



KENYATTA UNIVERSITY

UNIVERSITY EXAMINATIONS 2010/2011

INSTITUTE OF OPEN LEARNING

**EXAMINATION FOR THE DEGREE OF BACHELOR OF LIBRARY AND
INFORMATION SCIENCE**

BLIS 207: INFORMATION AND ITS USERS

=====

DATE: TUESDAY 1ST FEBRUARY 2011

TIME: 4.30 P.M. - 6.30 P.M.

INSTRUCTIONS

Answer any THREE Questions.

1. Explain the steps followed in the development of an effective user profile.
2. Justify the need for promotion of information services.
3. Using appropriate examples, explain how information communication technologies (ICT) can be applied to communicate within groups of users.
4. Discuss five likely internal barriers that may hinder effective flow of information to users within an organization and suggest possible solutions for each.
5.
 - a) What is user education?
 - b) Discuss the relevance of user education in an academic library.