



UNIVERSITY EXAMINATIONS

SECOND YEAR EXAMINATION FOR THE AWARD OF THE

DIPLOMA IN DIPLOMA IN LIBRARY AND INFORMATION SCIENCE

FIRST SEMESTER, 2023/2024

(AUGUST-DECEMBER, 2023)

DLIS 0222: INFORMATION USERS AND THEIR INFORMATION NEEDS

STREAM: Y2 S2

TIME: 2 HOURS

DAY: WENESDAY, 12.00 -2:00PM

DATE: 29/11/2023

INSTRUCTIONS

- 1. Do not write anything on this question paper.**
- 2. Answer Question ONE [Compulsory] and any other TWO Questions**

Question one

- a) Define the following term:
 - i. User
 - ii. Information
 - iii. Information need
 - iv. User behaviour
 - v. User studies (10mks)
- b) Discuss the importance of user information studies to a student (10mks)
- c) Discuss the barriers between users and their information needs and how these barriers influence their information needs (10mks)

Question two

- a) Define electronic library resource (2mks)

b) Discuss five types of electronic resource that are found in a library
(8mks)

c) Discuss types of information sources
(10mks)

Question three

Need is a concept that depends on the value of society and on professional, social, and economic factors. Based on these factors, discuss the information needs of users.
(20mks)

Question four

a) Define current awareness service
(2mks)

b) State and explain five characteristics of Current Awareness Services
(10mks)

c) Explain four factors that favour local current awareness list (8mks)

Question five

Transfer of information depends on correctly identified users in order to study their response to information. Based on this, discuss the types of information users as classified in the given categories
(20mks)