



اُنِيُوْرَسِيْتِي تِي كُونُوْمَلُو كِي مَارَا  
UNIVERSITI  
TEKNOLOGI  
MARA

**UNIVERSITI TEKNOLOGI MARA (UiTM)**  
**CAWANGAN NEGERI SEMBILAN**  
**KAMPUS REMBAU**  
**INFORMATION SCIENCE STUDIES,**  
**COLLEGE OF COMPUTING, INFORMATICS AND MATHEMATICS**

**INDUSTRIAL TRAINING REPORT**  
**(IMC690)**

**PERBADANAN PERPUSTAKAAN AWAM MELAKA (PERPUSTAM)**  
242-1 JALAN BUKIT BARU  
75150, MELAKA

**PREPARED BY:**  
NAZURAH BINTI HISHAMUDDIN  
2021864776  
IM244 BACHELOR OF INFORMATION SCIENCE (HONS) LIBRARY MANAGEMENT  
(5 AUGUST 2024 – 17 JANUARY 2025)

## **ABSTRACT**

This report describes the experiences gained during a six-month internship at Perbadanan Perpustakaan Awam Melaka (PERPUSTAM) from 5 August 2024 to 17 January 2025. As a Library Management student at Universiti Teknologi Mara (UiTM), completing an internship is a requirement in the 7<sup>th</sup> semester. This practical experience helps assist between what I've learned in class and how libraries function. This report is divided into four chapters. Chapter 1 introduces the background of PERPUSTAM. Chapter 2 explains how different departments work together within PERPUSTAM. Chapter 3 details my tasks during the internship, such as organizing library activities, managing digital resources, and even cataloguing materials. Finally, Chapter 4 reflects on my overall experience, including how I applied theoretical knowledge in a real library setting and the valuable lessons I learned.

## TABLE OF CONTENTS

<b>DECLARATION</b> .....	ii
<b>ABSTRACT</b> .....	iii
<b>ACKNOWLEDGEMENT</b> .....	iv
<b>TABLE OF CONTENTS</b> .....	v
<b>LIST OF TABLE</b> .....	viii
<b>LIST OF FIGURES</b> .....	viii
<b>LIST OF APPENDICES</b> .....	x
<b>CHAPTER 1: INTRODUCTION</b> .....	1
1.0 Introduction.....	2
1.1 Background of The Organization.....	3
1.1.1 Location .....	4
1.1.2 Operation Hour .....	4
1.1.3 Mission and Vision .....	4
1.1.4 Slogan .....	5
1.1.5 Objective .....	5
1.1.6 Client Charter.....	5
1.2 Library Services and Facilities.....	5
1.3 Organizational Structure .....	24
<b>CHAPTER 2: ORGANIZATION INFORMATION</b> .....	25
2.0 Department Structure .....	26
2.2 Department Function .....	26
2.2.1 Management Service Division.....	26
2.2.2 Collection Management and Library Services Division.....	27
2.2.3 Quality Management and Internal Audit Unit .....	28
2.2.4 Technical Services Division .....	29
2.2.5 Information Literacy Movement Division .....	29

## 1.0 Introduction

Industrial training serves as a necessary step between academic learning and practical work experience, providing students with the opportunity to gain hands-on experience before entering the professional industry. The primary objective of this training is to expose students to practical tasks and responsibilities, enabling them to apply theoretical knowledge in a practical context while gaining insights into the industry's expectations and workflows.

As part of the IMC690 subject for IM244 students, this six-month practical training is a requirement to complete their degree. This period is designed to equip students with the necessary skills and competencies to thrive in their future careers. The training was conducted at the **Perbadanan Perpustakaan Awam Melaka** from **5th August 2024 to 17th January 2025**. The training offering a comprehensive learning experience in various aspects of library operations. This included cataloging, collection management, user services, digital resource handling, and administrative tasks.

This report provides an in-depth explanation of the experiences and learning processes encountered during the industrial training. It documents the knowledge gained, the challenges faced, and how they were overcome. Additionally, this report serves as evidence of the tasks completed and the progress achieved during the training. It is not only a reflection of the practical experience but also a valuable reference for future endeavors in the library and information management field, aligning academic preparation with industry standards.

## 1.1 Background of The Organization



*Figure 1 Perbadanan Perpustakaan Awam Melaka*

The Malacca State Library (Perpustakaan Negeri Melaka) serves as the main public library of Malacca, Malaysia. It is located in Bukit Baru and functions as the headquarters of the Malacca Public Library Corporation (Perbadanan Perpustakaan Awam Melaka, or PERPUSTAM), a statutory body under the Malacca State Government. Established in 1881, the library was originally located near the Stadthuys and was known as *Kutub Khanah Melaka*. In line with the state government's efforts to cultivate a knowledgeable society and promote reading as a lifelong habit, the library underwent several transformations.

It was later renamed the *Henry Gurney Memorial Library* in honor of the British High Commissioner to Malaya. In 1966, the library was relocated to Dewan Hang Tuah and became known as the Malacca Library. In 1975, it was officially rebranded as Perbadanan Perpustakaan Awam Melaka (PERPUSTAM) following the enactment of new regulations. Over the years, PERPUSTAM has expanded its network across Malacca, providing extensive access to information and resources. It currently operates four branch libraries, two town libraries, three community libraries, and 24 rural libraries.

Additionally, it manages two bookmobile buses and two digital library mobile buses, enhancing accessibility for remote communities. PERPUSTAM also offers specialized libraries, including an open library at *Melaka Sentral* and five mosque libraries: Al-Alami Mosque, the Chinese Mosque, Al-Rasyidin Mosque, Selat Mosque, and Sultan Ibrahim Mosque. Moreover, it oversees the library at Henry Gurney School and a community hub center, further strengthening its role in knowledge dissemination and lifelong learning.