



NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY
FACULTY OF COMMUNICATION AND INFORMATION SCIENCE
DEPARTMENT OF LIBRARY AND INFORMATION SCIENCE
POST Graduate Diploma in Library and Information Science
COMMUNICATION SKILLS
PDL 5301

First Semester Examination Paper

November 2016

This examination paper consists of 2 pages

Time Allowed: 3 hours

Total Marks: 100

Special Requirements: None

Examiner's Name: Mr. Similo S.Mhlope Tizora

INSTRUCTIONS

1. Questions in Section A are compulsory
2. Answer any **three (3)** questions from Section B
3. Give equal time to all questions you choose
4. Each question carries 25 marks
5. Importance is attached to accuracy, clarity of expression, legible handwriting, NOT LENGTH

MARK ALLOCATION

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

Section A

- 1.1 To what extent is the provision of e learning resources possible in a rural Zimbabwean library. [10 marks]
- 1.2 Critique the relevance of Information Literacy Skills to a Librarian. [15 marks]

Section B

2. With the help of diagrams illustrate the relevance of the self disclosure principle of the Johari Window Model of communication and evaluate its relevance to a librarian's ability to effectively serve clients? [25 marks]
3. What language learning theories and client needs would you consider when setting up a library in Zimbabwe and why? [25 marks]
4. Critique the value of the use of the internet in academic libraries in Zimbabwe. [25 marks]
5. Evaluate the use of English as a pivotal language in accessing information in Africa. [25 marks]
6. Estimate the value of the different categories of non verbal communication in the context of Library and Information Science? [25 marks]