



Education Training and Development Practices Sector Education and Training Authority

MEMO

ETDP SETA QUESTION PAPER 1

National Examination

Qualification: Library Assistant

(SAQA ID: 94598)

Question 1

Note to the Assessor: Each aspect in this question is allocated 1.5 marks.

- 1.1 A school-going learner has stated the incorrect physical address on their library registration form. Give three consequences of this for the user and the library. (3)

Consider from the list below:

- a) Overdue reminder cannot be sent
- b) Mail will be delivered to the wrong address
- c) Library will be unable to contact the parents should there be an emergency

- 1.2 A user wishes to borrow a library item.

- 1.2.1 Mention four essential steps that a Library Assistant needs to consider regarding issuing the book? (4)

- a) The membership card is presented.
- b) The user is the owner of the card.
- c) User privilege is correct.
- d) User card still valid (membership has not expired).

- 1.2.2 Give a reason for four of the essential steps mentioned in 1.2.1 above. (8)

- a) Without membership, card items could be issued to the wrong person.
- b) If the user is not owner of the card, it could be stolen and the owner can dispute the transaction.
- c) Privilege can be denied when it is due.
- d) Items are not supposed to be issue to the expired membership.

- 1.3 A user returns a library item.

- 1.3.1 Mention three essential steps that a Library Assistant needs to consider regarding receiving of a library item. (3)

- a) The condition of the book is at the same condition of issuing
- b) The item is not overdue
- c) The item is returned on the system

1.3.2 Give a reason for each step (6)

- a) If the item is damaged the user is responsible for the costs and the damage
- b) Notify the user of the outstanding fines incurred if item is overdue.
- c) Correctly remove the item on the name of the user in the system

1.4 Library records

1.4.1 Mention two parts of the user's records essential for the integrity of library records? (2)

Any two of the following:

- a) ID numbers
- b) Proof of address
- c) If a minor parents details are captured
- d) Correct capturing of privilege

1.4.2 Give a reason for each identified part. (4)

- a) For legal requirements.
- b) Correct address is used for communicating.
- c) Legal requirement - minor need parent's permission to open account
- d) Correct privileges are afforded the user

Marks Question One: 30

Question 2

- 2.1 An old person visits the library to obtain information on grants. The real need, however, is information on how to apply for a child grant. (15)

Use the following conversation format as your guide.

Yourself (e.g. Tshepo):

Old person:

Tshepo:

Old person:

Candidate must demonstrate knowledge AND use of the elements of a reference interview.

A library reference interview involves the following broad elements:

- a) Approachability/welcoming
- b) Gathering general information from the user (showing interest and listening)
- c) Interviewing (discovering what the user really wants) – open-ended questions.
- d) Intervention, such as giving information, advice or instructions
- e) Finishing, including feedback

For each element reflected in candidate's response, give 3 marks = 15 marks. Markers must use their own discretion and give credit where it's due.

- 2.2 A user is looking for information on HIV/AIDS and Women. In order to answer the question below, refer to the **Source Document** at the end of the question paper. The Source Document contains information extracted from a website. (15)

Candidate will be assessed according to the following.

Candidate must make three (to cover the 15 marks allocated) evaluative comments per category.

1. Authority
2. Coverage
3. Currency
4. Objectivity
5. Usability

1. Authority: Who created the site?

- What is their authority?
 - Do they have expertise or experience with the topic?
 - What are their credentials, institutional affiliation?
- Is organizational information provided?
- Does the URL suggest a reputable affiliation with regard to the topic. Is it a personal or official site; type of Internet domain (i.e., .edu: educational institution; .org: non-profit organization; .com: commercial enterprise; .net: Internet Service Provider; .gov: governmental body; .mil: military body)?

2. Objectivity: Is the purpose and intention of the site clear, including any bias or particular viewpoint?

- Are the purpose and scope stated?
- Who is the intended audience?
- Is the information clearly presented as being factual or opinion, primary or secondary in origin?
- What criteria are used for inclusion of the information?
- Is any sponsorship or underwriting fully disclosed?

3. Accuracy: Is the information presented accurate?

- Are the facts documented or well-researched?
- Are the facts similar to those reported in related print or other online sources?
- Are the Web resources for which links are provided quality sites?

4. Currency: Is the information current?

- Is the content current?
- Are the pages date-stamped with last update?

5. Usability: Is the site well-designed and stable?

- Is the site organization logical and easy to manoeuvre?
- Is the content written at a level that is readable by the intended audience?
- Has attention been paid to presenting the information as error-free (e.g., spelling, punctuation) as possible?
- Is there a readily identifiable link back to the institutional or organizational home page?
- Is the site reliably accessible?

Marks Question 2: 30

Question 3

3.1 File the following items alphabetically. (5)

Answers

- | | |
|------------------------|---------------------|
| a. Schalkie van Wyk | Achmat Dangor |
| b. Rian Malan | Etienne van Heerden |
| c. Sindiwe Magona | Rian Malan |
| d. Etienne van Heerden | Schalkie van Wyk |
| e. Achmat Dangor | Sindiwe Magona |

3.2 From the alternatives given below, choose the correct answer to the question. Choose the letter with the correct answer and write it next to the question number 3.2.1 in the Answer Book. (2)

3.2.1 Why is shelf reading important?

B. The person looking for a library item will be able to find it.

3.2.2 Define shelf-reading. (2)

Shelf-reading is the process of reading each call number of a library item, placing it in a proper location.

3.3 From the alternatives given below, choose the correct answer to the question. Choose the letter with the correct answer and write it next to the question number 3.3.1 in the Answer Book (5)

3.3.1 A user is looking for information on a recent significant incident. What resource will the Library Assistant direct him to for this information?

D. Daily newspapers (2 marks)

3.3.2 Justify your answer to 3.3.1 above.

Newspapers carry current/relevant news. Of all the alternatives, newspapers carry information on events that unfold on a daily basis. Books, periodicals and documents are very different sources. (3 marks)

3.4 Answer the following questions.

3.4.1 What is a book? (2)

A written or printed work consisting of pages glued or sewn together along one side and bound in covers. (Google dictionary)

A handwritten or printed work of fiction or nonfiction, usually on sheets of paper fastened or bound together within covers. Also includes electronic format as in e-book. (Dictionary.com)

3.4.1.1 What is the uses of a book as information sources? (1)

Books – print media - the oldest and most trusted reference source

3.4.2 What is an audio tape? (1)

Audio tape: a magnetic tape for recording sound.

3.4.2.1 What is the uses of an audio tape as information sources? (1)

Audio tape – preserves recorded sound

3.4.3 What is a video tape? (2)

Video tape: a magnetic tape on which the electronic impulses produced by the video and audio portions of a television program, motion picture, etc., are recorded. (Dictionary.com)

3.4.3.1 What is the uses of a video tape as information sources? (1)

Video – preserves motion pictures

Marks Question 3: 22

Question 4

4.1 Study the community profile below and answer the questions that follow.

4.1.1 Give your observations on the community profile. (4)

Candidate response should include the following:

This is a profile of a community with a high percentage of children below the age of 15 who are coming from broken homes and are taken to homes where they are raised by single parents. This is a poor community, dependent on grants etc.

4.1.2 Analyse the community's information needs. (2)

- Very limited educational access, which can open up opportunities.
- They need access to technology as well

4.1.3 Determine the library services as well as the type of collection you would offer to this community. (4)

- Services – reading rooms, services that supplement schooling, services to support single parents (accessing grants, legal information about child maintenance).
- The library must have a close relationship with and a database of institutions that offer such services.
- A library with internet access will be of enormous benefit to school-going children.

4.2 Study the scenario below and answer the questions that follow.

4.2.1 Extract the Batho Pele principle being implemented by the librarian. (2)

Batho Pele Principle: Consultation

4.2.2 Demonstrate if there is any way in which the information librarian's service can be improved.

(3)

Note to assessor:

Even if the candidate identified one improvement and elaborates sufficiently, then award full marks. Assessors to use their discretion.

Suggested responses:

- Face to face one on one interviews: this will enable the interviewees to fully understand questions because the interviewer will be available on hand. Also, the interviewer will ensure that the interviewee answers all questions. The interviewer also gets an opportunity to probe so that the interviewee answers in depth.
- Group interviews (focus groups): same reasons as above
- Leave the printed form in the library to be filled in by students visiting the library. This way, there is no technological barrier. The problem with the online questionnaire is that it excludes those who do not have access to technology. It also leaves a lot of reliance on the people (that they will fill in the form). Should people have queries regarding questions in the form, there will be no one to attend to those there and then.

Marks Question Four: 15

Question 5

- 5.1 New books have just been delivered to the library. Give 3 (three) physical processing steps that you would take to make these books shelf ready. Explain the importance of each step. (6)

Candidate to present three of the following:

- Inspection: checking for any defects on the delivered material. This should ideally be done while the delivery person is still around
 - Protection: using plastic covers, laminates, or cases to protect materials
 - Barcoding: putting a barcode on the book to be used when issuing to users using an automated library system
 - Inserting security strips or slips: To secure library materials. These can be sensitised or desensitised using sensitising/desensitising machines at the desk.
 - Stamping: Using property stamps to show ownership of materials
 - Attaching due date slips: These are sheets where due date is stamped at checkout
 - Preparing spine labels: These are call number tags on book spines.
 - Preparing circulation book cards: These are a key component of a manual circulation system (where there is no computerised automated system).
 - Book pockets: Again, these are used in a manual circulation system. They are for putting circulation cards.
- 5.2 A user is working in the library. On the floor near her desk is a bucket of water that is being used by a cleaner. The user's library book falls into the bucket of water. How would the Library Assistant deal with this situation? (9)

Answer:

<http://www.flamuseums.org/site/assets/files/1153/salvagerecovery-fslibraries.pdf>
<https://www.wikihow.com/Repair-a-Wet-Book>

- Before starting any recovery procedures, identify the type of material. (Coated glossy papers etc., Leather and vellum bindings etc.)
- Shake any excess water from the book. Blotting is best done with a book that has not been completely waterlogged.
- Pick it up by its spine, and shake any remaining water from the pages and spine with a gentle side-to-side motion.
- Then gently apply pressure using a clean, white towel. Blot each page gently, using a clean white cloth, or a white paper towel. (Caution: Moving the cloth side-to-side can tear wet pages). Blot each page gently and carefully before moving on to the next.
- To remove debris from a damp book, remove it with your fingers or a pair of tweezers.
- Stand DAMP books upright on clean, dry absorbent paper with covers opened at a 60–90° angle. A book is completely dry when it is no longer cool to the touch.
- While air drying, the pages of larger books may start to pull out of their covers under the extra water weight. If this is the case, turn books over (head to toe, toe to head) every 30 minutes.

NB: All air drying MUST take place in a cool, dry place. Warm humid air encourages mold growth, which can be more damaging than the original emergency.

- WET books can be interleaved to remove additional excess moisture. Place unprinted, clean flat paper towels every 20 or 30 pages; be sure to change toweling and alternate pages every 15 minutes to prevent distortion.
- Some books will dry distorted and misshapen. This can be greatly reduced AFTER completely drying by placing volumes under light pressure or, in extreme cases, rebinding.
- Do not neglect the cover. Once you've finished drying, make sure you dry the covers thoroughly, as leaving water on the cover could damage the book's binding and encourage mould growth

Marks Question Five: 15

Question 6

6.1 The table below shows objective library statistics collected over a period of five (5) years on material type circulation, service usage, membership registration, services, circulation time and circulation by subject.

6.1.1 Interpret the statistical information in the table above and evaluate the data to identify trends. State the implications of these trends for collection development and library services.

(11)

Note to assessors: Use your discretion. The memo has a lot of information. See how many points/aspects are made by the candidate.

This is an academic library. The following are the trends identified:

- More undergraduates are using the library – this is normal in a university profile. Honours is a growing trend.
- Increase of usage in electronic journals – might require more budget for subscriptions.
- Short loan books usage also increasing – in academic libraries these are read in the library – will require more space for this activity
- Number of students attending database training – more classes, might need other methods of training (downloadable training videos, guides etc). This is in line with the increase of electronic journals usage.
- Increase in users asking reference questions – might require an increase in reference librarians, training more librarians to be reference librarians, other methods e.g. online references – ask a librarian
- Internet and PC usage increasing – need for more public computers
- Increase in circulation by subject General Social Science and General Humanities – increase the books on shelves for the subject; research on online material – might need to invest on these

6.2 Below is a scenario about record-keeping practices at a library. Read the scenario and answer the question that follows.

6.2.1 Describe the impact this record-keeping practice will have on the running and administration of the library.

(4)

Note to assessor:

Many aspects have been mentioned below, with detailed explanations for each aspect. Candidate must be given full credits as long as four of the impacts mentioned below are mentioned. Candidate's answers need not be lengthy as those below.

- Some users are not registered at all; the library will have no indication of the number of patrons it is serving. Not registering users can affect a number of things:
 - ✓ Slow process of checkout because users will need to be registered before they take out library material. This could create long queues and frustrate other patrons
 - ✓ Making ill-informed business decisions because the user records are inaccurate (less than the real number due to not registering users). The library will have fewer staff at service points as a result of putting together a library budget that is lower than the required budget because of inaccurate (low) number of patrons.
 - ✓ If you are not a library member, you cannot access member services outside your library collection (e.g. electronic journals, inter library loan services, etc.)
 - ✓ The library will not have a full picture of the member categories (adults, juveniles, pensioners, undergraduates etc.) resulting in inability to plan accordingly
 - ✓ The more patrons the library has, the better funding it gets. If there are users not registered, there will be less funding for the library
- The forms are incompletely filled in (some information is missing); for example, an incorrect address, email, telephone may result in the library not being able to communicate with the patron – the patron will not receive any notices, reminders, library news etc. Missing information in forms make it difficult to run accurate

statistics (e.g. if patron profile, age, sex, disability etc is not available) – planning becomes very difficult.

- Some patrons have duplicate records on the system (registered more than once) and all are active; this will enable patrons to take out more items than they should, depriving others of access to library material.
- Library has no record of its patrons with disabilities; planning for services will be affected – the library will not know the types of disabilities to plan for:
 - ✓ Library will be unable to plan for assistive technology like audio software for the blind
 - ✓ Library will be unable to plan for access to its collection - braille library material for the blind, formats that cater for people with disabilities
 - ✓ Because the library is unaware of its members with disabilities, it may fail to have a layout that has no architectural barriers (restrooms on floors accessed via steps, small restrooms that cannot fit wheelchairs, no lifts to upper floors etc.)
- Patrons are assigned incorrect categories – this will result in poor planning for library services and material for various categories (e.g. inaccurate statistics showing less number of juveniles than the actual number will result in the library not catering fully for this category – buying less material than needed).

Marks Question Six: 15

Question 7

You are organising a reading session for lower primary pupils. Create a poster to advertise the event.

Markers are to use the following grid to mark candidate responses.

Skills	4	3	2	1	Score
Heading and Introduction	Heading bold, big enough and is clear of what is about	Heading bold, big enough and/or is clear of what is about	Not sufficient information on the heading	Heading is poor.	4
Pictures / Graphics	Pictures and graphics are clear and relevant.	Most pictures and graphics are clear and relevant.	Few of the pictures and graphics are clear and relevant	The candidate's pictures are not clear or relevant.	4
Required Elements	All of the required elements are clearly visible, organized and well- placed.	Most of the required elements are clearly visible, organized and well- placed.	Few of the required elements are clearly visible, organized and well-placed. May be missing elements.	Missing most or all of the required elements.	5
Visual Clarity and Appeal	The project has an excellent design and layout. It is neat and easy to understand the content.	The project has a nice design and layout. It is neat and easy to read.	The project needs improvement in design, layout or neatness.	The project needs significant improvement in design, layout and neatness.	4
Content Spelling Grammar Punctuation Language	The project has excellent spelling, grammar, punctuation, and original content. Relevant language for the target group	The project has 1—2 spelling, grammar, or punctuation errors. It has original content. Relevant language for the target group	The project has 3-5 spelling, grammar, or punctuation errors. It has original content.	The project has multiple spelling, grammar, or punctuation errors. Some content is copy and paste or plagiarized.	6

Marks Question 7: 23

Total Marks: 150