

3813/201
MANAGEMENT OF USER SERVICES
November 2011
Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL
HIGHER DIPLOMA IN LIBRARY AND INFORMATION MANAGEMENT

MODULE II

MANAGEMENT OF USER SERVICES

3 hours

INSTRUCTIONS TO CANDIDATES

*This paper consists of SIX questions.
Answer QUESTION 1 and any THREE other questions.
QUESTION 1 carries 40 marks.
All other questions carry 20 marks each.*

This paper consists of 3 printed pages.

Candidates should check the question paper to ascertain that all the pages are printed as indicated and that no questions are missing.

1. *Read the case below then answer the questions that follow.*

SONGAMBELE COMMUNITY LIBRARY

Songambele Community Library is located at the headquarters of the newly created Asili County. The library was set up by the council to cater for the information needs of the residents. A professional librarian is in-charge of the day to day operations of the library assisted by two library assistants and one support staff.

With the elevation of Songambele as the headquarters of Asili county the population of the town has greatly increased. There are many government departments and offices which have relocated into Songambele town.

Many new private schools have been started in the town to cater for the influx of school-going children. Unfortunately these newly established schools lack the relevant educational resources and facilities for the teachers and students. Like any other up-coming urban centres, Songambele town has attracted many different types of people with different economic, cultural and educational backgrounds.

In the recent past, there has been an increase in crime in Songambele town. The local leaders are concerned that if nothing is done soon to stop or reduce the crime rate in the town, it will get out of hand. The Governor of Asili County convened a leaders' meeting in Songambele town to discuss among other issues, the deteriorating education standards, increase in crime rate and efficient use of the devolve funds.

After much deliberation, it was agreed that for the education standards to improve recreational facilities and educational resources should be improved. It was also agreed that the library services should be expanded to cater for the whole county.

The devolution of services to Asili County brought many challenges for the leaders and residents. For the last one year many community based leaders from different parts of Asili County have been visiting Songambele Community Library. The aim of the visits is to look for relevant information to enable them plan development projects in their regions. However, most of the times the library did not have the required information.

After the meeting, the Governor visited Songambele Library and held a discussion with the Librarian on the measures to be taken to improve the library services.

The Governor later decided to convene an urgent leaders' meeting to deliberate on the issues raised by the librarian and come up with a plan of action. He also requested the librarian to write a proposal which will be tabled at that meeting.

- (a) Assuming that you are the Librarian at Songambe Community Library. Analyze five areas you would include in the proposal on the improvement of the library services. (15 marks)
- (b) Discuss five challenges Songambe Community Library is likely to encounter in providing library services to the residents in Asili county. (15 marks)
- (c) You have been requested by the Governor to ensure that the schools within the county have access to the relevant information resources in the library. Explain five methods of reaching the students and the teachers. (10 marks)
2. (a) The library you work for has requested you to evaluate its User Education Programme (UEP). Discuss five performance indicators you would include in the assessment for an effective UEP. (10 marks)
- (b) You have been deployed at the issue desk to assist library users in on-line searching. Explain five steps you would follow in conducting the on-line searches. (10 marks)
3. (a) You are involved in the provision of Current Awareness Service (CAS) in a research library. Analyze six methods you would use to provide this service. (12 marks)
- (b) You work in a community library which serves users with low literacy level. Explain four challenges the library is likely to encounter in repackaging information for its users. (8 marks)
4. (a) Reference service is a very important service offered in the library. However it is not effective in some libraries. Discuss four reasons for its ineffectiveness. (8 marks)
- (b) As the librarian in charge of user education at a university library, you have been requested to draw up an orientation programme for first year students. Analyze six areas you would include in the programme. (12 marks)
5. (a) A catalogue is one of the retrieval tools in the library. Explain five factors to consider in determining the bibliographic data to be included in the catalogue. (10 marks)
- (b) Jambo Information Centre intends to set up a resource sharing department. Discuss five challenges the centre is likely to encounter in this venture. (10 marks)
6. (a) Users of the library you work for complain of taking too much time in retrieving information on specific subjects. You have decided to compile a subject bibliography for the users. Analyze five factors you would consider in compiling the bibliography. (10 marks)
- (b) Explain five reasons for upholding professional ethics by staff at an information centre. (10 marks)