



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

SPECIAL LIBRARIES

ILI 4209

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: Mrs E Maisiri

INSTRUCTIONS

1. Answer any four (4) questions
2. Each question carries 25 marks
3. Importance is attached to accuracy, clarity of expression and legible handwriting

MARK ALLOCATION

QUESTION	MARKS
1.	25
2.	25
3.	25
4.	25
5.	25
6.	25

1. Choose any three (3) concepts of librarianship and assess their effectiveness in today's information society. [25 marks]

2. You have been appointed as a special librarian at the institution that you studied during your group project. Assess, using a SWOT analysis, the effectiveness of operations or a specific project at the institution, giving recommendations on what the institution could do to improve its services. [25 marks]

3. Choose one (1) service quality evaluation tool and critically assess the processes that should be of focus if one were to use the tool in a special library. [25 marks]

4. Special library budgets emerge from the goals and objectives of the special library and directly support the mission statement, goals and objectives of the parent organisation. Demonstrate how you could turn this statement into a reality. [25 marks]

5. Evaluate the core competencies of a special librarian. [25 marks]

6. Explain why a special library should be considered the centre of knowledge management in a corporate organisation. [25 marks]