



ZIMBABWE

**MINISTRY OF HIGHER AND TERTIARY EDUCATION,
INNOVATION, SCIENCE AND TECHNOLOGY
DEVELOPMENT**

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL DIPLOMA

IN

LIBRARY AND INFORMATION SCIENCE

**MODULE: Collection Development and
Reference Services**

PAPER NO: 530/23/M05

DURATION: 3 Hours

NOVEMBER/ DECEMBER 2025 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

- 1. Answer any four (4) questions**
- 2. Each question carries (25) marks.**
- 3. Do not write anything on this question paper.**

PAPER NO: 530/23/M05 – COLLECTION DEVELOPMENT AND REFERENCE SERVICES

QUESTION 1

Explicate the steps involved in the reference process. (25 marks)

QUESTION 2

Examine any five (5) duties of a reference librarian. (25 marks)

QUESTION 3

Articulate any five (5) methods of conducting user education. (25 marks)

QUESTION 4

Expand on five (5) reasons libraries conduct usage and user studies. (25 marks)

QUESTION 5

Highlight the significance of bibliographies in selecting library resources. (25 marks)

QUESTION 6

Analyse any five (5) methods useful in the evaluation of a library collection. (25 marks)

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