



UNIVERSITY EXAMINATIONS
FOURTH YEAR EXAMINATION FOR THE AWARD OF THE DEGREE OF
BACHELOR OF INFORMATION TECHNOLOGY

FIRST SEMESTER 2023/2024
[JAN – APRIL, 2024]

INS 474: LIBRARY SUPERVISION AND MANAGEMENT

STREAM: Y4 S1

TIME: 2 HOURS

DAY: FRIDAY, 3:00 - 5:00 P.M.

DATE: 12/04/2024

INSTRUCTIONS

- 1. Do not write anything on this question paper.**
- 2. Answer question ONE (Compulsory) and any other TWO questions.**

QUESTION ONE

- a) Explain four reasons why communication is essential in library management (8 marks)
- b) Explain why libraries should employ a diverse group of employees with various levels of education and responsibility (8 marks)
- c) Explain ways used by organization to communicate effectively (8 marks)
- d) State work place related factors that causes stress among the employees (6 marks)

QUESTION TWO

- a) Discuss the importance of applying management skills in libraries (10 marks)
- b) Examine five leadership styles employed in libraries (10 marks)

QUESTION THREE

- a) Discuss five management functions performed by library managers
(10 marks)
- b) Explain five types of conflict of interest library managers are confronted with
in the course of their official duties (10 marks)

QUESTION FOUR

- a) Citing relevant examples, discuss FIVE competencies necessary for a library
staff in an academic library (10 marks)
- b) Explain five merits of induction of a newly employed library staff (10 marks)

QUESTION FIVE

- a) Explain five roles according to Mintzberg performed by library managers
(10 marks)
- b) Explain reasons why it's necessary to carry out a job evaluation for
librarians (10 marks)