1. Give a brief definition of a library as an organization and give TWO (2) points to explain why a librarian needs to know management theory and practice. 4 marks

2. Explain Fayol's principle of unity of command and give TWO (2) benefits to the manager of following this principle. 4 marks
3. Fill in the blanks of the following statement:
Scientific management movement is the ................. study of the relationships between ................. and ................. for the purpose of ................. the work ................. for higher .................

3 marks

4. Give TWO (2) points for AND TWO (2) against the use of Taylor's scientific management approach in modern libraries.

4 marks

5 a. Briefly explain the features of a library as an open social system

4 marks

5 b. Give THREE (3) benefits of using a systems approach to managing a library.

6 marks
6. Explain the significance of **TWO (2)** of the factors in the external environment which a library manager needs to consider prior to formulating a plan.  

4 marks

---

7. Explain how any **TWO (2)** of the planning techniques discussed in the course can be useful in library management.  

4 marks

---

8. Give **TWO (2)** benefits and **TWO (2)** disadvantages of a group approach to decision making if used by the library manager.  

4 marks
9. Give **THREE (3)** advantages of having a written plan for the library staff. 
   
   **6 marks**

---

10. Fill in the blanks in the following statement:

   The purpose of organizing is to provide a ....................../.................. within which ................. can work together ..................... and .................., utilizing .................. to achieve common ..............................

   **3 marks**

11. Explain what is meant by authority and how it differs from power. 

   **4 marks**

---

12. Give **FOUR (4)** ways in which a manual can be useful to the library manager. 

   **4 marks**
13a. Write a brief definition of an organization chart.  

2 marks

13b. Give TWO (2) types of information which can be deduced from looking at an organization chart and TWO (2) limitations of an organization chart.  

4 marks

14. Give TWO (2) criteria which can help in determining the ideal "span of control" for a manager of a department.  

4 marks

15. Explain THREE (3) of the purposes of a job description from the manager's point of view.  

3 marks
16. Give TWO (2) advantages and TWO (2) disadvantages of recruiting staff from external applicants.  

4 marks

17. Explain what is a performance appraisal and its TWO (2) main objectives.  

4 marks

18. Explain THREE (3) ways in which bias may be introduced into a performance appraisal.  

3 marks
19. Give **THREE (3)** reasons for providing orientation for staff in a library. 3 marks

20. Explain what an agenda for a meeting is and list **FOUR (4)** of the standard items of an agenda. 3 marks

21. Give **THREE (3)** advantages of having work teams in an organization. 3 marks
22. Give **THREE (3) roles of the manager in team building.**

23. Briefly explain the difference between marketing and selling. **5 marks**

24. List **THREE (3) factors to be considered when evaluating a product or service that you have marketed to your clientele.** **6 marks**

END OF PAPER