

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

FIRST YEAR EXAMINATION FOR THE AWARD OF DEGREE
OF BACHELOR OF SCIENCE IN INFORMATION SCIENCE

BSIS 130: REFERENCE INFORMATION SOURCES AND SERVICES

STREAMS: BSIS (Y1S1)

TIME: 2 HOURS

DAY/DATE: MONDAY 21/12/2020

11.30 A.M. – 1.30 P.M.

INSTRUCTIONS: Answer question 1 and any other 2 questions

SECTION A (30 MARKS)

QUESTION 1

- (a) Mary a 3rd year student is seen walking and chatting with friends in the library with her mask pulled down her chin. The library security guard has requested her to wear her mask appropriately in vain. Amidst the Covid-19 pandemic, as the librarian, discuss how you would handle the case. [15 marks]
- (b) Explain the application of ICT in reference librarianship [8 marks]
- (c) A library user has approached you with a research question. As the reference librarian at Chuka University, discuss how you would involve the user throughout the reference interaction process and its importance. [7 marks]

SECTION B (40 MARKS) – ANSWER ANY 2 QUESTIONS

QUESTION 2

- (a) Discuss 4 challenges that reference librarians face in delivering reference information services [4 marks]
- (b) As a reference librarian, which style of reference service would you adopt and why [8 marks]
- (c) Explain how you would evaluate an information source based on its authority [8 marks]

QUESTION 3

- (a) Despite the benefits of ICT in offering reference services, some organizations have not embraced ICT. Discuss five reasons that you think are a hindrance [10 marks]
- (b) Briefly discuss how you would deal with the challenge of personal censorship during collection development [10 marks]

QUESTION 4

- (a) Discuss five personality qualities of a good reference librarian [10 marks]
- (b) Discuss the research consulting reference service and its significance to library users. [10 marks]

QUESTION 5

- (a) Discuss how you would deliver reference services to old adults [10 marks]
 - (b) Explain five ethical challenges that reference librarians face in delivering reference information services [10 marks]
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