

THE OPEN UNIVERSITY OF SRI LANKA  
 INFORMATION STUDIES UNIT  
 FACULTY OF HUMANITIES AND SOCIAL SCIENCES  
 BA HONOURS IN LIBRARY AND INFORMATION STUDIES  
 FINAL EXAMINATION – 2025/26  
 LEVEL 4 (SEMESTER I)  
 HSU4304 – LIBRARY MANAGEMENT



**DURATION: THREE (03) HOURS ONLY**

**Date: 18.10.2025**

**Time: 9.30am – 12.30pm**

**Instructions**

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- Answer only **five (05)** questions.
- All questions carry equal marks (**20 marks**).

1. i. Identify and briefly describe unique characteristics of each management theory given below. Provide one practical example that shows this characteristic in practice. 08 marks
  - Classical management theory
  - Behavioral management theory
  - Modern management theory
- ii. Explain three (3) key principles of scientific management (F. Taylor) with examples from library operations. 12 marks
2. Select one library service (such as reference, children's programs, or circulation), Explain how you would apply the four management functions (planning, organizing, leading, controlling) to initiate and improve this service. 20 marks
3. Henry Mintzberg identified three main categories of managerial roles, with specific roles under each category.
  - i. List three main categories
  - ii. For each category, explain the specific roles it includes
  - iii. Provide one practical example for each specific role showing how library managers perform it in daily operations. 20 marks

4. i. List and briefly explain the five main objectives of human resource management in libraries. 10 marks
- ii. A library has low staff morale and high turnover. As a new librarian:
- a. Identify three possible causes for low morale and high turnover 03 marks
- b. Suggest three HRM strategies to solve the problem. 03 marks
- c. Explain how would you measure the success of your initiatives. 04 marks
5. i. Define crisis management and explain its three main steps. 08 marks
- ii. Your public library is in a flood-prone area. You are assigned to develop a comprehensive disaster preparedness plan.
- a. What are the essential components you would include in your plan. Explain briefly. 06 marks
- b. What are the recovery procedures you would suggest (both short-term and long-term), describe. 06 marks
6. i. Explain what library marketing and library advocacy is providing one example of each. 06 marks
- ii. You are asked to promote a digital literacy program for senior citizens in your public library.
- a. Apply 7 P's of marketing for this program 07 marks
- b. Name two market research methods to understand your target audience 02 marks
- c. List five marketing techniques you would use to promote the program 05 marks
7. i. Define quality in library services and explain the three types of quality with one example each. 08 marks
- ii. Your library inquiry service has low satisfaction scores. Explain how you would improve it using a three-step quality management process. 12 marks

8. i. Define interlibrary cooperation and resource sharing 04 marks  
ii. List four types of resources that libraries commonly share. 04 marks  
iii. What are the main mechanisms of resource sharing in libraries. Explain with examples. 06 marks  
iv. What are the legal issues you should pay attention to in resource sharing 06 marks
9. Libraries have evolved from traditional to automated to hybrid libraries. Today's librarians are expected to effectively manage hybrid libraries.
- i. Explain what hybrid libraries are 04 marks  
ii. List four key design principles for managing hybrid library facilities with examples. 08 marks  
iii. Identify and describe four emerging technologies used in hybrid library management. 08 marks