

**UNIVERSITY TEKNOLOGI MARA (UiTM)**  
**CAWANGAN NEGERI SEMBILAN, KAMPUS REMBAU**  
**FACULTY OF INFORMATION MANAGEMENT**

**INDUSTRIAL TRAINING REPORT**

**INFORMATION RESOURCE CENTRE,**  
**UNIVERSITI TENAGA NASIONAL (UNITEN)**  
**JALAN IKRAM – UNITEN, 43000 KAJANG, SELANGOR**

**PREPARED BY**

**MUHAMMAD SYAFIQ BIN ZAKARIA**

**2016652478**

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

**01 AUGUST 2019 – 30 DECEMBER 2019**

## DECLARATION

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

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MUHAMMAD SYAFIQ BIN ZAKARIA  
2016652478

Date of submission:  
9<sup>th</sup> January 2020

## ABSTRACT

Information Resource Centre University Tenaga Nasional was my choice to undergo my five months of industrial training. Information Resource Centre University Tenaga Nasional was one of the biggest library among library in Malaysia. I was supervised by Mrs. Khairun Fasehah Ab Halim during my five months of intern. I was assigned in accomplishing various task and duty that gives me the experience to be in the real workplace situation. I was also able to apply practically all the skill and knowledge acquired from my previous lecture class during my intern here. Besides, I learned and experienced so much new things that I never learned in lecture before such as the process of acquisition, and how a library operates in reality. In this report, it includes some of the details regarding Universiti Tenaga Nasional, Information Resource Centre (IRC), all the activities done during my industrial training, the way on how to handle users and program, and the reflection of all that. I had gained in those five months of intern. As a trainee a good attitude is a must to make sure of getting good feedback from the organization and gives a self-satisfaction. Within this 23 weeks of industrial training it really taught me knowledge and experience were something that we can get everywhere depend on how hard you're willing to grab it.

## ACKNOWLEDGEMENT

First and foremost, I would like to express my highest gratitude to Allah S.W.T for His guidance and giving me the chance to be in this level where I manage to perform my responsibility as trainee and complete this industrial training. Also for giving me the chances to learn and seek for more knowledge.

My appreciative thanks to University Tenaga Nasional and especially Information Resource Centre (IRC) department for giving me the chance to be here and carry out my industrial training for this five-month period. The huge contribution and support from all the information resource centre staffs was such a blessed.

The superior thanks goes to my supervisor in IRC , Mrs. Khairun Fasehah Ab Halim for guiding me in this five months of intern, gave me morale support whenever I face difficulties and help the progression and smoothness of my internship. Not forget, thanks to Head of Librarian for willing to help me whenever I need him, for helping me to get prepared of any meetings that I need to conduct. Also, a big appreciation for all Information Resource Centre (IRC) staffs for willing to help me from time to time including in our special project preparation from the very begin until it was successfully accomplish.

*I would like to thank my lecturer Mr. Mohd Ridzuan Ibrahim who generously take the responsibility to supervise and observe my internship progress, also always concern if I have any problems regarding to reports writing or internship. I also thank him for sparing him time visiting me during my internship in IRC. Not forget, I would like to thank Mr. Mohd Faizal Bin Ramsi who manage and organize our internship process starting from internship place application, briefing and manage us until the end of our internship. Also thanks to all my lecturers who always give support and motivation to go through this internship.*

Lastly, thanks to my family and friends for giving me strength and support to complete my internship. To my parents, thanks to all the prayers and dua ' for me until this moment. Without all those supports and your dua ' I might not becoming who I am right now. To my beloved sister Siti Nurul Hidayah, thanks for support in financial aspect for five months. Also, the whole program really brought us to appreciate the true value of friendship and respect of each other. Thank you so much to all of you who involve directly or indirectly in making this internship smooth and clear.

Thank you.

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# CHAPTER 1

## **CHAPTER 1 : INTRODUCTION**

### **1.1 BACKGROUND OF THE ORGANIZATION**

#### **1.1.1 PROFILE OF THE NATIONAL ENERGY UNIVERSITY**

The National Energy University or also known as Universiti Tenaga Nasional (UNITEN) is a private institution which providing academic programmed and technology skills training whereby focusing on engineering field within the same campus. The university's programmed not only prepares its graduates to become knowledgeable and competent professionals, but also to build and develop students as well-rounded individuals with broad intellectual outlook. The university's programmed not only focused on engineering, but also prepared information technology, business management, language center and related programmed which have demanding in country nowadays. As people known, The National Energy University is one of private universities in Malaysia and wholly owned and funded by public listed Tenaga Nasional Berhad (TNB), whereby one of the largest utility electrical companies in South East Asia.

The National Energy University commenced operation in 1976 as Institut Latihan Sultan Ahmad Shah (ILSAS), which served for many years as the corporate training center for Tenaga Nasional Berhad (TNB) and its predecessor, the National Electricity Board. Even though, The National Energy University started operation in 1976 however indirectly involved with human resources development and State Intellectual Property Fund. In 1994, ILSAS was transformed into an institute of higher learning and renamed to Institut Kejuruteraan Teknologi Tenaga Nasional (IKATAN).

And in 1997, IKATAN was rebranding to Universiti Tenaga Nasional or The National Energy University. As a university, The National Energy University is moving rapidly towards establishing itself as the regional center of educational excellence. The support and commitment it receives from its holding company, Tenaga Nasional Berhad (TNB) which has enabled it to accelerate the infrastructure development of the campus. The number of programmed it offers would be increased accordingly, in line with its commitment to serve the needs of the national and other countries that look to Malaysia for assistance to meet their requirement for higher education.

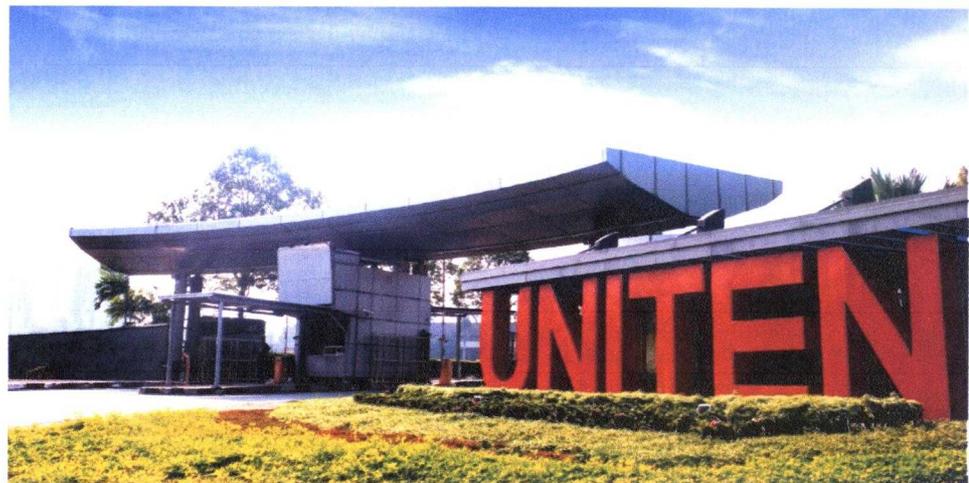


Figure 1.1

Main entrance of Universiti Tenaga Nasional

### 1.1.2 LOCATION OF THE NATIONAL ENERGY UNIVERSITY

The National Energy University's main campus is located 50 kilometers south of the capital city of Kuala Lumpur near Kajang in Selangor and easily accessible via several highways. Nestled on a 214-hectare site of gently sloping land amid lush greenery, situated close to the commercial and cultural activities of Kuala Lumpur, the modern and serene campus provides an ideal environment for academic fulfillment and intellectual growth. The campus is strategically located within the Multimedia Super Corridor (MSC), a mega project area dedicated to information technology development that has attracted giant companies from all over the world to conduct their research and development activities into new technologies. It is close to Cyberjaya, the hub of major MSC activities and is just next to Putrajaya, the Malaysian Government's new administrative center.

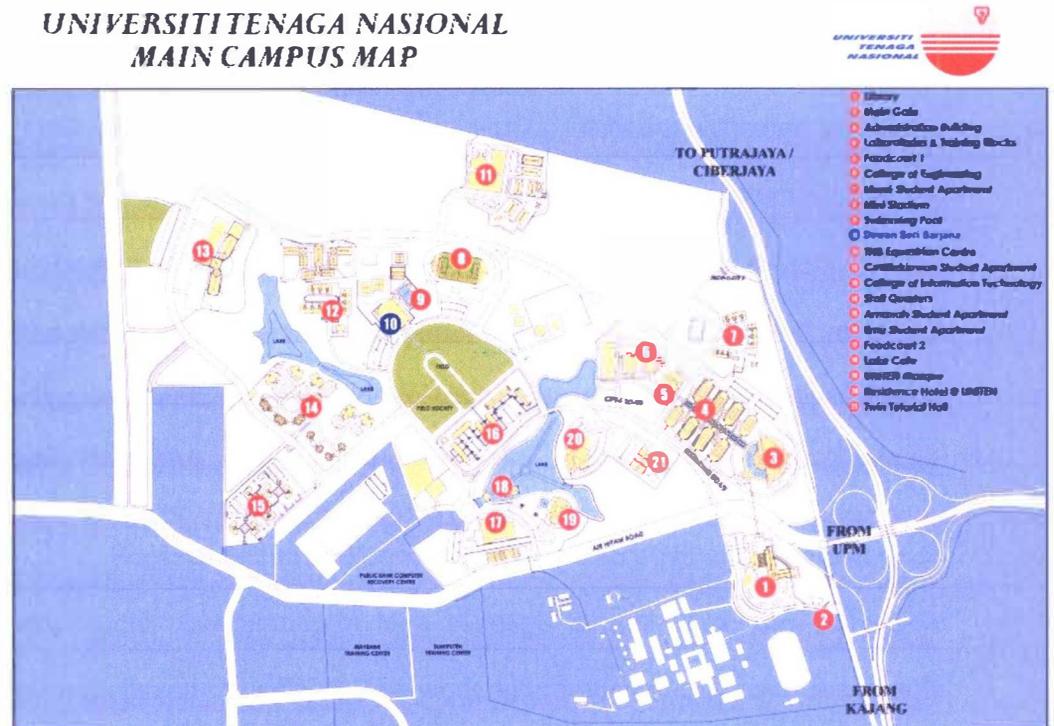


Figure 1.2

Universiti Tenaga Nasional's Map

### 1.1.3 PROFILE OF THE INFORMATION RESOURCE CENTER (IRC)

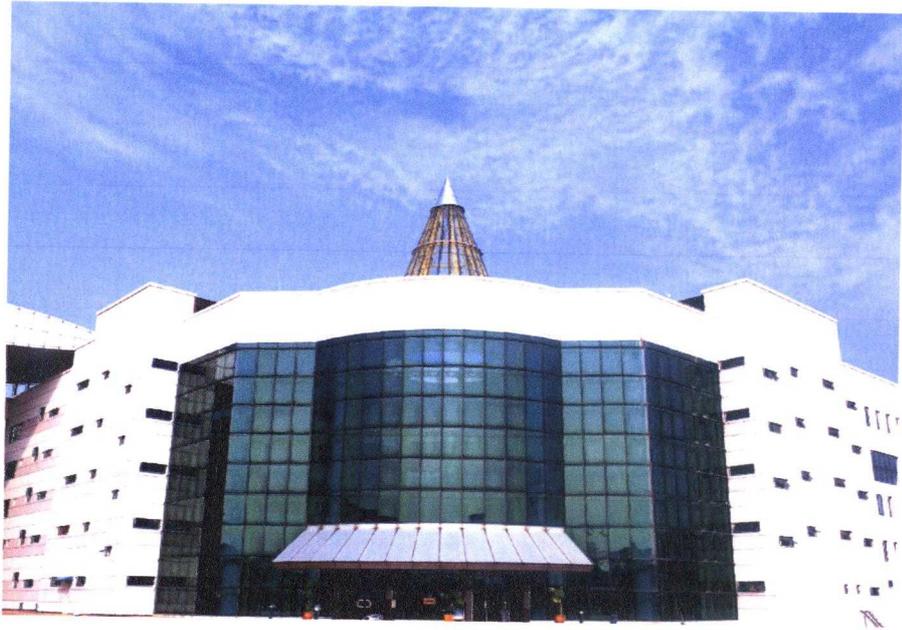


Figure 1.3

Information Resource Centre's Building

One of facilities provided by The National Energy University (UNITEN) is Information Resource Center (IRC). IRC has established in 1978 with 18 645 per square meters. IRC has developed and start operated from a small resource center as training institution into a sophisticated and highly equipped information center with a fully networking system, in training skills and information center with demands in liaison system. IRC is housed in large and modern purpose built, fully equipped with an online integrated computerized library system. It is hooked up to the campus wide Digital Interactive Multimedia Distribution System (DIMDS) facilities.

Besides books and periodicals, IRC also have and provided video and audio collection form in a digitized format which are accessible through the campus DIMDS network. Information of database usage able to obtain from an integrated database of all the library's resources system from any Online Public Access Catalogue (OPAC) terminal.

Functioning in a setting of unique design, it serves as a blend of a conventional and modern resource center by providing an aesthetically pleasing and conducive environment for study and research. It has seating for 1074 users and spacious reading areas furnished with modern facilities and technology.

#### **1.1.4 VISION, MISSION AND OBJECTIVES**

##### **Vision**

Information Resource Centre (IRC) want to be a reputable academic library with a global reach in information access.

##### **Mission**

*Information Resource Centre (IRC) strive in delivering quality information services to stimulate advanced research, learning, collaboration and knowledge creation within the community.*

##### **Objective**

1. To satisfy the teaching, learning, and research requirement of our customers at the University with relevant sources of information
2. To encourage all staff especially executives to read one (1) book per month.
3. To provide excellent Library services to all University customers whenever they may be.
4. To promote usage of the library to all users.

## **Philosophy**

1. Respect and compassion for the entire community including stakeholders and students.
2. Promote information services in a manner which reflects the distinctive character of UNITEN Library as a center of world-class excellence.
3. Acquisition of knowledge via intellectual, physical and spiritual development in order to produce a balanced professional.
4. Promote harmony and understanding between people of diverse backgrounds to further international/ intercultural understanding.
5. Provide the UNITEN community including those less fortunate and underprivileged with equitable access to information.
6. Acquire, organize and provide information resources appropriate to UNITEN's educational goals in preparing Engineering and Business professionals.
7. Teaching information skills to all Library users as the basis of lifelong learning.

## **Library Pledge**

*Staff's of Universiti Tenaga Nasional Library, pledge to perform with full responsibility and high integrity, always adhering to policies and guidelines, supporting the implementation of University's initiatives, providing quality service, prioritizing on customer's satisfaction, fostering harmonious environment, also to practice good values and implement continuous improvement in order to upgrade work quality based on excellent work culture.*

### 1.1.5 OPERATING HOUR

Table 1.1  
Operation Hour

DAY	DURING SEMESTER	DURING SEMESTER BREAK
Monday - Thursday	08:30 am – 10:00 pm	08:30 am – 5.15 pm
Friday	08:30 am – 10:00 pm	08:30 am – 12:00 pm 02:30 pm – 5.15 pm
Saturday	09:00 am – 04:00 pm	Closed
Sunday	09:00 am – 05:00 pm	Closed

- The library is closed on public holidays
- Library services hours can be changed or extended from time to time according to the needs and study week.
- No borrowing is permitted 5 minutes before the posted closing hours

## 1.1.6 FACILITIES BY INFORMATION RESOURCE CENTRE (IRC)

### 1. Information and Services Counter

At the information and service counter, library assistant will help in locating information and helps users make the most effective use of the library's facilities, services and collections. For other complexities of inquiries, qualified librarian or reference officer will approach and help you mastering the complexities of the electronic and printed resources which serve as guides to the library's collections, and fully utilizing the available resources.



Figure 1.4

Information Desk/Counter

### 2. Study Spaces

IRC provides a variety of study spaces for students, staffs, and researchers from inside and outside of the university. These range from individual study spaces for quiet study, group study rooms where students can work together on projects or discussion.



Figure 1.5

Study Space Area

### 3. Computer Lab

The Information Resource Centre (IRC) provides two computer labs to assist users with the User Education Programs and training. Users may proceed the lab's reservation for other appropriate activities. The labs are located at Level 5 and adjacent to each other.



Figure 1.6

Info Lab

### 4. 24-Hours Study Area

The Information Resource Centre (IRC) provide area which is open for 24 Hours Study Area for users to study during normal week and examination week. It is also equipped with WiFi connection and plug points for users' usage. This area also students may bring outside food and drink.



Figure 1.7

24 hours Study Area

## 5. Learning Commons Area

The Information Resource Centre (IRC) provides the Learning Commons Study Area for leisure reading and common discussion environment. There are more 200 reader spaces and 20 computers with WiFi facilities. The new concept of library environment is for those who wish to study in small groups with low-volume conversation.



Figure 1.8  
Learning Common Area

## 6. Examination Hall

The examination hall is located at Level 6 and is used for examination or test purposes. Users and outsiders can reserve this hall at Facility and Development Management Department (FDM).



Figure 1.9  
Examination Hall

## 7. Auditorium

The auditorium is available for use to the university community and external organizations. It is located at Level 2 at the Main Entrance of Universiti Tenaga Nasional IRC, the auditorium has a seating capacity of 253 pax. It is a suitable venue for any University's events or functions. This facility is managed by the Facilities and Development Management Department (FDM) and the reservation could be made by filling in the form provided by them.



Figure 1.10

Auditorium

## 8. Lockers

At Information Resource Centre (IRC), there are more than 200 lockers located in a room near the IRC entrance. These lockers are available for rental on a monthly basis. Users may leave their personal belongings in these lockers. However, the IRC will not be responsible for any losses incurred to the users. Students can reserve the available lockers and obtain the key at the Information and Service Counter.



Figure 1.11

Lockers

### **1.1.7 SERVICES OFFERED BY INFORMATION RESOURCE CENTER (IRC)**

#### **1. Photocopy Services**

The Information Resource Centre (IRC) provides photocopy machines workstation at Level 5 to facilitate users in making photocopies. Users are allowed to photocopy several pages of books for their references. Users are reminded to abide by the Copyright Act 1987.

#### **2. Library Search Skills Class**

Library search skills class describes the preliminary steps which should be taken to ensure finding all relevant information. It will focus on how to use OPAC, Online Databases and other electronic resources. The students will be introduced to reference sources in their respective fields and the most effective way of retrieving the needed information. These classes are planned for small group of not more than 15 students.

#### **3. Assistance and Advice**

The Information Resource Centre' will assist user how to use the Library OPAC and other online services to retrieve materials, suggest the appropriate subject headings that you can use when searching for materials on a particular topic in the computer catalogue. Help user to find more information for their tutorial topics or projects by using some of the materials in Reference Collection. Shows user how to find relevant periodical articles for their assignments by using the periodicals index. Suggesting outside sources where the materials can be obtained if user are not available in our library.

#### 4. User Education Program

The Information Resource Centre (IRC) aims to promote effective use of information, information sources and information systems by conducting Library Instructional Program. These include one-to-one library orientation for UNITEN Academic Staff and library workshops for undergraduate and graduate students, to help them search for information related to their assignments or projects, and resource-specific instructions targeting both academic and administrative staff. It also aims to teach and assist users to effectively utilize all information sources, services and facilities provided by the library.

#### 5. Library Visit

Universiti Tenaga Nasional's Information Resource Centre (IRC) is an open access facility and are pleased to offer a multitude of services for all members of Malaysian Community. Visitors may use Information Resource Centre's facilities until closing or until 10.00pm when the library is operating 24 hours. While on-site, visitor have access to all of the library's databases and electronic resources, as well as professional assistance from reference librarians and subject specialists. Visitors may also print and scan documents and are welcome to read or use any of the books in our collection. In order to access the Internet, Online Databases and electronic resources, you will need to show a Uniten Library Member ID.

### **1.1.8 INFORMATION RESOURCE CENTER'S COLLECTIONS**

The Information Resource Centre has extensive resources of over 200,000 volumes of books, journals, printed and non-printed collections. The collections are mostly open access, except for the AV (Audio-Visual) and thesis materials. The collections are classified according to the Library of Congress Classification System. These materials are placed on open shelves so that library users will have free access to these materials. Other collections such as government documents, reference works, audiovisual materials, and other special resources are located in a special designated area. The Online Databases Collection include over 250,000 subscribed databases, e-journals, e-books, theses, student projects, research reports, etc. in full text.

#### **1.1.8.1 TYPE OF COLLECTION**

There are eight major collections, exclude institutional repository which is past year question paper, and online database.

1. Open Collection (OPEN) – Location: Level 4 and Level 5

Comprises books in all subject areas which is open accessed and may be borrowed within the period specified in the schedule of “Loan Eligibility and Fines” for different category of users.

2. Reference Collection (REF) -Location: Level 2

Consists of reference sources such as dictionaries, encyclopedias, directories, handbooks, guidebooks, atlases, yearbooks, bibliographies, indexes, abstracts, standards, gazetteers and others. These materials are for reference only.

3. Non-printed Collection (NONP) – Location: Level 5

This collection comprises of materials such as DVD, videos, film strips, audio-cassettes, CDs and other non-printed materials.

4. Thesis Collection (THS) – Location: Level 5

This collection comprises of materials such as theses, dissertations and scholarly publication.

5. Project papers (PRP) – Location: Level 5

This collection comprises of printed-materials other than books such as reports, guides and others.

6. Special Collection (SPC) – Location :Level 5

Consists of Tenaga Nasional Berhad publications, archives, reports, unpublished seminar papers, government publications, act / statutes, manuscripts, thesis, monographs, past year examination papers, project papers and documents.

7. Bound journal (BDJ) – Location: Level 4

Its consists of back issues journals in multidiscipline which are bound.

8. Serials Collection (SER) – Location : Level 4

Contains current and bound journals and magazines. These collections are for reference only.

### 1.1.8.2 Classification Scheme

Information Resource Centre (IRC) materials are classified according to their subject headings and based on the Library of Congress Classification Scheme. The class number comprises of alpha numeric combination. Summary of the classification system is as follows :

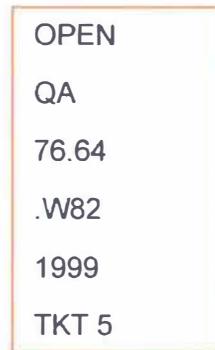
Table 1.2  
Classification Scheme

Classification	Field
A	General Works
B	Philosophy, Psychology, Religion
BD	Philosophy
BF	Psychology
BJ	Ethics
BH	Aesthetics
BL-BX	Religion
C	Auxiliary science of history
D	History
E-F	History of America
G	Geography, Anthropology, Recreation
H	Social Science
HA	Statistic
HB-HJ	Economics
HM-HX	Sociology
J	Political science
K	Law
L	Education
M	Music and books on music
N	Fine Arts
P	Language & Literature
Q	Science
QA	Mathematics
QB	Astronomy
QC	Physics
QD	Chemistry
QE	Geology
QH-QR	Biology
R	Medicine
T	Technology
Z	Library science

### 1.1.8.3 Call number

Each of the *library material* has a call number. The call number represents the location of the material on the shelf. It comprises the following components:

- Type
- Subject
- Subject Subdivision
- Number based on the main entry
- Publication date
- Location



OPEN  
QA  
76.64  
.W82  
1999  
TKT 5

Figure 1.12

Example of Call Number

### 1.1.9 FLOOR PLAN

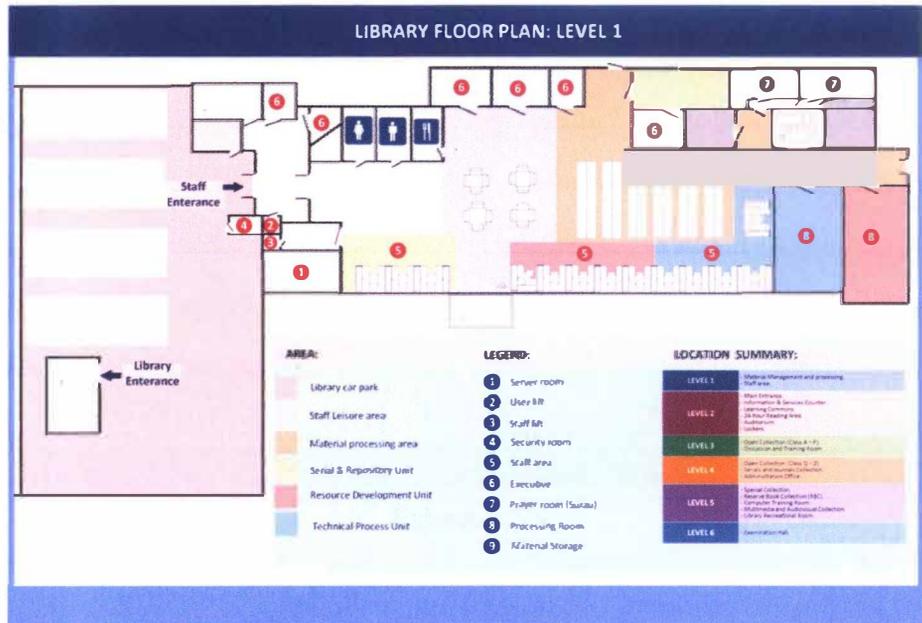


Figure 1.13

Floor plan (Level 1)

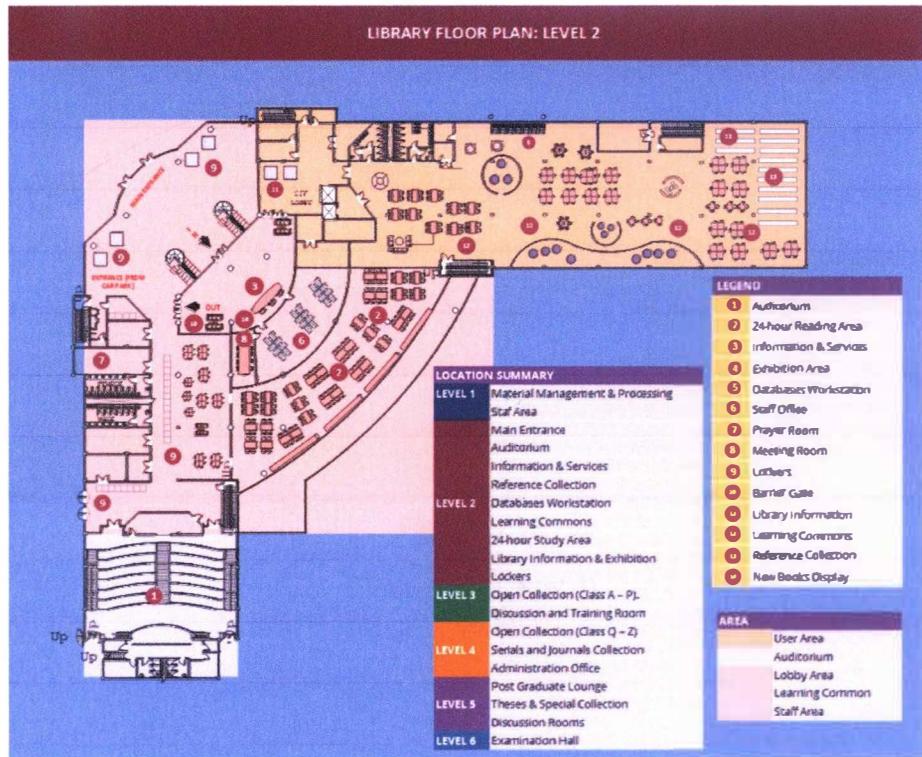


Figure 1.14

Floor plan (Level 2)



Figure 1.15  
Floor plan (Level 3)



Figure 1.16  
Floor plan (Level 4)

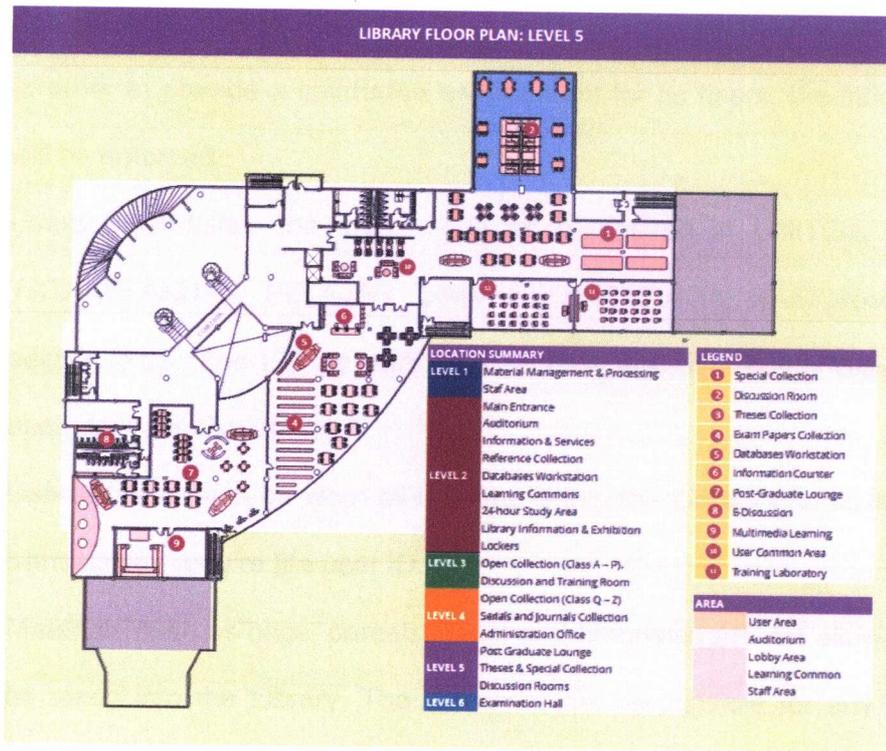


Figure 1.17  
Floor plan (Level 5)

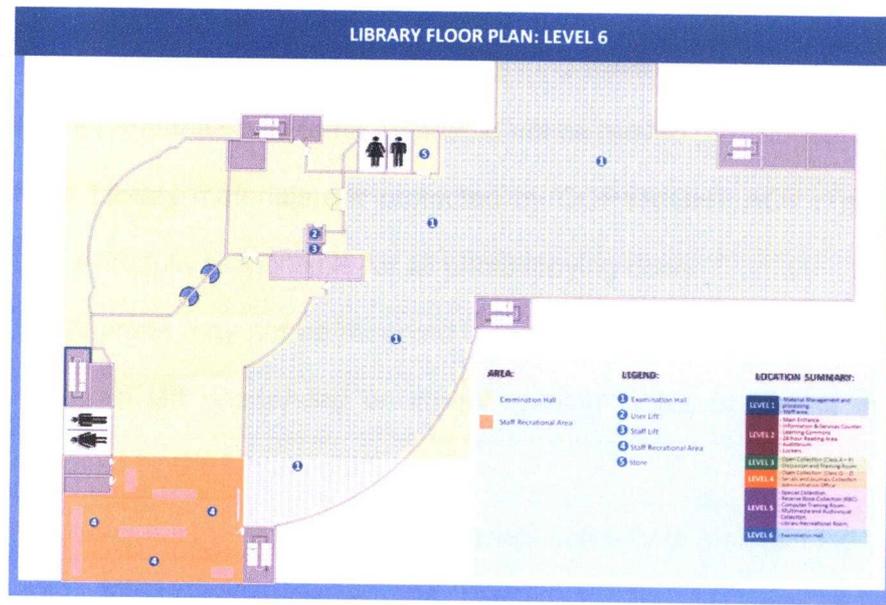


Figure 1.18  
Floor plan (Level 6)

### 1.1.10 RULES AND REGULATIONS

In order to provide a conducive environment for its users, the following will be enforced:

1. Users must follow the dress code as per stated in UNITEN “KOD TATAKELAKUAN PELAJAR UNIVERSITI TENAGA NASIONAL” in section 8.05. The Library staff may request any “improperly dressed” users to leave the Library.
2. User ID card must be worn all the time within the Library and all library transactions require the user ID.
3. Materials such as bags, parcels, caps, and umbrellas are not allowed to be taken into the Library. The Library is not responsible for any loss, damaged or misplace of personal belongings.
4. Handbags of size above 25cm x 30cm are not allowed to be taken into the Library to avoid loss of Library materials.
5. Mobile phone must be put on silent mode while in the Library.
6. Eating, drinking and smoking are not allowed to be taken in the Library areas except for bottled mineral or drinking water.
7. Library materials and furniture should not be moved or misused.
8. Most Library materials are protected by COPYRIGHT ACT. Therefore, users are fully responsible for all photocopying done.
9. Study areas may not be reserved in the Library. Items, including Library materials left unattended on library reading tables or carrels may be removed by the Library staff.
10. All Users must treat the Library materials carefully to maintain the Library collection in good condition.
11. Books and other Library materials must not be mutilated or defaced. RM20.00 will be charged for full replacement cost for any item lost or damaged including a handling.

12. Borrowers are required to return or renew their loans when due. The date due is indicated on the due slip. Fines are imposed for late returns.
13. Users are not allowed to bring children under the age of 12 into the Library.
14. All users leaving the Library in possession of books and Library materials must ensure that materials on loan have been scanned and synthesized. The Library is equipped with electronic security exit doors and CCTVs to detect violators.

THE ABOVE RULES ARE IN ACCORDANCE WITH THE UNIVERSITY GUIDELINES PERTAINING TO ETHICS, MORALITY, AND DISCIPLINE. ALL STUDENTS ARE BOUND BY A "KOD TATAKELAKUAN PELAJAR UNIVERSITI TENAGA NASIONAL". ALL STAFFS ARE BOUND BY A "PROSIDUR TATATERTIB TENAGA NASIONAL BERHAD (TNB), EDISI KEENAM, 2013.

## 1.2 ORGANIZATIONAL STRUCTURE

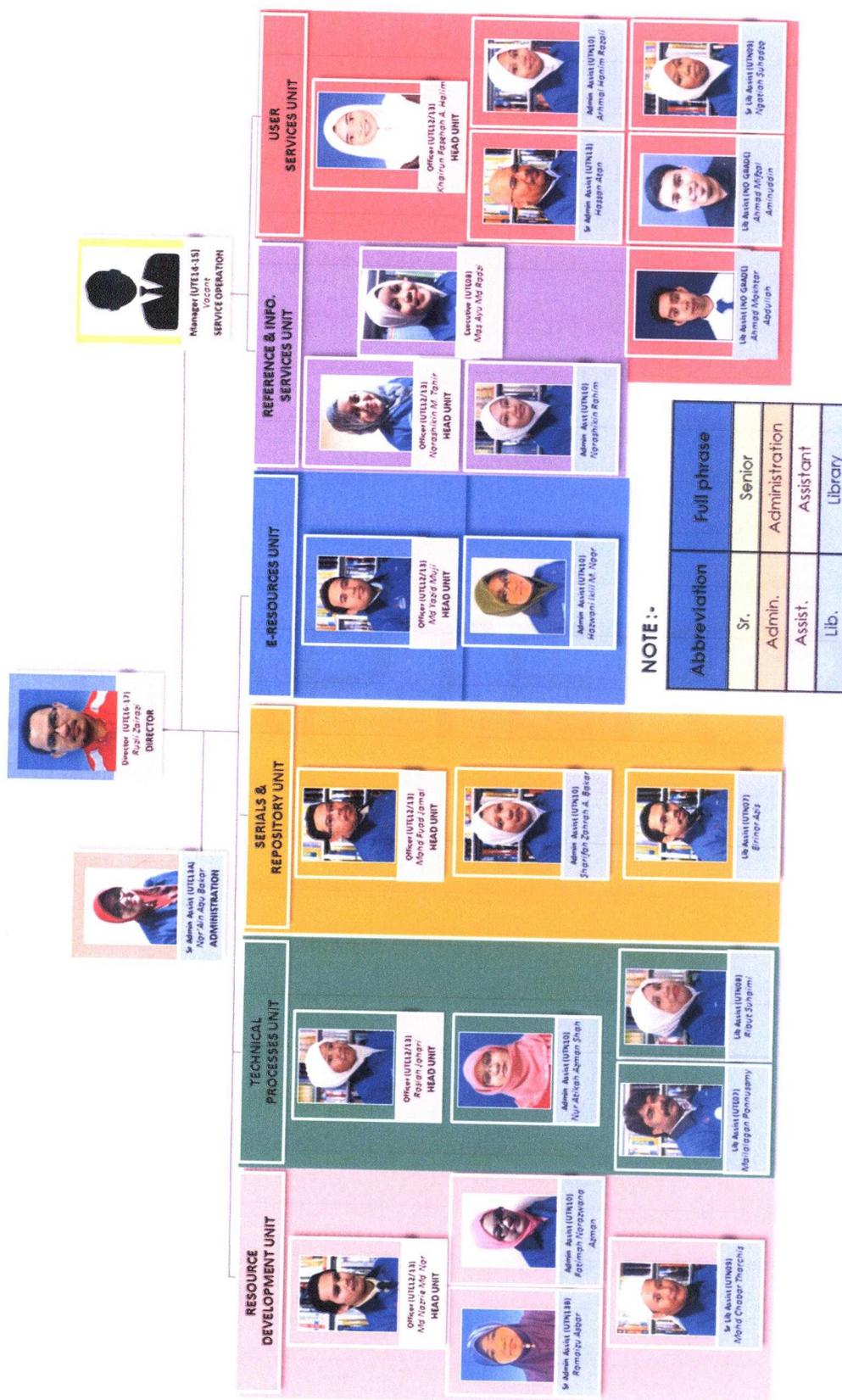


Figure 1.19

Organizational Chart

# CHAPTER 2

## CHAPTER 2 : ORGANIZATIONAL STRUCTURE

### 2.1 PROFILE

In Information Resource Centre (IRC) UNITEN, they are not dividing their structure by department. Instead, divisions are used to divide their sections and narrower into units. There are six units under IRC which is Resource Development in terms of acquisition process, Technical Units in terms of cataloging process, Serial and Repository Unit, Admin and Electronic Resource Unit, User Services in terms of Circulation and facilities management, and Reference and Information Services. During the industrial training, all the trainee was scheduled be in all the divisions in the library and learnt how everything works in the first place.

### 2.2 DEPARTMENTAL STRUCTURE

#### 2.2.1 ADMINISTRATION AND E-RESOURCE

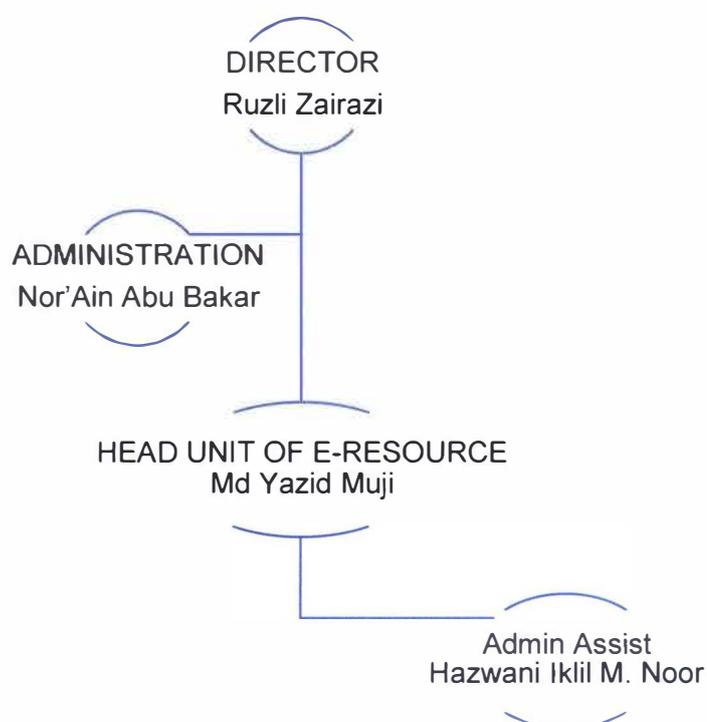


Figure 2.1

Administration and E-Resource Structure

## 2.2.2 TECHNICAL PROCESS

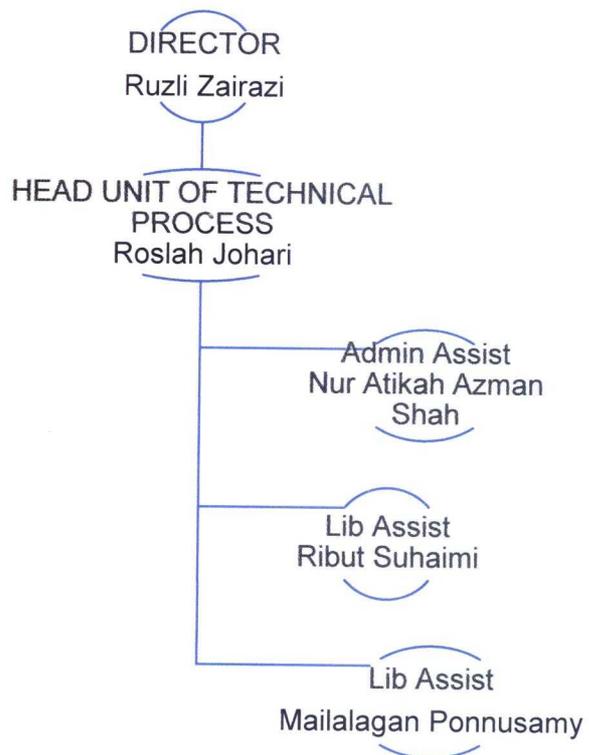


Figure 2.2

Technical Process Structure

## 2.2.3 USER SERVICES

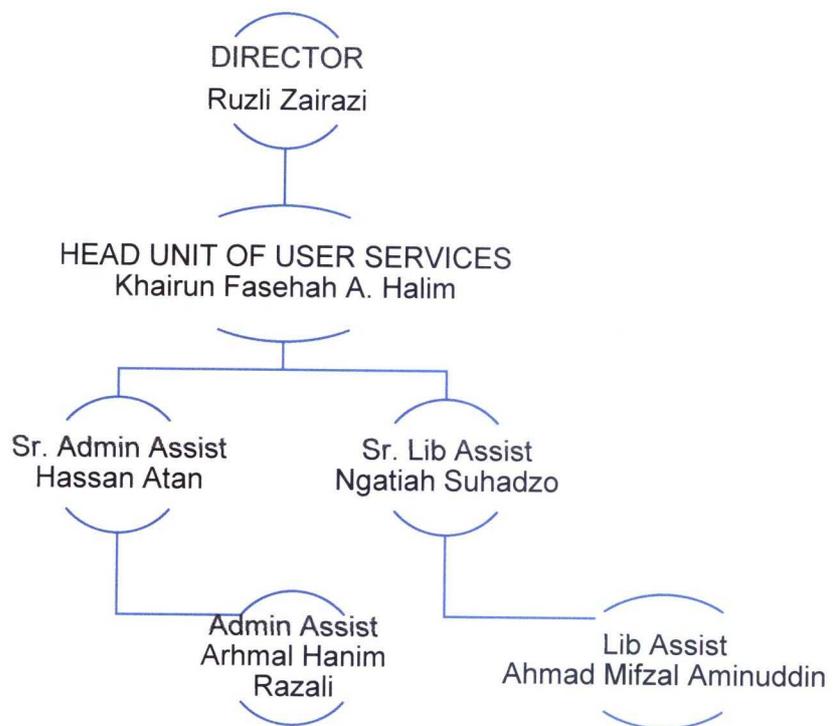


Figure 2.3

User Services Structure

## 2.2.4 REFERENCE AND INFORMATION SERVICES

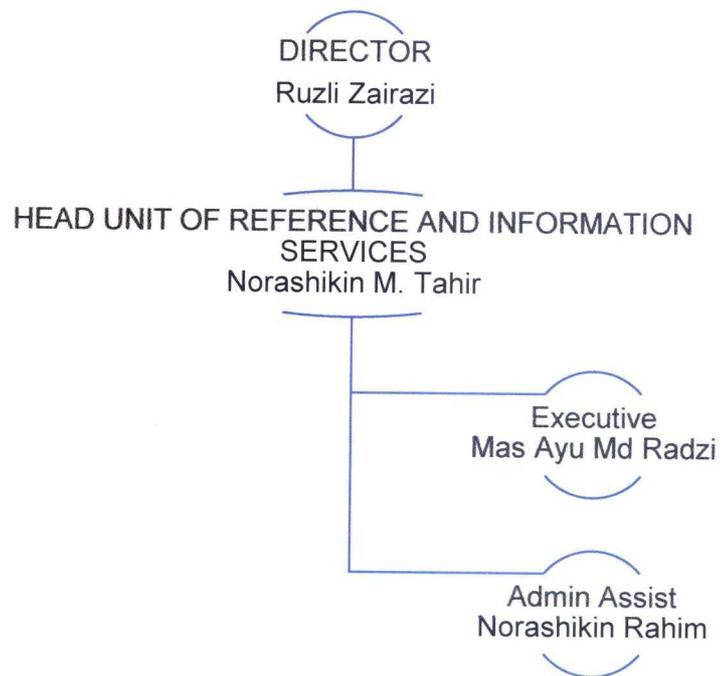


Figure 2.4

Reference and Information Services Structure

## 2.2.5 RESOURCE DEVELOPMENT

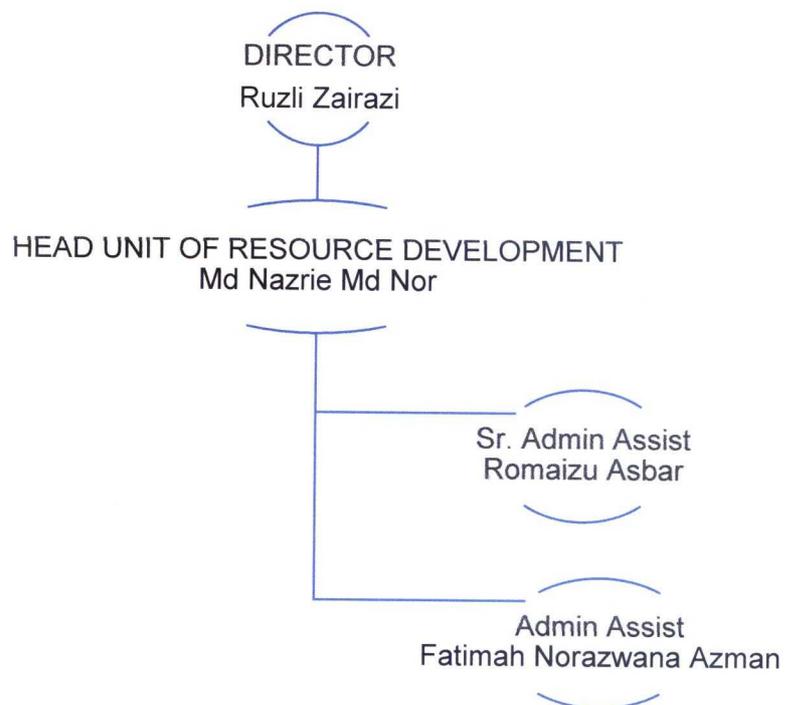


Figure 2.5

Resource Development Structure

2.2.6 SERIAL AND REPOSITORY

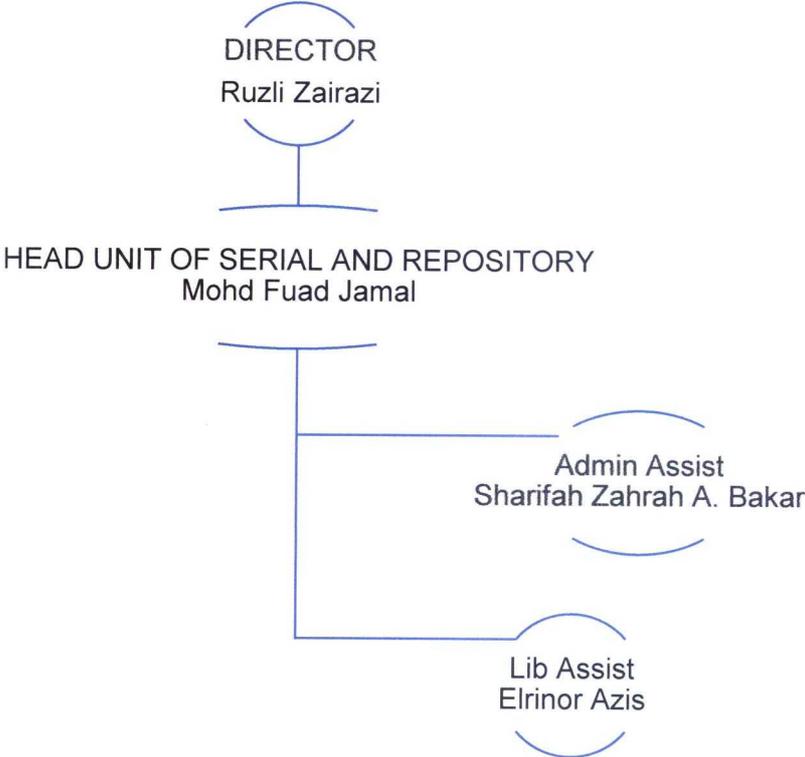


Figure 2.6

Serial and Repository Structure

## 2.3 DEPARTEMENT FUNCTION

### 2.3.1 ADMINISTRATION AND E-RESOURCE

In Administration and E-Resources Unit, they were different scope job area but same unit which is administration more focusing on how to manage the organizational matters while E-Resource more to handle electronic resources which is subscribing online collection, and manage the system library issues.

#### **Function of Administration**

1. Manage administration matter
2. Liaison between department and unit
3. Organize the staff training and recruiting
4. Manage staff's leaves and staff performances evaluation
5. Manage staff's personal file
6. Organizing a management enhancement programs for the library staff
7. Manage Information Resource Centre at HQ
8. Compiler for finance's record for units.

#### **Function of E-Resources**

1. Prepare the paperwork
2. Get the quotation
3. Evaluate and subscribe electronic resources
4. Manage online resource's renewal process
5. Maintain the online resource
6. Manage and maintain Library Integrated System (LIS)
7. Handle LIS Koha when having issues
8. Reporting of usage

### **2.3.2 TECHNICAL PROCESS**

Technical Process Unit focusing on cataloguing process, whereby from done process by resource development which is acquisition unit until place the material at the suppose shelve.

#### **Function of Technical Process**

1. Classify the material based on subject heading
2. Provide call number
3. Key in entries into KOHA system
4. Do copy cataloguing and manual cataloguing
5. Fix material which have record error
6. Placing RFID tag
7. Physical processing of catalogue materials
8. Book repair and preservation
9. Reporting of collection published

### **2.3.3 USER SERVICES**

User Services more focus on circulation, rental of facilities and assist users exclude references and information services matter. User services important part to provide efficient information resource centre services and quality in order to fulfill user needs. User complaint are welcomed to identify the dissatisfaction of users so that the services provided can be enhanced.

## **FUNCTION USER SERVICES**

1. Provide registration and membership renewal
2. Book lending and return services
3. Preservation of library material
4. Inter Library Loan
5. Assist users in searching materials or access information
6. Reservation for computer lab, discussion room, and electronic room.
7. Facilities rental such as locker.
8. Receive complaint

### **2.3.4 REFERENCE AND INFORMATION SERVICES**

Reference and Information Services is important unit in every information centre whereby closely to dealing with the information centre users that is students, researcher, lecturers, staffs and others. Librarian have to provide assistance in locating information and helps users make the most effective use of the library's facilities, services and collections. The reference assist in master of the complexities of the electronic and print resources which serve as guides to the library's collection.

## **FUNCTION REFERENCE AND INFORMATION SERVICES**

1. General enquiry
2. Literature search services
3. Instruction on the use of indexes, abstracts and reference works
4. Instruction on searching using computerized database.
5. Compilation of reading lists and bibliographies
6. Assistance in locating research information from print and computerized sources
7. Individualized consultation for research
8. Course related library instructions

### **2.3.5 RESOURCE DEVELOPMENT**

Resource Development also familiar with acquisition unit is responsible to ensure all the about the acquiring material according to the International Standard Organization (ISO) and related enactment. Utilized the budget carefully for purchasing the material.

#### **Function Resource Development**

1. Selection and assessment of suppliers
2. Manage all the purchases of the library collections
3. Manage all the receive collection from gift
4. Control budgeting and cost
5. Check the material received to ensure quality of the material
6. Ensure that there is no issues of the material
7. Disposal of old collection

### **2.3.6 SERIAL AND REPOSITORY**

This unit covers everything on serial collection and repository archive. According to Head of Unit, there's no subscription on printed serial collection due to the budget cut. Serial and Repository Unit will more focusing on DSpace which is provide material in online such as past year question paper.

#### **FUNCTION SERIAL AND REPOSITORY**

1. Subscription management of magazine
2. Manage serial material renewal
3. Control invoice receive
4. Catalog and input material into library system KOHA
5. Manage and presenting serial material received
6. Manage periodical material

7. Receive past question paper
8. Digitized past question paper
9. Binding the serial collection

# CHAPTER 3

## **CHAPTER 3 : INDUSTRIAL TRAINING ACTIVITIES**

### **3.1 INDUSTRIAL TRAINING ACTIVITIES**

In this chapter, trainee will focus about training activities which trainee have done in five (5) months of the internship at Information Resource Centre, Universiti Tenaga Nasional. There are six units that trainee must went through and complete all the unit which gave different knowledge and experiences. Each department's staff are very welcoming trainee and her teammates and teach them on how to manage the problems and task given. Trainee had been started with Technical Process Unit and last with Serial and Repository Unit.

Trainee also explain about the scope of work and activities that trainee have involved during undergoes internship. Before trainee start the training activities, trainee was introduced to Puan Ain which was Senior administration's staff for Information Resource Centre. Then, trainee got to introduce to all IRC staff. Trainee's schedule in Appendic A and attendance can be viewed in Appendic B . While, industrial training's log book can be viewed in Appendic C.

#### **3.1.1 CATALOGUING**

Trainee were assigned to do the thesis cataloging for the year 2016 until 2018. This task was given while trainee was under Technical Process Unit, under supervise of Miss Roslah (Head of Technical Process Unit) for three weeks. Trainee were told that every semester, there's are several set of theses which came from College of Engineering (COE), and College of Business Management and Accounting (COB) need to catalog. Trainee were given several trollies of theses to be catalog. The cataloging process was guided by Miss Atikah, who is one of the catalog's staff unit. She gave trainee tips and guidance on how to do the task and what source should trainee refer from. also supplied the cataloging manual and a cutter table for trainee to refer.

Precisely, trainee were actually needed to find its subject heading area and the call number by referring Library of Congress Subject Heading (LCSH) manual. Trainee also may refer to Information Resource Centre's Opac and other library OPAC webpage. The thesis that has been cataloged will be submitted to Miss Roslah for remarks.



Figure 3.1

Theses

While during under Resource Development Unit, trainee were also assigned to catalog the new arrival books. In this unit trainee were under supervise of Mr. Nazri who is Head of Resource Development. Trainee need to catalog couple of trolley of the new arrival books and a trolley for books from gift. This time around the cataloging process was quite easier because trainee can directly refer to the group of purchasing and do the copy cataloging. But some of the catalog recorded in the library Web OPAC was not recorded correctly and trainee have to take note of those errors and do corrections. Trainee also refer the Universiti Tenaga Nasional's Information Resource Centre OPAC, Library of Congress, National University Singapore Library (NUS) and Ohio Library. All the

complete cataloging input, the materials need transfer to Mr Jabbar for technical process cop and produce accession number.

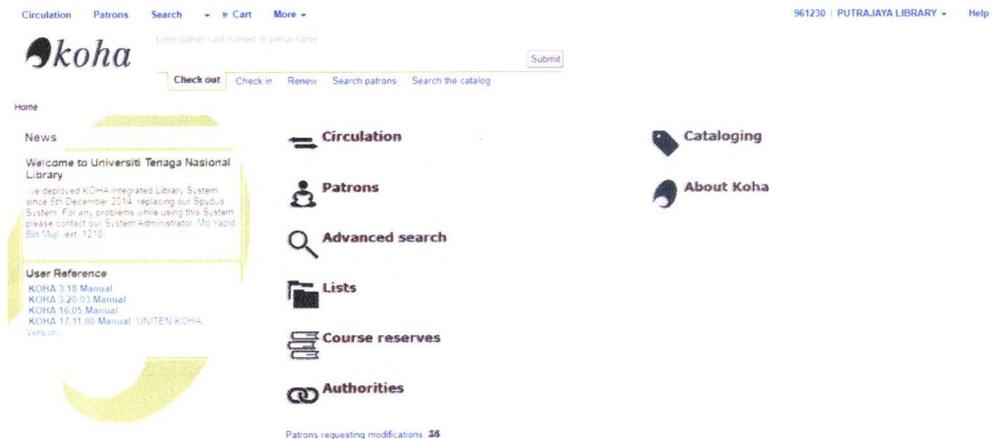


Figure 3.2  
Library System KOHA

### 3.1.2 INFORMATION LITERACY CLASS AND LIBRARY VISIT

Each student who need to graduate, they need to collect merit points, or it called as "scorun". One of the way to get the scorun points is joining information literacy class. This class is a fundamental workshop or class that need to be done to inform students on how to find information effectively and on how to use all the library service and facilities. Besides, this class is open to all level student who is foundation, undergraduate, and postgraduate. This class also called as PEEP. It happens every week on Friday Evening. Before the class start, the trainee on need to prepare and study a little bit about the class's covered. This class will be held at College of Engineering (COE) whereby behind the Information Resource Centre. Trainee have to assist staff and speaker during the class happens such as fix student's computer which unable to switch on, welcoming and provide pamphlet for students, give an guidance to student who unable to follows step.

Information Resource Centre had received library visit from several schools and college. Trainee also were assigned to assist library visit by library tour, briefing, multimedia, and welcoming them from start until the end their visit. For the library visit, the visitors will be divided to two groups for easy to lead and can give more attention depends on total of visitor. Trainee have to assist staff to lead visitors and be as photographer in the same times. Trainee have prepared some information if there's visitor ask anything about the information resource centre.

### 3.1.2.1 MRSM PASIR TUMBOH, KELANTAN



Figure 3.3  
MRSM students



Figure 3.4  
MRSM students

### 3.1.2.2 SMKA SYEIKH ABDULLAH FAHIM



Figure 3.5

SMKA Syeikh Abdullah Fahim Student



Figure 3.6

SMKA Syeikh Abdullah Fahim Student

### 3.1.2.3 UiTM Campus Rembau



Figure 3.7  
UiTM students



Figure 3.8  
UiTM students

### 3.1.3 STOCK TAKE AND SHELIVING

Early of the industrial training, trainee assigned to take task which is stock take project. This project is to identify the total of the collection which already purchased and having by Information Resource Centre. This routine have done everyday at morning session or evening session. This project started from August until first week December. Trainee were cover around more than 100 000 pieces of book for open collections and 10 000 for reference collection including theses and project and paper. The materials were located at level 2 for reference collection, level 3, level 4, and level 6 for open collections, and level 5 for theses and project paper. Trainee were using RFID tag scanner to get the total of collection in shelve. During scan process, trainee was found several issue of materials such as item not available, record error, RFID tag's blank, and others. All of the material with problem issues, trainee need to transfer it and report to technical process unit which is cataloguing unit to fix it. Indirectly, stock take gave trainee experience in reporting issues to staff in professional way. While, trainee also involved with shelving activity when there's books in trolley or new arrival materials.



Figure 3.9  
RFID tag scanner



Figure 3.10  
RFID tag scanner

### 3.1.4 COUNTER DUTY

In Information Resource Centre, there are two counters provided for counter services. It consists of information counter which is for main desk and circulation services, and reference counter for theses and project paper. The counter service is under the control of User Services Unit. In this unit, the trainee were not give a duty time table but always standby for backup or anytime free from other task. Trainee get the experience and knowledge in borrowing, returning, renewing of book, lockers rental, computer lab and E-Discussion room reservation, assist in some reference service which is how to locate books through call number or searching by OPAC, answering query and phone call, and others matter which no need to refer officer. Trainee also have controlled the user rules where trainee must make sure the coming users follow the rules getting into the library such as wearing ID, not wearing cap and short pants, and not bringing any food or drink.

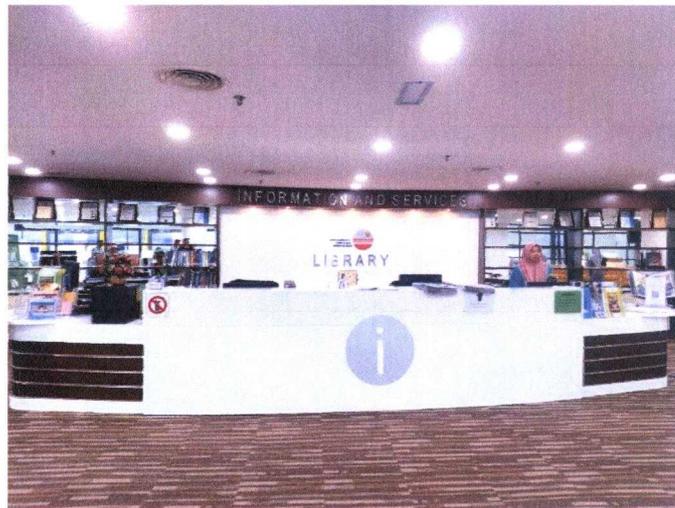


Figure 3.11  
Information Desk

### 3.1.5 KAYUHAN MERDEKA IRC

On 30 of August 2019, Information Resource Centre have held “Program Kayuhan Merdeka”, mostly all staff were involved. This program lead by Tn. Haji Ruzli Bin Zairazi who is Director of IRC with 5km of distance. Trainee was involved indirectly to support the program.



Figure 3.12

IRC staffs



Figure 3.13

IRC staffs

### 3.1.6 INFO HUNT 19

Trainee were involved with info hunt which organize by Information Resource Centre. Student's UNITEN have chance to collect "scorun" also know as point to enable them to graduate. Trainee have chance involved as participant and person in charge for check point.

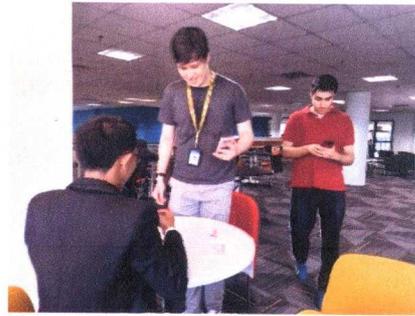


Figure 3.14

Participant Info Hunt



Figure 3.15

Winner Info Hunt



Figure 3.16

Winner Info Hunt

## 3.2 SPECIAL PROJECT

### 3.2.1 LIBGUIDE'S CONTENT DEVELOPMENT

The Information Resource Centre University Tenaga Nasional has implemented a way to organize and showcase their resources and services which available to the faculty and students for research and study. LibGuide is a guide are online web pages created by librarians to help users perform various tasks, such as using library resources or doing research. Guides are provided through the web application developer Springshare. LibGuides is an easy to use content management system deployed at thousands of libraries worldwide.

Librarian use it to curate knowledge and share information, organize class and subject specific resources, and to create and manage websites. LibGuide helps in increasing the usage of the information resource centre's resources and content by showcasing them in LibGuides. Furthermore, this platform effectively invites collaboration between librarians and instructors to meet the research needs of a particular department, class, or assignment.



Figure 3.17

Main page IRC LibGuide

### 3.2.1.1 BENEFITS TO THE INFORMATION RESOURCE CENTRE

1. Information Resource Centre (IRC) able to create subject, course, or topic guides
2. Information Resource Centre (IRC) may be as supplement for Information Literacy Efforts.
3. As platform to conduct library instruction programs.
4. Assist librarian in managing database according to arrangement.
5. Librarian have platform to create and maintain Information Resource Centre (IRC)'s websites and blogs.
6. Librarian also able build a cloud based, with secure staff intranet.
7. LibGuide allows us to organize core and relevant resources in institution field into one 24 hour accessible webpage, simply give students the url.
8. LibGuide also allows us to combine features of social networks, wikis, and blogs on a particular subject.
9. Anything we create is printable, so it can easily be used as handouts.
10. Libraries can update the information on the page BEFORE, DURING AND AFTER taught a research or library-related lecture, so students can have access to updated material.
11. Librarian can integrate chat technology into library guides for constant communication with students and users.

### 3.2.1.2 FEATURE OF LIBGUIDE

1. *Email alerts and RSS feeds*

Users can stay connected with new content in the system using both email alerts and/or RSS updates, available by content area, author, or tags/keywords.

2. *Easily embedded multimedia*

Effortlessly embed multimedia inside the guides such as videos, RSS feeds, and podcasts. LibGuides makes it easy to spice up the guides with multimedia to make them more useful and more attractive.

3. *Customizable look and feel*

Librarian or administrator have ability to control the style of the guide by adding tabs and by selecting different types of content boxes such as:

**Rich Text/Dynamic Content/Scripts** - Enter any type of formatted text (including html), links, or dynamic javascript code. Administrator can also embed custom scripts, iFrame, etc.

**Simple Web Links** - Enter a series of links inside the box. Each link has a title, url, and an optional short description which appears when the user hovers over the link.

**Links and Lists** - Create a bullet lists of web links and non-web link items (regular lists). Each item can have a short description which appears underneath the item, and an optional More Info button which the user can click to get

more information. We can track the usage statistics (outgoing clicks) for the links.

**Books from the Catalog** - Describe any number of books and provide links to them from the Library Catalog. Images of book covers can also be included.

**Documents and File** - Allows uploading of any number of files to your guide. Individual files cannot be larger than 5MB each. Each file can have a short description (255 characters).

**Google Web, Books, Patent, or Scholar** - These search boxes can be added to within the guide. A default search term whose search results will show when the user loads the guide can be added to Google Web or Scholar can also be added.

**Interactive Polls** - Enables us to create a short poll on your page. Create a question up to 6 choices for your poll. Each poll has a url and you can view real-time results.

**Embedded Media and Chat Widgets** -The Embedded Media & Widgets box allows us to add video, audio, or any other widget on your guide.

**Podcast Feeds**- Podcast box enables us to display the contents of a podcast feed on your guide.

**Surveys** - We can add class surveys on their library learning experience on your guide.

**E-Reserves** - If you have an e-reserves list for your class through the library, we can add the e-reserves list as a page.

4. Re use Content

Everything in LibGuides is reusable. Share links, content, pages, and guide templates across the institution or with the community.

5. Share

*Re use guides from the LibGuides community and benefit from the knowledge and best practices of librarians worldwide.*

6. *Built in Link Checker*

View an actionable report of broken links inside of guides, administrator no need to check periodically, and it avoid from worry about the users uncovering broken or expired links.

7. Report and Statistic

*Real time insight into system usage, including hits on guides and individual assets. Drill down to individual guide reports to see how many times guides were accessed each month. Produce reports detailing the success of the information literacy and library instruction programs.*

### 3.1.2.3 IMPLEMENTATION OF LIBGUIDE

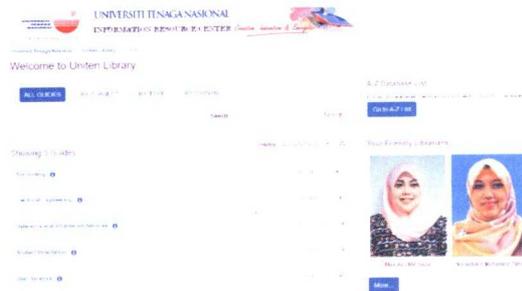


Figure 3.18

List of guide

Trainee was decided to develop the LibGuide's content as special project for requirement industrial training from zero to something. Trainee was focus on two unit in Information Resource Centre which is User Services Unit, and Reference and Information Services Unit because they are important units in give services and delivering information. Trainee have to communicate with head of unit in asking for permission and authoritative data.

There's several type of guide which LibGuide provide, and it allow the Information Resource Centre (IRC)'s librarian and trainee (as administrator) to make general subject guides, guides for specific courses, and even for specific assignments. For special project, trainee have not specific to type of guide. There are type of general type of guide.

Trainee also change the concept which from textual and fact to infographic based. This concept more interactive than textual and attract users for explore then understand it. In User Services Unit, trainee more focusing on circulation's knowledge and their process. While, for Reference and Information Services Unit

trainee focusing on writing knowledge which is how to write content, how to make citation, and how to avoid plagiarism.

### List of Content User Services Unit

- Borrowing
- Returning
- Reserving
- Renewal
- Overdue
- Replacement cost and damaged item
- How to make book suggestion
- Renewal process
- How to make reservation of book which on loan status
- How to check fine
- Information about loan eligibility and fines
- Information about rules and regulations



Figure 3.19

User Services guide

## List Content of Reference and Information Services

- **BOOLEAN** search strategy
- Information about evaluating sources
- Information about writing guide
- How conducting literature review
- How to make citation using APA and MLA
- Information about plagiarism



Figure 3.20

### Reference and Information Services guide

## 3.2.2 ADDITIONAL TASK

### 3.2.2.1 DESIGNING POSTER

Trainee was assigned to design several posters for information resource centre's event and program. During at User Service Unit, trainee was assigned to design a memo for library closing. While at Reference and Information Services, trainee was assigned to design poster for family day event. Trainee was succeed in complete for designing by using offline software such as Adobe Photoshop and Microsoft Publisher, and online application which is canva.com.



Figure 3.21

Memo



Figure 3.22

Family Day Poster

### **3.2.2.1 MAKING VIDEO**

*Trainee also was assigned to make two type of videos which is a corporate concept and a montage concept. The corporate concept is about Rules and Regulations, and it was played on SMART TV at lobby of Information Resource Centre. It one of trainee contribution for Information Resource Centre. Second video which is montage concept, trainee was assigned to make montage video about Family Fun Day and Workshop. This video was shared in IRC platform and got positive feedback from director. The video was been attached at Appendic D.*

# CHAPTER 4

## CHAPTER 4 : INDUSTRIAL TRAINING REFLECTION

### 4.1 APPLICATION OF KNOWLEDGE, SKILLS AND EXPERIENCE IN UNDERTAKING THE TASK (KNOWLEDGE GAINED)

In this chapter, will explain trainee have applied and learnt various things about the application knowledge, skills and experience. Trainee got a lot of information and acquire a new skill that related in librarianship field such as library skills, library management, soft skills and, improvise professional skills.

#### 4.1.1 CATALOGUING SKILLS

*This skill is priceless knowledge because not everyone can doing the cataloguing process. Trainee have learn how to do original and copy cataloguing by using KOHA System. As trainee, felt glad that the staff in Technical Process Unit which is Cataloguing process willing to share the tips and knowledge about cataloguing. Trainee also get an experience doing book process when were training in Resource Development Unit which is acquisition process such as paste barcode, call number and check quality of books.*

#### 4.1.2 MANAGEMENT SKILLS

The management skill such as time management. During undergoes, trainee have learnt to be punctual in many ways. For example, punctual when arrive at office, complete the task given before the dateline, and punctual attend the meeting or any program.

#### 4.1.3 PUBLICATION SKILLS

*As trainee who assigned to any task including create and publish. Trainee got the opportunity to enhance publication skills by creating posters and video using online application and offline software. First poster which trainee need to create was at User Services Unit, which is Memo Poster.*

Moreover, during at Reference and Information Services Unit whereby trainee assigned to create "Family Day's poster". Trainee have opportunity to develop E-Bulletin's content, videos about program's montage and corporate video which is about "Rules and Regulations" for play at Smart TV's Information Resource Centre. For major publication and development skills, trainee involved in develop libguide's content.

#### **4.1.4 COMMUNICATION SKILLS**

The most important skill in industrial training and work environment is communication skill. Undergoes industrial training, trainee have opportunity to improve communication skills by dealing with all the level of staffs, and various type of users. In User Services Unit, and Reference and Information Services Unit, helps trainee communicate with users thus learn how to find a material in the library more accurate, assist on how to use citation software such as Mendeley, and give explanation about the services were provided by Information Resource Centre. Addition, trainee had opportunity being emcee during "Birthday's Staff Celebration". Indirectly, its help trainee to overcome nervous when in many people.

#### **4.1.5 PUBLIC RELATION SKILL**

Trainee got an opportunity by joining the program and leads the information resource centre tours. This thing help trainee to improve the public relations skill and gain confidence level. The activities which trainee had involved is Info Hunt as participate and as person in charge (PIC) of check point, assist in leading information resource centre's tour from various visitors. All this activities, gave skill in dealing and communicate with other users from inside and outside.

## **4.2 PERSONAL THOUGHTS AND OPINION (REFLECTIVE TONE)**

### **4.2.1 ADAPTABILITY**

As trainee, undergoes industrial training at Information Resource Centre (IRC) Universiti Tenaga Nasional, first and foremost is gave trainee a new experience and opportunity to adapt in working environment. During industrial training's period, there are many challenging and a good thing that help trainee to improve in several aspect such as communication, public relation and library skills.

### **4.2.2 NEW EXPERINCE GAIN**

In Information Resource Centre, the experience of dealing with variety of users gave trainee in public relation skill, improve confident level, communication skill, and gained knowledges. The various type and background of users gave trainee different experience in handle them. Moreover, the working environment in Information Resource Centre is easy to approach and communicate with the library staff. The staff in Information Resource Centre are really open-minded and gladly help trainee when having problem or confusing about the task.

### **4.2.3 APPLIED THEORY**

*There are many advantage that trainee got during undergoes industrial training in Information Resource Centre Universiti Tenaga Nasional* Trainee have applied all the knowledge that have learn in theory at university. Plus, the industrial training is important because through this a trainer will be evaluate and determine either the trainee is ready or not to facing the real working environment in the future.

## **4.3 LESSON LEARNT**

### **4.3.1 PROFESSIONAL COMMUNICATION**

Undergoes Industrial training course, trainee have learnt about communication in professional way. In Information Resource Centre, trainee have opportunity to speak up with all around people in a professional setting because the formal discussion and meeting with officers and users will not be the same as talking to lecturer and colleagues. Plus, Information Resource Centre always got users from outsider with postgraduate level mostly an intellectual person who owned so much knowledge and experience in informational field. But it was the best way to learn how to navigate the working world through the real-life situation.

### **4.3.2 PASSION AND EAGER**

One of the purpose industrial training is to get more knowledge and knowing better the company which trainee was in. So that, trainee need to show passion and eager to learn everything from the Information Resource Centre. Industrial training is a good opportunity to learn everything about the real workplace environment and culture. Trainee had learned and need to show more of the enthusiasm in any task, especially which need always keep in update with the head of unit or librarian to understand more of the task given and show them trainee's eagerness to grab the knowledge opportunity.

### **4.3.3 TIME MANAGEMENT**

Time management is the most crucial things in whatever task trainee do. Every single thing has its own deadline that trainee need to catch up. Good time management helps all the task given to be smoother and gives the supervisor a good expectation on trainee. This makes also everything works smoother and more systematic. To be sure, getting things done earlier will be much better to show your efficiencies and productivity.

### **4.3.4 TEAMWORK**

The most thing trainee have learnt in industrial training is teamwork. Teamwork improve because trainee able work on the good environment. Also, trainee feel very grateful because all teammate is very good and hardworking. Furthermore, the staff in Information Resource Centre are very helpful, they glad to teach and guide trainee to do a work that not familiar with us.

### **4.3.5 CONFIDENT**

Trainee learn to be confident in giving opinion and spreading the opinion from the officer in the library. To be honest, trainee was lack in giving opinion because low level of confident when dealing will people with a higher position. Since trainee undergoes the industrial training, it improvised confident level especially when trainee give the opinion to officer and staff and accept the opinion with a great feedback.

#### **4.3.6 NEW KNOWLEDGE AND EXPERINCE**

*Trainee gained more knowledge and experience in during the internship period which trainee does not predict. First, trainee learn how the working environment, which is working environment can be joyful if trainee have a good relationship with everyone in the organization. Other than that, working environment can be stressful if you not having a good cooperation with others. Next, other experience is attended the meeting with all the officer, by get the opportunity to see how the librarian and staff brainstorming and give idea in order to achieve target. Gaining knowledge is based on the activities trainee have been done here, trainee can get to see clearly what trainee have learn in university for example, the cataloguing process.*

## **4.4 LIMITATIONS AND RECOMMENDATIONS**

### **4.4.1 LIGHTING**

Throughout undergoing industrial training, the most limitation trainee can see is lighting. Some of the lights in several level were black out suddenly. That brings difficulties and quite disturbing for users to study especially when the light was keep on glitching. As for the recommendation, the information resource centre's staff need to take fast action by contact technician to make sure users meet their satisfaction and conduciveness of being in Information Resource Centre.

### **4.4.2 PRAYER ROOM IN STUDY AREA**

Information Resource Centre have six level of floor in their building but, there are not enough prayer room for the users at the nearest area of study area. As for the recommendation, Information Resource Centre cooperation with Facility and Development Management Department had provide two prayer room which is for women at Level 2, and for men at basement whereby parking area.

#### **4.4.3 SIGNAGE**

For signage's limitation, there's are not provide any signage at some area. Based on trainee's observation, which like to be focusing on basement entrance which is only for Information Resource Centre's staff. The entrance was located at basement parking area and there's lift facilities. Many times, users use this entrance and sometime brings outside food and drink which does not allow to bring it. As for the recommendation, the entrance need to change with some signage with regulatory signs which is provide users with information on regulations. For instance of idea, the signage "Student not allow" should be placed. Other recommendation, the door need to pass by using Staff ID only.

## CONCLUSION

As a conclusion, trainee have so many chances and experiences in order to gather the knowledge to help trainee understand more about the work process in library management for about 5 months in industrial training. This industrial training is core subject for IM244 students before graduates as gives trainee the real expose to know how the real working life in this fields. As student, industrial training is very important which makes the trainees to be more ready before step forward to the working environment. Trainee had choose Information Resource Centre, Universiti Tenaga Nasional as a place to do the industrial training and thankful for their acceptance. Practical training at Information Resource Centre, UNITEN gives more ideas and knowledge about the workflow for academic library or information resource centre.

Information Resource Centre UNITEN, is a great example for academic library because it is among the biggest library at Southeast Asia. So, it has huge of collection and of course there are such of task to be learn. This make me get clearer understanding about the work relating to library management as before this only learn in theory. Trainee also express happy as all the staff in Information Resource Centre always assists indooing works for every unit. It is such knowledgeable moment in handling library management as trainee gain experience a lot. Trainee feel satisfied with what trainee had learn and apply. Trainee have a chance to be exposing not only with librarian responsibilities but every position in the Information Resource Centre. Lastly, choosing of Information Resource Centre Universiti Tenaga Nasional as a place to do industrial training is a true and great as it place in getting experience and knowledge.

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Md. Yazid Muji. (personal communication, 11st October, 2019). Head of E-Resources Unit, Information Resource Centre Universiti Tenaga Nasional.

Mohd Fuad Jamal. (personal communication, 14th December, 2019). Head of Serial and Repository Unit, Information Resource Centre Universiti Tenaga Nasional.

Norashikin Mohamed Tahir. (personal communication, 3th November, 2019). Head of Reference and Information Services Unit, Information Resource Centre Universiti Tenaga Nasional.

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# APPENDIC A

**JABATAN PERPUSTAKAAN UNIVERSITI TENAGA NASIONAL  
LATIHAN INDUSTRI**

Nama pelajar : Muhammad Syafiq Bin Zakaria  
Tempoh : 1 Ogos 2019 - 31 Disember 2019  
Mentor : Hj. Ruzli Bt Zairazi

UNIT	JADUAL LATIHAN INDUSTRI 2019									
	1/8/2019 - 23/8/2019	26/8/2019 - 20/9/2019	23/9/2019 - 11/10/2016	14/10/2019 - 8/11/2019	11/11/2019 - 6/12/2019	9/12/2019 - 31/12/2019				
<b>TECHNICAL PROCESS</b> Ketua unit: Cik. Roslah Johari										
<b>USER SERVICES</b> Ketua unit: Pn. Khairun Fasehah Abdul Halim										
<b>RESOURCE DEVELOPMENT</b> Ketua unit: En. Md. Nazrie bin Md. Nor										
<b>SERIALS &amp; REPOSITORY</b> Ketua unit: En. Mohd Fuad bin Jamal										
<b>REFERENCE &amp; INFORMATION SERVICES</b> Ketua unit: Pn. Norashikin bte Mohamed Tahir										
<b>ADMIN &amp; E-RESOURCE</b> Ketua Unit: Hj. Ruzli Zairazi / En. Yazid Muji										

Makluman cuti am
1) 12/8/2019 - Hari Raya Aidil Adha 2) 31/8/2019 - Merdeka 3) 16/9/2019 - Malaysia Day 4) 28/10/2019 - Deepavali 5) 9/11/2019 - Kelahiran Nabi Muhammad s.a.w 4) 11/6/2019 - Birthday Sultan Selangor 5) 25/12/2019 - Krismas

# APPENDIC B











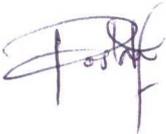
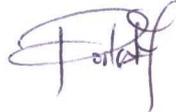
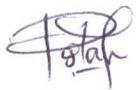
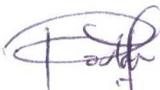


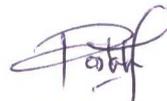
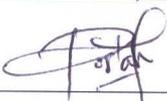
# APPENDIC C

## LOG BOOK

### Unit: Technical Process

01/08/19 – 23/08/19

Date	Exact Nature of Work Done	Supervisor Remarks
01/08/19	By 8:30 a.m. Arrived at Administration Building, UNITEN to report for industrial training to UNITEN Human Resources Department. Upon completion, we then walk to UNITEN IRC and report for duty to the IRC Department. Mrs. Ain then introduced the trainees to IRC staff while showing around the IRC building and finished at level 4 where we then received briefing from the IRC Director Mr. Hj. Ruzli. After lunch, we were then given unit rotational schedule and was asked to help with stocktake activity under User Services Unit. Starting with books on level 4, each book is scanned and marked.	
02/08/19	By 8.00 a.m. wait and ask for given task at desk, around 9.30 a.m got task which is do checking for <i>similar barcode number but different data</i> . After lunch, continued stock take scanned until 5.00 p.m.	
05/08/19	Arrived at desk and later, around 8.20 a.m. we take scanner from level 2 and start stocktake activity, which will be done every morning routinely until required, while shelving the books on level 4 until lunch time. After lunch, continued do checking similar barcode with different data until done. Got other task which checked information on theses on library system and do placing spine label for the theses.	
06/08/19	Arrived at desk and around 8.15 a.m. we start stocktake activity on level 4 as usual until lunch. Plus, done with shelving for few shelves at level 4 before lunch break.	
07/08/19	Morning routines are done as usual with stocktake activity on level 4 until lunch hour. After lunch, assisted Mr. Alagan in pasting RFID tag for books which do not have tag yet. And, assisted in reactivate RFID tag for books which cannot detect by handheld RFID scanner.	
08/08/19	Morning routines are done as usual with stocktake activity on level 4 until lunch hour, at the same time done with shelving activity at the nearest shelves. After lunch, got task to remove barcode sticker whereby same number but different data.	
09/08/19	Morning routines are done as usual with stocktake activity on level 4 until lunch hour. After lunch, continued with removing barcode sticker whereby same number but different data. Plus, got other task to create cutter number for thesis's author.	
13/08/19	Morning routines are done as usual with stocktake activity on level 4 until lunch hour. After lunch, continued with removing barcode sticker whereby same number but different data. Plus, got new task key in collection's data and complete the cataloguing process in library management system.	

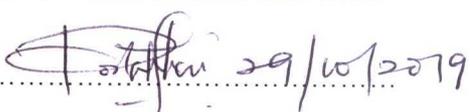
14/08/19	Morning routines are done as usual with stocktake activity on level 4 until lunch hour. After lunch, continued with key in collection's data and complete the cataloguing process in library management system.	
19/08/19	Morning routines are done as usual with stocktake activity on level 4 until lunch hour. After lunch, continued key in collection's data and complete the cataloguing process in library management system.	
20/08/19	7.40 a.m. – Arrived and waits at level 2 before the start of 'Read Area' opening ceremony. 8.10 a.m. the ceremony starts with the arrival of VIP guests and finishes with light breakfast. After lunch, assisted industrial trainee (akhmal and zul) do the stocktake activity.	
21/08/19	Morning routines are done as usual with stocktake activity on level 3 until lunch hour. After lunch, got task to do spine label for theses.	
22/08/19	Morning routines are done as usual with stocktake activity on level 3 until lunch hour. Returned books to shelf which already reactivate the RFID. After lunch, got task to do full catalogue of theses.	
23/08/19	Morning routines are done as usual with stocktake activity on level 3 until lunch hour. After lunch, continued with catalogue theses.	

  
**MOHD RIDZUAN IBRAHIM**  
Pensyarah Kanan  
Fakulti Pengurusan Maklumat  
UiTM Cawangan Negeri Sembilan  
Kampus Rambau

23/11/19

Head of Unit Remarks : Job well done. Polite, always smart  
looking, and communicates with  
Head of Unit & Staff. Well liked  
by the staff.

Student Signature: .....

Head of Unit Signature:  29/10/2019

## LOG BOOK

Unit: User Services

26/08/19 – 20/09/19

Date	Exact Nature of Work Done	Supervisor Remarks
26/08/19	By 8.00 a.m. Morning routines are done with stocktake activity on level 3 until lunch hour. After lunch, duty at information desk until 5.00 p.m.	
27/08/19	Morning routines are done as usual with stocktake activity on level 3 until lunch hour. After lunch, got briefed from Mrs. Khairun Fasehah who is Head of User services Unit about the scope description and related of work. Got task and done with checked student's record of overdue cases on system.	
28/08/19	Morning routines are done as usual with stocktake activity on level 3 until lunch hour. After lunch, continued with task checked student's record of overdue cases on system.	
29/08/19	Morning routines are done as usual with stocktake activity on level 3 until lunch hour. After lunch, continued with task checked student's record of overdue cases on system.	
30/08/19	Morning routines are done as usual with stocktake activity on level 3 until lunch hour. After lunch break, involved with Kayuhan Merdeka Programme.	
03/09/19	Assisted Hj. Mokhtar and Mr. Hasan transferring table from level 5 to level 3. Morning routines are done as usual with stocktake activity on level 3 until lunch hour.	
04/09/19	Morning routines are done as usual with stocktake activity on level 3 until lunch hour. After lunch, got task to check and match data with comparing barcode from stock take data and library system data.	
05/09/19	After breakfast, continued check and match data with comparing barcode from stock take data and library system data. After lunch, do some re sort on matching barcode.	
06/09/19	Done with some research about the IRC UNITEN services and facilities.	
10/09/19	After breakfast, arrived around 8.30 start duty at <i>information desk</i> , and assisted in <i>circulation process</i> . After lunch, continued with re sort and match barcode of collections by comparing. Around 4.00 p.m., continued duty at information desk, assisted staff in do reservation lab and ED rooms.	

11/09/19	After arrived, continued with re-sort and match barcode of collections by comparing. After lunch, around 3.00 p.m.. assisted Reference Unit obtained gift at Administration Building for Gallery Visit.	
12/09/19	LEAVE (INTERVIEW)	
13/09/19	After arrived and breakfast, continued re-sort and matching barcode from stock take data and KOHA system data. After lunch, duty at information desk, and assisting staff in do circulation process.	
17/09/19	After arrived at morning, duty at information desk, assisting staff in do reservation lab and ED rooms. After lunch, continued re-sort and matching barcode from stock take data and KOHA system data.	
18/09/19	After arrived, continued re-sort and matching barcode from stock take data and KOHA system data. After lunch, got task to design a notice poster about "Hari Kebangsaan".	
19/09/19	At morning after breakfast, continued re-sort and matching barcode from stock take data and KOHA system data. After lunch, duty at information desk, and assisting staff in do circulation and reservation process.	
20/09/19	At morning, I need to redo and redesign notice poster by enhancing the poster. Next, Mrs Khairun Fasehah who is Head of Unit of User Services brought me to tour and explained to me what IRC UNITEN have. After lunch break, I need to cover and duty for a while at special collection counter and assist students in obtaining the collection At the end of evening, I assisted Reference and Information Unit as photographer and welcoming visitors who is student's from MRSM Pasir Tumboh, Kelantan.	

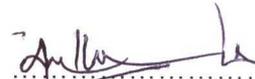
  
**MOHD RIDZUAN IBRAHIM**  
 Pensyarah Kanan  
 Fakulti Pengurusan Maklumat  
 UITM Cawangan Negeri Sembilan  
 Kampus Rembau

27/11/19

Head of Unit Remarks : Seorang pelatih yang mampu menyiapkan tugasan dengan baik dan berkesan untuk berikam yang terbaik bagi setiap tugasan yang diberi.

Student Signature: .....

Head of Unit Signature: .....

  
**KHAIRUN FASEHAH ABD HALIM**  
 Officer  
 User Services Unit  
 Information Resource Centre  
 Universiti Tenaga Nasional

## LOG BOOK

**Unit: Resource Development**

**23/09/19 – 11/10/19**

Date	Exact Nature of Work Done	Supervisor Remarks
23/09/19	The whole days, continued stock take scanning and collect data at Level 6, which is an old collection for open collection.	A.
24/09/19	<p>Around at 08.00 a.m., I got briefing from Head of Unit (Resource Development) who is Mr. Nazrie about, how, and what the flow and scope job of resource development.</p> <p>First task, I need make scanning and selection whereby books got from the gift and donation.</p> <p>After lunch break, continued stock take data scanning and collect at Level 6, which is an old collection for open collection.</p>	A.
25/09/19	<p>At morning, continued stock take data scanning and collect at Level 6, which is an old collection for open collection.</p> <p>After lunch, I do key in and copy cataloguing process for books which consider to process based on physical condition, the existing of collection in system, and the year of published.</p>	A.
26/09/19	<p>At morning after breakfast, continued stock take data scanning and collect at Level 6, which is an old collection for open collection.</p> <p>After lunch, continued do key in and copy cataloguing process for books which consider to process based on physical condition, the existing of collection in system, and the year of published.</p>	A.
27/09/19	<p>At morning, continued stock tag data scanning and collect at Level 6, which is an old collection for open collection.</p> <p>After lunch, continued do key in and semi cataloguing process for books which books obtained by donation and gift. This semi cataloguing process i do because the collections there are unable to copy cataloguing through Z39.50 which from Library of Congress, British Library, NUS, and OHIOLINK.</p>	A.
30/09/19	<p>After arrived, continued do key in and semi cataloguing process for books which books obtained by donation and gift. This semi cataloguing process i do because the collections there are unable to copy cataloguing through Z39.50 which from Library of Congress, British Library, NUS, and OHIOLINK.</p> <p>Around 3.00 p.m, Hanis Ahmad Murad who is my partner of industrial training and I had a short meeting with Mr Yazid Muji about progress in units, special project plan, and reporting if having any issues.</p> <p>After that, continue to do key in and semi cataloguing process for books which books obtained by donation and gift. This semi cataloguing process i do because the collections there are unable to copy cataloguing through Z39.50 which from Library of Congress, British Library, NUS, and OHIOLINK.</p>	A.

01/10/19	<p>At morning, Hanis Murad and I bringing down collections from level 6 to basement which is to Technical Process Unit to fix data in system and RFID Tag.</p> <p>After lunch, continued to do key in and semi cataloguing process for books which books obtained by donation and gift. This semi cataloguing process i do because the collections there are unable to copy cataloguing through Z39.50 which from Library of Congress, British Library, NUS, and OHIOLINK.</p>	A
02/10/19	<p>After arrived and got some breakfast, Hanis Murad and i do final scanning which books are not record in stock take process yet at level 3 and level 4.</p> <p>After lunch, continued to do key in and semi cataloguing process for books which books obtained by donation and gift. This semi cataloguing process i do because the collections there are unable to copy cataloguing through Z39.50 which from Library of Congress, British Library, NUS, and OHIOLINK.</p> <p>After that, do placing new barcode which books already register in KOHA system.</p>	A
03/10/19	<p>Morning routine continued to do key in and semi cataloguing process for books which books obtained by donation and gift. This semi cataloguing process i do because the collections there are unable to copy cataloguing through Z39.50 which from Library of Congress, British Library, NUS, and OHIOLINK.</p> <p>Around 10.00 a.m, assisted Mr Alagan in doing activating RFID tag which are books with problem offline tags. Plus, reporting to Miss Atikah, about books which have problem with data not in database.</p> <p>After lunch, I do placing new barcode which books already register in KOHA system. Next task, I do key in barcode after changing status to "received" and "in process".</p>	A
04/10/19	<p>After arrived , I went to settle ID card as temporary staff at Security Department, in Administration building.</p> <p>After that, continued do key in barcode after changing status to "received" and "in process", which is books got by gift and donation. Next, I do placing new barcode which books already register in KOHA system, which books from gift and donation.</p> <p>Addition, I do barcode placing for new book arrival, and noted at vendor invoice.</p>	A
07/10/19	<p>At 08.00 a.m., after breakfast I continued do processing new arrival books by changing status from "Ordered" to " In Process".</p> <p>Next, I do receiving books processes to make invoices of payment. Continued with key in the barcode to the metadata of books in the KOHA system.</p> <p>At the end of office hour, Hanis and i returned books to level 6 which books already fix whereby books with RFID tag, data not in database issues.</p>	A
08/10/19	<p>At morning, continued to do key in the barcode to the metadata of books in the KOHA system.</p> <p>After lunch, do checking theses from KSHAH campus which is categories to already registered, not available in KOHA, or there any copies.</p>	A

09/10/19	The whole days checking theses from KSHAH campus which is categories to already registered, not available in KOHA, or there any copies.	<i>A</i>
10/10/19	After arrived, do routine continued checking theses from KSHAH campus which is categories to already registered, not available in KOHA, or there any copies. Then, do placing theses on shelves based on what categories is it After lunch break, I do key in new engineering theses whereby got from lecturer in to KOHA system, added on basket THESIS COE FY2019 (5).	<i>A</i>
11/10/19	After arrived, continued key in new engineering theses whereby got from lecturer in to KOHA system, added on basket THESIS COE FY2019 (5).	<i>A</i>

  
**MOHD RIDZUAN IBRAHIM**  
 Pensyarah Kanan  
 Fakulti Pengurusan Maklumat  
 UITM Cawangan Negeri Sembilan  
 Kampus Rembau  
 27/10/19

Head of Unit Remarks : .....

.....

.....

Student Signature: .....

Head of Unit Signature: .....

  
**MD NAZRIE BIN MB NOR**  
 Officer  
 Resource Development Unit  
 Information Resources Centre  
 Universiti Tenaga Nasional

## LOG BOOK

### Unit: E-Resources

14/10/19 – 08/11/19

Date	Exact Nature of Work Done	Supervisor Remarks
14/10/19	<p>Arrived at 07.50 a.m., and around 9.a.m got brief by Miss Hazwani about the E-Resource flow, scope work, which is subscribing and renewing online database and turnitin, while obtaining, and exporting student's information, handling about KOHA library system's maintenance, and uploading newspaper clipping into IRC UNITEN portal.</p> <p>After lunch break, got brief by Mr Yazid Muji about E-resource unit's job scope and related work. Plus, he explained about the task which what I should have done and what related task.</p>	
15/10/19	<p>Whole days, do some research about Lib Guide and infographic.</p>	
16/10/19	<p>At morning, continued do research and collect data about Lib Guide and infographic.</p> <p>Around 10.00 a.m., met Mrs Hanim ask and get the opinion about libguide. After that, met Mrs Khairun Fasehah to get the detail about accuracy of information in IRC's Portal.</p> <p>After lunch break, proceed by designing info graphic based on information in IRC's Portal and user guide given by Head of User Services Unit.</p>	
17/10/19	<p>Whole day, continued design infographic for general knowledge and process related circulation.</p> <p>At evening, met Mr Yazid to show progress of infographic and ask permission to proceed with process infographic.</p>	
18/10/19	<p>Arrived at 7.40 a.m, and around 8.15 a.m. , involved with "Sembang Buku" programme speaker by Mrs Ain with her book's "Dahsyatnya Doa Seorang Ibu", followed by lite breakfast. Continued with design infographic until lunch break.</p> <p>After lunch, involved with "InfoHunt" programme and participate with the game.</p>	
21/10/19	<p>At morning after arrived, continued with finalised infographic which already done.</p> <p>After lunch break, submit infographics for accuracy checking to Head Of User Services Unit, who is Mrs Khairun Fasehah.</p>	
22/10/19	<p>At morning, do some research to improve and which possible to add on into Lib Guide IRC.</p> <p>After lunch break, starting drafting LibGuide content.</p>	
23/10/19	<p>The whole day, continued drafting LibGuide Content and layout of content.</p>	
24/10/19	<p>The whole day continued drafting LibGuide Content and layout of content.</p> <p>While, sometimes assist Mrs. Ain pick up call for administration purposes.</p>	
25/10/19	<p>The whole day continued drafting LibGuide Content and layout of content.</p> <p>While, sometimes assist Mrs. Ain pick up call for administration purposes.</p>	

29/10/19	The whole day continued drafting LibGuide Content and layout of content. While, sometimes assist Mrs. Ain pick up call for administration purposes.	
30/10/19	Do survey and research on other library to make comparison and selection which topic can add-ons to IRC libguide.	
01/11/19	have a short discussion with Mr. Yazid Muji about the suggestion content and LibGuide layout.	
04/11/19	Morning, drafting LibGuide content. Confirming meeting with Mrs. Norashikin through WhatsApp messaging, followed by formal invitation via email. After lunch break, continued drafting LibGuide content.	
05/11/19	At morning, finalised the power point and content of LibGuide for presentation. After lunch break, have a meeting with Mr. Yazid Muji, who is Head of E-Resources Unit, and Reference and Information Service who is Mrs. Norashikin and Ms. Mas Ayu. We're have discussed about the LibGuide content which related with Reference and Information Services.	
06/11/19	Do correction and improvement of sub-sub topic of LibGuide according to suggestion from Reference and Information Service Unit.	
07/11/19	Studied LibGuide interface after got access via LibApss.	
08/11/19	Assisted Mrs. Ain fill up "Borang pembaharuan kontrak" for Information Resource Centre HQ's staff and obtained signature for their punch card.	

  
**MOHD RIDZUAN IBRAHIM**  
 Pensyarah Kanan  
 Fakulti Pengurusan Maklumat  
 UTM Cawangan Negeri Sembilan  
 Kampus Rambau  
 27/11/19

Head of Unit Remarks : .....

.....  
 .....

Student Signature: .....

Head of Unit Signature: .....

  
**MD YAZID BIN MUJI**  
 Library Officer  
 E-Resources Unit  
 Universiti Tenaga Nasional

## LOG BOOK

### Unit: Reference & Information Services Unit

11/11/19 – 06/12/19

Date	Exact Nature of Work Done	Supervisor Remarks
11/11/19	By 08:00 a.m., got briefing by Mrs. Norashikin Mohamed Tahir who is Head of Reference and Information Services Unit about the job scope of Reference. After lunch break, I starting upload do Libguide content and do some research about video.	
12/11/19	After breakfast, stack and store newspaper. And, uploading Libguide content. After lunch break, continued uploading Libguide content.	
13/11/19	After breakfast, stack and store newspaper, and continued with upload Libguide content, assist Ms Ayu redesign Family Day Poster. After lunch break, do some stock take at level 5, and involved with IRC Meeting "Library as Student Centre"	
14/11/19	After arrived, stack and store newspaper and updating status about the lanyard to Reference and Information Unit. Continued project of creating LibGuide Content. After lunch break, I'm doing Stock Take routine at Theses area collection which is Level 5.	
15/11/19	After arrived, stack and store newspaper. Assist reference and information services unit handle library visit from SMA syeikh Fahim Penang, After lunch break, involved with Info Hunt Program and duty at check point 7.	
18/11/19	Arrived by 07.40 a.m., stack and store newspaper. Emailed template of brainstorming information resource centre as student centre to Mrs. Norashikin. Meet and submit log activity of E-Resources Unit to Mr. Yazid. Assist and cover counter's staff while they have break. After lunch break, continued creating content of LibGuide.	

	Assist Mrs. Norashikin in submitting MC letter to Mrs. Ain at Level 4.	
19/11/19	After having breakfast, store newspaper. Stock Take at Level 5 for theses collection. After lunch break, prepared for meeting. Followed by meeting at 3.00 p.m. Rearrange objective on strategic planning "Information Resource Centre UNITEN as Student Centre"	
20/11/19	After arrived, store newspaper. Continued creating and uploading LibGuide Content.	
21/11/19	After having breakfast, store newspaper. Create a montage video for INFO HUNT program. Contacted Majestic Trophy for confirming lanyard order. Slide checked for design, typing and font error.	
22/11/19	Stack and store newspaper. <i>Re-edit the Info Hunt's video and finalized.</i> Stock take activity at Level 5 (Theses Collection)	
25/11/19	Stack and store newspaper. Transfer Info Hunt's video and played on smart TV. Develop LibGuide Content	
26/11/19	Stack and store newspaper. Asking update for lanyard.	
27/11/19	Stack and store newspaper. Entertain Sir Ridzuan Ibrahim who is supervisor came to evaluate us as their mentee. Design poster of "World eBooks" Do stock take at Level 2 which is Reference Collection	
28/11/19	Stack and store newspaper. Re design poster of "World eBooks" , then emailed to HOU, Mrs. Syikin Make an video for "Family Day" event.	
29/11/19	Arrived and involved with "Sembang Buku" Session, knowledge sharing by Mr. Yazid Muji. After finished, re arrange furniture which have been set up for the program. After lunch break, continued create and upload content in to LibGuide	
02/12/19	Stack and store newspaper. And open "Rules and Regulation" and "IRC's Facilities" videos. Asking update and receive lanyard from runner. Stock take at Level 2 which is Reference Collection	

03/12/19	Stack and store newspaper. And open "Rules and Regulation" and "IRC's Facilities" videos. Develop LibGuide Content	
04/12/19	Stack and store newspaper. And open "Rules and Regulation" and "IRC's Facilities" videos. Develop LibGuide content. Duty at Level 5 whereby Special Collection start 8.30 a.m until 10.00 p.m	
05/12/19	Stack and store newspaper. And open "Rules and Regulation" and "IRC's Facilities" videos. Develop LibGuide content. Duty at Level 5 whereby Special Collection start 8.30 a.m until 10.00 p.m	
06/12/19	Stack and store newspaper. And open "Rules and Regulation" and "IRC's Facilities" videos. Develop LibGuide content. Involved and assist Reference Unit for PEEP training	

Head of Unit Remarks : .....

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Student Signature:

  
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Head of Unit Signature:

  
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**KHAIRUN FASEHAH ABD HALIM**  
Officer  
User Services Unit  
Information Resource Centre  
Universiti Tenaga Nasional

## LOG BOOK

**Unit: Serial**

**09/12/19 – 30/12/19**

Date	Exact Nature of Work Done	Supervisor Remarks
09/12/19	Stack and store newspaper. Duty at information desk Got briefing from Mr Fuad who is Head of Serial Unit Got briefing from Mr Elrinor about the scope work which is uploading past semester exam paper into Dspace	
10/12/19	Involved with "Sembang Buku" program, speaker by Mrs. Norasyikin Tahir. Involved with "Sambutan Hari Kelahiran Staff" After lunch break, uploading COE past semester exam paper	
12/12/19	Compiled and prepared for past semester exam paper's cover page (CES, COE, CCI) Meeting with Mr Yazid for semi-final progress of developing LibGuide Content.	
13/12/19	Compiled and prepared for past semester exam paper's cover page (CES, COE, CCI) Fill up CF's report, by do searching at UNITEN Library's facebook	
16/12/19	Compiled and prepared for past semester exam paper's cover page (CES, COE, CCI) Fill up CF's report, by do searching at UNITEN Library's facebook	
17/12/19	Fill up CF's report, by do searching at UNITEN Library's facebook	
18/12/19	Meeting with Head of Reference and Information Services Unit who is Pn. Syikin, about authentication of LibGuide's content.	
19/12/19	Assigned to check status of bound journal on Library System which is Koha. Make note and update in Koha if there any unmatched record of item.	
20/12/19	Briefing by Mrs. Ain about the Admin Unit Continued with check status of bound journal on Library System which is Koha. Make note and update in Koha if there any unmatched record of item.	
23/12/19	Do reconfirmation past semester question paper on repository system DSpace.	
24/12/19	Finalized LibGuide content and publish (Reference and Information Services Unit and User Services Unit)	
26/12/19	Duty at information desk, backup for staff Stack and store newspaper	
27/12/19	After breakfast, shelving at Level 4, with Mrs Sharifah Zaharah. Double check material status which have issues.	

Head of Unit Remarks :.....

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MOHD FUAD BIN JAMAL.....  
Library Officer  
Serials & Sp Collection Unit  
Universiti Tenaga Nasional.....

Student Signature:

  
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Head of Unit Signature:

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