

**THE UNIVERSITY OF ZAMBIA SCHOOL OF
EDUCATION, DEPARTMENT OF LIBRARY AND
INFORMATION SCIENCE.**

2013 SECOND SEMESTER.

1. LIS112- INFORMATION AND SOCIETY
2. LIS122- THEORETICAL PERSPECTIVES OF KNOWLEDGE MANAGEMENT
3. LIS232- CLASSIFICATION
4. LIS242- INTRODUCTION TO INFORMATION AND COMMUNICATION
TECHNOLOGIES
5. LIS322- INFORMATION SOURCES AND SERVICES
6. LIS462- ARCHIVES AND ADMINISTRATION
7. LIS915- INFORMATION MANAGEMENT IN ORGANISATIONS
8. LIS955- MARKETING OF LIBRARY AND INFORMATION SERVICES

THE UNIVERSITY OF ZAMBIA
SECOND SEMESTER EXAMINATIONS, AUGUST/SEPTEMBER 2013
LIS 112: INFORMATION AND SOCIETY

Instructions: Answer **three** questions only, question one from **section A** and any two from **section B**.

Time: 3 hours

SECTION A: (Compulsory)

1. With reference to Zambia, discuss the reasons that hinder libraries and information centres from co-operating. **(40 marks)**

SECTION B: (Answer Any two questions)

2. In July 2013, a meeting between librarians and the country's notable publishers was held at Raddison Blu Hotel in Lusaka. On the agenda was the need to harness untapped potential existing in the symbiotic relationship between Libraries and the publishing industry. It was agreed that the initial step was to identifying and addressing bottlenecks to the growth the two. Discuss the bottlenecks identified as affecting publishers and how these can be addressed. Discuss the bottlenecks affecting the publishing industry and how these can be addressed. **(30 Marks)**
3. Assess the relevance of National Information Policies in any given country? **(30 Marks)**
4. Every organization need to market its services. Discuss the statement in line with public library services in Zambia. **(30 Marks)**
5. Describe exceptions which any country should consider including in the copyright law and outline why these are important to users of information. **(30 Marks)**

END OF EXAMINATION

UNIVERSITY OF ZAMBIA

SECOND SEMESTER EXAMINATION, AUGUST/SEPTEMBER 2013

LIS 112: INFORMATION AND SOCIETY (DISTANCE)

INSTRUCTIONS: ANSWER THREE QUESTIONS

TIME: THREE HOURS

SECTION A (COMPULSORY) 40 MARKS

1. 'Librarians and information workers are managers and gatekeepers to information sources.' Discuss this statement in line with the roles which information professionals should play in promoting information literacy.
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SECTION B (ANSWER ANY TWO QUESTIONS) 30 MARKS EACH

2. Critically examine the role of the Zambia Library Association in the development of the library and information profession in Zambia.
3. Zambia is among the developing countries that have an undeveloped publishing industry. Discuss the effect of this scenario on the development of libraries.
4. With reference to the Zambian context, discuss the reasons that hinder libraries and information centres from co-operating.
5. Discuss why the Library and Information Science profession should market public libraries products and services.

END OF EXAMINATION

THE UNIVERSITY OF ZAMBIA

SECOND SEMESTER EXAMINATIONS: AUGUST/SEPTEMBER, 2013

LIS 122: THEORETICAL PERSPECTIVES OF KNOWLEDGE MANAGEMENT

INSTRUCTIONS: ANSWER THREE (3) QUESTIONS.

TIME: THREE (3) HOURS

SECTION A (COMPULSORY) 40 MARKS

1. As a newly employed Knowledge Management Officer at Road Development Agency, you have realized that the agency does not involve itself in knowledge management and organizational learning activities. Discuss the barriers that could be hindering knowledge management and organizational learning at Road Development Agency.

SECTION B (ANSWER ANY TWO) 30 MARKS EACH

2. Compare and contrast the 'Contingency Theory' and 'Cognitive Theory' approaches to knowledge management.
3. Critically examine the nature of knowledge in relation to connected notions of truth, belief, and justification.
4. Discuss the link between personal learning and organizational learning.
5. Write **NOTES** on the following:
 - a) Quality Improvement Methods
 - b) Benchmarking
 - c) Learning Organisation
 - d) Intellectual Capital Management
 - e) Human Capital
 - f) Structural Capital

END OF EXAMINATION

THE UNIVERSITY OF ZAMBIA

DISTANCE EXAMINATION: 2012 FINAL EXAMINATION (AUGUST/SEPTEMBER)

LIS 232: CLASSIFICATION

TIME: 3HRS

Instructions

- Answer **Three** questions
 - Question **one** is compulsory
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SECTION A (Compulsory) 20 Marks

1. Many people tend to classify the Dewey Decimal Classification Scheme (DDC) and the Library of Congress Classification Scheme (LCC) together. Discuss this statement.

SECTION B (Choose two questions from this section) 20 marks

2. Literary warrant is the basis of the Library of Congress Subject Headings (LCSH). Discuss. (10 marks)
3. Discuss in detail the procedures and guidelines that should be followed when classifying information resources (10 marks)
4. Write brief notes on **four** of the following concepts (10 marks)
 - a) Enumerative Scheme
 - b) Mnemonic
 - c) Standard Subdivision of the DDC
 - d) Subject Heading
 - e) UF symbol in the Sears List of subject Headings

End of Examination

THE UNIVERSITY OF ZAMBIA
SECOND SEMESTER EXAMINATIONS: AUGUST/SEPTEMBER, 2013
LIS 242: INTRODUCTION TO INFORMATION AND COMMUNICATION
TECHNOLOGIES

INSTRUCTIONS: Answer **THREE (3)** questions only; Question one is **COMPULSORY**.
Answer **one** question from section **B** and **C** Respectively.

TIME: THREE (3) HOURS

SECTION A: Compulsory

1. With reference to a sector of your choice critically examine the role of ICTs in National Development. **(40 Marks)**

SECTION B: Answer ONE (1) question

2. Explain how Boolean Operators help information managers in providing accurate and precise information. **(30 Marks)**
3. Compare and contrast Local Area Network and Metropolitan Area Network. Recommend and justify a network for internalized communication. **(30 Marks)**

SECTION C: Answer ONE (1) question

4. Write **NOTES** on the following **(30 Marks)**:
 - a) Computer Hardware
 - b) Integrated Circuits
 - c) Systems Software
 - d) Open Source Software
 - e) Home Area Network
 - f) Intranet
5. Describe how the Arithmetic Logic Unit (ALU) and the Control Unit (CU) interact to process data. **(30 Marks)**

End of Examination

UNIVERSITY OF ZAMBIA

SECOND SEMESTER EXAMINATION: AUGUST/SEPTEMBER, 2013

LIS 462: ARCHIVES ADMINISTRATION

INSTRUCTIONS: ANSWER THREE (3) QUESTIONS

TIME: THREE (3) HOURS

SECTION A (COMPULSORY) 40 MARKS

1. You have been appointed as Director, National Archives of Zambia and during your few days in office, you have noted a conflict between preservation and use of archival materials amongst your officers. Identify and discuss the measures you will put in place to promote the usage of archival materials whilst at the same time not compromising their preservation.

SECTION B (ANSWER ANY TWO QUESTIONS) 30 MARKS EACH

2. The Bank of Zambia has hired you to assist them in the process of appraising their non –current records. Critically examine the techniques you will use in the process.
3. The Minister of Education, Science ,Vocational Learning and Early Education is proposing to merge the Zambia Library Service and the National Archives of Zambia, and has requested you to provide a position paper that will help him arrive at the correct decision. Discuss issues you are going to raise in your position paper in support or against the intended merger.
4. The Director, National Archives of Zambia has noted that over the years, the Ministry of Finance has not provided adequate funding to the institution. Identify and discuss the issues that the Director can use to convince the Ministry of Finance to improve the funding to the National Archives of Zambia.
5. Digital archives administration is an art as well as a science. As an Archivist, discuss with practical examples the ideal ways of administering these types of archives.

END OF EXAMINATION

THE UNIVERSITY OF ZAMBIA

SECOND SEMESTER EXAMINATIONS: AUGUST/SEPTEMBER, 2013

LIS 915: INFORMATION MANAGEMENT IN ORGANISATIONS

INSTRUCTIONS: ANSWER THREE (3) QUESTIONS.

TIME: THREE (3) HOURS

SECTION A (COMPULSORY) 40 MARKS

1. You have just been employed as an Information Manager at the University of Zambia. In the first few days of work, you have discovered that the institution has never had an information strategy. You have informed management that you would like to develop an information strategy for the institution. Explain why management should support this idea.

SECTION B (ANSWER ANY TWO) 30 MARKS EACH

2. "Information management is much more than just technology" (James Robertson, 2005). Discuss.
3. The National Pensions Authority has never conducted an information audit since its inception. Explain the consequences of not conducting an information audit at NAPSA.
4. Not every organisation needs to have an information management policy. Discuss.
5. Write notes on the following:
 - a) Executive information systems
 - b) Burk and Horton's IA process model
 - c) Organisational internal sources of information
 - d) Implications of organisational culture on information managers
 - e) Complete information

END OF EXAMINATION

THE UNIVERSITY OF ZAMBIA
SECOND SEMESTER EXAMINATIONS, AUGUST/SEPTEMBER 2013
LIS 955: MARKETING OF LIBRARY AND INFORMATION SERVICES

INSTRUCTIONS: ANSWER THREE QUESTIONS ONLY. QUESTION ONE FROM SECTION A AND ANY TWO FROM SECTION B.

TIME: 3 HOURS.

SECTION A. (COMPULSORY) (40 MARKS)

1. You have just been appointed to the position of Librarian at the University of Zambia Library. The Vice Chancellor has called for you to explain the importance of the marketing cycle, a phrase he picked up when he was on a tour of Universities in China. What would be your response?

SECTION B. ANSWER ANY TWO (2) QUESTIONS. (30 MARKS EACH)

2. During a management meeting of an academic institution, there was a debate as to whether the institution should spend money on market segmentation activities for its information services. At the end of the day, the meeting called upon you as a librarian to respond to the query. What would be your reaction?
3. Discuss the significance of the product development cycle to a LIS marketer?
4. The exchange process is very necessary in marketing. Describe the necessary conditions for an exchange to take place between the seller and the buyer?

END OF EXAMINATION