

**NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**FACULTY OF COMMUNICATION AND INFORMATION SCIENCE**  
**DEPARTMENT OF LIBRARY AND INFORMATION SCIENCE**  
**BACHELOR OF SCIENCE HONOURS DEGREE IN LIBRARY**  
**AND INFORMATION SCIENCE**

**PART I SECOND SEMESTER MAY 2011 EXAMINATIONS**

**ILI 1202: INFORMATION SOURCES AND SERVICES**

**TIME: 3 HOURS**

**Instruction to candidates**

1. Answer any four questions.
  2. Each question carries 25 marks.
  3. Give equal time to each question.
  4. Importance is attached to accuracy, clarity and legibility of handwriting.
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1. Highlight the reference theories that you are familiar with and discuss their impact on reference services. (25 marks)
2. Identify any five knowledge gaps or needs and discuss how libraries can help in filling them. (25 marks)
3. Identify and describe the main information services or reference services in libraries. (25 marks)
4. Evaluate the main variables that affect the reference interview. (25 marks)
5. Discuss the impact of the Web on traditional information services. (25 marks)
6. Explain the content, arrangement and use of the following information sources:
  - 6.1 Almanac (5 marks)
  - 6.2 Encyclopedia (5 marks)
  - 6.3 Dictionary (5 marks)
  - 6.4 Biography (5 marks)
  - 6.5 Handbook (5 marks)

*END OF PAPER*