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 2017

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**

Copyright: National University of Science and Technology, 2017

1. Suppose you are tasked with drafting a customer relations policy for your library, analyse the important issues that will be addressed by the policy. [25 marks]

2.1 Demonstrate how artificial intelligence systems may be used for different types of reference services. [15 marks]

2.2 Assess the merits and demerits of using artificial intelligence for reference services. [10 marks]

3. Demonstrate how the following information and communications technologies can be used for reference services

3.1 Social media [5 marks]

3.2 Blogs [5 marks]

3.3 Mobile phones [5 marks]

3.4 Online pathfinders [5 marks]

3.5 Video conferencing [5 marks]

4. Library management software such as Polaris Leap has been used effectively for reference services in public libraries. Explain how the software can be used by libraries in Zimbabwe for various reference transactions [25 marks]

5. Assess the various reference theories and their impact on reference services in today's digital library environment [25 marks]

6. Considering that what people ask for is often not what they really need, discuss the importance of reference interviews in meeting the information needs of library clients [25 marks]

Copyright: National University of Science and Technology, 2017