

**INDUSTRIAL TRAINING REPORT: PERPUSTAKAAN TUN ABDUL
RAZAK (PTAR), UiTM SARAWAK**

FEBRUARY – JUNE 2015

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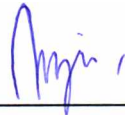
UNIVERSITI TEKNOLOGI MARA (UiTM)

PUNCAK PERDANA CAMPUS

DECLARATION

"I declare that this industrial report is an original work of my own except for a few pictures are from the organization website and that all sources are acknowledged in the references"

Student's signature

:  _____

Student's name

: KHAIRUNNIQMAH BINTI OTHMAN

DATE

: JULY 2015



ABSTRACT

Perpustakaan Tun Abdul Razak, UiTM Sarawak (PTAR Sarawak) is one of academic library under Universiti Teknologi MARA Sarawak branch institution. I have completed my internship or industrial training at PTAR Sarawak for five months. It is a mandatory course for degree students from Faculty of Information Management. I have been rotated to every departments where there are eight departments in PTAR Sarawak. I gained so much experiences and knowledge during my internship. I also have been exposed to the working environment before I enter to the real working environment.

ACKNOWLEDGEMENT

With high gratitude to Allah S.W.T, I am so grateful that I finally done my internship and manage to prepare and complete the report with satisfaction. During the preparation of this, people around me also are the main factors that encourage me and also motivate me so that I am able to complete my report.

First and foremost, I would like to express my highest appreciation and acknowledgement to my supervisor, Encik Mohammad Fazli Baharuddin, my visiting supervisor from Faculty of Information Management, UiTM Sarawak Campus, Puan Zainon Hj Bibi, and my organization supervisor, Puan Dayang Norsalam, Librarian and Encik Ariffin Jamaluddin, Deputy of Chief Librarian, Perpustakaan Tun Abdul Razak UiTM Sarawak Campus, also the new Deputy of Chief Librarian, Puan Norhayati Ismail who had gave a lot of supportive ideas, suggestions and also guiding me towards the completion of my report and also during my internship.

With a great pleasure, my gratitude also goes to all those who gave cooperation during my internship especially my colleague, Keem Huga Anak Diser from program Library Science and all the librarians and staffs which they have share their knowledge, experiences and also opinions in this field. It is very helpful in preparing my report.

Finally, I also owe a special thanks to my beloved parents, siblings, families and friends who keep on inspiring me, motivating me and also supporting me in order to complete my industrial training report. From the deepest, I would like to express greatest gratitude and appreciation to those who directly and indirectly involve in the preparation of the report.



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CHAPTER 1



1.0 Introduction

Internship or industrial training is a mandatory course, for degree students from Faculty of Information Management. It is one of the requirements in order to complete the degree. Faculty of Information Management students must go for at least 5 months internship which equivalent to one semester at any organisation chosen by the students with approval from the faculty also the industrial organisations. There are no limitations to the students whether to choose either government sectors or private sectors. After completing the internship, the student will be given a week to complete the report before they return back to the campus for the submission of the report and final presentation. As for me, Khairunniqmah Binti Othman (2012554629) has started my internship at Perpustakaan Tun Abdul Razak, UiTM Sarawak Campus (PTAR Sarawak), Kota Samarahan from 2nd February 2015 until 30th June 2015.

1.1 Background of organization.

1.1.1 UiTM Sarawak



Figure 1.1: UiTM's logo

Beginning with only four programs and an initial enrolment of only 94 students, Universiti Teknologi MARA (UiTM) Sarawak in Kota Samarahan (UiTMKS) has indeed come a long way. It now offers 26 programs ranging from certificate to PhD level, through various modes such as full-time, off-campus and e-PJJ (distance learning). The current enrolment is about 4,000 full-time (80% residential) and 800 part-time students. Quality has always been the cornerstone of UiTMKS's strategic thrust. To date, UiTM Sarawak has achieved several significant accomplishments, including the ISO 9001:2000 Certificate from Lloyd's Register Quality Assurance, the Vice Chancellor's Award for overall quality in 2000 and the Academic Administration Quality Award in 2001 and Customer Service and Best Quality Unit in 2003. In 2003, the Campus once again won the Vice Chancellor's Award for overall quality and since then, UiTM Sarawak has been holding this award consecutively for 3 years from 2003 until 2005. UiTM Sarawak works very closely with the State Government to ensure that the programs offered meet the changing needs of the continuous development of the state. UiTM Sarawak also provides training and development, research and consultancy services to both the public and private sectors. Sited on a sprawling 350



acres of naturally green landscape in Bandar Ilmu Kota Samarahan, the campus provides a conducive environment for learning.

UiTM Sarawak began its historical chapter when its first campus began operating on 1 July 1973 at Batu Lintang and it faced several relocations, Semenggok (1987), Semariang (1991) and finally settled in Samarahan in 1997. The Mukah Campus on the other hand, started its operation in 2002. UiTM Samarahan has opened their second campus which fully operated on 1 October 2013 is developed based on Private Funding Initiative (PFI). Rekajaya Projek Sdn. Bhd., who is chosen to be the concession company is responsible for the building's design, build, complete and certify the campus including a maintenance period of 20 years. There is 4,000 student population in Samarahan 2 campus and the hostels on campus can house up to 2,000 students. Samarahan 2 campus offers various academic programmes.

The first academic programme introduced at UiTM Sarawak Mukah was Pre-Diploma (Commerce) (PD003). In the early stages, UiTM has rented three units of shop houses to accommodate student dormitories, office rooms, lecture rooms and a library. A total of 62 students attended the first session in UiTM Campus Mukah. Presently, UiTM Sarawak Mukah campus could accommodate as many as 250 students upon waiting the completion of the permanent campus was developed and is expected to be completed in October 2015. The permanent campus can accommodate up to 2000 students. Among the programs offered are as Faculty of Applied Science, Faculty of Plantation, & Agrotechnology and Faculty of Business Management.

1.1.2 Perpustakaan Tun Abdul Razak UiTM Sarawak



Figure 1.2: PTAR's logo

UiTM Sarawak library established in line with the establishment of the ITM Sarawak Campus in 1973. During the inception stage, the campus was located at Maktab Perguruan Batu Lintang. In 1987, ITM Campus has moved to the Institut Latihan Pertanian Semenggok until 1989. From Semenggok ITM campus moved to Samariang in 1989 to 1997. The remaining campus at Kota Samarahan opened in 1997. There was also UiTM Campus in Mukah opened in 2002.

The library started with only 668 copies of book as a collection and a membership of 100 people, in 1973, the Library of UiTM Sarawak has grown parallel with the academic programs and UiTM mission.

Currently, the library collections have more than 105,000 copies of books besides other printed and non-printed materials and online databases E-book with 44 titles with IT facilities. Furthermore, the library has more than 8,000 students, 370 full-time lecturers and 309 administrative staff membership.



In 2013, the library has changed its name to the official names, which are:

- Perpustakaan Tun Abdul Razak UiTM Sarawak, Samarahan 1 Campus
- Perpustakaan Tun Abdul Razak UiTM Sarawak, Samarahan 2 Campus
- Perpustakaan Tun Abdul Razak UiTM Sarawak, Mukah Campus

In November 2013, the campus of UiTM Samarahan 2 Campus (Private Finance Initiative (PFI)), which located about 5 km from Samarahan 1 Campus has completed as an extension to the existing campus. Approximately 20,000 materials in accordance with program and faculty have moved from the Perpustakaan Tun Abdul Razak UiTM Sarawak Samarahan 1 Campus to Perpustakaan Tun Abdul Razak UiTM Sarawak Samarahan 2 Campus.



1.1.3 Objectives

- To support the teaching, learning and research by providing variety collections and the latest information sources.
- To provide excellent information and provides facilities such as a reading room and technology infrastructure.
- To create skilled, trained, responsible, committed, motivated employees and highly ethical.

1.1.4 Vision

- Make UiTM as a premier university with an excellence academic to lead the indigenous dynamic in all areas of excellent professionals with competitive, global and ethical graduates.

1.1.5 Mission

- To be a knowledgeable UiTM citizens through access to comprehensive information, relevant and up to date as well as facilities for the purpose of meeting the needs of teaching, learning and research.

1.1.6 Opening hours

DAY	OPEN	CLOSE
Monday – Friday	08.30 am	09.45 pm
Saturday – Sunday	08.30 am	04.45 pm
Semester Breaks (Monday – Saturday only)	08.30 am	04.45 pm
Public Holiday (except for Labour Day, Hari Raya and National Day)	08.30 am	04.45 pm
Borrowing hour	08.30 am	09.00 pm

Table 1.1: library opening hours



1.1.7 Library Collections

There were many collections in this library. These include books, journals, magazines, proceedings, conference papers, theses and dissertations, AV materials, and online databases. The Open Shelf collection consists of textbooks and monographs of various subject to support the teaching and learning process of the university. All the members which were students including academic staff and non-academic staff also registered members from outside of the library are allowed to borrow this collections.

USERS	TOTAL OF BOOKS	PERIOD
Full time students (Sijil/Diploma/Sarjana Muda)	10	2 weeks
KLK/PJJ students	8	2 weeks
Master / PhD. students	15	29 days
Administrative staff	8	29 days
Lecturers	30	58 days
Part-time Lecturers	8	58 days
Contract Lecturers	12	58 days

Table 1.2: Library collections loan



This library also had the reference collections such as dictionaries, almanacs, encyclopaedias, directories, handbooks and so forth. The members were allowed to borrow maximum 3 books for a week. As for other collections such as theses and dissertations, bound journals, conference papers, proceedings, student projects, digital collections, journals, reports and more were also available in this library as a references and guides for users to refer. All of these collections were under responsible of Reference Department or new name of the department is Academic and Research Department. Online databases also been provided by the library. There were more than 50 online databases subscribed by UiTM. Other than that, this library have "Koleksi Akses Terhad (KAT)", "Koleksi Nusantara" which were collections about Borneo and stored in the "Unit Perkhidmatan Maklumat dan Koleksi Akses Terhad" room, located at PTAR S2 with other collections such as Past Year Exam Papers, books published by UiTM, bound journals, and some references materials such reports, student projects, conference, seminar, proceeding and dissertations, theses and so forth.

open shelf

AV collection

Electronic collection

Magazine & journal collection

- Koleksi Muzik Terhad

- Koleksi Seni Terhad

0100 - 010000



1.1.8 Library Services

PTAR Sarawak has provided several services in the library, which the fees for the service was applicable and also free services.

▪ **Fee services:**

- Printing and photocopying
 - Black and white = RM 0.10
 - Colour = RM 1.00
- Locker
 - Rental application at Library Circulation desk. Rental rates are RM 10.00 per month.

▪ **Free services**

- Library orientation
 - Providing short brief to the new students about the library during Student Orientation program involves Impressions. The multimedia library and guided tours to Library. Library briefing is also given to academic staff, new staff and visitors
- Information skills class
 - Faculties are encouraged to arrange the session for their students, especially those who are doing literature searching for their research. The depth and breadth of the content will be justified according to our audience or upon your request. We will also entertain request from individual or group
- Reference service
 - There will be a staff that will assist and guide the users if they need a personal assistance seeking the information.



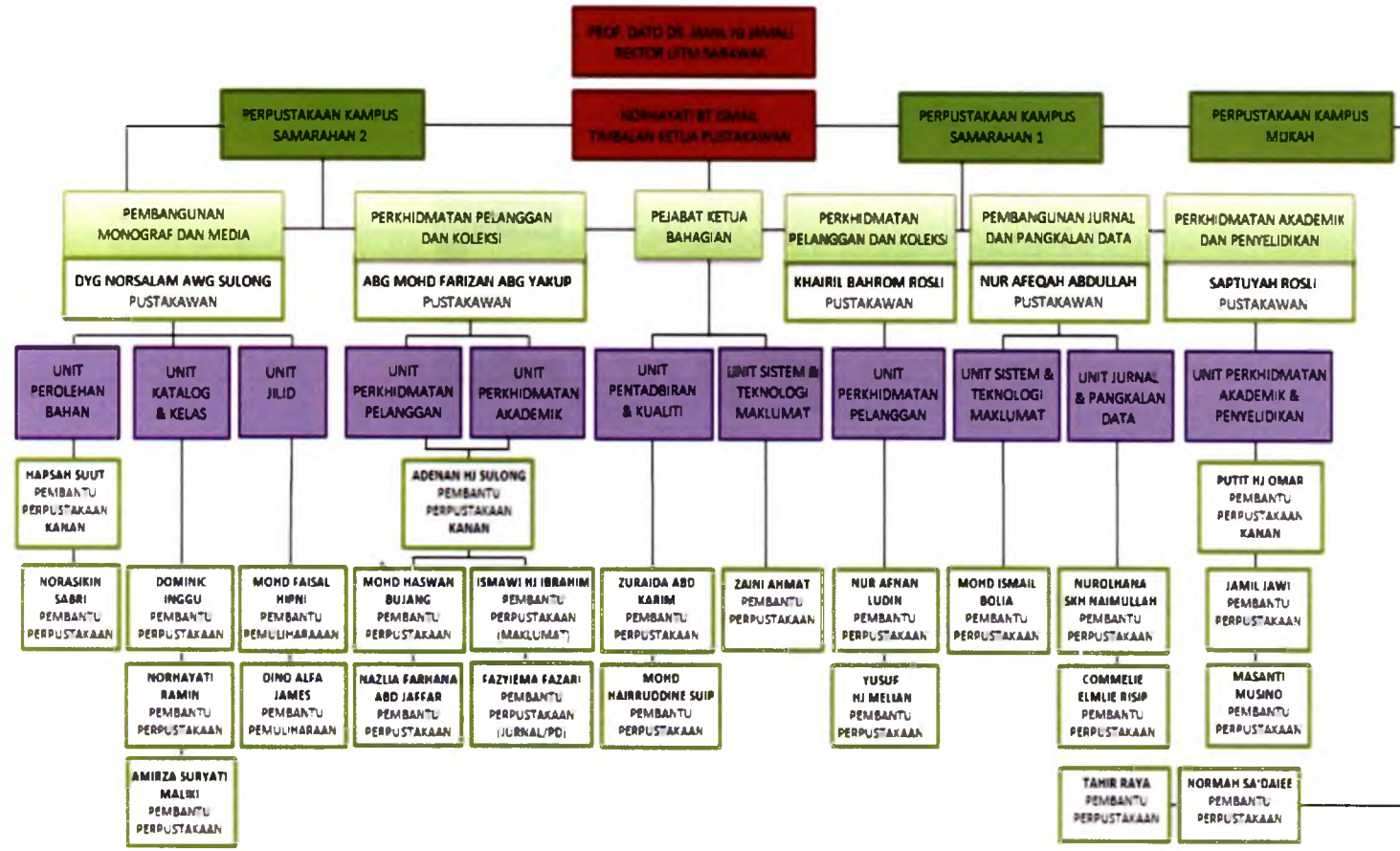
- Interlibrary loan
 - This is service that when the library does not have the materials that require by users and the library will requested and obtained from other libraries. Through Interlibrary Loan, you may request materials on books and journal articles which for academic purpose only.
- **Other services.**
 - OPAC or WEBOPAC
 - These services enable users to find material or collection in the library.
 - Discussion rooms
 - Booking arrangements is at Library Circulation desk. Use a discussion is limited to 2 hours. The number of users is about 4 to 8 people. The user is responsible for ensuring a neat and electrical switch off after use.
 - Seminar room
 - There is one seminar room available at PTAR Sarawak and it is at PTAR S2. Seminar rooms are also equipped with LCD projector, screen, tables and chairs. Normally, this room used for class.
 - Studio room
 - This room is more or less same as Seminar room and it is at PTAR S1.
 - Research room
 - This room is for master and PHD students for their research.
 - Self-Check Machine Kiosk
 - Users can use the service on their own.



- Lounge area
 - This space can be used by users to relax
- Astro corner
- AV collections
- APD room
- Book drop
- 24 hours room
- Study carrel
- Meeting room
- Learning and reading area
- Scanning
- IT corner
- Virtual Advertisement System (VAS)
- Newspapers
- Wifi access



**CARTA ORGANISASI FUNGSI PERPUSTAKAAN UITM SARAWAK
2015**



1.2 Organizational structure

Figure 1.3: PTAR Sarawak's organization chart

Kemaskini 10 Mei 2015

CHAPTER

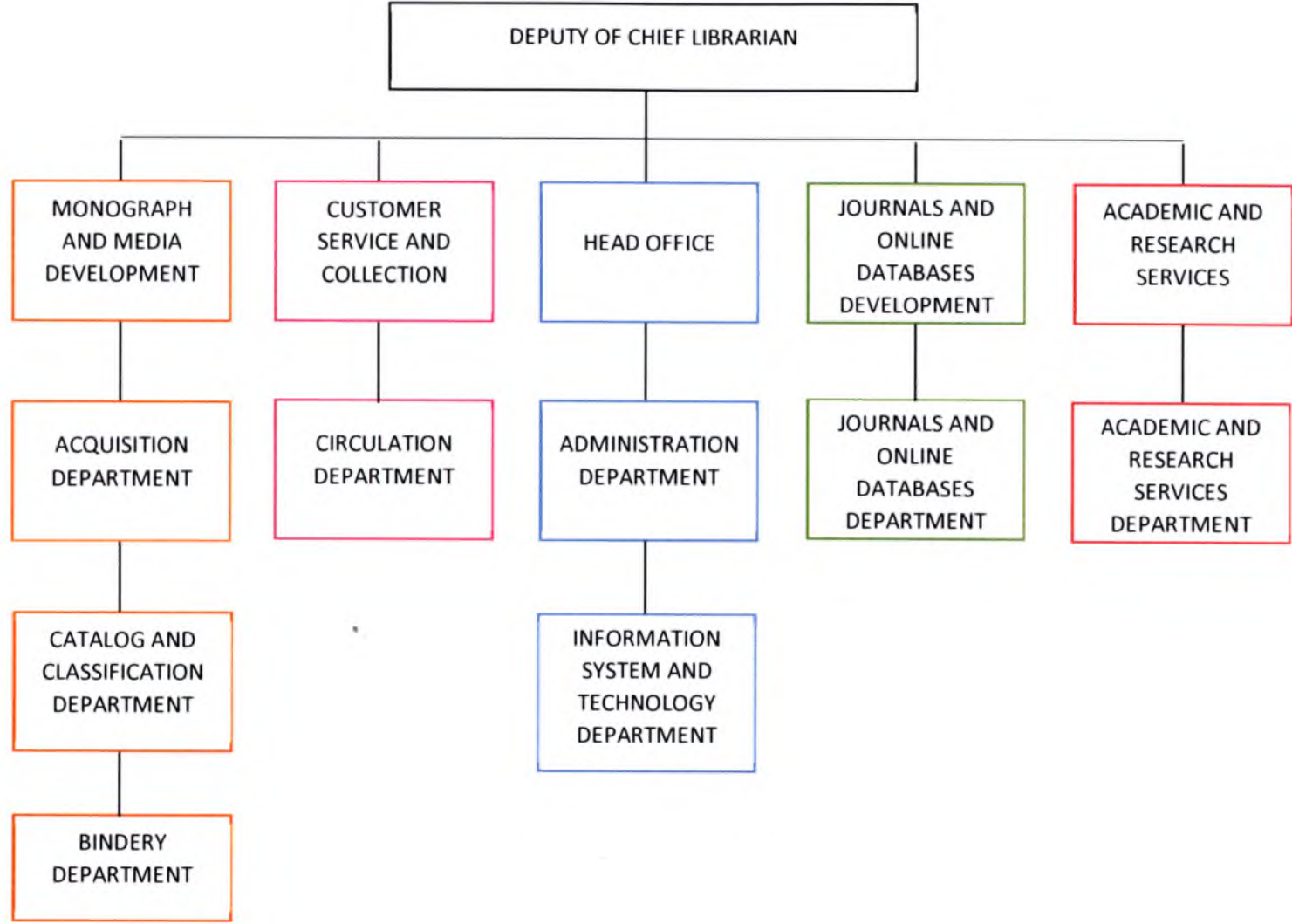
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2.0 Organization Information

PTAR UiTM Sarawak has eight (8) departments under five (5) divisions, which are:

- **Head Office**
 - Administration and Quality Department
 - Information System and Technology Department
- **Monograph and Media Development**
 - Acquisition Department
 - Catalog and Classification Department
 - Bindery Department
- **Customer Service and Collections**
 - Circulation Department
- **Journals and Databases Development**
 - Journal and Databases Department
- **Academic and Research Services**
 - Academic and Research Services Department
- **PTAR Mukah Campus**



Handwritten note: Gubub

Figure 2.1: Organization chart by departments

2.1 Departments structure

2.1.1 Head Office

2.1.1.1 Administration and Quality Department (UPK)

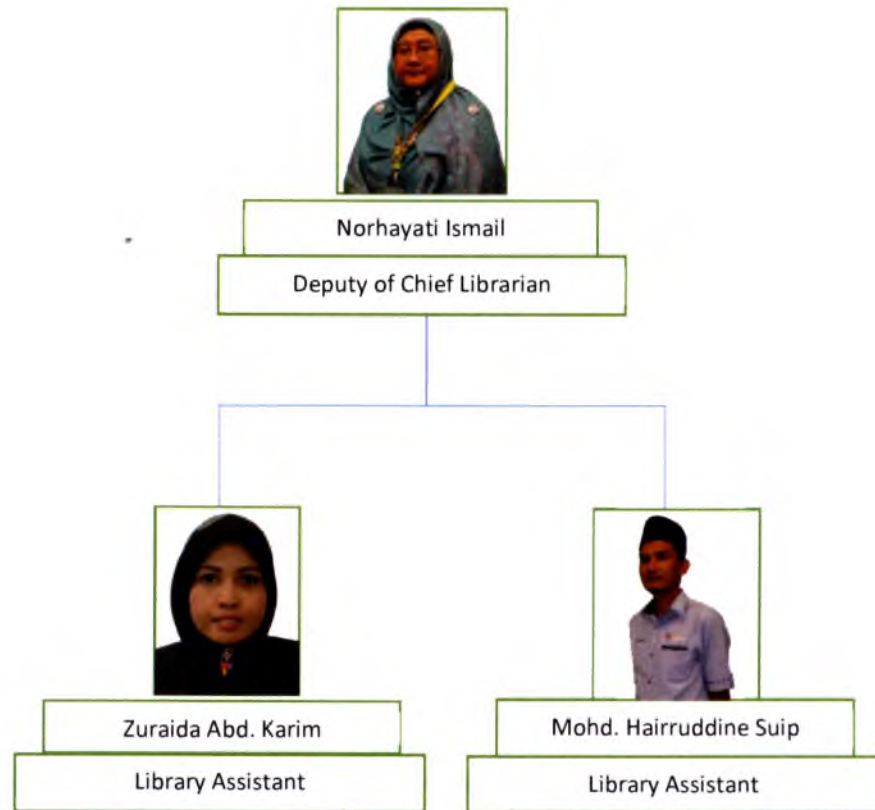


Figure 2.2: Administration and Quality Department

2.1.1.2 Information System and Technology Department (USTM)

- PTAR Samarahan 1

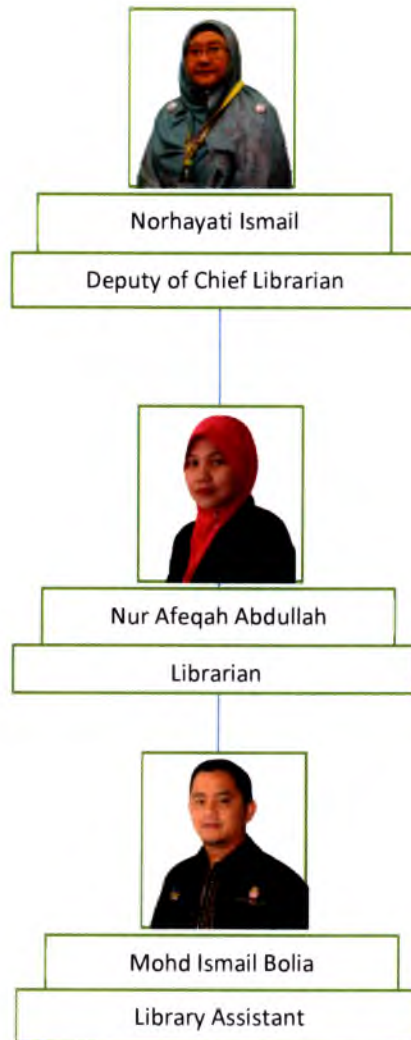


Figure 2.3: Information System and Technology Department (PTAR 1)

- PTAR Samarahan 2

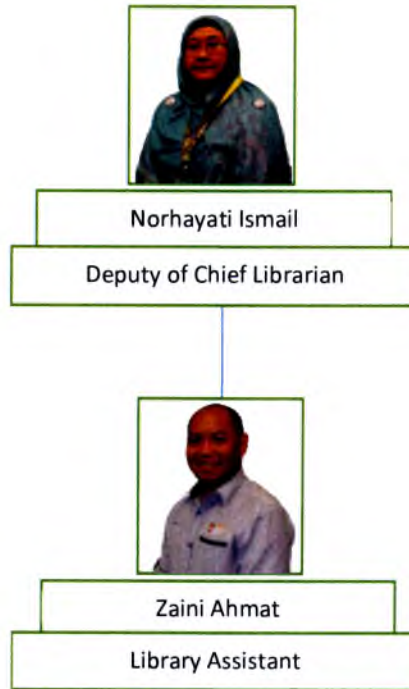


Figure 2.4: Information System and Technology Department (PTAR 2)

2.1.2 Monograph and Media Development

2.1.2.1 Acquisition Department (UPB)

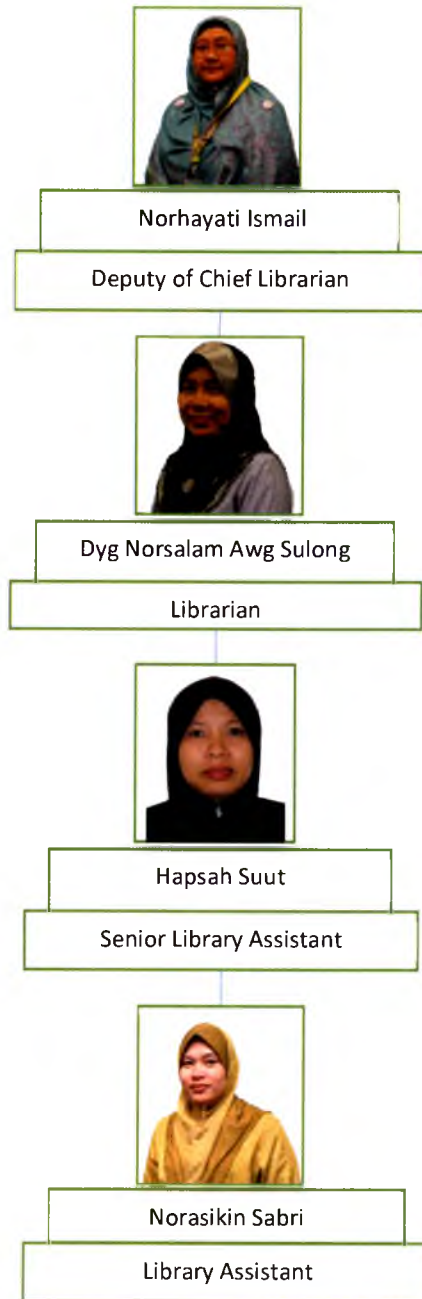


Figure 2.5: Acquisition Department

2.1.2.2 Catalog and Class Department (UKK)

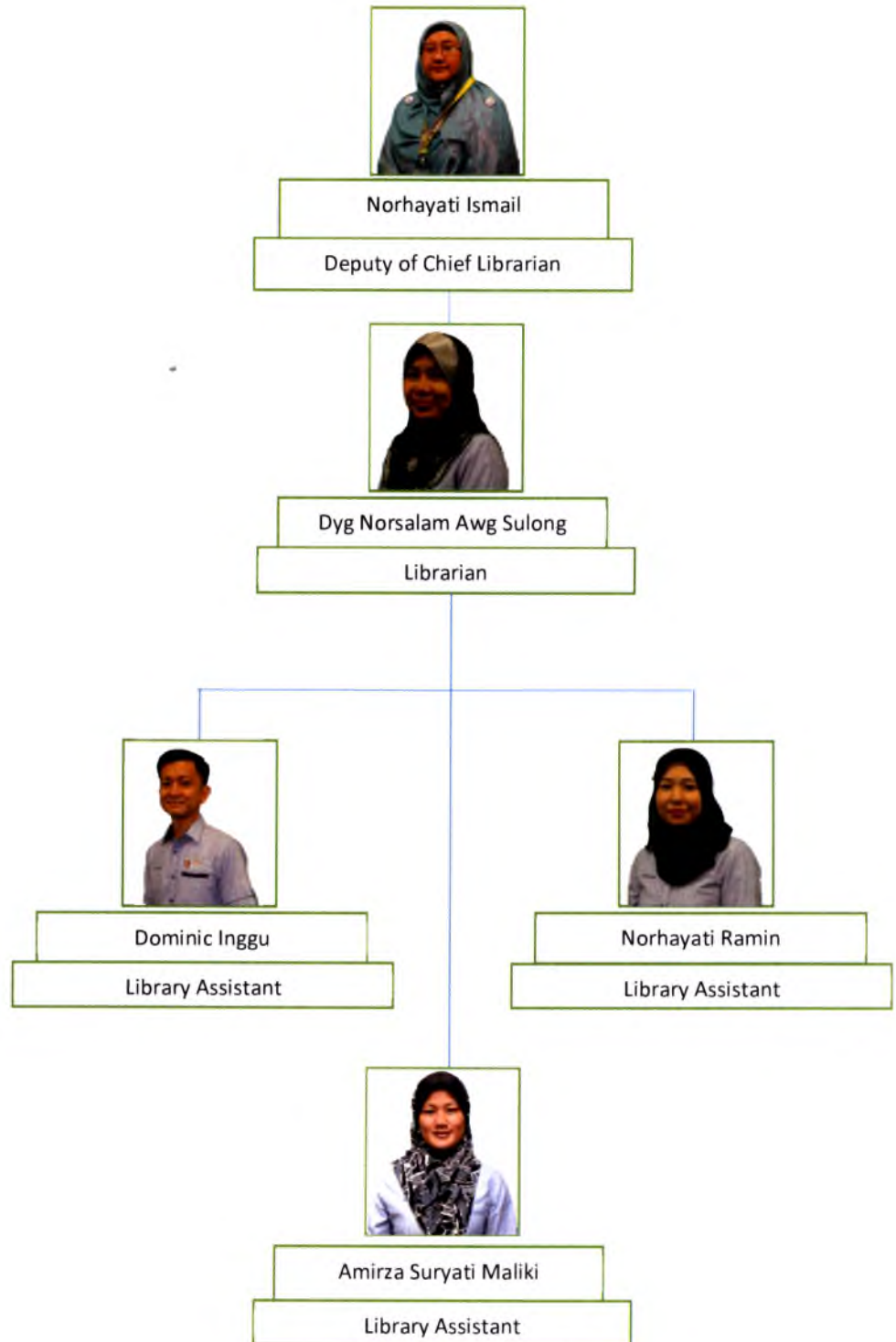


Figure 2.6: Catalog and Class Department

2.1.2.3 Bindery Department (UJ)

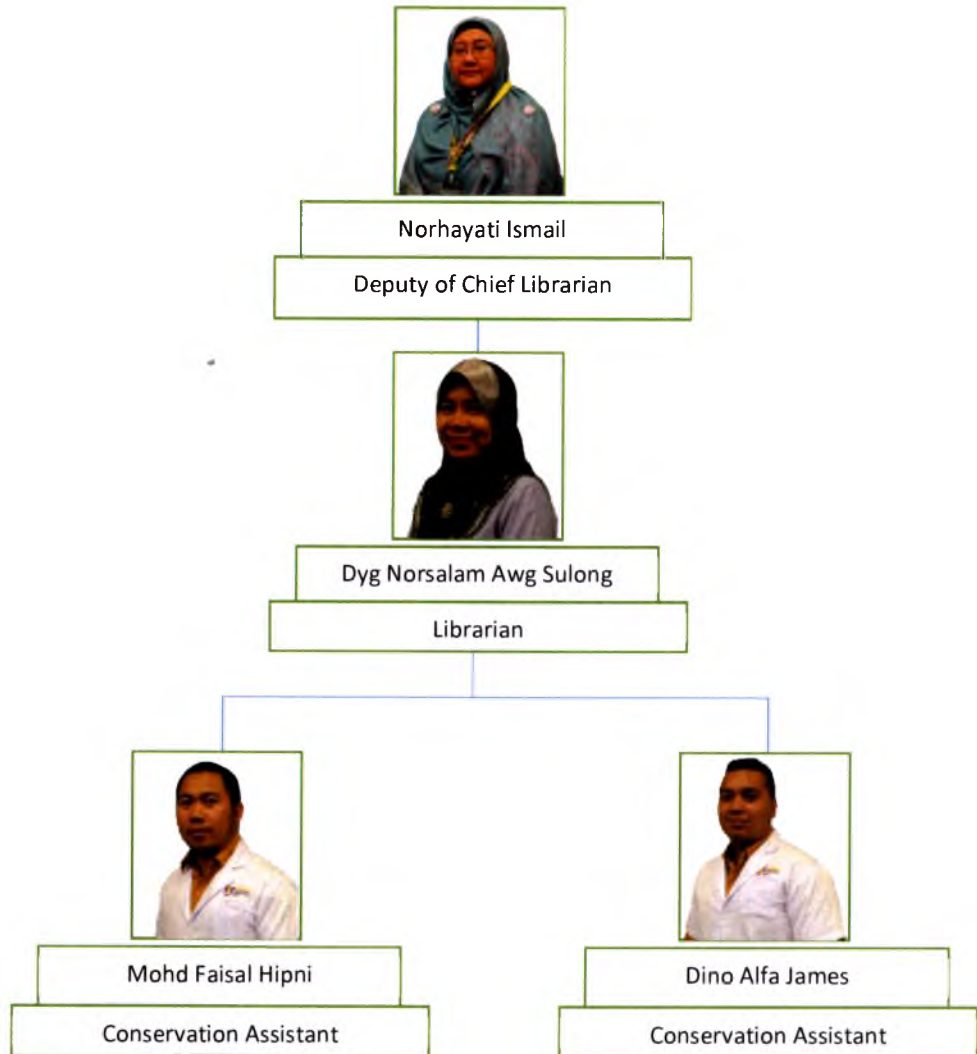


Figure 2.7: Bindery Department

2.1.3 Customer Service and Collections

2.1.3.1 Circulation Department (UPP)

- PTAR Samarahan 1

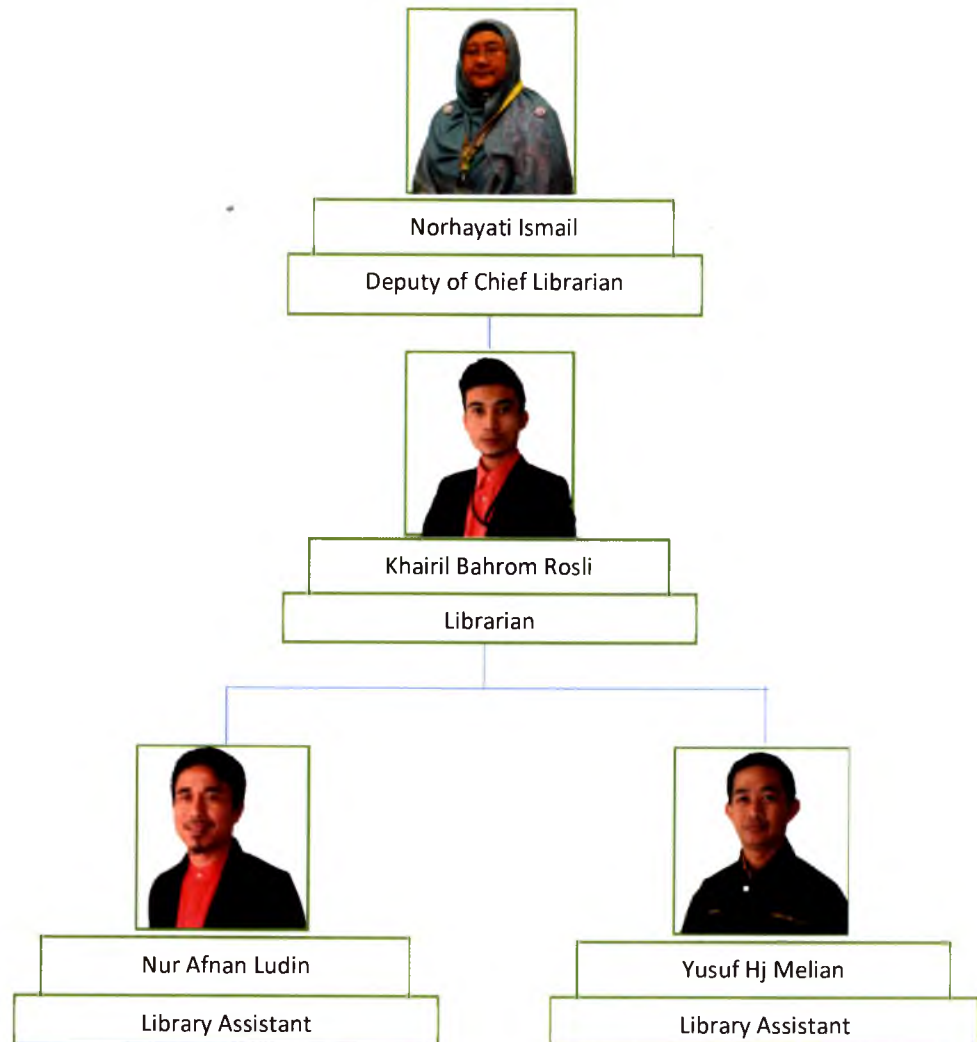


Figure 2.8: Circulation Department (PTAR S1)

▪ PTAR Samarahan 2

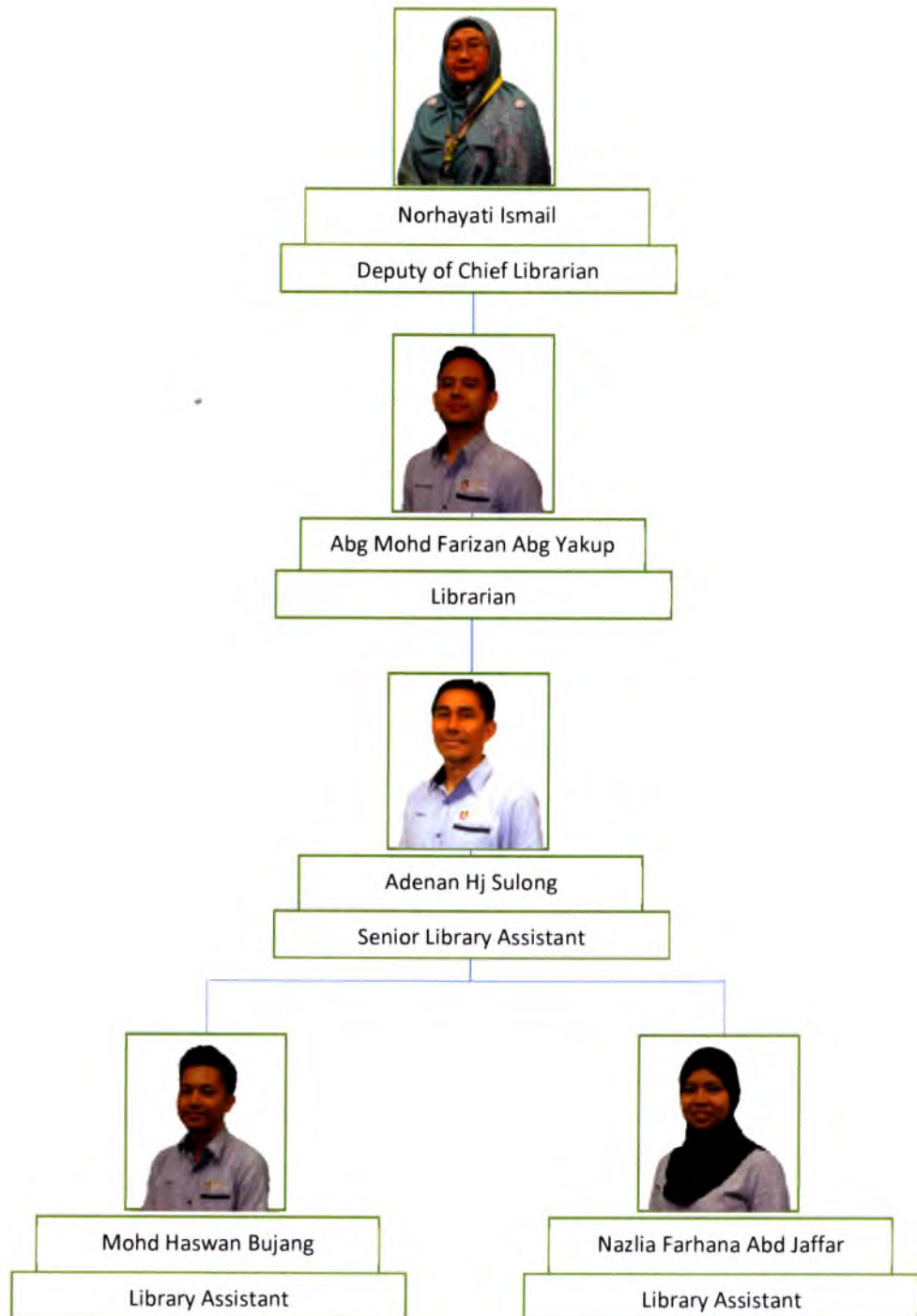


Figure 2.9: Circulation Department (PTAR S2)

2.1.4 Journals and Online Databases Development

2.1.4.1 Journals and Online Databases Department (UJPD)

- PTAR Samarahan 1

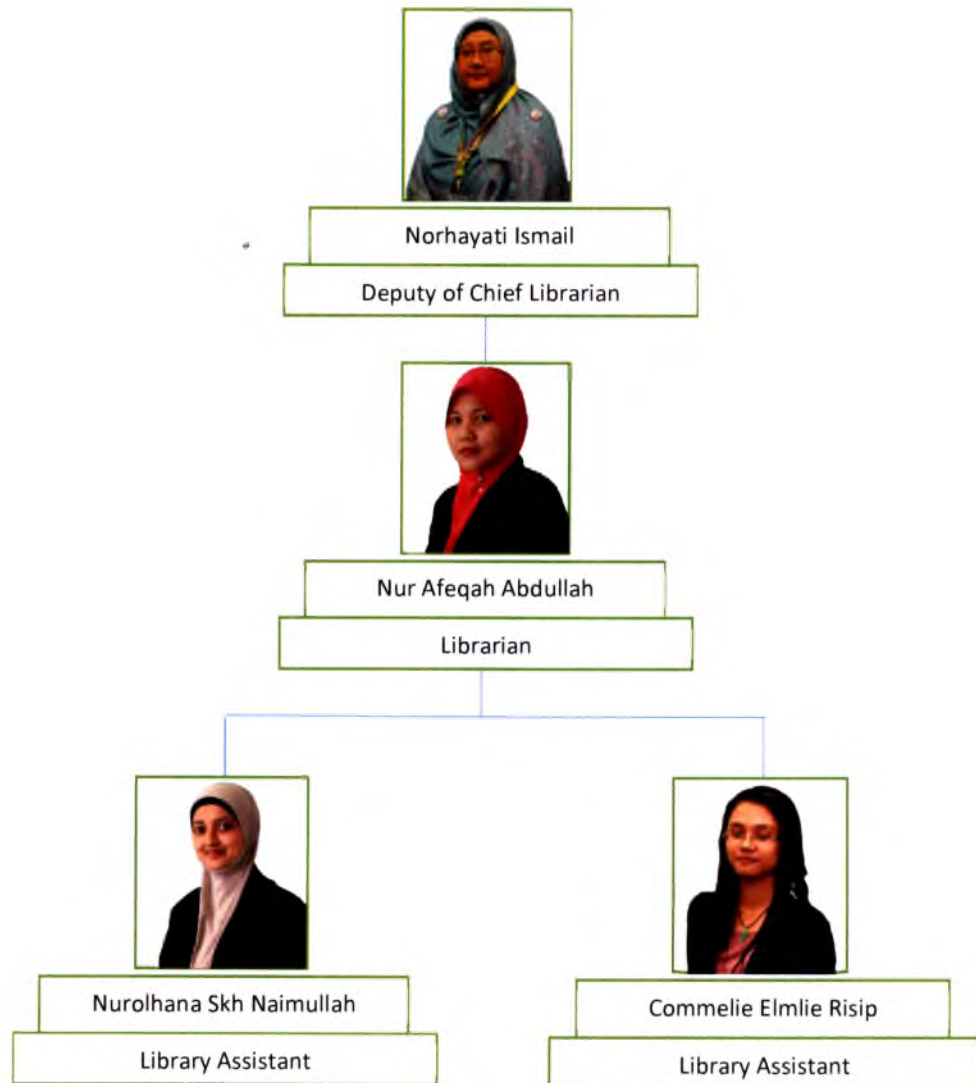


Figure 2.10: Journals and Online Databases Department (PTAR S1)

- PTAR Samarahan 2



Figure 2.11: Journals and Online Databases Department (PTAR S2)

2.1.5 Academic and Research Services

2.1.5.1 Academic and Research Department (UPAP)

- PTAR Samarahan 1

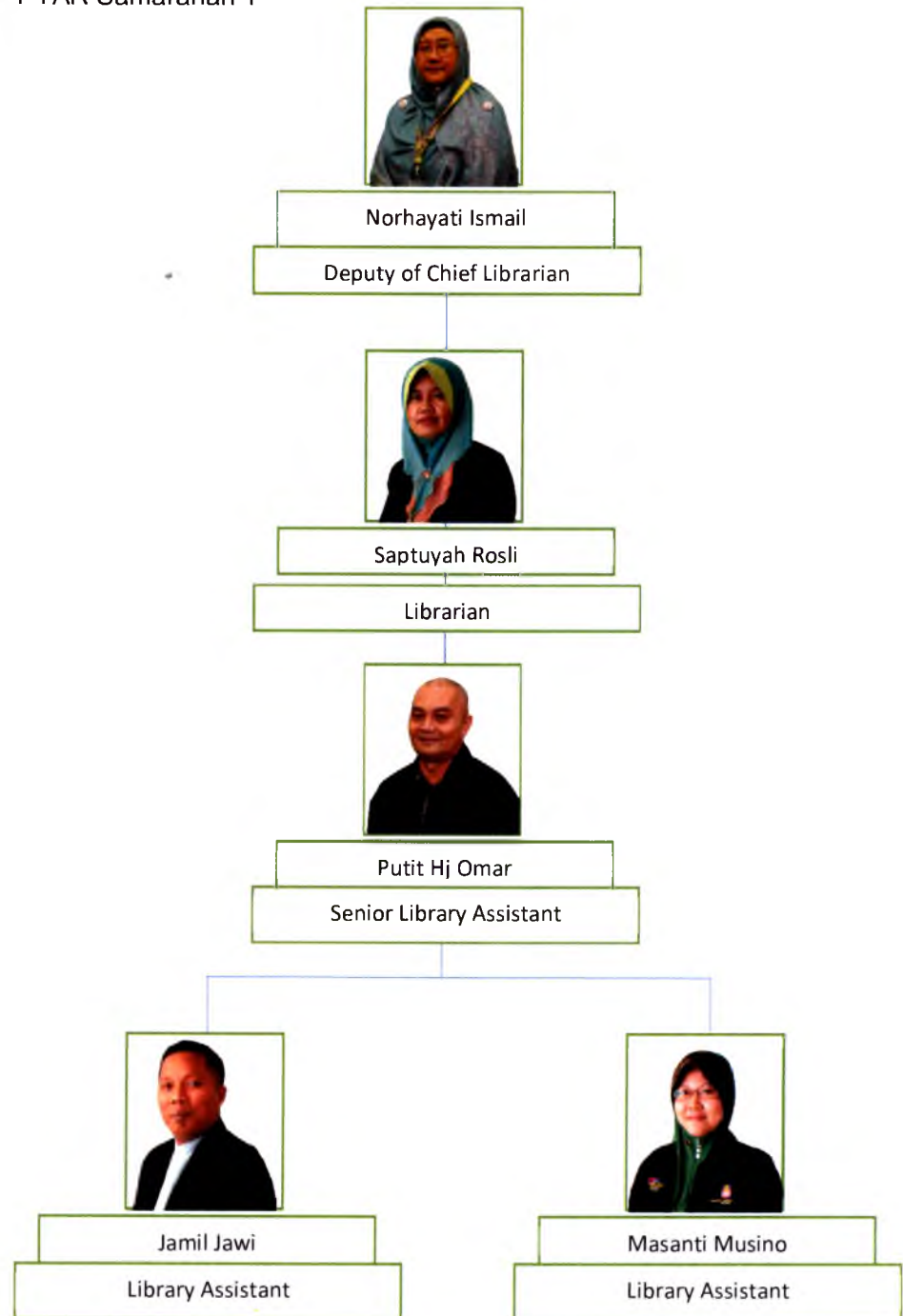


Figure 2.12: Academic and Research Department (PTAR S1)

- PTAR Samarahan 2

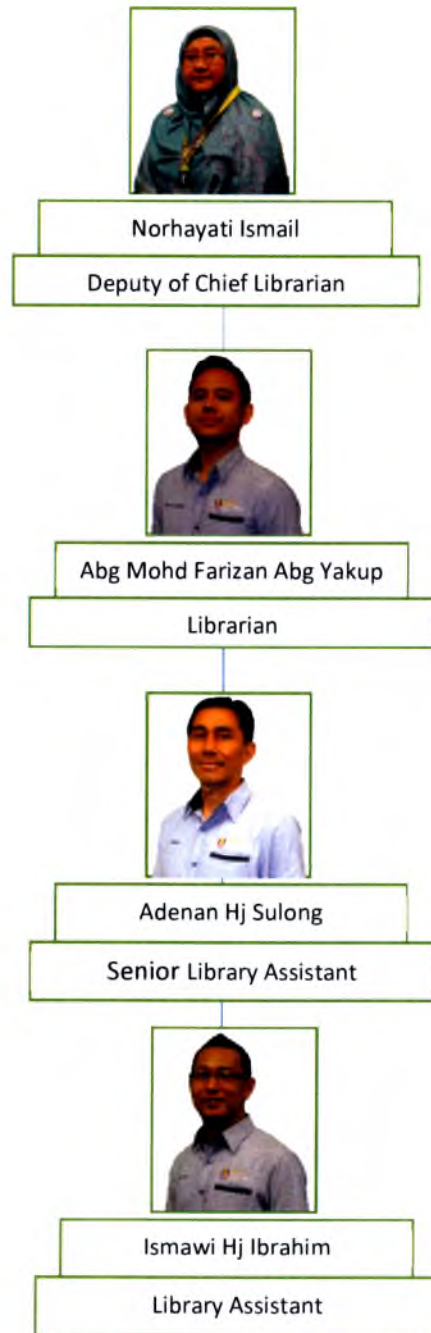


Figure 2.13: Academic and Research Department (PTAR S2)

2.1.6 PTAR Mukah Campus

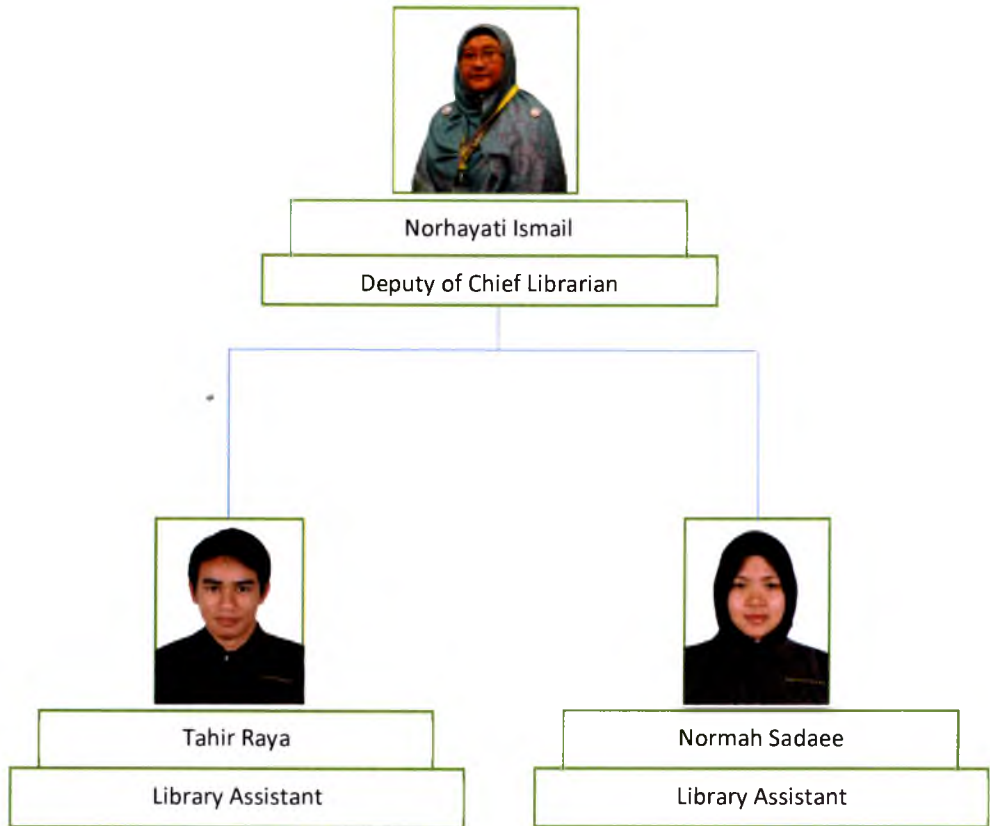


Figure 2.14: PTAR UiTM Mukah Campus

2.2 Departments Function

2.2.1 Head Office

2.2.1.1 Administration Department

Administration department also known as UPK (Unit Pentadbiran dan Kualiti). The responsibility of the department is to ensure that all aspects of Human Resource Management such as training, personal development, courses and staff career development and so forth are monitored and implemented appropriately and effectively. Besides, they are also in-charge in managing and supervising all aspects of management, development, and physical development and Libraries Division services. Other than that, this department also responsible to ensure documentation of records and filing done systematically according to the procedures of library's quality. At the same time, they guide and coordinate all activities and quality planning in the library to run smoothly and achieve its goals. This department have to take care of the infrastructure according to the needs of the development of the Library.

2.2.1.2 Information System and Technology Department

Information System and Technology Department also known as USTM (Unit Sistem dan Teknologi Maklumat) are responsible for providing services and guidance to library users to find reference materials as well as facilitate search of the internet and electronic-source resources. IT (Information Technology) and ICT (Information and Communication Technology) are the technologies necessary for data processing. The scope of the topic is very broad which in detail of all aspects of managing and processing information which in other words is the use of computers and software to convert, store, protect, process, transfer, view and obtain information regardless of place and

time. USTM also maintain the server also the ILMU system that used by PTAR Sarawak. ILMU (Integrated Library Management Utility) is a library information and knowledge management software that jointly developed by Universiti Teknologi MARA (UiTM) and Paradigm Systems Sdn. Bhd. Their other responsibilities are:

- Managing library automation
- Managing IT procurement
- The process of digitization and imaging materials
- IT Services
- Printing services
- Imaging Services

2.2.2 Monograph And Media Development

2.2.2.1 Acquisition Department

This department term refers to the process of verifying, ordering, and paying for the needed materials. Materials can be acquired by purchase, as gifts, through exchange and by deposit. This department make a supervision onto the Acquisition Module. It is responsible to purchase the library materials. For this department, they only responsible in purchasing monograph and media. For serial materials such as journals, magazines and other serial materials were in charge by Journals and Online Databases Department or known as UJPD (Unit Jurnal dan Pangkalan Data). After their received the order, they are responsible in data bridging, stamp the proprietary material and patch the accession of the materials. Other than make a purchasing for the library books, they are also in-charge in make a quotations with the vendor and make a payment receipt of the books.

2.2.2.2 Catalog and Class Department

This department also known as UKK (Unit Katalog dan Kelas). This department make a supervision onto the Cataloging Module. The cataloging department functions are to catalog and classify all the library materials acquired for assist and guide users in locating items within the library collection through various access points. It is also responsible to perform routines of physical preparation of materials for use,- which involves making spine labels that display the call numbers, affixing barcode numbers in the book for circulation purpose and affixing security strip, and to maintain and upgrade the quality of catalog records by resolving problems inherent in the bibliographic descriptions. It is the same in this department, there also done these activities. Other than that, they do a copy cataloging materials with no hits and catalog and verification of existing hits. Besides, they also manage the release and quality control of the materials. This department operates at PTAR S2 and manage all the library materials for PTAR S1 and PTAR Mukah Campus.

2.2.2.3 Bindery Department

Bindery department also known as UJ (Unit Jilid). This department make a supervision onto the Bindery Module. It is responsible in completes the preparation for commercial binding of serials and paperbacks, commercial rebinding of damaged volumes, and creation by the commercial bindery of custom preservation enclosures. They also make a bindery services for internal and external library within UiTM Sarawak Campus. Besides, providing bindery services, one of their other responsible is to prepare for any library exhibitions. It is operating in PTAR S2.



2.2.3 Customer Service and Collections

2.2.3.1 Circulation Department

Circulation department also known as UPP (Unit Perkhidmatan Pelanggan) is a unit that is responsible in providing the following services to the User of library UiTM Sarawak Branch: -

- Supervision of Circulation Module
- Managing the membership registration
- Supervision / Preparation Books
- Book's Loan and Return
- Manage the collection of fines for late return
- Handling complaints / customer feedback
- Manage Inter Library Loan
- Manage the reservation rooms:
 - PTAR KS 1: Discussion Room, Studio Room, Meeting Room, Student Lockers
 - PTAR KS 2: Discussion Room, Seminar Room, Visual room, Meeting Room, Student Lockers
- Managing Services Book Drop and Self-Check Machine



2.2.4 Journals and Online Databases Development

2.2.4.1 Journals and Online Databases Department

Journals and Online Databases Department also known as UJPD (Unit Jurnal dan Pangkalan Data) which the main department operates at PTAR S1. In PTAR S2, they just manage and display the collections. They are also responsible in purchasing of serial materials such as journals and magazines. This process is more or less same as purchasing the library materials by Acquisition Department. Other than that, this department also responsible in-charge on online database.

2.2.5 Academic and Research Services

2.2.5.1 Academic and Research Services Department

The former name for this department is Reference Department or UPM (Unit Perkhidmatan Maklumat) and have changed currently to Academic and Research Department or UPAP (Unit Perkhidmatan Akademik dan Penyelidikan). The main department operates at PTAR S1. This department is responsible for providing guidance and counseling to UiTM Sarawak library users in getting the materials, information and referral sources for supporting teaching, learning and research. They support in providing the reference materials for users refer such as thesis, student project, reports, CD, seminar, conference paper also the collection of examination question papers and so forth. The functions of this department is still the same as Reference Department. This department also in charge for User Education Programs such as Information Skills Class and Library Orientation or tour also visiting from other.



CHAPTER

3

3.0 Industrial Training Activities

I was assigned to PTAR UiTM Sarawak Branch together with one student from another program in our Faculty, Library Science, Keem Hugu Ak Diser. I was given a schedule for my internship, which will be rotated to every departments every two weeks (refer to Appendix C).

3.1 Training Activities

3.1.1 Week 1 and 2

- Academic and Research Service Department, PTAR S2.

For the first day, we met our industrial supervisor, Encik Ariffin Hj Jamaluddin, which is the Deputy Chief Librarian of PTAR UiTM Sarawak. He explained about the organization and every each departments. After that, he gave a schedule to us, which at first, my colleague and I were assigned to a different campus but due to a transportation issue, the management agreed to put us together where we were start at Perpustakaan Tun Abdul Razak, Samarahan 2 (PTAR S2). Then, there is a staff, Encik Mohd Hairruddine Suip bring us for a library tour and introduce us to all staff at every department.

Based on the schedule, for these two weeks, I have been assigned to Academic and Research Service Department (UPAP) or the former name Reference Department (UPM) in-charge by Encik Ismawi Hj Ibrahim. First, he greeted us and gave us a short briefing about his department functions. For the first day, I helped him to do a statistic and the report for Information Skills evaluation forms. I used Microsoft Word and Microsoft Excel to do all these task (refer to Figure 3.1, page 64). I also need to be in-charge at the Reference desk and help the users if they need any assistance or guidance.



The next day, my colleague and I have a short briefing with the librarian, Encik Abg Mohd Farizan Abg Yakup about the routine that we need to do every day together with the other staff. Every morning, 8.00 am to 8.30 am, we need to do shelving the books in the library. Then, a librarian, Puan Dayang Norsalam taught us how to shelve the books according to the call numbers and every shelves has patch the Library of Congress subject classification as references (refer to Figure 3.2, page 64).

In this department, there are several task I have done such as I have to sort the bound journal collections. We are being asked to choose with purple hardcover only (refer to Figure 3.3, page 65 and 66). Then, the bound journals will be brought from loading bay and placed in "Unit Perkhidmatan Maklumat dan Koleksi Akses Terhad" room (refer to Figure 3.4, page 67). I also have assisted and guided a student, which want to seek magazine articles and suggest the suitable article for her then taught her on how to use a self-service scanner.

The next day, together with the staff, we continue arranging the bound journals on shelves according to a title, alphabetically and the class number (refer to Figure 3.5, page 67 and 68). Also, we are being asked to help them to brainstorm on how to develop and what are needed in the research room for master / PHD (refer to Figure 3.6, page 68). Then, we continue with arranging the bound journals.



While in this department, I was also exposed to Circulation desk apart from handling the Reference desk because for emergency or as a backup if there is not enough staff or something happened. Then we also have been asked to count all the collection in the “Unit Perkhidmatan Maklumat dan Koleksi Akses Terhad” room. Encik Ismawi have asked me to help him to catalog the CD. He taught me how to catalog the CD and insert the data into ILMU system. At the same time, I help Puan Fazyiema Fazari to do a few task in her department.

3.1.2 Week 3 and 4

- Catalog and Class Department, PTAR S2.

Catalog and Class Department (UKK) is under librarian in-charge, Puan Dyg Norsalam Awg Sulong. She gave a short briefing about the department and then asked her staff, Encik Dominic Inggü to guide us on how to use the ILMU system to insert the bibliographic description and also taught us the MARC 21 tag used by them. Apart doing cataloguing, I also have helped to patch the security strip and stamp UiTM on the books. I have done 74 books by titles and overall total is 91 books. Mostly, I have done book that with no hits (refer to Figure 3.7, page 69).



3.1.3 Week 5 and 6

- Administration Department, PTAR S2.

Administration Department (UPK) was in-charge by Puan Zuraida Abd Karim and Encik Mohd Hairruddine. In this department, I have do the filing of all the files and also the files in ISO and Records room (refer to Figure 3.8, page 70 and 71). Besides, I also update and renew the file labels (refer to Figure 3.9, page 72).

Other than that, I also updated the forms for office use and update the desk files for every staff PTAR S1 and S2. Then, Puan Zuraida asked us to help her to make the attendance book for staff for this year. Then, we also helped Encik Mohd Hairruddine reorganized and rearranged the items in the inventory room as a 5S (refer to Figure 3.10, page 72 and 73). Thereafter, my colleague and I helped to shred all the unused documents.

3.1.4 Week 7 and 8

- Acquisition Department, PTAR S2.

Acquisition Department (UPB) is in-charge by Puan Hapsah Suut. When I was in this department, the staffs were busy with reorganized and redecorated the SK Agama Ibnu Khaldun, Kota Samarahan. They repaint and make some repairing in the resource centre (refer to Figure 3.11, page 74 and 75). After completed all of the works, they check the collections. They brought back the problem's materials to our library to be repaired at Bindery Department and then the librarian. Puan Dyg Norsalam asked my colleague and I to spine label for the collections, which they used Dewey Decimal Classification (DDC) (refer to Figure 3.12, page 76). The Deputy of Chief Librarian, Encik Ariffin Hj



Jamaluddin taught and help us to refresh how to use DDC since PTAR Sarawak is using Library of Congress Classification (LCC) as their spine labels. I also handled a few Information Skills class for degree students and also patched the security strip to the new books.

This is the importance thing that we learned and I think I should learn more in this field. Puan Hapsah asked to help her to open boxes of the new arrival books. She taught and told what the things that we need to do when received the new materials. Then I checked the invoice and make sure it is tally to the book that received (refer to Figure 3.13, page 77). Besides, my colleague and I were attend online database class for Cabs Abstract from the vendor itself together with other staff (refer to Figure 3.14, page 77).

3.1.5 Week 9 and 10

- Bindery Department, PTAR S2.

This Bindery Department (UJ) is in-charge by Encik Mohd Faisal Hipni and Encik Dino Alfa James. For my first day, Encik Faisal just asked us to see the works he is doing. At the same time, he gave explanation about his department including the functions, the safety rules and regulation and so forth.

The next day, then I start to do a task given by him which is to repair damaged books and used binding treatment or simple treatment (refer to Figure 3.15, page 78). So, I in-charge to repair the materials from SK Agama Ibnu Khaldun. Other than binding treatment, they also taught to do a simple or side stitch, overcasting stitch and how to do hard cover also cut flash for the books. It takes time too in repairing the materials because we need to wait until the glue is dry and then we can continue to the next step. I learned how to stitch and make the cover with created my own notebook with hard cover and practical training log book with cut flash (refer to Figure 3.16, page 78, 79 and 80). Afterward, they taught us to do overcasting stitch with the thick book because overcasting stitch or bind will be used for thick book only (refer to Figure 3.17, page 81).

3.1.6 Week 11 and 12

- Journals and Online Databases Department, PTAR S2.

Journals and Online Databases Department (UJPD) is in-charge by Puan Fazyiema Fazari. In this department, besides of handling and duty at reference desk, I helped Puan Fazyiema to make list for bound journals collections by using Microsoft Excel. At the same time, I also helped Puan Dyg Norsalam to check the collections that were published by UiTM through ILMU System whether it is in UiTM Sarawak collections or not (refer to Figure 3.18, page 82). While in this department, my colleague and I were being asked by the librarians to do some current information or issue to be patch on the exhibit board and we were chose GST (Good Services and Taxes) (refer to Figure 3.19, page 82). We helped her to do a magazine labels to be patch on the shelves and the key labels for research room (refer to Figure 3.20, page 82). Besides, we helped her to scan the magazines and update the list of new magazines that received from UJPD, PTAR S1 before being displayed for users used. It is for her receiving records.

3.1.7 Week 13 and 14

- Journals and Online Databases Department, PTAR S1.

For this department, Journals and Online Databases Department (UJPD) in PTAR S1 is under librarian in-charge, Puan Nur Afeqah Abdullah. She gave a short briefing to us since this department is main operating in PTAR S1. For the first day, she asked her staffs to give some task to us since they are busy with implementing 5S. So, we need to arrange and sort all the back issues of the magazines and journals and packed into the boxes

which will be send to bound (refer to Figure 3.21, page 83). Then, I am also prepare a list to be patch on the box also on the cabinet for 2014 materials.

Other than that, the staff also taught us and explain how they make an order for the serials materials and how to process the serials materials when they received it and then key in the data in ILMU system (refer to Figure 3.22, page 83).

In these two weeks, there are two days we been ask to go to PTAR S2 to in-charge and handled the library together with four SKP's students (Skim Khidmat Pelajar) because all the staffs need to attend the course, "Kursus Pemantapan Pembangunan dan Pengukuran Pemilikan Bahan-Bahan Bacaan/Rujukan Silibus" at PTAR S1 (refer to Figure 3.23, page 84).

3.1.8 Week 15 and 16

- Circulation Department, PTAR S1.

Circulation Department, PTAR S1 (UPP) is under librarian in-charge, Encik Khairil Bahrom Rosli. He asked for help which to help him to seek a few books which have a problems when doing RFID tagging as some of them have redundant accession numbers.

As usual, here I also had handled the Circulation desk together with his staffs, Encik Afnan and Encik Yusuf. They taught us many things such as how to handle if there is a student that misplace the books, what to do if there is a student need to do a clearance and so forth. While we handle the circulation desk, other staffs were busy with 5S, my colleague being asked to prepare and decorate the library for Gawai's celebration together with Cik Commilie (refer to Figure 3.24, page 84).



Besides, I also asked to create a few temporary signage and organization chart for the library (refer to Figure 3.25, page 85). At the same time, Cik Nurolhana need a help to do a manual for using online databases and Puan Nur Afeqah set just for Emerald Insight and Ebsco Host (refer to Figure 3.26, page 85).

3.1.9 Week 17 and 18

- Academic and Research Service Department, PTAR S1.

This Academic and Research Department PTAR S1, is in-charge by librarian, Puan Saptuyah Rosli. In this department, I helped Encik Jamil to update and create a manual for Info track and create a new labels for all the reference collections such as theses, proceeding and conference paper, prospectus and more (refer to Figure 3.27, page 86).

Starting from 26 May 2015, Tuesday until 28 May 2015, Thursday. three days, my colleague and I together with four SKP's students were handled the library, PTAR S1. It is because of all the staff from PTAR S1, PTAR S2 and PTAR Mukah Campus went to retreat centre for their course at Retreat Union Yes, Lundu (refer to Figure 3.28, page 87). At this time also, it is the last for our Deputy of Chief Librarian, Encik Ariffin Hj Jamaluddin and replaced with the new Deputy of Chief Librarian, Puan Norhayati Ismail. So. my supervisor be changed to Puan Dyg Norsalam Awg Sulong together with the new Deputy of Chief Librarian, Puan Norhayati Ismail.

On the last day in this department, I had conduct a library orientation program for a new diploma students with other staffs (refer to Figure 3.29, page 87 and 88).

3.1.10 Week 19 and 20

- Circulation Department, PTAR S2.

Circulation Department PTAR S2 (UPP) is in-charge under librarian, Encik Abg Mohd Farizan Abg Yakup. He asked us to brainstorm together to give ideas about the new service that will be develop soon something like book's reservation but this service only for academic staff within campus only. I have been asked by Puan Dyg Norsalam to help her to do a spine labels for a few SK Agama Ibnu Khaldun books same as before. Then, we also help to do filing for this department.

The next day, a librarian told that the library will have a visitor from "Perpustakaan Desa Duranda Mas, Siburan" for this coming Friday on 12 June 2015 and also visitor from Sekolah Vokasional, Betong. On the day, my colleague and I together with the staffs bring the visitor for a library tour (refer to Figure 3.30, page 89 and 90).

While in this department, I had handled a few Information Skills classes. On 16 June 2015, we were received and welcome our visiting supervisor, Puan Zainon Hj Bibi, lecturer from Faculty of Information Management, UiTM Samarahan Campus (refer to Figure 3.31, page 90). She suggest and recommend for us to have at least one promotional activity in the library. So, after having a discussion with Encik Abg Mohd Farizan, he agreed and asked to do a proposal for a mini activity in the library (refer to Appendix C). So, while duty at the circulation desk, my colleague and I were together do a proposal for our mini activity.

3.1.11 Week 21 and 22

- Information System and Technology Department, PTAR S2.

This is the last department during my internship which is Information System and Technology Department (USTM). Encik Zaini Ahmat is the staff in-charge of this department. We only have one week in this department and another two days in the following week is for us to do our report based on the schedule gave by the organization. He taught us how to edit pictures or images, the website development for PTAR Sarawak and so forth. Then he told that for acquiring and documentation done by Encik Mohd Ismail Bolia at PTAR S1. I had duty at IT desk and at the same time help him to monitor users that used IT Corner and also the printing and photocopying services. Then, in the evening, we helped him to send the printing money to the UiTM Finance Office.

While in this department, I also had handled the Information Skill class. Finally, our mini activity had been approved by Rector UiTM Sarawak, Prof. Dato Dr. Jamil Hj Hamali. Then, we made a preparation for the activity, My Library My Lifeline (refer to Figure 3.32, page 91-94). For our last day, USTM and UPP PTAR S2 together with us decorate the library for upcoming Raya's celebration.

3.2 Special project

3.2.1 Information Skills Class (refer to Appendix B)

During my internship, I chose Information Skills class as my special project. Decision have been discussed together along with my Faculty Supervisor, Encik Mohammad Fazli B. Baharuddin and my visiting lecturer from Faculty of Information Management UiTM Sarawak Branch, Puan Zainon Hj. Bibi. I handled the Information Skill class at PTAR S2 under Academic and-Research Service Department with librarian in-charge, Encik Abg Mohd Farizan B. Abg Yakup and staff in-charge, Encik Ismawi Hj. Ibrahim. Because of I want to have Info Skills class as my special project, Encik Ismawi Hj. Ibrahim asked me to handle the class together with him also my colleague. This also has been agreed by the librarians after the discussion with them. Info Skills class that I handled was for new diploma students and a few classes just focusing on online databases for degree students. For online databases class, it is done together with Puan Fazyiema Fazari.

UiTM Sarawak library is one of the key requirement to support teaching and learning process in the campus. The library aims to provide a variety of information resources and services to the users as one of the knowledge centre that support the teaching and learning process. Information Skills Class is one of the User Education Programs, which is an effort in the education of users.



Objectives of this program are:

- 1) To identify and expose the facilities, services and collections of the Library to the users
- 2) To identify the various sources of information
- 3) Identifying, accessing and evaluating the appropriate information sources as needed

Every faculties and programs need to send their new students to join this Information Skills class program. Therefore, Encik Ismawi will send emails to all lecturers to send their students to join Info Skills class. Then, they will discuss and set the date and day for the class. I have been asked by the staff to edit and update the current information skills slide presentation. After finish editing, I presented the slide show in IT corner to Encik Ismawi and the librarian for them to check whether it is suitable or not. Before the class start, Encik Ismawi and Puan Fazyiema gave a short briefing to my colleague and I about what will be presented during the class. Then, they also asked us to share whatever we know and knowledge we have regarding to this matter. Module used in these classes is hands on training with briefing to the new students about the library and also for those who are doing literature searching for their research. I handled around eight Information Skills classes including Information Skills class for Online Databases. There are two types of class under Information Skills class which are for new diploma students and online databases class for degree, semester 5 students.



3.2.1.1 Information Skills class for new diploma students

Short course for 2 hours are for **new diploma students** where they will learn about:

- The library includes the rules and regulations, collections, services and facilities provided and so forth.
 - For example, I explained about the rules and regulations when enter the library, the opening hours of the library, what the library have in term of collections, services and facilities and more.
- Introduction to OPAC/INFOLINE and WEBOPAC.
 - OPAC (Online Public Access Catalog) or WEBOPAC is one of the useful tools for browsing the collections in the library. I taught the students how to use it and what are the functions and benefits that they can get by using OPAC in searching or browsing the materials.
- How to search exam papers through Electronic Question Papers System (EQPS).
 - Even though the library has provided the hard copy of the past years exam papers, they still recommend to the students to use EQPS in searching their exam papers. It is because sometimes they did not update or late to update the exam papers. So, here I explained and show to them how to use it and at the same time they follow the step so they will have a clear view to use it.



- Introducing to online databases, digital collection and so forth.
 - For the new students, they just will be expose to online database for their information in general. If they want to know in depth they can ask or request an online databases class. So, here I just give a general view for them.

3.2.1.2 Information Skills class for degree, Semester 5 students

Another short course for 2 hours are for **degree, Semester 5 students** where they will learn about:

- How to search information or articles from online databases. They request this class under subject Research Methodology. They are many databases subscribed by UiTM and I just gave a several online databases as examples to them which that normally used by students. Then, other online databases they can explore by them self. There are several online databases as examples for them:
 - Emerald Insight
 - ProQuest
 - EbscoHost
 - Science Direct
 - Bernama Links

3.2.2 Learning outcomes

At the end of the class, student is expected to be able:

- To locate resources and services within the library
- To determine their ability to identify, access and evaluate the appropriate information resources relevant to their discipline
- To demonstrate an ability to keep up-to-date with new information quickly and conveniently
- To acquire the skills to use library and internet resources independently
- To understand the basics of database searching
- To know where to go for assistance from the library staff.

At the end of the class, I had gave a quizzes and who can answer the questions will get a pen from PTAR Sarawak and also distribute the evaluation forms. By conducting this Information Skills classes, it help me to increase my self-confidence when faced people as well as improve my communication skills and presentation skills. It is quite interesting in conducting the class because I have done through all the phases which, I experienced in attending the Information Skills class during my first semester in diploma. Then, I am also experienced in learned about Information Skills or Library Skills in the class theoretically and finally I experienced myself in conducting the class and applying the knowledge I gained before.

CHAPTER

4

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

To conclude, knowledge gained during study in diploma and degree also our personal knowledge were applied in the tasks that was given by the organization or industry. Application of knowledge, skills and experience in undertaking the tasks given are important to ensure that the industrial training has truly served in purposes, which is to give chances for students to experience working environment in their respective field while applying all they have learned during their studies to the working environment.

First of all, knowledge on cataloguing subjects such as descriptive cataloguing, subject Cataloguing and Classification, Computerized Cataloguing and other related tasks or work in cataloguing department were applied during the industrial training in Perpustakaan Tun Abdul Razak (PTAR), UiTM Sarawak. Knowledge and skills that have on cataloguing and classification was fully applied during the industrial training. This is because PTAR used Library of Congress Classification (LCC) to classify all the library materials and the cataloguing process was based on AACR2R. The knowledge and skills on using MARC21 was fully applied in cataloguing unit because PTAR has implemented computerized cataloguing by using ILMU system. Other than that, other subjects which have been learned theoretically also being applied during the internship such as learned about acquisition department, preservation, and many more.

Besides, knowledge, skills and experiences on promotional activities subjects such as Promotional Activities in Resource Center were applied during the industrial training in PTAR. The activities held is more focuses on teenagers or young adult because PTAR is an academic library and it is not same with other types of library such as public library, school library and so forth. There is a lots of promotional activities been held such as events or programs. In order to ensure that the promotional activities were done effectively and efficiently, application of knowledge



and skills on promotional activities need to be applied. Interns manage to do so through handling an activity which is My Library My Lifeline. This activity is just a leisure activity for students who comes to the library and change their environment and perception towards library.

Furthermore, information searching skills which learned in subject information literacy and information skills at the faculty during diploma and degree was also applied during the industrial training. It was applied while the intern assist and guide the users to seek for information needed. Other than that, intern also had managed and handled the Information Skills classes for the users also create the current information corner which patch the information about GST (Good Services and Taxes) to aware the users about the current issues. It is very important for the library as a center of knowledge to spread the right and accurate information to the users.

Lastly, interpersonal and intrapersonal skills that learned at during study also applied during the internship. It has been studied mainly in subjects Human Communication and Human Relation. It was fully applied while the intern working at circulation desk, reference desk, dealing with the users also with the staffs. In order to provide information and promoting the library, intern need to be confident while communicate with users. While receiving calls from users also required those skills. At the same time, it will help intern to improve their communication skills.



4.2 Personal thoughts and opinion

Perpustakaan Tun Abdul Razak (PTAR) UiTM Sarawak can be considered as a good and suitable place for industrial training. As an academic library, they play their roles which provide students and faculty with supplementary information for classes, aid in gathering necessary materials for research, and even support the educational needs and services of the surrounding community. They were also have a good networks ranging from internal and external of organization.

They still have a lacks and limitations for example in term of upgrading their library for PTAR S2. It is because they is PFI (Private Finance Initiative) building. But then, they still have the efforts to improve certain aspects of their organization or building to develop a good and comfortable environment for the users and change their perception about library. However, they still provide their facilities and services to the users with no doubt. The organization was really particular on the needs of their user which mostly are the Universiti Teknologi MARA communities.

Other than that, the organization are always make their staff to have an extra knowledge, it means by, the organization will send the staff to attend certain courses or classes that can expose them with other knowledge or situation and be a multitasking person. Then, they also exposed the interns into the working world and helped them to develop their attitude and change their mind as a staff not as a student so they will feels the working environment themselves.

They show a good relationship among the staffs which is a very good examples that the interns could see in the organizations, even though there have three branches library under UiTM Sarawak which are PTAR Samarahan 1, PTAR Samarahan 2 and PTAR Mukah Campus. They still shows that they are still connected and communicate to each other although they are not work in the same building professionally.



4.3 Lesson learnt

Through observation and experience during internship in PTAR Sarawak, I learned and gained so much knowledge and new experiences especially in the new task that I only learned theoretically in the class such as repairing the damage books with stitching, do a hard cover and so forth in Bindery Department.

During my internship, I learned how the staff communicate between each other or between the top management ethically. Communication is important in development of organization. Effective communication will create mutual understanding between employee and management. Clear communication between each other will avoid misunderstanding or miscommunication and give the right information. Other than that, I also been exposed to taught and guided users in Information Skills class which I have to handle the users with zero knowledge about the organization. It might look same as presenting in the class but for me is not. It is also quite challenging. At the same time, it helped me to improve my communication skills and self-confidence to face other as well as my presentation skills when it comes to the work field.

Besides, they are also show a good teamwork among themselves and be a good example to the intern and at the same time they keep and take care a good image of their organization. Teamwork is the main key for the organization to accomplish and achieve their goals. A good teamwork will give benefits not only for staffs but also for the organization. Furthermore, teamwork is very important in solving the problems. According to Ifeanyi Enoch Onuoha (n.d.), teamwork is the secret that makes common people achieve uncommon results. Work as a teamwork can make them share and exchange their knowledge to improve their self-confidence at the work place. Furthermore, they are very professional when it comes to their working field.



Normally people will say that customer always right. But then, the organization still have the rules and regulations and as a worker or staff that need to deal with people must have a good communication skills to persuade or calm their customers. During my internship, I learned and gained so many things and tips on how to deal with the users especially when duty at circulation desk or reference desk. There are difference types of users with different attitudes that need to be handle and they has their own style for handling them. Especially, user with a problem such as misplace the books and need to pay the costs of the books. But then, they are not admitted that it is their fault. So, here we learned how the librarian in-charge the problem professionally.

Work ethics include not only how people feels about their job, profession or vocation but also how they does their job or responsibilities. This involves attitude, behavior, respect, communication and interaction on how they gets along with others. Work ethics involve such characteristics as honesty and accountability. During my practical training, I learned much about work ethics in workplace. Being worked with such an organization exposed me more in real world working environment.

4.4 Limitations and recommendations

4.4.1 Limitations

- **Limitations of time**

A five months internship for students to completing practical training should be enough to complete task. However, I find it is not enough for me to understand much more about the process of purchasing the materials in the library in the Acquisition Department as it is one of the important task that I should know. This is because I only been exposed theoretically in the class and if there is an interview session with other organization, surely they will not been exposed too much because it is more to private and confidential for them. At least we have a little bit knowledge from the class and I need more clear view about this matter.

- **Library building**

There are few factors of improvement that can be made to broaden the library functions and network to all communities and districts. As a resources and a gateway to knowledge and information, Perpustakaan Tun Abdul Razak UiTM Sarawak needs to make some improvement throughout their materials, equipment, and infrastructure as well. User's comfort and interest are vital to be prioritized beside well organized and up-to-date materials. Besides cares about the user's comfort, they need to care also about the staffs comfort in term of working area. For examples, there is no staircase for users to go to a second floor and they just used emergency door staircase, roof leaking when raining, the collections that had not been clean from dust and so forth.

- **Unawareness of filing system**

Records management is an importance key process in the organization that to support strategic planning, decision-making and operational activities. Filing system is a part of records management. I found that records in this organization did not manage well. For example, every departments has different style of filing system. Its look not systematically and not standard as a one organization.

4.4.2 Recommendations

- **Limitations of time**

Because of limitation of time, I recommend for the organization to give more time in certain important department especially for the technical services department. It is because the interns should have a clear view how the department works with applied whatever they learned in the class to the work field just to give some experience before they enter to a working environment.

- **Library building**

They need to do a pest control might be once a year or twice a year to keep and maintain the condition of the materials and collection. It is because pests can cause enormous damage to library materials. It is very important not only for the condition of the materials but also the users and staff health. In term of working place, it is more focuses to PTAR S1. They need to have a comfortable working area so they can work more effectively and efficiently. Other than that, they also need to give attention to the facilities also such as like the roof leaking which need to have an urgent maintenance to prevent the damages of the collection or materials in the library.



- **Improve the filing system**

Records management is important in an organization because it will become evidence or future reference. Thus, there should be action taken to improve the management of records especially in filing system. The goal of a good filing system is to provide quick access to information. As one organization, they need to have and set a standard filing systems so it looks more organize, effective and efficient. In addition, it will make the image of the organization more professional. The organization can take initiative to send their staff for records management course to improve their filing system more effective or else it should be better to have an expert in the record management field to manage the records in the organization.



REFERENCES

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<http://sarawak.uitm.edu.my/library/>

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http://www.teampedia.net/wiki/index.php?title=Team_Building_and_Teamwork_Quotes

UiTM Sarawak. (n.d.) <http://sarawak.uitm.edu.my/>

APPENDIX

A

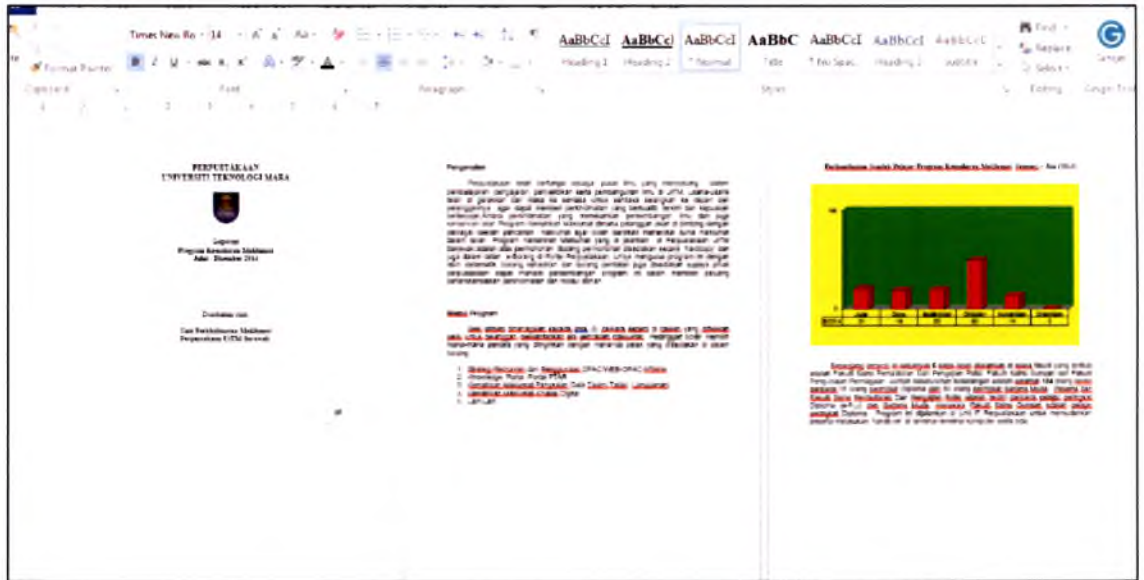


Figure 3.1: Report for Information Skills classes



Figure 3.2: Library of Congress subject classification



Figure 3.3 (a): Sorting bound journals



Figure 3.3 (b): Bound journals



Figure 3.3 (c): Choose bound journals with purple's hardcover



Figure 3.3 (d): Sort the bound journals



Figure 3.4: Bound journals being placed in "Unit Perkhidmatan Maklumat dan Koleksi Akses Terhad" room



Figure 3.5 (a): Shelf for place bound journals



Figure 3.5 (b): Bound journals on the shelves



Figure 3.6: Research room



Figure 3.7 (a): Books to be catalogue



Figure 3.7 (b): Books has been catalogued



Figure 3.8 (a): ISO files (before)



Figure 3.8 (b): ISO files (before)



Figure 3.8 (c): ISO files with new labels (after)



Figure 3.8 (d): Filing in progress

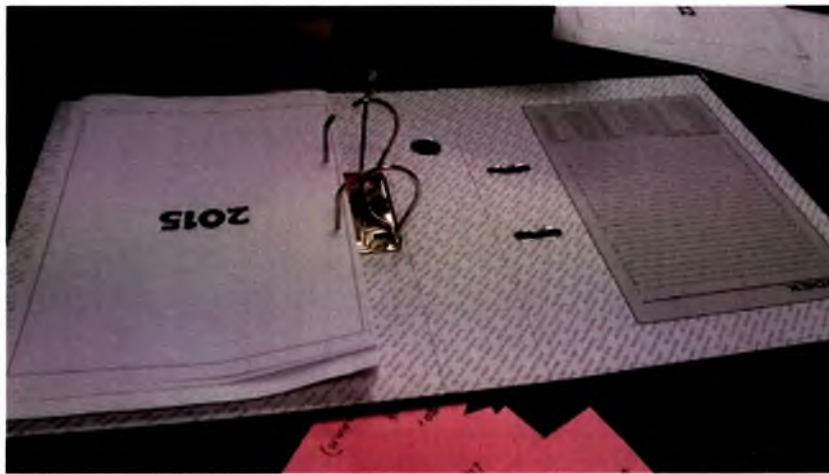


Figure 3.8 (e): Filing progress for admin files



Figure 3.8 (f): Filing for admin files



Figure 3.9 (a): Update the file labels



Figure 3.9 (b): File labels done



Figure 3.10 (a): 5s for inventory room



Figure 3.10 (b): Labelling for inventory items 1



Figure 3.10 (c): Labelling for inventory items 2



Figure 3.10 (d): Labelling for inventory items 3



Figure 3.11 (a): Resource centre of SK Agama Ibnu Khaldun, Kota Samarahan



Figure 3.11 (b): Painting by the staff



Figure 3.11 (c): Reorganized the resource centre



Figure 3.11 (d): Painting



Figure 3.11 (e): The staff together with the teacher of SK Agama Ibnu Khaldun



Figure 3.12 (a): The books of SK Agama Ibnu Khaldun

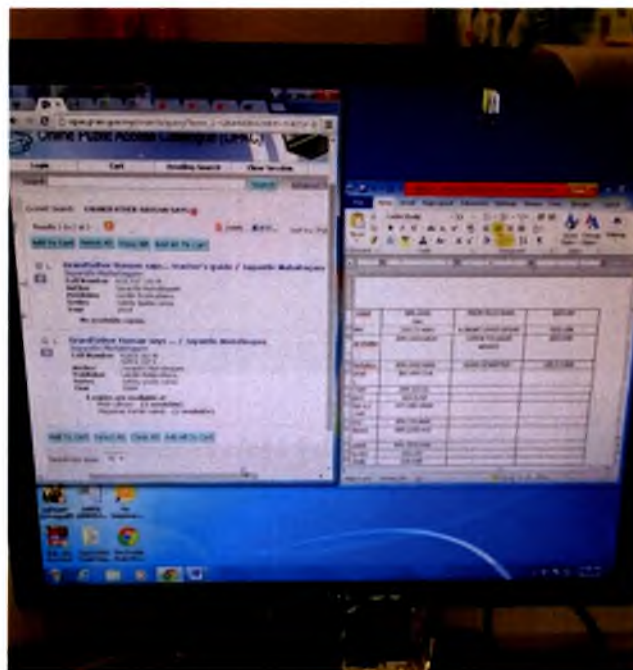


Figure 3.12 (b): Search the call numbers from PNM

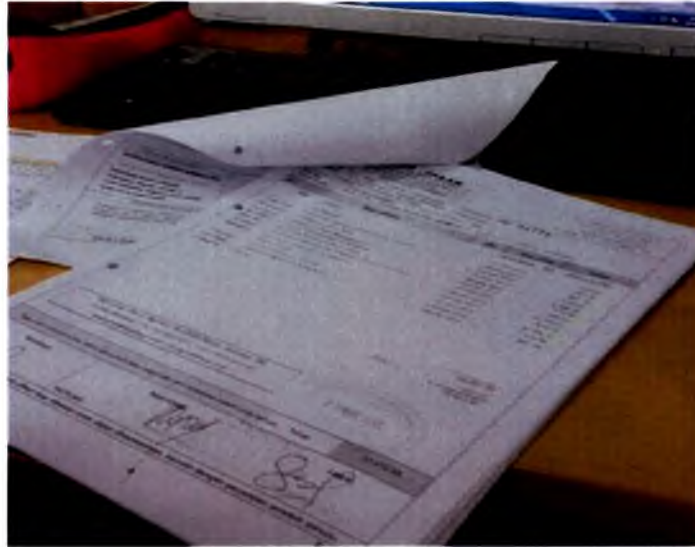


Figure 3.13: Checked the invoice for receiving new materials



Figure 3.14: Online databases class from vendor of Cabs Abstract at PTAR S1



Figure 3.15: Binding treatment



Figure 3.16 (a): Side stitch for my logbook



Figure 3.16 (b): Stitching in progress



Figure 3.16 (c): Preparing cut flash cover



Figure 3.16 (d): Stitching in progress for my notebook



Figure 3.16 (e): Preparing to make a hardcover



Figure 3.16 (f): Hardcover in progress



Figure 3.16 (g): Hardcover in progress



Figure 3.16 (h): Notebook done



Figure 3.17 (a): Overcasting stitch step 1



Figure 3.17 (b): Overcasting stitch step 2



Figure 3.17 (c): Overcasting stitch step 3



BAHAN PENERBITAN UiTM

REVISI

NO	BUKTI	SARAN	PILIH	TAR	KATEGORI	KATEGORI
1	1/1/2017	1/1/2017	1/1/2017	1/1/2017	1/1/2017	1/1/2017
2	1/1/2017	1/1/2017	1/1/2017	1/1/2017	1/1/2017	1/1/2017

Figure 3.18: List of collections by UiTM publishing



Figure 3.19: Information about GST on exhibition board



Figure 3.20: Magazine labels on shelves



Figure 3.21 (a): Back issues of journals



Figure 3.21 (b): Packing all the back issue journals and magazines



Figure 3.22: Checked the invoice when received the new materials before key-in the data into ILMU system



Figure 3.23: The staffs attend the course, “Kursus Pemantapan Pembangunan dan Pengukuran Pemilikan Bahan-Bahan Bacaan/Rujukan Silibus” at PTAR S1



Figure 3.24: Decorating the library for Gawai celebration



Figure 3.25: Temporary signage

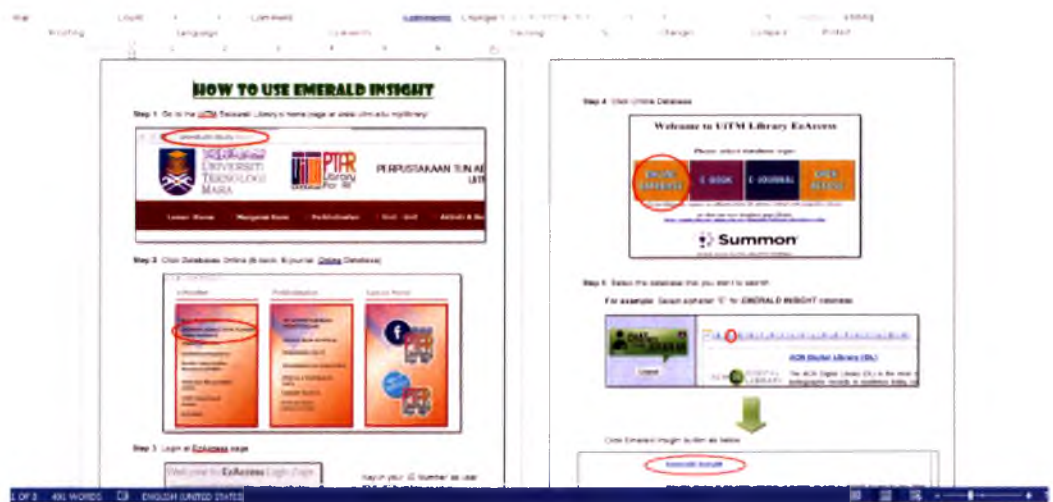


Figure 3.26: Manual for Emerald Insight



Figure 3.27 (a): Manual for info track



Figure 3.27 (b): A few labels for reference collection



Figure 3.28: The staffs attend course at Retreat Union Yes, Lundu



Figure 3.29 (a): Brief to facilitators of student orientation week before go for a library tour



Figure 3.29 (b): Briefing session while touring the new students



Figure 3.29 (c): Library tour for a new students



Figure 3.30 (a): A short briefing by Encik Adenan for the visitors from Perpustakaan Desa Duranda Mas, Siburan



Figure 3.30 (b): A short briefing by Encik Ismawi before go for a library tour



Figure 3.30 (c): Group photo with the visitors



Figure 3.31: With our visiting lecturer, Puan Zainon Hj Bibi

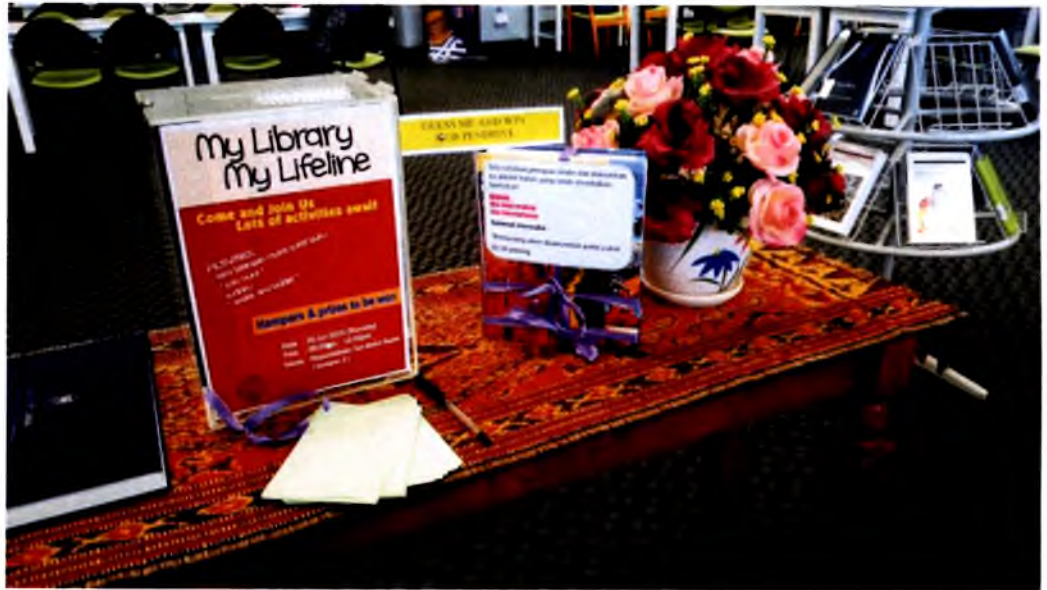


Figure 3.32 (a): Guess the number of pages of the book



Figure 3.32 (b): Info hunt's activity



Figure 3.32 (c): Riddles game

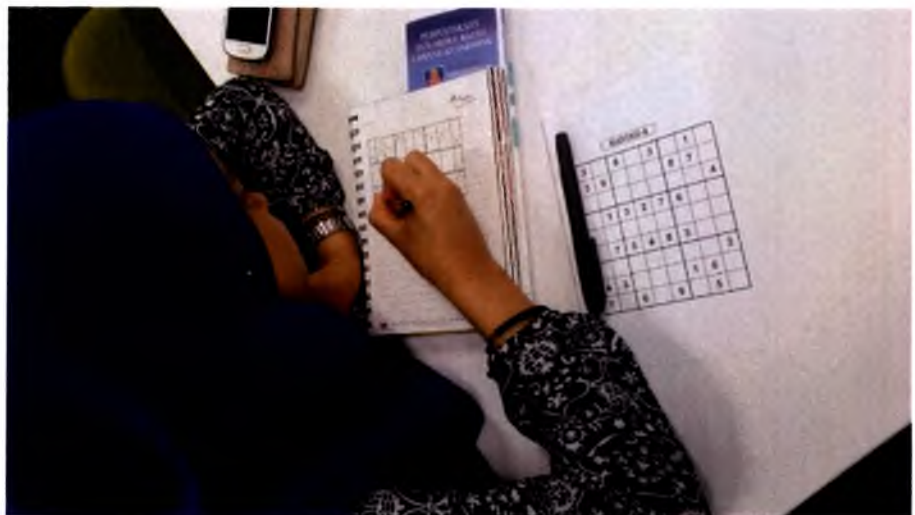


Figure 3.32 (d): A participant joined Sudoku game



Figure 3.32 (e): The students played Snake and Ladder as a leisure activity



Figure 3.32 (f): Deputy of Chief Librarian together with a librarian gave the prize to the winner



Figure 3.32 (g): The students joined and supported the activities



Figure 3.32 (h): Encik Adenan gave the prize to the winner



Figure 3.32 (i): Encik Zaini gave the prize to the winner



APPENDIX

B

(Special Project)

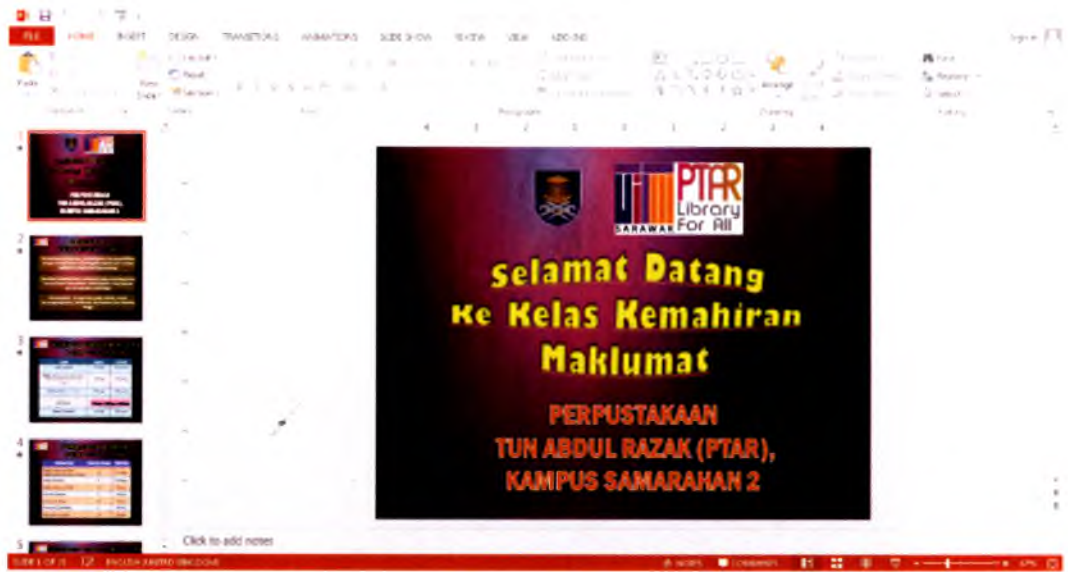


Figure 3.33: Slide presentation for Information Skills classes



Figure 3.34: Before start the class

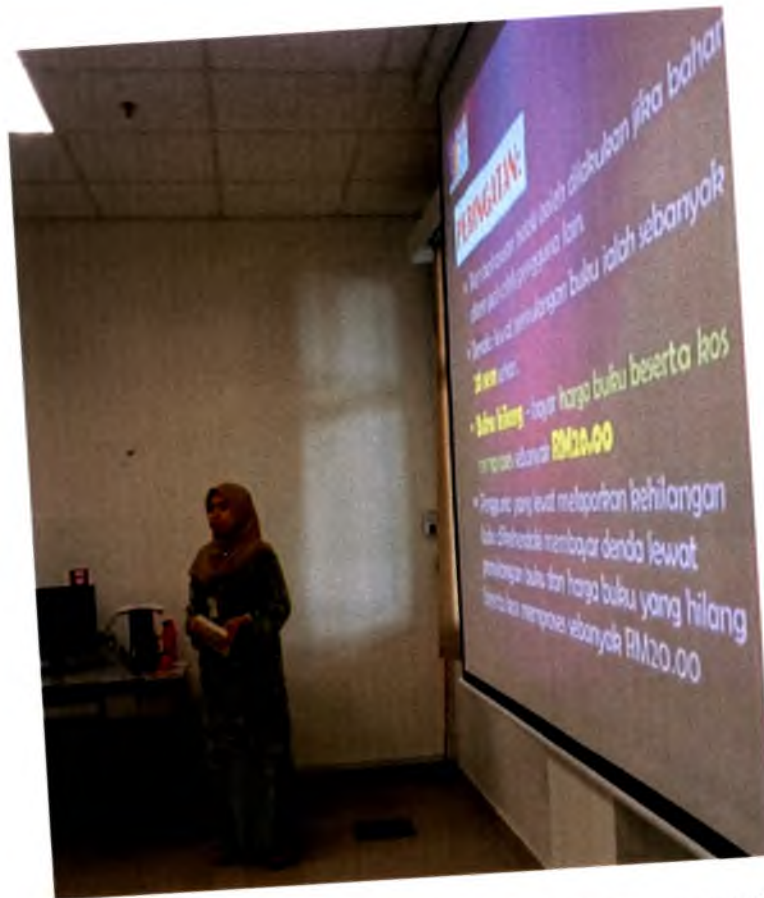


Figure 3.35: During the class and explaining about the rules and regulations of the library



Figure 3.36: Introducing the website of PTAR Sarawak



Figure 3.37: Another day for Information Skills class



Figure 3.38: Explaining about how to search the materials through WEBOPAC



Figure 3.39: Encik Ismawi conducting the class



Figure 3.40: My colleague, Keem Huga together with the staff, Puan Fazyiema conducting the class



Figure 3.43: Introducing and explaining about online databases



Figure 3.44: Explaining about Emerald Insight as an example



Figure 3.45: Explaining about EQPS



Figure 3.46: Student exploring the online databases by themselves



Figure 3.47: Guide and assist the student



*Figure 3.48: The staff in-charge and assist me in Information Skills class,
Encik Ismawi Hj Ibrahim*



APPENDIX

C



Library staffs



Deputy of Chief Librarian and Librarians



PTAR S1



PTAR S2



UiTM Mukah Campus



Book drop PTAR S1



Book drop PTAR S2



Self-check machine PTAR S1



Self-check machine PTAR S2

**JADUAL LATIHAN INDUSTRI PELAJAR SARJANA MUDA SAINS PENGURUSAN
MAKLUMAT (KEP.) PENGURUSAN PERPUSTAKAAN DAN MAKLUMAT & PENGURUSAN
PUSAT SUMBER PADA 2 FEBRUARI – 30 JUN 2015**

PERPUSTAKAAN TUN ABDUL RAZAK KAMPUS SAMARAHAN 2		
TARIKH	TUGAS-TUGAS	TINDAKAN/UNIT
2 FEB 2015	Taklimat Bahagian	Timb. Ketua Pustakawan
2-13 FEB 2015	<ul style="list-style-type: none"> - Bertugas di kaunter UPM dan pendedahan di Meja Rujukan - Mendapatkan dan memproses bahan-bahan UPM (CD, kertas soalan dll.) - Membantu mengendalikan Program Kemahiran Maklumat (Infoskill) - Pengurusan Orientasi Perpustakaan - Membantu mengendalikan pelawat/lawatan Perpustakaan 	Unit Perkhidmatan Maklumat (UPM)
16-27 FEB 2015	<ul style="list-style-type: none"> - Mengkatalog dan mengelas bahan-bahan maklumat baru, buku-buku bermasalah dan bahan-bahan jilid - Membantu pemerosesan akhir bahan-bahan Perpustakaan 	Unit Katalog & Kelas (UKK)
2-13 MAC 2015	<ul style="list-style-type: none"> - Pengurusan Sumber Manusia - Pengurusan Bajet - Pengurusan surat menyurat - Pengurusan rekod-rekod fail - Pelupusan fail - Perolehan peralatan dan inventori - Pengurusan dan pembangunan staf (latihan staf) - Pengurusan Kualiti <ul style="list-style-type: none"> a) ISO PUITM b) MPK / Fail Meja c) KIK 	Unit Pentadbiran & Kualiti (UPK)
16-27 MAC 2015	<ul style="list-style-type: none"> - Tugas-tugas perolehan bahan / semakan perolehan dan DataBridging - Semakan bahan-bahan yang tidak hits 	Unit Perolehan Bahan (UPB)
30 MAC – 10 APRIL 2015	<ul style="list-style-type: none"> - Memahami perkhidmatan dan proses teori serta praktikal penjilidan bahan-bahan Perpustakaan 	Unit Jilid (UJ)
13-24 APRIL 2015	<ul style="list-style-type: none"> - Membantu memproses jurnal / majalah yang baru diterima - Membantu memproses jurnal / majalah hadiah - KEY-IN data entry dalam sistem ILMU - Mengemaskini fail-fail dan rekod UJPD 	Unit Jurnal & Pangkalan Data (UJPD)
27 APRIL – 8 MAY 2015	<ul style="list-style-type: none"> - Memahami sistem ILMU dan modul-modul yang berkaitan - Pengendalian Sudut IT Perpustakaan - E-Services / Portal PTAR 	Unit Sistem & Teknologi Maklumat (USTM)

11-22 MAY 2015	<ul style="list-style-type: none"> - Memahami perkhidmatan-perkhidmatan dan proses-proses kerja kaunter - Promosi perkhidmatan Perpustakaan / semak semula risalah-risalah Perpustakaan (soft/hardcopy) 	Unit Perkhidmatan Pelanggan (UPP) (S1)
PERPUSTAKAAN TUN ABDUL RAZAK KAMPUS SAMARAHAN 1		
TARIKH	TUGAS-TUGAS	TIMBALAN/UNIT
25 MAY – 5 JUN 2015	<ul style="list-style-type: none"> - Memahami perkhidmatan-perkhidmatan dan proses-proses kerja kaunter - Promosi perkhidmatan Perpustakaan / semak semula risalah-risalah Perpustakaan (soft/hardcopy) 	Unit Perkhidmatan Pelanggan (UPP) UPM (S1)
8-19 JUN 2015	<ul style="list-style-type: none"> - Membantu memproses jurnal / majalah yang baru diterima - Membantu memproses jurnal / majalah hadiah - KEY-IN data entry dalam sistem ILMU - Mengemaskini fail-fail dan rekod UJPD 	Unit Jurnal & Pangkalan Data (UJPD) UPP (S2)
22-26 JUN 2015	<ul style="list-style-type: none"> - Bertugas di kaunter UPM dan pendedahan di Meja Rujukan - Mendapatkan dan memproses bahan-bahan UPM (CD, kertas soalan dll.) - Membantu mengendalikan Program Kemahiran Maklumat (Infoskill) - Pengurusan Orientasi Perpustakaan - Membantu mengendalikan pelawat/lawatan Perpustakaan 	Unit Perkhidmatan Maklumat (UPM) USTM (S2)
29-30 JUN 2015	Menyiapkan laporan praktikal	

DISEDIAKAN OLEH:
ZURAIDA ABDUL KARIM
(PEMBANTU PERPUSTAKAAN/PTAR 2)

DISAHKAN OLEH:
ARIFFIN HJ JAMALUDIN
TIMBALAN KETUA PUSTAKAWAN

TARIKH : 8 JANUARI 2015

TARIKH : 8 JANUARI 2015

KHAIRUNNIQMAH BINTI OTHMAN
2012554629
IM247

INDUSTRIAL TRAINING



Acquisition
department

Catalog and
class
department

Bindery
department

Administration
department

TRAINING ACTIVITIES

Circulation
department

Journals and
online
databases
department

Information
system and
technology
department

Academic
and research
services
department

Catalog and
class
department



Acquisition
department



Bindery
department



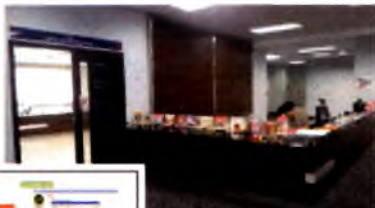
Circulation department



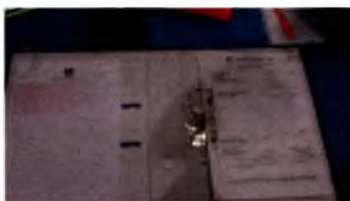
Information system and technology department



Academic
and research
services
department



Journals and
online
databases
department



Administration
department



Program and Module

VIDEO

HANDS ON TRAINING

Briefing to the **new students** about the library
and also for those **who are doing literature
searching** for their research.

INFORMATION SKILLS CLASS

Objectives of this program are:

- To identify and expose the facilities, services and collections of the Library to the users
- To identify the various sources of information
- Identifying, accessing and evaluating the appropriate information sources as needed

Short course for 2 hours are for new students where they will learn about:

- The library includes the **rules and regulations, collections, services and facilities** provided and so forth.
- Introduction to **OPAC/INFOLINE** and **WEBOPAC**
- How to search exam papers through **Electronic Question Papers System (EQPS)**
- Introducing to **online databases**.

Another short course for 2 hours are for degree students Semester 5 where they will learn about:

- How to search information or articles from **Online databases.**

- Emerald Insight
- ProQuest
- EbscoHost
- Science Direct
- Bernama Links



CONCLUSION

As a conclusion, knowledge gained during study in diploma and degree also my personal knowledge were applied in undertaking the tasks that was given by the organization or industry. So, there, I have been exposed to the working environment which they always guides and teach us.

Learning outcomes:

- To locate resources and services within the library
- To determine their ability to identify, access and evaluate the appropriate information resources relevant to their discipline
- To demonstrate an ability to keep up-to-date with new information quickly and conveniently
- To acquired the skills to use library and internet resources independently
- To understand the basics of database searching
- To know where to go for assistance from the library staff.

LIMITATIONS AND RECOMMENDATIONS

Limitations
of time

Library
building

Unawareness
of filing
system

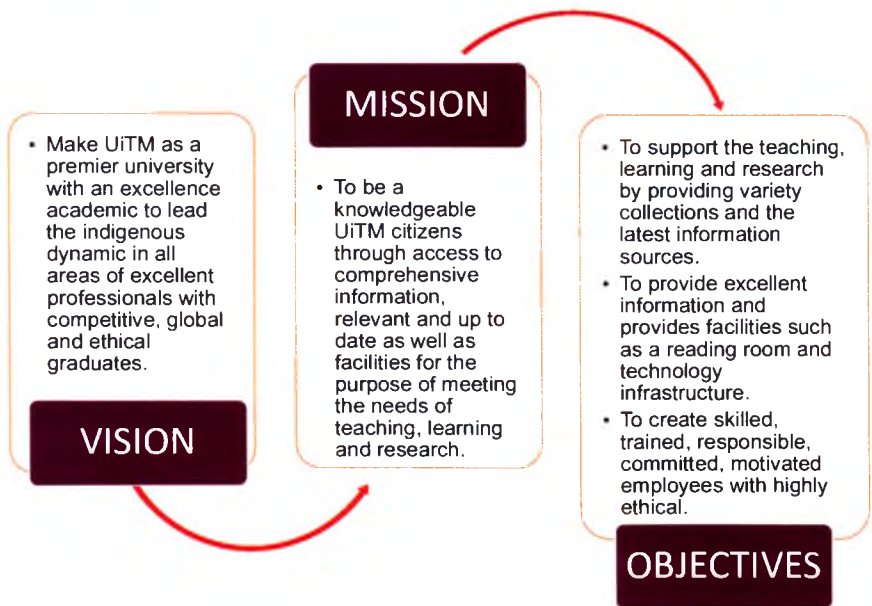




THANK YOU

KHAIRUNNIQMAH BINTI OTHMAN
2012554629
IM247

INDUSTRIAL TRAINING





PTAR S1



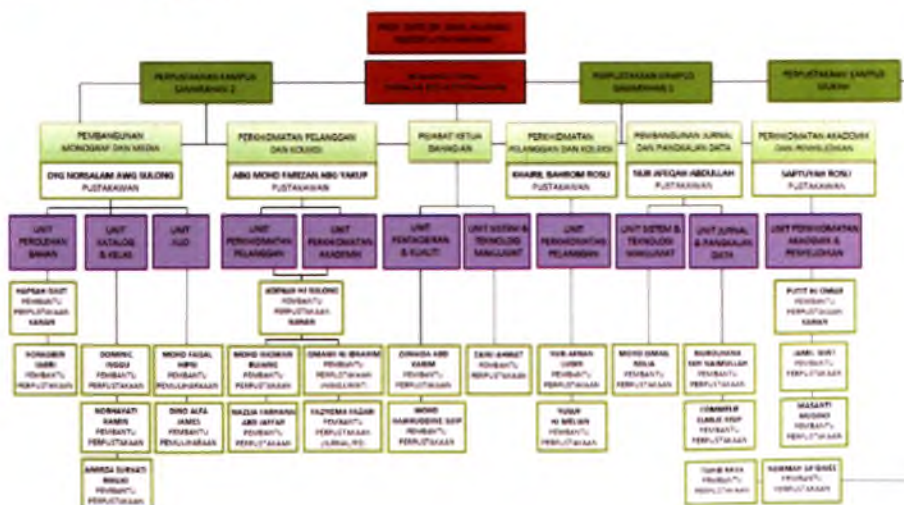
PTAR S2



PTAR Mukah Campus



CARTA ORGANISASI FUNGSI PERPUSTAKAAN UITM SARAWAK 2015



Acquisition
department

Catalog and
class
department

Bindery
department

Administration
department

TRAINING ACTIVITIES

Circulation
department

Journals and
online
databases
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Information
system and
technology
department

Academic
and research
services
department

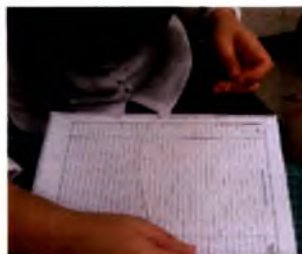
Catalog and
class
department



Acquisition
department



Bindery
department



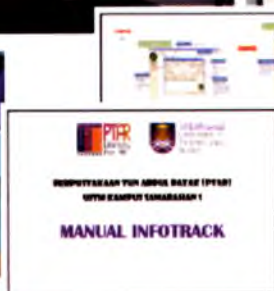
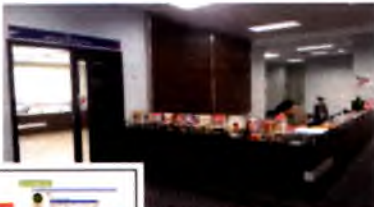
Circulation department



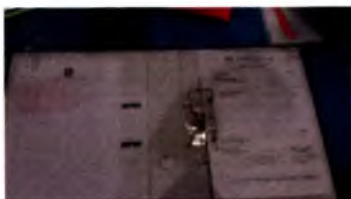
Information system and technology department



Academic
and research
services
department



Journals and
online
databases
department





Administration department

INFORMATION SKILLS CLASS

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- To identify the various sources of information
- Identifying, accessing and evaluating the appropriate information sources as needed

Program and Module



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LIMITATIONS AND RECOMMENDATIONS

Limitations
of time

Library
building

Unawareness
of filing
system





selamat Datang Ke Kelas Kemahiran Maklumat

**PERPUSTAKAAN
TUN ABDUL RAZAK (PTAR),
KAMPUS SAMARAHAN 2**



WAKTU PERKHIDMATAN PERPUSTAKAAN

HARI	BUKA	TUTUP
Isnin-Jumaat	8:30 pagi	9:45 malam
Sabtu (dibuka pada hari Ahad sebulan sebelum peperiksaan dan Seminar e-pjj)	8:30 pagi	4:45 petang
Cuti Semester (Isnin-Jumaat)	8:30 pagi	4:45 petang
Cuti Umum	Di buka 8:30 pg - 4:45 ptg	
Waktu Pinjaman	8:30 pagi	9:00 malam

OBJEKTIF PERPUSTAKAAN

Menyokong pengajaran, pembelajaran dan penyelidikan dengan menyediakan kepelbagaian koleksi dan sumber maklumat yang terkini dan mantap.

Memberi perkhidmatan maklumat yang cemerlang serta menyediakan kemudahan fizikal seperti ruang bacaan dan infrastruktur teknologi.

Mewujudkan tenaga kerja yang terlatih, mahir, bertanggungjawab, beriltizam, bermotivasi dan beretika tinggi.

PINJAMAN BAHAN PERPUSTAKAAN

PENGGUNA	JUMLAH BUKU	TEMPOH
Pelajar Sepenuh Masa (Sijil/Diploma/Sarjana Muda)	10	2 minggu
Pelajar KLK/PJJ	8	2 minggu
Pelajar Sarjana / PhD.	15	29 Hari
Staf Pentadbiran	8	29 Hari
Pensyarah Tetap	30	58 Hari
Pensyarah Sambilan	8	58 Hari
Pensyarah Kontrak	12	58 Hari



KEAHLIAN (AHLI-AHLI LUAR)

- Semua ahli luar mesti membayar **RM5** untuk pendaftaran dan **RM10** untuk kad keahlian.
- Tiga kad keahlian akan diberikan kepada kakitangan syarikat. Kakitangan syarikat mesti menunjukkan kad di pintu masuk kampus. Pinjaman hanya boleh dibuat oleh kakitangan yang dipertanggungjawabkan oleh syarikat.

KATEGORI KEAHLIAN	TUKAN TAHUNAN (RM)	CAGARAN PERPUSTAKAAN (RM)
Alumni	50	RM300 untuk sebuah buku maksima 4 buah buku.
Kakitangan Kerajaan / Pesara	25	RM300 untuk sebuah buku maksima 4 buah buku.
Orang Luar	250	RM300 untuk sebuah buku maksima 4 buah buku.
Korporat	2000	RM300 untuk sebuah buku. Maksima 4 buah buku.



PEMBAHARUAN / DENDA LEWAT / BUKU HILANG

Para pengguna boleh membuat pembaharuan seperti berikut:

Pengguna	Tempoh
Pelajar sepenuh masa	2 minggu
Pelajar KLK / PJJ	2 minggu
Pensyarah / Pensyarah separuh masa	2 bulan

KATEGORI KEAHLIAN	YURAN TAHUNAN PERPUSTAKAAN (RM)	CAGARAN PERPUSTAKAAN (RM)
Pesara UiTM	Percuma	RM300 untuk sebuah buku. Maksima 2 buah buku
Pegawai kerajaan	Percuma	Meminjam di bawah skim Pinjaman Antara Perpustakaan
Kakitangan Akademik Universiti Awam Tempatan	Percuma	Meminjam di bawah skim Pinjaman Antara Perpustakaan
Pegawai Kedutaan	Percuma	Kedutaan bertanggungjawab ke atas pinjaman
Pelajar Sepenuh Masa dan Sambilan Institusi Pengajian Tinggi Swasta	Tidak dibenarkan menjadi ahli perpustakaan untuk meminjam atau membuat rujukan. Walau bagaimanapun, Ketua Pustakawan diberi kuasa mempertimbangkan dan membenarkan kes-kes khas sahaja membuat rujukan di perpustakaan dengan bayaran RM20 sehari.	
Pengguna Harian	Ketua Pustakawan diberi kuasa mempertimbangkan dan membenarkan kes-kes khas sahaja membuat rujukan di perpustakaan dengan bayaran RM20 sehari.	

PERINGATAN:

- Pembaharuan tidak boleh dilakukan jika bahan ditempah oleh pengguna lain.
- Denda lewat pemulangan buku ialah sebanyak **20 sen** sehari.
- **Buku hilang** – bayar harga buku beserta kos memproses sebanyak **RM20.00**
- Pengguna yang lewat melaporkan kehilangan buku dikehendaki membayar denda lewat pemulangan buku dan harga buku yang hilang beserta kos memproses sebanyak RM20.00

CARA-CARA PINJAMAN BUKU

Peminjam dikehendaki menunjukkan kad pelajar / kakitangan
UiTM.



Bawa buku yang hendak dipinjam ke kaunter pinjaman.



Kakitangan yang bertugas akan memasukkan data yang
berkaitan ke dalam komputer.



Slip tarikh tamat pinjaman akan diberikan kepada pengguna.

TATATERTIB

Pengguna dilarang melakukan perkara-perkara
berikut:

- ✓ Bercakap dengan kuat dan membuat bising.
- ✓ Makan, minum dan merokok.
- ✓ Membuang sampah merata tempat.
- ✓ Menempah tempat duduk.
- ✓ Memunggah dan menyepah buku, mengoyak / memotong mukasurat buku, majalah, akhbar.
- ✓ Menconteng meja dan alat-alat perpustakaan.
- ✓ Membawa keluar buku tanpa pinjaman.
- ✓ Menggunakan kad pelajar orang lain untuk tujuan pinjaman.
- ✓ Memakai sellpar dan topi.
- ✓ Menggunakan baju tanpa kolar pada waktu pejabat (Isnin-Jumaat) bagi pelajar lelaki.

PERATURAN-PERATURAN PERPUSTAKAAN

- ❑ Setiap pengguna mesti memakai kad pelajar semasa berada di dalam perpustakaan.
- ❑ Kakitangan bertugas berhak menahan pelajar dari memasuki perpustakaan jika tidak memakai / menunjukkan kad pelajar.
- ❑ Pelajar hanya boleh membawa masuk nota serta kertas kosong ke dalam perpustakaan. Walau bagaimanapun, kad pelajar perlu ditinggalkan di kaunter sekiranya pelajar membawa masuk buku teks sendiri (satu naskah sahaja dibenarkan untuk seorang)
- ❑ Fail serta beg tidak dibenarkan dibawa masuk ke dalam perpustakaan kecuali Beg Laptop sahaja.
- ❑ Buku-buku perpustakaan yang telah dipinjam tidak dibenarkan dibawa masuk ke perpustakaan kecuali untuk tujuan pemulangan.

KOLEKSI BAHAN PERPUSTAKAAN

Buku-Buku
Rujukan

Buku Rak
Terbuka (Open
Shelf)

Buku Terbitan
UiTM

Kertas Kerja /
Seminar /
Konferensi

Kertas Soalan
Tahun Lepas

Koleksi Akses
Terhad (KAT)

Koleksi Digital
(Bahan-Bahan
AV)

Koleksi
Nusantara

Majalah Berjilid

Pangkalan
Data Dalam
Talian

Projek
Pelajar/Thesis/
Laporan
Penyelidikan

Surat Khabar
Harian

MAKLUMAN

Semua bahan dalam Koleksi Perkhidmatan Maklumat ini boleh dibuat fotokopi kecuali Projek Pelajar / Projek Penyelidikan.

Pelajar hanya dibenarkan membawa keluar bahan yang hendak difotostat selama 2 jam sahaja dengan menggunakan kad pelajar.

Bahan-bahan yang hendak difotostat dihadkan kepada satu naskah sahaja untuk dibawa keluar kecuali bagi kertas soalan yang 3 naskah.

BUKU-BUKU RUJUKAN (ruj)

Buku-Buku Rujukan Terdiri
Daripada:

Ensiklopedia /
Indeks / Almanak /
Kamus / Bibliografi
/ Atlas / Handbook.

Buku-buku lain
yang popular
sebagai rujukan
pelajar

Buku-buku rujukan
hanya boleh
dipinjam 3 naskah
dan tempoh
pinjaman selama 7
hari sahaja.

KOLEKSI AKSES TERHAD (KAT)

Koleksi Akses
Terhad (KAT)

Buku-buku bacaan utama atau teks untuk satu-satu matapelajaran.

Buku-buku yang disyorkan oleh pensyarah. Buku-buku bacaan berkaitan sesuatu kursus yang terhad bilangan naskahnya.

Buku-buku kat boleh dipinjam selama (2) jam sahaja.

PINJAMAN ANTARA PERPUSTAKAAN (PAP)

- Pinjaman antara perpustakaan merupakan satu perkhidmatan pinjaman / salinan bahan dari mana-mana institusi yang menyertai Sistem Perbekalan Penerbitan.
- Bahan yang dipohon mestilah tidak terdapat di Perpustakaan UiTM Sarawak. Permohonan hanyalah untuk tujuan penyelidikan dan pembelajaran sahaja.
- Pemohon perlu mengisi borang PAP sebelum sebarang permohonan dibuat oleh pihak perpustakaan.



PERKHIDMATAN RUJUKAN & MAKLUMAT

Akta / Risalah / Projek Pelajar / Keratan
Akhbar

Kertas Kerja Seminar / Bengkel /
Penerbitan Kerajaan / Laporan Tahunan
Firma / Bank / Badan Berkanun /
Prospektus Universiti / Kertas Soalan
Peperiksaan UiTM Tahun Lepas.

Koleksi digital (kertas soalan, kertas
kerja seminar, projek penyelidikan dari
UiTM Shah Alam

Pangkalan data dalam talian
Cth: Proquest

Sebarang
pertanyaan rujukan
hendaklah dirujuk
kepada pegawai
yang bertugas di
kuanter
Perkhidmatan
Maklumat.



PERKHIDMATAN- PERKHIDMATAN YANG DISEDIAKAN PERPUSTAKAAN

Percetakan

Perkhidmatan
Berbayar

Fotostat (Layan diri)

Loker berkunci

MAJALAH / JURNAL

- ✓ Majalah dan jurnal terkini dipamerkan di rak-rak pameran majalah di Unit Perkhidmatan Maklumat (UPM).
- ✓ Majalah-majalah kebelakangan, jurnal serta majalah popular di kawal pinjamannya untuk tiga (3) naskah pada satu masa pinjaman untuk tujuan fotokopi.
- ✓ Majalah hanya boleh digunakan di dalam perpustakaan sahaja.

PERKHIDMATAN-PERKHIDMATAN YANG DISEDIAKAN PERPUSTAKAAN (PERCUMA)

Astro	Bahan-bahan AV	Bilik Pandang Dengar	Bilik Perbincangan
Bilik Penyelidikan	Bilik Mesyuarat	Bilik Seminar	Book Drop
KIOSK "Self Check Machine"	Ruang belajar	Scanning (Layan Diri)	Sudut IT
Surat khabar		VAS (untuk iklan)	