THE UNIVERSITY OF THE WEST INDIES
Semester I ☑ Semester II ☐ Supplemental/Summer School ☐
Examinations of December ☑ /April/May ☐ /July ☐ 2012

Originating Campus: Cave Hill ☐ Mona ☑ St. Augustine ☐
Mode: On Campus ☑ By Distance ☐

Course Code and Title: LIBS 2201 - INFORMATION RESOURCES: THEIR COMMUNICATION AND CONSERVATION

Date: Thursday, December 20, 2012       Time: 9:00 – 11:00 a.m.
Duration: 2 Hours                      Paper No:

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 7 pages & 18 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.

DO ALL QUESTIONS.
1. a) Reference Service includes a range of individual services. Identify SIX (6) of these services. (3 marks)

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b) Identify TWO (2) Reactive and TWO (2) Proactive Services. (2 marks)

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2. a) List TWO (2) features of pre 19th C library environment which did not necessitate reference work or assistance to users. (1 mark)

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b) Briefly describe FOUR (4) developments in the library profession which indicated a reference infrastructure was in place by the end of the 19th century. (4 marks)

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3. Cassell and Hiremath refer to changes and constants in 21st century reference services. List THREE (3) changes and ONE (1) constant. (2 marks)

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4. a) Community Librarianship developed between the 1960s and 1980s. Identify **THREE (3)** target groups for services at that time. (1.5 marks)

b) Effective Community Information Service must be *dynamic and community-focused*. Briefly describe **THREE (3)** types of community services which can be offered by librarians outside the library building. (3 marks)

5. Internet Services in libraries should be supported by *use and access policies*. Briefly describe **THREE (3)** examples of areas addressed in these policies. (3 marks)

6. a) Reference service is “more an art than a science”. Briefly explain this statement in relation to the reference process. (2 marks)

b) Identify **TWO (2)** psychological and **TWO (2)** physical barriers which might hinder the reference process. (2 marks)
7. a) Negotiation is an essential aspect of the Reference Process. Explain the main objective of negotiation. (1 mark)

b) Identify **FOUR (4)** techniques used for effective negotiation. (2 marks)

8. Identify **TWO (2)** areas stipulated by the Reference and User Services Association (RUSA) that should be addressed before implementing a **Virtual Reference Service**, and briefly explain the importance of these. (4 marks)

9. Virtual Reference has become widespread in libraries. Identify **TWO (2)** advantages and **TWO (2)** disadvantages of offering this type of reference service. (2 marks)

10. Identify **THREE (3)** web 2.0 tools being used to offer virtual reference services in libraries. (1.5 marks)
11. a) Define Relational Facilitators and Relational Barriers in chat reference as described in Radford’s research. (2 marks)

b) Identify TWO (2) types of facilitators and TWO (2) types of barriers as identified by Radford. (2 marks)

12. a) Identify FOUR (4) unique features of a reference collection. (2 marks)

b) Identify FOUR (4) types of reference sources for an academic library. (2 marks)

13. a) Provide TWO (2) reasons for evaluating a reference collection. (1 mark)

b) List FOUR (4) criteria for evaluating the reference collection. (2 marks)
14. a) Identify **TWO (2)** types of *biographical* reference sources. (1 mark)

b) Provide **TWO (2)** selection criteria important for *biographical sources*. (1 mark)

15. a) Provide a brief explanation of Intellectual Freedom (IF). (2 marks)

b) Identify and describe **TWO (2)** ways in which libraries seek to support IF. (2 marks)

16. Explain the importance of the following competencies of reference librarians: (3 marks)

*Intellectual curiosity*

*Marketer/Promoter*

*Analytical Skills*
17. Distinguish between *conservation* and *preservation* in libraries. (2 marks)

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18. Name TWO (2) areas you would address in a disaster manual for your library and briefly comment on the *importance* of each. (4 marks)

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END OF PAPER