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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: **LIBS3801 – Records Management: Principles & Practice**
Date: Time: **Thursday April 30, 2009 9:00-11:00am**
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 8 pages & 15 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 ALL QUESTIONS IN THE SPACES PROVIDED.

1. Define and distinguish between organizational records, personal records and non records. Give **TWO (2)** examples of each. **(3 marks)**

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2. Give **THREE (3)** challenges posed by maintaining e-records and explain why these changes arise? **(5 marks)**

3. Define a records series. What considerations should be made is identifying and grouping records into series? **(3 marks)**

4. What is a records schedule and what are the benefits of using such a schedule in an organization? List **FOUR (4)** of the 6 steps in developing a records schedule. **(5 marks)**

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5. Regardless of its nature, every organization should have a records management programme that must be responsive to the needs of to the organization for records that are authentic, accessible, understandable, and usable. One of the most critical steps that must be undertaken before even establishing a vision for records management is to undertake a needs analysis. Define the term needs analysis in the context of records management and state the **THREE (3)** issues that it addresses in an organization. **(5 marks)**

6. Identify **THREE (3)** electronic and three manual storage media used in the records management activity. Briefly discuss the advantages and disadvantages of these media as information storage devices. **(5 marks)**

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7. Identify the key trends that are having an impact on the management of records in an organizational context and state one challenge faced by an organization in managing each of these trends. (5 marks)

8. Why should electronic and records be managed as a whole? (2 marks)

9. All records have three properties content, context and structure. Show your understanding of each of these properties and briefly compare how each is represented in a manual and electronic environment. (5 marks)

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10. What is metadata and why is metadata an important tool for records managers. (2 marks)

11. In developing a records series for an organization why is it important for the records manger to link record series to business functions rather than department names? (2 marks)

12. Identify and name the record series for each of the file titles listed below and identify the function that the records series belongs to. Identify an appropriate filing methodology for the record series named. (5 marks)

- a. Interview questions for Records/Information Managers created by the Recruitment Specialist.

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b. Presentation on new acquisitions in Latin America given by CEO Jim Black.

c. Budget Estimates for 2003 developed by the Forecast Manager.

d. A/P Invoices for Translation Services for fiscal 2003.

e. Minutes of systems development project meetings held in January 2003 by Information Systems.

f. Employee resumes located in Human Resources.

g. Legal opinion prepared by the real estate lawyer.

h. Confidentiality agreements for new employees filed in Human Resources.

i. Electrical drawings for corporate head office located at 123 Main Street, Smithville.

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- j. Board of Director's meeting from the Corporate Secretary's Office, August 8, 2003.

13. What is a records inventory and give **FOUR (4)** reasons why is it important. **(5 marks)**

14. In developing a subject classification scheme there are several factors to be considered. Briefly list and explain **FIVE (5)** of these factors. **(5 marks)**

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15. The decision to keep e-mails is generally made by the user. The decision should be based on established procedures and guidelines. List **FOUR (4)** questions that should be asked when evaluating if an e-mail should be retained within an organizations official records keeping systems. **(3 marks)**

END OF PAPER