



Faculty of Administrative Science

& Policy Studies

Universiti Teknologi MARA

Bachelor of Administrative Science

Title of report

**PRACTICAL TRAINING REPORT AT SAMARAHAN DISTRICT COUNCIL
LIBRARY**

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[JULY 2018 – SEPTEMBER 2018]

DECLARATION

I sincerely declare that I am the writer of the report. All the details in describing my involvement as a trainee in Samarahan District Council Library. All the information contained in this report is certain and correct to me.

Signature

.....

(CYNTHIA VALERIE CHANGAI)

2016338481

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First of all, I would like to thank to god for giving me blessing and strength to complete my practical training within 8 weeks at Samarahan District Council Library as well as completing this practical report from chapter 1 to chapter 5.

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CHAPTER 1

Introduction of the organization

1.1 Introduction

Industrial training is the place for practical students or called as trainees to go for their practical training. It helps the students to gain new knowledge, skills, as well as experiences at workplace before going into real working experiences. Therefore, practical training is an obligatory course and it gives a big opportunity for me as a practical student to learn on how to be an independent person besides adapt new environment for the period of training. Practical training also helps to improve both soft and hard skills other than management and communication skills.

Moreover, I had learnt how to be more proactive, discipline and be punctual at time given. I have chosen Samarahan District Council Library for my internship as it is suitable for my research study besides learning some new tasks other than the scope of task given in practical report guidelines (ADS 667). For example, I was learnt the techniques in processing new books and counter services at library.

Besides, the employees are friendly, collaborating in groups, integrity and understanding. Samarahan District Council Library is a public library which is in Samarahan Municipal Council area itself.

1.2 Background of the organization

Kota Samarahan Municipal Council (MPKS) is about 30 kilometres from Kuching City and is situated in Samarahan area. It was gazetted on the 27th of December in 1984. This municipal council practiced the power to administer the areas in year of 1985. This municipal council controls area like small district of Sadong Jaya and head of its municipal council is under the provisions of the Local Authority Ordinance.



Figure 1.1 Kota Samarahan Municipal Council Library



Figure 1.2 Samarahan District Council Library

The library was originally built on 1986 and it was known as Perpustakaan Desa Kampung Muara Tuang where the Councils had to rent a small house in village at Kampung Muara Tuang. The library was controlled by a temporary attendant. In April 1990, this library was upgraded into public library which known as Perpustakaan Awam, Majlis Daerah Samarahan. There was about 3 permanent library staff which included one Pembantu Perpustakaan Gred S17 and two Pembantu Am Rendah, Gred N1. The public library was still using the rented house while waited for the Samarahan Municipal Council to be build completely. Then, it was officially upgraded into Samarahan District Municipal Council in the 11th of November 2016 (Borneo Post, 2016). The new building for Samarahan District Council Library was officially completed on 18th of April in 2006 and opened to all citizens on 1st of November in 2006. The building is provided with closed-circuit television (CCTV).

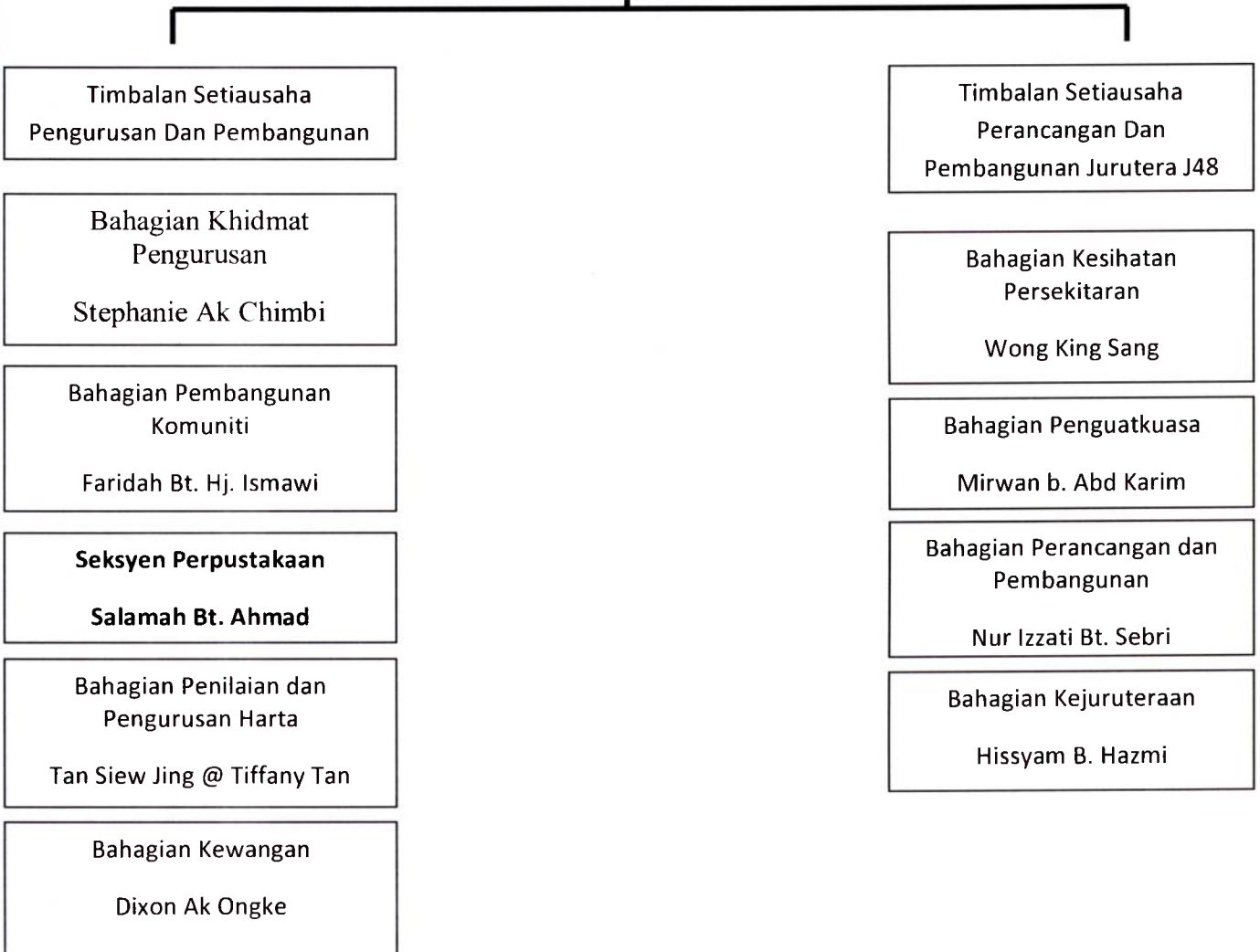
Besides, the public library before it was upgraded, there were lack of facilities and accommodation such as reading spaces, air-conditioned in each room. There are 20 'Perpustakaan Desa' (PD) is under control of Samarahan District Council Library such as PD from Sampun Kelili, Rebak, Tanjung Apong, Tambirat, Mang, Rembus, Kampung Baru, Asajaya Ulu, Asajaya Laut, Moyan Laut, Entingan, Sambir, Kampung Pinang, Sadong Jaya, Jemukan, Endap, Niup, Sebandi Ulu, Sebandi Matang and PA Kota Samarahan itself. PA is stated for Perpustakaan Awam.

1.3 MPKS Organizational chart and work scope

Figure 1.3 Organizational Chart

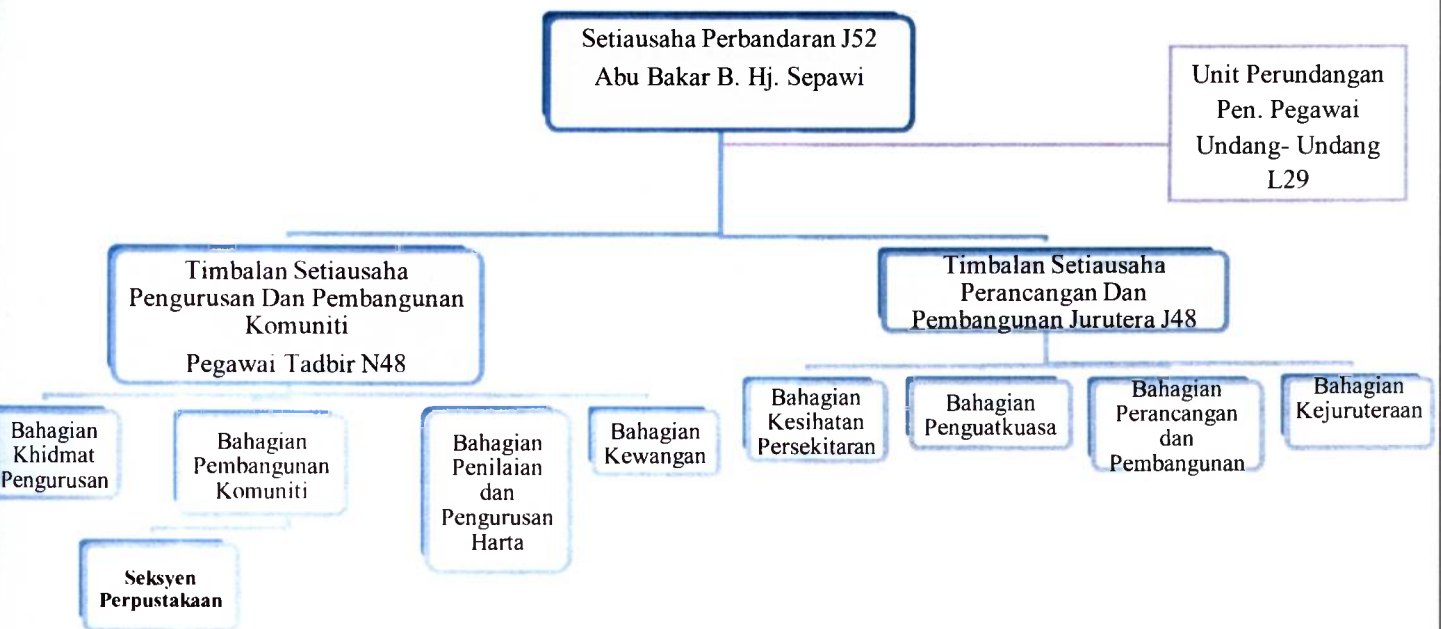


Setiausaha Perbandaran J52
Abu Bakar B Hj. Sepawi



This is the official organizational chart for the organization. The first scope is Community Development. Under this scope, there are four departments such as management service department, community development where the library section is under this department, assessment and property management department and financial department. Second scope is engineering development and it consists of four departments too such as department of environmental health, enforcement department, planning and development department and department of engineering.

Figure 1.4 MPKS Work Scope



MPKS are divided into two scopes such as Community and Engineering Development. Each scope consists of different departments. There are 10 departments as shown in figure above. As a trainee I was assigned in library department which is under Community Development. The scope of tasks will be further explain Chapter 2.

1.4 Organization policy

There are several policies or rules and regulation that needed to follow in Samarahan District Council Library which had been set up by the Council. The public library division will be implementing procedures, laws and regulation of the Council effectively. The department is also processing the permit applications for banners, posters and others at least 5 working days.

Besides, the visitors of library are not allowed to bring food and drinks into library. The visitors of library also not allowed bringing in their slippers. Any bags should be kept

into lockers provided in the library as this is to avoid the visitors to steal any books and put into their bags.

Other than that, in terms of penalty to those who are late in lending their books, there will be RM0.10 charge per working day excluding weekends and Public Holiday. The visitors will be charge RM1.00 per hour if they want to charge their laptop in computer room.

Additionally, in terms of library membership registration, the children below age 12 must bring their copy of MyKid, payment of RM1.00 whereas those age above 12 should bringing their copy of Identity card (IC) and payment of RM3.00 for registration as shown in Figure 1.5 *Payment Receipt for membership*. They will be asked to fill in the registration forms based on their age categories. The membership card will be kept by the librarian. Any books that will be borrowed or lending will be recorded into book record manually.

Figure 1.5 Payment receipt for membership

Local Authority Receipt
C 751667/...

Received from CYNTHIA VALERIE CHAN CIAI
the sum of Ringgit TIGA SAHAJA
and sen
in payment of YURAN KEAHUAN PERPUSTAKAAN

[Signature]
District Council

Date 14 9 2018

RM	sen	Head	Subhead
3	00	01060	110310
		Rebaya	Bayan
		Haji	Papan
Total			3.00

1.5 Vision and mission of the organization

Vision and mission is important part for the organization to achieve their goals and objectives. Vision should be stated first before mission. Vision is explaining on what the organization want to become and should not be too lengthy. The vision of Kota Samarahan Municipal Council is that they wanted to be as the model centre of community advancement and also act as an efficient local government.

Mission should stated what the organization want to serve and to whom they want to serve the services. Therefore, their mission is to dedicate their energy and resources in order to help the state as to archive the vision via the sound local government administration.

1.6 Motto of the organization

Motto for Kota Samarahan District Municipal Council are “Beautiful, Clean and Green”.

1.7 Website and logo of the organization

The official website of the organization is <https://mpks.sarawak.gov.my>

The slogan of Kota Samarahan Municipal Council can be seen in the logo of the organization itself as shown in Figure 1.6 *Logo of Kota Samarahan Municipal Council*. Their slogan stated as ‘Samarahan, Kota Ilmu Yang Sejahtera’.

Figure 1.6 Logo of Kota Samarahan Municipal Council



1.8 Activity provided in the organization

Samarahan District Public Library is under the community and corporate development scope.

Therefore, the activities under this scope are stated as below:

- i. Help and give support to any programme and social, economy and environment projects under the community.
- ii. Help the community to organize and facilitate changes.
- iii. Change the local community to an independent and potential area.
- iv. Encourage the volunteerism among youth.
- v. Give the opportunity and spaces in creating teamwork among the community under the Council.
- vi. Sistem pengurusan aduan.
- vii. Urusetia Program Pembasmian Kemiskinan Bandar (PPKB).
- viii. Organize the Public Library and Perpustakaan Desa (PD).

1.9 Operation hour of the organization

The public library usually operates as shown in the Table 1.1 *Operation hour of the library*.

The library operates from 8 a.m. until 5 p.m. on Mondays to Thursdays, 8 a.m. to 11.45 a.m. and 2.15 p.m. to 5 p.m. on Fridays. The library also opens on Saturdays start from 9.00 a.m. to 4.00 p.m.

Table 1.1 *Operation hour of the library*

Days Time	8.00 a.m.– 12.00 p.m.	12.00 p.m. – 2.00 p.m.	2.00 p.m. – 5.00 p.m.
Monday	Working hour	Recess	Working hour
Tuesday	Working hour	Recess	Working hour
Wednesday	Working hour	Recess	Working hour
Thursday	Working hour	Recess	Working hour
Days Time	8.00 a.m. – 11.45 a.m.	11.45 a.m.-2.15 p.m.	2.15 p.m.-5.00 p.m.
Friday	Working hour	Recess	Working hour
Days Time	9.00 a.m. – 4.00 p.m.		9.00 a.m.- 4 p.m.
Saturday	Working hour	Recess	Working hour

CHAPTER 2

Schedule of practical training

2.1 Introduction

Schedule of my practical training have been recorded in the Log Book that has been provided for every practical students. Log Book is important as to ensure the daily tasks during internship is recorded every day and needed to be completed for practical training report besides analysing each tasks whether related or not with the scope of tasks as provided in the guideline for practical training report (ADS 667).

2.2 Scope of tasks during practical training

The list for scope of tasks during practical training had been provided as stated in guidelines for practical training report (ADS 667). The area of task are such as services, administration, financial, personnel, meetings, counter services, data processing, marketing, outdoor task and public relation. Some of the tasks given were the same tasks assigned to me such as counter services, outdoor task and data processing.

Other than that, I had learnt new task during my practical training too such as techniques in processing new book materials or known as cataloguing process at public library. There were lots of new tasks, skills as well as knowledge that I gained in every week of my practical training. However, I am so thankful that I was able to complete my practical training for the whole eight (8) weeks although I found out some difficult tasks to deal with besides gained new skills and knowledge.

Next, my practical training session was supervised by Madam Salamah binti Ahmad, who is in-charge for the library and with the guide of other librarians too. I have attached the copy of my daily practical training as recorded in my Log Book as shown in the appendices as for narrow view. I will explain further on my daily task separately according to each week.

2.2.1 Week 1

In this week, I have been taught on some of easy task to carry out such as arranging books and deal with counter services.

Day 1 (24 July 2018)- Tuesday

I was arrived at Majlis Perbandaran Kota Samarahan at 7.30 a.m and chose its public library for my practical training place. I was taught by the supervisor on how to arrange books at ground floor. It is the reading space for children below 12 years old as shown in Figure 2.1

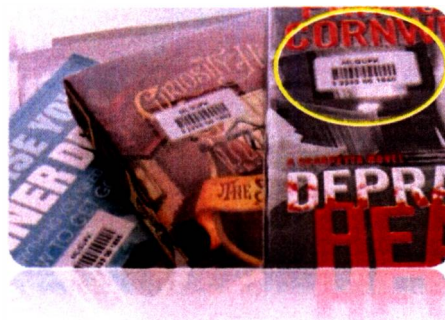
Reading space for children age 12 and below.

Figure 2.1 *Reading space for children age 12 and below*



I need to arrange the books based on their categories and codes as stated in every shelf. Besides, I was taught by other staff on how to stick up the barcode on every cover page of new books at “Bilik Penjilidan” or known as Bindery room. The barcode are shown in Figure 2.2 *Barcode.*

Figure 2.2 Barcode



Next, I was asked to arrange books in Bindery room based on its shelves. The library operates until 5 p.m sharp, therefore me and other librarians need to ensure that every floor have been tidied up.

Day 2 (25/7/2018)- Wednesday

I help other staff and intern students in assisting people at counter services. For example, provide information and proper guidelines to customers before they enter to register for their licences as sellers at Aiman Mall market. Next, I looked up for books that have not been label yet. The registration was held in the library and ended at 12.30 p.m.

Day 3 (26/7/2018)- Thursday

I arrange the books at ground floor and first floor too. Then, I continue labelling the new books in Bindery room with barcodes. The barcode is an automated system as every barcode is printed through barcode machines. The number of barcode machines need to be recorded in order for easy application and access for next new barcode before stick up onto new books. I learn how to stamp on the published date on new books today.

Day 4 (27/7/2018)- Friday

I continue with my earlier task which is arranging books at ground level and first level other than labelling the barcodes onto every book.

2.2.2 Week 2

I improve my knowledge and skills more deeply in second week of internship especially when I learn about recording data using Excel as I had been studied on how to use Excel format during my Semester 4 about CSC408 course.

Day 1 (30/7/2018)- Monday

I arrange books at ground and first floor in the morning. Next, I had been taught on how to record data using Excel. This is known as data processing. The data that will be recorded are barcodes, title of every book, ISBN numbers and also price of each book once done in sticking the barcode.

The price must be fully recorded without any discounted price as to make sure the readers can replace any torn or lost books. The barcode need to be recorded as well as ISBN numbers because it is crucial part of data processing so that the librarians and supervisor will have an easy access to identify the amount of books before printed the data.

Every book will be recorded separate sheets in Excel format based on its languages from Bahasa Melayu, English and Mandarin. Every book under different PD will be separated into pages. Then the data needed to be save to ensure there would be no lost data once logging out from the Excel.

Day 2 (31/7/2018)- Tuesday

I continue to key in data of all new books into Excel. Next, I was been assigned to do the process of recording data of old books manually. This process is recording the data by manually into “Borang Pelupusan Buku”. For example, all of old books in bad condition such as ripped off or torn up will be recorded manually in that form. The data that needed to be recorded must follow each of book’s circulation cards.

Day 3 (1/8/2018) - Wednesday

I continued with yesterdays work such as recording old books into ‘Borang Pelupusan Buku’. Next, I helped other librarians to take out new books from boxes in Bindery room. Every book in each boxes consist of different types of categories. These books should be arranged based on the PD location as stated in every form given in each box. Inside front page of a book needed to be written down its price, accession numbers and code number of locations based on the form.

Day 4 (2/8/2018) - Thursday

I continued with yesterdays work such as written down every book’s prices, accession numbers and code number of locations based on the form given in each box.

Day 5 (3/8/2018) – Friday

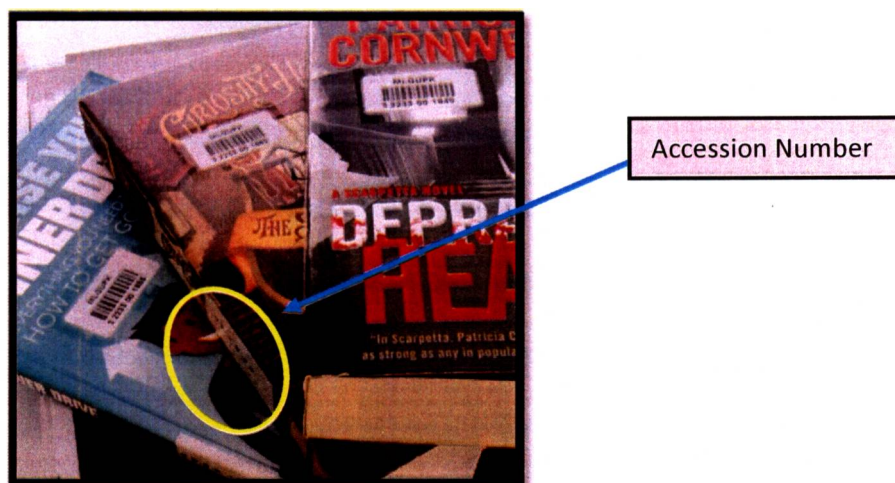
I did a task on labelling the new books as usual. I had learnt on how to do registration at the counter services and how to record all the books that have been borrowed and lent by the library users into a book record manually.

2.2.3 Week 3

Day 1 (6/8/2018) - Monday

I tried to finish all the new books that need to label with location number for each PD, the prices and accession numbers in each book. The accession number that stick on the left side of a book needed to be cover with the jacket so that the accession number would not be rip off or tear up and same goes with the barcode on every cover page of a book. The accession number is shown in figure 2.3 *Accession number of a book*. Then, I learnt how to make a membership card for new members of the library.

Figure 2.3 *Accession number of a book*



Day 2 (7/8/2018) - Tuesday

I continued with my task on sticking up the barcode for every book. I recorded the books that have been borrowed by visitors of library into a book record manually. I stamped on the due date on the date due slip in every borrowed books. It should be stamp in the last cover page of a book. The due date slip are shown in figure below.

Figure 2.4 Due date slip

AUTHOR	
TITLE	
DATE DUE	BORROWER'S NAME

Day 3 (8/8/2018) - Wednesday

I labelled the new books with barcodes and recorded all the borrowed books into book record by manually. Next, I stamped the due date on date due slip in every borrowed books as been taught by the librarians before. The recorded data in a book record shown in Figure 2.5 *Records of borrowed and returned book.*

Figure 2.5 *Records of borrowed and returned book*

→ Wednesday / Rabu (8/8/18)	
Pajaman (Bulan Dgas)	Palangan
1 DL (1) - 241 YL = 3	0
→ Khamis (9/8/18)	
1 DL - 242	1 DL (1) - 1

Day 4 (9/8/2018) - Thursday

I tried to finish the remaining new books with labelling and arrange them to shelves under different PD locations. The books are arranged according to the stated location number of each PD in each of them.

Day 5 (10/8/2018) – Friday

I continued with my task on labelling and arranging new books in Bindery room. Next, I recorded all the books borrowed by library members in a book record by manually. Each of the circulation card in every borrowed book will be kept inside membership card.

2.2.4 Week 4

Day 1 (13/8/2018) – Monday

I helped the librarians to stick up the accession numbers to left side of new books in Bindery room. Next, all of these books will be arranged under different PD locations. The books are arranged based on the stated location number of each PD in each of them.

Day 2 (14/8/2018) – Tuesday

I continued with my task on labelling and arranging new books in Bindery room. I was assigned to take books received by Madam Faridah Binti Hj. Ismawi (Pegawai Tadbir, N41) under the Department of Community Development and delivered books to the library. Next, I was assigned to send formal letters to Financial Department once the letters signed by Madam Salamah Bt. Ahmad.

Day 3 (15/8/2018) – Wednesday

I continued with my task on labelling, sticking up the accession numbers and arranging new books in Bindery room together with the help of other librarians. I was assigned to send a memorandum letter to other department under MPKS. Later I continue back with my earlier tasks.

Day 4 (16/8/2018) - Thursday

I continued my cataloguing process as usual in Bindery room. I glued each of notice paper in every new book. The notice paper should be glued on the inside cover page of a book. Later I helped the librarians to take turn in the counter services. The counter service at library is shown in Figure 2.6 *Library counter service*. I also recorded all the borrowed and returned books into a book record by manually.

Figure 2.6 *Library counter service*



Day 5 (17/8/2018) – Friday

I stick up the remaining barcodes to new books and cover with its provided jackets. Next, I glued each of notice paper in every new book. I helped my supervisor to repair the barcode machine because of technical problems in printing the barcodes. After I glued the notice paper and repaired the machine, I glued the pocketbook in every inside of back cover page of a book. Pocketbook here will be measured 1.5 cm on left side of cover page of a book and 1.5 cm from bottom left side of a book. Once the pocketbook is glued, then circulation card will be put into the pocketbook. I have to ensure that every circulation card must have the same title printed on it before put it into the pocketbook that was glued in every book as I was been taught by the librarians and supervisor.

2.2.5 Week 5

Day 1 (20/8/2018) – Monday

I labelled new books with barcodes on each book and cover it with jackets. As usual, the notice paper should be glued inside first cover page of a book. I was assigned to send letters that had been signed by Madam Salamah Bt. Ahmad to other department. I continued with my earlier task in the afternoon.

Day 2 (21/8/2018) – Tuesday

I labelled new books with barcodes on each book and cover it with jackets. Then, the notice paper should be glued inside first cover page of a book and the library operated until at 1 p.m. only.

Day 3 (22/8/2018) – Wednesday

Any trainees did not attend to practical training same goes to public servants as it was Public Holiday for Hari Raya Aidul Adha.

Day 4 (23/8/2018) – Thursday

After I finish labelling all the new books in Bindery room, the books then will be arranged based on their PD location codes into shelves provided.

Day 5 (24/8/2018) – Friday

I stick up the barcode on every book for different PD. Next, I did a task at counter service. I registered few visitors of library in term of registration for library membership. I recorded the books that have been borrowed and returned by readers into a book record. Later, I was assigned by other staff from other department to help them ask for other employees to sign up a form before taking their formal shirts in the library.

2.2.6 Week 6

Day 1 (27/8/2018) – Monday

I continued helping other librarians to label the books with accession numbers and barcodes. Next, I stapled a small size of notice paper in every book and glued pocketbook in each of them. I also arranged them to shelves provided in Bindery room. The shelves in Bindery room actually provided for those new books arrived only other than keeping materials for processing the book materials.

Day 2 (28/8/2018) – Tuesday

I stapled a notice paper in every new book and glued pocketbook for each book. I had been taught to stamp the checkout date on the first page of book after cataloguing process and data processing. Lastly, the books are needed to be arranged according to its categories. Those books for Samarahan District Council Library will be arranged separated based on different categories of readers. Books for readers age above 12 will be arrange at first floor and the other books will be arranged at ground floor.

Day 3 (29/8/2018) – Wednesday

I continued to stick up every barcode on first cover page of each new book and arranged them based on their PD location numbers. Then, the same barcode for each book will be attached to every pocketbook before it is glued in the book.

Day 4 (30/8/2018) – Thursday

I do my task as usual as for example like continue my yesterday work which was arranging the books in Bindery room based on their PD categories. Next, I carried on with sticking up barcodes onto every new book.

Day 5 (31/8/2018) – Friday

I did not attend the practical training because it was National Day.

Day 6 (1/9/2018) – Saturday

I participated in community development programme held at Kampung Niup as stated in “Surat Agihan Tugas”. The programme was known as ‘Program Komuniti- Komuniti Dan LA 21 Desa’. This was the first activity that I joined as an outdoor task during my practical training moment. There were few activities held at the village hall such as colouring activities, innovation contest among villagers and some of them participated in collecting beans with chopsticks contest. There were booth outside hall which include MPKS, education booth like UNIMAS booth and PDRM booth besides few mini stalls that sold food and drinks. Additionally, there were also fire drill performances presented by fire fighters.

Figure 2.7 Jobs distribution letter

No	A.J.R. & Fugunan	Nama	Bahagian
1	Protokol & Sambutan	Farranah H. Hassan Uyooqah D. Yusoff Wahyuni K. Gani Hidayah H. Hidayah Izzah Izzah Stephanie A. Yusoff Mawati A. Yusoff Nur Zahra B. Yusoff Aqil M. Yusoff	Pentadbiran Pembangunan Kedutaan Awam Kerja Raya Pembinaan Korporat Pengabdian Anak MPKS Pengabdian
	Urut Sedia	Bahadiah B. Mohamad Hj. Sulzanna H. Mohamad Salimah H. Ahmad Sara B. Ibrahim Khaiqat Faten Mansah Andek Nurshahida B. Sa'idi Mohd Syafiq Bin Sa'idi Nizan Fatma Sofyana Mahmud Bin Ghazali Cynthia Valerie Changal	Korporat Perpustakaan Perpustakaan Pembinaan Korporat Pembinaan Perpustakaan Korporat Pembinaan LI Perpustakaan
	Persiapan, Kelengkapan & Hiasan Bunga & Rostrum (Mohon bunga Hiasan & Rostrum dihantar pada Jumaat 31.8.2018)	Bahagian Kerja raya	Kerja Raya
	Kebersihan dan Membuat Demo Baja Kompos (Mohon membuat demo membuat sabun pada jam 100 pag 01.9.2018 & 3 ang hakim Pertandingan Kebersihan & Keceriaan)	Bahagian Kesihatan Awam	Kesihatan

2.2.7 Week 7

Day 1 (3/9/2018) – Monday

I stick up the barcodes on every book and glued pocketbook into each of them. Next, I put the jackets on barcode. Later, I arranged them to shelves in Bindery room according to their PD location numbers.

Day 2 (4/9/2018) – Tuesday

I was assigned to stick up barcodes and glued pocketbooks for new books in the morning. After all the book were done in labelling them with barcodes and put the pocketbooks, I arranged them to shelves provided in Bindery room as usual. There were counsellors and VVIP had a meeting in meeting room at first floor. Therefore, the librarians asked me to bring some souvenirs into the meeting room.

Day 3 (5/9/2018)- Wednesday

All the new books that had been stamped with checkout date will be arranged into ground and first floor especially those books for PA Kota Samarahan itself. Next, I continued to record all new books into Excel after finished in cataloguing process. The data will be saved in MLGUPK files before print all the data. The books will be separated into three sheets from Bahasa Malaysia, English and Mandarin languages.

Other than that, all of these books will be recorded into pages in each sheet for easy access in searching for books under different PD. Each page consists of different PD names that are under control by Samarahan Municipal Council Library as stated in Chapter 1 earlier. After done in recording all the data of books, then the lists will be printed out and will be kept into different boxes together with books in the lists. Each box represented each of the PD

except PA Samarahan. The boxes must be labelled with PD names in order to avoid any confusion before staffs from other PD take the books at Samarahan District Council Library.

Day 4 (6/9/2018) – Thursday

I continued with recording all the new books after finished cataloguing process as shown in Figure 2.8 *recording data of new books into Excel*. The books are recorded into Excel in different sheets.

Figure 2.8 *recording data of new books into Excel*



Day 5 (7/9/2018) – Friday

I continued with recording all new books according to its PD into Excel.

2.2.8 Week 8

Day 1(10/9/2018) – Monday until Day 2 (11/9/2018) – Tuesday

It was Public Holiday on Monday because of YDPA's Birthday (Cuti Umum bagi Hari Keputeraan YDP Agong) at all states in Malaysia except for Johor, Kedah and Terengganu.

Tuesday was Public Holiday because Awal Muharram fall on this day and all states in Malaysia would have Public Holiday.

Day 3 (12/9/2018) – Wednesday

I tried to finish all the new books that would be recorded into Excel. I helped the librarians to clean up the library or in other words, did a task on cleaning part. This was to ensure that environment in the library are always clean and tidy before closing the library. Besides, we have to make sure all the shelves, books and other rooms in the library in neat and tidy as to follow and practice the 5S system in Ekonomi Kondusif Sektor Awam (EKSA). The books are arranged neatly as shown in Figure 2.9 *arrangement of books in library*.

Figure 2.9 *arrangements of books in library*



5S culture is actually a workplace organization method adapted from Japan system into Malaysia organizational method and it refers to Sort (Seiri), Set In Order (Seiton), Shine (Seisō), Standardize (Seiketsu) and Sustain (Shitsuke).

In regards to 5S systems, the library practices Go Green such as “No Plastic Day” on every Saturday. The organization had created posters for the activity as shown in Figure 3.0 *Poster of No Plastic Day* below. This activity also practices by whole departments in MPKS. Therefore, it suits with the motto of the organization that is to keep the organization and areas beautiful, clean and green.

Figure 2.10 Poster of No Plastic Day



Day 4 (13/9/2018) – Thursday

I carried on recording the data of new books into Excel format. Next, I arrange all the books in every shelf at ground floor before recess. I finished all the remaining new books by recording them into the Excel. Later, all of the data will be printed out and stapled based on each category.

Day 5 (14/9/2018) – Friday

I was assigned to staple all the newspapers arrived in the morning and then arranged them according to the newspaper's names in newspaper shelf. I helped the librarians in packing all those new books into boxes after done in data processing. Then, I labelled every boxes with the names of each PD.

Day 6 (15/9/2018) – Saturday

I participated in the community programme for second and last time. This second event that I joined was held in Sebandi Ulu, Asajaya. The programme was also under category of 'Program Komuniti- Komuniti dan LA 21 Desa'. Few activities were held during the program such as Kids Fashion Show Contest, traditional dances and food decoration competition. All of these activities are shown in figures below.



Figure 2.11 Kids Fashion Show



Figure 2.12 Traditional dances



Figure 2.13 Food decoration competition



Figure 2.14 Mini stalls

Next, I helped other trainees in other department to distribute questionnaires made by MPKS to respondents from that village.

2.3 Conclusion

In conclusion, I had done all the tasks given during my practical training for 8 weeks at Samarahan District Council Library. These are all the tasks that I have done during my practical training such as counter services at library, cataloguing and data processing, arranging books, as well as outdoor task like attending community development programmes and doing my research study based on my tasks in the library.

Chapter 3

Analysis

3.1 Introduction

After reviewing all of my tasks during my practical training for 8 weeks at Samarahan District Council Library, I would like to analyze one of the tasks that were assigned to me which was the counter service task. The counter service task had trained me to work as a front line worker. Front line worker usually deals with the different types of customers. The customers for the library refer to visitors and also known as the users of library. Therefore, I learnt how to deliver services at counter effectively other than dealing with the customers.

Besides, I also have learnt the theory of ethics in counter services and with other employees during my practical training. I learnt to do things accordingly based on the processes, rules and procedures that have provided for library counter task. Thus, dealing with the library users needs an effective communication skill as well as motivation in order to perceiving the ethics of conduct at workplace.

3.2 Definition of counter service

From what I had learned during my practical training, I was trained to deal with customers at counter service and did all the tasks that was given to me with what had been taught by my supervisor and other librarians. For example, I was trained to do the registration of library memberships, giving proper information and guidelines to customers, listen to the customers before answering their questions, and handling the process of borrowing and returning books.

Counter service actually focuses on these three levels such as service delivery level, customer level and support service. In contrast to that, counter service can be best describes as a network place between customers and the organization. This means it is the place for the organization to communicate as well as interact with different kind of customers. For that reason, employees that will be assigning at counter service are known as the front line employees and they should be able to create a positive communication with the customers in order to sustain a positive response from the customers other than delivering services to them. West (2010) mentioned that customers will first ask the workers at library counter because they have the thought that librarians should know what they ask for.

3.3 Counter service task relates with courses

The counter service task actually related to some of the courses that I have studied since Semester 3 until Semester 6. For example, I can relate my tasks at counter service with Ethics In Administration (ADS452), Management Information System (CSC 408) and Organizational Behaviour (ADM 501).

First, I will explain briefly on the meaning for each of the subject. Ethics in Administration (ADS452) is a subject where the students learn about different theories in term of religions, cultures and others. Second, Management Information System (CSC408) is a subject where the students learn about technology, databases, system and also management especially in completing task using laptop or computers and the use of internet. Third subject is Organizational Behaviour (ADM 501) where the students learn different of management principles.

First, I will discuss on the tasks at counter service regarding with ethics theory. Ethics here refers to the moral principle code that is setting a standard on certain situation whether it is good or bad and right or wrong. It guides behaviours of a person or in a group of people. It is accepted as good or bad and right or wrong in government moral code. For example, as a trainee in Samarahan District Council Library, I should respect the staff in library and customers without thinking on their religious background and beliefs as well as their genders, age and races.

Plus, in aspect of ethics, respect can be related in term of the religious morality. Respect is one of the moralities in ethics of conduct that should be practice by all employees and trainees at workplace, where as a person is working based on the fact of God's existence. On top of that, respect is also referring to an act of professionalism and an employee or trainee should have this value in order to create a great relationship with other employees and customers too.

In addition to that concept of ethics, during my practical training, I refer on what is the right thing to do is when I patiently listen and understand what customers ask. I will relate this task in aspect of listening to customers with one of Kant's Moral Theory which is humanity value. For example, listening to customers mean that I have to understand what exactly they ask before I answer their questions. I should not give the negative or rude behaviours toward employees as under Kant's Theory, a person should treated others like how they want to be treated. As a result, I should listen to understand instead of listen to reply customers' questions without giving an excellent response to them.

Different customers might perceive different expectations. This can be best describes as the value of humanity in Kant's Moral Theory. Therefore, there would probably always good and bad complaints from customers. I should take these complaints as a gift or in other meaning take it as a motivation to be better and improve myself during my practical training.

Besides, doing the right thing like completing my task at library counter accordingly based on the steps that had been taught to me is one of the manners relate to morality in ethics. This can be seen when for example, I recorded the books that have been returned and borrowed by library users into a book record manually after I stamped the due date on each of the date slip provided in every book. This is to ensure that the library users will know when they should return the books to the library. Those who are late in returning the book will be given a penalty based on the notification slip glued in every of the books. What are the bad things that I should not do is completing my task without referring to the process and rules in the library and also impatiently dealing with different behaviours of customers of the library. Therefore, customer service delivery will be achieved as mentioned in the three levels of customer service at library.

Counter service at library counter during my practical training also related to Management Information System (CSC408). Other than dealing with service delivery level, library counter is also focusing on the support service level such as I help the library staff in recording new books into Excel especially when there are no customers at library counter. The support service level here means that both worker and trainee are working together in handling task at library counter. Unfortunately, the computer that is provided at the library counter is not up to date which led to difficulties in recording new books using new Excel format but I managed to handle it by using the Microsoft words in order to complete the task. The CSC408 subject really helped me in term of completing task on the use of technology and this also can be related to ADS452 earlier where I able to help the library staff in completing the task under humanity value.

Other than that, I will discuss on the communication skill that should be apply during practical training. As mentioned by (201) communication skill is a must that both employers and employees should have. Kakirman-Yildiz (2012) defined communication as the substitution of information between two people or more via expressions and thoughts as well as knowledge throughout the course of action. Therefore, this will be related to Organizational Behaviour (ADM 501) course about how important the communication skill is and how to adapt this skill at counter service during practical training. Communication acts as a fundamental role in organizational learning which means the knowledge are able to enter the organization and will be given as well as share to employees and trainees at all level of management (McShane, 2013). Communication also supports employee and trainee wellbeing. It helps the workers to manage their work environment better and understand their task effectively.

In contrast to communication skills, an effective communication skill occur when employees are able to adapt a healthy communication system in order to deliver services at library counter as shown in Exhibit 3.1 below provided by Akat (2000:81). The figure explains that an employee or known as front line worker act as the sender of the message and then the message or information will deliver to the receiver of the message or information or known as the customers. This is where the sender receives either positive or negative feedbacks from the receiver. Therefore, as a trainee I have learnt to adapt a healthy communication system whenever I deliver information like answering the customers questions and guide them too when they seek for an assistance to borrow book at counter service other than deliver instructions to them such as take of any footwear before entering the library room and put any bags into lockers that are provided in the library.

This type of communication involves both verbal and non-verbal communication as explained by Mcshane (2013) in his 6th edition book titled Organizational Behaviour. Verbal communication here refers to type of communication like expression of thoughts using words or languages. For example, I answer any questions ask by the library users and obey the guidelines that had been taught by librarians to me. Non-verbal communication is a type of communication that using physical expression like facial expression and silence. For example, in order to deliver an effective and healthy communication system, I need to smile to customers because different customers have different types of perspectives and expectations as therefore, first impression is important.

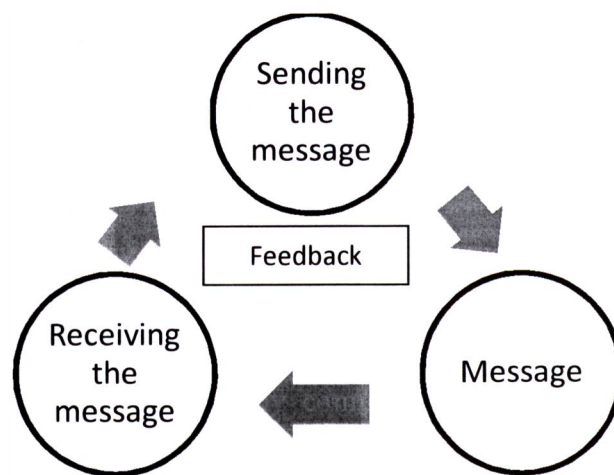


Figure 3.1 Healthy communication system (Akat 2000:81)

Lastly, motivation aspect is under ADM 501 too. It is also related with the task that I mentioned earlier. Motivation as described by Liew (2011) is important as to steer and boost employees' interests in order to complete their jobs and helps to achieve the organization goals. For example, I motivate myself to do task in counter service independently at library during my 8 weeks of practical training. As a result, progress of tasks can be improved as there were efforts in completing the task that assigned to me. Other than that, the host supervisor and librarians also helps to motivate me in doing all the tasks given during my practical training. Motivation helps the employee and trainee to complete their task honestly and responsible for their task. For example, I should understand the purpose of my task given in order to complete all with honesty and without procrastinating.

Chapter 4

Recommendations

4.1 Introduction

I am going to use the SWOT analysis in order to find out the internal strength and weaknesses of Samarahan District Council Library. SWOT analysis includes internal strength and weaknesses other than external opportunities and threats but the guidelines given in ADS667 only required for strength and weaknesses in practical report.

Therefore, I only have to discuss on both internal strength and weaknesses as well as giving the recommendations for the organization wants to implement so that they will be able to improve their services and provide a better performance in the future ahead. In this chapter, I would explain on the several strengths and weaknesses of the task that I had discussed in Chapter 3 earlier regarding on the counter service.

4.2 Strength

Strength of the department will be listed as below:

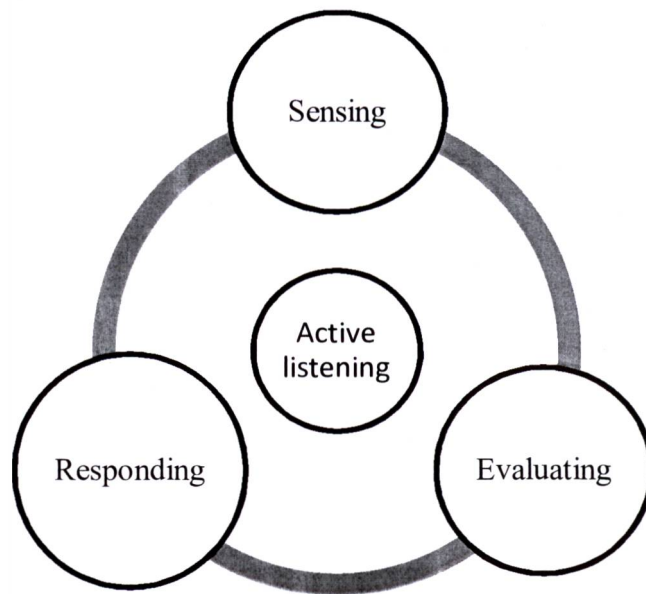
4.2.1 Improvement in communication skills

I have trouble in communicating and interacting with people before or in other words, it is not easy for an introvert person to communicate effectively especially with new people as mentioned by Meta, Ag. Bambang and Hartini (2006). Therefore I found out that by attending my practical training for 8 weeks at Samarahan District Council Library, my communication skills are getting much better through days by days because of positive guidance as well as continuous support from the librarians. Besides, I was able to communicate with staff in the library effectively in term of asking on what I should do next after completing one task. I learnt the skills from librarians neutrally and take some complaints as lessons. Counter service was a great task that encouraged me to create a positive communication with other employees and library users too at the same time.

Therefore, communication skill is a must to adapt and learn at any workplaces in order to make a positive relationship and interaction with employees. Thus, I learnt that by creating a positive communication with my host supervisor and other staff, delivering of their services like guiding me as I was a trainee was smooth as I was able to follow understand what exactly they taught. For example, they taught me on how to handle task at counter service which fully helped me to understand the procedures in certain tasks given such as handling the registration form of library membership, recording borrowed and returned books into a book record and work as front line staff. The communication with other employees through face-to-face communication helps to deliver the information and guidance effectively instead of messaging or through letters.

Lastly, I improve my communication by active in listening to customers' needs and wants. McShane (2013) stated that when a sender is able to receive feedbacks and listen to understand the outputs, there will be an effective interpersonal communication likely to happen. Therefore, as a trainee that is assigned at library counter I should be an active listener. Figure 4.1 below shows the methods and strategies of active in listening as provided by McShane (2013).

Figure 4.1 *Methods and strategies of active listening*



Sensing method refers to the receiver receives message from sender and concentrate to what the sender try to deliver. This can be seen where I able to motivate myself to listen to customers without interfere them while they are still talking.

Evaluating method means I need to understand the questions or information that the library users try to deliver to me and then I will evaluate the information from the customers like remember the main ideas they had told.

Last is responding method. It means as a sender, I receive the feedbacks from the receivers that is the customers. In order to improve an effective communication, non-verbal communication is needed. For example, I respond the feedbacks from customers by maintaining eye contact and give a positive signal to them like giving support to their ideas or agree with their interests.

4.2.2 Learn ethics of conduct in counter service

I learned the ethics of conduct in counter service too. For example, I need to respect all the library staff, employees in other departments and customers of the library other than practice the value of humanity. I should follow the rules and regulation made for the library in order to be disciplined too.

4.3 Weaknesses

The weaknesses of the department will be listed as below:

4.3.1 Lack of technology and its knowledge usage

The process in recording of the books that have been borrowed and returned into book record is still manual process as provided at the library counter. Sometimes amount of accession numbers of books especially for Mandarin books are not recorded in full name of access code causing the difficulties in accessing and finding books and also difficult to return back the circulation card back to its book. The versions of computer at the counter service are not up to date that led to the difficulties in recording the books using Excel format. Additionally, there is lacking of machineries in order to scan those codes for returned and borrowed books especially at the counter service. For example, a book barcode scanner is not provided at the counter service of the library.

4.3.2 Time consuming

When recording all those borrowed and returned books manually, it may cause time consuming for the librarians and trainee to complete the tasks in short period of time. This is because certain customers are not patiently waiting for the service is done just as what they expected. Other than that, the techniques in processing the new books arrived or known as cataloguing process that I have learnt during my practical training also consumed a lot of time in labelling, sticking and arranging the books. It took months to finish the books with few workers in the library. There were about 5,300 books to finish during my internship with only 3 contract workers and a supervisor.

4.3.3 Lack of frontline employees

The library is lacking of frontline employees. Frontline employees usually refer to those employees that deal directly with the customers and this type of employee differs from the back office employee who may indirectly deal with customers. Therefore, the need of frontline employees at counter service in library is really important to handle membership registration, orders, complaints and also handling the process of returning and lending books. I found out that when the library is lacking of frontline employees, certain tasks could not be done in a short period of time. For example, I was assigned to complete the cataloguing task in Bindery room while I need to do task at counter service when any librarians take their sick leave, holidays or any urgent matters outside the library task.

4.3.4 Lack in fund support

This is the main weakness within the organization which contributed to lack of technology applications for the library and therefore causing the tasks needed more time to complete. As stated by Uddin and Hassan (2012) the fund occasionally only allocated for purchasing equipments like computers and barcode scanner but not for its maintenance when the equipments are under destruction or not up to date.

4.4 Recommendations

There are few weaknesses that I found out in the department during my practical training. Therefore I would suggest some recommendations or solutions to problems such as hire enough front line employees, provide training to contract workers of library and enough supply of technology for library.

4.4.1 Provide enough worker at library counter

Library needs enough front line employees in order to fasten the process of delivering services at the counter service effectively. Enough front line employees help to avoid any confusion and rushing in delivering the services or avoid multitasking in a short period of time. As a result, when there are enough front line workers at counter service, the customers would not have to wait for their turn at the counter service or get bored easily.

4.4.2 Provide the training to contract workers

The librarians in the Samarahan District Council Library are the contract workers hired by Kota Samarahan Municipal Council which most of them only guided by the supervisor in the meantime. This causes that their level of understanding in handling the task at library especially in term of using the technology to complete task is not compatible. Therefore, these staffs need to have training as librarians so that there would be no time consuming in handling task such as recording books and register memberships of library by manually.

4.4.3 Provide enough supply of technology in the library.

The computer provided at the counter service should always be up to date and the organization should supply enough machineries and equipment to the library like book barcode scanner to make sure the recording of borrowed and returned book are recorded automatically in the system instead of using book to record. This is also helps to avoid any lost books could be trace out as well as easy access to those borrowers who have not yet return or pay the books.

Chapter 5

Conclusions

I was able to complete my practical training for 8 weeks at Samarahan District Council Library with new skills and knowledge other than get to know the librarians as well as my host supervisor.

In a nutshell, I had summarised on the background of the organization as well as explained briefly on every level of the department in the organization itself. I mentioned the background of the library section that I choose for my practical training and also explained on its objectives. I stated the vision and mission and other informative explanations on Kota Samarahan Municipal Council and its library in Chapter 1. Other than that, I provided the motto, logo and slogan of the organization too as well as the operation hours of the library. this helped me to increase my level of understanding in knowing the organizations system as well as the departments.

I had scheduled my practical training in Chapter 2 and extracted it from my Log Book that I have attached together in this practical report in Appendices. Some of the tasks in each week had been explained in more details in order to create the level of understanding on certain new tasks like cataloguing processes in Bindery room, registration of librarian memberships at counter services as well as delivering the services at the counter by providing accurate information and guidelines to the customers whenever they ask, attending community programmes twice under the Community Development. During my practical training, I had also learnt about new task like completing the data processing through Excel form other than helping the librarians in completing the task like arranging books at ground floor and first floor. Therefore, I was able to improve myself from days by days as there were

new tasks and information as well as I learnt to manage my time management in term of completing task with the help from librarians too.

Chapter 3 is the analysis on one of the tasks given during my practical training that was the counter service at library counter. This chapter helped me to revise back on what I have learned during my studies as well as improved my knowledge on every subject that I mentioned earlier. Therefore, I have explained on the concept of counter service at library and its definition jointly how it actually relates with the subjects that I have learnt in my studies such as Ethics in Administration (ADS 452), Management Information System (CSC408) and Organizational Behaviour (ADM501). ADS 452 subject helped me to improve my knowledge on the theories of ethics at workplace and understand the purpose of my tasks that had been assigned to me and CSC 408 subject had improved my skills in terms of completing my tasks using Excel format and managed to learn how to organize my task effectively. ADM501 subject also helped me becoming a motivated person as well as disciplined at workplace every time I wanted to do the task that were assigned to me. Thus, the library staff at library counter should provide a friendly, effective quality of services and act profession in term of delivering customer service in the library as stated by Kassidis (2010).

Besides, I have extracted all the strengths and weaknesses of the library using SWOT analysis as been taught in Seminar in Strategic Management (ADS 553) course as for analysing the counter service task. There were two strengths that I found out such as enhancement of communication skills and learning ethics of conduct at workplace especially at the library counter. The internal weaknesses of the library are insufficient of technology application and its knowledge use, time consuming and lack of front line workers and also fund support for the library. I had also discussed on the recommendations as the solutions for the weaknesses in order to improve the organization's service quality and their performance in Chapter 4 such as to provide adequate workers and training program for contract workers as well as provide enough supply of technology in the library.

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2018.119



UNIVERSITI TEKNOLOGI MARA
CAWANGAN SARAWAK

**PRACTICAL TRAINING
LOG BOOK**

Instructions

This book is issued to you to provide a history of your training and to act as a weekly record by the work on which you are engaged.

Student's responsibilities for keeping log book up-to-date

Immediately this book is issued to you, you should, in consultation with your Training Officer, complete the detail required on the previous page.

It is your responsibility to make the main entries of the log book and keep it up to date. Entries must be regularly initialled by your Supervisor. You must ensure that:

1. It is available at your place of work during your training.
2. All entries, except sketches, are made in ink.
3. Entries are made within a week of the work to which they refer.
4. The book is handed to your training officer for retention on your return to UiTM and this will later be handed to the head of school for grading.

Recording

The log book should contain the following information:

1. A neat concise description of each of your training locations and the work on which you are engaged.
2. Relevant sketches, data and circuit diagrams.
3. References to textbooks, standards and other technical information related to the work being undertaken.
4. Constructive comment on the work being undertaken and your considered opinion as to its value as training.

1. **Student's Name** : CYNTHIA VALERIE CHANGAI
2. **Date & Place of Birth** : 6.8.1996 HOSPITAL LAWAS, SARAWAK
3. **UTM I/C No.** : 2016338481
4. **Course** : AM228 -
5. **Year** : 2018 **Part** 5
6. **Home Address** : No 97, PHASE 5A, SAMARINDAH BARU 4D,
94300 KOTA SAMARAHAN, JLN DATO MOHD MUSA.
7. **Address During Practical Training** : MAJLIS PERBANDARAN KOTA SAMARAHAN
94300 KOTA SAMARAHAN, SARAWAK.
8. **Place of Training** : MAJLIS PERBANDARAN KOTA
SAMARAHAN (PERPUSTAKAAN)
9. **Name of Supervisor In-Charge** : PUAN SALAMAH BT AHMAD
10. **Duration of Training**
From : 24 / 7 / 2018 To : 14 / 9 / 2018

FOR OFFICE USE ONLY :


11. **Remarks : [Dean / Course Tutor]**

Date	Exact Nature Of Work Done	Supervisors Remarks
24/7/18 (Tuesday)	1. I have arrived to majlis Perbandaran Kota Samarahan at 7.30 a.m. I have been assigned to the library. On the first day, I have ^{I have} been taught to arrange books at ground floor, which is the ^{the} space for young readers to read. Besides, I learn new things today such as collecting ^{arranging} books based on its categories and shelves, sticking the index number ^{index number} number ^{number} on cover page of new books and arrange new ^{them} books based on the ^{stated} places where the books should be send to. Before closing hour at 5 p.m, we have to make sure everything has been ^{need to} be clean up. and	Diberi tugasan ajat bagaimana cara-cara mengasing dan menyusun buku di table mengikut kategori. Cepat memda ap- yang di-jan.
25/7/2018 (Wednesday)	2. I did not arrange books at any level today as there were ^{was} registration booth ^{room} for people was held in library. They registered for licences as sellers at Aiman Mall market. I ^I looked up for new books that have not been label yet. I helped the staff to give the ^{instructions} to people where to enter the registration room at front desk, which is until 12.30 p.m.	Seorang yang personal dan rajin majlis dan tugas yang diberi.
26/7/18 (Thursday)	3. Today I helped the ^{to} staff to arrange books at ground floor and next put new books at first floor. Next, I continue the ^{labelling} new books with <u>barcode</u> with the staff. I put the published date on new books today.	SALAMAH BINTI AHMAD Pembantu Perpustakaan, Gred S22 Majlis Perbandaran Kota Samarahan

barcode (automated system)

↳ printed at barcode

Date	Exact Nature Of Work Done	Supervisors Remarks
7/7/18 (Friday)	4. I arranged books and continue to label new books.	
30/7/18 Monday	5. I arranged books. Next, I learnt how to key in data in Excel about barcodes, title, and ISBN numbers and the prices of books that already labelled. Then, I printed out the sheets. The books are put into different sheets according to its language from Bahasa Melayu, Bahasa English and Mandarin.	Georang yang ketengganawan sutz ngin mejelankan tugas yang abai.
31/7/18 Tuesday	6. Today I continue key in data into Excel. After finish key in the data, I helped the staff to list down the ^{the} old books into 'Borang Pelupusan Buku'. For example, books that cannot ^{cannot} be renewed or tored up are listed in that form.	Mudah masa dan besapa santon
1/8/18 Wednesday	7. I continue to list down the same ^{old books} into 'Borang Pelupusan Buku'. Next, I took out new books from boxes. These books have to label according to every location numbers under MP Kota Samarahan. The prices and <u>access codes</u> also need to written down in every new books. Then, these books ^{need} have to be arrange according to each of Pejabat Daerah and ^{libraries} under MP Kota Samarahan.	SALAMAH BINTIAHMAD Pembantu Perpustakaan, Gred S22 Majlis Perbandaran Kota Samarahan 10/8/18 accession number. ↓ during cataloguing process
2/8/18 Thursday	8. I continue labelling the new books based on the forms given in	

Date	Exact Nature Of Work Done	Supervisors Remarks
	every boxes.	
3/8/18 Friday	9. I do the labelling on new books. Then, I learnt how to register the books that are borrowed by the visitors of library	<p>Teloh menyalahkan p-asaan kat-nya yang memuatkan</p>  <p>SALAMAH BINTI AHMAD Pembantu Perpustakaan, Grades 22 Majlis Perbandaran Kota Samarahan</p> <p>15/8/18</p>
6/8/18 Monday	10. I finish the books that need to be label with location number, the prices and access number. Next, I stick up the access number with stickers.	
7/8/18 Tuesday	11. Today I helped the staff to stick up the codes to the books. I helped the staff to record down the books that have been borrowed into the record books. I stamp on the due date ^{when will} where the books should be return.	
8/8/18 Wednesday	12. I label the new books with codes and record down the books that have been borrowed into the record books. I stamp ^{on} the due date when will the books should be return to the library.	
9/8/18 Thursday	13. I continue helping the staff with labelling and ^{put} arrange them based on the PDs that have stated inside each books.	

Date	Exact Nature Of Work Done	Supervisors Remarks
1/8/18 Thursday	13.	
2/8/18 Friday	<p>14. I continue with labelling the books in every boxes with</p> <p>Next, I write down the books that returned by customers have been borrowed and books that they will borrow in record books. The cards of books ^{that are} borrowed will be kept inside a locker.</p>	<p>Scary polybor yo rajin du kll membantu pilih pepustakaan dlm raji-langs</p>
13/8/18 Monday	<p>15. I helped the staff to stick up the codes to new books. Then, I arrange all the books to each shelves based on their PDs.</p>	<p>Pemrosesan Buku - buku Buku</p>
4/8/18 Tuesday	<p>16. As usual, I continue with sticking the codes to new books and put them to shelves according to its categories. I learnt to take at books from other department and send letters to other department.</p>	<p><u>dm</u></p> <p>23/8/2018</p>
15/8/18 Wednesday	<p>17. I stick up the codes to new books and arrange them. I was assigned to send memorandum letters to other department. Next, I continue with earlier tasks such as handling new books and put them back to their shelves.</p>	<p>SALAMAH BINTI AHMAD Pembantu Perpustakaan, Gred S22 Majlis Perbandaran Kota Samarahan</p>

Date	Exact Nature Of Work Done	Supervisors Remarks
16/8/18 Thursday	18. I continue to label the books and stick up the access code. I stamp the notice and stick up the notice in every books. I helped the staff to take care of the front desk such as write ^{record} down the books that have been borrowed and lending books.	
17/8/18 Friday	19. I helped the staff to stick up the barcodes for each books. I continue stick up the notice in every books. I helped the staff to repair the barcodes machines. I also helped the staff to stick up the pocket for each books to keep the book cards. I helped the staff to open the library door at 2.15 p.m and arrange things back to shelves before closing the library.	Telah menju kan prestasi yang sangat baik. 29/8/2018
20/8/18 18/8 Monday	20. I continue with labelling the new books with barcodes and stick up its covers. Then I stick up the notice inside the books. Next, I send letters to other departments. In the afternoon, I continue the usual works.	SALAMAH BINTI AHMAD Pembantu Perpustakaan, Gred S22 Majlis Perbandaran Kota Samarahan
21/8/18 Tuesday	21. I continue labelling the new books with barcodes and stick up its covers. Then I stick up the notice inside the books. The library opened up until 1 p.m only.	
22/8/18 Wednesday	22. Public holiday - Hari Raya Aidul Adha	

Date	Exact Nature Of Work Done	Supervisors Remarks
3/8/18 Thursday	23. I continue labelling the books and arrange them based on their PDs.	
4/8/2018 Friday	24. I helped the staff to label the codes for every books in each PDs. I also helped the staff to register the visitors become new members of library besides listing down the books that have been borrowed and lending. I helped other staff to set ^{ask} them sign up before taking their formal attire in the library.	Rajin mejalah tugas yg dberi
7/8/2018 Monday	25. I continue helping the staff to label the codes. Next, I staple the notice with pocket behind the books. Then, I put ^{put} arrange them back to the shelves based on their PDs.	3/9/2018
28/8/18 Tuesday	26. I staple the notice with pockets and put it in front of the ^{first} page of every books. Then I learn how to stamp the checkout date on the books that have been date labelled. Lastly, the books are put into shelves according to their categories.	SALAMAH BINTI AHMAD Pembantu Perpustakaan, Gred S12 Majlis Perbandaran Kota Samarahan
29/8/18 Wednesday	27. I stick the barcode in front of every books according to their PDs. Then I stick the	

Date	Exact Nature Of Work Done	Supervisors Remarks
	barcodes onto the pockets for each books. The barcodes for a book should ^{must} be the same as the barcodes of its pocket.	
30/8/18 Thursday	28. I arrange books in every shelves based on their categories. Then I continue with sticking up the barcodes on every new books.	telah selesai
31/8/18 Friday	29. National Day.	prostitusi 22th ygg cendek
1/9/2018 Saturday	30. I participate in 'Program Komuniti-Komuniti & LA 21 Desa' at Kampung Niup. There were few to activities held at the hall such as colouring activities, innovation activities and collect green beans with chopsticks. Also, there were booth held at ^{outside the} for hall which include UNIMAS booth and PDRM booth. Besides, there were ^{was} also fire drill activity performed by firefighters.	10/9/18 SALAMAH BINTI AHMAD Pembantu Perpustakaan, Gred S22 Majlis Perbandaran Kota Samarahan
3/9/18 Monday	31. I continue with sticking up the barcodes on every books and pockets. I put the stickers ^{stickers} (jacket) on the barcodes. Then, I arrange them back to shelves based on their PDs.	
4/9/18 Tuesday	32. I continue with sticking up the barcodes on every books and pockets. I arrange them back to	

Date	Exact Nature Of Work Done	Supervisors Remarks
	shelves based on the their PDs. I helped to send souvenirs into meeting room. Next, I stamp the checkout date on the books that already been recorded and labelled. The books are from PA Samarahan.	
5/9/18 Wednesday	33. The books that already stamped and written down the checkout date are will be send ^{put} to shelves according to its categories. These books are from PA Samarahan. The categories are for example children reading level and teenagers to adult reading levels. Next, I record all the books into Excel in MLCUPK files. The books will be recorded are ^{based} on languages from Bahasa Malaysia, English and Mandarin languages. Also, it will be recorded into its PD. Then, the lists will be printed out and keep into box accordingly with the books too.	<p>Syaban & Ahmad Kecerdasan mejor diperkatakan dgn cerology</p> <p><i>[Signature]</i></p> <p>12/9/2018</p> <p>SALAMAH BINTI AHMAD Pembantu Perpustakaan, Gred S22 Majlis Perbandaran Kota Samarahan</p>
6/9/18 Thursday	34. I continue with recording all the books into Excel. Next, I helped the staff to collect the gifts in the pantry and then arrange them into small bags.	
7/9/18 Friday	35. Every books in each PDs will be recorded into Excel.	

Date	Exact Nature Of Work Done	Supervisors Remarks
10/9/18	} Public Holiday.	
Monday		
11/9/18		
Tuesday		
12/9/18	36. I continue to record the	
Wednesday	books into Excel. Next, I helped	
	the staff to arrange things	Syabas &
	in the library, also with cleaning	fikir
	the library.	kita
		menjal
		h/b
		dan memus
13/9/18	37. I record every books based on their	
Thursday	PDs into Excel. Next, I arrange	Sj
	the books at ground floor.	14/9/2018
	Then, I continue with recording	
	the books into Excel.	
14/9/18	38. I helped to staple the newspapers	SALAMAH BINTI AHMAD
Friday	and arrange them according to	Pembantu Perpustakaan, Gred S2
	their names. I continue with recording	Majlis Perbandaran Kota Samarahan
	all the books. Next, all the books	
	that have been recorded need to	
	be arranged into every boxes based	
	on their PDs. Then, the boxes will be	
	labelled to avoid confusion.	
15/9/18	39. I joined the 'Program Komuniti-	
Saturday	Komuniti & IA 21 Desa at Kpg	
	Sebandi Ulu, Asajaya. Few activities	
	were held such as Kids Fashion	
	show Competitions, that traditional	
	dancing and foods decoration	
	competition. Next, I help to distribute	

