



THE CATHOLIC UNIVERSITY OF EASTERN AFRICA

A. M. E. C. E. A

MAIN EXAMINATION

MAY – JULY 2016 TRIMESTER

FACULTY OF SCIENCE

DEPARTMENT OF LIBRARY AND INFORMATION SCIENCE

EVENING PROGRAMME

DLIS 125: INFORMATION ACCESS AND USER SERVICES

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Date: JULY 2016

Duration: 2 Hours

INSTRUCTIONS: Answer Question ONE and any other TWO Questions

- Q1. a) Briefly explain why it is important to have well established procedures and work instructions for providing circulation services. **(5 marks)**
- b) Identify FIVE general roles played by libraries. **(5 marks)**
- c) Identify and define FIVE research and reference sources you would consider using in providing research and reference services. **(10 marks)**
- d) Briefly discuss FIVE characteristics of an information literate person. **(10 marks)**
- Q2. a) Outline the procedure you would use in fulfilling a research and reference request. **(5 marks)**
- b) Briefly discuss FIVE research and reference services that are vital in any information institution. **(10 marks)**
- c) Outline FIVE functions of records and archive institutions. **(5 marks)**
- Q3. a) What is research and reference interview? **(2 marks)**
- b) Briefly explain FOUR reasons why it is important to provide information literacy training for your patrons. **(8 marks)**

- c) Discuss FIVE issues that you would consider including in your circulation services policy. **(10 marks)**
- Q4. a) What is your understanding of information literacy? **(2 marks)**
b) Discuss FIVE non-traditional services you would consider providing as the head of information services in your organization. **(10 marks)**
- c) Identify THREE advantages of providing digital reference services. **(3 marks)**
- d) Identify FIVE objectives in providing circulation services. **(5 marks)**

END