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**BACHELOR'S DEGREE IN LIBRARY AND
INFORMATION SCIENCE (REVISED)**

Term-End Examination

December, 2018

BLI-225 : COMMUNICATION SKILLS

Time : 3 hours

Maximum Marks : 70

Note : Answer all questions.

1. Read the passage and answer in your own words the questions that follow :

Most people believe that children are the world's most valuable resource and should be loved and cherished. However, because they are dependent on adults for safety and nurturing, and can neither look after themselves nor fight for their rights, they are often treated badly and abused. A report published by the World Health Organization (WHO) in 1999 claimed that more than 40 million children around the world suffer from abuse and maltreatment.

But things are beginning to change. Did you know that the United Nations has a special Convention on the Rights of the Child and that Article 19 and Article 34 of this Convention deal specifically with child abuse ?

Child abuse has been defined as 'all forms of physical, and /or emotional treatment or commercial or other exploitation, resulting in actual and potential harm to the child's right to health, survival, development or dignity in the context of a relationship of responsibility, trust or power'. It is being increasingly recognized that even children deserve to be treated with dignity and that their freedom should be respected. From the year 2000, 20th November is celebrated as the International Day for the Rights of the Child and 19th November is World Day for the Prevention of Child Abuse.

Since India is a poor country and we can barely guarantee our children basic health, nutrition and shelter, there is little time and opportunity to think about the rights of children or of their abuse. Also, because of our tradition of giving unquestioning respect to elders, the convention of not letting outsiders know of problems within the family and viewing children as the property of parents, a great deal of child abuse is tolerated in our society. People are neither willing to talk about it nor report it to the police or other authorities. Since awareness is the only effective response to silence and denial, talking about this issue and making as many people as possible aware of it is the only way to deal with this violation of children's rights.

- (a) Why are children often treated badly and abused ? 5x2=10
- (b) How is child abuse defined ?

- (c) What does the Report of World Health Organisation claim ?
- (d) What are the causes of concern for children living in India ?
- (e) What are the possible solutions to deal with the violation of children's rights ?
- (f) Make sentences with the following in your own words. 5x1=5
- (i) Valuable
 - (ii) Cherished
 - (iii) Shelter
 - (iv) Opportunity
 - (v) Celebrated

2. Write short notes on **any two** of the following : 2x5=10
- (a) Telephone etiquettes
 - (b) Barriers to listening
 - (c) The Do's and Don'ts of group discussion
 - (d) Body language
3. You are a librarian in a university. Write a query letter to a journal supplier seeking information about the journals required for your library. 10
4. What are the basic differences between a portfolio and a resume ? 10
5. Write a resume of yourself for the job of a librarian in a college. 10
6. Fill in the blanks with the correct verbs : 5
- (a) When I get home, my dog _____ at the gate waiting. (sits, will be sitting)
 - (b) I'm sure she will _____ the exam. (passes pass)
 - (c) Hurry up! The programme _____. (will start, it is about to start)

- (d) The next term _____ on 16th November. (begins, is beginning)
- (e) I _____ home next Sunday. (go, am going)

7. Fill in the blanks with suitable *preposition*. 5

- (a) He travelled thirty kilometres _____ two hours.
- (b) I saw him felling the big tree _____ a hatchet.
- (c) Camels are peculiarly adapted _____ life in the desert.
- (d) Agra is famous _____ its *Taj Mahal*.
- (e) I have eaten nothing _____ yesterday.

8. Fill in the blanks with suitable *articles*. 5

- (a) If you see him, give him _____ message.
- (b) English is _____ language of people of England.
- (c) He returned after _____ hour.
- (d) _____ school will close shortly after Puja holidays.
- (e) Mumbai is _____ very costly place to live in.
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