



KISII UNIVERSITY
UNIVERSITY EXAMINATIONS
SECOND YEAR EXAMINATION FOR THE AWARD OF THE
DEGREE OF BACHELOR OF INFORMATION SCIENCE

SECOND SEMESTER 2023/2024
[JAN – APRIL, 2024]

INS 231: USER STUDIES AND INFORMATION SERVICES

STREAM: Y2 S2

TIME: 2 HOURS

DAY: TUESDAY, 12:00 - 2:00 P.M.

DATE: 16/04/2024

INSTRUCTIONS

- 1. Do not write anything on this question paper.**
- 2. Answer question ONE (Compulsory) and any other TWO questions.**

I a) Define the following terms; (8 marks)

- User studies
- Information services
- Information sources
- Information literacy

b) Describe the purpose of conducting user studies in an information centre.

(10 marks)

c) Using examples distinguish between primary, secondary and tertiary sources of information. (12 marks)

- 2 a) Highlight five factors that are put into consideration when evaluating
Reference sources (10 marks)
- b) Explain the various user demographics to be considered in a user studies
programme. (10 marks)
- 3 a) Explain four strategies of implementing information literacy programme in
information centers. (12 marks)
- b) Describe four functions of bibliographies as search tools. (8 marks)
- 4 a) Briefly discuss four techniques for conducting user studies. (8 marks)
- b) Explain any six types of information services offered in an academic
library. (12 marks)
- 5 a) Highlight any four benefits of using electronic resources in an academic
library. (8 marks)
- b) Explain six steps of conducting a successful reference transaction.
(12 marks)