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THE OPEN UNIVERSITY OF SRI LANKA
FACULTY OF HUMANITIES AND SOCIAL SCIENCES
INFORMATION STUDIES UNIT
BA HONOURS IN LIBRARY AND INFORMATION STUDIES
FINAL EXAMINATION- 2025/26
LEVEL 3 (SEMESTER II)
HSU3306 – INFORMATION BEHAVIOUR AND USER NEEDS ANALYSIS

DURATION: THREE (03) HOURS ONLY

Date: 17.05. 2026 **Time: 9.30am. - 12.30pm.**

Instructions: **Index No: .....**

- **Answer only five questions**
- **All questions carry equal marks**

1. Write an essay on the topic
   "The Importance of Conducting Library User Surveys for Library Development"
   In your answer, you should discuss the following areas.
   - The definition of a library user survey
   - The importance of library users as stakeholders
   - The types of data collected through user surveys
   - The benefits of conducting user surveys for libraries and users

   20 marks

2. The following information was collected from a university library user to build a user profile.

Attributes	**User Information**
Name	S. Fernando
Status	Undergraduate Student
Faculty	Faculty of Science
Department	Department of Computer Science
Contact number & email	071-8456321 sfernando@univ.lk
Subject Interests (Major)	Artificial Intelligence
Subject Interests (Subsidiary)	Data Science
Range of Keywords	Machine learning, data mining, neural networks

Attribute	User Information
Preferred Purpose of Information	Assignments, Research projects, Presentations
Preferred Medium of Language	English
Year Range of Publications	2018–2025
Sources of Reference	E-books, E-journals, Online databases, Printed textbooks
Preferred Frequency to Receive Information	Monthly
Preferred Mode of Delivery	University email

i. Organize the above information into the following three categories.

- Personal Data Category
- Gathering Data Category
- Delivering Data Category — 10 marks

ii. Briefly discuss the role of Selective Dissemination of Information (SDI) service when serving a researcher in a university library. — 10 marks

3. i. Briefly explain the concept of Information Overload in the digital information environment. — 5 marks

ii. List, five causes of Information Overload experienced by users. — 5 marks

iii. Discuss how Information Overload can be controlled in the digital information environment. — 10 marks

4. i. List five (5) manual Information Retrieval tools used in libraries and briefly explain each of them. — 10marks

ii. Name two information searching techniques used in information retrieval systems and briefly explain each technique with examples. — 10marks

5. i. Explain the concept of Information Seeking Behavior (ISB). 04 marks

ii. Describe two Information Seeking Behavior (ISB) models? 06 marks

iii. Explain with examples why Information Seeking Behavior (ISB) models are important? 10 marks

6. i. Name four types of libraries in Sri Lanka categorized based on user types and briefly explain about the users of one type of library. 10 marks

ii. Briefly explain the categories of users in the 21st century based on their skills? 10 marks

7. i. Give one reputed definition for the library user. 5 marks

ii. List five purposes of users who visit any library. 5 marks

iii. Briefly discuss information needs of the modern library users in the modern information environment. 10 marks

8. i. What abilities can be developed by an individual who is information literate? List five of them. 5 marks

ii. List five main components of Information Literacy (IL) as outlined by Jeremy J. Shapiro and Shelley K. Hughes in their article *Information Literacy as a Liberal Art.* 5 marks

iii. Briefly discuss the SCONUL model. 10 marks

9. Write short notes on any four (4) of the following.

i.) SAUCE Model.

ii.) Characteristics of Information.

iii.) Empirical Information (EI).

iv.) Vocabulary Control.

v.) Maslow's hierarchy of 7 needs.

vi.) Types of user studies. 4 X 5 = 20 marks