

Q.P. Code :19990

[Time: 02 Hours]

[Marks: 60]

Please check whether you have got the right question paper.

- N.B:
1. Attempt any **four** questions.
 2. All questions carry **equal** marks.

- Q.1** Persuasion plays an important role in librarianship. Discuss. **15**
- Q.2** Listening is an important skill. Explain **15**
- Q.3** Assertiveness is sometimes contrary to the spirit of our profession. Analyse. **15**
- Q.4** Write in detail about Emotional Intelligence. **15**
- Q.5** Leadership skills have to be inculcated in librarians. Discuss **15**
- Q.6** What would you do (in Brief) when **15**
- a) A reader has lost a book.
 - b) A reader wants to photocopy the whole book.
 - c) A reader is caught stealing a book.