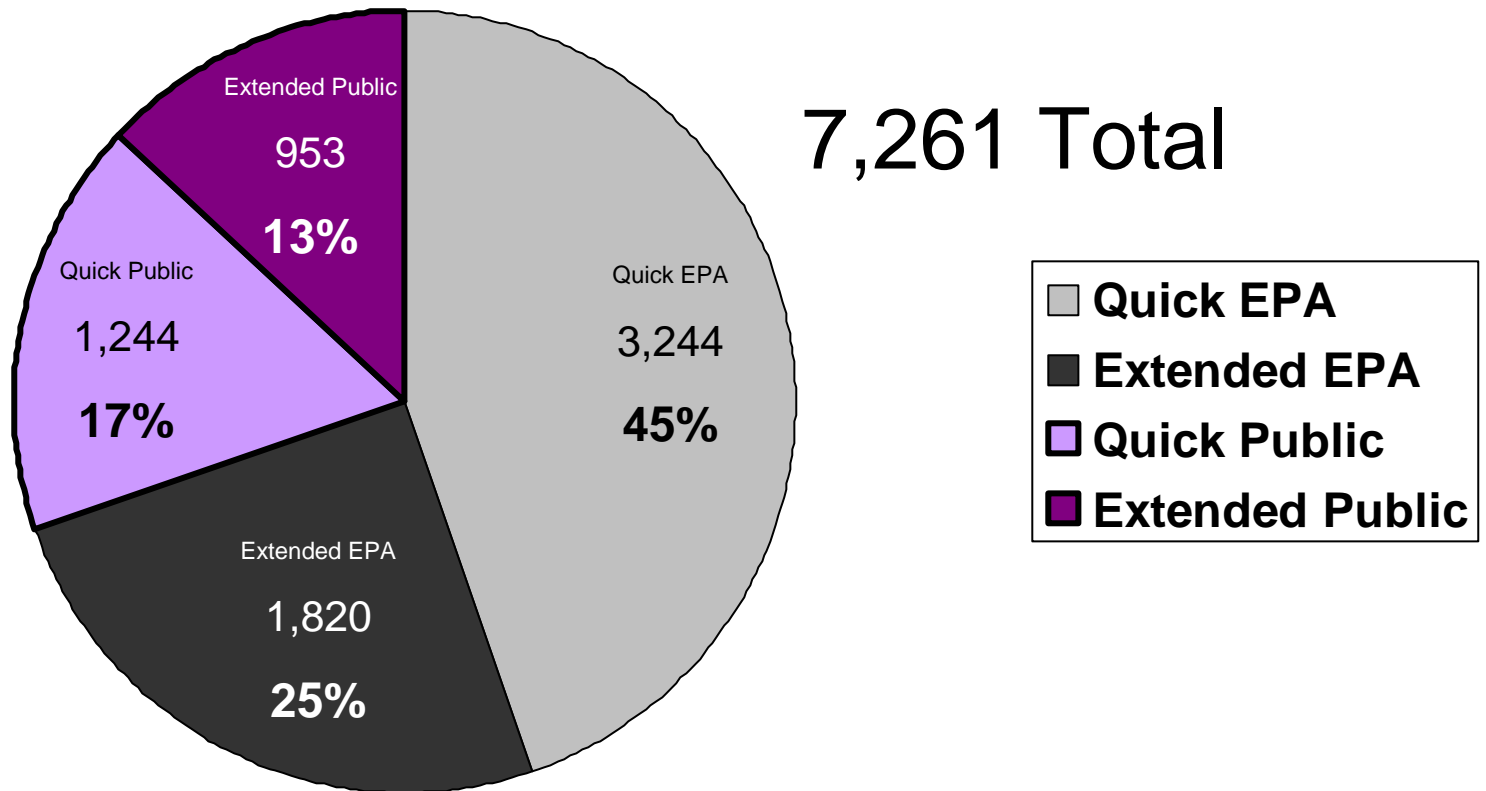


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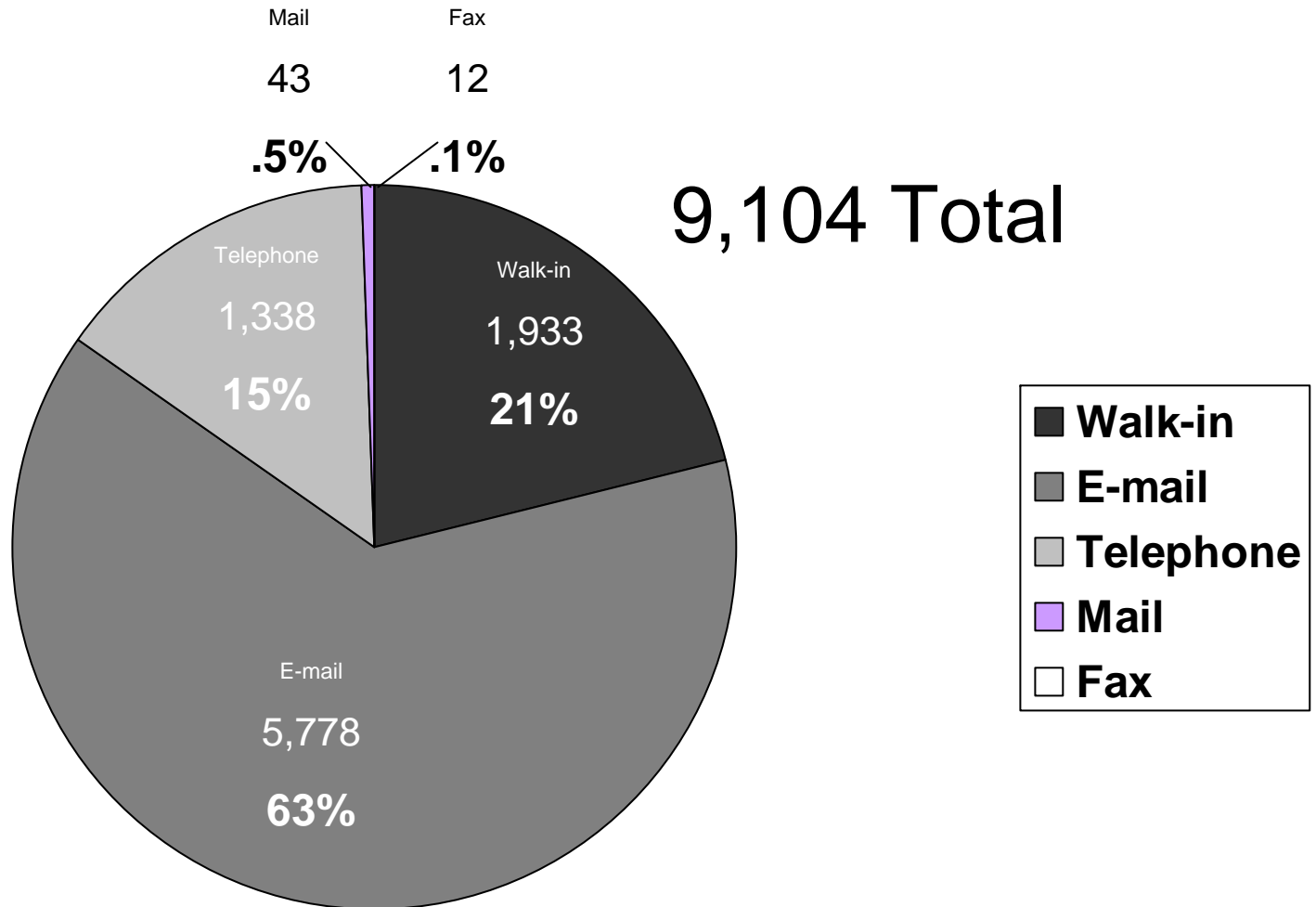
FY09 First Quarter CUMULATIVE REFERENCE BY TYPE (By Patron Type and Length of Response Time)



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.

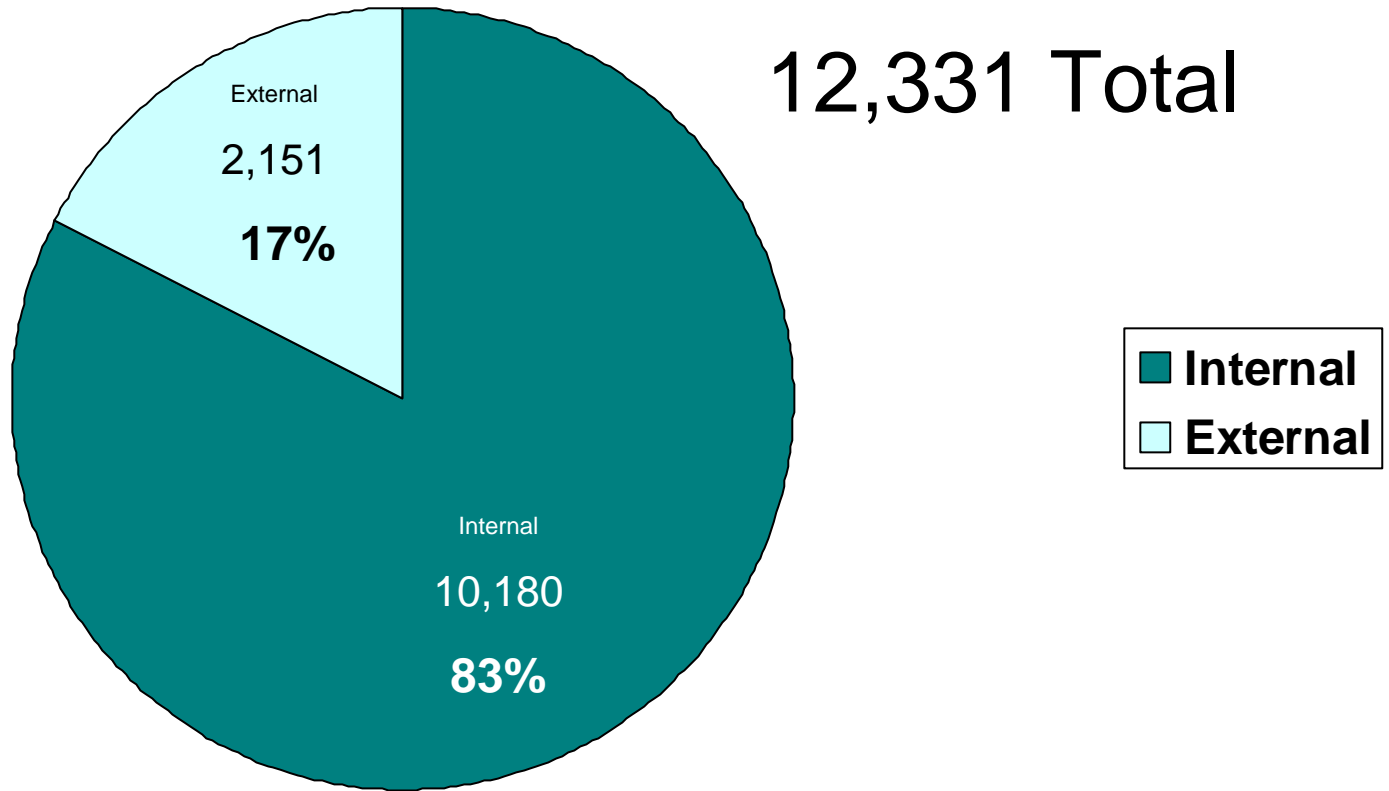
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FY09 First Quarter CUMULATIVE REFERENCE BY METHOD



EPA NATIONAL LIBRARY NETWORK

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)

