

**THE COUNCIL OF COMMUNITY COLLEGES OF JAMAICA****ASSOCIATE OF SCIENCE EXAMINATION****SEMESTER II – 2019 MAY**

PROGRAMME: LIBRARY TECHNICAL STUDIES
COURSE NAME: LIBRARY MANAGEMENT
CODE : LITS2405
YEAR GROUP: TWO
DATE: WEDNESDAY, 2019 MAY 08
TIME: 9:00 A.M. – 11:00 A.M.
DURATION: 2 HOURS
EXAMINATION TYPE: FINAL

This Examination Paper has 7 Pages

INSTRUCTIONS:

1. ANSWER ALL QUESTIONS FROM SECTION A
2. ANSWER ALL QUESTIONS FROM SECTION B
3. SECTION C CONSISTS OF FOUR (4) QUESTIONS. ANSWER ANY TWO (2)

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SECTION B

Instruction: Answer ALL questions in this section.

1. Management is said to be an 'art and a science.' Explain briefly. (4 marks)
2. Define planning as a management function. (2 marks)
3. State the steps involved in strategic planning. (3 marks)
4. Define organizational structure and give the two dimensions. (3 marks)
5. In your own words, explain what an organizational chart is and its purpose. (4 marks)
6. Explain the concept of 'formal' and 'informal' organization. (4 marks)

(Total 20 marks)

END OF SECTION B

SECTION C

*Instruction: In the booklet provided, answer any **TWO (2)** questions from this section.*

Question 1

Examine **THREE (3)** of Fayol's principles of management and discuss their application to management of libraries in the 21st Century.

(Total 30 marks)

Question 2

Effective leadership is an important catalyst for innovation and growth. Discuss **SIX (6)** importance of effective leadership in managing libraries.

(Total 30 marks)

Question 3

Customer satisfaction is an important feature of Total Quality Management.

Using an academic library of your choice, describe how the library management can ensure that the users can benefit from quality service.

(Total 30 marks)

Question 4

Libraries in the tropical regions are prone be impacted by natural disasters.

Discuss **THREE (3)** measures such libraries need to implement, in combating the effects of **TWO (2)** identified disasters.

(Total 30 marks)

END OF EXAMINATION