



# THE CATHOLIC UNIVERSITY OF EASTERN AFRICA

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

**MAIN EXAMINATION**

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**AUGUST – DECEMBER 2018 TRIMESTER**

**FACULTY OF SCIENCE**

**DEPARTMENT OF LIBRARY AND INFORMATION SCIENCE**

**REGULAR PROGRAMME**

**CLIS 119: CIRCULATION AND REFERENCE INFORMATION SERVICES**

**Date: DECEMBER 2018**

**Duration: 2 Hours**

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

- Q1. a) Define the following terms as used in information services provision
- i) Circulation **(1 mark)**
  - ii) Circulation desk **(1 mark)**
  - iii) Reference **(1 mark)**
  - iv) Reference source **(1 mark)**
  - v) Reference collection **(1 mark)**
- b) Outline Five functions of an information centers' circulation desk **(10 marks)**
- c) List down Five personal qualities of a Reference personnel **(10 marks)**
- d) Bibliographic sources may be manual or computerized. List any five such sources **(5 marks)**
- Q2. a) Encyclopedias are considered as important reference sources. State Five criteria of evaluating encyclopedias **(10 marks)**
- b) CAS refers to Current Awareness Services. Describe Five ways of providing CAS in an information center **(10 marks)**
- Q3. a) State the role of computers and other information technology in provision of information services **(10 marks)**

- b) Explain Five ways in which user education is important to the users of an academic library **(10 marks)**
- Q4. a) List Five techniques of library instruction **(5 marks)**
- b) List Five objectives of a library orientation **(5 marks)**
- c) Explain FIVE advantages of a mechanized circulation system. **(10 marks)**
- Q5. a) A dialogue between a reference librarian and an information user is referred to as a reference interview. State its purpose **(10 marks)**
- b) Outline five roles of a literature search personnel **(10 marks)**

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