



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

ISC 407: REFERENCE AND INFORMATION SERVICES

3RD TRIMESTER 2023/2024

TIME: 2 HOURS

INSTRUCTIONS:

Answer question ONE and any other TWO questions.

1. a) Discuss the role of a reference librarian. (5 marks)
b) Explain the nature and characteristics of reference and information services. (8 marks)
c) What are the factors affecting the nature of reference service and information services? (12 marks)
(d) Explain the types of Reference Services offered in an academic library/information centre. (5 marks)
2. Explain the importance of indexing and abstracting services in reference and information services. (20 marks)
3. Discuss the two most important aspects covered by an indexing policy that are also used as major criteria to evaluate the quality of indexing. (20 marks)
4. Discuss the set of standards used in providing reference information service and explain why librarians need to embrace reference standards in information. (20 marks)
5. Discuss the importance of Resource Sharing and Networking in academic libraries. (20 marks)