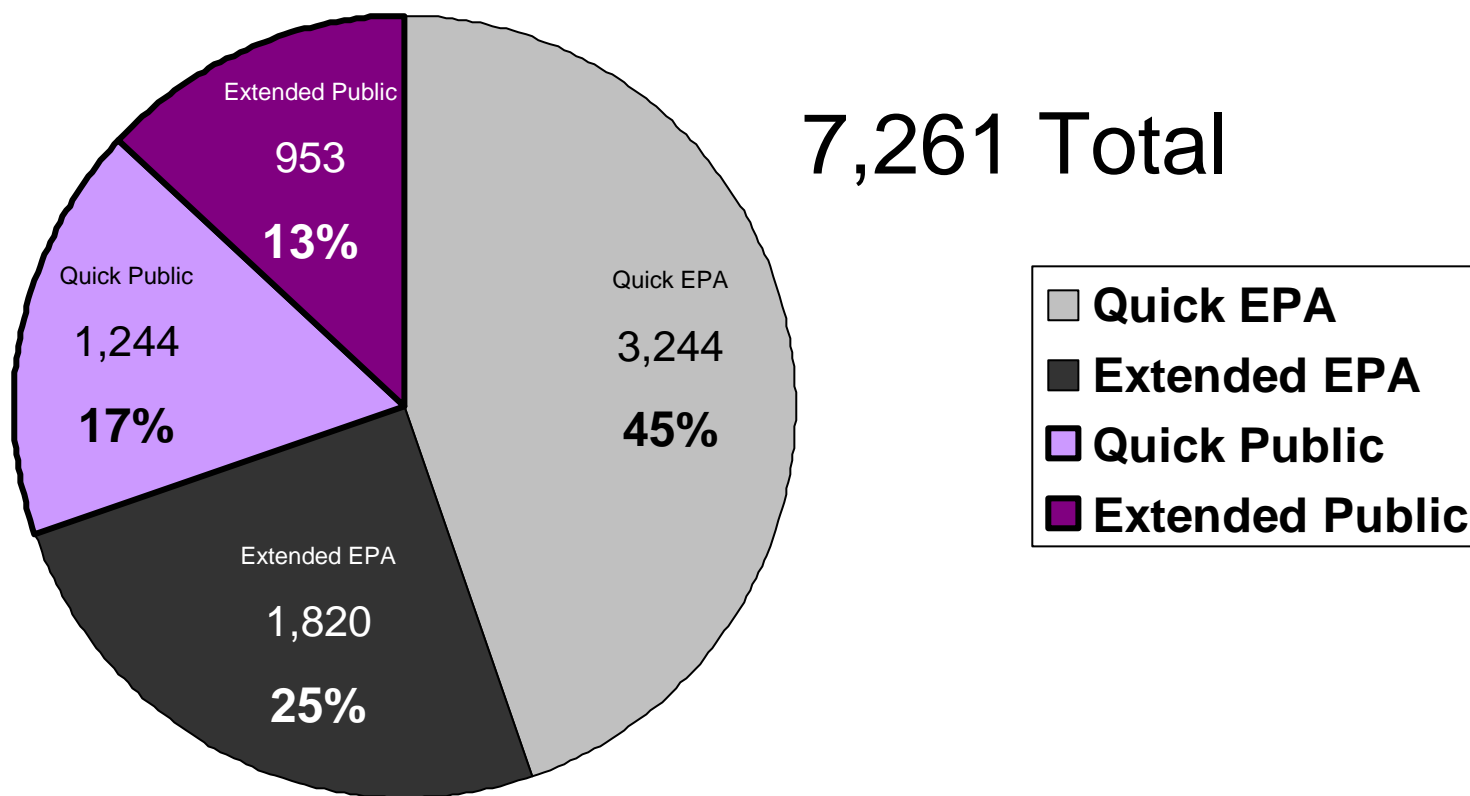


## EPA NATIONAL LIBRARY NETWORK

### FY09 First Quarter CUMULATIVE REFERENCE BY TYPE

(By Patron Type and Length of Response Time)

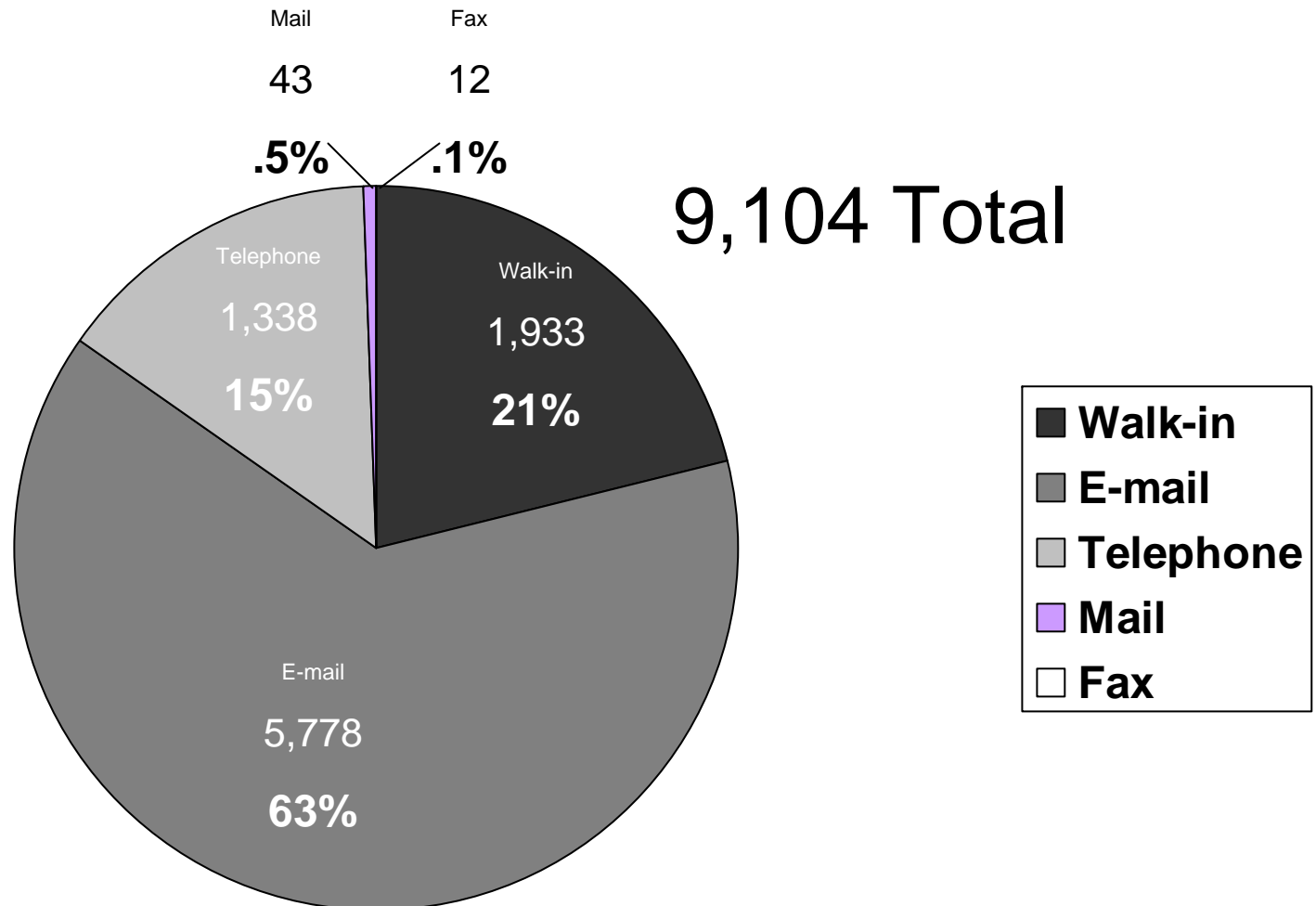


NOTE: **Quick** reference is the provision of quick answers to factual questions, usually in the 5-10 minute range.

**Extended** reference is an inquiry response that involves the knowledge and use of multiple information sources and/or significant library staff time, typically requiring more than ten minutes to answer.

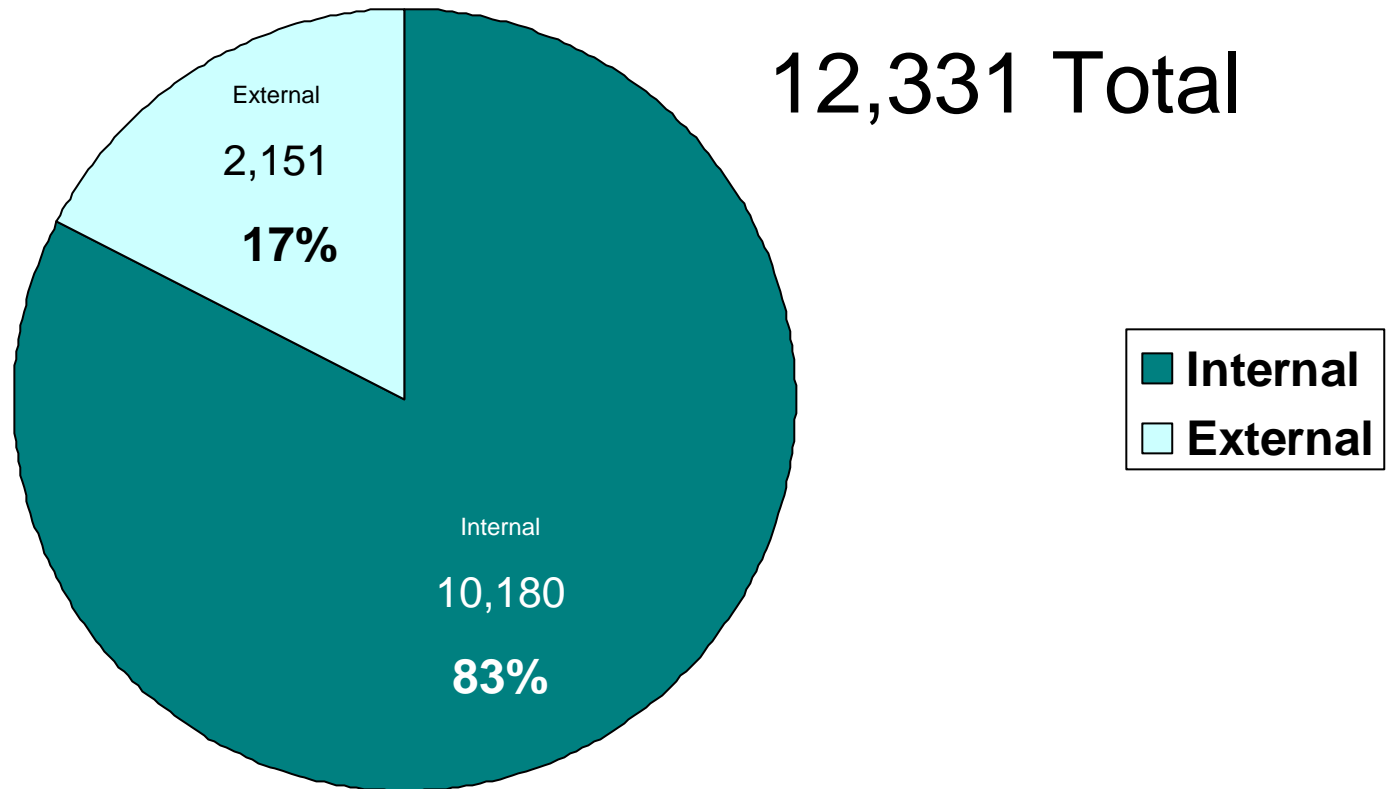
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**FY09 First Quarter CUMULATIVE REFERENCE BY METHOD**



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**FY09 First Quarter CUMULATIVE ILL/DOCUMENTS DELIVERED**  
(By EPA Internal Patrons or External Patrons/Libraries)



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**FY09 First Quarter CUMULATIVE WALK-IN TRAFFIC**  
(By Patron Type)

