INDUSTRIAL TRAINING REPORT:

MARA KNOWLEDGE CENTRE (MKC)

PREPARED BY
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(2016652896)

AN INDUSTRIAL TRAINING REPORT SUBMITTED IN PARTIAL FULFILLMENT OF THE REQUIREMENT FOR THE DEGREE OF

BACHELOR OF INFORMATION SCIENCE (HONS) LIBRARY MANAGEMENT (IM 244)

**UNIVERSITI TEKNOLOGI MARA,**

REMBAU CAMPUS, NEGERI SEMBILAN

**FACULTY OF INFORMATION MANAGEMENT**

9TH JANUARY 2019

Declaration

I hereby declared that I have checked and read this project paper report entitle *"Industrial Training Report at MARA Knowledge Centre (MKC)"* and found that it has comply the partial fulfilment for awarding the degree of Bachelor of Information Science (Hons) Library Management (IM 244)

Signature: ....

Supervisor's Name: Mrs Nor Faraliza

Date: ....
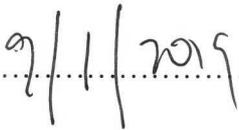
Student's Declaration

I hereby declared that this report entitle *"Industrial Training Report at MARA Knowledge Centre (MKC)"* is the result of my own work as long as I undergo as a practical student at MARA Knowledge Centre (MKC) except for cited in the references. The report has not been accepted for any degree and is not concurrently submitted in candidature of any other degree.

Signature: ....

Name: Siti Nasihah Binti Shamshul

Date: .....9th JANUARY 2019.....

ACKNOWLEDGEMENT

ABSTRACT

The industrial training report includes seven (7) chapter which are consist of introduction, organization background, organization chart, general operation, activity during training, comment or recommendation and conclusion. Therefore, to complete the course in the degree study, this industrial training needs to undergo in 20 weeks from 1st August 2018 until 28th December 2018. The place for industrial training that has been selected by me myself are located at Kuala Lumpur which are known as Mara Knowledge Centre (MKC) or 'Perpustakaan MARA'. This library is under "Bahagian Teknologi Kreatif & Multimedia (BTKM)". The type of the library is a special library which the collections are based on the MARA staffs, including their families. During the times of industrial training, I have got the opportunity to apply what have been studied and learnt at UiTM in to the real situations or might be called as from theories, apply to practical parts and its improved the skills and the understandings toward library management. Lastly, through the industrial training, the experience and knowledge gain is very valuable in order to prepare self from the real working environment and hopefully can be a good librarian in the future.

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Definition of the library term

1. **Patron**: Term that used that refer to their library user.

2. **Shelving**: Terms that used when the librarian want to place or arrange the items in the library especially books on a shelf. The librarian will arrange the items according to the Dewey Decimal Classification or Library of Congress Classification.

3. **DDC**: Dewey Decimal Classification is a general knowledge organization tool that is continuously revised to keep pace with knowledge. The system was conceived by Melvil Dewey in 1873 and was first published in 1876. In other words, DDC is a way to organize library collections according to the class number of the item.

4. **LCC**: The Library of Congress Classification (LCC) is a classification system that was first developed in the late nineteenth and early twentieth centuries to organize and arrange the book collections of the Library of Congress. The system divides all knowledge into twenty-one basic classes, each identified by a single letter of the alphabet. Most of these alphabetical classes are further divided into more specific subclasses, identified by two-letter, or occasionally three-letter, combinations.

5. **OPAC**: OPAC is an acronym for Online Public Access Catalogue. It is an online bibliography of a library collection that provides access to the services and collections of a library that are available to the public.

6. **ILMU**: ILMU is a complete state-of-the-art integrated library automation system, which is based on industry standards.

7. **Acquisition**: Is the process of locating and acquiring all types of library materials after they have been selected for a library collection

8. **Circulation**: The process of lending the collection or items such as book to the library user.

9. **Cataloguing**: The process of creating metadata representing information resources, such as books, sound recordings, moving images, etc.

10. **Digitization**: The process of converting information into a digital format.

11. **Librarian**: A person who are in charge in the library.

CHAPTER 1:

INTRODUCTION

1.0 Introduction

Industrial training is important strategy to expose students to real work life situations and to equip them with the necessary skills that intensify their job acumen. Industrial training has traditionally been weighed as a potent grooming of the professional career of afresh library management graduate and it can be called as common method of harvesting skilled library student. A well-structured industrial training program as a part of curricula has been recommended. Moreover, other structured industrial projects within the library management curriculum are required to strengthen the practical skills of the students.

The industrial training can provide student with ability to acquire and apply fundamental principles of information science and library management and capability an enthusiasm for self-improvement through continuous professional development and life-long learning. Hence, the time period given by the faculty is 20 weeks which is from 1st August 2018 until 28th December 2018 in order to make sure the students had enough time to learn and practice. The type of industry to be chosen are in students' hands. Thus, this report will be explained as a below:

CHAPTER 1: INTRODUCTION

       1.1 Background of the organization

       1.2 Organizational structure

CHAPTER 2: ORGANIZATION INFORMATION

       2.1 Departmental structure

       2.2 Department function

CHAPTER 3: INDUSTRIAL TRAINING ACTIVITIES

       3.1 Training activities

       3.2 Special project

CHAPTER 4: CONCLUSION

4.1 Application of knowledge, skills and experience in undertaking the task

(knowledge gain)

4.2 Personal thoughts and opinion

4.3 Lesson learnt

4.4 Limitation and recommendation

To conclude it, industrial training provides positive impacts to the students such as capability to communicate effectively and ability to conduct research in the chosen fields of library management. In addition, students also will be able to be a multi-skilled librarian with good technical knowledge, management, leadership and teamwork.

1.1 Background of Majlis Amanah Rakyat (MARA)

1.1.1   Majlis Amanah Rakyat (MARA), or the Council of Trust for the People, an agency under the purview of the Ministry of Rural and Regional Development, was established on 1 March 1966 as a statutory body by an Act of Parliament as a result of the first Bumiputera Economic Congress resolution in 1965. The Council is responsible for developing, encouraging, facilitating and fostering the economic and social development in the federation, particularly in rural areas.

MARA is an autonomous body, responsible to the Minister of Rural and Regional Development. The MARA Council consists of the Chairman, Deputy Chairman and nine other members, three of whom are from the civil service. All Committee Members are appointed by the Minister of Rural and Regional Development. The Director-General is the Chief Executive. He is assisted by three Deputy Director-Generals. The departments are headed by the Directors while the units are under the control of the Heads of Units. They carry out MARA's functions at the headquarters level. MARA is supported by 14 offices at the state level including the Federal Territory of Kuala Lumpur and Labuan and offices at the district level. In addition, MARA has offices which operate in London, Washington D.C., Jakarta, Dublin, Frankfurt and New South Wales.

1.1.2 Management Operation

MARA Management operates via the operation centres found throughout the country and overseas. These operation centres include:

- The Headquarters
- MARA State Offices
- MARA District Offices
- MARA Junior Science College / Maktab Rendah Sains MARA
- MARA Colleges
- GIATMARA
- Institut Kemahiran MARA
- MARA Advanced Vocational Institutes
- Kolej Poly-Tech MARA
- MARA Transport
- MARA Overseas Offices
- MARA Professional Colleges

1.1.3 Corporat Vision

- To be an outstanding organization of trust, upholding the nation's pride.

1.1.4 Corporat Mission

- Spearheading the fields of entrepreneurship, education and investment to enhance equity holding of Bumiputera.

1.1.5 Objectives

- Developing successful and innovative entrepreneurs
- Producing a globalized human capital with integrity
- Contributing to equity ownership
- Simplifying the delivery system

1.1.6 Strategies

- Developing successful and innovative entrepreneurs
- Producing a globalised human capital with integrity
- Contributing to equity ownership
- Facilitating the delivery system

1.1.7 Logo

A General Rationale for Mara Logo

Wheel (14)

Each flange represents a state in Malaysia to which MARA provides direct services and creates a network of entrepreneurial activities ventured by Bumiputera.

Opened Book

Represents knowledge as the heart of a Thinking Organization which is MARA's vision of achieving progress and excellence in Entrepreneurship and Education.

Opened Compass

Represents MARA's efforts as a trustee to encourage, guide, train and assist Bumiputera in entrepreneurship towards creating a Commercial and Industrial Community.

Spanner and Screw

Represents MARA's contributions in providing technology-based education and training from elementary to advanced level and developing skilled human resources for the nation.

رعُجْلِسْ اَمَانَة رَعْيَـتْ

Romanized & Arabic Script of 'Majlis Amanah Rakyat'

Represents the continuity of MARA's image, an outstanding reputation whilst embracing Islamic values.

Colour

Red   -Represents courage in moving forward to explore new opportunities.

Blue - Represents noble vision and mission of this eminent trustee entrusted to improve the status and dignity of the people.

Black -Represents integrity and determination to continuously assist the Bumiputera.

1.1.8   Mara Song

Demi satu keunggulan

Bangsa yang berdaulat

Sebuah lambang menawan puncak jaya

Perkasa di persada dunia

Obor para cendekia

Merentas masa hadapan

Usahawan jaya tercipta bahagia

Maju MARA maju jaya

MARA perkasa, menjunjung amanah rakyat

Memayungi bangsa dan negara

Bersemangat perintis penuh yakin

Demi satu amanah mulia

MARA perkasa, menjunjung amanah rakyat

Memayungi bangsa dan negara

Penuh keyakinan demi satu

Amanah mulia…

Song : Dato' Mohd Nasir Mohamed

Lyrics : Mohd Khirin Omar dan Dato' Mohd Nasir Mohamed

1.1.9 MARA Building
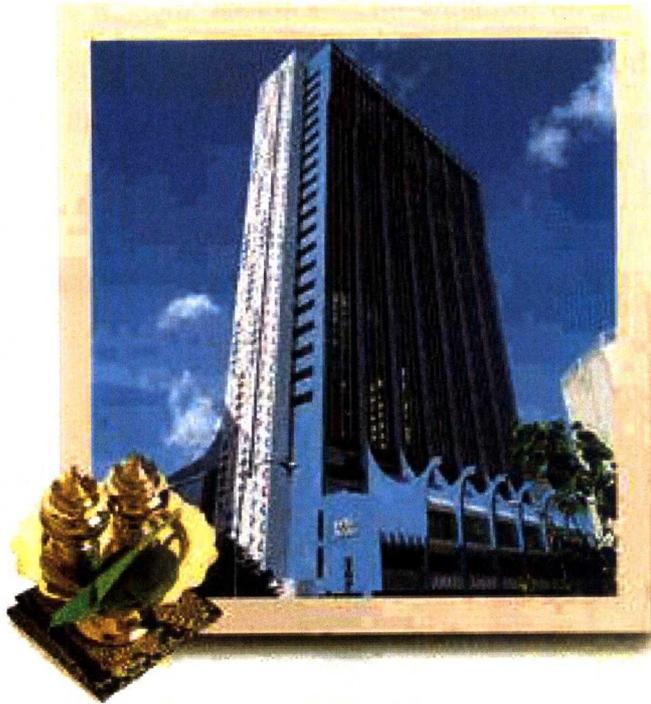
Figure 1: MARA building

The MARA Building is located in the heart of Kuala Lumpur City Centre between two busy roads which are *Jalan Raja Laut* where the main entrance is *Jalan Tuanku* Abdul Rahman. It was inaugurated by the former Prime Minister of Malaysia, YAB Dato' Seri Dr Mahathir Mohamad on 12 April 1987.

The Complex

This uniquely designed tower block provides 200k sq ft of office space. The 26-storey building is equipped with modern facilities. The windows on all four sides provide a panoramic view of the city. The underground parking at Medan MARA can accommodate 373 vehicles. In addition, the first floor provides 22,000 sq ft of commercial spaces.

The Design Concept

Figure 2: MARA building

The design of the building is inspired by the desire to create a unique identity and image that could portray the richness of the Malay culture. Shaped like a *perahu*, a Malay traditional boat, the podium block symbolizes the spirit of adventure and the quest for knowledge as well as the desire for progress. This architectural concept reflects the gentility of Malay culture and their constant pursuit of new ventures and opportunities for the advancement of the nation. The mural on the building signifies the development, progress and socio-economic growth of the nation.

Figure 3: MARA building

The use of bamboo shoot and arabesque motifs is inspired by the intricate designs adorning the windows of the Mosque of Sultan Mehmet in Istanbul, Turkey and the wood carvings on Istana Bandar Tinggi, Negeri Sembilan. Both motifs are brought together to form a design that resembles the edge of a *songket,* a Malay artistic tradition. The design also features a weaving motif inspired by the traditional and customary use of *mengkuang* floor mats in the past during meetings held to discuss local community development agenda. In general, the concept design of MARA building clearly represents the Malay architectural identity in Malaysia.

Address:

Majlis Amanah Rakyat

Ibu Pejabat Mara,

21, Jalan Mara,

50609 Kuala Lumpur.

Telephone & Fax Number:

Tel   : 03-2613 2000

Fax   : 03-2691 3620

Type of Business & Registration Number:

Type of Business   : Government Agency under Ministry of Rural and Regional Development

Registration No.   : Establish under Majlis Amanah Rakat Act 1966 / Act 489

Status of Company:

Semi-government

1.2 Organizational Structure

Figure 4: Organization structure.

Figure 5: Organization structure.

MARA ORGANIZATION CHART 2018
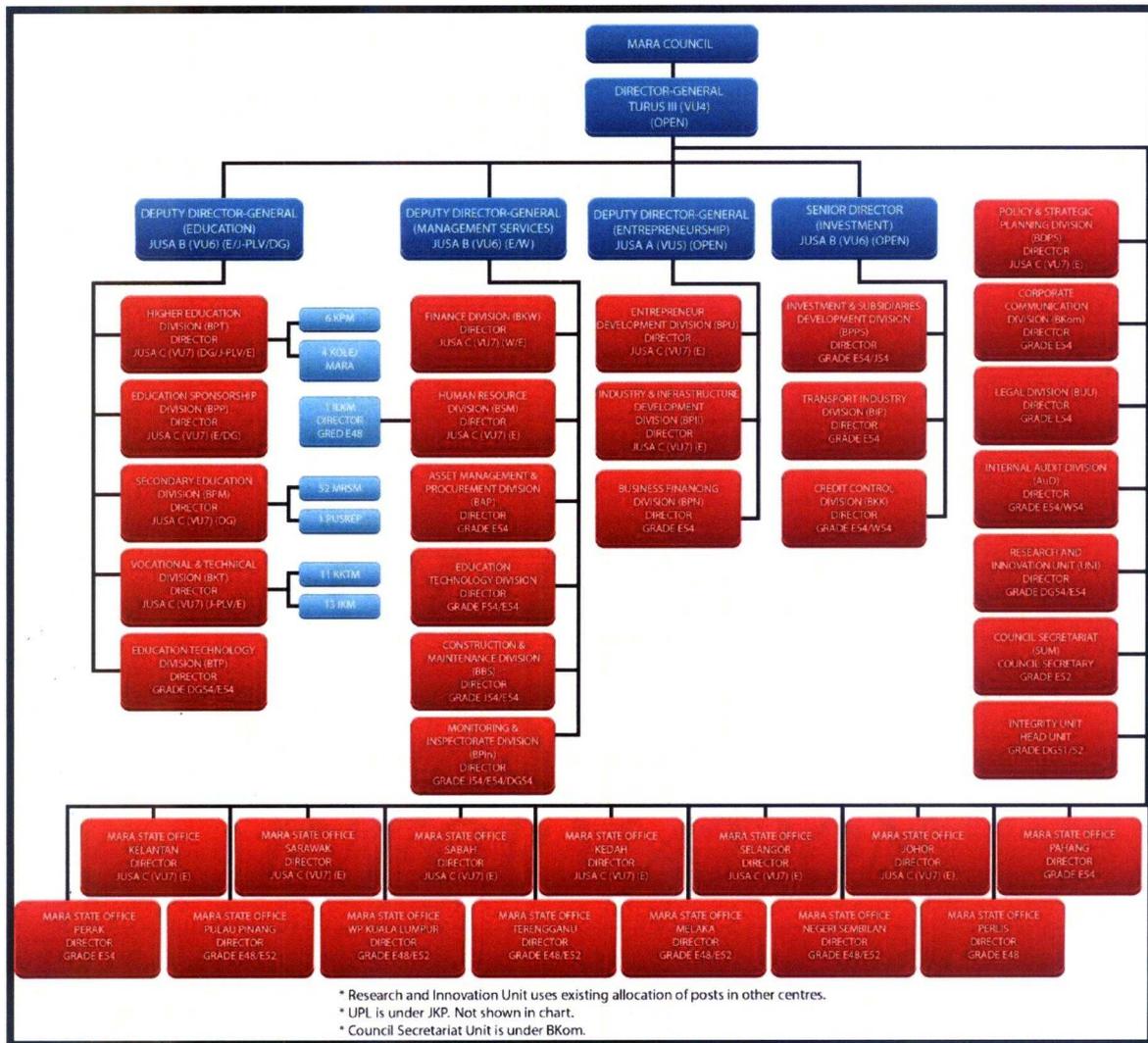
Figure 6: Organization structure.

CHAPTER 2:

ORGANIZATION INFORMATION

2.1 Departmental structure

2.1.1   MARA Knowledge Centre Organisation Chart
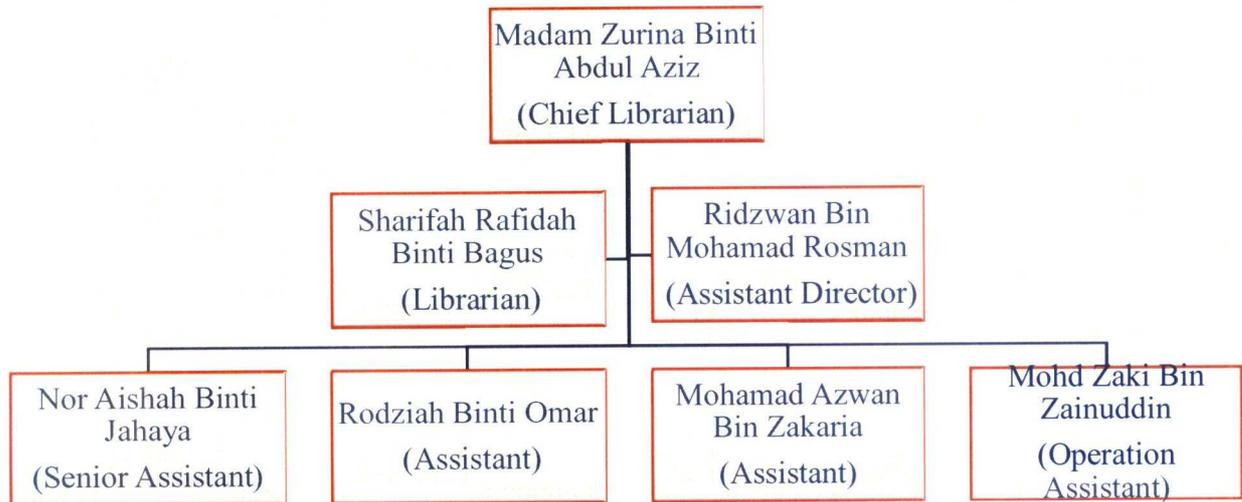
Figure 7: MKC organisation chart

2.2 Department Function: MARA KNOWLEDGE CENTRE

MKC provides various services such as borrowing and returning of books, and references such as newspapers, books, magazines and gallery materials. Emerald Insight (an online database system) is also available for user's access to academic journals and books in many fields. Such as management, business, education, library studies, health care and engineering.

Besides, for those who want to borrow the collection in the MKC, they must be part of MARA staff because MKC is known as special library which are the collection can be borrow only by MARA staff. The MKC library want to convert their library from physical library to digital library. Therefore, the archive collection such as thesis, work paper, picture from the old album (MARA) will be scan and upload it in the MKC library.

Before this, MARA Knowledge Centre were placed under Bahagian Pembangunan Sumber (BPS) which are under education sector. Therefore, this division is the only department which are combined with media unit, Library and MARA archives. And they didn't use MKC as their main library name. MKC were introduced as a MARA Knowledge Centre (MKC) or Perpustakaan MARA which is a unit under Education Technology Division or known as a Bahagian Teknologi Kreatif & Multimedia (BTKM).

MKC and BTKM were placed at the same level which are level 4. That is why the vision, mission and objectives of these two divisions are same and its importance for these two divisions to work together so they are able to achieve their goals in education at MARA. Therefore the vision of this division is to resolute in its efforts to become the leader in encouraging, developing and distributing information, knowledge and intellectual property repository that is innovative and highly creative, effective and continuously. The end goal is to move towards supporting MARA's effort in producing k-entrepreneurs, k-workers and k-organisations to realize the competitive and enduring Bumiputera Commerce and Industrial Community (MPPB).

Objective of this division is to promote, develop and improve repository services for intellectual property, information and knowledge from various media and distribute it effectively and continuously maintaining high quality, to produce citizens who are skilled and competitive in line with MARA current developments. The operational objective of their division which are to achieve effectiveness and efficiency of operations were divided into some points such as:

i.   Galleries and archives to establish the role of MARA Digital Library be increased and expanded in an effort to gather and build a repository of information and knowledge hub (Ninth Malaysia Plan) in accordance with MARA role as an information centre for indigenous.

ii.   Increase the production of materials of Teaching & Learning (P & P) in secondary education and skills training using on-line and CD-ROM Learning Objects approach that can be used in MARA Educational Institution through the education portal since 2006.

iii.   Encourage the use of computer technology and the promotion of knowledge and use of various media in learning through education and information portal search.

iv.   Producing quality products of web-based materials in various forms and formats, whether analogue or digital, in the form of audio-visual and printed materials such as certificates, brochures, magazines, video streaming, VCD, audio CD, MARA opening ceremonies montages, repository photo galleries, CD-ROM and teaching materials & e-learning education tools that meet the needs of customers.

v.   Providing audio-visual recording in the studio or on location for MARA functions on customer demand and as a collection of information repository of documentation in the future.

Besides, MKC were using Integrated Library Management Utility (ILMU) as its library management system. It records book details and borrower's information. It has been used in 35 MARA education institutions (Institusi Pendidikan MARA, IPMA) and MKC as a pilot project since 2004. MKC also is the choice of venue for various MARA corporate and knowledge sharing sessions due to its warm ambience and elegance.

2.3 Patron registration

Patron registration were open to all MARA staffs. For MARA staff who are new or still didn't be a member of MKC library, they need to register first using the membership form so that they can borrow the collection from the MKC library. Therefore the MKC library only highlight the patron details such as below:

i.   Patron ID or "Nombor Gaji"
ii.   Name
iii.   Department
iv.   Position
v.   ID Number
vi.   Home Address
vii.   Office number

Therefore the librarian will give to the patron the registration form so the patron can fill their information in the form and give it back to the librarian for create new membership. Hence the example of the membership form are such as below:

LIBRARY MEMBERSHIP FORM /
BORANG PENDAFTARAN PENGGUNA

MAJLIS AMANAH RAKYAT (MARA)

AGENSI KEMENTERIAN KEMAJUAN LUAR BANDAR & WILAYAH

(MARA KNOWLEDGE CENTRE / MKC)
Perpustakaan Ibu Pejabat MARA
Tingkat 4, Ibu Pejabat MARA
21 Jalan Raja Laut
50609 Kuala Lumpur
Tel: 03-26915111 samb. 1427 / 1417

PATRON DETAILS / MATLUMAT PENGGUNA

1. **PATRON ID** / NO. GAJI   :
2. **NAME** / NAMA   :
3. **DEPARTMENT** / BAHAGIAN   :
4. **POSITION** / JAWATAN   :
5. **EMAIL** / EMEL   :
6. **ID NO.** / NO. KAD PENGENALAN

      NEW /BARU :   **OLD** / LAMA   :

7. **HOME ADDRESS** /   :

      ALAMAT RUMAH

8. **POSCODE** / POSKOD   :
9. **NO. PHONE** / NO. TELEFON

      OFFICE / PEJABAT   :   **CONT.** / SAMB. :

      HOME / RUMAH   :

      HANDPHONE / BIMBIT :

10. **GENDER** / JANTINA   :
11. **NATION** / BANGSA   :
12. **RELIGION** / AGAMA   :
13. **DATE** / TARIKH   :

14. **SIGNATURE** / TANDATANGAN : _____

2.4 Operating hour

Monday – Friday: 8.00 am until 5.00 pm

Closed on weekend and public holiday

2.5 Admission to the library

Admission to MARA Knowledge Centre (MKC) are such as:

i.   MKC is strictly open for MARA staff and students.

ii. Identification must be valid and shown upon demand by the MKC staff.

2.6 Borrowing Regulations

Borrowing Rules and Regulations of MARA Knowledge Centre (MKC):

i.   A valid MARA staff or MARA student Identity card must be presented when borrowing any MKC materials.

ii.   Breach of any MKC Regulations may result in the suspension of borrowing privileges.

iii. Any change of personal information should be informed to the MKC Staff at the Circulation Counter immediately.

iv.   All MKC materials must be properly charged out at the Circulation Counter before the materials can be brought out form MKC. Any infringement of this regulation may lead to disciplinary action.

v.   Only MKC circulating materials are normally allowed to be charged out. Under exceptional circumstances, staff or students may obtain special permission from the MKC staff in charge or the MKC senior staff on duty to charge out non-circulating materials for a short period.

vi.   All charged out materials must be returned to the Circulation Counter on or before the due date. All charged out books may not be returned by mail.

vii. A reservation service on charged out materials is provided for MKC users.

viii. Any defect, loss or damaged MKC material must be reported immediately to the MKC staff on duty. Borrowers shall be held responsible for any loss, damage or disfigurement by writing or other marks while material is being charged, and shall be required to pay full cost of replacing of repairing such materials.

ix. MARA staff members are responsible for returning all charged out materials before cessation of employment at MKC. MARA Students must return all charged out materials on withdrawal or on graduation from MARA Institutions.

x.   MKC staff in charge may restrict or preclude the loan or use of any MKC materials. Notwithstanding the above borrowing regulations, any MKC Staff in charge shall have the discretion to make special rules on MKC use and charging out of materials as deemed appropriate for the proper management of the facilities in MKC.

xi.

2.7 Locations and contact details of MARA Knowledge Centre (MKC)
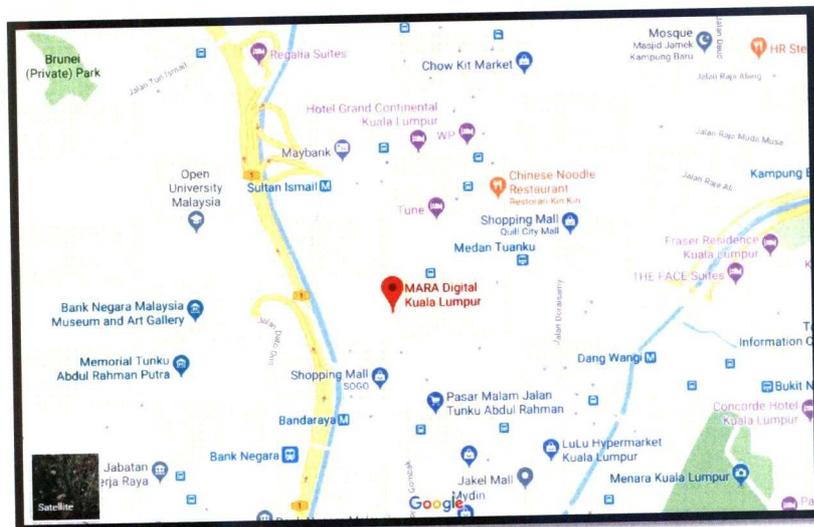
Figure 8: Location of MARA Knowledge Centre

Bahagian Teknologi Kreatif & Multimedia

Tingkat 4, Ibu Pejabat MARA

21, Jalan MARA

50609 Kuala Lumpur.

Tel Unit Admin: 03-2613 2408

Tel Unit MARA Knowledge Centre (MKC): 03-2613 2417

Tel Unit Creative Production: 03-2613 2453

Fax: 03-2691 0075

2.8 Library system

MARA Knowledge Centre were using ILMU or known as an Integrated Library Management Utility System as their library management system. ILMU is a library information and knowledge management software. For an example, information about the collection information resource in the library and also ILMU can offer the tracking of patron details when they want to borrow (charge), return (discharge), renew or fine the payment to the patron. The librarian will ask to the patron their id number (nombor gaji) and the details will reveal in the ILMU system. For those patron that didn't register with MKC, the librarian will ask them to register first using the membership form.
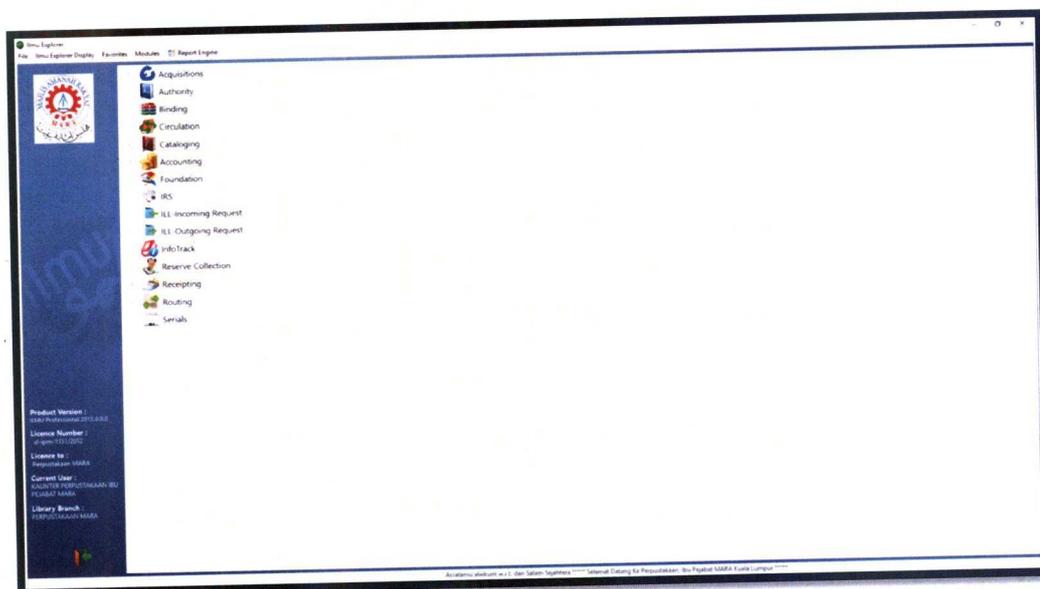
Figure 9: ILMU

What is ILMU?

ILMU was developed by Paradigm Systems Berhad which was incorporated in Malaysia under Companies Act 1965 as a private limited company on 14th February 1994. On 9 June 2004, the company were converted into a public limited company. Paradigm commenced operations on 1st August 1994 which involved in the design, development, installation and implementation of Information and Knowledge Management System.

ILMU is a complete state-of-the-art integrated library automation system, which is based on industry standards. Reflecting Paradigm's philosophy of flexibility and ease of use, ILMU allows the customer to implement the modules gradually. ILMU can provide the library with the perfect management in library such as:

i.   **Open**: Based on industry standards such as Open LiURL, XML and ODBC. ILMU's offer the ultimate in resource-sharing capabilities, full connectivity, and seamless interaction with other systems and databases.

ii. **Reliable**: The inherent multi-tier client or server structure guarantees that ILMU will meet user and librarian needs today and in the future.

iii. **Flexible**: Modular components can be tailored to accommodate the requirements of institution or consortium.

iv. **Easy to use**: User-friendly workflows and intuitive graphical interfaces increase staff and patron efficiency.

v.   **Customizable**: Modifiable components enable libraries and consortia of any size to create unique management systems.

vi. **Multilingual**: Full Unicode support provides multidirectional and multiscript text capabilities.

An ILMU usually comprises a relational database, software to interact with that database, and two graphical user interfaces (one for patrons, one for staff). Most ILMU separate software functions into discrete programs called modules, each of them integrated with a unified interface. Examples of modules might be included:

i.   Acquisitions (ordering, receiving, and invoicing materials)

ii. Cataloguing (classifying and indexing materials)

iii. Circulation (lending materials to patrons and receiving them back)

iv. Serials (tracking magazine, journals, and newspaper holdings)

v.   The OPAC (public interface for users)

Each library should have ILMU because it can help librarian, user and can manage library process well process such as cataloguing. Without ILMU, the library management would be fail and not systematic to manage. Besides, in the MKC library, the patron can find and retrieved the information via two methods such as:

i.   **OPAC**

OPAC is an acronym for Online Public Access Catalogue. It is an online bibliography of a library collection that provides access to the services and collections of a library that are available to the public. OPAC also can be a systematic record of the holdings of a collection. Its purpose is to enable a user of the collection to find out the physical location of the information in the collection. It can be an access tool and resource guide to the collection of a library or libraries which provides bibliographic data in machine readable form, facilitates search interactively on computer terminal by a user. The library staff and the users can access it with the help of computers within the library or within campus wide intranet.

Characteristics of OPAC:

An online catalogue generally includes the characteristics as listed below:

i.   It is a bibliographic control system that allows access by a number of access points to the bibliographic data stored in a machine readable form.

ii. It displays search results in readily understandable form

iii. An interactive information retrieval system.

iv. Boolean operators for search refinement are provided.

v.   OPAC may also provide information on the following:

- The holdings of contents of periodicals

- A variety of databases including full text files

- Integration of acquisition and circulation

- Instructions to use the OPAC

- Information about the library and community events.

ii. **Web OPAC**

According to Washington University in St. Louis, "A Web OPAC interfaces, which uses the World Wide Web protocol to act as an OPAC." Simply stated, a Web OPAC is a library catalogue on the Web or Internet. Users can search the required information by connecting to Uniform Resource Locator (URL) of Web OPAC anytime during the day and from anywhere in the world. Therefore, Web OPAC could be an advantage to the user because it's worldwide, can be access 24/7, no limitation of space and time searcher for any information user need.

Many libraries today are involved in installation, training and use of OPAC system nor Web OPAC system. This system can be the keys to the library's collection because they allow users to search out what documents are available in the collection.

2.9 Library collection

The collection that are available in MARA Knowledge Centre (MKC) has over 26 000 items. These collection includes book, periodical, theses, annual report, newspaper, magazine, audio-visual, poster, work paper, reference collection and many more. Majority of these collection can be access and retrieve by library user (MARA staff). Some information collection in MKS such as theses and annual reports in the archive room has red spot collection. And also the due date for each collection has a different date to return back the book after the user borrow it. MKC also was using Library of Congress Classification (LCC) to classify the books in the MKC shelve. Hence, these collection are divided into 22 subject headings such as:

i.   Monograph / book
- Technology   - Religion
- Education   - Philosophy
- Finance   - Medicine
- Management   - Art
- Entrepreneur   - Law
- Economic   - Political
- Science   - References
- Psychology   - Anthropology
- Sociology   - History
- Social science   - Various
- Entrepneurship   - Novel

ii.   Magazine

Below are the magazines in Bahasa Malaysia currently available in the library.

- Solusi
- Saji
- Mingguan Wanita
- Dewan Ekonomi
- ISihat

- Wanita
- Dewan Ekonomi
- Impiana
- Rapi
- Pa & Ma

Below are the magazines in English currently available in the library.

- Accountants Today
- Motor Trader
- Technology Review
- Smart Investor
- Havard Business Review
- Reader's Digest
- Management Magazine
- Discover
- Malaysian Business
- Digital Photo Pro

- Digital Camera Magazine
- National Geographic
- American Photo
- Business Today
- Health
- Entrepreneur
- SME Entrepreneur
- The Economist
- Small Business Opportunities
- Smart Investor

iii.   Newspaper

Newspaper is daily available to be read by library user. The issues that are related with MARA will be keep. Therefore, the newspaper that are currently available in library are:

- The Sun
- New Straits Times

- The Edge

iv.   Reference materials

- Reference World Atlas
- Dictionary
- MARA collection

- Encyclopaedia
- Maps

v.   Thesis

The thesis collection are currently available in archive room. This theses have been done by MARA staff.

vi.   Online Database

- Emerald Insight   - U-PUSTAKA
- Library Press Display   - Malaysian Theses Online
- Book Boon

vii.   CD-ROM

CD-ROM were currently available in the archive room which has many information about the MARA such as history of the MARA and events / or program about the MARA.

viii.   Archive collection

Archive collection currently available in the archive room is:

- Theses   - Poster
- Annual report   - Paper work
- CD-ROM   - Book program
- Newspaper cutting   - Broacher

2.10   Library facilities

MARA Knowledge Centre (MKC) library has provide facilities to library user especially MARA staff while they are being here. Therefore, the facilities provided by MKC are including:

- Wi-Fi
- OPAC
- Air Cond Television
- Reading or study space
- Computer or Tab

2.11 Library floor plan layout

SCAN

JOURNAL SHELVE

BOOK TROLEY

BOOK SHELVE

STAFF ROOM / WORKPLACE

FILE SHELVE

SCAN AND CATALOGUING

CHIEF LIBRARIAN

OPAC

INTERNET SERVICE

NEWSPAPER CORNER

ENTRANCE DOOR

SECURITY GATE

COUNTER

SPACE

MARA EXHIBITION

ARCHIVE ROOM

INTERNET SERVICE

**MEETING OR EVENT PLACE**

STAGE
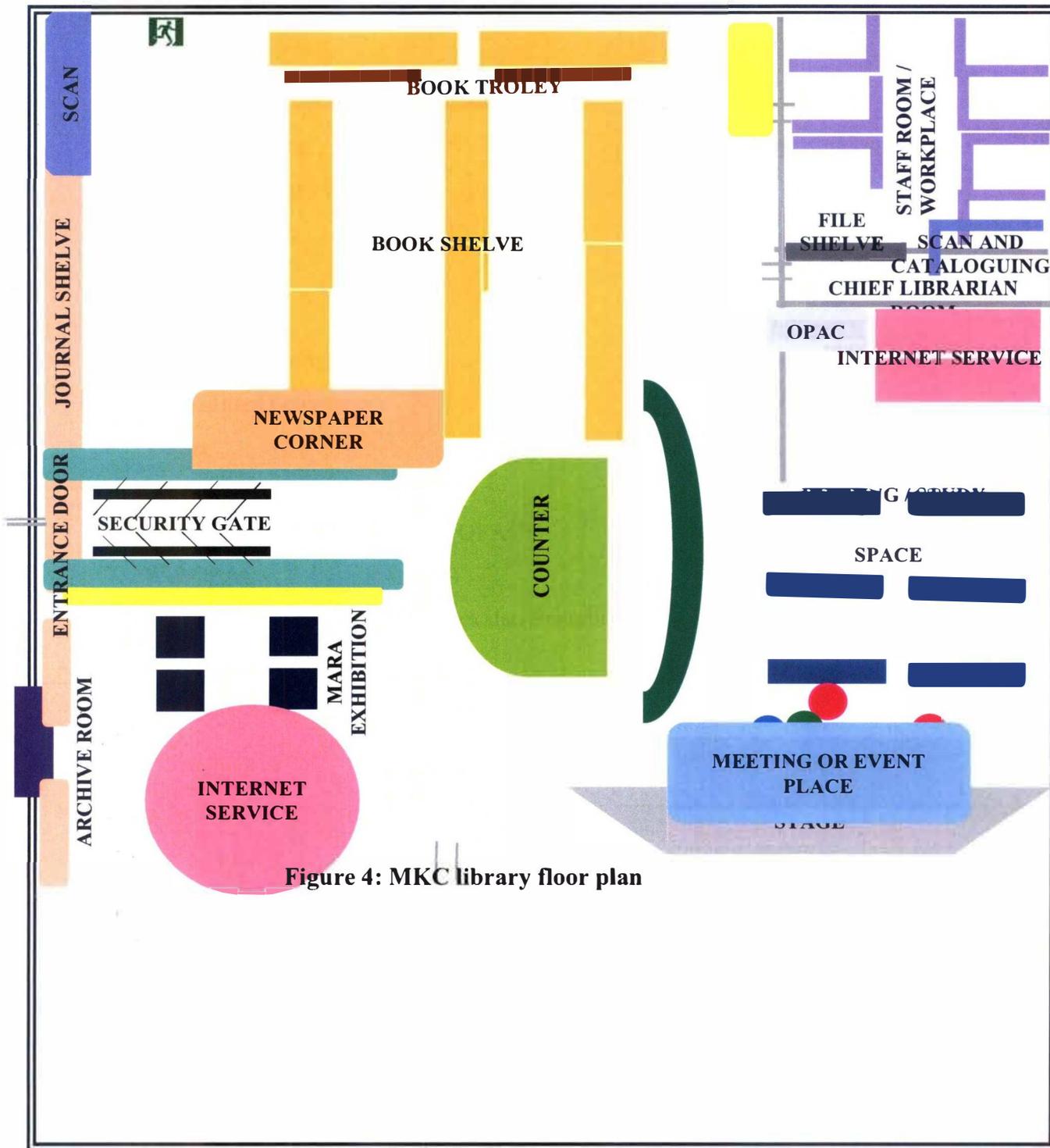
Figure 4: MKC library floor plan

Figure 10: Library floor plan

2.12   Service in MKC library

Below are the services currently available at MARA Knowledge Centre (MKC):

1. Computerized system for circulation:-

    i.   Borrowing
    ii.   Returning
    iii.   Renewal
    iv.   Booking

2. Reference materials
3. Mainstream newspapers
4. Thesis
5. Magazines
6. Online Public Access Catalog (OPAC)
7. WebOPAC
8. Inter library loan (Sistem Pembekalan Penerbitan)
9. Newspaper clippings
10. Interlibrary Loan

CHAPTER 3:

INDUSTRIAL TRAINING ACTIVITIES

3.1 Training activities

3.1.1 Shelving

My internship started on 1ˢᵗ August 2018 and on my very first day, first task given to me was shelving. Every morning, the first thing to do was to make sure all the books on the shelves are organized and shelved according to the LCC in order to avoid any misplaced of the books and to make the patrons retrieval process easier.

3.1.2 Cataloguing

The activity of cataloguing has been started on first week also, which on 1ˢᵗ August 2018. Mrs Sharifah made an ID for me and taught me on how to use ILMU system. The process of cataloging and to do MARC tagging was not really different from what I have learnt in the class, just need to use the ILMU system. The materials been catalogued by me including books, annual report, bulletin and magazines. The whole cataloguing process included marc tagging, printing and pasting the book label and book spine using ILMU Parable system. After the book already been pasted its label, the nit will be ready to be released and shelved.

The process of the book label

Step 1: Login
Step 2: Click parable
Step 3: Click labelling

Figure 11: ILMU

Step 4: Choose 'book label'
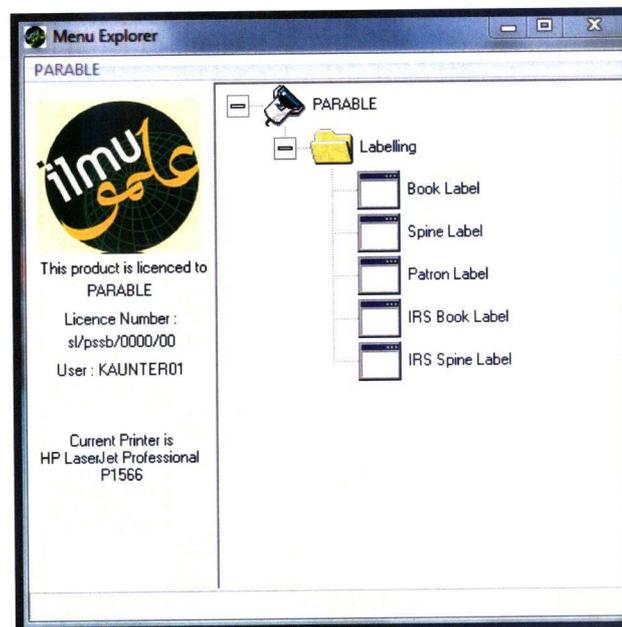
Figure 12: ILMU

Step 5: Click search by and choose 'accession no'
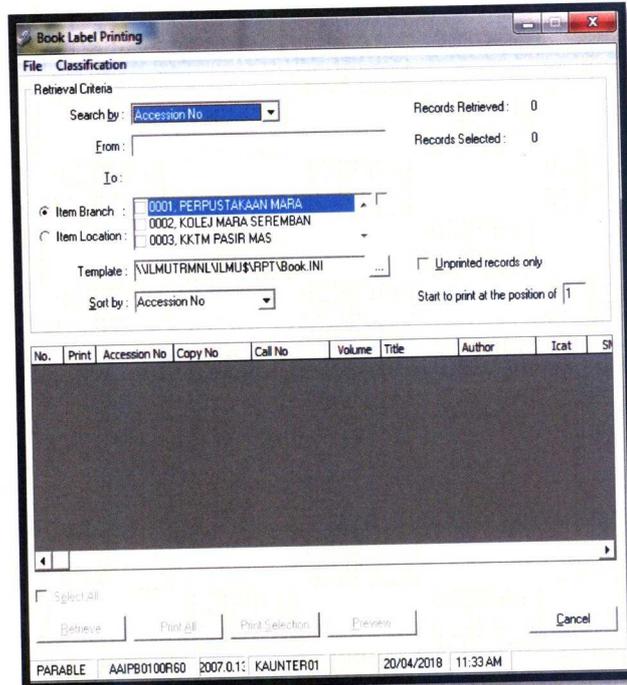
Figure 13: ILMU

Step 6: Type accession number in the box 'from'
Step 7: Choose 001, Perpustakaan MARA for the item branch
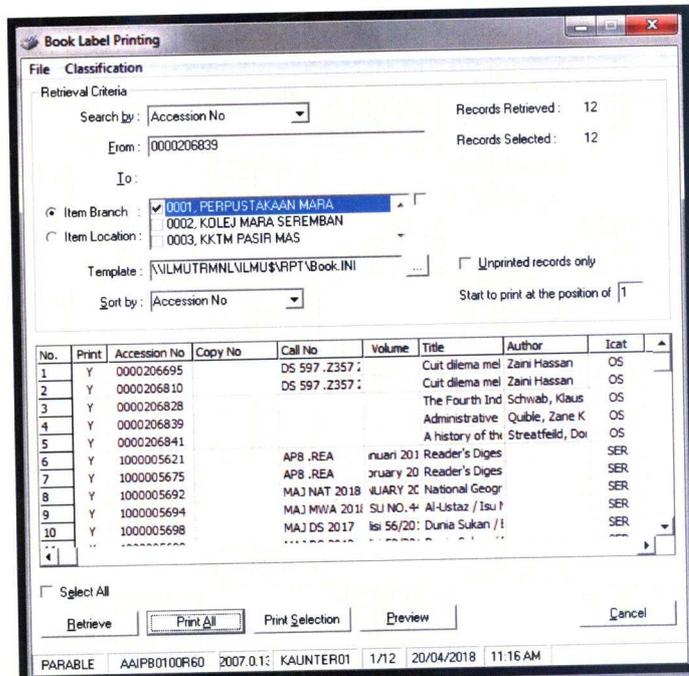
Figure 14: ILMU

Step 8: Retrieve and print all (if the books already has 12 books)

<div align="center">**Or**</div>

Step 8: Click sort by and choose accession no. range, select retrieve and click print selection (Y)

Notes:
1. While the print process, need to use the paper that has a sticker so the librarian can stick the accession number on the 1st page of cover book.
2. Need to take only 12 books to print using the 1 sticker paper.
3. After the book has been labelling, need to attach the plastic cover.

3.1.3 Shelf-tagging

During the shelving activity, I recognized that the previous tagging of the shelves is not completed and most of them just done by handwriting and pasted using glue. Therefore, I asked Mrs. Sharifah what if I make it formally, type, print and paste and she agreed. I was using Excel in editing the tagging for the shelves to make it more neat and proper.
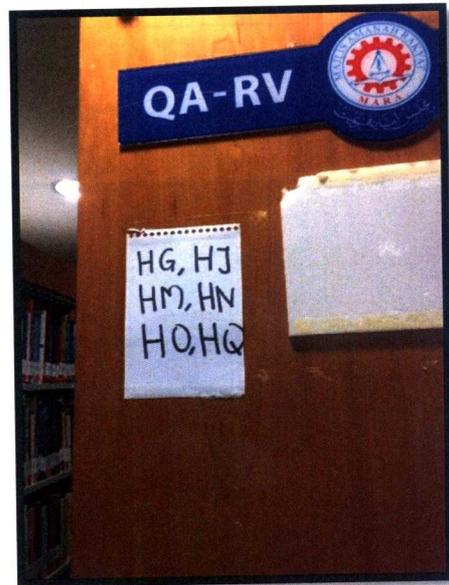
<div align="center">**Figure 15: Shelf tag**</div>
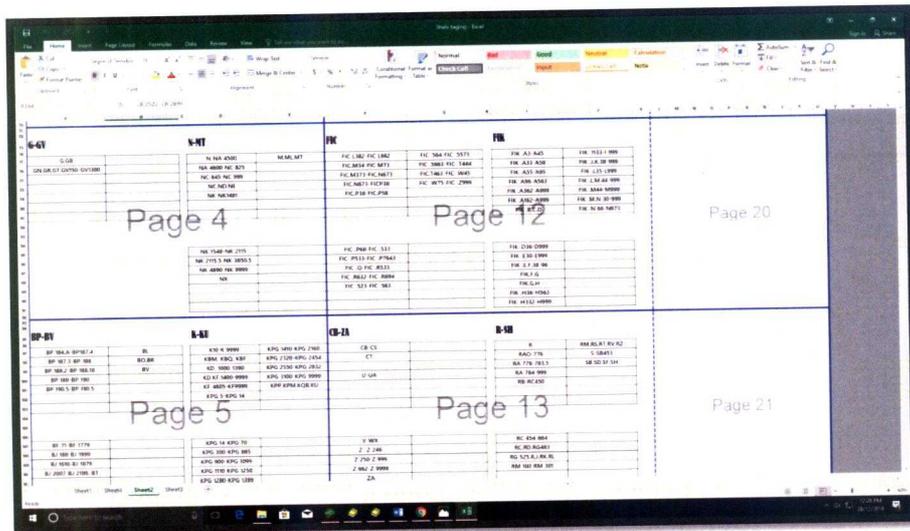
Figure 16: Shelf tagging editing

3.1.4 Circulation

The circulation counter is under provision of appointed staff, Mrs Nor Aishah Bt Jahaya. However, whenever she had a day off or have appointment with doctor, I need to replace her to make sure the circulation service be able as usual. The steps of the circulation are as below:

Step 1: Login.
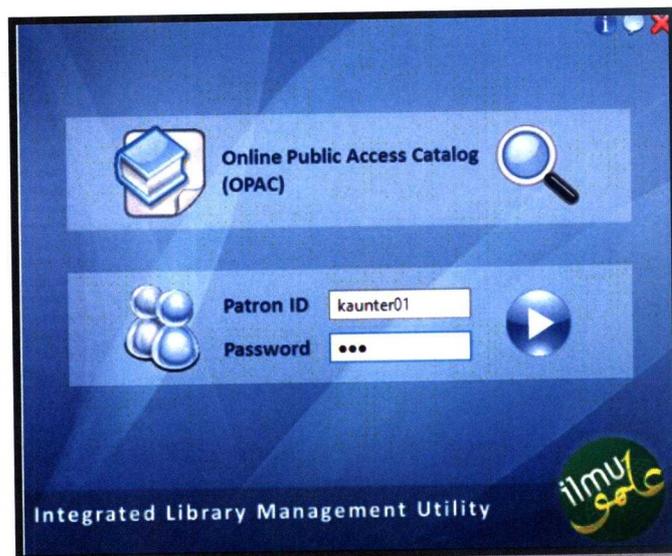
Figure 17: ILMU log in

Step 2: Click circulation
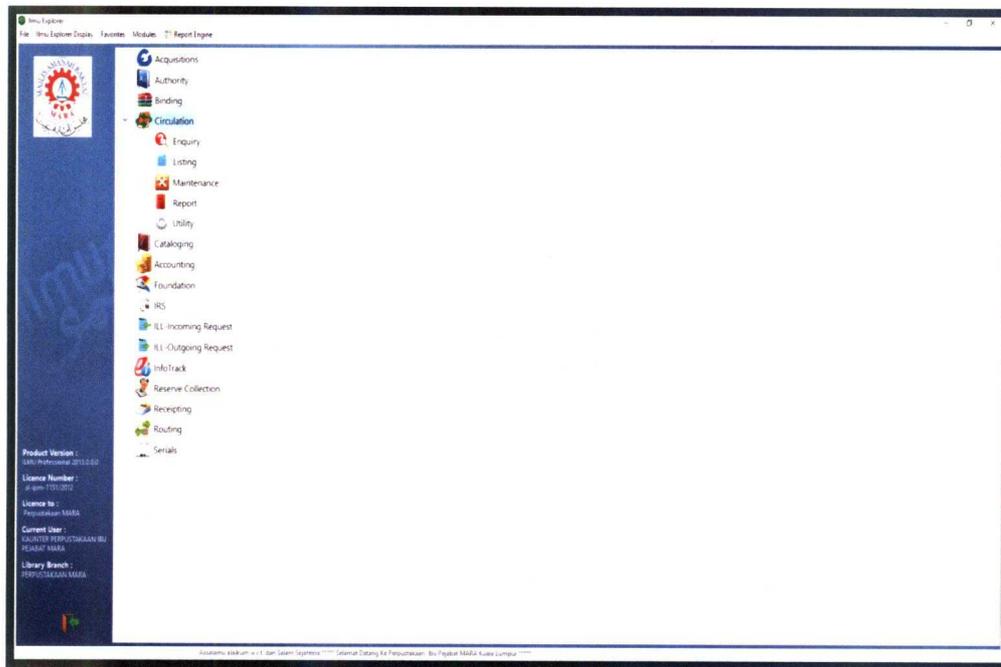
Figure 18: ILMU Front page

Step 3: Click maintenance
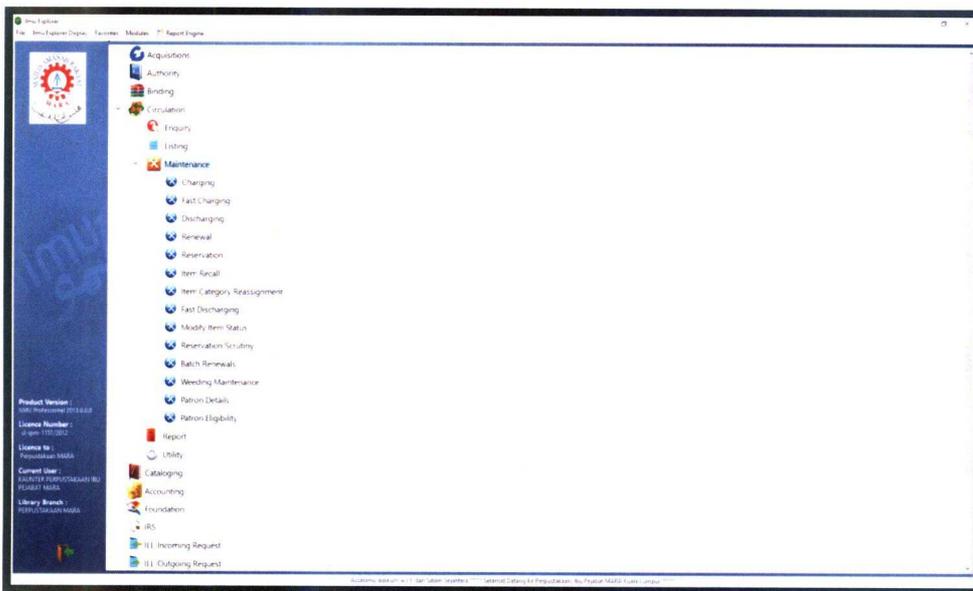
Figure 19: ILMU Front page

Step 4: Click charging (borrow)
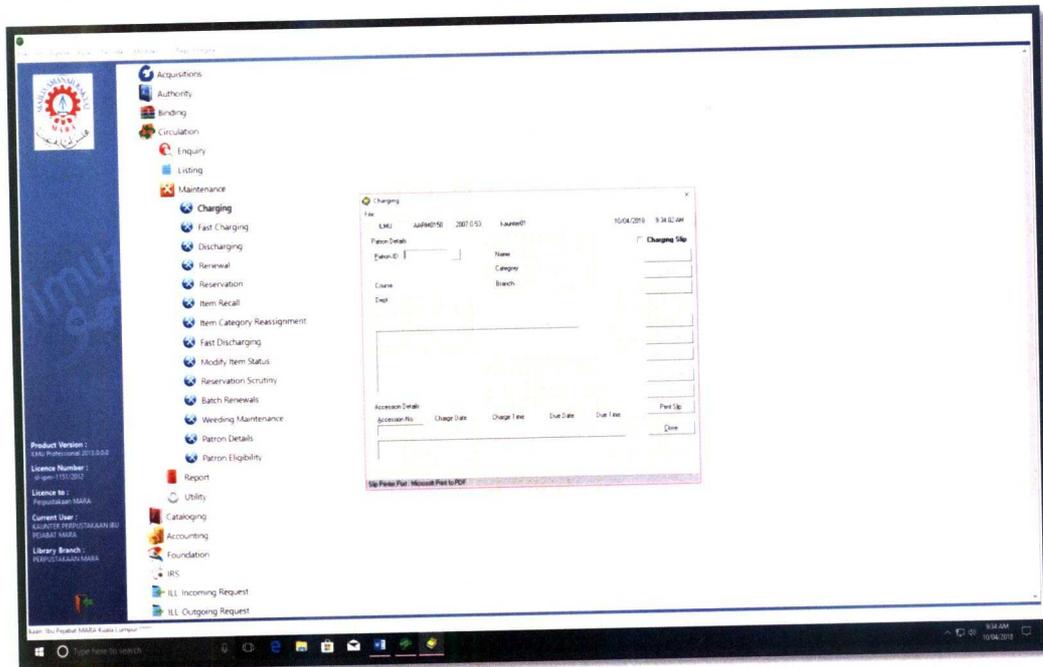
Figure 20: ILMU Front page

On this step, the librarian will:

i.   Ask patron ID (Nombor gaji)

ii.   Mention their name

iii.   Scan the accession number of the book using the barcode scanner

iv.   The details of the book will pop-up, re-check the title if same

v.   Click charge (borrowing)

vi.   Check the date when the patron should return back their book and stamp it according the date

vii.   Put the book on the machine detector and click the button 'pinjam'

Step 5: Click discharging (returning)
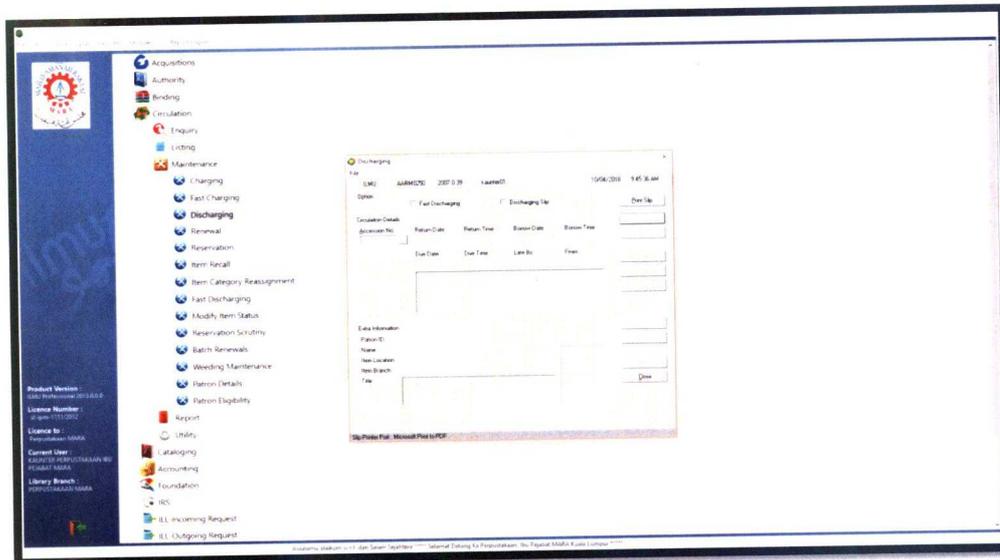
Figure 21: ILMU Front page

On this step, the collection that the patron want to return back, the librarian will:

i.   Scan the accession number of the book using the barcode scanning

ii.   Click discharge

iii.   Put the book on the machine detector and click the button 'pulang'

3.2 Special projects

3.2.1. School Holiday programmes

A) Information Hunt

- Given the project on 9th August 2018, second week of internship.
- Meeting with MKC staffs about the budget, activities and the date.
- Prepared project description for "Info Hunt"
- Prepared prizes and materials needed for the program
- Set up the MKC to ready for the program
- Became an emcee for the program
- Prepared the report of the program.

Figure 22: Emceeing "info hunt"

B) Colouring competition @ MARA Book Fair-Lobby.

- Received the task on 26th August 2018
- Took care of registration via phone call and walk-in.
- Preparing gifts and goodies
- Made FB Live with AV unit to encourage people to come to MARA Book Fair.

Figure 23: MARA Book Fair colouring competition registration

C) Information Hunt 2.0

- Be held on 20th-21st December 2018
- Prepared project description for "Info Hunt"
- Prepared prizes and materials needed for the program
- Set up the MKC to ready for the program
- Became an emcee for the program

D) Mini Movie Screening

- Choose and downloaded appropriate movies for children
- Set up LCD, speakers and monitor screen
- Played movies according to the daily scheduled

Figure 24: Movie screening

3.2.2. Cooperating with AV Unit

A) Malam Apresiasi MARA

- Prepared speech script for Dr Hasnita, MARA's chairman
- Assisting Av unit staffs in recording video of Dr Hasnita speech
- Clipping microphone and adjusting makeup of Dr Hasnita.

B) Kementerian Pembangunan Luar Bandar (KKLW)

Helping Mr Mohd Nor Shafik and the other AV units in producing the video speech of KKLW minister, YB Dato Seri Rina Harun. I responsible to check and edit the scripts, making sure the makeup was still on-point and clipped microphone on YB.
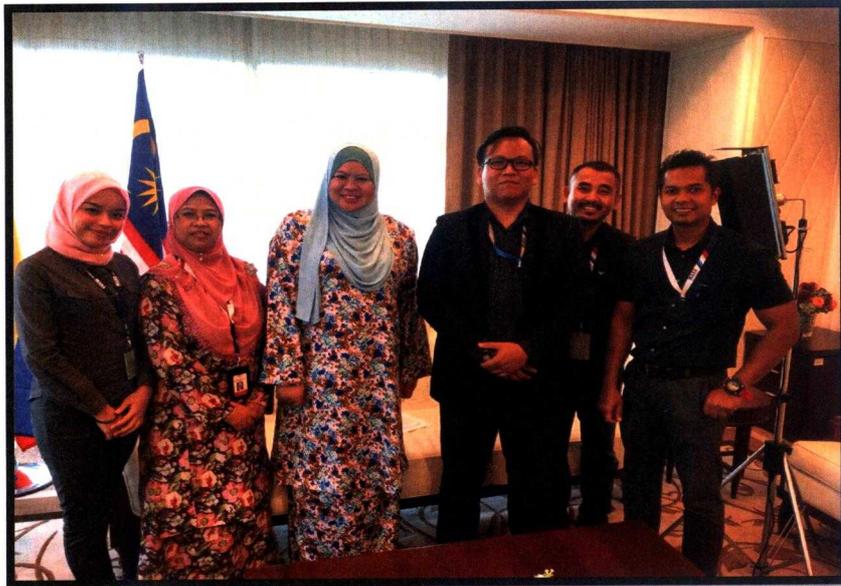
Figure 25: Shooting with YB Dato Seri Rina Harun, KKLW minister

C) MARAeps

Helping Mr Mohd Amri Bin Kamarudin and Mr Irwan Shah Bin Ahmad and became a model making a videos and photoshoot to promote the new application called MARAeps.
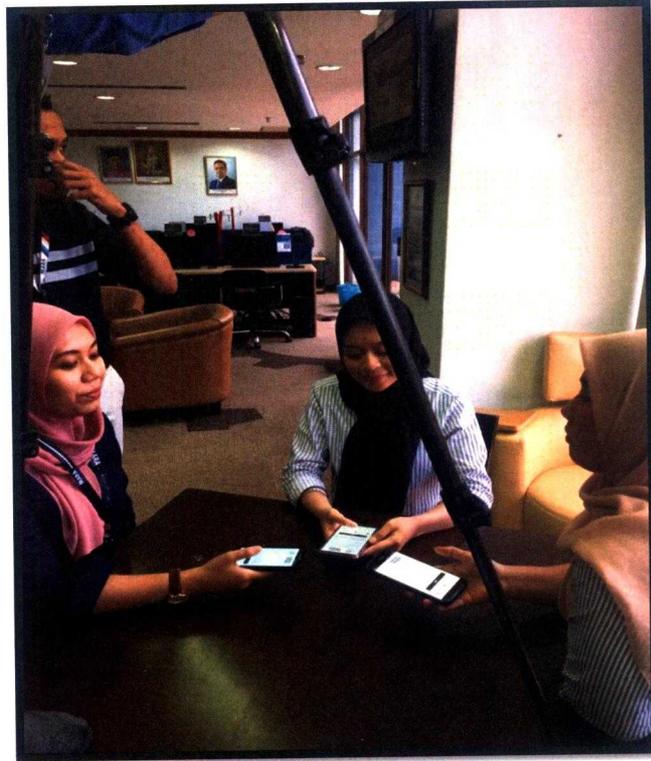
Figure 26: MARAeps video shoot

3.2.3. Mural project

I, with another practical students being asked by the BTKM director herself, Mrs Uyon Binti Shuoib, to help Mrs Zalilah binti Mohamad complete the mural project before 30th October to welcome the new chairman, Dr Hasnita.

    A) Drawing

- Draw a simple geometry shapes
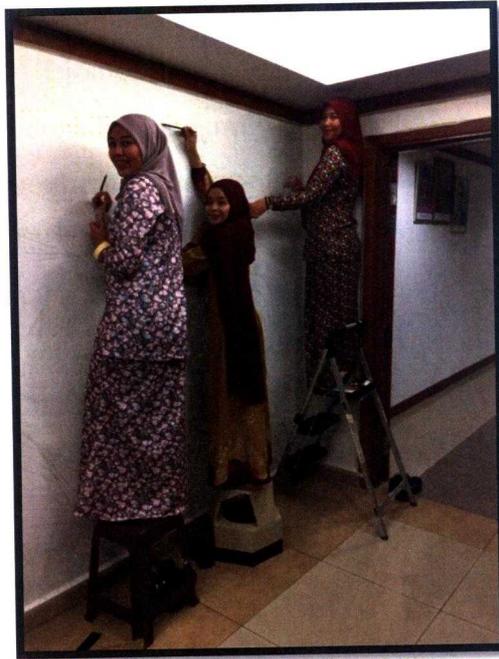
Figure 27: Mural drawing project

B) Painting

- Painting the mural using all the striking colours with minimum usage of pastel colours to be suited the themed "pop art" choose by BTM director, Mrs Uyon.

Figure 28: Mural painting project

3.2.4. Family day

On October, I was appointed as "AJK sukan" in corporation with "Badan Kebajikan BTKM". I joined in the meeting with the family day committee for what activities to be done for the family day.

I got tasks to prepare the materials needed for outdoor games. I with family day committee went to Tasik Kebun, Serendah, a day earlier, to set the place up.

On D-day, I led Zumba dance for the warming up activity before outdoor games started. The Zumba choreography also created and modified by me. I also became one of the referee for the outdoor games. The family day went well, everybody congratulated family day committee and I also won the best dress award.

Figure 29: Family Day zumba

3.2.5. Book Review Program

I was given the task to be an emcee for the book review program 1.2.1. by   Mejar (B) Mohammad Qayyum A. Badaruddin "Bedah Buku". I studied myself about profile of the author, and wrote the script by myself. On D-day, I prepared and set up the stage.
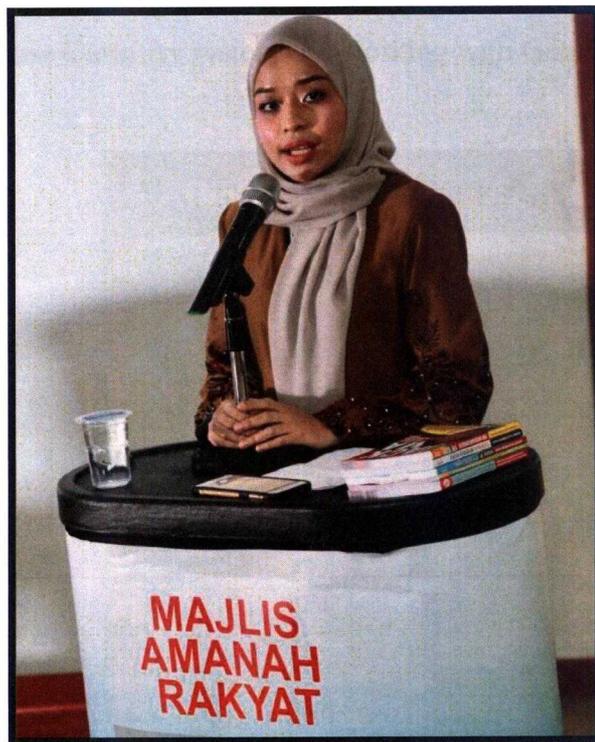
Figure 30: Emceeing Book review program

3.2.6. IFLA volunteerism

Before starting my internship, I already interviewed and been accepted as volunteer for International Federation Library Association (IFLA) 2018. Therefore, MARA allowed me to go as volunteer and also their staff supervision, Mrs Sharifah Rafidah as she also attended IFLA 2018 as participant.

The experienced gained through this volunteerism was unexplained. I got the chance to use Germany system and working with Germany IT specialists.
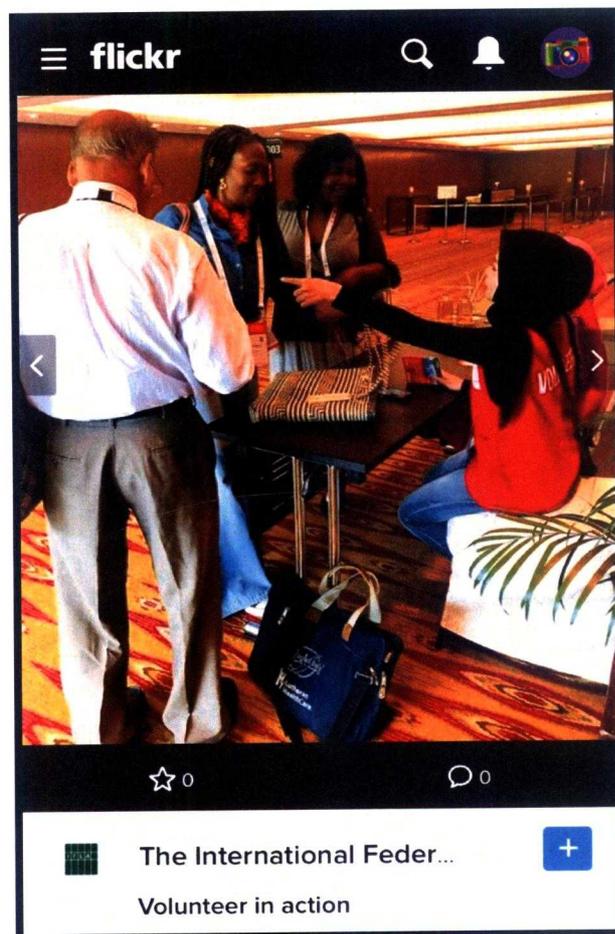
Figure 31: IFLA volunteerism

CHAPTER 4: CONCLUSION

4.1 Application of knowledge, skills and experience in undertaking the task

4.1.1 Public Relation Skill

As the future librarian, a good and effective communication skill is needed in order to connect people and information in a better way. I learned the skills of adapting as teammates and communication skills through the public relation subject.

This skill as I learned during completing my Public Relation subject helps me to imply it when I undergoing the industrial training at BTKM MARA. MARA Knowledge centre gave me a lot of opportunity to deals with people and the public relation skills help me in communicating better.

4.1.2 Library skill

All the library skills such as cataloguing, abstracting and indexing that I only learn during the library subject classes, I got the chance to apply it during the industrial training. Things becomes clearer when I come to term of cataloguing the real books and I experienced it by myself how the process happened. From my experienced, cataloguing during the working days is much easier than the one I learned in class as MKC is applying both copy cataloguing and manual cataloguing and because of there is a dateline to be followed, copy cataloguing is much more preferable.

4.1.3 Children Librarianship Skills

I can apply all the techniques of capturing and attracting attention of young library patrons. I learned during the children librarianship class when I attending my industrial training. I need to prepared and conducted activities for school holidays programs and that is when I apply all the skills needed and as what I always thought, real working experiences with children is much more complicated.

4.2 Personal thought and Opinions

4.2.1 Building the spiritual culture

Personally, I would have suggested MARA Knowledge Centre (MKC) as the first choice in doing the industrial training as I experienced myself being a part of this organization. MARA as the whole organization implemented a culture, you would have not experienced in other organization. MARA is the organization that strongly believes in building up your spiritual strength as a key to create a better knowledge-server organization. As a connector between the society and knowledge, MARA management team be at their best efforts in building up an Islamic working environment where the staffs are strongly encouraged to recite "Surah Yassin" every day. Not to be mentioned the culture of performing "solat" together during the Asar prayers. BTKM-MARA believe that once your intention is clear, your method will appear.

4.2.2 Outstanding facilities

BTKM did take into account their staffs right in working in a comfortable environment. During the 5 months period of time, I am comfortable and bless with the work station provided although MKC did not specially provided work station or cubicles for the industrial training students. They were working at their best to provide a comfortable working place so I never feel neglected during my internship phase. Not even the staffs working place, MKC is also really care about the user comfortless.

4.2.3 Chances to expand creativity

MKC is being very welcoming toward us as the new comer that comes to learn and shares their knowledge. Apart from that, MKC is giving us chances to expand our creativity in carrying out the tasks assigned. We have the chance to give ideas, to share our thought on any issues arise and to be creative. MKC is not afraid of new ideas from young generations like us because they believe that we are the future leaders and our ideas need to be heard.

4.2.4   Unprofessional Attitudes

Personally, I do experiencing some issues regarding unprofessional attitude of staffs. I do agree that majority of staffs are being very welcoming towards us but there are still a few staffs that setting up a very large gap between the industrial training students and the staffs. This is somehow a total loss for both the organization and me as the students who keen to learn how to adapt in the real working environment. Beside, this unprofessional attitudes not only happening between the staffs, it also occurred with the library patrons. Sometimes, they did not serves the users properly which resulted to dissatisfaction comments received. This would setup a negative image of MARA as the knowledge sharing centre.

4.2.5   Unethical work ethics

No matter how hard the BTKM management team is trying to develop a good working culture, still there is a lot of biro racy issues occurred. Situation like one staff is having too much workload meanwhile the other who has the same tasks is not being proactive at all in completing the tasks. This issue if being dragged for some period of time will result to unfairness culture among the staffs. Besides, if staffs whose did not show a good discipline, the teamwork will become unproductive in the future. Plus, what is the point of having unethical staffs when MARA have the chance to hired many fresh graduates who might not have experienced but is eager to perform well.

4.2.6   Imbalance facilities provided

There might be budgeting issues that as the industrial training student, I probably did not have a clue about but from my naked eyes, I can see that imbalance facilities provided between the state library and branches library even though it is being managed by the same management. What I am implying here is that, the facilities in the rural libraries were very poor and badly needed replacement. It is because, even the users from small village need proper facilities to learn and library can be said as the only free tools that can help them improving themselves.

4.3 Lesson Learnt

Undergoing five months of industrial training phase giving me a lot of opportunity to learn on how to prepare myself to be an information professional who qualified in serving the society in knowledge field.

4.3.1   Time Management

As a student, I could have said that I always failed in my time management but that one aspect changed whenever I started my industrial training at MARA. I learn how to become a part of working society and how to manage my time effectively. In the organization, time is money and I learnt that a good employee did values time. I learnt that people can actually be a time effective society if there is need to do so.

4.3.2 Adapting in real working environment

This industrial training gave me opportunity to adapt the lifestyle of working society. I learnt how to present myself as an asset to the organization and how to properly adapting in an organization because as we know, each organization got different cultures. I also got the chance to work overtime at the services department during the weekend with allowance so that I learnt how to deal with library patrons.

4.3.3 Communication skill

The most important lesson learnt is that I learnt how to improve my communication skill. Not only improving my second language as MARA is a big organization and MKC often received wide range of patrons including MARA staffs, visitors and children, but also improving on how to properly address people. As a future fresh graduate, it is a compulsory skill to present myself properly through my communication skills. I learnt how to agree to disagree, how to properly apologised for my mistakes and how to communicate with my colleagues.

4.3.4 Learning new things

I learnt a lot of new things during my industrial training. This industrial training gave me a chance to actually imply all the skills I learn in classes. I come to conclude that theory is way more different from the practical phase. In MKC, they are helping me out to improvise my skill better. For example, I did know that shelving is an act of organising books at the shelves. Little did that I know, shelving is much more than that. Without a proper technique, we cannot shelves systematically.

4.3.5 Building soft skills

Industrial training helps me build up my soft skills in preparing myself to become a future librarian. In MKC, I learnt to expand as many soft skills as I can and with every task that I need to deal with patrons and visitors, I started to discover my soft skills better. For example, when there is a need to assist visitors, I will gather my confident to give briefing to the visitors. I learnt to always be prepared to assist users in need.

4.4 Limitations and Recommendations

4.4.1 Lack of manpower

MARA Knowledg eCentre did not have enough manpower to serves the users. For example, the head unit of MKC, Mrs Zurina Binti Abdul Aziz only appointed senior staff, Mrs Nor Aishah Binti Jahaya to be in-charged of circulation service and it will be a problem when Mrs. Nor Aishah is on leave due to her health problems, she needs to go to the hospital for treatment every week.

Recommendation: MKC should consider to put on the circulation service counter more than one staff, so that if one of them is on leave, then the other one still can ensure that the patron will be ready to be served whenever they come to MKC.

4.4.2 Upgrading staff skills

MKC had plenty of well experienced staff but sometimes having experienced without proper skills is not enough. Serving the society especially those who needed to use reference tools need to be handle by staff who qualified in this field of area. The staffs need to have wide knowledge to help users in fulfilling their needs. This is because the user expects the library staffs knows everything.

Recommendation: More related training should be given to the library staffs in order to prepare themselves as the front line that represents MARA.

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APPENDICES

School holiday program: Info Hunt
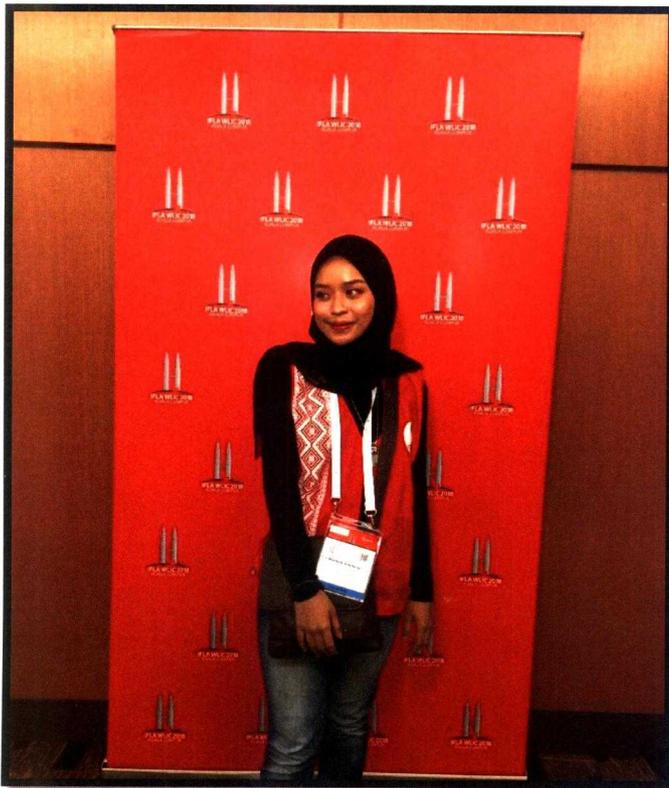
IFLA volunteerism
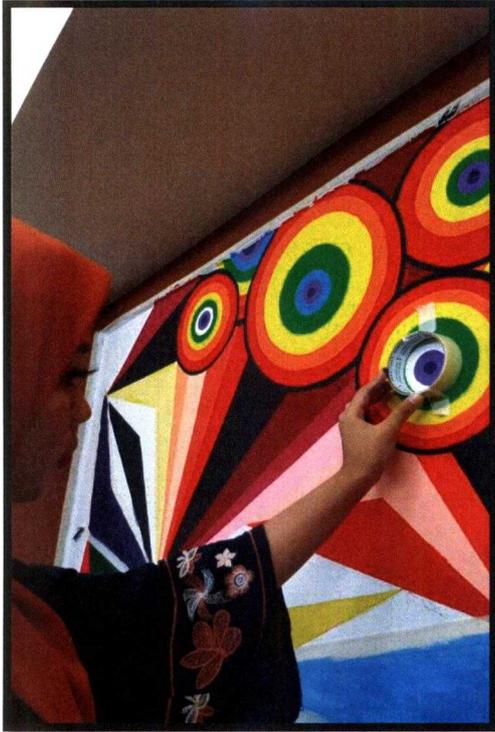
Mural project
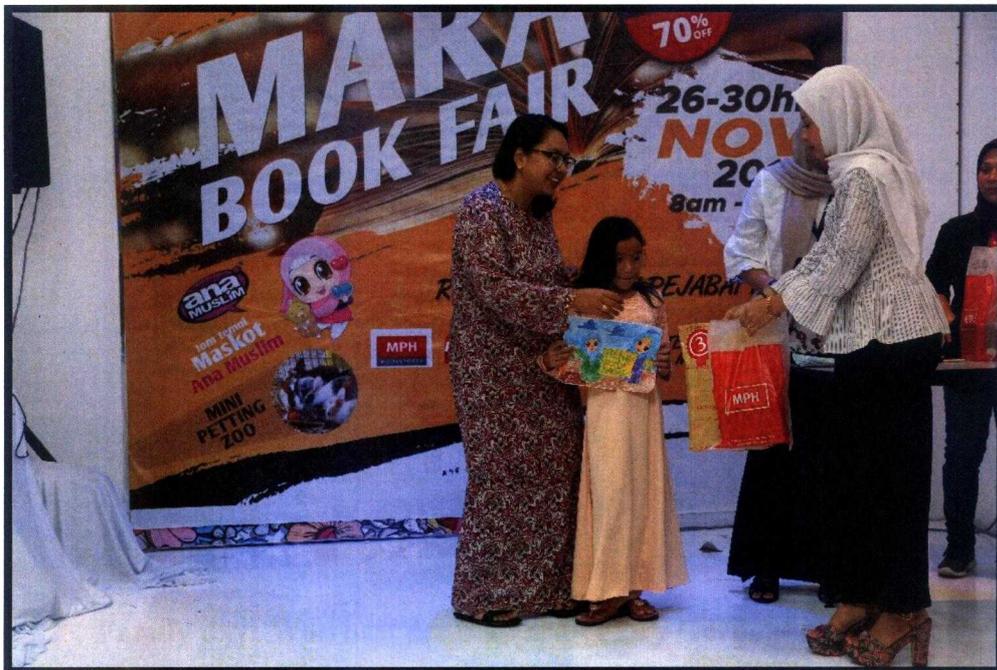
MARA Book Fair Colouring competition

Family day: Won best dress award "Fairy Garden" theme

Family day: Outdoor games preparation

Doing clerical work

MKC monthly meeting

Prizes preparation for Info Hunt

Meeting for Info Hunt budgeting