

- (vii) Initiation, Selection, Exploration, Formulation, Collection and Presentation are the stages of Kuhlthau's model or Wilson model ?
- (viii) In context of user education, the term CAI stands for what.
- (ix) In random sampling, what are the two important methods of drawing a representative sample ?
- (x) In INFROSS study, the experimental information service station was established at Bath University to gather data by observation. This service covered social scientists from which two Universities ?

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**M Lib./Sem. IV/187**

Roll No. ....

**Master of Library & Information Science  
(Semester IV) Examination, 2008-09**

**LIBRARY & INFORMATION SCIENCE**

Paper : XV

(Information Users and Needs)

Time : Three hours ]

[ Full Marks : 70

[Write your Roll No. at the top immediately on the receipt of this question paper.]

Note : Marks for questions in each Section are indicated.

**SECTION – A**

Note : Long Answer Type Questions. Answer in approximately 500 words. Each question carries 15 marks.

1. Explain 'Information Need.' Also discuss its kinds along with the factors that influence the information needs of the users.

**OR**

1. Explain the information needs of R & D personnel in detail.
2. Discuss technology innovation and role of information in achieving it.

OR

Discuss the advantages and disadvantages of important methods employed for carrying out user studies.

#### SECTION – B

**Note : Short Answer Type Questions.** Answer in approximately 250 words. Each question carries 10 marks.

3. Discuss any one model of information seeking behaviour. Also discuss the factors influencing the information seeking behaviour.

OR

Discuss in detail *either* INFROSS *or* Hopkins University study.

4. Discuss decision-making and role of information in decision-making process.

OR

Explain methods of providing user education in libraries.

5. Discuss information needs of industries.

OR

Explain technology transfer.

#### SECTION – C

**Note : Objective Type Questions.** Answer may be in *one* word or *one* to *three* sentences. Each question carries 1 mark.

6. Answer the following questions :

- (i) What are the three distinct stages of decision-making process ?
- (ii) Who gave the theory of 'Anomalous State of Knowledge (ASK) ?
- (iii) Input-process-output model was set forth by whom ?
- (iv) Melvin Voigt carried out the study relating to 'Scientists Approach to Information' in which year ?
- (v) The six stages of information seeking activities namely starting, chaining, browsing, differentiating, monitoring and extracting is described in which model of information seeking behaviour ?
- (vi) Dervin's model has presented three elements in the form of a triangle. What are these elements ?