

PRACTICAL TRAINING REPORT

**PERPUSTAKAAN SULTANAH NUR ZAHIRAH
UNIVERSITI MALAYSIA TERENGGANU
21030 KUALA NERUS
TERENGGANU DARUL IMAN**

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DECEMBER 2018

DECLARATION

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

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ABSTRACT

The purpose of this documentation is to report the activities undergone by the trainee during the Industrial Training for five months in Perpustakaan Sultanah Nur Zahirah (PSNZ). The report includes daily task that assigned to the students practical such as cataloging, circulation, digitization, manage equipment and also manage the activities. Moreover, the most vital part is where the students practical has been assigned with a special project which is to provide a QR codes projects. The objective of this volunteering project is to encourage reading culture parallel with mandate Education Minister Dr Mazlee Malik that aimed at forming a world class knowledge society. The purpose of this project is easier the reader to read anything educational.

ACKNOWLEDGEMENT

Assalamualaikum w.b.t

Above of all I would to thank “Almighty Allah” whose guidance let me courageous at every moment. I also want to express gratitude to my lecturer, Puan Amirah Binti Haji Abu Hasan for giving me advise and opportunities to finish this final report. Her precious advice, instruction and knowledge of subject help me immensely.

I would like to express my deepest appreciation to all Perpustakaan Sultanah Nur Zahirah staffs that provided me the possibility to complete this report. A special gratitude I give to supervisor, En Syed Mohammad Helmy Md Akhir, whose contribution in stimulating suggestions and encouragement, helped me to coordinate my project especially in writing this report and finishing my special project.

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INTERNSHIP BRIEF

The industrial training is the student learns, practice and exposes the real working environment. Industrial training can be known as practical training. From practical training, student also learns about the ability to working under pressure, work ethics, and demands of the organization. Usually, practical training has supervision from the staff of the organization. In order to fulfill the requirements of IM 244 program, this training is requirement from the University Technology MARA (UiTM) for student of final year in Bachelor of Information Science (Hons.) Library Management.

Student have been expose for theories in library management and in order to complete the syllabus of IMC690 (Industrial Training) and student need to choose any library that can give them working experience in their major learning which is library field. I have chosen to practical at Perpustakaan Sultanah Nur Zahirah, Kuala Terengganu and have been approved by at Perpustakaan Sultanah Nur Zahirah. Student must undergo and carried out this industrial training for five months, started from 1 August 2018 until 31 December 2018.

During the industrial training, the trainee need to prepare log book and report activities that have been done in the organization and should contribute activities of the workplace and to meet the same demands of work production and responsibility expected by the organization of its regular employees .The trainee must communicate actively and cooperate each of the staff in order to improve soft skill and technical skill. Communication skill is important to the trainee because their can improve their marketability after graduation .Students also can enhances their knowledge about library field, managing information and handling customer services during practical training.

There are several objectives of industrial training which are including of:

- To expose trainee with the real working environment.
- To develop self-confident for trainee.
- To improve and adapt the theory into practical skills to the trainee
- To expand marketability for trainee as fresh graduate.
- To provide pre-professional work experience with specific assignments and responsibilities.
- To encourage/stimulates a personal career interests, serving as a bridge between university and the world of work.
- To help students improve their marketability after graduation.
- To encourage students to apply the skills and knowledge gained at the university to benefit the organizations.
- To adapt managerial and technical skills in a library and information environment.

CHAPTER 1 :

INTRODUCTION

CHAPTER 1 : INTRODUCTION

1.1 BACKGROUND OF THE ORGANIZATION

1.1.1 Background of the Universiti Malaysia Terengganu (UMT)



Figure 1.1

Main entrance of the Universiti Malaysia Terengganu (UMT)

Universiti Malaysia Terengganu (UMT) is the 14th public university in Malaysia and is located in Mengabang Telipot, Kuala Terengganu. The unique history of UMT can be traced back to the time when the Fishery and Marine Science Centre was formed in Mengabang Telipot by Universiti Putra Malaysia (then Universiti Pertanian Malaysia) in 1979. Initially, the centre provided training facilities for Fishery and Marine Science students as well as research facilities for academic staffs. In June 1996, Universiti Putra Malaysia decided to create a branch campus in Mengabang Telipot, following the relocation of the Faculty of Fishery and Marine Science from Serdang to Mengabang Telipot. The branch campus was named Universiti Putra Malaysia Terengganu (UPMT). The name of the faculty was changed to Faculty of

Applied Science and Technology. Also formed at the branch campus were the Faculty of Science and Professional Arts and the Matriculation Centre.

On 5th May 1999, UPMT became Kolej Universiti Terengganu (KUT) after an approval was obtained from the Cabinet for a formation of KUT as an associated campus of UPM. Two years later, in May 2001, KUT became a fully autonomous institution. On 20th June 2001, KUT officially became the 14th public institution of higher learning in Malaysia, and was subsequently renamed as Kolej Universiti Sains dan Teknologi Malaysia (KUSTEM). On 1st February, 2007, KUSTEM was renamed Universiti Malaysia Terengganu

1.2 INTRODUCTION OF PERPUSTAKAAN SULTANAH NUR ZAHIRAH (PSNZ)



Figure 1.2

Perpustakaan Sultanah Nur Zahirah (PSNZ)

The Perpustakaan Sultanah Nur Zahirah or better known as PSNZ has started its operations since the establishment of the Center for Oceanic Fisheries and Sciences University of Agriculture Malaysia (UPM) in May of 1979 with a total of 2 staff members who handle it. At that time, PSNZ was placed in a small room in the administrative section. The Library Clerk is responsible administering the entire Library administration and assisted by one Library Server. The collection that was placed at PSNZ at that time was related to Fisheries Science.

The development of the university's autonomy has had an impact on the design and operation of PSNZ. To support the development, PSNZ has moved 4 times starting with the first move was in December 1984 from the administrative building to the building Netloaf. The second transfer was on June 14, 1986 from Netloaf to the Building Hostel A and the third transfer on November 28, 1988 from the Building Dormitory A to old library building blocks A, B, and C. In August 2004, the library has moved once more to the existing building now.

On May 13, 2007, KUSTEM Library was run by Your Majesty His Majesty Al-Wathiqu Billah, Tuanku Mizan Zainal Abidin Ibni Almarhum Sultan Mahmud Al-Muktafi Billah Shah with the new name Sultanah Library Nur Zahirah. Starting from January 1, 2013, the Library of Sultanah Nur Zahirah has been through massive digital transformation in the history of the library, with serves as a digital library. Accordingly, the name the library has changed to the Sultanah Nur Digital Learning Center Zahirah. The next transformation is on January 1, 2016 where The Digital Learning Center of Sultanah Nur Zahirah has undergone structural changes in the direction of his collection, namely, being a Hybrid Library sustainable and renamed to Sultanah Nur Zahirah Library.

PSNZ has various printed and unprinted collections in the field as follows:

- Economics and Management
- Science and technology
- Maritime Studies and Marine Science
- Sociology
- Natural Resources Management

PSNZ is currently working on strengthening its services to users to support the target set by the university, that is be the ultimate reference point either locally or internationally specialized in Aquatic Science.

1.2.1 Library Chronology

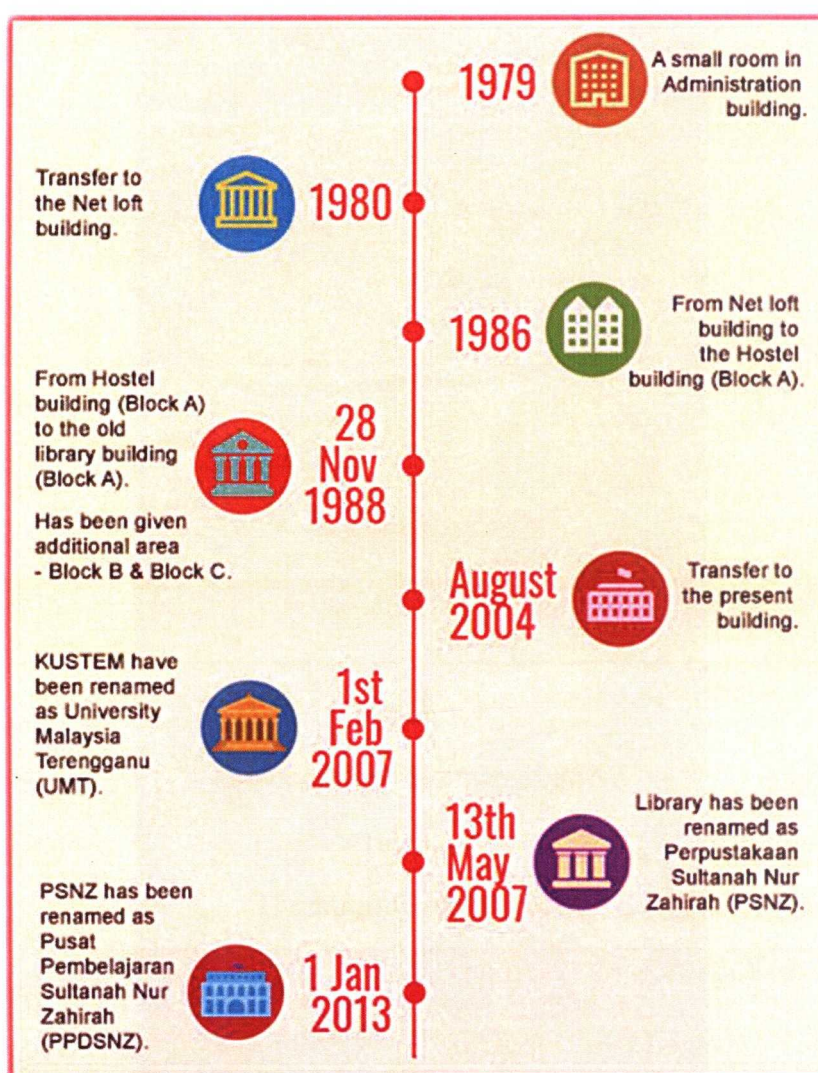


Figure 1.3

Library chronology

1.2.2 Location / Sitemap of PSNZ

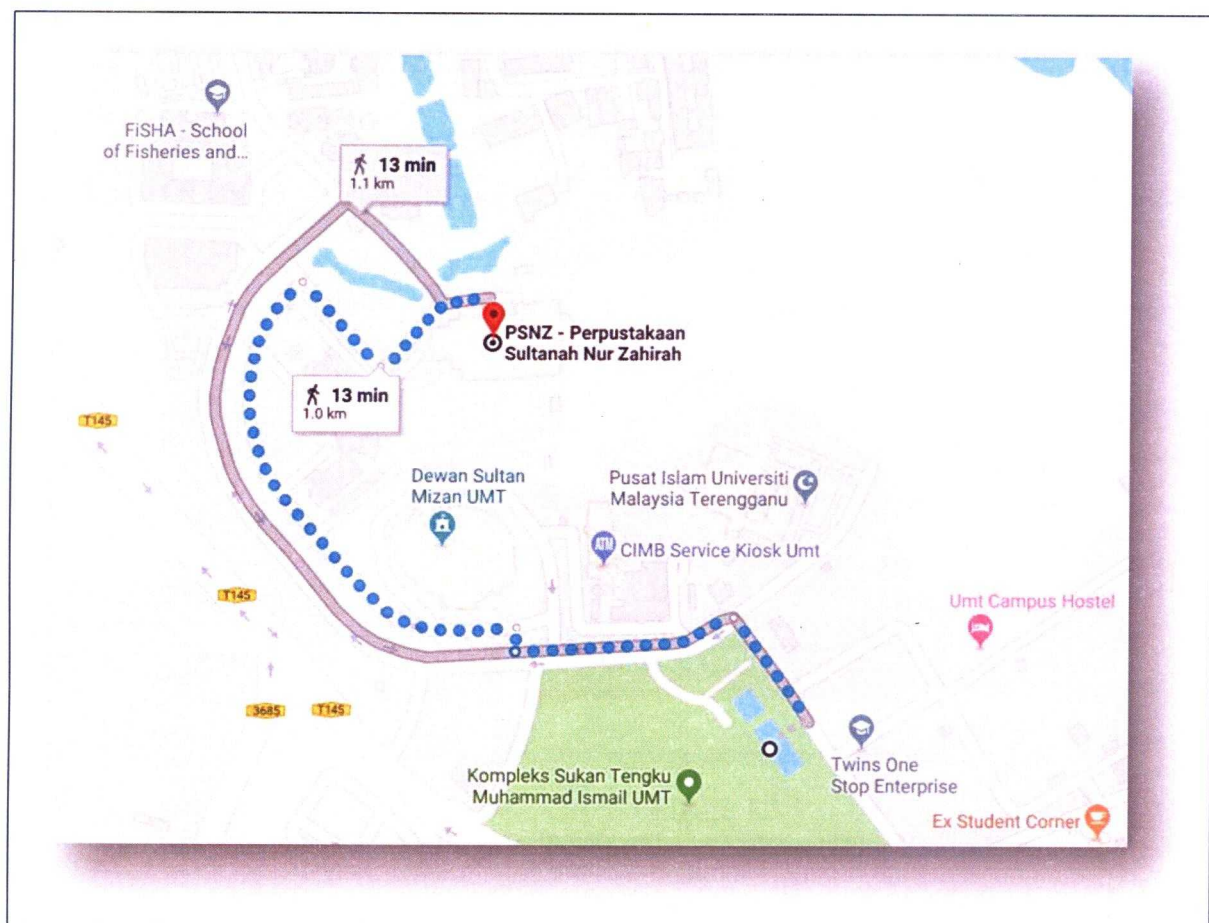


Figure 1.4

The Location / Sitemap of PSNZ

Table 1.1

The Information of PSNZ

Address	Perpustakaan Sultanah Nur Zahirah, Universiti Malaysia Terengganu, Mengabang Telipot 21030 Kuala Nerus, Terengganu Darul Iman.
Telephone no	+609-6684185
Fax no	+609-668417

Email	psnz@umt.edu.my
Facebook	Psnzlib

1.2.4 Logo Of PSNZ



Figure 1.5
Logo of Perpustakaan Sultanah Nur Zahirah

1.2.5 Goals of PSNZ

PSNZ is currently working on strengthening its services to users to support the target set by the university, that is be the ultimate reference point either locally or internationally specialized in Aquatic Science.

1.2.6 Vision, Mission, Tagline and Objectives

- **Vision**

Library as a reference center of knowledge.

- **Mission**

Providing services and convenience to customers with offering information services, library resources supported by the use of latest technology to support learning,

teaching, consulting and research in the field Science, Technology and Natural Resources Management

- **Tagline**

“Kepuasan Anda Keutamaan Kami”

- **Objectives**

- ✓ Provide efficient, effective, up-to-date and friendly service to the campus community and society at large
- ✓ To optimize the use of various sources of information and facilities
- ✓ To improve the staff's expertise to support the success of high-educated human capital
- ✓ To offer priority services cost effectiveness
- ✓ To strengthen user education programs towards lifelong learning sustainability
- ✓ Develop, document and maintain resources learning and research in various mediums such as print media, multimedia and electronics
- ✓ To preserve the resources of the university's intellectual property and intellectual property by becoming a library as a treasure house of knowledge

1.2.7 Client charter

- Providing a customer-friendly environment inside library
- Ensure the library customer are given a good service , prudent and fulfilling the requirement
- Providing comprehensive, up to date and accurate collections
- Ensure the database is accessible to customers 24 hours x 7 days.

1.2.8 General rules

- The use of the Perpustakaan Sultanah Nur Zahirah (PSNZ) is limited to registered customers or visitors who have been approved specific only. This condition also applies to services and facilities that is prepared.
- Customer must always show student card / staff card while at the PSNZ. Failure to do thus causing the customer to be prohibited from using services and facilities provided.
- Client must abide by UMT's ethical code of dress and dress polite and neat while in the PSNZ. The use of t-shirts without caps, hats and sandals is prohibited.
- Library Customer of PSNZ is not allowed to make noisy. Cell phones should be placed in a vibrate mode or quiet (silent) as long as the customer is inside the PSNZ.
- Customers are not allowed to smoke, eat, drink, sleep or make something that could affect the learning environment in the PSNZ.
- Bags (except laptop bags and bags), umbrellas, hats helmets, parcels and so on should not be brought in PSNZ. It should be placed in the luggage room provided outside PSNZ. PSNZ management shall not be liable for any damages or damages loss of personal belongings.
- Customers are not allowed to bring in pets in PSNZ.
- Booking is not allowed. Books and other tools that left on chairs and tables in the long run will collected by the Library Officer of PSNZ.
- Do damage to property of PSNZ is a mistake including cutting, cutting, damaging or destroy the Library materials of PSNZ.
- The borrower is fully responsible for the materials borrowed. Make a loan using a student / card of another customer's staff is a mistake.

- The official time to determine the fines on late books returned and for other purposes will be calculated according to the hours at the Counter Loans. If the clock is damaged, the exact time will be determined by Staff of the PSNZ staff at the counter.
- Announcement of closing PSNZ will be made 10 minutes before library closed. All customers is required to leave library during the period that is.
- The PSNZ is not responsible for any loss or damage to the property of an individual.
- Library Staff PSNZ reserves the right customers leave the library if available breaking the prescribed or disruptive rules library
- PSNZ reserves the right to prevent customers from using the facilities and services of the PSNZ if it violates the library Rules or University Regulations.
- The PSNZ and the University are entitled to amend or add any rules from time to time without prior notice.

1.2.9 Library Membership

For library membership, there have many categories which are for diploma students, undergraduates, graduate student, senior management officers, academic officer, courses and professional officers, support officers external expertise, UMT alumni membership and retirement membership

1.2.10 Code Of Appearance Ethics

Students are required to adhere to the prescribed codes of attire during the stay on campus and off campus as well as outfits for official events as well outlined in the Student Regulation Book of Universiti Malaysia Terengganu.



Figure 1.6

Example of appearance ethic code

Violation of Student Appearance Ethics can be convicted based on Universities and University Colleges Act 1971, Rules University College of Science and Malaysian Technology (Discipline of Students) 2001.

1.2.11 Material Loan

Customers must be registered as a member of Perpustakaan Sultanah Nur Zahirah and need to show matrix / staff card / expert card when making a loan at Main Counter. Loans can also be made on self-service lending machines.

The customer is fully responsible for the materials borrowed. Make a loan using a matrix card /staff card/ expert card another customer is a mistake. Materials borrowed by the customer must refunded according to the specified return date.

1.2.12 Opening Hours

The official announcement of the closing operation of the library was made ten minutes (10minutes) before the end of the library and students' operations are required leave the library after hearing the announcement.

Any dealings via the library's main counter only until 9.30pm. For post-mortems, you can use Self Check Machines and book returns using Book Drop.

Table 1.2
During Semester

Day	Time
Sunday - Wednesday	9.00 am – 10.00 pm
Thursday	9.00 am – 4.30 pm
Friday	3.00 am – 10.00 pm
Saturday	10.00 am – 6.00 pm

Table 1.3
During Examination

Day	Time
Sunday - Wednesday	9.00 am – 10.00 pm
Thursday	9.00 am – 6.00 pm
Friday	3.00 am – 10.00 pm
Saturday	10.00 am – 10.00 pm

Table 1.4
Semester Break

Day	Time
Sunday - Thursday	9.00 am – 4.00 pm
Friday and Saturday	Closed

For new year, in 2019. Perpustakaan Sulatanah Nur Zahirah will have test run about the new opening hours because of the requirement that needed by UMT management. This is the new opening hours for PSNZ.

WAKTU OPERASI PERPUSTAKAAN SULTANAH NUR ZAHIRAH, UMT	
WAKTU SEMESTER	
HARI	WAKTU
AHAD - RABU	8.00 A.M. - 10.00 P.M.
KHAMIS	8.00 A.M. - 6.00 P.M.
JUMAAT	3.00 P.M. - 10.00 P.M.
SABTU	10.00 A.M - 6.00 P.M.
MINGGU PEPERIKSAAN	
HARI	WAKTU
AHAD - KHAMIS	8.00 A.M. - 12.00 A.M.
JUMAAT	8.00 A.M. - 12.30 P.M.
SABTU	3.00 P.M. - 12.00 A.M.
CUTI SEMESTER (IJAZAH SAHAJA)	
HARI	WAKTU
AHAD - KHAMIS	8.00 A.M. - 6.00 P.M.
JUMAAT	TUTUP
SABTU	8.00 A.M - 4.00 P.M.
CUTI SEMESTER (IJAZAH & DIPLOMA)	
HARI	WAKTU
AHAD - KHAMIS	8.00 A.M. - 4.00 P.M.
JUMAAT & SABTU	TUTUP
* CUTI KHAS & CUTI UMUM : TUTUP	
** TERTAKLUK KEPADA SEBARANG PERUBAHAN SEMASA	

Figure 1.7
PSNZ New Opening Hours



Figure 1.8

1.4 BUILDING OF PSNZ

1.4.1 Facilities in PSNZ

PSNZ consist of 3 level which are ground floor (G), 1st floor and 2nd floor. Ground floor specialized for BPSI department, 1st floor specialized for BPPM department and 2nd floor specialized for BPKS department.

➤ Book Drop

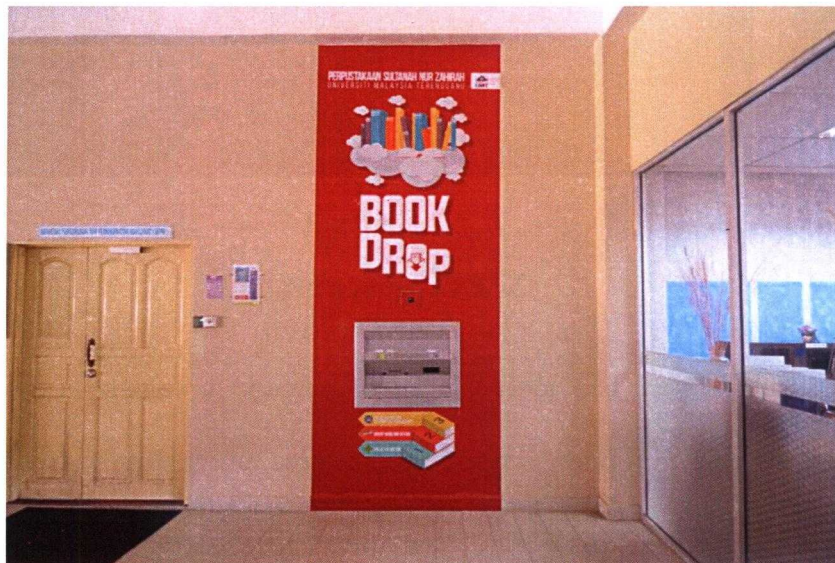


Figure 1.9
Book drop

Book Drop is a self-service book return service. PSNZ customers can return books borrowed through the Book Drop facility placed near PSNZ main entrance. If the material returned through this facility is late and has a fine, the customer must explain the fine at the Main Counter. Book Drop Machine operates 24 hours a day. Users can used this facility to return books at any time and their records will be automatically updated.

➤ **Computer Area**

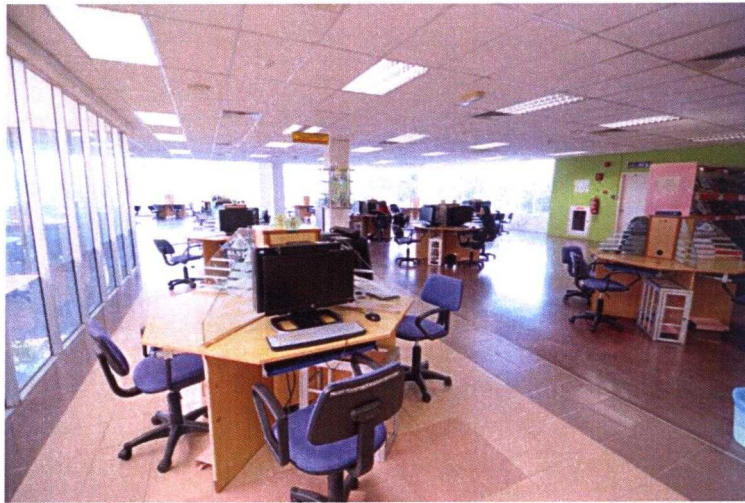


Figure 1.10

Computer area in PSNZ.

This room is located at the end of the 1st floor and have about 30 units of computers that provide the convenience of typing and browsing the Internet to customers. Customers have to register before using the computer at the provided computer there.

➤ **Auditorium**



Figure 1.11
Front of auditorium

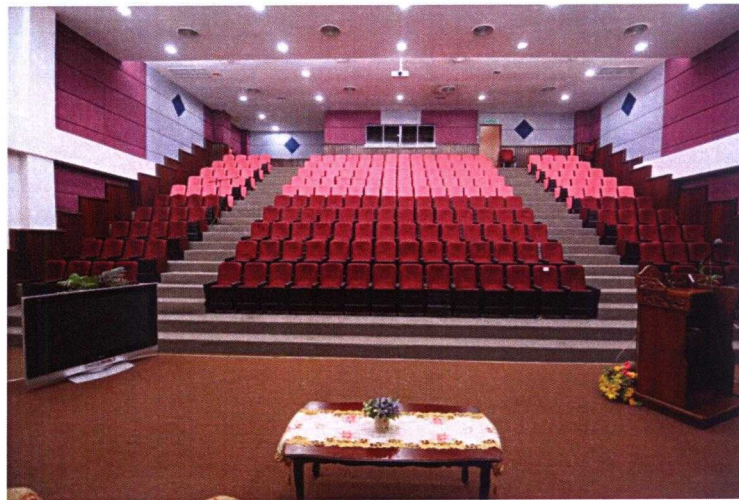


Figure 1.12
Accommodation of auditorium

Auditorium can easily accommodate 220 people and suitable for activities such as talks, workshops and seminars. Located at the level of one PSNZ building. Auditorium usage is permitted for any official university activities, equipped with PA system and campus internet networks. Applications from outside parties are to be submitted with a letter of support the relevant and approved are at the discretion of the Chief Librarian. Reservations can be made online at the PSNZ Portal.

➤ **SelfCheck Machine**

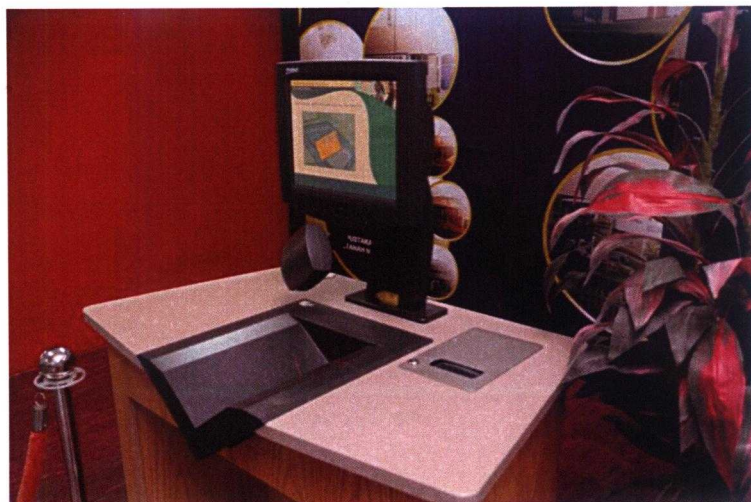


Figure 1.13
Selfcheck machine



Figure 1.14
User using selfcheck machine

This machine is provided to give convenience to customers make a book loan on a regular basis without having to queue at the counter. Registered PSNZ customers can using 1 unit of this machine placed near the Main counter. The loan process requires customers using student /staff card.

Steps for borrowing to be followed:

- Scan the metric card or staff card.
- Scan the book.
- Collect receipt for safe keeping and future reference.

➤ **Multimedia Training Room**



Figure 1.15
Multimedia training room at PSNZ.

This room will be equipped with 30 computers for training purposes as well as guide the customers in the search for information such as database search training. Use of this room only open to UMT staff only. Bookings can be made by online at PSNZ Portal.

➤ **Photocopy Machine**



Figure 1.16
Photocopy Machine



Figure 1.17
User using of photocopy machine

The photocopier facility is available on level 1 and is maintained by private companies. It is self services machine and customers need to buy photocopy machine card at the main counter. There is a manual guide near the Photostat machine. If the card has been used up, the user has to purchase another card at the main counter and can not be re-added.

➤ Prayer (Solat) Room



Figure 1.18
Prayer room at PSNZ.

PSNZ provides surau provided at each level for convenience Muslim customers perform prayers which located at:

- Level 1 : Muslim and Muslimat (near the References Collection)

- Level 2 : Muslim / Muslimat (near carrel room)

➤ **Exhibition Area**



Figure 1.19
Exhibition area in PSNZ.

This space is reserved for exhibitions and organized activities Universiti Malaysia Terengganu only. All equipment and preparation the exhibit material shall be provided by the applicant. Booking can be made online at the PSNZ Portal. Located at the Level 1 near Library's Main Entrance.

➤ **Meeting Room**



Figure 1.20
Meeting room in PSNZ.

It can accommodate up to 60 people. Room location is located at the Level 2.

Room reservation can be made online.

➤ **Discussion Room**



Figure 1.21
Discussion room in PSNZ

PSNZ provides nine rooms discussions located at the ground floor 2. All students, lecturers and staffs are entitled to use the room this discussion by requesting at PSNZ Main Counter. This room must be used in one group not less than three (3) persons and not more than six (6) peoples. Duration of use is for two (2) hours for each groups and customers are requested take and hand over keys rooms every time use at the main counter on the floor one.

Table 1.5
Discussion room information

Room Number	location	Category	Usage Period	Capacity
9, 10 & 12	2nd floor	Lecturers Only	1 Day	3 Person
The Rest	2nd floor	Students / Staff	2 Hour	6 Person

➤ **Carrel Room**



Figure 1.22
Carrel room



Figure 1.23
Equipment at carrel room

Carrel room is an individual special room that allows customers to make references or assignments individually. This facility is provided to all registered members. A total of 26 rooms have been provided at the second floor. Customers can apply and get the key at PSNZ main counter. Duration of use is one day. Usage period of carrel rooms for academic staff, post graduate and final year undergraduate students as follows:

Table 1.6
Usage period for carrel room in PSNZ.

Category	Usage Period
Academic / Non academic Staffs	3 Day
Posgraduate	1 Day
Degree & Diploma Students	1 Day

➤ **Cozy Corner**



Figure 1.24
Cozy corner in PSNZ.

Cozy corner is a lounge created for library users placed in open space on the second floor, near to the Post Graduate Lounge. There are several tables and chairs arranged for library user convenience.

➤ **Post Graduate Lounge**



Figure 1.25
Post graduate lounge in PSNZ.



Figure 1.26
Equipment in post graduate lounge

Room located on level 2 is specially designed for graduate students for more conducive discussion, review and learning. This fully furnished sea-view lounge is basically for postgraduate students and academic staff to enjoy reading or having discussion. Locked lockers are also available in this room for a period of one (1) month. Customers can apply for keys at Main Counter. This room is under the supervision of the UMT Graduate Management Center and is assisted by the PSNZ.

➤ **Library Square**

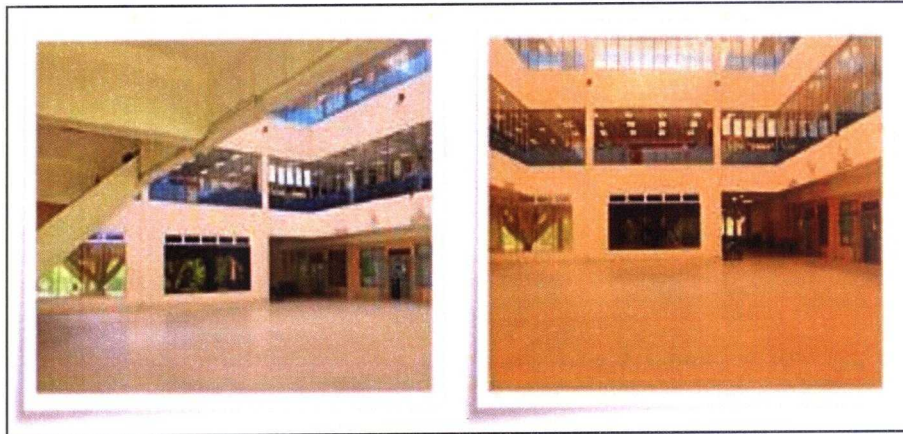


Figure 1.27
Library Square in PSNZ.

Sultanah Nur Zahirah Library Square is located on the ground floor and can be used for exhibition purposes and student leisure activities such as co-curricular activities. Applicants must be UMT staff and students. Applications from outside parties to be submitted with the relevant supporting letter and approval are at the discretion of the Chief Librarian. Reservations can be made online at the PSNZ Portal. Usage application is restricted to activities organized by UMT only. Usage is not permitted on Thursdays and Fridays unless the prior permission of the Chief Librarian has been granted.

➤ **Champion Learning Space**



Figure 1.28
ICLS room in PSNZ.

This room is developed with ICT facilities such as projector, Apple TV and audiovisual systems for customers' use. It can accommodate 20 people. The uses of this room is only open to UMT staff only for scientific activities such as workshops, training, meetings and others. Reservations can be made online at the PSNZ Portal. It located at the Level one.

➤ **Open Reading Room**

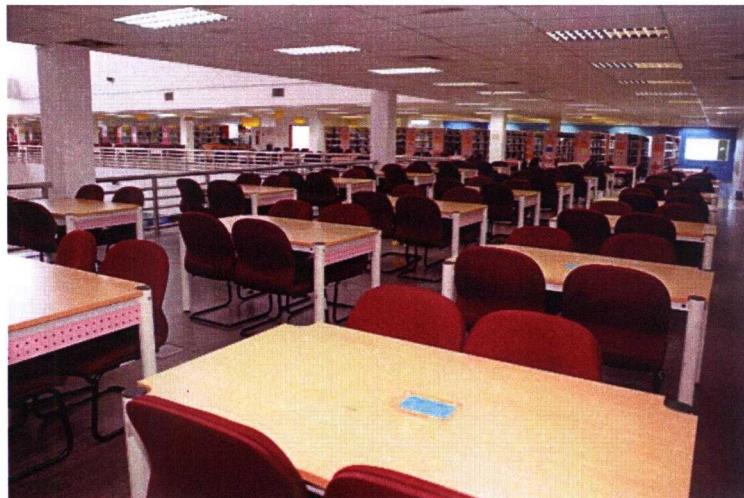


Figure 1.29
Opening reading room 1

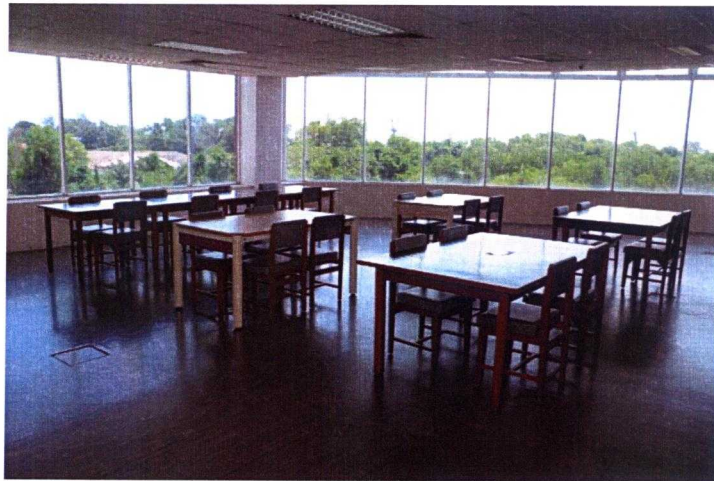


Figure 1.30
Open reading area 2

Available on the first and second floors with an estimated seating capacity of 1,200 units. This space can be used for reading and reference space. Customers are advised not to talk excessively to avoid interrupting other customers. Customers are also required to place a book that has been referred to above the cart that has been prepared and leave the reading space in a neat condition after use.

➤ **Executive Discussion Room**



Figure 1.31
Executive discussion room

PSNZ provides two (2) unit discussion rooms equipped with audio visual facilities such as televisions for discussion and conducive discussion rooms. Reservations can be made online at the PSNZ Portal.

➤ **Light Reading Corner**



Figure 1.32
Light reading corner

This spaces available in PSNZ at level one. Place a collection of light reading materials such as newspapers, magazines and paid broadcast television facilities. Users can watch television here with included facilities such as chairs and one small desk.

➤ **Wireless Network Access (Wireless Network)**



Figure 1.33
Wi-Fi connection in PSNZ.

The entire Library building is equipped with wireless internet network or 'WI FI'. Through this facility customers who have laptops (laptops / notebooks) have the opportunity to browse the internet anywhere around the Library building. Customers need to register and obtain password at the Center for Information Technology Management.

➤ **Printers and scanners**



Figure 1.34
Scanner

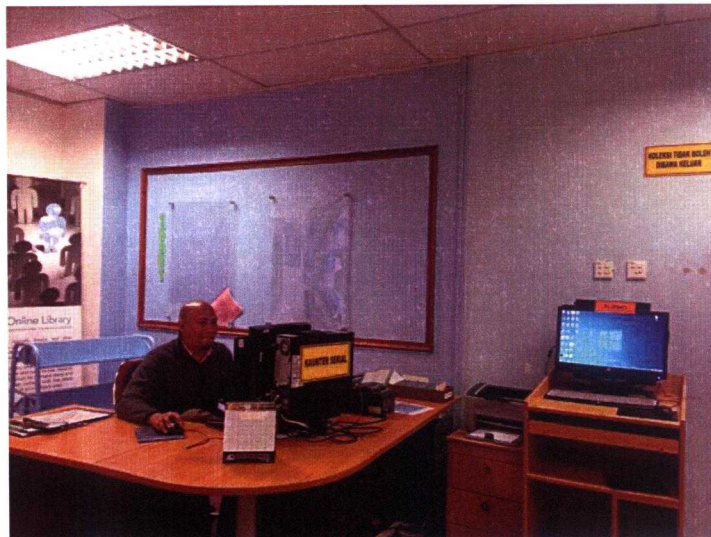


Figure 1.35
Printer

PSNZ provides one printer and one scanner in PSNZ computer room for customer use. For printing, a cost of RM0.30 is charged per page located in Special Collection room while the scanner can be used for free near the computer area.

➤ **Reference Desk**



Figure 1.36
Reference desk

PSNZ also provides reference desk to the users. Librarian will be at the desk to give a service to the users.

CHAPTER 2 :

ORGANIZATION

INFORMATION

**CARTA ORGANISASI 2018
PERPUSTAKAAN SULTANAH NUR Z**

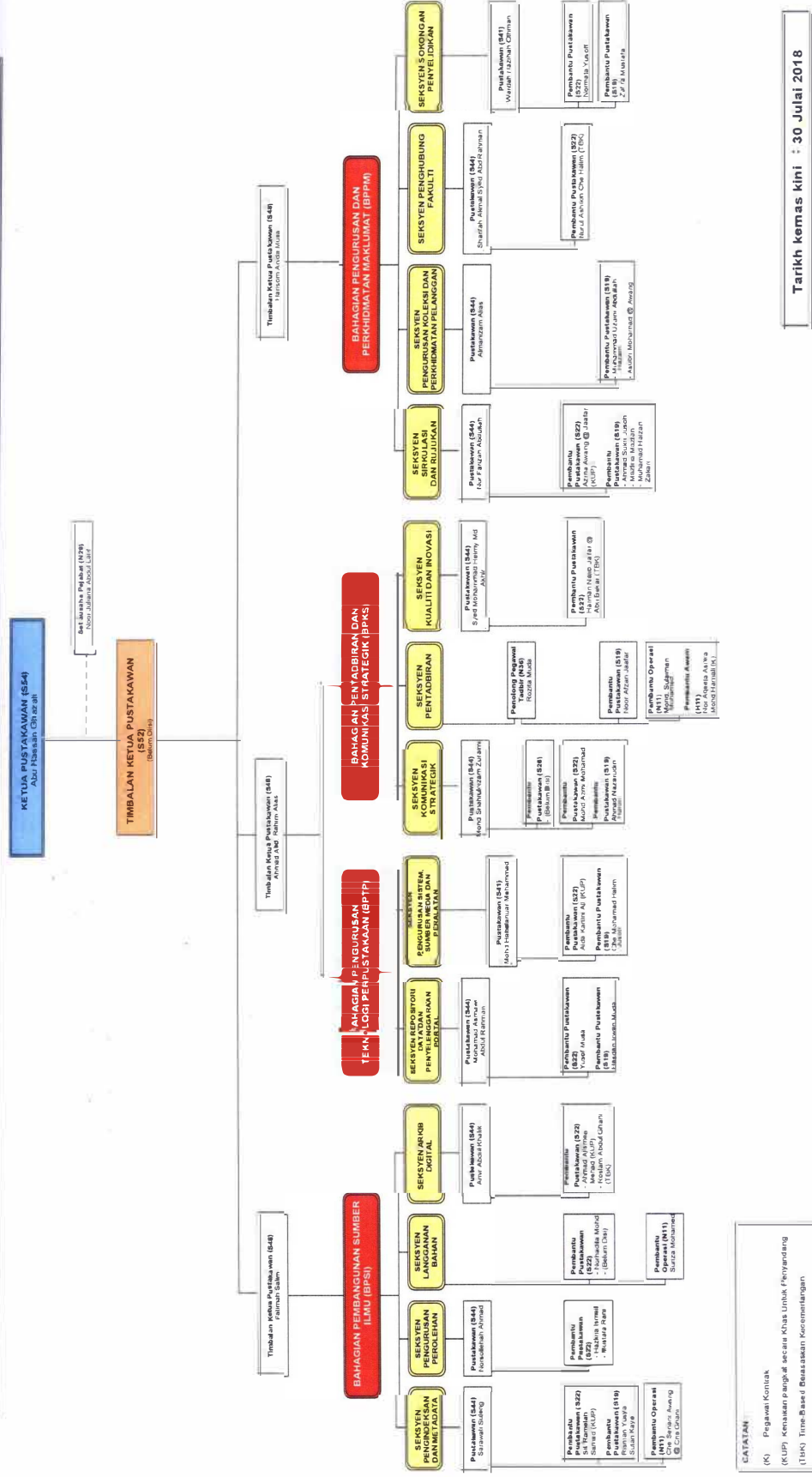


Figure 2.1
Organization Chart of the PSNZ

Figure 2.1 show the organizational chart for Perpustakaan Sultanah Nur Zahirah (PSNZ). PSNZ used name in every department in Bahasa. There are four department which are Knowledge Resources Development Department (BPSI), Library Technology Management Department (BPTP), Administration and Communication Strategic Department (BPKS) and Management and Information Services Department (BPPM). Every department also divided into a few section to make the all the division scope organize well. All of these department were developed in order to assist the Chief Librarian in controlling and managing the overall functions of the library.

2.2 KNOWLEDGE RESOURCES DEVELOPMENT DEPARTMENT

BAHAGIAN PEMBANGUNAN SUMBER ILMU (BPSI)

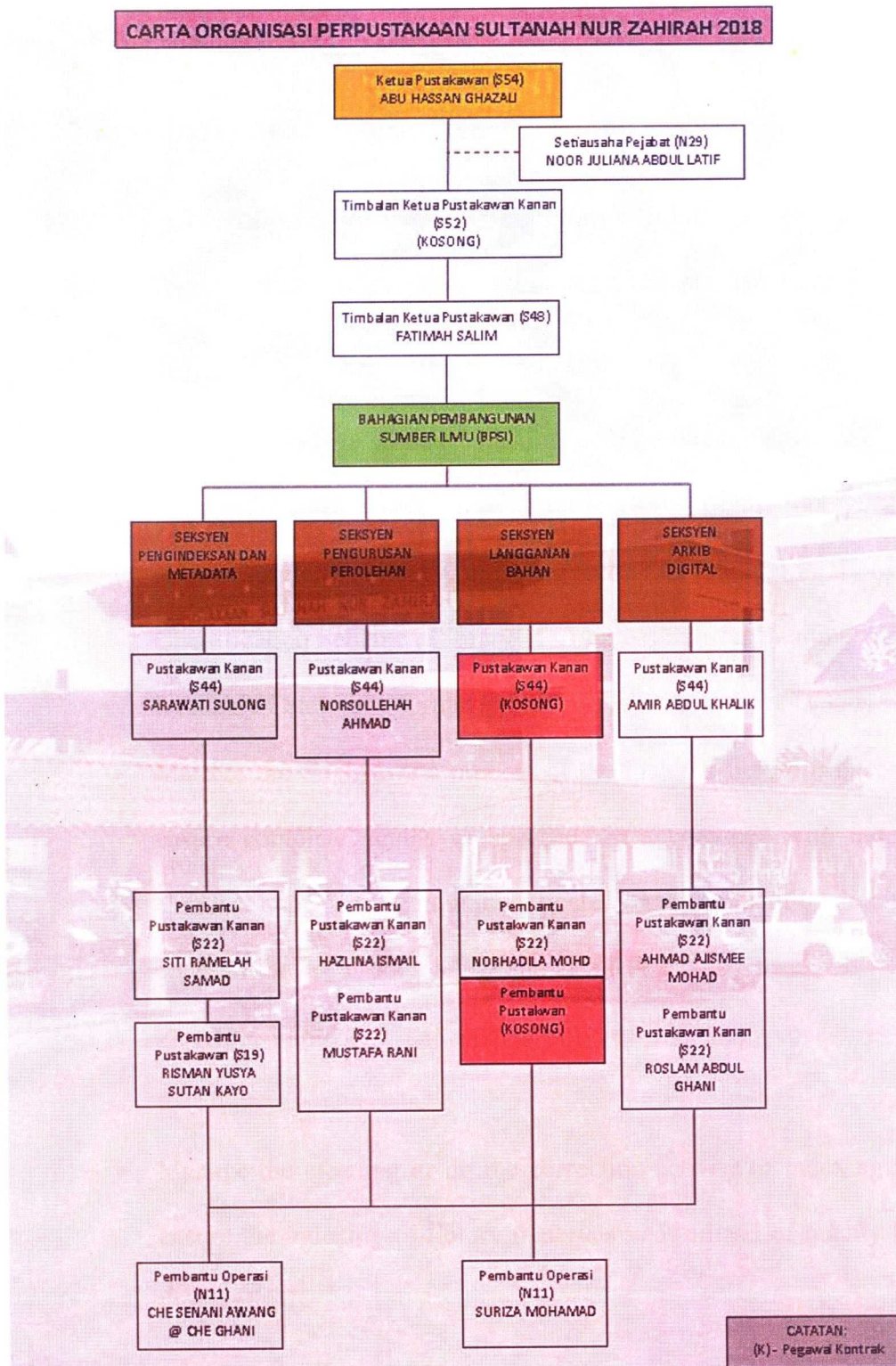


Figure 2.2

The structure of BPSI Department

The BPSI department has 4 units under them which are Indexing And Metadata Section, Acquisition Management Section, Serial And Electronic Recourses Section and Archive Digital Section. The total staff in this department are 13 including operating assistant.

2.2.1 Indexing And Metadata Section (Seksyen Pengindeksan Dan Metadata)

The collection of indexing materials will be completed by this section are monograph, thesis, exam paper and others materials. This section responsible in :

- Plan and manage library indexing and cataloging processes (metadata) using various formats (print & non-print) based on the following standards such as Anglo American Cataloging Rules (AACR 2), Library of Congress Classification Scheme , Library of Congress Subject Heading and Machine Readable Cataloging format (MARC 21).
- Manage the final review process of the material before it is sent out and ensure complete details as specified in accordance with the following elements such as the call number posted on the spine of the book or on the cover of the book, book labels and also RFID tag.
- Develop, implement and update policies, indexing procedures and rules for all library materials.
- Manage the cleaning or do the correction activity of indexing records to ensure the indexing of library materials is at a level of quality that meets the standards.

2.2.2 Acquisition Management Section (Seksyen Pengurusan Perolehan)

Acquisition management section assisted by 3 staff includes a senior librarian. They managed the materials of e-books, monographs and media resources materials. They are responsible in :

- Planning and managing the allocation and spending of e-books, monographs and media resources materials including providing performance reporting on spending.
- Manage material selection activities for library collections from various procurement methods such as Publisher catalog in Kuala Lumpur International Book Fair (KLIBF), UMT Book Fair and also Proposal from supplier.
- Manage all monograph material purchases such as printed books, e-books and media resource materials to be used as a collection of libraries, from the proposed purchase process to the payment process.
- Developing, updating and implementing procurement procedures, policies, reference manuals, work procedures and related procurement of library materials
- Manage detection activities to obtain publications produced by UMT residents and track acquisition of gifts and exchange materials for PSNZ collection (monograph material and media source material)

2.2.3 Serial And Electronic Recourses Section (Seksyen Langganan Bahan)

Serial and electronic resources managed the materials such as databases that need to be subscribed by the library. The roles of this section are as follows :

- Plan and manage the subscription and expenditure subscription of serial issues including providing performance reporting on spending.
- Manage the execution of material subscription activity starting from the subscription proposal process to the subscription material catalog process.
- Monitor and review data entry for database, journal master list (MyULIS) coordinated by UPM and represent the library as MOLEC member.
- Manage the process of receipt of the Serial Serial (BTB) materials, donations or gifts and monitor and perform record cleaning or correction in the library.

2.2.4 Archive Digital Section (Seksyen Arkib Digital)

Archive digital section responsible in conservation of the materials in the library. They responsible in :

- Build collections by tracking and collecting records that have UMT history values and interests.
- Transfer and provide storage space for UMT's record of permanent worth of records for maintenance purposes so that records can be reconsidered.
- Manage the Records Processing Process of the University
- Be supervisors and facilitate disposal activities implemented by the centers of responsibility at the University with the National Archives.
- Manage record storage space, determine the requirements and equipment, temperature and ensure the safety of records.
- Implementing printed material conservation activities for continuous quality and use.
- Manage the gallery of exhibits and carry out activities that characterize the University Archive.

2.3 LIBRARY TECHNOLOGY MANAGEMENT DEPARTMENT

BAHAGIAN PENGURUSAN TEKNOLOGI PERPUSTAKAAN (BPTP)

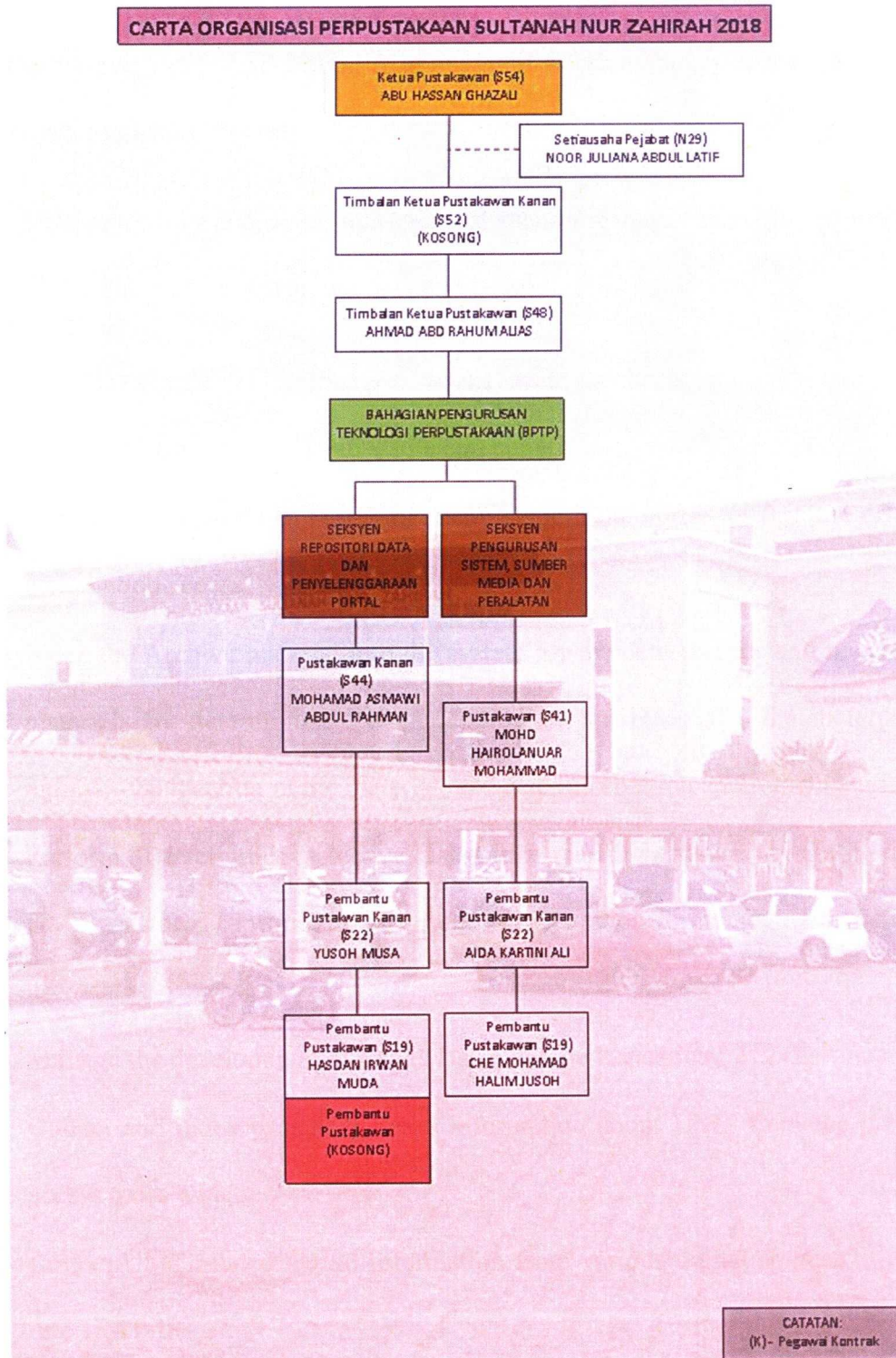


Figure 2.3

The structure of BPTP Department

The (BPTP) department has 2 units under them which are data repository and portal management section and system management, media source and equipment section. The total staff in this department are 6 including senior librarian.

2.3.1 Data Repository And Portal Management Section (Seksyen Repositori Data dan Penyelenggaraan Portal)

Data repository and portal management section managed the data and the portal of the PSNZ. They are in charge in :

- Undertake material digitization works such as thesis, project report, UMT history valuable material and also exam paper
- Uploading scanned and searching materials into the portal for fast and effective information access.
- Index the Archive material into the system for the convenience and reuse of the materials by determining the name, title of the material , the material call number, the location of the material and also information about the material.
- Perform SDI activities (selective dissemination of information) by disseminating UMT's historical information to users in preparation for achieving an informed user status.
- Manage the development of Image Bank (Image Repository) PSNZ.
- Collect and index printed material information about UMT from the press for access more widely.
- Collect UMT related digital information from various digital sources to upload into UMT-IR.
- Manage the maintenance of scanning equipment or scanners.
- Manage PSNZ portals, applications and websites.
- Run training related to portals and applications to staff and users.

2.3.2 System Management, Media Source And Equipment Section (Seksyen Pengurusan Sistem, Sumber Media Dan Peralatan).

For system management, media source and equipment section, this section will take care of the media source materials and equipment. They are charge in :

- Manage application of ICT equipment and hardware library.
- Manage maintenance of PSNZ Digital Equipment such as selfcheck, bookdrop, user PC, counter PC, ILMU server and also barrier gate
- Manage library system and internal system.
- Maintain media resource materials and materials.
- Managing iCLS Room and space of use of media resource materials.
- Manage and develop the latest technology in the library.
- Conduct training related to library systems and applications to staff and customers.
- Manage the maintenance of digital equipment of PSNZ such as PC staff, Ipad, Macbook & laptop, projector and L.E.D also media display TV
- Supervise complaints of damage and update antivirus.
- Managed the delivery of the printed collection money to be sent to the Treasurer by the Administrative Section.
- Manage digital space and Multimedia training room as well as executive discussion rooms.
- Provide the list of edge select or disposal of ICT goods.
- Managing ICT equipment and assets.
- Managing Student PC loans

2.4 ADMINISTRATION & COMMUNICATION STRATEGIC DEPARTMENT

BAHAGIAN PENTADBIRAN DAN KOMUNIKASI STRATEGIK (BKPS)

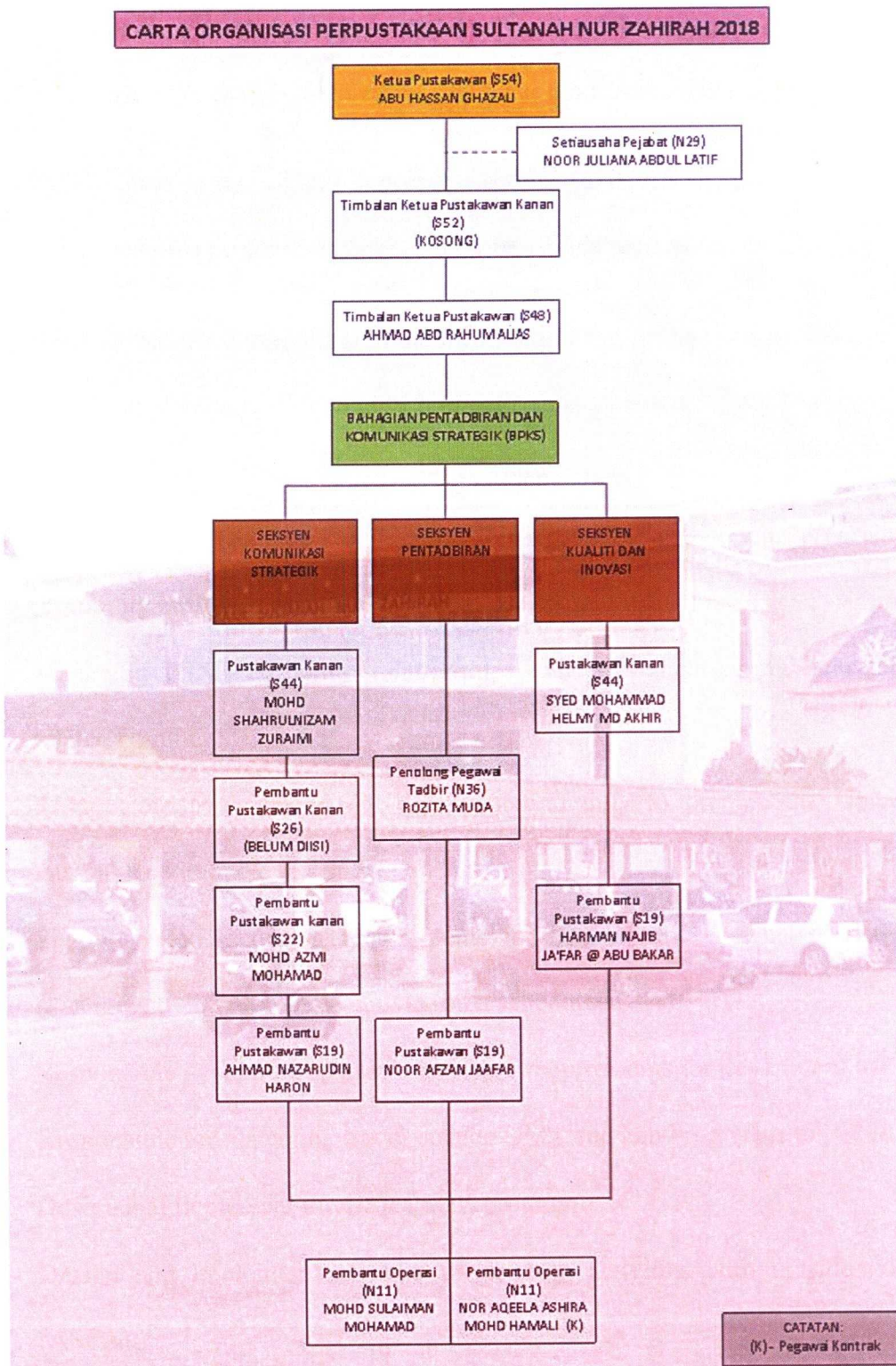


Figure 2.4

The structure of BPKS

The BPKS Department has 3 units under them which are communication strategic section, administration section and quality and innovation section. The total of the staff in this department are 9 including an 2 operation assistant.

2.4.1 Communication Strategic Section (Seksyen Komunikasi Strategik)

This section is one of the important sections in BPKS. It helps the library to communicate and also promoting PSNZ. The roles of this section are:

- Responsible in coordinating online information and promotions online using the following channels: - University billboard announcement - PSNZ billboard and TV subscription - Portal release - FB / Tweter Social Site
- Implementing resource and collection resource promotion programs in promoting customer awareness through use social media.
- Managing PSNZ corporate relationships and implementing public relations-related communications.
- Responsible for carrying out documentation duty to prepare the University Annual Report and department.
- Support video recording requirements for internal and external activities. 6. Manage movie video show activity on a scheduled basis.
- Responsible in supporting graphics design requirements for department use.
- Responsible for managing travel outside UMT and handling visits to PSNZ.
- Design and implement the USR PSNZ program.
- Design and implement strategic cooperation activities with outsiders PSNZ (ASFA).
- Responsible for coordinating publishing activities by Librarian for Lambor Digital.
- Coordinate in the preparation of the University / Department Speech Text

2.4.2 Administration Section (Seksyen Pentadbiran)

Administration section have their own roles in order to improve the library management. There were some roles involved which are:

- Responsible for designing and managing staff training.
- Manage staff development and skills.
- Responsible for collecting the latest task list of each staff member.
- As a secretariat of PTj SKT / LNPT.
- Develop and monitor the administration of libraries and external relations.
- Manage staffing, arrival and staffing matters.
- Manage, control and maintain file systems and records.
- Manage the entry of staff data and correspondence.
- As the event management secretariat.
- Managing data for Annual Report.
- Managing and updating library charts.
- Manage the financial records of the department.
- Manage purchase, payment and management of stationery stock and office equipment.
- Manages the book's fees, supplies, services and affairs petty cash.
- Delivery of library results.
- Advance receipt refund.
- Claims for travel allowance and overtime work

2.4.3 Quality And Innovation Section (Seksyen Kualiti Dan Inovasi)

This unit is one of the important sections in BPKS. It helps the library to improve its services and management. The roles are:

- Coordinate the implementation and certification of the MS ISO 9001 quality system department
- Manage the Internal Quality Audit program.- Table files, OSHA and others related.
- Responsible in preparing and implementing training workshops / seminars on quality, audit and innovation.
- Manage and coordinate departmental innovation programs.
- Impact management complaints / customer feedback to the department.
- Implement monitoring on job performance measurements.
- Responsible for managing departmental statistics.

2.5 MANAGEMENT & INFORMATION SERVICES DEPARTMENT

BAHAGIAN PENGURUSAN DAN PERKHIDMATAN MAKLUMAT (BPPM)

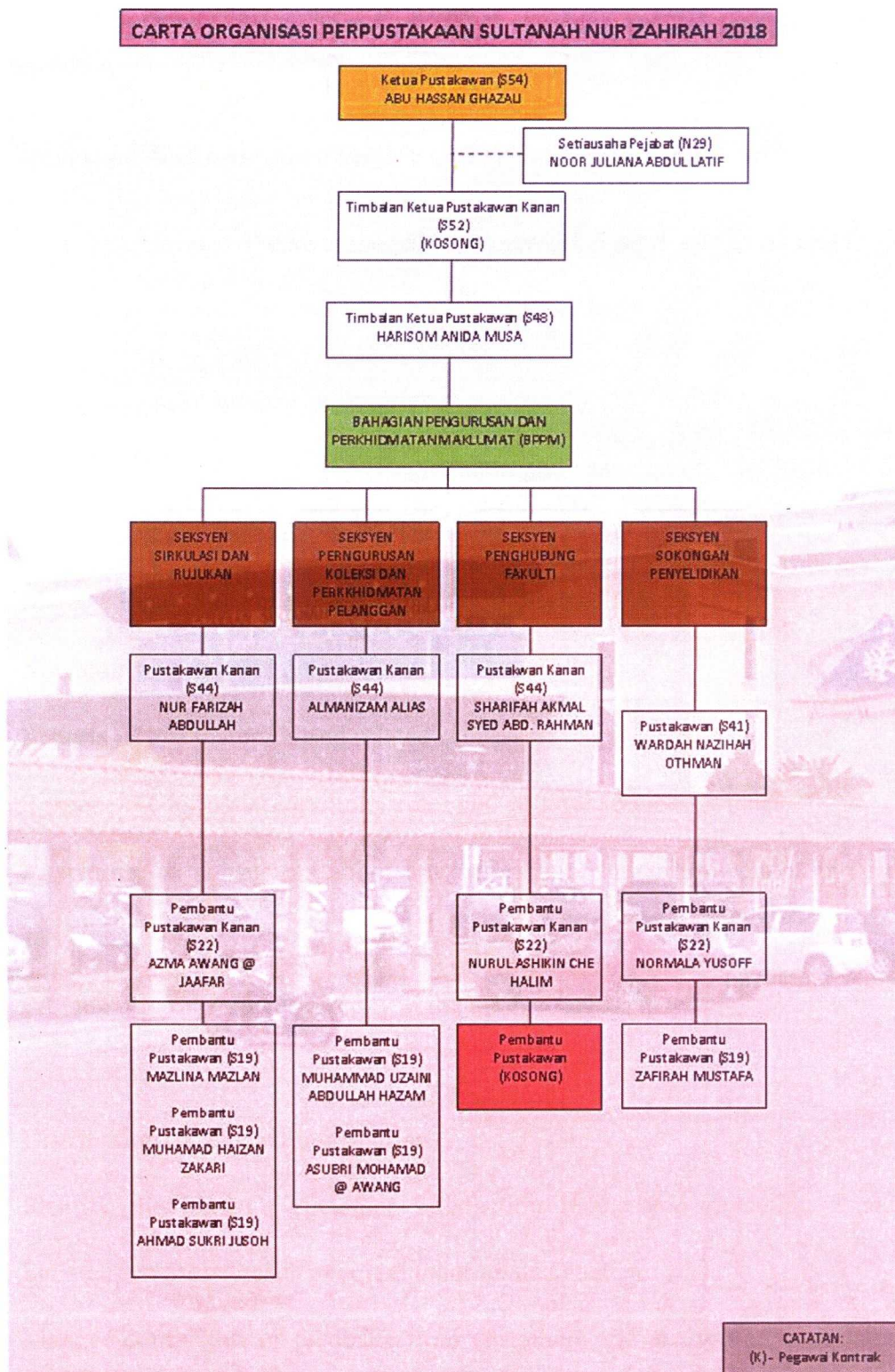


Figure 2.5

The structure of BPPM

Under BPPM Department there are four section which are Circulation And Reference Section, Collection Management and Customer Service section, Liaison of Faculty Section and Research Support Section. The total staff in this department are 14 including deputy chief librarian.

2.5.1 Circulation And Reference Section (Seksyen Sirkulasi Dan Rujukan)

This department will take responsible to give good service to users and improve users satisfactions towards library. They are responsible in :

- Manage counter services at libraries.
- Manage Library Membership (Registration and cancellation, Graduation Check, Stop / Retrieve / Failure / Study Leave, etc.)
- Manage Loan, Return, Renewal and Reservation of Materials.
- Notice of warning and delay.
- Reports of lost materials and related processes.
- Responsible for updating library rules and counter services policies.
- Answering to consumers about any information regarding related circulation services.
- Provide referral services directly at the main counter.
- Loan between libraries.
- Distribution of selected information.
- Identify the library's customer satisfaction index by conducting Customer Satisfaction Survey each year and other related studies.
- Manage complaints or feedback from customers and analysis of complaints or feedback findings for improvement actions.

2.5.2 Collection Management And Customer Service Section (Seksyen Pengurusan Koleksi Dan Perkhidmatan Pelanggan)

This section will managing the collection in library and customer service. They also responsible to give good impression and services to the library customers and users and at the same time promote library to the worldwide They are responsible in :

- Manage library collections.
- Assess the strengths and weaknesses of library collections.
- Manage compilation and revision of all library collections (shelving).
- Implement Strength or Effectiveness Study Collection and analysis of study findings.
- Carry out stoke take every year and weeding process library collection.
- Manage the maintenance and restoration of library materials.
- Coordinate collection of media source materials and promote reading encouragement activities.
- Coordinate customer-friendly activities such as Week with Library.
- Organize activities to increase the rate of use and loan of library materials.
- Managing the Customer Advisory Desk service.
- Adjusts all the facilities offered by the library.
- Coordinate room reservation service, discussion room, auditorium, plaza and others.
- Manage usage, adjustment and damage report to all library facilities

2.5.3 Liaison of Faculty Section (Seksyen Penghubung Fakulti)

This section managed to give knowledge about library facilities and also promote to more use the library. The role of this section are :

- Coordinate Link Librarian between Library with School and Graduate School.
- Identify the source of references and services required for teaching and research from the School of Studies.
- Attend meetings with the School of Study 2 times a year.
- Communicate with the school in the development of collections and research needs.
- Research and publication guidance through the organization of the workshop and provide useful guides and links within the portal.
- Provide and promote information literacy and research instruction.
- Manage Information Literacy Class, online learning class, database / e-book training session and others.
- Read and maintain library guides, tutorials, videos and other appropriate learning methods.
- Coordinator for proposed procurement of List of Course Referrals (Reading List).
- Review the trend of research and publication of the subject or area of the matter.
- Develop and maintain a printed or digital collection of subject or subject matter.

2.5.4 Research Support Section (Seksyen Sokongan Penyelidikan)

For this section, they in charge in :

- Generation of summaries and details of indexed academic publication information, Citation data generation, impact factor and H-index for public.
- Earned indexed publication earnings reports without duplication.
- Prepare a specially formatted report for MYRA, MOHES, SETARA <MQA and other related assessments.
- Publication of the UMT's Article Index Indexed By Scopus and Web of Science to academic staff.
- Provision of a school publishing report upon request.
- Turnitin's technical support and software support to graduate and academic staff.
- Make verification of UMT citizen publishing information through e-profile system.
- Assist in uploading proof of publication information into UMT-IR system.
- Research and publication guidance through the organization of the workshop as well as providing helpful guides and links within the portal.
- Content management Research Guide or Research Help.
- Provide and update the portal of research information sources.

CHAPTER 3:

INDUSTRIAL TRAINING

ACTIVITIES

CHAPTER 3 : INDUSTRIAL TRAINING ACTIVITIES

3.1 INDUSTRIAL TRAINING ACTIVITIES

During the internship at Perpustakaan Sultanah Nur Zahirah (PSNZ), my training activities rotating into different division according the schedule that given by supervisors for five months. First day of practical training are welcomed by our Senior Librarian, the Assistant Register of UMT library. She gives a short briefing about what is industrial training and what need to be done during the 5 months of training. She also tells us the rules that need to be follow as a practical student at the library. Then, we were guide to a library tour meet and greet with all the staff in all the divisions of the library.

The timetable as shown in Timetable 3.1 of our industrial training at the library was not given by the supervisor. The one timetable that given by the supervisor was being not available to used. It was given in order to make sure that the practical training students able to go through each unit and do certain jobs related to the particular division. Schedule also needed to make sure that we covered all the division and units in the library.

JADUAL LATIHAN INDUSTRI PELAJAR

TARIKH : 1 August 2018 - 31 December 2018

TEMPAT : Perpustakaan Sultanah Nur Zahirah, UMT.

Table 3.1

Schedule of training activities

BIL.	TARIKH	UNIT/PENEMPATAN	PENYELIA
1.	01/08/2018	Lapor diri, taklimat dan sesi perkenalan.	En. Ahmad Abd Rahim Alias
2.	01/08/2018 - 08/08/2018	Seksyen Pentadbiran	En.Shahrulnizam Zuraimi
BAHAGIAN PEMBANGUNAN SUMBER ILMU (BPSI)			
3.	12/08/2018 - 16/08/2018	Seksyen Arkib Digital	En. Amir Abdul Khalik
4.	19/08/2018 - 21/08/2018	Seksyen Langganan Bahan	Puan Fatimah Salim
5.	23/08/2018 - 30/08/2018	Seksyen Pengurusan Perolehan	Puan Norsolehah Ahmad
6.	02/09/2018 - 06/09/2018	Seksyen Pengindeksan Metadata	Puan Sarawati Sulong
BAHAGIAN PENGURUSAN DAN PERKHIDMATAN MAKLUMAT (BPPM)			
7.	10/09/2018	Briefing from Head of BPPM Division	Puan Harisom Anida Musa
8.	12/09/2018 - 20/09/2018	Seksyen Sirkulasi dan Rujukan	Puan Nur Farizah Abdullah

9.	23/09/2018 - 04/10/2018	Seksyen Sokongan Penyelidikan	Puan Wardah Nazihah Othman (Puan Harisom)
10.	07/10/2018 - 16/10/2018	Seksyen Penghubung Fakulti	Cik Sharifah Akmal Syed Abd. Rahman
11.	17/10/2018 - 01/11/2018	Seksyen Pengurusan Koleksi dan Perkhidmatan Pelanggan	En. Almanizam Alias
BAHAGIAN PENGURUSAN TEKNOLOGI PERPUSTAKAAN (BPTP)			
12.	04/11/2018 - 15/11/2018	Seksyen Pengurusan Sistem, Sumber Media dan Peralatan	En. Mohd Hairolanuar Mohamad
13.	18/11/2018 - 29/11/2018	Seksyen Repositori Data dan Penyelenggaraan Portal	En. Mohammad Asmawi Abdul Rahman
BAHAGIAN PENTADBIRAN DAN KOMUNIKASI STRATEGIK (BKPS)			
14.	02/12/2018 - 27/12/2018	Seksyen Kualiti dan Inovasi	En. Syed Mohammad Helmy Md Akhir
15.		Seksyen Komunikasi Strategik	En. Shahrulnizam
16.	30/12/2018 - 31/12/2018	Presentation of Special Project and Farewell Ceremony	

3.1.1 Section Administration / Seksyen Pentadbiran (01/08/18 - 09/08/18)

Administration and finance unit is a unit that responsible in managing the administration matters of the library. This section was led by Puan Rozita Muda as (penolong pegawai tadbir) at PSNZ. She has explained to us about all the systems that they used on behalf of administration side. She also teach us how to arrange the fail according the right order. But, she did not give the details that had on the systems because it confidential. Besides that, I also update all the files in the administration unit because the secretary wants to change the older file title into the new one.

Besides, they also show us how to process the leave asked by the staff. First they need to fill in the leave form and get the approval from the Chief Librarian. Then after it has been approved, the staff at administration unit will record it in the leave card and key in into the system. But for student practical they only need to fill the form and need the approval from head of section. For the finance unit, they will process the local order (LO), claiming, and also making payment to the suppliers when there were transaction happened.

3.1.2 Archive Digitalise Section / Seksyen Arkib Digital/ (12/08/18 - 16/08/18)

I have been assigned to be in archive digitise section for 5 days. This section responsible in all library materials conservation activities involving two categories which are light repair and heavy repair. It also including the repair of damaged books, journal binding, and coiled fur. If the book need to be take action by heavy repair but the damage is too much, it will be take to the others place. This section also will collect all the newspaper cutting, online, research article about UMT before 2012. All of these materials will be digitalize.

So, in this section I was I have assigned to the conservation activities in light repair categories. I get to learn on how to repair library materials which is book. I was being taught by En Ahmad Ajismee and En Roslam. They taught me how to repair book based on the damaged.

Step in process repairing :

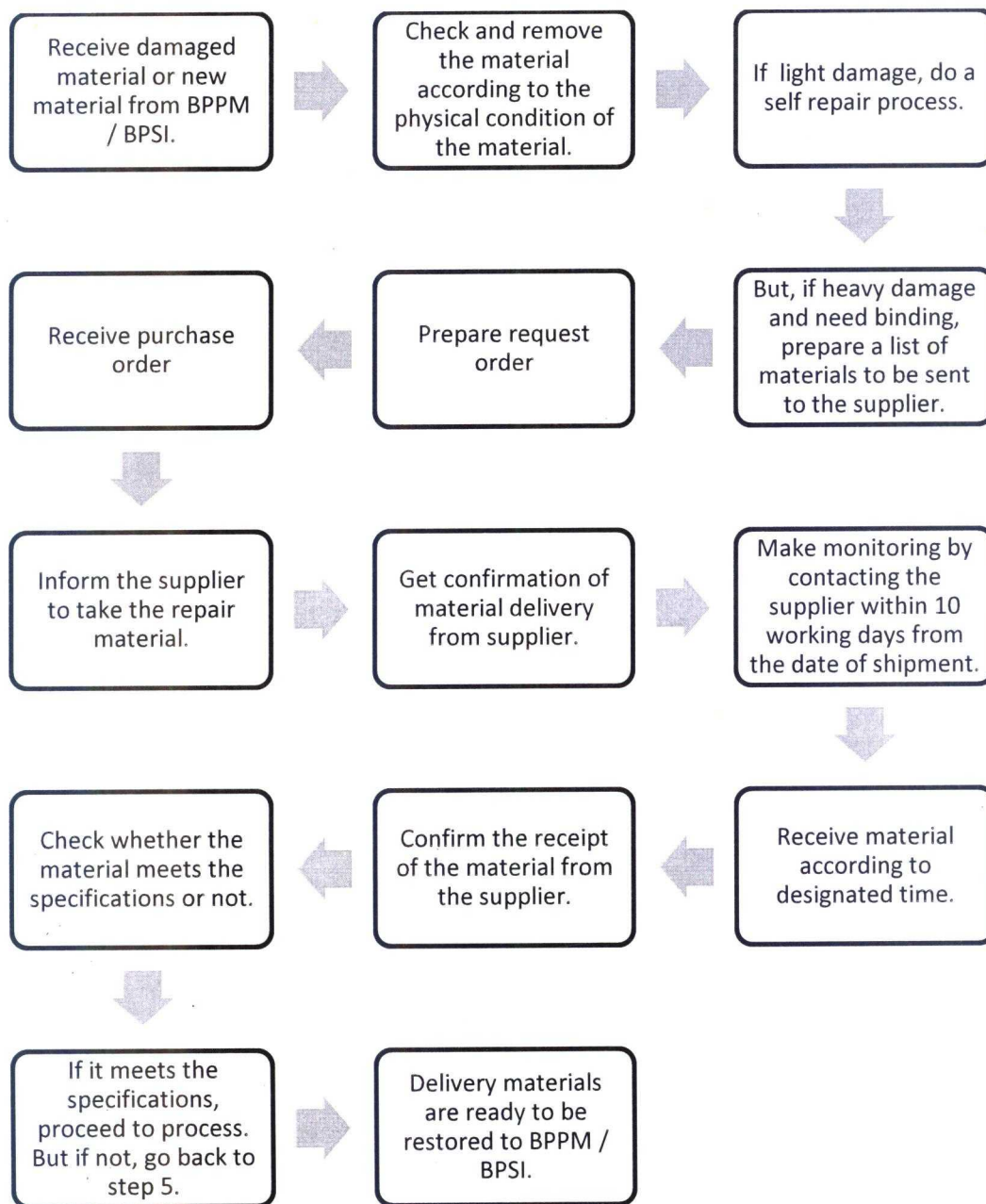


Figure 3.1
Repairing process



Figure 3.2
Repairing book



Figure 3.3
Materials that change the location

Besides, I also get to learn on how to change the location of the materials in ILMU system to make it more systematic. The figure below shown the step by step of process change the location of the materials.

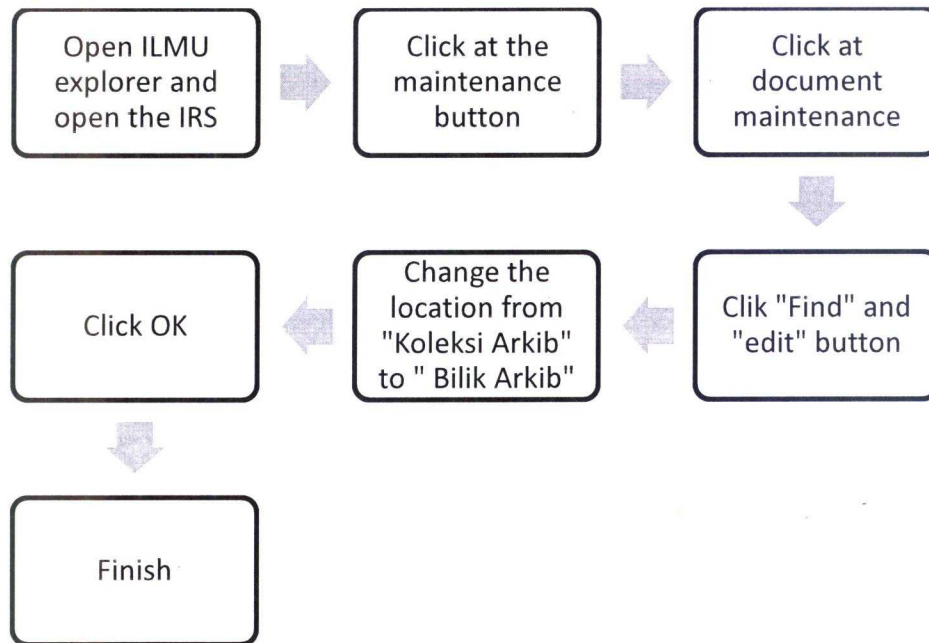


Figure 3.4

Steps in changing location of the materials using ILMU systems.

3.1.3 Section Serials & Electronic Resources Section / Seksyen Langganan Bahan (19/08/18 - 21/08/18)

Section serials & electronic resources section. This section responsible in planning manage and control the source of serials and especially for e-journal or online database. The examples of serials sources are magazines, periodicals, annual reports, and newspapers.

Unfortunately, I assigned in this section only three days. At this unit, I learn to check accession numbers in OPAC and bibliographic organisations.

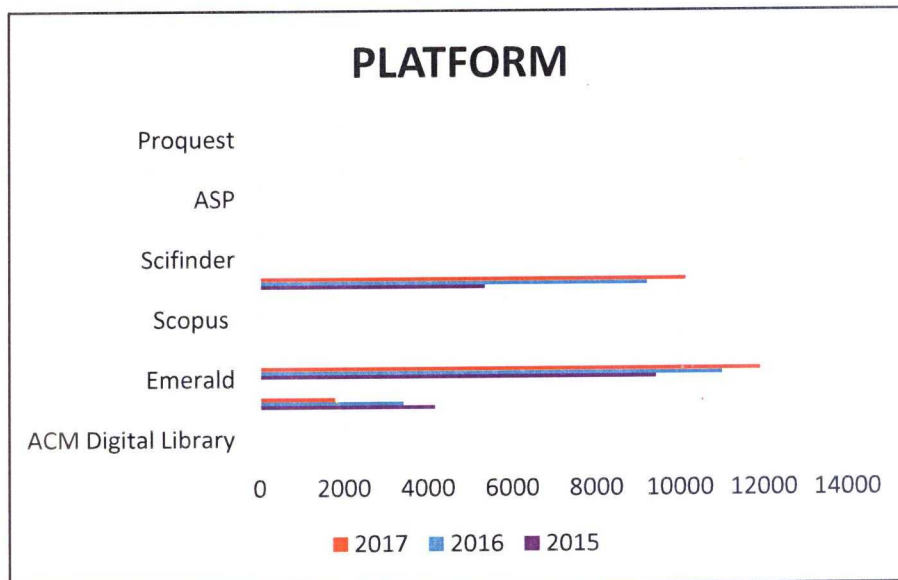


Figure 3.5

Graph of usage of database

3.1.4 Acquisition Management Section / Seksyen Pengurusan Perolehan / (23/08/18 - 30/08/18)

Acquisition management section. I was assigned at this unit for one weeks which start from 23/08/18 until 30/08/2018 in order to go through about the procedure and task at the acquisition management section. For these one weeks I learn many new things from acquisition sections under Puan Norsolehah Ahmad. The process required the staff to know about the procedure to purchasing library materials especially for monograph.

List of activities during at this section are :

- Learn and do bibliographic order
- Learn and do ordering process and receiving process
- Check status of the book
- Learn how check invoice report and invoice entry
- Check duplicate for duplication of books

- Check requester of the book
- Stamp the logo and accession number

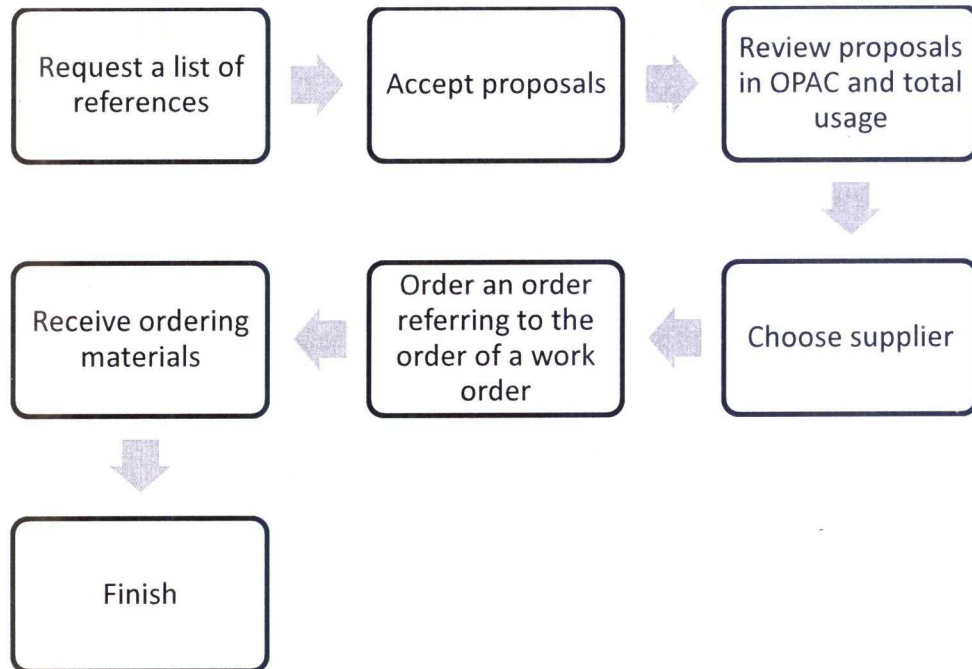


Figure 3.6
Process ordering book

Below there are step in receiving order by using ILMU system :

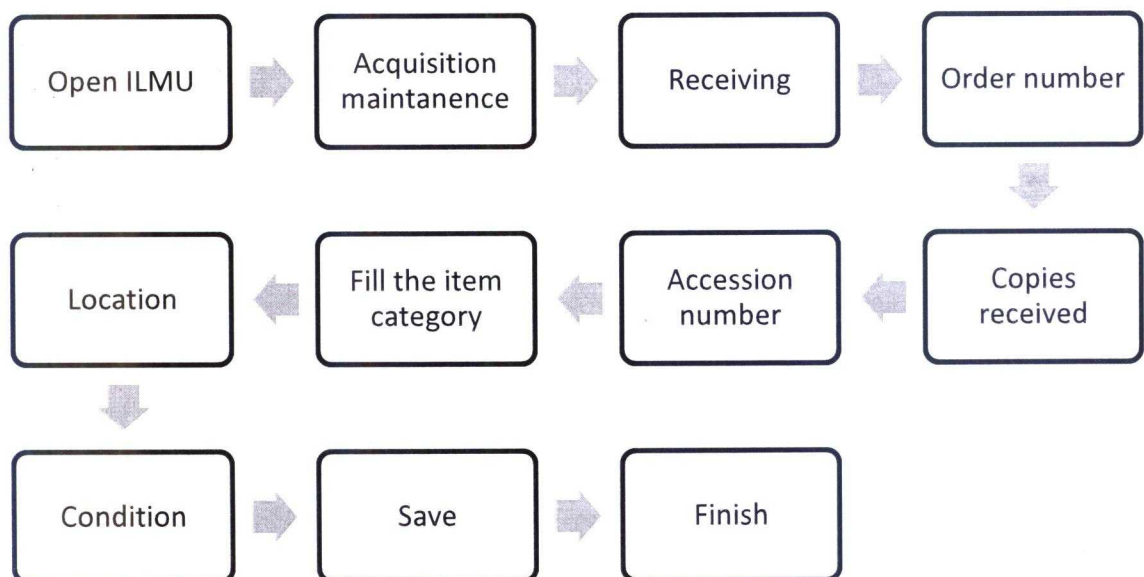


Figure 3.7
Step in receiving order

3.1.5 Indexing & Metadata Section/ Seksyen Pengindeksan Metadata

(02/09/18 - 06/09/18)

At Indexing & Metadata Section the head of the this section is Puan Sarawati Sulong. Form this section, I doing the catalog not only for the monograph material but also exam papers. Furthermore, staff at this unit also taught to me about doing the copy cataloging and user the source from Ohio Link Library Catalog, Library Congress of Classification, Malcat, World Cat, MyTO. Besides, I also learn how to use cataloging calculator, classification web and library of congress authority.

In this unit, I do several tasks such as:

- Make the catalog for the material which monograph
- Learn and check the authority control
- Learn and placing book label
- Doing spine label
- Placing the security stripe
- Learn how to placing the RFID tag

There will be several tags that we use to make the catalog record. It was:

- 008 – General Information
- 020 – ISBN number
- 100 – Main Entry (Personal Name)
- 245 – Title Statement
- 250 – Edition Statement (if any)
- 260 – Publication, Distribution, etc
- 300 – Physical Description

- 500 – General Notes
- 505 – Contents
- 650 – Subject Added Entry – Topical TERM
- 700 – Added Entry

3.1.6 Circulation & Reference Section / Seksyen Sirkulasi Dan Rujukan (12/09/18 - 20/09/18)

This unit under Puan Nur Farizah Abdullah and I learned many things and especially this unit always give services to the user. Other than that, many task at this section that I which is :

- Duty at check point counters
- Duty at reference desk
- Duty at counter service
- In charge in manage the membership of users
- In charge in borrowing, returns, renewing, and reserve.
- Make reserve collection
- Handle the registration for discussion room and carrel room
- Assist student finding past year paper and journal
- In charge fine payment and activate card membership
- Promote information about services in PSNZ

I also assigned in duties at the main counter, and also special counter. In this section, we also have duty at counter which is main counter, reference desk and check point counter. At the main counter, usually handle the registration for discussion room and carrel room, if shelf check machine problem, this main service can do the borrowing and returns also renewing the material. The duration of duty at each counters are 2 hours.

[illegible]

66 | Page

3.1.7 Research Assistance Services / Seksyen Sokongan Penyelidikan (23/09/18 - 04/10/18)

In this sections, I assigned to do the data projects which is MyRA. MyRA is the platform that can measure the rating of the professional profession. I assigned to updated the listing that was given.

3.1.8 Liasion Faculty Section /Seksyen Penghubung Fakulti / (07/10/18 - 16/10/18)

This section was lead by Cik Sharifah Akmal Syed Ab Rahmana and help by assistant librarian which is Puan Nurul Ashikin Che Halim. Liaisons librarian responsible to provide teaching, learning and research support. The Liaison librarian also serves as a librarian of the subject to provide research support, collection, referral and consultation as well as tutoring or teaching to the school.

In this section, while Cik Sharifah is giving the knowledge about the PSNZ to the users such as literacy class, turnitin class, mendeley class and others, I was assigned to help Cik Sharifah in her class and to make sure the student fully understand what she teach. In this section also I was being volunteer to be teach mendeley class. Mendeley is free academic software also reference manager.

There are a lot of benefit in using mendeley such as can read and annotate papers and notes. While I do the Mendeley Class it indirectly can increase my confident level and I in also improve my communication skills. To request the classes from this section, the users can request through online or at counter. I was volunteer giving Mendeley class for PPSTM under supervision Cik Sharifah Akmal and their lecturer Dr Faridah. The class at Makmal As -Safa on 2 pm to 4pm.

Below are the list that class I was assigned to help :

Table 3.2
Assistant in class

No.	Class	Faculty	Number of students	Venue
1.	KPP Class	PPSTM	40	Makmal Aplikasi
2.	Database Class	PPSTM	86	Makmal Komputer PPPPM
3.	Searching information class	PPSTM	105	Makmal Komputer PPPPM
4.	Mendeley class	PPSTM	49	Makmal Aplikasi
5	Mendeley & Turnitit class	PPSTM	86	Makmal Komputer PPPPM

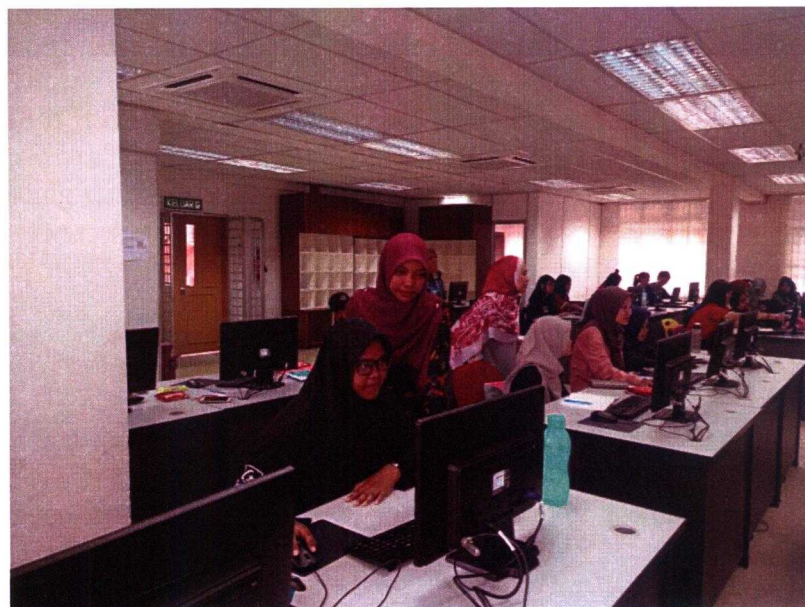


Figure 3.10
Assist class

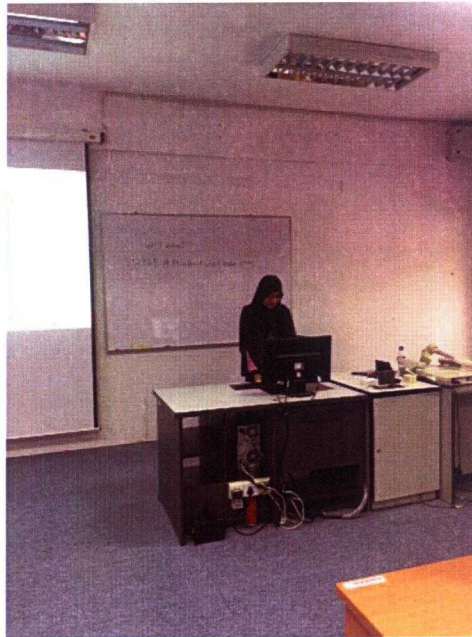


Figure 3.11
Teaching mendeley class

3.1.9 Collection Management & Information Service / Section Seksyen Pengurusan Koleksi Dan Perkhidmatan Pelanggan / (17/10/18 - 01/11/18)

This section will responsible in managing collection in library and manage to give good service to customers. In this section I learned how important the label in the shelf because if it do not right it can make users confuse and did not find their needed. I also being taught how provide a right label for the shelf according to the arrangement.

I also assigned to helping En Almanizam for identifying and locating book from OPAC PSNZ to find the book either it available in library or not. The list name of book already given by faculty which is Pusat Pengajian Kejuruteraan Kelautan (PPKK).

In this section, I also learned how to manage the book exhibition, media resources exhibition, accepting material special collection, arranged special collection material in special counter. In this week I also participate in PSNZ opening day.

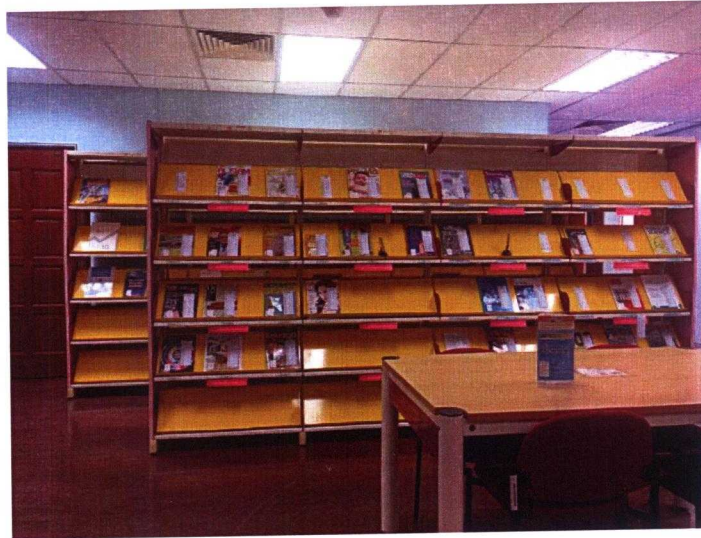


Figure 3.12

Magazines collection

3.1.10 System Management, Media Source & Equipment Section/ Seksyen

Pengurusan Sistem, Sumber Media Dan Peralatan (04/11/18 - 15/11/18)

Before I start in this section, I was given briefing by En Hairulanuar Mohamad about his section. This section responsible for technology and library system in PSNZ. En Hairul Mohammad was being assistant by Puan Aida Kartini and En Cehe Mohamad Halim.

In this section, I learned to maintaining media source material which is DVD, CD, VCD, and others. I learned how to shelving the media source materials. I also assigned to handling the humidifier machine in CD Room. It is because humidifier machine really important to keep maintain the temperature in this room.

I also assigned to in handling cabling PC in PSNZ which is in computer area. I learn to install cabling under every PC table in computer area. This process is to

make the cable more tidy and clean. This is also can make user feel more comfortable and easy to used.



Figure 3.13

Process of cabling

Besides, I also assigned to do infographic of manual using the scanner at PSNZ and how to register using PC. Users need to register before using the computer at computer area. This registration is needed because it will increase the statistic users in PSNZ.

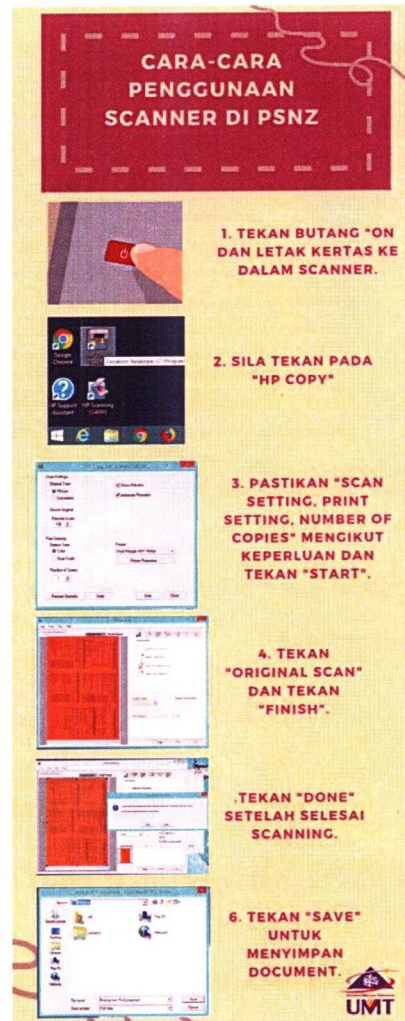


Figure 3.14

Manual using the scanner :
PSNZ

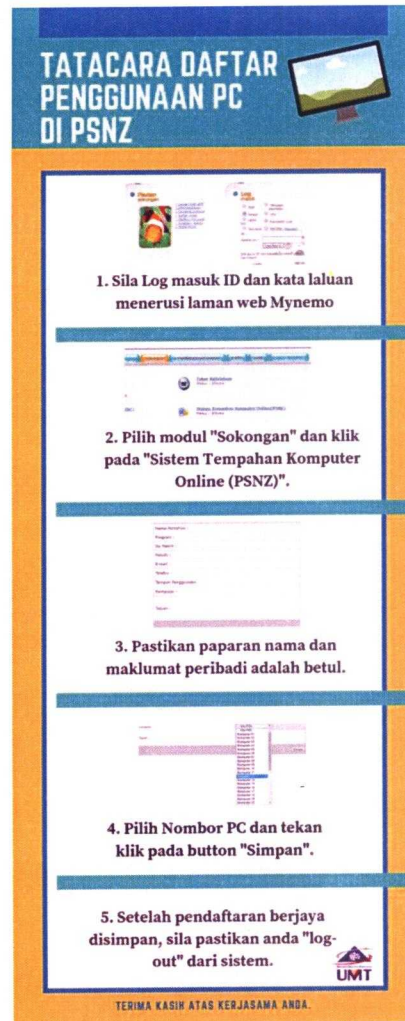


Figure 3.15

Manual on how to register using
PC

In addition, I also assigned in to deleting data of barrier gate listing. The listing name was graduates students. After they graduate they cannot enter library with students status they need to register with different status because they already graduate.

	A	B	C	D	E	F
39	CENTRAL	0000008112	NORMASLINA BINTI KAMARUZAMAN		930409105176	SARJANA MUDA SAINI (KEJURUTERAAN PERIS)
40	CENTRAL	0000008113	SITI ANIRAH BINTI AZURI		930615065398	SARJANA MUDA SAINI (KEJURUTERAAN PERIS)
41	CENTRAL	0000008114	SURJANI BINTI HAMZAH		930125115030	SARJANA MUDA PERA
42	CENTRAL	0000008116	NURHIDAYU BINTI JAMIL		920327065298	SARJANA MUDA SAINI MARITIM
43	CENTRAL	0000008118	WAN NAZIERUL NAIM BIN WAN MOHD AZMI		930116115071	SARJANA MUDA SAINI MARITIM
44	CENTRAL	0000008120	NUR HIDAYAH BINTI AHMAD SEQUEI		900418025496	SARJANA MUDA KAU
45	CENTRAL	0000008122	ABDUL AZIZ BIN ABD RAHIM		920831016575	SARJANA MUDA SAINI
46	CENTRAL	0000008123	LIYANA ZAHIRAH BINTI ZAIDI		931113075048	SARJANA MUDA SAINI PERSEKUTARAN
47	CENTRAL	0000008124	ZULHILMEE BIN ZULKIFLI		930319105885	SARJANA MUDA SAINI PENGANGKUTAN MARU
48	CENTRAL	0000008125	MUHAMMAD KHAIRUL NAZMI BIN IBRAHIM		930221145045	SARJANA MUDA SAINI INFORMATIK MARITIM
49	CENTRAL	0000008126	HAFIZOL AMIN BIN RAZALI		930428035717	SARJANA MUDA KAU

Figure 3.16

Master list excel.

3.1.11 Repository Data And Portal Management Section/ Seksyen Repositori Data Dan Penyelenggaraan Portal(18/11/18 - 29/11/18)

From the date of 18th until November 2018, I was allocated at the Repository Data and Portal Management Section. Before I start, En Asmawi Abdul Rahman briefing about this section which this section roles is manage the repository and anything related portal PSNZ.

I learned how to used UMT-IR which is I do uploading project report, uploading journal article Myra. I also learned about the step in digitizing past year examination papers and then upload exam paper to UMT-IR System. List of the activities in this section :

- Learn of digitization process
- Learn used scanner machine
- Digitizing past year examination papers
- Arrange and sorting past year exam by faculty
- Learn about the security and system in this library

Step in digitizing examination papers :

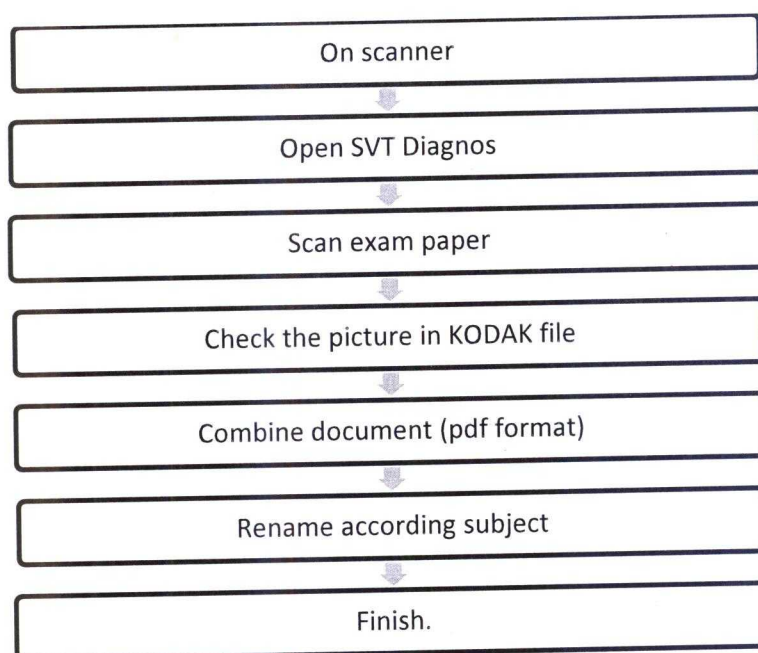


Figure 3.17

Step digitizing Exam paper

3.1.12 Communication Strategic Section / Seksyen Komunikasi Strategik And Qualiti & Innovation Section / Seksyen Kualiti Dan Inovasi (02/12/18 - 27/12/18)

On 02 December 2018 until 27 December 2018, we have schedule at communication strategic section. In this month we also do our special projects. While completing the task that assigned to us, we also completing our special projects.

Communication Strategic Section are responsible in communicate and promote PSNZ. In this section I learned how to promote the library in various ways. I also learned to communicate well the users or customers because they will give good feedback when they get the good services.

In this section, I also assigned to come out with idea to fill the Read@Uni Program. The practical students make a discussion about suitable activities that can include in this program. We also make a discussion with En Shahrulnizam to get some opinion.

Below are the activities that we discuss :

- Pertandingan “R&W” [Read & Write]
- Pertandingan “The Infographics Book Character”
- Jom Membaca Bersama “10 Minit”
- Pertandingan “Anda Baca, Anda Cerita
- Pameran Buku Baru beserta “Bookstagram”
- Pertandingan “Make a Sentence”

Quality & innovation section was responsible in coordinate the implementation and certification of the MS ISO 9001 quality system department . This section also will manage the internal quality audit.

In this section, I learned more about MS ISO 9001:2015. We are assigned to find the information about MS ISO 9001:2015 and all the process that being used in library such as borrowing process or else. We need to make a presentation about MS ISO 9001:2015 and have a question and answer about library process.

3.2 ADDITIONAL ACTIVITIES :

Apart from doing and learning all the task of each department, there were also other additional activities that we do during our 5 months of industrial training. It as a kind of additional activities that will help us improves our soft skills. The activities are as follow:

i. Shelving and shelve reading activities

For this task is I need to shelving books during industrial training for five months. This shelving activity that I do with another library staff except librarian. Duration of shelving books is start from 8.00 am until 9.00 am and all the staff has their own section to shelving the books. Besides that, I also shelving books according to unit that I have go which means if my schedule at Unit Indexing & Bibliography Unit usually I shelving books at general collection. Others than that we also rotate the shelving activity during practical training which means this library have many collection such as Arab collection, law collection, serial collection, reference collection and also shelving at archive collection.

For this task, I able to know how to arrange the book according to classification number. This shelving activity is when students need to apply their study during at University before and this shelving books is important to the library because user can retrieve the materials easily and can see the management of the library systematically from the arrangement of the book at shelf.

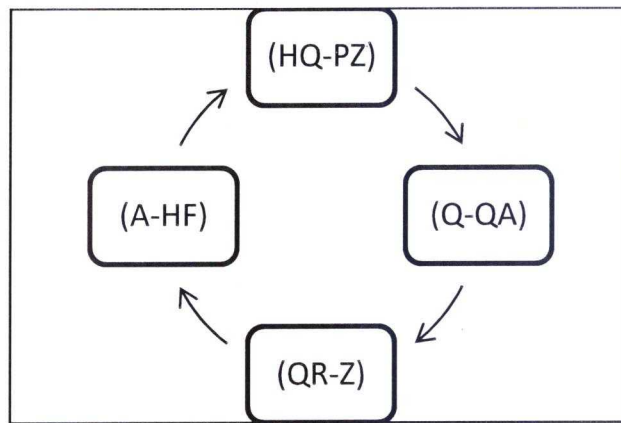


Figure 3.18
Shelf collection



Figure 3.19
Duty in shelving

ii. Registration desk

While I was in BPPM department, we always do get assigned at registration desk. I was responsible for handling front registration form, including greeting guests and offering them a info about the events. Students practical handle more than one event, the event that we handle such as Majlis Syarahan Inaugural, Hari bersama CEO Astro Awani and others. In this task, I get to improve my communication skill.



Figure 3.20

Majlis Syarahan Iaugural

iii. Tour guide

Others than that, I also volunteer to give the student from oversea that come to library a tour. The tour in the library aims to give them know the library space, services and facilities also collections that library provided to the users. This tour also help that students become familiar with the library space. There are two group that I give tour which are students from Taiwan and Indonesia.



Figure 3.21

Student from Taiwan



Figure 3.22

Student from Indonesia

iv. Distribute survey form

Survey is a questionnaire or research instrument consisting of a series of questions for the purpose of gathering information from respondents. This survey aims to get the feedback from the users about the library and the PSNZ can get to improve their lacking.



Figure 3.23

Distribute the survey form to students

v. Duty at counter at UCB

I also volunteer in duty at University College Bestari. I was being there with 1 deputy chief librarian, Puan Harisom, 1 senior librarian, Puan Nur Farizah and 1 assistant librarian, Puan Mazlina. This task is for staff to build our self-confident and communication skill and want to give exposure about handling or deal the user. We also need to answer the question that are being ask by the customers.



Figure 3.24

Duty counter at UCB

vi. **Gotong royong for exhibition of "Independence Day, Merdeka"**

For this exhibition, we assist the staff in terms of preparing for the materials and decorate the exhibition space. We must put the decorate it in a creative design to attract users see the exhibition. PSNZ was chosen until national level.



Figure 3.25
During "gotong-royong"



Figure 3.26
Independence Day exhibition

3.3 SPECIAL PROJECTS

3.3.1 Introduction

During the internship period, in order to full internship requirement, a special project should be create and conducted by practical training students. For this special project, this idea come out from head of communication strategic section, En Shahrulnizam Zuraimi, he ask us to create QR Codes projects. It is because Read@Uni Programme. It also parallel with mandate Education Minister Dr Mazlee Malik that aimed at forming a world class knowledge society. This project begins from 2nd until 27th december 2018 and En Shahrulnizam Zuraimi also En Asmawi Abdul Rahman is the supervision for us to guide this project. This project has been done at communication strategic section.

As been requested by En Shahrulnizam Zuraimi, QR Codes be created smoothly. This projects is to attract UMT community to have an interest to read while using their smartphones. For the info that want to be used in QR Codes project, I and with our group member always show the progress to the supervision in order to ensure the

information is relevant or not. Our projects was name IQRA. In IQRA itself have the alphabets QR means the application that we used and the IQRA means read. This name was being created after discussion with our advisor.

Our project name is The QR code is a trademark for the type of matrix bar code first created in 1994 for the automotive industry in Japan. The barcode is a machine-readable optical label that contains information about the attached item. QR codes also know as Quick-Response codes, are easily readable barcodes that when scanned with a QR decoder it is usually available on smartphones. It can translate the code into a URL, a telephone number, a bit of text, or other data.

This projects is to increase the interest UMT community to read. IQRA are most effective ways to increase the reading habits UMT communities. In this projects we will make a flyers that have QR codes and put on the strategic place that user will grabbing their attentions. When they scan the QR codes on the flyers, they will know what information in that QR codes.



Figure 3.27

Discussion with En Sharulnizam

3.3.2 Objective of the project

- i. Encouraging reading culture
- ii. Parallel with the read@uni program
- iii. follow the current situation

3.3.3 Problem statement

- i. Used technology wrongly
- ii. Do not have enough time
- iii. Did not have interest to read

3.3.4 Advantages of project

- i. Reduce time
- ii. Gain knowledge
- iii. Digital reading

3.3.5 Requirement of project

- i. Need to download the QR codes apps
- ii. Require internet connections
- iii. Needs to always updates

3.3.6 Target of users

The target users of this projects are students, staff and also UMT community. This projects is using the smartphones which is most of the communities in UMT using this. As for staff, its also include lectures because they also can promote to their students as well.



Figure 3.28

Process produce IQRA products

While doing this projects we got a lot of help from staff such as En Asmawi, En Hasdan dan En Azmi to creates this codes. Firstly, we create one account gmail for all students practical used which mean every information that will needed will be kept in this account. Next, we will choose the platform that we want to used. In this projects we used 3 platform online which are flipsnack, powtoon and zoho. All of this platform need to create an account fist before can used it.

Flipsnack is a page flip software that enables you to create stylish digital flipbooks out of your PDF documents. You can use it to share or embed into your website or blog all kinds of documents, from books to newspapers and magazines. Meanwhile, powtoon is the software that to create a animated video which are most user friendly and most intuitive animation software. One of the students practical also used zoho software. Zoho software is the where we can create the slideshow online. There are a lot of criteria on this software that can make slideshow more interesting.

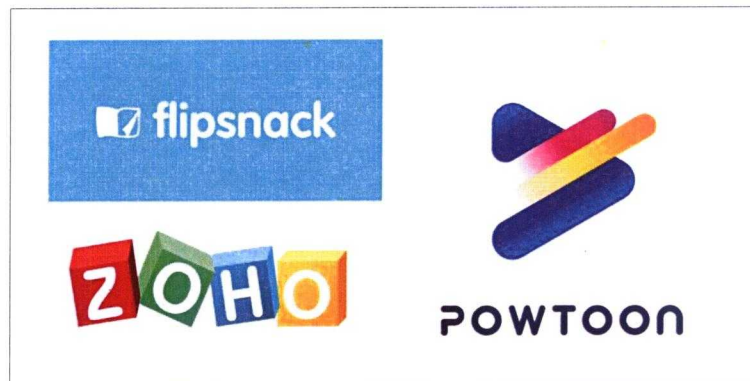


Figure 3.29
Platform used in produce IQRA product

To create the codes, En hasdan taught us to used the simple coding that need only combine the coding and the link of the products. After the codes created, we need to make a cover pages for our own topics. Every of us had different topics. After all the cover and codes done, we make a flyers that had all the topics. We also make a presentation in PSNZ infront of the PSNZ community to give them exposure about our products.



Figure 3.30
During presentation



Figure 3.31
Staff scanning our products



Figure 3.32
Question & Answer session

During the day presentation, PSNZ management also held an event farewell ceremony to the students practical. So, as the practical training students, we took an initiative to express our gratitude towards all the staff in the Perpustakaan Sultanah Nur Zahirah. This event has been held after presentation done. In this event we also give some appreciation gift to library.

3.3.7 Projects outcomes



Figure 3.33

iQRA flyers

3.4 OTHERS SPECIAL PROJECTS

i. PSNZ Opens Day



Figure 3.34
Activities on PSNZ Open Days 2018

PSNZ Open Days or POD is library open days. This project idea come out from deputy chief library of PSNZ which is Puan Harisom Anida. One of the aims in this projects is to promote library to the users. This projects also can give the students practical experience in handling the big events. It is because, every students practical was given the task differently to be complete.

This project begins from 22th until 24 October 2018. There are various activities in this POD. For this POD I was assigned to help Puan Nur

Farizah Abdullah with her activities which is child colouring contest and child storytelling contest. This two activities was in 22 October 2018. I was assigned to create poster and form for this two activities. (can refer appendix C)

I also assigned to be emcee for the storytelling contest. The participant was from three school. I also handling and monitoring the students during colouring contest. I also assigned to be emceeing in "Sesi Bicara : Pembelajaran Abad ke-21".

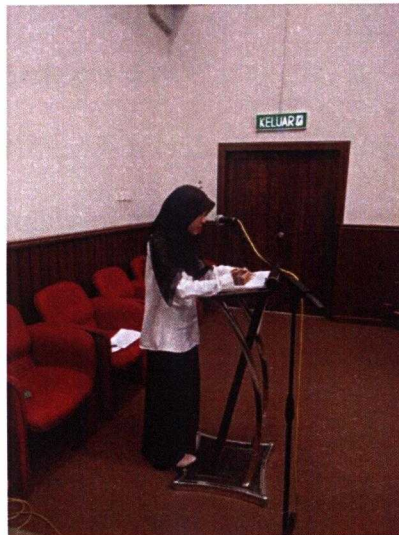


Figure 3.35
Emceeing event



Figure 3.36
Colouring contest

ii. Myra

MyRA' is an acronym for the Malaysian Research Assessment Instrument. It is a comprehensive system developed to assess the research capacity and performance of all Higher Education Institutions (HEIs) in Malaysia. Development in 2006 it is first objective was to meet the Malaysian Research University (MRU) agenda of the Ministry of Higher Education (MoHE) and that was to identify 5 universities in Malaysia for award of the MRU status. To attain world-class status and to create

differentiated higher education scenarios to meet the socio-economic aspirations of the country while being cognizant of the limited resources available to pursue such goals MyRA was needed. Thus MyRA was used to accreditate and monitor the research performance of public universities, but beginning in 2014.

In this data project, we assigned to update the UMT publication. We was given the listing of active staff in UMT and also academicians profile. We use Scopus and Web of Science and also if these two did not show the result, we can also used Google scholar.

iii. 5 words per day

During 5 month we training at PSNZ, we had assigned by En Sharulnizam to search 5 words per day. We need to search the words that we did not know from newspaper or e-newspaper. This projects was aims to make us be more knowledgeable and mastered in vocabulary. This projects give us advantages to know more the new vocabulary.

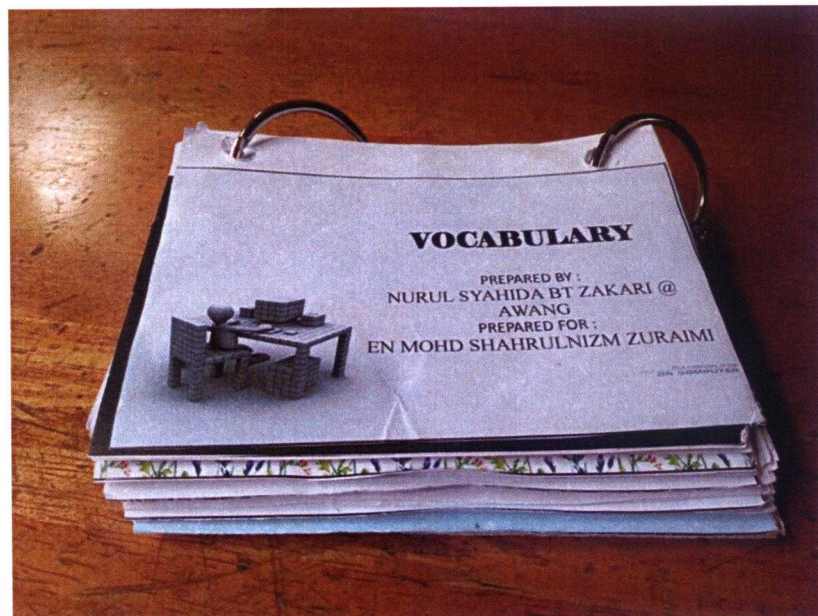


Figure 3.37
Vocabularies book

iv. Article reviews

Head of communication strategic section which is En. Shahrulnizam Zuraimi give the task to the student practical to do article review. Each of us were given different topic. We were also be given due date to submit the reviews. The articles can refer in (Can refer appendix E).

CHAPTER 4 :

INDUSTRIAL TRAINING

REFLECTION

CHAPTER 4 : INDUSTRIAL TRAINING REFLECTION

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

For the application of knowledge, skills and experience in undertaking the task, the theory and knowledge that have been learn during the study help a lot as a librarian career.

➤ Cataloging skills

For this part, as we can see that, to be a good librarian, there must proficient and knowledgeable about cataloging. The subject that I learn during study which is subject IML507, IML 555, IML 605 and IML 655 guide me in order to apply during industrial training. During in cataloging unit, I was be explained by Puan Sarawati librarian in cataloging department about the system that be used in PSNZ which is ILMU System. Besides that, from this cataloging unit I was assigned to make an original cataloging for book, thesis, report and exam papers. I also require knowledge in cataloging skills to understand the system used in the library. Especially about classify subject of the material and it must choose properly according to the content of the books.

➤ Computer skills

For information system subject like IMS 455 & IMS 657 assist student in computer skills. Form this subject, I realize that librarian needs to get a new skill and different thinking in order to be successful librarian because computer skill is important in order to promote library to the user. It is a one requirements to be a good librarian. During my industrial training, to create banner and pamphlet and for the special project know the computer skill and using Adobe Photoshop

software and others application that have online. From this subject, it also make us realize how important that need to used in proper ways.

➤ **Built Relation and Interaction**

Public relations are one the subject that I taught during my study which in subject IML553: Public Relations in Information Works and IMS556: Information System Interaction & Consultation. From my industrial training, I learn about on how to build relation and interaction with people which is deal with the staff and user. At the PSNZ, it also make easier for me to communicate in order give suggestion for the library because all the librarian and staff was open minded. Besides that, I have applied what I had learnt during my study which is how to handle or deal with the users of the library. This is where I deal with them and answers all their questions with the help of the staff. Besides, we also give an idea and suggestion about our project to the librarian and at the same time, staff in this library needs a new idea regarding marketing and promotion service.

➤ **Digital Materials**

Subject IML 651 (Digital Libraries) helps a lot for me as the trainee to know about digitize material. Nowadays, libraries around the world commonly practically and implement digitization material. In PSNZ I learn about how to digitize material about using high quality scanner and learn about various steps start from scanning process, quality control and system used to store all the digital materials. In this library, I digitize past year exam paper and books.

➤ **Knowledge about research**

Form subject which is IMC 651 (Research and Methodology) give the student the basic knowledge to do the research. In order to improve ranking of university, academic staff especially lecture must have a research. Same to the librarian, research is one of the part of the librarian to make sure there get updated information and more knowledgeable in order to improve library management.

4.2 PERSONAL THOUGHTS AND OPINION

Based from my personal thoughts and opinion, during the internship period at the Perpustakaan Sultanah Nur Zahirah (PSNZ) we got various experience. The experience that we gets from this library is their have a friendly staff and librarian that willing to teach and share we us about the new thing working at this place. Besides that, this library also have many collections in includes the general collections, reference collections, special collections, serials collections and others collections. This various of collection used by many race and foreign student. They come to this library to using this material. The environment at this library also quite good because of the many facilities that have been provide by library. The facilities are one of the reason why user always come to this library. The facilities also make user feel comfortable to study.

About the management in the library also still well managed and staff do their task according to work schedule and their scope. Besides this library need build more carrel room because many students want private place to study. As we can see that, UMT have a lot of student. So, this library have 26 carrel room only and management should take action about this problem. The library also need to take a look about discussion room. The minimum in using discussion room was just 6 person. Some of

students need room for more than just 6 person. This library also provide a good service to the users because they have a experience staff and librarian in handling users.

4.3 LESSON LEARNT

From the internship period, I gained several of lesson learnt when work in working environment and it was totally difference while study in university. The lesson that I get from industrial training in Perpustakaan Sultanah Nur Zahirah (PSNZ) is knowledge gain, leadership style, teamwork communication, improve confident level and time management.

➤ Knowledge gain

During the internship in PSNZ a lot of knowledge that we gain. Especially in using the system that used by the PSNZ which is ILMU. ILMU is defined as Integrated Library Management Utility. While completing the task that given in training in PSNZ, I be able to use the ILMU system because this systems used by all department in library. ILMU systems is a user friendly.

➤ Leadership style

The lesson learn that I get during internship is about the leadership style.

From sharing session with Chief Librarian, librarians and also the staff of library itself tells not to be a bossy and everyone wanted to be boss but to be a good leader must think out of the box and find solution and make right decision. This skill is important to make sure library department operation smoothly and give the excellent services to the user. Library management skill such as budgeting, collection, services, facility, technical, human resource and other skill need to be master by the librarian.

➤ **Teamwork**

The lesson learnt that I get during internship is teamwork. Without teamwork the process to finish the job cannot be done. Team work that I learn with group members is to finish the task that given and many tasks that need us to work as a team especially in special project. Most of the tasks were about our projects that we work on. In my opinion, PSNZ have a good teamwork because there always have meeting every monday morning to discuss any problem and also to give the opinion on what going on in library. This meeting held by the management in order to improve the management of the library. Librarians have their own roles and responsibilities but they also have to know others department too. For example, our group members always discuss about the information, design and problems to QR codes, exhibition and task give and follow up with librarian. From that, I learnt teamwork is important because from that I know the good idea and find solution to solve the problem.

➤ **Communication**

Communication is the really important lesson that I got from this training. Effective communication is the basic for a good relation with co-workers and user. Besides that, I also learnt a lot to communicate well with the people surrounding especially with the staff that includes the librarians, senior librarians and the supporting staff. During meeting and discussion, I also learn the proper way how to asking and give the opinion. This two things need to deliver with the correct way so that it does not cause misunderstanding. Communication skills are important when dealing with user at the counter and I applied it when duty at circulation counter and reference desk. Good communication among department is very needed to be a good, excellent and strong organization by always

participate actively in information gathering, decision making, problem-solving, develop new idea and many that can make a strong department. Other than that, public relation also part of the good and effective communication among staff to staff and staff to user.

➤ **Improve confident level**

Besides, In this training I also improve my confident level. The confident level is important thing that must be improved. When I was in university the way to improve only with presentation but in training not only during presentation but during dealing with library user also because we must have self-confident that will able to talk to them in proper way. This one of the way that I can improve my confident level in PSNZ. When working in library fields, mostly we face the user. Besides, the lesson that I learn is when working with academic staff we must have high confident in working with them. I also learnt to speak up the idea and share what in your mind during meeting with the librarian. It indirectly can improve my confident level and able to suggest an idea among librarian.

➤ **Time management**

Time management is important to any organization include library. Time management is important in the workplace to get higher productivity. Time management is important to manage staff, projects and all the business process efficiently and effectively. I was able to manage my time efficiently and effectively.

4.4 LIMITATIONS AND RECOMMENDATIONS

4.4.1 Limitation

➤ **Insufficient plug-ins**

Plug-ins very important to the users. This is because most of them come to library and using their personal laptop and need the plug-ins. From my views, actually the plug-in at PSNZ already enough with the number of the users but it become problems because the most of the plug-ins was not function and it decrease the number of the plug-in that can be use.

➤ **Infrastructure - Leaking roof**

For this PSNZ, there are lack in their infrastructure. Infrastructure is important to the give the user a convenient environment. Not all the infrastructure in PSNZ but the roof. The leaking roof was worse when the heavy raining and the place of leaking roof was at the main counter. This can give bad impression to the users.

➤ **Discussion room maximum 6**

Discussion room was one of the facilities that being provided by the PSNZ. This room must be used in one group not less than 3 persons and not more than 6 persons. Sometimes, students have more than 6 person on one group. So, they need room for more than 6 person and PSNZ library did not provide room for more 6 person users. Sometimes, if it is really needed in using discussion room even with more than 6 person with kindness of library staff, they will let them to use discussion room but student need to attempt or scramble to get this discussion room.

➤ **Carrel room and 24 hours room**

The weaknesses of the library are there lack of carrel room. As we can see that carrel room that have in PSNZ was not enough mostly during examination.

Besides that, PSNZ also do not have 24hours rooms to the users. This will give limitation to the students that want to study until the morning.

4.4.2 Recommendation

➤ **Repair and provide more plug-ins**

Repairing of the plug-ins is needed to be done as soon as possible. It is because, this is one of the facilities that PSNZ was provided to the users. PSNZ also need to provide more plug-ins to make sure when there are some insufficient plug-ins, it will not make the users feel disturb because they can used others.

➤ **Repair infrastructure which is leaking roof**

Relate to planning and design of libraries and information centres there need a strategic planning in order to provide a good services to the user. Giving convenient to the users also one of the good service. For my recommendation is, PSNZ should take action immediately to repair the leaking roof because it five a bad impression to the users towards library.

➤ **Provide room for more than 6 users**

The discussion room really needed by the users. Some students want a discussion room that can be more than 6 person in one time. PSNZ need to provide at least 2 discussion room that can occupied more than 6

person. Library need to take action because it also reflect the facilities that provided in library.

➤ **Increase quantity of carrel room and provide 24 hours room**

For my recommendations is, PSNZ should provide more carrel room to students or take a look again at duration time by using carrel room. The library also should provide at least 24 hours room so that it will be easier for the students to have a study or group discussion there even though it was at the late of night. The 24 hours room is so important especially when the study week has come.

CHAPTER 5 : CONCLUSION

In conclusion, Perpustakaan Sultanah Nur Zahirah (PSNZ) is the one of the libraries that provide the good facilities, great services, and the variety type of the collection materials. During my industrial training in PSNZ, I have gain many knowledge, inputs, and experience from many aspects.

Before industrial training, we only know regarding the terms cataloging, acquisition, archive, serial and so on in the notes that we read or on through the class, but after industrial training we now have the experienced to manage the works that have be given. Even it different when I study and when I work but I actually implement the knowledge during study at University by doing a practical jobs or experiencing working environment. It can be show that, studying environment is totally different with working environment.

In five month to complete the training, I learn that communication skills also important. I learn to communicate with the higher level of management till the support staff in the library. Therefore, there were so many activities and tasks that was provided by PSNZ, so we can learn and practice in order to know well how the library works. The staff also helps me a lot in process to learn new things and teach me well, and get me convenient with the work environment. Lastly, Perpustakaan Sultanah Nur Zahirah is the place that teaches me how to work and gain a great experience. This place suitable place for student to gain knowledge during Industrial Training.

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APPENDICES

APPENDIX A:

ATTENDANCE

KERAJAAN MALAYSIA

A No.	NUKUL SYAHIDA NAMA: BT. ZAKRI CAWANG
BAHAGIAN: BAHAGIAN PENGURUSAN SUMBER ILMU	

BULAN: 0605

TARIKH	MASUK	KELUAR	MASUK	KELUAR	KENYATAAN	T/T KETUA
1						
2						
3	816:40			816:41		
4				816:56		
5	816:40			816:56		
6	816:40			816:56		
7	816:40			816:56		
8	816:40			816:51		
9	816:40			810:14	MC	
10					MC	
11						
12	816:40			816:52		
13	816:40			816:52		
14	816:40			816:51		
15	816:40			816:52		

AMARAN

Sebarang pekerja yang menolong stemkan kad seseorang pekerja lain akan dikenakan tindakan tatatertib ke atasnya.



AHMAD ABDUL RAHIM ALIAS
Timbalan Ketua Pustakawan
Perpustakaan Sultanah Nur Zahirah
Universiti Malaysia Terengganu
21030 Kuala Terengganu

KERAJAAN MALAYSIA

B No.

NURUL SYAHIDA BT.
NAMA: ZAKARI CAWANG

BAHAGIAN:

BULAN: 0605

TARIKH	MASUK	KELUAR	MASUK	KELUAR	KENYATAAN	T/T KETUA
16						
17	8 7:37			8 16:36		
18						
19	8 7:40					
20	8 7:45			8 16:48		
21	8 7:44			8 16:52		
22	8 7:51			8 14:41		
23						
24						
25						
26	8 7:36			8 16:47		
27	8 7:47			8 16:49		
28	8 7:25			8 16:51		
29	8 7:25			8 16:49		
30	8 7:38					
31						

PNMB.,TR.

AMARAN

Sebarang pekerja yang menolong stemkan kad seseorang pekerja lain akan dikenakan tindakan tatatertib ke atasnya.


AHMAD ABDUL RAHIM ALIAS
Timbalan Ketua Pustakawan
Perpustakaan Sultanah Nur Zahirah
Universiti Malaysia Terengganu
21030 Kuala Terengganu

KERAJAAN MALAYSIA

A No.	NYRUL SYAHIDA NAMA: BT. ZAKARI GAWANG
BAHAGIAN:	BAHAGIAN PENGURUSAN PERKHIDMATAN MAKLUMAT

BULAN: SEPTEMBER

TARIKH	MASUK	KELUAR	MASUK	KELUAR	KENYATAAN	T/T KETUA
1	7:35 am					
2	7:35 am			8:16:51		
3				8:16:51		
4	8:7:30			8:16:51		
5	8:7:24			8:16:51		
6	8:7:22			8:16:51		
7	8:7:49			8:16:35		
8						
9						
10	8:7:52			8:16:50		
11						
12	8:7:33			8:17:04		
13	8:7:24			8:16:44		
14						
15						

AMARAN

Sebarang pekerja yang menolong stemkan kad seseorang pekerja lain akan dikenakan tindakan tatatertib ke atasnya.


AHMAD ABDUL RAHIM ALIAS
 Timbalan Ketua Pustakawan
 Perpustakaan Sultanah Nur Zahirah
 Universiti Malaysia Terengganu
 21030 Kuala Terengganu

KERAJAAN MALAYSIA

B No. NURUL SYAHIDA
NAMA: BT. ZAKARI EAWANG

BAHAGIAN:


BULAN: SEPTEMBER

TARIKH	MASUK	KELUAR	MASUK	KELUAR	KENYATAAN	T/T KETUA
16						
17	A 7:39			A17:03		
18	A 7:48			A16:54		
19	A 7:45			A16:50		
20	A 7:21			A16:43		
21						
22						
23	A 7:40			A16:53		
24	A 7:27			A16:51		
25	A 7:43			A16:48	PINTU LAMBAT DIBUKA	
26	A 7:48			A17:13	PINTU LAMBAT DIBUKA	
27	A 7:47			A16:37		
28						
29						
30	A 7:31			A12:00	PROGRAM BICARA DOKH MEDIA 9	
31					KEWAJIBAN	

PNMB,TR.

AMARAN

Sebarang pekerja yang menolong stemkan kad seseorang pekerja lain akan dikenakan tindakan tatatertib ke atasnya.


AHMAD ABDUL RAHIM ALIAS
Timbalan Ketua Pustakawan
Perpustakaan Sultanah Nur Zahirah
Universiti Malaysia Terengganu
21030 Kuala Terengganu

KERAJAAN MALAYSIA

A No.

NURUL SYAHIDA BT
NAMA: ZAKARI @ AWANG

BAHAGIAN: BAHAGIAN PENGURUSAN
PERKHIDMATAN MAKLUMAT

BULAN: OCTOBER

TARIKH	MASUK	KELUAR	MASUK	KELUAR	KENYATAAN	T/T KETUA
1	8 7:35					
2	8 13:07			8 16:54	SHIFT MALAM	
3				8 22:13		
4	8 7:31			8 16:58		
5	8 7:32			8 16:39		
6						
7	8 7:25			8 16:48		
8	8 7:41			8 17:00	PINTU LEWAT DIBUKA	
9	8 7:43			8 17:03	PINTU LEWAT DIBUKA	
10	8 7:40			8 17:01		
11	8 7:43			8 16:41		
12						
13						
14	8 7:44			8 17:05		
15	8 7:35			8 17:06		

AMARAN

Sebarang pekerja yang menolong stemkan kad seseorang pekerja lain akan dikenakan tindakan tatatertib ke atasnya.


AHMAD ABDUL RAHIM ALIAS
Timbalan Ketua Pustakawan
Perpustakaan Sultanah Nur Zahirah
Universiti Malaysia Terengganu
21030 Kuala Terengganu

KERAJAAN MALAYSIA

B No.

NAMA: NURUL SUAHIDA
BT. ZAKARI @ ALANG

BAHAGIAN:

BULAN: OCTOBER

TARIKH	MASUK	KELUAR	MASUK	KELUAR	KENYATAAN	T/T KETUA
16						
17	7:31			16:55		
18	7:29			16:55		
19	7:25			16:35		
20						
21						
22	7:26			16:50		
23	7:27			17:08		
24	7:30			17:00		
25	7:37			17:01		
26	7:32			16:32		
27						
28						
29	7:53			16:49	PINTU LEWAT DIBUKA	
30	7:48			16:45	PINTU LEWAT DIBUKA	
31	7:32			16:45		

PNMB.,TR.

AMARAN

Sebarang pekerja yang menolong stemkan kad seseorang pekerja lain akan dikenakan tindakan tatatertib ke atasnya.


AHMAD ABDUL RAHIM ALIAS
Timbalan Ketua Pustakawan
Perpustakaan Sultanah Nur Zahirah
Universiti Malaysia Terengganu
21030 Kuala Terengganu

KERAJAAN MALAYSIA

A No.	NAMA: NURUL SYAHIDA ZAKARI AWANG
BAHAGIAN: BAHAGIAN PENGURUSAN TEKNOLOGI PERPUSTAKAAN	

BULAN: NOVEMBER

TARIKH	MASUK	KELUAR	MASUK	KELUAR	KENYATAAN	T/T KETUA
1	8 7:38			8 16:29		
2						
3						
4	8 7:27			8 16:52		
5	8 7:35			8 16:46		
6						
7	8 7:45			8 16:46	PINTU LAMBAT	
8	8 7:38			8 16:33	DIBUKA	
9						
10						
11	8 7:40			8 16:48		
12	8 7:28			8 16:55		
13	8 7:40			8 16:46		
14	8 7:41			8 16:52		
15	8 7:36			8 16:31		

AMARAN

Sebarang pekerja yang menolong stemkan kad seseorang pekerja lain akan dikenakan tindakan tatatertib ke atasnya.


AHMAD ABDUL RAHIM ALIAS
Timbalan Ketua Pustakawan
Perpustakaan Sultanah Nur Zahirah
Universiti Malaysia Terengganu
21030 Kuala Terengganu

KERAJAAN MALAYSIA

B No.

NURUL SYAHIDA
NAMA: ZAKARI CAWANG

BAHAGIAN:

BULAN: NOVEMBER

TARIKH	MASUK	KELUAR	MASUK	KELUAR	KENYATAAN	T/T KETUA
16						
17						
18						
19	8 7:28			8 16:49		
20	8 7:44			8 16:47		
21						
22	8 7:24			8 16:52		
23	8 7:27			8 16:32		
24						
25						
26	8 7:47			8 16:52		
27	8 7:31			8 16:58		
28	8 7:49			8 17:04		
29	8 7:27			8 16:46		
30	8 7:33			8 16:30		
31						

PNMB.,TR.

AMARAN

Sebarang pekerja yang menolong stemkan kad seseorang pekerja lain akan dikenakan tindakan tatatertib ke atasnya.


AHMAD ABDUL RAHIM ALIAS
Timbalan Ketua Pustakawan
Perpustakaan Sultanah Nur Zahirah
Universiti Malaysia Terengganu
21030 Kuala Terengganu

KERAJAAN MALAYSIA

A No.	NURUL SYAHIDA ZAKAKIE AWANG
BAHAGIAN:	BAHAGIAN PENTADBIRAN DAN KOMUNIKASI STRATEGIK

BULAN: DECEMBER

TARIKH	MASUK	KELUAR	MASUK	KELUAR	KENYATAAN	T/T KETUA
1	8 7:28					
2				8 16:45		
3	8 7:28				MC	
4					MC	
5	8 8:03			8 16:48	PINTU LEWAT DIBUKA	
6	8 7:32			8 16:32		
7						
8						
9					MC	
10	8 7:32			8 17:00		
11	8 7:32			8 16:54		
12	8 7:28			8 17:04		
13	8 7:56			8 16:30	PINTU LEWAT DIBUKA	
14						
15						

AMARAN

Sebarang pekerja yang menolong stemkan kad seseorang pekerja lain akan dikenakan tindakan tatatertib ke atasnya.


AHMAD ABDUL RAHIM ALIAS
 Timbalan Ketua Pustakawan
 Perpustakaan Sultanah Nur Zahirah
 Universiti Malaysia Terengganu
 21030 Kuala Terengganu

KERAJAAN MALAYSIA

B No.

NAMA:

BAHAGIAN:

BULAN: DECEMBER

TARIKH	MASUK	KELUAR	MASUK	KELUAR	KENYATAAN	T/T KETUA
16	7:40			16:50		
17	7:35			16:54	PINTU LEWAT DIBUKA	
18	7:56			16:52	PINTU LEWAT DIBUKA	
19	7:53			16:50	PINTU LEWAT DIBUKA	
20	7:30			16:37		
21						
22						
23	7:37			17:13	PINTU LEWAT DIBUKA	
24	7:53			16:56		
25						
26	7:39			16:54		
27	7:38			16:44		
28						
29						
30	7:56			17:07		
31	7:36					

PNMB.,TR.

AMARAN

Sebarang pekerja yang menolong stemkan kad seseorang pekerja lain akan dikenakan tindakan tatatertib ke atasnya.


AHMAD ABDUL RAHIM ALIAS
 Timbalan Ketua Pustakawan
 Perpustakaan Sultanah Nur Zahirah
 Universiti Malaysia Terengganu
 21030 Kuala Terengganu

APPENDIX B:

CERTIFICATE



UNIVERSITI MALAYSIA TERENGGANU

UMT



Sijil Penyertaan

Dengan ini disahkan bahawa

Nurul Syahida binti Zakari@Awang
950818-11-5488

telah menyertai

**PROGRAM BICARA TOKOH
MEDIA DAN KEWARTAWANAN
BERSAMA
PELAJAR PUSAT PENDIDIKAN ASAS DAN LIBERAL.
AWANI RANGERS DAN AWANI JUNIOR**

anjuran bersama.

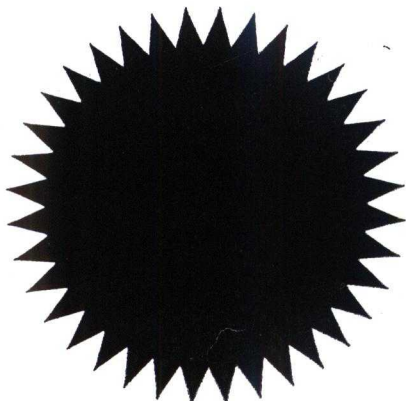
**PERPUSTAKAAN SULTANAH NUR ZAHIRAH, UMT
DAN
PUSAT PENDIDIKAN ASAS DAN LIBERAL UMT**

pada

30 SEPTEMBER 2018

bertempat di

**AUDITORIUM PERPUSTAKAAN SULTANAH NUR ZAHIRAH
UNIVERSITI MALAYSIA TERENGGANU (UMT)**



HAJI ABU HASSAN BIN GHAZALI
KETUA PUSTAKAWAN
PERPUSTAKAAN SULTANAH NUR ZAHIRAH
UNIVERSITI MALAYSIA TERENGGANU



Sekalung Penghargaan

PERPUSTAKAAN SULTANAH NUR ZAHIRAH

*Merakamkan Setinggi-Tinggi Penghargaan & Terima Kasih
Kepada*

**NURUL SYAHIDA BINTI ZAKARI @ AWANG
950818-11-5488**

*Atas Sumbangan dan Komitmen
Dalam Menjayakan*

PSNZ
Open Days 2018

pada
22 hingga 24 Oktober 2018

bertempat di
**Perpustakaan Sultanah Nur Zahirah,
Universiti Malaysia Terengganu (UMT)**

ABU HASSAN GHAZALI
KETUA PUSTAKAWAN
PERPUSTAKAAN SULTANAH NUR ZAHIRAH
UNIVERSITI MALAYSIA TERENGGANU



Sijil Penyertaan

Dengan ini disahkan bahawa

**NURUL SYAHIDA BT ZAKARI @ AWANG
(950818115488)**

Telah menyertai

**SESI BICARA
PEMBELAJARAN ABAD KE-21**

sempena

PSNZ
Open Days 2018

anjuran

**Perpustakaan Sultanah Nur Zahirah,
Universiti Malaysia Terengganu (UMT)**

pada

23 Oktober 2018

bertempat di

**Perpustakaan Sultanah Nur Zahirah,
Universiti Malaysia Terengganu (UMT)**

ABU HASSAN GHAZALI
KETUA PUSTAKAWAN
PERPUSTAKAAN SULTANAH NUR ZAHIRAH
UNIVERSITI MALAYSIA TERENGGANU

APPENDIX C:

POSTER




PERTANDINGAN BERCERITA

SYARAT-SYARAT PERTANDINGAN:

- ✓ Terbuka kepada kanak-kanak berumur 5-6 tahun. Setiap sekolah perlu menghantar 3 orang peserta sahaja.
- ✓ Cerita boleh disampaikan dalam bahasa Melayu atau bahasa Inggeris. Tajuk cerita adalah bebas.
- ✓ Setiap peserta perlu melengkapkan borang penyertaan yang disediakan oleh pihak penganjur.
- ✓ Hanya seorang peserta sahaja yang dibenarkan berada di pentas untuk mempersembahkan cerita.
- ✓ Setiap peserta diberi masa 05 hingga 07 minit untuk menyampaikan cerita.
- ✓ Peserta dibenarkan membaca nota/teks TETAPI tidak dibenarkan dibantu oleh orang lain (cikgu/pengiring).
- ✓ Penggunaan prop dan pemakaian kostum untuk membantu penceritaan adalah didigalakkan.
- ✓ Pertandingan ini akan diadakan oleh 2 orang hakim.
- ✓ Pihak penganjur berhak meminda mana-mana syarat peraturan dari masa ke semasa.
- ✓ Keputusan hakim adalah muktamad.

✱ Tertakluk kepada perubahan semasa

MASA
10.30 PAGI - 12.00 PAGI
22 OKTOBER 2018
TEMPAT
AUDITORIUM
PERPUSTAKAAN
SULTANAH NUR
ZAHIRAH, UMT

KATEGORI
5 & 6
TAHUN
3 Hadiah
utama
menanti!



OBJEKTIF PERTANDINGAN:

- ✦ Memupuk keyakinan diri dan keberanian di hadapan peserta
- ✦ Mencungkil bakat murid dalam bidang bercerita

Untuk keterangan lanjut, sila hubungi:-
Puan Nur Faridah - 09-6684583 @ Puan Sarawati - 09-6684239

BORANG PENYERTAAN

Nama: _____

No. MyKad/Surat Beranak: _____

Umur: _____

Sekolah: _____

Nama Ibu/Bapa: _____

No. Telefon: _____

Sila hantar borang penyertaan beserta maklumat-maklumat yang diperlukan sebelum atau pada 16 Oktober 2018.





PSNZ 2018 OPEN DAY

PERTANDINGAN
BERCERITA

i ♥ PSNZ

Tarikh:
22 Oktober 2018
(Isnin)

Masa:
10.30 am - 12.00 pm

Tempat:
Auditorium Perpustakaan
Sultanah Nur Zahirah,
UMT



www.facebook.com/officialPSNZ | www.psnz.umat.edu.my

Pertandingan Mewarna 2018

KATEGORI: 5-6 TAHUN
MASA:
 9.30- 11.30 PAGI
TEMPAT:
 Ruang Pameran
 Perpustakaan Sultanah Nur Zahirah,
 UMT

OBJEKTIF PERTANDINGAN

Menggalakan kanak-kanak untuk datang ke perpustakaan dan seterusnya memupuk minat membaca.

Merangsang kreativiti kanak-kanak melalui seni lukisan

SYARAT-SYARAT PERTANDINGAN:

- Terbuka kepada kanak-kanak berumur 5-6 tahun.
- Setiap peserta perlu melengkapkan borang penyertaan yang disediakan oleh pihak penganjur.
- Setiap peserta diberi masa 1 jam.
- Hanya pensil warna sahaja dibenarkan (peserta digalakkan untuk membawa pensil warna sendiri beserta papan pelapik untuk mewarna).
- Penyertaan kanak-kanak akan dibatalkan sekiranya tidak mematuhi arahan.
- Setiap peserta hanya layak untuk satu kertas mewarna sahaja.
- Ibu bapa atau penjaga atau guru pengiring tidak dibenarkan untuk menunjuk ajar peserta.
- Pihak penganjur tidak akan menyediakan sebarang kerusi atau meja untuk para peserta.
- Pihak penganjur berhak meminda mana-mana syarat peraturan dari masa ke semasa.
- Keputusan hakim adalah muktamad.

SILA HANTAR BORANG
 PENYERTAAN BESERTA
 MAKLUMAT-
 MAKLUMAT YANG DIPERLUKAN
 SEBELUM ATAU PADA
16 OKTOBER 2018

Untuk keterangan lanjut, sila hubungi:-
 Puan Nur Faridah - 09-6684582 @ Puan Sarawati - 09-6684239

BORANG PENYERTAAN
 BUTIR PERIBADI PESERTA

Nama : _____

No Mykid/ Surat Beranak : _____

Umur : _____

Sekolah : _____

Nama Ibu/ Bapa : _____

No K/P : _____

PERADUAN MEWARNA UMT SEMPENA PSNZ

"OPEN DAY" 2018

OBJEKTIF PERTANDINGAN:

Menggalakan kanak-kanak untuk datang ke perpustakaan dan seterusnya memupuk minat membaca.

Merangsang kreativiti kanak-kanak melalui seni lukisan

KATEGORI: 3-6 TAHUN
MASA: 9.30- 11.30 PAGI
TEMPAT: Ruang Pameran
 Perpustakaan Sultanah Nur Zahirah,
 UMT

HADIAH DITAWARKAN!!!

Sila hantar borang penyertaan beserta maklumat-maklumat yang diperlukan sebelum ATAU pada 16 Oktober 2018

SYARAT-SYARAT PERTANDINGAN:

Terbuka kepada kanak-kanak berumur 3-6 tahun

Setiap peserta perlu melengkapkan borang penyertaan yang disediakan oleh pihak penganjur

Setiap peserta diberi masa 1 jam

Hanya pensil warna sahaja dibenarkan (Peserta digalakkan untuk membawa pensil warna sendiri beserta papan pelapik untuk mewarna)

Penyertaan kanak-kanak akan dibatalkan sekiranya tidak mematuhi arahan

Setiap peserta hanya layak untuk satu kertas mewarna sahaja

Ibu bapa atau penjaga atau guru pengiring tidak dibenarkan untuk menunjuk ajar peserta

Pihak penganjur tidak akan menyediakan sebarang kerusi atau meja untuk para peserta

Pihak penganjur berhak meminda mana-mana syarat peraturan dari masa ke semasa

Keputusan hakim adalah muktamad

Untuk keterangan lanjut, sila hubungi:
 Puan Nur Faridah
 (09-6684583)
 Puan Sarawati
 (09-6684239)

BORANG PENYERTAAN
 BUTIR PERIBADI PESERTA

Nama : _____

No Mykid/ Surat Beranak : _____

Umur : _____

Sekolah : _____

Nama Ibu/ Bapa/ Penjaga : _____

No K/P : _____

APPENDIX D :

APPOINTMENT

LETTER



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PERPUSTAKAAN
SULTANAH NUR ZAHIRAH

Rujukan Kami : UMT/L/BPPM-4/100-52/87(45)
Tarikh : 6 September 2018
Bersamaan : 25 Zulhijah 1440H

Senarai Nama Seperti Mana Lampiran

Assalamualaikum & Salam Sejahtera

Tuan/Puan,

LANTIKAN SEBAGAI AHLI JAWATANKUASA PROGRAM PSNZ OPEN DAYS 2018

Dengan segala hormatnya saya merujuk kepada perkara di atas.

2. Sukacita dimaklumkan bahawa tuan/puan dilantik sebagai Ahli Jawatankuasa Program *PSNZ Open Days* 2018 pada 22 – 24 Oktober 2018.

3. Sehubungan dengan itu, saya amat berharap agar tuan/puan dapat memberikan iltizam dan usaha yang gigih dalam menjayakan Jawatankuasa Program *PSNZ Open Days* 2018 kali ini. Saya yakin dengan iltizam dan pengalaman tuan/puan, Program *PSNZ Open Days* 2018 akan dapat dilaksanakan dengan jayanya.

4. Segala perhatian dan kerjasama Tuan/Puan amatlah dihargai.

Sekian, terima kasih.

"BERKHIDMAT UNTUK NEGARA"

Yang benar,

(ABU HASSAN BIN GHAZALI)

Ketua Pustakawan,

Perpustakaan Sultanah Nur Zahirah,

Universiti Malaysia Terengganu.

☎ 09-6684291

✉ ahg@umat.edu.my

s.k 1) Fail Edaran

Jawatankuasa	Ahli Jawatankuasa	Tugas / Tanggungjawab
Majlis Perasmian	1) En. Almanizam Alias (K) 2) Pn. Azma Awang @ Jaafar 3) Pn. Noor Juliana Abdul Latif	✓ Menyelaras majlis perasmian program PSNZ Open Days 2018 ✓ Mengurus protokol dan jemputan bagi majlis bersama Ketua Urusetia
Bengkel & Latihan	1) Cik Sharifah Akmal Syed Abd Rahman (K) 2) Pn. Fatimah Salim 3) Pn. Nurul Ashikin Che Halim	✓ Merancang, mengurus, melaksanakan aktiviti bengkel sokongan penyelidikan dan latihan pengkalan data
Jamuan & Hadiah	1) Pn. Wardah Nazihah Othman (K) 2) Pn. Zafirah Mustafa 3) Pn. Aida Kartini Ali	✓ Mengurus jamuan bagi majlis perasmian dan aktiviti-aktiviti lain yang berkaitan ✓ Merancang pembelian hadiah dan mengurus penyerahan hadiah bagi aktiviti-aktiviti yang berkaitan
Teknikal, Siaraya & Peralatan	1) En. Mohamad Asmawi Abdul Rahman (K) 2) En. Mohd Hairolanuar Mohamad 3) En. Asubri Mohamad@Awang 4) En. Che Mohd Halim Jusoh	✓ Mengurus tempahan peralatan ✓ Memastikan kefungsi peralatan siaraya dalam keadaan baik ✓ Menguruskan penyediaan sistem siaraya dan peralatan
Promosi & Hebahan	1) En. Mohd Shahrulhizam Zuraimi (K) 2) En. Mohd Azmi Mohamad 3) En. Muhammad Haizan Zakari	✓ Mengurus hebahan dan promosi di portal, email, facebook PSNZ dan lain-lain yang bersesuaian ✓ Menyediakan rekabentuk banner dan poster program dan aktiviti ✓ Mengendalikan rakaman gambar dan video setiap aktiviti
Kewangan , Jualan Booth & Tajaan	1) En. Syed Mohammad Helmy Md. Akhir (K) 2) Pn. Norsollehah Ahmad 3) Pn. Rozita Muda 4) Pn. Hazlina Ismail	✓ Merancang dan menguruskan aktiviti jualan booth (buku, makanan dan lain-lain) ✓ Menguruskan proses sewaan tapak dan proses bayaran sewaan ✓ Mendapatkan tajaan hadiah untuk aktiviti dan perasmian

SENARAI AHLI JAWATANKUASA PSNZ OPEN DAYS 2018

Penasihat : En. Abu Hassan Ghazali
Pengarah Program : Pn. Harisom Anida Musa
Bendahari : Pn. Azma Awang @ Jaafar
Setiausaha : En. Muhamad Uzaini Abdullah Hazam
Senarai AJK

Jawatankuasa	Ahli JawatanKuasa	Tugas / Tanggungjawab
Urusetia Program & Aktiviti	1) En. Almanizam Alias (K) 2) Pn. Farizah Abdulllah 3) Pn. Sarawati Sulong 4) En. Amir Abdul Khalik 5) En. Muhamad Uzaini Abdullah Hazam 6) En. Ahmad Sukri Jusoh 7) Pn. Mazlina Mazlan 8) Cik Normala Yusoff 9) En. Risman Yusya Sutan Kayo 10) Cik Noor Afzan Jaafar 11) Cik Nurul Syahida Zakari @ Awang 12) Cik Nurul Dayana Muhammad Ali 13) Cik Nurul Fatiehah Ramli 14) Cik Nur Najihah Mohd @ Johari 15) Cik Siti Nur Aisyah Abd Wahab	✓ Menyelaras pelaksanaan semua aktiviti-aktiviti yang dirancang ✓ Melaksanakan aktiviti-aktiviti yang dirancang ✓ Menyediakan dan mengedarkan sebarang surat, dokumen, jemputan yang berkenaan

APPENDIX E:

ARTICLE

REVIEW

INNOVATION IN LIBRARIES SERVICES AND ACTIVITIES

By Nurul Syahida Bt Zakari @ Awang

Innovation is the process of translating an idea or invention into a good or service. To be called an innovation, an idea must be replicable at an economical cost and must satisfy a specific need. Innovation involves deliberate application of information, imagination and initiative in deriving greater or different values from resources, and includes all processes by which new ideas are generated and converted into useful products

Innovation was needed in library to increase and also to ensure quality of service. Academic library was not being exclude from innovation. So, there are a few challenges that need to be facing such as unsustainable costs, declining usage, transition into digital services and increased demands for new services. For the library to remain relevant to its users, it must redefine its role in the digital environment, leverage its strengths, and innovate to create responsive and convenient services. However this challenges can be overcome by implement knowledge management. In research by Khan & Bhatti (2017) experts was selected to competencies for developing and managing digital libraries. One of them are knowledge for developing digital libraries. In the research by Islam and Ikeda (2014), they investigate the issues that related to the development of digital library. Knowledge management very important in develop the digital library. Knowledge management is a creating knowledge and sharing it and also knowledge about how to handle the information and sources with systematic. Knowledge management also had role in develop digital library with effectively and it will also give satisfaction to the users of library. So, knowledge management important to make innovation in services.

Nowadays every academic library have their own activities that being serve by library staff. Some academic library was already had an innovation that others did not have. For example in DeLaMare Science and Engineering Library at the University of Nevada, Reno. This academic library already have 3D printing that can be used by the users. Library will provide new equipment that users can used it and learn new skills to fulfil their needed.

In research by Radnieki (2017), DeLaMare Science and Engineering Library at the University of Nevada, Reno also offers other non-traditional resources and services in its makerspace and lending technology collections. The collection in this library was develop in discussion between faculty and students, and also primarily from the STEM disciplines. The space was open followed by the needed of the all students and faculty on the campus that includes not only one course but covered all course in the University of Nevada, Reno. The DeLaMare Library now has multiple 3D printers, two 3D scanners, a vinyl cutter, laser cutter, pcb milling machine, micro controllers, virtual reality equipment, and others. Every equipment that being provide by library will be introduce by library staff because it is new literacy to the students by used new technologies. With this, students not only will get to used new equipment that needed in fulfil their searching, but this also can encourage the teaching and learning session.

This 3D modeling need to be learn by users which is students to make them more skilful with this new technologies. 3D modelling similar to the coding and programming. This also can give a lot of knowledge to the users. This will activities will also contribute to staff to make a better services with this activities. It is because the library staff need to make an effort to make this run smoothly. Library staff also need to learn how to use the 3D printer before it being established to the users. Literature discussing 3D printing in libraries is increasing as the service becomes more prevalent, but few touch on academic libraries in particular and even fewer document if and how academic libraries are teaching the design and 3D modeling skills needed to create new knowledge objects with 3D printers. Much of the literature presents case studies where 3D printing services have been implemented in academic libraries, detailing their procedures and workflows, policies, and initial user feedback. According to this article, library staff will make an effort, such as offering workshop, online tutorial, individual consultations and others services that can support users in learning 3D modelling skills. To measure which services were more preferred by users, it will measured by using survey.

3D modelling was a good innovation to an academic library that not only will give new technologies to the users but also new skills and knowledge. This innovation of activities will give opportunities to the library staff to make an innovation in services that can increase the credibility of library service. The satisfaction from the users will give credit to the staff and also towards library itself. But unfortunately, UMT library which is Sultanah Nur Zahirah Library (PSNZ) did not have this new technologies.

PSNZ only provided the common scanner that only will just can scan and do not have 3D technologies. This maybe because of the financial constraint that will be faced by the library.

In conclusion, innovation in library activities is needed and it also can make a better services by the library staff. There are a few challenges will be faced by the library during innovation phases such as financial constraint, maintenance and others. So, it need to be overcome by library staff to realisation the innovation that can give credit not only to library but also to the library staff. Every new activities that have in library will need the instruction from library staff because it also be a new services to the users. This can show that library always do the best to make user easy to find their needed or to support their teaching and learning session. Innovation will be the best way to increase a value of services and the good services will come out with the good activities to users.

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APPENDIX F:

FAREWELL

CEREMONY

