



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

DLIS 125: INFORMATION ACCESS AND USER SERVICES

Date: DECEMBER 2018

Duration: 2 Hours

INSTRUCTIONS: Answer Question ONE and ANY OTHER TWO Questions

- Q1. a) Giving examples, define the following terms
- i) Reference Service **(2 marks)**
 - ii) Reference collection **(2 marks)**
 - iii) Circulation service **(2 marks)**
 - iv) Bibliographic sources **(2 marks)**
 - v) Secondary sources **(2 marks)**
- b) Outline Five functions undertaken by the Circulation personnel of an information center. **(5 marks)**
- c) Highlight Five merits of an Automated circulation system **(5 marks)**
- d) State Five factors to be considered when choosing an appropriate circulation system for a given information center **(10 marks)**
- Q2. a) A medical library is critical in a medical school. State Four types of Bibliographic sources to be found in such a library **(4 marks)**
- b) Outline Three purposes/Functions of Bibliographies **(6 marks)**
- c) Explain FIVE aims of undertaking CAS in a library. **(10 marks)**
- Q3. a) If a library fails to carry out User Education; Explain Five challenges such a library will encounter **(10 marks)**

- b) List and Explain the Five laws of Dr. Ranganathan as used in the reference services context **(10 marks)**
- Q4. a) Name and briefly discuss Five information sources and resources **(10 marks)**
- b) Outline Five factors that would to the approval of an Encyclopedia as a good reference source **(10 marks)**
- Q5. a) Explain Five conditions that are necessary in order to provide an effective SDI in an information center **(10 marks)**
- b) List reasons why users of a given information center would complain about the reference service **(10 marks)**

END