



KENYATTA UNIVERSITY

DIGITAL SCHOOL OF VIRTUAL AND OPEN LEARNING (DSVOL)
EXAMINATION FOR THE DEGREE OF MASTER OF LIBRARY AND
INFORMATION SCIENCE

ISC 811: CONSULTANCY IN INFORMATION WORK

1ST TRIMESTER 2023/2024

TIME: 3 Hours

INSTRUCTIONS: Answer Question ONE and any other TWO Questions.

1. (a) As a consultant, discuss the various ways in which you can help an organization such as a library. (15 marks)
- (b) discuss the three basic consultative approaches based on degree of 'ownership', 'readiness' or 'effective engagement' appropriate to support effective change and development. (15 marks)
2. Discuss the five phases of a consulting process. Illustrate your answer with examples. (15 marks)
3. Discuss the concept "three legs make a contract" in consultancy. (15 marks)
4. The collaborative model is an approach to handling clients. Discuss this model highlighting its strengths and limitations. (15 marks)
5. Explain why a consulting agreement is necessary in a consultancy assignment. (15 marks)