

SCHOOL OF EDUCATION

DEPARTMENT OF LIBRARY AND INFORMATION SCIENCE

POSTGRADUATE 2010/12/13/14

1. LIS 5112 – Project Management.
2. LIS 5115 – Project Management
3. LIS 5310 – Information systems and technologies in information management
4. LIS 5311 – Information systems and technology
5. LIS 5312 – Legal issues in Libraries and information services.
6. LIS 5321 - Management of Library and information services
7. LIS 5322 – Knowledge Management
8. LIS 5325 – Knowledge Management
9. LIS 5331 – Information Services and processes
10. LIS 5335 – Information literacy
11. LIS 5411 – Records Management and Archives Administration
12. LIS 5412 – Database Management Systems
13. LIS 5415 – Records and archives management

The University of Zambia
Second Semester Examinations April/May 2010
LIS 5112: Project Management

Instructions: Answer **three** questions only: Question one (Compulsory) and any two from section two.

Time: 3 hours

SECTION ONE (Compulsory)

1. Outline the project management life cycle and explain in detail the five phases and how they link to each other in the process of implementing the project. **14 MARKS)**

SECTION TWO (Answer Any TWO (2) questions)

2. Explain the significance of the five features of a project to the successful completion of a project. **(13 MARKS)**
3. Explain the major components of a Project Overview Statement (POS) and its (POS) importance to project scoping/planning. **(13 MARKS)**
4. *“Developing the Work Breakdown Structure (WBS) is the most critical part of the Joint Project Planning Session (JPPS) . If we do this part right, the rest is comparatively easy. How do you know that you have done this right? Each activity must possess six characteristics to be considered complete”.*
(Wysocki, Beck, Crane; 2003) Discuss. **(13 MARKS)**
5. *“The Post implementation audit is an evaluation of the projects goals and activity achievement as measured against the project plan, budget, time deadlines, quality and deliverables, specifications and client satisfaction”*
(Wysocki, Beck, Crane; 2003) Discuss. **(13 MARKS)**
(30 MARKS)

End of Examination

THE UNIVERSITY OF ZAMBIA
UNIVERSITY EXAMINATIONS AUGUST 2013 EXAMINATIONS
MLIS PROGRAMME

LIS 5112 PROJECT MANAGEMENT

Instructions:

Duration: 3 hours

Answer any three (3) Questions.

All Questions carry equal Marks unless indicated otherwise, as for question 1

Question 1 Compulsory. (14 Marks)

Explain what you understand by **Project Cycle**. **Note** Use of a diagram may be an added advantage

Question 2. Explain any THREE (3) of the following concepts: [13 Marks]

- a) Project charter
- b) Project Deliverables
- c) Lessons learned
- d) Project office
- e) Communications management

Question 3. Some projects fail because of INABILITY by project initiators to plan for Risk Mitigation. What do you understand by this? [13 Marks]

Question 4. A multinational company chooses to sponsor a big project for UNZA.

Describe who are likely to constitute key **project stakeholders** for such a project.

[13 Marks]

-----END OF EXAMINATION-----

The UNIVERSITY OF ZAMBIA
END OF YEAR EXAMINATION : JULY/AUGUST 2014
LIS 5115: PROJECT MANAGEMENT

INSTRUCTIONS: ANSWER THREE (3) QUESTIONS ONLY QUESTION ONE (1) AND ANY TWO (2) QUESTIONS FROM SECTION B.

TIME: THREE (3) HOURS

SECTION ONE (COMPULSORY) (40 Marks)

1. Discuss the significance of understanding dependencies in the network diagram of a particular project. Give practical examples

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

2. Explain how you would prove that you have completed developing the Work Breakdown Structure adequately.
3. *"The Post implementation audit is an evaluation of the projects goals and activity achievement as measured against the project"*
(Wysocki, Beck, Crane; 2003) Discuss.
5. Write brief notes on the following project management terms
 - a. Critical path Calculations
 - b. Gantt Chart
 - c. Hope and effort creep
 - d. Consensus building VS brain storming
 - e. Slack time

End of Examination

UNIVERSITY OF ZAMBIA

**LIS 5310: Information Systems and Technologies in Information Management
2014 July Final Examination**

Instructions

Time: Three (3) hours

ANSWER Three Questions ONLY: One from Section A, One from Section B, and a Third Question from Any Section.

ALL questions are of equal weight.

Total Marks obtainable is 40.

SECTION A: Information Systems

Question 1

Use the system development life cycle (SDLC) to propose a circulation system for a small public library in a residential area of your choice in Zambia

Question 2

- a) Outline the existing web 2.0 technologies and their application
- b) Justify the usage of any three for the provision of services to the University of Zambia library users

Question 3

An integrated library management system has a number of modules:

- a) What makes an integrated system with respect to modules?
- b) Give an illustration of the operations of a collection development module and its relationships with other modules

SECTION B: Database Management Systems

Question 4

A) Discuss what security measures should be taken to ensure:

- i. Complete recovery of system data and software
- ii. Prevention of unauthorized access to sensitive data

B) Write brief notes on the following concepts:

- i. Normalization
- ii. Primary key
- iii. Data redundancy
- iv. Referential integrity

Question 5

A new business is being set up by a group of parents to organize a toy and book lending library in aid of a local charity. None of the parents are IT literate and require an IT technician to help with setting up a small database and a manageable system.

Advertisements will be placed in local newspapers, shops and local community halls asking for donations of suitable books and toys. After inspection for their suitability, the toys and books will be classified into age group categories and priced accordingly. This data will need to be stored on the database. Potential borrowers will need to register and provide contact details such as name, address, phone number and email address. A small charge will be imposed to register. The parents have arranged to hire a local community hall and will pay a small rent each month to the community hall committee, and have to pay for the newspaper advertisements so require enough money to cover the cost as well as make money for the charity. They also intend to make money by providing refreshments. Toys and books can be borrowed for a specified period, usually one week, with a fine being imposed if it is not returned within that period.

Toys or books which are no longer suitable for hire are offered for sale or destroyed if they cannot be sold and will be removed from the database. The system is required to record the details of the toys and books, borrowers' details, hall rental due dates and payments, charity donations and simple accounts.

- a) Identify the processes, data stores and external entities in the above scenario.
- b) Write brief notes on each of the following giving an example using the above scenario :
 - i. Dataflow diagrams
 - ii. Class diagrams
 - iii. Entity life histories

-End of Examination-

UNIVERSITY OF ZAMBIA
UNIVERSITY EXAMINATIONS, NOVEMBER 2010

LIS5311: INFORMATION SYSTEMS AND TECHNOLOGY

ANSWER: Question one (1) from section A and any other two questions from section B.
Question One carries 40 %, the others are of equal weight: 30% each.

TIME: Three hours

SECTION A (Compulsory: 40%)

1. Answer a and b below:
 - a. Discuss the information systems components indicating the importance of each component
 - b. Consider the basic selection and admission system into a primary school in Zambia. Illustrate an effective information management system that could be employed.

SECTION B (Answer any two questions: 60%)

2. You have been engaged to head a team that will make a proposal for the automation and digitization of the Lusaka City Library. Discuss the major facets of such a proposal with justification.
3. It has been argued that with the onset of ICTs in library and information services there will be changes in both the user and staff roles and expectations. Discuss the changes in the roles and expectations.
4. Discuss the components of an integrated library management system. What are the advantages and challenges of the integrated system?
5. Discuss the major components of the information storage and retrieval system that form the internal functionalities and rules.

END OF EXAMINATION

The University of Zambia
Second Semester Examinations, May 2011
LIS 5312: Legal Issues in Libraries and Information Services

Instructions: Answer **three** questions only: One question from section one and two questions from section two. Answer fully making references to readings and including examples as appropriate.

Time: 3 hours

SECTION ONE: Answer one from the following two questions. (40 marks)

1. Discuss the role national information policies play in country development with specific reference to Zambia.
2. Argue for or against the statement, "copyright legislation is necessary and useful for developing countries. Support your argument with examples.

SECTION TWO: Answer any TWO (2) questions. (each 30 marks)

3. Libraries are obligated to protect both a patron's right to access information and a patron's right to privacy on what and how information is used. Discuss the principles that support these obligations.
4. Define Fair Use Doctrine and discuss in relation to the rights of all stakeholders including creators, publishers/producers and users.
5. Discuss if and how international bodies concerned with copyright should handle protection of traditional knowledge and traditional cultural expressions.
6. "Selection is a form of censorship". (Haines, 1935). Define terms and discuss the quotation from the perspective of both librarians and library users.

THE UNIVERSITY OF ZAMBIA
SECOND SEMESTER EXAMINATIONS, AUGUST/SEPTEMBER 2013

LIS 5312: LEGAL ISSUES IN LIBRARY AND INFORMATION WORK

Instructions: Answer only **three** questions.

Time: 3 hours

1. Discuss the fundamental principles of the Berne Convention and how it helps in regulating copyright.
2. Discuss pros and cons of the Public Lending Rights System on developing Countries and what effects it has on least developed countries.
3. The public domain is considered to be part of the common cultural and intellectual heritage of humanity and can be a source of inspiration, imagination and discovery for creators. Discuss?
4. Librarians should be take precautions about the content of the licenses they agree to for purchasing library materials. Discuss.
5. Discuss the effects Digital Right Management Systems have on access to information?

END OF EXAMINATION



THE UNIVERSITY OF ZAMBIA
SCHOOL OF EDUCATION

FIRST SEMESTER OCTOBER/NOVEMBER EXAMINATIONS

LIS 5321 MANAGEMENT OF LIBRARY & INFORMATION SERVICES

INSTRUCTIONS:

Duration: 3 hours

Answer three questions. Each question carries equal (13) marks.

1. Frederick Taylor is associated with the introduction or popularisation of scientific management. Outline and discuss the key elements of scientific management as presented by Frederick Taylor.
2. Abraham Maslow developed a hierarchical model of human needs. With the help of a sketch diagram, present and explain Maslow's hierarchy of needs.
3. According to Rensis Likert, management styles can be put into the following:

Exploitative-authoritative
Benevolent-authoritative
Consultative
Participative

Explain what you understand by each of these concepts or styles of management
4. What is the Hawthorne effect and what contributions does it make towards our understanding of human behaviour in the work place.
5. People involved in management are expected to carry out certain actions as part of their routine duties. Outline and explain some of the actions you would expect to carry out if you were made Chief Executive Officer (CEO) of an organisation
6. Discuss the qualities of a good manager.

THE UNIVERSITY OF ZAMBIA

SECOND SEMESTER EXAMINATIONS APRIL/MAY 2010

LIS 5322: KNOWLEDGE MANAGEMENT

Instructions: Answer any (three) questions. Question One (Compulsory) and any two questions from Sections Two.

SECTION ONE

1. Knowledge sharing is important in organisations such as Universities, Libraries, Government institutions, Non Governmental Organisations (NGOs), Faith Based Organisations (FBOs), Private companies etc. Why is Knowledge Sharing important? Discuss barriers to knowledge sharing and identify ways to overcome them in any one of these organisations. (14 Marks).

SECTION TWO

2. Knowledge Management (KM) auditing is an important aspect of Library Management. Identify and describe the processes involved in carrying out a KM audit. (13 Marks).
3. Identify and discuss all the elements that constitute Knowledge Management in Libraries. (13 Marks).
4. *"In the knowledge management domain, the conversion of tacit knowledge to explicit knowledge is critical because it is a prerequisite to the knowledge amplification process wherein knowledge becomes part of an organization's knowledge network"* (Herschel, Nemati and Steig, 2001). With examples, discuss the differences between Tacit and Explicit knowledge. Identify and discuss some of the methods used to convert Tacit Knowledge into Explicit Knowledge. (13 Marks).
5. Identify the different types of culture that may exist in an organisation? Explain why these types of culture are important in the design of Knowledge Management Systems? (13 Marks).

THE UNIVERSITY OF ZAMBA

SECOND SEMESTER EXAMINATIONS AUGUST/SEPTEMBER 2013

LIS 5322: KNOWLEDGE MANAGEMENT

20th AUGUST 2013

Instructions: Answer any **(three)** questions. Question One (**Compulsory**) and any two questions from Sections Two.

SECTION ONE

1. Define Knowledge Management. Identify and Discuss the several processes that are critical to the success of Knowledge Management in an organisation. **(14 Marks)**.

SECTION TWO

2. What do you see as the major challenges in setting up a knowledge management system in any organisation?. Discuss at least Five of these challenges.**(13 Marks)**.
3. Identify and discuss at least five Knowledge Management Tools that may be useful in Libraries. Explain how they may be applied in a Zambian library.**(13 Marks)**.
4. What is a Knowledge Audit? Identify and discuss the four components of a knowledge audit. **(13 Marks)**.
5. Define Knowledge Translation. There are three models of Knowledge Translation. Identify and discuss these models. **(13 Marks)**.

THE UNIVERSITY OF ZAMBA
2013 MID TERM EXAMINATIONS
LIS 5325: KNOWLEDGE MANAGEMENT

Thursday, February 27, 2014

Instructions: Answer any **(three)** questions.

-
1. What is Knowledge Production? Identify and Discuss any four processes that are involved in the Knowledge Production Process. **(13.25 Marks)**.
 2. Identify and examine the differences and similarities between new forms of information storage (New Media) Vs Old forms of information storage (Old Media). **(13.25 Marks)**.
 3. What is a Knowledge Audit? Identify and discuss the four components of a knowledge audit. **(13.25 Marks)**.
 4. Identify and discuss at least five components of Knowledge Management. How can these components be applied in an organisation today. **(13.25 Marks)**.
 5. Critically discuss and analyse the three broad aims of a Knowledge audit in any organisation. **(13.25 Marks)**.

University of Zambia

School of Education

Department of Library and Information Studies

First Semester Deferred Examination 2012

LIS 5331: Information Services and Processes

Instructions

Answer **Question 1** and **any other two** questions.

Question 1 carries 14 marks while the rest carry 13 marks each.

1. Compare and contrast Ellis' and Kuhlthau's Information Seeking Models.
2. Discuss any two methods that can be used to study information seeking behaviour; including their advantages and disadvantages.
3. Briefly discuss the following concepts which seek to explain information seeking behaviour:
 - a) Anomalous States of Knowledge
 - b) Avoidance
 - c) Anxiety
 - d) Knowledge gap
4. Discuss the following theories of information seeking behaviour
 - a) Dervin's sense-making theory
 - b) Coping theory
 - c) Play and Entertainment theory
5. Discuss how the World Wide Web has affected information seeking behaviour.

University of Zambia
LIS 5335: Information Literacy
2014 February Final Examination

Instructions

Time: Three (3) hours

Answer ANY THREE (3) Questions ONLY.

ALL Question carry equal weight.

Total Marks obtainable is 40.

Question 1

Define information literacy and discuss its importance in relation to lifelong learning.

Question 2

Discuss the current trends in information literacy in academic libraries.

Question 3

- a) Discuss the challenges being faced by academic librarians in carrying out information literacy programmes.
- b) Discuss the possible solutions to the identified challenges in question 3 a).

Question 4

Briefly discuss the constructivism learning theory and explain how it can be applied to develop an information literacy programme.

Question 5

Describe the characteristics of a good information literacy instructor (teacher).

-End of Examination-

University of Zambia
LIS 5335: Information Literacy
2014 February Final Examination

Instructions

Time: Three (3) hours

Answer ANY THREE (3) Questions ONLY.

ALL Question carry equal weight.

Total Marks obtainable is 40.

Question 1

Define information literacy and discuss its importance in relation to lifelong learning.

Question 2

Discuss the current trends in information literacy in academic libraries.

Question 3

- a) Discuss the challenges being faced by academic librarians in carrying out information literacy programmes.
- b) Discuss the possible solutions to the identified challenges in question 3 a).

Question 4

Briefly discuss the constructivism learning theory and explain how it can be applied to develop an information literacy programme.

Question 5

Describe the characteristics of a good information literacy instructor (teacher).

-End of Examination-

University of Zambia
LIS 5335: Information Literacy
2014 February Final Examination

Instructions

Time: Three (3) hours

Answer ANY THREE (3) Questions ONLY.

ALL Question carry equal weight.

Total Marks obtainable is 40.

Question 1

Define information literacy and discuss its importance in relation to lifelong learning.

Question 2

Discuss the current trends in information literacy in academic libraries.

Question 3

- a) Discuss the challenges being faced by academic librarians in carrying out information literacy programmes.
- b) Discuss the possible solutions to the identified challenges in question 3 a).

Question 4

Briefly discuss the constructivism learning theory and explain how it can be applied to develop an information literacy programme.

Question 5

Describe the characteristics of a good information literacy instructor (teacher).

-End of Examination-

University of Zambia

LIS 5335: Information Literacy

2014 February Final Examination

Instructions

Time: Three (3) hours

Answer ANY THREE (3) Questions ONLY.

ALL Question carry equal weight.

Total Marks obtainable is 40.

Question 1

Define information literacy and discuss its importance in relation to lifelong learning.

Question 2

Discuss the current trends in information literacy in academic libraries.

Question 3

- a) Discuss the challenges being faced by academic librarians in carrying out information literacy programmes.
- b) Discuss the possible solutions to the identified challenges in question 3 a).

Question 4

Briefly discuss the constructivism learning theory and explain how it can be applied to develop an information literacy programme.

Question 5

Describe the characteristics of a good information literacy instructor (teacher).

-End of Examination-

UNIVERSITY OF ZAMBIA

FIRST SEMESTER EXAMINATION, OCTOBER/NOVEMBER 2010

LIS 5411: RECORDS MANAGEMENT AND ARCHIVES ADMINISTRATION

INSTRUCTIONS: ANSWER THREE QUESTIONS

TIME: THREE HOURS

SECTION A (COMPULSORY) 40 MARKS

1. You have been hired by the Government of Zambia to manage records of Parastatal organisation that have been liquidated. During the process of your work, you discover that certain records contain information about properties that have not been sold off. Discuss the step you would undertake in creating a facility for these records.
-

SECTION B (ANSWER ANY TWO QUESTIONS) 30 MARKS EACH

2. Automation is important in the management of records department. Identify and discuss the processes that can be automated in the management of records by records managers.
3. 'There is always a conflict between preservation and use of archives, but whatever the case, archives should never be subjected to treatment that will threaten their survival'. Discuss.
4. When Archivists accept holdings into their repositories, they are taking responsibility for the custody for these materials. Discuss how Archivists can know and make accessible these holdings.

5. When records are created or used by an electronic system, records management requirements should be incorporated into the design system. Discuss why this is important in the overall management of records.

END OF EXAMINATION

The University of Zambia
Second Semester Examination, April 2010
LIS 5412: Database Management Systems

INSTRUCTIONS

Answer THREE questions ONLY; question 1 is compulsory.

Time: Three (3) hours

1. You have been engaged as a consultant to develop a database management system for an air travel company mainly concerned with bookings and sale of air tickets for various airlines, both international and local.
 - a. Discuss the various processes and methods you would employ to accomplish this task.
 - b. Describe possible tables that you will include in developing the database.
2. Discuss the various ethical issues surrounding database management systems, with special reference to the information and communication technologies.
3. Discuss three major types of databases, their strength and weaknesses.
4. Discuss various measures you would put in place to protect a database management system.
5. Discuss the major challenges libraries and documentation centres in developing countries encounter when choosing library management systems for their operations. Suggest possible solutions to these challenges.

----- End of the Examination-----

University of Zambia

LIS 5412: Database Management Systems

2013 August Final Examination

Instructions

Time: Three (3) hours

Answer THREE (3) Questions ONLY. Question 1 is Compulsory.

Question one carries 16 marks while the rest of the questions carry twelve marks each.

Total Marks obtainable is 40.

Question 1

Carefully read the following passage and answer the questions that follow.

Although you always wanted to be an artist, you ended up being an expert on databases because you love to cook data and you somehow confused database with data 'baste'! However, your old love is still there, so you set up a database company called ArtBase, that builds a product for art galleries. The core of this product is a database with a schema that captures all the information that galleries need to maintain. Galleries keep information about artists, their names (which are unique), birthplaces, age, and style of art. For each piece of artwork, the artist, the year it was made, its unique title, its type of art (e.g., painting, lithograph, sculpture, photograph), and its price must be stored. Pieces of artwork are also classified into groups of various kinds, for example, portraits, still lifes, works by Picasso, or works of the 19th century; a given piece may belong to more than one group. Each group is identified by a name (like those just given) that describes the group. Finally, galleries keep information about customers. For each customer, galleries keep that person's unique name, address, total amount of dollars spent in the gallery (very important!), and the artists and groups of art that the customer tends to like.

Using this information:

- a) Draw possible tables (relations) that may be developed in this relational database, including at least three possible attributes (fields for each table). For each table identify the possible key field.
- b) With the aid of diagrams illustrate possible relationships that can be developed between the identified tables
- c) Give examples of queries and reports that can be run from this database

Question 2

A database developer normally uses several fact-finding techniques during a single database project. The five most commonly used techniques are *examining documentation*, *interviewing*, *observing the business in operation*, *conducting research*, and using *questionnaires*. Describe each fact-finding technique and identify the advantages and disadvantages of each.[12 marks]

Question 3

- a) Discuss the main types of threats that could affect a database management system and for each threat, describe the outcomes for an organization.
- b) Discuss the possible control measures that can be put in place to prevent the identified types of threats in question 3 a). [12 marks]

Question 4

With respect to database transaction management explain the following terms:

- a) Atomicity
- b) Consistency
- c) Isolation
- d) Durability [12 marks]

Question 5

Describe the five components of the database management system (DBMS) environment and discuss how they relate to each other.[12 marks]

-End of Examination-

THE UNIVERSITY OF ZAMBIA

END OF YEAR EXAMINATIONS: JULY/AUGUST, 2014

LIS 5415: RECORDS AND ARCHIVES MANAGEMENT

INSTRUCTIONS: ANSWER THREE (3) QUESTIONS.

TIME: THREE (3) HOURS

SECTION A (COMPULSORY) 40 MARKS

1. You have just been appointed as a Records Manager for the Zambia Revenue Authority. In your first days in office, you discover that it is difficult to locate and retrieve most records in the organization. Identify and discuss what systems should be put in place to ensure that all records in the organization are located and retrieved efficiently and timely.

SECTION B (ANSWER ANY TWO) 30 MARKS EACH

2. Critically examine the steps an Archivist should undertake to ensure that records of enduring value are available for current and future users.
3. Discuss the issues an Archivist needs to consider when deciding whether to digitize or not to digitize archival materials.
4. Discuss how an Archivist can provide access to archival materials without compromising on the issues of preservation.
5. Critically examine the opportunities and challenges associated with automating a registry.

END OF EXAMINATION