

**THE UNIVERSITY OF ZAMBIA
DIRECTORATE OF DISTANCE EDUCATION
FIRST SEMESTER AND SECOND SEMESTER FULL TIME EXAMS**

LIS 111	-	INFORMATION AND SOCIETY I
LIS 112	-	INFORMATION AND SOCIETY II
LIS 242	-	INFORMATION TECHNOLOGY I: INTRODUCTION TO INFORMATION TECHNOLOGY
LIS 322	-	INFORMATION SOURCES AND SERVICES
LIS 332	-	INDEXING AND ABSTRACTING
LIS 462	-	INTRODUCTION TO ARCHIVES ADMINISTRATION
LIS 472	-	SPECIAL LIBRARIES AND INFORMATION CENTRES

SHORT LOAN COLLECTION

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LIBRARY
LIS 111

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THE UNIVERSITY OF ZAMBIA
DIRECTORATE OF DISTANCE EDUCATION
UNIVERSITY FIRST SEMESTER EXAMINATION-DECEMBER 2004
LIS 111: INFORMATION AND SOCIETY I

Instructions

Time: Three (3) hours

Answer question 1 in Section A and any three questions in Section B

Section A (Compulsory)

40 marks

1. Write detailed notes on any THREE of the following:
 - a. National libraries
 - b. Special libraries
 - c. Community information services
 - d. School libraries

Section B

60 marks

Answer any TWO questions. All questions are of equal weight.

2. Why is it necessary for libraries and information centres to co-operate?
3. Discuss the significant contributions made by the ancient Greeks to the development of libraries and communication.
4. Critically assess the role information can play in national development in Zambia.

--END OF EXAMINATION--

THE UNIVERSITY OF ZAMBIA
DIRECTORATE OF DISTANCE EDUCATION
UNIVERSITY SECOND SEMESTER EXAMINATION-DECEMBER 2004
LIS 112: INFORMATION AND SOCIETY II

Instructions

Time: Three (3) hours

Answer three questions. All questions are of equal weight.

1. Write extended notes on any TWO of the following:
 - a. Bloemfontein Conference
 - b. Molteno Regulations
 - c. Ibadan Conference
2. "The visit by Pitt and Ferguson to Livingstone in 1928 delayed the development of public libraries in Northern Rhodesia" (H. Mwacalimba). Discuss.
3. Why is it desirable to enforce library and information services standards? What problems are associated with the enforcement of standards in Africa?
4. Critically analyse the role of a professional association in the development of a profession. Illustrate your answer with references to the library and information service profession.
5. "For poor nations, a library service is vital" (Julius K. Nyerere). Discuss.

--END OF EXAMINATION--

UNIVERSITY OF ZAMBIA
SECOND SEMESTER EXAMINATIONS, DECEMBER 2004

**LIS 242: INFORMATION TECHNOLOGY 1:INTRODUCTION TO
INFORMATION TECHNOLOGY**

INSTRUCTIONS:

**ANSWER FOUR QUESTIONS: QUESTION ONE AND ANY THREE
QUESTIONS FROM SECTION TWO.**

TIME: 3 HOURS

SECTION ONE (COMPULSORY) 40%

1. Write short notes on any eight of the following;
 - (a) DARPA.
 - (b) OPAC
 - (c) Operating system
 - (d) Subject databases
 - (e) Network topology
 - (f) Internet hierarchy
 - (g) Boolean operator OR
 - (h) Software
 - (i) Bandwidth
 - (j) Truncation

SECTION TWO(ANSWER ANY THREE) 20 % EACH

2. A library with a website is likely to operate more effectively than a library without a website. Discuss.
3. Discuss at least five types of databases you would find a CD-ROMs which would be useful in providing information services in a particular library.
4. Discuss challenges that have come about as a result of the introduction of electronic services in libraries.
5. What are the major components you need in order for the library to have access to the internet?

END OF EXAMINATION

UNIVERSITY OF ZAMBIA
UNIVERSITY EXAMINATIONS, DECEMBER 2004

LIS 322 INFORMATION SOURCES AND SERVICES

ANSWER Question One from Section A and any other three questions from Section B. Question one carries 40 marks and the others are of equal weight, 20 marks each.

TIME: Three hours

SECTION A (COMPULSORY) 40%

1. "Decision making is that thinking which results in selection or choice of course from available alternatives." Discuss with respect to poverty problem solving in Zambia, showing the role libraries have played and/or failed to play.

SECTION B (Answer any three question) 60%

2. Write short notes on the following:
 - a. Information please almanac
 - b. Facts on file
 - c. Closed-ended reference questions
 - d. Gazetteers
 - e. Historical and Periodical dictionaries.
3. You have been appointed as a librarian at the Lusaka City Council Library. Amongst your responsibilities is to assist users get the information they are looking for. Discuss in details how you could undertake this assistance.
4. "The quality of the service must be judged in terms of how completely, accurately, and efficiently all the user demands are satisfied". Discuss how you can determine whether this is happening in a library of your choice in Zambia.
5. Compare and contrast the different information delivery methods the reference librarian can use in reference work. Discuss, from your point of view, whether you would consider any to be the best.
6. Discuss how you would evaluate internet based information resources.

END OF EXAMINATION

UNIVERSITY OF ZAMBIA
UNIVERSITY SECOND SEMESTER EXAMINATIONS, DECEMBER 2004

LIS 332

INDEXING AND ABSTRACTING

TIME: Three hours

ANSWER Any four questions. All questions are of equal weight

1. Discuss the rationale of indexing and abstracting as guides to information.
2. "Document analysis is a stage in document description." Discuss
3. Discuss the factors that determine the details and length of document description?
4. Discuss the indexing languages. What are the advantages and disadvantages of the indexing languages?
5. Discuss the possible ways of constructing a thesaurus for an information storage and retrieval system to be used for educational resources in Zambia.
6. Why would an information provider or librarian construct a thesaurus for an information centre?
7. Write short notes on the following:
 - a. Pre-coordinate indexing
 - b. Key Word In Context indexing
 - c. Medium level indexing
 - d. Generic indexing
 - e. Relationship of equivalence

END OF EXAMINATION

UNIVERSITY OF ZAMBIA
SECOND SEMESTER EXAMINATIONS: DECEMBER 2004

LIS 462: INTRODUCTION TO ARCHIVES ADMINISTRATION

INSTRUCTIONS:

ANSWER FOUR QUESTIONS: SECTION ONE (1) AND TWO (2) ARE COMPULSORY WHILE YOU CAN ANSWER ANY TWO(2) QUESTIONS IN SECTION THREE(3).

TIME: 3 HOURS

SECTION ONE (COMPULSORY) 30 %

- 1 Write short notes on the following concepts.
 - (a) Archives
 - (b) Archives accessions form
 - (c) ESARBICA
 - (d) Record group
 - (e) Migration
 - (f) Finding aids
 - (g) Records appraisal
 - (h) Records series
 - (i) Archival reference codes
 - (j) ISAD(G)

SECTION TWO(COMPULSORY) 30 %

- 2 You have been appointed as a records manager for a big company that has been in business for 100 years. This company has been throwing all their old records in the room at the basement. Currently, nobody can retrieve any record from the same room.

Discuss the criteria you are going to use to achieve administrative and intellectual control over the archival records of this company. Give reasons for the choice of the criteria.

SECTION THREE (ANSWER ANY TWO) 20 % EACH.

- 3 Archives are old pieces of documents that archival institutions should not waste resources on. Discuss with reference to the National Archives of Zambia.
- 4 To what extent can an archivist be considered a professional?
- 5 What advice would a records manager give to an institution that wishes to automate its operations on the issues of preservation of archives?

END OF EXAMINATION

THE UNIVERSITY OF ZAMBIA

SECOND SEMESTER FINAL EXAMINATIONS, DECEMBER 2004

LIS 472: SPECIAL LIBRARIES AND INFORMATION CENTRES

INSTRUCTIONS:

ANSWER FOUR QUESTIONS: SECTION ONE (1) IS COMPULSORY WHILE YOU CAN

ANSWER ANY THREE (3) QUESTIONS IN SECTION TWO (2)

TIME: 3 HOURS

SECTION ONE (COMPULSORY) 40 %

1. You are a librarian in a special library which has been operating using a manual library information management system. You think that an electronic library management system would be more effective in the operation of the library as compared to the existing manual system. Your organization has just received inadequate funds to improve the operation of the organization that includes the library. To access the funds you have to compete through a bidding system with other departments to justify why your project should be funded. Outline and discuss the critical issues you would include in your bid to your management to establish an electronic library management system for your special library.

SECTION TWO (ANSWER ANY THREE) 20 % EACH

2. Current Awareness Service (CAS) is said to be very critical in special libraries. What steps would you follow in establishing such a service?
3. Vodafone, a foreign Mobile phone provider wishes to enter the Zambian market. As an information consultant hired by them, prepare an information dossier on the things they need to know if they have to compete favorably.
4. The Annual report of a Zambia owned bank shows that it has lost 5,000 customers, and subsequently made no profit at the end of the 2004 financial year. Management is concerned and they wish to hire a consultant to help them reverse this scenario. Discuss whether it is a wise decision to hire an information specialist for this consultancy or not.
5. Information/information service is seen as a cost rather than investment in Zambia, leading to the collapse of most business houses. Discuss why there is need for business managers to develop the right mindset for the role of information in building competitive advantage.
6. Somerfield General Dealers, a privately owned company, is about to be liquidated because it is not making profit. Management has requested you to gather information that they can use to convince the liquidator that they can actually reverse this scenario. Discuss the process you would take to get this information.

END OF EXAMINATION