



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
INFORMATION SOURCES AND SERVICES
ILI 1202

Second Semester Examination Paper

May 2016

This examination paper consists of 2 pages

Time Allowed: 3 hours

Total Marks: 100

Special Requirements: None

Examiner's Name: Dr. T. Matingwina

INSTRUCTIONS

1. Answer any four (4) questions.
2. Give equal time to all questions you choose.
3. Each question carries 25 marks.
4. Importance is attached to clear presentation of ideas, good expression and legibility of handwriting.

MARK ALLOCATION

QUESTION	MARKS
1.	25
2.	25
3.	25
4.	25
5.	25
6.	25

1. Describe the content, format and arrangement of the reference sources used to answer the following queries.
 - 1.1 How do the words 'proud' and 'arrogant' differ in meaning? [5 marks]
 - 1.2 I want information about the population of Bulawayo and its tourist resorts. [5 marks]
 - 1.3 I want information about the right time to plant potatoes. [5 marks]
 - 1.4 I need detailed information about the effects of antibiotics. [5 marks]
 - 1.5 Who is the richest person in America? [5 marks]

2. Justify the notion that the Tiered Reference Service model is the solution to the tension between the Conservative Reference Theory and the Liberal Reference theory. [25 marks]

3. Assess the duties and responsibilities of a reference librarian working in a library that subscribes to the Liberal Reference philosophy. [25 marks]

4. Illustrate the implications of introducing digital reference robots in libraries. [25 marks]

5. Describe the reference services and resources that should be provided by public libraries to the local, unemployed youths of Zimbabwe. [25 marks]

6. Assess the key areas that should be covered by an information literacy programme of an academic library. [25 marks]