



# THE CATHOLIC UNIVERSITY OF EASTERN AFRICA

**A. M. E. C. E. A**

**MAIN EXAMINATION**

P.O. Box 62157  
00200 Nairobi - KENYA  
Telephone: 891601-6  
Fax: 254-20-891084  
E-mail: academics@cuea.edu

**AUGUST - DECEMBER 2015 TRIMESTER**

**FACULTY OF SCIENCE**

**DEPARTMENT OF LIBRARY AND INFORMATION SCIENCE**

**EVENING PROGRAMME**

**LIS 311: INFORMATION USER STUDIES, ANALYSIS AND SERVICES**

**Date: DECEMBER 2015**

**Duration: 2 Hours**

**INSTRUCTIONS: Answer Question ONE and ANY OTHER TWO Questions**

- Q1. a) Outline the general objectives in carrying out a user study. **(4 marks)**
- b) Ford argued that major aim of user studies is to assist in the design and improvement of information services. Explain this statement with reference to the expected benefits of user studies. **(7 marks)**
- c) "Despite the value of user studies they also suffer from limitations in fully measuring the effectiveness of a library" Discuss **(6 marks)**
- d) "Regardless of the diversity designs and contexts, user studies are guided by certain assumptions" Discuss. **(9 marks)**
- e) Examine the strengths and weaknesses of using interview guide as a tool of data collection in carrying out a user study. **(4 marks)**
- Q2. a) A few decades ago, Burus observed that "The goal of use/user studies is the discovery articulation understanding, influencing and when appropriate the elimination or at least minimization of the obstacles between a user and his information goals. With reference to the rapidly changing society, argue the case for carrying out user studies in the era of knowledge society" **(12 marks)**

- b) Past studies on information seeking behavior have yielded certain principles about user behavior in seeking information. Discuss. **(8 marks)**
- Q3. a) Over the years, LIS professionals have learnt a lot about best practices in the designing an effective user-oriented information system. **(10 marks)**
- b) Using appropriate examples define and explain the purpose of carrying out the following types of user studies
- i User oriented studies. **(5 marks)**
  - ii Utility oriented studies. **(5 marks)**
- Q4. a) You have been contracted by government of Marsabit County to carry out a user study to enable it establish library and information services across the County. Outline the steps you would undertake in the process of carrying out this study. **(16 marks)**
- b) Past studies on information needs have revealed some basic guidelines about information needs of users. Explain this with reference to FOUR of these guidelines. **(4 marks)**

**\*END\***