

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 IV SECOND SEMESTER JUNE 2010 EXAMINATIONS
ILI 4201: ACADEMIC LIBRARIES

TIME: 3 HOURS

INSTRUCTION TO CANDIDATES

1. Answer any four (4) questions.
 2. Each question carries 25 marks.
 3. Give equal time to each question'
 4. Importance is attached to accuracy, clarity and legible handwriting.
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1. Discuss the factors that have influenced the development of academic libraries.
2. "The excitement of the bibliographic hunt . . . had the unfortunate effect of perpetuating the wretched image of librarians as scrooge-like biblioklept figures . . . acting as a sort of an institutional doormat." Discuss how collection and access management have transformed this view.
3. Critique with concrete examples, the following concepts in quality management systems. Your examples should be contextualised to academic libraries.
 - i. ISO 9000 (5 marks)
 - ii. Total Quality Management (TQM) (10 marks)
 - iii. Investors in people (10 marks)
4. Critique the notion that recent communication tools have transformed the information needs and expectations of students.
5. Assess the rationale for introducing user-based measurement when evaluating academic libraries.
6. Evaluate the relationship between an academic library and its parent institution.

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