

( PART-B : Descriptive )

Time : 2 hrs. 40 min.

Marks : 50

[ Answer question no.1 & any four (4) from the rest ]

1. Explain the organizational structure of Library Authority. Elaborate the importance and functions of a library committee in public or academic library. 4+6 =10
2. What is ISO? What the standards are as laid out by ISO? Explain ISO 9000 series in details. 3+4+3 =10
3. What is recruitment? Explain recruitment policies along with the set of professional and technical skills of a LIS professional. 4+6 =10
4. What is Human Resource Management? What is the importance of HRM in the context of Academic Libraries? Elaborate. 5+5 =10
5. Discuss the Neo-Classical School of management. What are the features of that gives an edge to this school over the classical school? 5+5 =10
6. What is acquisition and collection development of library materials? Explain the policies and procedures of *acquisition and collection development* of an academic library. 5+5 =10
7. "Libraries are transforming into revenue generating organization." Illustrate this statement in the light of traditional and modern approaches of financial management. 5+5 =10
8. What is SWOT Analysis? Explain in details. 10

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MASTER of LIBRARY & INFO.SC.  
SECOND SEMESTER  
MANAGEMENT OF LIBRARY AND INFORMATION CENTRE  
MLS - 201

( Use Separate Answer Scripts for Objective & Descriptive )

Duration : 3 hrs.

Full Marks : 70

( PART-A : Objective )

Time : 20 min.

Marks : 20

Choose the correct answer from the following:

1 × 20 = 20

1. Who is a person who advanced early scientific management principles?  
a. Weber  
b. Taylor  
c. Vest  
d. Fayol
2. Which is *not* one of Fayol's principles:  
a. Authority and responsibility  
b. Line of authority  
c. Globalization  
d. Unity of command
3. Which of the following is not a valid criticism of scientific management theory?  
a. Increases in pay for workers were not proportional to increases in productivity.  
b. Worker discretion over the execution of the task was reduced.  
c. Jobs became too complex for workers to handle.  
d. Fear of redundancy was increased.
4. Management is  
a. Art  
b. Science  
c. Both  
d. None of the above
5. Which of the following was the key aim of scientific management?  
a. To increase worker control of production  
b. To increase productivity  
c. To decrease absenteeism  
d. To develop time-and-motion studies
6. Contingency theory suggests which of the following as a limitation of classical management theory  
a. Management approaches need to take into account the informal social life of workers at work  
b. Management approaches need to take into account complexity and instability in the environment.  
c. Everything is contingent upon the workers in an organisation.  
d. Management practices need to recognise stability in the environment.
7. Top level management functions  
a. To formulate goals and policies  
b. To formulate budgets  
c. To appoint top executives  
d. All of the above

8. Planning is based on  
 a. Forecasting  
 c. Staffing  
 b. Decision-making  
 d. Organizing
9. Delegation is  
 a. A continuous process,  
 c. Granting the right to command  
 b. Unfolding talents  
 d. None of the above
10. Unity of command means  
 a. Parity of authority and responsibility  
 b. Flow of command from subordinate to superior  
 c. Flow of command from superior to subordinate  
 d. Parity in controlling
11. Training is the process of  
 a. Motivation  
 c. Testing  
 b. Increasing knowledge and skill  
 d. Employee recommendations
12. What is the meaning of the acronym HRM?  
 a. Humane Resource Management  
 c. Human Resource Management  
 b. Humanistic Resource Management  
 d. Human Relations Management
13. Budget refers to  
 a. Planned target of performance  
 b. Steps of handling future activities  
 c. Systematic action and allocation of resources  
 d. Statement of expected results expressed in numerical terms
14. Which of the following defines the process of recruitment?  
 a. Forecasting the demand of human resources  
 b. Forecasting the supply of human resources  
 c. Discovering potential job candidates for a particular position  
 d. Making a hire or no hire decision
15. Motivation is  
 a. Intrinsic  
 c. Both 'a' & 'b'  
 b. Extrinsic  
 d. Neither 'a' nor 'b'
16. Maslow in his hierarchy has not considered  
 a. Psychological needs  
 c. Existence needs  
 b. Security needs  
 d. Wealthy needs

17. Which step in Maslow's Hierarchy of Needs Theory deals with achieving one's potential?  
 a. Esteem  
 c. Self-actualization  
 b. Physiological  
 d. Social needs
18. TQM aims to  
 a. Provide quality services  
 b. Maintain standards  
 c. Improving quality through small, incremental improvements  
 d. All of the above
19. Stock Checking is form of  
 a. Audit or checking of asset  
 c. Physical verification or checking  
 b. Manual inventory  
 d. All of the above
20. A SWOT analysis consists of all of the following elements except  
 a. Strengths  
 c. Organization  
 b. Weaknesses  
 d. Threats