

UNIVERSITY COLLEGE LONDON

University of London

EXAMINATION FOR INTERNAL STUDENTS

For the following qualifications :-

Grad Dip M.A.

Library & Info Studies - L2: Management

COURSE CODE : LAIS00L2

DATE : 20-MAY-02

TIME : 10.00

TIME ALLOWED : 3 hours

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TURN OVER

L.2: Management

Answer **THREE** questions.

1. Performance indicators are often criticized as a flawed tool in library and information service quality management. Explain why this might be so. Explore how performance indicators may be constructively used, with reference to a library or information unit familiar to you.
2. What is the purpose of a code of ethics within the library and information profession? Discuss where ethical concerns might arise in a library or information unit, and suggest a practical strategy for managing such dilemmas.
3. Staff are the major resource in most libraries and information units. Examine how management can set about maximizing this resource for the efficient and effective achievement of the library or information unit's goals.
4. Outline the different sources of funding commonly used in modern libraries and information units. Discuss the benefits and drawbacks of the different funding approaches and consider the implications they raise for financial planning and library policy, within a library or information unit context of your choice.
5. 'Developments in computer technology and networking will allow libraries of the future to be replaced by computers.' Do you agree? Whether or not, do you think it would be desirable? Argue your point of view.
6. Evaluate the benefit for a library or information unit in adopting a strategic approach to ensuring that the unit meets the needs of stakeholders. Explain how such a strategic approach could be developed and implemented.
7. The majority of library and information services declare themselves, in some form, to be promoting equal opportunities and celebrating diversity. Explain the significance of this in today's social and legal context and discuss how library and information units can ensure equality of opportunity for both employees and consumers. Illustrate your answer with examples from a library or information service familiar to you.
8. What do you understand by the terms 'data representation' and 'data structure'? Why are they important for information retrieval? Discuss, providing examples to illustrate your points.

END OF PAPER