



**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 INFORMATION CENTRES**

**ILI 2208**

**SECOND SEMESTER EXAMINATION PAPER**

**MAY 2017**

This examination paper consists of 2 pages

**Time Allowed:** 3 hours  
**Total Marks:** 100  
**Special Requirements:** None  
**Examiner's Name:** Dr. T. Machimbidza

**INSTRUCTIONS**

1. Answer any four (4) questions
2. Each question carries 25 marks
3. Importance is attached to accuracy, clarity of expression and legible handwriting

**MARK ALLOCATION**

<b>QUESTION</b>	<b>MARKS</b>
1.	25
2.	25
3.	25
4.	25
5.	25
6.	25

- 1.1 Explain why the building of productive relationships and networks is critical if the manager of an information centre is to successfully run the organisation. [13 marks]
- 1.2 Discuss the six (6) key roles of executive management in a library or information centre. [12 marks]
2. Examine the characteristics most likely to be found in information centres that are successful and can sustain their activities in an unpredictable, challenging world. [25 marks]
3. Critique the contribution of the following tools to the development of a library or information centre's strategic plan:
- 3.1 The strategic audit. [9 marks]
- 3.2 A capability profile. [8 marks]
- 3.3 A needs analysis. [8 marks]
4. Discuss the benefits to an information centre and its customers, of properly managing organisational knowledge and information. [25 marks]
5. The use of Information and Communication Technologies (ICTs) is key to the success of libraries and information centres. However, if not well considered, the introduction of these technologies may not add any real business value. Evaluate the factors library and information centre managers must take into account when introducing any new technology. [25 marks]
6. Assess the contribution of beliefs, norms, shared meanings and behaviours to a value driven culture in an information centre. [25 marks]