



NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY
FACULTY OF COMMUNICATION AND INFORMATION SCIENCE
DEPARTMENT OF LIBRARY AND INFORMATION SCIENCE
POSTGRADUATE DIPLOMA IN LIBRARY AND INFORMATION SCIENCE
REFERENCE SERVICES AND RETRIEVAL SYSTEMS

PDL 5308

Part I Second Semester Examination Paper

MAY 2017

This examination paper consists of 3 pages

Time Allowed: 3 hours
Total Marks: 100
Special Requirements: None
Examiner's name: Mr. Nelson Guvava

INSTRUCTIONS

1. Answer any four (4) questions.
2. Give equal time to each question.
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

- 1.1 Distinguish the following main theories of the reference service showing where each one is most suitable: conservative theory, moderate or middling and "liberal" or "maximum" theory. [12 marks]
- 1.2 Examine five (5) models or dimensions of the reference service. [13 marks]
- 2 Outline the reference process stages and explain why it is difficult for users to express their real information needs. [25 marks]
- 3.1 Briefly explain the need for digital reference services. [8 marks]
- 3.2 Evaluate the synchronous and asynchronous forms of digital reference services. [17 marks]
- 4.1 Describe the functions of each of the six subsystems of an information retrieval system. [12 marks]
- 4.2 Clarify the uses of controlled vocabularies. [6 marks]
- 4.3 Differentiate three main types of metadata. [7 marks]
- 5 Explain the user/human centred design process steps and the advantages it presents to both the designers and system users. [25 marks]
- 6.1 Analyse the results ranking criteria used by most search engines. [12 marks]
- 6.2 Discuss the importance of understanding nature of users, information needs, and seeking behaviour in information retrieval. [13 marks]