



THE CATHOLIC UNIVERSITY OF EASTERN AFRICA

A. M. E. C. E. A

MAIN EXAMINATION

JANUARY – APRIL 2018 TRIMESTER

FACULTY OF SCIENCE

DEPARTMENT OF LIBRARY AND INFORMATION SCIENCE

EVENING PROGRAMME

LIS 311: INFORMATION USER STUDIES, ANALYSIS AND SERVICES

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Date: APRIL 2018

Duration: 2 Hours

INSTRUCTIONS: Answer Question ONE and ANY OTHER TWO Questions

- Q1. a) What is a theory? Discuss how theories contribute to our understanding of a given social phenomenon **(12 marks)**
- b) Briefly describe key challenges in the application of user studies in measuring the effectiveness of libraries **(5 marks)**
- c) “Research helps LIS professionals to learn more about their work, perform better and offer a higher level service to users. It provides motivation, guide and input to successful services”. Discuss this with reference to the benefits Evidence-based library and information practice **(7 marks)**
- d) Briefly discuss three user-oriented studies you may consider undertaking in order to establish information services that are appropriate for postgraduate students at The Catholic University of Eastern Africa **(6 marks)**
- Q2. The goal of user studies is the discovery and when appropriate, the elimination or minimization of those obstacles between a user and his/her information goals. Discuss **(20 marks)**
- Q3. You have won a consultancy from Kajiado County government to carry out a community analysis of Kajiado North sub-county with view to establishing a library in the area. Discuss the measures you would undertake to accomplish this project **(20 marks)**

- Q4. a) What is your understanding of the concept of user-based practice? Briefly discuss three the principles in the use of evidence-based practice (EBP) **(5 marks)**
- b) Information seeking behaviour studies aim at unearthing how individuals or groups of individuals go about gathering information. Briefly discuss five (5) principles in the current understanding of user-behaviour **(5 marks)**
- c) You are the Systems Librarian at Ufanisi University of Applied Sciences. Discuss the key issues you would address in ensuring that the library systems in your institution are effective **(10 marks)**
- Q5. a) Regardless of the specific techniques or tools employed, user studies are based on a set of assumptions. Discuss **(10 marks)**
- b) Distinguish between the constructivist and exchange theories with reference to their basic tenets and implication for our approach to user studies **(10 marks)**

END