

**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 2011 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 each question.
  4. Importance is attached to accuracy, clarity and legibility of handwriting.
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1. Discuss the characteristics of the modern Information Age that necessitate a change in attitude to work for special librarians. (25 marks)
2. You are tasked to set-up an Institutional Repository at NUST. Discuss the essence of such an entity and the challenges that you may face should you decide to digitize the whole collection. (25 marks)
3. In most international NGOs, the population is increasingly diverse. What strategies would you employ for working with users of different racial, cultural and language backgrounds? Include in your discussion, any potential barriers that you or your library users may face. (25 marks)
4. Most librarians in the health sector complain that they do not get the recognition they deserve from doctors. How can these librarians deal with this attitude problem? (25 marks)
5. Identify and justify the criteria or indicators that you consider most appropriate for assessing the effectiveness of a special library in Zimbabwe if it is to survive in a changing environment. (25 marks)
6. Discuss the benefits and limitations of using information technology to transform traditional focus groups into online focus groups in special librarianship. (25 marks)

*END OF PAPER*