

THE UNIVERSITY OF THE WEST INDIES

Semester I ☒ Semester II ☐ Supplemental/Summer School ☐

Examinations of December ☒ /April/May ☐ /July ☐ 2008

Originating Campus: Cave Hill ☐ Mona ☒ St. Augustine ☐

Mode: On Campus ☒ By Distance ☐

Course Code and Title: **LIBS2201 – Information Resources, Their Communication and Conservation**

Date: Time: Friday December 05, 2008 1:00–3:00pm

Duration: **2 Hours.** Student ID#

Materials required:

Answer booklet: Normal ☐ Special ☐ Not required ☒

Calculator: Programmable ☐ Non Programmable ☐
(where applicable)

Multiple Choice answer sheets: numerical ☐ alphabetical ☐ 1-20 ☐ 1-100 ☐

Auxiliary/Other material(s) – Please specify:

Candidates are permitted to bring the following items to their desks:

Instructions to Candidates: This paper has 10 pages & 26 questions.

Candidates are reminded that the examiners shall take into account the proper use of the English Language in determining the mark for each response.

ANSWER ALL QUESTIONS IN THE SPACES PROVIDED.

1. Name **ONE** (1) advantage and **ONE** (1) disadvantage of the decentralized approach to organizing the reference function. **(1 mark)**

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2. Contrast the pre- and post-nineteenth century library environment by identifying **ONE** (1) feature of each. (1 mark)

- 3a. Identify **TWO** (2) change factors in nineteenth century society that encouraged libraries to introduce reference services. (1 mark)

- 3b. Comment briefly on how **ONE** (1) of these change factors affected libraries: (1 mark)

- 4a. Complete the following statement: (1 mark)

Types of community information service include Information & Referral,

_____, Adult Services and _____.

- 4b. Briefly explain any **TWO** (2) of the types identified in (4a). (2 marks)

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5a. What do you understand by the following description of an Internet access service:
“*a one-size fits all model*”? (1 mark)

5b. Name **TWO** (2) types of Internet access services that may be offered by public libraries.
(1 mark)

5c. Comment briefly on any features of **ONE** (1) of your selected access services. (2 marks)

6. What **TWO** (2) professional competencies would you look for in selecting library staff
for an Internet access service? (1 mark)

7a. Identify **TWO** (2) policies associated with Internet access services in libraries. (1 mark)

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7b. Briefly explain the purpose of each. (2 marks)

8a. Why is it important to include quality assurance targets in the access policy? (1 mark)

8b. Give **TWO** (2) examples of targets that could be included in policy. (2 marks)

9. Give **TWO** (2) reasons for documenting reference queries. (2 marks)

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10a. In reference negotiation, what type of questions are useful in the early **AND** in the closing stages of the interview? (1 mark)

Early stages: _____

Closing stages: _____

10b. What is the objective of each type of question? (2 marks)

11. In the context of reference negotiation, briefly explain the following: (4 marks)

Active listening: _____

Kinesics: _____

12a. What **TWO** (2) approaches are used by libraries in offering e-mail reference? (1 mark)

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12b. What **TWO** (2) approaches may be used for chat reference? (1 mark)

13. Identify **TWO** (2) advantages and **TWO** (2) disadvantages of e-reference negotiation compared with face-to-face negotiation. (2 marks)

Advantages: _____

Disadvantages: _____

14. Identify the type of reference queries suited to asynchronous communication. (1 mark)

15. Name **TWO** (2) advantages of having a documented reference collection policy. (2 marks)

16. Identify **TWO** (2) criteria commonly used for weeding the reference collection. (1 mark)

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17. Briefly explain the following selection criteria for printed reference materials: (2 marks)

Treatment: _____

Arrangement: _____

18. In evaluating a web resource for authoritativeness, name **ONE** (1) attribute to which you would give careful attention and why? (**Exclude Authority**) (2 marks)

19a. Distinguish between filter and surveillance software. (2 marks)

19b. Give a brief rationale against the use of filters in your library. (2 marks)

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20. Distinguish between a manual and handbook. (2 marks)

21. What are the **FOUR** (4) ways in which e-resources are delivered to users? (2 marks)

22. Briefly explain the following: (3 marks)

Aggregated database: _____

Licensing negotiation: _____

Digital Rights Management Software: _____

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23. Give the names of any **TWO** (2) subject-based databases. **(1 mark)**

24a. Identify **ONE** (1) professional and **ONE** (1) personal quality important in reference librarianship. **(1 mark)**

Professional: _____

Personal: _____

24b. Say briefly why each is important. **(2 marks)**

25a. Name **TWO** (2) factors that affect the shelf-life of library materials. **(1 mark)**

25b. Identify **ONE** (1) way in which the negative effects of each of these factors can be minimized. **(2 marks)**

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26a. What is the value to the library of having a disaster manual? **(1 mark)**

26b. Identify **TWO** (2) areas usually covered in a library disaster plan. **(2 marks)**

END OF QUESTION PAPER