UNIVERSITI TEKNOLOGI MARA
FACULTY OF INFORMATION MANAGEMENT

INDUSTRIAL TRAINING REPORT

PERBADANAN PERPUSTAKAAN AWAM NEGERI SEMBILAN
PERSIARAN S2 B2, SEREMBAN 2, 70300 SEREMBAN,
NEGERI SEMBILAN DARUL KHUSUS

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BACHELOR DEGREE OF INFORMATION SCIENCE (HONS.)
LIBRARY MANAGEMENT

1ST MARCH 2021 - 31ST JULY 2021

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DECLARATION

I hereby declare that this is my original work. I have not copied from any other student's work or from other sources. I am also declare that no part of this report has been published or submitted for publication except where due to reference or acknowledgement is made explicitly in text, nor has any part been written for me by another person. I confirm that I have read and understood the UiTM regulations with regards to plagiarism and will be penalized by the university if found guilty.

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Date of submission: 11 August 2021

ABSTRACT

This paper is a report on activities carried out by students while they were undergoing in-organization training for the Industrial Training course (IMC690). This course is required for all students who wish to pursue the Bachelor of Information Science (Hons) in Library Management. This paper also includes a report on the activities, special projects, knowledge applied, and tasks completed by students during their five-month internship at the Perbadanan Perpustakaan Awam Negeri Sembilan. This industrial training report is divided into four chapters: introduction to information organization, which describes the history of the Perbadanan Perpustakaan Awam Negeri Sembilan, services, facilities, and collections available, the function of each unit, industrial training activities, and reflective industrial training. At the end of this paper, some limitations and suggestions from students are also included in the hope that organisations will consider getting more efficient services.

Keyword: Industrial Training, Perbadanan Perpustakaan Awam Negeri Sembilan

ACKNOWLEDGEMENT

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CHAPTER 1

1.0 Introduction

The subject of industrial training (IMC690) is a mandatory course for all degree students of Bachelor Degree of Information Science (Hons) Library Management (IM244) to complete their degree. For this subject, students need to finish and complete their industrial training for five months in organization that selected by students. The industrial training is providing pre-professional work experiences with specific assignment and responsibilities.

This subject involves 480-hour work placement equivalent, paid or unpaid, situated at an industrial site, working under supervision of an experienced Information Professional. The students are being able to choose any library agencies for industrial training placement. During the industrial training, the student need to contribute to the activities, production and responsibility of the workplace and to meet the same demand of work production and responsibility expected by the organization of its regular employees. An industrial training programmed is relevant to a personal career interests and improved their marketability after graduation.

Objectives of the Industrial Training

- 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.

1.1 Background of the Organization

Figure 1.1

Perbadanan Perpustakaan Awam Negeri

Perbadanan Perpustakaan Awam Negeri Sembilah or PPANS is an agency of the Negeri Sembilan Government Statutory Body whose main function is to manage information resource centers (libraries) throughout Negeri Sembilan. PPANS was established in accordance with the Negeri Sembilan Public Library Corporation Enactment No. 6 and 1974 came into force in 1978. PPANS is governed by a Board Member chaired by the State Secretary of Negeri Sembilan Darul Khusus as stipulated in the Enactment.

The early history of the existence of the Negeri Sembilan Library is through the establishment of a library located at Jalan Dato 'Abd. Malek, Seremban namely Sir Hendry Gurney Library. The Sir Hendry Gurney Library was officially opened on 30 July 1952. Recognize the importance of libraries to society. Thus, the Negeri Sembilan government took over the administration of this library in 1978 through the Negeri Sembilan Public Library Corporation Enactment (1974). The Gurney Library Committee has already agreed to hand over the library to the Corporation effective October 1, 1978. Originally, the building was made of wood and only measured 60'x40 'with an asbestos

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roof. It can only seat about 50 seats and can accommodate a total of 10,000 copies of the book only. The building has been demolished and its former site has been developed.

Starting with the Sir Hendry Gurney Library, PPANS moved and occupied the Old Negeri Sembilan State Secretary Building located at Jalan Dato 'Hamzah in 1987. The project to renovate this building was started on 29 March 1988 with an allocation from the Federal Government through the National Library Department of Malaysia. and was completed in May 1989, while services to the public began to be provided in August 1989.

State Library Building in Jalan Dato 'Hamzah to maintain the building as a Heritage Building, Negeri Sembilan. In this regard, the State Government has placed PPANS in the Wisma Umno Building as a Temporary State Library Building, PPANS. Through the allocation of the Negeri Sembilan Government, the work to renovate the Wisma Umno Building to be the State Library cum PPANS administrative center was completed on 11 January 2007. Starting on 11 January 2007, PPANS also moved to the Wisma Umno Building while the State Library Building in Jalan Dato ' Hamzah was officially handed over to the SUK, Negeri Sembilan on 29 January 2007. The State Library Service at Jalan Dato 'Sheikh Ahmad started operating on 2 April 2007 until now.

This building is located in a strategic location in the heart of Seremban and is able to attract people to come to the library to enjoy the facilities provided. The State Library consists of three floors, namely the Ground floor, the Mezzanine floor and the First floor. The ground floor space houses a Children's Zone (special services for children) of 6,597.74 sq ft and it is expanded with a Mezzanine floor of 5,174 sq ft to accommodate the PPANS Administrative Center, while on the First floor is an Adult Zone reserved for adult visitors of 13,362 k/p. It was found that the response and visits from the public were more encouraging when PPANS was relocated to the Wisma Umno Building due to its strategic location.

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1.2 Organizational Structure

Figure 1.2

Organizational chart
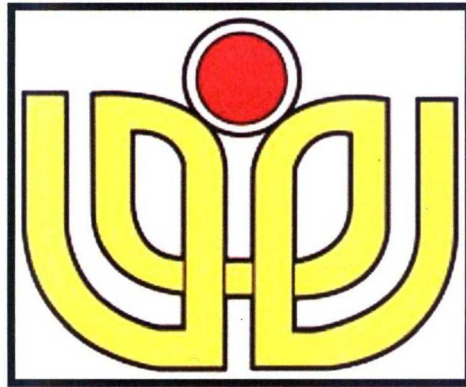
1.3 Logo

Figure 1.3

Logo PPANS

This LOGO symbolically reflects the image of people who are diligently reading in line with the function of this library to encourage the public to be interested and inclined to read. In the design of this logo, there is also the prefix of the Jawi letters 'pa', 'pa', 'alif', 'nun', and 'sin' which is the prefix of the letter on the word Perbadanan Perpustakaan Awam Negeri Sembilan. The logo uses three colors, red, yellow and black; the colors found on the flag of Negeri Sembilan. There is a red circle to symbolize the function and purpose of this library that it is a center of knowledge

1.4. Vision

A leader in excellent library services, especially for the people of Negeri Sembilan.

1.5 Mission

i. Perbadanan Perpustakaan Awam Negeri Sembilan is committed to strengthening library services and collections as well as encouraging the systematic development of local digital content.

ii. Provide efficient and friendly services and meet the needs of the users

iii. To be a center of excellence in knowledge for Negeri Sembilan.

iv.   Build, maintain, and manage library collections for learning and research purposes to increase the level of knowledge and skills of the people of Negeri Sembilan.

1.6 Objectives

i.   Build, maintain and manage library collections for the purpose of learning, research and increasing the level of knowledge and skills, especially the people of Negeri Sembilan.

ii.   Provide collections of library resources to facilitate the search for information to accommodate the use of current and future generations.

iii.   Facilitate the use of library resources throughout Negeri Sembilan

1.7 Location library
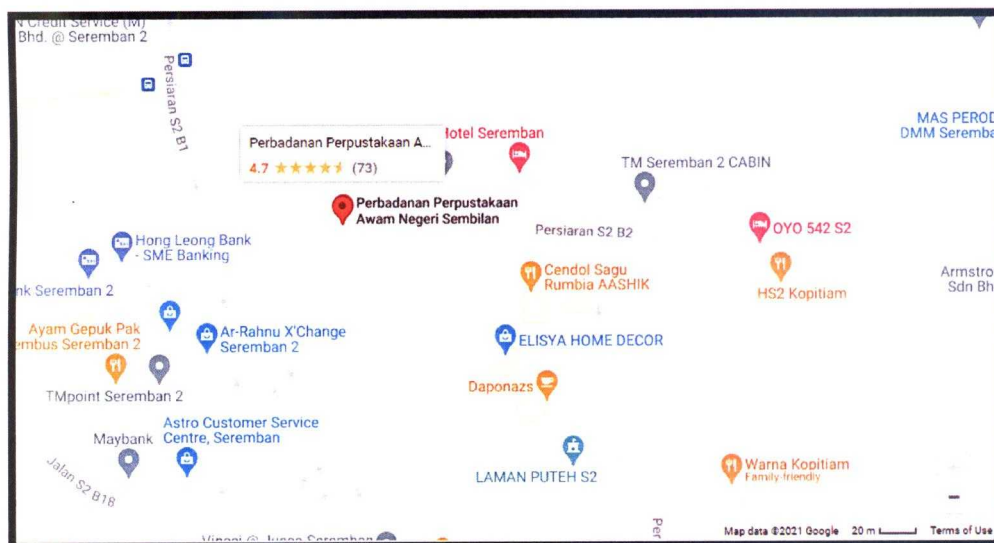
Figure 1.4

Location PPANS

Address: Perbadanan Perpustakaan Awam, Persiaran S2 B2, Seremban 2, 70300 Seremban, Negeri Sembilan.

1.8 Library Operation Hour

Perbadanan Perpustakaan Awam Negeri Sembilan is operating every day except Monday and public holiday.

Table 1.1

Library operation hour

Tuesday – Sunday	9.00 AM - 5.00 PM
Monday, Public Holiday	CLOSED

❖ Selected services may have its own designated time schedule. For example:

Figure 1.5

E-Sport Operation Hour

Figure 1.6

Discussion Room Operation Hour

Figure 1.7

Cyber Studio Operation Hour

Figure 1.8

Smart Library Operation Hour

1.9 Collection in library

The library has two sections for their collection:

a) Kids Section

b) Adult Section

Table 1.2

Kids section

Kids Section	
J	Junior Bukan Fiksyen (Junior Non Fiction)
JF	Junior Fiksyen (Junior Fiction)
MJF	Junior Fiksyen Bahasa Malaysia (Malay Junior Fiction)
JR	Rujukan Junior (Junior Reference)
KI	Islamic Collection
KC	Chinese Collection
KT	Tamil Collection

Table 1.3

Adult Section

Adult Section	
000	General Works
100	Philosophy
200	Religion
300	Social Science
400	Language
500	Pure Science
600	Technology
700	The Arts
800	Literature
900	History and Geography
MF	Malay Fiction
F	English Fiction
KC	Chinese Collection
KT	Tamil Collection
R	Reference

1.10 Service and Facilities

Type of Services Offered in Library:

➢ Circulation Service

➢ Water Dispenser

➢ U-Pustaka

➢ Overdrive

➢ Bernama Library & Infolink Service

➢ E-Sentral

➢ PressReader

- Zinio

- UN iLibrary

- Information services using print and electronic media

- Community information services

- Provision of books and other materials for use in the library

Figure 1.9

U-Pustaka
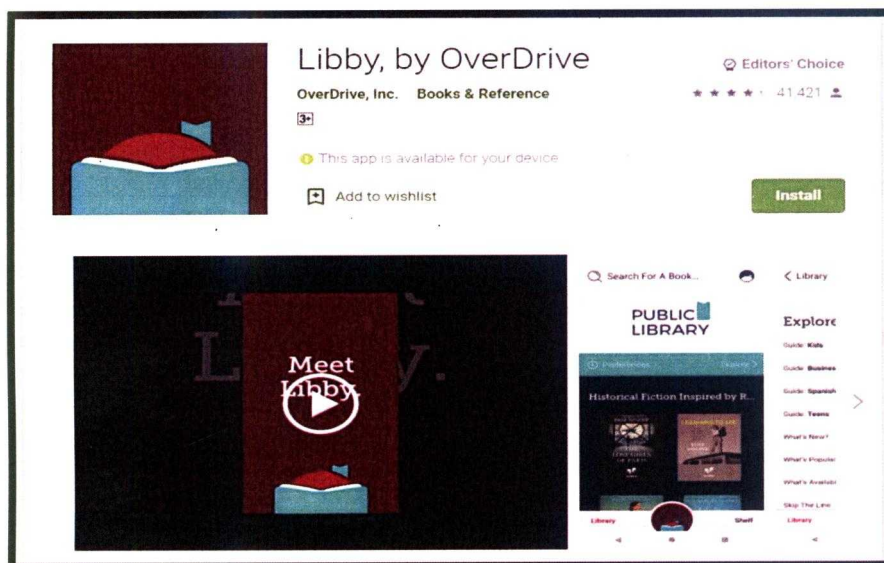
Figure 1.10

Overdrive
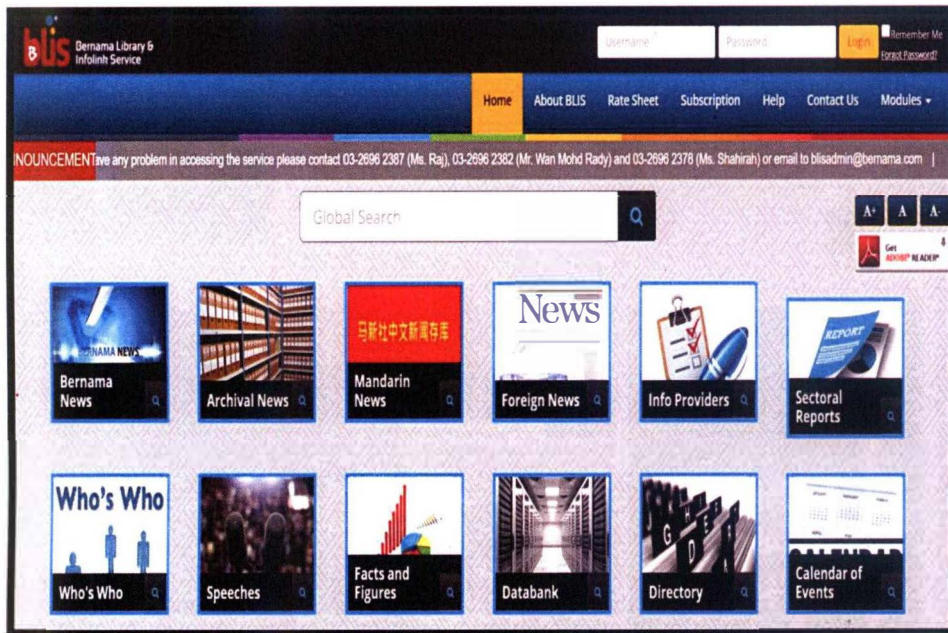
Figure 1.11

Bernama Library & Infolink Service
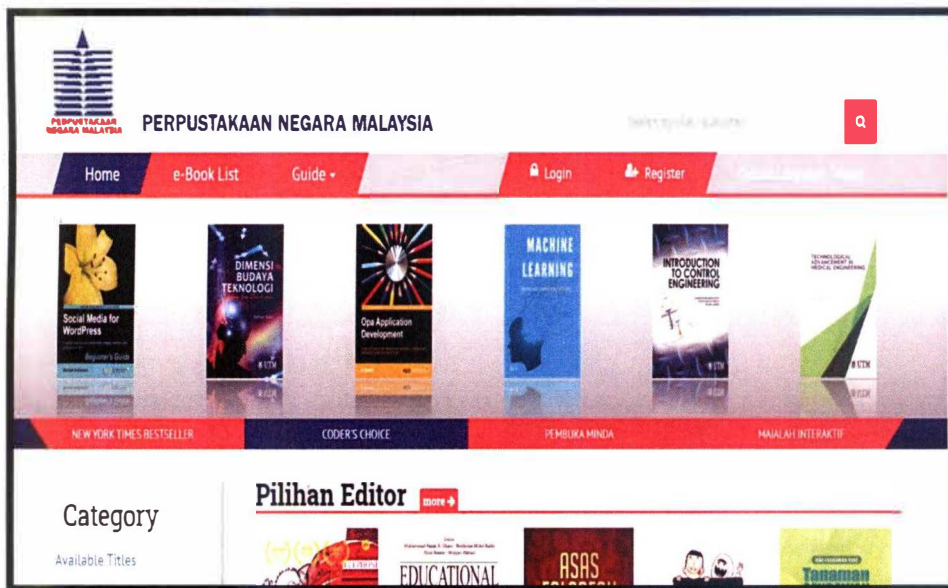
Figure 1.12

E-Sentral
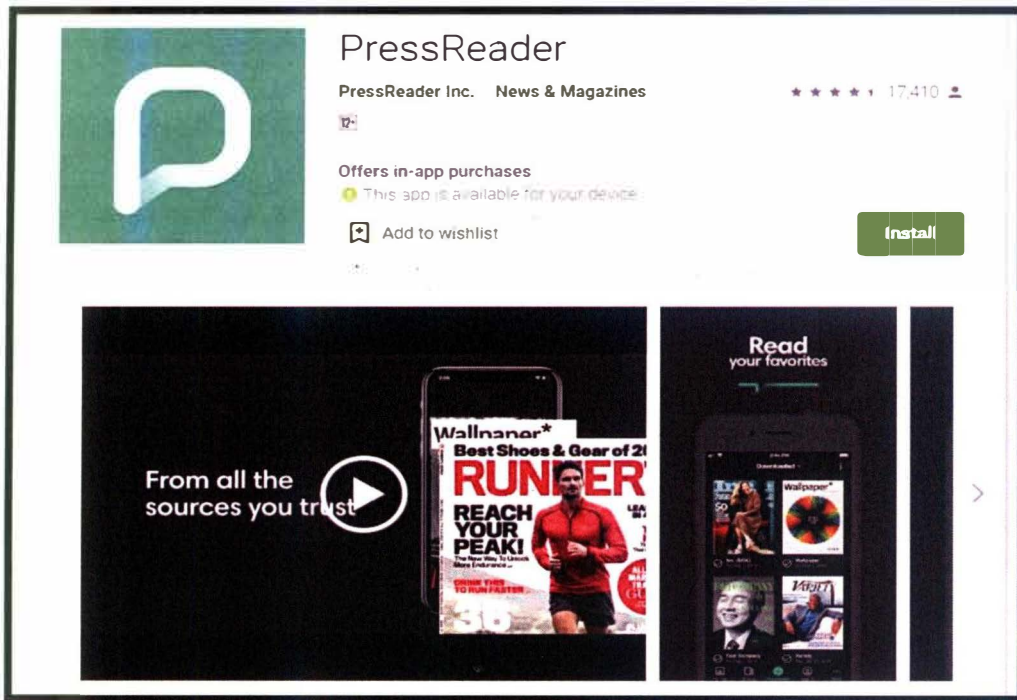
Figure 1.13

PressReader
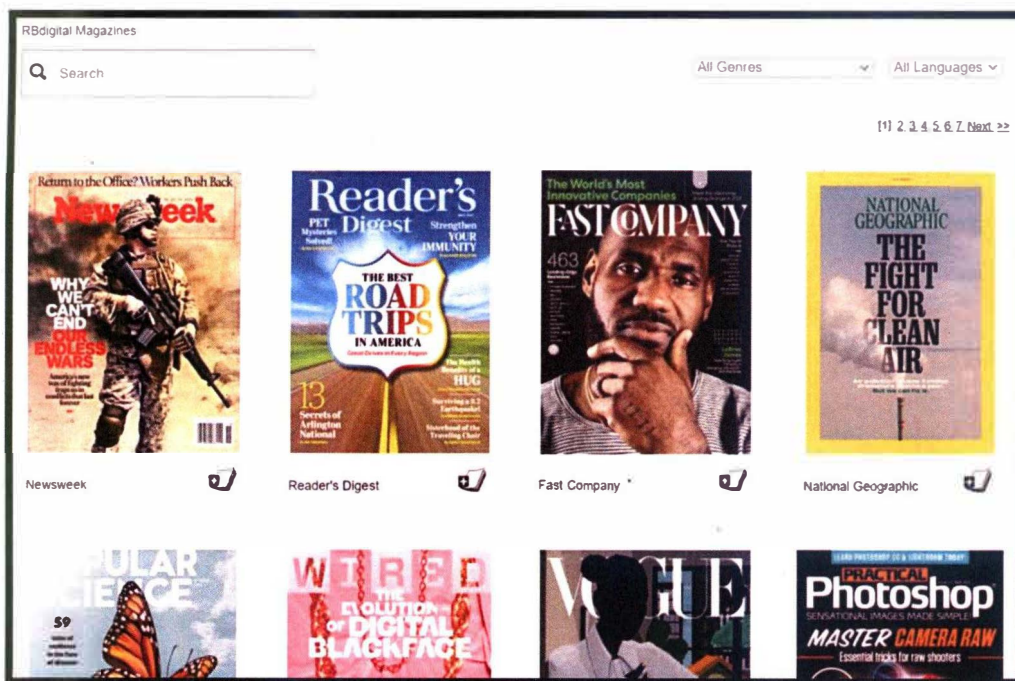
Figure 1.14

Zinio
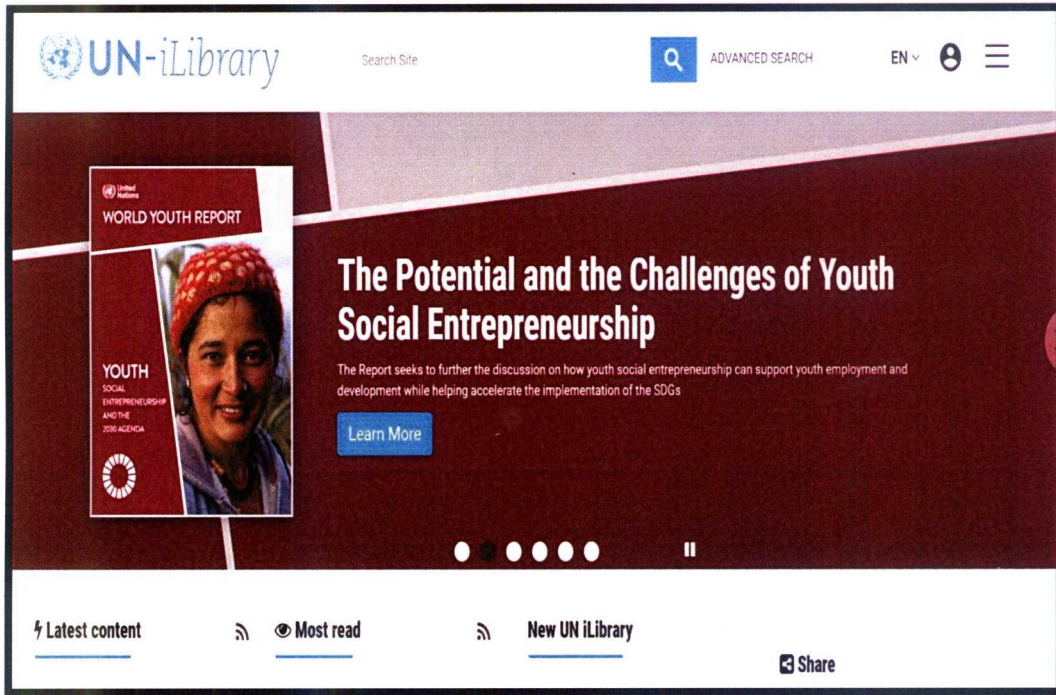
Figure 1.15

UN iLibrary
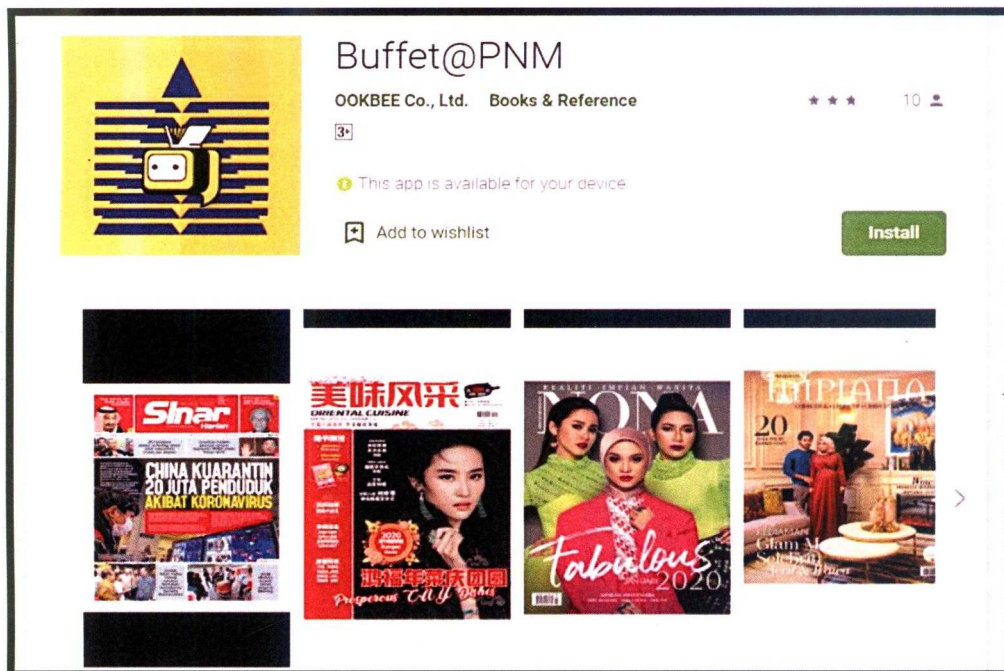
Figure 1.16

Ookbee Buffet
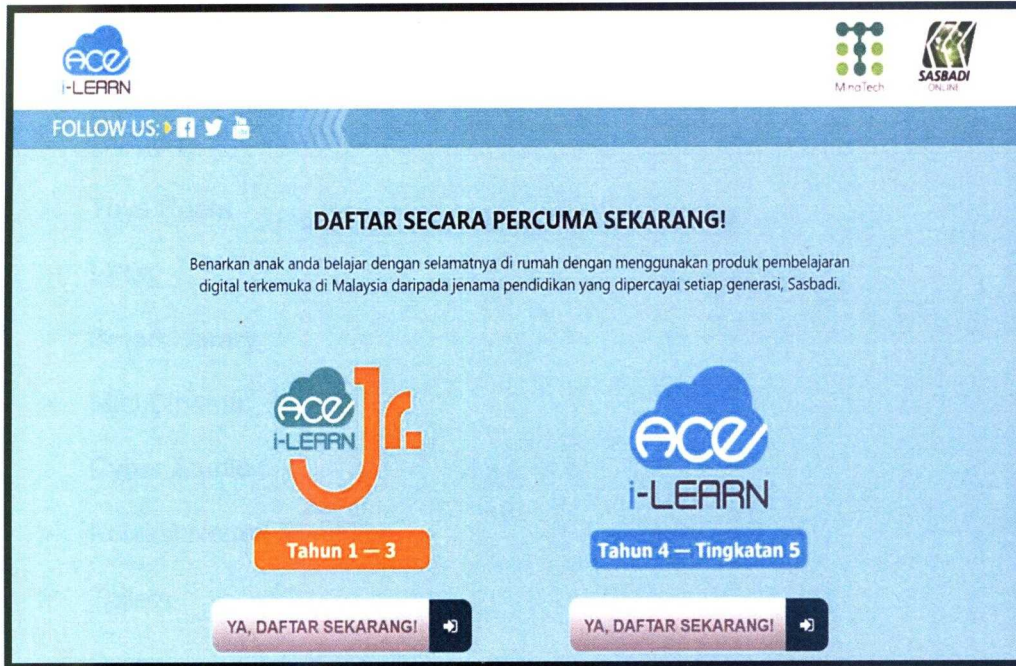
Figure 1.17

I-Learn Ace
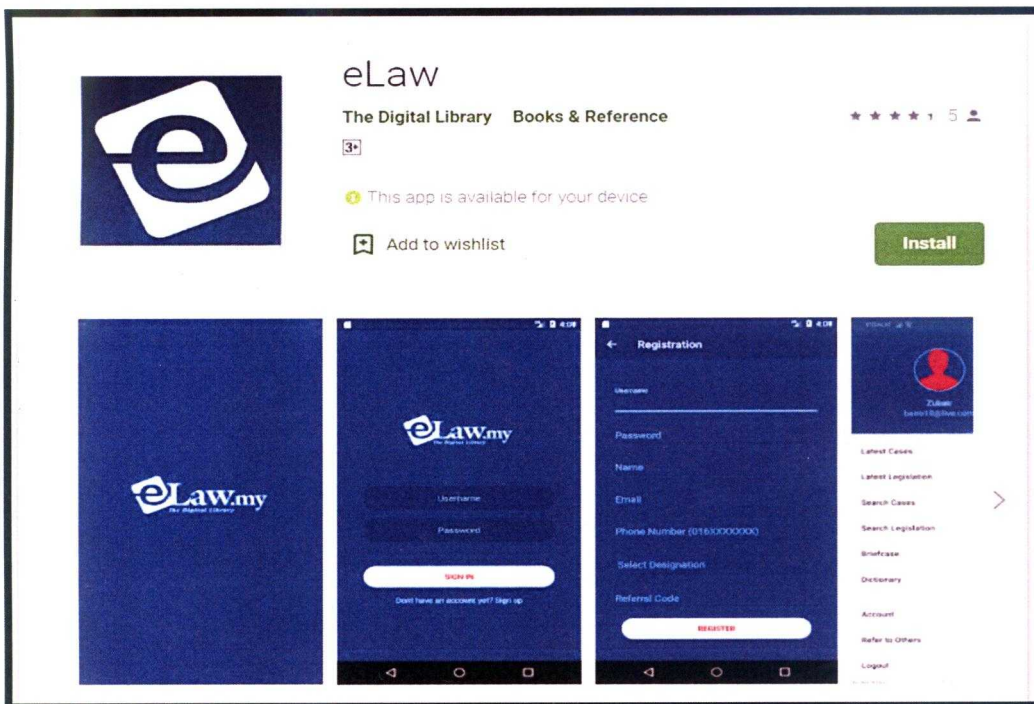
Figure 1.18

E-Law

Type of Facilities Offered in Library:

- Discussion rooms
- E-Sports
- Toys Room
- I-Play
- Smart Library
- Mini Cinema
- Cyber Studio
- Koleksi Negeri Sembilan
- Toilets
- Surau
- Ookbee Buffet
- i-LEARN Ace
- E-Law
- Cafe

Figure 1.19

Discussion Room
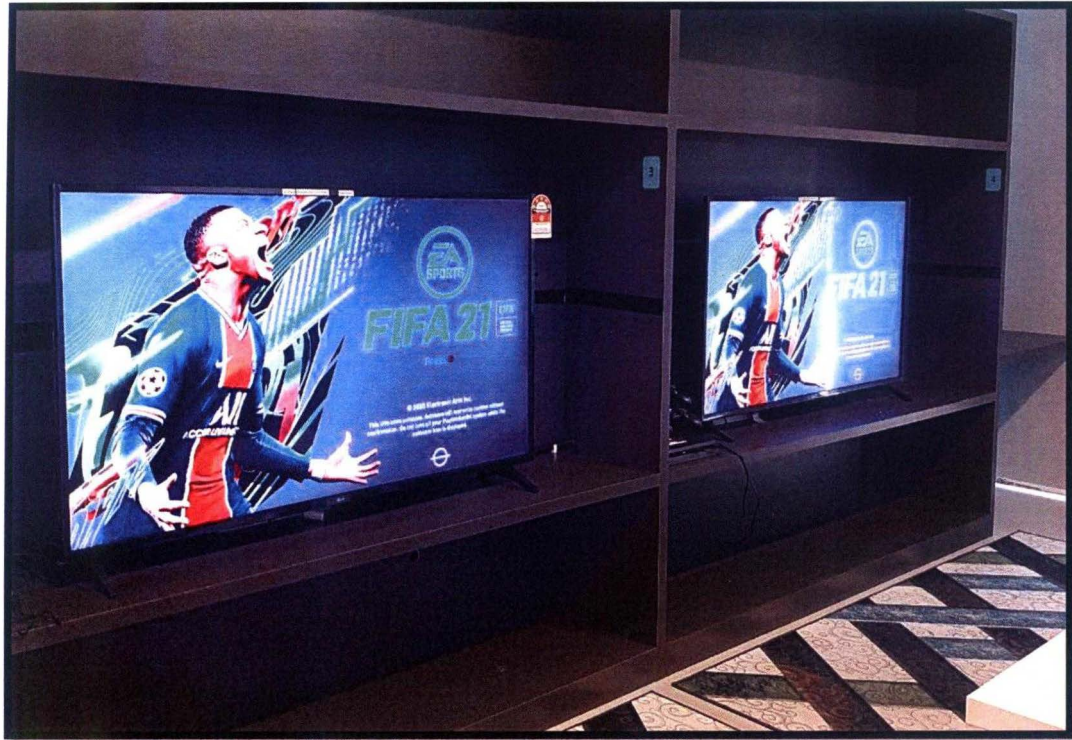
Figure 1.20

E-Sport

Figure 1.21

Kid's Zone
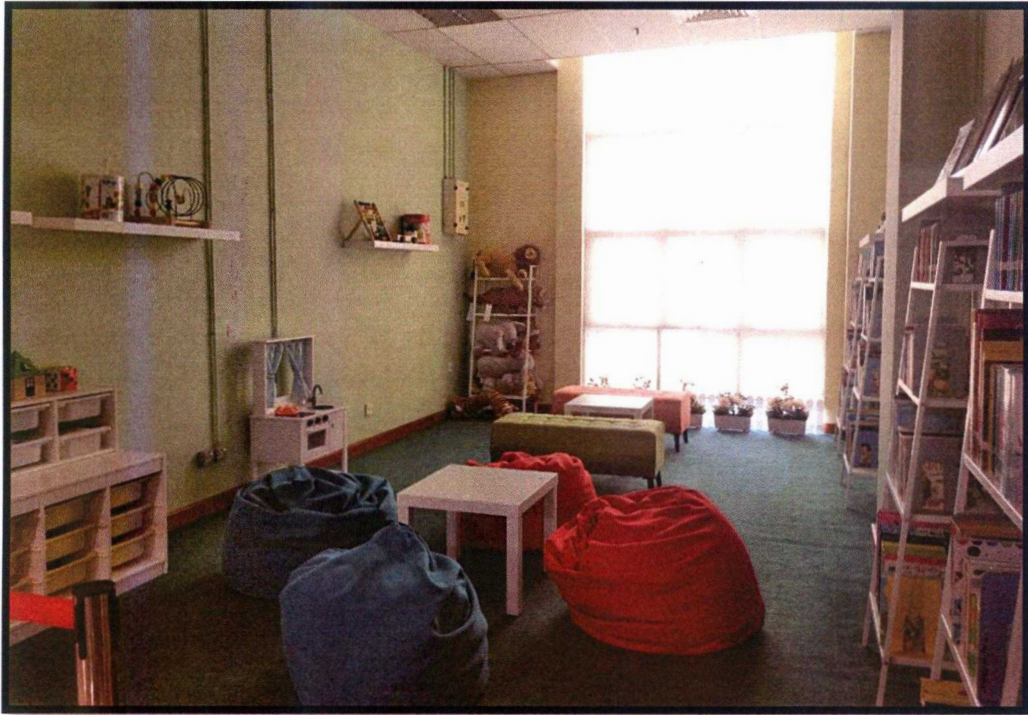
Figure 1.22

Toys Rroom
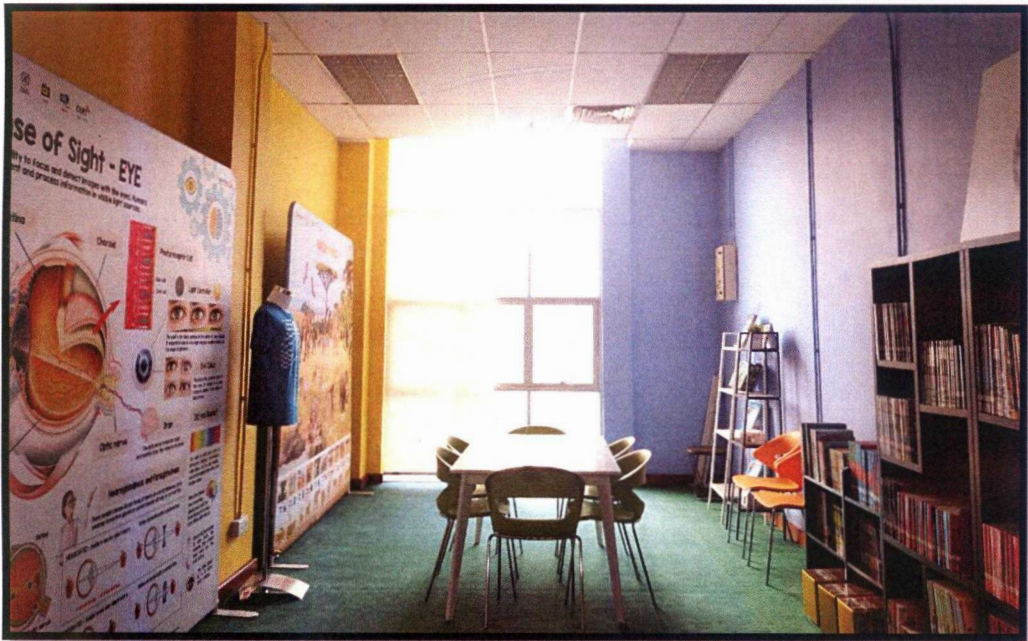
Figure 1.23

I-Play

Figure 1.24

Smart Library & Mini Cinema

Figure 1.25

Collection of Negeri Sembilan

Figure 1.26

Warung Ilmu

Figure 1.27

Gallery Walk
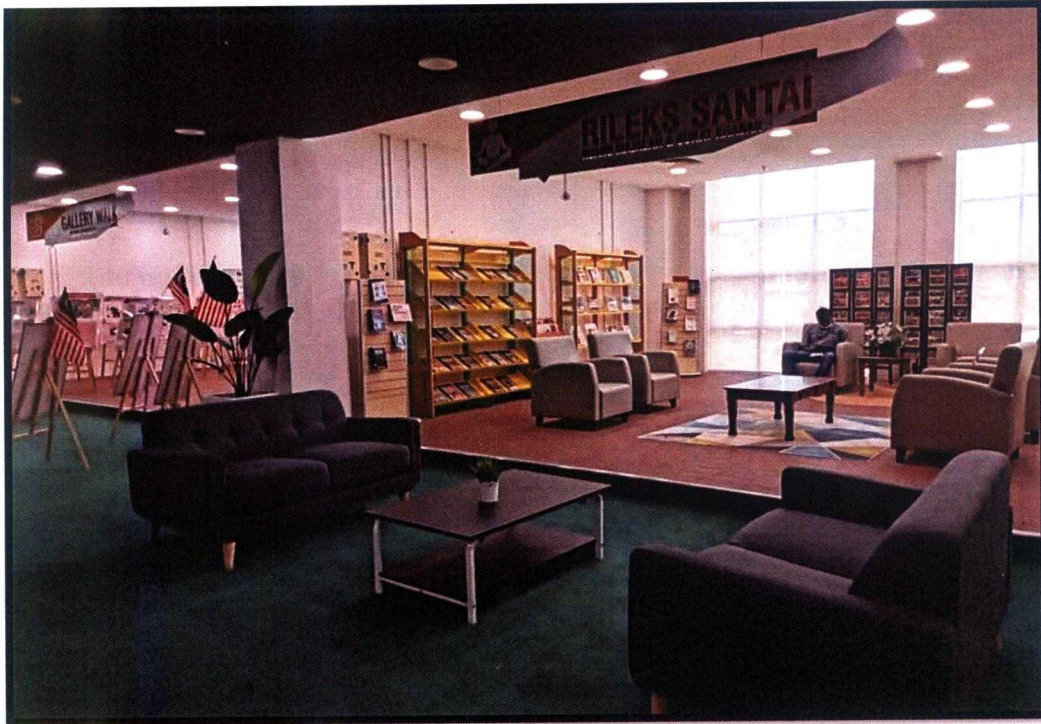
Figure 1.28

Rileks Santai

1.11 Regulations in the library

i. Users are not allowed to make marks with pen/pencil or fold the pages of books or in other ways that damage books, magazines, tools, furniture, and items belonging to PPANS.

ii. Book materials and APD are not allowed to be taken out of the library unless the materials have been borrowed.

iii. Users must show the staff on duty all the books to be borrowed out of the library.

iv. Users are not allowed to make noise that could disturb other customers.

v. Users are not allowed to bring or sell food and beverages in the library.

vi. Users are not allowed to eat, drink, smoke and spit in the library.

vii. Users must dress orderly and clean when entering the library.

viii. Users are not allowed to bring pets into the library.

ix. The Library Officer or library staff on duty has the right to ask users who misbehaved to leave the library.

x.   The library has the authority to withdraw library items such as books etc. from users who violate library laws. These people are not allowed to enter the library.

xi.   Library officers have the right not to allow the entry or exit of users who behave indecently.

xii. The facility to use the library will be revoked if a person fails to comply with the above laws.

xiii. Every person who is in any part of the library is guilty of an offense if he does the following:

- Behaving inappropriately
- Wear revealing and indecent clothes
- Gambling or betting
- Doing violence or using harsh language
- Those who continue to be in the library even though the library has been closed.

CHAPTER 2

2.0 Organizational Information

In Perbadanan Perpustakaan Awam Negeri Sembilan, they have 10 departments led by a leader and followed by their staffs.

2.1 Departmental Structure

Figure 2.1

Departmental structure

2.2 Department Function

2.2.1 Client Unit

Client Unit is a unit under the supervision of the Customer Department and is led by an Assistant Librarian. Client unit serves to provide library services to the customers and user. Moreover, it also to hold programs and activities for promoting the library and increasing the number of the library members in the PPANS, Seremban.

Objectives:

1. Provide a cheerful, clean and comfortable counter service.

2. Provide courteous and friendly consumer service to meet the needs of consumers in the search for information needs and deliver efficient, technological and quality services.

3. Reorganization of workspace and conducive counter environment.

4. Create a new image at the counter service.

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2.2.2 Acquisition Unit

Perbadanan Perpustakaan Awam Negeri Sembilan Darul Khusus is the heart of development of library collections through the acquisition of materials through purchases and donations. This division acts as the main planner towards increasing the source of information to the community to create a society full of knowledge and information.

Objectives:

1. Coordinate and manage financial allocation for the procurement of collection materials.

2. Develop collection materials based on current standards.

3. Track and obtain collection materials through purchases and donations under the PPANS Collection Material Selection Policy

4. Documenting collection materials as well as controlling built-in power files.

5. Manage the Database for the acquisition and cataloging of collection materials.

6. Improving the delivery & service of information about the state.

Functions:

1. Identify, track and recommend a collection of materials that meet customer needs throughout the PPANS service

2. Manage the process of purchasing PPANS collections

3. Manage the inventory of PPANS collection

4. Manage subscriptions to serial publications

5. Manage the book donations received from institutions and external departments.

6. Manage the binding of serial publications of the State Library

7. Manage donation books in donation boxes

8. Manage the cataloging of books donated by external departments.

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2.2.3 Catalog Unit and Development Collection

Catalog unit and development collection processes collections at the PPANS either through purchase or donation. In addition, this unit is responsible for managing the statistics of collection and the distribution of collections to the entire service network of Perbadanan Perpustakaan Awam Negeri Sembilan.

Objectives:

1. Develop collection materials based on current standards

2. Catalog, classify, input data, and process collection materials according to appointed standards.

3. Documenting collection materials as well as controlling built-in power files.

4. Manage the database for the acquisition and cataloging of collection materials.

5. Ensure that library collections that are completed in the process are distributed according to the time decided.

Functions:

1. Receive, review and handle newly received materials from the Unit Perolehan for processing.

2. Make a classification of materials received from the Unit Perolehan according to the category.

3. Enter and maintain data in the library management system (CLM) continuously to ensure that the data entered into the system complies with the requirements of international standards.

4. Make and print call numbers for the purpose of pasting in the sections that have been classified.

5. Check call numbers before being sent to the shelves or to the branch/rural library.

6. Stamp the location of library materials before distribution.

7. Make the distribution of materials throughout the service network.

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2.2.4 Media Unit & Koleksi Negeri Sembilan (KNS)

Unit Media provides media needs to the department including providing filming services as well as audio-visual needs. The Media Unit also has the role of providing library collection materials, especially KNS materials for digitization. The services that available is audio and visual services, video recording service, photo service and digitization services.

Vision:

To provide and develop infrastructure and a complete media information services in terms of materials and facilities for the people of Negeri Sembilan.

Mission:

Providing Adequate, Comfortable and Quality for Electronic Media Infrastructure Facilities.

Koleksi Negeri Sembilan is defined as all materials published, printed, written about Negeri Sembilan or writers born in Negeri Sembilan whose works are collected in one collection, namely the Negeri Sembilan Collection. It was created to help users to conduct research. The materials available in KNS are for REFERENCE only and are not allowed to be taken out either to the reference section or to the ground floor. Koleksi Negeri Sembilan was created to collect and preserve the culture heritage of Negeri Sembilan. With this section, users will get all the benefits and knowledge about history, culture, customs, customs, Adat Perpatih and various fields about Negeri Sembilan as well as the work of local people for research and reference purposes. The main objective of creating the Negeri Sembilan Collection is to build a collection that can describe the culture

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heritage of Negeri Sembilan that needs to be preserved and stored for the purpose of research in the present and future.

Objectives:

1. To create consumer awareness of the importance of history, culture, customs and traditions of Negeri Sembilan.
2. Assist users to do research and reference.
3. So that the culture heritage of Negeri Sembilan can be preserved so that they are not lost due in time
4. To cultivate the interest of the new generation to explore the heritage and delve into the history of this indigenous state.

Functions:

This department functions as a unit that carries out activities for the collection and preservation of historical materials as well as materials created by Negeri Sembilan writers. The materials in this collection cannot be borrowed but users may make photocopies of the required materials.

Source of Acquisition:

1. Materials on Negeri Sembilan in all areas of matter regardless of the form of language use.
2. Materials written by someone from Negeri Sembilan or a resident in Negeri Sembilan.
3. All materials are published and printed in Negeri Sembilan.

Types of Collection:

1. Local History Collection
2. Private Collection
3. Oral History Collection

4. Minangkabau/Adat Perpatih Collection

Types of Materials:

1. Book/Thesis

2. Newspapers Cutting

3. Government Gazette

4. Picture

5. Annual Report/Bibliography

6. Rare materials

7. Negeri Sembilan related materials

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2.2.5 Information technology and Communication Unit

This unit is known as UTKM. The unit is led by an Assistant Information Technology Officer assisted by a Computer Technician and 1 Operation Assistant. This unit provides technical support services and ICT advice, namely repairing, maintaining computer hardware in all library branches throughout Negeri Sembilan to all ICT users in PPANS.

Vision:

Generate and improve the development of PPANS ICT infrastructure and applications.

Mission:

Be the driving force in providing ICT infrastructure and training towards virtual library to support the mission of PPANS.

Functions:

1. To establish, complete, create, develop and maintain all application factors based on ICT technology in line with the development needs of PPANS.

2. Implement a computerized system in all libraries in Negeri Sembilan.

3. To make PPANS staff more informed and knowledgeable in ICT.

4. Expand the use of information technology in all activities organized by PPANS.

5. Provide facilities and equipment facilities for ICT.

6. Design the website and ensure the information displayed is clear and up to date

7. To be a reference center and information technology development center and to be an application software development center.

8. Maintain and ensure that the hardware and software available at PPANS are in good condition so that the staff duties run smoothly and fast.

Contact Information:

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2.2.6 Administration Unit

Administration unit has been established in line with the establishment of PPANS since 1987. This unit is fully responsible for the administrative management of

PPANS and is led by Assistant Administrative Officer N29, an Administrative Assistant PTPO N19, an Assistant Librarian N22, an Assistant Librarian N19, a Public Assistant N11 has two N11 Operations Assistants and also comprises of four N11 Drivers.

Vision:

To ensure that the administrative unit provides quality and excellent services in the administrative management of PPANS.

Mission:

Provide efficient, accurate and orderly organizational management services actively.

Objectives:

1. Provide and implement an efficient and effective administrative management system in human resource management matters.
2. Have skills in managing all administrative matters.
3. Ensure that service profile data and personal record profiles of PPANS staff through the HRMIS application are always updated.

Functions:

1. Manage and control personal administration files and HRMIS database
2. Manage and coordinate the main meetings of the department. (PPANS Board Meeting, MBJ, JITU, Management)
3. Organize and coordinate course training programs organized by the Administration Unit for staffs
4. Take action on the instructions of the Circulars distributed and adopted by the government and departments.
5. Prepare Laporan Nilaian Pretasi Tahunan (LNPT) for PPANS staff.

6. Manage quotations and letters of agreement.

7. Prepare monthly attendance reports for PPANS officers and staff Departmental documentation.

Contact Information:

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2.2.7 Financial Unit

Financial unit has been established in line with the establishment of PPANS since 1987. This unit is fully responsible for the financial management of PPANS and led by Assistant Accountant W29 and 2 Financial Administrative Assistants W19.

Objectives:

1. Generate the development of efficient, accurate, thorough and quality financial flows in all aspects of financial management and accounting.

2. Improving financial matters to be more orderly and systematic.

3. Create a conducive, efficient and honest work environment in settling various payments

Functions:

1. Manage departmental revenue collection across the Customer Service network.

2. Manage emoluments and payments.

3. Prepare annual budget estimation.

4. Prepare annual financial statements.

5. Managing PPANS investments (Fixed Deposit) .

6. Manage departmental procurement.

Contact Information:

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2.2.8 Corporate Unit

Corporate unit prepares the Department Calendar. In addition, this unit needs to ensure that the image of the department is always maintained and manages the department's publications.

Vision:

Shaping the image of the department and leading staff excellence in line with Negeri Sembilan in 2022.

Mission:

Generate a quality, knowledgeable, creative and systematic workforce in creating high value through smart partnerships.

Functions:

1. Manage the dissemination of departmental information through Facebook, LED, Website and Departmental Notice Board.

2. Plan and manage departmental promotions as publications such as PPANS Bulletin, Pamphlet, Calendar and Promosi Galakan Membaca Card.

3. Coordinate programs such as Hari Bertemu Pelanggan, customer complaints, and customer feedback.

4. Manage and prepare the text of the inaugural speech, press release and complete department profile.

5. Manage official internal and external visits of the department.

6. Manage letters of Congratulations, Appreciation and Thank You.

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2.2.9 Development and Maintenance Unit

Development unit is to be the driving force towards the development of a library's infrastructure. This unit acts as a planner towards the construction of a service center and provides infrastructure facilities in each service network throughout Negeri Sembilan. Apart from that, Unit Pembangunan formulates the department's development projects such as the construction of library service centers, building renovation projects and the construction of new PPANS network buildings. In addition, this unit will also monitor the implementation of PPANS library projects that have been implemented by the Federal and State levels, coordinate collaboration with government departments and external parties to develop new libraries in Negeri Sembilan.

Maintenance unit is responsible for planning, budgeting, implementation and maintenance of libraries in all library service networks in Negeri Sembilan. This unit is also involved in helping to coordinate maintenance projects through allocations from the Federal Government.

Vision:

Expand and strengthen library infrastructure throughout Negeri Sembilan.

Mission:

Build and maintain infrastructure for all service centers and plan to create new service centers for the convenience of the local community.

Objectives:

1. Maintain the physical needs of the Perbadanan Perpustakaan Awam Negeri Sembilan

2. Maintain the department's vehicles.

3. Coordinate and monitor building and area cleaning works.

Functions:

1. Assist and coordinate maintenance work at PPANS.

2. Responsible for providing the environment and maintaining physical facilities efficiently and effectively to produce a conducive library environment.

3. Coordinate periodic maintenance for mechanical and electrical works.

4. Coordinate building and infrastructure repair works.

5. Coordinate maintenance allocation for libraries throughout Negeri Sembilan, namely:

   - Perpustakaan Negeri
   - Perpustakaan Cawangan
   - Perpustakaan Pekan
   - Perpustakaan Desa
   - Perpustakaan Islam Masjid Negeri

Contact Information:

En Iskandar Bin Haji Ismail

Contact No. : 06-7635989 / 7621308

Fax : 06-7635944

2.2.10 Reading Movement Unit

Reading Movement Unit is responsible for implementing the main programs of the Perbadanan Perpustakaan Awam Negeri Sembilan such as the Negeri Sembilan Book Fair, Program Jom Baca Bersama for 10 minutes and the Independence Month celebration program and so on. This unit also coordinates the Program Galakan Membaca in 86 library networks in Negeri Sembilan and field programs as well as coordinates the Pinjaman Buku Berkelompok.

Vision:

Offering Library Services through continuous Galakan Membaca programs at all levels.

Mission:

Implement the Galakan Membaca program comprehensively covering all library networks through the cooperation of all government and private agencies in implementing the Galakan Membaca Program in Negeri Sembilan.

Functions:

1. Plan and manage Galakan Membaca programs that affect the community.
2. Organize field programs such as the Program Sayangi Perpustakaan, Program Jejak Maklumat and promote U-Pustaka Services to schools, IPTA, IPTS and government and private agencies throughout Negeri Sembilan.

3. Coordinate all Galakan Membaca programs implemented in all districts and village libraries.

4. Coordinate Pinjaman Buku Berkelompok in all library networks in Negeri Sembilan.

Contact Information:

En Zainudin B. Zailan

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Email : zainudin.zailan@ns.gov.my

CHAPTER 3: INDUSTRIAL TRAINING ACTIVITIES

3.1 Training activities

On 1st March 2021 which is Monday, the practical students are instructed to report on duty at the library at 8.30 am. Mrs Rohainiza Mohd Khalid was in charge for practical student has given short briefing to all trainees. She warmly welcomed us to the library and explained about the library and then we were given a tour around. After that, we were told to go to our respective department that has been assigned to us and start working. The table below is the table for industrial training that has been set by the library for practical students.

Table 3.1

My original schedule for Industrial Training

DATE	DIVISION/ UNIT	OFFICER
1 March – 14 March	Media Unit	Mr. Mohd Rizwan Bin Mohd Yusof
15 March – 21 March	Reading Movement Unit	Mr. Zainuddin Bin Zailan
22 March – 28 March	Corporate Unit	Mrs. Siti Norsariza Bt Mat Rashid
29 March – 25 April	Catalog Unit	Mrs. Norhayati Bt Md Din
26 April – 23 May	Client Unit	Mrs. Wan Nurul Izzatie Bt Wan Ibrahim
24 May – 20 June	Acquisition Unit	Mrs. Norhadilah Bt Md Din
21 June – 4 July	Financial Unit	Mr. Muhammad Norfaiz Bin Azmi
5 July – 18 July	Information Technology & Communication Unit	Mr. Shahril Fahmey Bin Noordin
19 July – 25 July	Administration Unit	Mrs. Suhaila Bt Abu Samah
26 July – 31 July	Maintenance Unit	Mrs. Berdiana Bt Ibrahim

3.1.1 Shelving

Shelving is an important part of my daily routine, which I must do every day at the library beginning at 8:30 a.m. until 9:30 a.m. every single morning The goal of this activity is to teach practical students how to organize books by call number and shelf number based on subject. The process of finding material will be difficult if the books are not properly organized. Mr. Hamdan, my supervisor at Perbadanan Perpustakaan Awam Negeri Sembilan, usually keeps an eye on this activity. Shelving must be completed for one hour in the morning prior to the user's arrival. Each book in the trolley must be arranged in the correct call number order and placed in the right location. The books on the shelf must be supported by other books in order to stand upright. Too many books must be avoided for proper care because they make it difficult to retrieve them from the shelves and are easily damaged (folded, torn, etc.).
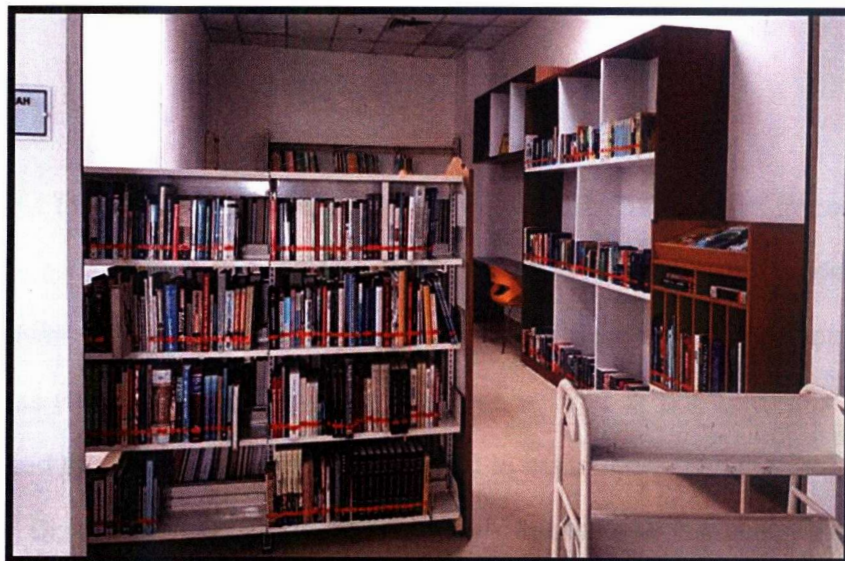
Figure 3.1

Shelving

		SENARAI NAMA PENYUSUNAN BUKU BAGI PELAJAR PRAKTIKAL DI PERPUSTAKAAN NEGERI, SEREMBAN	
BIL.	**RAK**	**NAMA**
	BAHAGIAN PINJAMAN	
1.	2C0	Nurul Hazira
2.	3C0	Farha Adiba binti Rosdi
3.	4C0	Norhidayani binti Kafri
4.	5C0	Nik Nursyazwani binti Nadzri
5.	6C0	Mohd. Amirul Haqeem
6.	7C0	Masyitah binti Azmi
7.	8C0	Siti Nur Aanisya binti Alias
8.	9C0	Alya Nur Najieha

Figure 3.2

Shelving schedule

3.2.2 Media Unit and KNS

Digitization

The first two weeks, I was placed in the media unit. The head of my unit, Mr. Rizwan gave a description of the tasks that need to be done by the media unit. I was given the task of scanning and digitizing an obsolete or nearly damaged book as well as a research paper, then rendering it in pdf format. So I was assigned to digitize 5 books but I managed to make more than that, which is 8 books. Digitization tasks are needed to ensure this material is preserved and can be used for future generations as this material has valuable value. Sometimes I am also asked to scan important documents or letters and email those documents to the administration. Other than that, I also responsible to digitize the photo album of Istiadat Raja Negeri Sembilan. Basically, PPANS needs to follow the KPI which is digitize 2000 pages in a month.
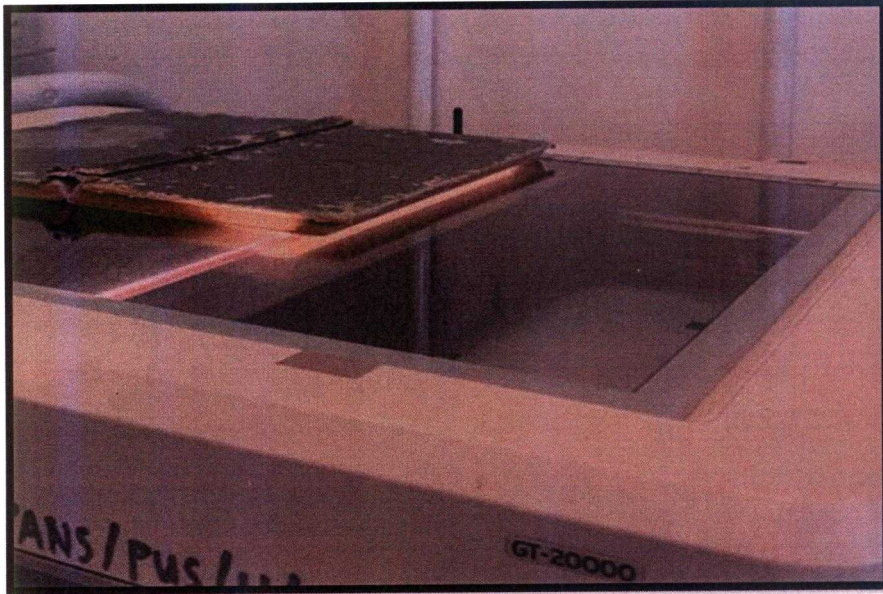
Figure 3.3

Scanning book

Setup live stream equipment

I was taught by media staff which is Mr Zul and Mr Shafiq on how to setup live stream equipment such as lights, cameras, screens, microphones and so on. I was asked to test the lighting for the live broadcast, test the audio and videography for the live session especially the Facebook live. All of this equipment is very important before conducting a live in order to provide good live quality to the audience. The software will be able to support multiple displays at the same time (including picture-in-picture) and can easily set up for interesting scene transitions. I was also given the opportunity to learn about on how to record the video and poster editing.

Figure 3.4

Setup live equipment

Figure 3.5

Join and observe Facebook live

Figure 3.6

Testing sound, lighting, camera

3.1.3 Reading Movement Unit

On March 16 until March 18, I was transferred to the "Reading Movement Unit". The head of my unit at that time was Mr. Zainudin. Mr. Zainudin has explained the function of this unit is to plan and manage all activities planned by the Seremban State Library, Branch Public Library such as Rembau, Tampin, Jempol, Jelebu, Kuala Pilah, Port Dickson and Gemas and also Desa Library under PPANS. In this unit, I was given the task to key-in and update the calendar of PPANS activities and events of 2020 that had been held. Other than that, I was also given guidance on how to create a paperwork and needs to be followed the format in order to plan any activities to be done in PPANS. Once the process of this paper is completed, it requires confirmation from the Director, Deputy Director as well as the head of the "Read Movement Unit" before being approved. Any activity to be carried out takes 2 weeks before it is approved and every library under PPANS must send a proposal for an activity or event between the 1st to the 10th of each month.
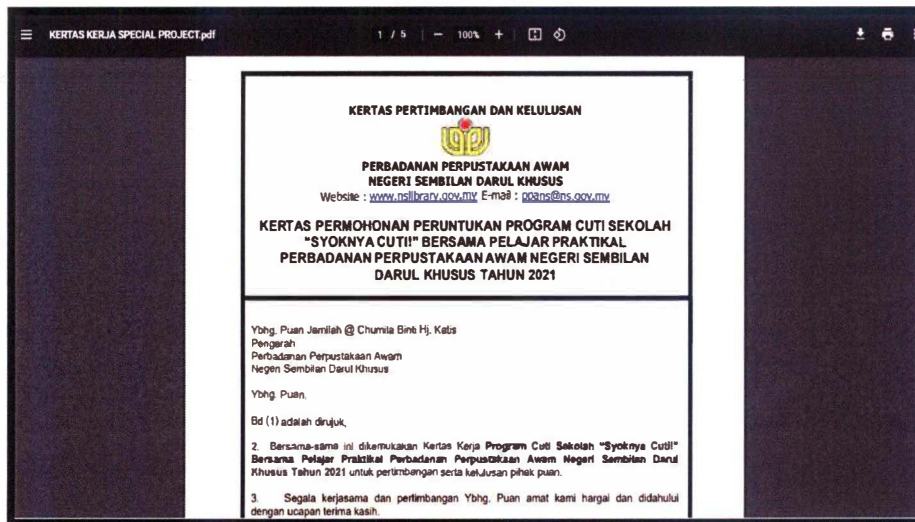
Figure 3.7

My paperwork completed under assistance of Mr Zainudin

Figure 3.8

Activity under Reading Movement Unit

3.1.4 Financial Unit

I was assigned by Mr. Faiz to make photocopy of employee financial slips one by one from Microsoft Excel. Then, after it was printed, I had to compile and file it.

3.1.5 Corporate Unit
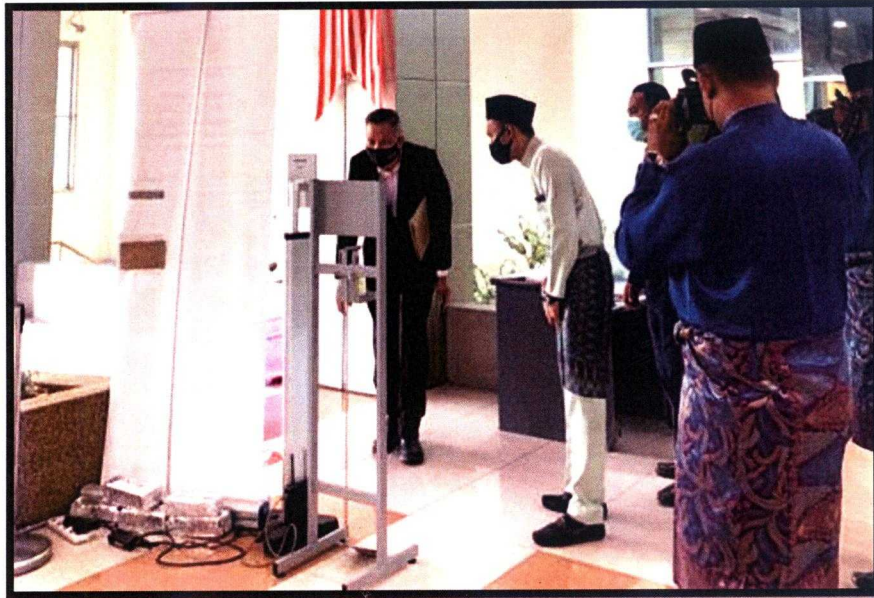
Figure 3.9

Arrival of board members

Usher

During me in Corporate unit, Mrs. Sariza assigned me and other staff to be the usher for the board members library that was present for the PPANS annual meeting session. The usher is in charge of greeting guests who have been invited to a function, directing and accompanying them, and ensuring their comfort. In addition, I was assigned to prepare a VIP dining and gift ceremony for a ceremony with the Mayor.

Preparation of program books

Mrs. Sariza has tasked me to preparing the program me book for the Program "Bakriyah Negeri Sembilan" represented by the wife of the Menteri Besar of Negeri Sembilan for the purpose of informing invitees about the activities or programs carried out and tentatively throughout the programed.

Figure 3.10

With the staff of PPANS

3.1.6 Catalog Unit

On 30 March, I was placed in Catalog unit. The head unit of catalog is Mrs, Norhayati. Mrs. Norhayati gave a description of the tasks that need to be done in the catalog unit, such as cataloging, book stamping, sorting, distribution and others.

Catalog → Print call number and barcode → Stamp book → Label call number number on the book spine → Sorting by branch library → Distribution
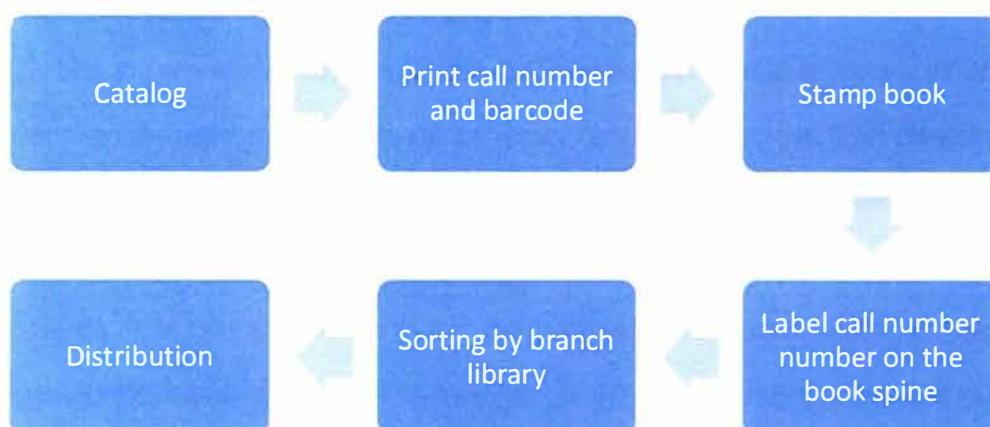
Figure 3.11

Steps of processing library materials

Catalog materials
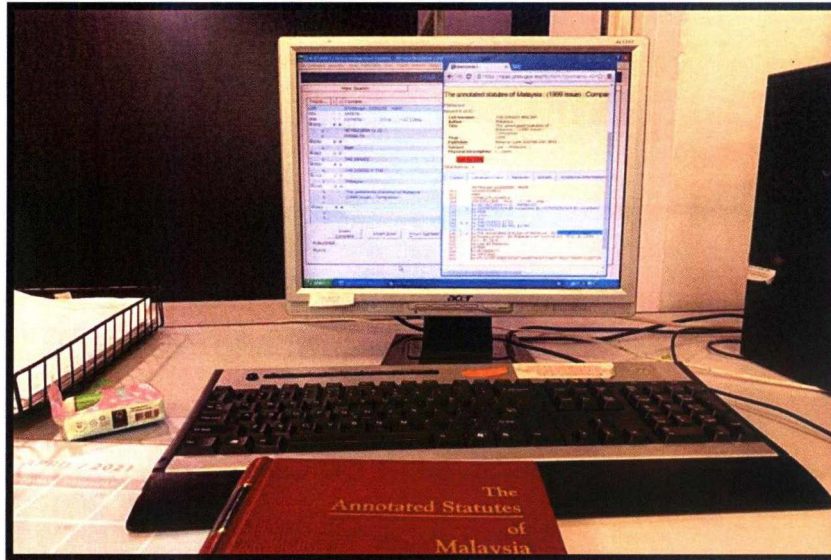
Figure 3.12

Cataloging process

For cataloguing purposes, Perpustakaan Awam Negeri Sembilan employs the Clarice Library Management (CLM) system. For bibliographic record purposes, they use two types of catalogues: original cataloguing and copy cataloguing. Copy cataloguing is simple because it only requires referring to another library to perform the process of copying (copying) the bibliographic data of a book, which can then be used for the purpose of library catalogue services. The National Library of Malaysia, OCLC, and WorldCat is a place that must be referred and consulted for copy cataloguing. As a result, during the material catalogue process, it is critical to ensure that the information is correct based on the established standards in order to avoid errors. If there is an error, the user will not be able to find the material based on their search.
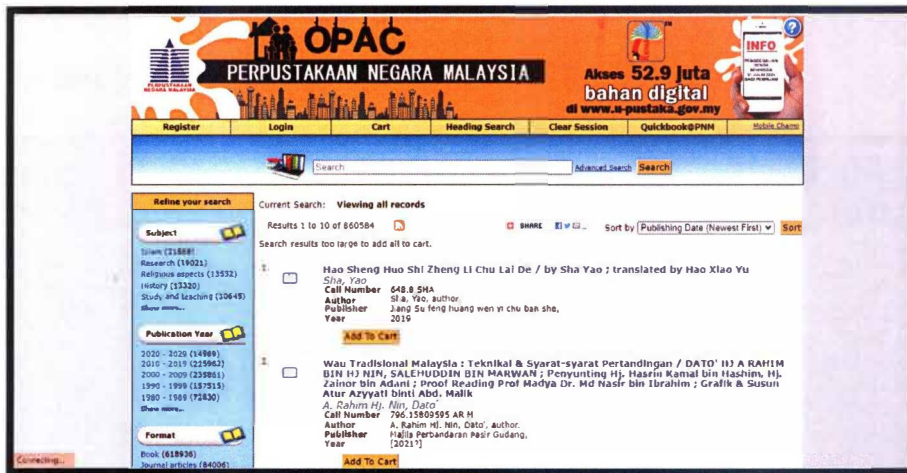
Figure 3.13

OPAC National Library of Malaysia
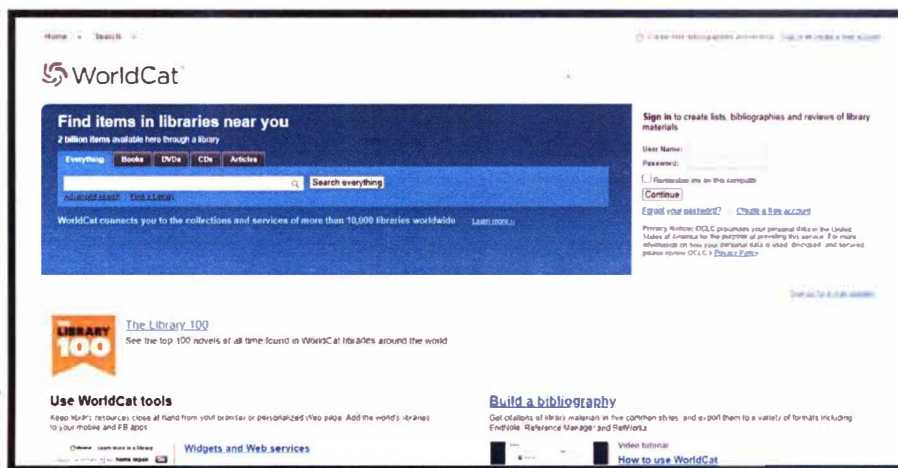
Figure 3.14

WorldCat

Print call number and barcode

After cataloguing the materials, it is necessary to print call numbers for the purpose of pasting on a classified section. The Dewey Decimals Classification (DDC) is the classification used by PPANS. To print the call number, enter the title of the book in the search section and obtain the accession number from the inventory. The call number can be printed after obtaining the accession number.

Furthermore, the barcode label must be relocated in accordance with the location of the library branch that has been specified.
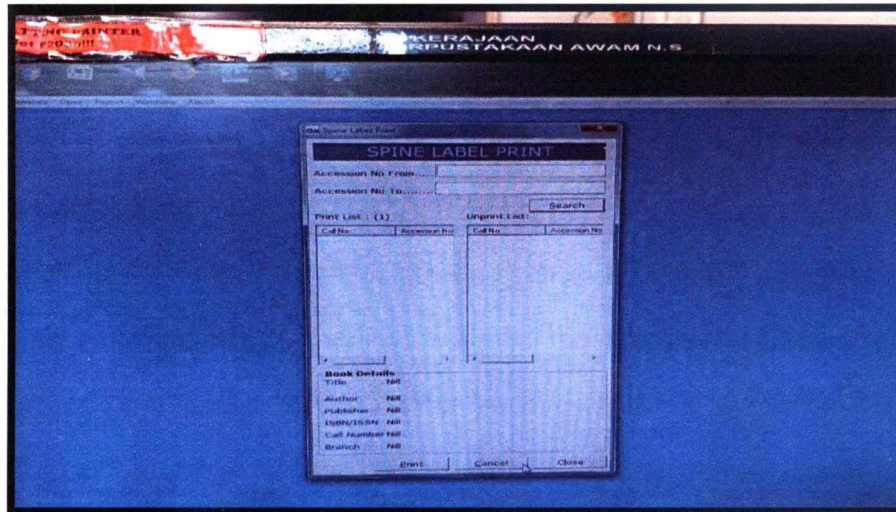
Figure 3.15

Key in to print call number
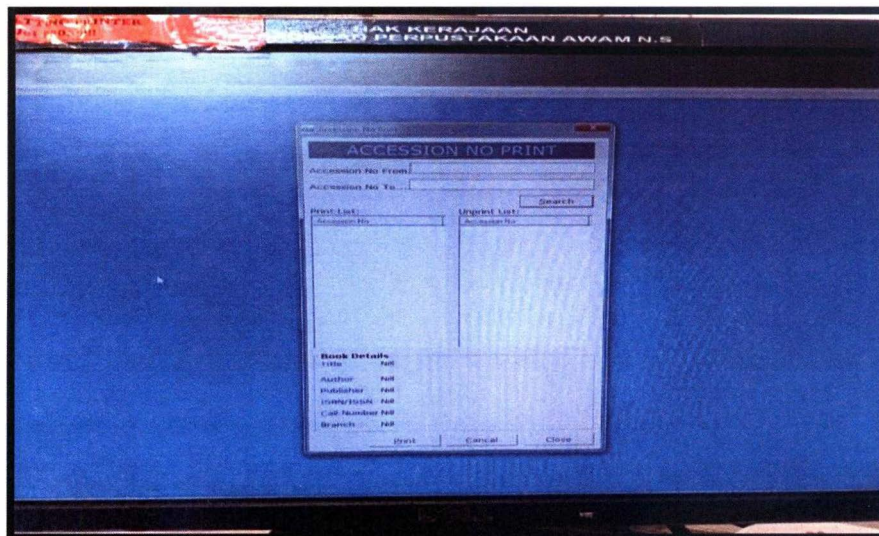
Figure 3.16

Key in to print barcode

Stamp books

The stamping on a book is done in such a way that it is easily visible and cannot be easily erased or torn. The following locations must be stamped:

i. Inside book cover and back cover

ii. The outer part of the book thickness i.e. top, sides and bottom for a thick book like a novel.

iii. Secret or confidential pages that have been prescribed by PPANS

Label call number

The call number is very important because it is an address that describes where the item is located. This will make it easier for the user in the process of finding the specific call number on the shelf as each material has its own call number. To label a book, the printed call number will be pasted horizontally, but on the but on the book spine, it appears vertically. For thick books, the size is 1.5cm from the bottom while thin books are pasted on the cover of the book with the same size.

Sorting

After labelling, the books will be sorted into separate boxes according to the location of the branch library that has been set.

Distribution

After going through all that process, the last step is to do the distribution before the material is placed on the shelf.

i. Open the CLM system

ii. Select a library location

iii. Searching the book title on the box and click tick

iv. Finish and distribute according to the designated location

3.1.7 Acquisition Unit

Acquisition unit has been managed by Mrs. Norhadilah as the head unit and was assistance by library assistance which is Mr. Amir. This unit have the same role

as the cataloging unit but they are more into cataloging the donation books. They also responsible for the development of library collection materials through the acquisition of collection materials through purchases and donations.

Manage and promote book donations

Mrs. Norhadilah was given the task of managing the donation books in the donation boxes and sorting out the books that were still in good or bad condition. Books that are still in good condition will be collected and distributed to schools. To obtain a donation book, schools must contact the acquisition unit and submit an application before being approved

Figure 3.17

Give book donation to Sekolah Sendayan

Mrs. Norhadilah also requested that the donation book box in Seremban be promoted. So I was asked to make a one-minute video showing how to donate a donation book and where the donation book boxes are located. After recorded the video, I was assigned to edit the video in the TikTok application and get a

consultation from Mrs. Hadilah and the director of PPANS, Mrs. Jamilah. After getting confirmation from them, then I can post to social media.
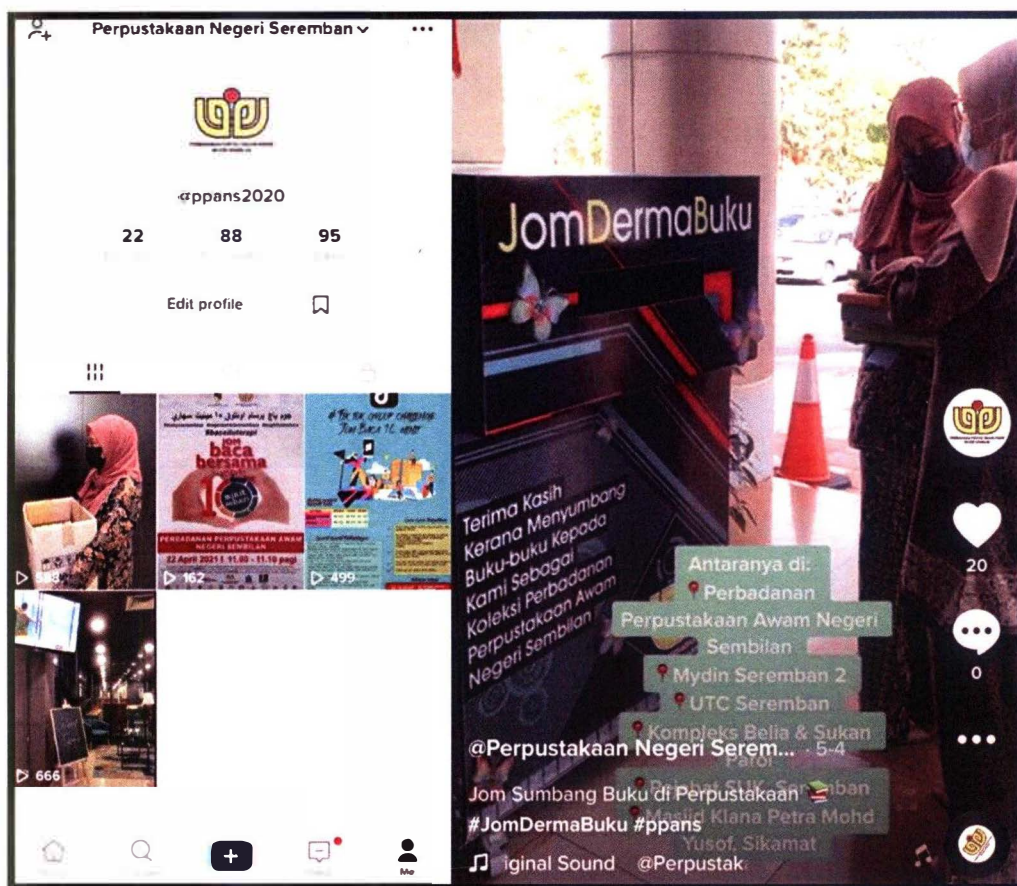
Figure 3.18

Promotion video at TikTok

Local order

Often, the library will work with the approval plan vendor and specify the types and categories of materials the library wants to acquire. After getting approval, then acquisition unit can make a local order. So I was assigned to create a local order for book purchasing and key-in into the system. This local order is from a selected external supplier or vendor and has been approved by superiors in supplying books for the Perbadanan Perpustakaan Awam Negeri Sembilan.

Catalog book donation

I was assigned to catalog donation books into the CLM system. The process of cataloging these donated books is the same as in the catalog unit through two ways either original cataloging or copy cataloging. After cataloging, print the barcode label and paste.

3.1.8 Client Unit

Newspapers Cutting
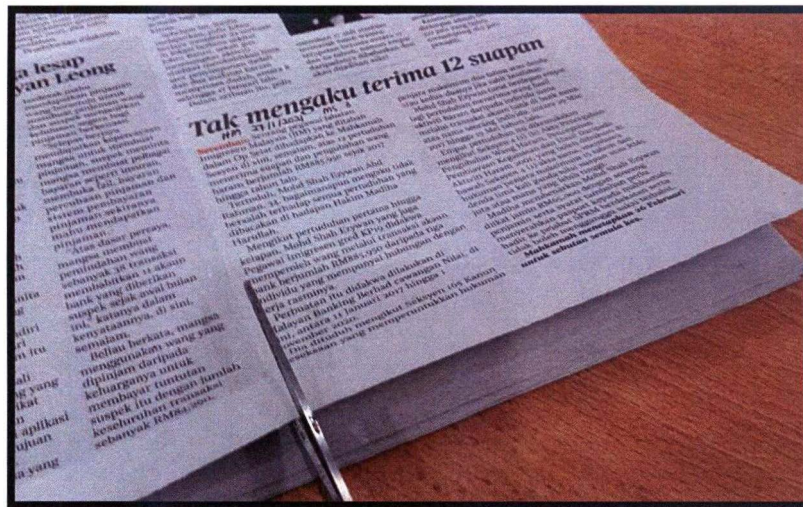
Figure 3.19

Newspaper cutting

In client unit, I was given the task to do newspaper cutting from certain newspapers such as The Star, Utusan Malaysia, Metro, Berita Harian, Chinese newspapers and others. These newspapers were cut according to the month in which they were collected. For example, in The Star newspaper, only articles with issues that occur in Negeri Sembilan will be cut. This cut newspaper will be affixed on a4 paper then will be filed.

Pre –School Visit

PPANS assigned me as a library staff representative for the Pre-school IPM Negeri Sembilan Visit Program to Library. This is an activity that aims to expose them to how to be in the library as well as expose them to the rules while in the library. This visit is consistent with the teaching and learning strategy, as it can encourage children to visit the library on a regular basis and explore the resources available. The library also offers activities for children, such as 3D colouring and a library tour. A total of 20 children were involved in this activity.

Figure 3.20

With children from IPM Negeri Sembilan

Figure 3.21

Coluring time

Figure 3.22

Tour to toys room

Figure 3.23

Explore smart library

Manage Smart Library
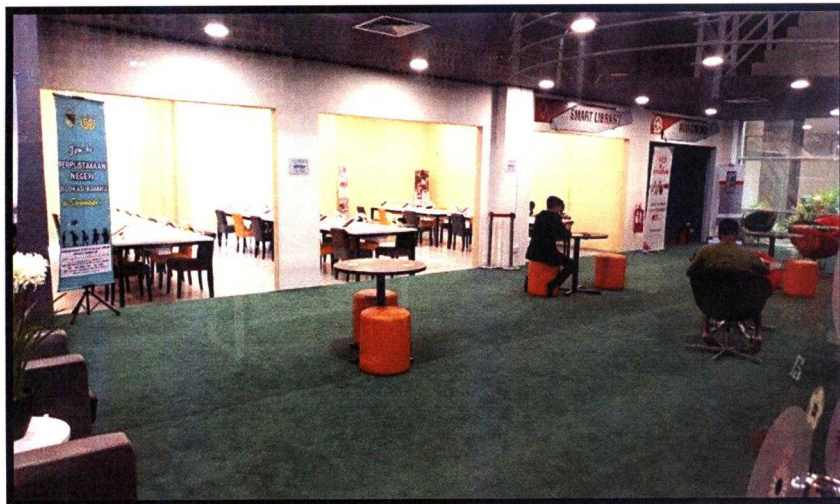
Figure 3.24

Manage smart library

I was tasked with managing this section, where I had to ensure that before users entered the Smart Library, they had to be a member of the library first before they could access the device here. At the same time, I need to ensure that the user fills out the Google Form before using the device in the smart library for record keeping purposes. In addition, I am responsible for ensuring that all devices are in good working order and make sure the smart library was closed on time.

Activity with Children

Every weekend, either Saturday or Sunday, I work in the children's section. We were assigned to plan and run activities with the children who came over the weekend. This activity is typically carried out in the children's activity space. Storytelling, dance, explorance, handicraft making, coloring, and other activities have been done with them. The goal of this activity is to ensure that children do not become bored while sitting in the library, while also demonstrating that the library is the best place to come read books and follow the activities that being carried out.

Figure 3.25

Storytelling activities

Figure 3.26

Origami activity

Figure 3.27

Monster craft activities

Figure 3.28

Basket craft activity

Figure 3.29

Kiddies Cookies Hari Raya

3.1.9 Other activities

Shooting promotional video

On April 14, I helped Mr. Rizwan and was involved in shooting a promotional video for Let's read together for 10 minutes where this video was posted on the facebook of Perpustakaan Negeri Seremban.
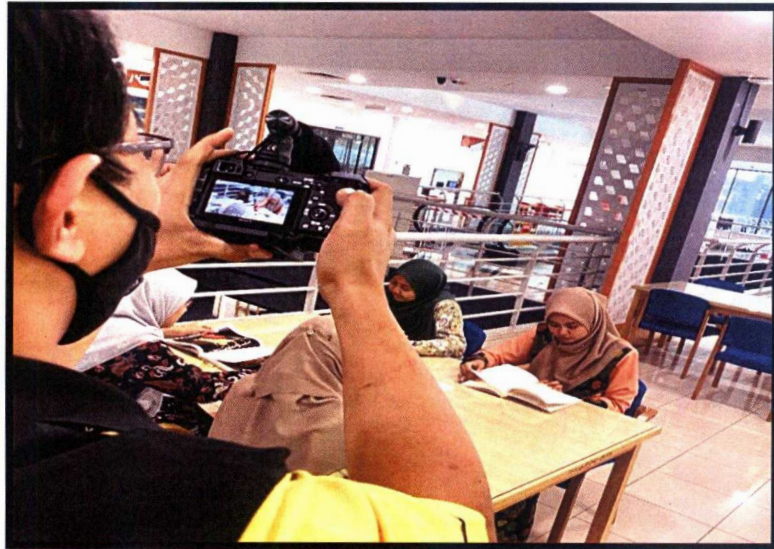
Figure 3.30

Involved shooting promotional video

Figure 3.31

Promotional video

Photographer for Program "Let's Read Together for 10 minutes"

On April 22, 2021 I was assigned to be a photographer for the "Let's read together for 10 minutes" program. Mr. Mohd Rizwan asked me and several other practical students to take pictures throughout the ceremony by using the iPad library. The photos that has taken during the program will be saved for future reference.

Figure 3.32

Photographer during Let's read together for 10 minutes

Figure 3.33

During "Let's read together for 10 minutes"

Choir performance
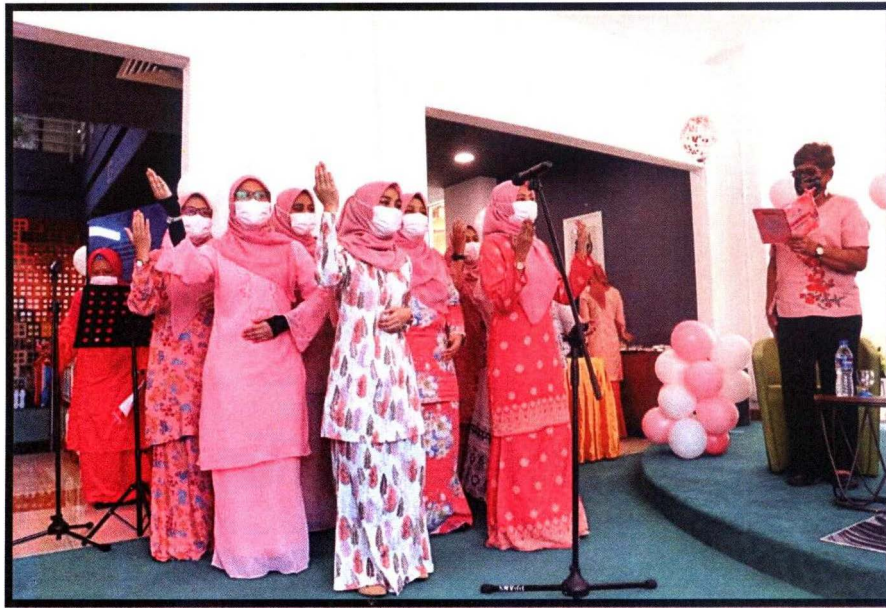
Figure 3.34

Choir performance during Women's Day

While undergoing an internship at PPANS, I was involved in choir performances. I have been entrusted by Mr Hamdan and Mr Zainudin to be the choir leader to lead the performance. This choir group consists only of practical students. We were instructed by the PPANS director to perform a choir by singing Wanita by Salamiah Hassan for the Women's Day Celebration on 15 March 2021. The choir's singing was performed in front of the wife of the Menteri Besar of Negeri Sembilan who was an important VIP in the celebration.

Figure 3.35

Choir performance during "Let's read together for 10 minutes"

Next, we were also involved in a choir performance for the "Let's read together for 10 minutes" Program. We were asked to sing the song Teman by Iman Troye with a lyric composition that we had changed and created ourselves in accordance with the theme of the program. The choir's performance was performed during the opening ceremony after singing the Negaraku song in front of the Menteri Besar of Negeri Sembilan.

Handle registration during PPANS Iftar

Next, on 7 May 2021, Mr Zainudin has assigned I and Hidayahni to handle and take care of the registration during the PPANS iftar ceremony that held at Teratak Le Reen Rasah Seremban. I was on duty from 5:30 p.m. to 7:15 p.m. This iftar was attended by all PPANS staff from all Negeri Sembilan branches.
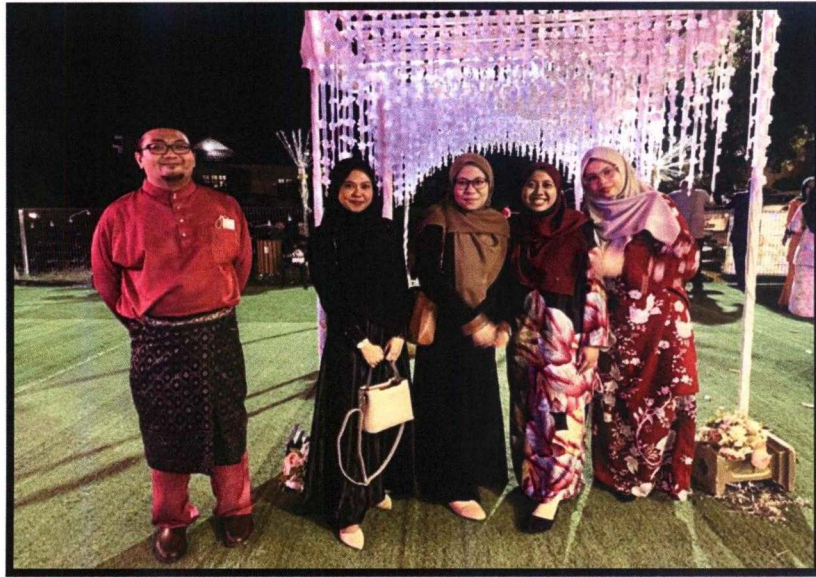
Figure 3.36

Picture with deputy director Mr. Hamdan during Iftar PPANS

Figure 3.37

Picture with Mr. Rizwan during Iftar PPANS

3.2 Special Project

Every trainee need to do the special project to fulfill their subject requirement. It also the important part on the industrial training report because it can show understanding towards what they learnt and during their lecture session. This project will be evaluating by the lecturer supervisor.

School Holiday Program "Syoknya Cuti!"

My industry has been informed about special projects that need to be done by practical students. Therefore, Mr. Zainudin, the head of reading movement unit, has directed me to plan and create an event as my special project. He told me that I could choose to do the program with children or adults. So, for my special project, I've chosen the School Holiday Program: "Syoknya Cuti!", with a focus on children aged 5 to 12 years old.

Figure 3.38

Poster of my event

Before this program took place, I advertised it on the Facebook page of the Perpustakaan Negeri Seremban and spread the word orally to users especially to the parents that have children to participate in this program. The program was held on Sunday, April 4, 2021, from 10:30 a.m. to 4:00 p.m. There were two competitions I had run during the program which is 3D Colouring and Spelling Bee and we also provide prizes for the winners.

a) 3D Colouring Competition

This 3D colouring competition aims to expose children to use their talents while cultivating their interest in art. It was created immersive coloring activities that stimulate children's creativity and imagination. Children's participation in these activities will provide them with space and opportunities to develop mentally while also being emotionally, spiritually, intellectually, and physically balanced. Competition is a healthy competition program designed to cultivate a love of trying to discover creative talent.

In general, many people around the world participate in colouring activities. However, not all children are interested in producing and finishing colouring activities flawlessly. Colouring activities can thus be made more interesting by combining Augmented Reality (AR) technology. This is due to the fact that AR technology allows views of the physical real world to be supplemented with images generated in virtual form. The application used is QuiverVision 3D Augmented Reality.
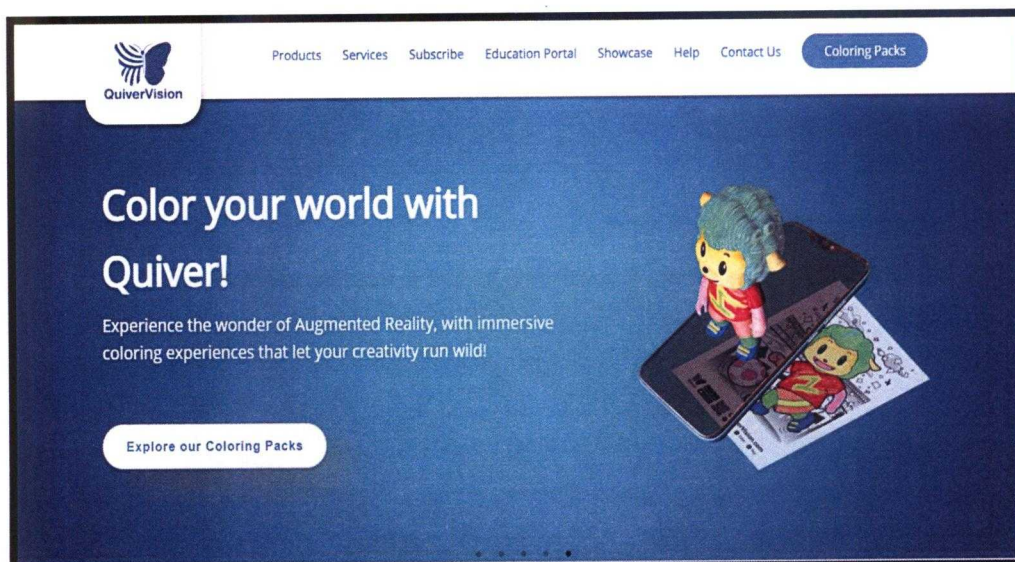
Figure 3.39

QuiverVision

Objective

1.To identify and highlight the talents of children who have artistic abilities (colouring).

2. To enhance children's fine and gross motor skills.

3. To assist children in learning while having fun with these 3D colouring pages

4. To give children the opportunity to participate in colouring activities.

5. To gain fundamental skills in a variety of Visual Arts activities.

Target

Children user from 5 to 12 years old (Walk-In)

Detail

This is an individual competition that has been held on 2 April 2021 at Kid's Activity Zone from 10.30am to 12.30 pm. Participants were provided with colored pencils from the library and they were also allowed to bring and use their own colored pencils. Participants were given one hour to complete the colouring. After

they have finished colouring, they will be shown a demonstration of the QuiverVision Augmented Reality app, which will allow them to see the coloured picture in 3D.

Figure 3.40

QuiverVision application

Overall, this activity received a positive response, with 33 people participating in this competition. Only three of these 33 people were eligible for the first, second, and third place hamper prizes. Other participants who did not win received only consolation prizes.
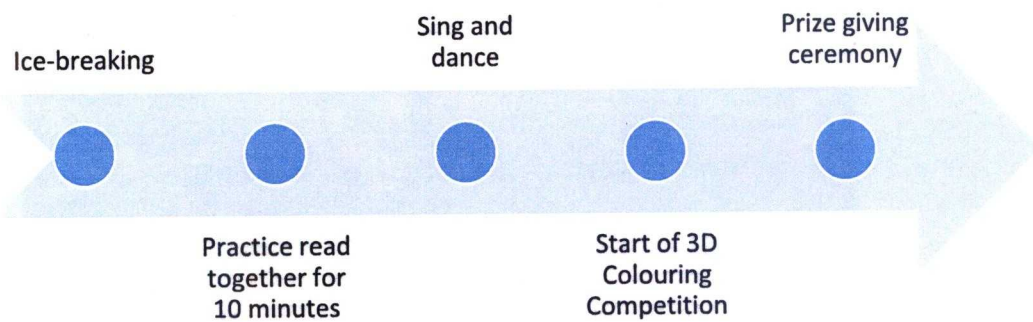
Figure 3.41

Workflow during the 3D Colouring Competition

Table 3.2

Cost prize for 3D Colouring Competition

NO	ITEM	QUANTITY	UNIT PRICE (RM)	TOTAL
	3D Colouring Competition			
	i. First place	1	50.00	50.00
	ii. Second place	1	30.00	30.00
	iii. Third place	1	20.00	20.00
AMOUNT TOTAL				RM 100.00

Figure 3.42

Practice read together for 10 minutes

Figure 3.43

Participants that joined 3D Colouring Competition
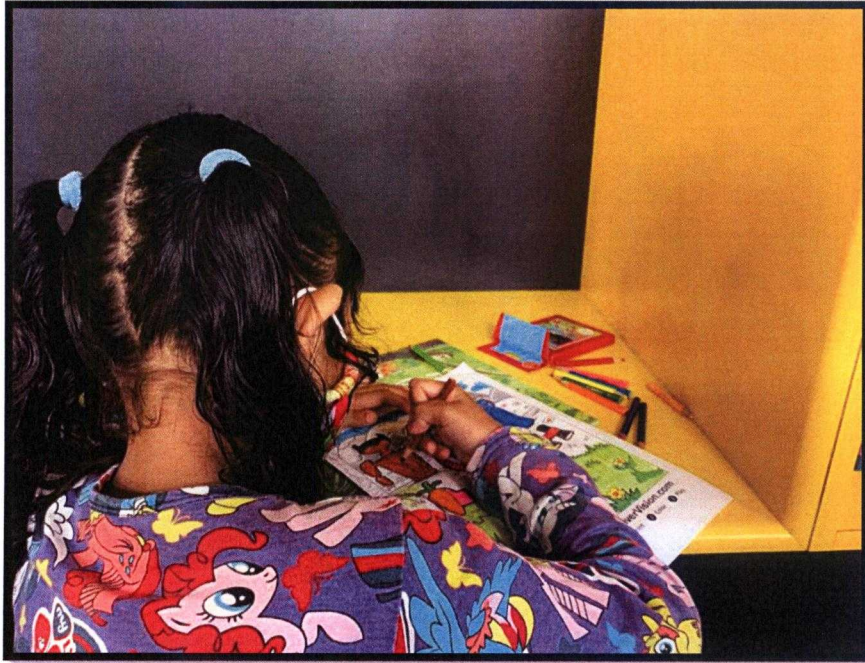
Figure 3.44

3D Colouring contestant 1

Figure 3.45

3D Colouring contestant 2

Figure 3.46

3D Colouring contestant 3

b) Spelling Bee Competition

One of the programs chosen to be implemented to meet the needs of my special project is the Spelling Bee Competition. This Spelling Bee is an English competition in which the spelling of letters in English words is the focus. It was a competition in which contestants are asked to spell a broad selection of words, usually with a varying degree of difficulty. The Spelling Bee is an effective medium for identifying children's English language talents and skills. The Spelling Bee is a step toward providing new information and attracting visitors to make the Perpustakaan Awam Negeri Sembilan as a destination for knowledge seekers.

Objective

1. To foster interest in and encourage children to communicate in English.

2. To increase children's vocabulary.

3. To boost confidence in children's ability to communicate in English.

4. To improve children's spelling skills.

5. To foster children's interest in reading by providing them with a variety of English reading materials.

Target

Children user from 7 to 12 years old (Walk-in)

Detail

This competition has been held on 1 April 2021 at Kid's Activity Zone from 2.30 pm to 4.00 pm. Children aged 7 to 12 are eligible to enter the competition. A total of 15 child participants took part in this competition and they were divided into groups. Normally, the spelling bee matches are done individually, but we devised a strategy in which they would spell it correctly in groups. There will be children of various ages in one group, and they will work together to learn spelling from one another. Each group will spell the same word as determined by the facilitator, and the group that spells the most correct words correctly will be declared as the winner.

At the end of the competition, each group's spelling answers sheet will be handed over to me so that I can double-check the words that have a lot of errors. Following that, I will ask all participants to spell the correct word for the incorrect spelling in order to correct their spelling. As a result, the children will know the correct spelling and will not make the same mistakes again. The group that gets first, second and third place will receive a hamper prize at the end of the competition.
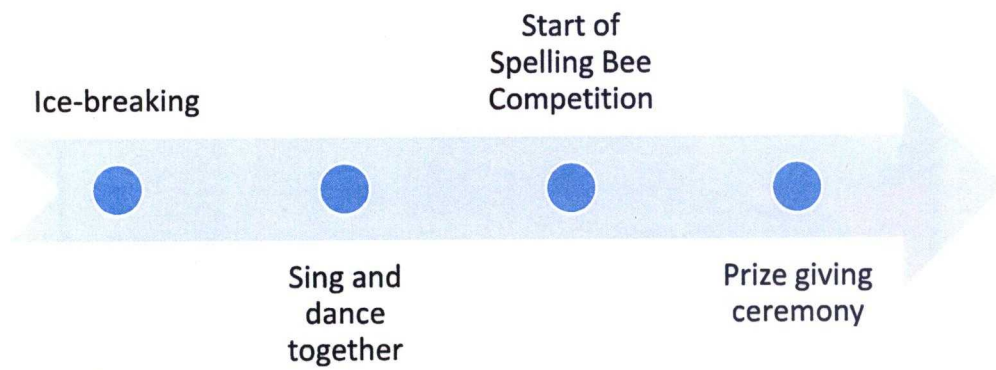
Figure 3.47

Workflow during Spelling Bee Competition

Table 3.3

Cost prize for Spelling Bee Competition

NO	ITEM	QUANTITY	UNIT PRICE (RM)	TOTAL
	Spelling Bee Competition			
	i. First place	1	50.00	50.00
	ii. Second place	1	30.00	30.00
	iii. Third place	1	20.00	20.00
	AMOUNT TOTAL			RM 100.00

Figure 3.48

Giving instruction to all participants
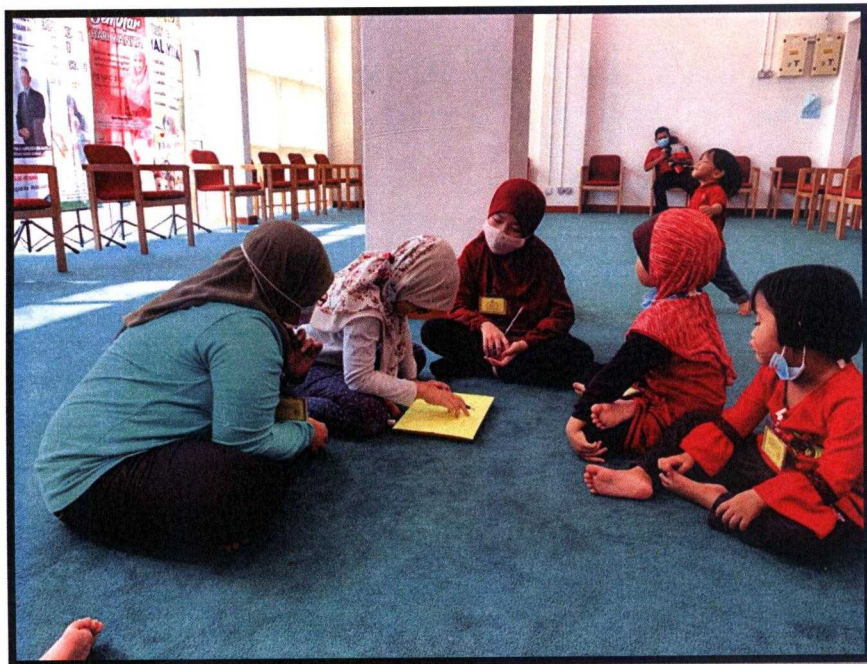
Figure 3.49

One of the group during Spelling Bee Competition

Figure 3.50

First place of Spelling Bee

Figure 3.51

Second place of Spelling Bee

Figure 3.52

Third place of Spelling

CHAPTER 4: INDUSTRIAL TRAINING REFLECTION

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

Cataloging skills

Interaction skills

Communication skills

Organizational skills

Creative thinking skills

Information searching skills
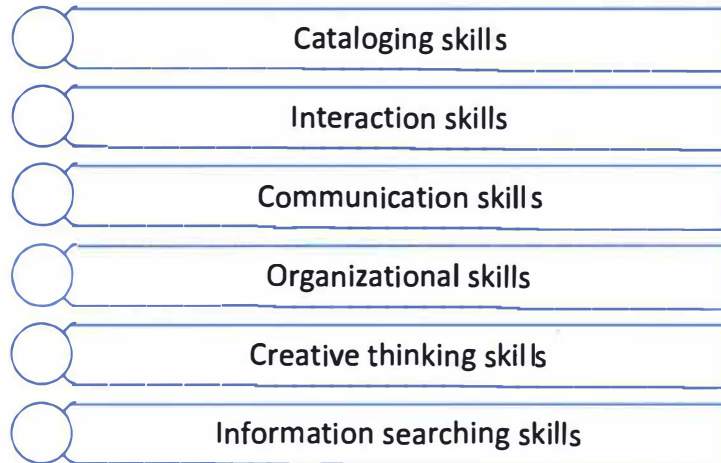
Figure 4.1

Application of skills

a) Cataloging skills

The most valuable experience I gained during industrial training was cataloguing, where I was able to apply what I had learned from diploma to degree while at university. Students at the university have learned about the scope of cataloguing theoretically and only through exercises, but they have not had the opportunity to gain real-world experience. So, while receiving staff tasks to create a catalogue, this made it easier for me to understand the work being done. I was required to enter the bibliographic information into the library system database i.e. the system CLM using the techniques I learned. This is because practical students already have knowledge of this job while studying the subject of computerized cataloging in semester 6.

b) Interaction skills

What I learned while on duty was the ability to interact. As we all know, users never stop coming to the library, so there are times when I have to interact with them and assist them if they need it, such as showing them directions or teaching them how to use the OPAC and etc. My interaction skills improved even more while working in the children's section. My subjects at university required me to run programs for children. From there, I used my knowledge and experience to interact with the children who visited the library. I also learned and gained a lot of knowledge from the staff about how to handle and control children and what to do to get their attention in order to create activities together.

c) Communication skills

Communication skills are important in a library because they are the lifeblood of an organization's life and success. During my time at PPANS, I practiced communicating with others in a professional setting because it was an opportunity for me to improve my communication skills and boost my self-confidence. This is due to the fact that our jobs sometimes require us to discuss, argue, present our points of view, and prepare and present reports to various parties from within and outside the organization. So communication skills are important in ensuring that work is done well, especially for library staff who must greet visitors to the library. It will be difficult for others if there is no good communication, and as librarians, we are responsible for providing accurate and precise information to users. Communication will be easier for users if we are good at conveying information.

d) Organizational skill

These skills enable me to use existing skills more efficiently and effectively. With so many demands and tasks, I became much more organized in managing my time, energy, and workspace and was able to successfully complete all of the tasks set. These organizational skills help me organize digital and physical

spaces, as well as manage, priorities, and plan everything that needs to be done. When I am involved in a project or event, I and other team members become more responsible and able to manage properly.

e) Creative thinking

In my observation, a library requires a lot of creative thinking. In general, creativity is defined as the ability or capability to create and produce something new or in an original form. This creativity requires thinking skills in order to generate and produce new ideas that are unique and interesting, particularly in order to attract the interest of users about the library. Every week, practical students are asked to plan children's activities, and we frequently make D.I.Y Crafts using of various materials such as yarn, paper, cups, and so on. These creative thinking abilities are frequently used in planning of children's activities and also my special projects.

f) Information searching skills

Libraries, as we all know, are places where you can find information, and staff are people who should have information seeking skills. Prior to beginning industrial training, trainees had already learned and practiced finding information using relevant sources and references such as online databases, journals, and others during class. As a result, when dealing with users, trainees employ all information-seeking skills to assist them in accessing accurate information.

4.2 Personal thought and opinion

During my industrial training at the Perbadanan Perpustakaan Awam Negeri Sembilan, I learned a lot that related to my courses. Here I can apply my theoretical knowledge in class to the technical skills. I was also exposed to a real-world work environment and gained a sense of the experience itself, which can be used as future job preparation.

Next, I noticed that the Perbadanan Perpustakaan Awam Negeri Sembilan had developed more interesting programs and activities for its users. Every week, "Buku Di Hati" and "Sembang Perpustakaan" are must-see program. The program is done live on the Facebook platform, and it is a sharing session presented by the PPANS staff themselves, with outside guests invited to share at times.

Furthermore, the library has upgraded many of its facilities since they were housed in the new building. In terms of modern design, interior design, and especially in the children's section, it now appears more trendy and stylish. The most intriguing facility at PPANS is e-sports, which has the potential to attract a new generation of patrons and students to the library.

Finally, I am grateful to have a wonderful team to assist me during my five months of industrial training. They never tired of guiding me and patiently teaching me until I understood something. Working with a large group of people in an organization is a rewarding experience. All of the staff is also very friendly and takes excellent care of me. What I will never forget is how we all worked together to decorate the library in preparation for Eid Mubarak. We can strengthen the bonds of relationships among employees by participating in these activities.

4.3 Lesson learnt

Punctuality
Taking constructive critism well
Boost self-esteem
Professionalism
Teamwork
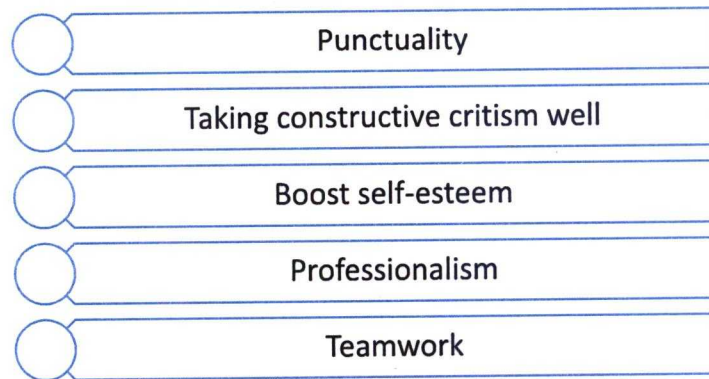
Figure 4.2

Lesson learnt

a) Punctuality

As a trainee, punctuality is important because it represents one's own behavior and personality. Because the trainee represents the university during industrial training, he or she should maintain a positive attitude throughout the training. Trainees should make an effort to arrive at the library at least 15 minutes early in order to be mentally and physically prepared before beginning the task. Every moment counts, whether you're working on a project, relaxing, or attending to human needs. As a result, time management is critical in order to complete the task within the allotted time. This demonstrates our commitment to our job as well as our ability to assume responsibility and act professionally. When one is on time, everything else falls into place. We will become more disciplined in our lives and gain the respect from others.

b) Taking constructive criticism well

When performing a job, we may be subjected to criticism and so on. So, when we make mistakes and receive constructive criticism from a supervisor or staff member, we must always remind ourselves that it is not personal. Regardless of

how angry we are, we must remain silent and not back down. This is for our own benefit and development, and it will improve the quality of our future work. We are not perfect as humans, so if someone is willing to point out our flaws, it means they care about you.

c) Boost self-esteem

The trainees were able to boost their self-esteem by spending five months at the Perbadanan Perpustakaan Awam Negeri Sembilan. Initially, the trainees felt awkward and found it difficult to communicate with others, but with time, the trainees were able to open up more. This is because in the library, it requires a lot of communication skills, especially staff and users who come. When meeting users, for example, we must begin talking, continue with gestures, and be friendly. People will turn away from their own perceptions and start seeing you the way you want to be seen if you have self-confidence. And believing in yourself is another way to reach your full potential.

d) Professionalism

In the workplace, it is critical to present oneself as a professional, particularly in terms of speech, behavior, dress, and work habits. This is due to the fact that good professional relationships can not only foster teamwork among employees, but can also aid in individual career development. Developing professional relationships with colleagues or other professionals outside of the workplace will also increase productivity, either directly or indirectly. Professional relationships between lower and higher level employees will facilitate the sharing of ideas and the transfer of knowledge to junior and trainee employees. It is highly unprofessional to use informal words in a formal workplace. As a result, this ethic should be held in high regard and applied to all aspects of employee activities in the workplace.

e) Teamwork

I learned to work as part of a team while in training. Trainees learn teamwork skills through special projects as well as during the preparation of choir performances, which require trainees to divide tasks and give given viewpoints. In situations like this, it is critical for teams to collaborate and achieve goals. Trainees are also responsible and capable of completing tasks on time. As a result, during the five months of industrial training, trainees associate teamwork and responsibility with values.

4.4 Limitation and recommendation

a) Lack of staff

Many tasks must be completed, such as book processing, serving customers at the counter, handling events, and so on. However, PPANS is frequently understaffed, necessitating the assistance of other units. For example, there is always a staff shortage in customer service unit on weekends to handle many users. This is due to some units lack the necessary main strength to complete the task on their own.

Recommendation

To solve the problem, the library must hire new employees. They can collaborate to complete existing tasks as a group. These new employees will help to expand library services and add value to the team by bringing new ideas and perspectives. Simultaneously, the workflow will be simpler and less cluttered.

b) Lack of printer

Based on what I have seen, not all units are equipped with printers. Printers are provided in only a few units. As a result, it is difficult for staff to make prints or photocopies, and they must go to administration to use the photocopier. So this

results in idle time just like that whereas that time can be used to complete other tasks. Staff need rush to the administrative unit when important documents must be obtained quickly.

Recommendation

In my opinion, I think that the library should buy and install a printer in each unit to make it easier for staff to print or photocopy documents. So it will easier for the staff and they don't have to bother going to the administration to use the photocopier, which saves the time.

c) Outdated computer system

The majority of the staff computers in the library are older versions, and only a few staff members use the newer computers which the updated computers. This causes the computer to hang and makes it difficult to use. As a result, they had to wait a long time for the system to function. Furthermore, the use of software is out of date. For example, while we now use the most recent Microsoft, this library still uses Microsoft 2010 for day-to-day operations. As a result, it is quite difficult because some files are incompatible with Microsoft 2010. They also do not keep the computer system up to date.

Recommendation

The library must spend the budget to purchase a new computer for staff in order to improve work efficiency. Then, they also need to install new version and latest software system in it so that the workflow will be smoother and the staff will be calmer working without any problems.

d) Movement Control Order

During my internship, the Covid-19 outbreak was still widespread and I had to suddenly work from home because of Movement Control Order (MCO). As such,

this affected my internship and I did not have the opportunity to be able to work in all units. While working from home, the work done is not the same as we work in the office because some work requires to go to the office. Consequently, the work became more limited.

Recommendation

My suggestion is the library needs to manage and rearrange the internship schedule that suitable for work from home.

e) **Does not provide work space for practical students**

Workspace is not available in the library for practical students. As a result, practical students are required to use other workspaces, other staff desks, and computers if there is work to be done. This makes the trainee feel uneasy and guilty about using other people's workspaces.

Recommendation

I think that in each unit, the library should provide workspace or empty desks for practical students. This avoids the need for trainees to use other people's workspaces in order to comfortably complete their work.

CONCLUSION

In conclusion, during my five months of industrial training at the Perbadanan Perpustakaan Awam Negeri Sembilan, my overall experience of doing this industry training was very enjoyable and amazing. Despite the fact that Covid-19 and need to work from home is quite challenging but the trainee is able to do the job well. To be honest, I can't imagine myself as a librarian, but here I'm learning a lot about the environment and scope of librarians. Trainees have also gained hands-on experience in each unit of the Perbadanan Perpustakaan Awam Negeri Sembilan.

Furthermore, I believe that this industry training is beneficial to students because they are able to apply theoretical knowledge from class. This demonstrates that we truly understand what we are learning, as well as our ability to improve knowledge during industrial training that cannot be obtained during lectures. This training helped me a lot in terms of developing and improving some of my abilities in cataloguing, interpersonal skills, management, and understanding how libraries and others work. From there, I grew more self-assured and optimistic about the real-world work environment.

Finally, to be a librarian, I hope I can become one that can fulfill the user's needs, attract more users and generate ideas for the development of the library I will be working with. This information and experience will be saved as a memory and used as a guide in the future.

REFERENCES

Perbadanan Perpustakaan Awam Negeri Sembilan. (2021). Laman Web Perbadanan

    Perpustakaan Negeri Sembilan. https://www.nslibrary.gov.my/

Perbadanan Perpustakaan Awam Negeri Sembilan. (2021, May 2). In Wikipedia

    https://ms.wikipedia.org/wiki/Perbadanan_Perpustakaan_Awam_Negeri_Sembil

    an

APPENDICES

Appendix 1

Industrial training placement letter

PERBADANAN PERPUSTAKAAN AWAM
NEGERI SEMBILAN DARUL KHUSUS
Jalan Persiaran S2 B2, Seremban 2
70300 Seremban
Negeri Sembilan Darul Khusus

Telefon	: 06-763 5989 / 06-762 130!
Faks	: 06-763 5944
Portal Rasmi	: www.nslibrary.gov.my
E-mel	: ppans@ns.gov.my

Bil Surat Kami :PPANS/608 ADM/45.2. JLD 8 (*us*)

Tarikh   : 19 Februari 2021

Dekan
Unitversiti Teknologi MARA
Cawangan Negeri Sembilan , Kampus Rembau
71300 Rembau
Negeri Sembilan
(u.p: En. Mohd Faizal bin Mohd Ramsi)

Tuan,

PEMOHONAN PENEMPATAN LATIHAN INDUSTRI SARJANA MUDA SAINS MAKLUMAT (KEPUJIAN) PENGURUSAN PERPUSTAKAAN

Dengan segala hormatnya merujuk kepada perkara di atas.

2.   Sukacita dimaklumkan bahawa pihak pengurusan Perbadanan Perpustakaan Awam Negeri Sembilan bersetuju menerima permohonan pelajar bagi menjalankan latihan industri **Sarjana Muda Sains Maklumat (Kepujian) Pengurusan Perpustakaan** di Perbadanan Perpustakaan Awam Negeri Sembilan (PPANS) pada 1 Mac 2021 hingga 31 Julai 2021.

3.   Pelajar tersebut adalah seperti berikut :
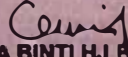
     i)   Nurhidayani binti Kafri
     ii)   Nik Nursyazwani binti Nadzri

4.   Untuk makluman, pihak kami tidak menawarkan pembayaran elaun kepada pelajar latihan industri. Sebarang maklum balas mengenai penerimaan atau penolakan permohonan ini , sila kemukakan kepada pihak Perbadanan Perpustakaan Awam Negeri Sembilan (PPANS) 14 hari dari tarikh penerimaan surat ini.

Sekian, terima kasih.

"PRIHATIN RAKYAT: DARURAT MEMERANGI COVID-19"
"BERKHIDMAT UNTUK NEGARA"
"BERSIH. MUAFAKAT. SEJAHTERA"

Saya yang menjalankan amanah

(BERDIANA BINTI HJ BERAHIM)
b.p: Perbadanan Perpustakaan Awam
Negeri Sembilan Darul Khusus

"BANGSA MEMBACA MALAYSIA BERJAYA"

Appendix 2

Letter of acknowledgment from PPANS

SURAT AKUAN PENERIMAAN

(Untuk diisi oleh organisasi/firma/syarikat yang menerima pelajar untuk mengikuti latihan praktikal.)

Ruj Tuan: Ruj Kami: UiTM FPM 600-5(338)
No. Tel :   No. Tel : 06-698 2155
No. Fax :

Penyelaras Latihan Industri
Fakulti Pengurusan Maklumat
Universiti Teknologi MARA
Caw. Negeri Sembilan
Kampus Rembau
71300 Rembau
Negeri Sembilan
(u.p. En. Mohd Faizal bin Mohd Ramsi)

Tuan
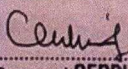
LATIHAN INDUSTRI PELAJAR SARJANA MUDA SAINS MAKLUMAT (KEPUJIAN) PENGURUSAN PERPUSTAKAAN FAKULTI PENGURUSAN MAKLUMAT

Merujuk kepada perkara di atas, pihak kami **Bersetuju / ~~Tidak Bersetuju~~* untuk menerima pelajar-pelajar berikut untuk menjalani latihan industri di organisasi/firma/syarikat kami dari **01 Mac 2021 – 31 Julai 2021.**

Bil.	Nama	No. Pelajar	No. Telefon
1.	Nurhidayani Bt Kafri	2019329027	013-6620865
2.	Nik Nursyazwani Bt Nadzri	2019350829	011-62067422

Sekian, terima kasih

Yang Benar

Nama Pegawai: **BERDIANA BINTI BERAHIM**
PENOLONG PENGARAH
Jawatan: PERBADANAN PERPUSTAKAAN AWAM
NEGERI SEMBILAN DARUL KHUSUS

Cop Organisasi/firma/syarikat

*potong mana yang tidak berkenaan

Appendix 3

Trainee attendace in March

UNIVERSITI TEKNOLOGI MARA

FAKULTI PENGURUSAN MAKLUMAT
UiTM Caw. Negeri Sembilan,
Kampus Rembau,
71300 Rembau,
Negeri Sembilan.

REKOD KEDATANGAN LATIHAN INDUSTRI

Nama Pelatih : NIK NURSYAZWANI BINTI MOHD NADZRI   No. Matrik : 2019350829

No. I/C : 980221-05-5360   No. Telefon : 011-62067422

Nama / Alamat Organisasi : PERBADANAN PERPUSTAKAAN AWAM NEGERI SEMBILAN

Nama Penyelia : EN. HAMDAN BIN HJ NORDIN

Bulan /Tahun : BULAN MAC / 2021

Tarikh	Waktu Masuk	Waktu Keluar	Tandatangan Penyelia
2/3/2021	8.10 AM	5.30 PM	
3/3/2021	8.10AM	5.30 PM	
4/3/2021	8.14 AM	5.30pm	
5/3/2021	8.11 AM	5.30Pm	
8/3/2021	8.13 Am	5.30 PM	
9/3/2021	8.15 Am	5.30 PM	
10/3/2021	8.20Am	5.30 PM	
11/3/2021		5.30PM	
12/3/2021	8.15 Am	8.15pm 5.30Pn	
13/3/2021	8.15 Am	5.30PM	
15/3/2021	8.15 Am	5.30PM	
16/3/2021	8.10 Am	5.30Pm	
17/3/2021	8.13 Am	5.30PM	
18/3/2021	8.10Am	5.30 PM	
21/3/2021	8.10Am	5.30PM	
23/3/2021	8.15Am	5.30 PM	
24/3/2021	8.20Am	5.30 PM	
25/3/2021	8.18 Am	5.30PM	
26/3/2021	8.15Am	5.30 PM	
28/3/2021	8.17Am	5.30 PM	
20/3/2021	8.10Am	5.30 PM	
31/3/2021	8.10 Am	5.30PM	
			Hamdan Bin Hj. Nordin Penolong Pengarah Perbadanan Perpustakaan Awam Negeri Sembilan Darul Khusus

Dengan ini saya mengesahkan bahawa maklumat di atas adalah benar.

Tandatangan Pelajar : _Ikaw._   Tarikh : 21/3/2021

Tandatangan Penyelia : _____   Tarikh : _____

Appendix 4

Trainee attendance in April

UNIVERSITI TEKNOLOGI MARA

FAKULTI PENGURUSAN MAKLUMAT
UiTM Caw. Negeri Sembilan,
Kampus Rembau,
71300 Rembau,
Negeri Sembilan.

REKOD KEDATANGAN LATIHAN INDUSTRI

Nama Pelatih	: NIK NURSYAZWANI BINTI MOHD NADZRI	No. Matrik	: 2019350829
No. I/C	: 980221-05-5360	No. Telefon	: 011-62067422
Nama / Alamat Organisasi	: PERBADANAN PERPUSTAKAAN AWAM NEGERI SEMBILAN		
Nama Penyelia	: EN. HAMDAN BIN HJ NORDIN		
Bulan /Tahun	: APRIL / 2021		

Tarikh	Waktu Masuk	Waktu Keluar	Tandatangan Penyelia
1/4/2021	8.15 AM	5.30 PM	
2/4/2021	8.15 AM	5.30 PM	
4/4/2021	8.18 AM	5.30 PM	
6/4/2021	8.10 AM	5.30 PM	
7/4/2021	8.13 AM	5.30 PM	
8/4/2021	8.10 AM	5.30 PM	
9/4/2021	8.17 AM	5.30 PM	
10/4/2021	8.15 AM	5.30 PM	
13/4/2021	8.20 AM	5.30 PM	
14/4/2021	8.18 AM	5.30 PM	
15/4/2021	8.13 AM	5.30 PM	
16/4/2021	8.10 AM	5.30 PM	
18/4/2021	7.45 AM	5.00 PM	
20/4/2021	7.45 AM	5.00 PM	
21/4/2021	7.45 AM	5.00 PM	
22/4/2021	7.50 AM	4.00 PM	
23/4/2021	7.47 AM	5.00 PM	
24/4/2021	7.43 AM	5.00 PM	
27/4/2021	7.47 AM	5.00 PM	
28/4/2021	7.50 AM	5.00 PM	
29/4/2021	7.45 AM	5.00 PM	
30/4/2021	7.44 AM	5.00 PM	
			Hamdan Bin Hj. Nordin
			Penolong Pengarah
			Perbadanan Perpustakaan Awam
			Negeri Sembilan Darul Khusus

Dengan ini saya mengesahkan bahawa maklumat di atas adalah benar.

Tandatangan Pelajar : _____ Tarikh : 30/4/2021

Tandatangan Penyelia : _____ Tarikh : _____

93

Appendix 5

Trainee attendance in May

UNIVERSITI TEKNOLOGI MARA

FAKULTI PENGURUSAN MAKLUMAT
UiTM Caw. Negeri Sembilan,
Kampus Rembau,
71300 Rembau,
Negeri Sembilan.

REKOD KEDATANGAN LATIHAN INDUSTRI

Nama Pelatih : NIK NURSYAZWANI BINTI MOHD NADZRI   No. Matrik : 2019850829

No. I/C : 980224-05-5360   No. Telefon : 011-62067422

Nama / Alamat Organisasi : PERBADANAN PEPPUSTAKAAN AWAM NEGERI SEMBILAN

Nama Penyelia : EN. HAMDAN BIN HJ. NORDIN

Bulan /Tahun : MEI /2021

Tarikh	Waktu Masuk	Waktu Keluar	Tandatangan Penyelia
2/5/2021	7.50 Am	5.00 Pm	
4/5/2021	7.45 Am	5.00 Pm	
5/5/2021	7.43 Am	5.00 Pm	
6/5/2021	7.47 Am	5.00 Pm	
7/5/2021	7.50 Am	5.00 Pm	
8/5/2021	7.44 Am	5.00 Pm	
11/5/2021	7.50 Am	5.00 Pm	
17/5/2021	8.30 Am	5.30 Pm	
18/5/2021	8.30 Am	5.30 Pm	
19/5/2021	8.30 Am	5.30 Pm	
20/5/2021	8.30 Am	5.30 Pm	
21/5/2021	8.30 Am	5.30 Pm	
24/5/2021	8.30 Am	5.30 Pm	
25/5/2021	8.30 Am	5.30 Pm	
26/5/2021	8.30 Am	5.30 Pm	
27/5/2021	8.30 Am	5.30 Pm	
28/5/2021	8.30 Am	5.30 Pm	
31/5/2021	8.30 Am	5.30 Pm	
			Hamdan Bin Hj. Nordin
			Penolong Pengarah
			Perbadanan Perpustakaan Awam
			Negeri Sembilan Darul Khusus

Dengan ini saya mengesahkan bahawa maklumat di atas adalah benar.

Tandatangan Pelajar : _Nan_   Tarikh : 31/5/2021

Tandatangan Penyelia : _____   Tarikh : _____

Appendix 6

Trainee attendance in June

UNIVERSITI TEKNOLOGI MARA

FAKULTI PENGURUSAN MAKLUMAT
UiTM Caw. Negeri Sembilan,
Kampus Rembau,
71300 Rembau,
Negeri Sembilan.

REKOD KEDATANGAN LATIHAN INDUSTRI

Nama Pelatih	: NIK NURSYAZWANI BINTI MOHD NADZRI No. Matrik : 2019350829
No. I/C	: 980221-05-5360 No. Telefon : 011-62067422
Nama / Alamat Organisasi	: PERBADANAN PERPUSTAKAAN AWAM NEGERI SEMBILAN
Nama Penyelia	: EN. HAMDAN BIN HJ NORDIN
Bulan /Tahun	: JUN/2021

Tarikh	Waktu Masuk	Waktu Keluar	Tandatangan Penyelia
1/6/2021	8.30 AM	5.30 pm	
2/6/2021	8.30 AM	5.30 pm	
3/6/2021	8.20 AM	5.30 pm	
4/6/2021	8.30 AM	5.30 pm	
7/6/2021	8.30 AM	5.30 PM	
8/6/2021	8.20 AM	5.30 PM	
9/6/2021	8.30 AM	5.30 PM	
10/6/2021	8.30 AM	5.30 PM	
11/6/2021	8.30 AM	5.30 PM	
14/6/2021	8.30 AM	5.20 pm	
15/6/2021	8.30 AM	5.30 PM	
16/6/2021	8.30 AM	5.30 PM	
17/6/2021	8.30 AM	5.30 pm	
18/6/2021	8.30 AM	5.30 PM	
21/6/2021	8.30 AM	5.30 pm	
22/6/2021	8.30 AM	5.30 pm	
23/6/2021	8.30 AM	5.30 pm	
24/6/2021	8.20 AM	5.30 PM	
25/6/2021	8.30 AM	5.30 pm	
28/6/2021	8.20 AM	5.30 pm	
29/6/2021	8.30 AM	5.30 pm	
30/6/2021	8.30 AM	5.30 pm	

Hamdan Bin Hj. Nordin
Penolong Pengarah
Perbadanan Perpustakaan Awam
Negeri Sembilan Darul Khusus

Dengan ini saya mengesahkan bahawa maklumat di atas adalah benar.

Tandatangan Pelajar	: _____	Tarikh :	20/6/2021
Tandatangan Penyelia	: _____	Tarikh :	_____

Appendix 7

Trainee attendance in July

FAKULTI PENGURUSAN MAKLUMAT
UiTM Caw. Negeri Sembilan,
Kampus Rembau,
71300 Rembau,
Negeri Sembilan.

REKOD KEDATANGAN LATIHAN INDUSTRI

Nama Pelatih : NIK NURSYAZWANI BINTI MOHD NADZRI   No. Matrik : 2019350829

No. I/C : 980221-05-5360   No. Telefon : 011-62067422

Nama / Alamat Organisasi : PERBADANAN PERPUSTAKAAN AWAM NEGERI SEMBILAN

Nama Penyelia : EN. HAMDAN BIN HJ NORDIN

Bulan /Tahun : JULAI /2021

Tarikh	Waktu Masuk	Waktu Keluar	Tandatangan Penyelia
1/7/2021	8.30 AM	5.20 Pm	
2/7/2021	8.30 Am	5.30 Pm	
5/7/2021	8.30 Am	5.30 Pm	
6/7/2021	8.30 Am	5.30 Pm	
7/7/2021	8.30 Am	5.30 Pm	
8/7/2021	8.30 AM	5.30 Pm	
9/7/2021	8.30 Am	5.30 Pm	
12/7/2021	8.30 Am	5.30 Pm	
13/7/2021	8.20 AM	5.30 Pm	
14/7/2021	8.30 Am	5.30 Pm	
15/7/2021	8.30 Am	5.20 Pm	
16/7/2021	8.30 AM	5.30 Pm	
19/7/2021	8.30 AM	5.30 Pm	
21/7/2021	8.20 AM	5.30 Pm	
22/7/2021	8.30 AM	5.30 Pm	
22/7/2021	8.30 Am	5.30 Pm	
26/7/2021	8.30 AM	5.30 Pm	
27/7/2021	8.30 Am	5.30 Pm	
28/7/2021	8.30 AM	5.30 Pm	
29/7/2021	8.30 AM	5.30 Pm	
30/7/2021	8.30 Am	5.30 Pm	
			Hamdan Bin HJ. Nordin
			Penolong Pengarah
			Perbadanan Perpustakaan Awam
			Negeri Sembilan Darul Khusus

Dengan ini saya mengesahkan bahawa maklumat di atas adalah benar.

Tandatangan Pelajar : _Nan._   Tarikh : 30/7/2021

Tandatangan Penyelia : _____   Tarikh : _____

Appendix 8

Picture together with Menteri Besar of Negeri Sembilan

Appendix 9

Picture together with wife Menteri Besar of Negeri Sembilan

Appendix 10

Picture together with director PPANS

Appendix 11

Picture together with all staff PPANS