

**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 MAY 2013 EXAMINATIONS**

**ILI 4201: ACADEMIC LIBRARIES**

**TIME: 3HOURS**

**Instructions 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 of expression and legibility of handwriting.
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1. Assess how the following issues affect the role of an academic library in a college or university.
  - 1.1 Authority and location of facility [5 marks]
  - 1.2 Facilities teaching methods [5 marks]
  - 1.3 Size and characteristic of student body [5 marks]
  - 1.4 The extent of the curricula [5 marks]
  - 1.5 Status of university library and library staff [5 marks]
2. The academic library community has been dealing with the issue of how best to demonstrate its value for years, especially value to students. Yet although a good deal of evidence is collected, much of this is evidence of activity rather than evidence of value and impact, especially value to and impact on teaching and research staff. Discuss this view, showing how the academic library and library staff can increase the value of the library to its constituencies. [25marks]
3. Due to external influence, there has been a change of emphasis in the role of the subject librarian in academic libraries. Discuss the external pressures together with the new roles subject librarians should adopt. [25 marks]
4. With references to Collectivist and Individualistic Models together with the Corporate Opportunity Matrix and Manager Opportunity Matrix, are academic libraries in Zimbabwe as organisations congenial settings for entrepreneurship or do they have the potential to become entrepreneurial organisations? [25 marks]

5. Demonstrate how the concept of Total Quality Management (TQM) can improve service delivery in academic libraries. [25 marks]
6. Most academic libraries are now moving into a cost led rather than service led environment where styles of autocratic management are increasingly becoming identifiable. Analyse how such an approach might affect service delivery. [25 marks]

***END OF PAPER***