



KENYATTA UNIVERSITY

UNIVERSITY EXAMINATIONS 2010/2011

INSTITUTE OF OPEN LEARNING

**EXAMINATION FOR THE DEGREE OF MASTER OF LIBRARY &
INFORMATION SCIENCE**

MLIS 504: INFORMATION SOURCES & SYSTEMS

DATE: THURSDAY, 3RD FEBRUARY 2011

TIME: 9.00 A.M. – 12.00 P.M.

INSTRUCTIONS: Answer ANY THREE questions.

1. Discuss the benefits and the challenges of information literacy programmes to users.
2.
 - a) What is a reference transaction?
 - b) Discuss the reference roles played by interpersonal and intellectual components of a reference transaction.
3. Justify the factors that should be considered in evaluating a reference and information service.
4. Discuss the likely impact to users of the increasing electronic resources and services in libraries.
5. “All reference and information service librarians should understand the Bibliographic chain.” . Discuss
