

THE UNIVERSITY OF ZAMBIA  
SCHOOL OF EDUCATION  
INSTITUTE OF DISTANCE EDUCATION  
LIBRARY STUDIES DEPARTMENT  
2019/2020 ACADEMIC YEAR

- LIS 1020 FOUNDATIONS OF KNOWLEDGE MANAGEMENT
- LIS 2010 ORGANIZATION OF INFORMATION RESOURCES
- LIS 2021 COLLECTION DEVELOPMENT
- LIS 2034 RESEARCH METHODS IN LIBRARY AND INFORMATION  
SCIENCE
- LIS 3010 APPLICATION OF ICTS IN INFORMATION MANAGEMENT
- LIS 3021 MANAGEMENT OF INFORMATION SYSTEMS
- LIS 3022 ABSTRACTING AND INDEXING
- LIS 4020 RECORDS MANAGEMENT AND ARCHIVES ADMINISTRATION

**THE UNIVERSITY OF ZAMBIA**

**END OF YEAR EXAMINATIONS: AUGUST/SEPTEMBER, 2020**

**LIS 1020: FOUNDATIONS OF KNOWLEDGE MANAGEMENT (DISTANCE)**

**INSTRUCTIONS: ANSWER THREE (3) QUESTIONS.**

**TIME: THREE (3) HOURS**

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**SECTION A (COMPULSORY) 40 MARKS**

1. Explain how each of the following type of intellectual capital can contribute to knowledge management in an organisation:
  - (i) Human Capital
  - (ii) Relational Capital
  - (iii) Social Capital
  - (iv) Structural Capital

**SECTION B (ANSWER ANY TWO) 30 MARKS EACH**

2. Discuss the significance of education and training in the knowledge economy.
3. Explain six (6) major challenges organisations face when implementing knowledge management projects.
4. Critically examine the importance of understanding the distinctions among data, information and knowledge as a Knowledge Management Specialist in an organisation.

**END OF EXAMINATION**

**THE UNIVERSITY OF ZAMBIA**

**END OF YEAR EXAMINATION-DISTANCE, AUGUST, 2020**

**LIS 2010: ORGNIZATION OF INFORMATION RESOURCES**

**TIME: 3HRS**

**INSTRUCTIONS:**

- ANSWER **THREE (3)** QUESTIONS ONLY
  - SECTION **A** IS COMPULSORY AND ANSWER **TWO (2)** QUESTIONS FROM SECTION **B**
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**SECTION A: COMPULSORY [30 MARKS]**

1. Explain how you could make the acquired library materials available to the users.

**SECTION B: ANSWER TWO (2) QUESTIONS FROM THIS SECTION [30 MARKS]**

2. With relevant examples, explain the entities found in Functional Requirements of Bibliographic Record (FRBR) model upon which Resource Description and Access (RDA) is based [15 marks].
3. Compare and contrast RDA and AACR 2 [15 marks].
4. Compare and contrast Library Congress Classification Scheme (LCC) and Dewey Decimal Classification Scheme (DDC) [15 marks].
5. Explain the pitfalls one needs to avoid when assigning subject headings to information resources [15 marks].

**END OF EXAMINATION**

**THE UNIVERSITY OF ZAMBIA**  
**END OF YEAR EXAMINATIONS: AUGUST/SEPTEMBER, 2020**  
**LIS 2021: COLLECTION DEVELOPMENT (DISTANCE)**

**INSTRUCTIONS:** ANSWER THREE (3) QUESTIONS.

**TIME:** THREE (3) HOURS

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**SECTION A (COMPULSORY) 40 MARKS**

1. Collection development activities are anchored on the collection development policy. While this is so, many school and special libraries in Zambia do not have written collection development policies. Discuss the impact of a school library operating without a collection development policy.

**SECTION B (ANSWER ANY TWO) 30 MARKS EACH**

2. You have been appointed as chairperson of the selection committee whose task is to select non-print media and electronic resources. Discuss the factors you should consider when selecting these types of materials.
3. Publishers and Printers are critical players in the scholarly communication process. Compare and contrast the functions performed by Publishers and Printers in the book publishing industry.
4. Before embarking on a weeding process, a number of factors should be considered. Discuss the factors to consider before weeding library materials.
5. Open access publishing has emerged as a major alternative to the traditional publishing model. Discuss how libraries can use open access for collection development

**END OF EXAMINATION**

**THE UNIVERSITY OF ZAMBIA**

**END OF YEAR EXAMINATIONS: AUGUST, 2020**

**LIS 2034: RESEARCH METHODS IN LIBRARY AND INFORMATION SCIENCE  
(DISTANCE)**

**INSTRUCTIONS: ANSWER FOUR (4) QUESTIONS**

**TIME: THREE (3) HOURS**

**CALCULATORS:** You are allowed to use a certified calculator in this examination.

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**SECTION A (COMPULSORY) 20 MARKS**

1. The following data set shows the number of books that 9 pupils had borrowed from a school library at the end of the first term:

4, 10, 7, 7, 6, 9, 3, 8, 9

Find

- a) the mode
- b) the median
- c) the mean
- d) the standard deviation [10 marks]

2. Here are the circulation data for a period of 15 days from a school library:

62, 65, 68, 70, 72, 74, 76, 78, 80, 82, 85, 88, 96, 98, 101.

Find

- a) the median
- b) the first quartile
- c) the third quartile
- c) the interquartile range (IQR). [10 marks]

**SECTION B (ANSWER ANY TWO QUESTIONS) 20 MARKS EACH**

3. Discuss the advantages and disadvantages of the following sampling methods:
  - a) Simple random sampling [5 marks]
  - b) Snowball sampling [5 marks]
4. Distinguish between primary, secondary and tertiary data sources as used in research work. [10 marks]
5. Discuss the importance of literature review in a research proposal. [10 marks]

**END OF EXAMINATION**

**The University of Zambia**  
**End of Year Examinations: August 2020**  
**LIS 3010: Application of ICTs in Information Management**

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**Marks: 100**

**Time: Three (3) hours**

**Instructions:**

- This examination paper consists of a total of six (6) questions and six (6) pages.
  - Answer all questions from **Section A** and any two (2) questions from **Section B**.
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**Section A [Answer questions 1, 2 and 3 – compulsory]**

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**Question 1 [20]**

A computer-based information system is generally referred to as a well-organised combination of interrelated elements used to collect and transform data and, subsequently disseminate information in an organisation.

- a) Briefly outline why data needs to be transformed [2]
- b) Explain the difference between data and information [2]
- c) Briefly outline two (2) advantages of computer-based information systems [2]
- d) Software and hardware play a crucial role in effective computer-based information systems
  - i) State two (2) commonly used categories of computer systems when users interact with computer-based information systems and for each, state their role [4]
  - ii) Briefly distinguish between language translators and operating system software [2]
- e) Briefly outline the role of people and procedures in computer-based information systems [2]
- f) Integrated Library Systems like Koha can be viewed as a type of computer-based information system. In addition, Koha is also considered a database-driven application.
  - i) State the role of the database integrated with Koha [2]
  - ii) Briefly state the role that information technology plays in the smooth running of Koha [4]

### Question 2 [20]

- a) Consider the 'courses' SQL table and answer the questions that follow

course_code	course_name	course_duration
EDU 1020	Introduction to Information and Communication Technologies	1 year
ICT 1110	Computer Systems and Architecture	1 year
ICT 2022	Computer and Information Systems Security	half year
LIS 5310	Information Systems and Management	1 year

Figure 1: Courses SQL Table

- i) Write a SQL statement that will change the course duration to 'one year' for all the rows where the course duration is currently '1 year' [3]
  - ii) Write a SQL statement which includes the COUNT function to display the number of rows where the course duration is 'half year' [5]
  - iii) Write a SQL statement that will change the course duration to 'one year' for all the rows where the course duration is currently '1 year' [2]
- b) Regarding MySQL databases and tables:
- i) Write a terminal command that will login to MySQL with the 'root' user (assuming there is already an environment variable for 'mysql.exe') [2]
  - ii) Briefly explain two advantages of using MySQL [2]
  - iii) Write a MySQL statement that will delete the column 'phone' from a table named 'staff'. [2]
  - iv) Write a MySQL statement that will grant all privileges for all databases and tables, to a MySQL user named 'assistant'. [4]

### Question 3 [20]

- a) Given the screenshot in Figure 2, write a CSS style which will affect all <h1> elements with the following criteria: [5]
- Displaying a grey text-shadow on all <h1> elements
  - Displaying a grey background color (as pictured below)
  - Changing the font family to sans-serif.

# About Us

Figure 2: About Us Heading

- b) Explain the difference between **padding**, **border** and **margin** CSS properties [3]
- c) List and describe any three (3) HTML elements which are new in HTML 5 [3]
- d) Write a PHP statement that will connect a web page to a MySQL database named 'library' for the 'root' MySQL user. [4]
- e) Briefly explain the functionality of the CSS 'opacity' [2]
- f) Explain the difference between the **action** and **method** attributes of the HTML **form** element, include an example of a form element's start tag which uses the action and method attributes [3]

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## Section B [Answer any two questions ONLY]

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### Question 4 [20]

Koha is one of the most widely used open source Integrated Library Systems (ILSes). As with most modern ILSes, it is a Web-based database-driven application that implements protocols such as Z39.50, SRU and OAI-PMH. Furthermore, Koha is a classic example of so called computer-based information systems.

- a) Briefly outline four (4) characteristics of Koha that qualifies it to be categorised as an Integrated Library System [4]
- b) Briefly state why Koha can be considered to be a type of Content Management System  
Briefly state the role of the Relational Database Management System required for the smooth running of Koha [2]
- c) Using Koha as an example, briefly outline the key aspects associated with computer-based information systems and for each aspect, provide a Koha-centric example [12]

Question 5 [20]

- a) Given the screenshot in Figure 3, write the HTML code which will produce the same output in a web browser (guidelines are provided below)

[10]

**Guidelines (read carefully):**

- Do not include any CSS, **use only HTML 5 code**
  - Include the webpage **title** (above “Mobile Zone”) in your HTML 5 code
  - The **video element** (bottom) should utilize a file called **phone.mp4**
  - The **video element** should have a width which is 60% of the web page width
  - The link (“**Click here for more info**”) should link to a file called **info.html**
- b) Briefly explain the 3 differences between **HTML 5** and **XHTML**? [6]
- c) Give two differences between HTML and XML [4]

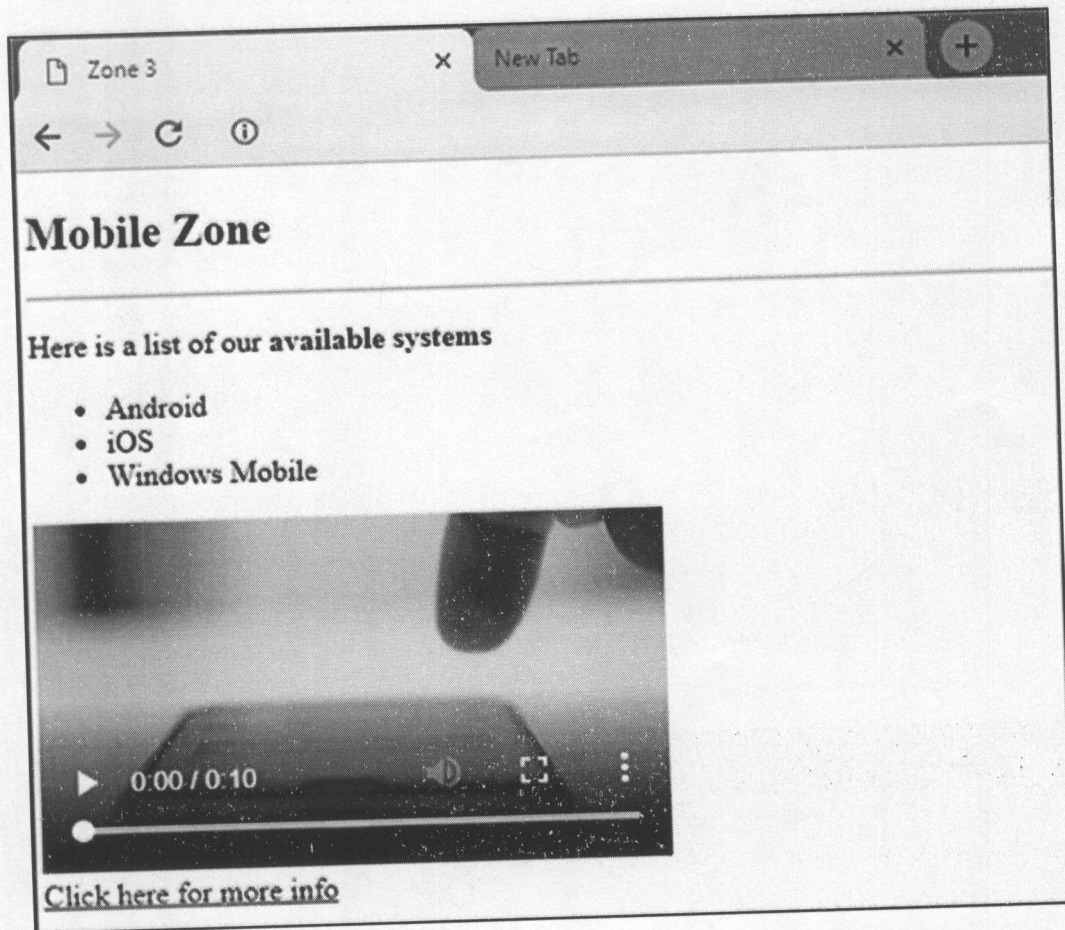


Figure 3: Mobile Zone Home Page

**Question 6 [20]**

Consider the partial WordPress Content Management database schema shown in Figure 4 and answer the questions that follow.

- a) The schema represents a so-called Entity Relationship model of the database
  - i) How many entities are represented in Figure 4? [2]
  - ii) How many attributes are represented in Figure 4? [2]
- b) Entity Relationship models, in part, specify the relationships that exist within the model.
  - i) Provide three (3) examples of relationships represented by Entity Relationship diagrams and for each, briefly explain the role of the relationship [6]
- c) Write a SQL statement that will display all rows from the 'wp\_usermeta' table. Almost all columns should be displayed except for the 'autoload' column [3]
- d) Explain the difference between a primary key and a foreign key, include an example of a primary key and a foreign key from the Figure 4 schema [4]
- e) Write a SQL statement that will delete rows from the 'wp\_users' table where the ID is greater than 1000. [3]

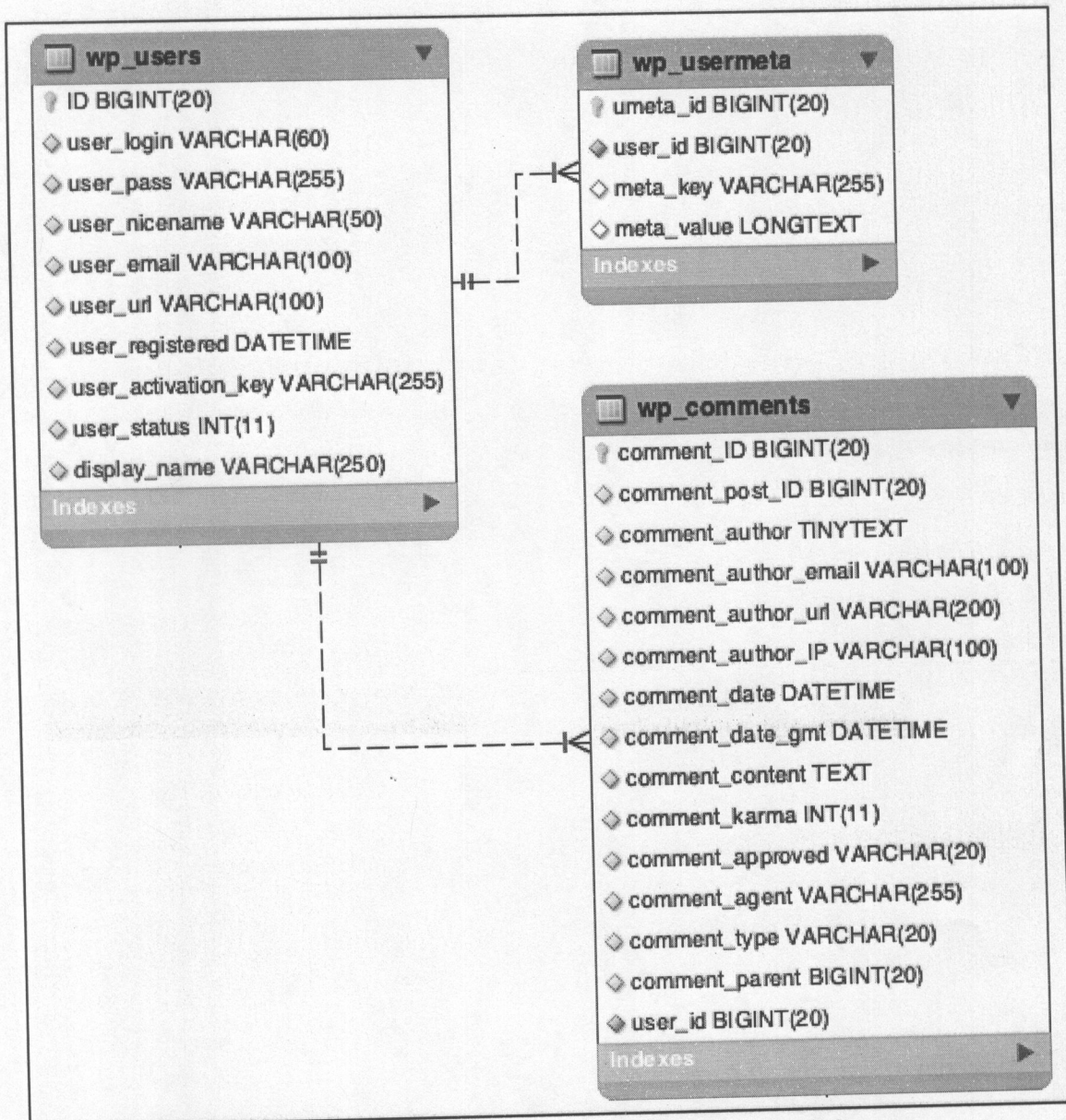


Figure 4: Partial WordPress Content Management System Schema

—End of Examination—

**THE UNIVERSITY OF ZAMBIA**

**END OF YEAR EXAMINATIONS: AUGUST/SEPTEMBER, 2020**

**LIS 3021: MANAGEMENT OF INFORMATION SYSTEMS (DISTANCE)**

**INSTRUCTIONS: ANSWER THREE (3) QUESTIONS.**

**TIME: THREE (3) HOURS**

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**SECTION A (COMPULSORY) 30 MARKS**

1. Write short notes on any **six (6)** of the following concepts: **NOTE** on average short notes cover about half a page and they are more than just definitions.
  - i. Scientific Management
  - ii. Principles of Management
  - iii. Hawthorne Experiments
  - iv. Human Relations Theories
  - v. Synergy
  - vi. Open and Closed Systems
  - vii. Communication
  - viii. Unity of Direction

**SECTION B (ANSWER ONE) 10 MARKS EACH**

2. Discuss the importance of motivating employees in a Library in the era of technological advancement.
3. Explain the scope and impact of Human Resource Management on operations of the Libraries and Information Centres.

**SECTION C (ANSWER ONE) 10 MARKS EACH**

4. Discuss the importance and role of leadership in the management of Libraries and Information Centres.
5. Explain the types of control and how they affect the operations of Libraries and Information Centres.

**END OF EXAMINATION**

**THE UNIVERSITY OF ZAMBIA**

**END OF YEAR EXAMINATIONS: AUGUST/SEPTEMBER, 2020**

**LIS 3022: ABSTRACTING AND INDEXING (DISTANCE)**

**INSTRUCTIONS: ANSWER THREE (3) QUESTIONS.**

**TIME: THREE (3) HOURS**

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**SECTION A (COMPULSORY) 40 MARKS**

1. You are compiling a research report on 'Women's Access to Agricultural Information in Chipata' and you have been instructed to include an abstract in the preliminary pages of your research report. Using **five relevant points**, explain the importance of including an abstract in your report.

**SECTION B (ANSWER ANY TWO) 30 MARKS EACH**

2. You have been given an assignment that requires looking up for information in the University of Zambia online institutional repository. Explain the factors that may affect the results of your search for information in this repository.
3. With relevant examples, demonstrate how homographs and homonyms can be disambiguated in controlled vocabularies.
4. Explain the important parts of the document that must be considered when indexing a document.

**END OF EXAMINATION**

**THE UNIVERSITY OF ZAMBIA**

**END OF YEAR EXAMINATIONS: AUGUST/SEPTEMBER, 2020**

**LIS 4020: RECORDS MANAGEMENT AND ARCHIVES ADMINISTRATION**

**INSTRUCTIONS: ANSWER THREE (3) QUESTIONS.**

**TIME: THREE (3) HOURS**

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**SECTION A (COMPULSORY) 40 MARKS**

1. It is sometimes desirable to digitize paper records and retain the electronic copies as part of the electronic record-keeping system. Critically analyse this statement in relation to the questions to consider when digitizing records.

**SECTION B (ANSWER ANY TWO) 30 MARKS EACH**

2. The National Archives of Zambia has invited you to present a paper on the differences between Archival institutions and Libraries. Critically analyse the differences to be included in your paper on nature of the holdings of these two institutions.
3. A records centre is key for an effective and efficient records management programme in any organisation. Discuss the process of transferring semi-active records from the registry to the records centre.
4. Archival documents are valuable resources in the management of any organisation. Discuss the intangible elements of archival documents.
5. The University of Zambia has employed you an Archivist. Your first assignment is to explain to management the differences between records management and archives administration. What will be your explanation to Management on the differences between records management and archives administration?

**END OF EXAMINATION**