

READING FOR INFORMATION

The WorkKeys *Reading for Information* test measures the skill people use when they read and use written text in order to do a job. The written texts include memos, letters, directions, signs, notices, bulletins, policies, and regulations. It is often the case that workplace communications are not necessarily well-written or targeted to the appropriate audience. Reading for Information materials do not include information that is presented graphically, such as in charts, forms, or blueprints. The test is made up of multiple-choice questions based on reading passages that reflect actual reading demands of the workplace. A small number of problems are included for development purposes. Answers to these developmental questions do not count toward the examinee's score.

There are five levels of difficulty. Level 3 is the least complex and Level 7 is the most complex. The levels build on each other, each incorporating the skills assessed at the preceding levels. For example, at Level 5, individuals need the skills from Levels 3, 4, and 5. The reading materials at Level 3 are short and direct. The material becomes longer, denser, and more difficult to use as readers move toward Level 7. The tasks also become more complex as readers move from Level 3 to Level 7. At Level 3, readers begin by finding very obvious details and following short instructions. At the more complex levels, tasks can also involve more application and interpretation.

Level 3 Sample Item

MEMO

To: All businesses in Logan City Mall
From: Philip Charles, Logan City Mall Manager
Re: New garbage collection rules

Logan City Mall has hired a new garbage collection company. Speedy Sanitation, Inc. will be collecting garbage from all businesses starting next Monday. Collection days will not change. The pick-up time will be one hour later.

Each business will be given one blue garbage can to use. Each business may ask for 2 extra garbage cans. You may have a total of 3 garbage cans. You will not need yellow collection tags anymore. Full garbage cans must weigh less than 30 pounds. Put your garbage in bags before putting it in the garbage cans. Put your garbage cans in the alley behind your business's back door.

Based on the memo shown, starting next Monday, what is the greatest number of garbage cans each business is allowed to have?

- A. 1 B. 2 C. 3 D. 15 E. 30

Description of Level 4 reading skills

Level 4 reading materials include company policies, procedures, and notices. They are straightforward, but they have longer sentences and contain a number of details. These materials use common words, but do have some harder words, too. They describe procedures that include several steps. When following the procedures, individuals must think about changing conditions that affect what they should do. At this level, the questions and answers are often paraphrased from the passage. In addition to demonstrating the skills at Level 3, individuals with Level 4 skills can:

- Identify important details that may not be clearly stated.
- Use the reading material to figure out the meaning of words that are not defined for them.
- Apply instructions with several steps to a situation that is the same as the situation in the reading materials.
- Choose what to do when changing conditions call for a different action. For example, they can follow directions that include "if-then" statements.

Level 4 Sample Item

Greenfield Memorial Hospital

During and after a snowstorm, there will be both route and schedule changes for the hospital employee bus. The bus will run 15 minutes early, so be at your stop early. The bus will not stop at Bellevue Square or the Stadium. Employees usually boarding at those places will be picked up at the Eastdale Mall stop. Olive Street will be closed, so people usually picked up at that stop must walk to the Spring Street stop. If your stop is on a hillside, wait at the city bus stop closest to the top of the hill, so that the driver can stop safely. At stops where the snow has been piled deep at the curb, be prepared to board out in the street. Ice storms may cause the shuttle service to be canceled for a period of time. Listen to your local radio station after an ice storm. Any cancellations will be announced regularly.

Bellevue Square is your usual stop. According to the instructions shown, after a snowstorm, you should go to which stop?

- A. Bellevue Square
- B. Eastdale Mall
- C. Olive Street
- D. Spring Street
- E. The Stadium

Why this is a Level 4 problem:

- Sentences are longer, although still straightforward.
- Sentence structure is varied and some introductory phrases are used.
- There are a number of details.
- Individuals must choose what to do when changing conditions call for a different action.

Level 5 Sample Item

- Goldberg's Auto Parts is served by more than fifty different accounts, each with its own sales representative, company name, corporate address, and shipping address. As a shipping and receiving clerk at Goldberg's, you are required to return defective merchandise to the manufacturer.
- Standard procedure for returning an item begins with your written request to the company for authorization. Always send the request to the corporate address, not to the shipping address. Unless the company file folder contains a form for this procedure, write a business letter to the manufacturer supplying the item's stock number, cost, and invoice number; the date it was received; and the reason for its return. The manufacturer's reply will include an authorization number from the sales representative, a sticker for you to place on the outside of the box to identify it as an authorized return, and a closing date for the company's acceptance of the returned item. If you do not attach the provided sticker, your returned box will be refused by the manufacturer as unauthorized, and you will need to obtain a new letter, authorization, sticker, and closing date. Always send a returned box to the shipping address, not to the company's corporate address.
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According to the policy shown, what should you do if you lose an authorization sticker?

- A. Send a request for a return authorization along with the rejected part directly to the manufacturer's shipping address.
- B. Send a request for a return authorization along with the rejected part directly to the manufacturer's corporate address.
- C. Repeat the standard procedure to obtain a new letter, authorization, sticker, and closing date.
- D. Use a sticker from another company's folder.
- E. Send the rejected part to your sales representative.

Level 6 Sample Item**Section 113.18**

A lawful fence shall consist of:

- 1) Three rails of good substantial material fastened in or to good substantial posts not more than ten feet apart.
OR
- 2) Three boards not less than six inches wide and three-quarters of an inch thick, fastened in or to good substantial posts not more than eight feet apart.
OR
- 3) Three wires, barbed, with not less than thirty-six iron barbs of two points each on each rod of wire; or four wires, two thus barbed and two smooth. The wires are to be firmly fastened to posts not more than two rods apart, with not less than two stays between posts, or with posts not more than one rod apart without such stays, the top wire to be not more than fifty-four or less than forty-eight inches in height. The bottom wire should be not less than twelve or more than eighteen inches above the ground. The middle wire should be not less than twelve or more than eighteen inches above the bottom wire.
OR
- 4) Wire either wholly or in part substantially built and kept in good repair, the lowest or bottom rail, wire, or board to be not more than twenty or less than sixteen inches from the ground, the top rail, wire, or board, between forty-eight and fifty-four inches in height; and the middle rail, wire, or board, not less than twelve or more than eighteen inches above the bottom rail, wire, or board.

A farmer's fence has three barbed wires attached to posts spaced two rods apart with two stays between posts. The top wire is forty-nine inches in height. The bottom wire is ten inches above the ground. Based on the regulation shown, why is the fence NOT lawful under Section 113.18?

- A. The fence must have four wires, two smooth and two barbed.
- B. The fence posts should be spaced closer together.
- C. The top wire should be higher.
- D. There should be more stays.
- E. The bottom wire should be higher.

Level 7 Sample Item**Section 108**

- a) Notwithstanding the provisions of Section 106, it is not an infringement of copyright for a library or archive, or any of its employees acting within the scope of their employment, to reproduce no more than one copy or phonorecord of a work, or to distribute such copy or phonorecord under the conditions specified by this section if
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 - 2) the collections of the library or archive are (i) open to the public, or (ii) available not only to researchers affiliated with the library or archive or with the institution of which it is a part, but also to other persons doing research in a specialized field; and
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Based on the information given, which of the following conditions would prohibit a city employee from photocopying an unpublished manuscript?

- A. If the city library is accessible to any and all citizens and researchers
- B. If the city library's original copy of the manuscript is in danger of damage through use
- C. If the employee makes only one copy of the manuscript as a secure transcription
- D. If the photocopy is to be sent to a public research library that does not have a copy of the manuscript
- E. If the photocopy would not produce any income for the city library