



**Q.P. Code :19992**

**[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 Explain the role of listening in librarianship. 15
- Q.2 Write an essay on persuasion 15
- Q.3 Assertiveness is essential in librarianship. Discuss 15
- Q.4 Outline various features of Emotional Intelligence 15
- Q.5 Teambuilding and leadership are important skills in librarianship Analyse. 15
- Q.6 What would you do (in Brief) when: 15
- a) A student loses his mobile in the library
  - b) A student takes pictures of pages on his smart phone
  - c) A student is caught hiding a book in her clothes.