



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

PUBLIC LIBRARIES

ILI 4202

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: Mr. E. Mackina

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. Explain, using examples, how resource sharing and library co-operation has been conducted in the public library service in Zimbabwe. [25 marks]
2. With reference to the IFLA guideline to Public Library Service, critically evaluate policies and procedures involved in safeguarding the delivery of customer care in a public library of your choice. [25 marks]
3. Craft a user education programme that can be adopted by the Bulawayo Public Library. [25 marks]
4. Establish the link between the public library service and sustainability. [25 marks]
5. Illustrate how the public library service achieves total inclusion for the institutionally bound and the elderly. [25 marks]
6. With reference to the Censorship and Copyright Acts of Zimbabwe, assess how the public library service in Zimbabwe has observed the values of neutrality, transparency and intellectual property as indicated in IFLA's code of ethics. [25 marks]