



**THE UNIVERSITY OF THE WEST INDIES**

Semester I  Semester II  Supplemental/Summer School

**Examinations of December  /April/May  /July  2011**

Originating Campus: Cave Hill  Mona  St. Augustine

Mode: On Campus  By Distance

Course Code and Title: **LIBS6101 – MANAGEMENT OF INFORMATION UNITS**

Date: December 19, 2011 Time: 2:00 p.m. – 5:00 p.m.

Duration: **3 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:

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

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

**YOU ARE REQUIRED TO ANSWER ANY THREE (3) 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.

1. Compare and contrast *Scientific Management* as espoused by Frederick Taylor with *Administrative Management* as proposed by Henry Fayol.
2. Identify and explain the *Managerial Roles* identified by Henry Mintzberg and give examples of each role from the perspective of a library director.
3. Respond to the idea that “Strategic Planning is just crystal ball gazing” by:  

(A) addressing the benefits of strategic planning to the library; (B) by summarizing the steps in the strategic planning process; (C) suggesting techniques to ensure that strategic planning is effective.
4. Would you recommend *Mystery Shopping* as a technique for evaluating library services, why and or why not?
5. What advice would you give to the library manager considering the adoption of self-managing teams?
6. List and explain **THREE (3)** sets of library leadership competencies and argue whether management and leadership are different, similar or complementary.

**END OF QUESTION PAPER**