SCHOOL OF EDUCATION

DEPARTMENT OF LIBRARY AND INFORMATION SCIENCE

2013/2014 EXAMINATION.

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THE UNIVERSITY OF ZAMBIA

END OF YEAR EXAMINATIONS: JULY/AUGUST, 2014

EDU 1020: INTRODUCTION TO INFORMATION AND

COMMUNICATION TECHNOLOGIES (ICTs)

INSTRUCTIONS: ANSWER THREE (3) QUESTIONS ONLY; QUESTION ONE IS
COMPULSORY.

TIME: THREE (3) HOURS

SECTION A: COMPULSORY (40 MARKS)

1. While computer networks are a solution to information management in Libraries and
   Information Centres, security is a challenge, discuss.

SECTION B: ANSWER TWO (2) QUESTIONS (30 MARKS EACH)

2. With the help of diagrams, compare and contrast bus and ring logical topologies.

3. Write **NOTES** on the following:

   a) Token Master
   b) CSMA/CD
   c) Twisted-pair of wire
   d) Router
   e) http
   f) NIC

4. Discuss the factors which drive and limit the use of the Internet in Zambian Public
   Libraries.

END OF EXAMINATION

THE UNIVERSITY OF ZAMBIA

DISTANCE EXAMINATION: 2012 FINAL EXAMINATION (AUGUST/SEPTEMBER)

LIS 231: DESCRIPTIVE CATALOGUING

TIME: 3HRS

Instructions

- Answer **all the Four** Questions from Section A, and **One** from Section B

SECTION A - COMPULSORY (30 Marks)

- Catalog fully the following information resources:

1. Automation of Libraries/The use of Open Source Software in Zambian Libraries/ First Edition/ William Saffady, Ph.D./Consulting Editor: Mary L. Ginn, PhD/Composition: Cole Design & Production/Cover Art: Brett Dietrich/Macmillan Publishers /Overland Park/Kansas/2011/United States of America/Catalog no.A4931/ISBN:978-9366654-00-0/250 Arabic Numerals/Ten Roman Numerals/Index and Bibliography from 241 to 250

2. Report into the work of Zambia Wild Life Authority (ZAWA)/ Commission of Inquiry into the issuance of hunting licenses by ZAWA/Chairman: Thomson Johns Secretary: George Kampamba/Lusaka/2013/The Commission of Inquiry was constituted by the PF government in 2012 to probe the operations of ZAWA in light of the allegations leveled against some senior ZAWA officials. /200 Arabic pages/13 Roman Numerals/Sitting of the Commission took place at Mulungushi International Conference Center

3. Gem fields in Zambia/ A blessing or Curse to Zambia/ Tenth Edition/Cathy. Ntalasha/With assistance by David Mushindo/Africa Mining Series number

Ten/Libraries Unlimited/Member of the Green Publishing
Group/Lusaka/London/2006/ISBN:1-59158-230-X/ Height: 23cm
/Price:$24(USD)/Index/References

4. The gods Must be Crazy/ directed by Gugor Hills/ Acted by Ku/Produced by
   Multimedia Inc of South Africa/ Film Editors: Trevor Martins and Shield
   Terry/1990/Pretoria/ South Africa / DVD is now available at Sounds Arcade at
   K50,000(ZMK)/ Ku is a member of the Sun people of Namibia.

SECTION B (10 Marks)

5. Write short notes with examples if possible on **four** of the following terms:
   a) Uniform title
   b) Hanging title
   c) Copy cataloging
   d) Chief source
   e) Added entries
6. Explain with examples forms of authorship and how you can choose the main
   heading entry in all these forms.

End of Examination

THE UNIVERSITY OF ZAMBIA
FIRST SEMESTER EXAMINATIONS, FEB/MARCH 2013
LIS 955: MARKETING OF LIBRARY AND INFORMATION SERVICES

INSTRUCTIONS: ANSWER **THREE** QUESTIONS ONLY. ONE QUESTION
FROM SECTION A AND TWO FROM SECTION B.
TIME: 3 HOURS.

SECTION A. ANSWER ONE QUESTION. (40 MARKS)

1. The marketer should be aware of the marketing micro and macro environments. Discuss.

2. You have been given a consultancy by Zambia Library Service to train its Librarians in funding proposal writing for marketing activities in their provincial libraries. List and explain the major components of the proposal which you could include in your training materials.

SECTION B. ASWER ANY TWO (2) QUESTIONS. (30 MARKS EACH)

3. Explain how the types of information listed below are helpful in the marketing process:
   a. Direct operational information
   b. Indirect operational information
   c. Marketing information

4. Critically examine why a marketing plan is a must for every organisation.

5. Distribution channels are links connecting organisations and through which goods or services are transferred from the original producer to the final consumer. Discuss.

6. Write brief notes on the following:

   a.   Exploratory marketing research
   b.   Conclusive marketing research
   c.   Descriptive marketing research
   d.   Causal marketing research
   e.   Hybrid Distribution channels

END OF EXAMINATION

THE UNIVERSITY OF ZAMBIA

END OF YEAR EXAMINATIONS: JULY/AUGUST, 2014

LIS 1010: FOUNDATIONS OF LIBRARY AND INFORMATION SCIENCE

INSTRUCTIONS: ANSWER THREE (3) QUESTIONS.

TIME: THREE (3) HOURS

SECTION A (COMPULSORY) 40 MARKS

1. You have just been appointed as a Librarian for the Ministry of Local Government and Housing. Your task is to recommend to the Permanent Secretary where the Ministry can build a model library in any newly created district. Discuss the conditions that should be put in into consideration when making your recommendations.

SECTION B (ANSWER ANY TWO) 30 MARKS EACH

2. No profession can thrive without codes of ethics. Discuss the importance of information professionals to adhering to information related code of ethics.

3. Library buildings need to be planned in such a way that they are in line with users needs. Discuss.

4. In the modern digital world, school libraries are a burden to schools rather than a necessity. Discuss

5. A LIS 1010 student found two students from the School of humanities and social Sciences debating about whether or not it is legal for a student to photocopy the whole text book whose copyright is not yet in the public domain in Zambia. What appropriate advice would the LIS 1010 student give to the two students.

END OF EXAMINATION

THE UNIVERSITY OF ZAMBIA

END OF YEAR EXAMINATIONS: JULY/AUGUST, 2014

LIS 1020: FOUNDATIONS OF KNOWLEDGE MANAGEMENT

INSTRUCTIONS: ANSWER THREE (3) QUESTIONS.

TIME: THREE (3) HOURS

SECTION A (COMPULSORY) 40 MARKS

1. Critically examine why knowledge management enablers are essential infrastructure for knowledge management activities in an organization.

SECTION B (ANSWER ANY TWO) 30 MARKS EACH

2. Organizations that have competitive advantage over their rivals use knowledge effectively. Discuss this statement in relation to approaches to knowledge management.

3. "A picture paints a thousand words" (Frost, 2014). Discuss the various elements of the SECI model showing the relationship among them.

4. The choice of descriptions for knowledge has great influence on the way an organization will perceive knowledge, identify knowledge management problems and develop knowledge management solutions. Discuss this statement in relation to the data, information, knowledge and wisdom continuum.

5. You have just been employed as a Knowledge Officer at Bank of Zambia. You are concerned that most valuable knowledge is not retained and in most cases lost completely. Discuss the benefits that may be accrued to the Bank by implementing a knowledge management programme.

END OF EXAMINATION

University of Zambia
Directorate of Distance Education
2014 Final Examination
LIS 2021: Collection Development

INSTRUCTIONS

Total marks obtainable: 50
Time: Three (3) hours
Answer three question: Section 1 is compulsory.

SECTION A

Answer four (4) questions from this section. Section A is 20 marks.

1. Write extended notes on any four (4) of the following topics and show how they relate to collection development:
    a. Serials subscription
    b. Exchange of information resources
    c. Non-print resources
    d. User studies
    e. Information audit

SECTION B

Answer two questions from this section. Each question has 15 marks.

2. Why is weeding a necessary part of collection development.
3. What is the role and importance of publishers in the book trade?
4. Define and discuss the different ways by which libraries and information centres acquire their information resources.
5. Outline and describe the components of a collection development policy.

End of Examination

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UNIVERSITY OF ZAMBIA END OF YEAR DISTANCE EXAMINATIONS
JULY/AUGUST 2014
LIS 2022: INFORMATION SOURCES AND SERVICES
INSTRUCTIONS: ANSWER THREE (3) QUESTIONS ONLY

TIME: THREE HOURS

SECTION A: COMPULSORY (40 MARKS)

1. After successfully ascertaining an information user's needs, the next step is to determine the possible sources that would contain the answers. If a user were to come to the library with the following questions, what **print sources** would you consult to obtain the answers and why?
     a. I am seeking a scholarship to study in the United Kingdom.
     b. Does UNZA Library have Camara Laye's novel L'enfant noir?
     c. What is the address of the official residence of the Archbishop of Canterbury?
     d. Who was Zambia's Minister without portfolio in 1994?
     e. Where is the city of Wi'ttenburg?
     f. Who said "Natural abilities are like natural plants that need pruning by study"?
     g. What is mechanical alloying?
     h. What is the real name of the 20th century novelist, political and social commentator known as George Orwell?
     i. General Saddam Hussein went into exile in Syria and Egypt after being sentenced to death for attempted murder of General Kassem in 1959. When did he return to Iraq?
     j. Who won the 2010 World Cup?

SECTION B: ANSWER ANY TWO (2) QUESTIONS (30 MARKS EACH)

2. Outline and describe the basic criteria and verification procedures to use in evaluating reference materials.

3. In order to establish the parameters of acceptable behaviour for its members, a given group or organization will often codify the moral principles applicable to its membership. In line with the above statement, clearly discuss such principles pertaining to reference work and explain why information professionals must act in accord with such morals.

4. a) Outline and discuss the different elements that make up a path finder.
     b) Explain how pathfinders can enrich a library's information service.

5. Discuss, with examples, the use of standards and patents in industrialising a nation's economy.

END OF EXAMINATION

UNIVERSITY OF ZAMBIA
INSTITUTE OF DISTANCE EDUCATION

END OF YEAR FINAL EXAMINATION, JULY/AUGUST 2014

LIS 3021: MANAGEMENT OF INFORMATION SYSTEMS

INSTRUCTIONS:

ANSWER THREE QUESTIONS. ONE FROM <u>SECTION A</u> AND TWO FROM <u>SECTION B.</u>

TIME: THREE HOURS

SECTION A (COMPULSORY):

1. According to Franklin (1991: p362), "an astute manager must be aware of hindrances to communication and seek to dissolve their influence in the daily operation of a firm" Discuss how this statement applies to libraries and information centre today. **(40 Marks)**

SECTION B: Answer **any two** of the following questions.

2. Management theories over decades tend to show a trend where one school of thought provides a foundation of ideas on which the subsequent theories are built. Discuss this statement with respect to two such management schools of thought.
    (30 Marks)

3. Discuss the principles underlying the setting of key goals and outline the benefits of setting such goals in a library environment. **(30 marks)**

4.. Discuss the need for a library to have both good leaders as well as managers to function effectively. **(30 Marks)**

END OF EXAMINATION

THE UNIVERSITY OF ZAMBIA

END OF YEAR EXAMINATIONS: JULY/AUGUST, 2014

LIS 3022: ABSTRACTING AND INDEXING

INSTRUCTIONS: ANSWER THREE (3) QUESTIONS.

TIME: THREE (3) HOURS

SECTION A (COMPULSORY) 40 MARKS

1. The University of Zambia Institute for Economic and Social Research (INESOR) has decided to discontinue the abstracting and indexing services it has been providing to its users due to budget constraints. As Head of the Documentation Center, you have been asked to write a position paper justifying why the institute should continue funding these services. Discuss the points you would include in the position paper.

SECTION B (ANSWER ANY TWO) 30 MARKS EACH

2. You have been employed as an Indexer at the University of Zambia Library. The University Librarian has asked for your advice on the indexing language the library should adopt. Critically examine the indexing language that would be suitable for the University of Zambia.

3. "The activity of organising information should solely be undertaken to facilitate retrieval of information by users" (Chifwepa, 1998). Discuss this statement in relation to Document Analysis.

4. In the field of Indexing the concept of reciprocity is frequently encountered. Demonstrate your understanding of reciprocity by describing any six (6) pairs of <u>reciprocally related</u> notations.

5. Write **NOTES** on the following:
   a) Indexing language
   b) Abstracting services
   c) Indexing systems
   d) Factors affecting results of a search in a database
   e) Structured Abstracts

END OF EXAMINATION

THE UNIVERSITY OF ZAMBIA

END OF YEAR DEFERRED EXAMINATIONS: AUGUST, 2014

LIS 3022: ABSTRACTING AND INDEXING

INSTRUCTIONS: ANSWER THREE (3) QUESTIONS.

TIME: THREE (3) HOURS

SECTION A (COMPULSORY) 40 MARKS

1. The University of Zambia Institute for Economic and Social Research (INESOR) has decided to discontinue the abstracting and indexing services it has been providing to its users due to budget constraints. As Head of the Documentation Center, you have been asked to write a position paper justifying why the institute should continue funding these services. Discuss the points you would include in the position paper.

SECTION B (ANSWER ANY TWO) 30 MARKS EACH

2. You have been employed as an Indexer at the University of Zambia Library. The University Librarian has asked for your advice on the indexing language the library should adopt. Critically examine the indexing language that would be suitable for the University of Zambia.

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5. Write **NOTES** on the following:
   a) Indexing language
   b) Abstracting services
   c) Indexing systems
   d) Factors affecting results of a search in a database
   e) Structured Abstracts

END OF EXAMINATION

THE UNIVERSITY OF ZAMBIA

END OF YEAR EXAMINATIONS: JULY/AUGUST, 2014

LIS 9065: BUSINESS INFORMATION SYSTEMS

INSTRUCTIONS: ANSWER **THREE (3)** QUESTIONS ONLY; QUESTION ONE IS COMPULSORY.

TIME: THREE (3) HOURS

SECTION A: COMPULSORY (40 MARKS)

1. With relevant examples, explain and show how the BCG growth matrix model can be used to create intelligence from information and data collected.

SECTION B: ANSWER TWO (2) QUESTIONS (30 MARKS EACH)

2. It is argued that the value of information lies solely in its ability to affect behaviour, decision or outcome. Discuss the above statement in line with the role of information in business.

3. Write **NOTES** on the following:

    a) Forward integration
    b) Intelligence
    c) Industry
    d) Executive information Systems
    e) Switching cost
    f) Niche

4. Discuss how you can become a successful information broker in today's dynamic information age.

END OF EXAMINATION