UNIVERSITI TEKNOLOGI MARA (UiTM)

FACULTY OF INFORMATION MANAGEMENT

INDUSTRIAL TRAINING REPORT

INSTITUT PENDIDIKAN GURU KAMPUS GAYA,

PETI SURAT 10491,

88805, KOTA KINABALU,

SABAH

Prepared By

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BACHELOR OF INFORMATION SCIENCE (HONS) LIBRARY MANAGEMENT
(IM244)

1ST  AUGUST 2018 – 31TH DECEMBER 2018

## DECLARATION

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Signed by

Noratika Binti Shahrin

2015238504

Date of submission: 1ˢᵗ August – 31ᵗʰ December 2018

## ABSTRACT

Student of Faculty Information Management are compulsory to undergo practical training in order to complete their degree studies. Students are giving freedom to choose any organization that related to the field. As my major in Information Science (Hons) Library Management (IM244), I was choosing Institut Pendidikan Guru Kampus Gaya Library to be my internship training for 5 months. In this report, I have including all about the organization background and all the activities that I do and also the special projects that I was completed for the Institut Pendidikan Guru Kampus Gaya Library. I also attach some appendices as references for the readers.

# Acknowledgement

In performing my internship report, I had to take the help and guideline of some respected persons, who deserve my greatest gratitude. The completion of this assignment gives me much pleasure. I would like to show my gratitude to Madam Razifah for giving me a good guideline for this internship report throughout numerous consultations. I would also like to expand my deepest gratitude to all those who have directly and indirectly guided me in my internship especially Encik Shahimin and Puan Sarina which is my supervisor here in Institut Perguruan Kampus Gaya Library.

Next, I would like to say thanks to my classmate and all of my friends for their understanding and moral support which they constantly give towards me. All their effort give inspiration to me and also giving strength which help me to successfully finish this assignment. I was really happy with all of them. This report would not have been possible without the support of many people especially this people.

Last but not least, I also want to show my gratitude towards my family because giving me the financial support. Without them, there will be no way I can finish my internship report this smoothly. They always give advice to me about how to manage my report without stress and actually they really made it. Moreover, I want to say thanks to all people that helped me to finished my task until complete.

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## INTRODUCTION ABOUT INDUSTRIALTRAINING REPORT

Industrial Training course code IMC690 is a 5 months work placement whether it is paid or unpaid and located at approved industrial site. Students will be working under the supervision of an experienced Information Professional. In order to complete the requirements for IM244 program which also known as Bachelor of Information Science (Hons.) Library Management, the industrial training is needed. If the students does not fulfilling this course requirements, they need to repeat again the final semesters. Each of the students can choose their own place for this industrial training but the organization that they choose must be relevant with their courses.

During this industrial training, students need to contribute with any activities of the organizations in the workplace and they must meet the same demands of work production and responsibilities which is anticipated by the organization the same like its usual employees. Reason for this industrial training is to expose students to gain experiences and knowledge which they cannot get from inside the classes. Besides that, students will also cover exposure to the organization's administrative structure and their procedures.

Library management students should be able to adapt with all the works related to their courses so that they can survive when they are facing the real working environment in the future. Students needs to be exposed to the main core of library sector which is acquisition unit, cataloguing unit and lastly is reference unit. They need to learn about every process in library management and also how to do it. Thus, the students can become more confident and can be more believable when handling their own task that has been given. As for me, I'm choosing Institut Pendidikan Guru Kampus Gaya Library as my workplace for this industrial training. This organization is located in Kota Kinabalu, Sabah.

## OBJECTIVES OF INDUSTRIAL TRAINING

These are the objectives of industrial training for the students:

➤ Adapt managerial and technical skills in a library and information environment.

➤ Demonstrate experiences in any specific area of interest.

➤ Evaluate the specific area of interest from a managerial perspective.

➤ To encourage the students to apply the skills and knowledge gained at the university to benefit the organizations.

➤ To help the students to improve their marketability after graduation.

➤ To experience and understand real life situations in industrial organizations and their related environments and accelerating the learning process of how students knowledge could be used in a realistic way.

➤ Makes one understand the formal and informal relationships in an industrial organization so as to promote favourable human relations and teamwork.

## CHAPTER 1: INTRODUCTION

### 1.1 IPG Campus Gaya Library Background

Institut Pendidikan Guru Kampus Gaya Library is managed under the administration of the Sabah State Education Department. This is one of academic library in Sabah which produces many types of teachers around Malaysia such as chinese teachers, mathematics teachers or primary school teachers. IPG culture is a brand to create and produce teacher who practice seven dimensions of culture which is culture of science, leadership culture, professional work culture, moral culture, caring culture, healthy living culture, and lastly aesthetic culture.

Professional learning community in Gaya is a culture of collaboration and a lifelong effort towards enriching the hearts of education, the lecturers whose impact in future teaching and learning rest on the teachers that graduate from this Campus. The location of the Institut Pendidikan Guru Kampus Gaya Library is strategic, located not far from Karamunsing shopping complex, Luyang town, Queen Elizabeth Hospital and State Museum. Institut Pendidikan Guru also many other branch from all around Malaysia such as IPG Rajang from Sarawak Zone and IPG Perlis from Northern Zone.
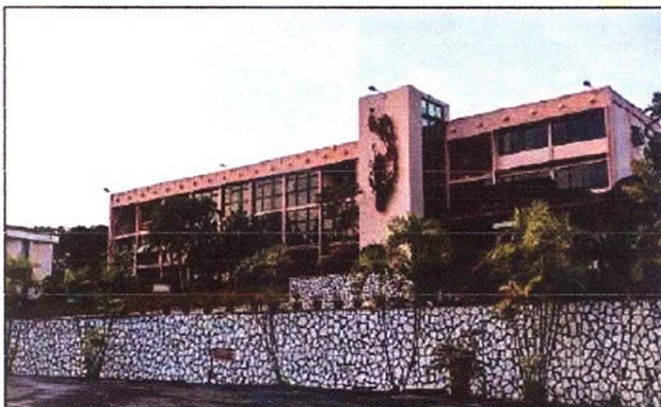


Figure 1.1.1 (a) Institut Pendidikan Guru Kampus Gaya
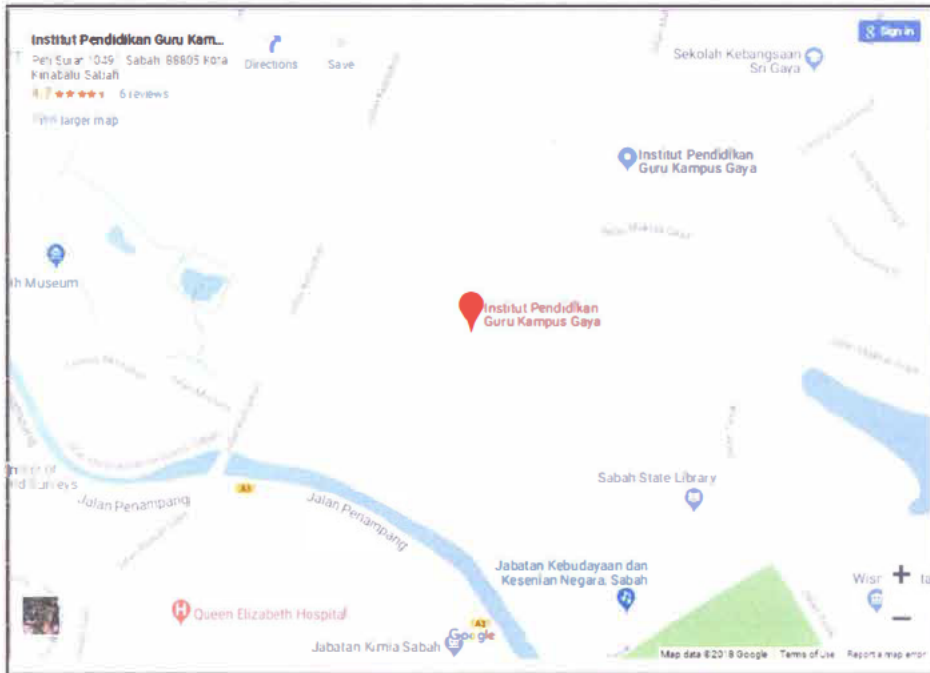
Figure 1.1.1 (b) Location Map View
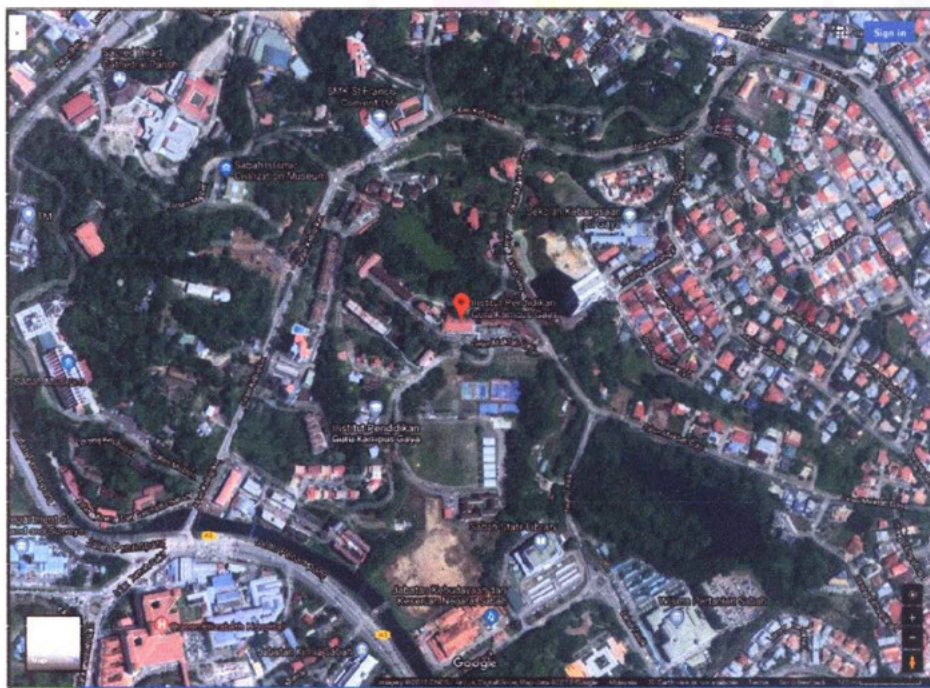


Figure 1.1.1 (c) Location Satellite View

NORATIKA BINTI SHAHRIN | INSTITUT PENDIDIKAN GURU
KAMPUS GAYA LIBRARY

| Address: | |
|---|---|
| | INSTITUT PENDIDIKAN GURU KAMPUS GAYA, |
| | PETI SURAT 10491, |
| | 88805, KOTA KINABALU, |
| | SABAH |
| Telephone: | |
| | 088-210646 \| 088-210979 \| 088-221595 \| 088-219530 |
| Fax: | |
| | 088-217124 |
| Email: | |
| | ipgkg.info@ipgm.edu.my |
| Hours Operation: | |
| | **Isnin - Khamis** |
| | 8.00 A.M - 1.00 P.M \| 2.00 P.M - 5.00 P.M |
| | **Jumaat** |
| | 8.00 A.M - 11.30 A.M \| 2.00 P.M - 5.00 P.M |

### 1.1.1 IPG Gaya Library Vision

- Library for excellent teaching education.

### 1.1.2 IPG Gaya Library Mission

- Acquire and utilize the skills of managing, assessing and applying information on the improvement of teachers' knowledge and professionalism.

### 1.1.3 Objective

- To encourage reading and lifelong learning interest among users.

### 1.1.4 National Education philosophy

- Education in Malaysia is a continuous effort to further develop the potential of the individual in a comprehensive and integrated way to create a balanced and harmonious human intellectually, spiritually, emotionally and physically based on God's trust and obedience. The effort is to produce Malaysians who are knowledgeable, skilled and well-mannered, responsible and capable of achieving their well-being and contribute to the harmony and prosperity of families, communities and countries.

### 1.1.5 Teacher's Philosophy

- Glorious, progressive and scientific professors, willing to uphold the country's aspirations and flatter the nation's cultural heritage, ensure individual development and preserve a united, democratic, progressive and disciplined society.

### 1.1.6 Client's Charter

- Develop a collection of resource centers that meet the requirements of the institute curriculum and co-curriculum program. Ensure the selection of quality collections based on the following criteria:

  1) Comply with the curriculum and co-curriculum requirements and scope.

  2) Based on recommendations from experts in related fields.

  3) Based on reviews from competent authorities.

  4) Latest edition.

  5) Award winning works.

- Ensure institutional source centers are administered and systematically managed to provide effective services and meet the needs and requirements of users.

- Implementing materials documentation such as cataloging, classification, indexing and other related activities according to current developments and guided by national and international standards.

- Ensure systemic arrangement is systematically to facilitate users to locate and retrieve sources of resource center collection.

- Ensure that all books are obtained, managed and maintained in order to be easily detected, borrowed and returned according to the prescribed method, in order to meet the needs of students and lecturers.

- Ensure that the dissemination of selected information provided to students and lecturers meets their needs according to the established strategy.

- Provide timely service to all customer / resource center users.

### 1.1.7 Target

- To ensure that all users are enable to access the required information via a simple, efficient and effective method.

### 1.1.8 Roles

- Strengthen research, development and innovation.

- Strengthen a service delivery system that satisfies customer satisfaction.

- Enriching and diversifying student experiences.

- Improving the mastery of knowledge, understanding and teaching skills of teacher educators.

### 1.1.9   Logo Rationale

**IPG Symbol**

- IPG indicates teacher education institution.

**Books**

- The book symbolizes IPG as an institution that supports the scientific tradition.

**Hand**

- The book symbolizes IPG to be responsible for developing a competent and mentor-educated teacher.

**Three White Strip Lines**

- Symbolizes future teachers developed on the standard of Malaysian teachers.

**World Globe with Map of Malaysia**

- Symbolizing future teachers will have the quality of world-class teachers.

Figure 1.1.9 IPG Campus Gaya Logo

### 1.1.10 Rules and Regulations

**Library Rules**

- Users are prohibited from carrying own possessions. Library already provide storage to keep all of the belonging.

- Neatly dressed, no slippers or indecent dress. T-shirt without collar is prohibited while in the library.

- Users are asked to keep the library safe and clean.

- Library materials are not allowed to be taken out without permission.

- Users must took care the safety of the borrowed materials. If damaged or missing report to librarian.

- Outsiders are prohibited from using library facilities unless authorized.

- Membership is provided only to residents of IPG Campus Gaya Kota Kinabalu. Membership duration according to the duration of the course while the staff according to the service period.

**Service Rules**

- Only users who are members of the library are allowed to borrow library materials. Prohibited from using other user's id.

- Students and executives are allowed to borrow a maximum of 5 books for 14 days. Lecturers are allowed to borrow a maximum of 10 books for 30 days. Will be charge fine of 20 cents per day if late book a book.

- Reference materials in the reference section and red-spot cannot be taken out or borrowed except on the permission of the library chief and librarian.

- Damaged books must be paid with cost of the original price of the fiber along with a processing charge of RM10 while the books that are missing should be replaced with a new book of the same along a processing rm10 or pay double the price of the book plus a processing rm10 to the head of the library.

- All materials borrowed must be sent before or on the day the loan expires. Renewal of loans can be made if the book is not reserved by other users.

## 1.2 Organizational Structure
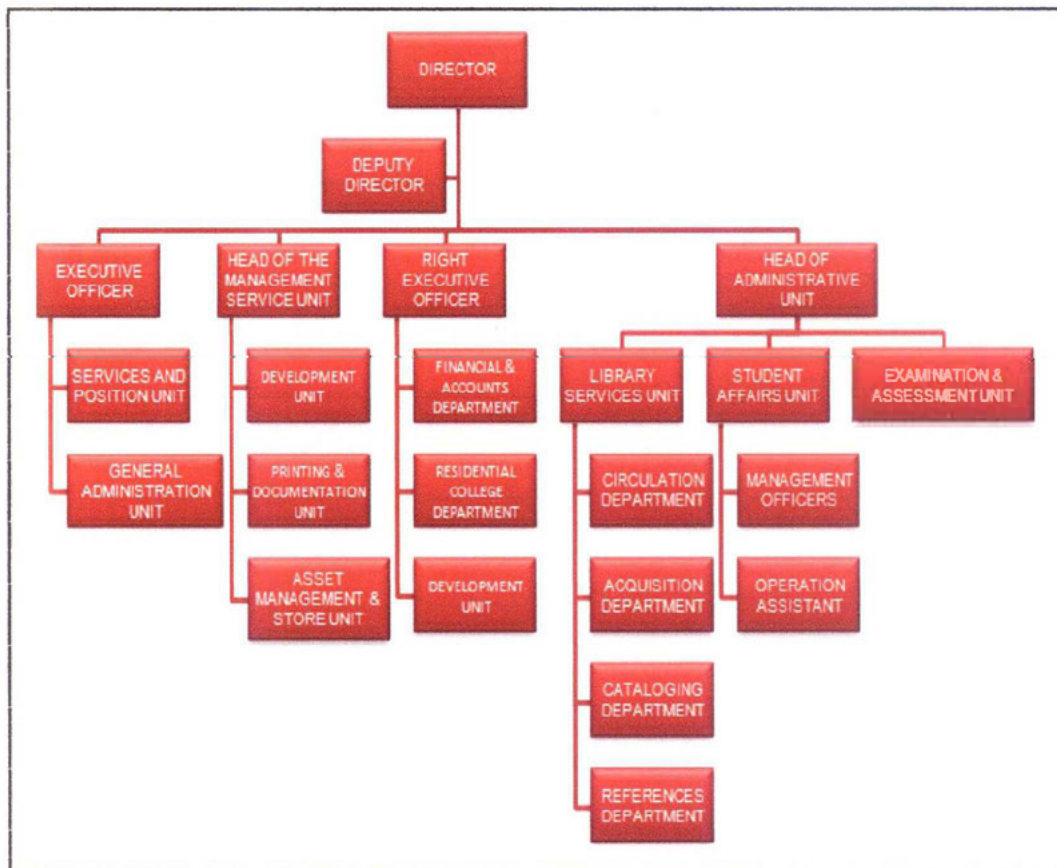


Figure 1.2.1 IPG Maktab Gaya Organizational Structure

Institusi Pendidikan Guru Kampus Maktab Gaya Library has a Director as the highest leader in this organizational chart and assisted by Deputy Director. IPG Kampus Gaya has 4 main units which is Executive Officer, Head of The Management Service Unit, Right Executive Officer and Head of Administrative Unit. During my internship I was attached at the Head of Administrative Unit under Library Services Unit which consist Circulation Department, Acquisition Department, Cataloging Department and References Department. As for each department, I was placed around 1 month for my internship duty.

### 1.3 Membership

In Institut Perguruan Guru Kampus Gaya, only patrons that have membership can use library service. Outsiders who don't have qualifications cannot use the service and materials from library. To become member of library, patrons have to fill in the form which are provided by library and then use their identity card as their membership. After they fill in the form, librarian will insert their information into ILMU system and then generate their ID. After that they can freely use the services and materials inside library.



Figure 1.3 Membership Form

## 1.4   Collection

### 1.4.1 General Collection

General collection is a collection that can be easily retrieved by any patrons here in IPG Campus Gaya library. This general collection is in the bookshelf in the library and they are using DDC (Dewey Decimal Classification) for the classification system. This system is a book-classification system and the other resource center resources that utilize ten primary knowledge classes and is the world earliest and most used classification system in the world.

| Dewey # | 10 Main Classes | Kinds of Books |
|---------|-----------------|----------------|
| 000-099 | General Works | encyclopedias, almanacs, record books, such as Guinness |
| 100-199 | Philosophy and Psychology | paranormal phenomena,such as ghosts, ethics, how we think |
| 200-299 | Religion | mythology, religions |
| 300-399 | Social Science | government, holidays, folklore, fairy tales, education, community |
| 400-499 | Language | English and foreign languages, sign language, dictionaries |
| 500-599 | Natural Science | math, chemistry, biology, weather, rocks, plants, animals in nature |
| 600-699 | Applied Science | inventions, health, drugs, transportation, cooking, pets |
| 700-799 | Fine Arts and Recreation | crafts, art, drawing, painting, music, games, TV, movies, sports |
| 800-899 | Literature | short stories, poetry, plays, jokes, riddles (fiction could be here) |
| 900-999 | History and Geography | countries, flags, historical events, biographies (92 or 920) |

Figure 1.4.1 The DDC (Dewey Decimal Classification Number)

### 1.4.2 Reference Collection

Reference collection books in IPG Campus Gaya library are organized into DDC systems and divided into 2 main sections which is the main reference rack and general reference rack. The main reference book has a green and yellow label on the bones while the general reference rack has multiple color labels according to the subject. Look at the image below as an example for reference books in library.
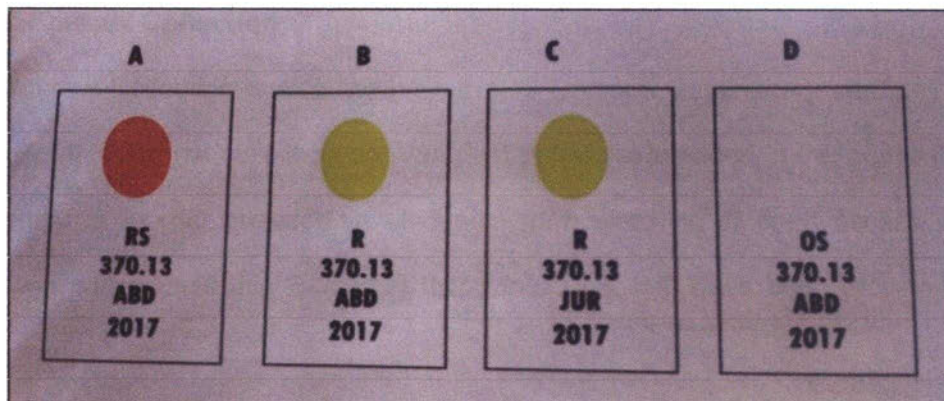
Figure 1.4.2 Category of Books in The Library

A) Red-spot books cannot be borrowed and only as references at source centers. Book price are around rm400.00 or above.

B) This reference book marked as green color spot books cannot be borrowed and only as a reference at the source center. Book prices in the range of rm300.00 and above.

C) This reference book marked as green color spot books consists of journal books. It is only as a reference and cannot be borrowed.

D) The book marked as OS is a general reference book and can be borrowed by resource center users.

### 1.4.3 Textbook Collection

Textbook are books found in the subject syllabus offered by the IPG Campus Gaya library. There are different types of subject being offered to patrons that comes to IPG Campus Gaya so, when they want to find their own preferred information from the textbooks, they can use it for their own research or personal need. This collection is very popular among the patron and some of it is Buku Teks Bahasa Samai, Chinese Textbook for primary schools or Mathematics Textbooks for secondary schools.

### 1.4.4 Journal Collection

Journal Collection is also available in IPG Campus Gaya library and they provide two types of journal collection service. First is journal provided in the books rack and secondly is journal provided in electronic form which is in open access journals. Patrons can access this E-Journal using four URL that have been provided by the library.

E-Journal Access URL that has been provided is:

1) Jurnal Bahasa

   http:// jurnalbahasa.dbp.my/wordpress/?page id=320

2) Jurnal Teknologi

   http://www.jurnalteknologi.utm.my/index.php/jurnalteknologi/issue/view/105

3) Jurnal Pendidikan Seni & Visual

   http://www.intellectbooks.co.uk/journals/view-issue,id=2409/

4) Jurnal Pendidikan Islam & Bahasa Arab

   http://www.ukm.my/jiae/current.aspx

### 1.4.5 Media Collection

The media collection includes some of the Institut Pendidikan Guru Research collections in audio cassette, video cassette, VCD, DVD and CD-ROMs formats. Patrons will come to use these media collections for their own research, studies or want to use it as an example for their own newer research collections. Most of them are teachers and lecturers that have to do their own research or thesis .Hence, they really need this media collection type to get more references for their information sources. The subject coverage of these media collection is wide and suitable for students, teachers and lecturers.

## 1.4.6 Free Range Reading Collections

Materials in this collection comprise of light reading materials covering fiction, general knowledge, health, psychology, motivation books, magazines and novels. This collection is provided in IPG Campus Gaya library for light reading. Light reading is important to many types of patrons because it have many benefits to them such as stress reliever, increase empathy, entertainment and also can help for vocabulary expansion. Being well-spoken and articulate can help increase job performance and self-esteem. Exposure to well-written work can also have a huge impact on patrons own writing.

## 1.4.7 Britannica Encyclopedia

In IPG Campus Gaya library also have the Britannica Encyclopedia where this collection is a common knowledge of English-language encyclopedia. The Britannica are also the oldest English-language which is still in production. This collection is very suitable for any English teachers or English lecturers. The Britannica has its own reputation for summarizing knowledge some of native have dedicated themselves to reading and try to have understanding for the entire Britannica. These collections are one of the most important collections here in IPG Campus Gaya library because all the way through history, this Britannica Encyclopedia has two aims which are to be an excellent reference book, and to provide educational material. Thus, it makes these collection are very popular around the world which means many people will use this collection as one of their most precious sources of information.

## 1.5   Online Services

### ❖ OPAC

OPAC are also known as online public access catalog or simply library catalog. OPAC is an online database of materials held by a library or group of libraries. IPG Campus Gaya is using OPAC where it was connected with all of the other Institut Pendidikan Guru all around Malaysia. This is to ensure that it can help all of the patrons to search for the information or books that they need all inside the Institut Pendidikan Guru and they can get it by using the services provided in the library.

### ❖ e-Perpustakaan Institut Pendidikan Guru

This electronic databases and e-books provided by the National Library of Malaysia are specific to all of IPG library around Malaysia. In this website, they are combining some of the information from other database to make it easier for the patrons to use it and make their works easier. They can access this website anywhere and anytime they need some information. This site is best viewed using Internet Explorer 10 and above and Mozilla Firefox 4.0 with 1280 x 768 and above resolution.

### ❖ National Geographic Database

There are two types of databases available under this service. Firstly, National Geographic Virtual Library and secondly is National Geographic Kids. The National Geographic Virtual Library (NGVL) supports various scientific research needs in science, history, technology, environment, culture, and more. To be able to use this service, they need to have password that are provided only for Institut Pendidikan Guru users.

❖ **The World Almanac Online**

This online service is providing useful and appropriate public reference sources for adults where it covers a wide range of subject areas. Among the interesting content available are the facts and events of the world, the development of world science and technology, the world's history and culture, the world's major statistics and so on. To be able to use this service, they need to have password that are provided only for Institut Pendidikan Guru users.

❖ **Mango Languages**

This online service is an e-learning conceptual database service where it specializes in interactive language learning and multimedia. The language and language learning modules available online is practical, intuitive, user friendly, fully mobile and highly suitable for the patrons in IPG which are interested in learning the world's major languages more effectively. To be able to use this service, they need to have password that are provided only for Institut Pendidikan Guru users.

❖ **BLIS (Bernama)**

BLIS stands for BERNAMA Library and Infolink Service. The BLIS database service is provided by the BERNAMA news agency. BLIS provides important information sources that can be used for the patrons in IPG for research purposes. BLIS is an information-rich and convenient research portal that provides access to news and significant information on Malaysia. From acronyms and achievements to sports records and speeches; from market and industrial trends to news reports and government policies, BLIS will provide answers to your urgent research needs. To be able to use this service, they need to have password that are provided only for Institut Pendidikan Guru users.

## 1.6 Other Services

### 1.6.1 Facilities

There are also other facilities which has been provided here such as house for the staff and hostel for the students to make it easier to come to the library during their free time and search for the information that they needed for their tasks. They also have sports field so that it can be used for any types of sports events for their students or staff leisure activities. They also have football field and netball field where the staffs in here love to have football or netball match just between their department as their own leisure activity to release work tension.



Figure 1.6.1 (a) Staff Friendly Match in Football Field



Figure 1.6.1 (b) Staff Friendly Match in Netball Field

They also have IPG Hall where they always held any types of official events opening and closing ceremonies. Besides that, this organization also have their own mosque for the Muslim students or staff to do their praying especially for the male during their Friday Prayers. Every Friday they always have Friday Sermon where all Muslim will spend more time to remind the Muslims about their responsibilities and to motivate them to stop evil and promote good in their lives, families and in the community.



Figure 1.6.1 (c) Opening and Closing Ceremony Held in IPG Hall

This organization also have cark park but most of it are specific only for higher employees and as for the students, they have to park more far away to avoid traffic problems inside the library. Security tools also provided in here such as fire alarm system, hose reel house, fire extinguisher and many more. Furthermore, they also have academic pavilion in here which is serves for academic purpose.

**CHAPTER 2: ORGANIZATION INFORMATION**

## 2.1 Circulation Department

Circulation department was one of the most important departments in any library around the world. IPG Campus Gaya have this circulation department whereby in this department, it provides lending services, renewal of materials from library and also the payment of fines if the materials are being return late by patrons. If the patrons have already late to send their borrowed books or other materials, a reminder notice will be sent to patrons using letters for the staff and using short message service (SMS). If the patrons late, they will be charged fine around 20 cent per day.

### 2.1.1 Function of Circulation Department

> ➢ Lending and Checkout of materials to library users.

> ➢ Checking- in materials returned.

> ➢ Charging and receipting the overdue fines.

> ➢ Writing and dispatching overdue notices.

> ➢ Process user's cards for authorized outside persons.

> ➢ Registering validated users.

## 2.2 Acquisition Department

Acquisition department in IPG Campus Gaya Library are a place where they will maintain a high quality reference collection. They will also identify some new materials to ensure the strength and balance of the collection. Furthermore, this department also responsible in making sure to maintaining the appropriate records so that it can help the staff to easily retrieve some records easily when it was needed by patrons. Moreover, acquisition department are also providing an up to date selection of collections and tools which are needed in the library.

### 2.2.1 Function of Acquisition Department

➢ Suggestion and approval processing of collections and materials in the library.

➢ Purchase order processing.

➢ Receiving the materials whether it was from donation or from purchased.

➢ Maintaining payment reports.

➢ To check-in, organize, and perform shelf preparation for all collections.

### 2.3 Cataloging Department

Cataloging is the process of creating metadata representing the information resources such as books, moving images or sound recordings. These records will act as surrogates for the stored information resources. Cataloging department in IPG Campus Gaya library strive to make the Online Catalogue to be accurate and complete so that it will provide patrons with ready access in searching the books or other types of library materials within the library.

### 2.3.1 Function of Cataloging Department

➢ To organize the library resources with suitable bibliographic control.

➢ Creating and maintaining database of bibliographic records for books, theses and online resources.

➢ Ensure that all recently acquire materials which passed on from the Acquisitions Department is prepared available to users in the shortest possible time.

➢ To provide continuing maintenance and also quality control of the catalog records.

➢ Perform original and copy cataloging also adapt online records.

## 2.4 Reference Department

Many of patrons in IPG Campus Gaya library always seek help in choosing and using the correct database or finding the correct book which is the reasons why references department is important in library. There are many purposes of References Services such as to provide some effective ways to assist patron and give professional advice to some of the new patrons which still don't know the correct ways on the use of information resources for their research and teaching requirements.

### 2.4.1 Function of Reference Department

➢ Provide reference services via telephone or message.

➢ Provide assistance and instruction with using the library.

➢ Locating library materials or collections, using computers to access information and using basic reference sources.

➢ Assist the patrons in identifying some library materials which are needed to answer a question or to do their research and assignments.

➢ Provide brief and factual answers for each question to ensure that the patrons can easily understand the procedures and how to find the information easily in the library.

## CHAPTER 3: INDUSTRIAL TRAINING ACTIVITIES

### 3.1 Industrial Training Activities

### 3.1.1 Circulation Department

1st August 2018 was the first day for my internship. On this day, me and my partner have come to reporting our duty in Institut Pendidikan Guru Kampus Gaya (IPG Campus Gaya) to meet with the director. We were welcomed by Puan Sarina which in one of our supervisor and was brought by Encik Shahimin to meet the Director of IPG Campus Gaya. We have been told that we will be assigned at circulation first before the other department.

The next day, we were having a little briefing about our work nature and routine that we will have along another five months. We will be put under 2 supervisors which is Encik Shahimin and Puan Sarina because both of them are librarian which have the right qualification to supervise our work. Encik Shahimin told us that in the future, if we will also have been assigned on different kind of works not just specific on our department job because he will give works according to availability of the works and our times because there will be a time where students and staff are not available in IPG Campus Gaya because of some occasion.



Figure 3.1.1 (a) First Day on Reporting Duty to Director

**Activities during assigned in Circulation Department:**

| • **Handle Circulation Services** |
| --- |
| ✓ Sign up for the ILMU system so that we can use it because only library staff can open this system. <br><br> ✓ Handling the lending service, renewal of materials and payment of fines. <br><br> ✓ Charging and receipting overdue fines. <br><br> ✓ Send out the overdue notice. |

| • **Regular Check Up and Updating** |
| --- |
| ✓ I have to do check up on books and non-books materials which have been returned to library. <br> ✓ If some of the books is damaged, I have to separate it and send it to the other library staff to be fixed. <br> ✓ Renewing the patrons ID for students and staff in ILMU system. <br> ✓ Updating patron records such as their name and expired date in ILMU system. <br> ✓ Key in book label and spine label into the system. |

| • **Additional Tasks** |
| --- |
| ✓ Me and my partner has been told that we will be involved on the next upcoming event and we need to prepare ourselves to always ready in doing any tasks which will be given. <br> ✓ If I have something which I don't understand, I will just have to ask person in charge for me which is Encik Fadzly for registration participants. <br> ✓ Doing tasks for special big events in IPG Campus Gaya. <br> ✓ Attending meeting for "Bengkel Memperkasa Budaya Kerja Zon Sabah & Sarawak 2018. <br> ✓ Has been given tasks on key in and arranging participants for sports event by their match category and type of sports using Microsoft excel. <br> ✓ Follow up tasks that have been given to me. |
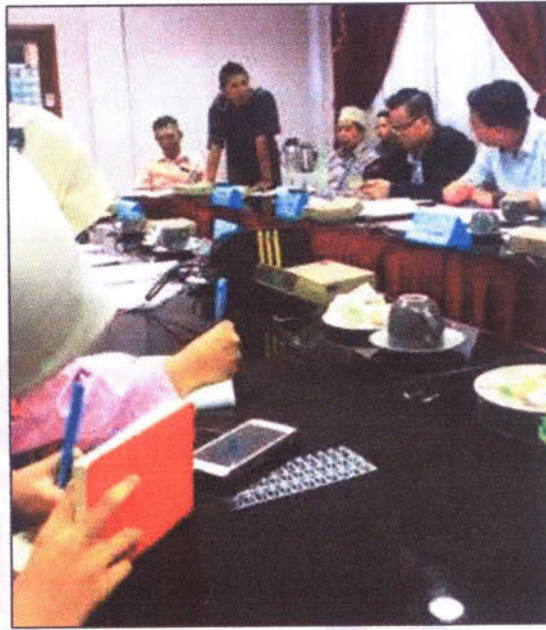
Figure 3.1.1 (b) First Meeting for Upcoming Big Event



Figure 3.1.1 (c) Follow Up Meeting for Upcoming Big Event

After 1 month, I stay in circulation department, I get new instruction about changing to acquisition department on 3$^{rd}$ September. During my time in here circulation department, I have learned many things which is new to me. Especially on handling to keep on track the records about all patrons in library to avoid any minor mistakes during the lending transaction.

### 3.1.2 Acquisition Department

On 3rd September, me and my partner have been attached at the acquisition Department. On the first day Puan Sarina give briefing to us on what tasks we will be given there is some extra works we will be given to us during our time here in this department. Puan Sarina also told that the big event will be held on this December so we need to always alert on managing our time to ensure that our tasks will be finished on time to avoid any problems during the event.

**Activities during assigned in Acquisition Department**

| |
|---|
| • **Stoke Taking** |
| ✓ Learn on how to do stoke taking using barcode technology. <br><br> ✓ Using laser barcode scanner for reading labels. <br><br> ✓ If the data scanned is wrong, it can be manually updated or rescanned. <br><br> ✓ Doing verification by going through the accession barcode number one by one books in the shelf. <br><br> ✓ Me and my partner has been assigned on doing this stoke take for 2 shelf in the library. |



Figure 3.1.2 (a) Stoke Take

Figure 3.1.2 (b) Stoke Take

After a week doing some works here in acquisition department, the day of the big event have come. Encik Fadzly told me that I will be the one who help him on registration and write down the important information in minutes of meeting. I need to keep up to date about latest information of participants, schedules of the events, files that contains participant's information and many more. I have attached the schedules of this big event below.



Figure 3.1.2 (c) Schedules for Event in 1 Week

Me and my partner have been given many tasks before, during and after this event. The staff guide us about our tasks and we have been given some of the students as our assistant to conduct our tasks. On 10th September, all of staff and students which are involved in this event have to attend full rehearsal to ensure that this event will move smoothly. I need to make sure all the files about the participants is complete and easy to retrieved when it was needed.



Figure 3.1.2 (d) Arranging Participants Files for the Event



Figure 3.1.2 (e) Files Name Which Contains Participants Information

On 11ᵗʰ September, the event has started. Me and my partner are assigned as committee member wearing a red shirt to label us so that the students will follow our instructions and as for the students, they are wearing green shirt to label them as assistant for the staff.



Figure 3.1.2 (f) Committee That on Duty Wears Red Shirt



Figure 3.1.2 (g) Students That on Duty to Assist Committee



Figure 3.1.2 (h) Registration Day for Participants

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There are many activities during the event, me and my partner have been assigned to monitor the movement of the event. I have to assist the participants to make sure that they will go to the right place where their event is occurred and show them the flows of the event.



Figure 3.1.2 ( i ) Zumba Activity



Figure 3.1.2 ( j ) Sukaneka Activity Which is Open for Students and Staff to Participate

After the event, I continue my tasks at acquisition department. On 18th September, my supervisor Puan Sarina teach me on what I should do for books arrivals process.

| • **Book Arrivals Process** |
|---|
| ✓ Check list of the books that have arrives and then recheck the books if it was all complete or not then record it. |
| ✓ If the books is not complete from the list, I have to inform to the vendors about it by telephone. |
| ✓ Write the information about the books in a form that I have been given such as arriving date and the right amount of its copy. |
| ✓ Stamp the books with IPG Campus Gaya logo and label, its accession number and its call number. |

| • **Managing Books Data** |
|---|
| ✓ Write the information about the books in the form that I have been given. |
| ✓ Copy the information and fill it into library system. |
| ✓ Recheck the data if it has some minor or major mistakes. |
| ✓ Put the books that have already being process in trolley for other staff to proceed the next process. |

28th September was my last day at acquisition department. On 1st October, I have assigned on the references department where I will be having tasks which involved many types of patrons. In reference department, Puan Noorwainie will be the person in charge on giving guidance to me and my partner.

### 3.1.3 Reference Department

On 1st October I have start doing tasks in reference department. Puan Noorwainie give a little briefing about the routine that I will be doing everyday and she will be giving some extra works during our free time because there will be a time where all students doing assignments outside IPG Campus Gaya and they will not available in the library.

**Activities during assigned in Reference Department**

| • **Information Literacy Service** |
| --- |
| ✓ Teaching the patrons on how to use OPAC and Equip service provided in the library. <br><br> ✓ Doing instructional tours for library facilities and teach them the proper ways to use it. <br><br> ✓ Teach students on how to search journal collection from the shelf and how to search it using online database. <br><br> ✓ Give guidance to patron on how to search for information that they needed for their assignments by subjects. |

| • **Assisting Patrons** |
| --- |
| ✓ Help patrons to locate the information or books that thy wanted in library. <br><br> ✓ Follow up with patron's request and questions via telephone. <br><br> ✓ Find and arranging the books which have been reserved by patrons. <br><br> ✓ Show some new patron the right direction to library materials in library and show the right way to used it. <br><br> ✓ Recommend the materials or books to patron which is suitable for their assignment and teaching session. |

- **Additional Tasks**

✓ Do shelving and make sure that all of the books is in the right shelf.

✓ Key in data about new references that available in library into ILMU system.

✓ Managing collections for "Program Diploma Perguruan Lepas Ijazah" (PDPLI) using Microsoft excel.

✓ Participate on the maintenance of reference collection.

✓ Labelling the books which has been repaired or the new books for reference collection.

✓ Updating the membership for patrons that have already expired.



Figure 3.1.3 (a) Shelving



Figure 3.1.3 (b) Arranging Book Collection

### 3.1.4 Cataloging Department

On 1st November, I have start doing tasks from cataloging department. Me and my partner have attached in this department for 2 months. This is the last department where I will be doing my industrial training. Kak Suzila will be the person in charge in helping and giving guidance to us. I will be learning more about how to handle cataloging data from manual to computerize cataloging.

**Activities during assigned in Cataloging Department**

| |
|---|
| • **Cataloging Tasks** |
| ✓ Doing catalog for media collection which is VCD, DVD and CD ROM. <br> ✓ Fill in the catalog information in cataloging form. <br> ✓ Doing catalog for new books especially text books. <br> ✓ Transfer the catalog from manual into computerized by key in the catalog data into ILMU system. <br> ✓ Key in the accession number into Parable system to generate the bar code label to be put in the books. <br> ✓ Recheck catalog in the system whether it have duplicate data or there are some books which have 2 copies and need to add into the ILMU system. |
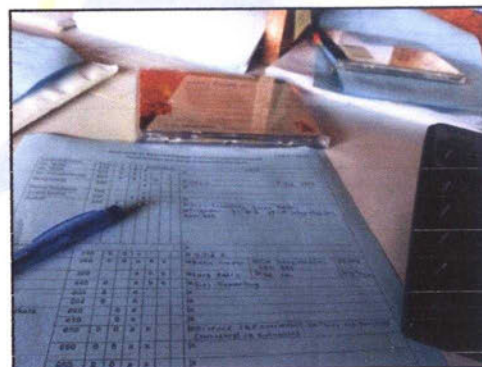


Figure 3.1.4 (a) Catalog Form for Media Collection

On 12 November, I have been informed about the upcoming mini event. The event is "Book Conservation Workshop". Me and my partner take participation in this mini event and also involve in the preparation. I learn about how to protect library materials from damage and insidious cause of deterioration in books and documents which is infestation by insects and vermin.



Figure 3.1.4 (b) Tools for Books Conservation



Figure 3.1.4 (c) Staff which involve in the mini event

- **Audit Preparation**

✓ Handling book collection from the past audit.

✓ There is colored label from the past audit and I have to peel off the color label from the spine book.

✓ Arrange the book collection according to its subject and call number.

✓ Check and recheck all the files and materials for audit purpose.

✓ Make sure all files, materials and data is all in full complete conditions to make it easier for auditor to do his job.
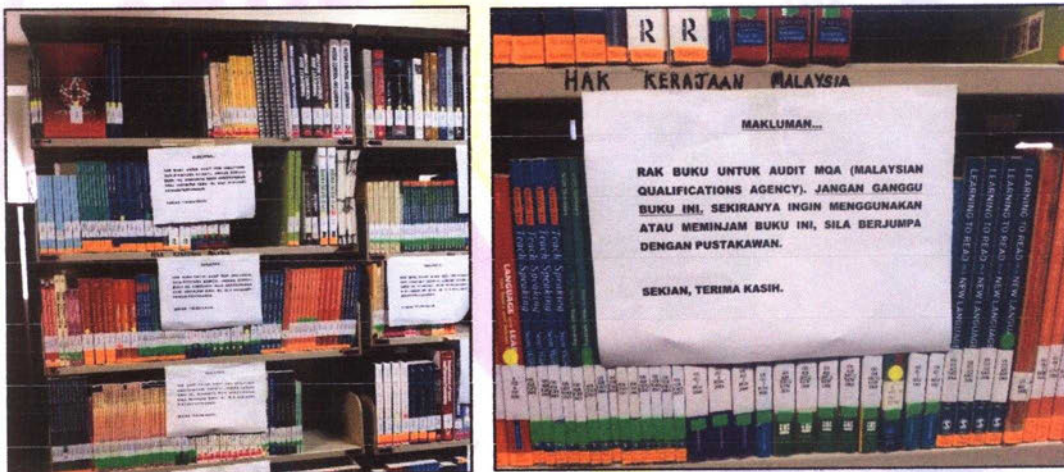


Figure 3.1.4 (d) Book Reference Collection for Audit

On 5th December, we have been told that we will be assign tasks because the organization will be having "Get Together Nite Dinner" among staff in IPG Campus Gaya. Me and my partner have been assign on the same tasks which is to handle the exchange gift. The theme that has been chosen for this annual dinner is Masquerade where all the staff will be wearing masks. Staff can bring their families come to this dinner including their husband, wife and children. The dinner take place at Pan Borneo Hotel on 8th December 2018. We will also be having lucky draw for staff to ensure that they will stay until the end of the night.
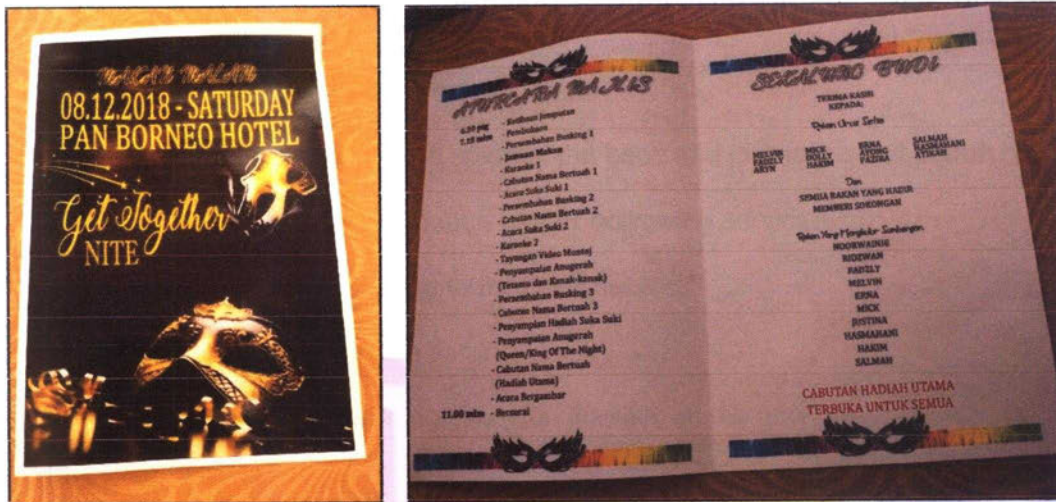
Figure 3.1.4 (e) Tentative Program



Figure 3.1.4 (f) On Duty During Dinner Event



Figure 3.1.4 (g) Photography Session

- **Additional Tasks**

✓ Key in patron details into library system.

✓ Put magnetic strips into the spine of the book and journal so that patron cannot bring it outside library without a proper borrowing service.

✓ Arranging books according to the book subject.

✓ Organizing backlog in the library

✓ Labelling call number and accession number on the new books.
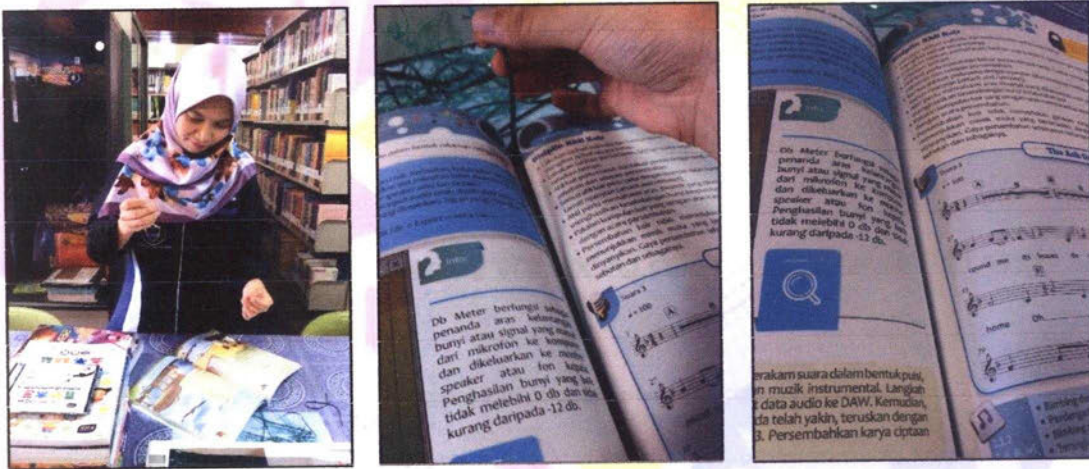


Figure 3.1.4 (h) Magnetic strips



Figure 3.1.4 (i) Labelling book with call number and accession number

## 3.2 Special Project

As for my special project, on 8th November my supervisor decides that me and my partner will do collaboration. Me and my partner Nurfazira Binti Tuh will create a database for journal collection here in IPG Campus Gaya Library. We choose Microsoft Access as the software that we will be using to create this database. Furthermore, we also decided that Nurfazira will handle on managing the journal data collection and I will be responsible on making the graphical user interface which involve in coding.

### 3.2.1 Objective of Database Project

- ❖ Produces flexible and adaptable database systems.
- ❖ Database can make collecting and sorting data for journal collection easier to be done.
- ❖ Protect the data from physical harm and un-authorized systems.
- ❖ Make the latest modifications to the data base available immediately.
- ❖ Provide prompt response to user requests for data.
- ❖ Make access to the data easy for the user.

### 3.2.2 Objective of Database Interface

- ❖ Enable a user work with the databases and tables in a RDBMS even if user doesn't have any knowledge of SQL.
- ❖ View and work with database objects.
- ❖ The information content is conveyed quickly and accurately.
- ❖ Users are not overloaded with extraneous information.
- ❖ The user's attention is directed towards information required.

### 3.2.3 Time

We start doing our project on 9th November. I'm doing my interface project step by step because if I don't do it carefully, the data cannot be generate and the button will not functional properly.

### 3.2.4 Project Implementation

First thing I do to do my works are by choosing what are the interface features that I will be doing and I will do 2 types of interface which will connected with each other. I choose to make Home and Log In interface which means only staff and member of library can open and use this journal database. I start to build table for my interface because without this table, I cannot conduct my interface.



| IDUSER | NAMA | STATUS | PASSWORD | Click to Add |
|---|---|---|---|---|
| 690907125006 | SARINA BINTI JI | STAFF | **** | |
| 750705126117 | SHAHIMIN BIN | STAFF | **** | |
| 761026125052 | NOORWAINIE I | STAFF | **** | |
| 850805125814 | SUZILAWATI BI | STAFF | **** | |
| 950115125786 | NORATIKA BIN | STAFF | **** | |
| 951106125594 | NURFAZIRA BIN | STAFF | **** | |

Figure 3.2.4 (a) Table User

After I put all staff and library member into this table user, I proceed with my next step which is open blank form. Then I will choose the suitable colors for the Home interface background and put the label in it. For the footer, I put the user ID, user name and user position in IPG Campus Gaya library as identification.



Figure 3.2.5 (b) Home Interface

Next I proceed to make the Log In interface. I will make more form and do modal dialog to proceed my next step. I insert IPG Campus Gaya logo and suitable image which can easily be understand by staff and other library members. Then I do the text box for user ID and password.
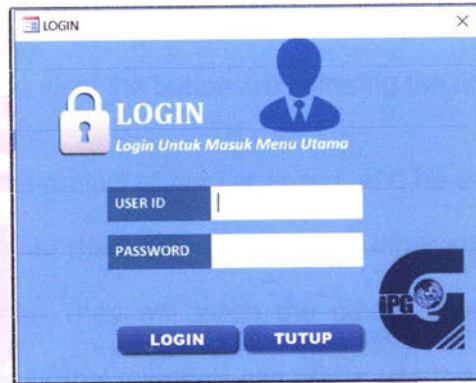


Figure 3.2.5 (c) Login Interface

To make the login button works properly where only authorized person can open it and people who don't have authorized cannot open it, I have to make coding. I will do the code builder for this login button. To make sure that the button can read the instruction and generate properly, I have to avoid all mistakes even slightly minor mistakes cannot be acceptable in this code builder.
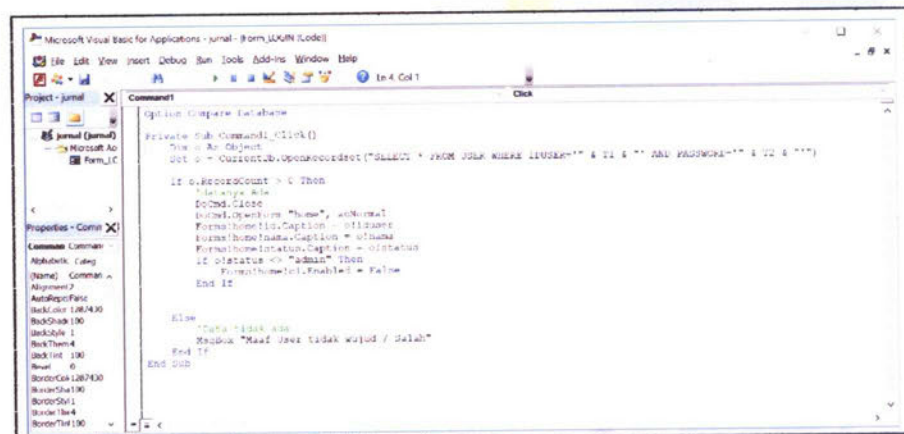


Figure 3.2.5 (d) Code Builder

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After I finish on managing all of the button that I put inside the interface, I will have to do run test to see if all of the button will work properly. There is some button that are not working properly so I have to recheck from the first step to see if I have done some minor mistakes and I found out that I have choose the wrong instruction. So, I fix the instruction and then do run test again on the next day. It was a success because the interface run properly and all of the button are following the right instruction.

We send our database project to our supervisor and he accept it. Then we have to teach on how to handle our database project to the other staff so that they can use it even after our internship. They will teach the others about this database so that anyone who want to find journal materials can easier use this database to do their own searching and find the information that they needed. Students can also use this database to find the right journal they can used for their assignment and as for the lecturers, they can use this database to search the right journal for their teaching session.

## CHAPTER 4: INDUSTRIAL TRAINING REFLECTION

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

During my journey in experiencing working here in IPG Campus Gaya library, I applied my knowledge that I get from my degree studies in Bachelor of Information Science (Hons.) Library Management. Before this, I only learn about theory and only in the classes that I've attended. But here during my internship experience, I can use the things that I learn and use it to enhance my skills inside the real environment of library industry.

By doing many types of practical tasks, I gain more and more experience which makes me automatically can adapt within this library industry and community. Moreover, the skills that I gain during my internship can help me to understand better to always avoid even minor mistakes so that it can makes the works will be easier to conduct without problems. In addition, I can use the skills that I learn as one of my strength and use it to prove that I am qualify to stay in this library industry when I want applied to works within this industry.

I also get to experience myself on how to do multitasks works under pressure like handle on how to solve problems right on the spot. During my internship, I also get to improve my personal skills such as critical thinking, problem solving, flexibility and dependable. Besides that, my interpersonal skills also improving and this help me to interact well with the other staff here in IPG Campus Gaya library. Furthermore, the environment in teach me to always follow the working ethics where I must come to work right on time, do tasks according the right guideline and must follow the dateline which have been given and many more. Thus, for this 5 months of internship, I have been exposed to many types of library sectors and department and understand on how library staffs tasks were being done.

## 4.2   Personal thoughts and opinion

Before my internship, I always have many different thoughts and its either positive thoughts or negative thoughts. I'm afraid that I cannot perform well during my internship but at the same times I feel motivated to learn more new things inside this internship environment. Thus, to avoid more and more negative feelings, I start to focus only on the positive thoughts. If I cannot do some things, I will ask guide from people who are familiar with it and learn from them. That's what I have done during my internship and it makes me become more familiar with the library tasks.

As for the staffs in here, all of them are very good because they willing to teach us many things and even in weekends, some of the staff still give answer to my questions when I have been given tasks which is hard for me to make it work. I really love the working environment in here because we always greet each others, smile and make many small talks which can enhance my interpersonal skills. Furthermore, almost every staff in here were punctual with their times whether in meetings, working hours, dateline or events. This kind of vibe automatically makes me adapt with discipline, commitment and trustworthiness.

I have improved a lot during my internship here. Before this, I only got my knowledge about library industry through theory, noted and through the lecturers. After I my internship here in IPG Campus Gaya library, my knowledge become wider in many aspects. There even a time where I really don't understand the task I have been given, but the staff here explain to me every details about the tasks and they even told me why we have to do it that ways. So by doing this, the staff makes me have a better understanding about the tasks and I can do it with ease. Hence, I can modify the knowledge that I get and use it for my information management skills.

## 4.3 Lesson learnt

There are many lessons that I have learnt during my internship. The very important lesson which I will cherish is about the trustworthiness among coworkers. Before any event, they will gather together in one place and talk about any problems that they are having with their works and then the other coworkers will help as long as they can. Some of them will give suggestions on how to avoid problems during the event. They also assign tasks to the suitable person according to person ability. For example, Miss Sarina has connections inside the catering industry, so she has been assign on handle the foods and decoration for dinner event.

Next is the lesson on how to handle my emotions. Involve in this library services surely makes me to really avoid any negative emotions because I will meet different kind of patrons. Some of them is a slow learner so it takes more time to makes them understand on how to use library services such as OPAC or find books from shelves by looking at the books call numbers. I learn many things such as always smile even thought I have to keep repeating the process to the same person.

I also learn many types of skills because sometimes I be given tasks which also something new for me but I try my best to accomplish it of course by the help that I got from the staff. Some of the skills that I gain are problem solving skills, ability to accept critics and learn from it, flexibility, teamwork and many more. Besides that, I also learnt on how to keep the consistency of my tasks and my daily tasks. This consistency is very important in this library because everyday the teachers or students will come to get their teaching materials and information about their assignments in the library so to avoid any problems during searching and retrieving process, staff in here really needs to keep their collection up to date.

## 4.4 Limitation and Recommendation

### 4.4.1 Limitation

There are some limitations that I have notice during my internship. Firstly is the facilities in here were old and some of them is still not being upgraded. Furthermore, the system here is depending on the central library in Tawau which means sometimes when the central library system line has problem it will also affect the system here in IPG Campus Gaya library.

The patrons need to hold on their transaction and come again to the library after the line is good to proceed with their transaction. Besides that, the information in here is not working properly because some of the students don't really get the information about the latest issues here in library. This is because the bulletin board is less interesting and the students just walk by the bulletin board without looking at it. Library only use A4 paper with information in black ink to be put on the bulletin board and the letters is so small.

### 4.4.2 Recommendation

I recommend that this organization to upgrade their facilities and change it to the new tools. They can analyze what is the latest facilities which are popular among the patrons and the order it from vendors. After that, they can put it in this library so that it will make patrons becomes more attracted to come to the library and use these facilities.

As for the library system line, IPG Campus Gaya library should try to use more upgraded system and put one host in their own library to avoid this problem. As for the bulletin board, I suggest that this library to it more interesting by following their own creativity such as making the message bigger in different fonts and make it more colorful. This can attract the patrons to read and understand the message that have been given by the library.

## 5.0 CONCLUSION

For this 5 months internship, has been a very memorable journey for me because I have learn so much new things along the way. To sum up all my experience for all 5 months, I can say that it makes me change my mindset and turn me into different person than when I was still a normal student who only knows basic knowledge for library industry. Furthermore, I really love the environment and all of the staff here in IPG Campus Gaya which never feel tired to give guidance to me.

During my internship, here, I see that working environment is very different from university environment because they have different structure. Besides that, in working environment also shows me that interpersonal skills is very important to ensure that we can have the harmony inside office without any stress. If I have good connections with all of the staff in the office, my heart will always feel ease and I don't feel any burden when I was given any tasks. This is because even when I get a difficult tasks, the staff in here will always help me by giving their guidance towards me.

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# APPENDICES

# Sijil Penghargaan

Dengan sukacitanya mengucapkan
Setinggi – tinggi penghargaan dan terima kasih kepada

**NORATIKA BINTI SHAHRIN**
**950115-12-5786**

sebagai

**AHLI JAWATANKUASA**
**BENGKEL MEMPERKASA BUDAYA KERJA CEMERLANG**
**ZON SABAH & SARAWAK 2018**

pada

**11 HINGGA 15 SEPTEMBER 2018**

Bertempat di

**INSTITUT PENDIDIKAN GURU KAMPUS GAYA, KOTA KINABALU**

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Pengarah
Institut Pendidikan Guru Kampus Gaya
Kota Kinabalu, Sabah

**INSTITUT PENDIDIKAN GURU**
KAMPUS GAYA, KOTA KINABALU
SABAH

*Sijil Penghargaan*

Kepada

**NORATIKA BINTI SHAHRIN**

telah menjalankan latihan industri
dengan cemerlang di

**Unit Pusat Sumber**
**Institut Pendidikan Guru Kampus Gaya**

pada
**01 Ogos 2018 hingga 31 Disember 2018**

segala sumbangan dan khidmat bakti
di Institut ini adalah sangat dihargai.

**GERTURUDE JOCK** A.D.K
Pengarah
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