Course Code and Title: LIBS1201- MANAGEMENT OF INFORMATION UNITS

Date: December 7, 2011 Time: 4:00 p.m. – 6:00 p.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 TWO (2) pages & SIX (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 (3) QUESTIONS.
1. Information managers should be knowledge about management theories. Discuss this statement in relation to the scientific management movement and the human relations movement.

2. Identify **FOUR (4)** management functions and explain how each is important in enabling the information unit to achieve its mission.

3. Using examples, explain **THREE (3)** factors which must be considered when planning library programmes to meet the needs of clients.

4. Discuss **FOUR (4)** reasons marketing is essential for information units.

5. Identify and explain **FOUR (4)** procedures to follow in ensuring that the best staff is recruited in library and information units.

6. Explain using **FOUR (4)** examples possible methods which can be used by the library manager to ensure effective communication is maintained in the organization.

END OF QUESTION PAPER