



THE UNIVERSITY OF THE WEST INDIES

Semester I Semester II Supplemental/Summer School

Examinations of December /April/May /July **2008**

Originating Campus: Cave Hill Mona St. Augustine

Mode: On Campus By Distance

Course Code and Title: LIBS3206 – Information Resources in Selected Environments

Date: Time: Sunday December 14, 2008 9:00–11:00am

Duration: **2 Hours.** Student ID#

Materials required:

Answer booklet: Normal Special Not required

Calculator: Programmable Non Programmable
(where applicable)

Multiple Choice answer sheets: numerical alphabetical 1-20 1-100

Auxiliary/Other material(s) – Please specify:

Candidates are permitted to bring the following items to their desks:

Instructions to Candidates: This paper has 9 pages & 20 questions.

Candidates are reminded that the examiners shall take into account the proper use of the English Language in determining the mark for each response.

ANSWER ALL QUESTIONS IN THE SPACES PROVIDED.

1. Explain why knowledge management is necessary. (2 marks)

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2. Give an example of a piece of “tacit information” in an organization. How would you make this knowledge accessible to members of the organization? **(2 marks)**

3. Define “explicit knowledge” and explain when this is considered structured and unstructured. **(6 marks)**

4. Indicate THREE (3) ways in which the studies of the information seeking behaviour of users influence the development of the library information services. **(3 marks)**

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5. According to the Johnson Model, what is active and passive acquisition of information?
(1 mark)

6. As a librarian, respond to the following query by a library user, using a) closed, b) open, c) sense-making questions to show how their outcomes differ. Write the possible response that the user might give. (9 marks)

Query - **Can you tell me where to find information on dance?**

Librarian - Closed response

User - response

Librarian – Open response

User - response

Librarian Sense-making question

User - response

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7. What is the main reason for asking “sense-making” questions? (1 mark)

8. Observe the Dervin’s Sense-Making framework diagram below. Explain the three crucial elements in the Sense-Making approach to information seeking. (3 marks)

BRIDGE



SITUATION

OUTCOME

9. What do you understand by the term Geographic Information System? (2 marks)

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10. Comment briefly on the term 'competitive intelligence'. (2 marks)

11. Justify the need for a company's library to participate in competitive intelligence. (2 marks)

12. Give an example of each of the following types of questions: (3 marks)

a) procedural

b) subject-related

c) complex request

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13. Identify SIX (6) ways that a librarian can build a collection to support the needs of scientists. (3 marks)

14. Compare the feeling of information seekers at the first and last stages of Kuhlthau's information seeking process and give reasons for these differences. (4 marks)

15. Name three Caribbean research organizations and indicate ONE (1) major contribution of each to science and technology. (3 marks)

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16. What advice would you give to a reference librarian to make him/her more approachable?
(2 marks)

17. Identify and describe TWO (2) features of the EBSCOhost database that are designed to improve users search strategies. Explain how one of these features can be used to ensure greater precision and recall. **(4 marks)**

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18. Indicate THREE (3) methods that scientist use to disseminate their research findings.
(3 marks)

19. Of what relevance to the library is the Gutenberg Project? (2 marks)

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20. Why does Merton support the reward system of science? (3 marks)

END OF QUESTION PAPER