⊕EPA INFO ACCESS

Library Network Communications

Plotting a Course for the '90s

by Jonda Byrd

It is time for the EPA Library Network to look ahead into the 90s and plan where we go from here. We have laid a firm foundation with our past strategies and our network infrastructure but we need to look beyond these to decide where we want to be in 5 years. Clearly, the goals and objectives of the EPA will play a major part in this determination as we will always align our goals with them.

Through partnerships with program offices, we have an opportunity as information providers to establish new services and products that will assist the EPA in meeting these goals. We need to implement the latest information science technology such as CD-Roms, online catalogs and library systems on the LANs and be available as consultants to the programs in the development of their information systems.

In talking to the EPA Librarians around the network, I am constantly aware of the vast knowledge and expertise in identifying and searching databases. Our input in the planning and development stage can be a valuable source of information in the design of user interfaces and in the plans for disseminating the final product.

We need to look at collection development to insure that the needs of our clients are being met. We need to utilize our resources to the fullest, sharing information in products such as the *EPA Journal Holdings List*, OCLC, and the Online Library System (OLS), making sure that the even the small collections are entered into these systems and are accessible. And of course we must make our clients aware of our collections, services and expertise through marketing and outreach activities.

As we plan for the future, I am looking forward to working with the network in implementing new services and products, developing strategies, investigating new technologies and sharing the knowledge and expertise of the EPA Librarians.

Publications Clearinghouse: An Interview with William J. Bailey, Deputy Director, Office of Administration and Resources Management (OARM)-Cincinnati.

Q We are hearing rumors about a Publications Clearinghouse inCincinnati. Can you tell us about it?

A Actually, OARM-Cincinnati has operated a central forms and publications distribution center for most of the Agency since the early 80's. Bill Henderson, OARM Director, wanted to modernize the operations and improve the level of client services. He talked with quite a few attendees at the last Library Conference in Cincinnati and many of the clients who use this service. He received many good ideas on how to upgrade for the 90's. Bill put together a full time OARM project team to work on this initiative. The team has visited numerous distribution centers around the country, operated by other Federal agencies, in order to get more ideas on how to improve the operation.

During this same timeframe the problems of printing and distributing EPA publications to NTIS and GPO depository libraries became a hot issue in the Agency. It became apparent that others in the Agency were also working on different phases of the overall process that creates and distributes publications in EPA. For example, Daiva Balkus and Brigid Rapp, Office of Information Resources Management (OIRM), were working on the PICs and the larger issue of public access to EPA printed information. Charles Osolin and Miles Allen, Office of Communications and Public Affairs (OCPA), were working to create a master inventory and catalog of Agency publications. The decentralized nature of the whole process of creating and disseminating printed information outside of EPA

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made this a formidable undertaking for all. Somewhere along the line, OARM-Cincinnati, the Office of the Administrator, OIRM and OCPA formed a confederation to assess this problem on an Agency-wide basis and to create a plan for the future. The Publications Clearinghouse is the outgrowth of their efforts.

Q What is the goal/mission of the Publications Clearinghouse?

A In the late 80's Calvin Lawrence, Director, Center for Environmental Research Information (CERI) and his staff worked with OARM to develop an automated inventory and ordering system for Office of Research and Development (ORD) publications. This system was the backbone of the Cincinnati publications distribution operation for the Agency, but its full capacity wasn't being utilized.

OARM demonstrated this system to OIRM and OCPA and it was agreed that the system was substantially

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capable (with some added bells and whistles) of becoming the master inventory and cataloging system that OCPA needed. It also was able to serve as a centralized ordering network for PIC's regions, EPA libraries, and program offices.

While this is still in the early stages and is being piloted at the Washington PIC, the system creates a network within EPA where publications can be printed and stored in one central location but orders to ship publications can be entered by anyone on the network. For example, a PIC can maintain a minimum inventory (saving valuable space) but can have access to the entire agency inventory of publications. The PIC can search the system and then enter an order for a publication directly into the system. The Cincinnati Clearinghouse will receive the order immediately and react to the shipping directions.

We would envision the EPA libraries and program offices finding this network to be a valuable tool to enhance their ability to manage public access to EPA printed materials. It will certainly minimize the search time and response time for getting printed materials in the public's hands.

So the mission of the Cincinnati Clearinghouse is to maintain the inventory system, the inventory, and the network to access the inventory from any point in the Agency.

Q This sounds good, but will it work?

A Yes, it's not as futuristic as it may sound. CERI has been using this system for several years and it has been tested from various locations around EPA. The system definitely works and the bugs have been worked out over the last several years.

The potential value of the system and its network, though, is a function of how well we can get all the EPA players to buy into the network. This network can permit Agency consolidation of printed materials without interfering

with a program's management and control over its own publications. I fact, the network is a tool for programs to better manage their own inventories and public access to printed information. It will also give the Agency the ability to catalog the universe of Agency publications available to the public. Many programs in EPA are already part of this system. We'd like to get the entire Agency on the system. Only then will the full potential be utilized.

Q What are the next steps?

A OARM, OIRM, and OCPA will continue to work together to further define and develop the framework to implement the Clearinghouse operation throughout EPA.

There are still many nuts and bolts issues to work on and we will be reaching out to the various stakeholders in EPA to help us to refine this program. There are issue such as a common Agency publications numbering system; and the Agency master catalog/inventory that will require all the players to meet and arrive on a consensus approval.

By late summer we will be setting up meetings and will invite all the key players in the Agency to join us in addressing these common concerns and issues. These are issues that we as an Agency need to address and manage in order to meet the public access demands for printed materials in the '90s.

The interview with William Bailey was conducted by Jonda Byrd, IMSD, for INFOACCESS. For additional information about the Publications Clearinghouse contact Jonda at FTS 684-7183. Jonda is also interested in your comments and suggestions about the Clearinghouse. If you have comments, call her at the number listed above, or send a message to her Email box: J.Byrd/ EPA3141.◆

Planning a New Public Information Center (PIC)

The Public Information Center's move to new space provides a good example of the space planning and design process. The planning team for the project systematically worked through the process, defining priorities, negotiating a budget, and most importantly, communicating and cooperating with several administrative offices within the Agency. Mary Hoffman conducted an informal interview with Deborah Ross, Manager of the National Public Access Program, and Kevin Rosseel, Director of PIC. Their conversation is summarized in the following article.

The Information Management and Services Division (IMSD) is committed to public access to environmental information. A visible illustration of this commitment is the planned relocation of the Public Information Center (PIC) to street level space at Headquarters allowing much better visibility and access. The move is tentatively scheduled for Fall 1991.

PIC's focus has always been public access, and the concept has become increasingly important to the Agency as a whole. PIC is a valuable source of non-technical Agency information. It also provides referrals for technical information when appropriate. IMSD is confident that the new location, enhanced visibility, and increased public environmental services and information will result in significant increases in public access.

A new strategy for PIC is being drafted to take advantage of the new space. The space has been planned with an eye on new and expanded functions. In other words, the plans will reshape PIC's physical and philosophical layout. PIC staff is always searching for more non-technical titles to add to PIC's inventory, and they would like to expand their role of soliciting and disseminating appropriate non- technical titles from all EPA programs.

Plans for the new PIC space support the Agency's public access program by providing study carrels, audiovisual equipment, topic-oriented or program specific displays, online and CD-ROM access, and a small auditorium. IMSD conducted a serach

of the Headquarters facility to locate space that could be accessed by the public. Access from the streel level corresponds to the PIC's new strategy of providing easy access to environmental information.

Personnel from a number of offices participated in planning for the new space, including staff from IMSD and PIC, PCMD, Facilities, Telecommunications, Audiovisual, architects planning the Agency's new Headquarters building, and others. The cooperative effort represents a model "total quality management" (TQM) project.

> **The new PIC reflects the increased emphasis on public access.**

The blueprints for the new space provide a large public area which will include a reception desk, study carrels, and displays. In addition, there is a 25-30 seat auditorium adjacent to the public area. There will be 60% more shelving space for publications. PIC will continue its close coordination with the EPA Publications Clearinghouse in Cincinnati to manage the bulk of its inventory and large publication requests.

The planning process is precipitating discussion about several related issues such as telecommunications,

Program involvment, automation and work efficiency. IMSD plans to further automate the work environment, including referral and publication tracking processes.

PIC is hoping to participate in the Agency's new Green Lights Program, which encourages industry to introduce new energy-efficient lighting. The Program is part of the Agency's general pollution prevention effort.

In the new PIC there will be increased shelf space for newly identified publications. In addition PIC will continue to assist program offices in their efforts to educate the public about environmental issues. The auditorium and special displays will assist in this effort, and improve PIC's visibility with EPA staff. Interactive video displays about the Agency are planned for the public area of PIC.

The IMSD staff would like to rename PIC in light of its new and improved visibility. If you have any inspirations about a new name for PIC, please share them with Deborah Ross, at FTS 475-7705, or Kevin Rosseel at FTS 475-7751. They are also interested in any ideas you may have for displays or topics for the new PIC. ◆

In future Issues of INFOACCESS:

August
Proceedings of the Records Management Conference

September
EPA/NOAA CD-ROM

Spaced Out?
Need Some Help?

One of the most important work-place issues is the relationship between people and their physical environment or work space. In libraries the physical environment must include "user-friendly space;" space that is designed for optimum user convenience as well as maximum staff work efficiency.

Because there is a constant drive to improve collections and expand services, libraries tend to outgrow their facilities. Some libraries face the issue of space redesign or moving more often than others. Most libraries are challenged by the desire to adopt new computer-based services and integrate them with traditional services. The following are some of the most common reasons for the redesign of space:

▲ Growth in the user population.
▲ Growth in the collection(s).
▲ Desire to unite collections in split locations.
▲ Multiple or confusing patron access points.
▲ Implementation of new technology.
▲ Space "reclaimed" by organization for other uses.
▲ New facility.

No matter what the reason for the change, planning is key to the efficient use of space. In many cases the staff does not need and can not afford to hire a design expert or consultant to do the planning. Common sense, practical consideration of library functions, and creative thinking can be provided by the library staff.

Space planning involves compromises between the requirements of users and the requirements of the library staff. Staff should consider the use of library statistics to analyze library use when making decisions about compromises.

Checklist

The following checklist outlines key issues you will need to consider when redesigning existing space or planning for new space.

✓ **Light** - Is there adequate lighting in the stacks, study areas, staff, and service areas? Are computer terminals or microform readers affected by glare from the windows?

✓ **Noise** - Are the study areas located in low-noise areas? How much noise and distraction will be generated by the flow of traffic?

✓ **Temperature** - Is a moderate temperature maintained in all weather?

✓ **Ventilation** - Is there a good supply of fresh air?

✓ **User Access to Materials** - Do users have easy access to the library catalog, indexes and various parts of the collection(s)?

✓ **Signs** - Are signs for the collections and service areas clear and legible?

✓ **Staff Work Areas** - Does the staff have adequate space to work efficiently? Are personal work spaces separated from service areas?

✓ **Equipment** - Is there room around photocopiers and printers for routine maintenance such as adding paper, toner, etc. ? Is user-operated equipment within line of sight of appropriate staff members?

✓ **Furniture** - is it functional? coordinated? Does it fit the space?

✓ **Electricity, Telecommunications, Computer Links** - Are there enough outlets and connections convenient to equipment in staff and service areas? Any special terminal or workstation considerations?

✓ **Floor size** - Are there adequate aisles in the stacks, through study areas and service areas? Are you efficiently using all available space?

✓ **Traffic Patterns** - Do the aisles and walkways connect collections and service areas in a logical layout? Are there straight paths from the staff areas to the service areas and collections?

✓ **Security** - Do you have any materials that need special protection? Do you need to plan space that is "off limits" to users?

✓ **Collection Arrangement** - Are the collections located in a consistent manner? Are similar collections adjacent or contiguous? Can any collections be integrated?

✓ **Floor weight-bearing capacity** - Do book stacks have to be placed in certain areas because of their weight? ◆

The Planning Process

The process of planning or redesigning space does not have to be a traumatic experience for library staff, but their support and cooperation are essential. Following are some basic guidelines for space planning:

▲ List the goals to be accomplished by the design/redesign of the space. Take advantage of the changes to improve library operations and services.

▲ Schedule working sessions with staff to identify issues and brainstorm solutions. Ask staff to do time budgets and/or behavioral diaries.

▲ Assess existing needs. A working plan can be developed only when needs are understood. Calculate variables such as the amount of available space and how it is being used, how full the shelves are, and the use of tables versus study carrels. The results of the assessment can be used as a baseline for projecting future needs and measuring the effects of facility changes for the years ahead.

▲ Project future needs. Estimate collection growth and consider options for the control of future growth, i.e. new purchases in microform; no duplicate hardcopy subscriptions held on shelf, cooperative acquisitions, and different shelving configurations, such as movable or compressed shelving.

▲ Develop scale drawings of existing interior space. Sketch layout alternatives on graph paper or cut out shapes of furniture and equipment and try different floor plan arrangements.

▲ Review plans with staff, then revise if necessary. The input of the staff is extremely important in the planning process.

▲ Develop plan outlining the action items implementing the changes.

Final Thoughts

Good library space planning recognizes how people use the library. The planning team should try to determine the most efficient way to use the library, and develop a design based on that information. The novice or casual library user should be able to approach and recognize service areas and easily locate library resources. It is important that plans avoid excessive walking distances and confusing arrangements; keep clutter to a minimum.

Library staff should plan for "sufficient reading and printing equipment that is properly and promptly serviced." Staff members must be trained to use equipment and be committed to service. If the equipment can not be placed in line of sight of library staff, there must be clear signs indicating where the user can get assistance.

It may be useful to visit other libraries and observe their layouts, but keep in mind that each library environment is unique, and the needs of the users and staff at one facility will be different from those of the users and staff at another facility. ◆

Space Stats

The following are some commonly stated guidelines that appear in the library literature.

Book-stack capacity: 12.5 volumes per square foot. Stacks take up an average of 60% of space in libraries

Shelf capacity:
>75%=full working capacity.
>86%=crisis.
>90%=shelves unusable.

Average thickness of a book: 1.33 inches or 1/9 of a linear foot.

Aisle width: 30" adequate for functional purposes; 1981 ANSI standard is 36" - to accomodate wheelchairs.

Reader stations: plan one 30 sq ft carrel/table spot for every fourth user. Microform station: Plan one per each 2000 volumes on film.

Online catalog: One workstation for each 100 daily users. ◆

References:

"The Curious Case of the Library Building," by Laurence Lieberfeld. *College & Research Libraries*, 44(4): 277-282, July 1983.

"Effective Use of Existing Space in Academic Libraries," by Nancy A. Brown. *Canadian Library Journal*, 38(5):275-279, October 1981.

"Interior Space Planning - A Pragmatic Approach," by Gloria Dinerman. *Education Libraries*, 13(2-3):42-45, Spring-Fall 1988.

"Reutilizing Existing Library Space," by Marlys Cresap Davis. *Library Trends*, 36(2):411-421, Fall 1987.

"Setting Your House in Order: Straightforward Advice on Creating User-Friendly Libraries," by Robert H. Rohlf. *American Libraries*, 20(4):304-306, April 1989.

For further reading see the attached bibliography, *Space Planning & Design for Librarians*..

Space: The Final Frontier: Boston and Kansas City

This article recounts space planning experience in two Regional libraries, the Region 1 and Region 7. Peg Nelson and Barb MacKinnon provide timely and valuable tips based on recent events relating to their libraries.

Region 1 Library, Boston, Peg Nelson

The Region 1 library moved into a new facility in August 1990. The move combined the law library with the main library, and has a 70 foot wall of interior windows providing natural light. Peg Nelson, the Head Librarian/Coordinator, prepared the plans for the new space, based on the library's functions and services, and user access to the materials. She consulted with the Office of Regional Counsel about the law materials that would be located within the new space.

The placement of various parts of the collection was based on user needs. For example, the most commonly used reference materials were placed in close proximity to the reference desk, and the workstations in that area were planned to be visible from the desk. The law materials were placed at the furthest point from the front door of the library so that staff using them would be least disturbed. Special attention was given to the amount of walking required by staff and users between different parts of the library.

Another important consideration was that the library layout be as aesthetically pleasing as practical and efficient. Peg planned to leave some open spaces to make a user-friendly appearance. On the one wall with windows, she placed low shelving so as not to block the light. The library had a combination of wood and metal shelving, and new wooden end panels for the metal shelving gave them a coordinated appearance.

Between the time the floor plans were submitted and the space constructed, two doors and one wall were moved, necessitating some changes in the location of workstations and shelving. The builder failed to reinforce the floor, which resulted in extra work for the library staff. While movers shifted parts of the collection to redistribute the weight by adjusting the height of the shelves from 8 to 6 feet and widening the aisles, library staff orchestrated the arrangement and reread the shelves three times.

The staff found that sunlight from the windows produced a glare on the computer screens, so the placement of the terminals had to be adjusted. The staff had to work without phones for the first six weeks. They had voicemail but no telecommunications connections. They had to go to another floor to make phone calls or conduct online searching.

Following are some space planning tips based on her recent experience.

✓ Start planning as early as possible. Peg was first asked for input on locating electrical and telephone lines just 2 hours after learning the space and shape allocated for the library. Her advice was that the sooner you know the basic shape and amount of space, the sooner you can begin planning.

✓ Try to get access to the space prior to the move. For example, you may need to measure the space for shelving. Sometimes blueprints and floor plans do not provide information on the scale that you need. Inches were critical in some spaces between support columns.

✓ Allow room for growth on the shelves, if possible. Leave room for working space or short-term storage in out of the way corners.

✓ Lobby for "specialty movers," those that can use book trucks instead of packing boxes. The Region 1 Library was moved in three long days using rolling carts. It was then accessible, although some shelf-reading was needed throughout the collection. Mark designated new shelf locations on current shelves and oversee the relocation of materials by movers to diminish errors. It takes longer to unpack and arrange materials than to pack them.

✓ Be aware of the shelf configuration, i.e. single-faced vs. double-faced shelving.

✓ Consider high-density shelving, and different shelf heights for materials to make the most efficient use of the space.

✓ If you have a choice, locate the library in close proximity to other Agency services.

Region 7 Library, Kansas City, Barbara MacKinnon

A few months ago Barb MacKinnon conducted a survey to find out how much space had been allocated to libraries throughout the Network, and whether or not the library collections included law materials, as the Region 7 library does. The information was used as a basis for beginning discussions with the Assistant Regional Administrator and the library manager on the need for increased space for the Region 7 library.

The library staff is tentatively planning to move to new space in early 1992. The new space will be on the same floor in the existing facility, near the lunchroom. They hope to take advantage of traffic in that area of the facility. If possible, they will install glass walls to increase their visibility to Regional staff.

Space from page 6

In order to make more room for workspace for the library staff, they hope to move the law collection to another part of the facility, annex space from adjacent offices, and possibly convert parts of the collection into microform. ◆

Network Space Statistics

The following table reflects information collected in a survey of EPA libraries conducted by Barbara MacKinnon, Region 7 Library.

REG.	SPACE	STAFF
1	3000	600
2	994	800
3	4100	@1000
4	2184	1100+
7	1125	650-700
8	3030	700
9	5500	850-900
10	2300	475
HQ	11,500*	5000
Ada	1500*	@60
Corvallis	3800*	@90

Around the Network

Special Libraries Association (SLA) Conference 1991: Peg Nelson, Region 1, Magi Malone, Region 2, Barb MacKinnon, Region 7, Barbara Wagner, Region 8, Linda Sunnen, Region 9, Tim Schoepke, OTS Library in DC, and Jonda Byrd, IMSD, attended the Conference.

Region 4: The Library provides the Gulf of Mexico Program with regular Legislative Updates that are uploaded to the program's Electronic Bulletin Board one or more times a month. The updates provide the name of the bill, sponsors, a brief summary of the bill and related bills. In addition, a bill status report is issued periodically.

Cincinnati: On July 5-6, the Library held an Open House with the theme, "Gateway to Information." Approximately 400 attendees visited the library, participated in special demonstrations and learned more about library resources and services.

New Head Librarians: The Library Network welcomes Stephena Harmony at Cincinnati, Lois Ramponi at the Headquarters Library, and Tim Schoepke at the Office of Toxic Substances Library in Washington, DC. ◆

CD-ROM and MAC News ....

▲ PESTBANK

The EPA Library Network will be receiving a free CD-ROM subscription to SilverPlatter's PESTBANK. This subscription should begin in September and is made possible by the efforts of John McCarthy, Office of Pesticide Programs (OPP). PESTBANK is a commercial CD-ROM database containing pesticide information from OPP and other sources. This subscription will not include a CD-ROM reader, those libraries that do not currently have a CD-ROM reader should consider purchasing one, possibly with year-end funds.

▲ The Source

Several of the librarians have asked about the update schedule for The Source. Mary Hoffman asked The Source's source, Bob Turnbull, from the Management and Organization Division, OARM for a status report on this database. He said that there is a quarterly update of The Source coming out mid-July and his office will be updating the libraries. The last update was March 1991. If any of you did not receive the March update, contact Mary Hoffman at FTS 475-7762, or Bob Turnbull at FTS 245-4109. ◆

Directory of Librarians, July 1991

LIBRARIAN	EMAIL		FTS PHONE	FAX
Annand, Suzanne, IAB, DC	S.Annand	EPA3726	475-8671	382-3923
Bankson, John, Duluth*	ERL/Duluth	EPA8451	780-5539	780-5539
Bergin, Joyce, Ada*	RSKL.Library	EPA8441	743-2241	743-2256
Biggs, Dorothy, NEIC, Denver	Library.NEIC	EPA2339	776-5122	776-5116
Bundy, Annalee, DC*	A.Bundy	EPA31090	382-5930	382-3923
Byrd, Jonda, IAB, Cincinnati	J.Byrd	EPA3141	684-7183	684-7186
Clark, Camille, Las Vegas	M.Forrester	EPA8598	545-2648	545-2637
Cox, Gretl, DC *	G.Cox	EPA3737	475-7767	382-3923
Gamache, Rose, Narragansett	ERL/Narragansett	EPA8461	838-6025	838-6030
Garrison, Linda , IAB, DC	L.Garrison	EPA3546	382-6939	382-3923
Harmony, Stephena, Cincinnati*	S.Harmony	EPA31227	684-7707	684-7709
Harris, Cherri, DC*	Cherri.Harris	EPA31297	475-7759	382-3923
Hoadley, Dave, IAB, DC	D.Hoadley	EPA3744	475-8672	382-3923
Hoffman, Mary, DC*	M.Hoffman	EPA30360	475-7762	382-3923
Johnson, Ann, Annapolis*	Ann.Johnson	EPA93078	652-2103	266-9180(301)
Knight, John, RTP, NC	J.Knight	EPA3129	629-2794	629-1191
Lane, Leticia, Dallas	R6.Library	EPA9692	255-6444	255-2142
MacKinnon, Barb, Kansas City*	Library.Reg7	EPA9743	276-7358	276-7467
Malone, Magi, NYC*	Library.Reg2	EPA9258	264-2881	264-7610
McCreary, Diane, Philadelphia	Library.Reg3	EPA9337	597-0580	597-7906
McVeety, Renie, Corvallis*	R.McVeety	EPA8497	420-4731	420-4799
Morrison, Barbara, Law Lib, DC	Law.Library	EPA2808	382-5919	382-7883
Nelson, Peg, Boston*	Library.Reg1	EPA9128	835-3300	563-3346(617)
OAQPS , RTP	Libby.Smith	EPA3128	629-5514	
Platten, Joan, Legislative, DC	J.Platten	EPA1011	382-5425	382-7883
Pinnell, Liz, Gulf Breeze	E.Pinnell	EPA8478	686-9011	228-9201
Poole-Kober, Evelyn, ASRL, RTP	MAD/ESRL	EPA8491	629-4536	
Pride, Priscilla , Atlanta*	Library.Reg.IV	EPA9415	257-4216	257-4702
Ramponi, Lois, HQ Lib, DC*	L.Ramponi	EPA7241	382-5922	382-3923
Rapp, Brigid, IAB, DC	B.Rapp	EPA3735	475-8710	382-3923
Ross, Debbie, IAB, DC	D.Ross	EPA3821	475-7705	382-3923
Rosseel, Kevin, PIC,DC*	K.Rosseel	EPA30754	475-7755	382-3923
Schoepke, Tim, OTS, DC*	Library.TSCA	EPA7565	382-2321	
Sears, Julienne, Seattle	Library.Reg.X	EPA9085	399-1289	442-4672
Sims, Janice, Athens	ERL/Athens	EPA8431	250-3324	250-2018
Sunnen, Linda, San Francisco*	Library.Reg9	EPA9956	484-1517	484-1474
Szefczyk, Dorothy, Edison	Library.Ed	EPA9292	340-6762	340-6622
Talsma, Debbie, Ann Arbor*	OMS/AMS	EPA6476	374-8311	374-8368
Thorn, Rosemary, RTP,NC*	R.Thorn	EPA3025	629-0094	629-1191
Tilley, Lou, Chicago	Library.Reg5	EPA9559	353-2022	886-9096
Wagner, Barbara, Denver	Library.Reg.VIII	EPA9869	330-1444	330-1653
York, Sandy, Denver*	S.York	EPA9859	(303)680-6576	680-6739(303)
Young, Lisa , DC*	L.Young	EPA3729	245-3533	382-3923

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