

**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 SEPTEMBER 2011 SPECIAL**  
**SUPPLEMENTARY 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 validity of the bureaucratic model in libraries. (25 marks)
2. Assess the variables that make-up indirect-action environment, showing how these variables have created a climate which library and information services must adjust to. (25 marks)
3. Explain how the following factors motivate staff in a typical library:
  - 3.1 Salary (5 marks)
  - 3.2 Work conditions (5 marks)
  - 3.3 Work itself (5 marks)
  - 3.4 Responsibility (5 marks)
  - 3.5 Recognition (5 marks)
4. Compare and contrast the scientific management school and the management science school of thought theories. (25 marks)
5. Discuss the importance of information systems in the management process. (25 marks)
6. Discuss the political model of organisational choice and its effect on libraries in Zimbabwe. (25 marks)

*END OF PAPER*