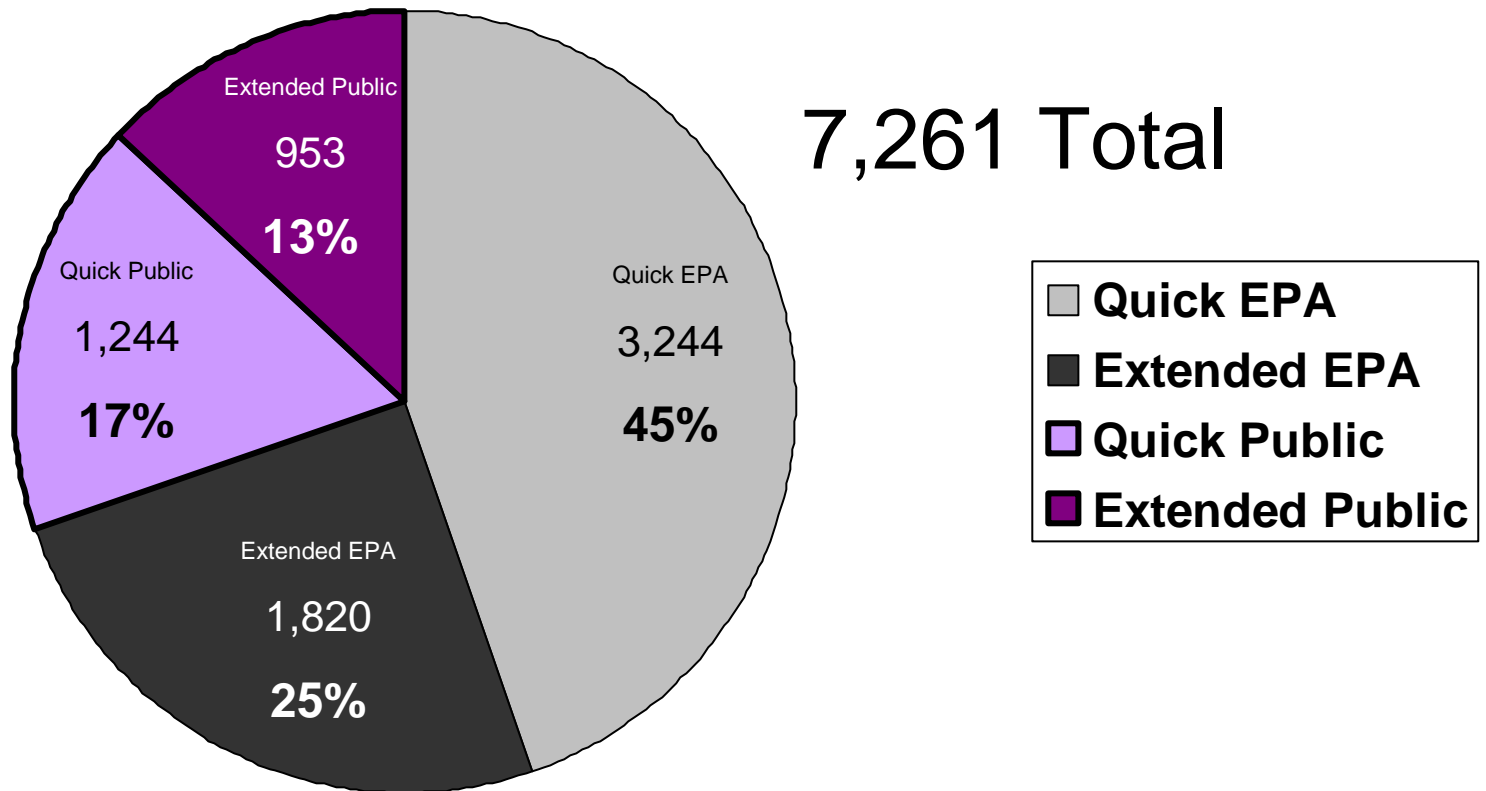


EPA NATIONAL LIBRARY NETWORK

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.