

No. of Printed Pages : 4

BLI-225

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

Term-End Examination

December, 2023

BLI-225 : COMMUNICATION SKILLS

Time : 3 Hours

Maximum Marks : 70

Note : *Answer all questions.*

1. Write a letter to the university librarian requesting to provide remote access to online library resources. 10
2. What are the different barriers to listening ? Explain how cultural barriers can be overcome. 10

Or

Explain the role of body language in communication process. 10

P. T. O.

3. What are communication styles ? Explain how does a thinker react to a situation. 10

Or

Write ten lines of conversation between you as chief librarian of a public library and a user who is a member of your library. 10

4. Explain the importance of 'Group Discussion' as an assessment tool of skills and attributes of a candidate. 10

Or

What are the different types of questionnaire ? Write down the steps to be followed in constructing a structured questionnaire. 10

5. Write short notes on any *two* of the following :

5×2=10

- (a) Preparing portfolio
- (b) Writing a resume
- (c) Telephone etiquettes

6. Write an informal letter to a friend congratulating him/her for being recently appointed as a college librarian in Aizawl, Mizoram. 10

Or

Write an informal letter to a friend suggesting him/her to take up communication course for better job employability. 10

7. Complete the following with appropriate forms of the verbs given in the brackets : 1×5=5
- (a) Your friends (wait, waiting, waited) for you for over an hour.
- (b) Rentsamo (go, goes, going) to college everyday.
- (c) Politics (is, are, were) a dirty game.
- (d) More than ten girls (has, have, had been) passed in the first division.
- (e) A group of people (is, are, have) reading inside the library.

8. Make sentences with the following in your own words : 1×5=5

- (a) Justice
- (b) Welcome
- (c) Smart
- (d) Online
- (e) Library