<table>
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<th>Level</th>
<th>Context</th>
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| 1     | - Answers that require the least amount of effort;  
        - No specialized knowledge skills or expertise;  
        - No consultation of resources;  
        - Less than 5 minutes; | - Directional inquiries;  
        - Library or service hours;  
        - Service point locations;  
        - Rudimentary machine assistance (locating/using copiers, how to print or supplying paper). | What are Sunday hours at the library?  
Where do I pick up an Interlibrary Loan?  
Are there any scanners in the library? |
| 2     | - Answers given which require more effort;  
        - Require only minimal specific knowledge skills or expertise;  
        - Answers may need nominal resource consultation. | - Call number inquiries;  
        - Item location;  
        - Minor machine & computer equipment assistance;  
        - General library or policy information;  
        - More complex machine assistance (how to save to a disk or email records, launching programs or re-booting). | I cannot get the printer to print single-sided. Can you help?  
Where can I go to check out something that can hold up my phone like a phone stand?  
Is there a way I can get these VHS tapes in DVD's?  
Do you have this book? |
| 3     | - Answers in this category require some effort and time;  
        - Consultation of ready reference resource materials is needed;  
        - Minimal instruction of the user may be required;  
        - Reference knowledge and skills come into play. | - Answers that require specific reference resources (encyclopedias or databases);  
        - Basic instruction on searching the online catalog;  
        - Direction to relevant subject databases;  
        - Introduction to web searching for a certain item;  
        - How to scan and save | Help! I am locked out of my account!  
I'm having problem with retrieving articles from PsychInfo from a url I saved.  
I am looking for these articles and book. I found them, but I cannot access them. |
| 4 | • Answers or research requests require the consultation of multiple resources  
• Subject specialists may need to be consulted and more thorough instruction and assistance occurs.  
• Reference knowledge and skills needed.  
• Efforts can be more supportive in nature for the user, or if searching for a finite answer, difficult to find.  
• Exchanges can be more instruction based as staffs teach users more in-depth research skills  

| 5 | • More substantial effort and time spent assisting with research and finding information.  
• On the high end of the scale, subject specialists need to be consulted.  
• Consultation appointments with individuals might be scheduled.  
• Efforts are cooperative in nature, between the user and librarian and |

| | • Instructing users how to utilize complex search techniques for the online catalog, databases and the web;  
• How to cross-reference resources and track related supporting materials;  
• Services outside of reference become utilized (ILL, Tech services, etc), collegial consultation;  
• Assisting users in focusing or broadening searches (helping to re-define or clarify a topic).  

| | Can you help me find some sources on the Battle of Gettysburg?  
I'm looking for writings of Constantine during his life.  
I am trying to find this article, and the website says that Berry has access to it, but I cannot access the paper.  
I'm trying to print a portion of an ebook but I'm having trouble.  

| | I need help finding sources for my annotated bibliography, but can't find anything that’s worked. What should I do?  
I need to find some information on LASIK for a speech that I need to give. Where can I find some sources? |
| or working with colleagues.  
| - Multiple resources used.  
| - Research, reference knowledge and skills needed.  
| - Dialogue between the user and librarian may take on a 'back and forth question' dimension. | that need to be investigated). |
| The student group that I advise is interested in showing a film for movie night. Do I need public performance rights? |
| I'm trying to track down some information on the development of grips in gymnastics. |
| 6 |  
| - The most effort and time expended.  
| - Inquiries or requests for information can't be answered on the spot.  
| - At this level, staff may be providing in-depth research and services for specific needs of the clients.  
| - This category covers some 'special library' type research services.  
| - Primary (original documents) and secondary resource materials may be used. | - Creating bibliographies and bibliographic education;  
| - In-depth faculty and PhD student research;  
| - Relaying specific answers and supplying supporting materials for publication, exhibits etc; working with outside vendors;  
| - Collaboration and on-going research. |
|  |  |  |
I'm looking for writings of Constantine during his life.

A: If you go to the Berry college library website you can search databases to find which sources you're looking for.