



## TECHNICAL UNIVERSITY OF MOMBASA

School of Humanities and Social Sciences

Social Sciences

### UNIVERSITY EXAMINATION FOR:

BACHELOR OF INFORMATION SCIENCE

HIS 4106: REFERENCE AND INFORMATION SERVICE

**SERIES:** APRIL 2025

**TIME:** 2 HOURS

**DATE:** Pick Date Apr 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. Explain five major differences between the Reference Service and Information Service (10 Marks)
- ii. Explain Reference Service in academic libraries. (10 Marks)
- iii. Identify and explain five various types of reference sources (10 Marks)

### Question TWO

- a) Explain the following processes as used in acquisition of reference information material in library. (10 Marks)
  - i. Verification
  - ii. Selecting a Vendor
  - iii. Security devices
  - iv. Accession numbers
  - v. Labelling
- b) Explain five Characteristics of Reference Sources (10 Marks)

### Question THREE

- a) Explain five Factors to be considered in selection and acquisition of information systems (10 Marks)
- b) Explain five Challenges of managing electronic information resources (10 Marks)

### Question FOUR

- a) Discuss five threats to electronic reference sources and way to counters them. (10 Marks)
- b) Discuss in detail five Competencies, Knowledge and Skills that must be possessed by reference librarian (10 Marks)

### Question FIVE

- a) Discuss five Methods used in dissemination of current awareness services by reference librarian (10 Marks)
- b) Discuss the following Search features as used online databases in library (10 Marks)
  - i. Keywords search
  - ii. Phase search

- iii. Boolean search
- iv. Truncation
- v. Proximity search