

NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY
FACULTY OF COMMUNICATION AND INFORMATION SCIENCE
DEPARTMENT OF LIBRARY AND INFORMATION SCIENCE
POST GRADUATE DIPLOMA IN LIBRARY
AND INFORMATION SCIENCE

PART I FIRST SEMESTER NOVEMBER 2012 EXAMINATIONS

PDL 5302: INFORMATION BEHAVIOUR

TIME: 3 HOURS

Instructions to candidates

1. Answer any four (4) questions.
 2. Each question carries 25 marks.
 3. Importance is attached to accuracy, clarity of expression and legibility of handwriting.
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1. Discuss the barriers to effective information retrieval when using either traditional information resources or computerised information systems from the point of view of a library user. [25 marks]
 - 2.1 Explain the behaviour that is usually portrayed by either uncertain or emotional information seekers in an information centre. [15 marks]
 - 2.2 With reference to the 2.1 above, indicate how you would assist users in this category of information seeking. [10 marks]
 3. If not controlled, the information that adolescents are exposed to negatively impacts on their academic achievement. How can you, as a librarian, contribute positively to the growth and development of a child in a school set- up? [10 marks]
 4. Discuss the theory of Diffusion of Innovations as applied to Human Information Behaviour and the use of technology in libraries. [25 marks]
 5. Analyse the effectiveness of a user education programme in an institution of

your choice and show how you would seek to correct any problem areas. [25 marks]

6. Observations have shown that most users of computerised mobile technologies at NUST Library consult the systems personnel rather than librarians for their information requirements. How do you see the future of conventional libraries and librarians given such developments? [25 marks]

END OF PAPER