



KENYATTA UNIVERSITY

**DIGITAL SCHOOL OF VIRTUAL AND OPEN LEARNING (DSVOL)
EXAMINATION FOR THE DEGREE OF BACHELOR OF LIBRARY AND
INFORMATION SCIENCE**

ISC 304: INFORMATION SERVICES FOR USERS WITH SPECIAL NEEDS

1ST TRIMESTER 2021/2022

TIME: 2 HOURS

INSTRUCTIONS: Question ONE is Compulsory. Attempt any other TWO Questions.

1. (a) Discuss any FIVE (5) principles of Universal Design. [20 Marks]
(b) Explain any FIVE (5) types of disabilities that you may encounter in a library environment. [10 Marks]
2. Discuss how a library can improve physical access (outside and inside the library) for people with special needs. [20 Marks]
3. Discuss FIVE (5) assistive technologies appropriate for users with visual impairments in the library. [20 Marks]
4. (a) Explain why it is important for libraries to provide training for employees and volunteers. [5 Marks]
(b) Discuss any FIVE (5) information in alternative format the library should consider in their collection development policy. [15 Marks]
5. Discuss the challenges faced by libraries in provision of information services to users with special needs. [20 Marks]