



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

**INDUSTRIAL TRAINING REPORT (IMC690)**

**PERPUSTAKAAN LAMAN HIKMAH, UTEM**  
**PERPUSTAKAAN LAMAN HIKMAH DURIAN TUNGGAL, 75350 ALOR GAJAH,**  
**MELAKA**

**PREPARED BY:**

**NURHANIS SUFIYAH BINTI SALEHAN**

**(2021453874)**

**IM244 BACHELOR OF INFORMATION SCIENCE (HONS) LIBRARY MANAGEMENT**

**(5 AUGUST 2024 - 17 JANUARY 2025)**

## **ABSTRACT**

An overview of my experience during my internship in the Laman Hikmah Library at UTeM, which took place from August 8, 2024, to January 17, 2025, is given in this industrial training report. This training, which aims to close the knowledge gap between theory and practical application in the academic library organization, is a significant component of my academic program. I was able to obtain firsthand information and expertise in a variety of library activities during my internship, such as digital resource management, cataloguing, shelving, and circulation services.

During the internship, I was also exposed to customer service tasks, where I supported clients with queries, maintained the lending system, and enabled access to both physical and digital collections. The paper outlines the most important lessons learned, including how crucial organization, meticulous attention to detail, and efficient communication are to the seamless running of libraries.

In summary, this industrial training prepared me for future career prospects by providing me with applicable skills and a wider understanding of how theoretical information is implemented in the industry.

## TABLE OF CONTENT

NO	TITLE	PAGES
	DECLARATION	3
	ABSTRACT	4
	ACKNOWLEDGMENT	5
	TABLE OF CONTENT	6-7
	LIST OF FIGURES	8-9
	LIST OF APPENDICES	10
	<b>CHAPTER 1: INTRODUCTION</b>	
1.1	BACKGROUND OF THE ORGANIZATION	12-27
1,2	ORGANIZATIONAL ORGANIZATION	28
	<b>CHAPTER 2: ORGANIZATION INFORMATION</b>	
2.1	DEPARTMENTAL STRUCTURE	30-40
2.2	DEPARTMENT FUNCTION	41-51
	<b>CHAPTER 3: INDUSTRIAL TRAINING ACTIVITIES</b>	
3.1	TRAINING ACTIVITIES	53-67
3.2	SPECIAL PROJECT	68-70
	<b>CHAPTER 4: CONCLUSION</b>	
4.1	APPLICATION OF KNOWLEDGE, SKILLS, AND EXPERIENCE IN UNDERTAKING THE TASK (KNOWLEDGE GAINED)	72-74
4.2	PERSONAL THOUGHTS AND OPINION	75

4.3	LESSON LEARNT	76
4.4	LIMITATION AND RECOMMENDATION	77
	REFERENCES APPENDICES LOG BOOK	78-82

## **1.1 BACKGROUND OF THE ORGANIZATION**

The objective of the industrial training program at Universiti Teknikal Malaysia Melaka (UTeM) is to provide students hands-on experience in real-world workplaces. It is an obligatory part of the academic program. This report describes the training I received while working at Perpustakaan Laman Hikmah UTeM.

Overcoming the knowledge gap between university-acquired theory and its practical application in the workplace is the main goal of industrial training. With this training, I was able to put the theoretical knowledge and technical abilities I had acquired in my studies to use solving practical business problems, especially in the areas of digital resource management, cataloging, shelving, and circulation services. Furthermore, the program provided me with the chance to improve my cooperation, problem-solving, and interpersonal skills in a professional environment.

An extensive description of the tasks, obligations, and projects I worked on during my training is included in this report. It also considers the difficulties faced, the abilities acquired, and the general learning objectives from this work experience.