

**NATIONAL UNIVERSITY OF LESOTHO**  
**BACHELOR OF LIBRARY AND INFORMATION STUDIES (BLIS)**  
**BLIS 2307: USER STUDIES**

**JUNE 2023**

**MARKS: 100**

**3HOURS**

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**INSTRUCTIONS:**

- Answer **ALL** questions.
  - All questions carry **25** marks each.
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**QUESTION 1**

- a) Define Library User Studies, in a maximum of five sentences. (10)
- b) Mention three purposes of user studies. (15)
- [25]**

**QUESTION 2**

Discuss any five factors that may promote or prevent use of library service. [25]

**QUESTION 3**

State clearly any five challenges that you experienced as you carried out library user studies. [25]

**QUESTION 4**

- a) Explain the concept of user studies in electronic environment. (15)
- b) Discuss any two electronic user services offered by the National University Library. (10)
- [25]**