



THE UNIVERSITY OF THE WEST INDIES

Semester I Semester II Supplemental/Summer School

Examinations of December /April/May /July 2009

Originating Campus: **Cave Hill** **Mona** **St. Augustine**

Mode: **On Campus** **By Distance**

Course Code and Title: **LIBS3005 – Management of Libraries in Selected Environments**

Date: Time:

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 & 7 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 THREE (3) QUESTIONS. DO QUESTION ONE AND ONE FROM EACH OF SECTIONS (A) AND (B). EACH QUESTION CARRIES TWENTY (20) MARKS.

- 1. In today’s environment, good customer service is as essential in the special library as it is in the academic library. Discuss.

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20...../...../.....

DO NOT WRITE OR TYPE ON THE BACK OF THIS SHEET: USE ONE SIDE ONLY

INSTRUCTIONS: Each page must be signed by the First and Second Examiners, and where applicable the University and External Examiners. Completed forms should be handed to the Senior/Assistant Registrar (Examinations). Where applicable, the EXTERNAL EXAMINER is required to sign the question paper and return it with comments, if any, (on a separate sheet), to the Senior/Assistant Registrar (Examinations).

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First Examiner

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University Examiner (where applicable)

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Second Examiner External

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Examiner (where applicable)

Date: 20...../...../.....

Date: 20...../...../.....

SECTION A

2. In the Caribbean, access to public information and documents has been a problem to information specialists and information users. What are some of the recent developments in legislation and information technology that have made this problem of access and availability less severe?
3. Explain how information technology applications can help to ensure a high quality of service to clients and improve operations in the special library.
4. Write notes on **FIVE (5)** of the following:
 - a. Collection development policy
 - b. Information needs assessment
 - c. Libraries without walls
 - d. Knowledge management
 - e. Supervising
 - f. Organizing
 - g. In-house publications
 - h. Information literacy
 - i. Intranet

SECTION B

5. Demonstrate your understanding of NATIS and outline the contributions which academic and research libraries can make towards its achievement in any territory of the Caribbean.
6. In addition to their traditional roles university libraries are expected to make additional contributions. Elaborate on these.
7. Assess the value of departmental libraries in universities. Illustrate your answer with examples.

END OF PAPER

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First Examiner	University Examiner (where applicable)
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