

**MLISc 1st Semester Examination, 2009**

**PLANNING AND MANAGEMENT OF  
INFORMATION SYSTEM AND SERVICES**

PAPER — VIA

*Full Marks : 40*

*Time : 2 hours*

**Answer all questions**

*The figures in the right-hand margin indicate marks*

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

*Illustrate the answers wherever necessary*

1. Write short notes on any *two* of the following : 5 + 5

(i) Johari window

(ii) Grapevine (in communication)

(iii) SWOT analysis.

(Turn Over)

2. (a) Enumerate the characteristics of bureaucratic organisation as propounded by Max Weber and show their relevance to the libraries and information centres. 6 + 9

*Or*

- (b) Explain the important principles of planning for effective management of libraries and information centres. What is the relationship of planning with other managerial functions of libraries and information centres? 9 + 6

3. (a) Enumerate major tools for selection of books, periodicals, govt. publications, reference books, audio-visual materials and computer based materials. Do you think that collection of non-print materials are not yet a normal feature of Indian libraries? 12 + 3

*Or*

- (b) Why is 'Cost Analysis Approach' becoming essential in libraries and information centres? Discuss different approaches to cost analysis in libraries and information centres. 5 + 10
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