

Signature and Name of Invigilator

1. (Signature) _____

(Name) _____

2. (Signature) _____

(Name) _____

D 5 9 1 5

OMR Sheet No. : _____
(To be filled by the Candidate)

Roll No.

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(In figures as per admission card)

Roll No. _____
(In words)

PAPER - II

Time : 1¼ hours]

LIBRARY & INFORMATION SCIENCE [Maximum Marks : 100

Number of Pages in this Booklet : 32

Number of Questions in this Booklet : 50

Instructions for the Candidates

- Write your roll number in the space provided on the top of this page.
- This paper consists of fifty multiple-choice type of questions.
- At the commencement of examination, the question booklet will be given to you. In the first 5 minutes, you are requested to open the booklet and compulsorily examine it as below :
 - To have access to the Question Booklet, tear off the paper seal on the edge of this cover page. Do not accept a booklet without sticker-seal and do not accept an open booklet.
 - Tally the number of pages and number of questions in the booklet with the information printed on the cover page. Faulty booklets due to pages/questions missing or duplicate or not in serial order or any other discrepancy should be got replaced immediately by a correct booklet from the invigilator within the period of 5 minutes. Afterwards, neither the Question Booklet will be replaced nor any extra time will be given.
 - After this verification is over, the Test Booklet Number should be entered on the OMR Sheet and the OMR Sheet Number should be entered on this Test Booklet.
- Each item has four alternative responses marked (1), (2), (3) and (4). You have to darken the circle as indicated below on the correct response against each item.

Example : ① ② ● ④ where (3) is the correct response.
- Your responses to the items are to be indicated in the **OMR Sheet given inside the Booklet only**. If you mark your response at any place other than in the circle in the OMR Sheet, it will not be evaluated.
- Read instructions given inside carefully.
- Rough Work is to be done in the end of this booklet.
- If you write your Name, Roll Number, Phone Number or put any mark on any part of the OMR Sheet, except for the space allotted for the relevant entries, which may disclose your identity, or use abusive language or employ any other unfair means, such as change of response by scratching or using white fluid, you will render yourself liable to disqualification.
- You have to return the original OMR Sheet to the invigilators at the end of the examination compulsorily and must not carry it with you outside the Examination Hall. You are however, allowed to carry original question booklet and duplicate copy of OMR Sheet on conclusion of examination.
- Use only Blue/Black Ball point pen.
- Use of any calculator or log table etc., is prohibited.
- There are no negative marks for incorrect answers.
- In case of any discrepancy in the English and Hindi versions, English version will be taken as final.

परीक्षार्थियों के लिए निर्देश

- इस पृष्ठ के ऊपर नियत स्थान पर अपना रोल नम्बर लिखिए।
- इस प्रश्न-पत्र में पचास बहुविकल्पीय प्रश्न हैं।
- परीक्षा प्रारम्भ होने पर, प्रश्न-पुस्तिका आपको दे दी जायेगी। पहले पाँच मिनट आपको प्रश्न-पुस्तिका खोलने तथा उसकी निम्नलिखित जाँच के लिए दिये जायेंगे, जिसकी जाँच आपको अवश्य करनी है :
 - प्रश्न-पुस्तिका खोलने के लिए पुस्तिका पर लगी कागज की सील को फाड़ लें। खुली हुई या बिना स्टीकर-सील की पुस्तिका स्वीकार न करें।
 - कवर पृष्ठ पर छपे निर्देशानुसार प्रश्न-पुस्तिका के पृष्ठ तथा प्रश्नों की संख्या को अच्छी तरह चैक कर लें कि ये पूरे हैं। दोषपूर्ण पुस्तिका जिनमें पृष्ठ/प्रश्न कम हों या दुबारा आ गये हों या सीरियल में न हों अर्थात् किसी भी प्रकार की त्रुटिपूर्ण पुस्तिका स्वीकार न करें तथा उसी समय उसे लौटाकर उसके स्थान पर दूसरी सही प्रश्न-पुस्तिका ले लें। इसके लिए आपको पाँच मिनट दिये जायेंगे। उसके बाद न तो आपकी प्रश्न-पुस्तिका वापस ली जायेगी और न ही आपको अतिरिक्त समय दिया जायेगा।
 - इस जाँच के बाद प्रश्न-पुस्तिका का नंबर OMR पत्रक पर अंकित करें और OMR पत्रक का नंबर इस प्रश्न-पुस्तिका पर अंकित कर दें।
- प्रत्येक प्रश्न के लिए चार उत्तर विकल्प (1), (2), (3) तथा (4) दिये गये हैं। आपको सही उत्तर के वृत्त को पेन से भरकर काला करना है जैसा कि नीचे दिखाया गया है।

उदाहरण : ① ② ● ④ जबकि (3) सही उत्तर है।
- प्रश्नों के उत्तर केवल प्रश्न पुस्तिका के अन्दर दिये गये OMR पत्रक पर ही अंकित करने हैं। यदि आप OMR पत्रक पर दिये गये वृत्त के अलावा किसी अन्य स्थान पर उत्तर चिह्नित करते हैं, तो उसका मूल्यांकन नहीं होगा।
- अन्दर दिये गये निर्देशों को ध्यानपूर्वक पढ़ें।
- कच्चा काम (Rough Work) इस पुस्तिका के अन्तिम पृष्ठ पर करें।
- यदि आप OMR पत्रक पर नियत स्थान के अलावा अपना नाम, रोल नम्बर, फोन नम्बर या कोई भी ऐसा चिह्न जिससे आपकी पहचान हो सके, अंकित करते हैं अथवा अभद्र भाषा का प्रयोग करते हैं, या कोई अन्य अनुचित साधन का प्रयोग करते हैं, जैसे कि अंकित किये गये उत्तर को मिटाना या सफेद स्याही से बदलना तो परीक्षा के लिये अयोग्य घोषित किये जा सकते हैं।
- आपको परीक्षा समाप्त होने पर मूल OMR पत्रक निरीक्षक महोदय को लौटाना आवश्यक है और परीक्षा समाप्ति के बाद उसे अपने साथ परीक्षा भवन से बाहर न लेकर जायें। हालाँकि आप परीक्षा समाप्ति पर मूल प्रश्न-पुस्तिका तथा OMR पत्रक की डुप्लीकेट प्रति अपने साथ ले जा सकते हैं।
- केवल नीले/काले बाल प्वाइंट पेन का ही इस्तेमाल करें।
- किसी भी प्रकार का संगणक (कैलकुलेटर) या लाग टेबल आदि का प्रयोग वर्जित है।
- गलत उत्तरों के लिए कोई नकारात्मक अंक नहीं हैं।
- यदि अंग्रेजी या हिंदी विवरण में कोई विरसंगति हो, तो अंग्रेजी विवरण अंतिम माना जाएगा।



LIBRARY & INFORMATION SCIENCE

PAPER - II

Note : This paper contains **fifty (50)** objective type questions of **two (2)** marks each. **All** questions are **compulsory**.

1. The Class Index entries which are derived from the class number of a document in classified catalogue are based upon :
(1) Unsought Links (2) Missing Links (3) False Links (4) Sought Links
2. Mode of formation of subject 'Oceanography' is :
(1) Distilization (2) Cluster
(3) Agglomeration (4) Loose Assemblage
3. 'Half-life' in Information Science relates to :
(1) Rate of obsolescence (2) Rate of growth
(3) Degree of scatter (4) Information explosion
4. As per Indian Copyright Law, Copyright is granted for (Literary Work) :
(1) Fifty years after the book is published
(2) Fifty years after the death of the author
(3) Sixty years after the book is published
(4) Sixty years after the death of the author
5. Who chaired the Committee set up in October 1984 to formulate the 'National Policy for Library and Information System' constituted by the Dept. of Culture, Govt. of India ?
(1) Dr. S.R. Ranganathan (2) Dr. C.D. Deshmukh
(3) B.S. Kesavan (4) Prof. D.P. Chattopadhyaya



6. Ratnasagar, Ratnaranjaka and Ratnodadhi Library buildings were the part of :
- (1) Vikramashila Learning Centre (2) Takshashila Learning Centre
(3) Nalanda Learning Centre (4) Vallabhi Learning Centre
7. What type of information sources are Almanacs ?
- (1) Ready Reference (2) Dictionary
(3) Directory (4) Bibliographics
8. Which of the following is not an essential feature of a e-book ?
- (1) Mostly cost effective (2) Scope for online purchase
(3) Search information at ease (4) Access at slow pace
9. A database contains 100 records on a particular topic. A search was conducted and 80 records were retrieved. Of the 80 records retrieved, 60 were relevant. What is the recall ?
- (1) 60 (2) 75 (3) 45 (4) 80
10. Who was the teacher of S.R. Ranganathan at London ?
- (1) J.D. Brown (2) A. Panizzi (3) W.B.C. Sayers (4) Melvil Dewey
11. The seven basic statistical tools for quality control was advocated by :
- (1) Joseph Jurnan (2) Phillip Kotler (3) Kauro Ishikawa (4) C.A. Cutter
12. Which layer of 'OSI' Model occurs between 'Network' and 'Physical' ?
- (1) Data Link (2) Transport (3) Session (4) Presentation



13. 'Number Twenty (20)' is represented in binary digit as :

- (1) 00111100 (2) 00001010 (3) 00011110 (4) 00010100

14. Action research is :

- (1) An applied research
(2) A Longitudinal research
(3) A research carried out to solve immediate problems
(4) Simulative research

15. Lotka's Law relates to :

- (1) Scattering of Periodicals (2) Obsolescence of Literature
(3) Seepage of Information (4) Scientific Productivity

16. According to Dr. S.R. Ranganathan 'Library Civics and Hygiene' means :

- (a) Library behaviour (b) Library Layout
(c) Physique of Book (d) Care of Book

Codes :

- (1) (a), (b) and (d) are correct. (2) (d), (b) and (c) are correct.
(3) (a), (c) and (d) are correct. (4) (a), (b) and (c) are correct.



17. Which of the following are not the Working Groups under National Mission on Libraries ?
- (a) National Census of Libraries, Content Creation and Community Information Centres.
 - (b) Setting up of National Virtual Library, Networking and ICT Applications in Libraries.
 - (c) Library and Information Science Research, Development and Accreditation.
 - (d) Upgradation of the Existing Academic Libraries, University and Research Libraries.

Codes :

- (1) (a), (b) are correct.
- (2) (b), (c) are correct.
- (3) (c), (d) are correct.
- (4) (a), (d) are correct.

18. Which among the following are true about publication element of ISBN ?

- (a) Variable Length
- (b) Upto 5' digits
- (c) Fixed Length
- (d) Upto 6 digits

Codes :

- (1) (a), (d) are correct.
- (2) (a), (b), (d) are correct.
- (3) (b), (c), (d) are correct.
- (4) (a), (c) are correct.

19. Which of the following are uses of work analysis ?

- (a) Simplifying the procedures
- (b) Line of authority
- (c) Improvement in various processes
- (d) Unity of Command

Codes :

- (1) (b), (d) are correct.
- (2) (a), (b), (c) are correct.
- (3) (a), (d) are correct.
- (4) (a), (c) are correct.

20. Which of the following are Impact Printers ?

- (a) Inkjet
- (b) Line
- (c) Dot Matrix
- (d) Laser

Codes :

- (1) (b), (c) are correct.
- (2) (a), (b), (c) are correct.
- (3) (a), (d) are correct.
- (4) (c), (d) are correct.



21. Following are some of the problems with "Difficult Materials" usually faced by the users as advocated by Dr. S.R. Ranganathan :

- (a) Books with different numbers.
- (b) Books with different styles and standards.
- (c) Books in various forms of exposition.
- (d) Books with different sizes and colours.

Codes :

- (1) (a) and (c) are correct. (2) (b) and (d) are correct.
- (3) (c) and (d) are correct. (4) (b) and (c) are correct.

22. According to Dr. S.R. Ranganathan, which of the following items are not considered as fugitive materials ?

- (a) Newspaper-clippings (b) Books
- (c) Pamphlets (d) Reports

Codes :

- (1) (a) and (c) are correct. (2) (b) and (d) are correct.
- (3) (a) and (b) are correct. (4) (b) and (c) are correct.

23. Which of the following are the demerits of MBO System ?

- (a) Superior-subordinate relationships (b) Over simplification
- (c) More coordination (d) All variables are not taken into account

Codes :

- (1) (a) and (b) are correct. (2) (a) and (d) are correct.
- (3) (b) and (c) are correct. (4) (b) and (d) are correct.



24. In Classified Catalogue Code of Ranganathan the conflict of authorship includes :

- (a) Person versus Person (b) Person versus Corporate body
(c) Government versus Institution (d) Person versus Publisher

Codes :

- (1) (a), (b) and (c) are correct. (2) (a), (b) and (d) are correct.
(3) (b), (c) and (d) are correct. (4) (d), (c) and (a) are correct.

25. Which of the services are being offered by National Library, Kolkata ?

- (a) Lending (b) Bibliographic
(c) NL connect (d) Online reference services

Codes :

- (1) (a), (b) are correct. (2) (a), (d) are correct.
(3) (b), (d) are correct. (4) (c), (d) are correct.

26. Which of the following are the level of problems in communication process identified by Warren Weaver ?

- (a) Technical (b) Semantic (c) Effective (d) Interpreter

Codes :

- (1) (a), (c), (d) are correct. (2) (a), (b), (c) are correct.
(3) (b), (c), (d) are correct. (4) (a), (b), (d) are correct.



27. Which of the following are special features of geographical sources ?

- (a) scale (b) revision (c) rpm (d) projections

Codes :

- (1) (a) and (d) are correct. (2) (a) and (b) are correct.
(3) (c) and (d) are correct. (4) (a) and (c) are correct.

28. Arrange in sequence the evolution of Intel Processors :

- (a) Pentium (b) 8008 (c) 486 TM CPU (d) 80286

Codes :

- (1) (d), (b), (c), (a) (2) (b), (d), (c), (a)
(3) (c), (b), (a), (d) (4) (a), (d), (b), (c)

29. Arrange in sequence the basic components of MBO system :

- (a) Conducting reviews (b) Setting objectives
(c) Appraising performance (d) Developing action plans

Codes :

- (1) (b), (a), (c) and (d) (2) (b), (d), (a) and (c)
(3) (a), (b), (d) and (c) (4) (c), (a), (d) and (b)



30. Arrange the following in chronological order :

- (a) ISBD (b) MARC (c) CCF (d) RDA

Codes :

- (1) (a), (c), (d), (b) (2) (b), (a), (c), (d)
(3) (c), (b), (a), (d) (4) (d), (a), (b), (c)

31. Arrange the following Public Libraries Acts according to their year of enactment :

- (a) Maharashtra Public Libraries Act (b) Karnataka Public Libraries Act
(c) Odisha Public Libraries Act (d) Mizoram Public Libraries Act

Codes :

- (1) (c), (a), (b), (d) (2) (b), (a), (c), (d)
(3) (a), (b), (d), (c) (4) (b), (a), (d), (c)

32. Identify the **correct** sequence according to the year of first publication :

- (1) Library and Information Science Abstract, Biological Abstract, Chemical Abstract
(2) Chemical Abstract, Biological Abstract, Library and Information Science Abstract
(3) Biological Abstract, Chemical Abstract, Library and Information Science Abstract
(4) Chemical Abstract, Library and Information Science Abstract, Biological Abstract



33. Arrange the following publications of S.R. Ranganathan in their year of first publication :

- | | |
|----------------------------------|---|
| (a) Reference Service | (b) Colon Classification |
| (c) Five Laws of Library Science | (d) Prolegomena to Library Classification |

Codes :

- | | |
|------------------------|------------------------|
| (1) (c), (a), (b), (d) | (2) (a), (b), (d), (c) |
| (3) (c), (b), (d), (a) | (4) (b), (c), (a), (d) |

34. Match the following :

List-I

- (a) Indcat
- (b) Shodhganga
- (c) N-list
- (d) UGC Infonet

List-II

- (i) Access for e-resources
- (ii) Digital Library Consortium
- (iii) Indian ETD repository
- (iv) Online Union Catalogue of Indian Universities

Codes :

- | | (a) | (b) | (c) | (d) |
|-----|-------|-------|-------|-------|
| (1) | (iii) | (ii) | (iv) | (i) |
| (2) | (ii) | (i) | (iii) | (iv) |
| (3) | (i) | (iv) | (ii) | (iii) |
| (4) | (iv) | (iii) | (i) | (ii) |

35. Match the following :

List-I

- (a) Rules for Dictionary Catalogue
- (b) PMEST
- (c) Systematic Indexing
- (d) Nested Phrase Indexing System

List-II

- (i) S.R. Ranganathan
- (ii) Kaiser
- (iii) Cutter
- (iv) T.C. Carven

Codes :

- | | (a) | (b) | (c) | (d) |
|-----|-------|-------|-------|------|
| (1) | (iii) | (i) | (ii) | (iv) |
| (2) | (iii) | (i) | (iv) | (ii) |
| (3) | (ii) | (i) | (iii) | (iv) |
| (4) | (i) | (iii) | (ii) | (iv) |



36. Match the following :

List-I

- (a) Likert type
- (b) Chi-square
- (c) ANOVA
- (d) Test of Validity

List-II

- (i) Test of significance of the difference between variables
- (ii) Test of Measurement
- (iii) Summation Scale
- (iv) Test of significance

Codes :

- | | (a) | (b) | (c) | (d) |
|-----|-------|------|------|-------|
| (1) | (ii) | (iv) | (i) | (iii) |
| (2) | (iii) | (iv) | (i) | (ii) |
| (3) | (iii) | (ii) | (iv) | (i) |
| (4) | (iii) | (i) | (ii) | (iv) |

37. Match the following :

List-I

- (a) Turnitin
- (b) Drupal
- (c) CORAL
- (d) SUSHI

List-II

- (i) Electronic Resource Management Software
- (ii) Usage Statistics Software
- (iii) Antiplagiarism Software
- (iv) Content Management Software

Codes :

- | | (a) | (b) | (c) | (d) |
|-----|-------|-------|------|-------|
| (1) | (iii) | (iv) | (ii) | (i) |
| (2) | (ii) | (iv) | (i) | (iii) |
| (3) | (iv) | (iii) | (ii) | (i) |
| (4) | (iii) | (iv) | (i) | (ii) |



38. Match the following :

List-I

- (a) Nadir to Ascendant
- (b) Ascendant to Zenith
- (c) Zenith to Descendant
- (d) Descendant to Nadir

List-II

- (i) Verification phase
- (ii) Deductive phase
- (iii) Hypothesing phase
- (iv) Empirical phase

Codes :

- | | (a) | (b) | (c) | (d) |
|-----|-------|-------|-------|-------|
| (1) | (iii) | (ii) | (i) | (iv) |
| (2) | (iv) | (iii) | (ii) | (i) |
| (3) | (ii) | (i) | (iv) | (iii) |
| (4) | (i) | (iv) | (iii) | (ii) |

39. Match the following Intellectual Property Rights Acts of India with the year of their enactment :

List-I

- (a) The Design Act
- (b) The Copyright Act
- (c) The Trade and Merchandise Mark Act
- (d) The Patents Act

List-II

- (i) 1970
- (ii) 1958
- (iii) 1911
- (iv) 1957

Codes :

- | | (a) | (b) | (c) | (d) |
|-----|-------|-------|------|-------|
| (1) | (iii) | (ii) | (iv) | (i) |
| (2) | (i) | (iv) | (ii) | (iii) |
| (3) | (ii) | (iii) | (i) | (iv) |
| (4) | (iii) | (iv) | (ii) | (i) |



40. **Assertion (A) :** Inter-library loan services are still a necessity in the information explosion regime.

Reason (R) : None of the libraries are self sufficient with respect to their holding.

Codes :

- (1) Both (A) and (R) true.
- (2) (A) is true and (R) is false.
- (3) Both (A) and (R) are false.
- (4) (A) is false and (R) is true.

41. **Assertion (A) :** Open Access Publication Model involves zero cost.

Reason (R) : Open Access increases the visibility of the publication, as they are available to the users for free.

Codes :

- (1) Both (A) and (R) are true.
- (2) (A) is true, but (R) is false.
- (3) (A) is false, but (R) is true.
- (4) Both (A) and (R) are false.

42. **Assertion (A) :** Controlled Vocabulary based on Indexing requires intellectual ability to assign keywords to the thought contents of the documents in such a way that these selected terms could effectively represent the contents.

Reason (R) : Retrieval Systems based on Natural Language-based Indexing such as Google gives maximum precision.

Codes :

- (1) Both (A) and (R) are true.
- (2) (A) is true, but (R) is false.
- (3) (A) is false, but (R) is true.
- (4) Both (A) and (R) are false.



43. **Assertion (A) :** Buying e-Journals are advantageous to a Library as Librarians do not have to follow up the missing issues.

Reason (R) : Perpetual access takes care of missing issues.

Codes :

- (1) Both (A) and (R) are true.
- (2) (A) is true, but (R) is false.
- (3) (A) is false, but (R) is true.
- (4) Both (A) and (R) are false.

44. **Assertion (A) :** The Product of the relative frequency of occurrence of a word and its rank is equal to a constant.

Reason (R) : The above statement is known as Bradford's Law of scattering.

Codes :

- (1) (A) is false, but (R) is true.
- (2) (A) is true, but (R) is false.
- (3) Both (A) and (R) are true.
- (4) Both (A) and (R) are false.

45. **Assertion (A) :** Most of the institutions around the world use 'impact factors' for measuring institutional productivity.

Reason (R) : All the articles published in an 'Impact factor' Journals will be of equal quality.

Codes :

- (1) Both (A) and (R) are true.
- (2) (A) is true, but (R) is false.
- (3) (A) is false, but (R) is true.
- (4) Both (A) and (R) are false.



Read the passage given below and answer the questions based on your understanding of the passage (Questions No. 46-50).

The vital role played by information and communication technologies in the development of digital environment revolutionized the way libraries handle information for centuries. The ICTs offer increased efficiency in terms of time, human resources and cost; improved quality of information, greater flexibility and responsiveness, increased access and sharing, enhanced degree of user interaction to specific information, review and modify the needs as per the situation. More specifically the Internet takes firm roots in information storage, processing and dissemination and provides global access. The users prefer the ease of use, portability, affordability and access to a wide range of subjects on the net over the rule bound library environment. However, on the other hand, electronic environment is not rosy, as it appears to be. The major issue is content organization. The information is poorly structured on the web while libraries have successful methods for information processing and retrieval. The content mapping, semantic web and ontology are under experimental stages for the purpose of effective organization and retrieval of web resources. Hence, users are apparently in need of librarians to assist them to access pertinent and precise information. Therefore it is high time for library professionals to remodel themselves and act as aggregators, and know-ledge managers through web based services tailor-made to the user information requirements. In this context, Six Sigma applications have an immense value.

Service is the ability of an organisation to constantly and consistently exceed the customer's expectations. Improving customer service in libraries involves making a commitment to assess users' needs and developing action plans that implement user friendly processes. LICs are implementing the same through user studies or surveys to ascertain the level of user satisfaction, seek their opinions and suggestions and improve their service base based on the findings. However, they are not documenting the policies, processes, procedures and important tools of these programmes. Further, they don't have a mechanism to identify the latent and dormant users and their needs. This shows that there is a necessity to apply proved management techniques like Six Sigma to analyse the current service programmes and to suggest for their improvement. It is a fact that there is vast difference between the desired and perceived information needs of library users. The traditional metrics have limitations and hence adoption of Six Sigma is useful as it measures quality capability.

46. What is the impact of ICTs on Library and Information Centres ?

- | | |
|---------------------------------|---|
| (1) All libraries are digitized | (2) Increased manpower |
| (3) Improved Finances | (4) Enhanced information access and sharing |

47. What is the user's preference in networked environment ?

- | | |
|--------------------------------|--|
| (1) Exhaustive information | (2) Access to diversified information at ease. |
| (3) Cost effective information | (4) Both (1) and (3) |



48. Why do the user needs assistance from librarian to access information on the Web ?
- (1) Semantically connected
 - (2) Ontologically structured
 - (3) Poorly structured
 - (4) Inaccurate information
49. What is to be done to improve customer service in Library and Information Centres ?
- (1) Assess user needs
 - (2) User friendly processes
 - (3) Strategic policies
 - (4) Both (1) and (2)
50. How Six Sigma does lead to quality service in libraries ?
- (1) Assess the quality of service.
 - (2) Perceives user needs.
 - (3) Suggests tools and techniques to organize data.
 - (4) Provides tailor made services.

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Space For Rough Work

