

UNIVERSITY OF ZAMBIA

SCHOOL OF EDUCATION

LIBRARY AND INFORMATION STUDIES

FIRST SEMESTER 2012-2013 EXAMINATIONS

1. LIS 121 - Foundation o knowledge management
2. LIS 231 - Descriptive cataloguing
3. LIS 251 - Collection development
4. LIS 321 - Management of information systems and services
5. LIS 461 - Records management
6. LIS 915 - Information management in organizations

THE UNIVERSITY OF ZAMBIA

FIRST SEMESTER FINAL EXAMINATIONS FEBRUARY/MARCH 2013

LIS 121: FOUNDATION OF KNOWLEDGE MANAGEMENT

INSTRUCTIONS: SECTION 'A' IS COMPULSORY AND CHOOSE TWO QUESTIONS FROM SECTION 'B'

TIME: 3 HOURS

SECTION A : Compulsory - (40 Marks)

1. Discuss with relevant examples, the relationships that exist in the data, information, knowledge and wisdom continuum.

SECTION B: Answer two {2} Questions (30 Marks each)

2. Write short notes on the following:
 - a) Organizational book value
 - b) Tacit Knowledge dimension
 - c) Knowledge management
3. Discuss three (3) components of intellectual capital and the value they add to organizational Operations.
4. To what extent is knowledge management an interdisciplinary subject. Discuss.

END OF EXAMINATION

THE UNIVERSITY OF ZAMBIA

FIRST SEMESTER EXAMINATION, FEBRUARY/ MARCH, 2013

LIS 231: DESCRIPTIVE CATALOGUING

TIME: 3HRS

INSTRUCTIONS:

ANSWER SIX QUESTIONS; FIVE FROM SECTION A & ONE FROM B

SECTION A (25 Marks)

- Fully Catalog **Five** of the following information resources:
- 1. Abridged/ Dewey Decimal Classification Scheme and Relative Index/devised by Melvin Dewey/Fourteenth Edition/Edited by Joan S. Mitchell, Julianne Bell, Giles Martin, Wilton E. Matthews and Gregory R. New/ Online Computer Library Center/ Dublin/Ohio State/2004/ The publication has 1050 pages in Arabic with an index and Thirty Pages in Romans/22.4cm high/ \$ 100.00/ISBN 23-4440-66-09.
- 2. The Tonga speaking peoples of Zambia and Zimbabwe/Essays written in honour of Elizabeth Colson/ Edited by Chet Lancaster/Kenneth P. Vickery/ University Press of America/Copyright 2007/Lanham/ Maryland/ISBN 13:9780-0-79/ ZMK 30.00/The item has an index; 389 pages/20 cm high.
- 3. Report on the first National Workshop on Traditional Medicine and its role in the development of Primary Health Care in Zambia/ edited by Lukukela Walusiku/ Mulungushi Conference center/9-13 May 2010/ sponsored by Ministry of Health/ UNICEF/WHO/Printed by Government Printers/ Lusaka/2010/100 pages/One illustration, tables and a photography/ size 26 cm/ Free to the Members of the Public.

4. The Complete works of William Shakespeare/ Everyman's edition/edited with an introduction and glossary by Peter David/London and Glasgow/Glasgow University Press/First published by Collins in 1980. Reprinted in 1984, 1990 and 1994. Collins Classical Series/Number Ten/ Series editor Sam Peters/ISBN 90-990-788-00/\$ 35.00/ 12 cm high/\$56.00.
5. Ten Tales from William Shakespeare/compiled by Charles Cutter and Mary Jackson/ Pictures by David Watson/ 2002/J.M Dent Printers/ Oxford University Press/London/ Liverpool/ 25.5cm high and 232 pages. There are illustrations, some in colour/ISBN 009-789-788-56/ \$25.00.
6. Nelson's School Atlas for Kenya and Uganda/ Edited by Simeon H. O. Gigs and P.J.H. Clarke/Copyright Thomas Nelson and Son Ltd, 1968/28.6cm high/76 pages/ 64 plates of coloured maps/ Has an index/\$30.00.

SECTION B (15 Marks) Each

7. "A library catalogue is a mirror that reflects the library's collection to the users and aids library management in making several decisions". Discuss this assertion with examples.
8. The number of people or organizations taking part in the creation of an information resource has a huge bearing on the choice of the main heading entry and added entries by the cataloguer. With relevant examples, explain forms of authorship and show how they affect the choice of main heading entries and added entries.

End of Examination

UNIVERSITY OF ZAMBIA

FIRST SEMESTER EXAMINATION, NOVEMBER/DECEMBER 2011

LIS 251: COLLECTION DEVELOPMENT

INSTRUCTIONS:

ANSWER THREE QUESTIONS. SECTION A IS COMPULSORY. ANSWER ONE QUESTION FROM SECTION B AND ONE QUESTION FROM SECTION C. EACH QUESTION SHOULD BE ANSWERED IN A SEPARATE BOOKLET

TIME: THREE HOURS

SECTION A (COMPULSORY) 40 Marks.

1. There was a time, not so very long ago, when weeding was resisted by many librarians. In today's world where we and our library users are overwhelmed by the glut of information and the rate of publishing, weeding is far more likely to be understood as a necessity for all libraries. With the use of relevant examples, discuss the importance of having a weeding policy, the rationale behind weeding and reasons that hinder weeding in libraries.

SECTION B: ANSWER ONE QUESTION FROM SECTION B 30 Marks.

2. The Departmental library of Primary Education at the University of Zambia has recently received a major collection of historic manuscripts as a donation. The departmental library, which has focused almost exclusively on meeting the practical needs of current students and faculty, must now take on the task of being the custodian of rare and valuable materials and must find ways of making these materials available to scholars outside the University. The library does not have plans to hire a curator to care for the collection. What collection development issues are raised by this situation and what recommendations would you make to the Department of Primary Education regarding the handling of this collection?

3. Describe three methods by which we can measure or evaluate the degree to which our patrons or users are satisfied or dissatisfied with the resources of an information agency. Elaborate the advantages and disadvantages of each method.

SECTION C: ANSWER ONE QUESTION FROM SECTION C 30 Marks.

4. The availability of electronic resources has begun to transform information services and add to the complexity of collection development in information organizations. From a type of information setting of your choice, discuss the following issues:

- the kinds of electronic resources that would be of the greatest value to users;

- the considerations you would take into account in deciding how to divide the money available between electronic resources and traditional print resources; and
 - how the introduction of electronic resources will likely change the nature of information organizations and how they are used.
5. Making the right amount and type of information available at the right time, to the right people, in the right format is one of the goals of information professionals. Provide at least two examples of information products/services specifically tailored to meet the needs of users and describe how you might have gone about identifying the needs and designing each product/service.

END OF EXAMINATION

UNIVERSITY OF ZAMBIA

FIRST SEMESTER EXAMINATION, FEBRUARY/MARCH 2013

LIS 251: COLLECTION DEVELOPMENT

INSTRUCTIONS:

ANSWER ANY FOUR QUESTIONS (ALL QUESTIONS CARRY 25 MARKS EACH)

TIME: THREE HOURS

1. Judicious and systematic discarding of library materials is important to keep the collection as current and relevant as possible. Discuss this statement.
2. Explain what a collection development policy of a library is and suggest advantages of having such a policy in place.
3. Discuss the contribution of **EITHER** publishers **OR** booksellers to the success of collection development efforts of a library.
4. Why are acquisition librarians urged in their collection development efforts not to ignore those users who may not be vocal or frequent users of the library?
5. Discuss the purpose of evaluating Library collections and explain **ANY TWO** methods that can be used.

END OF EXAMINATION

UNIVERSITY OF ZAMBIA
FIRST SEMESTER EXAMINATION, FEBRUARY/MARCH 2013

LIS 321: MANAGEMENT OF INFORMATION SYSTEMS AND SERVICES

INSTRUCTIONS:

ANSWER FOUR QUESTIONS, TWO QUESTIONS FROM SECTION A AND TWO QUESTIONS FROM SECTION B. (ALL QUESTIONS CARRY 25 MARKS)

TIME: THREE HOURS

SECTION A (ANSWER ANY TWO QUESTIONS)

1. Critically comment on the contributions made by **BOTH** of the following management theorists.
 - (a) Ludwig Von Bertalanffy **(12.5 marks)**
 - (b) Douglas McGregor **(12.5 marks)**
2. (a) What is meant by Performance Appraisal and for what purpose is it used? **(10 marks)**

(b) Briefly describe three methods of Performance Appraisal, and explain two advantages and two disadvantages of each. **(15 marks)**
3. Discuss the various leadership styles as depicted by the leadership Continuum Theory, Illustrating your answer using a library/information centre you are familiar with.

SECTION B (ANSWER ANY TWO QUESTIONS)

4. Communicating information to internal members of staff is an important part of the Human Resources Department.
 - (a) Explain the importance of good communication. **(10 marks)**
 - (b) Explain five possible barriers to effective communication and how they might be mitigated? **(15 marks)**
5. Good planning is good stewardship. Discuss
6. Write NOTES on the Following:-
 - (a) Budget Period
 - (b) Capital Expenditure
 - (c) Estimates of Revenue & Expenditure
 - (d) Green Paper
 - (e) Medium Term Expenditure Framework

END OF EXAMINATION

THE UNIVERSITY OF ZAMBIA
FIRST SEMESTER EXAMINATIONS: NOVEMBER/DECEMBER, 2011

LIS 461: RECORDS MANAGEMENT

INSTRUCTIONS: ANSWER THREE QUESTIONS.

TIME: THREE HOURS

SECTION A (COMPULSORY) 40 MARKS

1. You have just been appointed as a Registry Officer for the Zambia Revenue Authority. The Commissioner-General in welcoming you outlines the difficulties the authority is facing in retrieving records for their current business operations. Discuss the system you would put in place to solve the problems outlined.

SECTION B (ANSWER ANY TWO) 30 MARKS EACH

2. The auditor general's report indicates that it is difficult to find records in most government ministries to show how monies were spent. Discuss the kinds of records required in the audit process.
3. Records management entails management of risks. Discuss.
4. Discuss the theories and methodologies that have been developed to ensure the reliability, security, accuracy, authenticity and long term accessibility of digital records.
5. Write short notes on any five (5) of the following:
 - a) Audit trail
 - b) Refreshing
 - c) Migration
 - d) Continuum records management model
 - e) Dispersion
 - f) Horizontal Productivity Software

END OF EXAMINATION

THE UNIVERSITY OF ZAMBIA

FIRST SEMESTER EXAMINATIONS: FEBRUARY/MARCH, 2013

LIS 461: RECORDS MANAGEMENT

INSTRUCTIONS: ANSWER THREE QUESTIONS.

TIME: THREE HOURS

SECTION A (COMPULSORY) 40 MARKS

1. You have just been appointed as a Records Manager at the University of Zambia. During your orientation, you have discovered that records that support the current activities of the University are kept in a manner that it is extremely difficult to retrieve any file quickly and when wanted. Discuss the principles that you would use in coming up with a system that will enable the retrieval of files quickly.

SECTION B (ANSWER ANY TWO) 30 MARKS EACH

2. While all records convey information, not all sources of information are necessarily records. Discuss.
3. The Common Market for Eastern and Southern Africa (COMESA) building in Lusaka was recently engulfed in a mysterious fire. Amongst the properties destroyed during this inferno were records. Discuss the records management programme they needed to put in place to protect records from all possible destructions.
4. The advancement of Information Communication Technologies (ICTs) has challenged the traditional records cycle model in records management. Explain the statement.
5. (a) Management of Electronic Mails (e-mails) is uncoordinated in many organizations in Zambia. Explain with examples how corporate e-mails should be managed. **(10 Marks)**

(b) Write brief notes on any **four** of the following terms: **(5 Marks each)**
 - i. Documents Imaging
 - ii. Horizontal software
 - iii. D-space
 - iv. Migration of records
 - v. Automation

END OF EXAMINATION

THE UNIVERSITY OF ZAMBIA

FIRST SEMESTER EXAMINATIONS: FEBRUARY/MARCH, 2013

LIS 915: INFORMATION MANAGEMENT IN ORGANISATIONS

INSTRUCTIONS: ANSWER THREE QUESTIONS.

TIME: THREE HOURS

SECTION A (COMPULSORY) 40 MARKS

1. You have been working for the Food and Agricultural Organization (FAO) as an Information and Networking Officer. A new Country Representative has just been appointed. Prepare a brief on **any three** organizational functions for the new Country Representative to understand the information needs of the organization.

SECTION B (ANSWER ANY TWO) 30 MARKS EACH

2. Conceptually, information management may be thought of as a set of processes that support and are symmetrical with the organization's learning activities. Using a diagram, discuss the information management processes.
3. Protecting the integrity of an organization requires effective information management practices. Discuss this statement with reference to sources of information to an organization.
4. Discuss the role of effective information management in facilitating the appreciation of an organization's culture.
5. Write short notes on any five (5) of the following:
 - a) Business process re-engineering model
 - b) Taxonomy of information
 - c) Information management
 - d) Market research information
 - e) Uses of financial information

END OF EXAMINATION