

NATIONAL UNIVERSITY OF LESOTHO
BACHELOR OF LIBRARY AND INFORMATION STUDIES (BLIS)
LIS 3301: REFERENCE SOURCES AND SERVICES

JANUARY 2024

MARKS: 100

3HOURS

INSTRUCTIONS:

- Each question carries twenty five marks
 - Answer ANY four questions
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QUESTION 1

- a) Describe the concept of reference work. (3)
- b) Discuss each of the following factors influencing the evaluation of print reference sources.
- i. Cost (4)
 - ii. Currency (4)
 - iii. Indexing (4)
- c) Dictionaries and encyclopaedias are some of the examples of reference sources. For each information source:
- i. Give an example of a title of each source. (2)
 - ii. What type of information they provide **OR** what type of question/s they may answer. (8)
- [25]**

QUESTION 2

Discuss any five different types of reference services **[25]**

QUESTION 3

- a) Explain in detail reference interview. (5)
- b) In detail, explain the the reference interview technique.

(15)

c) What are the aspects to conduct reference interview?

(5)

[25]

QUESTION 4

a) What is the role of Professional ethics in reference services?

(5)

b) Discuss five professional situations demonstrating ethical manner in which reference librarian is expected to perform.

(20)

[25]

QUESTION 5

Explore the future of print media in reference service provision. In your discussions highlight the effects of virtual reference services such as virtual reference interviews. [25]

