



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
MANAGEMENT OF LIBRARIES

ILI 2206

Second Semester Examination Paper

May 2016

This examination paper consists of 2 pages

Time Allowed: 3 hours

Total Marks: 100

Special Requirements: None

Examiner's Name: Mr A.M.L. Ngwenya

INSTRUCTIONS

1. Answer any four (4) questions.
2. Give equal time to all questions you choose.
3. Each question carries 25 marks.
4. Importance is attached to clear presentation of ideas, good expression and legibility of handwriting.

MARK ALLOCATION

QUESTION	MARKS
1.	25
2.	25
3.	25
4.	25
5.	25
6.	25

1. Identify, explicitly, functions of top management and assess their contribution towards goal attainment in all types of libraries. [25 marks]
2. Most, if not all, library managers cannot exclusively use the bureaucratic or the contingency approach. Why is this the case? [25 marks]
3. Discuss, with examples, the need to motivate all levels of staff in library settings. [25 marks]
4. What strategies would you adopt to ensure that a very successful traditional library embraces new information technologies? [25marks]
5. To what extent is Maslow's hierarchy of needs theory useful in enhancing employee performance in libraries? [25 marks]
6. Evaluate the six steps that are generally used in making major organisational decisions. [25 marks]