



اَوَّلُ عِلْمٍ سُبْحَانُكَ يَا مَلِكُ  
UNIVERSITI  
TEKNOLOGI  
MARA

FACULTY OF INFORMATION MANAGEMENT  
REMBAU CAMPUS, NEGERI SEMBILAN

INDUSTRIAL TRAINING REPORT

UNIVERSITY OF CYBERJAYA,  
LIBRARY & KNOWLEDGE MANAGEMENT CENTRE,  
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## **ABSTRACT**

Industrial Training is one of the requirement for students of Bachelor in Information Science in Library Management to finish the study and graduate. The final semester students need to go through the training for five months or for a semester to seek knowledge in a working environment and also to apply the knowledge they gained from the past semesters for their industrial training. The training started on 31<sup>st</sup> of August 2019 until 31<sup>st</sup> of December at University of Cyberjaya (UoC) or formally known as Cyberjaya University College of Medical Science (CUCMS). The trainee chose UoC as the place for the industrial training due to the Recommendation of the lecturer. As times went by, the trainee did gained a lot of experiences and deeper knowledge in handling library's operations and tasks from the staffs and the university itself. The organization and library's background, activities and reflections of the trainee had been stated in this report.

## ACKNOWLEDGEMENT

Alhamdulillah, praise to Allah SWT that I managed to complete my industrial training at University of Cyberjaya (UoC) Library and Knowledge Management Centre starting from 1<sup>st</sup> of August 2019 until 31<sup>st</sup> of December 2019 for one of the requirements to finish my study in Bachelor of Information Management (Hons.) Library Science.

First and foremost, I would like to express my gratitude to Mr. Azhar Tajul Noor and his great team for giving me the opportunity and cooperation during my internship program. Library team has really giving me a lot of knowledge and experiences that are worth to build up my career as a librarian and also as an employee in the future. Then, I would like to thank my faculty supervisor, Mr. Mohd Ridzuan Ibrahim for his guidance and continuous support during my internship.

Last but not least, I would like to thank my parents, siblings, friends and to all the parties that contribute either directly or indirectly during my five months industrial training at UoC Library and Knowledge Management Centre.

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**CHAPTER 1:**  
**INTRODUCTION TO**  
**UNIVERSITY OF CYBERJAYA**

## 1.0 Introduction

Chapter 1 will review the background and details of University of Cyberjaya as an academic organization. The vision, mission, location and also the organizational chart of the organization are stated accordingly.

## 1.1 Background of University of Cyberjaya (UOC)



**Figure 1.1**  
Building of University of Cyberjaya (UOC)

University of Cyberjaya (UoC) is a top-tier healthcare university in Malaysia as reflected in the latest Ministry of Higher Education's SETARA ratings which has accorded UOC a 5-star (Excellent) rating on par with leading public universities. Established in 2005, the university is located in Cyberjaya, Malaysia's first smart-city on a 5 acre, modern, fully equipped, green-friendly campus. The campus is surrounded by lush greeneries and provides a serene, conducive environment for student living and learning.

UoC formerly known as Cyberjaya University of College of Medical Science (CUMCS) which was officially declared to a full university status on 29<sup>th</sup> of October 2019 by the Director General of Ministry of Education of Malaysia, Dr. Ir. Siti Hamisah Tapsir.

UoC currently have over 3500 students who are enrolled in more than 20 programmes ranging from degree to postgraduate research courses in areas such as medicine, pharmaceutical sciences, psychology, homeopathic medical science, physiotherapy, occupational safety and health, biomedical engineering technology, paramedical sciences, business administration and more.

#### 1.1.1 Vision

UOC aspire to be a distinctive institution of higher learning producing competent healthcare and related professionals.

#### 1.1.2 Mission

To be a distinctive institution of international repute, producing competent healthcare and related professionals who are intellectually, emotionally and spiritually-balanced.

## 1.2 UOC Core Values



**Figure 1.2**  
UoC Core Values

University of Cyberjaya core values are to ensure the university strive for the excellence in producing high qualities of graduates.

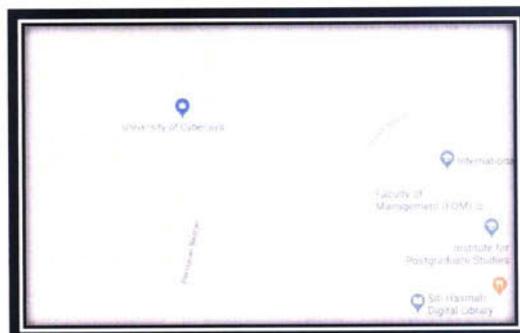
### 1.3 UoC Location

The new address and location of University of Cyberjaya (UoC) are stated as below;

Address : Persiaran Bestari, 63000 Cyberjaya, Selangor Darul Ehsan  
Malaysia.



**Figure 1.3**  
UoC from Satellite View



**Figure 1.4**  
UoC from Google Maps

## 1.4 UoC Organizational Structure

### 1.4.1 Logo



**Figure 1.5**  
UoC New Logo

Logo description:

C-letter mark is modern, forward thinking and fluid in design and simply denotes the town of Cyberjaya. It is made up of 3 rings representing academic excellence, innovation and social impact. The two diagonal intersections on the left of the C-letter mark is designed to create a forward leaning motion illustrative of the university's continuous advancement.

Purple as the primary colour theme to pay homage to the previous brand identity. A darker shade of purple was chosen to make a stronger and bolder statement. As before, the purple embodies the noble values that the university seeks to nurture among all the graduates. A dash of magenta was added to represent a caring and nurturing approach which is yet another link with our previous brand motto, Nurturing the Passion to Care.

#### 1.4.2 Chancellor, Pro-Chancellor, Chairman and Vice Chancellor of UoC

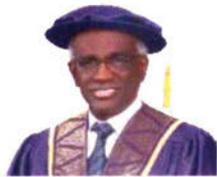
The Chancellor of UoC was recently proclaimed by the University during the 10<sup>th</sup> UoC Convocation Ceremony on 23<sup>rd</sup> of November 2019, at the Grand Hall of UoC.

**Table 1.1**  
Chancellor, Pro-Chancellor, Chairman and  
Vice Chancellor of UoC



**Chancellor**

Prof. Emeritus  
Tan Sri Anuwar Ali



**Pro-Chancellor**

Tan Sri Dato' Dr. R. Palan



**Chairman**

Tan Sri Datuk Dr.  
Ridzwan Abu Bakar



**Vice Chancellor**

Prof. Dato' Dr. Mohamad

1.4.3 University Organizational Chart

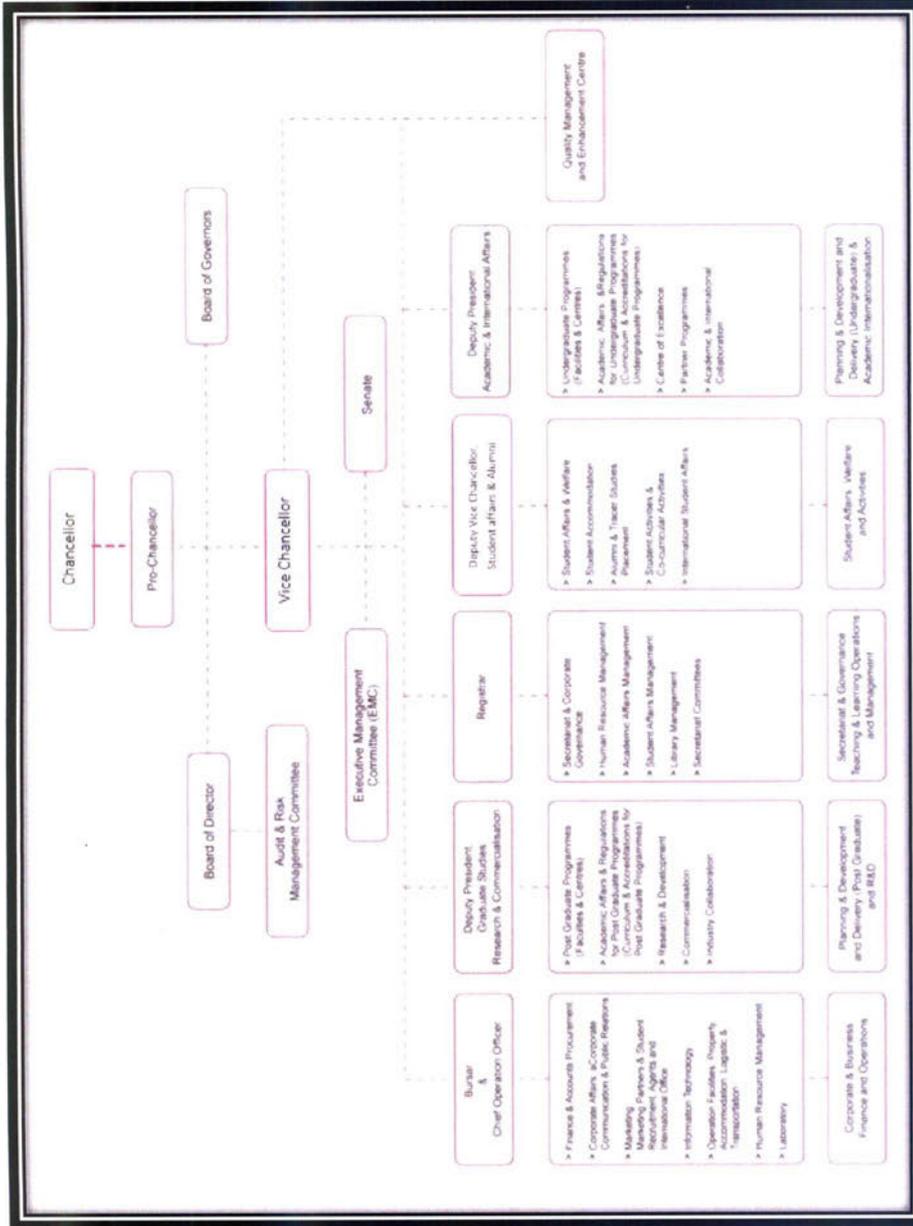


Figure 1.6 UoC Organizational Chart

## 1.5 Conclusion

Chapter 1 detailed all the information about University of Cyberjaya or formally known as Cyberjaya University College of Medical Sciences. The background, mission and vision, location and also the organizational charts were stated.

# **CHAPTER 2:**

**UNIVERSITY OF CYBERJAYA**

**LIBRARY & KNOWLEDGE MANAGEMENT CENTRE**

## 2.0 Introduction

Chapter 2 cover all the information regarding the library department and its units includes the staff-in-charge and the functions of each unit. The information of the library department is based on the new library building.

## 2.1 UoC Library & Knowledge Management Centre Background (Main Campus)



**Figure 2.1**  
UoC Library Entrance

UoC Library & Knowledge Management Centre established in 2006. To date (2019), the library holds a collection of 15,000 of physical collections. The collections are focusing in the areas of General and Specialized Medicine, Pharmacy, Traditional and Modern Medicine as well as Allied Health Sciences.

UoC Library is using VIRTUA which is a web-based library system that records all the titles exist in the library. VIRTUA is an integrated library system that provided library automation software and services in the library.

Library holding can be accessed through Online Public Access Catalogue (OPAC) through website ([www.bestari.cybermed.edu.my](http://www.bestari.cybermed.edu.my)).

### 2.1.1 Vision and Mission of the UoC Library & Knowledge Management Centre

In order to ensure UoC Library achieve their ultimate goals and providing services with the best quality to the users, these are the vision and mission of the library;

**Table 2.1**  
Vision of the library

#### **Vision**

UoC Library will become the intellectual centre of the University by fully integrating its services, and unique collections into all aspects of the institution.

**Table 2.2**  
Mission of the library

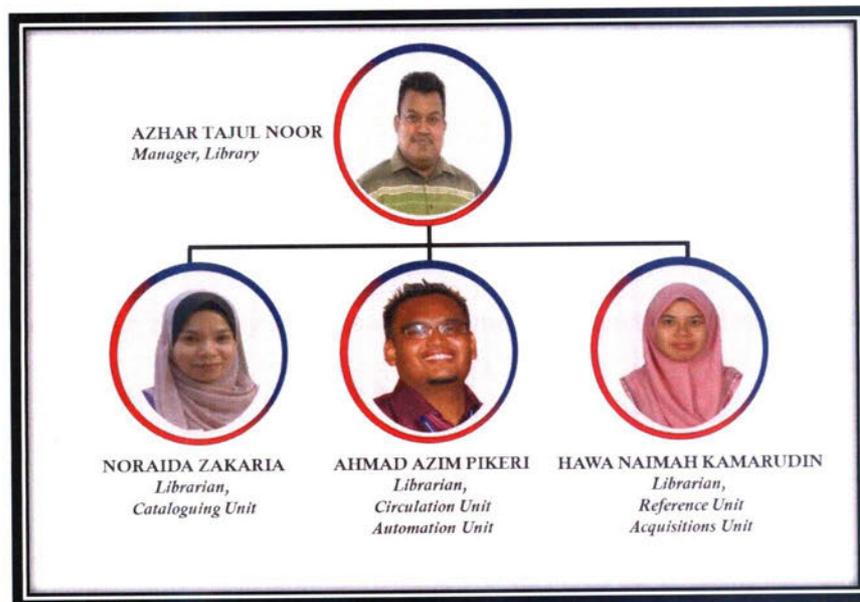
#### **Mission**

The primary mission of the UoC Library is to support the curriculum, research and general information needs of the UoC community by providing physical and remote access to printed and electronic resources.

## 2.2 University of Cyberjaya Library & Knowledge Management Centre Profile

### 2.2.1 Organizational Chart

To date, there are four (4) staffs who are professional librarians in the UoC Library. The staffs at UoC Library carry multitasking. All of the staffs have background in Bachelor of Information Science of Library Management.



**Figure 2.2**  
UoC Library Organization Chart

### 2.2.2 Library Logo



**Figure 2.3**  
UoC Library logo

### 2.2.3 Units Functions

As mentioned previous, there are five (5) units of UoC Library & Knowledge Management Centre which are circulation, acquisitions, cataloging, reference and automation unit. The functions of each of the unit will be stated in the table below;

**Table 2.3**  
Units in the library, staff-in-charge and functions of the unit

<b>Unit</b>	<b>Staff In-Charge</b>	<b>Functions</b>
<b>1. Circulation</b>	Mr. Ahmad Azim	<ul style="list-style-type: none"> <li>• Check-in &amp; check out library materials</li> <li>• Renew</li> <li>• Register library membership</li> </ul>

- |                 |                     |  |
|-----------------|---------------------|--|
|                 |                     | <ul style="list-style-type: none"> <li>• Shelving and shelf-read library collections</li> </ul>  |
| 2. Acquisitions | Mrs. Hawa<br>Naimah | <ul style="list-style-type: none"> <li>• Purchase library collections</li> <li>• Purchase/Renew online databases</li> </ul>  |
| 3. Cataloging   | Mrs. Noraida        | <ul style="list-style-type: none"> <li>• Catalogue new library collections</li> <li>• Insert security strips in new library collections</li> <li>• Programmed RFID Tags of the collections</li> <li>• Wrapped books with wrappers</li> </ul> |
| 4. Reference    | Mrs. Hawa<br>Naimah | <ul style="list-style-type: none"> <li>• Assist library literacy class</li> <li>• Assist students in using Mendeley</li> <li>• Manage OpenAthens</li> </ul>  |
| 5. Automation   | Mr. Ahmad<br>Azim   | <ul style="list-style-type: none"> <li>• Backup data from the library server</li> <li>• Responsible to install software (Virtua, 3M Padstaff) for any PC related to the library</li> </ul>   |

### 2.3 University of Cyberjaya's Resource Centres

There are three resource centres which the books are supplied from the main campus library for the purpose to ease the posting students at the nearby hospitals to make references. The available books at the resource centres are mostly books of medicines or subjects that relate to Medicine. The staffs that are responsible for the resources centres are the staffs from the Faculty of Medicine.

The three resources centres are Resource Centre Sepang, Selangor, Resource Centre Seri Manjung, Perak, and Resource Centre Melaka.

## 2.4 Library Operating Hours

Library operating hours are stated as in Table 2.4. For Saturday, there will be shuffle among the staff to duty on that day and the staff will get a day off claim.

**Table 2.4**  
UoC Library Operating Hours

Library Operating Hours	
Monday – Friday	9.00 A.M. – 7.00 P.M.
Saturday	10.00 A.M. – 2.00 P.M.
Closed on Sunday & Public Holidays	

## 2.5 Facilities of University of Cyberjaya Library & Knowledge Management Centre

### a) Reading Area and Seating Capacity

The new building of UOC Library has the capacity of 500 seating which there are three (3) areas that can be occupied by users of the library which are at two main areas, one quiet zone and stairs seating.



**Figure 2.4:**  
Seating Area (1)



**Figure 2.5:**  
Seating Area (2)



**Figure 2.6:**  
Quiet Zone

There are also stairs that designed for seating. This area is suitable for the library to held events like book review, library orientation and also for leisure purpose.



**Figure 2.7:**  
Stairs seating

b) Leisure area

Leisure area is the place where the library provides for the purpose for the users to relax and read magazines or newspapers. Sometimes, the area also used for the purpose of VIP seating during library tour.



**Figure 2.8:**  
Leisure area

c) Magazines Corner

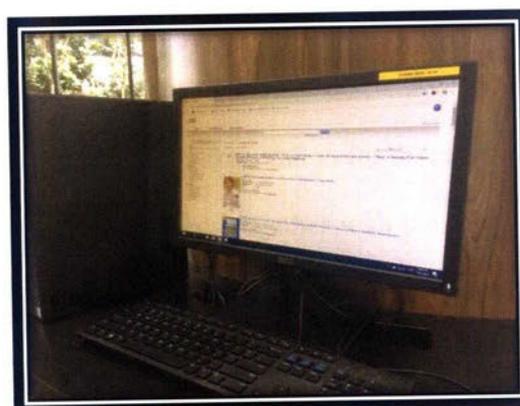
The library also provides magazines corner to ensure the users of the library engage with the latest issues. The library do subscribes a few titles of magazines such as Reader Digest, Time, National Geographic and etc.



**Figure 2.9:**  
Magazines Corner

d) Online Public Access Catalogue Station

Online Public Access Catalogue (OPAC) is an online searching for the library materials in the library. There are two (2) computers at the main area for the users who want to search the materials that they need from the library through OPAC.



**Figure 2.10:**  
OPAC Station

e) Discussion Rooms

There are five (5) discussion rooms in the library. The discussion rooms are provided by the library especially for the students for the purpose of discussions or mini classes. There are three (3) discussion rooms at the ground level and two (2) at the upstairs.



**Figure 2.11:**  
Discussion Room

The users who want to use the discussion room need to go to the circulation counter to fill a reservation for discussion room and they have to attach their matric cards together with the form. The maximum hours to use the discussion room is only two (2) hours. The reservation form is already attached at the appendix (Appendix 4)

f) Thesis and Dissertation Rooms

There are two (2) thesis rooms in the library. These two thesis rooms are differentiated by the thesis collections;

- Thesis Room 1 for the faculty (Pharmacy, Medical Education)
- Thesis Room 2 for the faculty (Allied Health Sciences, Safety & Health)



**Figure 2.12:**  
Thesis Room



**Figure 2.13:**  
Thesis and Dissertations Collections

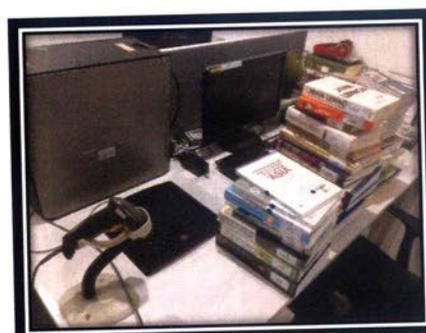
Both of the thesis rooms are at the 1<sup>st</sup> level of the library. Postgraduates and lecturers are the priority users to use the rooms. The requestor has to fill in the reservation form of the thesis room at the circulation counter and attach the matric card with the form. The reservation form for thesis room is also attached at the appendix (Appendix 5).

g) Processing room

Processing room is the room for the cataloguing librarian to process the library materials before arrange at the shelves. In the processing room, there are personal computer, 3M Padstaff and Barcode Scanner which all of them are used in the process of Programmed RFID Tagging.



**Figure 2.14:**  
Library Processing Room



**Figure 2.15:**  
Tools Used for RFID Tag  
Programming

h) Store rooms

Next, store rooms are the rooms which are purposely where the library keep the library valuable materials such as cushions, boxes and etc.



**Figure 2.16:**  
Library Store Room

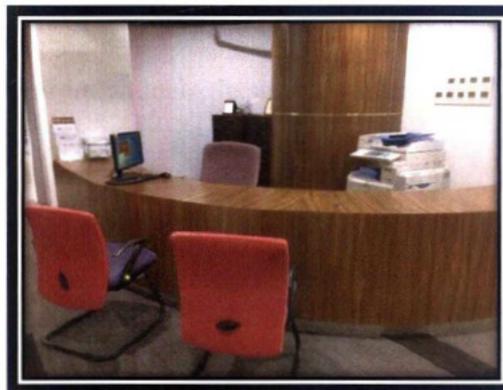
i) Circulation and Reference Counter

- Circulation counter is for the purposes of borrowing, returning, renewal or any other inquiries regarding the circulation in the library. The circulation counter is at the main entrance of the library.



**Figure 2.17:**  
Circulation Counter

- Reference counter is for the purpose of for the users of the library assistance regarding online databases or library account. The reference counter is in front of the library office.



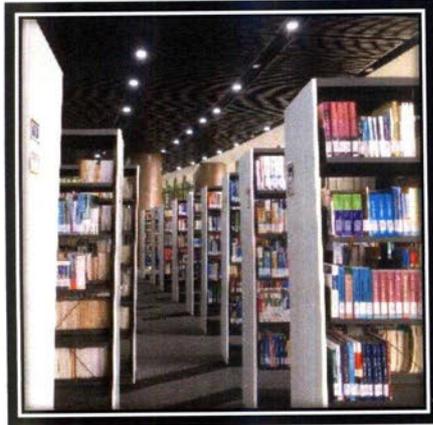
**Figure 2.18:**  
Reference Counter

## j) Shelves

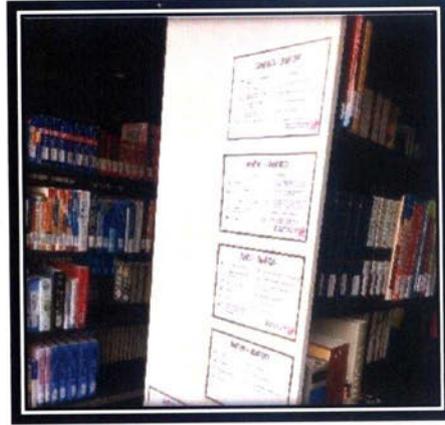
UOC Library & Knowledge Management Centre holds about fifteen thousands (15,000) of physical collections (Based on stock take on August 2019). The shelves are divided by open collections, reference collections, red spot collections and special collections.

- i. 21 Shelves : Open Collections
- ii. 3 Shelves : Reference Collections
- iii. 2 Shelves : Red Spot Collections
- iv. 3 Shelves : Special Collections

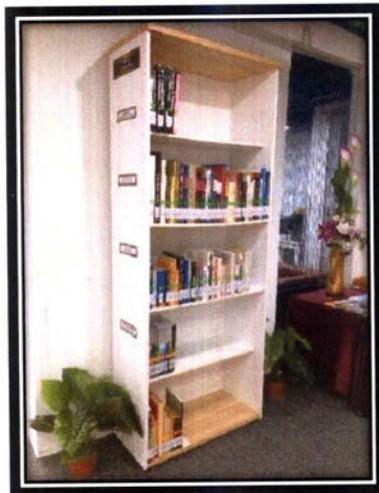
The collections of the library were acquired by purchased, gifts and donations from any individuals, lecturers, students and faculties of UoC.



**Figure 2.19:**  
Open Collections



**Figure 2.20:**  
Reference Collections



**Figure 2.21:**  
Special Collections



**Figure 2.22:**  
Tan Sri Dr. R. Palan's Collection  
(Special Collections)

## 2.7 Services Offered by UoC Library

As UoC Library is an academic library, there are five main units in the library which are circulation unit, acquisitions unit, cataloguing unit, automation unit and reference unit. The services offered by UOC Library & Knowledge Management Centre are;

**Table 2.8**  
Services Offered by UoC Library

Services	Description
i. Circulation Services	<ul style="list-style-type: none"> <li>• Circulation services are including borrowing, returning and renewal of library materials.</li> <li>• All the inquiries regarding circulation services are managed by Mr. Ahmad Azim.</li> </ul>
ii. Reference Services	<ul style="list-style-type: none"> <li>• References services are including user education of library online databases and also the library user account (OpenAthens).</li> </ul>

- The librarian in charge for providing reference services is Mrs. Hawa Naimah.
- iii. Information Literacy
- Information literacy is where the librarian in charge will guide the students to use library services, library facilities and also the correct ways to search and use reliable information sources.
  - The class will be conducted for new staffs and students.
- iv. Inter-Library Loan (ILL)
- The students who cannot find any library materials desired from the UOC Library can have an option to get the materials from other library (focusing on local universities libraries) by the inter-library loan service.
  - The students have to fill up the ILL Form which can acquire at the

circulation counter or request from the library website and submit the form to the librarian to be processed by the librarian in-charge.

- v. Document Delivery Service (DDS)
- DDS is provided for the students, academicians and researchers copies of the articles, journals and any other materials which are not available at the UoC Library.
  - The requestor need to complete the DDS Form which can be obtain from the circulation counter at the library or through the request from the library e-mail and submit the form to the library.
- vi. Library Visit & Tour
- A briefing by the librarian in-charge regarding library overview and information about the library's collections, services and facilities.

- Advanced booking are recommended. Available only during library operating hours which is from 9.00 a.m. - 7.00 p.m.

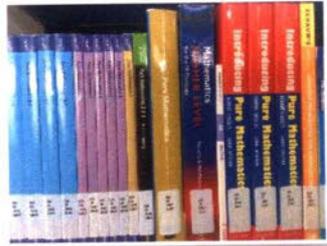
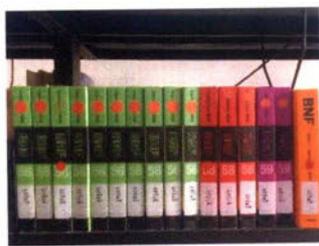
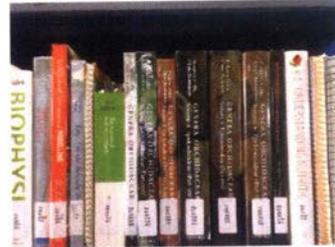
## 2.6 Library Collections, Loans Entitlement and Library Fines

As UoC was formally known as CUCMS, the syllabus were focusing on medical subjects which the library responsible to provide more medical collections. The medical collections use National Library of Medicine (NLM) Classification while for any other subjects use Library of Congress Classification.

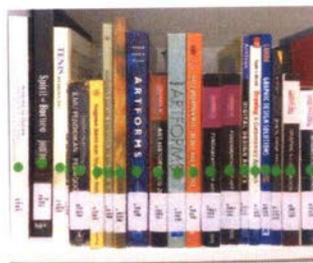
As mentioned previously, UoC Library & Knowledge Management Centre collections are divided to open collections, reference, red spot, special collections and thesis and dissertation collections.

2.6.1 Library Collections

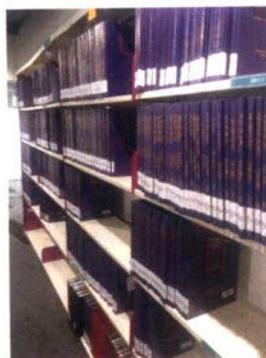
**Table 2.5**  
Library Collections

Collections	Figures
a) Open	
b) Red Spot	
c) Reference	

d) Special



e) Thesis and  
Dissertation



## 2.6.2 Library Entitlement

The loan entitlement for the library materials are described by the table below;

**Table 2.6**  
Loan Entitlement

<b>Categories</b>	<b>Open Shelves</b>	<b>Reference</b>	<b>Red Spot</b>
<b>Staffs</b>			
Academic Staff (Full time)	5 Items / 30 Days	1 Item / 30 Days	1 Item / 7 Days
Academic Staff (Part time) / Administrative Staff	30 Days	1 Item / 30 Days	1 Item / 7 Days
<b>Students</b>			
Postgraduate	5 Items / 30 Days		
Undergraduate		1 Item / 2 hours	1 Item / Day
Diploma	5 Items / 14 Days		
Foundation			

### 2.6.3 Library Fines

While for those who are overdue which means return the library materials later than the due date, the library fines are as below;

**Table 2.7**  
Library Fines

<b>Categories (Collections)</b>	<b>Open</b>	<b>Red Spot</b>	<b>Reference</b>
<b>Staff</b>			
Academic Staff (Full time)		RM0.30 / Day	
Academic Staff (Part time) / Administrative Staff	RM0.30 / Day		RM1.00 / Day
		RM0.50 / Hour	
<b>Students</b>			
Postgraduate			
Undergraduate	RM0.30 / Day	RM0.50 / Hour	RM1.00 / Day
Diploma			
Foundation			

## 2.8 Conclusion

Chapter 2 emphasized UoC Library & Knowledge Management as an academic library. The explanations regarding library collections, services, facilities, staffing, planning and design are detailed in this chapter.

# **CHAPTER 3:**

## **INDUSTRIAL TRAINING**

### **ACTIVITIES**

### 3.0 Introduction

Chapter 3 covers the industrial training activities that have been done by the trainee within five (5) months of internship. There are explanations of the details for the activities done in each units of the UoC Library & Knowledge Management Centre.

### 3.1 Industry Training Activities

On 1<sup>st</sup> of August 2019, the trainee went to University of Cyberjaya to report on industrial training. The library manager, Mr. Azhar Tajul Noor who is the library manager and also the supervisor (SV) in-charge for the trainee, briefed on the library overview. He brought the trainee for library tour and the organization's building. He briefed shortly the organization background and assisted the trainee to meet the Human Resource staff. The trainee received the schedule for industry training to ensure the training went smoothly and accordingly under the units assigned. The schedule is as the Table 3.1.

The schedule is as Table 3.1:

**Table 3.1**  
Unit of the library, date and duration of practical training

<b>Unit</b>	<b>Date</b>	<b>Duration (Days)</b>
1. General	1/8/2019 – 2/8/2019	2
2. Circulation	5/8/2019 – 30/8/2019	19
3. Acquisitions	30/8/2019 – 17/9/2019	9
4. Cataloguing	18/9/2019 – 31/10/2019	31
5. Reference	1/11/2019 – 22/11/2019	16
6. Automation	25/11/2019 – 29/11/2019	5
7. Project & Report Finalization, Presentation & Submission	30/11/2019 – 31/12-2019	20

**3.1.1 Circulation Unit***5/8/2019 – 30/8/2019*

As scheduled, the trainee started the practical training with circulation unit on 5<sup>th</sup> of August 2019. The staff who is in charge in handling the circulation unit is Mr. Ahmad Azim. He briefed Standard of Operations (SOP) and all the details about the circulation unit. This unit is responsible in the matters of the services provided by the library such as the circulation of books, document delivery services, reservation of discussion and thesis rooms, the library fines and also the loans entitlement for all the UOC Library and Knowledge Center.

Then, Mr Ahmad Azim also briefed about the process of circulation and how to use Virtual Library System (VTLS). The system is used for the process of borrowing, returning, library fines and also other modules for other units available.



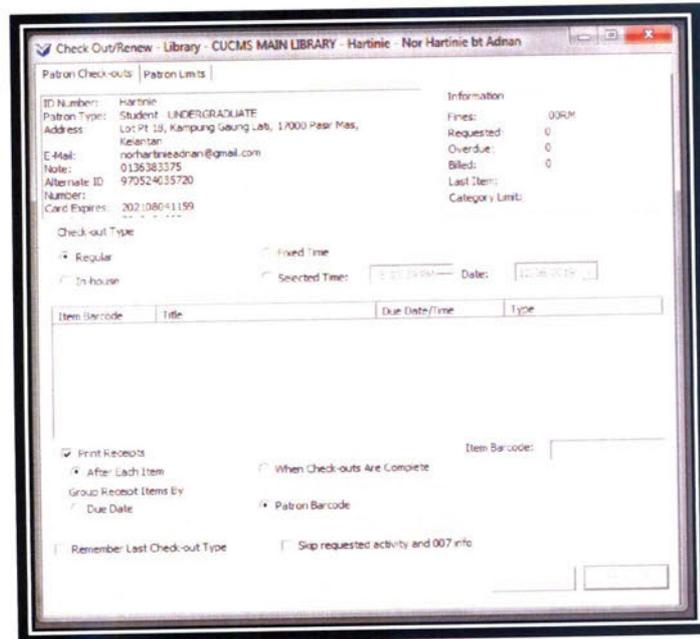
**Figure 3.1:**  
Students at Circulation Counter

a) Key Take Away

- Communication Skills
- Handling Library System Skills (VIRTUA)

b) Task Done by The Trainee

- Check in and checkout items using VTLS
  - All the circulation process undergo through VTLS. The users have to present their ID to enable them to check out library materials. While for check in the items, the users have to self-drop the items at the circulation desk to ensure they do not have any fines or any overdue.

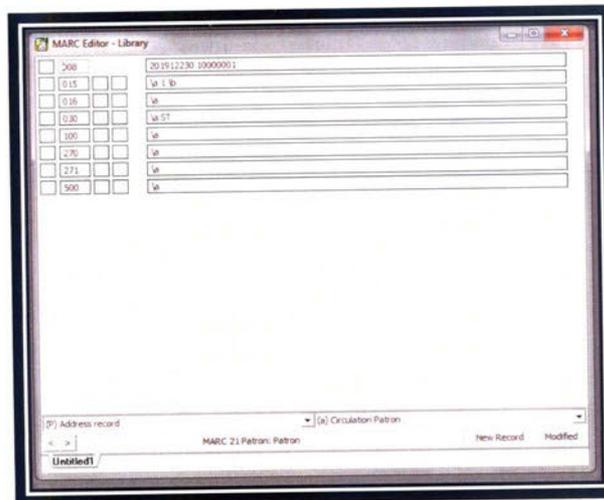


**Figure 3.2:**  
Check-Out Interface



**Figure 3.3:**  
Check-in Interface

- Registered new student's for library membership (key-in into the system)
  - Key-in the new users or new students' details (from registration form at the circulation counter) into the system to enable them using the services provided by the library. Attached at Appendix 6.



The screenshot shows a window titled "MARC Editor - Library". On the left, there is a list of checkboxes next to numbers: 000, 010, 015, 016, 030, 100, 200, 271, and 500. To the right of these is a form with several rows, each starting with "010" and followed by a text field. The first row contains "201912230 0000001". Below the form, there is a status bar with "Address record" on the left, "Circulation Patron" in the middle, and "New Record" and "Modified" on the right. The bottom left corner shows "Untitled1".

**Figure 3.4:**  
Registration Library Membership

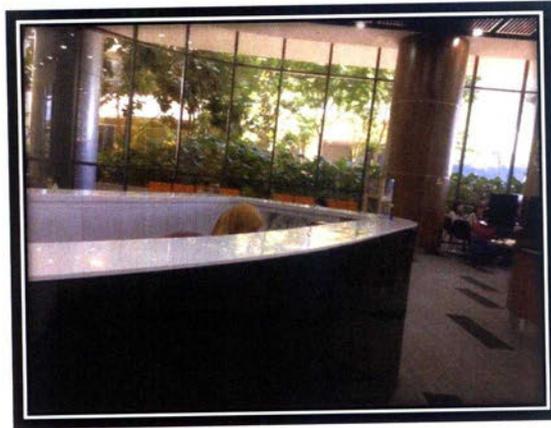
- Assisted in opening the library everyday (Daily routine)
  - Daily routine of opening the library including turned-on all the air-conditioners, lights, arranged the study desk accordingly and also opened the main entrance doors. This process usually took 15 minutes before the opening time.

- Shelved and shelf-read the library collections to ensure the library collections arranged accordingly.
  - Ease the users to search the desired books
  - To ensure the book placed at the right place
  - The process required the trainee to go through every bookshelves to ensure the books are in their correct order which determined by the call numbers of the items which pasted at the spines of the items.



**Figure 3.5:**  
Trainee Shelving the Books

- Manned the circulation counter which has been assigned by Mr Ahmad Azim (monthly schedule).



**Figure 3.6:**  
Trainee manning the circulation counter

- The trainee has to man the circulation counter as scheduled.  
The scheduled divided into two duty which are:

**Table 3.2**  
Open and Closed schedule for duty at the circulation counter

<b>Open</b>	<b>Closed</b>
9.00 a.m. – 12.30 p.m.	12.30 p.m. – 1.30 p.m.
1.30 p.m. – 2.30 p.m.	2.30 p.m. – 5.00 p.m.
5.00 p.m. – 5.30 p.m.	5.30 p.m. – 7.00 p.m.

c) Evaluation of Circulation Unit

In trainee's opinion, this unit is handled systematically and well-organized. The workflows of any circulation unit's offered are easy to understand and the system purchased by the library which is VTLS really help in daily task of circulation unit staff.

d) Recommendation to This Unit

In order to **educate the users to use the Online Public Access Catalogue (OPAC)** in searching, borrowing and checking the status of their desired books through Search Chamo, suggested for the staff-in-charge to prepare a guideline of using Search Chamo such as user guide brochure on how to use Boolean Operators, Wildcard and etc.

### 3.1.2 Acquisitions Unit

3/9/2019 – 17/9/2019

On 3<sup>rd</sup> of September 2019, the trainee scheduled to undergo training for acquisitions unit. The unit is under the responsible of Mrs Hawa Naimah. She briefed the acquisitions' SOP, showed the documents that used in the process of purchasing the books which initiate from the request form until the stage of getting the approval for purchasing new items or subscribing new or existed online databases.

a) Key Take Away

- Comparing Prices of Books Skills Based on Quotations
- Records Management Skills

b) Task Done by The Trainee

- Compared the prices of the items that will be purchased by the price quotations prepared by at least from 3 bookstores.
- Prepared Purchase/Service Requisition Form (PRF). Attached as Appendix 1
- Prepared Payment Authorization Form (PAR). Attached as Appendix 2

c) Evaluation to Acquisitions Unit

The workflows of the purchasing books and subscribing or renewing the contract of online databases are easy to understand by the trainee. All the records made by the unit were kept systematically by the staff in-charge in charge which is a good way to handle forms, receipts, invoices and any other particular documents which are important for the reference in future.

d) Recommendation to This Unit

Staff in-charge for Acquisitions Unit should consider of **updating the new collections or new subscribed online databases** by the library. The updates can be done either updating through social media or stick a poster at the information board. This is because most of the students come to the library every day and this is a great opportunity for the library to promote their new collections to the users.

### 3.1.3 Cataloguing Unit

18/9/2019 – 31/8/2019

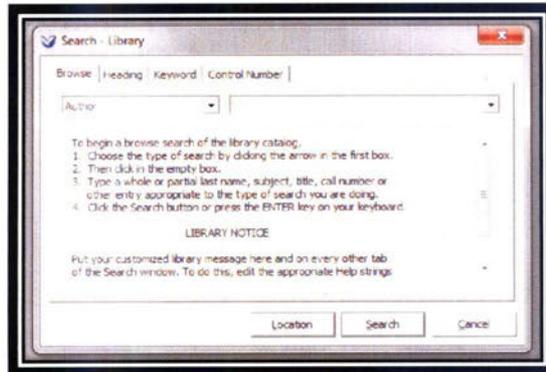
On 18<sup>th</sup> of September 2019, the trainee scheduled to the next training in cataloguing unit which is supervised by Mrs. Noraida Zakaria (cataloguer). Mrs. Aida briefed the workflow and Standard of Operations (SOP) of the cataloguing process. SOP for the trainee to catalogue new items is minimum 10 items per day. Then, she showed the store room where donated and purchased library collections are stored.

a) Key Take Away

- Searching skills of existed bibliographic data
- Catalogued special collections
- Accessioned of new items process
- Programmed RFID tags

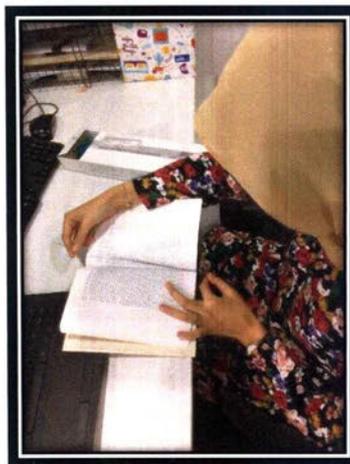
b) Task Done by Trainee

1. Checked the title of items either already existed in the library collections.



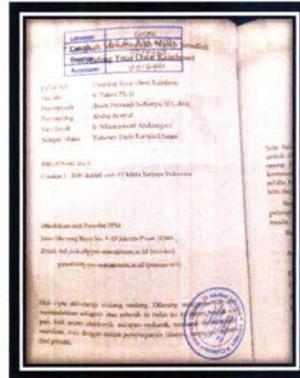
**Figure 3.7:**  
Search Box in Virtua

2. Searched the bibliographic data of the items from other library bibliographic records.
3. Did accessioning process of the new items such as ;
  - Prepared call number using Microsoft Words Office
  - Inserted security strips/tattle tape



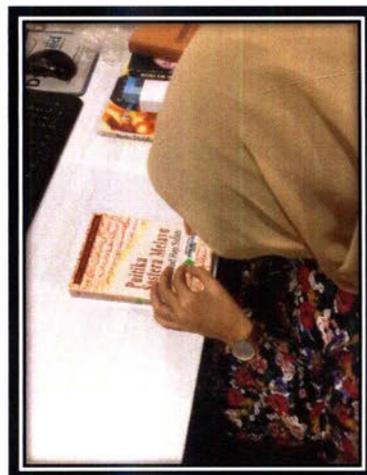
**Figure 3.8:**  
Trainee inserted the security strip

- Stamped library ownership

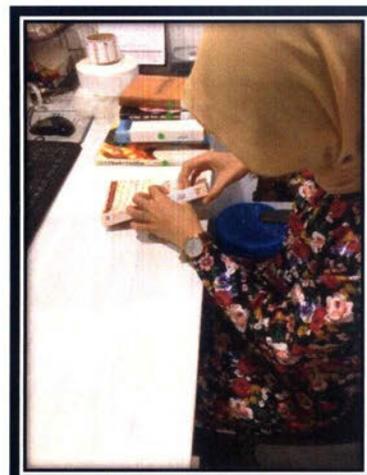


**Figure 3.9:**  
Library Ownership Stamp

- Pasted barcode in front of book cover and the call number of the new items at the bookspines

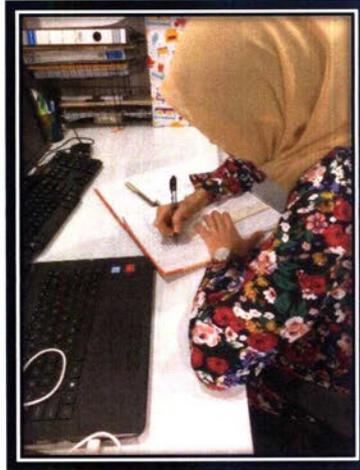


**Figure 3.10:**  
Trainee Pasted Barcode



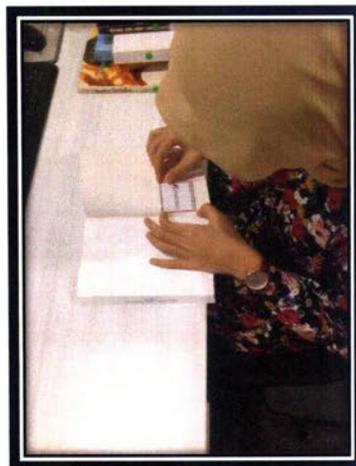
**Figure 3.11:**  
Trainee Pasted Call  
Number

- Recorded the title, barcode and accession number in the accession log book



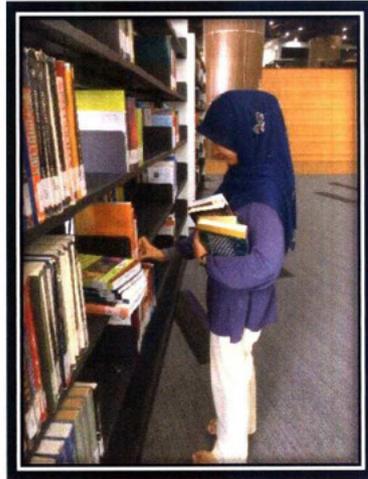
**Figure 3.12:**  
Trainee Recorded Titles Of Books In  
Accession Log Book

4. Pasted RFID Tag at the back of the book



**Figure 3.13:**  
Trainee pasted RFID Tag

5. Shelves the new library collections



**Figure 3.14:**  
Trainee shelved books

6. Wrapped books that have loose covers with book wrappers



**Figure 3.15:**  
Trainee Wrapping Books

c) Evaluation of Cataloguing Unit

The workflows of the cataloguing processes are well-arranged. Although the cataloguing process require a lot of steps before the library materials can be shelf, the staff in-charge managed to catalogue 10 books which is the minimum number of books supposedly to be catalogue in a day.

d) Recommendation to This Unit

The cataloguing format for a few books were already converted to **RDA format** but only for the new items. Suggested that the library to consider of having another staff which already trained with RDA so that all of the collections can be converted to RDA format which is current to date.

### 3.1.4 Reference Unit

1/11/2019 22/11/2019

On 1<sup>st</sup> of November 2019, the trainee continued training with Reference Unit. Mrs. Hawa Naimah is the responsible staff for this unit. She briefed the workflow and SOP of the unit to the trainee and also showed the list of online databases subscribed by the library.

UoC Library & Knowledge Management Centre used OpenAthens as the gateway between the subscribed online databases and the users of the library.



**Figure 3.16:**  
OpenAthens logo

a) Key Take Away

- Communication Skill
- Application Software Skill (OpenAthens, Mendeley and Adobe Illustration Pro CC 2019)

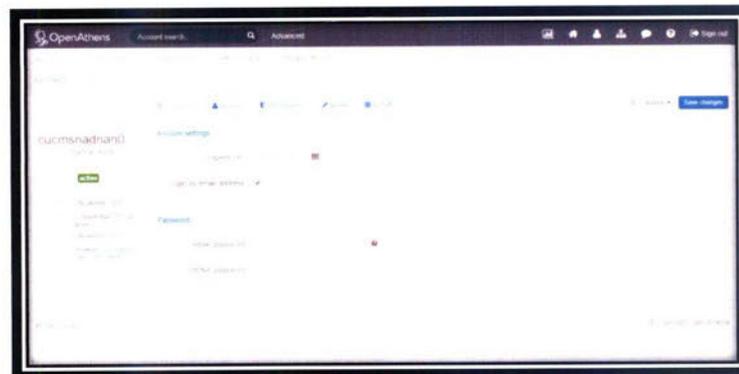
b) Task Done by Trainee

## 1. Register OpenAthens account for new students



**Figure 3.17:**  
Register OpenAthens account

## 2. Renew OpenAthens account for expired accounts using OpenAthens admin access.



**Figure 3.18:**  
OpenAthens Admin

3. Assisted Mrs. Hawa for the library literacy skill classes (OpenAthens and Mendeley)



**Figure 3.19:**  
Literacy Class

4. Assisted students who had problems regarding online databases or OpenAthens account
5. Redesigned OpenAthens user guide (brochure)



**Figure 3.20:**  
Adobe Illustrator Interface

c) Evaluation of Reference Unit

The staff in-charge is a staff who has the knowledge in handling the online databases and the contents, handling the library users' which have problems regarding the OpenAthens accounts and also able to teach the library users well on how to use the Mendeley application during library literacy classes. The unit surely functions according to the standard of procedures as the staff in-charge is capable in serving the services offered by reference unit.

d) Recommendation to This Unit

UoC Library have to be more **active in promoting** the students to use and refer to the online databases subscribed by the library. Such an example, creating a poster listing the name of databases and stick the poster at the information board.

### 3.1.5 Automation Unit

25/11/2019 – 29/11/2019

On 26<sup>th</sup> of November 2019, the trainees finally undergo the last unit for the practical training which was automation unit. This unit is under the responsible of Mr. Ahmad Azim (the same staff in-charge of circulation unit). On the second day of training, he briefed about the library server and how he manage the server. Next, Mr. Ahmad Azim showed the SOP and also the workflow for day-to-day tasks of the automation librarian.

a) Key Take Away

- Application software skills
- Responsible of library privacy

b) Task Done by Trainee

- Learnt about Virtua Profiler, clients and its components



**Figure 3.21 :**  
VTLS Logo

- Explored the Virtua and gained the information about how Virtua Profiler works for the library system.

c) Evaluation of Automation Unit

As the staff in-charge recently was assigned to be the replacement of the staff that used to handle automation unit, he only knew how to handle the basic tasks as the automation librarian. The trainee only gained the explanations on how to backup library system data but did not experienced to backup data personally due to the privacy and security of the library system.

d) Recommendation to This Unit

UoC Library should considering to **create E-Repository** as soon as possible which is a gateway for the students can access and refer the thesis anywhere using their matric/staff number.

## 3.2 Special Project

### 3.2.1 UOC Library & Knowledge Management Centre Corporate Video

Corporate video is a video focusing on library's staffs, opening hours, interior designs, collections and also services offered by the library. Through the video, the user can view the library shelves, seating capacity and also the circulation and reference counter in the library.

The video should be used for the introduction to library purpose such as before starting the library orientation for the new staffs or students. This is because, the video might help the librarian to give clearer explanations regarding the library informations.

The hardware and software that have been used in making the video are as below.

**Table 3.3**  
Hardware and Software that have been used in the making the video

Hardware	Software
For recording and shooting videos	For videos and photos editing
	
• Iphone 6s	• Adobe Premiere Pro CC 2019
	
• Iphone 7	• Adobe Photoshop Pro CC 2019
	
• Personal Computer	

The time taken for completing the video was within 3 months (October – December 2019). The workflow for the video is as below;

**Table 3.4**  
Workflow for creating library corporate video

Create storyboard

Get approval to start shooting from supervisor

Start shooting

Start editing

Supervisor Review

Make corrections

Review

Finish

Impact on the Trainee:

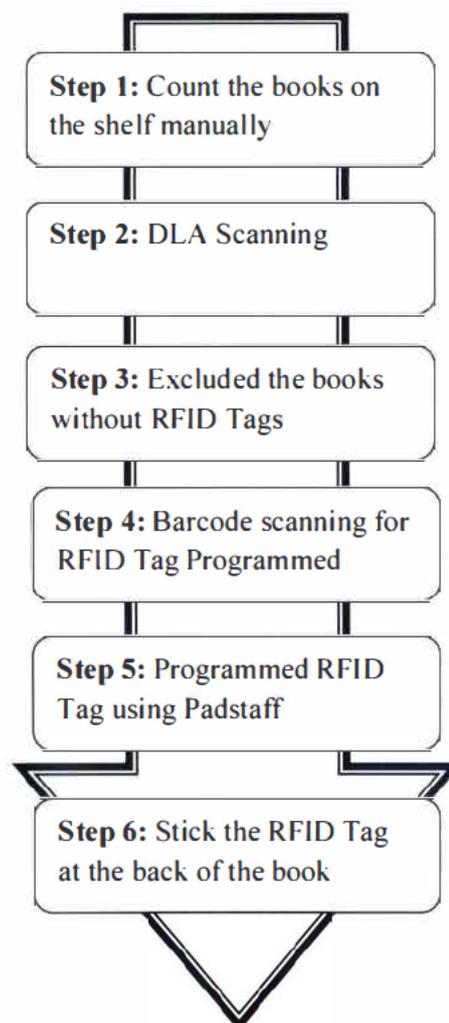
There are a few impacts on the trainee after finishing the library corporate video. Firstly, the trainees can understand more about the library planning and design of UoC Library such as the trainees asked the staff what the seating areas are called.

Next, the trainees also improved themselves in handling and using the Adobe Software. There are two main Adobe Software were used which were Adobe Premiere Pro CC 2019 for editing the videos and Adobe Photoshop Pro CC 2019 for editing photos and wording in the video. The skills acquired are important as the skills might be very useful for the trainees' future undertaking.

### 3.3 Extra Activities

#### 3.3.1 Library Stock Take Exercise

The trainee was assigned to assist CD Solution Team for the stock take exercise. The exercise workflow is as below:



**Figure 3.22:**  
Workflow of Stock Take Exercise

Impact on the Trainee:

As the trainee never did the stock exercise before the industrial training, the trainee gained a whole new experience while did the stock take exercise.

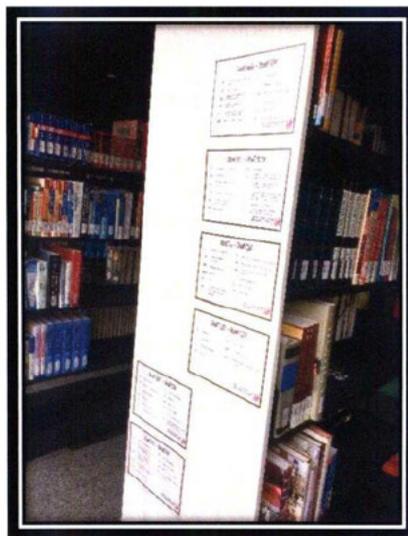
Firstly, the trainee managed to learn the process of stock take. The process which includes the hardware and software requirements were really a new knowledge gained by the trainee.

Next, the trainee also got to experience the issues and the results of the stock take exercises. The trainee also joined a few meetings between the library staffs and CD Solution Team which they briefed what were the problems and issues came out after the stock take exercise.

### 3.3.2 Library Signage

The trainee took opportunity in created new signage for the bookshelves in order to ensure the users can find their desired items easily and quickly. The trainee presented the ideas to Mr. Ahmad Azim and all library staffs for their approval before printed and laminated the signages and pasted at every bookshelves.

The new signages are user-friendly as the subject for every call number of the books are stated there. This will shorten the time for the user to find the books they desired and ease the process of getting the information the users needed to make the decision.



**Figure 3.23:**  
New Signage

### 3.3.3 Organized and Decorated Library Information Board

When the trainee arrived at UoC Library & Knowledge Management Centre, the information boards were not the way it should be, this is due to the university was recently moved to this new place. Therefore, the trainee offered to decorate the library information board. The decorations bought by using the library budget.

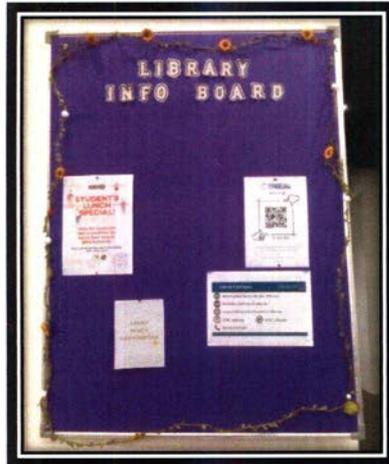
The trainee decided to decorate the information board with simple decorations in order to avoid unnecessary decorations which can lead to waste of spaces for the board that should be filled with info of the library.



**Figure 3.24:**  
Trainees decorated main  
information board



**Figure 3.25:**  
Trainees decorated other  
information board



**Figure 3.26:**  
Information board after decorated



**Figure 3.27:**  
Main information board after decorated

Impact on the Trainee:

The trainee managed to be creative when deciding what type of decorations that will be used for the information board which is very important for the user of the library impressions of the library.

### 3.3.4 Registration Day

On 14<sup>th</sup> of September 2019, the trainee assisted Library Team at the Finance Counter on registration day. The trainee was asked to pass the queue number and also called their turn to settle the registration payment at the finance counter.



**Figure 3.28:**  
Trainees Participated on UoC  
Registration Day

#### Impact on Trainee:

Firstly, the trainee enhanced self-confident skill which the trainee managed to handle the parents and students smoothly at the finance counter. The trainee dealt to call the turn without using any microphone in such a quite big room.

Next, the trainee improved communication skills as the trainee mostly had to communicate in English. While improving the skill, the trainee also managed to deliver the right information.

### 3.3.5 10<sup>th</sup> UoC Convocation Ceremony & Installation of the New Chancellor

As an academic institution, University of Cyberjaya also not excluded for the once a year ceremony which is convocation. For the 10<sup>th</sup> Convocation Ceremony & Installation of the New Chancellor, UoC Library was appointed as the committee of Publication and Speeches.

The trainee was responsible to draft the welcoming speech for the Vice Chancellor for two sessions, accolades and accepting speech for the honorary doctorate recipient.



**Figure 3.29:**  
Trainees with UoC Library Team

On the day of the convocation (23rd of November 2019), the trainee assisted the library team to arrange convocation book on VIP seats before the ceremony started.

Impact on the Trainee:

Firstly, the trainee can improved the skill of writing speeches. The trainee managed to finish the speeches in Bahasa Melayu before submitted to be translated by other staff-in-charge.

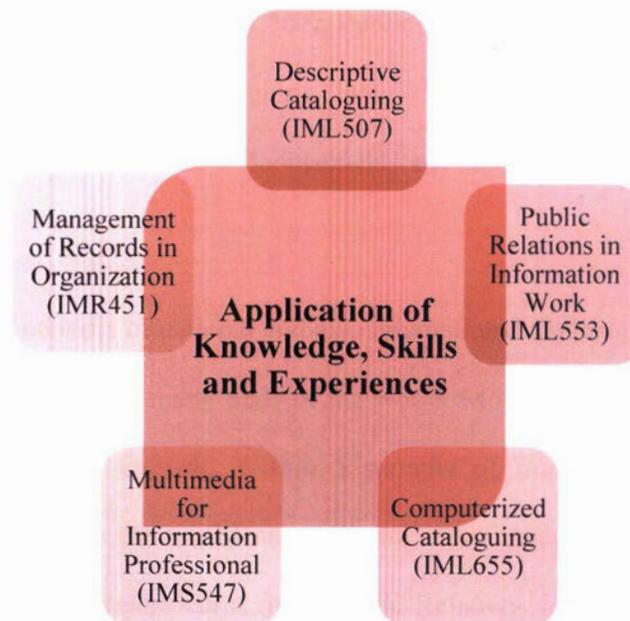
Next, by participating the committee of Publication and Speeches, the trainee increased the cooperation skill as the trainee got to join all the meetings to discuss regarding the speeches and also convocation book.

### 3.3 Conclusion

The chapter emphasized the activities, projects and extra activities that have been done by the trainee during five months of industrial training at UoC Library & Knowledge Management Centre. The impacts on trainee for participated all the activities were also stated at end of the explanations for each of the activity.

**CHAPTER 4:**  
**INDUSTRIAL TRAINING**  
**REFLECTION**

#### 4.1 Application of Knowledge, Skills and Experiences in Undertaking the Task



**Figure 4.1:**  
Application of Knowledge, Skills & Experiences

Throughout the 5 months of being trainee at University of Cyberjaya Library & Knowledge Management Centre, the trainee did gain a lot of new experiences and also widen the knowledge of the library management area.

Furthermore, the trainee did apply theories and knowledge that have learnt in class to working environment. Therefore, these are the proofs that the trainee successfully reached the objective of the industrial training which is to apply the knowledge gained in class to the working life.

Some subjects that help the trainee to apply during industry training are Descriptive Cataloguing (IML507), Public Relations in Information Work (IML553), Computerized Cataloguing (IML655), Multimedia for Information Professional (IMS457) and Management of Records in Organizations (IMR451).

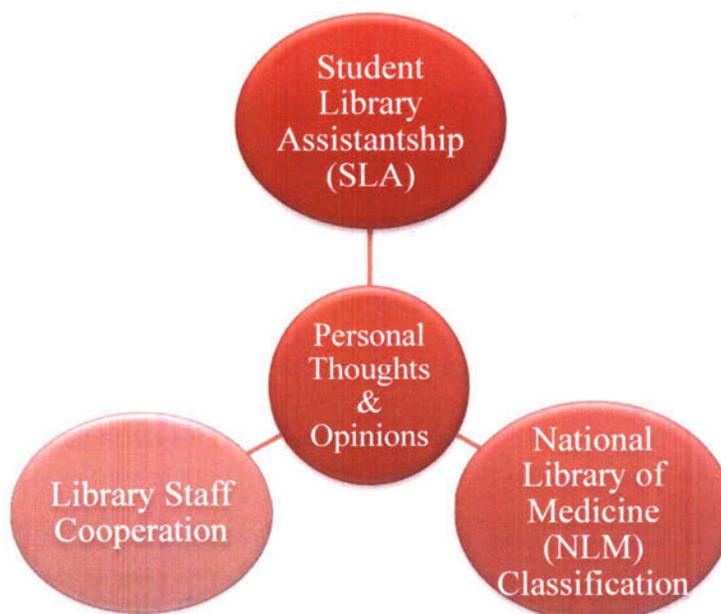
UoC consists of national and also international students, lecturers and staffs which came from many parts of the world. Most of them communicate with each other in English. Within 5 months of internship, the trainee managed to boost up the confidence skill and communication skill which the trainee applied the lesson learnt from Public Relations in Information Work (IML553). To have the confident in communicating with the users of the library, the trainee managed to increase the skill of handling a lot of people with different backgrounds.

Next, as the trainee assigned to catalogue the new collections of the library, the trainee found out that the theories from the subject Computerized Cataloguing really helped the trainee in cataloguing process. By using VTLS, the trainee managed to apply some basic theories that the trainee have learnt which related in applying MARC21 and AACR2. Apart from that, the subject which related to Computerized Cataloguing which are Subject Cataloguing and Classification (IML555) and also Abstracting and Indexing (IM605), helped the trainee to organize the bibliographic data and resulting in producing the call number for the library collections.

Besides, after the trainee had a discussed with the library manager, the trainee decided to agree with the manager to produce library corporate video as the special project. The trainee realized and found out that the knowledge that acquired from the subject Multimedia for Information Professional (IMS547) helped a lot to finish the video. The trainee applied the basic on how to use Adobe Softwares which resulting the trainee successfully created the library corporate video using Adobe Premiere Pro CC 2019. The trainee also managed to create storyboard before started to produce proposal to create the video.

Last but not least, during the time where the trainee had to undergo for acquisitions unit, the trainee acknowledged that there were many transactions that the staff in-charge had to keep in files. The trainee realized that the records are very important as the evidences for future use. Therefore, the trainee did realized to apply the records management concepts based on the trainee had learnt from the subject Management of Records in Organization (IMR451), to organize all the records of transactions which only for exercise purpose.

## 4.2 Personal Thoughts and Opinions



**Figure 4.2:**  
Personal Thoughts & Opinions

From the trainee perspectives, academic library is one of the best choice to undergo industrial training. This is because, from UOC Library & Knowledge Management Centre, the trainee gained knowledge not only focusing on the library management, but also the relation of the library between another departments.

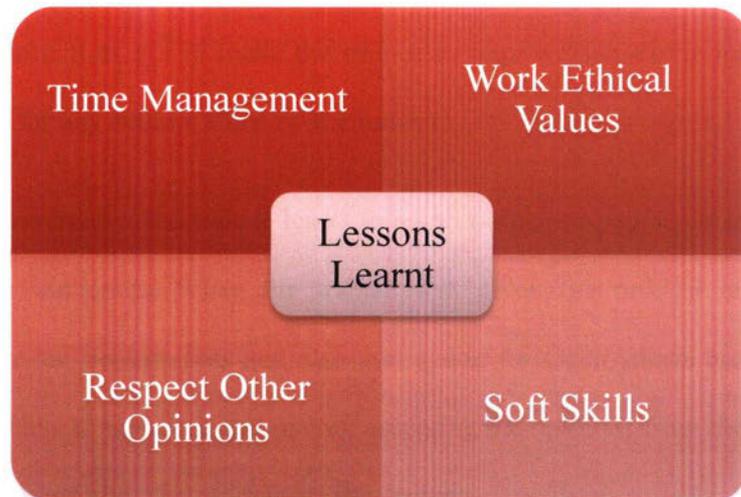
Next, the UOC Library did hire students as Students Librarianship Assistantship (SLA). This initiative brings a lot of benefits, not only to the library but also to the students as the students will know what the librarians job scope which generalized by certain people that the librarian's job is only to

arrange the books on the shelves. On the library side, this initiative is to lighten the librarian's job as the SLA will help the shelving and assist the circulation counter.

Overall UOC Library is a great place to gain a lot of knowledge on how to catalogue medical library collections based on National Library of Medicine Classification. From the cataloguing process, the trainee also gained information about a few collections which are the most wanted collections by the medical students for referencing purpose.

Lastly, I am forever grateful for the great cooperation from all the librarians especially the library manager, Mr. Azhar in guiding the trainee without hesitation and gave the trainee full of support. The training also went well as the librarians gave the trainee a lot of spaces in gaining and applying knowledge within the five months of internship.

### 4.3 Lessons Learnt



**Figure 4.3:**  
Lessons Learnt

There are a few of lessons learnt by the trainee within five (5) months of internship.

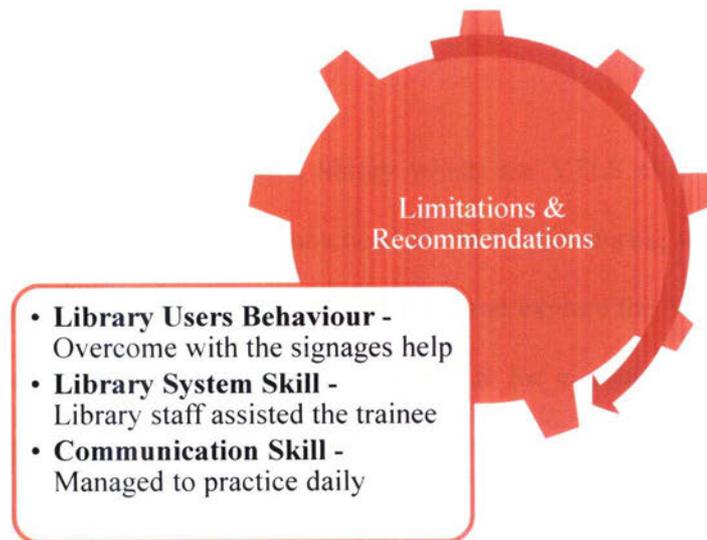
Firstly, the trainee managed to learn the best time management at the workplace. As previously mentioned, the trainee had to duty at the circulation counter and at the same time, the trainee also need to run errands for units that already been scheduled. Therefore, time management is an important thing to make sure the tasks given by the staffs and also supervisor can be done on time and make the decision as planned. Any delays of the tasks may resulting the tasks cannot complete on time.

Next, the trainee also learnt about ethical values of working environment. The trainee learnt to be punctual to come to work as early as 9:00 a.m. and also to have lunch from 1:00 to 2:00 p.m. everyday. Punctuality is very important as it will make the trainee to improve self-disciplined and responsible for any actions taken by the trainee.

Furthermore, the trainee learnt to respect other's opinions in order to achieve the outcomes. When the trainee was given the task to redesign signages for the bookshelves and also user guide for OpenAthens brochure, the trainee have to welcome and openly accepting the opinions from the staffs of what to amend and also to improve the designs.

Last but not least, the trainee learnt to enhance her soft skills as the trainee have to involve with a lot of people with different background. The trainee always aware with the situations and the communications that she involved to ensure the environment was peaceful and harmony.

#### 4.4 Limitations and Recommendations



**Figure 4.4:**  
Limitations & Recommendations

The trainee found out that the first limitation that the trainee had to face within five (5) months of industry training at UoC Library & Knowledge Management Centre, is the constraint to communicate in English. As the students mostly prefer to communicate in English whenever they attend at the circulation counter, the trainee did practice and finally the trainee managed to speak in English confidently as the time went by.

Next, the trainee had a difficult time in reprimanding the users of the library to keep their voice volumes down. Sometimes the users tend to forget

to keep silent and they might disturb the other library users to study or read. Therefore, the trainee managed to handle the situation by always reprimanding the user to keep quiet while pointing at the 'please be quiet' signage which already stick by the staff in the library.

Lastly, UoC is an academic library which use VTLS as the library system. The trainee only had been practiced to use KOHA during semester 6 of bachelor study. The trainee managed to learn and explore the VTLS with the help from library team on how to use VTLS for circulation and also cataloguing purpose.

## CONCLUSION

In conclusion, industry training did give a lot of great experiences on how to survive in the industry. Those five (5) months of internship actually a great period for the students to apply and enhance library skills for future undertaking.

The decision to undergo industry training at UoC Library & Knowledge Management Centre was indeed a good choice as the trainee managed to learn and apply a lot of knowledge gained during study years. The experiences of working environment really help the students to discover what the risks of making decisions, the opportunities to be taken and also believe in self in order to be a critical thinking employee in improving the library services and library achievements.

The activities and tasks that have been done by trainee were new experiences which the trainee had to handle physically and took the responsible in every actions. At the same time, those experiences made the trainee able to increase self-esteem and self-responsible in order to success in work environment. Actually, either the learning processes are by theoretically or practically, the trainee encourage herself to be brave in taking chances to be a productive employee which can benefits the library or the organization.

## REFERENCES

University of Cyberjaya, (2019). About Us, Retrieved on September 11, 2019, from <http://cybermed.edu.my/>.

Stevens, K. (2011). Taking Stock-The Process and Benefits of Performing a Regular Library Stocktake. *ANZTLA EJournal*, (6), 2-6.

# **APPENDICES**

APPENDIX 1 : PURCHASE REQUISITION FORM (PRF)



**PURCHASE/ SERVICE REQUISITION**

Nurturing the Passion to Care

CUCMS-AFD-FRM003; Rev 03

Purchase Req No. : \_\_\_\_\_

Date : \_\_\_\_\_

Requestor : \_\_\_\_\_

Fac/ Centre/ Dept : \_\_\_\_\_

Subject : \_\_\_\_\_

Description : \_\_\_\_\_

Venue / Timeline : \_\_\_\_\_

Parties Involved : \_\_\_\_\_

Type of Expense : \_\_\_\_\_

Estimated Amount : \_\_\_\_\_

Budget :  Non-Budgeted  Approved Budget

No.	Account	Program	Item Description	Budget To Date	Amount	Budget Balance
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

(Please attach a total estimation working if required)

TOTAL: \_\_\_\_\_

Prepared by:  Requestor	Verified by:  Dean/HOD/DP	Approved by:  Bursar
-------------------------------	---------------------------------	----------------------------

Approved by:  President	Endorsed by:  Group Finance	Approved by:  GCEO
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APPENDIX 4 : ROOM RESERVATION REQUEST FORM



University of Cyberjaya  
Persiaran Bestari, Cyber 11,  
63000, Cyberjaya, Selangor.



LIBRARY CIRCULATION UNIT

Room Reservation Request Form

REQUESTER DETAIL

NAME	:	_____	DATE	:	_____
STUDENT ID/STAFF ID	:	_____	TIME IN	:	_____
MOBILE NO	:	_____	TIME OUT	:	_____
NUMBER OF PERSON	:	_____	FACULTY	:	_____

**These rooms may not be reserved for regularly scheduled classes or ongoing meetings**  
**Rooms priority are for discussion with lecturer or staff.**  
**Please leave three (3) matric card attached to this form.**  
**Food, drinks (except covered bottle) and bags are NOT allowed in these rooms.**  
**Minimum number of person per group is three (3)**

ROOM BOOKING

<input type="checkbox"/>	ROOM 1
<input type="checkbox"/>	ROOM 2
<input type="checkbox"/>	ROOM 3
<input type="checkbox"/>	ROOM 4
<input type="checkbox"/>	ROOM 5

PURPOSE OF USAGE

<input type="checkbox"/>	Meeting
<input type="checkbox"/>	Discussion
<input type="checkbox"/>	Class
<input type="checkbox"/>	Others _____

.....  
(SIGNATURE)

**FOR OFFICE USE ONLY**

Tick (/) in the appropriate box

<input type="checkbox"/>	Key room given to the requester
<input type="checkbox"/>	Matric card attached with this form
<input type="checkbox"/>	Key return back to the counter

Information details

Date	:	_____
Signature	:	_____
Received by	:	_____



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[cucmslibrary@cybermed.edu.my](mailto:cucmslibrary@cybermed.edu.my)



[bestari.cybermed.edu.my](http://bestari.cybermed.edu.my)



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APPENDIX 5 : THESIS ROOM BOOKING FORM



University of Cyberjaya  
Persiaran Bestari, Cyber 11,  
63000, Cyberjaya, Selangor.



LIBRARY CIRCULATION UNIT

Thesis Room Booking Form

NAME : \_\_\_\_\_ DATE : \_\_\_\_\_  
MATRIC NO/STAFF ID : \_\_\_\_\_ TIME IN : \_\_\_\_\_  
MOBILE NO : \_\_\_\_\_ TIME OUT : \_\_\_\_\_  
EMAIL : \_\_\_\_\_ FACULTY : \_\_\_\_\_

User are NOT allowed to take out and borrow any item in the thesis room.  
Please leave you matric card attached to this form.  
Please read the Thesis Room Policy.

- : THESIS ROOM 1 (PHARMACY, MEDICAL EDUCATION)  
 : THESIS ROOM 2 ( ALLIED HEALTH SCIENCES, OSH)

.....  
(REQUESTER SIGNATURE)

**FOR OFFICE USE ONLY**

Tick (/) in the appropriate box

- Key room given to requester  
 Matric card attached with this form  
 Key return back to the counter

Information details

Date : \_\_\_\_\_  
Signature : \_\_\_\_\_  
Received by : \_\_\_\_\_



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APPENDIX 6 : LIBRARY MEMBERSHIP FORM



University of Cyberjaya  
Persiaran Bestari, Cyber 11,  
63000, Cyberjaya, Selangor.



LIBRARY CIRCULATION UNIT

Library Membership Form

NAME : \_\_\_\_\_

IC NO : \_\_\_\_\_ PASSPORT NO : \_\_\_\_\_

STUDENT/STAFF ID : \_\_\_\_\_ MOBILE NO : \_\_\_\_\_

COURSE / FACULTY : \_\_\_\_\_

ADDRESS : \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

EMAIL : \_\_\_\_\_

I hereby, will follow strictly the CUCMS Library & Knowledge Management Centre rules and regulations. If an item is damaged or lost, I agree to pay the fines, processing fees and cost of the item(s)

DATE : \_\_\_\_\_ SIGNATURE : \_\_\_\_\_

FOR OFFICE USE ONLY

Tick (/) in the appropriate box

- Student
- Academic Staff
- Management Staff

Checklist

Update record into system

Date : \_\_\_\_\_

Record by : \_\_\_\_\_



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CUCMS Library



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APPENDIX 7 : LIBRARY MATERIAL REQUEST FORM



UNIVERSITY OF CYBERJAYA  
 Persiaran Bestari, Cyber 11,  
 63000, Cyberjaya, Selangor.



LIBRARY ACQUISITIONS UNIT

Library Material Request Form

NAME : \_\_\_\_\_ H/P NO : \_\_\_\_\_  
 STAFF ID : \_\_\_\_\_ DATE : \_\_\_\_\_  
 EMAIL : \_\_\_\_\_ FACULTY : \_\_\_\_\_

BOOK DETAIL(S)

AUTHOR	TITLE	PUBLISHER	REMARKS

.....  
 (SIGNATURE)

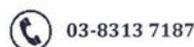
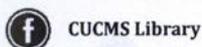
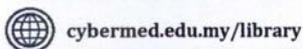
**FOR OFFICE USE ONLY**

Tick (/) in the appropriate box

- Textbook
- Reference
- Others \_\_\_\_\_

Information details

Signature : \_\_\_\_\_  
 Received by : \_\_\_\_\_  
 Date : \_\_\_\_\_  
 Notes : \_\_\_\_\_  
 : \_\_\_\_\_



APPENDIX 8 : DDS REQUEST FORM



Kolej Universiti Sains Perubatan Cyberjaya  
KPT1/JP5/DFTA/US/020

Cyberjaya University College  
of Medical Sciences  
Persiaran Bestari, Cyber 11,  
63000, Cyberjaya, Selangor.

Library & Knowledge  
Management Centre



LIBRARY REFERENCE UNIT

Document Delivery Service (DDS) Request Form

DETAILS OF REQUESTER AND REQUEST ITEM

NAME : \_\_\_\_\_  
 MATRIC NO/STAFF ID : \_\_\_\_\_ MOBILE NO : \_\_\_\_\_  
 EMAIL : \_\_\_\_\_ FACULTY/DEPT. : \_\_\_\_\_

Article printed by CUCMS Library will be charged RM 0.30 per page.  
 Charges for articles which are NOT SUBSCRIBED by CUCMS Library will be borne by requester.  
 Charges will depend on the policies of external provider (other libraries, organisation, etc.)

DETAIL(S)

TITLE : \_\_\_\_\_  
 \_\_\_\_\_  
 AUTHOR : \_\_\_\_\_  
 JOURNAL : \_\_\_\_\_  
 VOL. / NO. / ISSUE : \_\_\_\_\_ PAGE NO. : \_\_\_\_\_  
 SOURCE / URL : \_\_\_\_\_  
 DOI : \_\_\_\_\_

.....  
 DATE

.....  
 SIGNATURE

FOR OFFICE USE ONLY

Request Status:

- Fulfilled
- Unfulfilled
- Others \_\_\_\_\_

Information details

Date : \_\_\_\_\_  
 Signature : \_\_\_\_\_  
 Received by : \_\_\_\_\_

APPENDIX 9 : BOOK LOST REPORT FORM



University of Cyberjaya  
Persiaran Bestari, Cyber 11,  
63000, Cyberjaya, Selangor.



LIBRARY CIRCULATION UNIT

Book Lost Report Form

NAME : \_\_\_\_\_ MOBILE NO : \_\_\_\_\_  
 MATRIC NO/STAFF ID : \_\_\_\_\_ DATE : \_\_\_\_\_  
 EMAIL : \_\_\_\_\_

BOOK DETAIL(S)

NO	AUTHOR	TITLE & PUBLISHER	CALL NO	BARCODE	DUE DATE	BOOK PRICE + RM 30.00 PROCESSING FEE
					TOTAL	

.....  
(SIGNATURE)

FOR OFFICE USE ONLY

Tick (/) in the appropriate box

- 14 days given to find the book(s)
- Book lost has been replaced with new book
- Book lost has been replaced with book price
- Book lost has been found
- Fines has been paid

Information details

Date : \_\_\_\_\_  
 Receipt No : \_\_\_\_\_  
 Total Payment : \_\_\_\_\_  
 Signature : \_\_\_\_\_  
 Received by : \_\_\_\_\_



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