



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 2022/2023

TIME: 2 HOURS

INSTRUCTIONS: Answer questions ONE and any other TWO questions

1. (a) Explain the role of assistive technologies among people with disabilities.(5 marks)
(b) Explain the following technologies
(i) JAWS screen reader (2 marks)
(ii) Duxbury Braille Translating Software (2 marks)
(iii) Talking typer software (2 marks)
(iv) Braille embosser (2 marks)
(v) ZoomText Xtra screen- magnification software (2 marks)

(c) Giving relevant examples, explain how libraries can provide services to people with physical disabilities. (10 marks)
(d) Explain the importance of providing training opportunities in special needs to library staff and volunteers. (5 marks)
2. Discuss five (5) drawbacks in providing efficient and effective library services to people with special needs. (20 marks)
3. Libraries should anticipate the needs of people with disabilities and provide information in alternative formats. Discuss any FOUR (4) alternative formats of information.(20 marks)
4. Libraries like other organizations are guided by the principle of Universal design. Discuss (20 marks)
5. Libraries serve patrons with varied disabilities some of which may not be obvious. Explain any (5) types of disabilities that may be encountered in a library. (20 marks)