

Course & Code: Modern Information Retrieval Systems (9214)

Semester: Autumn, 2024

Level: BS-LIS

Assignment No. 1 (Units: 1-5)

Q1. What is non-verbal communication? Why is non-verbal communication important in professional life? (20)

Non-verbal communication refers to the transmission of messages or information without using words. It includes body language, facial expressions, gestures, eye contact, posture, tone of voice, and other visual cues.

Importance in Professional Life:

Enhances Understanding: Complements verbal communication for clarity.

Builds Relationships: Establishes trust and rapport.

Expresses Emotions: Shows enthusiasm, frustration, or confidence.

Supports Verbal Messages: Reinforces spoken words through gestures.

Affects First Impressions: Professional demeanor influences perception.

For example, maintaining eye contact in a business meeting conveys confidence, while crossed arms might suggest defensiveness.

Q2. Do you think that written English skills are important in the workplace? Discuss key factors that support improving written communication among university students. (20)

Yes, written English skills are crucial in the workplace because they ensure clear and effective communication. Good writing skills help professionals convey ideas, instructions, reports, and proposals efficiently.

Key Factors to Improve Written Communication:

Regular Practice: Writing emails, reports, and essays enhances proficiency.

Grammar and Vocabulary Development: A strong command of grammar and vocabulary improves clarity.

Feedback and Editing: Reviewing and revising written content refines writing.

Reading Quality Materials: Exposure to well-written articles and books enhances writing style.

Using Digital Tools: Grammarly, Hemingway Editor, and spell checkers help refine writing.

Q3. Speaking effectively is a lifelong skill. How can a BS(LIS) student improve English speaking skills? (20)

A BS(LIS) student can improve English speaking skills through the following methods:

Practice Speaking Regularly: Engage in daily conversations in English.

Listening to English Media: Watch English news, movies, and podcasts.

Joining Public Speaking Clubs: Participate in Toastmasters or debate clubs.

Using Language Learning Apps: Utilize tools like Duolingo or Babbel.

Reading Aloud and Recording Speech: Practice pronunciation and fluency.

Engaging in Group Discussions: Participate in classroom discussions and study groups.

Q4. What is non-verbal communication? Why is non-verbal communication important in professional life? Discuss with examples. (20)

Non-verbal communication includes gestures, facial expressions, posture, eye contact, and tone of voice. It plays a crucial role in professional life by:

Enhancing Understanding: Complements verbal communication for clarity.

Expressing Confidence: A firm handshake conveys professionalism.

Building Relationships: Positive body language fosters trust.

Reinforcing Verbal Communication: Nodding and facial expressions support spoken words.

Managing Workplace Interactions: Helps in conflict resolution and team collaboration.

For instance, a manager using positive facial expressions while giving feedback encourages employees to receive it constructively.

Q5. Write notes on each of the following: (20)

Tips to improve listening skills:

Maintain eye contact with the speaker.

Avoid distractions and focus on the message.

Use active listening techniques like nodding and summarizing.

Ask clarifying questions to ensure understanding.

Avoid interrupting and allow the speaker to finish.

Role of sense-making in conducting reference interviews:

Sense-making helps librarians understand users' needs effectively. It involves:

Asking open-ended questions to clarify user queries.

Interpreting user needs based on context.

Providing relevant and accurate resources.

Encouraging dialogue to refine search strategies.

Assignment No. 2 (Units: 6-9)

**Q1. Why is planning important to develop a good presentation?
What key considerations should be kept in mind while preparing
a presentation? (20)**

Planning ensures a structured, engaging, and effective delivery. Key considerations include:

Understanding the Audience: Tailor content to audience needs.

Organizing Content: Structure information logically with an introduction, body, and conclusion.

Using Visual Aids: Enhance engagement with slides, images, and charts.

Practicing Delivery: Rehearse to improve confidence and fluency.

Time Management: Ensure the presentation fits within the allotted time.

Managing Anxiety: Practice relaxation techniques to reduce nervousness.

Q2. Define and explain a focus group. How is a focus group conducted? What are the challenges in conducting a successful focus group in English? (20)

A focus group is a research method where a small group of people discuss a particular topic under a moderator's guidance.

Conducting a Focus Group:

Define objectives.

Select participants.

Prepare questions.

Facilitate discussion.

Analyze responses.

Challenges in English:

Participants' varying proficiency levels.

Difficulty in maintaining engagement.

Potential misinterpretation of questions.

Managing dominant participants in discussions.

Q3. Define and explain an interview. Discuss different dimensions of an interview. What are key barriers to conducting a good interview in English? (20)

An interview is a structured conversation where one person asks questions to gather information from another.

Dimensions of an Interview:

Structured vs. Unstructured: Predefined questions vs. open-ended discussions.

Formal vs. Informal: Professional setting vs. casual dialogue.

Behavioral vs. Technical: Personality assessment vs. technical skill evaluation.

Barriers to Good Interviews in English:

Language fluency issues.

Nervousness affecting articulation.

Cultural misunderstandings.

Difficulty in understanding accents and terminologies.

Q4. Why is working in groups important in a university environment? How does group work support improving a librarian's work performance? (20)

Working in groups in a university environment is important as it:

Enhances collaboration and teamwork skills.

Promotes diverse perspectives and creativity.

Improves problem-solving through collective input.

Develops leadership and communication skills.

For librarians, group work helps in:

Sharing knowledge and expertise.

Managing workload efficiently.

Enhancing service delivery through collaborative efforts.

Learning new research and information management techniques.

Q5. Write short notes on each of the following: (20)

Importance of planning a training program:

Ensures structured learning experiences.

Aligns objectives with organizational needs.

Enhances engagement and retention of knowledge.

Provides measurable outcomes for skill development.

Micro counseling and micro training:

Micro Counseling: Brief, focused sessions addressing specific issues, often used in workplace coaching.

Micro Training: Short, targeted training to develop specific skills, such as software use or customer service techniques.