



TECHNICAL UNIVERSITY OF MOMBASA

School of Humanities and Social Sciences

Social Sciences

UNIVERSITY EXAMINATION FOR: BACHELOR OF INFORMATION SCIENCE

HIS 4202: USER STUDIES

SERIES: DEC 2024

TIME: 2 HOURS

DATE: Pick DateDec 2024

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 reasons why user studies are essential for improving library services and systems. (10 Marks)
- ii. Describe five different ways users can be categorized or classified. (10 Marks)
- iii. Explain the three types of information needs identified by Ingwersen (2000). (10 Marks)

Question TWO

Explain **FIVE** workplace accommodation strategies within the ADAPTABLE approach proposed by Cantor (1996) for planning accessible libraries. (10 Marks)

Highlight five key elements that should be included in a comprehensive staff-training program for serving users with special needs. (10 Marks)

Question THREE

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

Explain five public relations strategies that libraries can use to reach and engage their audience. (10 Marks)

Marks)

Question FOUR

Describe five key components or aspects that are typically involved in the information seeking process. (10 Marks)

Discuss Kuhlthau's six-stage model of the information-seeking process, bringing out key characteristics of each stage (10 Marks)

Question FIVE

Describe five key reasons why ethics are important for LIS professionals. (10 Marks)

Discuss five ways in which LIS professionals can ensure and promote access to information according to ethical guidelines. (10 Marks)