

MASTER OF LIBRARY & INFORMATION SCIENCE
SECOND SEMESTER
MANAGEMENT OF LIBRARY & INFORMATION CENTRE
MLS-201

Duration: 3 Hrs.

Marks: 70

{ PART : A (OBJECTIVE) = 20
PART : B (DESCRIPTIVE) = 50 }

[PART-B : Descriptive]

Duration: 2 Hrs. 40 Mins.

Marks: 50

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

1. Give a definition of management. How management plays an important role for bringing efficiency into a system? Explain in the context of Library & Information Centres. (2+4+4=10)
2. Describe the Classical School of Management. Discuss how it paved the way for a scientific approach of studying management. (5+5=10)
3. What are the focal areas of Neo-Classical School of Management? Lay out the differences between from Neo-Classical from Classical School. (5+5=10)
4. Discuss modern management theory in details. How relevant the theory is in new library environment? (8+2=10)
5. What is HRM? Explain HRM in the context of Libraries. (10)
6. What is training & development? Critically examine the training and development programmes among the LIS professionals. (4+6=10)
7. Explain profitability and reduction of wastage as goals of financial management in libraries. What are the types of financial resources required for a service organization like library? (5+5=10)
8. What is TQM? Explain TQM in the context of a university library. (2+8=10)

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[PART-A : Objective]

Choose the correct answer from the following:

1×20=20

1. In what order do managers typically perform the managerial functions?
a. Organizing, planning, controlling, leading
b. Organizing, leading, planning, controlling
c. Planning, organizing, leading, controlling
d. Planning, organizing, controlling, leading
2. What are the three interpersonal roles of managers?
a. Figurehead, leader and liaison
b. Spokesperson, leader, coordinator
c. Director, coordinator, disseminator
d. Communicator, organizer, spokesperson
3. Which one is not a recognized key skill of management?
a. Conceptual skills
b. Human skills
c. Technical skills
d. Writing skills
4. What is the guiding principle of scientific management?
a. Experimentation
b. Fluid working relationships
c. Freedom of association
d. One best way to do a job
5. The founder of scientific management was
a. F. Taylor
b. Elton Mayo
c. H. Fayol
d. Peter Drucker
6. Humanistic realities were originally advocated by:
a. Weber
b. Taylor
c. Maslow
d. Barnard

7. Contingency theories identify:
a. Synergy Planning
b. Ad hoc planning
c. Business Level planning
d. Scenario Planning
8. The Hawthorn Studies are most associated with which writer?
a. Mary Parker Follett
b. Elton Mayo
c. Lillian Gilbreth
d. Frederick Taylor
9. The organization which has no interaction with its external environment is called:
a. Open
b. Closed
c. Non-Interactive System
d. Moderated System
10. What tasks does Human resource management involve?
a. Attracting employees to the organization
b. Recruiting employees
c. Retaining employees
d. All of the above
11. Which of the following motivators is the most basic need in Maslow's hierarchy?
a. Safety
b. Belonging
c. Physiological
d. Esteem
12. Which one of the following is a feature of McGregor's Theory X?
a. Workers enjoy responsibility
b. Workers view physical and mental effort as a natural part of work
c. Workers like to show initiative
d. Workers like to be directed
13. TQM is a system of continuous improvement employing participative management and centered on needs of the
a. Customers
b. Staff
c. Organization
d. Government



14. If a library budget is prepared without considered previous year budget is known as
- PPBS
 - Formula Budgeting
 - Performance Budgeting
 - Zero Based
15. Special Libraries get the library fund from
- Library Cess
 - Ministry of Culture
 - The Parental Body
 - Library Fee
16. Library Stock Verification aims at
- Finding out the damaged documents
 - Physical counting of the documents
 - Periodical supervision of the different sections
 - All of the above
17. In SWOT analysis, situations where organizations are able to convert weaknesses into strengths and threats into opportunities, these are called
- Strategic windows
 - Strategic leverage
 - Conversion Strategies
 - Vulnerability
18. _____ is the name given to a philosophy and set of methods and techniques that stressed the scientific study and organization of work at the operational level.
- Scientific Management
 - Human Relations Mode
 - Two factor theory
 - Achievement motivation theory
19. Total Quality Management (TQM) focuses on
- Employee
 - Customer
 - Both of the above
 - None of the above
20. Which is not a Collection Development tool?
- Catalogue
 - ISO standards
 - Book Review
 - Bibliography

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Course :

Semester : Roll No :

Enrollment No : Course code :

Course Title :

Session : 2016-17 Date :

Instructions / Guidelines

- > The paper contains twenty (20) / ten (10) questions.
- > The student shall write the answer in the box where it is provided.
- > The student shall not overwrite / erase any answer and no mark shall be given for such act.
- > Hand over the question paper cum answer sheet (Objective) within the allotted time (20 minutes / 10 minutes) to the invigilator.

Full Marks	Marks Obtained	Remarks
20		

Scrutinizer's Signature

Examiner's Signature

Invigilator's Signature