

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 AUGUST 2010 SUPPLEMENTARY EXAMINATIONS

ILI 4209: SPECIAL LIBRARIES

TIME: 3 HOURS

INSTRUCTION TO CANDIDATES

1. Answer any four (4) questions.
 2. Each question carries 25 marks.
 3. Give equal time to all questions.
 4. Importance is attached to accuracy, clarity and legible handwriting.
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1. Most librarians in special libraries in the health sector complain that they do not get the recognition they deserve, particularly from doctors. Discuss how these librarians can deal with this 'attitude' problem.
2. Discuss the problems which the process of evaluation presents to special library professionals.
3. Evaluate the criteria that should be considered for collection development and access management in special libraries.
4. Describe the specific or essential elements of a special librarian's knowledge base at the peak of the 21st century.
5. As a special librarian, discuss the strategies you would employ for working with users of different racial, cultural and language backgrounds. In your discussion, highlight the potential barriers that you or your users may face.
6. Critique the view that customer care is essential in a special library. Provide concrete examples to support your argument.

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