

THE UNIVERSITY OF ZAMBIA
LIBRARY AND INFORMATION STUDIES
2018/2020 ACADEMIC YEAR

- EDU 1020 INTRODUCTION TO INFORMATION AND COMMUNICATIONS
TECHNOLOGIES
- LIS 1010 FOUNDATIONS OF LIBRARY AND INFORMATION SCIENCE
- LIS 1020 INTRODUCTION TO INFORMATION AND COMMUNICATION
TECHNOLOGIES
- LIS 2010 ORGANISATION OF INFORMATION RESOURCES
- LIS 2021 COLLECTION DEVELOPMENT
- LIS 2022 INFORMATION SOURCES AND SERVICES
- LIS 2034 RESEARCH METHODS IN LIBRARY AND INFORMATION SCIENCES
- LIS 3010 APPLICATION OF ICTS IN INFORMATION MANAGEMENT
- LIS 3021 MANAGEMENT OF INFORMATION SYSTEMS AND SERVICES
- LIS 4020 RECORDS MANAGEMENT AND ARCHIVES ADMINISTRATION
- LIS 5310 INFORMATION SYSTEMS AND TECHNOLOGIES IN INFORMATION
MANAGEMENT
- LIS 5415 RECORDS AND ARCHIVES MANAGEMENT
- LIS 9055 MARKETING OF LIBRARY AND INFORMATION SERVICES
- LIS 9065 BUSINESS INFORMATION

THE UNIVERSITY OF ZAMBIA

END OF YEAR EXAMINATIONS: NOVEMBER, 2019

**EDU 1020: INTRODUCTION TO INFORMATION AND COMMUNICATION
TECHNOLOGIES**

INSTRUCTIONS: ANSWER THREE (3) QUESTIONS.

TIME: THREE (3) HOURS

SECTION A (COMPULSORY) 40 MARKS

1. Discuss the three types of Cloud Computing.

SECTION B (ANSWER ANY TWO) 30 MARKS EACH

2. Explain are the benefits and challenges of a university having a computer network system?
3. Write short notes on any **five** of the following concepts: -
 - a) Internet
 - b) Artificial Intelligence
 - c) Digital Immigrants
 - d) Website
 - e) Joystick
 - f) Mesh Topology
4. Discuss all Generation Computers.

END OF EXAMINATION

THE UNIVERSITY OF ZAMBIA

END OF YEAR EXAMINATIONS: DECEMBER, 2020

LIS 1010: FOUNDATIONS OF LIBRARY AND INFORMATION SCIENCE

INSTRUCTIONS: ANSWER THREE (3) QUESTIONS.

TIME: THREE (3) HOURS

SECTION A (COMPULSORY) 40 MARKS

1. Apply either APA or Harvard style of referencing for the following ten (10) sources. Be consistent with the chosen style of referencing.

- (i) 2011, The welfare state and the crisis: the case of Greece, 21(5): 501-512, Montali, M., Journal of European Social Policy.
- (ii) Tools for achieving sustainable housing strategies in rural Gloucestershire, 155-174, Williams, J. 2000, Planning Practice and Research Journal, 15(3), DOI: 10.1080/02697450020000131.
- (iii) Zambia Daily Mail, Dospine, R. 2013, Caring for the poor in the context of covid-19, 20 May, p.15.
- (iv) Gobmary, A. 2012. Accessed 23 March, 2014. A history of the world. Available at: <http://www.amazon.co.uk/kindle-ebooks>.
- (v) 28th to 31st July, Zulu, J., Mulauzi, E., Moscali, C. 2014, Working to improve women's lives in the 21st century, pp. 127 - 135, In: The proceedings of the Graduate Women Zambia (GWZ) Exotic Hotel, Lusaka, Zambia.
- (vi) Jaspalina, H. 1990. J & B Publishers, Innovation activities in Africa, Ndola, Zambia.
- (vii) Zambia Social Security Survey, 2012, Lusaka, Zambia, Department of Community Development and Social Welfare.
- (viii) Madames, C. M., Explorations of authenticity within Celtic music festivities. 2020. Mafeli University of Technology, MSC Dissertation.

- (ix) 2017, Improving children's nutrition in Zambia, Daspalina University Press, Lusaka, Zambia.
- (x) Library and Information Science Education in Zambia, Mulauzi, F. and Njobvu, B., University of Zambia Press, Lusaka, In: Masaiti, G. ed. 2018. Education in Zambia at fifty years of independence and beyond.

SECTION B (ANSWER ANY TWO) 30 MARKS EACH

2. You have been invited to give a career talk at Hillcrest Secondary School on Librarianship. After your presentation, during the question and answer session one of the pupils asks, "is Librarianship a profession?" What would your response be?
3. What is the role of Librarians in as far as copyright issues are concerned?
4. The society we are living in has been popularly referred to as the Information Society. In relation to this statement, explain the characteristics of the Information Society.
5. Discuss six (6) major problems Zambia is facing with the development of libraries as a result of lack of Public Library Legislation.

END OF EXAMINATION

THE UNIVERSITY OF ZAMBIA

END OF YEAR EXAMINATIONS: NOVEMBER, 2019

LIS 1010: FOUNDATIONS OF LIBRARY AND INFORMATION SCIENCE

INSTRUCTIONS: ANSWER THREE (3) QUESTIONS.

TIME: THREE (3) HOURS

SECTION A (COMPULSORY) 40 MARKS

1. An understanding of the fundamentals of Library and Information Science starts with Dr. S.R. Ranganathan's Five Laws of 1931. They are deemed to be behind the philosophy or thought of Library and Information Science. Explain how relevant they are in today's Library and Information Science work.

SECTION B: ANSWER TWO QUESTIONS FROM THIS SECTION (30 MARKS EACH)

2. No library can exist on its own and therefore Library Cooperation and Networking are of essence. Explain the role of librarians as far as library Cooperation and Networking are concerned.
3. In the recent past, there was an uproar from members of the Library and Information Association of Zambia (LIAZ) when they read from some social media platforms that the mayor of Lusaka was quoted as saying "Parks dotted around Lusaka City and the city library in town are worthless... the parks and library will be privatised (sold) because they have no more than emotional value to the residents of Lusaka." What advice would you render to the mayor?
4. Notable scholars such as Galbraith have called Librarianship a noble profession. With the help of practical examples, explain six (6) key characteristics of this profession.

END OF EXAMINATION

THE UNIVERSITY OF ZAMBIA
END OF YEAR EXAMINATIONS: DECEMBER, 2020



LIS 2010: ORGANISATION OF INFORMATION RESOURCES (FULLTIME)

INSTRUCTIONS: ANSWER THREE (3) QUESTIONS.

TIME: THREE (3) HOURS

SECTION A: (COMPULSORY) 20 MARKS

1. Using RDA, catalogue the following information resource in full:

<p>Doing Research in the Real World</p> <p>DAVID E. GRAY</p>  <p>SAGE Publications London • Thousand Oaks • New Delhi</p>	<p>© David E. Gray 2004</p> <p>First published 2004</p> <p>Apart from any fair dealing for the purposes of research or private study, or criticism or review, as permitted under the Copyright, Designs and Patents Act, 1988, this publication may be reproduced, stored or transmitted in any form, or by any means, only with the prior permission in writing of the publishers, or in the case of reprographic reproduction, in accordance with the terms of licences issued by the Copyright Licensing Agency. Inquiries concerning reproduction outside those terms should be sent to the publishers.</p>  <p>SAGE Publications Ltd 1 Oliver's Yard 55 City Road London EC2A 4PU</p> <p>SAGE Publications Inc 2455 Teller Road Thousand Oaks, California 91320</p> <p>SAGE Publications India Pvt Ltd B-42, Panchsheel Enclave Post Box 4109 New Delhi 110 017</p> <p>British Library Cataloguing in Publication data</p> <p>A catalogue record for this book is available from the British Library</p> <p>ISBN 0 7619 4878 3 ISBN 0 7619 4879 1 (pbk)</p>
--	---

Additional information:

Preliminary pages numbered xi, 146 pages, height 23cm, includes bibliographic references, has illustrations

The subject of this resource is Research.

SECTION B: (ANSWER ANY TWO QUESTIONS) 10 MARKS EACH

2. Discuss the advantages of online public access catalogues as compared to the card catalogue.
3. Explain the criteria you would use to determine a good classification scheme
4. Write brief notes on the following concepts as they relate to cataloguing and classification:
 - a. Relative index
 - b. Notation
 - c. Call number
 - d. Geographical subdivisions
 - e. Mnemonics

END OF EXAMINATION

THE UNIVERSITY OF ZAMBIA
END OF YEAR EXAMINATIONS: NOVEMBER, 2019
LIS 2010: ORGANISATION OF INFORMATION RESOURCES

INSTRUCTIONS: ANSWER THREE QUESTIONS

TIME: THREE HOURS

SECTION A: COMPULSORY. There are two questions in this section, question 1a and question 1b. Answer all (40 MARKS)

Catalogue the following information resources according to RDA; include the subject headings, call numbers, and all the required added entries.

Question 1a (20 Marks)

The Romance of RDA
Embracing the Future
Kathie Logge
Revised edition, updated by Mark Coade

TUTORIAL PRESS
2012

© Kathie Logge, Mark Coade 2011

Tutorial Press Services,
Slough Trading Estate,
Slough,
Berkshire

ISBN: 978-1-133-19011-0
ISBN: 978-1-133-19090-5 (e-book)

The Cheerful Cataloguer series
ISSN: 1212-4324
1. Merry MARC21
2. The Romance of RDA
3. Sprightly Subject Headings

More details:

- *Physical description: 12 preliminary pages; 18.6 cm high.*
- *Has bibliographical references.*
- *There is an index on pages.*

Question 1b (20 Marks)

**Jack & Jill's
Anatolian Sketchbooks**

*written and illustrated by Gillian Smith
and John M. Smith*

with a new introduction by Globetrotter

Maps drawn by the Turkey Society

Meandering along the Meander

Ambling round Ankara

Idling in Izmir

Travellers' Tales

Number forty-three

Wanderer Books

in association with the Turkey Society

Originally published separately in the U.S. by Brown Books. *Meandering along the Meander* was first published in 1982, *Ambling round Ankara* in 1983, *Idling in Izmir* in 1988.

This Wanderer Books omnibus paperback edition first published 2007.

Wanderer Books
30 Hume St.
Edinburgh

Turkey Society
Goose Lane,
London WC1

ISBN: 978-133-19012-5

Subject headings

More details

- *Physical description: preliminary pages: 20; 18.6 cm high.*
- *Has bibliographical references*
- *There is an index on pages 139 to 142.*
- *There are maps.*
- *On front cover: 'Twenty-fifth Anniversary Edition'*
- *Blurb on the back cover gives authors as Gillian Smith and John Maltravers Smith. They died in 1998 and 1999 respectively.*

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

2. Write short notes on the following:

- ISBD
- Work
- Literary Warrant
- Copy cataloguing
- Subject subdivision

3. Discuss the factors that have contributed to the Dewey Decimal Classification scheme being the most widely used classification scheme in the world to date.
4. Cooperation in cataloguing has proved to be a rewarding necessity within the library community. In regard to this statement, discuss the benefits of cooperative cataloguing.
5. Discuss group three (3) of the functional requirements for bibliographic description (FRBR). Also highlight why it is important for a cataloguer to understand FRBR.

END OF EXAMINATION

THE UNIVERSITY OF ZAMBIA
MID-YEAR EXAMINATIONS: JULY 2018
LIS 2021: COLLECTION DEVELOPMENT

INSTRUCTIONS: ANSWER THREE QUESTIONS

TIME: THREE HOURS

SECTION A (COMPULSORY) 40 Marks

1. You have been invited for an interview for the position of Librarian at a named school library. One of the interviewers asks you to tell the interviewing panel what criteria you would use to select audio visual materials. Discuss your response?

SECTION B: ANSWER ANY TWO QUESTIONS

2. Electronic resources (e-resources) have not only become a major part of every library's acquisition process, but also represent the most expensive category of materials in most modern libraries' budgets (Vicki, 2011). Discuss any five (5) factors that the Collection Development Department should take into consideration when selecting these resources **(30 marks)**.
3. Write short notes on each of the following items **(6 marks each)**:
 - a. Books in print supplement
 - b. Approval plan
 - c. Purchase from publishers versus jobbers
 - d. Role of the printers in the book trade
 - e. Deposit mode of acquisition
4. Evaluation is an important part of collection development that ensures that the collection remains relevant to the users' needs. Discuss any three (3) evaluation methods that can be used when evaluating an academic library **(30 marks)**.

END OF EXAMINATION

THE UNIVERSITY OF ZAMBIA
DEFERRED END OF YEAR EXAMINATIONS: DECEMBER, 2018
LIS 2021: COLLECTION DEVELOPMENT

INSTRUCTIONS: ANSWER THREE (3) QUESTIONS

TIME: THREE (3) HOURS

SECTION A: (COMPULSORY) 40 MARKS

1. You have just been appointed as the new Librarian at a local school. During your orientation, you observe that though regular weeding has been undertaken, the latest evaluation report is 5 years old. Justify the need to immediately undertake this process and highlight the key information you hope to yield.

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

2. Electronic resources (e-resources) represent the most expensive category of materials in most modern Libraries' budgets. Discuss five factors the collection development department should take into consideration when selecting these resources.
3. Although the value of collection policies is not universally accepted, the prevailing view among library professionals is that a collection development policy is a necessary living document for any library. With the use of relevant examples, explain why such a document is important.
4. In order to have a continuous weeding program, a **C**ontinuous **R**eview, **E**valuation, and **W**eeding (CREW) method can be used. Discuss the weeding criteria used under the CREW method. Furthermore, explain any five factors that have a bearing on a weeding program.

END OF EXAMINATION

THE UNIVERSITY OF ZAMBIA

END OF YEAR EXAMINATIONS: NOVEMBER, 2019

LIS 2034: RESEARCH METHODS IN LIBRARY AND INFORMATION SCIENCE

INSTRUCTIONS: ANSWER FOUR (4) QUESTIONS

TIME: THREE (3) HOURS

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

Find also attached critical value tables, and a list of some statistical formulas which you may use.

SECTION A (COMPULSORY) 20 MARKS

1. A survey of 200 workers was conducted regarding their education (school graduates or less, college graduates, university graduates) and the level of their job satisfaction (low, medium, and high). These are the results:

	Low	Medium	High
School	20	35	25
College	17	33	20
University	11	18	21

- a) State the null and alternative hypothesis (2 marks)
- b) Using an appropriate statistic test, test the null hypothesis at a significance level of 0.05, and draw your conclusion. (8 marks)
2. A psychologist is studying the use of social media, such as WhatsApp, among young adults. She is interested in discovering which gender uses social media more, males or females. The population to which she would like to generalize her results is the population of university students, specifically the university at which she works. She takes a random sample of 30 students and asks them to fill out a simple questionnaire. One of

the questions is, "On average, how many times a day do you check your favourite 'social media' account?" She obtained the following data:

Females	12	5	10	10	8	11	12	10	12	12	15	18	5	10	10
Males	5	10	15	10	5	5	8	10	12	11	15	8	8	5	8

Using an appropriate statistic test, test the hypothesis that the mean number of times social media is used by the population of male students is equal to the mean number of times social media is used by the population of female students. Use a significance level of 0.05. (10 marks)

SECTION B (ANSWER ANY TWO QUESTIONS) 20 MARKS EACH

3. A retailer of children's toys wants to learn what customers think of the range of products they offer in its online store. The retailer has decided to carry out a self-completion survey of its adult customers on its mailing list using an online questionnaire. Outline the benefits and limitations of using online questionnaires which the retailer is considering for this research. (10 marks)
4. Discuss the functions of the literature review in the research process. (10 marks)
5. With the help of illustrations, discuss the strength and weaknesses of snowball sampling. (10 marks)

END OF EXAMINATION

THE UNIVERSITY OF ZAMBIA

END OF YEAR EXAMINATIONS: AUGUST/SEPTEMBER, 2019

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.

SECTION A (COMPULSORY) 20 MARKS

1. Here are the circulation data for a period of 29 days from a school library:

72, 74, 86, 89, 91, 96, 98, 102, 103, 103, 103, 104, 105, 107, 108, 110, 111, 111, 112,
112, 114, 114, 114, 119, 119, 120, 128, 130, 132.

- a) Calculate the 5-number summary for the above data set [5 marks]
- b) Draw a box and whisker plot [5 marks]
- c) Calculate the Interquartile Range and establish if there are any outliers in the data set [1 mark]
- d) Find the mode, and mean of the circulation data [4 marks]

2. The figures below are the time taken to classify a library book, in minutes, for a random sample of catalogers in a Zambian university library.

9.88 10.19 11.15 11.70 12.01 12.46
13.22 13.29 14.00 14.38 14.50 14.50
15.14 15.16 15.16 15.16 15.54 15.96
16.20 16.22 16.44 17.58 20.38 21.15

- a) Draw a stem and leaf plot [3 marks]
- b) Comment on the distribution of the data using the stem and leaf plot you have drawn [2 marks]

SECTION B (ANSWER ANY TWO QUESTIONS) 20 MARKS EACH

Answer ANY TWO questions in this section.

1. For each of the following sampling methods:

- a) explain briefly how the method operates
- b) Identify the advantages and disadvantages associated with the method.

- i. Simple random sampling [10 marks]
- ii. Snowball sampling [10 marks]

2. A Librarian in public library wants to survey a sample of regular library patrons. She decides to use a paper-based questionnaire.

a. One of the questions she wants to ask is:

How satisfied are the library patrons with the library services being offered at the public library?

Would this question, as worded above, be open or close-ended? Discuss the advantages and disadvantages of open versus close-ended questions in such a questionnaire. [10 marks]

b. The Librarian also wants to ask the patrons concerning the following:

- The quality of the book collection
- The suitability of the library environment for study
- The quality of Internet connectivity at the library

Design a suitable questionnaire for this purpose. Restrict your questions to these four issues, and choose open and close-ended questions carefully, justifying your decision. [10 marks]

3. A survey is to be carried out on the alcohol consumption of full-time students attending a particular university. Many of the questions are sensitive in nature. All such students have an email account and ready access to a computer which they are required to use in their courses. Each student's email address is recorded centrally by the university. It has been decided that it would not be appropriate to carryout face-to-face interviews or phone interviews for this population.

- a) Comment on the decision not to use face-to-face interviews or phone interviews.
[8 marks]
- b) The survey team is considering the use of either questionnaires sent by post or an Internet survey. What would be your advice and why? [12 marks]

END OF EXAMINATION

THE UNIVERSITY OF ZAMBIA
END OF YEAR EXAMINATIONS: DECEMBER, 2020
LIS 3010: APPLICATION OF ICTs IN INFORMATION MANAGEMENT

INSTRUCTIONS: ANSWER THREE (3) QUESTIONS

TIME: **THREE (3) HOURS**

SECTION A: COMPULSORY [40 MARKS]

1. (a) Study the database table called **students** below and write:
- i. The SQL statement used to create it. [9 marks]
 - ii. The SQL statement that could be used to insert data ONLY into student_id, name, email and phone. [6 marks]

Column	Type	Function	Null	Value
student_id	int(11)	<input type="text"/>	<input type="checkbox"/>	<input type="text"/>
name	varchar(40)	<input type="text"/>	<input type="checkbox"/>	<input type="text"/>
image	blob	<input type="text"/>	<input type="checkbox"/>	Binary - do not edit (0 B) Browse... No file selected. (Max: 64KiB)
email	varchar(50)	<input type="text"/>	<input checked="" type="checkbox"/>	<input type="text"/>
phone_no	char(14)	<input type="text"/>	<input checked="" type="checkbox"/>	<input type="text"/>

- (b) i. Write a CSS3 statement that could create a web page background color with five colors fading into each other. [5 marks]
- ii. Explain briefly website designing principles. [10 marks]

SECTION B: CHOOSE TWO QUESTIONS FROM THIS SECTION [30 MARKS]

2. (a) Explain the differences between MyISAM and InnoDB database engines. [7 marks]
 - (b) Compare and contrast XHTML and HTML 5. [8 marks]
3. With the use of examples, explain the criteria for selecting a free and

open source library management system to adopt in a library. [15 marks]

4. (a) Write short notes on **five** (5) of the following concepts/terms:[10 marks]

- i. Picture element
- ii. Crow's foot notation
- iii. Entity
- iv. Database constraints
- v. Post
- vi. Tuple

(b) Write the SQL statements that could be used to add a new column called **surname**; and change the data type on a column **student_id** from integer to fixed character on a table called **students**. [5 marks]

END OF EXAMINATION

THE UNIVERSITY OF ZAMBIA

END OF YEAR EXAMINATION-NOVEMBER, 2019

LIS 3010: APPLICATION OF ICTs IN INFORMATION MANAGEMENT

INSTRUCTIONS: ANSWER **THREE** (3) QUESTIONS ONLY. SECTION **A** IS COMPULSORY; THEN ANSWER ANY **TWO** (2) QUESTIONS FROM SECTION

B

TIME: THREE (3) HRS

SECTION A: COMPULSORY [20 marks]

1. Carefully study the web page printout on page 2 and write the following:-

- a) HTML5 tags that are behind the printout.[12 marks]
- b) CSS3 used to create the background to the links using three colors.[4 marks]
- c) CSS3 shadow color blue for the welcome and footer statements.

[4 marks]



Welcome to Lubu Private Game Reserves

[About Us](#) | [Animals](#) | [Contacts](#) | [Other Links](#)

The Game reserve was established on 24th January, 2018. It is home to Black lechwe and Waterbucks only. There are 50 of the animals. The following are the animals:-

Black Lechwe

Medium-sized antelope, the black lechwe (LEECH-wee) grows to about a meter (3.3 ft) in height, weighing 60 to 128 kg.

Waterbuck

Large robust animal with long shaggy hair and a brown-gray coat that emits an oily secretion from its sweat glands, which acts as a water repellent

Subscribe Here

Surname:

Given name:

SECTION B: ANSWER TWO (2) QUESTIONS FROM THIS SECTION

[20 marks]

2. (a) Briefly compare and contrast the architecture of Koha and OpenBiblio. [5 marks]
- (b) Explain how Koha can be installed on a virtual machine. [5 marks]

3. With the use of examples, explain the concept of database normalization. [10 marks]

4. Write short notes on **five** (5) of the following concepts/terms:-[10 marks]
 - a) Virtualization
 - b) Content management system
 - c) MARC 21
 - d) ISBD
 - e) Item
 - f) Bazaar

END OF EXAMINATION

UNIVERSITY OF ZAMBIA
END OF YEAR EXAMINATIONS: DECEMBER, 2020

LIS 3021: MANAGEMENT OF INFORMATION SYSTEMS AND SERVICES

**INSTRUCTIONS: ANSWER FOUR QUESTIONS OUT OF THE SIX
QUESTIONS BELOW**

TIME: THREE HOURS

1. Discuss the principles underlying the setting of key goals and outline the benefits of setting key goals? **(25 Marks)**
2. Explain three leadership styles that the Chief Librarian of a particular library could adopt to provide leadership in the Library. **(25 Marks)**
3. Libraries experience a lot of challenges in raising funds to sustain their services. Describe six sources of funding which a Librarian could explore to sustain library operations. **(25 Marks)**
4. Explain how Maslow's Hierarchy of Needs theory can help a librarian in motivating his or her subordinates. **(25 Marks)** ✓
5. Compare and contrast lump sum budgeting and performance budgeting citing advantages and disadvantages of both. **(25 Marks)**
6. Explain why a library need skills of a good leader as well as manager. **(25 Marks)**

END OF EXAMINATION

UNIVERSITY OF ZAMBIA
END OF YEAR EXAMINATIONS: DECEMBER, 2020

LIS 3021: MANAGEMENT OF INFORMATION SYSTEMS AND SERVICES

**INSTRUCTIONS: ANSWER FOUR QUESTIONS OUT OF THE SIX
QUESTIONS BELOW**

TIME: THREE HOURS

1. Discuss the principles underlying the setting of key goals and outline the benefits of setting key goals? **(25 Marks)**
2. Explain three leadership styles that the Chief Librarian of a particular library could adopt to provide leadership in the Library. **(25 Marks)**
3. Libraries experience a lot of challenges in raising funds to sustain their services. Describe six sources of funding which a Librarian could explore to sustain library operations. **(25 Marks)**
4. Explain how Maslow's Hierarchy of Needs theory can help a librarian in motivating his or her subordinates. **(25 Marks)** ✓
5. Compare and contrast lump sum budgeting and performance budgeting citing advantages and disadvantages of both. **(25 Marks)**
6. Explain why a library need skills of a good leader as well as manager. **(25 Marks)**

END OF EXAMINATION

THE UNIVERSITY OF ZAMBIA

END OF YEAR EXAMINATIONS: NOVEMBER, 2020

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

INSTRUCTIONS: ANSWER THREE (3) QUESTIONS.

TIME: THREE (3) HOURS

SECTION A (COMPULSORY) 40 MARKS

1. The University of Zambia has hired you as a Consultant to help with the transfer records from their registry to their records centre. Identify and discuss the steps you would undertake in transferring these records.
-

SECTION B (ANSWER ANY TWO QUESTIONS) 30 MARKS EACH

2. Critically examine the intangible elements of archives.
3. The International Council on Archives has invited you to present a paper on the similarities of archives and libraries. Discuss the similarities.
4. Critically examine how decentralization of information is seen as a challenge in the management of electronic records.
5. Discuss the code of ethics an Archivist should follow in the archival profession.

END OF EXAMINATION

THE UNIVERSITY OF ZAMBIA

END OF YEAR EXAMINATIONS: NOVEMBER 2019

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

INSTRUCTIONS: ANSWER THREE (3) QUESTIONS.

TIME: THREE (3) HOURS

SECTION A (COMPULSORY) 40 MARKS

1. The Lusaka City Council management realises that it does not have a proper preservation and conservation programme. It equally does not have enough funds to provide an efficient and effective records preservation and conservation programme because the Councillors do not support the programme. Management has thus requested you to write a position paper on the possible factors that causes archival materials to deteriorate. Discuss the salient points you would include in the paper.
-

SECTION B (ANSWER ANY TWO QUESTIONS) 30 MARKS EACH

2. Critically examine why classification by subject is not advisable in records management.
3. The International Council on Archives has invited you to present a paper on the areas an Archivist should be concerned with in records management. Discuss these areas.
4. Critically examine challenges Archivists face when preserving electronic records as archival materials.

END OF EXAMINATION

THE UNIVERSITY OF ZAMBIA

END OF YEAR EXAMINATIONS: NOVEMBER/DECEMBER, 2018

LIS 4020: RECORDS MANAGEMENT AND ARCHIVES ADMINISTRATION

INSTRUCTIONS: ANSWER THREE (3) QUESTIONS.

TIME: THREE (3) HOURS

SECTION A (COMPULSORY) 40 MARKS

1. You have just been appointed as a consultant for the Zambia Revenue Authority (ZRA). Your task is to come up with a position paper on the consequences of not having an effective and efficient archival system for the management of archival records for the ZRA. Critically examine the consequences of not having such a system at the ZRA.

SECTION B (ANSWER ANY TWO) 30 MARKS EACH

2. The International Council on Archives has invited you to present a paper on the different formats of electronic records. Discuss the points you would consider including in your presentation.
3. Critically examine the issues you would consider pertinent when deciding whether to decentralize or centralize registry operations in an organization such as the University of Zambia.
4. You have been employed as a Records Manager at the Bank of Zambia (BOZ). One of the problems faced by BOZ relates to the retrieval of personnel records. Discuss the process you would undertake to resolve this problem at BOZ..
5. You have been employed by the National Archives of Zambia as an Archivist. One of your duties is to appraise non- current records. Critically examine the principles that you should apply in order to have a successful records appraisal.

END OF EXAMINATION

The University of Zambia

End of Year Examinations: October/November 2020

IDE LIS 5310: Information Systems and Technologies in Information Management

Marks: 60

Time: Three (3) hours

Instructions:

- a) This examination consists of a total of five (5) questions.
 - b) Answer any three (3) questions. All questions carry equal marks.
 - b) The marks in brackets are indicative of the weight given the questions.
-

Question 1

The National Heritage Conservation Commission (NHCC) of the Republic of Zambia is a national organization entrusted with the conservation of Zambia's natural and cultural heritage. NHCC presently oversees a total of 4000 heritage sites and thousands of relics.

In order to achieve its objectives, NHCC presently operates a Web portal¹ which is used to present information on the various heritage sites—a sample heritage site on the portal is shown in Figure 1—in the country. However, the Web portal presently makes it difficult for end users to browse and search for information.

You have been tasked to provide recommendations on how the portal should be redesigned in order to turn it into a Digital Library System capable of facilitating effective searching and browsing.

- a) Briefly describe how the different types of heritage sites would be organised in the redesigned portal, by focusing on how the bitstreams and metadata would have to be stored

[5]

¹ <http://nhcc.org.zm>

- b) Briefly outline how the different types of heritage sites would be organised in the redesigned portal, by focusing on how the bitstreams and metadata would have to be stored [5]
- c) Describe the services that would need to be integrated into the redesigned Digital Library System in order to facilitate effective searching and browsing [5]
- d) State the metadata scheme would be appropriate for providing descriptive information about the heritage sites and, additionally, justify your answer. [5]

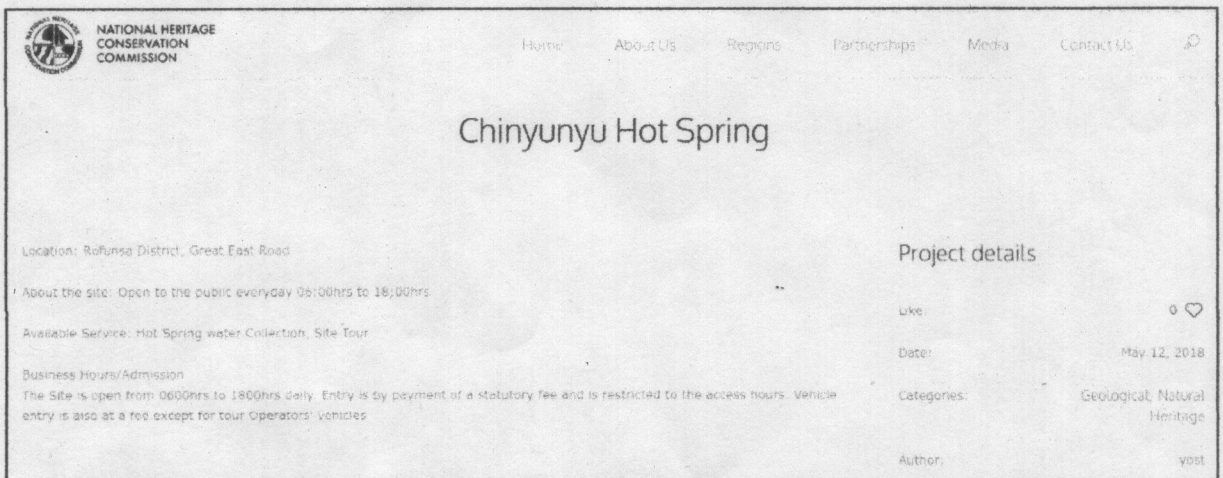


Figure 1: A Sample Heritage Site on The Current NHCC Web Portal

Question 2

The quality of Electronic Theses and Dissertations (ETDs) metadata harvested by the Networked Digital Library of Theses and Dissertations (NDLTD) Union Catalog—a portal for collecting ETDs from around the world—has long been cited as being poor. In order to ensure that the ETD metadata is of high-quality, the NDLTD has devised a metadata scheme, ETD-ms, specific to ETDs. However, the implementation of effective policies and workflows for facilitating ingestion of digital objects with quality metadata is generally the responsibility of institutions that syndicate content to the NDLTD Union Catalog.

You work for a Higher Education Institution (HEI) that would like to have their metadata harvested by the NDLTD Union Catalog.

- a) Briefly describe the workflow-centric technical measures you would put in place in order to ensure ingestion of quality metadata into your institution's IR. [10]
- b) Assuming your institution's IR encodes metadata using the Dublin Core metadata scheme, outline how you would ensure that the metadata is consistent with the NDLTD's recommended ETD-ms metadata scheme [5]
- c) Briefly outline that technical strategy that would be used to ensure effective harvesting of digital objects in your institution's IR by the NDLTD Union Catalog [5]

Question 3

ZCAS University recently set up an Institutional Repository (IR) and is currently working on an IR ingestion policy. Fundamentally, the IR ingestion policy is meant to ensure that digital objects are effectively organised into the repository, once ingested.

- a) Provide two (2) reasons, and explain, why effective organisation of digital objects in IRs is essential. [4]
- b) Describe at least eight (8) crucial aspects that ZCAS University will need to include into their IR ingestion policy in order to ensure effective organisation of digital objects. [16]

- Standard Scheme

- Scheme platform.

Question 4

The Zambia Research and Education Network (ZAMREN) is a specialised Information and Communication Technology (ICT) provider that exists to provide Internet and advanced ICT services to the country's research and educational institutions on a non-profit basis.

ZAMREN's major role is to provide inter-institutional connectivity in terms of a National Research and Education Network (NREN), and to connect it to the Regional Research and Education Network (RREN) in Eastern, Central and Southern Africa, UbuntuNet Alliance, thereby extending ZAMREN to other National Research and Education Networks in Africa and to the rest of the world.

- a) Provide four (4) examples of network resources that can be shared through the ZAMREN network and outline how the network resources are shared. [8]

- b) Discuss three (3) factors that influence the type of network topology to be used when implementing a computer network to be integrated within the ZAMREN network [6]
- c) The Internet is sometimes referred to as the largest computer network that is used to run different services and applications.
 - i) By making reference to the ZAMREN network, provide examples of how Local Area Networks and Wide Area Networks are utilised [2]
 - ii) Give two (2) example of an Internet services and specify the protocols used to implement the services [4]

Question 5

Contemporary Integrated Library Systems (ILSes) are generally implemented as Web-base systems, integrated with a relational database management system. In addition, a typical ILS is also integrated with a search engine platform.

- a) Briefly describe three (3) characteristics that are common to ILS platforms [3]
- b) Briefly outline the role of a relational database management system when integrated with an ILS [2]
- c) Search engine platforms are crucial to the effective operation of ILSes
 - i) Briefly outline the role of a search engine platform/service when integrated with an ILS [2]
 - ii) By making reference to the so-called "classic search model", outline how a search engine integrated with a platform like VuFind works [6]
- d) VuFind a classic example of a freely available and open source ILS
 - i) Briefly outline what qualifies a platform like VuFind to be classified as a computer-based information system. [5]
 - ii) Provide two (2) advantages that open source ILSes have over their commercial counterparts [2]

—End of Examination—

THE UNIVERSITY OF ZAMBIA

MID-YEAR EXAMINATIONS: JULY, 2019

LIS 5415: RECORDS AND ARCHIVES MANAGEMENT

INSTRUCTIONS: ANSWER THREE (3) QUESTIONS

TIME: THREE (3) HOURS

SECTION A (COMPULSORY) 40 MARKS

1. As a newly appointed Head of the Records and Archives Services Department at Bank of Zambia, you have observed that your department is the least funded. The Director of Finance has asked you to prepare a presentation for a senior management meeting where you should justify why your department should have an increased budgetary allocation. Explain the relevant issues that you would include in your presentation.

SECTION B (ANSWER ANY TWO) 30 MARKS EACH

2. In spite of the fact that audiovisual materials play a significant role in safeguarding cultural heritage, they are very often neglected. Discuss this statement in relation to the challenges associated with preservation of audiovisual materials today.
3. Describe the relationship between life cycle and continuum models of records management and how the two models can work together to ensure the appropriate care of records and archives.
4. The work of managers reflects the information and people oriented demands. Discuss.
5. Discuss three essential reference and access services a records and archives institution should provide and explain the factors that should be considered in order to deliver these services adequately.

END OF EXAMINATION

THE UNIVERSITY OF ZAMBIA

END OF YEAR EXAMINATIONS: NOVEMBER, 2020

LIS 9055: MARKETING OF LIBRARY AND INFORMATION SERVICES

INSTRUCTIONS: ANSWER THREE (3) QUESTIONS

TIME: THREE (3) HOURS

SECTION A: (COMPULSORY) 40 MARKS

1. During a management meeting at a private university, you, as the University Librarian, are informed that the Library's marketing activities would have to be suspended the following academic year, because according to the Vice Chancellor, "...there are many more pressing issues that need to be attended to. After all, our students already know what books are available."
What would your response to all this be?

SECTION B: (ANSWER ANY TWO) 30 MARKS

2. As a LIS marketer, discuss the significance of the product development cycle.
3. Write short notes on all of the following:
 - a. Characteristic of a Market segment
 - b. Market research
 - c. Product Life Cycle
 - d. Marketing Information Systems
 - e. Push and Pull Communication Strategies
4. Discuss the evolution of marketing throughout the years, highlighting features of the key eras.

END OF EXAMINATION

THE UNIVERSITY OF ZAMBIA

MID -YEAR EXAMINATIONS: JULY 2019

LIS 9055: MARKETING OF INFORMATION RESOURCES AND SERVICES

INSTRUCTIONS: ANSWER THREE (3) QUESTIONS

TIME: THREE (3) HOURS

SECTION A (COMPULSORY) 40 Marks

1. Describe in detail, the components to be included in a funding proposal for a marketing activity of a library of your choice.

SECTION B: ANSWER ANY TWO (2) QUESTIONS (30 Marks each)

2. You have been called for interviews to be employed as a University Librarian at a named University. One of the interviewers would like to find out from you about what lessons can be learnt by a librarian from the four eras in the history of marketing. What would be your answer?
3. Benjamin Franklin (1706-1790) the American Statesman, Scientist and philosopher said that by failing to prepare, you are preparing to fail. Discuss the statement in light of the importance of developing marketing plans for libraries.
4. It is said that there is more to pricing library services than what meets the eye. Discuss.

END OF EXAMINATION

THE UNIVERSITY OF ZAMBIA
END OF YEAR EXAMINATIONS: NOVEMBER, 2020
LIS 9065: BUSINESS INFORMATION

INSTRUCTIONS: ANSWER THREE (3) QUESTIONS

TIME: THREE (3) HOURS

SECTION A: (COMPULSORY) 40 MARKS

1. The Fast-Moving Consumer Goods (FMCG) industry is one of the country's most profitable industries. Market leader, KTG Company has however seen a decline in profits over the last few years and as its top Analyst, you have been tasked to provide some answers. Using Porter's Five Forces, explain to your superiors how information can be used to create business value and correct the situation.

SECTION B: (ANSWER ANY TWO) 30 MARKS

2. Using examples to illustrate your points, discuss how a business in an industry of your choice can use Enterprise Information Portals (EIPs) to manage its knowledge.
3. Write short notes on all of the following:
 - a. Joint ventures
 - b. Managerial information needs
 - c. Business objectives
 - d. Chambers of commerce
 - e. Characteristics of Business Information
 - f. SWOT analysis
4. You have been tasked to come up with a design for your organisation's Management Information System (MIS). Discuss the key characteristics that you would include in your design.

END OF EXAMINATION