THE UNIVERSITY OF THE WEST INDIES

Semester I ☒  Semester II ☐  Supplemental/Summer School ☐

Examinations of December ☒  /April/May ☐  /July ☐  2010

Originating Campus: Cave Hill ☐  Mona ☒  St. Augustine ☐

Mode: On Campus ☐  By Distance ☐

Course Code and Title: LIBS 1201 Management of Information Services
Date: Time: Monday December 20, 2010  9:00-12:00 a.m
Duration:  2 Hours  Paper No:

Materials required:

Answer booklet:  Normal ☐  Special ☐  Not required ☐

Calculator:  Programmable ☐  Non Programmable ☐
(where applicable)

Multiple Choice answer sheets:  numerical ☐  alphabetical ☐  1-20 ☐  1-100 ☐

Auxiliary/Other material(s) – Please specify:

Candidates are permitted to bring the following items to their desks:

Instructions to Candidates: This paper has 2 pages & 6 questions.

Candidates are reminded that the examiners shall take into account the proper use of the English Language in determining the mark for each response.

Answer any THREE questions. Each question carries 20 marks.

1. Discuss THREE (3) reasons why library managers should undertake planning.

2. Give THREE (3) reasons why library managers should adopt a “marketing mindset”.
3. Identify and discuss THREE (3) good practices for attracting and hiring quality staff.

4. Explain THREE (3) good communication practices to be established within an organization.

5. Identify THREE (3) good practices in organizing (creating structure and order in) one’s workplace and comment on the benefits of each in the organization.

6. Libraries today are experiencing extreme financial challenges. Propose THREE (3) strategies for coping with such pressures with justification.