

# **THE UNIVERSITY OF ZAMBIA**

## **DEPARTMENT OF LIBRARY AND INFORMATION SCIENCE**

### **2016/2018 END OF YEAR / MID YEAR EXAM**

- EDU 1020 INTRODUCTION TO INFORMATION AND COMMUNICATION TECH
- LIS 2021 COLLECTION DEVELOPMENT (MID YEAR 2016 )
- LIS 2021 COLLECTION DEVELOPMENT (MID YEAR )
- LIS 2021 COLLECTION DEVELOPMENT
- LIS 2022 INFORMATION SOURCES AND SERVICES
- LIS 3010 APPLICATION OF ICTS IN INFORMATION MANAGEMNET (2016)
- LIS 3010 APPLICATION OF ICTS IN INFORMATION MANAGEMNET
- LIS 3021 MANAGEMENT OF INFORMATION SYSTEMS (2016)
- LIS 3021 MANAGEMENT OF INFORMATION SYSTEMS
- LIS 3022 ABSTRACTING AND INDEXING
- LIS 9065 BUSINESS INFORMATION SYSTEMS
- RAM 1010 FOUNDATIONS OF RECORDS AND ARCHIVES MANAGEMENT

**THE UNIVERSITY OF ZAMBIA**

**END OF YEAR EXAMINATIONS: NOVEMBER/DECEMBER, 2018**

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

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

**TIME:** THREE (3) HOURS

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**SECTION A (COMPULSORY) 40 MARKS**

1. Discuss how Libraries and Information Centres can use ICTs in management of information.

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

2. Discuss the merits and demerits of computer networking in an organisation.
3. Write short notes on **five** of the following concepts:-
  - a) Operating system
  - b) FTP
  - c) Joystick
  - d) Computer Ergonomics
  - e) Digital data tablets
  - f) Carpal Tunnel Syndrome
4. Compare and contrast Fourth and Fifth Generation computers.

**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**

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**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**

**MID-YEAR EXAMINATIONS: JUNE, 2016**

**LIS 2021: COLLECTION DEVELOPMENT**

**INSTRUCTIONS: ANSWER THREE QUESTIONS**

**TIME: THREE HOURS**

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**SECTION A: COMPULSORY (40 MARKS)**

1. Generally, a librarian needs to be more actively involved in tailoring his/her collection to the particular needs of the user community, as opposed to trying to maintain as many information resources as possible. Making reference to this statement:
  - a) Discuss how weeding of information materials helps to achieve this.
  - b) Discuss how evaluation of information materials helps to achieve this.

**SECTION B: ANSWER ANY ONE (1) QUESTION (30 MARKS EACH)**

2. Effective collection development is based on reliable knowledge about the collection's users" (Bishop, 2013, p. 21). With the use of relevant examples, discuss any nine (9) categories of data you would need to collect about your users and how each data category would help you to build a collection for a public library of your choice.
3. Although the value of collection development 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 and then discuss any five (5) components of a Collection Development Policy.

**SECTION C: ANSWER ANY ONE (1) QUESTION (30 MARKS EACH)**

4. Identify and describe any three types of selection tools used in the selection of library materials. Discuss their weaknesses and strengths as selection tools?
5. Describe any five (6) types of book publishers and explain their contribution to the success of collection development efforts of a library.

**END OF EXAMINATION**

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

**INSTRUCTIONS: ANSWER THREE QUESTIONS**

**TIME: THREE HOURS**

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**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**

**END OF YEAR EXAMINATIONS: NOVEMBER/DECEMBER, 2018**

**LIS 2022: INFORMATION SOURCES AND SERVICES**

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

**TIME: THREE (3) HOURS**

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**SECTION A: COMPULSORY (40 MARKS)**

1. Having a code of ethics which regulates the relationship between professionals and the clientele is one of the characteristics of a profession (Greenwood, 1957). In line with the above statement, clearly discuss ethical principles pertaining to Reference Service.

**SECTION B: ANSWER ANY ONE (1) QUESTION (30 MARKS EACH)**

2. You have been called for an interview for the position of Reference Librarian at University of Lusaka library. One of the panellists asks you to discuss three levels of Reference Service. Discuss your response.
3. Discuss any three (3) models of Reference Service that can be used in a large public library.

**SECTION C: ANSWER ANY ONE (1) QUESTION (30 MARKS EACH)**

4. Write short notes on the following reference sources:
  - a. Almanacs
  - b. Patents
  - c. Directories
  - d. Gazetteers
  - e. Biographies
5. Reference Librarians have the responsibility to provide useful information in response to a variety of questions expressed by library users. Doing so requires regular inventory of the Reference Collection. Explain the general reference criteria for evaluating the usefulness of reference resources.

**END OF EXAMINATION**

**THE UNIVERSITY OF ZAMBIA**

**END OF YEAR EXAMINATIONS: SEPTEMBER, 2016**

**LIS 3010: APPLICATION OF ICTs IN INFORMATION MANAGEMENT  
(FULL-TIME)**

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

**TIME:** THREE (3) HOURS

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**SECTION A: COMPULSORY (20 Marks)**

1. With relevant examples, compare and contrast Koha and Openbiblio.

**SECTION B: CHOOSE TWO QUESTIONS FROM THIS SECTION (20 marks)**

2. Write notes on **four** (4) of the following: -
  - a) Tuple
  - b) Z39.50
  - c) Database normalization
  - d) Padding
  - e) Selectors
  - f) Cathedral
3. With the use of relevant examples, explain **five** (5) post- table creation SQL statements.

4. Carefully study the web page printout below and write the XHTML tags behind its creation.



## Welcome to Organic Zambia Company Limited

Organic Zambia Company Ltd runs *organic* supermarkets and shops selling fresh organic and biodynamic food, supplements, skincare, cosmetics, baby items and household cleaning products.

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Leave your contacts by filling the below form

First Name:

Last Name:

Email Address:

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**END OF EXAMINATION**

**THE UNIVERSITY OF ZAMBIA**  
**END OF YEAR EXAMINATION: NOVEMBER/DECEMBER, 2018**  
**LIS 3010: APPLICATION OF ICTs IN INFORMATION MANAGEMENT**

**TIME:** THREE (3) HRS

**INSTRUCTIONS**

ANSWER **THREE** (3) QUESTIONS ONLY.

SECTION **A** IS COMPULSORY; THEN ANSWER **TWO** QUESTIONS FROM SECTION **B**.

**SECTION A:** COMPULSORY [20 Marks]

1. The school has asked you to create a database to manage information on **teachers' biodata, pupils' biodata, classes** and **pupils' results**.
  - a) Using an entity-relationship diagram, explain how the entities in the school database will relate to each other [10 marks]
  - b) Write SQL INNER JOIN query that can be used to retrieve data from **pupils\_biodata.name, classes.class\_name, pupils\_results.english** [5 marks]
  - c) Explain database normalization using First Normal Form (1NF) and Second Normal Form (2NF) [5 marks].

**SECTION B:** ANSWER **TWO** QUESTIONS FROM THIS SECTION [10 marks each]

2. Write short notes on **five** (5) of the following terms [2 marks each]: -
  - a) Data redundancy
  - b) Inheritance in CSS
  - c) COMMIT
  - d) Padding
  - e) POST
  - f) Database constraints
3. With relevant examples, explain why libraries should consider migrating to Koha and not any other free and open source library management system [10 marks].
4. (a) Explain the main differences between XHTML and HTML5 [5 marks].  
(b) With the use of examples, explain three (3) ways of putting CSS to HTML file [5 marks].

**END OF EXAMINATION**

**THE UNIVERSITY OF ZAMBIA**  
**MID-YEAR EXAMINATIONS: JUNE, 2016**

**LIS 3021: MANAGEMENT OF INFORMATION SYSTEMS**

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

**TIME: THREE HOURS**

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**SECTION A: COMPULSORY (40 MARKS)**

1. Write **short** notes on **eight (8)** of the following: **NOTE: on average short notes cover about half a page and they are more than just definitions.**

- i. ✓ Controlling
- ii. ✓ Any **One** of the Management Skills *inter person.*
- iii. ✓ Zero Rated Budgeting
- iv. ✓ The Rational Economic Man
- v. ✓ The Contingency Theory
- vi. ✓ Transformational Leadership
- vii. ✓ Any **One** of the methods of Performance Appraisal
- viii. ✓ Filtering
- ix. Groupware and Collaboration Software.

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

2. ✓ A few years from now you will be a qualified information scientist with some experience. There are some chances that you will be called upon from time to time to interview job applicants to fill up vacancies in your field. Explain what you should know about conducting interviews.
3. Group work is inevitable for a student and even for an employee of any given institution. It follows that, how the group performs will to a large extent depend on the leader. According to the Trait Theory, what traits should a leader possess to enhance group performance?
4. ✓ The University of Zambia recently held its 50 years Golden Jubilee celebrations. It must have taken the organising committee some careful planning for the series of events to be successful. What steps do you think were taken in the planning process?

**END OF EXAMINATION**

**UNIVERSITY OF ZAMBIA**

**END OF YEAR EXAMINATIONS: JULY 2018**

**LIS 3021: MANAGEMENT OF INFORMATION SYSTEMS**

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

**TIME: THREE (3) HOURS**

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**SECTION A (COMPULSORY) 40 Marks**

1. Write short notes on eight (8) of the following. Note that short notes should not be more than half a page.
  - i. Soldiering
  - ii. Unit of command
  - iii. Intranets
  - iv. Mission Statement
  - v. "Complex Man" according to Professor Schein
  - vi. Benevolent Autocratic
  - vii. Job Specification
  - viii. Signs of resistance
  - ix. Operational Expenditure
  - x. Performance budget

**SECTION B: ANSWER ONE QUESTION (30 MARKS EACH)**

2. A manager is someone who works through people. Therefore, s/he needs to possess good communication skills. With the help of relevant examples,
  - a. Explain the characteristics of an active listener (15 marks)
  - b. Explain the characteristics of a persuasive manager (15 marks)
3. The Assistant Librarian at Shibukeni Library has the following responsibilities: shelving, Cataloguing and classification, short loan, references and special collection. Give an account of how you would evaluate his/her performance using the BARS method. (30 marks)

**SECTION C: ANSWER ONE QUESTION (30 MARKS EACH)**

4. A librarian worth his/her salt should be aware of the importance of identifying internal and external factors that causes change in an organisation. Discuss these factors.
5. Lewis and Goodman (2004, p 491) says that "Organisational Control is a systematic process through which leaders regulate organizational activities to make them consistent with the expectations established in the plans and to help them achieve all standards of performance". Explain the steps that are involved in organisational control.

**END OF EXAMINATION**

**THE UNIVERSITY OF ZAMBIA**

**END OF YEAR DEFERRED EXAMINATIONS: AUGUST, 2018**

**LIS 3022: ABSTRACTING AND INDEXING**

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

**TIME: THREE (3) HOURS**

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**SECTION A (COMPULSORY) 40 MARKS**

1. To satisfy the information needs of users, the library should acquire the right collection and also provide the right tools for locating the documents that match users' needs. Discuss this statement in relation to the function of abstracting and indexing in libraries and information retrieval systems.

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

2. Your new position as an Abstractor at Zambia Revenue Authority requires that you develop abstracts for different kinds of materials in the information resource center. What are the factors that may affect the level of detail in the abstracts you will be developing?
3. As the in-charge of the Indexing Section at National Archives of Zambia, you have received interns who need to be oriented on principles that guide you in indexing works. Explain the principles of indexing to interns?
4. 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.

**END OF EXAMINATION**

**THE UNIVERSITY OF ZAMBIA**

**DEFERRED EXAMINATIONS: OCTOBER, 2017**

**LIS 9065: BUSINESS INFORMATION SYSTEMS**

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

**TIME:** THREE (3) HOURS

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**SECTION A (COMPULSORY) 40 MARKS**

1. Using the BCG growth matrix model, explain how you could analysis information to create competitive intelligence.

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

2. You have just been hired as an Information Consultant by Standard Chartered Bank. Your task is to prepare a document that critically examine why employees of the bank are not encountering information related to their job descriptions. Discuss the information you are going to include in your report.
3. Write notes on **four** (4) the following: -
  - a) Backward integration
  - b) Tactical intelligence
  - c) Industry
  - d) Substitute products
  - e) Cost leadership
4. Using Michael Porter's competitive matrix, discuss how a business can create value with information.

**END OF EXAMINATION**

**THE UNIVERSITY OF ZAMBIA**

**END OF YEAR EXAMINATIONS: NOVEMBER/DECEMBER, 2018**

**RAM 1010: FOUNDATIONS OF RECORDS AND ARCHIVES MANAGEMENT**

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

**TIME: THREE (3) HOURS**

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**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 paper on the role of records in the management of the ZRA.. Discuss the points you would consider including in your presentation.

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

2. Principles and concepts of records and archives care are critical in records and archives management. Critically examine the life-cycle concept in records and archives management.
3. You have been invited by Kabulonga Boys Secondary School management to discuss records and archives management as 'profession to the pupils'. What are the issues you would consider pertinent as you discuss whether records and archives management is a profession or not in Zambia.
4. You have been employed as a Records Manager at the Bank of Zambia (BOZ). One of the problems faced by BOZ management is to understand the benefits associated with the implementation of an Integrated Records Management (IRM) programme. Discuss the benefits associated with the implementation of an IRM programme in an organization.
5. You have been requested by the National Archives of Zambia (NAZ) to provide insights on the lessons learnt from the French Revolution in the development of records and archives management. Discuss the lessons learnt from the French Revolutionaries in relation to the development of records and archives management in the modern world.

**END OF EXAMINATION**