

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 2013 SUPPLEMENTARY EXAMINATIONS

ILI 2206: MANAGEMENT OF LIBRARIES

TIME: 3 HOURS

Instructions to candidates

1. Question one (1) in Section A is compulsory
 2. Answer three (3) questions from Section B.
 3. The total number of questions to be answered is four (4).
 4. Each question carries 25 marks.
 5. Give equal time to each question.
 6. Importance is attached to accuracy, clarity and legibility of handwriting.
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Section A

1. Discuss the value of contingency approach for practioners of library management. [25 marks]

Section B

2. In library settings, the only true measure of good performance is customer satisfaction. Discuss. [25 marks]
3. The systems approach seems to have universal application in libraries. Discuss the reasons that make its use inevitable. [25 marks]
4. The human resource is the most vital for goal accomplishment in any library. Discuss. [25 marks]
5. Identify an innovation that you consider necessary and discuss the strategy that you would use to achieve success. [25 marks]
6. Is Maslow's hierarchy of needs theory relevant to modern library settings? [25 marks]

END OF PAPER