GRETSA UNIVERSITY - THIKA

UNIVERSITY EXAMINATIONS
MAY - AUGUST 2018 SEMESTER

DIPLOMA IN LIBRARY AND INFORMATION SCIENCE

COURSE CODE: DILS 018

COURSE TITLE: INFORMATION NEEDS AND ANALYSIS

DATE: 8TH AUGUST 2018   **TIME: 3:00 PM – 6:00 PM**

INSTRUCTIONS TO CANDIDATES

1. SECTION A IS **COMPULSORY.**
2. SECTION B: ANSWER ANY OTHER **THREE** QUESTIONS.
3. **DO NOT** WRITE ANYTHING ON THIS QUESTION PAPER AS IT WILL BE AN EXAM IRREGULARITY.
4. ALL ROUGH WORK SHOULD BE AT THE BACK OF YOUR ANSWER BOOKLET AND CROSSED OUT.

CAUTION: *All exam rooms are under CCTV surveillance during the examination period.*

SECTION A: COMPULSORY

Question One

a)   Using suitable examples, EXPLAIN the meaning of the following terms.

Superimposed classes   **[2 marks]**

Knowledge classification   **[2 marks]**

Elemental classes   **[2 marks]**

Compound classes   **[2 marks]**

Faceted classification   **[2 marks]**

b)   Notations are critical in organization of resources in libraries. Highlight how use of notations would help information professionals organize materials in libraries

[10 marks]

c)   What are the key steps in subject analysis of information materials?   **[10 marks]**

d)   Discuss the reasons behind the paradigm shift from general dissemination of information to selective dissemination of information in the way libraries are currently offering library services to their clients   **[10 marks]**

SECTION B: ANSWER ANY THREE QUESTIONS

Question Two

a) As a Reference Librarian at Stanford University you have been tasked to conduct a survey on emerging behaviour of library users. What tool would you choose for data collection?

[5 marks]

b) Why would you choose this tool for data collection?   **[15 marks]**

Question Three

a) User studies can play important role in refreshing and improving library system and services. Discuss **five** areas that can be improved through user studies.   **[15 marks]**

b) Highlight **five** limitations of user studies   **[5 marks]**

Question Four

a) It is an acknowledged fact that the various types of users from teachers to students, scientists to engineers, managers to workers, business people to housewives, and so on are increasingly finding it difficult to access correct information despite growth in information sources. That is the major reason libraries around the globe have introduced user

education programmes. Discuss the objectives of user education programme.

[12 marks]

b) Discuss **four** methods of user education **[8 marks]**

Question Five

a) ICT is central to current trends in user studies. Discuss **[10 marks]**

b) Discuss how you would employ ICT to meet library users information needs **[10 marks]**

Question Six

a) Discuss The Wilson Model (1996)in relation to user behaviour and information needs

[15 marks]

b) Highlight the limitations of this model **[5 marks]**