



اَوْنِيُوْزِ سَيِّتِيْ بِاَتِيْكَوْ لُوْ كِيْ مَارَا  
UNIVERSITI  
TEKNOLOGI  
MARA

UNIVERSITI TEKNOLOGI MARA

FACULTY OF INFORMATION MANAGEMENT

INDUSTRIAL TRAINING REPORT (IMC 690)

PERBADANAN PERPUSTAKAAN AWAM PAHANG,

JALAN SRI KEMUNTING, TANAH PUTIH,

25100 KUANTAN, PAHANG

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## DECLARATION

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Date of submission: 11<sup>th</sup> February 2022

## ABSTRACT

*This industrial training report consists of four chapter which are Introduction, Organization Information, Industrial Training Activities, and Conclusion. Chapter 1 consists of Background of the Organization and Organizational Structure. Chapter 2 consists of Departmental Structure, Department Function. Chapter 3 consists of Training Activities and Special Project. Chapter 4 consists of Application of knowledge, skills and experience in undertaking the task (Knowledge gained), Personal thoughts and opinion, Lesson learnt, and Limitation and recommendation. Industrial training is a compulsory subject taken by students of the information management faculty. Students are required to undergo industrial training for 5 months starting from 1 September 2021 to 31 January 2022 either in government or private departments. The organization chosen by the trainee is Perbadanan Perpustakaan Awam Pahang (PPAP). PPAP is a public library that offers complete services and facilities for users. During the five months industrial training, the trainee gets the opportunity to learn how to communicate properly, be able to add knowledge in various fields and feel real experience in the workplace.*

## ACKNOWLEDGEMENT

Alhamdulillah I have completed my five months industrial training at Perbadanan Perpustakaan Awam Pahang (PPAP) as well as completed my bachelor studies. I am thankful to Allah for giving me this opportunity and blessing to complete my Bachelor degree for three years and half.

I would also like to thank my supervisor for Industrial Training (IMC690) at the faculty, Sir Mohd Faizal and Sir Wan Mohd Hafiz for helped me a lot throughout completing this report. Your understanding, ideas, and support during completing this report, I really appreciate it.

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Not to forget also to my practical friends who have been very helpful, encouraging, listening to problems, and giving advice to me throughout this industry training. I can't complete this industry training without them. knowing them is a blessing to me.

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## CHAPTER 1 INTRODUCTION

### 1.1 Introduction

Faculty of Information Management, Universiti Teknologi Mara (UiTM) has set all students in this major to undergo industrial training to complete the education syllabus which is the subject of IMC 690. All students are required to undergo industrial training either in the government industry or private industry. This industrial training can provide real experience and a clear picture to students about the real situation in the workplace. During industrial training, students are expected to participate in workplace activities and match the organization's demand for work productivity. Students are required to undergo industrial training for 5 months and present their findings, knowledge and experience during the industrial training after completing the industrial training later. Industrial training has several objectives:

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

## 1.2 Background of the Organization



*Figure 1: Logo of Perbadanan Perpustakaan Awam Pahang (PPAP)*

Perbadanan Perpustakaan Awam Pahang (PPAP) was established under Enakmen Perbadanan Perpustakaan Awam Pahang 1973 and has been gazetted in warta kerajaan No. 11 of 1973 on 4 October 1973. In 1976, PPAP commenced its operations in the Rumah Rehat Lama in Jalan Masjid, Kuantan before moving to the old building Dewan Undangan Negeri in Jalan Gambut on 28 October 1987 and was inaugurated by Kebawah Duli Yang Maha Mulia Sultan Pahang, Sultan Haji Ahmad Shah Al- Musta'in Billah Ibni Al-Marhum Sultan Abu Bakar Ri'ayatuddin Al- Mu'adzam Shah.



*Figure 2: Old building of PPAP*

The Pahang Public Library has relocated to a new location in Lot 10, Jalan Kemunting, Kuantan. These 12,000 square metre structures stands in front of MPK 4 Field, near the entrance to Kuantan City, as a symbol of Pahang State's amazing knowledge. Hospital Tengku Ampuan Afzan, schools primary and secondary, Kuantan Town Council headquarters, and Seri Kemunting residential area are all located in this new site, which is quite near to the area of facilities and public focus.



*Figure 3: New building of PPAP*

Since then, library services have expanded to all 11 Districts in Pahang with the establishment of District Libraries, Branches, Mobile Libraries (*Pinjaman Kelompok*) and Rural Libraries. To date, PPAP has 1 State Library, 10 District Libraries, 2 Branch Libraries, 28 State Rural Libraries, 32 PNM Rural Libraries, 1 Multimedia e-Pustaka Mobile Bus Unit and 7 Mobile Library units that currently run *Pinjaman Kelompok* services. groups in rural areas throughout the State of Pahang.

### 1.1.1 Vision and Mission

#### **Vision**

To be a Lifelong Learning Center to Build an Excellent Society

#### **Mission**

- I. Provide complete, conducive and excellent library infrastructure and services
- II. Creating a knowledge-cultured society through planned programs and building library staff
- III. Dignifying the State Intellectual Heritage Center

### 1.2.1 Client Charter

#### **Reader Advisory Services**

- I. Provide a comfortable reading environment for users.
- II. Willing to help users find and obtain information.
- III. Provide a collection of quality library materials.

#### **Service Counter**

- I. Provide efficient and friendly counter service.
- II. All completed applications for library membership registration will be completed in less than 5 minutes.
- III. The process of borrowing and returning reading materials is implemented in less than 5 minutes.

### 1.2.2 Library Operations Hour

<b>Day</b>	<b>Hour</b>
Monday-Thursday	9.00 a.m.- 5.00 p.m.
Friday	9.00 a.m. -12.00 a.m. 2.30 p.m. – 5.00 p.m.
Saturday, Sunday & Public Holiday	Close

*Table 1: Library Operations Hour*

### 1.2.3 Library Services

#### Membership

Category		Fee (RM) / Year
Citizens	Adult	10.00
	Kids	10.00
Non-citizens	Adult	20.00
	Kids	20.00

Table 2: Library membership fee

#### 1.2.3.1 Loan

All users who are PPAP members can **borrow** books available in the children's library section, *Pinjaman Umum* and *Fiksyen*. The maximum number of books that can be borrowed is five books only for 2 weeks (14 days). Borrowers can **extend their loan** dates by coming in person to the counter, or over the phone or online. Loan extension can be made if the book is not booked by another user and is only allowed once for another 2 weeks (14 days). Borrowers who miss the return date, lose or damaged book will be **fined** as follows:

Late return: RM 0.50 / day

Book damage /missing / not returned: Payment according to the original price of the book

### 1.2.3.2 Online Services

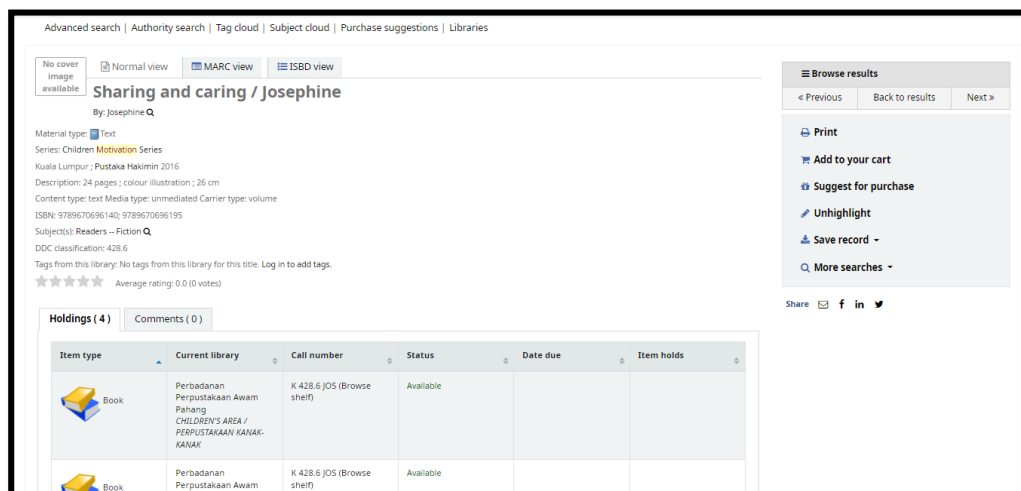


Figure 4: PPAP web OPAC

At PPAP also provides online services through the PPAP web OPAC. Users can search for the desired book title on the Web OPAC before making a **loan**. Search via Web OPAC will facilitate the process of finding books on the bookshelf once the user has known the call number of the book. Users can also know the status of the book whether available or unavailable. Users can also make **reservation** the desired books via Web OPAC and the library will keep the books booked by users within 3 days.

### 1.2.3.3 U-Pustaka

PPAP also provides u-library services to users. U-Pustaka is a digital library that has been introduced by the National Library of Malaysia (Perpustakaan Negara Malaysia) that can be accessed by its members for free anywhere and anytime



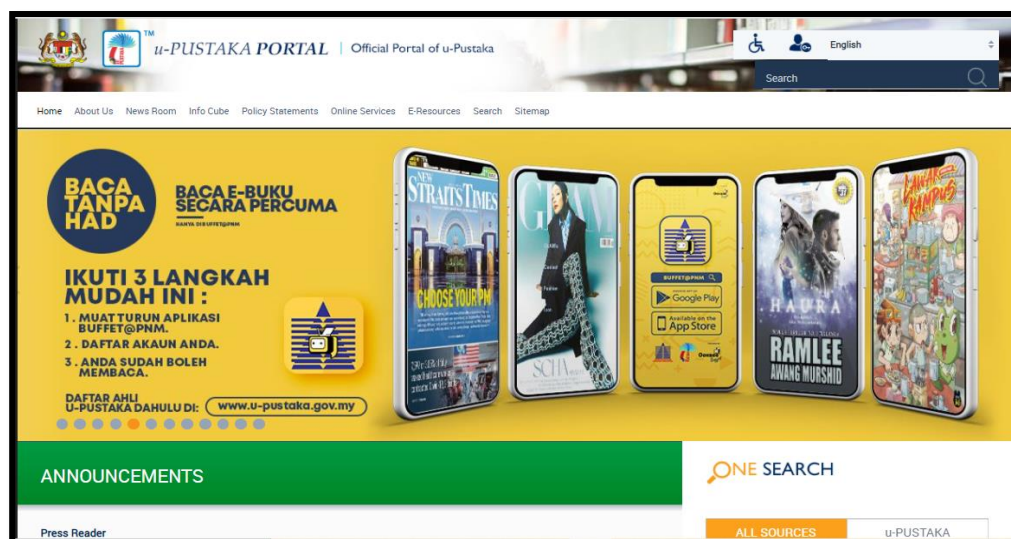


Figure 5: U-Pustaka Portal

through the U-Pustaka Portal. U-Pustaka membership is free to all Malaysian. All members can borrow physical book as well as digital book from 12 u-pustaka consortium libraries and send them home by using Pos Laju service. U-Pustaka also provides free access to digital materials such as audio books, magazines, journals, electronic newspaper, database services and government publications.

#### 1.2.3.4 Pinjaman Kelompok

*Pinjaman Kelompok services* has been introduced by PPAP since 1995. To date, this service consists of 139 memberships comprising government departments, private organizations, associations, clubs and societies. The purpose of these pinjaman kelompok was to provide support and encouragement to government departments, private organisations, associations, clubs, and societies that are always working to create public reading facilities. Furthermore, to assist in the diversification of the collection of reading materials available in small reading rooms/libraries that lack sufficient reading resources.

#### Collection in *Pinjaman Kelompok*:

- I. Collection from open shelves available at PAD / PAC
- II. Mobile Bus Service Collection
- III. Fiction and non-fiction material in Malay and English
- IV. Reading material for various ages, like for children, youth, adults

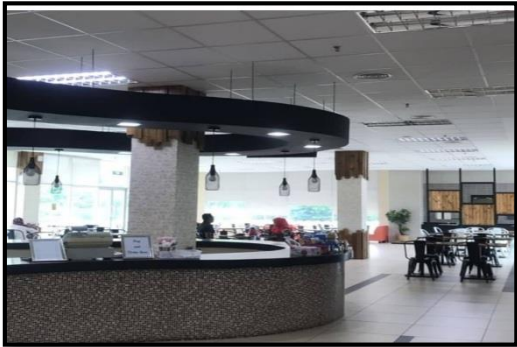

#### Quantity / material loan period

Loan quantity	Loan period	Location
Max 300 books	3 months	PPAP
Max 100 books	1 months	PAD
Max 100 books	1 months	PAC

Table 3: Quantity / Material loan period

#### 1.2.4 Library Facilities

PPAP also provides various facilities for users, among them are:

Facilities	Description
<p>Book café</p>  <p>Figure 6: Book Cafe</p>	<p>Book cafe is a cafe for visitors and staff to eat and relax. here there is also a suitable lounge space for discussions</p>
<p>Book drop machine</p>  <p>Figure 7: Book drop machine</p>	<p>Book drop machine or <i>mesin gelongsor buku</i> used to make it easier for users to return books if they do not want to return at the counter.</p>

### Self check machine

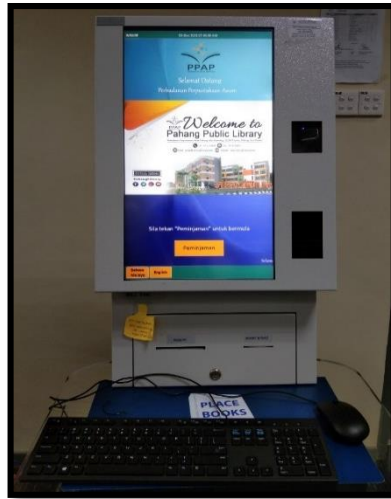


Figure 8: Self check machine

Self check machine is a machine that makes it easy for users to borrow books without having to deal at the counter. Users only need to enter the user id and password before borrowing.

### Family Room



Figure 9: Family Room

The family room located in the children's library is a special room for a family only. Before using this room, users need to get permission from the staff at the counter and according to the time limit that has been set. There are a variety of toys and books in this room for which are suitable for children

### Bilik Latihan



Figure 10: Bilik Latihan

*Bilik latihan* on the 3rd floor provides a conducive space for staff to conduct activities such as seminars, motivational talks, courses and so on.

Lounge table



*Figure 11: Lounge table*

Lounge tables available in each loan room such as in general loan, fiction, reference and children library become a place for users to read books while enjoying the view.


Photocopy machine



*Figure 12: Photocopy machine*

Photocopy machine makes it easy for users to print documents and is available in every service area such as references, general loans, fiction and so on.

Lockers located on levels 1 and 2 are provided for users to store their personal items such as bags, snacks and drinks.

<p style="text-align: center;">Locker</p>  <p style="text-align: center;"><i>Figure 13: Locker</i></p>	
<p>Toilet</p>	<p>Toilets provided for men and women on each level make it easy for users to clean themselves and freshen up.</p>
<p>Musolla</p>	<p>Musolla provided for women and men on every level make it easy for Muslims to pray and relax.</p>

*Table 4: Library Facilities*

### 1.3 Organizational Structure

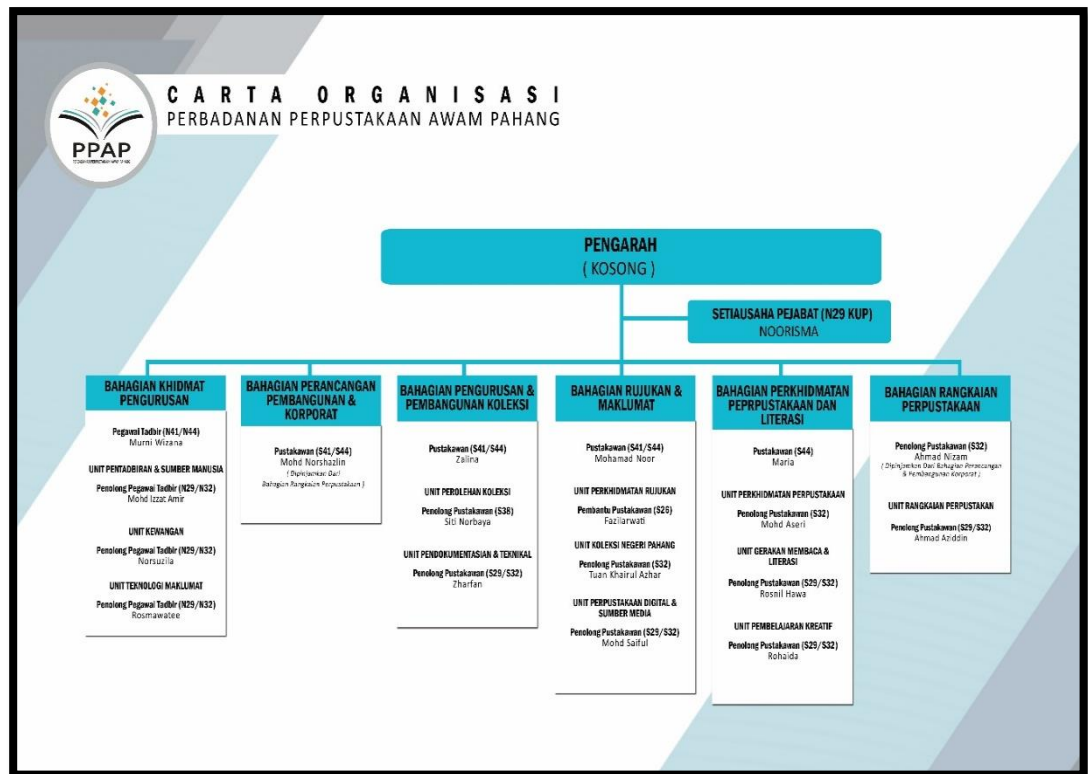


Figure 14: Organization Structure of PPAP

Perbadanan Perpustakaan Awam Pahang (PPAP) has six departments which are *Bahagian Khidmat Pengurusan*, *Bahagian Perancangan Pembangunan & Korporat*, *Bahagian Pengurusan & Pembangunan Koleksi*, *Bahagian Rujukan & Maklumat*, *Bahagian Perkhidmatan Perpustakaan dan Literasi* and *Bahagian Rangkaian Perpustakaan*. Each of this department has two to three units under it.

## CHAPTER 2 ORGANIZATION INFORMATION

### 2.1 Departmental Structure

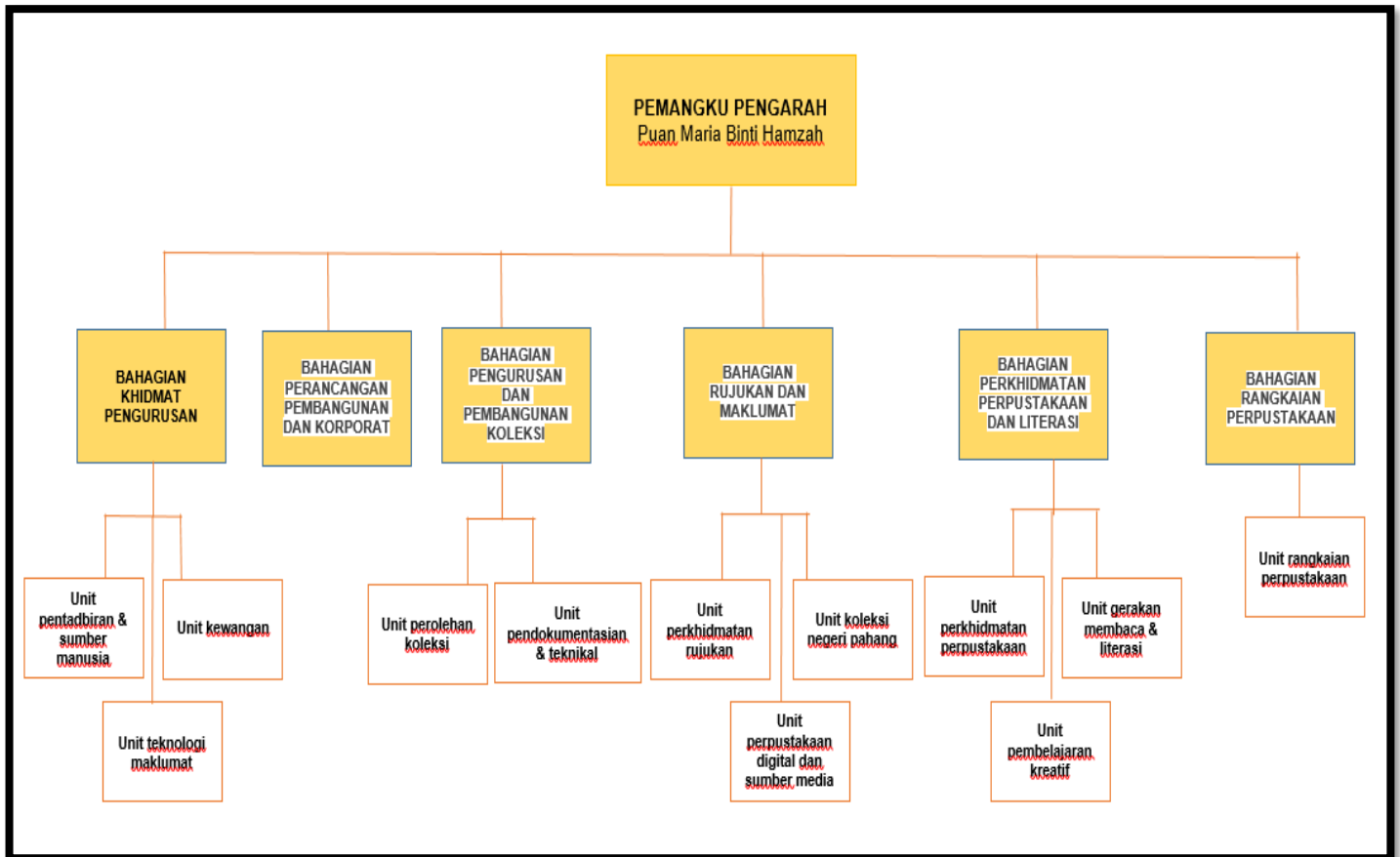


Figure 15: Departmental Structure

## **2.2 Departmental Function**

### **2.2.1 Bahagian Khidmat Pengurusan**

This department comes with objective to serve fairly and transparently in administrative, financial and human resource development matters to support the main objectives of the organization. This department has three units which are *Unit Pentadbiran & Sumber Manusia, Unit Kewangan, and Unit Teknologi Maklumat.*

### **2.2.2 Bahagian Perancangan Pembangunan & Korporat**

This department comes with objective to plan, manage and implement library development projects with the cooperation of the implementing department such as JKR, District Office and others so that the objectives of the organization can be achieved. A total of 3 staff are working under this department.

### **2.2.3 Bahagian Pengurusan & Pembangunan Koleksi**

This department is headed by Mrs. Zalina binti Ahmad. This department brings objectives to plan, manage and implement the procurement of quality library materials and meet the needs of users as well as manage the cataloging of materials in accordance with the guidelines used to achieve the objectives of the organization. This department consists of two units, namely *Units Perolehan Koleksi and Unit Pendokumentasian dan Teknikal.*

### **2.2.4 Bahagian Rujukan dan Maklumat**

This division was headed by encik mohamad noor bin abd rahman. The objective of this department is to. This department has three units which are *Unit Perkhidmatan Rujukan, Unit Koleksi Negeri Pahang, and Unit Perpustakaan Digital dan Sumber Media.*

### **2.2.5 Bahagian Perkhidmatan Perpustakaan dan Literasi**

This department was headed by Mrs. Maria binti Hamzah. The objective of this department is to manage library services including circulation services, reference, state collection and library encouragement provided to library users in order to achieve the objectives of the organization. This department consist of three units



which are *Unit Perkhidmatan Perpustakaan*, *Unit Gerakan Membaca dan Literasi* and *Unit Pembelajaran Kreatif*.

#### 2.2.6 **Bahagian Rangkaian Perpustakaan**

This department was headed by Mr. Ahmad Nizam bin Ismail. This department comes with objective to manage district library services, branches, villages and mobile services through the concept of 'central monitoring' in ensuring that the organization's objectives are achieved. This department has one unit which is *Unit Rangkaian Perpustakaan*.

## CHAPTER 3 TRAINING ACTIVITIES

### 3.1 Training Activities

On 1 September 2021, we a total of 8 from Universiti Teknologi Mara (UiTM) Kampus Rembau have reported as practical students at PPAP for five months under the supervision of Mr. Mohd Norshazlin. Mr. Mohd Norshazlin welcomed us in the *Bahagian Perancangan Pembangunan & Korporat*, then gave us a briefing on the background of PPAP, departments and units, and the scope of work in each dpeartments and unit.

In PPAP has 6 departments and we have been divided in pairs and four people according to department for about 5 - 6 weeks for each department. After that, Mr. Mohd Norshazlin took us for a library tour to all department and meet all the staff in the library. After the tour, trainee has been asked to join live or webinar on the Facebook on titled '*Bahaya Alam Siber: Lindungi Anak Kita*'. Table 3.1 shows the industrial trainee schedule for five months.

<b>Date</b>	<b>Department/Unit</b>	<b>Officer</b>
1 Sept – 15 Oct 2021	<b>Bahagian Perkhidmatan Perpustakaan dan Literasi</b>  I. Unit Gerakan Membaca dan Literasi II. Unit Perkhidmatan Perpustakaan III. Unit Pembelajaran Kreatif	Mrs. Maria binti Hamzah
18 Oct – 26 Nov 2021	<b>Bahagian Rujukan dan Maklumat</b>  1 Unit Perkhidmatan Rujukan 2 Unit Koleksi Negeri Pahang 3 Unit Perpustakaan Digital dan Sumber Media	Mr. Mohamad Noor bin Abd. Rahman
29 Nov – 31 Dis 2021	<b>Bahagian Pengurusan dan Pembangunan Koleksi</b>  I. Unit Perolehan Koleksi II. Unit Pemdokumentasian dan Teknikal	Mrs. Zalina binti Ahmad
3 Jan – 7 Jan 2022	<b>Bahagian Rangkaian Perpustakaan</b>  I. Unit Rangkaian Perpustakaan	Mr. Ahmad Nizam bin Ismail
10 Jan – 14 Jan 2022	<b>Bahagian Perancangan Pembangunan dan Korporat</b>	Mr. Mohd Norshazlin bin Sa'adun Nazir
17 Jan – 28 Jan 2022	<b>Bahagian Khidmat Pengurusan</b>  I. Unit Pentadbiran & Sumber Manusia,  II. Unit Kewangan  III. Unit Teknologi Maklumat	Mrs. Murni Wizana binti Abd. Ghani
31 Jan 2022	<b>Bahagian Perancangan Pembangunan dan Korporat</b>	Mr. Mohd Norshazlin bin Sa'adun Nazir

*Table 5: Industrial Training Schedule*

### 3.1.1 Bahagian Perkhidmatan Perpustakaan dan Literasi

This is my first department and Fatihah starting from 1 Sept – 15 Oct 2021 (6 weeks). This department is headed under Mrs. Maria binti Hamzah. We were in this department during the Movement Control Order (MCO), so that not many outside activities involving the community were done and only online activities. The work schedule of employees to the workplace is also on a rotating basis. This department basically manage circulation services, reading encouragement activities, and reading encouragement activities, activities that involve users and the community.

#### 3.1.1.1 Unit Gerakan Membaca dan Literasi

This unit is under Mrs. Rosnil Hawa. Under this unit I have learnt on how to do paper work for program. I have completed four paper works for program *Bicara Karya*, *Pertandingan Pantun*, *Pertandingan Video Dialek Pahang*, and *Program Fisioterapi untuk Warga Emas*.

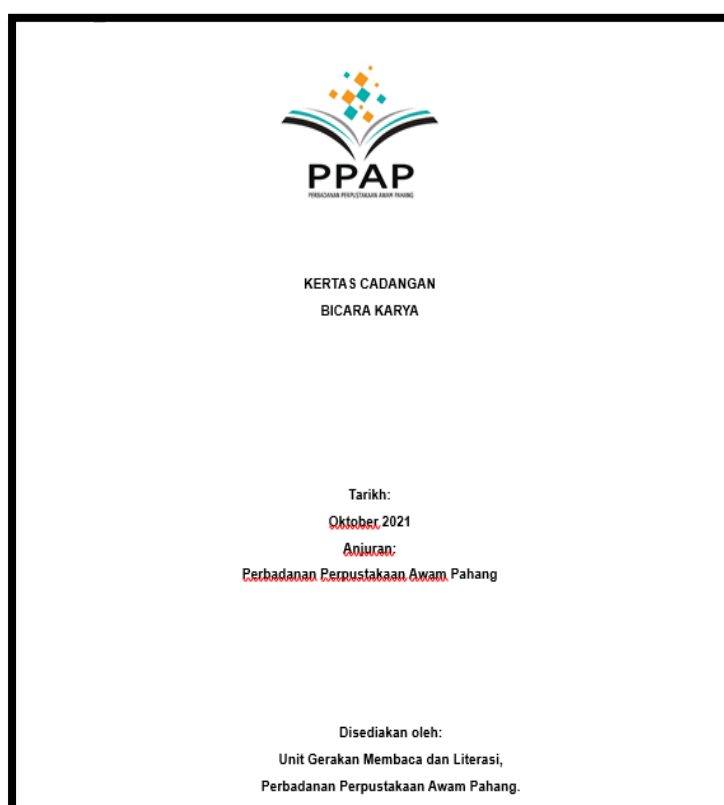


Figure 16: Paperwork Bicara Karya

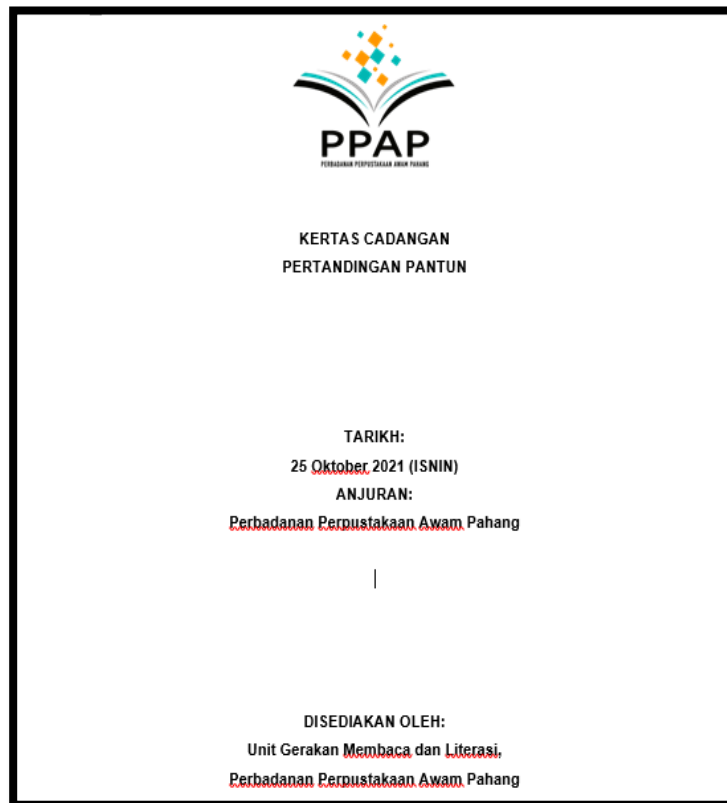


Figure 18: Paperwork Pertandingan Pantun

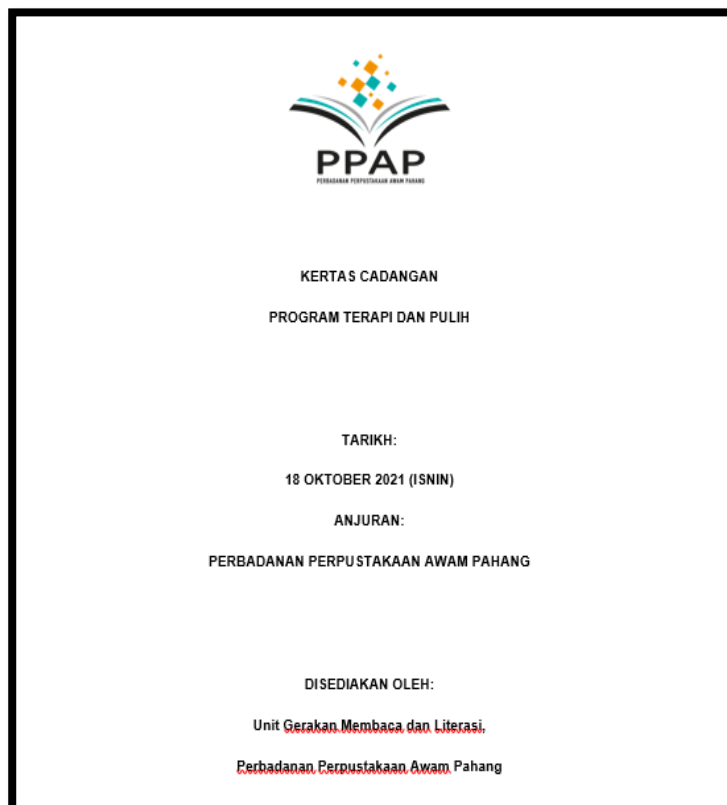


Figure 17: Paperwork Fisioterapi untuk warga emas



KERTAS CADANGAN  
PERTANDINGAN VIDEO DIALEK PAHANG

Tarikh:  
22 November 2021 (Isnin)  
Anjuran:  
Perbadanan Perpustakaan Awam Pahang

Disediakan oleh:  
Unit Gerakan Membaca dan Literasi,  
Perbadanan Perpustakaan Awam Pahang.

*Figure 19: Paperwork Pertandingan Video Dialek Pahang*

Besides that, me and Fatihah have also been assigned to make a video of *Buku Kegemaran Saya (BKS)* to be posted on the Official Facebook Perbadanan Perpustakaan Awam Pahang. The book I have chosen is entitled ‘The Art of Letting God’.



Figure 20: *Bacaan Kegemaran Saya (BKS)*

Other than that, I have also made three posters for *Cakna Bahasa* and three posters for Fun Brain Teaser.

CAKNA BAHASA	
PENGGUNAAN TANDA SEMPANG	
SALAH	BETUL
awan gemawan	awan-gemawan
hambaMu	hamba-Mu
tegur menegur	tegur-menegur
ulang alik	ulang-alik
hormat menghormati	hormat-menghormati
keramahtamahan	keramah-tamahan
membolakbalikkan	membolak-balikkan
menggembar-gemburkan	menggembar-gemburkan
semalaysia	se-Malaysia
susup sasap	susup-sasap
Yang Dipertuan Agong	Yang di-Pertuan Agong

Figure 21: Poster for *Cakna Bahasa*



Figure 22: Poster for Fun Brain Teaser

I have also created and compiled a calendar activity for Literasi 2022

BULAN / UNIT	TEMA	AKTIVITI	SASARAN	CADANGAN TARIKH PELAKSANAAN	CATATAN	
JANUARI	AGAMA	Pelajar Rukun, Iman dan Rukun Islam (Jawi)	7-9 tahun	04.01.2022	UPK	1. New year's day
		Cakna bahasa	Remaja / Dewasa	06.01.2022	LIT	
		Ikuti Sunnah Rasulullah S.A.W (Ceramah)	7 – 12 tahun	08.01.2022	UPK	
		Bertandingan, Azan	9 – 12 tahun	11.01.2022	UPK	
		Penganut agama di Malaysia	Remaja / Dewasa	12.01.2022	LIT	
		Majlis khatam Al-Quran	7-12 tahun	13.01.2022	UPK	
		Cakna bahasa	Remaja / dewasa	17.01.2022	LIT	
		Tahsinul solat & wudhuk	9-12 tahun	18.01.2022	UPK	
		Mengenal tulisan khat Siri 1	Remaja/ dewasa	20.01.2022	LIT	
		Bacaan kegemaran saya (BKS)	12 tahun kebawah	20.01.2022	UPK	
BKS / Diskusi ilmu	Remaja / dewasa	26.01.2022	LIT			
Pameran buku-buku baru	Umum	Sepanjang bulan Januari	UPP			

Figure 23: Calendar Activity Literacy 2022



### 3.1.1.2 Unit Perkhidmatan Perpustakaan

This unit is under Mr. Mohd Aseri. This unit manage library circulation process. Under this unit I learn the process of *Tempah Simpan Buku*. The *Tempah Simpan Buku* system is used because the library is still not open to users and the public due to movement control order (MCO).

PERBADANAN PERPUSTAKAAN AWAM PAHANG  
BORANG TEMPAH SIMPAN BAHAN/BUKU

**MAKLUMAT PERIBADI/PERSONAL DETAILS**

✂ NAMA/Name\* : \_\_\_\_\_  
(Seperti di dalam Mykad/Mykid//Sijil Kelahiran/  
MyPR/Pasport)

✂ NO AHLI / ID\* : \_\_\_\_\_  
ALAMAT TETAP /Address\* : \_\_\_\_\_

POSKOD/Postcode\* : \_\_\_\_\_ BANDAR/Town\* : \_\_\_\_\_

✂ NO. TELEFON /Phone Number : \_\_\_\_\_

E-MEL/E-Mail\* : \_\_\_\_\_

TANDATANGAN /Signature : \_\_\_\_\_

**UNTUK KEGUNAAN PERPUSTAKAAN  
(For Office Use)**

Tarikh Tempah Simpan : \_\_\_\_\_

Tarikh Luput : \_\_\_\_\_

Diterima Oleh : \_\_\_\_\_  
(Tandatangan)

Nama Pegawai : \_\_\_\_\_

Tarikh : \_\_\_\_\_

**MAKLUMAN/INFORMATION**

Pihak perpustakaan akan menyimpan buku yang ditempah simpan oleh pengguna dalam tempoh 3 hari bekerja sahaja.

Figure 24: Tempah Simpan Form

Besides that, Mr. Aseri also taught and explained to me how the book drop machine works starting from the user returning the book until the book is rearranged on the shelf.



Figure 25: Mr. Aseri explained about book drop machine

I have also stamped 63 books donated by PPAP.



Figure 26: Stamped book donate by PPAP

### 3.1.1.3 Unit Pembelajaran Kreatif

This unit is headed by Mrs. Rohaida. Every morning from 8.00 a.m – 9.00 a.m. all trainee was required to do shelving at children library everyday. Except for librarians, the library assistant and supporting staff had to follow a morning routine. Under this unit, I was tasked to create a paper work for *Sambutan Hari Kanak-kanak Sedunia Peringkat PPAP*. I have also been assigned to create a paper and find 20 activities for the *Semarak Jawi* program.



Figure 27: Shelving at children library



**KERTAS CADANGAN  
SEMARAK JAWI**

**TARIKH: NOVEMBER 2021**

**ANJURAN: PERBADANAN PERPUSTAKAAN AWAM PAHANG (PPAP)**

**LOKASI: FACEBOOK RASMI PERBADANAN PERPUSTAKAAN AWAM PAHANG**

**DISEDIAKAN OLEH:**  
UNIT PEMBELAJARAN KREATIF (UPK),  
PERBADANAN PERPUSTAKAAN AWAM PAHANG

*Figure 28: Paperwork Semarak Jawi*



**KERTAS CADANGAN  
SAMBUTAN HARI KANAK-KANAK SEDUNIA**

**TARIKH:**

**12 NOVEMBER 2021**

**ANJURAN:**

**PERBADANAN PERPUSTAKAAN AWAM PAHANG (PPAP)**

**DISEDIAKAN OLEH:**  
Unit Gerakan Membaca dan Literasi,  
Perbadanan Perpustakaan Awam Pahang.

*Figure 29: Paperwork Sambutan Hari Kanak-kanak*

I was also attended a meeting of the *Sambutan Hari Kanak-kanak* committee members in the main meeting room and has been given the task of making an animal origami video for *Sambutan Hari Kanak-kanak Sedunia* in November.



Figure 30: Memo for Mesyuarat Ahli Jawatankuasa Sambutan Hari Kanak-kanak Sedunia



Figure 31: Video Belajar Origami Haiwan bersama Kak Aisyah



Figure 32: Animal in Video Belajar origami Haiwan bersama Kak Aisyah

Mrs. Rohaida and Mrs. Wati also taught me on how to register new membership in Koha PPAP library system. Besides that, they also taught me on how to pay membership fees in Koha and generate a membership fee registration bill in Express 365.

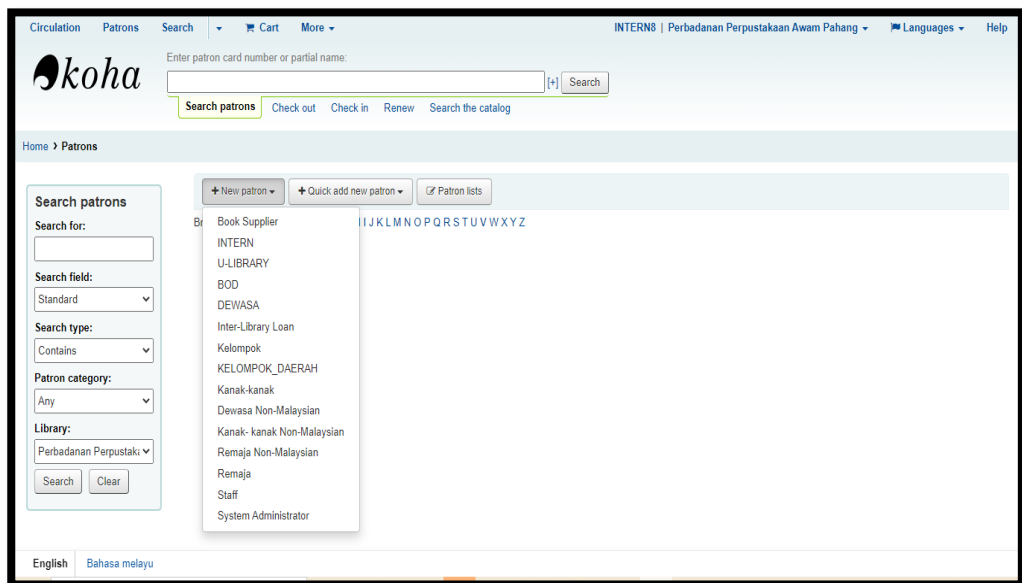


Figure 33: Register new member in Koha

### 3.1.2 Bahagian Rujukan dan Maklumat

This is my second department and Fatihah starting from 18 Oct – 26 Nov 2021 (5 weeks). This department is headed under Mr. Mohamad Noor bin Ab. Rahman This department basically manage reference collection, u-pustaka services, and others.

#### 3.1.2.1 Unit Pusat Warisan Intelek Negeri (PWIN)

This unit is under Mr. Tuan Khairul Azhar. Under this unit, I have learnt on how to scan book by using scanner (i2S/CopiBook). I have learned to scan a book with Mr. Amrul at digitisation room and the selected book is titled '*Sejarah Awal Sudirman*'. Received a task from Mr. Tuan Khairul Azhar to check spelling and sentence structure errors in a book related to the music band 'September 5' written by Haji Yaakub.

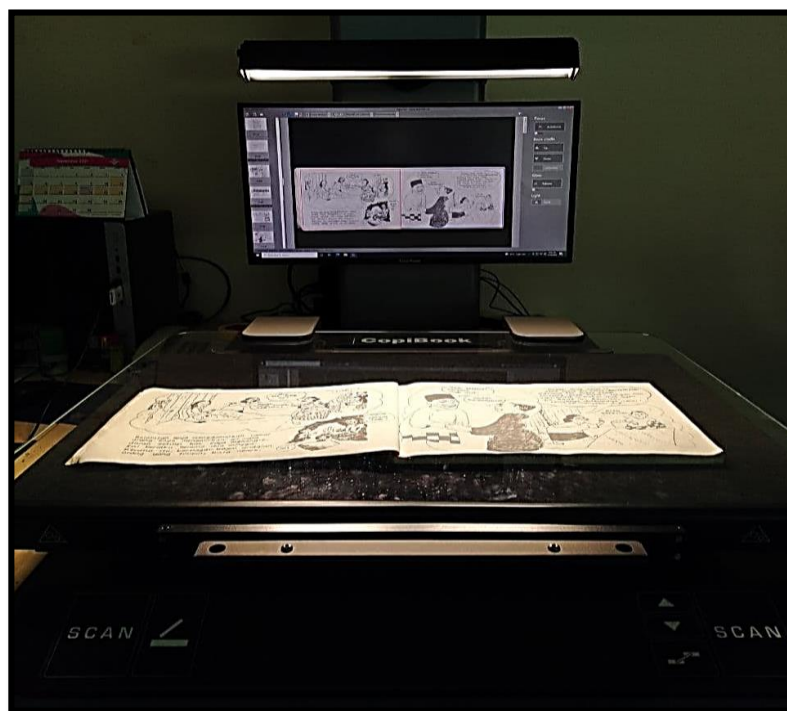


Figure 34: Scanning book (*Sejarah Awal Sudirman*)



Figure 36: Book Sejarah Awal Sudirman

Nostalgia 'September 5' Juara Bintang RTM 1974

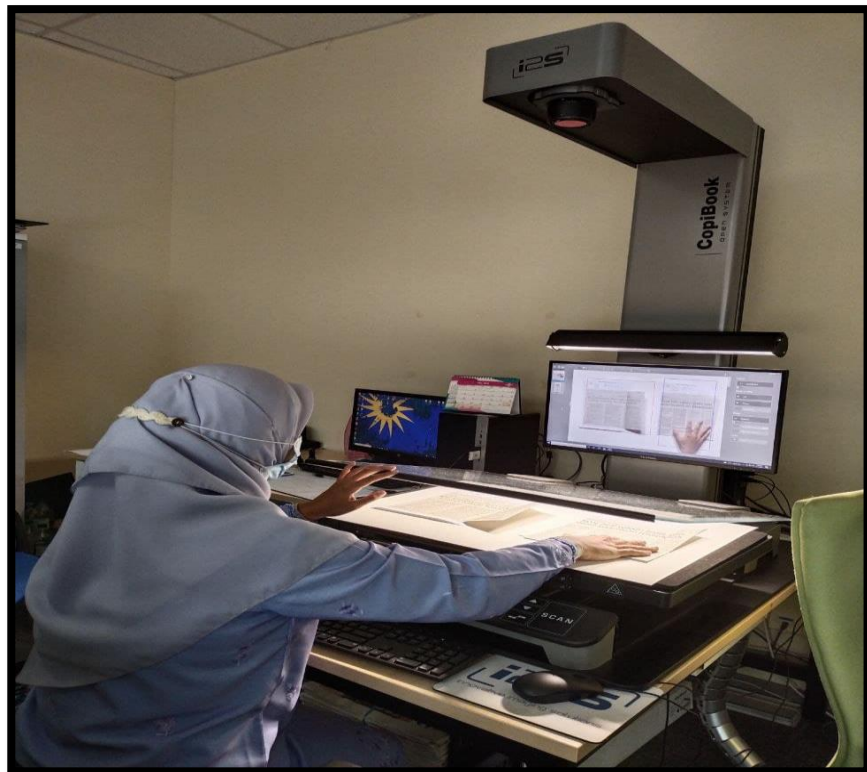
**INTISARI KANDUNGAN**

INTISARI KANDUNGAN	I
PRAKATA	III
PENDAHULUAN	1
SENI MUZIK AWAL DI KUANTAN	2
PERTANDINGAN BINTANG RADIO (Gambar 6)	7
PERISTIWA HITAM	7
PERKEMBANGAN MUZIK BARAT DAN PENGARUHNYA	8
KEMUNCULAN MUZIK <i>GENRE</i> POP YEH YEH	9
KUMPULAN KUGIRAN YANG DI TUBUHKAN DI KUANTAN, PEKAN, MENTAKAB, TEMERLOH DAN BENTONG	9
TERTUBUHNYA KUMPULAN 'SEPTEMBER 5'	20
RAKAMAN PIRING HITAM DAN CD	24
HALUAN SENDIRI	24
DALAM KENANGAN	25
BERKARYA DENGAN <i>GENRE</i> MUZIK MELAYU ASLI	25
KUMPULAN MUZIK ASLI 'GEMALA SARI'	27
KUMPULAN MUZIK ASLI 'QUINTET ASLIAMA'	29
KUMPULAN MUZIK ASLI 'TERUNTUM KLASIK'	29
KUMPULAN MUZIK ASLI 'MAKMUR MUZIK KLASIK'	30
PENUBUHAN PERSATUAN KARYAWAN MUZIK PAHANG	30
PENUTUP	31

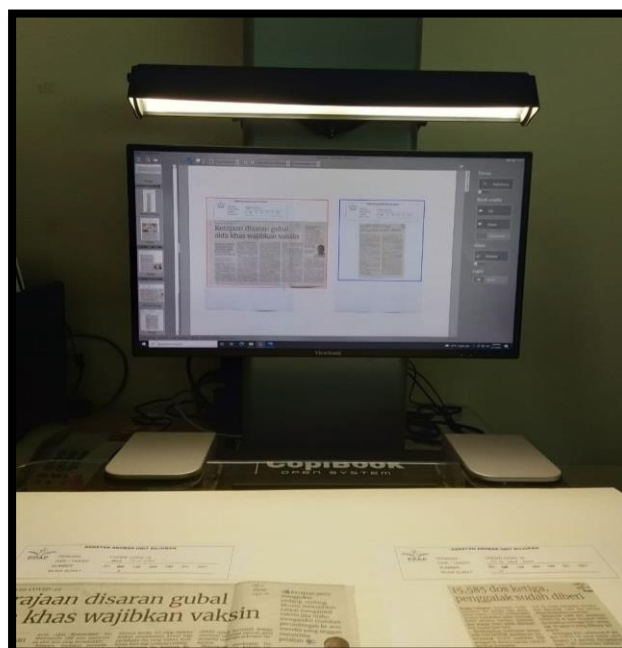
Figure 35: Nostalgia September 5' Juara Bintang RTM 1974

### 3.1.2.2 Unit Perkhidmatan Rujukan

This unit is under Mrs. Fazilarwati supervision. Throughout my time in this unit I have been assigned to look after the counter on a daily basis, deal with consumers, and stamp new newspapers. Mrs. Fazilarwati has given task to scan and bind newspaper cutting related to the covid-19 vaccine from June to October. I have scanned the newspaper cutting at Digitization room at PWIN using CopiBook scanner



*Figure 37: Scanning Newspaper cutting*



*Figure 38: Scanning Newspaper cutting*



In this unit also, me and my friend's rehearsal puppet show for Alia's special project at Children Library with Mr. Aseri, Mr. Faizal Ahmad, Mr. Faizal Razak, Mrs. Wati and others. This puppet shows also for our performance for Program Seabad El- Doraldo Timur dalam Kenangan at Sungai Lembing. Other than puppet show, we also practise dancing three songs which is Gemuruh, A Ram Sam Sam, and Fly for our performance.



*Figure 40: Puppet show at Sungai Lembing*



*Figure 39: Dancing performance at Sungai Lembing*

### 3.1.2.3 Unit Perpustakaan Digital dan Sumber Media (PDSM)

This unit is under Mr. Mohd Saiful. I was assigned in this unit started from 15 November until 26 November 2021. This unit offers 3d cinema service, studio room, teen aspiration room, I Mac and so on. Mr. Saiful has give me a task to make an Infographic poster related to Internet of Things (IOT). Under this unit also I have been in charge at the counter service and with the users.

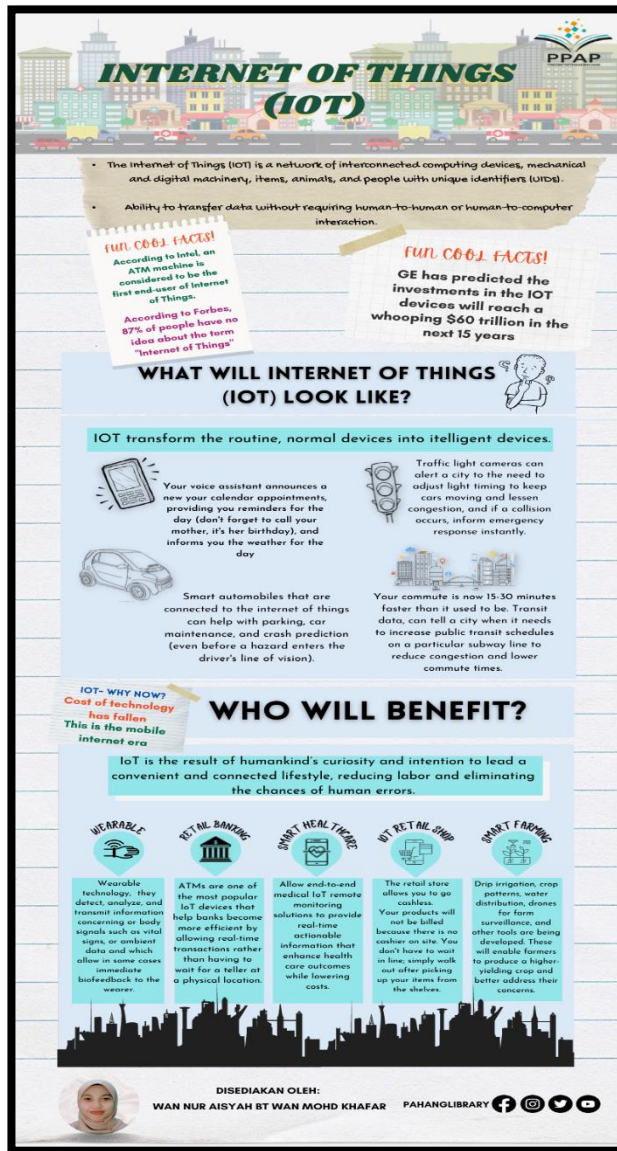


Figure 41: Infographic poster of IOT

### 3.1.3 Bahagian Pengurusan dan Pembangunan Koleksi (BPPK)

This department is headed by Mrs. Zalina. I was assigned to this department from November 29 to December 31, 2021. This department manages the process of procuring library materials such as books by pasting the acquisition number until it is arranged on the shelf. This department have two units which are *Unit Perolehan Koleksi* and *Unit Pendokumentasian dan Teknikal*. Among the activities I am doing under this department are:



*Figure 43: I have pasted the acquisition number to be send to Perpustakaan Desa*



*Figure 42: New book need to be paste acquisition number*

Mr. Zharfan has given me and Fatihah a task to add new record in Koha in from many book suppliers such as Nadi Permata Venture, Famous Four, and Pekan Ilmu. Mr. Shharuddin has taught me how to catalog new books such as add new records and add new items in the Koha system in detail.

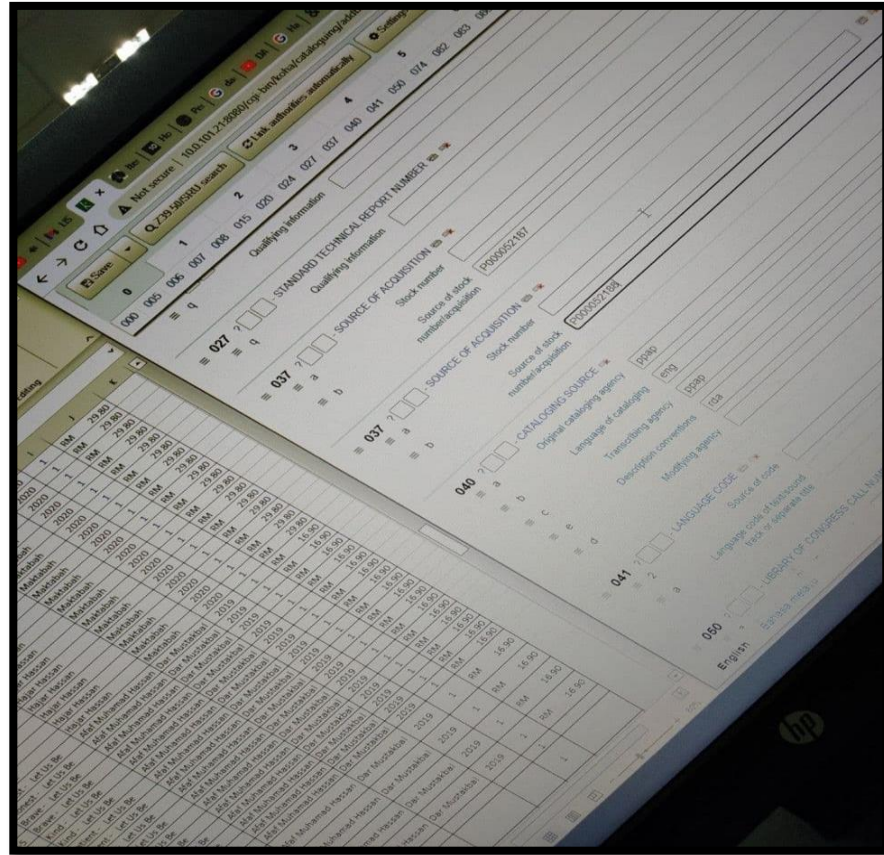


Figure 45: Add new record for book from Famous Four supplier

	A	B	C	D	E	F	G	H	I	J	K	L	M
	PEMBEKAL	BIL	NO PEROLEHAN	NO ISBN	TAJUK	PENGARANG	PENERBIT	THN	KTT	HARGA SEUNIT	BM	BI	AI
1													
2													
3													
4	FAMOUS FOUR	1	P000052137	9789773433222	Tale of prophet Muhammad	Muhamad Hassan Abi Dunya	Maktabah Amal	2020	1	RM 29.80			
5	FAMOUS FOUR	2	P000052138	9789773433222	Tale of prophet Muhammad	Muhamad Hassan Abi Dunya	Maktabah Amal	2020	1	RM 29.80			
6	FAMOUS FOUR	3	P000052139	9789773433260	Tale of prophet Hud	Muhamad Hassan Abi Dunya	Maktabah Amal	2020	1	RM 29.80			
7	FAMOUS FOUR	4	P000052140	9789773433260	Tale of prophet Hud	Muhamad Hassan Abi Dunya	Maktabah Amal	2020	1	RM 29.80			
8	FAMOUS FOUR	5	P000052141	9789773433208	Tale of prophet Noah	Muhamad Hassan Abi Dunya	Maktabah Amal	2020	1	RM 29.80			
9	FAMOUS FOUR	6	P000052142	9789773433208	Tale of prophet Noah	Muhamad Hassan Abi Dunya	Maktabah Amal	2020	1	RM 29.80			
10	FAMOUS FOUR	7	P000052143	9789773433246	Tale of prophets David and Solomon	Muhamad Hassan Abi Dunya	Maktabah Amal	2020	1	RM 29.80			
11	FAMOUS FOUR	8	P000052144	9789773433246	Tale of prophets David and Solomon	Muhamad Hassan Abi Dunya	Maktabah Amal	2020	1	RM 29.80			
12	FAMOUS FOUR	9	P000052145	9789773433239	Tale of prophet Idris	Muhamad Hassan Abi Dunya	Maktabah Amal	2020	1	RM 29.80			
13	FAMOUS FOUR	10	P000052146	9789773433239	Tale of prophet Idris	Muhamad Hassan Abi Dunya	Maktabah Amal	2020	1	RM 29.80			
14	FAMOUS FOUR	11	P000052147	9789773433192	Tale of prophet Saleh	Muhamad Hassan Abi Dunya	Maktabah Amal	2020	1	RM 29.80			
15	FAMOUS FOUR	12	P000052148	9789773433192	Tale of prophet Saleh	Muhamad Hassan Abi Dunya	Maktabah Amal	2020	1	RM 29.80			
16	FAMOUS FOUR	13	P000052149	9789773433291	Tale of prophet Jonah	Muhamad Hassan Abi Dunya	Maktabah Amal	2020	1	RM 29.80			
17	FAMOUS FOUR	14	P000052150	9789773433291	Tale of prophet Jonah	Muhamad Hassan Abi Dunya	Maktabah Amal	2020	1	RM 29.80			
18	FAMOUS FOUR	15	P000052151	9789773433253	Tale of prophet Moses	Muhamad Hassan Abi Dunya	Maktabah Amal	2020	1	RM 29.80			
19	FAMOUS FOUR	16	P000052152	9789773433253	Tale of prophet Moses	Muhamad Hassan Abi Dunya	Maktabah Amal	2020	1	RM 29.80			
20	FAMOUS FOUR	17	P000052153	9789773433277	Tale of prophet Joseph	Muhamad Hassan Abi Dunya	Maktabah Amal	2020	1	RM 29.80			
21	FAMOUS FOUR	18	P000052154	9789773433277	Tale of prophet Joseph	Muhamad Hassan Abi Dunya	Maktabah Amal	2020	1	RM 29.80			
22	FAMOUS FOUR	19	P000052155	9789773433215	Tale of prophets Abraham and Ismael	Muhamad Hassan Abi Dunya	Maktabah Amal	2020	1	RM 29.80			
23	FAMOUS FOUR	20	P000052156	9789773433215	Tale of prophets Abraham and Ismael	Muhamad Hassan Abi Dunya	Maktabah Amal	2020	1	RM 29.80			
24	FAMOUS FOUR	21	P000052157	9789773433185	Tale of prophet Adam	Muhamad Hassan Abi Dunya	Maktabah Amal	2020	1	RM 29.80			
25	FAMOUS FOUR	22	P000052158	9789773433185	Tale of prophet Adam	Muhamad Hassan Abi Dunya	Maktabah Amal	2020	1	RM 29.80			
26	FAMOUS FOUR	23	P000052159	9789773433697	The Geniuses of Muslims Al-Farabi	Haiitham Muhamad Hassan	Arabic Foundation	2021	1	RM 29.80			

Figure 44: Book from Famous Four

I also have got a task from Mr. Shaharuddin to catalog Arabic book.

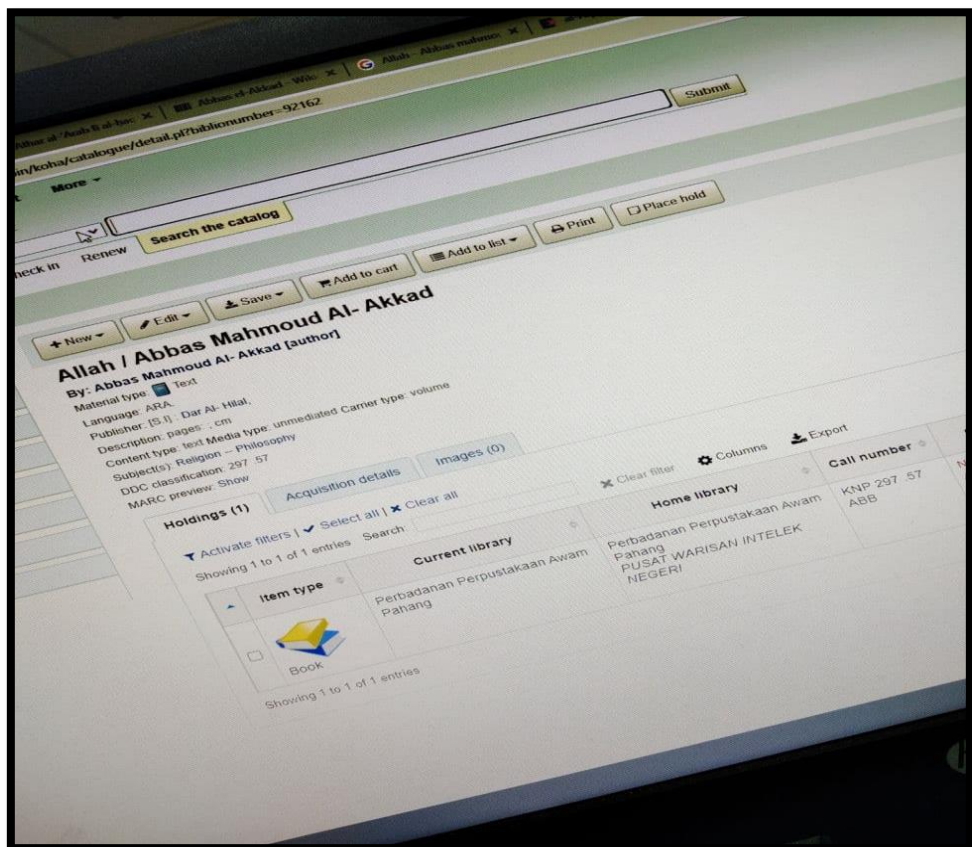


Figure 47: Catalog Arabic book

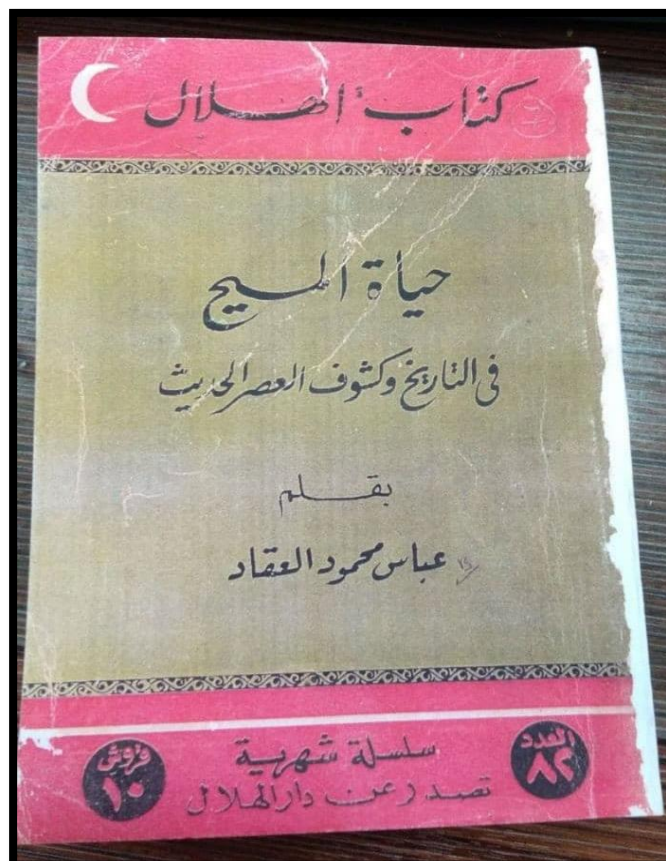


Figure 46: Arabic book

I learned to paste call number, RFID tag and colour tagging on the book spine with Miss Rosilawati and Mr. Zulfazli from Everbest supplier. All the books that are ready with call number, colour tagging, and RFID tag will be sent to the loan section (*Pinjaman Umum, children library, and fiksyen*) to be arranged on the shelf and ready to borrow. For information, RFID tag must be paste on the last three printed pages. I also stamped ‘Perbadanan Perpustakaan Awam Pahang’ on every book as a mark this book is the property of PPAP.



*Figure 48: Pasting call number on book spine*



*Figure 49: Sending the completed process book to loan section*

7	Bahan Nadir	No. 000 - 999		
8	Bahan Haram	No. 000 - 999		
9	Koleksi Braille	No. 000 - 999		
10	ASEAN	No. 000 - 999		ASE
<b>BAHAGIAN KANAK-KANAK</b>				
1	Pinjaman	Umum 000 - 999		
		Fiksyen Melayu	FM	
		Fiksyen Inggeris	FI	
		Fiksyen Jawi	FJ	
		Fiksyen Arab	FA	
		Fiksyen Tamil	FT	
		Fiksyen Cina <i>Koleksi Cina</i>	FC	
		Koleksi Ulangkaji	UKK	
2	Rujukan Kanak-kanak	000 - 999	RK	
		Pra Sekolah	PS	
3	Mainan kanak-kanak Games/toys ..etc	000 - 999	MK	

Figure 50: Colour tagging



Figure 51: Stamped book 'Perbadanan Perpustakaan Awam Pahang'

In this department, me and Fatihah also helped Mr. Koh Ah Wah and Mrs. Linda to tidy up the donation books in the store. Apart from that we also got a task from Mr. Amer and Mr. Tuan Khairul to record a corporate tour video.

We were also given the task of cataloging the national gazette and the state gazette to be sent to PWIN.



*Figure 52: Warta Negeri and Warta Kerajaan*

We also receive a site visit from our supervisor from UiTM Rembau, Sir Faizal and Madam Sufy.



*Figure 54: Site visit from Sir Faizal and Madam Sufy*





*Figure 55: Discussed with Mr. TK and Mr. Amrul about flow video tour corporate*



*Figure 56: Recorded video tour corporate*

### 3.1.4 Bahagian Rangkaian Perpustakaan

I have changed to a department *Bahagian Rangkaian Perpustakaan* from 3 January to 7 January 2022 led by Mr. Nizam. Mr. Nizam and Mr. Aziddin have given a brief explanation of the scope of work done in this department to me and Fatimah, Mr. Nizam has given the task to make activity planning for Latihan Dalam Kemahiran Komunikasi in 2023 for me and Fatimah

LATIHAN DALAMAN  
BANGKEL PENASIHAT PEMBACA DAN U PUSTAKA

BIL	TARIKH	PENCERAMAH	TAJUK
1.	Februari 14.2.2022 Isnin	Encik Mohd Noor b Abdul Rahman	Stipakah Penasihat Pembaca?
2.	Mac 14.3.2022 Isnin	Encik Mohd Noor b Abdul Rahman	Apakah tugas Penasihat Pembaca?
3.	April 11.4.2022 Isnin	Encik Mohd Noor b Abdul Rahman	Bagaimanakah Penasihat Pembaca bertugas?
4.	Mei 9.5.2022 Isnin	Encik Mohd Noor b Abdul Rahman	Apakah alat bantuan Penasihat Pembaca?
5.	Jun 13.6.2022 Isnin	Encik Mohd Noor b Abdul Rahman	Penggunaan Pengkalan data.
6.	Julai 25.7.2022 Isnin	Encik Mohd Noor b Abdul Rahman	Penggunaan Kamus dan Ensiklopedi
7.	Ogos 15.8.2022 Isnin	Encik Mohd Noor b Abdul Rahman	Penggunaan Buku Tahunan dan Direktori
8.	September 15.9.2022 Isnin	Encik Mohd Noor b Abdul Rahman	Penggunaan Katalog dan Bibliografi
9.	Oktober 17.10.2022 Isnin	Encik Mohd Noor b Abdul Rahman	Penggunaan Abstrak dan Indeks
10.	November 14.11.2022 Isnin	Encik Mohd Noor b Abdul Rahman	Perkongsian pengalaman sebagai Penasihat Pembaca.

Aturcara:  
9.00 pagi – 9.30 pagi Ceramah ikut tajuk  
9.30 pagi – 10.00 pagi Sesi Soal Jawab dan Perbincangan Isu U Pustaka  
(Tertakluk kepada perubahan semasa)

PENGAKHIRAN  
LATIHAN - KOMUNIKASI  
MEREKA  
PENERJAJ  
PRAKTIK.

1

Figure 57: Latihan Dalam Kemahiran Komunikasi 2023

LATIHAN DALAMAN:			
BENGKEL KOMUNIKASI BERKESAN			
BIL	TARIKH	PENCERAMAH	TAJUK
1.	Februari 13.2.2023 Isnin	Encik Mohd Norhazlin Bin Sa'adun Nazir	Konsep, Jenis dan Asas Komunikasi Berkesan
2.	Mac 13.3.2023 Isnin	Encik Mohd Norhazlin Bin Sa'adun Nazir	Halangan dan Kesilapan Dalam Komunikasi Berkesan
3.	April 10.4.2023 Isnin	Encik Mohd Norhazlin Bin Sa'adun Nazir	Penggunaan Bahasa dan Skrip Dalam Komunikasi Berkesan
4.	Mei 15.5.2023 Isnin	Encik Mohd Norhazlin Bin Sa'adun Nazir	Kemahiran Bahasa Tubuh dalam komunikasi
5.	Jun 12.6.2023 Isnin	Encik Mohd Norhazlin Bin Sa'adun Nazir	Nada dan Gaya Suara Dalam Meningkatkan kemahiran komunikasi
6.	Julai 10.7.2023 Isnin	Encik Mohd Norhazlin Bin Sa'adun Nazir	Adab dan Etika Dalam Komunikasi Berkesan
7.	Ogos 14.8.2023 Isnin	Encik Mohd Norhazlin Bin Sa'adun Nazir	Kemahiran Mendengar dalam Komunikasi
8.	September 11.9.2023 Isnin	Encik Mohd Norhazlin Bin Sa'adun Nazir	Kemahiran Komunikasi Digital Berkesan
9.	Oktober 9.10.2023 Isnin	Encik Mohd Norhazlin Bin Sa'adun Nazir	Kemahiran Komunikasi Berkesan Bersama Pengguna
10.	November 13.11.2023 Isnin	Encik Mohd Norhazlin Bin Sa'adun Nazir	Keperluan Kemahiran Komunikasi yang Berkesan

Figure 58: Latihan Dalaman Kemahiran Komunikasi 2023

I have also attended seminar on titled 'Gangguan Seksual di Pejabat' at Bilik Latihan.



Figure 59: Seminar 'Gangguan Seksual di Pejabat' at Bilik latihan



Figure 60: Seminar 'Gangguan Seksual di Pejabat' at Bilik latihan

### 3.1.5 Bahagian Perancangan Pembangunan & Korporat

I have changed to a department *Bahagian Perancangan Pambangunan & Korporat* from 10 January to 14 January 2022 led by Mr. Mohd Norshazlin. In this department, Mr. Amer has gave me the task to shelf the book at children library every morning. Mr. Amer also gave me and Fatihah the create statistics and create a pie chart for Laporan Tahunan 2021 for Bahagian Korporat.

**Statistik Keahlian, Pinjaman, Pengunjung dan Aktiviti Galakan Membaca PPAP & Petrosains 2021**

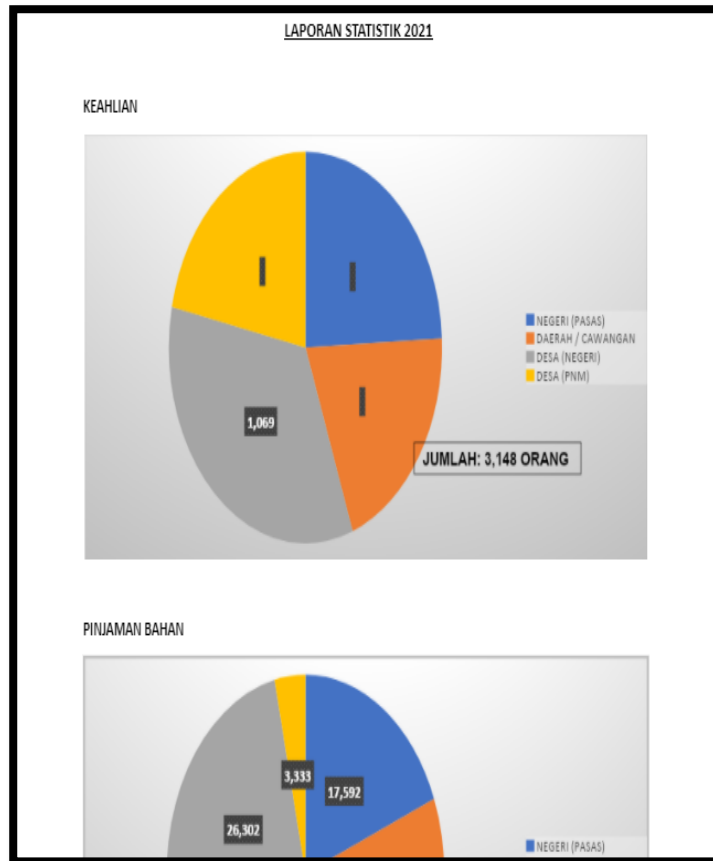
a. Keahlian

Lokasi	Jumlah Keahlian (orang)
PASAS	764
PAD / PAC	633
PD (Negeri)	1, 069
PD(PNM)	682
<b>JUMLAH</b>	<b>3, 148</b>

b. Pinjaman Bahan

Lokasi	Jumlah Pinjaman Bahan (buah)
PASAS	17, 592
PAD / PAC	45, 980
PD (Negeri)	26, 302
PD(PNM)	2, 000

Figure 61: Statistik Laporan Tahunan 2021



*Figure 62: Statistik Laporan Tahunan 2021*

Mr. Amer also took us building tours such as going up to the roof, explaining about the elevators operating, blowers and so on.

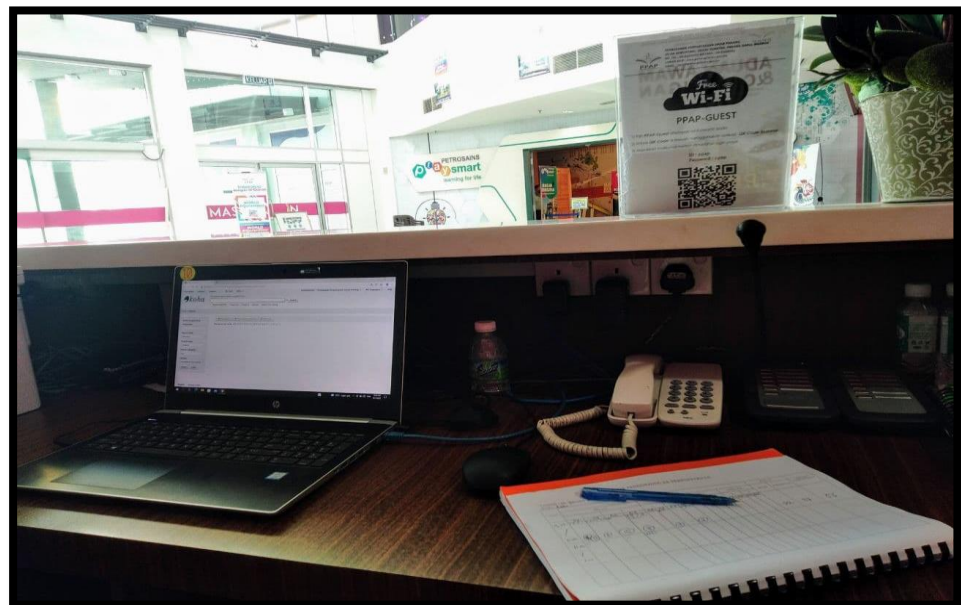


*Figure 63: At rooftop with Mr. Amer and Fatihah*



*Figure 64: Rooftop scenary*

Besides that, I and Fatihah has been in charge at counter service with Mr. Amer. At the counter I have record the number of visitor to the library, renew library membership and register new member in Koha system with Mr. Jeffri. Other than that, I have also learned how to generate receipts for membership renewals at Express 365 with Mr. Amer.



*Figure 65: In charge at counter services*

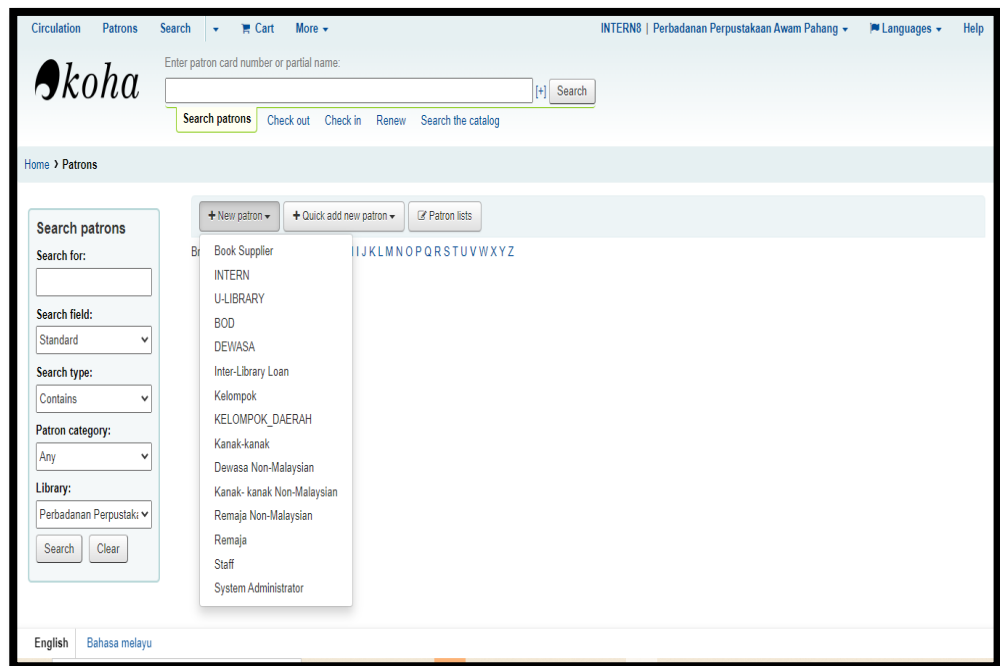


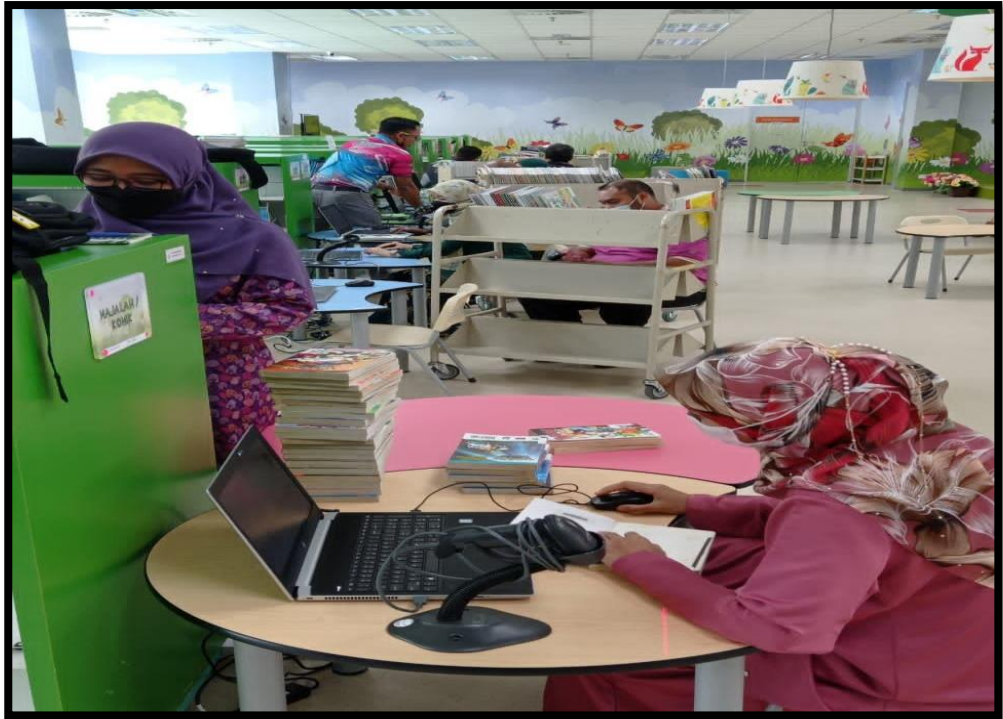
Figure 66: Register new member

### 3.1.6 Bahagian Khidmat Pengurusan (BKP)

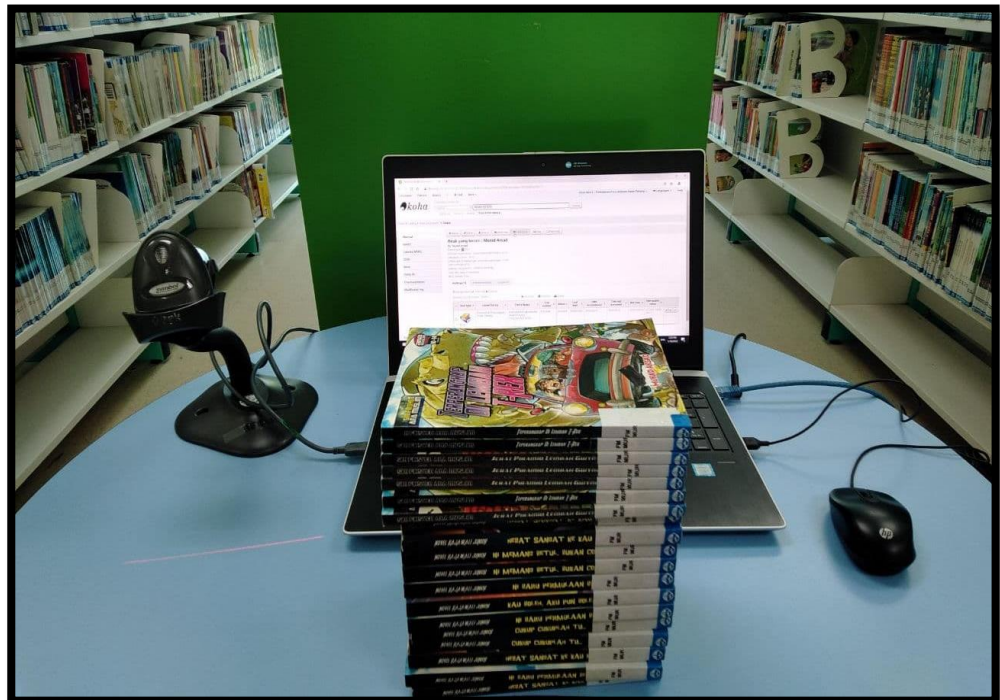
I have changed to a department Bahagian Khidmat Pengurusan from 17 January to 28 January 2022 led by Mrs. Murni Wizana. In this department I have participated in motivational talks in the *Bilik latihan* titled *Motivasi Tinggi: Mengatasi Sikap 'Bangau oh Bangau'* delivered by Mr. Afizan bin Ghazali. After that me and Fatihah do stock take for one week at children library on shelf 1.



Figure 67: Attend motivational talk at bilik latihan on titled *Motivasi Tinggi: Mengatasi Sikap 'Bangau oh Bangau'*



*Figure 69: Do stock take at Children Library*



*Figure 68: Do stock take at Children Library*





*Figure 70: Do stock take at Children Library*

Besides that, me and Athirah also be the secretariat of registration and souvenirs for program '*Kursus Perolehan dan Sebut Harga Perbadanan Perpustakaan Awam Pahang*' at *Bilik latihan*. Other than that, we also will collecting registration fees at counter service at every evening with Mr.Aseri.



*Figure 71: Secretariat of Rgistration*

### 3.2 Special Project

Each practical student is responsible of their own special project during the industrial training. The special projects chosen must have a positive influence on industry and faculty. As a result of my special project, another collection of braille books may be added to PPAP. Furthermore, it has the potential to raise user and community awareness of the visually impaired.

Since PPAP has a collection of braille books, I have decided to make a braille book from children's books as my special project. After discussing with Mrs. Maria as *Pemangku Pengarah*, she has agreed and approved my proposal. Among the objectives of my special project are the following:

- I. Introduce Braille books in Malay to children and adults with visual impairments (Orang Kurang Upaya / OKU).
- II. Dignifying Braille books in an increasingly forgotten society.
- III. To increase the collection of Braille books to increase the literacy rate among the community from the visually impaired (OKU).
- IV. Improving vocabulary, thinking skills, and Braille reading skills in Malay in all walks of life and not just for those with visual impairments (OKU).

## Before the process of printing braille

On 12 November 2021 I have been looking for braille material in Web OPAC PPAP and at Children Library for my special project. I have found a book series ‘*Siri Cerita Haiwan Dwibahasa*’.

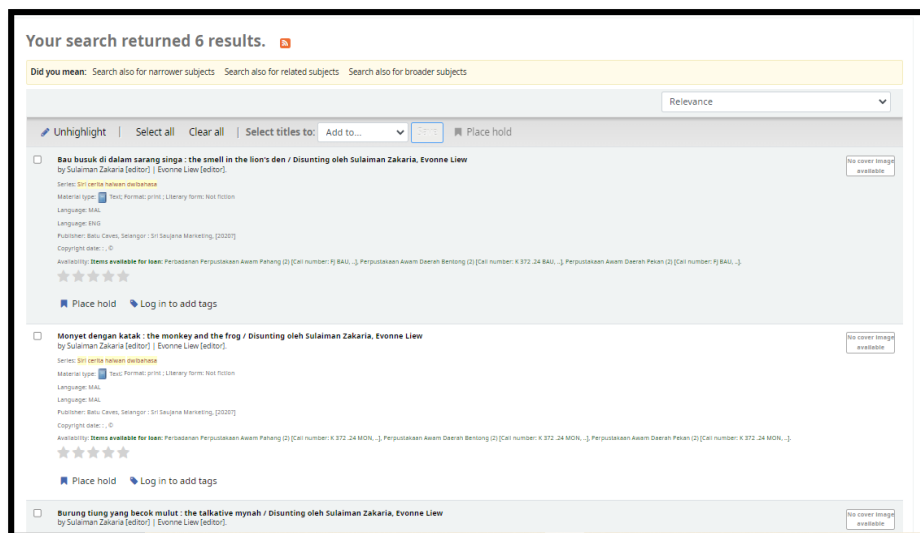


Figure 72: Web OPAC result

On 23 November 2021, I have met and discussed with Mrs. Maria. I have proposed to make a braille book and choose only one from the ‘*Siri Cerita Haiwan Dwibahasa*’ series. Mrs. Maria has proposed to make all six story books from the series to complete the series. After that, on 29 November 2021 I have submitted the paperwork and got approval from Mrs. Maria and Mr. Aseri. For information, Mr. Aseri is the head of *Unit Perkhidmatan Perpustakaan* or circulation unit, and my special project is under this unit.



**KERTAS CADANGAN**

PENYEDIAAN BAHAN BACAAN UNTUK BERKEPERLUAN KHAS (SPECIAL NEED):

CACAT PENGLIHATAN

**TAJUK SIRI:**

SIRI CERITA HAIWAN DWIBAHASA

**TARIKH:**

NOVEMBER 2021 – JANUARI 2022

**DISEDIAKAN OLEH:**

WAN NUR AISYAH BT WAN MOHD KHAFAR

PELAJAR PRAKTIKAL UITM REMBAU

*Figure 73: Paperwork for my Special project braille*

### **During the process of printing braille**

I have started printing animal story books starting starting from 27 December to 31 December 2021 in the *Unit Teknologi Maklumat*. Throughout this printing process Mr. Zahid and my friend, Athirah has helped me a lot. The first story is the story of the *Anak Arnab Memperdaya Serigala*.

On the second day, 28 December 2021, I printed the second story book, which is a *Burung Tiung yang Becok Mulut*. On 29 December I printed the third story book, *Bau Busuk di dalam Sarang Singa* and the next day the fourth and fifth book was the story of *Ibu Ayam Mengaku Kalah* and *Burung Pucung dengan Ketam* printed on 30 December 2021, and on the last day, 31 December, I printed the story book *Monyet dengan Katak*



*Figure 74: Photocopy machine*



*Figure 75: Printed six story books*

I began printing and translating all of the storybooks into braille in the braille room once I finished printing all of the storybooks. Mr. Zahid and my friend Athirah assisted me in the process of printing the book in braille. Mr. Zahid helped in choosing a suitable spacing and quantity of letters for the braille letters to fit the storyline and illustrations on the page. The process of printing a story into braille using a computer and a braille machine called an Embosser.



*Figure 76: Computer and Braille machine*



Figure 77: Braille machine (Embosser)

Beginning on 6 January 2022, and ending on 13 January 2022, all six of those storybooks have been translated and produced in braille. The process begins with *Ibu Ayam Mengaku Kalah, Burung Pucung dengan Ketam*, then the story of *Burung Tiung yang Becok Mulut*, followed by *Bau Busuk di Dalam Sarang Singa* and finally *Anak Arnab Memperdaya Serigala*.

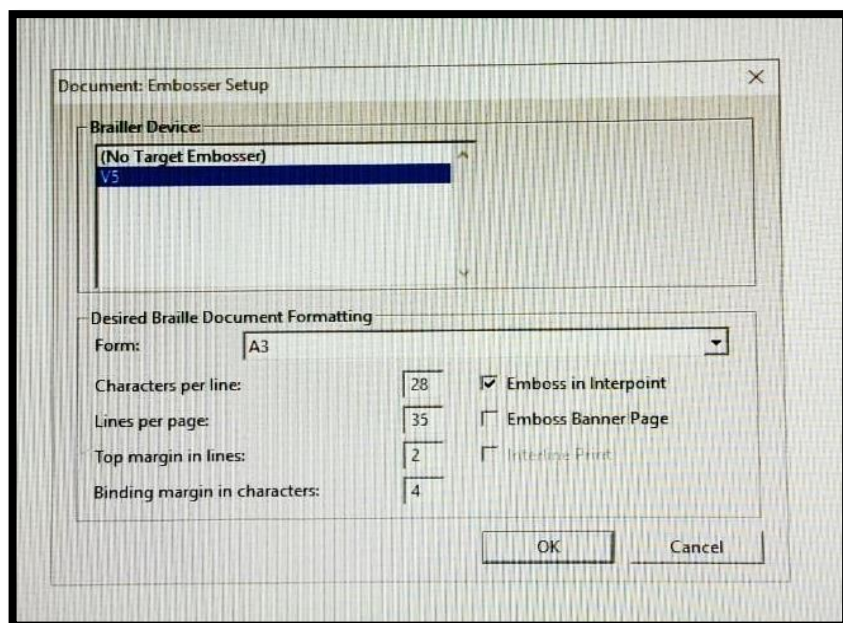


Figure 78: Document embosser set up in computer

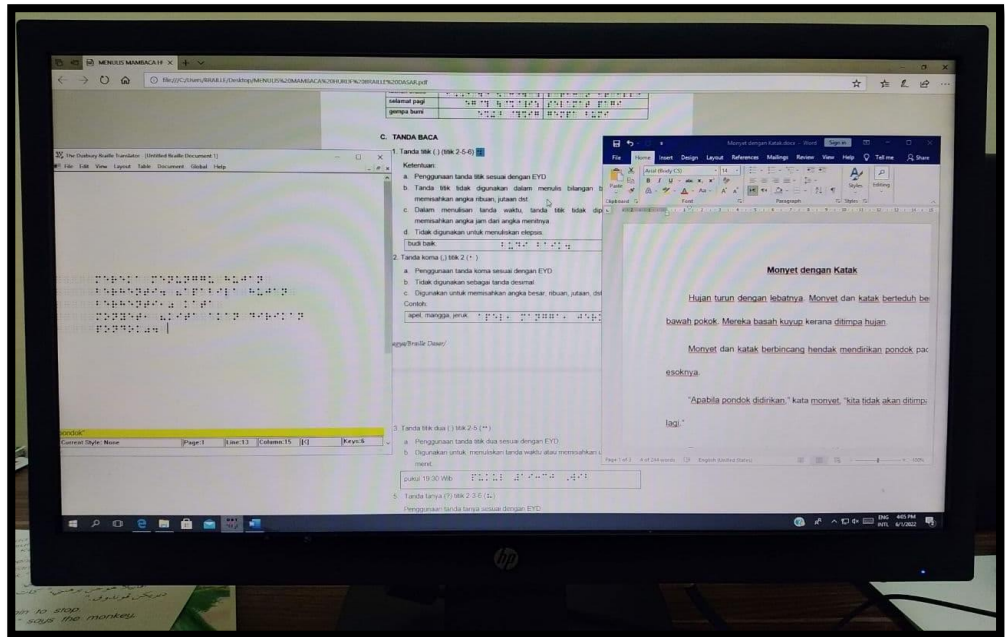


Figure 79: Braille in computer



Figure 80: Way to insert braille paper in braille machine

If the paper has the picture, the paper needs to be inserted into the braille machine upside down.



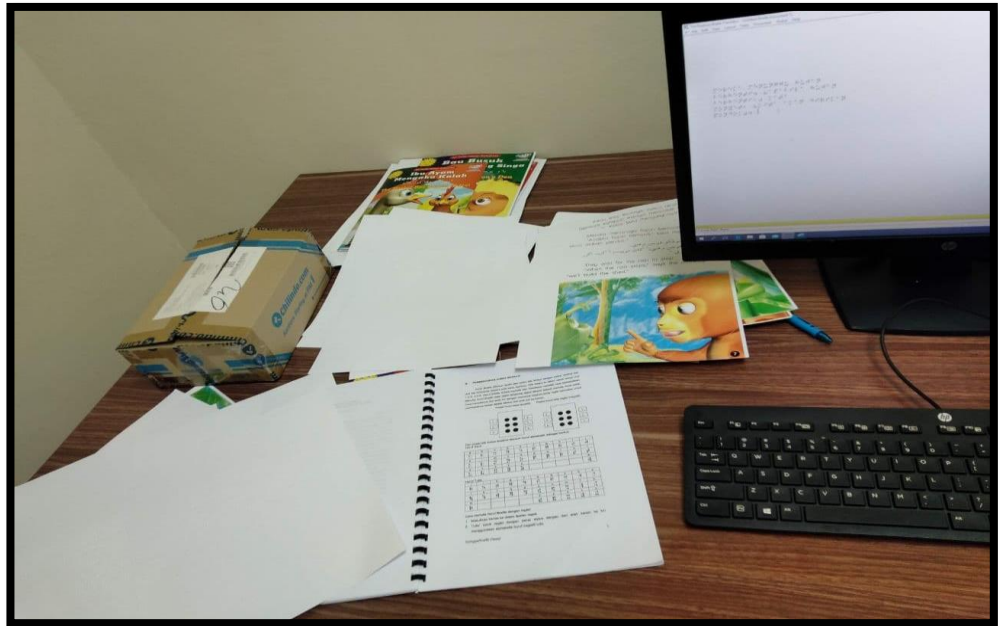


Figure 81: Manual book in using braille

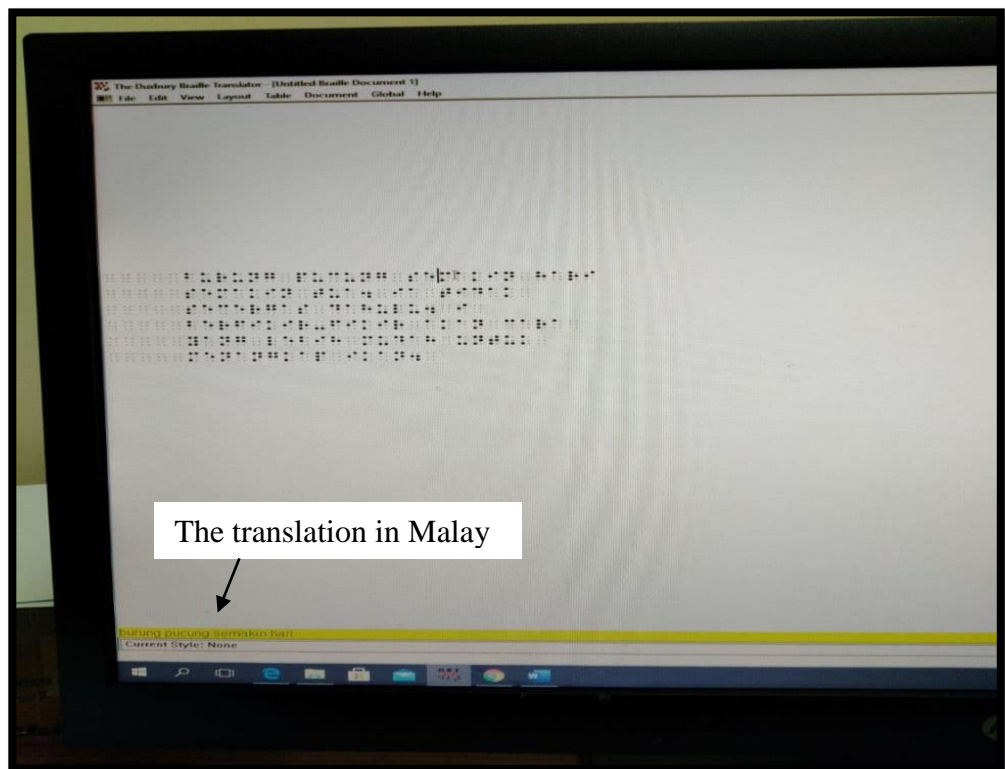


Figure 82: Braille word in computer

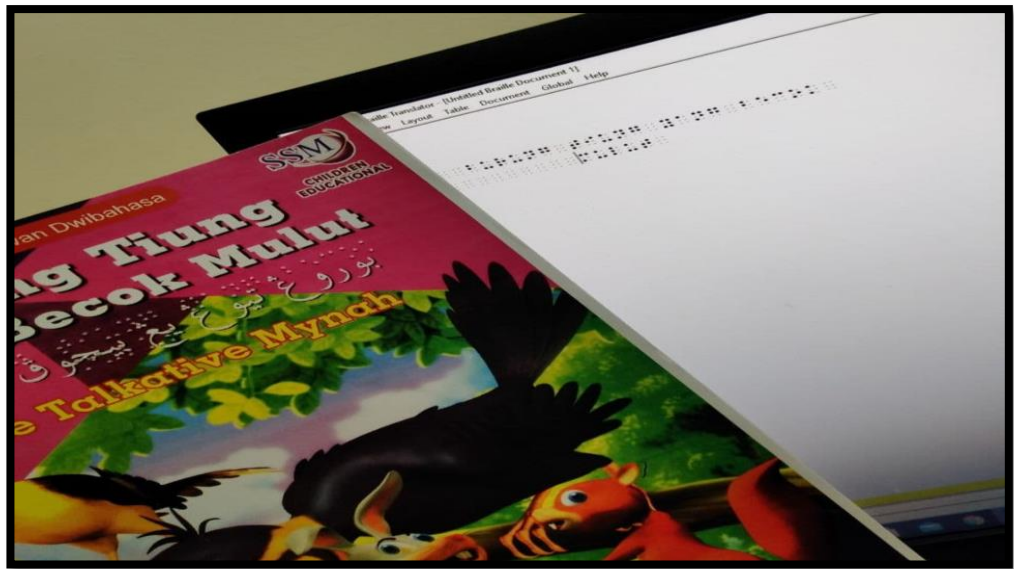


Figure 83: *Burung Tiung yang Becok Mulut with Braille writing*

### After the process of printing braille

After completing the process of printing and translating the story into braille. I combined and turned it into a braille book by title, and sent the book for the binding process at Lim Copy Center Sdn Bhd printing shop. The process of combining and binding these books has been much in the way of Mr. Firdaus Hadi, Mr. Aseri, and my friend Athirah.



Figure 84: *Combined six story books*

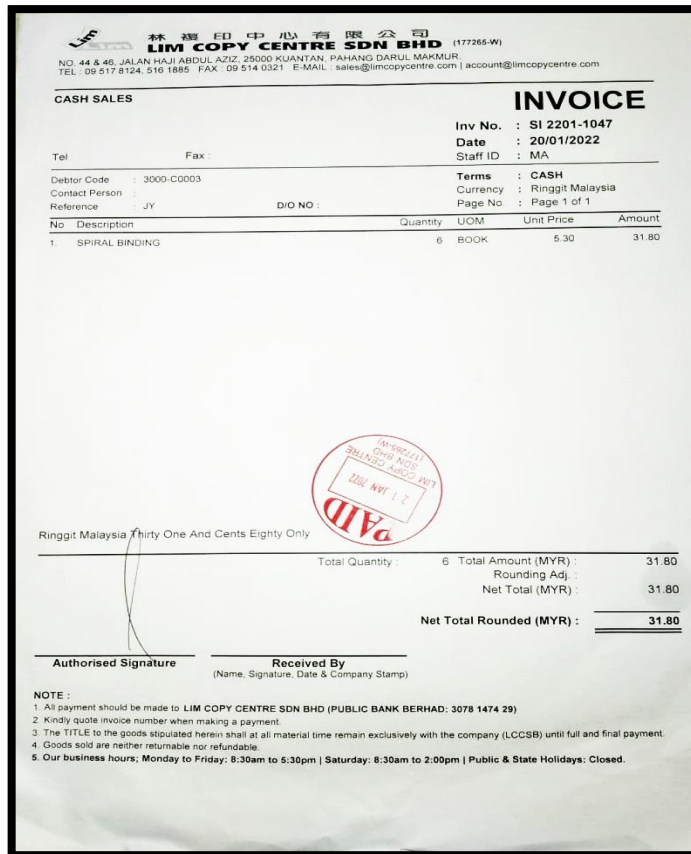


Figure 85: Receipt for Spiral Binding of six books

My braille book handover ceremony took place at *Bahagian Perkhidmatan Perpustakaan dan Literasi* on January 27, 2022. This braille book was given to PPAP, which was represented by Mr. Mohd Norshazlin and Mr. Aseri, to be kept in the braille room as a braille collection.



Figure 86: Completed braille books to be given to PPAP



*Figure 88: Handover the braille books to Mr. Aseri*



*Figure 87: Handover braille books to Mr. Amer*

As a result, this special project had achieved all the objective listed in the proposal.

## CHAPTER 4 CONCLUSION

### 4.1 Application of Knowledge, skills and experience in undertaking the task

During the five-month industrial training at PPAP, the practical students have learned many new things, gained new experiences and improved their skills, especially in library management. as stated in the industrial training objective is to encourage the students to apply the skills and knowledge gained at the university to benefit the organizations. There are several subjects offered by the information management faculty that are very beneficial to students while undergoing industrial training.

Among them is the subject **Organization of Information: Computerized Cataloguing (IML655)** in semester 6. materials and books found in the PPAP collection must be catalogued and processed before being placed on the shelf for user use. by the way, trainees have used the knowledge he has learned in this subject to catalogue books. during the class session, trainees were taught to catalogue books and other materials using the Koha library system. this benefits the trainees because the library system in PPAP also uses the Koha system. this gives the trainee a clearer picture of how to properly catalogue materials and books according to the organization.

In addition, we also learn **communication skills**. While on campus we have studied the subject of Public Relations (PR), this subject has to some extent taught us how to communicate properly when dealing with people and when hosting an event. users from various backgrounds and ages. Therefore, while in industrial training we have practiced it when dealing with users from various backgrounds and age groups. In addition, the staff here also taught us how to communicate properly when hosting events, dealing with users, and dealing with people in higher positions.

In the first month we worked when the country was MCO and all library activities were only done online. Therefore, we have to improve our **IT skills**. While undergoing industrial training here, I learned how to set up a zoom meeting, how to record video using complete equipment and so on. apart from us learning, we

also teach staff to use Canva, which is a platform to create posters, create google forms, and so on.

Besides that, the subject of **library design** during semester 6. This subject teaches the guidelines for building a library in terms of its design, colour, bookshelf and others. This subject is very important. For example, the height in choosing a bookshelf in a children's library is very important and according to the height of the child.

#### **4.2 Personal Thoughts and Opinion**

In my point of view, PPAP is a library that is well-known in the community for addressing all of its patrons' needs. The library has succeeded in showing their aim of 'Providing full, conducive, and exceptional library infrastructure and services' by providing a variety of services and facilities that fulfil the demands of users. Other than that, PPAP is a very good internship place because it is a public library that accepts various types of users. Trainees can learn how to deal with different types of users ranging from children to the elderly. This indirectly makes the trainee able to learn and improve communication skills better when dealing with users and meet the needs of users.

Going through the internship here was a blessing to me and friends. **working environment here is very cheerful and positive.** All the staff in this library are **very friendly.** although we were all new to the work environment at first, but they treated us all kindly and warmly so that we didn't feel awkward. They also always give advice and experience for us in preparation for us to face the world of work later.

They are also **very helpful and cooperative.** They are willing to assist trainees whenever problems occur. When we conduct our individual special projects, for example, they are happy to assist with venue preparation, technical issues such as setting up zoom meetings, and so on. They also provided us with a variety of ideas and views while we prepared our special project.

Next, PPAP has **a wide variety of collections and materials** from good and trusted book suppliers to meet the needs of users. Ranging from general books to reference books, the collection here is always up to date to keep up with current

developments. Here there is also a collection of braille books for the convenience of users with special needs (visually impaired). Collection here is not only available in Malay, but also available in English, Tamil, China, and Arabic.

### 4.3 Lesson Learnt

Industrial training is a great platform for trainees to get a clear picture of the real work situation. Undergoing industrial training at PPAP taught us many new things in daily life. First, gaining a spirit of **helping and teamwork**. When we are given a task by an officer, we will gather together, discuss and brainstorm with each other to make the task a success. For example, when we were given the task of recording a corporate video tour, we discussed and divided the task fairly so that the task went smoothly. Finally, the video was completed smoothly, according to the set day and got praise from our officers.

Besides that, we also **support each other**. when one of us is in trouble we will give them help and moral support. For example, when in the process of completing their special projects, we support each other, help each other in being committee members, be a panel for their program, and also give ideas and opinions.

Moreover, industrial training also educates us to be **brave**. when getting assignments from officers, we never said no. for example, when we got an assignment to be an emcee, make a puppet show, and dance in front of a crowd at a program that took place at *Sungai Lembing*, we challenged ourselves to do it. We dared to make a presentation in front of a crowd even for the first time and we managed to do it. In addition, we also venture to deal with consumers. For example, answering questions from users related to services and collections

Every person who works in a library that provides services to patrons must **be presentable**. To impress the users, every job, including the trainee, must be clothed stylishly and cleanly. It is essential to generate a good first impression in order for people to feel comfortable speaking with us. When interacting with users, always be nice and smile so that they don't hesitate to return. Speech style is also significant since it displays our personality by speaking respectfully and using appropriate words when speaking.

**Self-discipline** is another thing I've learnt. Every employee must punch a card before 8 a.m. and return by 5 p.m. on a daily basis, which has taught us to be

punctual. In addition, if there is any business, we will notify the staff or division head in the office every time you want to leave the office.

#### **4.4 Limitation and Recommendation**

Since we are also there working during MCO, so we do not participate much in outside activities that involve the community and users face to face. All activities and interactions between the library and the community are only done online. So that I did not get so much experience in working outside with community. In my opinion, trainees need to browse more library social sites such as PPAP official Facebook to get more activities and participate in competitions and programs organized to gain more knowledge and experience even participating in online activities.

In addition, we also have work from home (WFH) during the MCO, and face constraints in terms of slow internet access. This makes it difficult for us to communicate with officers regarding the tasks and work assigned. In addition, the non - conducive surrounding environment is also a constraint. When working from home, noisy home conditions and no dedicated space to do work can distract focus while working. In my opinions is when working fully in the office, trainees need to re -learn in more depth the task given and ask a lot so as not to drop out of the learning process.


The difficulty of translating antique Arabic writing is one of the limitations. I was assigned the task of adding new entries of old Arabic books to the Koha system while working in the *Bahagian Pembangunan dan Pembangunan Koleksi*. It was tough for me to complete the task since the old Arabic writing was complex to understand. To make the translation process easier, trainees, in my opinion, should seek out those who are more skilled in Arabic writing. In order to make the process of translating easier, trainees should refresh their writing and Arabic language skills.



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## APPENDICES

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<b>Date: 31/10/2021</b>									
07:27:34	(C) Valid Card Entry	CA0F902	ATTENDANCE	0489645419	0807	WAN NUR AISYAH BINTI WAN MOHD	PRAKTIKAL	PRAKTIKAL	NA
10:53:36	(C) Valid Card Exit	CA0F902	ATTENDANCE	0489645419	0807	WAN NUR AISYAH BINTI WAN MOHD	PRAKTIKAL	PRAKTIKAL	NA
<b>Date: 29/10/2021</b>									
07:50:53	(C) Valid Card Entry	CA0F902	ATTENDANCE	0489645419	0807	WAN NUR AISYAH BINTI WAN MOHD	PRAKTIKAL	PRAKTIKAL	NA
10:42:12	(C) Valid Card Exit	CA0F902	ATTENDANCE	0489645419	0807	WAN NUR AISYAH BINTI WAN MOHD	PRAKTIKAL	PRAKTIKAL	NA
Printed on: 31/10/2022 2:48:21 PM								Page: 2	

Appendices 1: Attendances



**KERTAS CADANGAN  
PROGRAM SAMBUTAN HARI KANAK-  
KANAK SEDUNIA 2021  
PERINGKAT  
PERBADANAN PERPUSTAKAAN AWAM  
PAHANG  
2021)**

} Tajuk  
poster

poster

9.45 - 11.35am

logo Sebelum 25hb  
PPAP(kanak) - colour-terang)

Share dengan En. Faizal

① Tajuk

② Tarikh: 12 Nov

masa: 9 - 1.00

Aplikasi: Zoom

gambar tokoh: daki shahani 29.

Aktiviti: (takwim)

social

**DISEDIAKAN OLEH:**  
Unit Gerakan Membaca dan Literasi,  
Perbadanan Perpustakaan Awam Pahang.



## MEMO

### BAHAGIAN PERKHIDMATAN PERPUSTAKAAN DAN LITERASI

Kepada : Seperti senarai edaran  
Ruj. Fail : (25) dim. PPAP/PL(LIT)/2/002 Jld. 15  
Tarikh : 25 November 2021

#### **PETUGAS BAGI PROGRAM PAMERAN SEABAD EL-DORADO TIMUR DALAM KENANGAN**

Dengan segala hormatnya perkara di atas dirujuk.

2. Sukacita dimaklumkan bahawa pihak tuan/puan dipilih sebagai petugas bagi pasukan teknikal bagi program tersebut pada ketetapan berikut :

Tarikh : 27 & 28 November 2021 (Sabtu & Ahad)  
Masa : 08.00 pagi hingga 05.00 petang  
Tempat : Perkarangan Muzium Sungai Lembing

3. Kerjasama dan perhatian daripada pihak tuan/puan amat kami hargai serta didahului dengan ucapan terima kasih.

Sekian.

**"PRIHATIN RAKYAT : DARURAT MEMERANGI COVID-19"**

**"BERKHIDMAT UNTUK NEGARA"**

Saya yang menjalankan amanah,

**(MARIA BINTI HAMZAH)**  
Ketua Bahagian Perkhidmatan Perpustakaan  
dan Literasi  
Perbadanan Perpustakaan Awam Pahang

s.k : Ketua Bahagian Khidmat Pengurusan



## MEMO

### BAHAGIAN PERKHIDMATAN PERPUSTAKAAN DAN LITERASI

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Kepada : Seperti senarai edaran  
Ruj. Fail : (30) dlm. PPAP/PL(LIT)/2/002 Jld. 15  
Tarikh : 25 Januari 2022

Tuan / Puan,

#### PETUGAS BAGI PROGRAM PERKONGSIAN ILMU PENGURUSAN HARTA PUSAKA & WASIAT: HARTA PUSAKA, HAK SIAPA?

Dengan segala hormatnya perkara di atas dirujuk.

2. Sukacita dimaklumkan bahawa pihak tuan/puan dipilih sebagai petugas bagi pasukan teknikal bagi program tersebut pada ketetapan berikut:

Tarikh : 27 Januari 2022 (Khamis)  
Masa : 09.30 pagi hingga 11.30 pagi  
Aplikasi : Perpustakaan Digital dan Sumber Media

3. Kerjasama dan perhatian daripada pihak tuan/puan amat kami hargai serta didahului dengan ucapan terima kasih.

Sekian.

**"PRIHATIN RAKYAT: DARURAT MEMERANGI COVID-19"**

**"BERKHIDMAT UNTUK NEGARA"**

Saya yang menjalankan amanah,

**(MARIK BINTI HAMZAH)**

Ketua Bahagian Perkhidmatan Perpustakaan  
dan Literasi  
Perbadanan Perpustakaan Awam Pahang

s.k : Ketua Bahagian Khidmat Pengurusan  
: Ketua Bahagian Rujukan Dan Maklumat  
: Ketua Unit Teknologi Maklumat



## MEMO

### BAHAGIAN PERKHIDMATAN PERPUSTAKAAN DAN LITERASI

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Kepada : Seperti senarai edaran  
Ruj. Fail : (16) dlm. PPAP/PL(LIT)/2/DD2 Jld. 15  
Tarikh : 20 Oktober 2021

Tuan / Puan,

#### MESYUARAT JAWATANKUASA KERJA PROGRAM SAMBUTAN HARI KANAK-KANAK SEDUNIA BIL. 2/2021

Dengan segala hormatnya perkara di atas dirujuk.

2. Sukacita dimaklumkan bahawa Mesyuarat Jawatankuasa Kerja Program Sambutan Hari Kanak-Kanak Sedunia 2021 akan diadakan seperti ketetapan berikut :

Tarikh : 01 November 2021 (Isnin)  
Masa : 10.00 pagi  
Aplikasi : Zoom meeting (lokasi masing-masing)

3. Kerjasama dan perhatian daripada pihak tuan/puan amat kami hargai serta didahului dengan ucapan jutaan terima kasih.

Sekian.

"PRIHATIN RAKYAT : DARURAT MEMERANGI COVID-19"

"BERKHIDMAT UNTUK NEGARA"

Saya yang menjalankan amanah,

(MARTA BINTI HAMZAH)

Ketua Bahagian Perkhidmatan Perpustakaan  
dan Literasi  
Perbadanan Perpustakaan Awam Pahang

sk : Ketua Bahagian Khidmat Pengurusan  
: Ketua Bahagian Pembangunan dan Pembinaan Koleksi  
: Ketua Unit Teknologi Maklumat

### KISAH SANG ITIK YANG DEGIL

Hai apa khabar adik adik semua? Harapnya adik-adik berada dalam keadaan yang baik. Adik-adik pernah dengar tak kisah sang itik yang degil?

~~Beniklah~~  
Hm, begini ceritanya,

Pada zaman dahulu, ada dua ekor haiwan yang bersahabat baik iaitu sang kucing dan sang itik. Mereka tinggal bersama-sama di dalam sebuah rumah <sup>dan saling tolong-menolong di-</sup> ~~untuk mencari makanan~~ <sup>antara satu sama lain.</sup> - Setiap hari, mereka akan membahagikan tugas dan sebelum sang kucing keluar dia akan berpesan kepada sang itik.

**Sang Kucing:** Aku akan keluar untuk mencari makanan dan kamu sang itik akan mengemas dan menjaga rumah. Oh ya! Aku ingin berpesan, janganlah kamu buka pintu dan keluar dari rumah ini jika ada haiwan lain yang memanggil.

**Sang Itik:** Kamu usahlah bimbang dan kkuatir, wahai sang kucing. Tahu la aku menjaga diri, aku akan ingat pesanan kamu itu. (Nada sombong)

**Sang Kucing:** Ermmmmm, baguslah kalau begitu! Tidaklah aku bimbang. Dapatlah aku keluar mencari makanan dengan tenang.

Setelah sang kucing keluar, sang itik akan memastikan pintu dan tingkap rumahnya sentiasa tertutup dan dikunci rapat.

**Sang Itik (dalam hati):** Aku perlu memastikan semua pintu dan tingkap berkunci kerana aku takut ada haiwan yang liar dan ganas datang ke rumah ini.

Tiba-tiba, muncul sang serigala. Rupanya <sup>amat</sup> menakutkan. Matanya merah dan terbeliak. Giginya pula menyeringai dan tajam. Sang serigala selalu saja memerhatikan sang itik disebalik semak samun.

**Sang Serigala:** Nampaknya sang itik berada di rumah, ha ha ha. Bolehlah aku menangkapnya untuk dijadikan makanan tengahari. Hmmm, tetapi, aku tidak pernah melihat sang itik keluar dari rumahnya walaupun selangkah. Bagaimana cara untuk aku mengumpun sang itik supaya keluar dari rumah tersebut.

Pada suatu hari, sang itik berkata sendirian,