

**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 JULY 2012 SUPPLEMENTARY EXAMINATIONS**

**ILI 2206: MANAGEMENT OF LIBRARIES**

**TIME: 3 HOURS**

**Instructions to candidates**

1. Question 1 is compulsory
2. In addition to question 1, answer any three questions.
3. The total number of questions to be answered is 4.
4. Each question carries 25 marks.
5. Give equal time to all the questions you choose.
6. Importance is attached to accuracy, clarity and legibility of handwriting.

- 
1. Should Chief Librarians be considered as managers or administrators? [25 marks]
  2. Justify the use of scientific management theory in libraries. [25 marks]
  3. Discuss why the human resource is the most critical in all types of libraries. [25 marks]
  4. With reference to a particular type of library, discuss measures that you consider necessary for achieving customer satisfaction. [25 marks]
  5. Justify the appropriateness of contingency theory in times of change. [25 marks]
  6. Discuss universal activities performed by library managers in order to meet goals of libraries under their control. [25 marks]

***END OF PAPER***