THE UNIVERSITY OF ZAMBIA

UNIVERSITY EXAMINATIONS - 2000
FIRST SEMESTER AND SECOND SEMESTER
SCHOOL OF LIBRARY STUDIES

1. LIS 242   -   Information Technology I: An Introduction

2. LIS 321   -   Management of information systems and services

3. LIS 341   -   Information Technology II: Applications software

4. LIS 462   -   Introduction to Archives administration.

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UNIVERSITY SECOND SEMESTER EXAMINATION – MAY 2000

LIS 242

INFORMATION TECHNOLOGY 1: AN INTRODUCTION

TIME: THREE (3) HOURS

INSTRUCTIONS: ANSWER QUESTION 1 (COMPULSORY) AND ANY OTHER THREE QUESTIONS

QUESTION 1: COMPULSORY (40 MARKS)

1. You have been appointed the Director of the University of Zambia Computer Centre. The Computer Centre is a small department whose staff is not happy that their responsibilities are not well defined. The Computer Centre appears to operate without purpose for the overall objectives of the University Community. The University Community and management are disenchanted about the services that the Computer Centre has been offering. There is also large amount of hardware and software residing in various departments throughout the University which is either incompatible or obsolete.

    a. What step would you take to reorganise the computer centre?

    b. Describe **three** fact finding techniques you could use to investigate the IT resources throughout the University?

    c. Prepare a short report describing factors that need to be taken into account when considering the security of the new IT system that you intend to propose?

2. "The convergence and application of Information Communication Technologies (ICTs) has not created a 'global village' but a global spillage". Discuss.

3. How has education and science impacted on the development of ICTs?

4. Discuss any **three** general evaluation criteria in the selection of non-print media.

5. Kinkonkomene Systems Dialogue is an organisation that has an Information kiosk that handles customer's orders and receives queries over the telephone. Telephone operators take customers calls and answer queries about existing orders and record the details on a paper form.

    Explain how each of the following **computer packages** can be used to assist the operators enhance their services at the Information kiosk?

    a. Word Processor packages
    b. Spreadsheet packages
    c. Database packages

END OF EXAMINATION & GOOD LUCK!!

THE UNIVERSITY OF ZAMBIA
FIRST SEMESTER UNIVERSITY EXAMINATIONS, JANUARY, 2000

LIS 321

MANAGEMENT OF INFORMATION SYSTEMS AND SERVICES

TIME: THREE (3) HOURS
ANSWER ANY <u>FOUR</u> QUESTIONS. ALL QUESTIONS CARRY <u>EQUAL</u> WEIGHT

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1. " Communication is not a secondary or derived aspect of an organisation - a helper of other and presumably more basic [management] functions. Rather, it is the essence of organised activity and the basic process out of which all other functions derive." (Bavels, A and Barret, D, 1951). Discuss this statement in light of managing modern libraries and other information centres.

2. " Information services which are not consumer-based will not be fully utilised; marketing is thus user-oriented. Instead of trying to market what is easiest for us to make; we must find out what the consumer is willing to buy...we must apply our creativeness more intelligently to people and their wants and needs rather than to products." (Oldmau, Christine, 1981). Discuss this view in light of the challenges that go with marketing information products and service in Africa.

3. " The rate of progress is such that individuals and [organisations] will be called to face novel situations which find no parallel in their past. The fixed person of fixed duties, who in older societies was such a godsend, in the future will be a public danger." (Alfred, Northwhitehead, 1925). Critically examine this view with specific reference to the management of the application of Information Communication Technologies (ICTs) in any library or information centre.

4. " The future is not a result of choices among alternative paths offered by the present, but a place that is created – created first in the mind and will, created next in activity. The future is not the same place we are going to, but one we are creating. The path to it are not found but made, and the activity of making them changes both the maker the destination." (Schaar, John). With practical examples, critically analyse the above statement with respect to the planning process in any library or information centre

5. " There has been a general feeling that libraries have been conservative organisations with traditional values and time-honoured practices which have served them well in the past...the whole information world has, however, drastically changed. Librarians must be people that should champion their cause in an open environment which is motivating, risk-taking and ready to accept and embrace change." (Kalusopa, 1997). In light of the above statement, discuss the key factors that necessitate change and show how libraries and other information centres can manage this change.

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FIRST SEMESTER DEFERRED EXAMINATIONS 2000

LIS 341

INFORMATION TECHNOLOGY II: APPLICATIONS SOFTWARE

TIME: THREE HOURS

ANSWER FOUR QUESTIONS. ALL QUESTIONS CARRY EQUAL WEIGHT

1. Discuss the factors that may affect the performance of an information storage and retrieval system.

2. "The Internet is the world's largest information storage and retrieval system". Discuss

3. Discuss the basic steps in webpage design.

4. Discuss the concept of "convergence" and how it applies in the information arena today.

5. Discuss the relationships among **a file, a record** and **a database.**

END OF EXAMINATION

UNIVERSITY OF ZAMBIA

SECOND SEMESTER SUPPLEMENTARY/DEFERRED EXAMINATIONS

JULY 2000

LIS 462: INTRODUCTION TO ARCHIVES ADMINISTRATION

ANSWER: <u>ANY FOUR</u> QUESTIONS: ALL QUESTIONS CARRY EQUAL WEIGHT.

1. In what ways has the French Revolution contributed to the growth of modern archives?

2. Discuss the reasons why archival institutions are established.

3. How are archives administration and records management related?

4. Why is it difficult to organize trade unions in archival institutions?

5. In what ways do public archives differ from private archives?

6. "Information Technology is changing the concept of the record cycle". Discuss.

END OF EXAMINATION