

**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 2013 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. As library and information centres are becoming more 'client driven', discuss the strategies that can be used by reference librarians to ensure client satisfaction. [25 Marks]
2. Discuss the pros and cons of using the following technologies in executing reference transactions.
  - 2.1 Electronic mail [5 Marks]
  - 2.2 Digital reference robots [5 Marks]
  - 2.3 Web forms [5 Marks]
  - 2.4 Chat [5 Marks]
  - 2.5 Video conferencing [5 Marks]
3. Analyse the skills that should be possessed by reference librarians in this digital era. [25 Marks]
4. With the aid of examples, describe the following reference sources, specifying their content, arrangement, and the nature of reference queries associated with each type of source:
  - 4.1 Almanac [5 Marks]
  - 4.2 Encyclopedia [5 Marks]
  - 4.3 Geographical source [5 Marks]
  - 4.4 Handbook [5 Marks]
  - 4.5 Biographical source [5 Marks]
5. Outline the differences between the Conservative reference model and the Liberal model. [25 Marks]

6. Discuss the reasons why the concept of public relations is gaining momentum in library and information organisations. [25 Marks]

***END OF PAPER***