

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 JULY 2012 SUPPLEMENTARY EXAMINATIONS

ILI 1202: INFORMATION SOURCES AND SERVICES

TIME: 3 HOURS

Instructions to candidates

1. Answer any four (4) 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 Describe any five search tools that are found in a library. [10 marks]
- 1.2 Explain how each of the tools that you described in 1.1 is used to locate information in a library. [15 marks]
2. Discuss the main reference services that are normally found in academic libraries. [25 marks]
3. Discuss the need and purpose of reference services in today's digital era. [25 marks]
4. Describe the asynchronous transactions that are normally found in a digital library environment; highlighting the limitations of each transaction. [25 marks]
5. Describe the characteristics of the following reference sources:
 - 5.1 Encyclopedia [5 marks]
 - 5.2 Almanac [5 marks]
 - 5.3 Dictionary [5 marks]
 - 5.4 Handbook [5 marks]
 - 5.5 Directory [5 marks]
6. Discuss the professional variables that may hinder the success of a reference interview. [25 marks]

END OF PAPER