



TECHNICAL UNIVERSITY OF MOMBASA

School of Humanities and Social Sciences

Social Sciences

UNIVERSITY EXAMINATION FOR: BACHELOR OF INFORMATION SCIENCE

HIS 4202: USER STUDIES

SERIES: JULY 2025

TIME: 2 HOURS

DATE: Pick Date Jul 2025

Instructions to Candidates

You should have the following for this examination

-Answer Booklet, examination pass and student ID

This paper consists of **FIVE** questions. Attempt question ONE (Compulsory) and any other TWO questions.

Do not write on the question paper.

Question ONE

- i. Discuss five key components or aspects that typically are examined in user studies. (10 Marks)
- ii. Explain five key differences or considerations between traditional and alternative approaches to user studies approaches. (10 Marks)
- iii. Describe five services that libraries can provide to meet user needs. (10 Marks)

Question TWO

Explain five challenges faced by users with special needs when accessing library services. (10 Marks)
Highlight five types of assistive technologies that libraries can use to support users with disabilities. (10 Marks)

Marks)

Question THREE

Highlight five key elements that should be included in a comprehensive library public relations program. (10 Marks)

Explain five ways in which effective public relations can benefit a library and its users. (10 Marks)

Question FOUR

Discuss five important considerations when understanding and addressing users' information needs. (10 Marks)

Marks)

Using relevant examples describe the two types of information seeking behavior indicating their differences. (10 Marks)

Question FIVE

Explain five key points that librarians and information workers should adhere to in relation to "Privacy, secrecy, and transparency". (10 Marks)

Discuss five ethical principles related to user services for LIS professionals. (10 Marks)