

2011

MLISc

1st Semester Examination

**PLANNING AND MANAGEMENT OF INFORMATION
SYSTEMS AND SERVICES**

PAPER—MLI-106

Full Marks : 40

Time : 2 Hours

The figures in the right-hand margin indicate full marks.

Candidates are required to give their answers in their own words as far as practicable.

Illustrate the answers wherever necessary.

Answer all questions.

1. Write short notes on any *two* of the following : 5×2
 - (i) PERT / CPM;
 - (ii) Management By Exception;
 - (iii) ZBB.

2. (a) Explain the management principles of Henry Fayol. How far these can be applied in libraries and information centres ? 7+8

(Turn Over)

Or

- (b) Discuss the concept of MIS as evident in different levels of library and information centre management.

15

3. (a) Discuss the process and techniques involved in collection development of a library. Mention the sequence of operations associated with the processing of documents.

7+8

Or

- (b) Discuss the concept of 'Change Management'. Explain its relevance in managing the transition of traditional library to digital library.

8+7