

**Answer the following questions:**

**Q: 1:** Short Questions (15)

- I. Describe some effective ways of handling e-mail messages.
- II. What does GOPHER stand for?
- III. Describe the role of the daily list method in managing an information management centre.

**Q: 2:** Describe the functions of GOPHER in managing information. (7)

**Q: 3:** Outline the electronic and paper-based components involved in setting up an information management centre. (8)