



UNIVERSITY EXAMINATIONS

SECOND YEAR EXAMINATION FOR THE AWARD OF THE

DEGREE OF BACHELOR OF INFORMATION SCIENCE

FIRST SEMESTER, 2023/2024

(AUGUST-DECEMBER, 2023)

INS 231: USER STUDIES AND INFORMATION SERVICES

STREAM: Y2 S1

TIME: 2 HOURS

DAY: FRIDAY, 9.00–11:00 AM

DATE: 24/11/2023

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 terms as used in library science. (4 marks)
- i. Information resources
 - ii. Information services
 - iii. Information need
 - iv. User communities
- b) Explain the benefits of providing or selecting information materials that meet user needs in an institution (8mks)
- c) Examine factors that dictate the need to conduct regular user studies in an academic library (8marks)
- d) Using relevant examples, explain how ICTs have influenced information flow in today's world (10marks)

QUESTION TWO

- a) Explain how you would evaluate information services provided by academic library (10marks)

- b) Identify and describe various user communities within the library environment (10marks)

QUESTION THREE

- a) Citing relevant examples, discuss different types of information sources found in any library. (10marks)
- b) Highlight reasons why library users need information (4marks)
- c) Discuss various methods used to conduct user studies in academic libraries (6marks)

QUESTION FOUR

- a) Explain ways in which academic library users can be categorized and state how categorization would influence information services offered (10mks)
- b) Explain the challenges that libraries and information Centre's faced while carrying out user studies and suggest possible solutions to the problems identified (10mks)

QUESTION FIVE

- a) How do you address the information needs of the visually challenged and the physically challenged? (10mks)
- b) With examples, what do you understand by users with special needs? (10mks)