**FACULTY OF INFORMATION MANAGEMENT**

**BACHELOR OF INFORMATION SCIENCE (HONS) LIBRARY**

**MANAGEMENT (IM244) UITM NEGERI SEMBILAN CAMPUS REMBAU**

**INDUSTRIAL TRAINING**
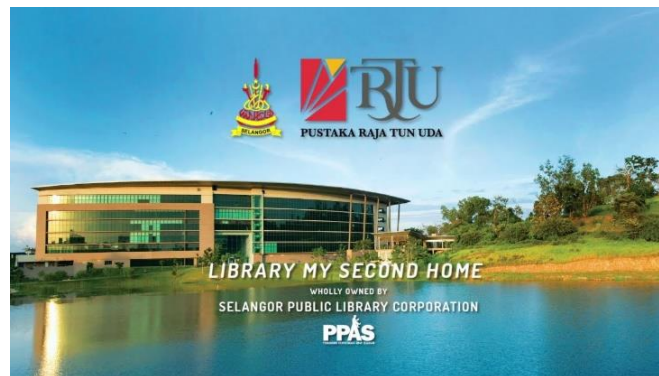
(IMC690)



**PERBADANAN PERPUSTAKAAN AWAM SELANGOR**

**JALAN KELAB GOLF 13/6, SEKSYEN 13**

**40100 SHAH ALAM, SELANGOR**

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**Group:**

N5IM2447B

**1ˢᵗ March 2022 – 31 July 2022**

# INDUSTRIAL TRAINING

## (IMC690)

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**FACULTY OF INFORMATION MANAGEMENT**

**UNIVERSITI TEKNOLOGI MARA**

**CAWANGAN NEGERI SEMBILAN, KAMPUS REMBAU**

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# ABSTRACT

*Generally, industrial training defines as a placement of students in an organization related with their courses in order to conduct supervised practical training in the certain industry sector within the time given before the student been qualified as a bachelor's degree. Industrial training is crucial in order to expose students to real work environments and at the same time students can acquired more knowledge during industrial training. Moreover, a new skill in work integrity, time management, communication and other useful skills can be developed by students during industrial training and most of the time, the knowledge that students learn in faculty can be different from what they will face during work. This report being created in order to fulfill the requirement of the whole Industrial Training subject IMC690 for final year students Faculty of Information Management in Bachelor of Science Information (Hons.) Library Management. Mainly purpose of the whole report being created is to explain the detail about overall tasks and lesson being acquired within these five months training at Perbadanan Perpustakaan Awam Selangor (PPAS). Generally, this report writing begins with the introduction and background about PPAS. Then, continued with the next chapter which is organizational chart whereby it is crucial to know more about the existence of department and their roles. Moreover, third chapter will cover about overall activities being made during internship programmed and this chapter will include about the special project being handle during Industrial Training. Last but not least, final chapter is about the reflection especially on trainee's application of personal thoughts, lesson learnt, and overall knowledge being acquired by trainee during industrial training. Other than that, the limitation of organization will be identified, and some recommendation will be given in order to suggest improving management.*

# ACKNOWLEDGEMENT

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Generally, industrial training defines as a placement of students in an organization related with their courses in order to conduct supervised practical training in the certain industry sector within the time given before the student been qualified as a bachelor's degree. Industrial training is crucial in order to expose students to real work environments and at the same time students can acquired more knowledge during industrial training. Moreover, a new skill in work integrity, time management, communication and other useful skills can be developed by students during industrial training and most of the time, the knowledge that students learn in faculty can be different from what they will face during work.

IMC690 is a code for industrial training course in Universiti Teknologi mara (UITM). This course is a core subject where final year students especially from Faculty of Information Management must fulfill before being qualified as a bachelor's degree. Students must complete this course and need to be in their chosen organization for at least 5 months and its different depending on the student's faculty. IMC690 provides pre-professional working experience with specific tasks and responsibilities in order to create a familiarity between what has been learned and reality. During the training, students need to show the professionality, curiosity, discipline, and time management. Student will be looked after by supervisor if there is any problem and the supervisor itself will evaluate the student's performance during industrial training. The objectives of industrial training subject are listed below: -

Assist students in order to increase their marketability after being qualified as a bachelor degree.

Enhancing personal caeer interests, serving as a bridge between university and the work-life.

Providing pre-professional work experience with specific task and responsibilities.

Let students adapt with management and real technical skills in a library and information environment.

Encourage students to gained new knowledge and used the skills that been study in university to bring and give benefits to the organization.

## 1.1 BACKGROUND OF THE ORGANIZATION

### 1.1.1 About Perbadanan Perpustakaan Awam Selangor (PPAS)



**Figure 1:** PPAS Logo

The Selangor Public Library Corporation (PPAS) was established through the PPAS enactment in 1968 and gazette in Government Gazette No. 5, dated March 27, 1969, Government Gazette N0. 7, 1975 (amendment) and Government Gazette No. 29, 2011 (amendment). In 1971, the Board of Directors of the Selangor Public Library Corporation was formed to start a Public Library in the State of Selangor. The first step in this direction was the acquisition of the Kuala Lumpur Book Club on 20 October 1971 to be used as the PPAS headquarters.



**Figure 2:** PPAS view from above

The library then moved to Shah Alam on 16 November 1986 and was named Raja Tun Uda Library (RATU). The design of the State library building is characteristic of Bugis culture, while the interior design is a clash of Eastern and Western cultures. The building contains six floor and has an area of 102,545 square feet where 40,420 square feet is the reading room which is estimated to accommodate more the 1,000 readers at one time. The shelves can accommodate 250,000 books from varieties of types.

The library was opened to the public on 18 April 1987 and was officially opened on 15 March 1988 by AlMarhum Sultan Salahuddin Abdul Aziz Shah Alhaj Ibni AlMarhum Sultan Hisamuddin Alam Shah Alhaj. The Raja Tun Uda Library is a state library which is also the headquarters of the PPAS.

The headquarters of the PPAS has moved once again to a new building located in Section 13, Shah Alam. This library is a gift from His Majesty Sultan Sharafuddin Idris Shah Alhaj Ibni Almarhum Sultan Salahuddin Abdul Aziz Shah Alhaj, Sultan of Selangor to the people of Selangor in conjunction with the declaration of "Selangor Maju 2005". In addition, in 2005, the Selangor State Government then planned to build a monument to commemorate the declaration of "Selangor Maju". But in the opinion of His Royal Highness Sultan Sharafuddin Idris Shah Alhaj, the Sultan of Selangor, the construction of the monument could not be useful to the people.

He believes that building a full-fledged public library with filled with books and knowledge can be more beneficial to the people of Selangor. He consented that the State Government built a library as a gift to the people of Selangor so that the people of the State can read and gain greater knowledge in various fields thus improving the standard of living, appropriate with the standard of a progressive state. The launch of the library site was completed on 27 August 2005 as a landmark for Selangor Maju 2005. Currently, PPAS has 104 branch all over Selangor include:

1 • Headquarters Library

7 • District Library

12 • Town Library

55 • Village Library

4 • Branch Library

16 • PNM

9 • Mobile Library

### 1.1.2  About Raja Tun Uda Library
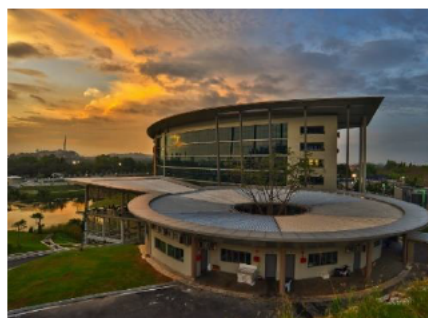


**Figure 3:** Pustaka Raja Tun Uda Logo

Raja Tun Uda's library has the concept of "Library in a garden". The location is very strategic, which is next to the Sultan Abdul Aziz Shah Golf Club. This was the choice of His Majesty Sultan Sharafuddin Abdul Aziz Shah Alhaj, Sultan of Selangor who wanted the concept of this library in the park. Apart from providing services to students, researchers and educators, this library is also a place for recreation for the whole family, friends and even a place to find inspiration for book lovers and art lovers.

In accordance with the tagline which is "Rumah Keduaku", the concept of home is brought to the library where visitors can enjoy a cozy, comfortable and harmonious atmosphere. This is the specialty and uniqueness of Raja Tun Uda Library, Shah Alam. This 6-story building has an area of 203,600 square feet. The interior concept is full of variety of colors and variations and is equipped with modern equipment and has a contemporary design. It can accommodate 2,500 visitors and 400,000 copies of books. On weekends, public holidays and school holidays, the library receives up tp 8,000 visitors a day.

### 1.1.3  PPAS Vision, Mission and Slogan

**<u>Vision</u>**

Being a lifelong learning center that can build up spiritually, intellectually and emotionally.

**Mission**

Enrich and empower communities through library services that are relevant, easy to reach and high quality.

Realization of a state collection center for collection.

Assist the State Government to reduce crime rates and social problems.

Develop a comrehensive library infrastructure, comfortable and conducive to meet the needs of community.

**Slogan**

"Selangkah ke Perpustakaan Sejuta Senyuman, Sekali Klik Sejuta

### 1.1.4 PPAS Goals and Objectives

**Goals:**

To provide infrastructure to facilitate the public to get latest information and knowledge

Civilize society with a culture of reading

Have agenda and help realize the vision of the State Government

Reducing digital divide between urban communities and rural communities

Establish, manage and maintain the State Public Library and libraries in the area

**Objectives:**

- Develop and promote reading especially in Bahasa Malaysia

- Take over any existing libraries in the country with the consent of administration of the library

- Establish, manage and maintain the State Public Library and branch libraries throughout the country

- Establishment and maintenance of Mobile Library and the library

## 1.1.5 PPAS Tagline

*PPAS My Second Home / PPAS Rumah Keduaku*



**Figure 4:** PPAS Mascot

### 1.1.6 PPAS Charter

| | |
|---|---|
| 1 | • Library membership application process within one (1) hour workday. |
| 2 | • Ensure that loan of library materials was completed within two (2) minutes for every customer except peak hours. |
| 3 | • Ensure that latest acquisition of library materials available on the shelf for customer reference RATU within two (2) weeks. |
| 4 | • Refferal services are available to help you to keep track of information is no more than one (1) day. |
| 5 | • Provide feedback to complete the complaint within fourteen (14) working days. |

### 1.1.7 PPAS Operation Hour



**Figure 5:** PPAS Hours of Operation

### 1.1.8 PPAS Location
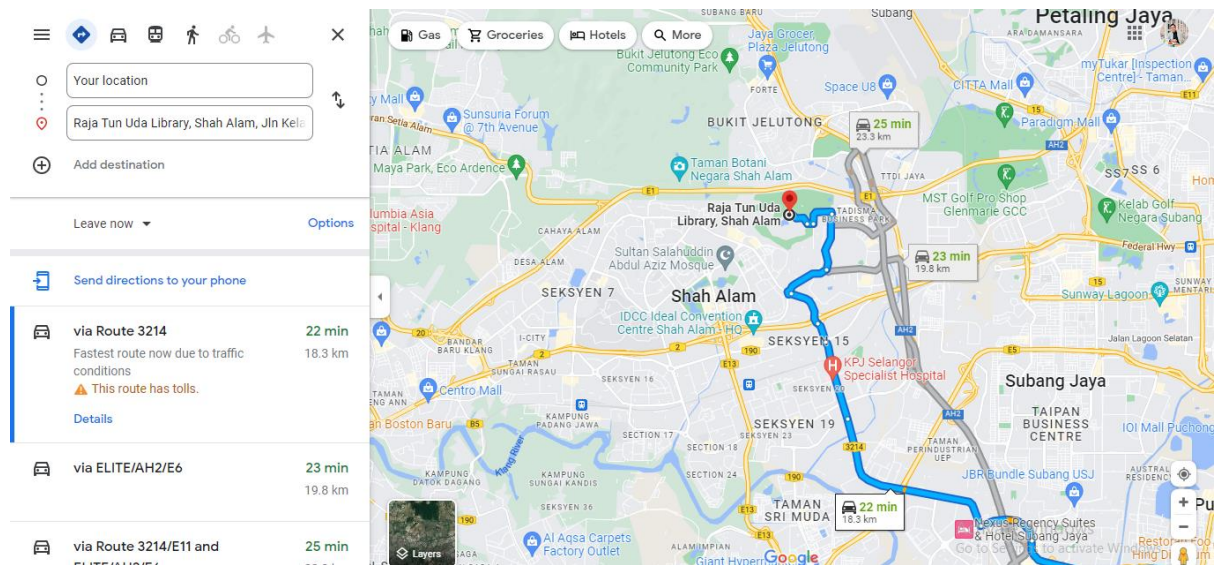


**Figure 6:** Map Roads to The Library

**Address:** Perbadanan Perpustakaan Awam Selangor, Perpustakaan Raja Tun Uda, Jalan Kelab Golf 13/6, Seksyen 13, 40100 Shah Alam, Selangor.

### 1.1.9 PPAS Logo Explanation



**Figure 7:** PPAS Logo

Every logo that been created by company has their own meaning and agenda depends on what they want to achieve and their whole objectives. Having a logo is so powerful in order to grab attention, created unique identity, and it's memorable. Based on PPAS's logo, its clearly show that the logo is simple, memorable, flexible, used appropriate colors and its unique. Moreover, the logo designed based on the human figure that can be seen sitting on alphabet "A" while reading a book. Significantly, the human figure proudly symbolizes that PPAS is a public library and it's open for all

include library members. Generally, there are four colors, and all colors exist has its own meaning such as:

| Type of Color | Symbolization |
|---|---|
| Orange | Creativity, successful and encouragement |
| Brown Color Fade | World environment science |
| Turquoise | Wisdom and discernment |
| Grey | Professionalism |

**Table 1:** Types and symbolization the color chosen

### 1.1.10 PPAS Rebranding

PPAS rebranding journey has begun since 2009 and being inspired by PPAS's director and inspired by Sultan's wisdom. Rebranding journey includes few elements include:

> **Staff -** Team Building, parenting skills, having good behavior, change mind set and other relevant courses.
> **Building** – Transformation of library building include exterior and interior. Improvement on infrastructure and services.
> **Collection** – Collect more interesting, up-to-date and good quality collection in order to shape people's mind-set and character meanwhile add value to people live.
> **Programmed** – Create creative, relevant, effective and outside the box programs.

The rebranding journey create a relevant and significant to people's lives and create people to come to libraries by their own choice. It's clearly stated that when library transform, it can help societies to improve their lives in the following 5 aspects include:

> **Financial Freedom** – Library as a meeting point and library as a human development centre.

- ➤ **Career** – Library as a learning centre and library as a human development centre.
- ➤ **Family** – Library as a second home and library as a human development centre.
- ➤ **Health** – Library as a recreational centre.
- ➤ **Spiritual** – Library as a second home, learning centre and library as a human development centre.

As a result, the outcome of the rebranding journey can be seen below:

Before rebranding:

| 2008 120,481 Visitors | 2009 151,397 Visitors | 2010 146,924 Visitors |
|---|---|---|

After rebranding:

| 2011 176,505 Visitors | 2014 814,848 Visitors | 2017 991,773 Visitors |
|---|---|---|
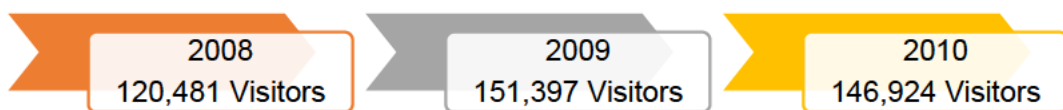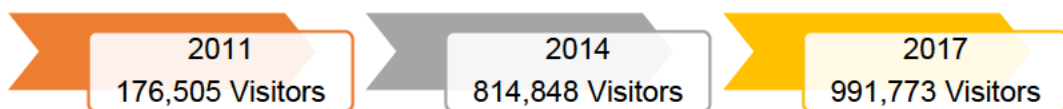
Below is the before and after library rebranding picture that currently being conducted by PPAS's architecture:

**Kuala Langat (Project 2019)**

| **Before** | **After** |
|---|---|
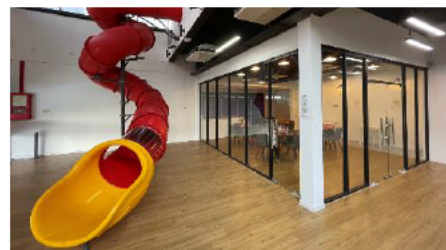
**Sri Jugra (Project 2020)**

| Before | After |
|---|---|





**Beranang (Project 2020)**

| Before | After |
|---|---|

**Bukit Bangkong (Project 2021)**

**Before**                                                            **After**





### 1.1.11 PPAS Facilities and Services

As has been mentioned, PPAS has 104 branch all over Selangor. From this perspective, it's clearly showed that headquarter library known as a Pustaka Raja Tun Uda provide complete facilities and services to the users include:

**a. Makerspace (LG Level)**



**Figure 8:** Makerspace's view

In line with the name "Makerspace", this room uses the concept of 'Making' which is manufacturing as the basis of the activities carried out. In addition to encouraging today's generation to become a 'Makers' and feel the joy of making and creating things in our Makerspace, this space can also foster interest so that they are more innovative and ready to face Industry Revolution 4.0. There are few facilities and equipment being provide in makerspace such as 3D printing, laser cutter, and iMac. Moreover, the vision and mission of makerspace being stated below:

**Vision**

➢ Become one of the platforms in producing a productive and creative society towards Selangor Smart State 2025.

**Mission**

➢ Running programs based on STEAM (Science, Technology, Engineering, Arts, Mathematics) and life skills.

**b. Marketplace @PPAS (LG Level)**



**Figure 9:** Marketplace's view

The transmission of the Covid-19 pandemic not only affects the economy at the macro and global level but is also felt at the micro and individual levels. Movement control through the MCO also caused some groups of workers to lose income, business activities stalled and affected the income of companies and individuals, ultimately resulting in many offices being forced to close. Aware of this situation, PPAS uses existing space and facilities to create Marketplace to help reduce the impact that the community is currently facing. The objectives include:

Prepare this room to replace the office or study room by using the provided infrastructure and for free.

Offer a positive environment to those affected during the MCO by giving them space to continue their activities for survival without constraints.

## c. Creative Zone (G Level)
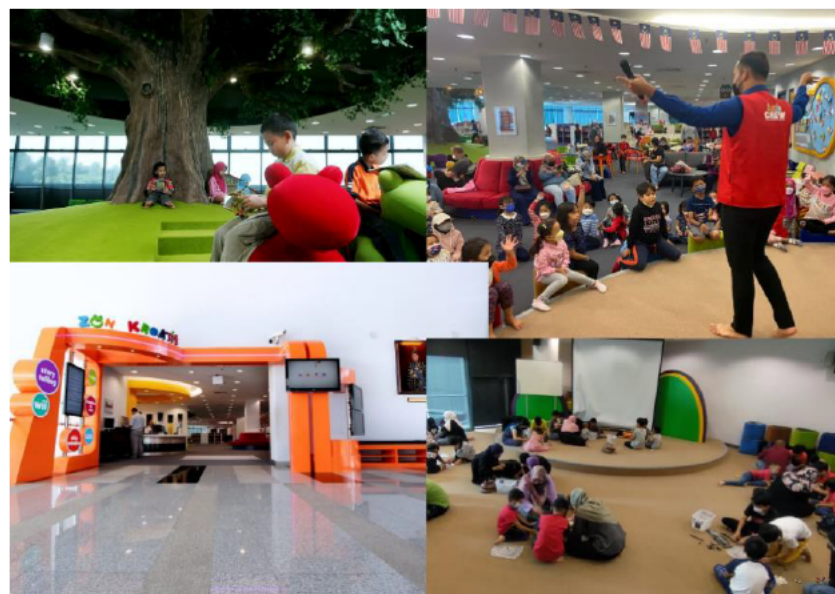


**Figure 10:** Activity @Creative Zone

The children's section of Pustaka Raja Tun Uda, Shah Alam is located on the right wing of the ground floor and is reserved for users of children under 10 years old. In addition to a wide selection of children's books that can be borrowed, there are various facilities provided in various interesting corners such as the Reading Tree, the Creative Zone, the Interactive Zone and the Cyber Zone. Reading Tree is a garden-themed space in the library for children to read in a relaxed atmosphere. A large replica tree was built for children to relax and read under regardless of the weather outside, surrounded by reading materials on colorful bookshelves.

**d. Edutainment Zone @ (G Level)**



**Figure 11:** Facility in Edutainment Zone

At the Raja Tun Uda Library there is also an Edutainment service on the GF Level where there are four services offered, namely, 3D Theater, XD or 6D Theater, Virtual Reality and Live Sketchbook as below. Edutainment is referring both education and entertainment that will serve exciting experiences to the user. The description of those four services is stated below:

**3D Theater**



The Raja Tun Uda Library 3D Theater, Shah Alam is located on level G, next to the XD / 6D Theater room. This theater was opened on Wednesday, December 28, 2011. Customers can watch selected and quality 3D animation movies with strong sound echo and real 3D picture effects, using 3D Bluray Home Theater technology. The decoration of this theater room is relaxed and can accommodate more than 20 customers at a time.

**XD/6D Theater**



XD Theater or also known as 6D Theater is a challenging and entertaining adventure simulation theater. It combines 6D motion ride technology which is a combination of lighting special effects, very fast chair vibrations, wind effects and strong sounds and sophisticated 3D visuals. This theater room has 8 units of special seats and every day visitors will be served one of 4 short film screenings according to the set schedule. The 4 movies are Canyon Coaster,

Cosmic Coaster, Ravine Racer and Haunted Mine.

Although 6D Theater is usually only found in amusement theme parks around the world, PPAS took a bold step to introduce this entertainment medium into a library! The main purpose is to attract the interest of the community, especially teenagers who have never come to the library to visit the library and ultimately hope to cultivate a deep interest in reading, after exploring each level of the library with the concept of 'My Second Home'. It is also part of the implementation of the edutainment concept in the library.

**Virtual Reality**



The virtual reality used is the HTC Vive. It is a high-capacity device developed by HTC and Valve Corporation. The headset is designed to use "room scale" technology to turn a room into a 3D space through sensors, with the virtual world allowing the user to navigate naturally, with the ability to walk around and use motion detected handheld controllers to clearly manipulate objects, interact with precision, communicate and experience an immersive environment.

**Live Sketchbook**
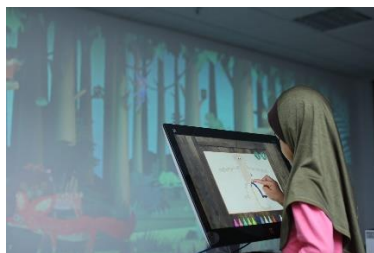


In the Life-sketch room there is a life-sketchbook where it gives exposure to children to do children's coloring activities interactively using a touch screen computer, the coloring display is displayed 'life' on the projector layer. There are 2 themes which are forest and ocean.

### e. Multimedia Zone



**Figure 12:** Facility of Multimedia Zone

The Multimedia Service was started at the Raja Tun Uda Library, Shah Alam in 1999 at the initiative of the Computer/Multimedia Division (now known as the Information Technology Division). It aims to bridge the digital divide among the people of Selangor. There are 14 computers on each floor on each floor consisting of iMac computers with the MAC OS operating system and 9 Windows-based computers for the choice of users on level G to level 4. The library is also equipped with free Wi-Fi facilities with a speed of 100Mbps.

### f. Braille Room (First Level)



**Figure 13:** Braille Room View

The Braille Collection of Raja Tun Uda Library, Shah Alam is placed in a special room for visually impaired users located on the first floor. The collection of materials

includes fiction and non-fiction books and there is a collection like STPM exams, al-Quran and novels. The book collection here has the prefix 'BR' on the book's reinforcement label. Moreover, other collection that available such as Muqaddam Braille, Call No. BR 297.1220710595 Mu, Kitab Yasin Braille, Call No. BR 297.1229 Ki, Al-Quran al-karim bil kitabah al-arabiah an-nafirah, Call No. BR 297.12207595 Al, and Al-Quranul Karim : Tulisan Braille, Call No. BR 297.12207595 Al. Generally, the facility that been provide include:

- ➢ Computer equipped with Jaws software: 2 units
- ➢ Braille printer: 1 unit
- ➢ Braille Chess Set : 2 units
- ➢ Braille Dominos : 2 units
- ➢ Electronic Chess Clock: 2 units
- ➢ Manual Chess Clock : 2 units
- ➢ Braille Slate 9 lines : 2 units
- ➢ Braille Slate 27 lines: 2 units
- ➢ Braille ruler : 2 units
- ➢ Talking Watches: Braille Natch : 2 units
- ➢ LCD Voice Watch : 2 units
- ➢ Silver Loud-Shining Watch : 2 units
- ➢ Talking Desk Clock : 2 units
- ➢ Voice Clock and Temperature Display: 2 units
- ➢ Talking Pocket Watch : 2 units

## g. Production Studio (First Level)



**Figure 14:** Production Studio View

In the production studio there are two very interesting facilities which are the sound studio and the green screen/live room. The description stated below:

- ➤ **Sound Studio**



**Figure 15:** Recording Sound @Sound Studio

PPAS Sound Studios is the first Public Recording Studio, in Malaysia. Located in Raja Tun Uda Library in Shah Alam and PPAS Gombak. Sound studio is an initiative, support and effort from the Selangor State Government together with the Selangor State Library to help inspire, educate, and fuel creativity to everyone in the music industry. This is to provide resources for the music industry to grow in an economic and creative ecosystem.

- ➤ **Green Screen/Live Room**



**Figure 16:** Setup Live @GreenScreen Room

Green studio and live room are used for recording, shooting, photoshoot, making fb live during programs such as online seminars, online talks, online forums and so forth.

**h. Audio-Visual Room (Bilik Pandang Dengar) (Third Level)**



**Figure 17:** Audio-Visual Room View

Audio-Visual Room is a room that provides audio-visual materials such as cd, dvd, and bluray. uyang users who want to use the Audio-Visual Materials (BPD) service are required to fill in the BPD Membership Application Form. BPD Membership Registration Forms are available in the BPD room. This service is open to those aged 16 and above. An annual fee of RM25.00/year is charged to the applicant. Membership must be renewed annually. Each member is allowed to borrow up to 5 units of material either CD, DVD or Blu-ray Disc for a period of 2 weeks. Materials borrowed are for personal use only. Private BPD materials may not be brought into the library. Members who return materials late will be fined RM2.00/day for each material. Members are required to pay compensation for the price of materials for damage or loss of borrowed materials.

**i. Selangor Info Hub (Fourth Level)**

**Figure 18:** Collection in Selangor Info Hub

Selangor info hub generally preserved a rare collection materials and fragile material that contain highest quality of value where every collection exist in this zone are prohibited to borrow and user cannot bring the collection out from the zone without librarian permission. In addition, this zone is very useful for research in order to find materials that related about Selangor. Generally, in this Selangor Info Hub visitors may find old newspaper cuttings, Malaysian collections, collection donated by YM Raja Datin Paduka Fuziah Binti Raja Tun Uda Alhaj, old Qur'an writings, Blue Mosque blueprint and so forth.

In addition, one of the attractions is Nadir collection. According to the Miss Netty Dahlia (librarian that in charge at Selangor Info Hub) mentioned that Nadir Collection is a material published before the 1950s and/or difficult to obtain, out of print or no longer on the market. It is a treasure of knowledge heritage that contains important information related to the early history of socio-culture, economy, language, religion, belief, politics in the archipelago and Malaya including the Malay Peninsula, the Straits Settlements, Malaya, the Federation of Malaya and the Malay Archipelago. Despite, they are Sultan's album that being preserved securely in glass rack, and it has been mentioned that the album strictly confidential and only Sultan's family and authorized person are allowed to touch and use it.

**j. Book Fly2u (Services)**



**Figure 19:** BooksFly 2 U Logo

The BooksFly2U service was launched on 16 July 2020 at the Selangor State Assembly Annex Building by YAB Dato' Seri Amirudin Shari, President of Selangor and Chairman of the Board of Directors of the Selangor Public Library Corporation (PPAS). The Selangor Public Library Corporation (PPAS) has started the

BooksFly2U initiative which is online book lending and delivery of library loan books to borrowers' home addresses since the Recovery Movement Control Order came into force. Through this initiative, members of Pustaka Raja Tun Uda, Shah Alam and members of 103 other libraries under the management of PPAS can make bookings for book loans by telephone and use the e-hailing service to have the books on loan delivered to their respective addresses.



**Figure 20:** BooksFly2U Launched by YAB Dato' Seri Amirudin Shari

PPAS wants the public to be able to access the library facilities and at the same time comply with the Standard Operating Procedures (SOP) set. In addition to digital reading materials that can be accessed directly online, the BooksFly2U initiative was created as a solution for people who need physical books. In addition to being sent to the home address, the community can also request that the borrowed books be sent to any PPAS library branch closest to their home to be picked up by themselves if they do not want to use the e-hailing service. Returning books can be done to the nearest library branch, or also using the "e-hailing" service. Through the BooksFly2U service, library users only need to make a phone call to the number 010-849 1448 and state the title of the book they wish to borrow. Next, the library staff will get the book within two days and arrange the delivery of the book using the e-hailing service of the user's choice.

### k. PPAS Directory

| LEVEL | AREA | BOOK CODE | TOTAL COLLECTION | FACILITIES / SERVICES |
|-------|------|-----------|------------------|-----------------------|
| LG | Public | - | - | • Gymnasium<br>• Seminar Room 1<br>• Main Prayer Room<br>• Security |
| G | Public | J<br>J<br>F<br>B<br>c<br>J<br>R | 3,000± | • Counter Information Service<br>• Briefing Room<br>• Discussion Room 1, 2, 3<br>• OKU Facilities<br>• Cyber Zone<br>• Mini 3D Theater<br>• 6D Theater (XD Theater)<br>• Creative Zone<br>• Reading Garden<br>• Interactive Corner |
| 1 | Teenager | Y<br>YF<br>YR | 2,000± | • Counter Information Service<br>• Study Room 1<br>• Collection of Examination Room<br>• Discussion Room 4<br>• Cyber Zone<br>• Laman Ilmu<br>• Meeting Room 2<br>• Seminar Room 3 |
| 2 | Adult | F<br>60<br>0<br>700<br>800<br>900 | 195, 000± | • Counter Information Service<br>• Training Room<br>• Discussion Room 5<br>• Cyber Zone<br>• Laman Ilmu<br>• PPAS Hall<br>• IT Laboratory 1 & 2<br>• Meeting Room 3<br>• Activity Room |
| 3 | Adult | 000<br>100<br>200<br>300<br>400<br>500 | | • Counter Information Service<br>• Discussion Room 6<br>• Study Room 2<br>• Audio Visual<br>• Cyber Zone<br>• Gymnasium (Women only)<br>• Laman Ilmu<br>• Multipurpose Hall<br>• Main Meeting Room<br>• Discussion Room 7& 8<br>• KESUKA Gallery |
| 4 | Adult | R<br>SEL<br>CA<br>HR<br>H | General Reference – 37, 000±<br><br>HRH – 1, 284 | • Red Spot<br>• Research Room<br>• Closed Access<br>• Gymnasium (Men only)<br>• Selangor Info Hub<br>• Meeting Room 1<br>• Seminar Room 4 |

**Table 2:** Directory of PPAS

## I. PPAS Collection and Book Code

| LEVEL / LOCATION | CALL NUMBER / BOOK CODE | DETAILS | | LABEL (Book Spine) |
|---|---|---|---|---|
| Ground Floor **Creative Zone** | J (J 000-900) | Malay Junior Non-Fiction English Junior Non-Fiction | | Orange – Middle Orange – Down |
| | JF | Malay Junior Fiction English Junior Fiction Other Languages Junior Fiction | | Red – Middle Red – Down Green – Top |
| | JR | Malay Junior Reference English Junior Reference | | Green – Middle Green – Down |
| | Bc (Basic) | Star Principle Angel Principle Leadership Principle Learning Principle Vision Principle Well organized Principle | | Green Purple Blue Yellow Red Orange |
| Level 1 **Teenager Section** | Y | Teenage Non-Fiction | | Yellow |
| | YF | Teenage Fiction | | Pink |
| | YR | Teenage Reference Collection Examination | | Green Blue |
| | Z | Collection Tengku Zatasyah | | Alphabet Z – Top |
| Level 1 **OKU Braille Library** | BR | BR 909.08 Se | World History (1500 – 1955) | - |
| | | BR 959.50076 Se | History of Malaysia: STPM Text | |
| | | BR 152.35 | Islam: creativity and innovation | |
| | | BR 297.211 Md | The name and the fact: the crisis of the word of God | |
| | | BR 297.1220710595 Mu | Muqaddam Braille | |
| | | BR 297.1229 Ki | Yasin Braille Book | |
| | | BJR 297.1220710595 Qa | QAF: wa al-Qur"an al-Majid | |
| | | BR 297.12207595 Al | Qur"an al-Karim al0Arabiah bill kitabah an-nafirah | |
| | | BR 297.12207595 Al | Al-Quranul Karim Braille | |
| Level 2 **Adult Section** | F | Adult Fiction | | Yellow |
| | 600 – 900 | Technology Arts & Recreation Literature History & Geography | | 600 700 800 900 |
| Level 3 **Adult Section** | 000 – 500 | Computer Science, Information & General Works Philosophy & Psychology Religion Social Science Language Science | | 000 100 200 300 400 500 |

| Level 4 Reference Section | R SEL CA HR H | General reference Collection of the State Closed Access Collection Sultan of Selangor | - |
|---|---|---|---|

**Table 3:** PPAS Collection and Book Code



**Figure 21:** Book Location

m. **Other Facilities**


**Meeting Room**


**I-Station**


**Reading Section**


**Rumah Ngaji @PPAS**


**Cafeteria**


**Buggy Ride**

**Kerel Room**



**Cubicle of Happiness**

n. **Other Services**

Membership Registration (Online/Manual)

Interdepartmental Loan (Reference Section)

Book Loan and Return

Visual Aid Loan and Return

Desktop/Laptopl/iPad Loan

Language Discovery

Group Loans (Pinjaman Berkelompok)

## 1.2 ORGANIZATIONAL STRUCTURE

### 1.2.1 Director



YBhg. Datin Paduka
Mastura Hj
Muhamad, D.S.I.S,
**PPAS Director**

**Figure 22:** PPAS Director

### 1.2.2 Organizational Chart
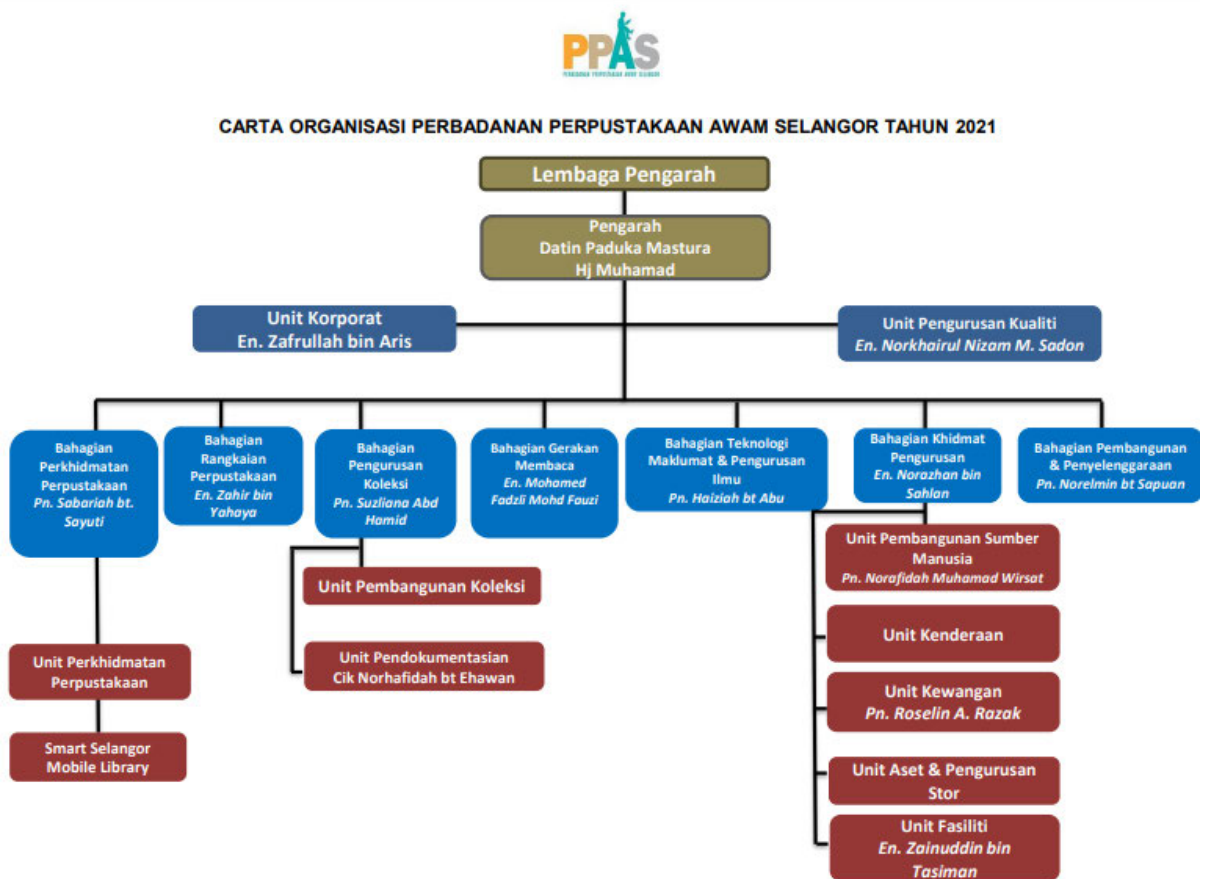


**Figure 23:** PPAS Organizational Chart

**Figure 24:** Staff Headquarters (Raja Tun Uda Library)



**Figure 25:** Staffs of the Regional Service Branch, Town and Country
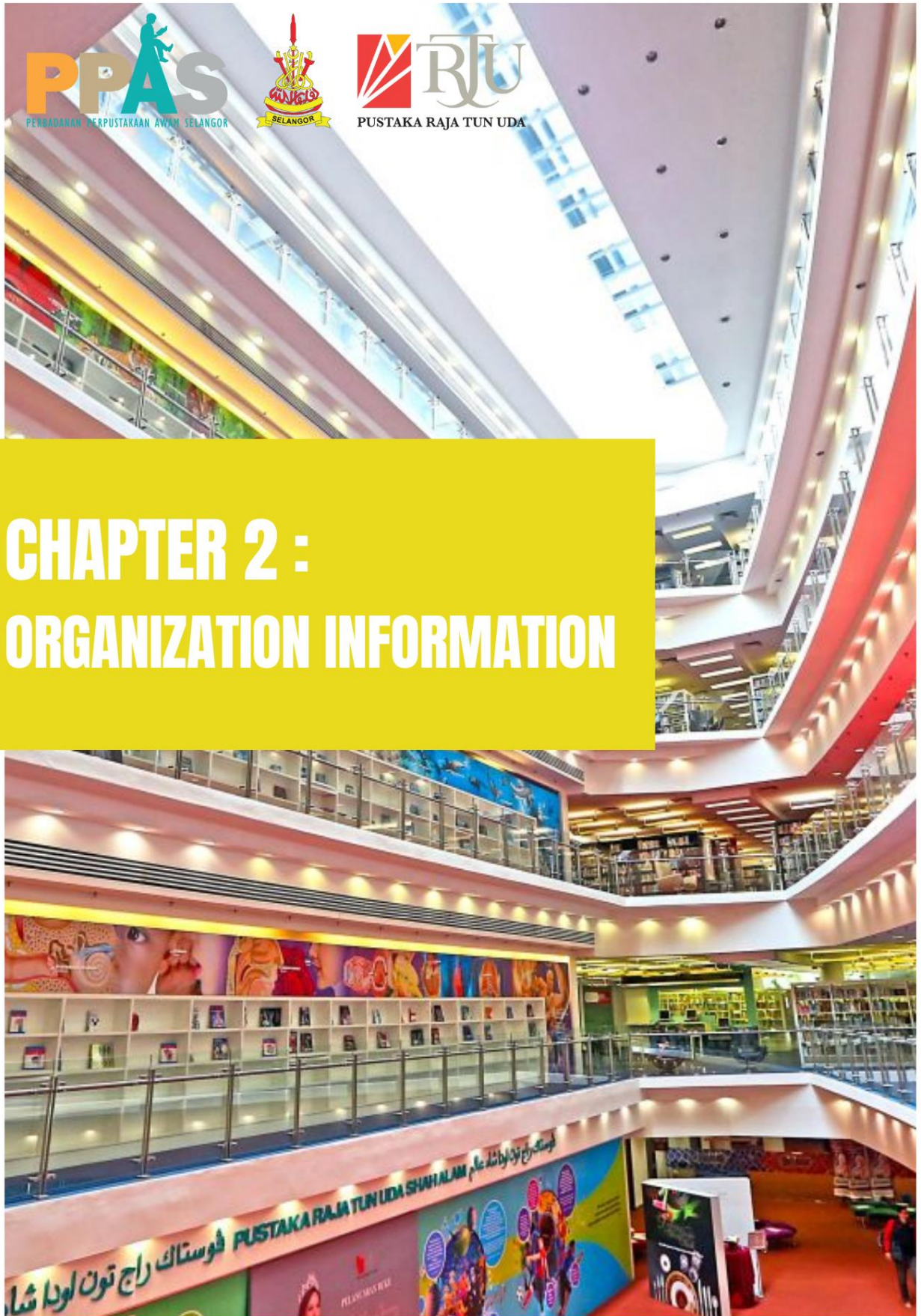
# CHAPTER 2 :
# ORGANIZATION INFORMATION

# CHAPTER 2: ORGANIZATION INFORMATION

## 2.1 Departmental Structure
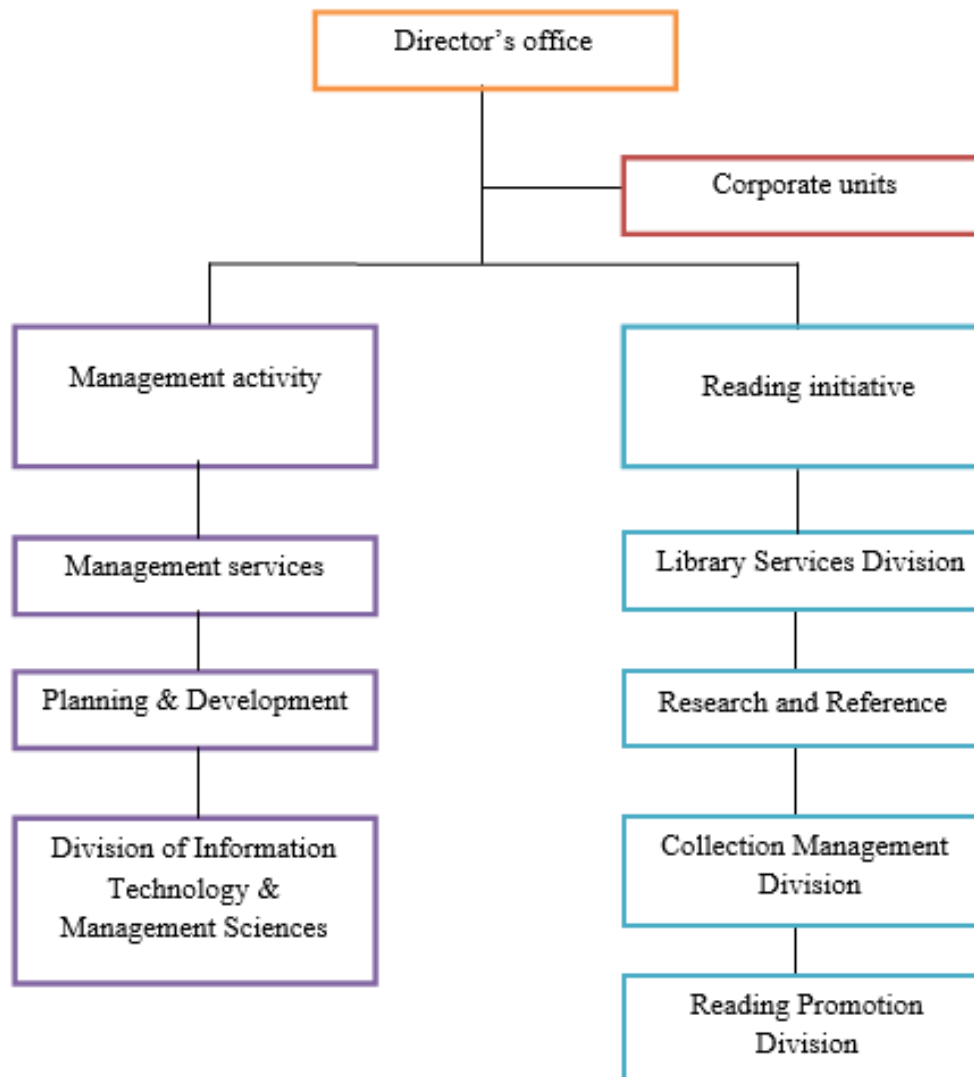


**Figure 26:** PPAS Department Structure

## 2.2 Department Function

An organization must have well organized department in order to create better company. Same as PPAS, also create their own departmental structure with different functions to run the library's core business and management.

| LEVEL | LOCATION |
|:---:|:---|
| 1 | <ul><li>Documentation Department</li><li>Collection Management Department</li><li>Corporate Units</li></ul> |
| 2 | <ul><li>Information Technology Department</li><li>Knowledge Management Department</li><li>Reading Promotion Department</li></ul> |
| 3 | <ul><li>Chairman Office</li><li>Director Office</li><li>Deputy Vice President</li><li>Administration and Human Resource</li><li>Finance and Maintenance Department</li><li>Planning and Development</li></ul> |
| 4 | <ul><li>Reference and Research Office</li><li>Library Network Department</li></ul> |

**Table 4:** PPAS Level of Department

### 2.2.1 Corporate Units

Functions: -

- Enhance corporate image department
- To foster good relations with media
- Provide feedback on user satisfaction
- Receive and manage customer complaints
- Handle official visit
- Getting funding from corporate and private parties

Charter: -

- Responded to the complaint in a complete way within seven working days
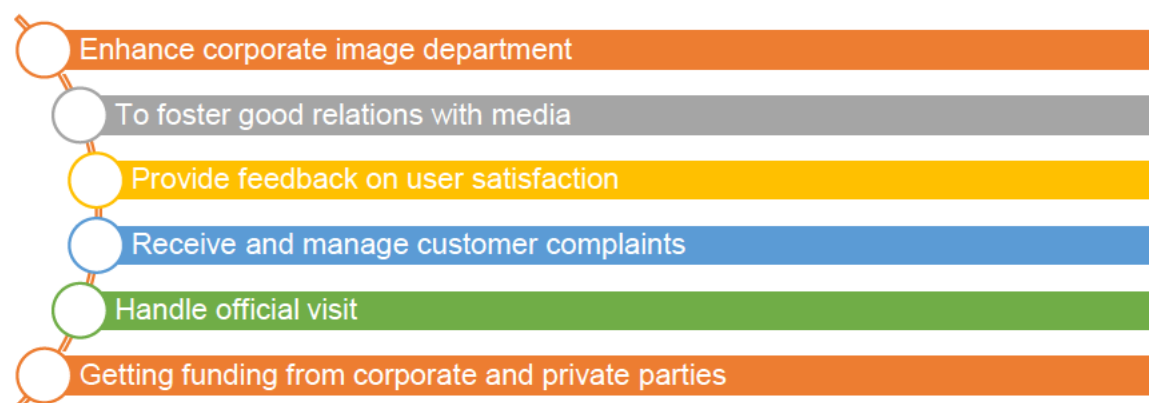
## 2.2.2 Management Activity

➢ **Administration & Human Resources**

Objectives: -

Coordinating all the matters of Administration, Human Resources, Maintenance, Personnal matters, security, Hall Rentals, Inventory and training for library services that can be delivered instant, efficient and accurate to the user.

Functions: -

General Administration

Store management

Course / Training / Seminar

Quality Management

Preparation of reports

Main meeting Management Department

Provide performance

➢ **Planning and Development**

**Objectives: -**

Act as a government body

Control the development of the Public Library project that has been planned for the state.

Support research and development program

Provides consulting services and expertise to build and develop library in Selangor

**Functions: -**

- Plan and coordinate consultancy services in the field of libraries
- Create complete database
- Compiles the information in one issue
- Coordinate the distribution of development funds for projects

**Charter: -**

- Provide Monthly Statistical Report and Year consistently every month and every year
- Prepare all building projects that have been provided with good and perfect condition
- Respond all demand, questions and advice received

## ➤ Information Technology and Knowledge Management

**Objectives: -**

Plan, implement, supervise, monitor the development of computerized system and give support to system users and customers as well as providing maintenance services direct or indirectly

**Functions: -**

- Plan, coordinate and administer the computerization project in PPAS
- Provide support in the construction of data structure
- Maintenance of construction and updating their official website
- Working together with other institution in order to create particular network

**Charter: -**

- Monitoring the computer system and libraires network can operate efficiently
- Update official website every month
- Prepare and coordinate computer software infrastructure that is good condition and meet the needs of user
- Check the database and ensure it's being protected and secure
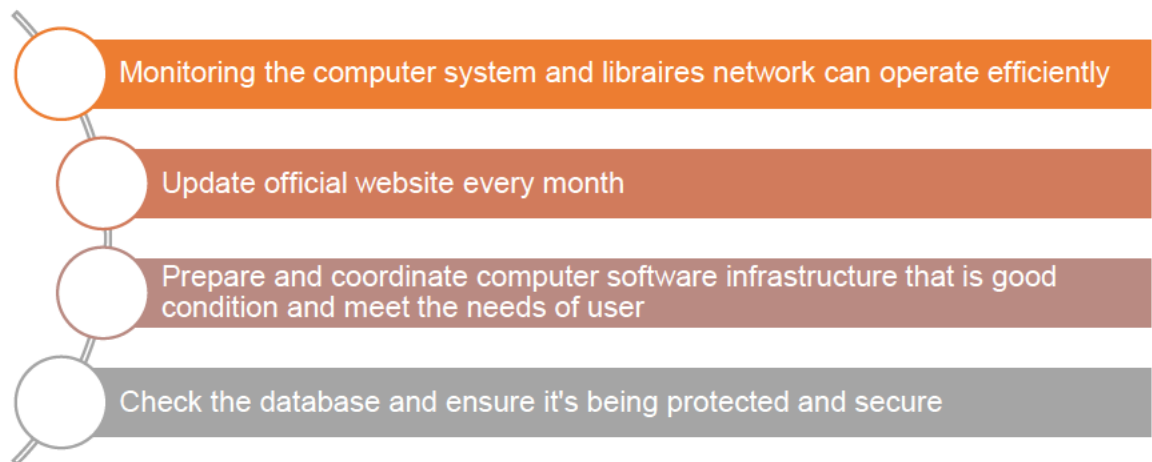
## 2.2.3 Reading Initiative

> **Library Services Division**

In Library Services Division, there are two divisions include main services at Pustaka Raja Tun Uda (RATU) and Unit Library network that connected to regional, branches, town and rural area. Ratu Library Service Unit is responsible to making preparation of materials, handling loans, control service and control membership enrolment. Below are few charters of Ratu Library Services Unit as listed: -

- Library membership application process within one hour
- Monitored order and neatness of library materials every day
- Ensure the process of library material's loan been completed within two minutes
- Ready to receive customer complaints in order to improve and increase library service
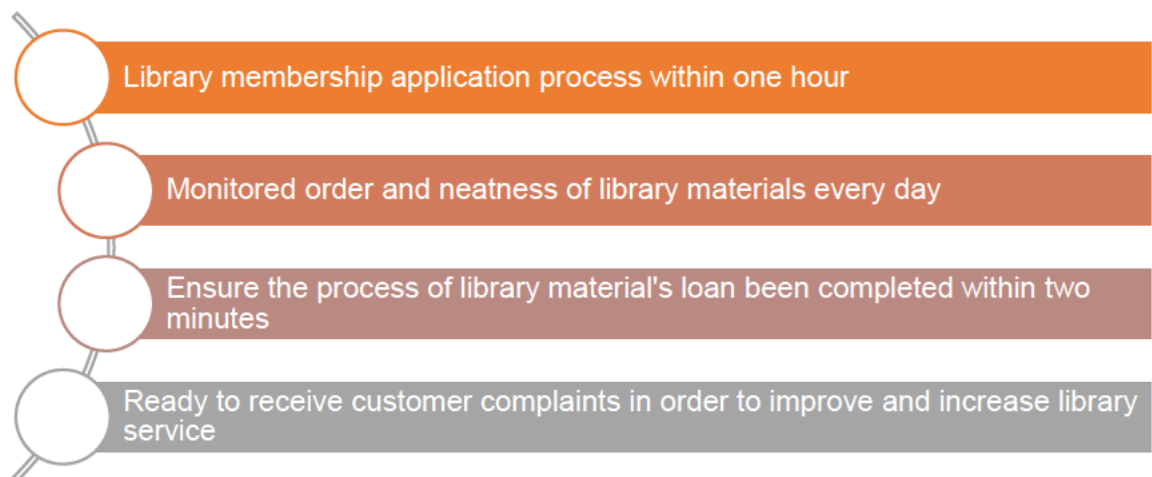
Meanwhile, for Library Network Unit is responsible on maintaining the regional library, Branch, Town and Mobile Library services that available for citizen throughout the state in Selangor. Their aims to promote reading among rural population, provides quality services to library users in the area, promote knowledge to society and improve staff performance. Below are few functions being stated: -

- Delivery outstanding service and reference books for society
- Organize referral services
- Centre of academic, community and culture to every category of people
- Enhance people to create mini library at their own home

## Charter: -

- Library membership application process within one hour
- Monitored order and neatness of library materials every day
- Ensure the process of library material's loan been completed within two minutes
- Ready to receive customer complaints in order to improve and increase library service

➢ **Research and Reference**

Functions: -

- Responsible to handle and treat inquiries reference
- Control collection of reference books, pamphlets, reports, newspaper articles, and so forth
- Caryy out activities for user
- Handle purchase, storage and collection of magazines for centre binding, branch, countrysied and Mobile Library

## Charter: -

- Help user to keep tract of information within one day

➢ **Collection Management Division**

Collection Management Division reinforces by two units include the Collection Development Unit and Documentation Unit. Generally, these two units being involved in acquisition and cataloguing process. Below is few information about these two units: -

1. Collection Development Unit

This unit being responsible to choose library collections to the advancement of society in terms of mental and intellectual thus disseminate information efficiently according to customer requirements.

Functions: -

- Provide eductaion to people informally
- Expanding and adding the ingredients needed by individuals to formal education
- Encouraging people to read books
- Support education policies, research and activities group of institutions organizations

Charter: -

- Ensure items ordered are supplied within three months
- Ensure material received being processed and sent to catalog twice a week
- Ensure material samples sent by provider will be returned least within one month

2. Documentation Unit

This unit is responsible to catalog and process accurate library material received and distributed to RATU within 18 days meanwhile 25 days to be distributed to the other branch and other service centre according to their predetermined schedule. In addition, this unit also will update OPAC continuously and monitored latest acquisition of library materials available in RATU for user.

## 2.2.4 Reading Promotion Division



**Figure 27:** Let's Reading for 10 Minutes Event

Functions: -



Handle reading promotion programme

Handle Knowledge Day and Book Fair

Conduct workshop for students seeking information

Running courses and IT Literacy programmed

Field programmed with leaders

Coordinate activities encouraging reading and enhance new membershop registration

Assessing reading materials appropriate to place and people
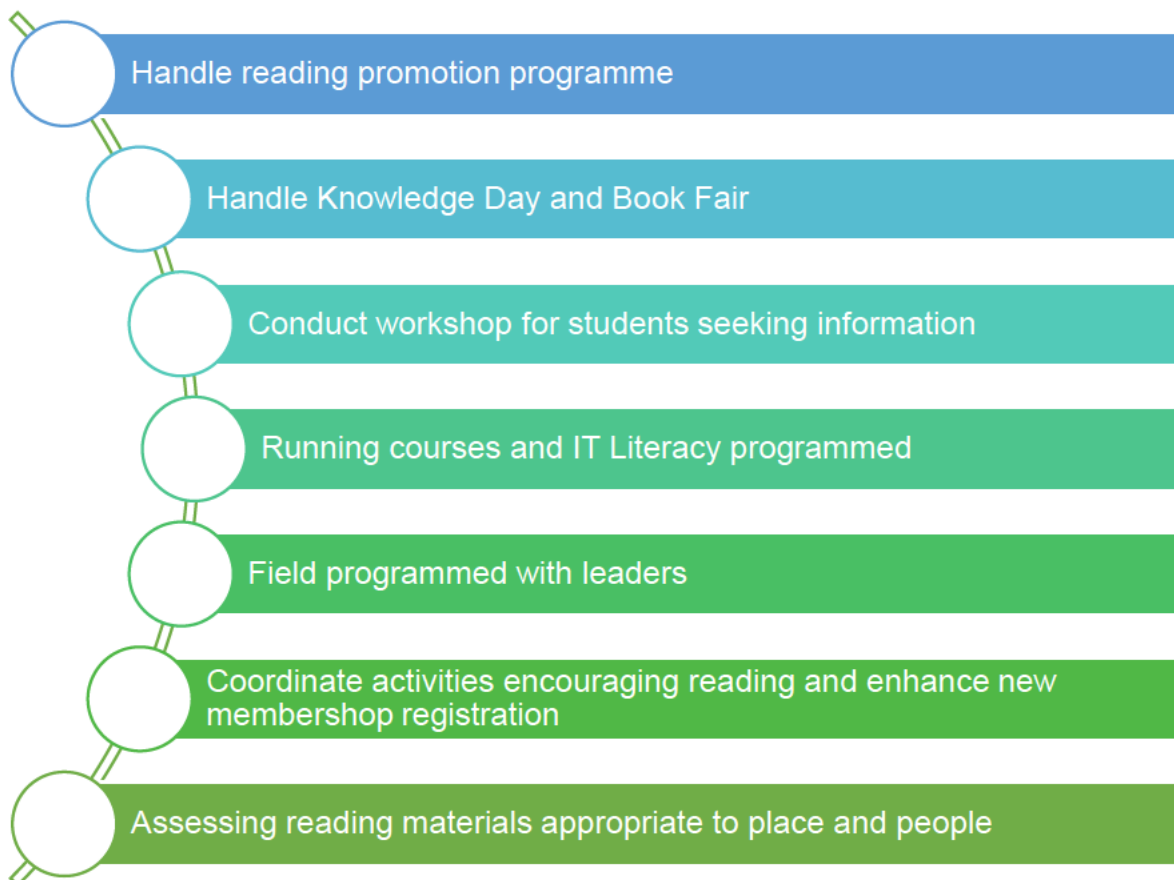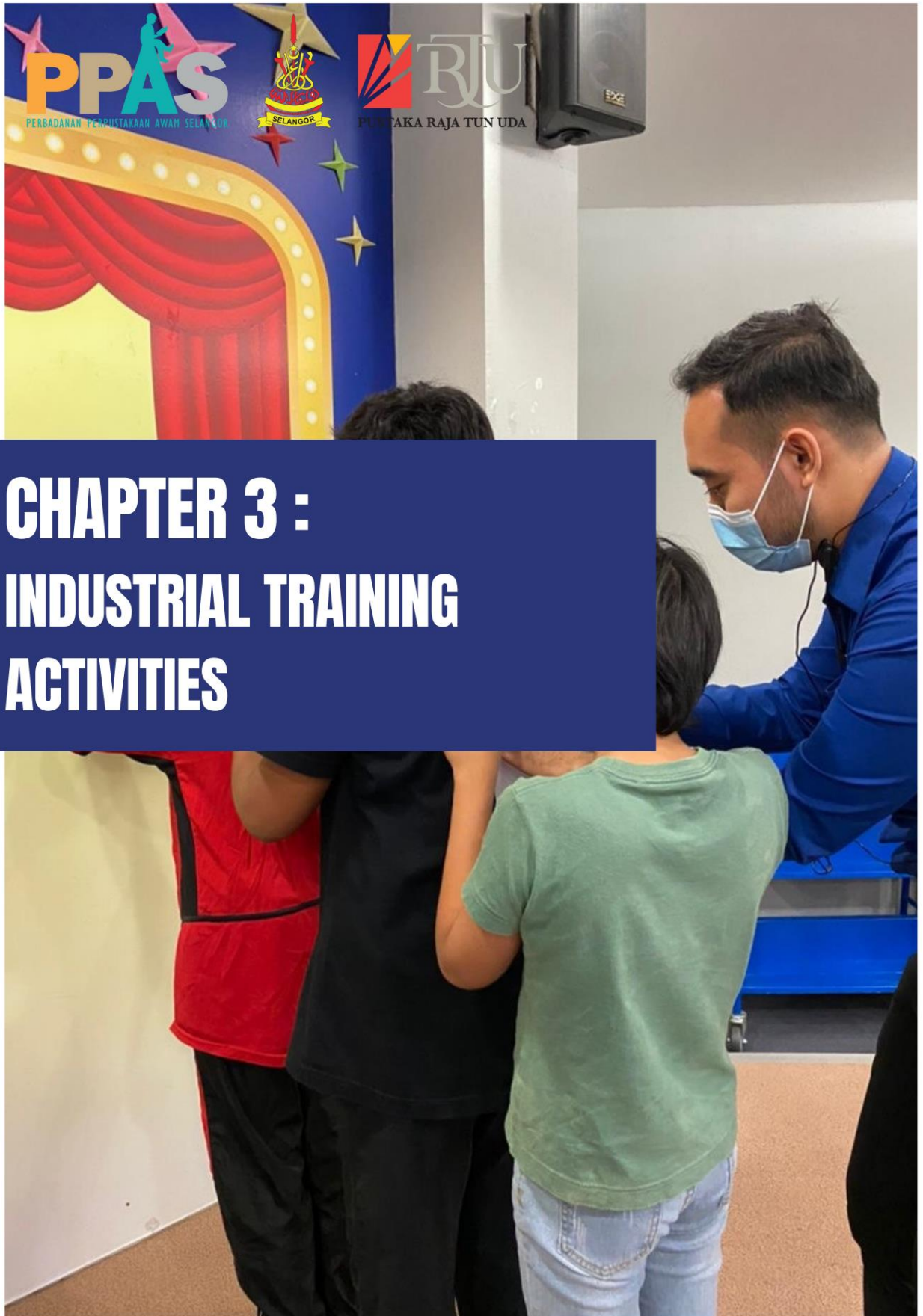
# CHAPTER 3 :
# INDUSTRIAL TRAINING ACTIVITIES

**CHAPTER 3: INDUSTRIAL TRAINING ACTIVITIES**

**3.1 Training Activities**

As has been mentioned, industrial training is a platform where student need to learn and experience the real environment of working in the company that been chosen. PPAS is a great choice for student to undergo the internship programmed as it fulfills the requirements from library study and IT study. Mainly reason why PPAS is a great choice due to the activity and job scope that organization provide are very helpful in order to exposed students their job scope and their environment. The task been given are in a rotation schedule where student will fairly be learning every department's task. Below is my internship schedule been given on the first day internship programmed:

| DATE (2022) | DEPARTMENT | SUPERVISOR IN CHARGE |
|---|---|---|
| Everyday Shelving<br>Monday:<br>8 AM – 9:30 AM<br><br>Tuesday – Friday:<br>8 AM – 9 AM | Creative Zone<br><br><br>Level 3 | Mrs. Sabariah Sayuti |
| 1/3/2022 – 18/3/2022 | RATU Library Service | Mrs. Sabariah Sayuti |
| 21/3/2022 – 25/3/2022 | Planning and Development Unit | Mrs. Norelmin Sapuan |
| 28/3/2022 – 1/4/2022 | Corporate Unit | Mr. Zafrullah Aris |
| 4/4/2022 – 22/4/2022 | Reference and Selangor Collection Area | Mrs. Sharifah Norashikin |
| 25/4/2022 – 13/5/2022 | Collection Management Unit | Mrs. Suzliana |
| 16/5/2022 – 3/6/2022 | Documentation Unit | Mrs. Suzliana |
| 6/6/2022 – 17/6/2022 | Information Technology & Knowledge Management | Mrs. Haiziah Abu |
| 20/6/2022 – 1/7/2022 | RATU Library Service | Mrs. Sabariah Sayuti |

| 4/7/2022 – 22/7/2022 | Reference and Selangor Collection Area | Mrs. Sharifah Norashikin |
|---|---|---|
| 25/7/2022 – 29/7/2022 | Corporate Unit | |

**Table 5:** Internship Programmed Schedule

### 3.1.1 RATU Library Service

**Activities:**

- Shelving at kid section (Zon Creative).
- Perform task include scanning book for check in, check out, membership registration, renew books, and Learning more about Virtua Systems.
- Handling children's activities during school holiday.
- Duty at customer service.
- Dispose item.
- Reshelved book.
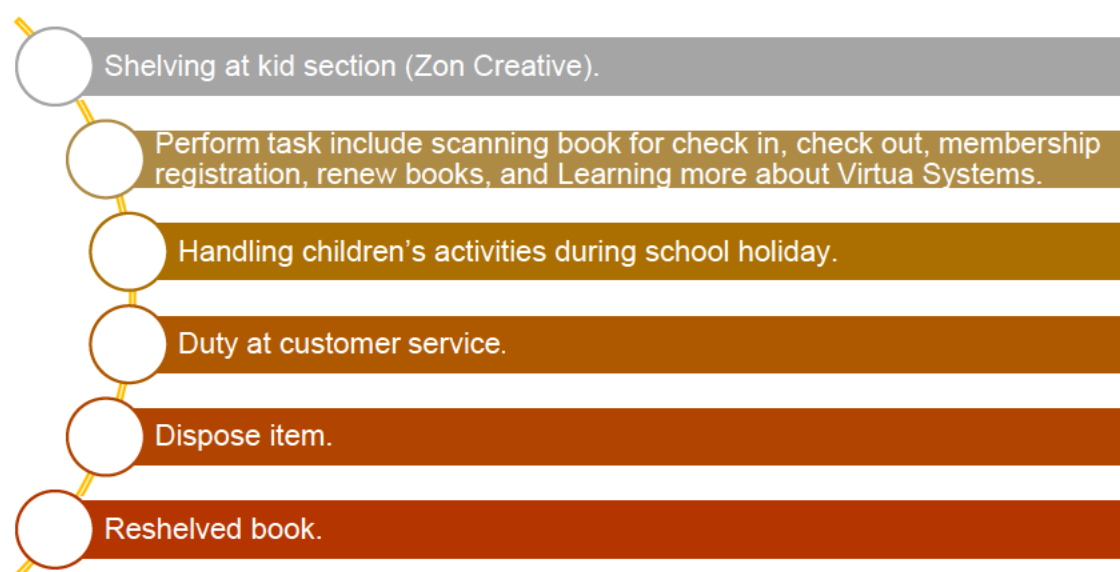
I began my journey as a practical student at Perbadanan Perpustakaan Awam Selangor (PPAS) on 1st March 2022 started with reporting and introduce myself to Mrs. Norafidah. She has introduced and bring me and my others student practical to library tour where from that we learn about the facility, services and every department that exist at PPAS. After everything done, the first department that I need to go is service department. I have to serve there for 3 weeks start from 1st March until 18 March 2022 and being rotate again on 20 June until 1st July 2022. There are so many things I learned during working at service department such as how to get familiar with the book in order to shelve it back include kids book at Children area, adult section, Teen section and also at the reference section. To be clearer, I divided the area and activity I have been done.

➢ **Children Area**

Children area is the first and I can conclude that I spent more time in children area rather than adult and teenager area. I learned how to read their call number and I realized that the call number that they used is in Dewey Decimal Number (DDC). Children area has four (4) book codes, and they label the book by using color sticker at the book spine in order to differentiate the types of materials available and at the same time ease librarian to shelve the book back. Generally, for English book they have few labels which is Junior Fiction (JF) which being shelf around Reading Tree area. Furthermore, book with paperback and hardcover will be separated. Like Enid Blyton and Geronimo Stilton, it has their own special shelf and I realized that the collection is the most popular collection being loan by user especially children.

The huge shelf in Creative Zone is Malay Junior Fiction which divided using Dewey Decimal Classification (DDC) starts from label J 000 until J 900. They also provide book for family to read and label it as a Basic Book (BC). There are six (6) principal categories for Basic book code which are Mission, Angel, Leadership, Learning, Vision and Well Organized. This collection located at the middle corner of Creative Zone. It is a combination for kids and parent reading materials. Other Languages Junior Fiction such as Mandarin, Arabic and Tamil placed at shelves near Lego Zone. Meanwhile, English Junior Non-Fiction and Junior Reference collections arranged in closed area at Glass Room.
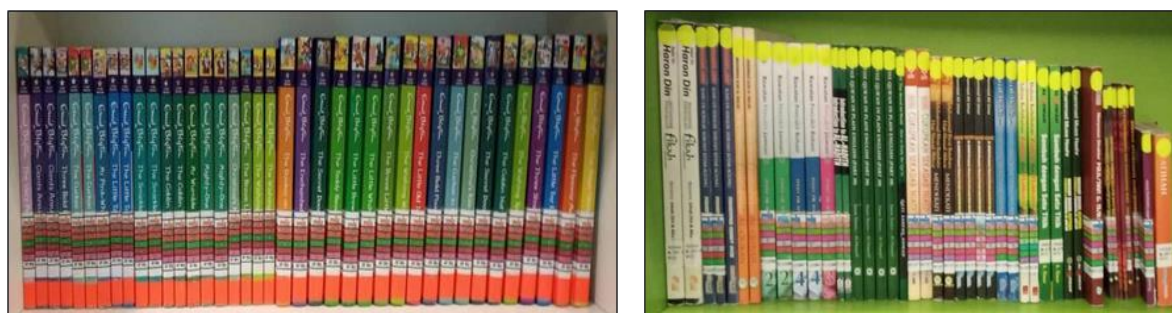


**Figure 28:** Collection of book and book label @Children Area

After getting familiar with the materials and shelving the book, I also learned how to use the Virtua system. Virtua system help librarian to register membership, insert book's information, scanning book for check in and check out and so forth. Virtua system is easy to use and very user friendly.

**Figure 29:** Me Working at Creative Zone Counter

Below is the general guideline for RATU library services as highlighted below:
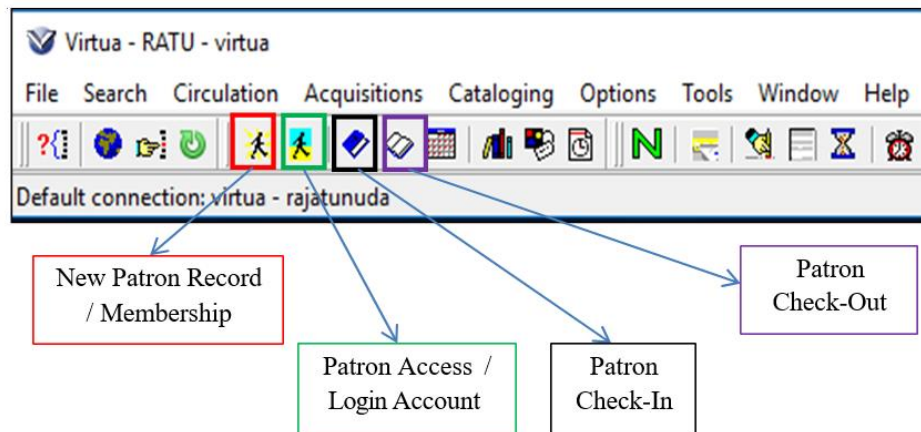


**Figure 30:** Basic Features in Virtua System

- **New Patron Record/Membership** – Key in a new membership and activate patron account automatically.
- **Patron Access/Login Account** – Check the patron information, activity, and account if have overdue.
- **Patron Check In** – To enter book information for Virtua shelving system after user returning the borrowing books.
- **Patron Check Out** – After clicking this feature and key in user identity card (IC) number, the barcode of borrowing book will be scanned and book information and return date will be saved on Virtua system.

After that, when I first working at service department, I realized that it is a school holiday and creative zone held many activities for children that come to the library. The statistic shown that every school holiday, the number of users become increase rather than the number of users coming during working day. During that time, I'm taking this opportunity to handle every activity that being held during school holiday such as traditional game, morning exercise, indoor game, Lego competition, coloring competition, spelling bee, Bingo competition, and so forth. Within that time, I also take the opportunity to create my own activity to attract children from making noise and doing nothing. In this case, I learn how to handle children because we know that children are someone that is very hyper and only proper management can help to manage the children smoothly. In addition, I also learn how to be confident because during the school holiday I am the one who will making announcement and I will be a moderator from start until end of the programmed. In addition, I also conduct library tour for children. During library tour, I learned so many things include how to explain wisely to the children about the services that available in the library such as XD theatre, 3D theatre and Life-Sketch room. For me, giving instructions to children is hard. In order to make them understand, I need to make sure that I keep my words wisely and use appropriate words.



**Figure 31:** Activity During School Holiday

Moreover, I used to work at customer service for few days due to the not enough staff. At the customer service, I learn how to answer call in appropriate way, answering random questions from users, conduct user's membership and so forth. In addition, in service department I also had a task such as key in data user in Virtua system, reshelved book at teenager and adult section and I also help to staff to dispose the item. Reshelved and dispose book help to reduce the space as there are so many duplicate and non-relevant book being

shelving. This kind of task also give opportunities to give space in order to shelf new books and new materials.



**Figure 32:** Reshelved and Disposal Activity @Adult Section

There are few steps in reshelved and dispose book include:



| | |
|---|---|
| 1 | •Remove duplicate book that have more than 3. |
| 2 | •Remove the out-to-date book. |
| 3 | •Remove book that are not longer borrowed. |
| 4 | •Separated the book and divide two types of disposal book incude dispose for destroy and dispose for donate. |
| 5 | • Scan barcode and insert few data in disposal form such as call number, price, year and title. |

**3.1.2 Planning and Development Unit**

**Activities:**

Site visit to another branch library.

Learning about their job scope and library rebranding.



**Figure 33:** Site Visit @Kg Lindungan and Kg. Bangkong Library

On 21 March 2022, I need to rotate and started to report myself at planning and development unit for one week only. In this department, I don't contribute so many things since the staff has nothing to give but Mrs. Aina and Mr Razi brief about the overall job scope and they brief about library rebranding project whereby currently they are handling few projects from Kuala Langat Library, Kg. Bangkong and Kg. Lindungan. During working at the department, I had the opportunity to go visiting the project site with the staff by PPAS's van and I also had an opportunity to participated in short presentation made by Mrs. Norelmin Sapuan about Library rebranding project at Kg. Lindungan Library.

### 3.1.3 Corporate Unit

| Help organize the Book Bazar Event. |

| Become moderator for book review slot during event. |

Like planning and development unit, I also don't contribute so many things during working at corporate unit since staff there has nothing to give but luckily, I need to help staff to organize and setup Book Bazar Event that will be held on 24 March 2022 until 27 March 2022. During that day, I help staff to install Ikea bookshelf and lifted chair and making table arrangements. Other than that, on the first day of Book Bazaar Event I have been asked to become a moderator for one slot which is book review – Abah by Nurul Norizah. Honestly, I'm not ready yet to become a moderator because it is a last-minute plan but luckily, I manage to do it, and everything go smoothly.



**Figure 34:** Become Moderator During Book Review with Nurul Norizah

### 3.1.4 Reference and Selangor Collection Area

Help Puan Sharifah to key in dipose item into few forms.

Help to design a poster.

Conduct visitor that come to Selangor Info Hub

On 4th April 2022, I was transferred to the Reference and Selangor Collection Area for three weeks. I met Mrs. Syarifah (Head of Reference Department), and she has brief about the overall job scope. She mentioned that reference area is a place where the material cannot be borrowed because some of the materials are very rare and hard to find. If user want to borrow the book, they need to get a permission from Mrs. Syarifah and they need to fill in few forms. After a short briefing with Mrs. Syarifah, she started give me tasks which is fill in record of the disposal item into two form such as Archive form and PPAS's form. Before I started, she explained very detail about task include: -

➢ Arrange the disposal book according to its call number.
➢ Fill in few records about disposal item such as title, year publication, acquisition number, and size into archive form and PPAS's form.
➢ Find the material left on the bookshelf and key in the data.
➢ After finished, give to Mrs. Syarifah for her to double check the form.

| Bil. (5) | Tajuk (6) | Tahun/Tarikh Diterbitkan (7) | Meter Panjang/ Jumlah (8) | Cadangan Pelupusan (9) | Catatan (10) |
|---|---|---|---|---|---|
| 1 | 1-2-3 tips, tricks, and traps (No Perolehan - 1230045) | 1986 | 2.2 cm | Musnah | Uzur |
| 2 | Data warehouse : from architecture to implementation (No Perolehan - 2184787) | 1997 | 2.3 cm | Musnah | Uzur |
| 3 | Fundamentals of database systems (No Perolehan – 1929319) | 1994 | 3.2 cm | Musnah | Uzur |

| BIL. | JENIS BAHAN | TAJUK/JUDUL | TAHUN TERBITAN | HARGA | NO. PEROLEHAN | NO. KELAS | STATUS KEROSAKAN | BAKI DI RAK |
|---|---|---|---|---|---|---|---|---|
| 1. | Buku | Manajemen bank | 1987 | - | 1202902 | R 332.1 Am | Uzur | 0 |
| 2. | Buku | LEADING issues in Islamic banking and finance | 1995 | RM99 | 1933540 | R 332.10917671 Le | Uzur | 1 |
| 3. | Buku | The business of banking in Malaysia | 1998 | RM23 | 2174988 | R 332.109595 Le | Uzur | 2 |
| 4. | Buku | Central banking in Malaysia : a study of the development of the financial system and monetary management | 1987 | - | 1164984 | R 332.1109595 Le | Uzur | 2 |
| 5. | Buku | Political business corporate involvement Malaysian political parties | 1995 | RM25 | 1933953 | R 322.309595 Go | Uzur | 1 |
| 6. | Buku | The making of Malaysia Inc. a 25-year review of the securities industry of Malaysia and Singapore | 2003 | - | 784838 | R 332.632 Gi | Uzur | 1 |
| 7. | Buku | Maximising stock market profit through technical analysis | 1994 | RM50 | 1891146 | R 332.632 Ta | Uzur | 0 |
| 8. | Buku | Maximising stock market profit through technical analysis | 1994 | RM50 | 1967455 | R 332.632 Ta | Uzur | 0 |

**Figure 35:** Archive and PPAS Disposal Form

Other than that, every Tuesday to Thursday morning I will help Mrs. Syarifah to shelving at reference department on 600 – 699 sections and I also help her to create a poster for Iltizam program being held on 24 July 2022. Below is poster that I have been created by myself: -



**Figure 36:** Jom Interaktif Poster

In addition, I also used to work at Selangor Info Hub on 4th July 2022 until 22 July 2022. The staff that being responsible to conduct me is Mrs. Netty Dahlia. She has taught me how to handle visitors and give clear explanation about all the materials that exist in this Selangor Info Hub such as Malaysiana collection, Blueprint of Blue Mosque, old newspaper clipping, and so forth. Day by day, I'm getting familiar to conduct the visitor that come to the Selangor Info Hub. Generally, user that come to the Selangor Info Hub tend to find any material to do some research or they just wondering what's good in this place.

### 3.1.5 Collection Management Unit & Documentation Unit

Book Process.

Check the availability of the book.

Help staff to complete book transition process at PPAS Kuala Langat.

Learn how to catalog book.

Help staff lifting book.

Collection Management and Documentation unit is the place that I learn how to process the book. On 25 April until 3rd June 2022, I'm report the duty at this unit, and I met Mrs. Masilah and she has brief the overall job scope. The first day working at this unit, I was getting a task which is I need to check the availability of the book and if key in the book data in Virtua system if it not registered yet. This task required me to: -
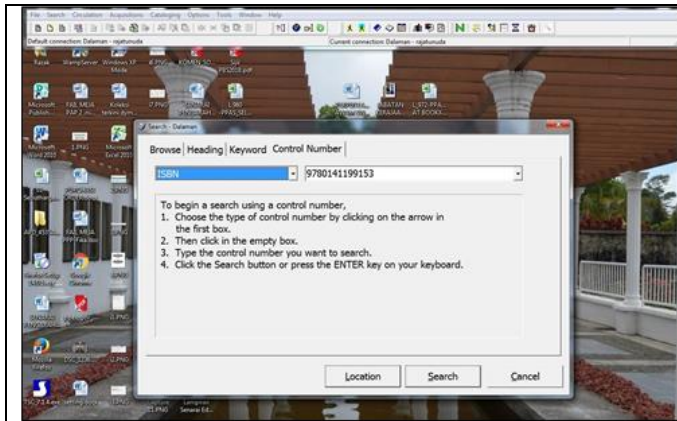
| | |
|---|---|
|  | By using Virtua System, key in ISBN number to check the available of the book in the system. If yes, take the item number and fill in the item number in a form. |
|  | If not registered yet, click the new record to begin the registration. |
|  | Filling up the MARC Tagging by following data: -<br><br>020 – ISBN<br>100 – Main Entry<br>245 – Title and Statement Responsibility<br>264 – Publication and distribution |

| | |
|---|---|
|  | Click f11 to save and it will appear in March format. Take the information from tagging 001 and key in the data to the form. |
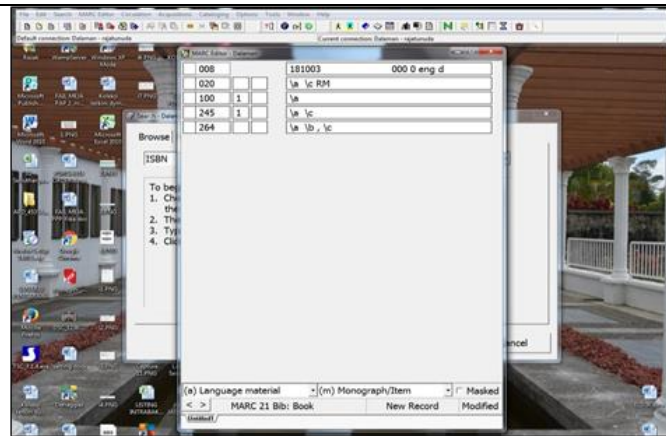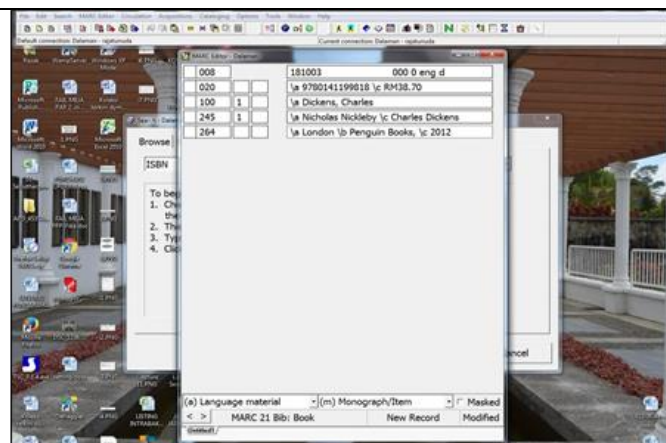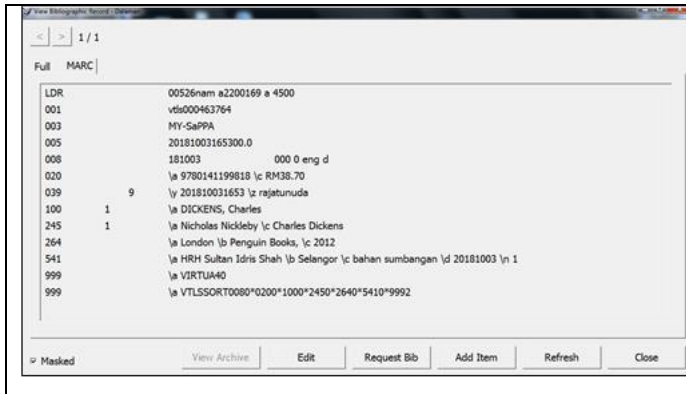
**Table 6:** Key in Data in Virtua System

After finished the first task, I got a new task which is processing a new book. Processing new book required few steps which are: -
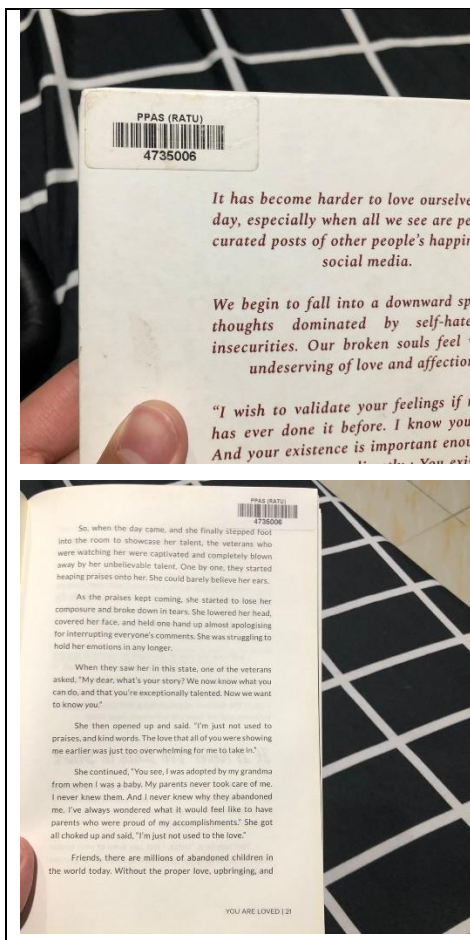
| | |
|---|---|
|  | Stick barcode at page 21 and at the back of the book. |

|  | Stick call number at the spine of the book. |
| --- | --- |
|  | Stick information label at the back of the book. |
|  | Stick due date note at the back of the book. |
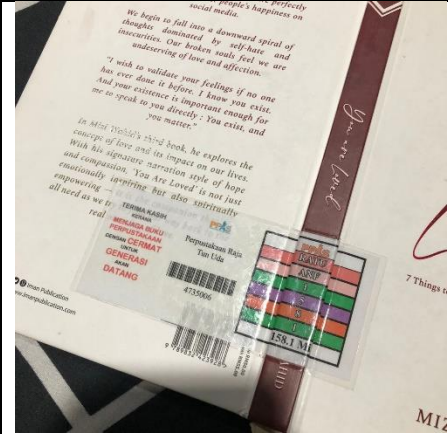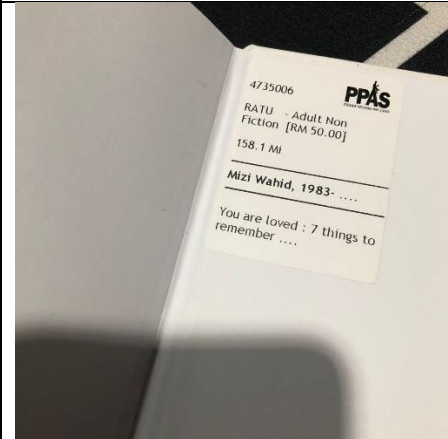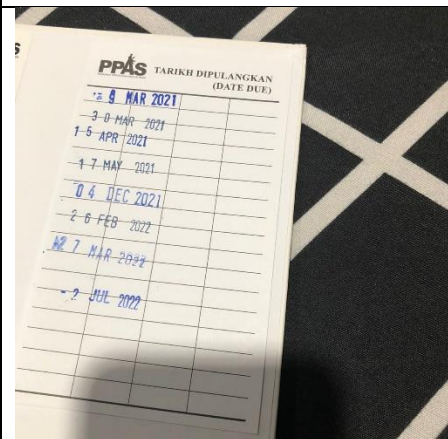
**Table 7:** Items for Book Process

Lastly, I also learn how they catalog the book and frequently follow staff to go to PPAS Kuala Langat in order to help them lifted books and do a transition of book from HQ to PPAS Kuala Langat.

**Figure 37:** Task @Documentation Unit

### 3.1.6 Information Technology & Knowledge Management

Learn how to create 3D design.

Learn how to used ultimaker printer.

I have been at Information Technology & Knowledge Management started from 20 June until 1 July 2022. During the time, I have been asked to work at Makerspace. There are few things I learned about such as how to design 3d art by using Tinkercad and after finished design, I learned how to print it using Ultimaker printer to print the 3D design.
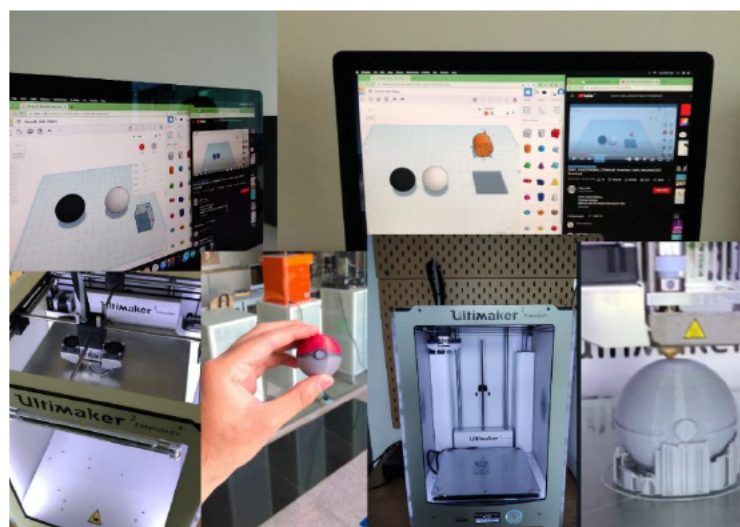


**Figure 38:** 3D Design and Printing @Makerspace

## 3.1.7 Additional Activity

During my Internship Programmed, I contributed many things a do a multitask aim to get a new experience and become an active practical student. Below is this list of activities that I used to join it during the whole journey:

Attend webinars, talks and events.

Recording voice for briefing during the fasting month.

Participated in book fair in Kuala Lumpur.

Participated in car boot sales.

Handle visits from international schools.

Shooting for short video and ppas poster.
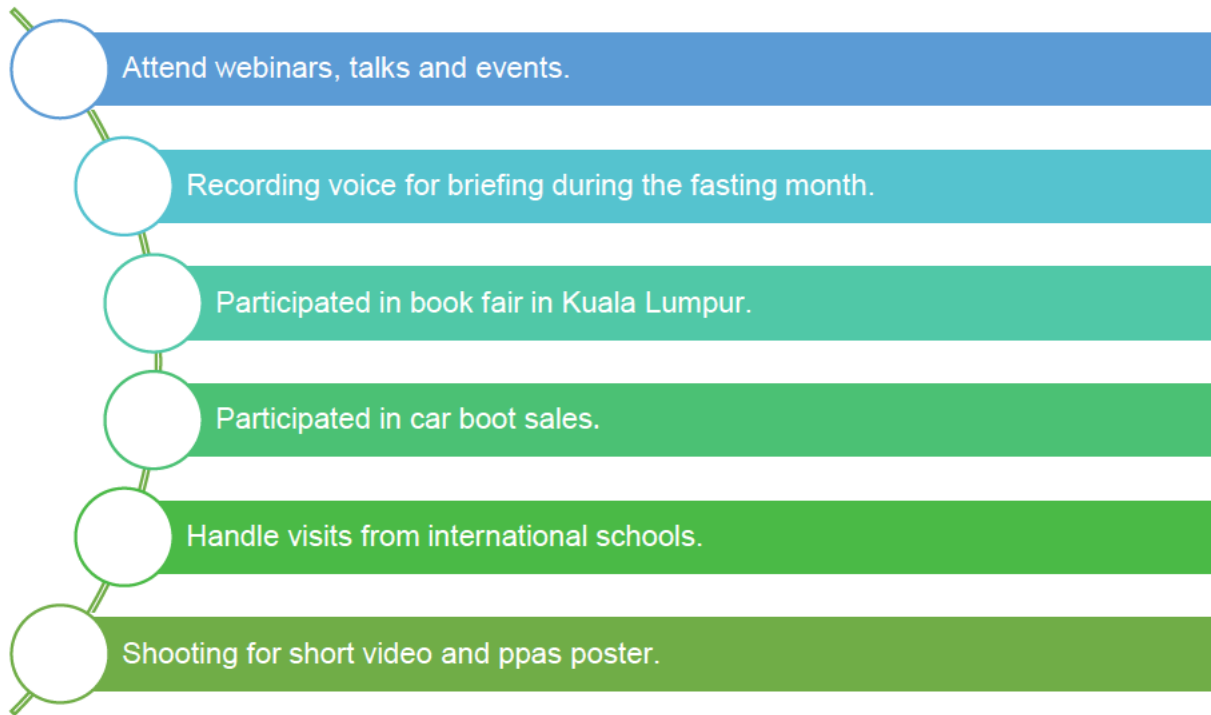
### 3.2 Special Project Report

### 3.2.1 Introduction

During internship programmed, I conduct two special projects which are children activity and seminar talk. Firstly, when school break begins, Perbadanan Perpustakaan Awam Selangor (PPAS) will provide many activities to kids in order to attract them to go to the library. Additionally, it's given an opportunity to parents who have no idea what to do during school break. Moreover, school break activity turns out to be preventable in order to reduce the crime rates and other social problems among kids.

Despite, PPAS believe by having school break may enhance the communication skills between parents and children. On 18 March 2022 during school break, I grab this opportunity to create and participate in organize one event for school holiday. The one day programmed called "Before Going Back to School" being held fully at Creative Zone Area from 10:30 am until 3:00 pm. Unforgettable, those activities received uncountable positive feedback from users neither parents nor the children and I have been compliments from PPAS's staffs and I'm very happy with the results. Below is the poster that I have made by myself in order to the tell the user about the program: -
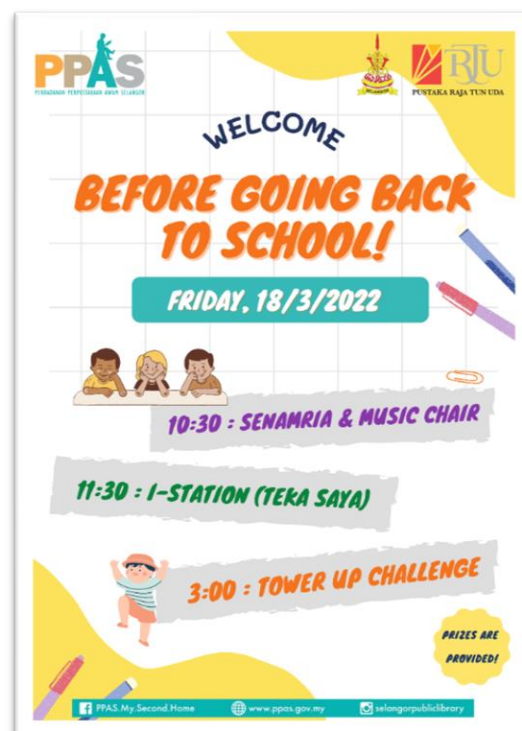


**Figure 39:** First Special Project Poster

Second special project is seminar talk about information literacy. I noticed that reference staff have the same idea which is creating the seminar talk but due to the duplication of work, they cannot implement the seminar. In this case, I take the responsibility in order to handle the first seminar talk and I hope that the staff there can continued the seminar to become 2.0 seminar talk in future. With the help of Mrs. Netty Dahlia (reference and Selangor collection's staff), I can plan wisely to conduct the seminar talk smoothly. The seminar talk called "Sembang Santai: Literasi Maklumat".



**Figure 40:** An Appreciate Photo with Mrs. Netty Dahlia

### 3.2.2 Justification

**Special Project 1:** Before Going Back to School

| 1 | • To give an opportunity for parents who have no idea what to do during school break in order to fulfill the time with meaningful activity with their children. |
|---|---|
| 2 | • Promoting learning and develop confidence among children physically. |
| 3 | • To ehance the communication skill between parents and their children. |

**Special Project 2:** Sembang Santai: Literasi Maklumat

| | |
|---|---|
| 1 | • Promoting in depth about the services and the facility that library served. |
| 2 | • Give a knowledge on how to search book by using OPAC and getting familiar with types of book that can be loan or vice versa. |
| 3 | • Exposing user about the availability of online database. |
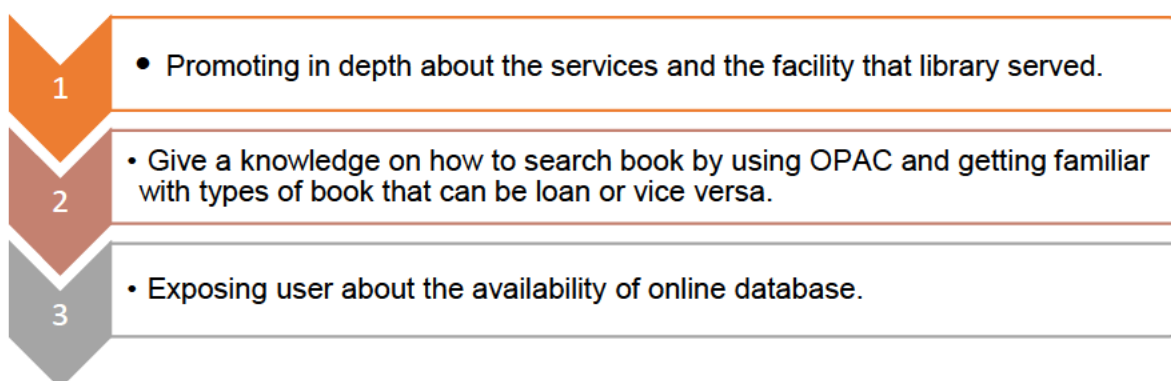
### 3.2.3 Source of ideas

As has been mentioned, during school holiday PPAS will promote and held an activity for children. Unfortunately, their activities can be seen as a typical and boring activities such as coloring contest, crafty, lego contest and storytelling. This scenario gives me an opportunity to create something different from others activity that being held by PPAS's staff.

This is where the idea begins, and I started to have a conversation with one of the service staff here about my idea to create one day activity which I will handle that day and she approved as she said my idea was brilliant. Like the first project, the second project also goes with the same scenario whereby I take the opportunity to create a seminar talk since the staff there has no time to conduct it due to the duplication of work.

### 3.2.4 Objectives

**Special Project 1:** Before Going Back to School

| | |
|---|---|
| 1 | • Fulfill children's time during school holiday in order to prevent from time wasted. |
| 2 | • Enhance children interaction with parents and strangers. |
| 3 | • Giving an opportunity to children to have a quality time and learn new knowledge. |
| 4 | • Change children and parent's perception about library. |
| 5 | • Remove children's attention from playing gadget with interactive activities that can attract them. |
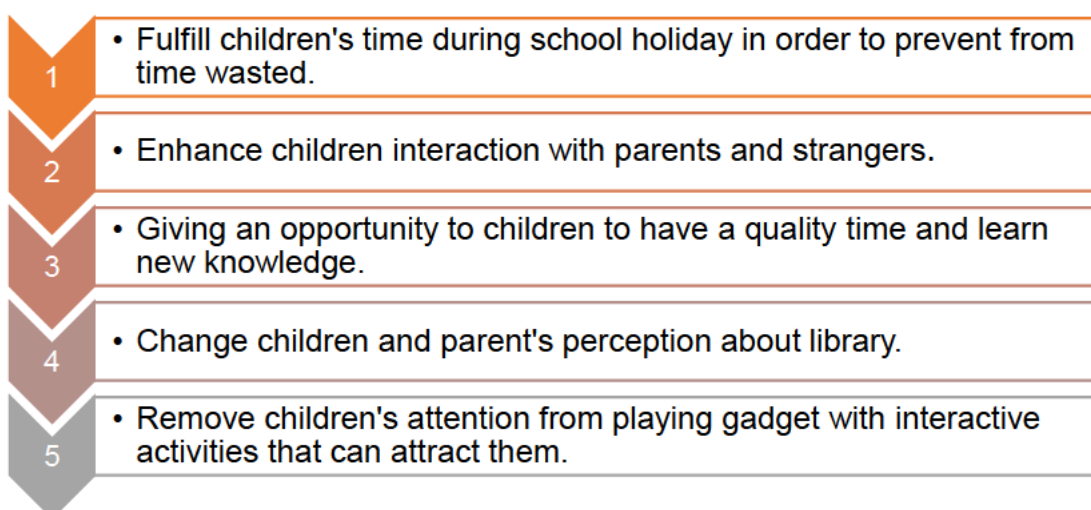
**Special Project 2:** Sembang Santai: Literasi Maklumat

| | |
|---|---|
| 1 | •Bringing the audience to explore more about what library have in order to served the public. |
| 2 | •Exposing the function of OPAC to the audience and get them to be more familiar with book that can be loan and vice versa. |
| 3 | •Promoting online database such as U-Pustaka, Elib and Overdrive that been provide by PPAS. |

### 3.2.5 Description of Activities

### Special Project 1: Before Going Back to School event

"Before Going Back to School event" begin from 10:30 am until 3:00 pm. First activity that being held is Senamria and Music chair for kids. Senamria or morning exercise for kids can be seen crucial in order to boosts children's mood. In addition, having morning exercise increases blood flow to the brain and improves child's focus. One study investigates that exercise in the morning may help children's brain development focused on children that participated in any short morning exercises before they do something else such as reading, learning in the class and so forth. Then, proceed with music chair. I realized that music chair is not just a game, but it is something that gives benefits for children include:

- Teaches children how the can peacefully solve any arguments or disagreements.
- Provide an opportunity for practising how to deal with disappointment.
- Teach children to be more patience and tolerance.
- Learn about time management embedded in the game.

During music chair activity, I can see children's behavior. Some of them feel happy, energetic, unsatisfied and so forth.

**Figure 41:** Senamria and Music Chair Activity

Done with the first session and proceed with the next session which is I-station "Teka Saya". The reason why this activity call I-station "Teka Saya" is because it is a guessing game and the tools that been used is iPad that been provide by I-station room level 1. Generally, this activity involved children to guess what people in front them try to tell. As be clearer, the instruction of this game stated below:

Put the back of the iPad against participant forehead. With the face of the iPad facing out so that other audience can see the word in order to give a sign to the participant. Participant need to make sure that he or she can't see the word but audience can.

Audience need need to give clue without saying the word directly. The participants need to guess and if the participant guess correct word, he or she need to tilt the phone down so that the face of the iPad points towards the floor and it will automatically record the point.

If the participant cannot guess the word or aren't sure what the word is or tottaly stumped, they need to tilt the phone upwards to skip the card and proceed to the next one. Participant will not have any points from that.

**Figure 42:** I-Station (Teka Saya) Instruction

Because of the iPad is too heavy for children to hold, others internship student help to hold at the back of the participant. The participant can choose 3 theme to proceed the game include animal, sports and food. Participant who collects more points will get prize and this activity is the first-time activity that being held at PPAS, and I hope PPAS's staff can continued handle this activity for children during school holidays.

**Figure 43:** I-Station (Teka Saya) Activity

The event continued with the last activity which is Tower Up Challenge. Like i-Station "Teka Saya", Tower Up Challenge also is the first time held at PPAS. This challenge is very easy where it required two opponents sit at one table and wooden block. Generally, the wooden block will finely arrange in the form of building. Two opponents that sit at the table need to vote who will start first. Two opponents need to pull out the wooden from the bottom slowly and put it back at the top alternately. If the opponent pulls out the wooden block and the building collapsed, the opponent is automatically disqualified and the other opponent considered win and the prizes will be given to the winners.

**Figure 44:** Tower Up Challenge

**Special Project 2: Sembang Santai: Literasi Maklumat**

After I finished my first special project, I feel like that I need to challenge myself to do another special project. After discussing with Mrs. Netty Dahlia (reference and Selangor collection's staff), I finally come out with one idea which is I want to create a seminar talk about information literacy. She agrees with the idea, and she mention that the staff from reference area also have the idea, but they cannot make it due to the duplication of works. I take the responsibility in order to handle the first seminar talk and I hope that the staff there can continued the seminar to become 2.0 seminar talk in future. For preparation, I started to design the poster to tell public about the seminar.



**Figure 45:** The Second Special Project Poster

Generally, target audience is from user itself because this seminar talk is about the introduction of the library, introduction of OPAS, and introduction of online database that is available in PPAS. In some cases, I believed that most of users that come in the library didn't familiar with OPAC, didn't know how to find book, and didn't know about services and so forth. This seminar talk may share some knowledge to the user who participated in this seminar talk. After created a poster, I started to create a slide to present and started to consult with Mrs. Sharifah (Division Head of Reference Area). Mrs. Sharifah approved the slide.

The seminar talk held at fourth floor located in a glass room. During the event, surprisingly there are about 16 and above joining the seminar talk and I'm very proud with the number of audiences that participated. The seminar begins from 11am until 12pm and participant will get souvenir been provide by PPAS. During the seminar, I started with light exercise to grab the audience's attention and after that I started with the icebreaking and so forth. Below are the proven pictures during seminar talk: -



**Figure 46:** An Ongoing Seminar Talk

# CHAPTER 4 :
## INDUSTRIAL TRAINING REFLECTION

# CHAPTER 4: INDUSTRIAL TRAINING REFLECTION

Honestly, after five months having my internship programed at Perbadanan Perpustakaan Awam Selangor (PPAS) @Pustaka Raja Tun Uda (RATU), I had so many experiences in order to learn and adapting new surrounding and I also can relate with what I learn in a university especially on job scope of librarian. In addition, I also learn that in real work scope, we will not be facing one thing, but we need to have a common sense in order to do more than 1 task simultaneously.

## 4.1 Application of Knowledge, Skills and Experience in Undertaking the Task (Knowledge Gained).

Internship programmed was intentional in order to provide interrelated training activities regarding the subject of interest. Various knowledge, skills and experience I have been exposed in undertaking the tasks and responsibilities during my industrial training journey at PPAS. It's clearly proven that what we have taught in university can be used during internship programmed but at the same time there few things that are not be taught in university but being exposed during internship programmed. Meanwhile, it's clearly stated that library can be a powerful place that stored knowledge and stored a very powerful librarian with rich skills in helping public sincere from their heart.

> ### Punctuality
> Generally, student being taught from university to always be punctual, and it is crucial for student to always monitored their time management. Students need to attend class before the time that has been stated and they need to complete their assignment within the time given. This situation can be related when I officially having my internship programmed whereby, I need to be always punctual, and every task given need to be complete as soon as possible because time is gold. During internship programmed, I started to manage my everyday routine and I always create to do list before starting my journey because it will help me to be more punctual and keep my time management in good track.

> ### Common Sense
> Common sense is very expensive, and I believed everyone can afford it. During my internship programmed, I think common sense is needed by everyone include staff in order to make sure everything go smoothly without any hate feelings among them. Whenever I think I don't have anything to do, I will ask staff if they need second hand to help them completing their work. In addition, common sense can be in a variety of form include asking a question, planning well, pay attention during briefing and so forth.

➤ **Work Ethics**

Industrial training gives a real working situation whereby practical student need to have the right ethical during working include the appearance, behavior, attendance, character, communication, productivity, respect, and teamwork. Sometime, if my friend loss their work ethics, I will help them to reprimand nicely and it will also help me to always keep my professionality during internship programmed because the most important part is I bring my Faculty's name and my universities' name at PPAS.

➤ **Problem Solving Skills**

Sometime, problem will occur in everyday life especially in daily work routine either the problem come from the task, friend or surrounding. During my internship programmed getting familiar with the book and its own section could be very hard for me but practice make perfect and finally I have familiar with that. Other than that, as has been mentioned that practical student must have special project and it burns me out in order to think what is the best special project that I can handle. I counter back with having a good communication with the staff and asking their opinion. Finally, I have come with few special projects as been listed above.

➤ **Communication**

Communication is very hard for some people but during my Internship Programmed, I can see that communication is a key for everything. Communication helps me to get more ideas, to get familiar with the whole library, ease my internship journey and so forth. I also learn how to be a successful storyteller in order to grab children's attention by using proper two ways communication.

**4.2 Personal Thoughts and Opinion**

➢ **Ability to Speak in English Bravely**

I personally realized that during my internship programmed I started to be brave talking Infront public, and I can speak in English bravely without feeling nervous. This is because during my internship programmed, I always being asked by the staff to give announcement, conduct activity and become moderator. From that experience, it makes feel more uncomfortable to speak and at the same time my English can be improve day by day. In addition, I also handling visitor from international school and most of the student talking in English. Due to that, I need to force myself talking with them in English.

➢ **Soft Skills**

From the whole five-month journey, my soft skill ability become increased include my communication skills, teamwork skills, time management, and stress management. Stress management is a key for everything in order to complete task. During this journey, I'll be more patient to complete the task and the duplication of task. Everyday, my motivation may come from varieties of part include family, responsibility, surroundings and friend. This journey also taught me to be able in adapting with new culture and new surroundings.

➢ **Competitive skills**

Competitive can be good and can be worst. I realized that during this journey I can adapt with a competitive culture whereby everything needs to go fast especially handling special project. Before I handle my second project, the first project that I handle is to easy and I think I need to make something beyond because my other friend has completed their own special project successfully. With a competitive skill, I managed to create seminar talk and I'm very happy because this is the first seminar talk being created and handle by student practical at PPAS.

➢ **Handling Work Toxicity**

Work toxicity can be frustrating, and the same time can create negative surrounding. I believed every company will have work toxicity that they need to face. Based on what I have already investigate, they were few staff that have that kind of toxic whereby they manipulate the story about student practical, they also see what they want to see and they also claiming all the works that student practical do. In order to deal with toxic

environment, I will always stay positive, having proof by capturing every task that I do, avoid office gossip and find a way to unwind.

➢ **Networking**

Communication is vital in daily life. Through communication, we share ideas and knowledge to deliver information and make decision. A great communication begins with connection. In this case, I learnt that we could make a connection with other staff through communication. As a practical student, we have opportunities to share our personal thoughts and ideas with library staff. They also encourage us to speak out our own opinions and give advice if we make mistake.

## 4.3 Lesson Learnt

This five-month journey of internship program taught me so many things from every department. Some tasks are very relatable with the core subject that been learned from previous studies but some of that are new in whole life. The main lesson that I learn is multitasking is a must when working at PPAS in order to get familiar with all the job scope in the library. As a staff there, they cannot just sit and do nothing. They need to always move and become proactive.

➢ **Planning and Development Division**

I realized that library nowadays need to be rebranding because old design library is not conducive to user. If this department cannot undergo their job performance well, an evolution library development will ruin and affect to whole aspect either physically or spiritually. I believed that they key of build a great library is come from communication whereby they can discuss together in order to build an idea. I personally can relate with core subject Planning and Design Libraries and Information Centers (IML655). This subject identifies and highlight on library significant in planning the building and interior design for different kind of user. In this department, I learn how the architecture think wisely about the overall management in order to build a beyond library that can attract so many users to come.

➢ **RATU Library Service**

When user happy with the service they receive, they are more likely to trust and be loyal to one company. Same goes with PPAS, service department play a big role serving users to make them feel appreciated as followed the terms of ibrary "My Second Home". Subject Public Relation in Information Works (IML553) really works

out and helps me a lot in handling programmes and deals with patrons. In my opinion, service's staff is more friendly and more open minded especially when practical student have something to share include their problem, asking for recommendations, asking for suggestions and many more. In addition, I learn a very good teamwork with other practical student in order to conduct school holiday programmed as has been encourage by the staff itself.

- ➢ **Collection Management Division and Documentation Division**

  This department is very relatable with the subject Subject Cataloging and Classification (IML555). Handling book process help me to feel a real work environment in library field. Other that that, this division also need to be multitasking such as go visit other library in order to help book transition and so forth. Other than that, I also studied about other cataloguing process before it distributes to Raja Tun Uda Library (RATU), library network libraries and Smart Mobile Library (SML).

- ➢ **Reference and Research Division**

  Even thought I'm not into this department but I have learnt so many things and I feel enjoyed with the task given such as key in the data of disposal item in two types of forms. Luckily, I also learn how to conduct visitor that came into Selangor Info Hub as we know in this section the materials are rare and have a high value.

### 4.4 Limitation and Recommendation

➢ **Bored Activities for Children**

When I first reporting duty at service department, I'm very grateful because it is a school holiday and they are variety of activity being conduct by the staff but after I looked at the whole activity being made, the activities are just a typical and boring activities such as coloring contest, quiz, storytelling, crafty and so forth. Sometime, the staff will cancel the activity last minute due to the lack of staff. My recommendation for this matter is trying to create something beyond in order to attract children to come to the library such as Library got talent, dress up challenge and so forth. Staff cannot cancel the activity but all they need to do is prepared well from and planning wisely.

➢ **Processing Book in Manual Method**

Processing book is crucial in order to make sure that the book has call number, barcode, and the detail being stick at the book. During five-month journey having my internship programmed, I used to work at documentation unit whereby I need to process book with few staff there. The processing of the book can be seen very boring since it required staff to do the same thing over and over again and it takes much time to complete the book process. My suggestion is why not creating a technology where it can process the book automatically and staff only need to monitor the machine.

➢ **Staff Did Not Assist User**

Handle service counter task need to entertain user along the time. I realized that many users especially Secondary School and first year university students do not know how to search a book information using Online Public Access Catalog (OPAC) and in this case they also did not know how to read call number, library's materials and so forth. It would be better if staff offers literacy class for user with no fee. This will help user getting familiar with the library, patron equivalent with library objective to spread information knowledge about Information Technology. I think my special project can be continued by the staff in order to promote and assist user to be more familiar with the library.

➢ **Staff has Lack of Soft Skills**

Unfriendly staff is real at PPAS even though we know that as a Librarian we need to have a good soft skill in order to serve public with a nice way. The real scenario I can see is when the staff are too lazy to communicate back with the user if the user are in doubt. Few of staff also don't have any common sense if they saw the other staff are

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in trouble especially shelving a lot of messy books at Creative Zone. To counter back this problem, top management should monitor this kind of scenario and top management cannot be bias. They also need to have a seminar exclusively for their staff about how to become good staff.

- ➤ **The Non-Available of Ask a Librarian**

  PPAS website offers much information about library services and connected to other government links. But unfortunately, Ask A Librarian to become available or offline even though during operation hour on working days. Today, the World Wide Web becomes the main access to communicate with each other through Internet (Foote, 2016). In European country, their own Ask a Librarian application very friendly and reply to user question and comment faster. I want to suggest that PPAS need to improve their services by assigning staff to entertain user inquiry constantly.

**5.0 CONCLUSION**

After five (5) months undergo Industrial Training at Perbadanan Perpustakaan Awam Selangor (PPAS), it can be concluded that this training giver variety of significant and provide more benefits to final year student especially for student from Bachelor of Information Science (Hons.) in Library Management. In this case, they are so many new experienced being learned and I more new people will be meet. Other than learning common things about library management, I realized that I also learned human's behavior, how to be good in communication and how to be punctual. For me, if we have a good communication and always being nice with other people, everything will go smoothly.

I'm very grateful that I'm choosing the right place to further my internship programmed because I'm quite surprised that the surrounding is very different from other library and there are so many unexpected programs being created in a year. The best part about this library is library rebranding whereby we know that nowadays everything needs to be upgrade in order to grab human's attention because one study approved that beautiful thing would create healthy mind and create happiness among humans.

I personally recommend other final year student to do their internship programmed at PPAS because they will learn many things and they may have the opportunity to use their skills that they learned during in learning session such as Cataloging, Reference, Public Relation and Information Technology and so forth in order to being success in their Industrial Training programmed. Moreover, nowadays student they need to be fast absorb and fast adapt with new surrounding while they will be being exposed to new experience from industrial training. Other than that, being exposed with the toxic surrounding is real and student need to learn how to manage dealing with this kind of toxic surroundings.

To conclude this, every trip that I made during internship programmed is very beautiful. I didn't expect that my journey will be very meaningful while at the same time I can see that my ability, strength and my weaknesses. Every person that I met during internship programmed give a good positive energy in order to proceed my internship journey. Last but not least, it could be an advantage for those students who want to do their internship programmed at PPAS because they will have the opportunity in developing many skills and may add on their values such as self-leadership, interpersonal skills, communication and teamwork. In fact, PPAS will gives the chance for students to get ready mental and physical to go working in a future.

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# APPENDICES

# APPENDIX A:

TASK &

PROGRAMMES

**Health day @PPAS**



**World Quran Hour @PPAS**

**Book Processing**

**Seminar Talk about Knowing Yourself**



**Disposal Item Process**

**Storytelling @Creative Zon**



**Help Staff to do Book Transition @PPAS Kuala Langat**

**Roof leaking cause book getting damaged, but it has been rescued @PPAS Kuala Langat**



**Internship Student from Variety University**
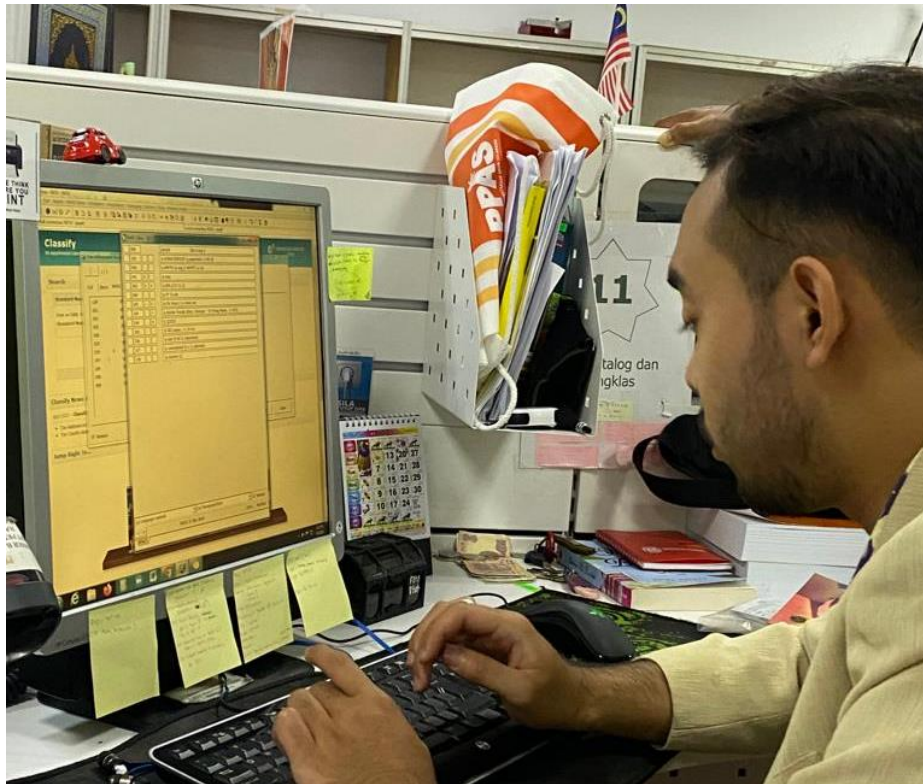
**Learning cataloging and try it by myself**



**Learning cataloging with Mr. Zharif**

**Book process**



**Book Transition Process @PPAS Kuala Langat**

**Book Transition Process @PPAS Kuala Langat**



**Handle visitor from Hansel Gratel International School**

**Choosing duplication book for dispose @Adult Section**



**Choosing duplication book for dispose @Adult Section**

**Every Monday shelving @Creative Zone**



**"Let's Reading for 10 Minutes Poster"**

**Behind the scenes of "Let's Reading for 10 Minutes Poster"**



**Short Video in conjunction of Let's reading for 10 Minutes Program**

**Behind the scenes of short video for Let's Reading for 10 Minutes Program**



**Key in data for disposal item @reference area**

**Help staff to lift book in order to send it at PPAS Kuala Langat**



**Recording voice @PPAS Sound Studio**

**Activity during school holiday @Creative Zone and Eduitament tour**

**Lego competition @Glass Room at Creative Zone**



**Car Boot Sales Event @PPAS**

# APPENDIX B:

# SPECIAL PROJECT

**Music Chair**



**Senamria (Morning Exercise)**



**I-Station (Teka Saya) Challenge**

**I-Station (Teka Saya) Challenge**





**Tower up Challenge**

**Handling my seminar talk "Sembang Santai: Literasi Maklumat"**

# APPENDIX C:

# LOGBOOK

# PRACTICAL TRAINING
# LOG BOOK

**UNIVERSITI
TEKNOLOGI
MARA**

# Instructions

This book is issued to you to provide a history of your training and to act as a weekly record by the work on which you are engaged.

## Student's responsiblities for keeping log book up-to-date

Immediately this book is issued to you, you should, in consultation with your Training Officer, complete the detail required on the previous page.

It is your responsiblity to make the main entries of the log book and keep it up to date. Entries must be regularly initialled by your Supervisor. You must ensure that:

1. It is available at your place of work during your training.
2. All entries, except sketches, are made in ink.
3. Entries are made within a week of the work to which they refer.
4. The book is handed to your training officer for retention on your return to UiTM and this will later be handed to the head of school for grading.

## Recording

The log book should countain the following information:

1. A neat concise description of each of your training locations and the work on which you are engaged.

2. Relevant sketches, data and circuit diagrams.

3. References to textbooks, standards and and other technical information related to the work being under taken.

4. Constructive comment on the work being undertaken and your consdered opinion as to its value as training.

| | |
|---|---|
| 1. Student's Name | Mohamad Arif bin Mohd Khodzori |
| 2. Date & Place of Birth | 13/11/1999<br>Hospital Tengku Ampuan Rahimah, Klang |
| 3. UITM I/C No | 2020964565<br>991113105627 |
| 4. Course | Bachelor Of Information Science (Hons) Library Management (IM244) |
| 5. Year | 2020 – 2022 |
| 6. Home Address | No 33 Jalan Indah 3/8, Taman Puchong Indah, 47100 Puchong Selangor Darul Ehsan. |
| 7. Address During Practical Training | Jalan Kelab Golf 13/6, Seksyen 13, 40100, Shah Alam, Selangor. |
| 8. Place of Training | Perbadanan Perpustakaan Awam Selangor, Pustaka Raja Tun Uda. |
| 9. Name of Supervisor In-Charge | Noor Faraliza Binti Samsudin (PU)<br>Amirah Hj Abu Hassan (PB) |
| 10. Duration of Training | 1 March 2022 – 31 July 2022 |

## FOR OFFICE USE ONLY:

**1.**   Remarks: [Dean/ Course Tutor]

_____
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| Date | Exact Nature of Work Done | Supervisors Remarks |
|---|---|---|
| **1/3/2022**<br>**Tuesday** | 1) Reporting for duty in Human Resource Department and get acquainted with Puan Nora. Puan Nora give short briefing about the internship program. | |
| | 2) Quran Time every 8:30 am until 9:00 am everyday via zoom meeting. | |
| | 3) Ice breaking session with the library staffs from every department which has been conducted by Puan Nora. Puan Nora took us around every level of library and introduce every staff in every department include:<br><br>a. Ground Floor: Creative Zone (Specialized area for children)<br>b. Level 1: Cataloguing department, Purchasing and Procurement Department.<br>c. Level 2: Corporate staff area and other staffs<br>d. level 3: Head Division room, Human Resource Department Room<br>e. Edutainment Room<br>f. Sound Studio Room<br>g. Green Screen Room | |
| | 4) Short briefing by Encik Zafrullah (Head Division of Corporate on Rebranding Journey of Library) and being accompanied by Puan Sufiya. Encik Zafrullah give task to us about background research task, and we need to present it as soon as possible. | |
| | 5) Briefing session with Puan Sabariah Sayuti (Head of Human Resource Development Unit). Puan Sabariah took us library tour include Makerspace Room, 6D Theatre Room, Virtual Reality Space, Life Sketch Room, and 3D Theatre Room. | |
| | 6) Update logbook. | |
| **2/3/2022**<br>**Wednesday** | 1) Shelving book from 8:00 am until 8:30 in the Creative Zone and Quran Time every 8:30 am until 9:00 am everyday via zoom meeting. | |
| | 2) Learning how to use Virtua system include check in book, check out book, user registration, and renew book loans. | NAZALEEZA HASSAN<br>Penolong Pustakawan |

| Date | Activities | |
|---|---|---|
| | 3) Conduct few activities include Senamria, Edutainment tour for children and morning session of colour contest for children and evening colour contest for children. | |
| | 4) Update logbook. | |
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| 3/3/2022 Thursday | 1) Shelving book from 8:00 am until 8:30 in the Creative Zone and Quran Time every 8:30 am until 9:00 am everyday via zoom meeting. | |
| | 2) Briefing session with Puan Nazaleeza about internship program. | |
| | 3) Conduct activities for children in Creative Zone include: Senamria, Edutainment tour for children, and storytelling. | |
| | 4) Perform task such as scanning book for check in, check out, user registration and renew books. | |
| | 5) Update logbook | |
| 4/3/2022 Friday | 1) Shelving book from 8:00 am until 8:30 in the Creative Zone and Quran Time every 8:30 am until 9:00 am everyday via zoom meeting. | |
| | 2) Shelving at Level 3. | |
| | 3) Perform task such as scanning book for check in, check out, user registration and renew books. | |
| | 4) Update logbook | |
| 7/3/2022 Monday | 1) Shelving book from 8:00 am until 8:30 on the 3rd Floor and Quran Time every 8:30 am until 9:00 am everyday via zoom meeting. | |
| | 2) Working in the customer services and learn the duties include serving patron from all over aspects, answering calls, and making announcement. | |
| | 3) Handling activities for children such as Senamria, Eduitament Tour, and Indoor Game for children. | NAZALEEZA HASSAN Penolong Pustakawan |

| | 4) Update logbook. | |
|---|---|---|
| **8/3/2022**<br>**Tuesday** | 1) Shelving book from 8:00 am until 8:30 on the 4th floor (Special Collection) and Quran Time every 8:30 am until 9:00 am everyday via zoom meeting. | |
| | 2) Handling activities for children such as Senamria, Eduitament Tour, Storytelling, and Lego Building for children. | |
| | 3) Working in the customer services. | |
| | 4) Update logbook. | |
| **9/3/2022**<br>**Wednesday** | 1) Shelving book from 8:00 am until 8:30 on the 4th floor (Special Collection) and Quran Time every 8:30 am until 9:00 am everyday via zoom meeting. | |
| | 2) Handling activities for children such as Senamria, Eduitament Tour, Kem Solat, and Lego Building Competition. | |
| | 3) Working in the customer services. | |
| | 4) Update logbook. | |
| **10/3/2022**<br>**Thursday** | 1) Shelving book from 8:00 am until 8:30 on the 4th floor (Special Collection) and Quran Time every 8:30 am until 9:00 am everyday via zoom meeting. | |
| | 2) Handling activities for children such as Senamria, Eduitament Tour, Bingo Competition for children using iPad and Indoor Game. | |
| | 3) Working in the customer services. | |
| | 4) Update logbook. | |
| **11/3/2022**<br>**Friday** | 1) Shelving book from 8:00 am until 8:30 on the 4th floor (Special Collection) and Quran Time every 8:30 am until 9:00 am everyday via zoom meeting. | |
| | 2) Handling i-Learn Symetri Competition for children by using iPad. | |
| | 3) Working in the customer services. | *NAZALEEZA HASSAN*<br>*Penolong Pustakawan* |

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| | 4) Update logbook | |
| **14/3/2022**<br>**Monday** | 1) Shelving book from 8:00 am until 8:30 in the Creative Zone and Quran Time every 8:30 am until 9:00 am everyday via zoom meeting. | |
| | 2) Shelving book on the 4th floor (Special Collection). | |
| | 3) Handle activities such as Senamria, Eduitament Tour, Draw on My Back and Repeat My Word. | |
| | 4) Working in the customer services and performing task such as key in the data of patron from Sekolah Kebangsaan Puchong Indah in the system. | |
| | 5) Update logbook. | |
| **15/3/2022**<br>**Tuesday** | 1) Shelving book from 8:00 am until 8:30 in the Creative Zone and Quran Time every 8:30 am until 9:00 am everyday via zoom meeting. | |
| | 2) Shelving book on the 4th floor (Special Collection). | |
| | 3) Handle activities such as Senamria and two sessions of Congkak Competition for children. | |
| | 4) Performing task such as key in the data of patron from Sekolah Kebangsaan Puchong Indah in the system, scanning book for check in and check out. | |
| | 5) Update logbook. | |
| **16/3/2022**<br>**Wednesday** | 1) Shelving book from 8:00 am until 8:30 in the Creative Zone and Quran Time every 8:30 am until 9:00 am everyday via zoom meeting. | |
| | 2) Shelving book on the 4th floor (Special Collection). | |
| | 3) Handle activities such as Senamria, Music Chair and Spelling Bee Competition for kids age from 7 – 11 years old. | |
| | 4) Performing task such as key in the data of patron from Sekolah Kebangsaan Puchong Indah in the system, scanning book for check in and check out. | *NAZALEEZA HASSAN*<br>*Penolong Pustakawan* |

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| | 5) Update logbook | |
| **17/3/2022**<br>**Thursday** | 1) Shelving book from 8:00 am until 8:30 in the Creative Zone and Quran Time every 8:30 am until 9:00 am everyday via zoom meeting. | |
| | 2) Shelving book on the 4th floor (Special Collection). | |
| | 3) Handle activities such as Senamria, Music Chair and Lego Competition for children. | |
| | 4) Update logbook. | |
| **18/3/2022**<br>**Friday** | 1) Shelving book from 8:00 am until 8:30 in the Creative Zone and Quran Time every 8:30 am until 9:00 am everyday via zoom meeting. | |
| | 2) Shelving book on the 4th floor (Special Collection). | |
| | 3) Handle my mini project "Before Going Back to School Activity". The activities include:<br><br>   a.  Senamria & Music Chair<br>   b.  I-Station (Teka Saya)<br>   c.  Tower Up Challenge | |
| | 4) Update logbook | |
| **21/3/2022**<br>**Monday** | 1) Shelving book from 8:00 am until 8:30 in the Creative Zone and Quran Time every 8:30 am until 9:00 am everyday via zoom meeting. | |
| | 2) Reporting Duty at Development and Maintenance Division Department. Puan Aina has brief about job scope of this department. | |
| | 3) Perform task at Cataloging Department which is helping staff to stick catalog number at CD-ROM | |
| | 4) Update Logbook | |
| **22/3/2022**<br>**Tuesday** | 1) Shelving book from 8:00 am until 8:30 in the Creative Zone and Quran Time every 8:30 am until 9:00 am everyday via zoom meeting. | NAZALEEZA HASSAN<br>Penolong Pustakawan |

| Date | Task | |
|---|---|---|
| 23/2/2022 Wednesday | 2) Setting up Book Bazar Event that will held on 24/3/2022 until 27/3/2022 | |
| | 3) Update Logbook | |
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| 24/3/2022 Thursday 29/3/2022 Tuesday | 1) Shelving book from 8:00 am until 8:30 in the Creative Zone and Quran Time every 8:30 am until 9:00 am everyday via zoom meeting. | |
| | 2) Become moderator for one slot (Book Review – Abah by Puan Norizah) from 12:00 pm until 1:00 pm | |
| | 3) Perform task such as scanning book for check in, check out, user registration and renew books. | |
| | 4) Update Logbook. | |
| 30/3/2022 Wednesday | 1) Shelving book from 8:00 am until 8:30 in the Creative Zone and Quran Time every 8:30 am until 9:00 am everyday via zoom meeting. | |
| | 2) Library visits at Kg. Lindungan and Bukit Bangkong | |
| | 3) Update Logbook. | |
| 31/3/2022 Thursday 1/4/2022 Friday | 1) Shelving book from 8:00 am until 8:30 in the Creative Zone and Quran Time every 8:30 am until 9:00 am everyday via zoom meeting. | |
| | 2) Perform task such as scanning book for check in, check out, user registration and renew books. | |
| | 3) Update Logbook. | NAZALEEZA HASSAN Penolong Pustakawan |

| Date | Exact Nature of Work Done | Supervisors Remarks |
|---|---|---|
| 4/4/2022 Monday | 1) Shelving book from 8:00 am until 8:30 at the 4th floor (Special Collection) and Quran Time every 8:30 am until 9:00 am everyday via zoom meeting. | |
| | 2) Reporting for duty at Reference Area. Puan Sharifah has given a short brief about the job scope in that area and how they dispose the book which are not valid anymore. | |
| | 3) Puan Sharifah give a task which is key in data of the book that need to be dispose in two form such as PPAS form and Archive Form and submit it as soon as possible. | |
| | 4) Update Logbook. | |
| 5/4/2022 Tuesday 13/4/2022 Wednesday | 1) Shelving book from 8:00 am until 8:30 at the 4th floor (Special Collection) and Quran Time every 8:30 am until 9:00 am everyday via zoom meeting. | |
| | 2) Performing task which is key in data of the book that need to be dispose in two form such as PPAS form and Archive Form and submit it as soon as possible. | |
| | 3) Make an inspection of the books on the bookshelf for the disposal process. | |
| | 4) Update Logbook. | |
| 14/4/2022 Thursday 20/4/2022 Wednesday | 1) Shelving book from 8:00 am until 8:30 at the 4th floor (Special Collection) and Quran Time every 8:30 am until 9:00 am everyday via zoom meeting. | |
| | 2) Shooting for Poster and short film in conjunction with the program "Let's Read for 10 Minutes". | |
| | 3) Update Logbook. | |
| 21/4/2022 Thursday 25/4/2022 Monday | 1) Shelving book from 8:00 am until 8:30 at the 4th floor (Special Collection) and Quran Time every 8:30 am until 9:00 am everyday via zoom meeting. | *NAZALEEZA HASSAN* *Penolong Pustakawan* |
| | 2) Participated in Car Boot Sales and selling some items during the program. | |
| | 3) Update Logbook. | |

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| **26/4/2022 Tuesday** | 1) Shelving book from 8:00 am until 8:30 at the 4th floor (Special Collection) and Quran Time every 8:30 am until 9:00 am everyday via zoom meeting. | |
| | 2) Reporting for duty in Collection Management Department. Puan Masilah has given a short brief about the overall job scope and rules and regulation in this department. | |
| | 3) Performing task which is check the status of the book in Virtua System either the book is available or not. | |
| | 4) World Quran Hour Program. | |
| | 5) Update Logbook | NAZALEEZA HASSAN<br>Penolong Pustakawan |

| Date | Exact Nature of Work Done | Supervisors Remarks |
|---|---|---|
| 27/4/2022 Wednesday 10/5/2022 Tuesday | 1) Shelving book from 8:00 am until 8:30 at the 4th floor (Special Collection) and Quran Time every 8:30 am until 9:00 am everyday via zoom meeting. | |
| | 2) Perform task which is making a process of the new book that has been arrived include:<br><br>i) Pasting the barcode at the back of the book and at the page 21 of the book.<br>ii) Pasting the call number at the book spine.<br>iii) Pasting the due date form at the back of the book. | |
| | 3) Update Logbook | |
| 11/5/2022 Wednesday | 1) Shelving book from 8:00 am until 8:30 at the 4th floor (Special Collection) and Quran Time every 8:30 am until 9:00 am everyday via zoom meeting. | |
| | 2) Helping staff to lift books and stack those books in the van. Those books will be brought to the PPAS Kuala Langat for book transition process. | |
| | 3) Update Logbook. | |
| 12/5/2022 Thursday | 1) Shelving book from 8:00 am until 8:30 at the 4th floor (Special Collection) and Quran Time every 8:30 am until 9:00 am everyday via zoom meeting. | |
| | 2) Site visit to PPAS Kuala Langat and helping the staff to complete the book transition process. | |
| | 3) Update Logbook. | |
| 13/5/2022 Friday | 1) Shelving book from 8:00 am until 8:30 at the 4th floor (Special Collection) and Quran Time every 8:30 am until 9:00 am everyday via zoom meeting. | |
| | 2) Perform task which is making a process of the new book that has been arrived include:<br><br>i) Pasting the barcode at the back of the book and at the page 21 of the book.<br>ii) Pasting the call number at the book spine.<br>iii) Pasting the due date form at the back of the book. | NAZALEEZA HASSAN Penolong Pustakawan |

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| | 3) Update Logbook. | |
| **17/5/2022**<br>**Tuesday** | 1) Shelving book from 8:00 am until 8:30 at the 4th floor (Special Collection) and Quran Time every 8:30 am until 9:00 am everyday via zoom meeting. | |
| | 2) Site visit to PPAS Kuala Langat and helping the staff to complete the book transition process. | |
| | 3) Update Logbook. | |
| **18/5/2022**<br>**Wednesday**<br><br>**19/5/2022**<br>**Thursday** | 1) Shelving book from 8:00 am until 8:30 at the 4th floor (Special Collection) and Quran Time every 8:30 am until 9:00 am everyday via zoom meeting. | |
| | 2) Perform task which is making a process of the new book that has been arrived include:<br><br>   i)     Pasting the barcode at the back of the book and at the page 21 of the book.<br>   ii)    Pasting the call number at the book spine.<br>   iii)   Pasting the due date form at the back of the book. | |
| | 3) Update Logbook. | |
| **20/5/2022**<br>**Friday** | 1) Shelving book from 8:00 am until 8:30 at the 4th floor (Special Collection) and Quran Time every 8:30 am until 9:00 am everyday via zoom meeting. | |
| | 2) Handle visits from Hansel and Gretel Childcare and do a game and library tour. | |
| | 3) Eid Feast at Human Resource Department. | |
| | 4) Update logbook. | |
| | | NAZALEEZA HASSAN<br>Penolong Pustakawan |

| Date | Task | |
|---|---|---|
| **23/5/2022 Monday** | 1) Shelving book from 8:00 am until 8:30 at the 4th floor (Special Collection) and Quran Time every 8:30 am until 9:00 am everyday via zoom meeting. | |
| | 2) Perform task which is making a process of the new book that has been arrived include:<br><br>  i)    Pasting the barcode at the back of the book and at the page 21 of the book.<br>  ii)   Pasting the call number at the book spine.<br>  iii)  Pasting the due date form at the back of the book. | |
| | 3) Update logbook. | |
| **24/5/2022 Tuesday** | 1) Shelving book from 8:00 am until 8:30 at the 4th floor (Special Collection) and Quran Time every 8:30 am until 9:00 am everyday via zoom meeting. | |
| | 2) Site visit to PPAS Kuala Langat and helping the staff to complete the book transition process. | |
| | 3) Update Logbook. | |
| **25/5/2022 Wednesday** | 1) Shelving book from 8:00 am until 8:30 at the 4th floor (Special Collection) and Quran Time every 8:30 am until 9:00 am everyday via zoom meeting. | |
| | 2) Handle visits from Spectrum International School and do a game and library tour. | |
| | 3) Update Logbook. | |
| **26/5/2022 Thursday** | 1) Shelving book from 8:00 am until 8:30 at the 4th floor (Special Collection) and Quran Time every 8:30 am until 9:00 am everyday via zoom meeting. | |
| | 2) Special briefing by Puan Suhaila (Vice Director PPAS) about what Documentation Department do and their overall task. | *NAZALEEZA HASSAN*<br>*Penolong Pustakawan* |

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| **27/5/2022 Friday** | 3) Perform task which is making a process of the new book that has been arrived include:<br><br>    i)      Pasting the barcode at the back of the book and at the page 21 of the book.<br>    ii)     Pasting the call number at the book spine.<br>    iii)    Pasting the due date form at the back of the book. | |
| | 4) Update Logbook. | |
| **30/5/2022 Monday**<br><br>**31/5/2022 Tuesday** | 1) Shelving book from 8:00 am until 8:30 at the 4th floor (Special Collection) and Quran Time every 8:30 am until 9:00 am everyday via zoom meeting. | |
| | 2) Eid Feast at the Service Department (30/5/2022) | |
| | 3) Eid Feast at the Catalog Department (31/5/2022) | |
| | 4)Update Logbook. | *NAZALEEZA HASSAN*<br>*Penolong Pustakawan* |

| Date | Exact Nature of Work Done | Supervisors Remarks |
|---|---|---|
| 1/6/2022 Wednesday<br><br>3/6/2022 Friday | 1) Shelving book from 8:00 am until 8:30 at the 4th floor (Special Collection) and Quran Time every 8:30 am until 9:00 am everyday via zoom meeting.<br><br>2) Perform task which is making a process of the new book that has been arrived include:<br><br>   i)    Pasting the barcode at the back of the book and at the page 21 of the book.<br>   ii)   Pasting the call number at the book spine.<br>   iii)  Pasting the due date form at the back of the book.<br><br>3) Update Logbook. | |
| 8/6/2022 Wednesday | 1) Shelving book from 8:00 am until 8:30 at the 4th floor (Special Collection) and Quran Time every 8:30 am until 9:00 am everyday via zoom meeting.<br><br>2) Handle school holiday activities include:<br><br>   i)    Senamria Pagi<br>   ii)   Coloring Contest for Kids<br>   iii)  Pop Quiz<br>   iv)  Crafty Activity<br><br>3) Update Logbook. | |
| 9/6/2022 Thursday | 1) Shelving book from 8:00 am until 8:30 at the 4th floor (Special Collection) and Quran Time every 8:30 am until 9:00 am everyday via zoom meeting.<br><br>2) Handle school holiday activities include:<br><br>   i)    Senamria Pagi<br>   ii)   Lego Contest<br>   iii)  Pop Quiz<br><br>3) Update Logbook. | *NAZALEEZA HASSAN*<br>*Penolong Pustakawan* |
| 10/6/2022 Friday | 1) Shelving book from 8:00 am until 8:30 at the 4th floor (Special Collection) and Quran Time every 8:30 am until 9:00 am everyday via zoom meeting. | |

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| | 2) Seeking an experienced working at International Book Fair Kuala Lumpur 2022. | *NAZALEEZA HASSAN*<br>*Penolong Pustakawan* |
| | 3) Update Logbook. | |
| **13/6/2022**<br>**Monday** | 1) Shelving book from 8:00 am until 8:30 at the 4th floor (Special Collection) and Quran Time every 8:30 am until 9:00 am everyday via zoom meeting. | |
| | 2) Working at Ruang Santai Counter. | |
| | 3) Update Logbook. | |
| **14/6/2022**<br>**Tuesday** | 1) Shelving book from 8:00 am until 8:30 at the 4th floor (Special Collection) and Quran Time every 8:30 am until 9:00 am everyday via zoom meeting. | |
| | 2) Reporting duty at Information Technology Department and being asked to go to Makerspace in order to learn:<br><br>i) 3D design using Tinkercard.<br>ii) Learn how to use Ultimaker machine.<br>iii) Learn how to print 3D sketch using Ultimaker machine and convert into 3D figure. | |
| | 3) Update Logbook. | |
| **15/6/2022**<br>**Wednesday**<br><br>**17/6/2022**<br>**Friday** | 1) Shelving book from 8:00 am until 8:30 at the 4th floor (Special Collection) and Quran Time every 8:30 am until 9:00 am everyday via zoom meeting. | |
| | 2) Perform task include:<br><br>i) Disposal books process at Zon Kreatif.<br>ii) Insert those books into box.<br>iii) Key in few information about those dispose books include call number, title, date and price.<br>iv) Put the dispose book inside the van. | |
| | 3) Update Logbook. | |
| **20/6/2022**<br>**Monday** | 1) Shelving book from 8:00 am until 8:30 at the 4th floor (Special Collection) and Quran Time every 8:30 am until 9:00 am everyday via zoom meeting. | |

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| **24/6/2022 Friday** | 2) Perform task include:<br><br>i) Disposal book process at Level 3.<br>ii) Reshelved book.<br>iii) Divide the disposal book into two categories; dispose (throw) and dispose (donate).<br>iv) Scan book's barcode and key in few data before those books being dispose. | |
| | 3) Update Logbook. | *NAZALEEZA HASSAN*<br>*Penolong Pustakawan* |

| Date | Exact Nature of Work Done | Supervisors Remarks |
|---|---|---|
| **27/6/2022 Monday**<br><br>**1/7/2022 Friday** | 1) Shelving book from 8:00 am until 8:30 at the 4th floor (Special Collection) and Quran Time every 8:30 am until 9:00 am everyday via zoom meeting. | |
| | 2) Attending special talk about "Knowing Yourself" (29/6/2022). | |
| | 3) Perform task at Service Department include:<br><br>i)    Scanning book for check in and check out.<br>ii)   Renew books. | |
| | 4) Update Logbook. | |
| **4/7/2022 Monday** | 1)  Shelving book from 8:00 am until 8:30 at the 4th floor (Special Collection) and Quran Time every 8:30 am until 9:00 am everyday via zoom meeting. | |
| | 2) Reporting duty at Reference Department. | |
| | 3) Make a pop quiz poster for "Iltizam program". | |
| | 4) Update Logbook. | |
| **5/7/2022 Tuesday**<br><br>**8/7/2022 Friday** | 1) Shelving book from 8:00 am until 8:30 at the 4th floor (Special Collection) and Quran Time every 8:30 am until 9:00 am everyday via zoom meeting. | |
| | 2) Attending "Oral Sharing Session – Journey in Architicture" by Dato' AR. Haji Hajeedar Abdul Majid. | |
| | 3) Helping staff to reshelved books at level 2. | |
| | 4) Update Logbook. | |
| **11/7/2022 Monday** | 1) Shelving book from 8:00 am until 8:30 at the 4th floor (Special Collection) and Quran Time every 8:30 am until 9:00 am everyday via zoom meeting. | *NAZALEEZA HASSAN*<br>*Penolong Pustakawan* |

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| **14/7/2022 Thursday** | 2) Working in Selangor Info Hub and do some work there include:<br>• Handle visitor<br>• Shelving book<br>• Preparing my special project "Sembang Santai Literasi Maklumat" | |
| | 3) Helping Puan Hafizah to create a corporate activity letter. | |
| | 4) Update Logbook. | |
| **15/7/2022 Friday** | 1) Shelving book from 8:00 am until 8:30 at the 4th floor (Special Collection) and Quran Time every 8:30 am until 9:00 am everyday via zoom meeting. | |
| | 2) Meet my Supervisor (Madam Faraliza) and having a nice consultation with her. | |
| | 3) Preparing my special project "Sembang Santai Literasi Maklumat". | |
| | 4) Update Logbook. | |
| **18/7/2022 Monday**<br><br>**22/7/2022 Friday** | 1) Shelving book from 8:00 am until 8:30 at the 4th floor (Special Collection) and Quran Time every 8:30 am until 9:00 am everyday via zoom meeting. | |
| | 2) Working in Selangor Info Hub and do some work there include:<br>• Handle visitor<br>• Shelving book<br>• Preparing my special project "Sembang Santai Literasi Maklumat" | |
| | 3) Update Logbook. | |
| **25/7/2022 Monday** | 1) Shelving book from 8:00 am until 8:30 at the 4th floor (Special Collection) and Quran Time every 8:30 am until 9:00 am everyday via zoom meeting. | |
| | 2) Working in Selangor Info Hub and do some work there include:<br>• Handle visitor<br>• Shelving book<br>• Preparing my special project "Sembang Santai Literasi Maklumat" | NAZALEEZA HASSAN<br>Penolong Pustakawan |
| | 3) Update Logbook. | |

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| **26/7/2022 Tuesday** | 1) PPAS Health Day program jointly organized by PruBSN Sdn Bhd which few program include:<br><br>• 7.30-8.30am - Light exercise with a qualified trainer at Level 4 Parking<br><br>• 10.00-10.20 am - Welcome speech by PPAS Deputy Director.<br><br>• 10.30-11.30 am- Health talk by Dato' Dr. Abdul Hadi bin Jaafar: You are not too young to have a heart attack<br><br>• 12.00-12.45 pm - Talk: It's not what you achieve, it's what you overcome and how it brings happiness by Dr. Faridah Mohd Zin.<br><br>• 12.50-2.00 pm - Rest<br><br>• 2.00-2.45 pm - Lecture on hearing care by Ms. Nur Ain Atikah Binti Safruddin, Senior Audiology<br><br>• 2.50-3.35 pm - Chiropractic and Physio by Dr. Ravindaran, Chiropractor Doctor, TAGS.<br><br>• 3.40-4.20 pm- Guidance and method briefing to PPAS staff regarding medical payment claims through the PMCare application.<br><br>• 10.00 am - 4.30 pm - Sales of Brands products at the car park near the PRTU Lobby. | |
| | 2) Update Logbook. | |
| **27/7/2022 Wednesday** | 1) Shelving book from 8:00 am until 8:30 at the 4th floor (Special Collection) and Quran Time every 8:30 am until 9:00 am everyday via zoom meeting. | |
| | 2) Working in Selangor Info Hub and do some work there include:<br>• Handle visitor<br>• Shelving book<br>• Preparing my special project "Sembang Santai Literasi Maklumat" | |
| | 3) Update logbook. | |
| **28/7/2022 Thursday** | 1) Shelving book from 8:00 am until 8:30 at the 4th floor (Special Collection) and Quran Time every 8:30 am until 9:00 am everyday via zoom meeting. | NAZALEEZA HASSAN<br>Penolong Pustakawan |

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| | 2) My special project (Sembang Santai, Literasi Maklumat) begins 11:00 am – 12:00 pm. | |
| | 3) Update Logbook. | |
| **29/7/2022 Friday** | 1) Shelving book from 8:00 am until 8:30 at the 4th floor (Special Collection) and Quran Time every 8:30 am until 9:00 am everyday via zoom meeting. | |
| | 2) Meet Puan Nazaleeza and give all the signing off documents. | |
| | 3) Update Logbook. | NAZALEEZA HASSAN Penolong Pustakawan |