

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 2013 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.
-

1. Discuss the need and purpose of reference services in this day and era. [25 Marks]
2. Identify and describe any five types of reference services that are normally offered in libraries and information centres. [25 Marks]
3. Describe the information services that should be offered to the following categories of users:
 - 3.1 The physically disabled [5 Marks]
 - 3.2 The incarcerated [5 Marks]
 - 3.3 The illiterate [5 Marks]
 - 3.4 The racially marginalised [5 Marks]
 - 3.5 The elderly [5 Marks]
4. Discuss the implications of introducing digital reference services in Zimbabwean libraries and information centres. [25 Marks]
5. Describe the characteristics of the major reference models, stating their impact on today's library organisations. [25 Marks]
6. Discuss the yardsticks that can be used to evaluate reference services. [25 Marks]

END OF PAPER