

# CBSE | DEPARTMENT OF SKILL EDUCATION

## LIBRARY & INFORMATION SCIENCE (SUBJECT CODE 836)

### CLASS XII (SESSION 2021-2022) SAMPLE QUESTION PAPER FOR TERM – II

Max. Time Allowed: 1½ Hours (90 min)

Max. Marks: 35

#### General Instructions:

1. Please read the instructions carefully
2. This Question Paper is divided into 03 sections, viz., Section A, Section B and Section C.
3. Section A is of 05 marks and has 06 questions on Employability Skills.
  - a) Questions numbers 1 to 4 are one mark questions. Attempt any three questions.
  - b) Questions numbers 05 and 06 are two marks questions. Attempt any one question.
4. Section B is of 30 marks and has 18 questions on Subject specific Skills.
  - a) Questions numbers 7 to 13 are one mark questions. Attempt any five questions.
  - b) Questions numbers 14 to 19 are two marks questions. Attempt any four questions.
5. Section C is of 08 marks and has 03 competency-based questions.
  - a) Questions numbers 20 to 22 are four marks questions. Attempt any two questions.
6. Do as per the instructions given in the respective sections.
7. Marks allotted are mentioned against each section/question.

#### SECTION A

(3 + 2 = 5 marks)

Answer any 03 questions out of the given 04 questions		1 x 3 = 3
Q.1	Under Entrepreneurial skills what does SMART stands for? ANSWER: S- Specific, M- Measurable, A-Attainable, R- Realistic, T-timely	1
Q.2	Write two fears as barriers to becoming an entrepreneur? ANSWER: Fear of failure; Fear of the unknown; Fear of not being an expert; Fear of being pushed into uncomfortable situations; Fear of risk taking:	1
Q.3	Write the full name of ILO? ANSWER: International Labour Organization	1
Q.4	Write one function of Energy Auditors? ANSWER: Energy Auditors inspect the buildings and measure heat, cooling, electrical and gas usage and find energy leakages in a structure.	1
Answer any 01 question out of the given 02 questions		2 x 1 = 2
Q.5	What do you mean by Green Jobs? Write the importance of Green Jobs? ANSWER:	1

	Green jobs are defined as work in agriculture, industry, services and administration that contributes to preserving or restoring the quality of the environment. Green jobs reduce the environmental impact of enterprises and economic sectors, ultimately to levels that are sustainable.	<b>1</b>
<b>Q.6</b>	Write four benefits of entrepreneurial competencies?  ANSWER: Any four from the following: <ul style="list-style-type: none"> <li>• Taking actions to implement your ideas.</li> <li>• Understanding the need or the problem your offering is fulfilling or solving.</li> <li>• Strategizing and planning the steps that need to be taken.</li> <li>• Preparing an action plan and timeline.</li> <li>• Networking with stakeholders.</li> <li>• Interacting with customers.</li> <li>• Gaining and analyzing insights.</li> <li>• Looking for alternatives and adjusting plans according to analysis and feedback.</li> <li>• Evaluating and calculating the risk involved.</li> <li>• Building and motivating a team.</li> <li>• Being patient and staying motivated to overcome and work around various obstacles.</li> <li>• Showing the value that the business is creating for stakeholders and customers.</li> </ul>	  <b>½</b>  <b>½</b>  <b>½</b>  <b>½</b>

**SECTION B**

**(5 + 8 + 9 = 22 marks)**

<b>Answer any 05 questions out of the given 07 questions</b>		<b>1 x 5 = 5</b>
<b>Q.7</b>	Define User Education?  ANSWER: User Education is a methodical approach to teach the users as to how to use the library effectively.	<b>1</b>
<b>Q.8</b>	What is Passive Information Service? ANSWER: The services provided in response to the requests from the library users are known as Passive Information Service	<b>1</b>
<b>Q.9</b>	What do you mean by Subject Gateways?  ANSWER: A Subject Gateways is defined as a facility that allows easier access to network-based resources on a subject area.	<b>1</b>
<b>Q.10</b>	Define Utility Software?  ANSWER: The utility software is a programme which analyzes, configure, optimize or maintain a computer system without any input. Ex. Antivirus software	<b>1</b>

<b>Q.11</b>	Name the different types of Library Automation Software Packages.  ANSWER: There are two types of Library automation software available in the market. Those are:  (i) Proprietary software  (ii) Open-Source Software	$\frac{1}{2}$  $\frac{1}{2}$
<b>Q.12</b>	Why social media is being used by Libraries?  ANSWER: Social media is being used by Libraries to communicate with readers and to market their services.	<b>1</b>
<b>Q.13</b>	Define Mass Communication?  ANSWER: The communication in which the source is one and the receivers are many.	<b>1</b>
<b>Answer any 04 questions out of the given 06 questions</b>		<b>2 x 4 = 8</b>
<b>Q.14</b>	What is Referral Service? How it is different from Reference Service  ANSWER: A service which, if unable to provide the information required, refers the enquirer to another potential source or service”.  The distinction between a reference service and a referral service is that, in the former, the user is actually provided with the required document or information but in the latter (referral) the user is directed (referred to) the sources such as secondary publications, professional organizations, information units, research organizations or individual specialists	<b>1</b>  <b>1</b>
<b>Q.15</b>	Write the name of different types of cloud deployment model?  ANSWER: Types of cloud deployment models are: (i) Private Cloud (ii) Community Cloud (iii) Public Cloud, and (iv) Hybrid Cloud.	$\frac{1}{2}$  $\frac{1}{2}$  $\frac{1}{2}$  $\frac{1}{2}$
<b>Q.16</b>	The 'Koha Software' was first released in which year?  ANSWER: July 2000	<b>2</b>

<p><b>Q.17</b></p>	<p>Write the software components for installation and running KOHA software? ANSWER: <b>Software Components for</b> installation and running KOHA software</p> <p>(i) Operating system: A Linux server – the software can run on any version of Linux, Debian or Ubuntu.</p> <p>(ii) Apache: this is a web server software on which Koha runs.</p> <p>(iii) MySQL: this is an RDBMS software which provides back-end support to KOHA.</p> <p>(iv) Perl: this software provides web interface.</p>	<p>½</p> <p>½</p> <p>½</p> <p>½</p>
<p><b>Q.18</b></p>	<p>Differentiate between Verbal and Non-Verbal communication skills? ANSWER: Verbal communication is a process in which vocabulary (words) are used as mode of communication. It could vocal or written both.</p> <p>Non-verbal communication is a process of communication in which body language, gesture, facial expression, sign, symbol and other iconic or behavioural gesture are used.</p>	<p><b>1</b></p> <p><b>1</b></p>
<p><b>Q.19</b></p>	<p>Differentiate between Intrapersonal and Inter-personal communication? ANSWER: Intrapersonal Communication is such a communication in which an individual communicates with oneself. Here the source and receiver both are the same person. Inter –personal communication is such a communication which takes place between two or more persons.</p>	<p><b>1</b></p> <p><b>1</b></p>
<p><b>Answer any 03 questions out of the given 05 questions</b></p>		<p><b>3 x 3 = 9</b></p>
<p><b>Q.20</b></p>	<p>Discuss the two categories of Current Awareness Services? ANSWER: <b>Two categories of Current Awareness Services are:</b></p> <p>1. <b>CAS directed towards individuals or group of users:</b> This type of CAS includes communication of information to individuals or groups through informal conversation or by telephone or mobile phone; through electronic messages (SMS), messages sent on notification form, selective dissemination of information (SDI), selective dissemination of documents, routing of documents (periodicals),</p>	<p><b>1+1/2</b></p> <p><b>1+1/2</b></p>

	<p>etc.</p> <p>2. <b>CAS directed towards all users of the services:</b> This includes accession lists (new arrivals), bibliographies, indexing and abstracting services, literature surveys, bibliographic surveys, table of contents of periodicals, etc. The end products are current awareness bulletins which may include all the above elements</p>	
<b>Q.21</b>	<p>Why cloud computing technologies are used in Libraries?</p> <p>ANSWER:</p> <p>Cloud computing technologies are used in libraries to (any six):</p> <ul style="list-style-type: none"> <li>a) develop cloud based digital libraries/repositories (e.g. DURACLOUD)</li> <li>b) share searchable library data</li> <li>c) host websites</li> <li>d) search scholarly content (e.g., Knimbus Knowledge Cloud)</li> <li>e) store files (e.g., Dropbox, Google Doc, SkyDrive)</li> <li>f) build networks with other libraries and people</li> <li>g) support library automation through cloud-based acquisition, cataloguing and processing services and hosting the entire data on the cloud which will cut down the costs for hardware and maintenance. (e.g., ExLibris, OSS Labs)</li> </ul>	<p>½</p> <p>½</p> <p>½</p> <p>½</p> <p>½</p> <p>½</p> <p>½</p>
<b>Q.22</b>	<p>Write any six needs of Library Automation Software?</p> <p>ANSWER:</p> <p>The need of library automation software are as follows:</p> <ul style="list-style-type: none"> <li>(i) To provide efficient and accurate services,</li> <li>(ii) To reduce duplication of work, save the time of library staff and increase their productivity,</li> <li>(iii) To quick and easy update, edit and information retrieval.</li> <li>(iv) To control the rapid growth of information,</li> <li>(v) To save the time of the reader/user,</li> <li>(vi) To utilize the library resources efficiently and effectively,</li> <li>(vii) To prepare library catalogues,</li> </ul>	<p>½</p> <p>½</p> <p>½</p> <p>½</p> <p>½</p> <p>½</p>

	<p>(viii) To provide OPAC,</p> <p>(ix) To prepare various records of library such as circulation records, accession register, etc.</p> <p>(x) To create different statistical reports</p> <p>(xi) To make statistical analyses</p> <p>(xii) To compare with records of previous year to enhance efficiency of the library</p> <p>(xiii) To provide current awareness services and selected dissemination of information</p> <p>(xiv) Stock verifications, etc</p>	
<b>Q.23</b>	<p>What is a Twitter? When it was launched? How many maximum characters may be typed in it?</p> <p>ANSWER: Twitter is an online news and social networking site where people communicate in short messages called tweets.</p> <p>It was launched in July2006.</p> <p>Maximum 280 character</p>	<p><b>1</b></p> <p><b>1</b></p> <p><b>1</b></p>
<b>Q.24</b>	<p>Name any six different types of Interpersonal Communication Skills?</p> <p>ANSWER: Different types of Interpersonal Communication are:</p> <p>i. Verbal Communication</p> <p>ii. Active listening</p> <p>iii. Body language</p> <p>iv. Openness</p> <p>v. Negotiation skills</p> <p>vi. Decision making and problem-solving skills</p> <p>vii. Conflict resolution</p> <p>viii. Assertiveness</p> <p>ix. Positive Attitude</p> <p>x. Teamwork</p> <p>xi. Empathy</p>	<p><math>\frac{1}{2}</math></p> <p><math>\frac{1}{2}</math></p> <p><math>\frac{1}{2}</math></p> <p><math>\frac{1}{2}</math></p> <p><math>\frac{1}{2}</math></p> <p><math>\frac{1}{2}</math></p>

**SECTION C**  
**(COMPETENCY BASED QUESTIONS)**

**(2 x 4 = 8 marks)**

<b>Answer any 02 questions out of the given 03 questions</b>		
<b>Q.25</b>	<p>Define Reference Service as defined by Dr. S. R. Ranganathan? List the basic reference services performed by the libraries?</p> <p>ANSWER: According to Dr. S. R. Ranganathan, “reference service is the establishing of contact between reader and book by personal service”.</p> <p><b>Basic services</b> are (any three):</p> <ul style="list-style-type: none"> <li>a) Provision of general information (e.g., queries like “where is periodical section?”)</li> <li>b) Provision of specific information (consulting the documents)</li> <li>c) Assistance in the location and searching of documents (locating on the shelf and if not available, then searching in other places)</li> <li>d) Assistance in the use of library catalogue</li> <li>e) Assistance in the consultation of reference books,</li> </ul>	<p><b>1</b></p> <p><b>1</b></p> <p><b>1</b></p> <p><b>1</b></p>
<b>Q.26</b>	<p>Discuss about database? Briefly explain the different categories of database?</p> <p>ANSWER:</p> <p>A database (e-database) is an organized collection of information, of a particular subject or multi-disciplinary subject areas; that can be searched and retrieved electronically with the help of searchable elements or fields</p> <p>Database have three categories based on the scope of the subject area they cover. They are:</p> <ul style="list-style-type: none"> <li>a) General interest (multi-disciplinary) database: consist of information from several subject areas and disciplines. E.g., JSTOR, Academic Search Complete, Project MUSE.</li> <li>b) Discipline-specific databases: consist of materials from related subject areas. E.g., SocINDEX (sociology research database), SPORT Discuss (sport medicine and related fields)</li> <li>c) Subject-specific databases: provide in-depth information on a</li> </ul>	<p><b>1</b></p> <p><b>1</b></p> <p><b>1</b></p>

	specific subject. E.g., Ethnic News Watch (ethnic, minority, and native press content), PsycINFO (behavioural science and mental health).	
<b>Q.27</b>	<p>Write any eight salient features of Koha Library software?</p> <p><b>ANSWER:</b>  <b>The salient features of KOHA can be listed as follows(Any eight):</b></p> <p>(i) <b>Centralized Vs Decentralized Library:</b> The software provides facility to create different branches of a library and share their resources and members. It has provisions to restrict inter-operability among branch libraries. This feature is very much useful for universities or public library system which has branches to control. With the help of the software, control can be centralized and real time monitoring system of the library operations can be developed.</p> <p>(ii) <b>Administration:</b> The software has very strong administration tools. It can restrict its users or staff from accessing its certain areas of activities. The access can be linked with IP address. It gives control over each and every operation within the software. All the parameters which are needed to operate the software and keep the possible security measures under control are given in administration module.</p> <p>(iii) <b>Tools:</b> The software provides tools to create different reports, notice, circular, members comments, imports patron profile in bulk, and a number of templates to be used.</p> <p>(iv) <b>Patrons:</b> The software provides separate module for managing information of members, its addition, editing, import in bulk, etc.</p> <p>(v) <b>Circulation:</b> The software provides facilities for issue-return, renewal, and reservation of the library resources, fine collection, using barcode, and generating overdue list for reminder.</p> <p>(vi) <b>Cataloguing:</b> The software provides facility to create bibliographic database in popular fields like author, title, ISBN, and other attributes. KOHA supports MARC and its different forms. One of the best features of the KOHA is Z39.50 compatibility. With the help of</p>	<p>1/2</p> <p>1/2</p> <p>1/2</p> <p>1/2</p> <p>1/2</p> <p>1/2</p>



	<p>Z39.50 feature one can easily import MARC records in own database from the databases of other libraries like the Library of Congress, RMIT Library, etc, modify them as per needs and make its own record. It is also a Unicode compatible LAS hence, multilingual catalogue can be created in it.</p> <p>(vii) <b>Serials:</b> The software provides separate module for serials management. Under this module, serial subscription process, renewals of old subscriptions, receiving of issues, reminders of non-receipt of issues, are the key features.</p> <p>(viii) <b>Acquisitions:</b> The software provides facility to manage real time budget, vendor profile, ordering, receiving, suggestions to purchase, and other routine works of the acquisition.</p> <p>(ix) <b>Lists and Cart:</b> The software provides facility to save a collection of content on a specific topic or for a specific purpose under list and session specific storage space under cart.</p> <p>(x) <b>Reports:</b> The software provides facility to create customized reports and standard statistical reports needed for decision making and records.</p> <p>(i) <b>Searching:</b> KOHA software provides searching of the library resources of own library as well as the associated libraries. It has options of basic and advance searches.</p> <p>(ii) <b>OPAC:</b> The software provides facility to search library catalogue online and to reserve or put comment against a record under its OPAC module. The OPAC created with the KOHA can be made accessible globally through internet.</p> <p>(iii) <b>Customization:</b> KOHA provides facility to customize it as per the need of the library. The library staff, with the knowledge of HTML or XML can make changes easily. As the source code of the software is open and the schema of database and coding instructions are given on the community website, with the help of those a person having knowledge of coding can change in programme of the software as per need and vision to create a better version.</p>	<p>1/2</p> <p>1/2</p>
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