# READ Scale Definitions and Examples

<table>
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<tr>
<th>Level 1</th>
<th>Level 2</th>
<th>Level 3</th>
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<tbody>
<tr>
<td><strong>Definition</strong></td>
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| • Requires the least amount of knowledge  
• No specialized knowledge or expertise  
• No consultation of resources  
• Less than 5 min. (directions, hours, rudimentary machine assistance) | • Requires more effort  
• Minimal specific knowledge and skills  
• Nominal resource consultation (call number inquiries, policy information, more complex machine assistance) | • Requires more time and effort  
• Consultation of ready reference resources  
• Minimal instruction to user  
• Basic reference knowledge and skills (specific reference resources, more complex technical problems, basic instruction on catalogs or databases) | • Requires the consultation of multiple resources  
• Subject specialists may need to be consulted  
• More thorough instruction/assistance  
• Reference skills needed (complex search techniques, cross-referencing resources, redefining/clarifying topics) | • More research effort  
• Consultation of subject specialists  
• Multiple resources  
• Efforts with patron are cooperative; dialogue is created  
• Research & reference knowledge needed  
• Appointments may need to be scheduled (interdisciplinary, question evolution) | • The most effort  
• Inquiries can’t be answered on the spot  
• In-depth research  
• May require ‘special library’ type research  
• Primary (original) documents and secondary resource material may be used (in-depth faculty research, collaboration/on-going research) |

**Examples:**

Where are the study rooms?  
What time do you close?  
The printer needs paper.  
Where can I check out headphones?  
Where is the bathroom?  
Referrals where no effort was used to troubleshoot or answer question

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| Where are the study rooms?  
What time do you close?  
The printer needs paper.  
Where can I check out headphones?  
Where is the bathroom?  
Referrals where no effort was used to troubleshoot or answer question | What is the call number for Hamlet?  
How do I reboot to Windows?  
As a visitor, can I use the library after 8pm?  
How do I connect to the wireless? (Basic)  
How do I access databases from off-campus?  
How do I share my file/use LionShare?  
Hot do I access MYLMU/Blackboard?  
How do I insert a row in Excel?  
How do I print? (procedures)  
Referrals after some question answering attempt | How do I find books on immunology?  
I need the full-text of an article.  
How do I cite a journal article in MLA style?  
How do I find peer-reviewed articles?  
I’m having trouble connecting to the wireless (advanced troubleshooting)  
How do I apply animation to Powerpoint?  
What dvds and video do you have on interpersonal and other kinds of communication?  
How can I find Chinese-language books? | I need criticisms for both the writing of a play and its production.  
Do you have books with pictures of kitchen utensils in colonial times?  
I’m looking for screenplays of action movies and how-to-write screenplay. | I’m researching gender roles and college majors in the South. Where do I start? How do I conduct a study?  
I need help researching Nigerian Igbo communities in the U.S., including issues surrounding their migration and adjustment | I need a publication history of Chicana/o or Latino/a US publications from mid 1960s onwards; how many, which ceased etc. for a timeline view as part of a research project.  
I am researching John Q. Public’s writing and making comparisons with his contemporaries with religion as a reoccurring theme. |