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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.

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

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

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

- 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)

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)

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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

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

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)

END OF PAPER