



KENYATTA UNIVERSITY

UNIVERSITY EXAMINATIONS 2010/2011

INSTITUTE OF OPEN LEARNING

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

ELS 304: REFERENCE & INFORMATION SERVICES

DATE: SATURDAY, 5TH FEBRUARY 2011

TIME: 11.00 A.M. - 1.00 P.M.

INSTRUCTIONS: ANSWER ANY THREE QUESTIONS.

1. Discuss seven factors considered in evaluating reference sources of information.
2. Explain seven professional competencies of a reference and information specialist.
3. Discuss any seven barriers that may hinder effective interpersonal communication between an information specialist and a library patron.
4. To what extent has the applications of ICT influenced library and information services?
5. What factors would you consider for building a reference and information service database?
