

23800169



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Reg. No.....

Name.....

M.Lib.I.Sc. DEGREE EXAMINATION, NOVEMBER 2023

Third Semester

Elective LS810301—PLANNING AND MANAGEMENT OF LIBRARY AND INFORMATION CENTRES

(2022 Admissions—Regular/2020–2021 Admissions—Supplementary)

Time : Three Hours

Maximum Weight : 30

Part A

*Answer any **eight** of the following, each in not **exceeding one page**.*

Each question carries 1 weight.

1. Information system.
2. System design.
3. Induction.
4. Motivation.
5. TQM.
6. Quality audit.
7. SERVQUAL.
8. POSDCORB.
9. SWOT.
10. Performance appraisal.

(8 × 1 = 8)

Part B

*Write short essays on any **six** of the following, each in not **exceeding three pages**.*

Each question carries 2 weight.

1. Explain why System analysis is important in management studies.
2. What are the components of a library system.

Turn over





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3. Describe the strategies of change management.
4. Explain the principles of scientific management.
5. Explain stress management methods
6. Explain the classical and Neoclassical management schools of thought.
7. Discuss the project management techniques PERT/CPM.
8. Explain space management in libraries.

(6 × 2 = 12)

Part C

*Write essays on any **two** of the following questions.*

Each question carries 5 weight.

1. Explain the procedures in crisis management in libraries.
2. Illustrate with an example the steps followed in the preparation of a flow chart.
3. Explain the various ISO 9000 service quality management standards.
4. Discuss the methods in marketing of information services and products

(2 × 5 = 10)

