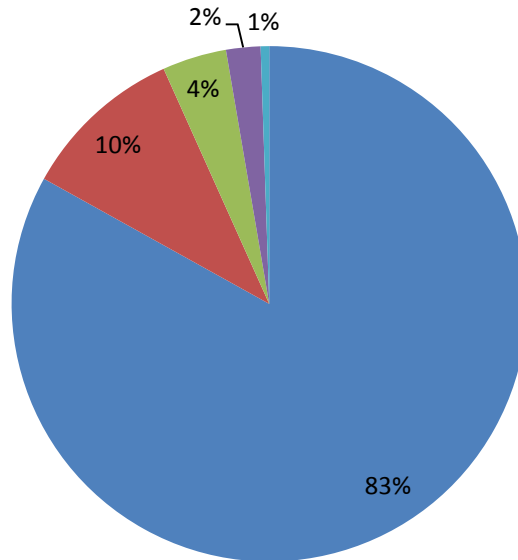


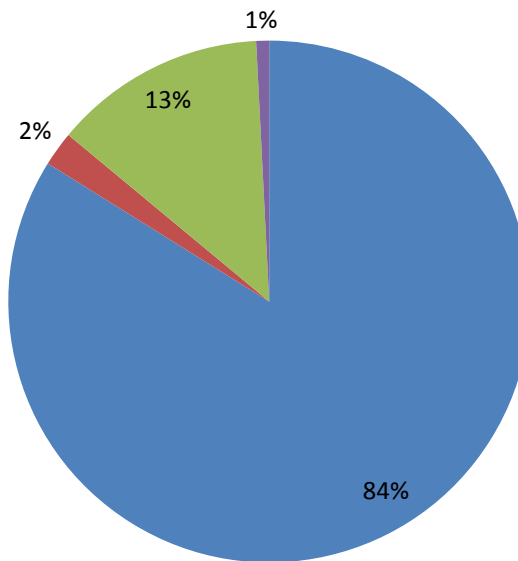
Transaction Length (in Minutes)

■ 0-5 ■ 5-15 ■ 15-30 ■ 30-60 ■ 60+



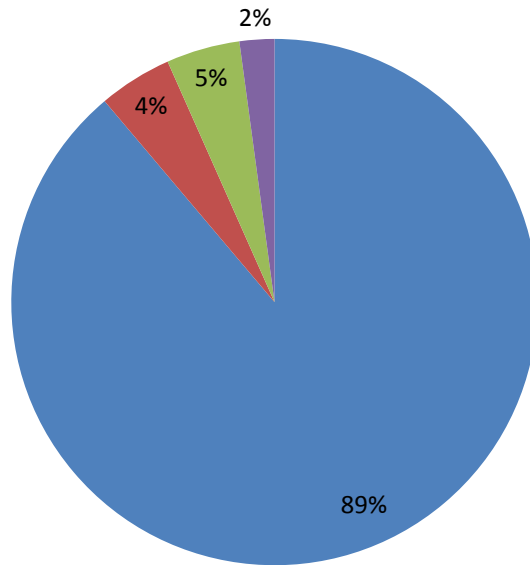
Patron Type

■ Student ■ Faculty/Staff ■ Community ■ Unknown



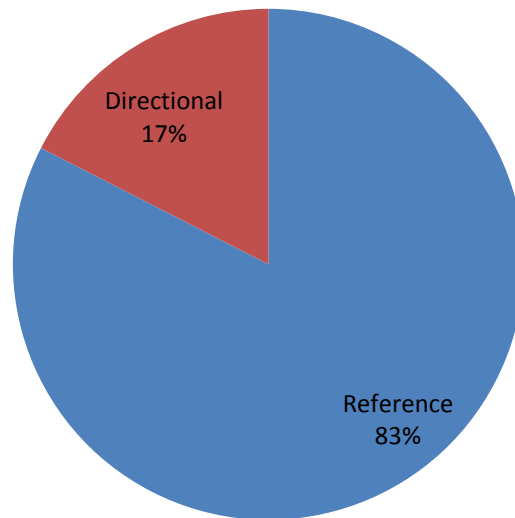
Question Format

■ Walk-Up ■ Phone ■ Email ■ Chat

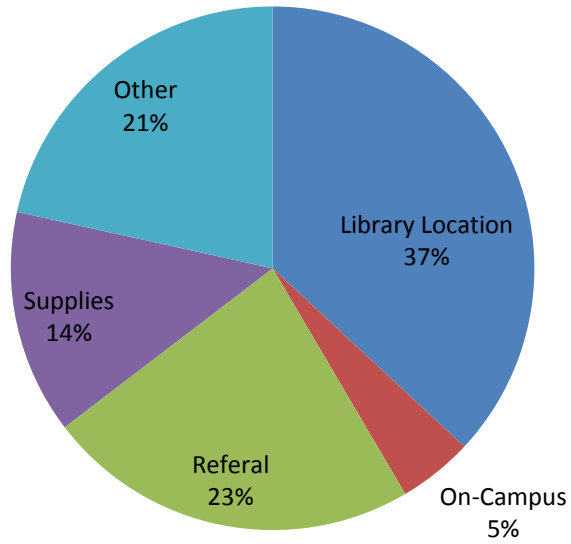


Question Type

■ Reference ■ Directional



Directional Questions



Reference Questions

