

**THE CATHOLIC UNIVERSITY OF AMERICA
SCHOOL OF LIBRARY AND INFORMATION SCIENCE**

COMPREHENSIVE EXAMINATION

PART 1: FRIDAY, March 27, 2009

Answer two of the following five questions.

In answering questions, discuss professional matters, principles and issues that would apply in a variety of settings. You are expected to discuss one aspect of information work in depth only when questions require you to deal with a specific function or type of library/ information agency.

1. For a library or information service setting of your choice, specify a user group, and outline the key elements of an instructional program to teach that group how to use the library's collections effectively. Explain how the program addresses the needs of your users. In your answer, specify the delivery format and describe one method you would use to evaluate your program. Include references to the literature as appropriate.
2. Identify a United States Federal law or regulation that has had a major impact on libraries and information centers. Explain how it affects libraries and other information centers. Include a discussion of an alternative perspective advocated by one group that differs from library interests on your chosen law or regulation. Include references to the literature as appropriate.
3. Identify two critical issues in information organization. Explain why these two issues are important and discuss their impact on resources, users, or services. Describe two strategies you will use as a library and information professional to address these issues. Cite relevant literature to support your answer.
4. The library's administration will soon move the print journal bound volumes to storage, from which they will be retrievable within 24 hours of request. The space currently housing the journals will be repurposed to meet patron demand for library instruction space and study space.

In anticipation of this change, for a library setting of your choice, outline the key elements of a communication plan to inform two distinct user groups affected by the change. Include references to the literature as appropriate.

5. Information retrieval (IR) systems such as library catalogs, digital library collections, and Web search engines are designed to help information seekers find and utilize information. IR system capabilities and features are based on models of information seeking and use such as Kuhlthau's Information Search Process (ISP) model, Taylor's four information needs, Marchionini's Information Seeking Process, and Ellis' Behavioral Model of Information Seeking. Select one of these models and describe how it informs the design of a library catalog, digital library collection, or a web search engine. Cite relevant literature to support your answer.

Answers should be supported, whenever possible, with references to the professional literature and/or course content, whether or not this is actually stated in the question.

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**COMPREHENSIVE EXAMINATION
PART 2: SATURDAY, March 28, 2009**

Answer two of the following five questions.

In answering questions, discuss professional matters, principles and issues that would apply in a variety of settings. You are expected to discuss one aspect of information work in depth only when questions require you to deal with a specific function or type of library/information agency.

6. In recent times, many libraries have offered new or expanded services, such as access to library computers for job seekers, or videogames and gaming events for young adults. For a library or information service setting of your choice, discuss the opportunities and challenges of introducing new services. In your discussion, describe three ways that libraries and librarians can ensure the successful implementation of these new services. Include references to the literature as appropriate.
7. It has been said that, "If a public library is doing its job; it has something in it that offends every single person." Using the American Library Association Code of Ethics and Library Bill of Rights as a framework, discuss the significance of this statement for public libraries and one other type of library or information center. What issues, challenges, and/or responsibilities does the statement raise for the profession?
8. Recently the Association of Research Libraries (ARL) stated, "The ubiquitous presence of WiFi, handheld communication devices, smart phones, etc., will spur libraries to re-tool content for mobile users and mobile devices. Libraries will need to be innovative to supply content, tools, and services."

Do you think this statement is correct? Give three reasons for your answer. Relate your answer to the needs of users and budgetary considerations in a library setting of your choice. Provide references to the literature as appropriate.

9. There are many tools available to enable patrons to find information they need, such as OPACs, online databases, digital libraries, search engines. Often patrons find the variety of the tools confusing and overwhelming. Identify a strategy library and information science professionals can pursue to help patrons utilize these tools effectively. Explain how you would implement your strategy. Cite relevant literature to support your answer.
10. Libraries often collaborate in providing services. Examples include reciprocal borrowing privileges, digital repositories, e-resource licensing, collaborative virtual reference. For a library or information center of your choice, select an example of a library collaborative effort. Discuss one benefit and one drawback of participating in this effort. Discuss the steps that you would take as an information professional to ensure the success of the collaborative effort you have selected. Include references to the literature as appropriate.

Answers should be supported, whenever possible, with references to the professional literature and/or course content, whether or not this is actually stated in the question.