

NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY
FACULTY OF COMMUNICATION AND INFORMATION SCIENCE
DEPARTMENT OF LIBRARY AND INFORMATION SCIENCE
BACHELOR OF SCIENCE (HONOURS) DEGREE IN LIBRARY AND
INFORMATION SCIENCE

PART 1 FIRST SEMESTER JANUARY 2013 EXAMINATIONS

ILI 1105: COMMUNICATION SKILLS

TIME: 3 HOURS

Instructions to candidates:

1. All questions in Section A are **compulsory**.
 2. Answer any **three (3)** questions from Section B.
 3. Each question carries 25 marks.
 4. Importance is attached to accuracy, clarity, good writing skills, and depth of thought, NOT LENGTH.
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Section A

- 1.1 Define information literacy and state five (5) abilities an information literate student should have, according to the Association for College and Research Libraries (ACRL). [3 marks]
- 1.2 Why is it important to evaluate available information before using it in academic assignments? Explain three (3) different criteria for effective evaluation of sources. [4 marks]
- 1.3 What is a database? Give an example of a database that the NUST Library subscribes to. [1 mark]
- 1.4 You are looking for information for the assignment below. Outline a search strategy, using the four-step online search process. **DO NOT ANSWER THE QUESTION.** Simply describe your search strategy. [5 marks]

“In southern African university libraries there is now a de-emphasis on acquiring new books in favour of using funds to make more e-resources available instead.” What, in your opinion, are the advantages and disadvantages of this?
- 1.5 Define plagiarism and describe how you, as a student, can avoid it. [2 marks]
- 1.6 Discuss the pros and cons of the Harvard style of referencing. [4 marks]

- 1.7 What would you do if no author is specified on a website you wish to cite in your assignment? [1 mark]
- 1.8 Explain the purpose of a DOI when referencing articles in electronic journals. [2 marks]
- 1.9 List any four (4) elements that are required in a reference list entry for a journal article. [2 marks]
- 1.10 State two (2) advantages of using Reference Management software. [1 mark]

Section B

2. Give examples of typical lecture structures and advise a new university student on what one can do to improve efficiency in listening and note-taking. [25 marks]
- 3.1 Outline the preliminary reading activities you should go through before reading a text in detail. [10 marks]
- 3.2 Discuss the importance of personal priorities and spaced academic study schedules in the life of a student at university. [15 marks]
4. You need an Industrial Attachment employer for work experience. Invent a name and address for them, then write a formal job application letter, using the correct layout. Introduce yourself, propose working for them, explain what you wish to learn from them, and say how you could be of benefit to the company. Pay close attention to appropriate formality, register, neatness and accuracy of writing. [25 marks]
5. What steps should you follow when preparing for and writing a well organised academic essay? [25 marks]
6. Giving examples of good and bad telephone manners, evaluate the general importance of telephone communication in the workplace. Suggest how it could be improved. [25 marks]

END OF PAPER