

NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY

FACULTY OF COMMUNICATION AND INFORMATION SCIENCE

BACHELOR OF SCIENCE HONOURS DEGREE IN RECORDS AND ARCHIVES MANAGEMENT

PART I SECOND SEMESTER EXAMINATIONS APRIL 2014

IRA 1202 ACCESS AND REFERENCE SERVICES

TIME: 3 HOURS

INSTRUCTIONS TO CANDIDATES

1. ANSWER ANY FOUR QUESTIONS FROM THE FOLLOWING.
2. EACH QUESTION CARRIES A TOTAL OF 25 MARKS.

1. Using relevant examples, explain the types of access that archivists and manuscripts curators offer. [25 marks]
2. Discuss any five (5) criteria that determine what to include in an access policy of any archival repository of your choice. [25 marks]
3. As a newly appointed archivist, explain your duties in provision of access to archival material under your custody and how you would deal with issues of copying and copyright, as well as loans. [25 marks]
4. (a) Compare and contrast the "gatekeeper approach" and "self-service approach" in offering reference services. [10 marks]
(b) What are the opportunities and challenges posed by digital reference services? [15 marks]
[Total 25 marks]
5. Discuss any five (5) outreach/public programmes that an archival institution can undertake to market its services. [25 marks]
6. (a) Explain any five (5) measures that are taken by archivists to ensure security of archival holdings during the provision of reference services to users. [15 marks]
(b) Discuss any three (3) ethical issues that relate to providing access to archives and manuscripts. [10 marks]
[Total 25 marks]

END OF PAPER