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FACULTY OF INFORMATION MANAGEMENT

INDUSTRIAL TRAINING REPORT

PERPUSTAKAAN NEGARA MALAYSIA
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MALAYSIA

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DECLARATION

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Date of submission: 9 January 2019

ABSTRACT

Industrial training is important in preparing students for the real working environment and is compulsory for every UiTM student to go through the training for 20 weeks. This report contains the overall activities done during training in Perpustakaan Negara Malaysia. Chapter 1 contains the information about the organization in general; the background, history, functions, vision, mission, objectives, logo, concept, and location. Chapter 2 contains the departmental structures and departmental functions of each department that trainee went into. Chapter 3 contains activities and training done in each department and details of the special project. Chapter 4 is the training reflections; knowledge that is gained, personal thoughts and opinions, lessons learnt, limitation and recommendation. Conclusion, references, and appendices are also included in this report.

ACKNOWLEDGEMENT

First of all, I would like to thank Allah SWT for everything that I have and everything that I am blessed with, my parents for always being my strength and supporting me in pursuing my dreams, my lecturers in Faculty of Information Management for the knowledge given from the beginning until the end of my study and for the guidance in this course IMC690 Industrial training, to my supervisor at Perpustakaan Negara Malaysia, Puan Ima Eryanti Abdul Manaf and all staffs of PNM that have been giving me vast opportunities, knowledge, and effort in teaching me. Lastly, to my friends and fellow classmates, thank you.

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CHAPTER 1

INTRODUCTION

1.0 Introduction

The Industrial Training subject IMC690 provides pre-professional work experience with specific assignments and responsibilities. This paper involve 480-hour equivalent work placement, paid or unpaid, located in an approved industrial site, working under the supervision of an experienced Information Professional. During the industrial training, the student is expected to contribute to the activities of the workplace and to meet the same demands of work production and responsibility expected by the organization of its regular employees. An Industrial Training programmed is relevant to a student's personal career interests and improve their marketability after graduation.

1.1 Objectives of the Industrial Training

The objectives of the Industrial Training are:

- To provide pre-professional work experience with specific assignments and responsibilities.
- To encourage/stimulates a personal career interests, serving as a bridge between university and the world of work.
- To help students improve their marketability after graduation.
- To encourage students to apply the skills and knowledge gained at the university to benefit the organizations.
- To adapt managerial and technical skills in a library and information environment.

1.2 Background of the Organization

The background of Perpustakaan Negara Malaysia (PNM) will be explained in this chapter.

1.2.1 History of PNM

1956

It was a historical year where the Malayan Library Group (MLG) sent a 'Public Library Services form the Federation of Malaya' memorandum. This memorandum proposed the formation of a National Library Board that holds executive authorities in providing a national level civil service and builds a foundation to start a National Library Service.

1959-1961

The efforts towards establishing the National Library has been handed by several professional bodies, associations, and organizations such as the Persatuan Perpustakaan Malaysia, Persatuan Ikhtisas, private bodies, and individuals.

1962

The Lee Foundation donated RM500 000 on a dollar-to-dollar (ringgit-to-ringgit) basis to start the National Library's fund.

1963

The National Archives of Malaysia completed a research report on setting up of a National Library in Kuala Lumpur.

1966

The National Library Committee was given the responsibility by the government to form the National Library. The committee chairman was Tan Sri Jamil Rais, the Permanent Secretary at the Prime Minister's Department. The Preservation of Books Act 1966 was passed by the Parliament. This Act requires every publisher to provide two copies of their published materials to National Library of Malaysia. The National Library was established as a unit under the National Archives of Malaysia to implement the Preservation of Books Act 1966.

1972

The National Library Act was passed by the Parliament on 1 September 1972. The Research Division at the 6th floor of the UMBC Building was open to public.

1973

Y.A.B. Tun Haji Abdul Razak bin Datuk Hussein, the Prime Minister of Malaysia visited the National Library of Malaysia located at the UMBC Building on the 19 October 1973.

1975

Public Borrowing Service started in the Federal Territory.

1977

The National Library became a Federal Government Department.

1980

Y.Bhg. Haji Yang Amri Kamaruddin was appointed the Director General for National Library of Malaysia and served until March 1981.

1982

National Library of Malaysia was chose as the National Centre for International Standard Book Number (ISBN).

1983

The National Library was proclaimed as the Malay Manuscript Centre. The announcement was made by Y.B. Encik Anwar Ibrahim, Minister of Culture, Youth and Sports.

1984

The National Library of Malaysia's second Mobile Library service was launched covering 20 stops in Sungai Besi and Cheras area. National Library of Malaysia took over Labuan's Library after Labuan was declared a Federal Territory. Y.B. Encik Anwar Ibrahim, the Minister of Culture, Youth and Sports launched the National Library Open Day. This event was also held to celebrate the 10th year Anniversary of the National Library of Malaysia.

1985

Database for magazines was created. The indexed articles were from selected serial publications. National Library of Malaysia initiated the MINISIS system.

1986

Deposit of Library Materials Act in 1986 substituted the Preservation of Books Act 1966. According to this act, every publisher in Malaysia is rule-bound to deposit 5 copies of tangible materials and 2 copies of non-tangible materials to the National Library. Y.B. Datuk Seri Mohamad Najib bin Tun Haji Abdul Razak, Minister of Culture, Youth and Sports launched Minggu Komputer (Computer Week).

1987

National Library Act 1972 was amended. The National Library of Malaysia was placed under the Ministry of Culture, Arts and Tourism.

1988

National Library obtained its first computer system in 1988. Sistem Pembekalan Penerbitan (Publications Supply System) was launched. Parliament passed the 'Dasar Negara bagi Perpustakaan dan Perkhidmatan Maklumat' (National Policy for Library and Technology services).

1990

The National Library of Malaysia began using the Online Public Access Catalogue (OPAC) for library users to acquire information from the library. The National Library was given the responsibilities to provide library materials to Malaysia Resource Centre in University of Ohio, United States of America where Tun Razak Chair was established since 1975. With Malaysian publications available at this library, information on Malaysia has been expanded into the USA. Users in USA are able to use this information for their reference and researches at the university.

1992

The National Library of Malaysia relocated to its new building situated on Jalan Tun Razak with aspirations of becoming the most prominent Resource Centre for current and future Malaysians.

1993

Three significant divisions were set up to enhance the National Library functions towards outstanding services. These three divisions are the Public Communications Division, Library Research Division and Media Resource Centre.

1994

The launching of the National Library building was initiated by YAB, Dato' Seri Anwar Ibrahim, Deputy Prime Minister on 16 December 1994. The event marked a historical moment symbolizing the achievement against the struggles and the diligence from all involved. The Branch Library Service was entrusted to Kuala Lumpur City Hall.

1996

Mobile Library Service was ceased. Launching of National Library of Malaysia's new logo

1999

Director General for National Library of Malaysia, Datin Mariam Abdul Kadir, retired.

2000

Awarded with MS ISO 9002/1994 Certification.

2001

Cik Shahar Banun Jaafar retired as the Director General for National Library of Malaysia. Puan Zawiyah Baba was her successor. Hikayat Hang Tuah was listed in UNESCO The World Register Memory of the World.

2002

Restructuring of the National Library of Malaysia approved by the Public Service Department. Launching of the Kempen Bulan Membaca (Reading Month Campaign) by the Seri Paduka Baginda Raja Permaisuri Agong at PWTC, Kuala Lumpur.

2005

Retirement of Dato' Zawiyah bt Baba. Dr. Hj. Wan Ali Wan Mamat was her successor.

2006

Dr. Hj. Wan Ali Wan Mamat retired as the Director General for National Library of Malaysia. Puan Siti Zakiah bt Aman was his successor.

2008

Retirement of Puan Siti Zakiah bt Aman. Encik Raslin bin Abu Bakar was her successor, effective 28 January 2008.

2018

Retirement of Ybhg Dato` Raslin bin Abu Bakar, Hajah Nafisah Binti Ahmad was his successor, effective October 2014.



Figure 1.1: Former PNM Director Generals

1.2.2 History of PNM's Buildings

The National Library of Malaysia began its operation in 1966 at the Federal Building, Petaling Jaya, Selangor, where the National Archives of Malaysia was also located. In the early 1970s, the National Library of Malaysia moved to a government building on Jalan Venning (now known as Jalan Perdana). In 1972, several divisions were shifted to the 6th and 7th floor of UMBC Building, Jalan Sulaiman, Kuala Lumpur. In the same year, the Reference Division was open to public. The National Library of Malaysia became a Federal Government Department and was re-located to the Ground, 6th, and 7th floor of the MABA Building, Jalan Davidson, Kuala Lumpur. In December 1975, the National Library of Malaysia operated from the 1st, 2nd, and 3rd floor of Wisma Sachdev/Thakurdas, Jalan Raja Laut, Kuala Lumpur. In 1982, a few divisions were transferred to the Ground to 3rd floor of Wisma Sys, Jalan Raja Laut, Kuala Lumpur. The National

Library of Malaysia rented Block 2B, Lot 2984, Jalan Segambut in 1985. In 1987, the National Library of Malaysia moved a number of its division to the Ground Level, Bukit Naga Complex, Exchange Square, Jalan Semantan, Damansara Heights, Kuala Lumpur.

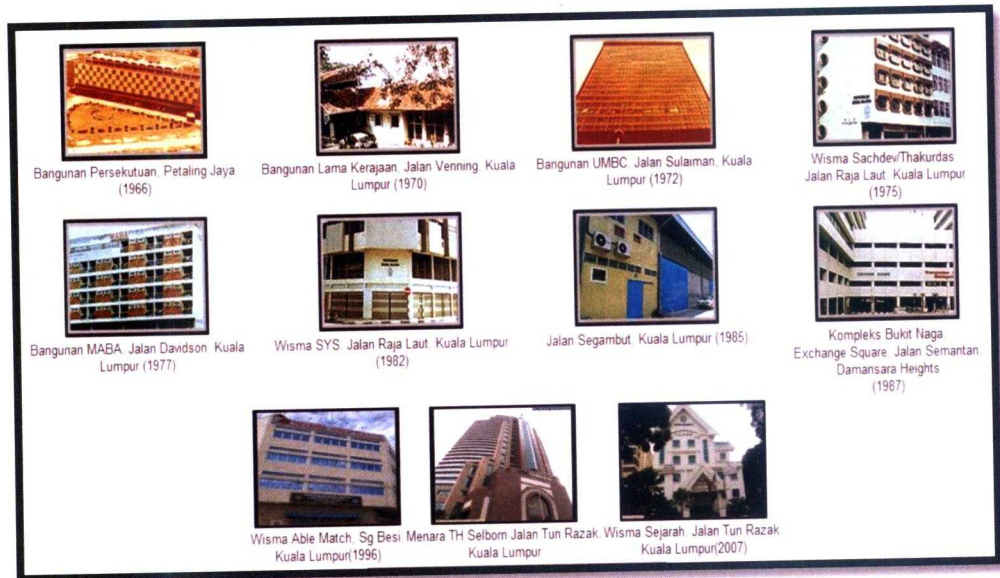


Figure 1.2: Buildings previously occupied by PNM

1.2.3 Functions of PNM

The main function of the National Library of Malaysia is divided into three (3) main activities; Management Activity, Library Development Activity, and Information Services Activity. Each activity is supported by sub-activity or division in order to achieve its goals and objectives of the National Library of Malaysia.

ACTIVITY	SUB ACTIVITY	DIVISION
MANAGEMENT	MANAGEMENT SERVICES AND HUMAN RESOURCE	MANAGEMENT SERVICES AND HUMAN RESOURCE HUMAN RESOURCE DEVELOPMENT
	CORPORATE SERVICE	STRATEGIC PLANNING AND INTERNATIONAL CORPORATE COMMUNICATION
	HUMAN CAPITAL DEVELOPMENT	INFORMATION LITERACY PROMOTION HUMAN CAPITAL DEVELOPMENT
	INFORMATION TECHNOLOGY	INFORMATION TECHNOLOGY
	INTEGRITY	INTEGRITY UNIT
LIBRARY DEVELOPMENT	INFORMATION AND KNOWLEDGE INFRASTRUCTURE	DEVELOPMENT AND RURAL LIBRARY RESEARCH ADVISORY AND CONSULTANCY SERVICES
	COLLECTION DEVELOPMENT	NATIONAL DEPOSITORY PUBLICATION CENTRE NATIONAL BIBLIOGRAPHY CENTRE PROCUREMENT CONSERVATION
INFORMATION SERVICE	INFORMATION AND REFERENCE SERVICES	MALAYSIANA AND FOREIGN REFERENCES NATIONAL CENTRE FOR MALAY MANUSCRIPT ELECTRONIC RESOURCES
	BRANCH AND COMMUNITY LIBRARY SERVICES	NATIONAL LIBRARY OF MALAYSIA, PERLIS CIRCULATION
	NATIONAL DIGITAL LIBRARY SERVICES	LIBRARY SYSTEM AND NETWORK DIGITAL CONTENT DIGITAL PROJECT MANAGEMENT OFFICE

Figure 1.3: Three main activities of PNM

1.2.4 PNM's Logo, Concept, and Location



Figure 1.4: PNM's logo

Concept

The logo is based on the tengkolok (Malay headgear) and a book which symbolizes the foundation in producing a developed and well-read society.

Color

- Blue symbolizes stability and harmony.
- Red represents strength, dynamic and aggressive.
- The layers of the book symbolize a society working together towards achieving the mission and inspiration of National Library of Malaysia.
- The pyramid symbolizes success, integrity and stability.
- The Solid Lines represents Information Technology.
- Layers of orderly lines represent the harmony and cooperation spirit between the society and the National Library.

Location

Perpustakaan Negara Malaysia (Headquarters)

Address: 232, Jalan Tun Razak, 50572 Kuala Lumpur, Malaysia.

Telephone: 03-2687 1700

Fax: 03-2694 2490

Email: webmaster@pnm.my

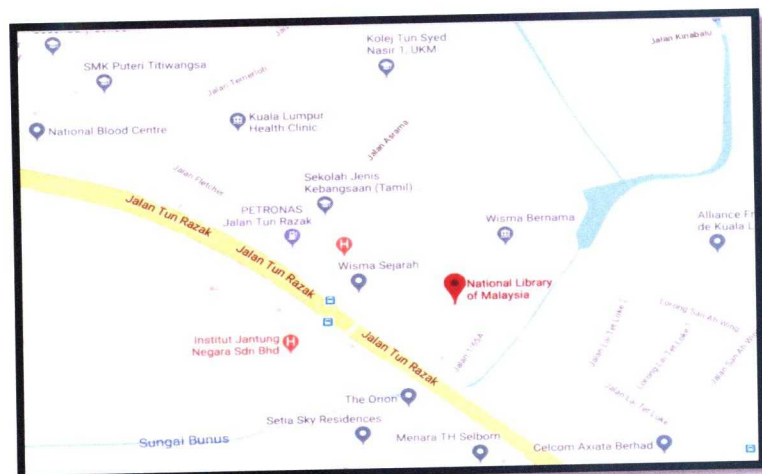


Figure 1.5: PNM's location

1.2.5 Vision, Mission, and Objectives

Vision

"The National Library of Malaysia as a world class leader in library development and services by the year 2020"

Mission

"To enhance the delivery of quality information resources through library services in order to build a knowledge society"

Objectives

- To make available for the use of present and future generation a national collection of library resources;
- To facilitate nationwide access to library resources available within the country and abroad;
- To provide leadership on matters pertaining to libraries.

1.3 Organizational Structure of PNM

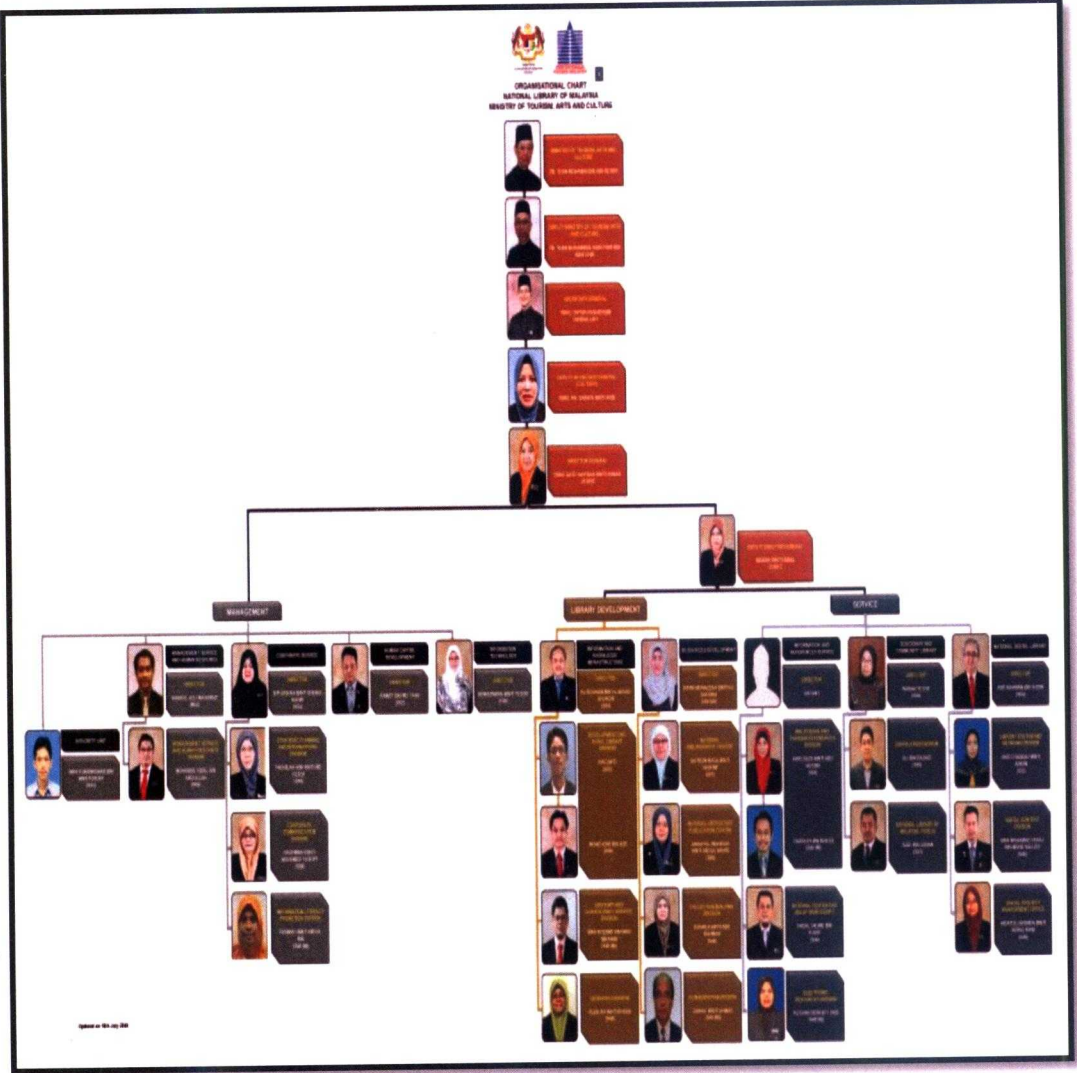


Figure 1.6: Organizational Chart of PNM

CHAPTER 2

ORGANIZATION INFORMATION

2.0 Organization Information

Perpustakaan Negara Malaysia (PNM) is mainly divided into 22 departments and each has their respective departmental structures and functions. This chapter contains information and brief explanation about the structures and functions of PNM's departments that we went during our industrial training.

2.1 List of PNM's Departments

Below are the 22 departments within Perpustakaan Negara Malaysia (PNM):

- Pengurusan Tertinggi
- Bahagian Pembangunan Modal Insan (BPMI)
- Bahagian Penyelidikan Perpustakaan (BPP)
- Pusat Bibliografi Negara (PBN)
- Pusat Rujukan Malaysiana dan Luar Negara (PRMLN)
- Bahagian Peminjaman (BPJM)
- Bahagian Pemuliharaan (BP)
- Bahagian Pembinaan Koleksi (BPK)
- Bahagian Teknologi Maklumat (BTM)
- Pusat Penyerahan Terbitan Negara (PPTN)
- Bahagian Sumber Elektronik (BSE)
- Bahagian Khidmat Pengurusan dan Sumber Manusia (BKPSM)
- Pusat Kebangsaan Manuskrip Melayu (PKMM)
- Bahagian Komunikasi Korporat (BKK)
- Bahagian Pembangunan dan Perpustakaan Desa (BPPD)
- Bahagian Perancangan Strategik dan Antarabangsa (BPSA)

- Bahagian Khidmat Nasihat dan Perundingan (BKNP)
- Bahagian Rangkaian Sistem Perpustakaan (BRSP)
- Bahagian Gerakan Literasi Maklumat (BGLM)
- Bahagian Pengurusan Projek Digital (PMO DIGITAL)
- Bahagian Kandungan Digital (BKD)
- Unit Integriti (UI)

2.2 Departmental Structures

These are the departmental structures that we went during our industrial training:

2.2.1 Bahagian Pembangunan Modal Insan (BPMI)

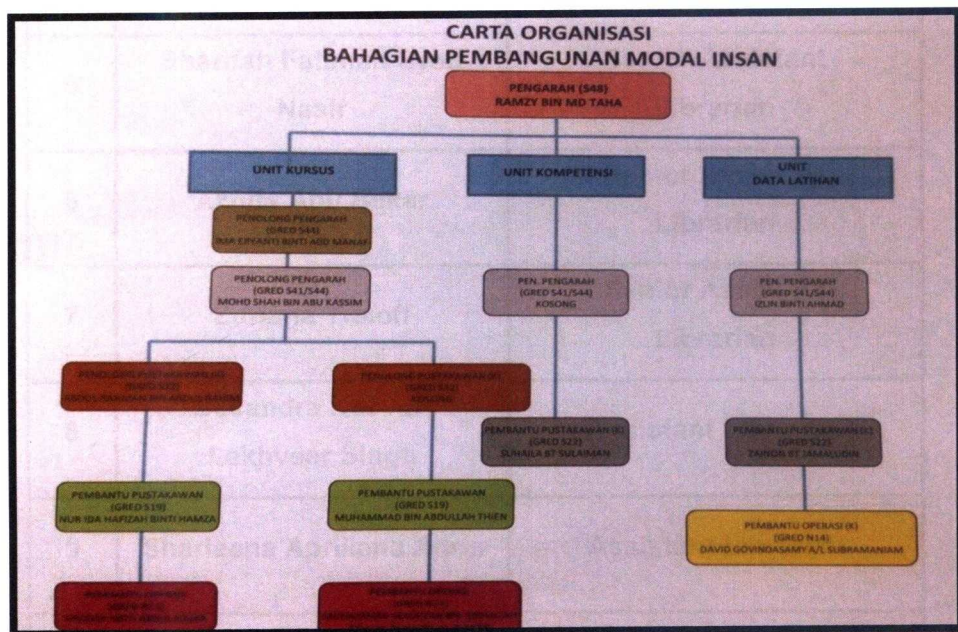


Figure 2.1: Departmental Structure of BPMI

2.2.2 Bahagian Penyelidikan Perpustakaan (BPP)

Table 2.1: Departmental Structure of BPP

	Name	Designation
1	Ruzilah Ehsan	Deputy Director
2	Adam Zulkarnain Saleng	Senior Assistant Director
3	Siti Diana Dahlan	Assistant Director
4	Syazwani Abdullah	Assistant Director
5	Sharifah Fatimah Syed Nasir	Senior Assistant Librarian
6	Aznita Abu Bakar	Senior Assistant Librarian
7	Zuriana Yusoff	Senior Assistant Librarian
8	Becandra Kor A/P Lakhveer Singh	Assistant Librarian
9	Sharleena Apriliana Adris	Assistant Librarian
10	Nor Azuwa Musa	Operation Assistant

2.2.3 Pusat Bibliografi Negara (PBN)

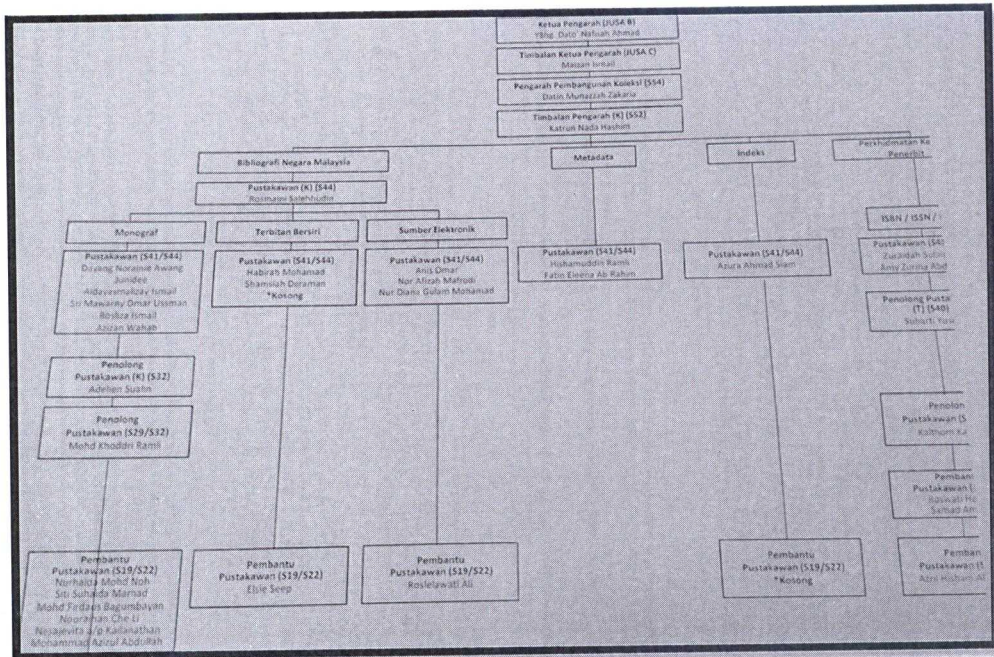


Figure 2.2: Departmental Structure of PBN

2.2.4 Pusat Rujukan Malaysia dan Luar Negara (PRMLN)

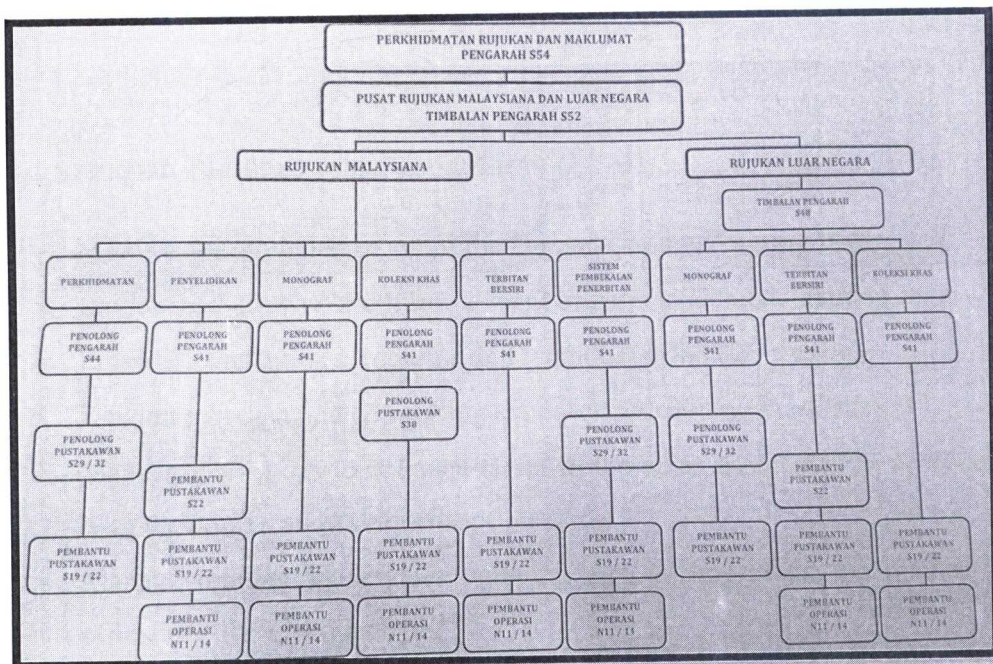


Figure 2.3: Departmental Structure of PRMLN

2.2.5 Bahagian Peminjaman (BPJM)

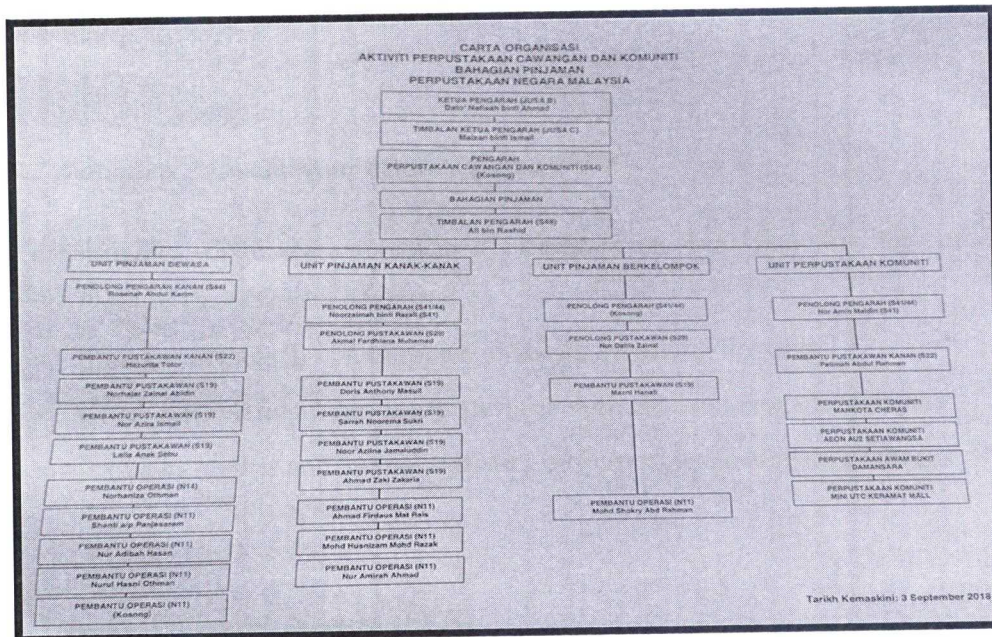


Figure 2.4: Departmental Structure of BPJM

2.3 Departmental Function

These are the functions of each department:

2.3.1 Bahagian Pembangunan Modal Insan (BPMI)

- Monitor the implementation of the Human Capital Training Policy.
- Review and draw up the Improvement of Human Capital Training Policy.
- Provides curriculum (programs and modules) in-house training.
- Providing budget and controlling expenses for training provisions.
- Manage workshops to enhance talent in the areas designated in accordance with the organization's priorities.
- Manage training in services with the aim of improving the quality and efficiency of PNM members.
- Managing training for awareness raising (mind and attitude), experience and skills in management, technical and leadership aspects.

- Managing training and visits within and outside the country to gain a mindset in certain areas among PNM members.

2.3.2 Bahagian Penyelidikan Perpustakaan (BPP)

- Provides data and statistics of libraries in Malaysia for the use of Perpustakaan Negara Malaysia.
- Initiates a research in any topics or issues involving libraries.
- Gives informational service to staffs of Perpustakaan Negara Malaysia.
- Provides reports and annual statistics of Perpustakaan Negara Malaysia.

2.3.3 Pusat Bibliografi Negara (PBN)

- Provide a bibliographic record of library materials received under the Library Materials Submission Act 1986 in accordance with national and international standards.
- Indexes selected magazine articles and seminars / conference papers received under the Library Materials Submission Act 1986.
- Manage and control the authority file and the subject matter of Malaysia.
- Managing and controlling the quality of Bibliographic database of Malaysia.
- Manage and provide services to publishers.
- Publish National Bibliography Malaysia online or in print.
- Coordinate and implement national and international cataloging and classification projects.
- Promoting services of Cataloging-in-Publication (CIP) / International Standard Book Number (ISBN) / International Standard Serial Number (ISSN) to publishers.

2.3.4 Pusat Rujukan Malaysiana dan Luar Negara (PRMLN)

2.3.4.1 Pusat Rujukan Malaysiana

1. Service Unit

- Managing Malaysiana referral services and referrals received from within and outside the country.
- Coordinate referrals and referrals in various instances at all levels.
- Analyze the effectiveness of infrastructure and information services for improvement.
- Plan and implement the activities needed to meet the needs of the community.
- Coordinate the provision of PRM'siana counter service duty tables.
- Manage and coordinate service statistics.

2. Research Unit

- Manage research services in various fields.
- Managing information retrieval for research inquiry.
- Detect and collect information to support further research.
- Detect and provide reference materials that need to be packaged to meet user requirements.
- Plan and provide the content of exhibits.

3. Serials Unit

- Manage referral services and Malaysiana serial information.
- Manage and maintain Malaysian serial collection of serials.
- Strengthen collections through serial tracking of serial materials.
- Manage and implement promotional programs.
- Manage the provision of statistics for serial derivative services.

4. Publisher Supply System Unit

- Manage and provide publishing supplies.
- Managing new memberships and updating PSS members' information.
- Coordinate cooperation between PSS members / agencies.
- Manage and implement promotional programs.
- Manage the preparation of statistics for PSS.

5. Special Collection Unit

- Manage referral services and information on special collection of Malaysiana.
- Manage and maintain a special collection of Malaysiana.
- Locate and acquire special collections from within and outside the country.
- Distribute the knowledge gained in rare materials and personal collections through publication research.
- Manage and implement promotional programs.
- Manage the preparation of statistics for special collection services.

6. Monograph Unit

- Managing reference services and information of Malaysiana.
- Manage and maintain a collection of Malaysiana monographs.
- Strengthen collections through monograph material detection.
- Manage and implement promotional programs.
- Manage the provision of statistics for monograph services.

2.3.4.2 Pusat Rujukan Luar Negara

1. Monograph Sub-Unit

- Manage referral services and overseas monograph information.
- Manage and maintain overseas collection of monographs.
- Manage the current title selection works for monograph exhibits.
- Manage and implement promotional programs.

- Manage the provision of statistics for monograph services.

2. Serials Sub-Unit

- Manage referral services and information on foreign serials.
- Manage and maintain foreign serials collection.
- Manage and implement promotional programs.
- Manage the provision of statistics for serial issues.

3. Special Collection Sub-Unit

- Manage referral services and special collection information abroad.
- Manage and maintain special collections abroad.
- Manage and implement promotional programs.
- Manage the preparation of statistics for special collection services.
- Manage the current title selection works for special collection exhibits.
- Locate and acquire special collections from outside the country.

2.3.5 Bahagian Peminjaman (BPJM)

1. Circulation Services (Children and Adults Unit)

- Lending – 6 books for 1 month
- Returning – within the fixed date given
- Renew – the borrowed material period may be renewed for 3 weeks from the date of renewal.
- Booking

2. Reading Encouragement Activities (Community Unit)

- Implement reading encouragement activities to support Reading Campaign.

3. Group Loans Service (Group Unit)

- To encourage and support departments, institutions, schools, private, and NGOs in their effort to provide reading.
- Accommodates the collection of existing libraries, especially small libraries with no fixed book provisions.
- Institutions that are registered with PNM can borrow up to 400 books for 3 months and this service can only be renewed once.

CHAPTER 3

INDUSTRIAL TRAINING ACTIVITIES

3.0 Industrial Training Activities

During the training period, trainees have been required to follow the rules and regulations that have been set by Perpustakaan Negara Malaysia. The working schedule is Monday to Friday and from 8.00 a.m. until 5.00 p.m. Saturday, Sunday, and Public Holidays are off days.

Table 3.1: Working Schedule

DAY	WORKING HOURS (A.M.)	BREAK	WORKING HOURS (P.M.)
MONDAY	8.00 – 1.00	1.00 – 2.00	2.00 – 5.00
TUESDAY	8.00 – 1.00	1.00 – 2.00	2.00 – 5.00
WEDNESDAY	8.00 – 1.00	1.00 – 2.00	2.00 – 5.00
THURSDAY	8.00 – 1.00	1.00 – 2.00	2.00 – 5.00
FRIDAY	8.00 – 12.15	12.15 – 2.45	2.45 – 5.00

3.1 Training Activities

Training activities are done in the five departments according to the durations given for each department. Many activities that have been taught, learnt, and performed during the training.

3.1.1 Bahagian Pembangunan Modal Insan (BPMI)

During our training in Bahagian Pembangunan Modal Insan (BPMI), we did many activities involving managing and developing training courses/schedules that are relevant for the staffs of Perpustakaan Negara Malaysia (PNM) and staffs from other organizations.

On the first day of training, we went to BPMI for report on duty and then were asked to join the “Bengkel Penggunaan Media Sosial: YouTube” by Encik Wan Azuan Shah. We were taught on how to use the video-editing tools such as Filmora, Quik, Legend, Pixabay, Unsplash, Pexels, and PowerPoint. Basically, Filmora, Pixabay, Unsplash, and Pexels are for videos and pictures. Quik and Legend are mobile apps meaning that everyone can download the apps on their phones. PowerPoint is used to design cover pages. We attended the workshop for two days and finished editing and publishing our videos on YouTube on the last day of the workshop.



Figure 3.1: “Bengkel Penggunaan Media Sosial: YouTube”

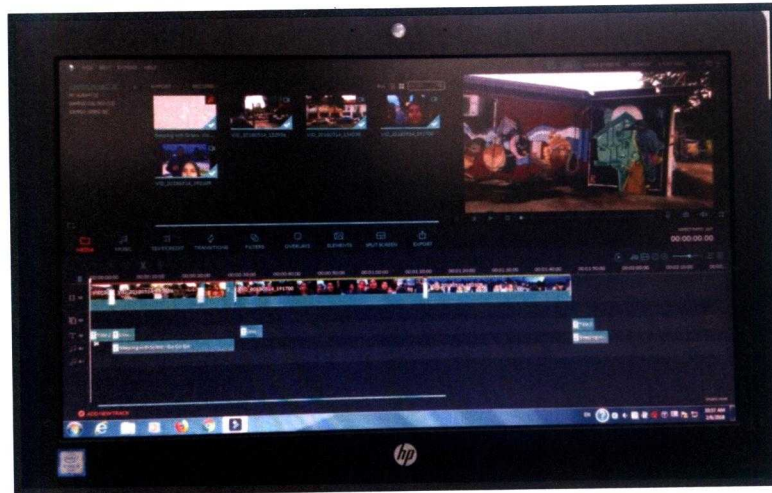


Figure 3.2: Editing video using Filmora

As we know, August was the official month for IFLA 2018 that was held in Malaysia. We did timetables of IFLA 2018 full programs for the use of participants from Perpustakaan Negara Malaysia (PNM). The timetables were referred from the official website and were retyped into more organized manner.



Figure 3.3: IFLA 2018 cover page

Thursday, 23 August 2018						
TIME	EVENT	VENUE	THEME	PARTICIPANT	DEPARTMENT	
08:30 - 11:00	Session D01, Professional Committee Meeting	Meeting Room 304/305				
11:30 - 17:00	Session D02, Governing Board Meeting	Meeting Room 304/305				
Friday, 24 August 2018						
TIME	EVENT	VENUE	THEME	PARTICIPANT	DEPARTMENT	
08:30 - 11:00	Session D03, Professional Committee's Officers Forum - IFLA Professional Committee	Plenary Theatre				
09:30 - 12:30	ISSN Meeting (PNM)	Computer Lab, Level 5		Zuraidah Binti Sulaiman Suharta Binti Yusof @Suzadi Adelina Sualin		PBN
11:15 - 17:30	Session D03a, Research Day - Library and Research Services for Parliaments	Plenary Theatre				
	Session D04, SC I - Serials and Other continuing Resources	Meeting Room 401		Habibah Binti Mohamad Rozita Binti Ismail Shamsiah Binti Osman		PBN
	Session D05, SC I - Acquisition and Collection Development	Meeting Room 402		Rozaimah Binti Salehuddin Suzalak Hecorose Binti Awang Jusodie Hishamuddin Bin Ramli		PBN
11:15 - 13:15	Session D06, SC I - Education and Training	Meeting Room 403				

Figure 3.4: IFLA 2018 timetables

We attended “Perhimpunan Bulanan” on 13th August at Level 1 of Bangunan Anjung Bestari from 9.00 a.m. to 12.30 p.m. The assembly is held once in three months and director of PNM, Dato’ Nafisah Ahmad gave speech to all staffs of PNM regarding any issues and achievements.



Figure 3.5: Monthly assembly

We also helped checking and completing reports on programs/workshops organized by BPMI and presented to Puan Izlin Ahmad, made PowerPoint Slides for training proposal and rechecked by Encik Mohd Shah, typed tender/timetables/name lists of participants for Kursus Perpustakaan Desa 2018. We even designed few samples of book cover for Kursus Perpustakaan Desa 2018 and Buku Rekod Latihan 2019.



Figure 3.6: Cover of program books

BPMI conducts Training Needs Analysis (TNA) in PNM to acquire the courses or workshops that the staffs needed for every year. The results then will be converted into statistics by using Google Forms and the data obtained is tabulated into pie charts. Courses or workshops that are demanded the most will be chosen for Kalendar Latihan 2019.

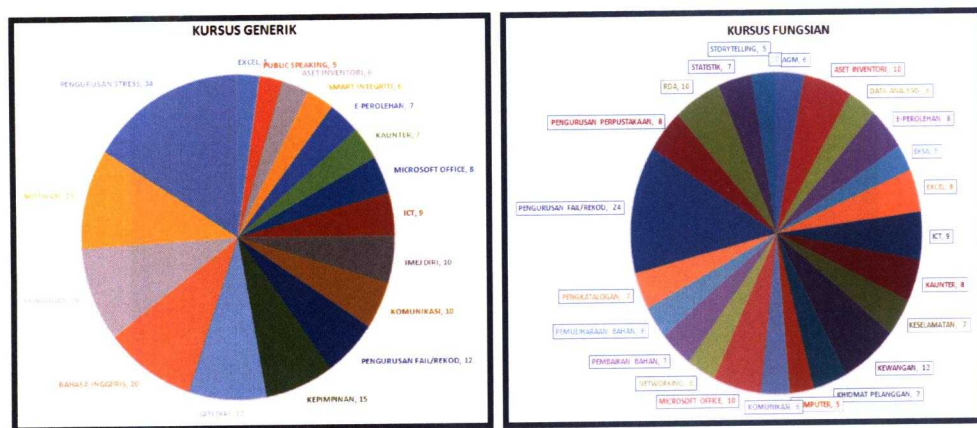


Figure 3.7: Pie Charts of Generic & Functional Courses

On the 7th August, we duty at the registration counter for the event “Secangkir Kopi dan Sebuah Buku: Membaca Pada Usia Emas” at Bilik Serbaguna Aras 1, Bangunan Anjung Bestari from 9.00 a.m. to 10.00 a.m. We also got the opportunity to duty at the registration counter for “Majlis Perasmian Konvensyen Ketamadunan Dunia 3.0 Turki dan Alam Melayu” and “Seminar Sehari Bersama Penerbit 2018 at Bilik Serbaguna and Auditorium PNM respectively.



Figure 3.8: Duty at registration counter



Figure 3.9: “Seminar Sehari Bersama Penerbit 2018”

3.1.2 Bahagian Penyelidikan Perpustakaan (BPP)

Bahagian Penyelidikan Perpustakaan (BPP) is a department that involves in researches, statistics, and data. We helped in completing the report for Program Singgah Santai, checked and key-in directories for Perancangan Perpustakaan 2017 PNM, and key-in directories for Perpustakaan Awam Negeri dan Gunasama 2018.

B	C	D	E	F
A	SENARAI PERPUSTAKAAN AWAM WILAYAH PERSEKUTUAN KUALA LUMPUR, PUTRAJAYA & LABUAN			
Bil	Jenis Perpustakaan	Nama Perpustakaan	Alamat 1	Alamat 2
1	Perpustakaan Negeri	Perpustakaan Kuala Lumpur	No. 1, Jalan Raja	
2	Perpustakaan Negeri	Perpustakaan Awam Labuan	Menara Perbadanan Labuan	Jalan OKK Awang Besar
3	Perpustakaan Negeri	Pusat Pembelajaran Kejiranan Presint 16 Perbadanan Putrajaya	Tingkat 1, Kompleks Kejiranan Presint 16	Jalan P16G Presint 16
4	Perpustakaan Cawangan/Daerah	Pusat Pembelajaran Kejiranan Presint 8	Jalan P8C, Presint 8	
5	Perpustakaan Cawangan/Daerah	Pusat Pembelajaran Kejiranan Presint 9	Jalan P9E, Presint 9	
6	Perpustakaan Cawangan/Daerah	Pusat Pembelajaran Kejiranan Presint 11	Tingkat 1, Kompleks Kejiranan Presint 11	
7	Perpustakaan Komuniti	Perpustakaan Komuniti UTC Sentul		
8	Perpustakaan Komuniti	Perpustakaan Komuniti UTC Keramat Mall (PNM)		
9	Perpustakaan Komuniti	Perpustakaan Komuniti AU2 Setiawangsa (PNM)	Lot G20	AU2 Mall
B	SENARAI PERPUSTAKAAN AWAM NEGERI SELANGOR			
Bil	Nama Perpustakaan	Nama Perpustakaan	Alamat 1	Alamat 2
	SEHARAI PAH DI MALAYSIA	W.P. K. Putrajaya & Labuan	Selangor	Sabah
			Sarawak	Pulau Pinang
			Johor	Malaysia

Figure 3.10: Directories of Perpustakaan Awam Negeri 2018

3.1.3 Pusat Bibliografi Negara (PBN)

Pusat Bibliografi Negara (PBN) is where the core business of Library and Information Management Study situated. Activities such as cataloging and indexing are done comprehensively here.

1. Service Units to Publishers

We were given briefings about International Standard Book Numbers (ISBN), International Standard Serial Numbers (ISSN), and Cataloguing in Publication (CIP). Publishers are encouraged to join the ISBN Programme Registration and apply for the ISBN, ISSN, and CIP. Applications forms can be obtained from the counter of PBN or can be downloaded from PNM's official website. The services are free to all Malaysian publishers and the CIP/ISBN/ISSN data will be sent to publishers within three working days.

Benefits of ISBN/ISSN/CIP:

- Appears as part of the bibliographic description in Malaysian National Bibliography Database, book trade directories, etc.
- Promotes sales of books published in local and international market.
- Helps libraries and booksellers in the selection and purchase of new books.



Figure 3.11: Examples of ISBN/ISSN/CIP

2. Monograph Unit

In this unit, we were showed on the working process of receiving materials under the Library Materials Submission Act 1986. The processes are all the same for serials and electronic resources. Below is the flow chart of receiving materials.

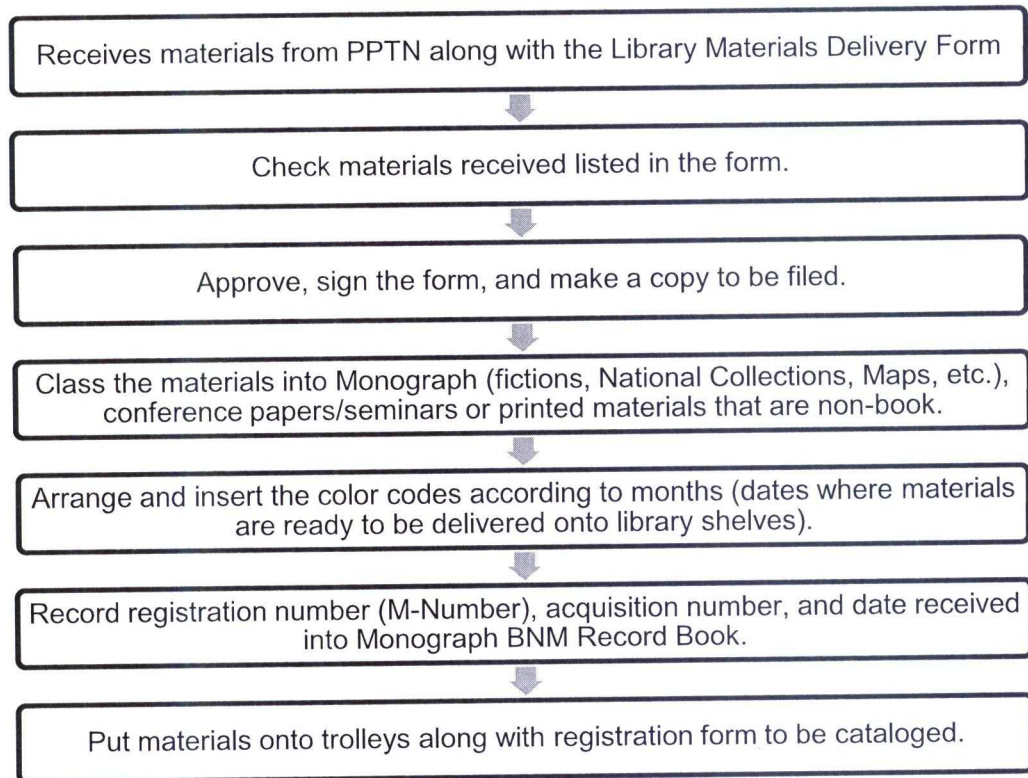


Figure 3.12: Flow chart of receiving materials process

PBN uses Virtua System to catalogue all library materials including monographs, serials, electronic resources, and indexes. We were taught by the officers and staffs on how to use Virtua to catalogue materials and then were given some exercises. Some of the tools and standards that are used:

- Library of Congress Subject Headings (LCSH) 32nd Edition
- Dewey Decimal Classification (DDC) Edition 23
- Panduan RDA (Resource Description and Access) Malaysia
- Standard Entri Pengkatalogan Malaysia: Nama Orang Perseorangan
- Standard Entri Pengkatalogan Malaysia: Nama Badan Selembaga
- RDA Toolkit (<http://www.rdatoolkit.org>)
- Marc21 Format for Bibliographic Data
(<http://www.loc.gov/marc/bibliographic>)



Figure 3.13: Standards used for cataloguing in PBN

Cataloging activities using Virtua are basically not the same with how we learnt during our study. There are several differences in PBN's cataloging standard that are listed below:

- a. Punctuations
- b. Entry for personal or corporate bodies
- c. Tags such as 015, 049, 599, 997, etc. (Some are auto-generated by Virtua)
- d. Indicators

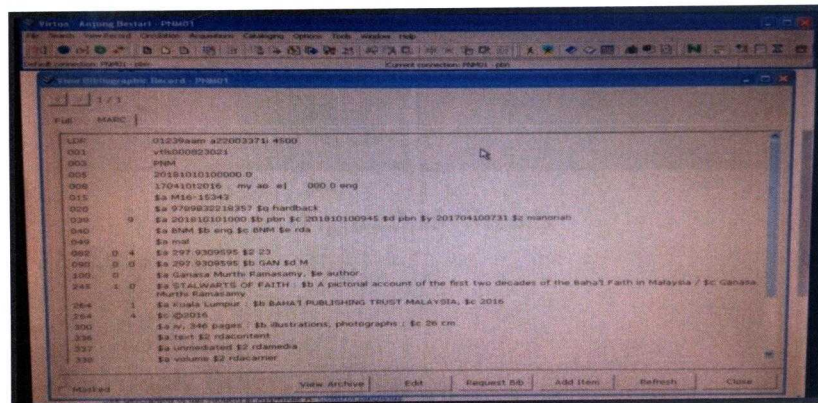


Figure 3.14: Catalogue using Virtua

Materials that are already cataloged and checked need to be labeled with call numbers, RFID stickers, and barcode then activate the RFID by scanning as input in Virtua. All materials are then ready to be delivered out.

3. Serials Unit

The description on the material is the first/the earliest release in the library collection. The next release is a repeat release unless there is a change to the material format, major changes in title proper, statement of responsibility, and edition. The serialized record represents the entire publication. Tags that are added in cataloging of serials are:

- 022 (International Standard Serial Number)
- 222 (Key Title; Available and used by PNM only)
- 310 (Current Frequency)
- 321 (Former Frequency)
- 362 (Numbering of Serial)
- 365 (Trade Price)
- 588 (Source of Description Note)
- 850 (Holding Institution)

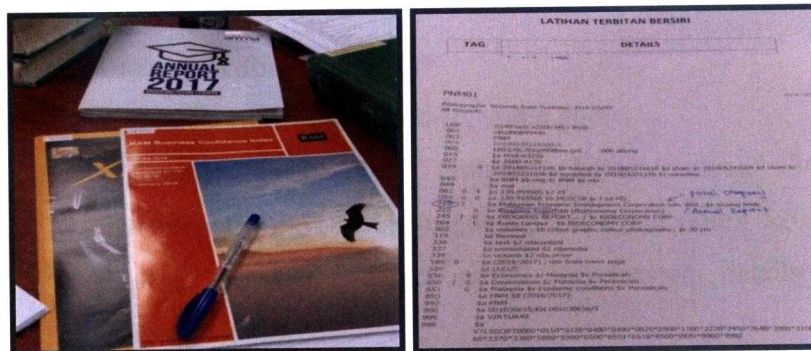


Figure 3.15: Serials

4. Electronic Resources Unit

The basics of cataloging electronic resources are the same with monographs and serials but with additions of certain tags according to the types of electronic resources. There are four types of electronic resources:

- a. Audio recordings (non-music)
- b. Audio recordings (music)
- c. Video recordings

- b. Audio recordings (music)
- c. Video recordings
- d. Electronic resources (ex. Online resources)

- **Audio recordings (non-music)**

Examples: audio books, speeches, Quran reciting.

Additional tags: 344 (sound characteristics), 347 (digital file characteristics), 505 (formatted contents note), 518 (date/time/place of event note), 520 (summary, etc.), and 538 (system details note).

- **Audio recordings (music)**

Examples: performed music, audio discs.

Additional tags: 344 (sound characteristics), 365 (trade price), 505 (formatted contents note), 511 (participant/performer note), 518 (date/time/place of event note), 538 (system details note).

- **Video recordings**

Examples: film reel, videodisc, video game.

Additional tags: 344 (sound characteristics), 346 (video characteristics), 518 (date/time/place of event note), 520 (summary, etc.), 521 (target audience note), 538 (system details note), 546 (language note).

- **Electronic resources**

Examples: online resources, e-proceedings, software.

Additional tags: 504 (bibliography, etc. note), 538 (system details note), 856 (electronic location and access).

Other than that, activities such as labeling call numbers, barcodes, RFID stickers onto electronic resources, and filling in records and checking materials were also done in this unit.

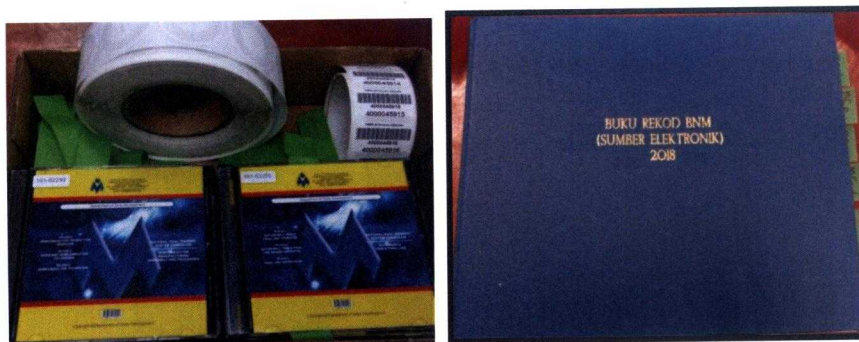


Figure 3.16: Electronic resources & BNM record book

5. Index Unit

We were given briefings on selecting articles in magazines and indexing process. Then we selected articles from some magazines according to the criteria such as:

- Important articles about events taking place in Malaysia.
- Articles about places in Malaysia.
- Government policies.
- Articles that are useful and provide readers with knowledge.
- Important articles about foreign countries written by local writers.
- Short stories and poems that won any prizes, awards, and recognition.

Indexing using Virtua is easy and simple because serials are mostly already has their own main records in the system. The new records only need to be added under the main records. Moreover, PBN does not summarize or make abstract for each article because of time-consuming.

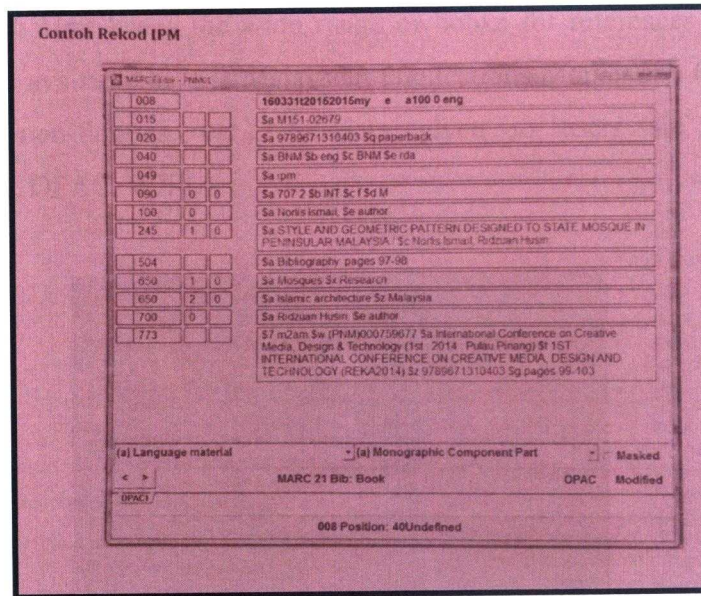


Figure 3.17: Example of Malaysian Proceedings Index

3.1.4 Pusat Rujukan Malaysia dan Luar Negara (PRMLN)

In Pusat Rujukan Malaysia dan Luar Negara (PRMLN), we were given tour around the department and some briefings for each unit. PRMLN houses the national collections that are kept in Stek Room or Bilik Penyimpanan Koleksi Perpustakaan and some of it are displayed on the shelves for the users to make references. The collections here are received under the Library Materials Submission Act 1986 that cannot be borrowed and can only be used inside the buildings.

1. Service Unit

Service Unit focuses more on giving services to the users. The collections available here include Collection of Legislation and Government Gazette, Collection of Legislation and Government Gazette, Limited Malaysia, Illegal Malaysia, Confidential Malaysia, Malaysian Serial References (Folio). Services given to users are reference, photocopy, OPAC, WIFI.

2. Malaysiana Monograph Collection Unit

Monograph Unit keeps the wide range of books for references only. The collections available here is Malaysian Publications Monograph Collections (fictions, non-fictions, etc.). Services given to users are reference, photocopy, OPAC, WIFI.

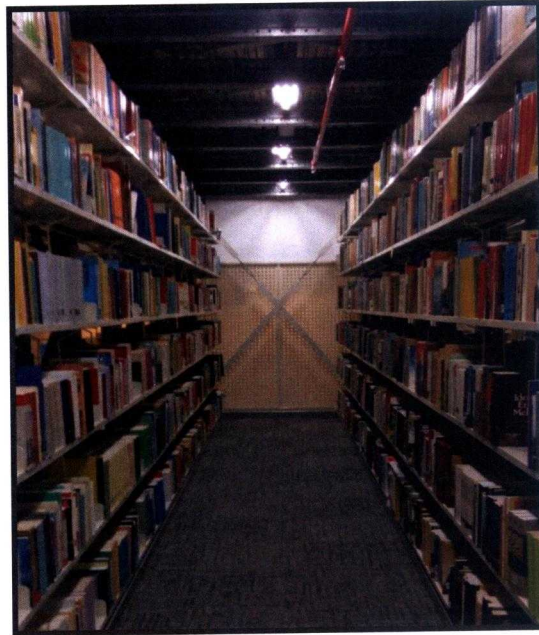


Figure 3.18: Bilik Penyimpanan Koleksi Perpustakaan

3. Malaysiana Serials Reference Unit

Serials Unit holds serials collection that is available for user references. The collections available here is Malaysian Publications Collection Serials (newspapers, magazines, folios.). Services given to users are lockers, reference, photocopy, OPAC, WIFI. We were showed on how to fill in the Borang Pendaftaran Pemuliharaan dan Repografi (BPR8). This form is sent to Bahagian Pemuliharaan (BP) along with the collections of the Government Legislations for bookbinding process.

BORANG BPR8 18/43/3 PNM 195/01/16/3 Jld 8 (201) 54 DIMPANAN PENGIRIM

BORANG PENDAFTARAN PEMULIHARAAN DAN REPROGRAFI

KETERANGAN BAHAN		TARIKH DILEH PENGIRIM	
JUDUL/PERKARA: <i>WARAJA KERAJAAN PERSEKUTUAN ASIA PARINDAN</i>		NAMA: <i>KUKE MAMUDIN</i>	
PENGARANG:		BAHAGIAN: <i>P.M.L.S.</i>	
NO. BILANGAN:		TARIKH: <i>21/1/2018</i>	
JILID:	<i>Jld 8 No. 244</i>	WEDUKARAN BPR	
BULAN:	<i>Tembehan No. 244</i>	NO. KEMPA:	
TAHUN:		TARIKH PENDAFTARAN:	
NO. PANGGILAN:		TARIKH DITERIMA OLEH UNIT:	
		TARIKH DIKEMBALIKAN OLEH UNIT:	
		TARIKH DIKEMBALIKAN KEPADA PENGIRIM:	

ARAHAN KERJA

JILIDAN	MANUSKRIP	BAHAN BERCIKAR	MIKROFILM	LAIN-LAIN
<input type="checkbox"/> KULIT MIPIS	<input type="checkbox"/> PEWASAPAN	<input type="checkbox"/> PEWASAPAN	<input type="checkbox"/> SALINAN POSITIF	<input type="checkbox"/> NOTAS
<input type="checkbox"/> KULIT TEBAL	<input type="checkbox"/> PENYAHASIDAN	<input type="checkbox"/> BERI NOMBOR	<input type="checkbox"/> SALINAN NEGATIF	<input type="checkbox"/> ALBUM
<input type="checkbox"/> KULIT KASING	<input type="checkbox"/> PELAPISAN	<input type="checkbox"/> MENAGALKAN HELAN	<input type="checkbox"/> PENGLASINGAN JILID	<input type="checkbox"/> LAIN-LAIN
<input type="checkbox"/> JAHITAN TAPE	<input type="checkbox"/> FRAGSIONAL	<input type="checkbox"/> PENYAHASIDAN		
<input type="checkbox"/> JAHITAN OVERCASTING	<input type="checkbox"/> TOLUPETA	<input type="checkbox"/> PELAPISAN		
<input type="checkbox"/> JAHITAN-JAHITAN LAIN	<input type="checkbox"/> PEMBARUKAN/HELAIN	<input type="checkbox"/> MEMOTONG BAHAN		
<input type="checkbox"/> TINTA EMAS	<input type="checkbox"/> JILIDAN KULIT	<input type="checkbox"/> JILIDAN SEPARAH KULIT		

Sila isikan ruang "KETERANGAN BAHAN" dengan jelas untuk tujuan triks.

Figure 3.19: Borang Pendaftaran Pemuliharaan dan Repografi (BPR8)

4. Malaysiana Special Collections Unit

Special Collections Unit holds the collections that are rare, personal, ephemeral, PNM's archive collections, maps, leveled collections (illegal, confidential, and limited). Services given to users are reference and WIFI. They also give reference service to researchers and contribute in exhibitions held in PNM. On level 10 of Menara PNM, they kept personal collections of A. Samad Said, Zainal Buang Hussien, Bung Karim, John Bastin and many more.

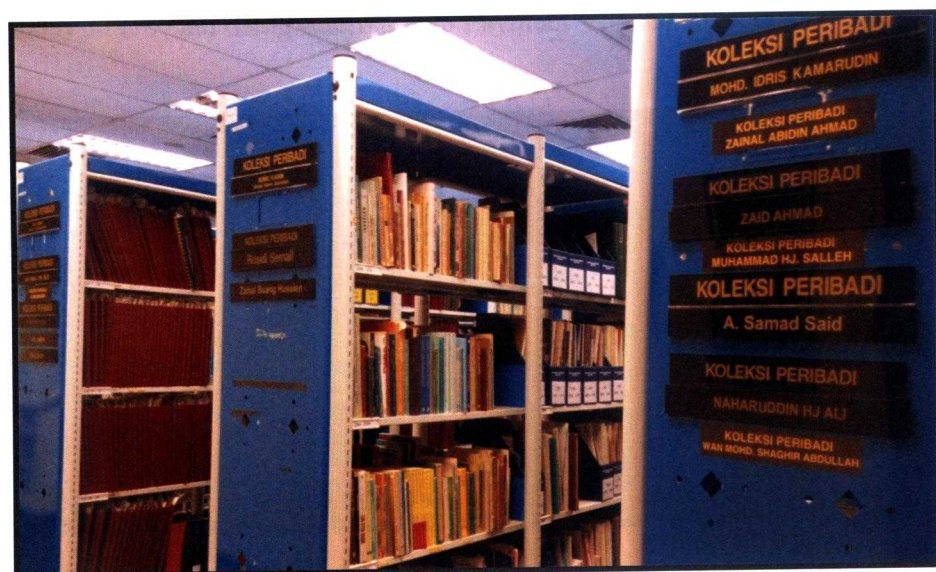


Figure 3.20: Personal collections of well-known person.

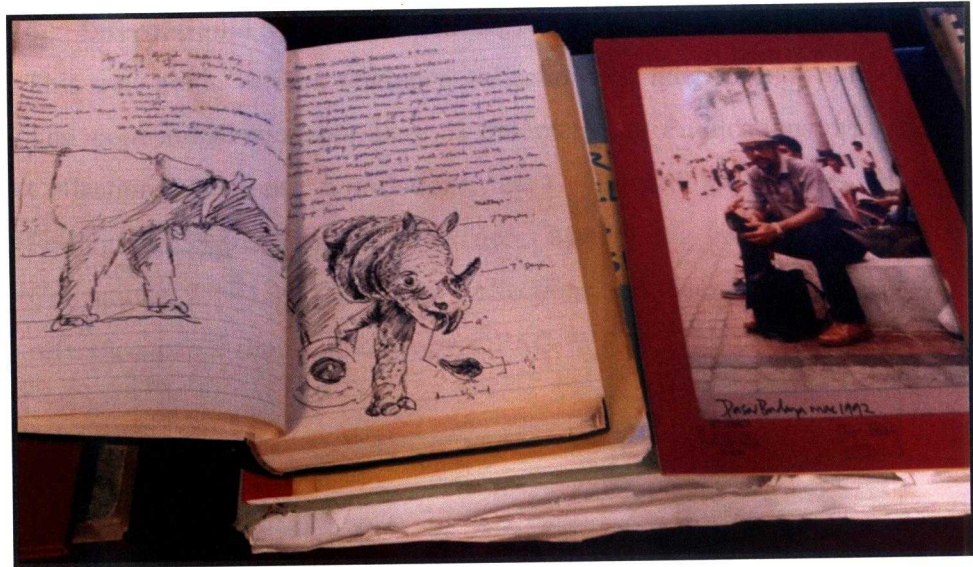


Figure 3.21: Personal collections of Pak Sako

5. Publisher Supply System Unit

Publisher Supply System Unit gives services mainly to publisher, other libraries, and users. The collections available here is Malaysian Folio Collections, Malaysian Specific Maps, School References Materials. Services given to users are reference, photocopy, OPAC, WIFI. Interlibrary Loan Service (ILL) is offered here whether within Malaysia and international. The services are charged. Services involve countries outside of Malaysia are paid using International Payment Voucher.



Figure 3.22: International Payment Voucher

6. International Special Collections/Monograph/Serials Unit

This unit holds various reference collections of international publications. The collections available here is International Publications Monograph Collections (fictions, non-fictions, etc.), Harvard Collections, Harvard Packaging, Kazakhstan's Reference Materials, International Serials Collections, UNO and ASEAN Collections. Services given to users are reference, carrel rooms, photocopy, OPAC, WIFI.



Figure 3.23: ASEAN Corner

3.1.4 Bahagian Peminjaman (BPJM)

Activities done in Bahagian Peminjaman (BPJM) are mainly service-oriented. This department gives services to users such as borrowing, returning, renewing, and booking of monographs. The collections here are all acquired by Bahagian Pembinaan Koleksi (BPK). Divided into four units; adult, children, group, and community.

1. Adult Unit

Adult Unit is situated in level 3 and 4 of Wisma Sejarah. This unit allows adult users to borrow, return, renew, and book. Each user can borrow 6 books per I.C. for a month and borrowing can be made using self-check machines available in the library or at the counters. Returning books are usually done at the counters so that librarians could check if they returned overdue books. Overdue books are fined RM0.10 per day for one book while

lost or damaged books should be paid double the price of book. Renewal and booking can be made at the counters, through phone, and online. Virtua System is used in these activities.



Figure 3.24: Duty at the counter

Shelving is done every morning before the library is open at 10 a.m. We shelved about 2-3 trolleys of books everyday (60-80 books per trolley). On level 3 is where non-fictions books (000 to 800) are kept whereas on level 4 is non-fictions (900), fictions (A-Z), and folios (000-900). BPJM also provides Chinese and Tamil books (fictions and non-fictions) for the users.

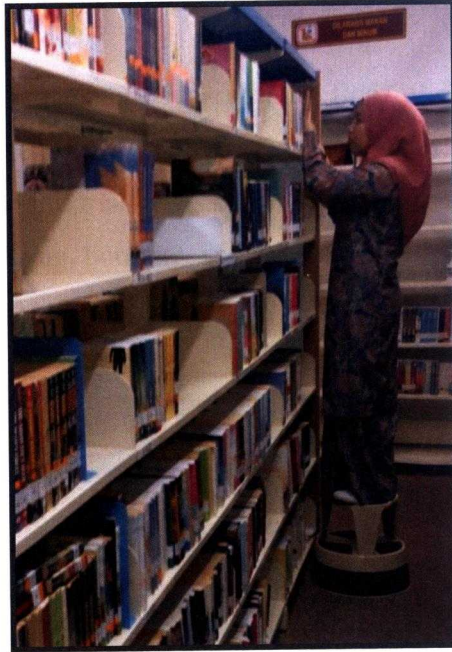


Figure 3.25: Shelving books

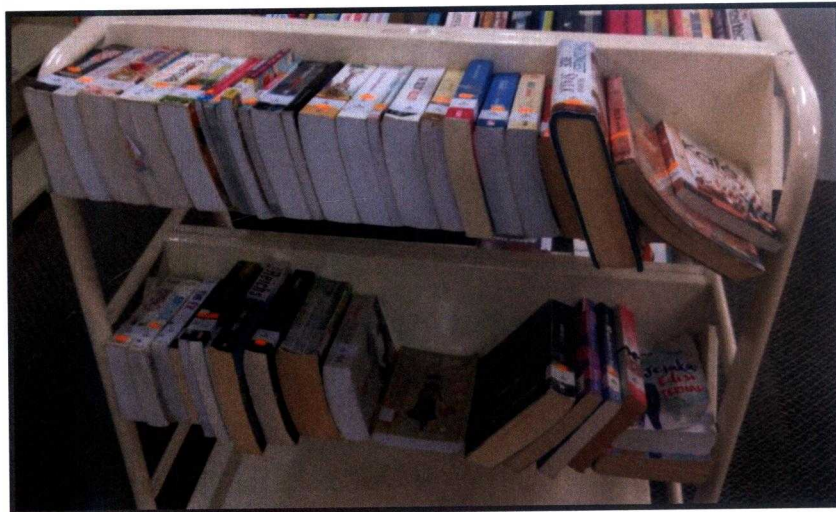


Figure 3.26: Shelving activities

We were also involved in the waste disposal special project. The aim of this project is to dispose old and damaged books from the shelves. We were asked to list barcode numbers for those books before sending them to proceed with disposal process.

2. Children Unit

Children Unit is situated at the ground floor of Bangunan Anjung Bestari. They serve the same purpose as Adult Unit except the services are specialized on children from age 0-13. The activity such as borrowing, returning, renewing, booking, and shelving are same as in Adult Unit.



Figure 3.27: Children's Library

We were briefed on the management, maintenance, activities, and receiving new books by Cik Noorzaimah Razali. Children Unit is more focused on activities for the children especially on school holidays. This is to attract more parents and their children to come and join to use the library. Some of the activities that we joined and helped in the preparations include World Kamishibai Day, Healthy Sandwich Day, Sesi Bercerita: Dengarlah Sayang Bersama Ummi Sham, and Kraf Pokok Krismas & Si Beruang.



Figure 3.28: Events at Children's Library

3. Group Unit

In this unit, we gave borrowing service to institution and agency libraries. Scanning, packing, and unpacking boxes of books are done when users came by appointment. We also shelved books that are returned by users back into compactors in Stek Room.



Figure 3.29: Shelving in Stek Room

We also did relabeling call numbers on the shelves of each compactor in the Stek Room.

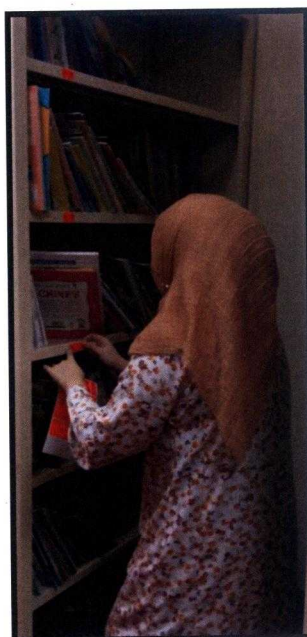


Figure 3.30: Relabeling call numbers

4. Community Unit

Community Unit is a unit that manages libraries outside of PNM headquarters. The purpose of these libraries is mainly to serve the needs of the community. They are situated in four locations; UTC Keramat, AEON AU2 Setiawangsa, AEON Mahkota Cheras, Perpustakaan Awam Bukit Damansara. We managed to go to AEON AU2 Setiawangsa (PKAU2) and Perpustakaan Awam Bukit Damansara (PABD).

We did Sand Art Coloring Activity in PKAU2 for school holiday activities and visited PABD for a small tour around the library.



Figure 3.31: Sand Art Coloring Activity



Figure 3.32: Perpustakaan Awam Bukit Damansara (PABD)

3.2 Special Project

3.2.1 Introduction to Kursus Kumpulan Inovatif dan Kreatif

Kursus Kumpulan Inovatif dan Kreatif (KIK) is an effective management mechanism to build human capital in a highly skilled Public Service to realize the Government's aspiration to improve the efficiency and effectiveness of Government agencies in delivering services to the people. In addition, KIK also has a fundamental principle that recognizes employees as the most valuable resource in the organization and provides them with forums to engage in the decision-making process and subsequently carry out decided actions teamwork.

3.2.2 Objectives

The objective of KIK is to improve and improve the quality and productivity of the work especially in the delivery of services to customers through:

- Ability to create a new way of working or producing innovation.
- Ability to solve problems or make improvements work.
- Teamwork spirit.
- Seeding and applying value and positive work ethics.
- Commitment and commitment to work.
- High work motivation.
- Awareness of responsibility for yourself, group, organizations, and countries.
- Promotion of innovative and creative ideas.
- Establishing harmonious relationships between management and employee.

3.2.3 Benefits to the Organization

Among the benefits of KIK to the organization are:

- Introducing new systems and ways.
- Generate organizational excellence through creativity approach, innovation and value creation.
- Improve systems, processes and ways of working.

- Strengthen relationships between workers and parties management.
- Fostering collaboration amongst members of the organization.
- Improve the competitiveness of the organization.
- Enables the organization to produce a quality service delivery system and meet customer requirements.

3.2.4 Benefits to the Public Services

Among the benefits of KIK to the Public Service are:

- Fostering inter-agency collaboration through standardization of innovation or improvement resulting.
- Save on cost and overall operating time of service.
- Improve quality and productivity of services.
- Improve customer satisfaction and stakeholders.
- Enhance Public Service image.

3.2.5 Benefits to the Employees

Among the benefits of KIK to the Employees are:

- Improve problem solving skills and make decisions
- Foster the spirit of cooperation and work in one team
- Sowing and applying value and positive work ethics
- Increase commitment to work
- Adding encouragement to work with more dedication
- Raising awareness about self-responsibility, group, organization and country
- Guiding creative, innovative, creative thinking organizations to generate innovation
- Enhance the ability to create or introduce new systems and job enhancements
- Promote the creation of innovative and creative ideas
- Satisfaction in working
- Improve confidence in personal ability and potential alone

- Honor the leadership talent among the citizens of the organization

3.2.6 KIK Structure

- KIK Steering Committee
- Facilitator
- Leader
- Members of KIK Group

3.2.7 Exercise

- Training plays an important role in determining effectiveness and the success of the KIK program.
- KIK members need to be equipped with the knowledge and skills to implement KIK projects including creative thinking skills as well as skills using problem solving techniques, tools quality control and method or improvement strategy.
- KIK members need to understand their respective roles within successful KIK activities.

3.2.8 KIK meeting

KIK should pay attention to a number of issues to ensure that the meetings are handled effectively:

- Organize meeting agenda
- Establish procedures / rules for all KIK members to follow
- Determine clear goals for each meeting and ensure the appropriate meeting time / not too long
- Distribute the actions that KIK members need to take
- Provide minutes of meetings and implement meeting decisions

3.2.9 Appreciation and Recognition

The management should give recognition to KIK members who have successfully introduced a new system or way of working, innovation or improvement. This is to encourage participation employees in KIK and thus maintain existing KIK. The forms of recognition that can be given are as follows:

- The presence of senior management during the presentation project
- Grant Letter / Certificate of Appreciation
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- Providing opportunities for KIK members who have been successful for joining the KIK Convention at the departmental, state, national and international levels
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- Other acknowledgments deemed appropriate

CHAPTER 4

INDUSTRIAL TRAINING REFLECTION

4.0 Training Reflections

This chapter will focus on the overall summary of the industrial training; knowledge gained from the training, personal thoughts and opinions, lessons learnt, limitations and recommendations.

4.1 Application of knowledge, skills and experience in undertaking the task (Knowledge gained)

I gained a lot of knowledge, skills, and experiences during the 20 weeks of my industrial training. Some of the knowledge, skills, and experiences are from what I already learnt or have during my study but most of them are all new to me. In Bahagian Pembangunan Modal Insan (BPMI), I gained knowledge in planning and managing tasks, interpersonal relationship, and communication skills. In Bahagian Penyelidikan Perpustakaan (BPP), I could apply my skills on computers, research methods, and data and statistics. In Pusat Bibliografi Negara (PBN), I got to use my knowledge on cataloguing and indexing by using Virtua as well as learn the ways of cataloguing according to PBN's standards. In Pusat Rujukan Malaysiana dan Luar Negara (PRMLN), I got the chance to visit all the units that are specialized on reference service to users and the most memorable ones is the opportunity to go into Bilik Penyimpanan Koleksi Perpustakaan to see the collections it holds. In Bahagian Peminjaman (BPJM), I was able to participate in many activities and also serve the users in the library. The most important is that I got all the unforgettable experiences that are very valuable to me.

4.2 Personal thoughts and opinion

During the industrial training for 5 months in Perpustakaan Negara Malaysia (PNM), I could see many things that are related to our Library and Information Management course. The knowledge and advices that I got from lecturers were very helpful and can be applied during our training. For example, all technical subjects such as descriptive cataloguing, subject cataloguing and classification, and indexing were applied in Pusat Bibliografi Negara (PBN). Even though it was different than during our study, I still managed to learn and get used to their ways. The experience in PBN made me realize that study and working environment are far different from what I thought all this time. There were also equipments that I came across in certain subjects that I have found in PNM such as dehumidifier, hygrograph meter, card catalog, etc. It was such a wonderful experience that I could see all those equipments in real life.

In my personal opinion, this training opens my mind to explore and learn more new things that is related to the library field. I found that Library and Information Management is a very interesting field to study. This training also gives opportunities for me to build a strong connection or networking in corporate environment with many people in this organization and others. Industrial training also taught me in building my confidence and being my true self. Other than that, I learn to improve my communication skills as I met many people from every department and every position.

Other than that, I also gained some knowledge on how to interact and help the users, and a little bit of children's psychology and behavior. For me, it is very important to know the users' preferences and the way they of their thinking so that we could understand them better. I could say that all these knowledge, skills, and experience that I acquired are useful to me and in the future.

4.3 Lessons learnt

- **Cataloging Skills**

I have been exposed with real life situation of working environment where the cataloging and indexing are done comprehensively. Before this, I only learnt the theory and did some exercises involving this subject in classes but in the industrial training session I have use the knowledge and applied it in the process of all cataloging subjects. I also got the opportunity to use Virtua for the first time.

- **Punctuality**

During our training, I learnt the importance of being punctual. As an industrial trainee, being on time is very important as it reflects our self-discipline in working environment. It taught us to be more disciplined in following the time set by the organization. Proper time management can help the completion of a work assignment that was given to us.

- **Communication Skills**

Communication skills are very important as we met a lot of staffs, officers, and directors of PNM as well as users and visitors from other places. There is a proper way on how to communicate and serve them accordingly. I become more outspoken, and brave enough to approach people and to talk to them than before this. The training really improved this skill that is considered one of the most important skills that everyone should have.

- **Teamwork**

Teamwork is a usual occasion for us trainee in PNM. We developed interpersonal skill and learnt how to cooperate with the staffs. This skill shows that we are responsible enough with our tasks and can be trusted. We should respect the other's idea when we are working as a team. We also learned that the accountability aspect is important because responsibility and accountability are closely related traits that are critical to teamwork. Team members should distribute the tasks equally to other team members. To achieve success, it is

important that each team member work together and complete tasks in allocated time.

4.4 Limitation and recommendation

4.4.1 Limitation

Limitation is not intended to reveal the weakness of the organization but it is a solution to improve the working environment and process for them to be more effective and efficient. The limitation is that there are not enough staffs in some departments in PNM. The number of staffs is not enough compared to the work that is needed to be done. For instance, a staff has to double his/her work especially in shelving routine everyday because the lack of staff. This problem got worse when some staffs are taking their leave and more books are left on the trolleys.

4.4.2 Recommendation

Based on the limitation above, it is recommended that PNM should hire a new staff to support the operation in some departments. They are currently depending mostly on the practical students to do the works. This can be a problem if there is no practical student in PNM. It is important to improve the working performance of a department so that PNM could maintain their quality and achieve their goals.

CONCLUSION

During these 20 weeks of industrial training in Perpustakaan Negara Malaysia (PNM), I have learnt a lot of things and gain valuable knowledge which cannot be learnt in university. I realized that not all the theories can be directly applied in a real working environment. Indeed, theory part is the basic for us to know more knowledge but hands-on experience is important as well. The most important is the experiences gathered during the internship. It is crucial because, in the real world there have plenty of unforeseen factors can be occurred, so the students can prepare themselves for work after graduating by knowing how the real work through the training.

Lastly, I realized the importance of the learning behavior. It is an important attitude if we want to upgrade and improve because it is a key of success. I do not have the initiative to learn a new thing before. However during these five months, I understand that if we do not have the initiative to learn, then we will never learn a new thing and we will never able to equip ourselves with the latest knowledge and skills. Therefore we must make a move if we want to learn something new. In conclusion, I am very thankful to everyone at Perpustakaan Negara Malaysia for the guidance that they gave me all this time. I hope with this experiences and knowledge I gained, I will be able to be more successful in the future.

REFERENCES

Portal Rasmi Perpustakaan Negara Malaysia. (n.d.). Retrieved from
<http://www.pnm.gov.my>

Other sources:

Manual Bahagian Perpustakaan Negara Malaysia

APPENDICES



Appendix 1: Kursus Kumpulan Kreatif dan Inovatif



Appendix 2: Seminar Sehari Bersama Penerbit 2018



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