

**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 II SECOND SEMESTER MAY 2011 EXAMINATIONS**

**ILI 2206: MANAGEMENT OF LIBRARIES**

**TIME: 3 HOURS**

**Instructions to candidates**

1. Answer any four (4) questions.
  2. Each question carries 25 marks.
  3. Give equal time to all the questions you choose.
  4. Importance is attached to accuracy, clarity and legibility of handwriting.
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1. Discuss the importance of groups in library organisations. (25 marks)
2. The four principal activities of the management process involve human relationships and time. What are these principal activities and how do they manifest themselves in information service? (25 marks)
3. Analyse the validity of the cognitive perspective in libraries. (25 marks)
4. Discuss the relevance of strategic analysis in academic libraries. (25 marks)
5. Critique the following organisational change/ renewal strategies:
  - 5.1 Paradigm shift (5 marks)
  - 5.2 Automation (5 marks)
  - 5.3 Business process reengineering (5 marks)
  - 5.4 Rationalisation of procedures (5 marks)
  - 5.5 Workflow management (5 marks)
6. Discuss the challenges of implementing quality standards in Zimbabwean libraries. (25 marks)

*END OF PAPER*