

**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 2012 EXAMINATIONS**

**ILI 1202: INFORMATION SOURCES AND SERVICES**

**TIME: 3 HOURS**

**Instructions 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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- 1.1. Discuss the synchronous reference services that you are familiar with. [15 Marks]
- 1.2. Discuss the implications of introducing each of the synchronous reference services that you mentioned in 1.1.in Zimbabwean libraries. [10 Marks]
2. Discuss the reference procedures that are undertaken from the time a user approaches the reference librarian up to the time the need of the user is met. [25 marks]
3. Discuss the variables that may hinder the success of a reference interview. [25 marks]
4. Discuss the three main philosophical foundations of reference services in libraries. [25 marks]
5. Describe the essential components of a pathfinder and highlight the importance of each section. [25 marks]
6. Discuss the criteria for evaluating digital reference sources. [25 marks]

***END OF PAPER***

