



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: MARCH 2025

TIME: 2 HOURS

DATE: Pick DateMar 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. State and Explain five major similarities between the Reference Service and Information Service (10 Marks)
- ii. Explain the following terms: dictionary, encyclopedia, handbook and manual, and Government or official publications (10 Marks)
- iii. Explain five major differences between ordinary book and reference book (10 Marks)

Question TWO

- a) Explain biography as a reference source and literary forms which contribute to biography. (10 Marks)
- b) Explain five major activities carried out in collection development (10 Marks)

Question THREE

- a) Highlight five Reasons for providing current awareness services in libraries (10 Marks)
- b) Discuss various methods used in current awareness services in the library (10 Marks)

Question FOUR

- a) Discuss five ways in which physical reference materials can be safeguard in the library (10 Marks)
- b) Discuss five Basic steps in an online searching for electronic reference material in library (10 Marks)

Question FIVE

- a) Explain with example Primary, Secondary and Tertiary sources of information (10 Marks)
- b) Discuss each of the following skills as possess by reference librarian
 - i. Problem Solving
 - ii. Decision Making
 - iii. Job Task Planning and Organizing
 - iv. Finding Information
 - v. Critical Thinking

(10 Marks)