



# **GRETSA UNIVERSITY - THIKA**

**UNIVERSITY EXAMINATIONS  
MAY - AUGUST 2023 SEMESTER**

**DIPLOMA IN LIBRARY AND INFORMATION SCIENCE**

**COURSE CODE: DILS 029**

**COURSE TITLE: STRATEGIC PLANNING FOR LIBRARIES AND  
INFORMATION CENTERS**

**DATE:**

**TIME:**

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## **INSTRUCTIONS TO CANDIDATES**

- 1. SECTION A IS COMPULSORY.**
- 2. SECTION B: ANSWER ANY OTHER **THREE** QUESTIONS.**
- 3. **DO NOT** WRITE ANYTHING ON THIS QUESTION PAPER AS IT WILL BE AN EXAM IRREGULARITY.**
- 4. ALL ROUGH WORK SHOULD BE AT THE BACK OF YOUR ANSWER BOOKLET AND CROSSED OUT.**

**CAUTION:** *All exam rooms are under CCTV surveillance during the examination period.*

## SECTION A: COMPULSORY

### Question One

- a) For libraries and information centers to realize their goals, a strategic plan needs to be in place. Justify why libraries should develop and implement strategic plans [10 marks]
- b) Briefly describe **five** key elements that must be included in a library's strategic plan [10 marks]
- c) Write brief explanations of specific activities in the following stages of strategic planning
- i. Pre-planning stage
  - ii. Planning stage
  - iii. Post planning stage [12 marks]
- d) Describe **four** challenges experienced by librarians in the process of formulating useful strategies for the library [8 marks]

## SECTION B: ANSWER ANY THREE QUESTIONS

### Question Two

- a) Explain five roles of an Information Centre manager [8 marks]
- b) Explain three types of skills that information managers need to possess in order to be effective, in an organization [12 marks]
- c)

### Question three

- a) Explain the meaning of SWOT analysis in a library environment [8 marks]
- b) Discuss **six** challenges that a librarian is likely going to experience in the process of implementing a strategic plan [12 marks]

#### **Question Four**

- a) Changing the culture of an organization is difficult and a long term process. However, to achieve the set mission and objectives, culture change is inevitable. Explain why organizational culture is this important when it comes to achievement of goals and objectives **[20 marks]**

#### **Question five**

- a) Discuss the relevance of policies and procedures in strategic plan implementation **[10 marks]**
- b) Explain why monitoring and evaluation is always important after implementing a strategic plan **[10 marks]**

#### **Question five**

- a) Describe different types of libraries/information centers and the services they provide. **[10 marks]**
- b) Discuss the need to include a course on “Strategic planning for libraries and information centers” in the Information Science programme. **[10 marks]**