

CHUKA



UNIVERSITY

**UNIVERSITY EXAMINATIONS**

**RESIT/SPECIAL EXAMINATION**

**EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR OF SCIENCE IN  
INFORMATION SCIENCE**

**BSIS 241: MANAGEMENT OF LIBRARIES AND INFORMATION CENTERS**

**STREAMS: BSIS**

**TIME: 2 HOURS**

**DAY/DATE: WEDNESDAY 30/08/2023**

**11.30 A.M – 1.30 P.M.**

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**INSTRUCTIONS:**

- Answer question 1 and any other 2 questions

**SECTION A (30 MKS) ANSWER ALL QUESTIONS**

**Question 1**

- a) Are library managers made or born? (6 marks)
- b) Discuss the systems theory and its application today in the management of libraries and information centers. (12 marks)
- c) Define the concept Espirit de corps and its application in the management of libraries (6 marks)
- d) Discuss 6 reasons why it is important to motivate library staff (6 marks)

**QUESTION 2**

- a) Discuss seven (7) reasons why non-profit organizations such as libraries and information centres are not accorded a budget of their own. (7 marks)
- b) As the chief librarian of MUST, discuss how you would execute the controlling function of management (8 marks)

c) Discuss the significance of the orientation stage during the recruiting process.(5 marks)

**QUESTION 3**

a) As an information center manager, which performance appraisal technique would you use and why. (8 marks)

b) Change in Libraries and information centers is inevitable. Discuss. (10 marks)

**QUESTION 4**

a) Explain the concept of delegation (4 marks)

b) Discuss the steps involved in delegation (8 marks)

c) Discuss 8 measures you would take to maintain the library building (8 marks)

**QUESTION 5**

c) As a manger in an information center, which motivation method would you adopt? (4 marks)

d) Explain SIX (6) reasons for your answer above (6 marks)

c) Discuss the importance of career management in one's life (10 marks)

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