

PRACTICAL TRAINING REPORT

**PERPUSTAKAAN SULTANAH NUR ZAHIRAH
UNIVERSITI MALAYSIA TERENGGANU,
201030 KUALA TERENGGANU,
TERENGGANU DARUL IMAN**

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**IM244 - BACHELOR OF INFORMATION SCIENCE (HONS.)
LIBRARY MANAGEMENT**

**FACULTY OF INFORMATION MANAGEMENT
UITM KAMPUS REMBAU
CAWANGAN NEGERI SEMBILAN**

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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SITI NUR AISYAH BINTI ABD WAHAB

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Date of submission: 08/01/2019

ABSTRACT

The purpose of this documentation is to report all activities conducted by the trainee during Industrial Training for about 5 months at Perpustakaan Sultanah Nur Zahirah (PSNZ). This industrial training report consist of 4 chapters and that are introduction, organization information, industrial training activities and industrial training reflection. In order to complete study, trainee needs to undergo 5 months of practical training in industry starting from 1 August 2018 until 31 December 2018. During the training, trainee got opportunity to learn the library management process. This report consists the details of training activities including daily tasks and special project. Lastly, the knowledge, skills, and experience gain during the practical training is the best method in order to prepare student to expose to the real working environment and also to be a good and better librarian in the future.

ACKNOWLEDGEMENT

Assalamualaikum w.b.t.

Alhamdulillah. First of all, I would like to thank God, give thanks to the divine mercy and grace period, the life energy that was given to me as finally I am able to complete my industrial training and finish my industrial training report successfully.

I would like to dedicate this award to my IMC 690 (Industrial Training) lecturer, Madam Amirah binti Haji Abu Hassan. Thank you for my lecturer, because of the guidance and counselling helps me to complete this report with success. She always gives supports and guided throughout my internship journey.

I am using this opportunity to express my gratitude to all PSNZ's staffs who have directly or indirectly taught and give opinion for me during my 5 months industrial training in PSNZ. I am very thankful for their aspiring guidance, knowledge sharing and friendly advice during these five months of internship. It is most precious experience in my life.

Million thank also wish to my family members for giving me the fullest support in terms of moral and financial to make sure I complete this project and industrial training. Last but not least, thank you to my friends and other practical members for always give ideas and have made valuable comment and suggestions which gave me an inspiration to improve my industrial report in many ways. Thanks to all the people for their help directly and indirectly to complete my industrial report.

In addition, hopefully this task would help to fulfil my mission in becoming a successful student at Universiti Teknologi Mara, Campus Rembau.

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CHAPTER 1:

INTRODUCTION

1.0 INTRODUCTION

The Industrial Training subject IMC690 provides pre-professional work experience with specific assignments and responsibilities. It is a part of a requirement to fulfil the course in order for students to complete the degree as well as graduate from the university. This paper involves 480-hour equivalent work placement, paid or unpaid, located in an approved industrial site, working under the supervision of an experienced Information Professional.

I have chosen Perpustakaan Sultanah Nur Zahirah (PSNZ) which are an academic library that are located at Universiti Malaysia Terengganu, Kuala Terengganu to gain working experience that is relevant with my programme which is Bachelor of Information Science (Hons.) Library Management (IM 244). During the industrial training, the student is expected to contribute to the activities of the workplace and to meet the same demands of work production and responsibility expected by the organization of its regular employees.

The objectives of the Industrial Training are:

- 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.

1.1 BACKGROUND OF ORGANIZATION

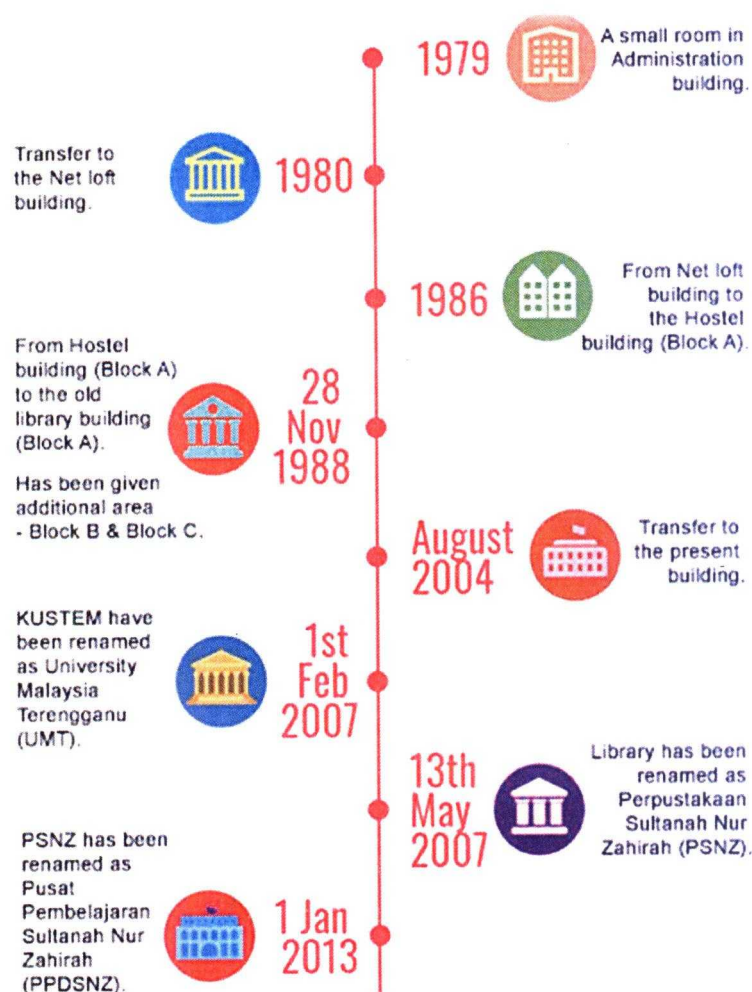


Figure 1.1

The chronology of PSNZ

The History of University Malaysia Terengganu (UMT) library started with the establishment of UPM Fisheries and Maritime Science Centre (Pusat Perikanan dan Sains Samudera UPM) in May 1979. The library was manned by two library clerks. At that time, the library was just a small room in the Administration Unit. The area was 40 feet x 30 feet with 28 chairs.

In 1981, the staffs increased to 5 staffs which are 1 Library Clerk, 2 Library Checkers and 2 Library Attendants. The library began to operate at night in January 1982.

The library has changed its location 4 times. The first move was on December 1984, from the Administration building to the Net loft building. Second moved was on June 14th, 1986 from the Net loaf building to the Hostel A building, and the third was on November 28th, 1988 from the Hostel a building to its own building, and has been used till 31 July 2004. On January 1987, the library's staff increased to 6 persons. They were 2 Library Assistants, 2 Library Checkers and 2 Library Attendants.

1.1.1 History of Perpustakaan Sultanah Nur Zahirah (PSNZ)



Figure 1.2

The old building of PSNZ before moved to a new building

Perpustakaan Sultanah Nur Zahirah, or better known as PSNZ, has started its operations since the establishment of the University of Agriculture Malaysia's Fishery and Science Center (UPM) in May 1979 with a total of 2 staff members operating it. At that time, PSNZ was placed in a small room in the administration. Library staff are responsible for handling the overall library administration and assisted by a library assistant. The collections placed at PSNZ at that time were related to Fisheries Science.

The development of university autonomy has given an impacts of PSNZ's design and operation. In support of the developments, PSNZ has moved 4 times starting with the first transfer in December 1984 from administrative building to Netloaf building. The second transfer was on June 14, 1986 from Netloaf to the Dormitory Building and the third transfer on November 28, 1988 from the

Dormitory Building to the old library building, blocks A, B, and C. In August 2004, the library moved again to the building nowadays.

On May 13, 2007, KUSTEM Library was inaugurated by Seri Paduka Baginda Al-Wathiqu Billah, Tuanku Mizan Zainal Abidin Ibni Almarhum Sultan Mahmud Al-Muktafi Billah Shah with the new name which are Perpustakaan Sultanah Nur Zahirah. Starting from January 1, 2013, Perpustakaan Sultanah Nur Zahirah has undergone a massive digital transformation in the history of the library, performing as a digital library. In line with that, the name of the library has changed to the Pusat Pembelajaran Digital Sultanah Nur Zahirah. The next transformation will be on January 1, 2016 where the Pusat Pembelajaran Digital Sultanah Nur Zahirah has undergone a structural change in the direction of the collection, which is, becoming a sustainable Hybrid Library and renamed to the Perpustakaan Sultanah Nur Zahirah. PSNZ has various printed and non-printed collections in the following fields:

- Economics and Management
- Science and Technology
- Maritime and Marine Sciences
- Sociology
- Natural Resource Management



Figure 1.3
The new building of PSNZ

PSNZ is currently working on strengthening its services to consumers in support of the university's established targets, being the center of either the local or international level specializing in Aquatic Sciences.

1.1.2 Mission and Vision of PSNZ

Vision

Library as the absolute centre of knowledge.

Mission

To provide library services and facilities through information services and resources, knowledge management with current technology in supporting learning, teaching, consultation and research in the field of Science, Technology and the Management of Natural Resources to fulfil user requirement.

1.1.3 Objectives of PSNZ

- To provide efficient services, effective, up-to-date and user friendly to the campus community and society in general.
- To optimize usage of various information resources and facilities.
- To upgrade staff expertise (knowledge workers).
- To improve the distribution of cost effectiveness.
- To strengthen user education program towards lifelong learning.
- To develop, document, maintain and strengthen teaching and research resources of all disciplines either in print, multimedia and electronic format.

- To uphold knowledge and intellectual property of university - community in turning the library as a resource and knowledge heritage.

1.1.4 Client Charter of PSNZ

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

1.1.5 Location/Sitemap of PSNZ

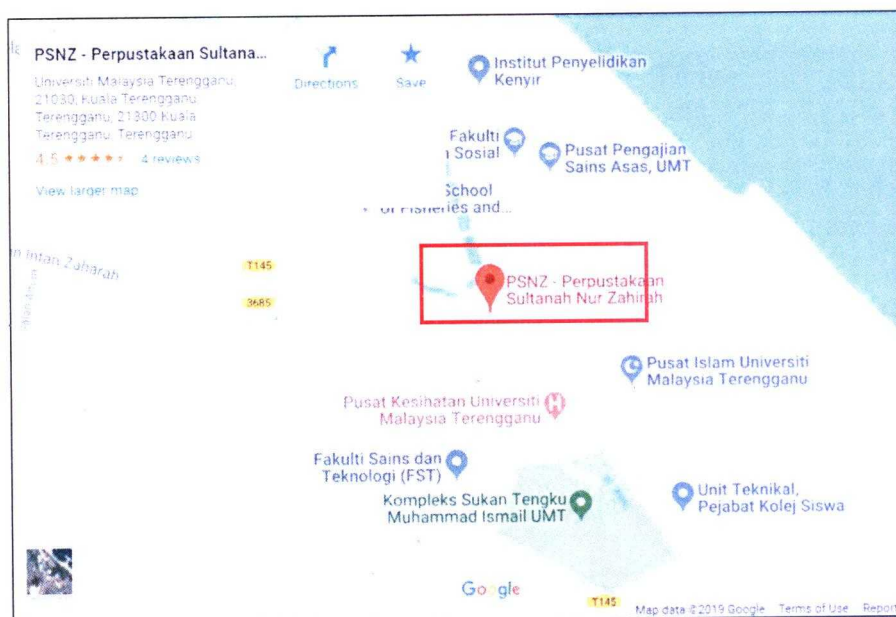


Figure 1.4
The location/sitemap of PSNZ

Table 1.1

The information of PSNZ

Address :	Perpustakaan Sultanah Nur Zahirah Universiti Malaysia Terengganu, 21030, Kuala Terengganu.
Gps Coordinate:	Latitude : 5.408311330716043 Longitude : 103.08839946985245
Telephone number:	+609-6684185
Fax Number :	+609-6684179
Email:	psnz@umt.edu.my
Website:	http://psnz.umt.edu.my/
Facebook:	https://www.facebook.com/OfficialPSNZ/

1.1.6 Operation Hours of PSNZ

Table 1.2

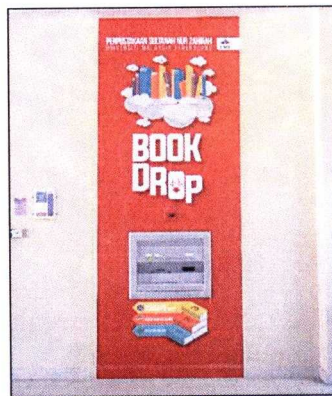
The operation hours of PSNZ

Semester Time:	
Day	Time
Sunday - Wednesday	9.00 a.m. - 10.00 p.m.
Thursday	9.00 a.m. - 4.30 p.m.
Friday	3.00 p.m. - 10.00 p.m.
Saturday	10.00 a.m. - 6.00 p.m.
Exam Season:	
Sunday - Wednesday	9.00 a.m. - 10.00 p.m.
Thursday	9.00 a.m. - 6.00 p.m.
Friday	3.00 p.m. - 10.00 p.m.
Saturday	10.00 a.m. - 10.00 p.m.
Semester Break:	
Sunday - Thursday	9.00 a.m. - 4.00 p.m.
Friday and Saturday	Close

1.3 FACILITIES IN PSNZ

- **Book Drop**

Book Drop Machine operates 24 hours a day. Users can use this facility to return books at any time and their records will be automatically updated. It is located outside the library (opposite the main entrance).



*Figure 1.6
Book Drop*

- **Self-Check Machine**

This machine is provided to facilitate customers to make self-service book loans without having to queue at the counter. Registered PSNZ customers can use this machine located near the main counter. The loan process requires customers using a student or staff card.



*Figure 1.7
Self-Check Machine*

- **Photostat Machine**

The photocopier facility is available on level 1 and is maintained by a private company. User need to buy the photocopy machine card at the main counter to use this facility.



Figure 1.8
Photostat Machine

- **Computer Area**

This area is located at the end of the 1st floor and houses about 30 units of computers that provides the convenience for typing and internet access includes scanning and printing services to customers.

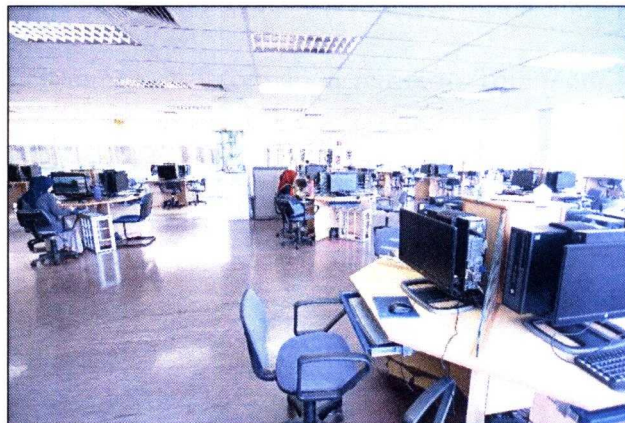


Figure 1.9
Computer Area in PSNZ

- **Auditorium**

The library has an auditorium with a capacity of 220 people located at level 1. This auditorium is suitable for activities such as talks, workshops and seminars. Auditorium usage is permitted for any official university activities, equipped with PA system and campus internet networks. Reservations can be made online at the PSNZ Portal.



Figure 1.10
Auditorium

- **Multimedia Training Room**

This room is equipped with 12 units of computers for teaching purposes as well as guidance to customers in information retrieval. This room is only open for UMT staff. Reservations can be made online at the PSNZ Portal.



Figure 1.11
Multimedia Training Room

- **Prayer Room**

The prayer rooms are located at level 1 near the learning space and level 2 near the carrel room.

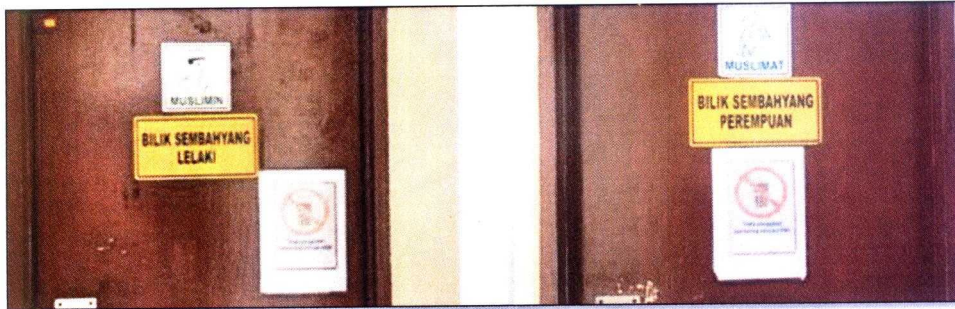


Figure 1.12
Prayer Room

- **Learning Space**

This open space is provided to give customers a more conducive learning dimension. This Learning Space facility is equipped with audio-visual systems such as televisions for discussion views and easy access to the internet. It is located at level 1.



Figure 1.13
Learning Space

- **Exhibition Area**

This space is reserved for exhibitions and activities organized by Universiti Malaysia Terengganu only. All equipment and preparation of exhibition materials should be provided by the applicant. This area is located at level 1.

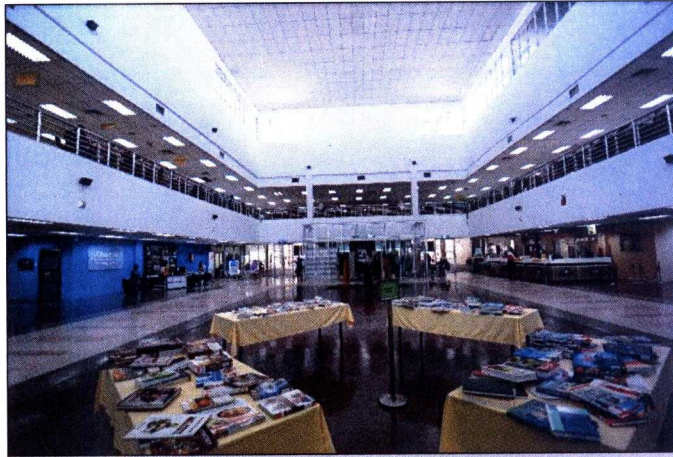


Figure 1.14
Exhibition Area

- **Meeting Room**

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



Figure 1.15
Meeting Room

- **Discussion Room**

PSNZ provides 15 discussion rooms located at level 2. All students, lecturers and staff are eligible to use this discussion room by applying at main counter. This room must be used in a group of not less than three (3) persons and not more than six (6) persons. The usage period is for two (2) hours per group.



Figure 1.16
Discussion Room

- **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. Customers can apply at PSNZ main counter. Duration of use is 1 day.



Figure 1.17
Carrel Room

- **Executive Discussion Room**

PSNZ provide two (2) units of discussion rooms equipped with audio-visual facilities like television to display discussions and a conducive space for discussion. Reservations can be made online at the PSNZ Portal.



Figure 1.18
Executive Discussion Room

- **Post Graduate Lounge**

The room is located at the 2nd floor specially designed for graduate students for more conducive discussion, review and learning purposes.



Figure 1.19
Post Graduate Lounge

- **Open Reading Area**

Located at the first and second floor with a seating capacity of 1,200 units. This space can be used for reading and reference.



Figure 1.20
Open Reading Area

- **Cozy Corner**

This area is located at level 2 near the Post Graduate Lounge.



Figure 1.21
Cozy Corner

- **Special Collection Counter**

Special collection counter is located at level 1 in the special collection room.

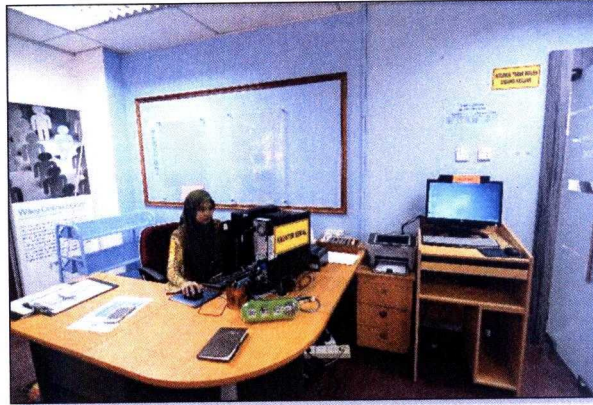


Figure 1.22
Special Collection Counter

- **Main Counter**

The main counter is located at level 1 near the main entry.



Figure 1.23
Main Counter

CHAPTER 2:

ORGANIZATION

INFORMATION

2.0 ORGANIZATION INFORMATION

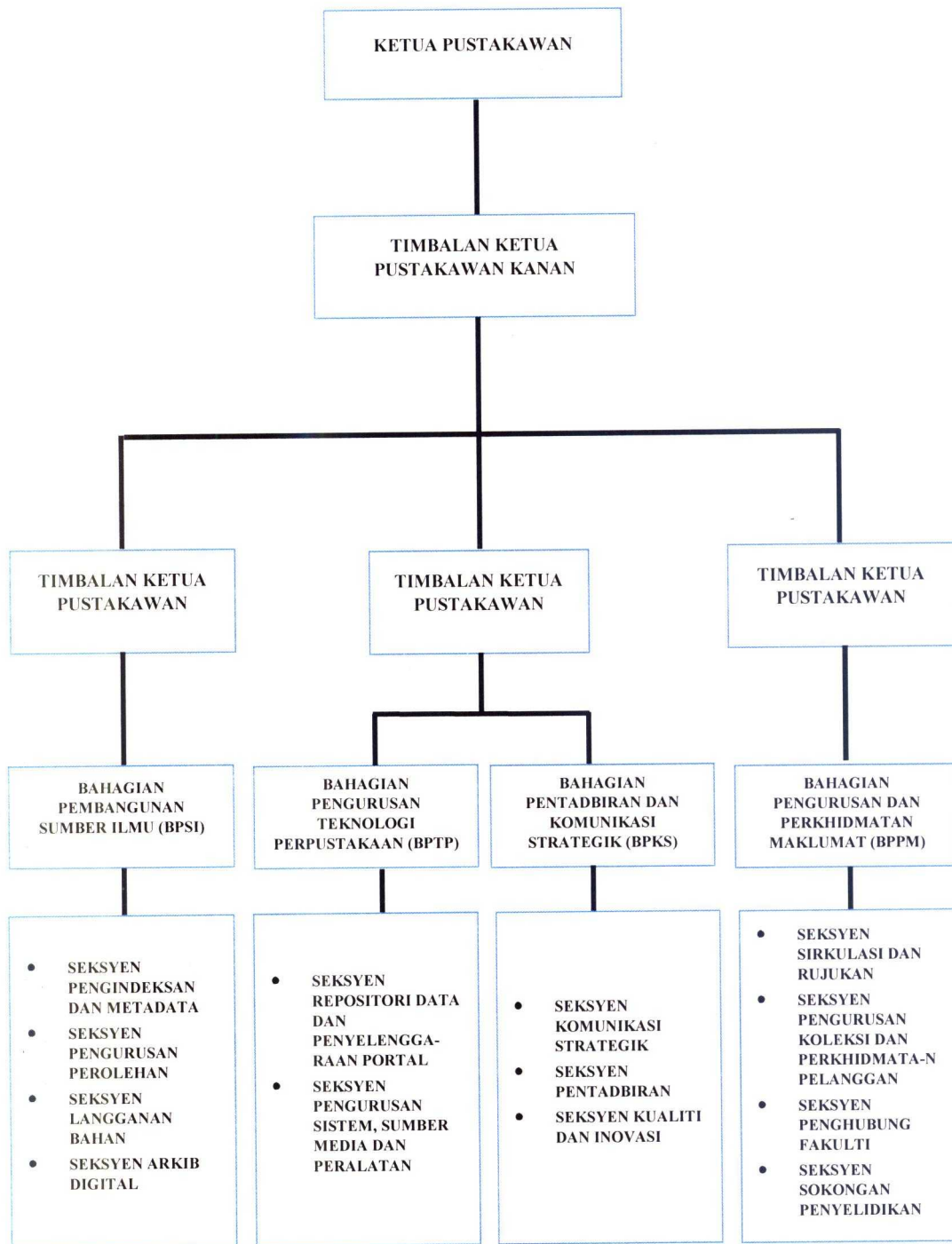


Figure 2.1

Organizational Chart by Department in PSNZ

2.1 DEPARTMENTAL STRUCTURE

Perpustakaan Sultanah Nur Zahirah (PSNZ) divided into four departments which are, Knowledge Resources Development Department, Library Technology Management Department, Administration and Communication Strategic Department and Management and Information Services Department. Below that department, there were divided into 13 sections.

Leaded by Encik Abu Hassan Ghazali as the S54 Chief Librarian and got helped by his secretary which is Puan Noor Juliana Abdul Latif, they were stayed at Administration and Communication Strategic Department in PSNZ. As the Chief Librarian and Secretary, they have their own roles and responsibilities.

There are four sections under the Knowledge Resources Development Department which are Indexes and Metadata Section, Serial and Electronic Resources Section, Acquisition Section and Digital Archive Section. For the Library Technology Management Department, it divided into two sections which are Data Repository and Portal Maintenance Section and System Management, Media Source and Equipment Section.

Then, Administration and Communication Strategic Department is divided into three sections which are Strategic Communication Section, Administration Section, and Innovation and Quality Section. Lastly, Management and Information Services Department is divided into four sections which are Circulation and Reference Section, Collection Management and Customer Services Section, Faculty Liaison Section and Research Support Section.

2.1.1 Knowledge Resources Development Department (BPSI)

The Knowledge Resources Development Department or BPSI is monitored by a Deputy Chief Librarian which is Puan Fatimah Salim. The role of Deputy Chief Librarian for this department is to monitor the business in BPSI and to manage Acquisition Management Section.

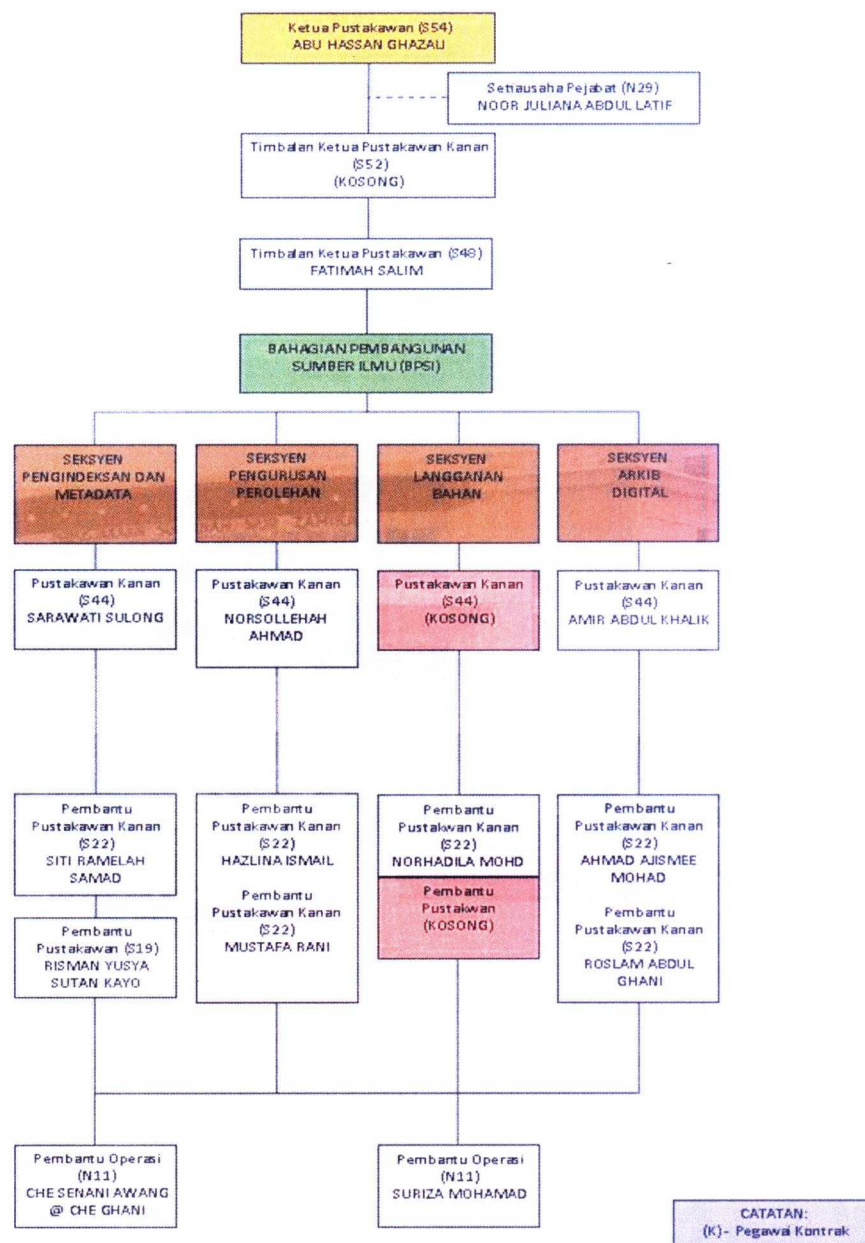


Figure 2.2

Knowledge Resources Development Department Chart

2.1.2 Library Technology Management Department (BPTP)

The Library Technology Management Department or BPTP is monitored by a Deputy Chief Librarian which is Encik Ahmad Abdul Rahim Alias. The role of Deputy Chief Librarian for this department is to monitor the business in BPTP.

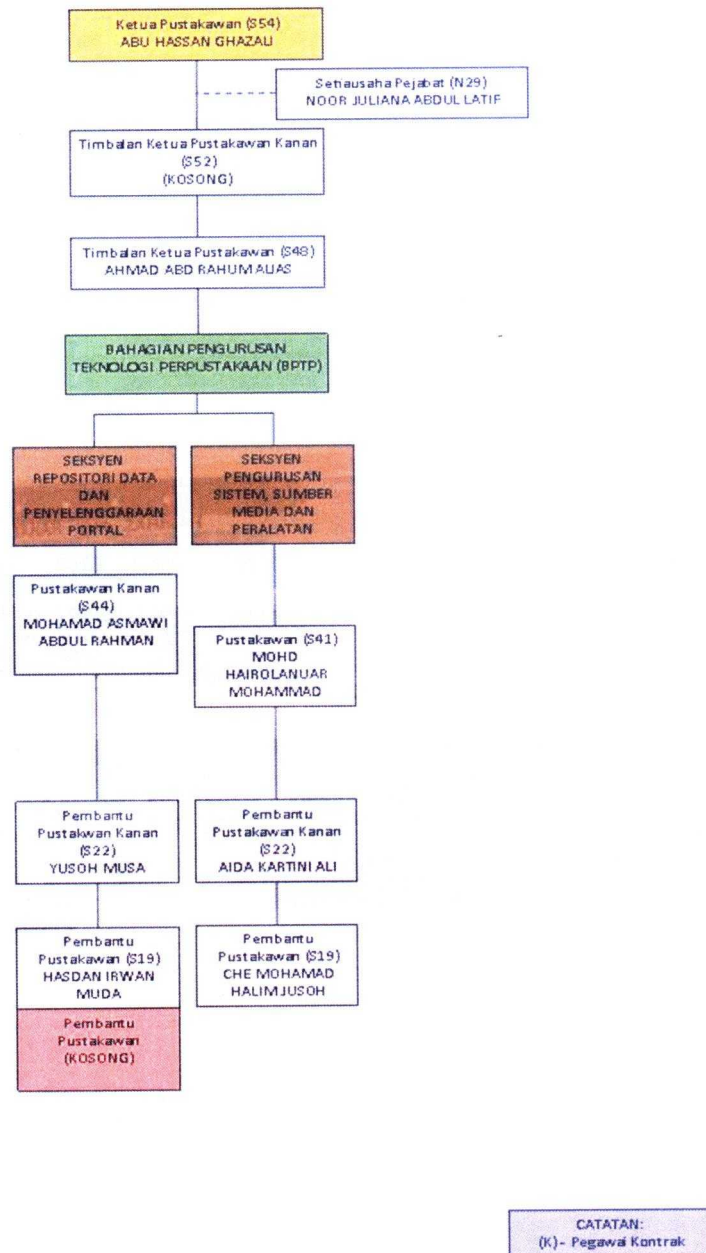


Figure 2.3

Library Technology Management Department Chart

2.1.3 Administration and Communication Strategic Department (BPKS)

The Administration and Communication Strategic Department or BPKS is also monitored by Encik Ahmad Abdul Rahim Alias. The role of Deputy Chief Librarian for this department is to monitor the business in BPKS and to manage Administrative Section.

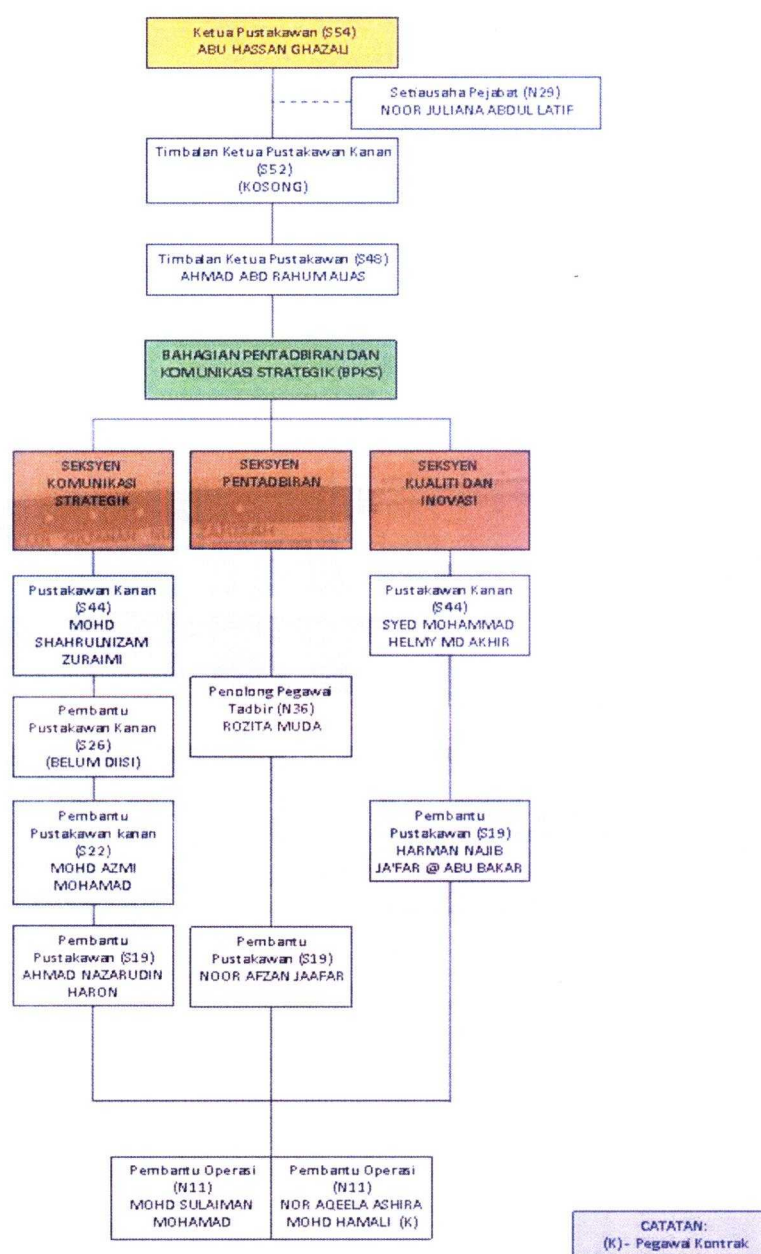
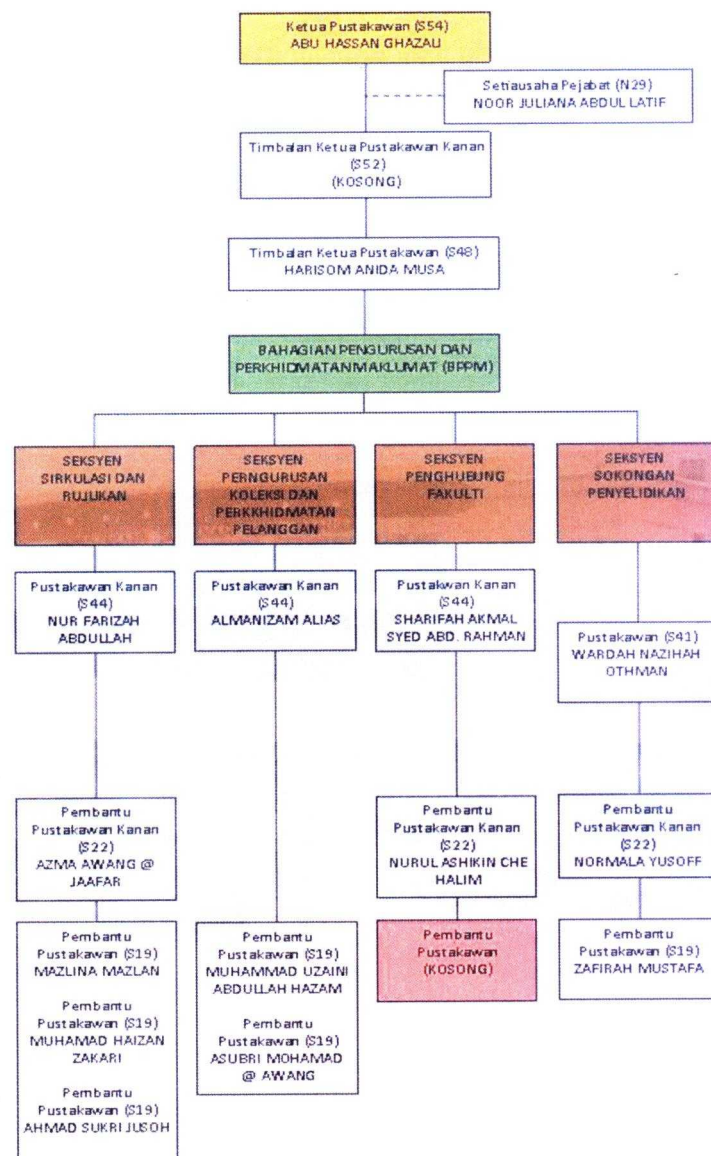


Figure 2.4

Administration and Communication Strategic Department Chart

2.1.4 Management and Information Services Department (BPPM)

The Management and Information Services Department or BPPM is monitored by a Deputy Chief Librarian which is Puan Harisom Anida Muda. The role of Deputy Chief Librarian for this department is to monitor the business in BPPM and to manage Research Support Section.



CATATAN:
(K)- Pegawai Kontrak

Figure 2.5

Management of Information Services Department Chart

2.2 DEPARTMENT FUNCTION

2.2.1 Indexes and Metadata Section

Indexes and Metadata Section is a section under the Knowledge Resources Development Department (BPSI). The functions of this section are;

- Plan and manage library indexing and cataloging processes (metadata) using various formats (printed & non-printed) based on the following standards;
 - i. Anglo American Cataloging Rules (AACR 2)
 - ii. Library of Congress Classification Scheme
 - iii. Library of Congress Subject Heading
 - iv. Machine Readable Cataloging format (MARC 21)
- Manage the final review process of materials before shipment out and ensure the details is complete as specified by the following elements;
 - i. The number of calls posted on the spine of the book or on the cover of the book
 - ii. Book labels
 - iii. RFID tag
- Develop, implement and update policies, indexing procedures and rules for all library materials.
- Manage the cleaning / correction activity of indexing records to ensure the indexing of library materials is at a quality level that meets the standards.

2.2.2 Serial and Electronic Resources Section

Serial and Electronic Resources Section is a section under the Knowledge Resources Development Department (BPSI). The functions of this section are;

- Planning and managing the allocation and spending of e-books, monographs and media resources materials including providing performance report of spending.
- Manage material selection activities for library collections from various procurement methods such as;
 - i. Publisher Catalog
 - ii. Kuala Lumpur International Book Fair (KLIBF)
 - iii. UMT Book Fair
 - iv. Recommendations from suppliers
- Manage all monograph material purchases that are printed books, e-books and media resource materials to be used as library collections, starting from the purchase proposal process to the payment process.
- Develop, update and implement procurement procedures, policies, reference manuals, work procedures and related work with the procurement of library materials.
- Manage detection activities to obtain publications produced by UMT residents and track procurement of gift items and exchange for PSNZ collections (monograph materials and media resource materials).

2.2.3 Acquisition Section

Acquisition Section is a section under the Knowledge Resources Development Department (BPSI). The functions of this section are;

- Plan and manage the subscription and expenditure for 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 library as MOLEC member.
- Manage the Serial Derivative Works (BTB) materials, donations / gifts and monitor and perform record cleaning / correction in the library.

2.2.4 Digital Archive Section

Digital Archive Section is a section under the Knowledge Resources Development Department (BPSI). The functions of this section are;

- Forming collections by tracking and collecting records that have UMT history values and interests.
- Transfer and provide storage space for UMT's worth of valuable records for maintenance purposes so that records can be reconsidered.
- Manage the University Records Disposal Process.
- Be supervisors and facilitators of disposal activities undertaken by the centers of responsibility at the University with the National Archives.
- Managing record storage space, determining requirements and equipment, temperature and ensuring record safety.
- Implementing printed materials conservation activities for continuous quality and use.
- Manage the exhibitions gallery and implement activities that feature the University Archive.

2.2.5 Data Repository and Portal Maintenance Section

Data Repository and Portal Maintenance Section is a section under the Library Technology Management Department (BPTP). The functions of this section are;

- Undertaking of material digitization works:
 - i. Thesis
 - ii. Project report
 - iii. UMT historical value-material
 - iv. Exam paper
- Uploading scanned and searchable materials to the portal for fast and effective access to information.
- Index the Archive material into the system for the convenience and reuse of materials by:
 - i. Determining the name / title of the material
 - ii. The material call number
 - iii. The location of the material
 - iv. Information about the material (if any)
- Conducting SDI activities (selective dissemination of information) by disseminating UMT's historical information to users in preparation for achieving an informed user status.
- Managing the development of Image Bank (Repository Image) in PSNZ.
- Collect and index printed material information about UMT from the press to be more widely accessible.
- Collect UMT-related digital information from various digital sources to upload into UMT-IR.

- Manage the maintenance of scanning / scanning equipment.
- Manage PSNZ portals, apps and websites.
- Conduct training related to portals and applications to staff and users.

2.2.6 System Management, Media Source and Equipment Section

System Management, Media Source and Equipment Section is a section under the Library Technology Management Department (BTPP). The functions of this section are;

- Manage application of ICT equipment and hardware library.
- Manage the maintenance of Digital Equipment in PSNZ:
 - i. Self-Check Machine
 - ii. Book drop
 - iii. User PC
 - iv. Counter PC
 - v. ILMU Server
 - vi. Barrier gate
- Managing the library systems and internal systems.
- Maintaining the media equipment and materials.
- Managing iCLS Room and usage space for media resource materials.
- Manage and develop the latest technology in the library.
- Conduct training related to library systems and applications to staff and customers.
- Managing the maintenance of digital equipment in PSNZ:
 - i. PC Staff
 - ii. Ipad, Macbook & Laptop
 - iii. Projector

iv. L.E.D & Media Display TV

- Supervise the damage complaints and update antivirus.
- Managing the submission of the printed collection money to be sent to the Treasurer by the Administration Section.
- Managing digital rooms, Multimedia training rooms and executive discussion rooms.
- Provide a list of edge select / disposal of ICT items.
- Managing ICT equipment and assets.
- Managing Student PC loans.

2.2.7 Strategic Communication Section

Strategic Communication Section is a section under the Administration and Communication Strategic Department (BPKS). The functions of this section are;

- Responsible for coordinating online information and promotions using the following channels:
 - i. University billboard announcement
 - ii. PSNZ LED billboards and TVs
 - iii. Portal releases
 - iv. FB / Twitter and other Social Media
- Implementing a support program for the use of resources and collections in promoting customer awareness through the use of social media.
- Managing PSNZ corporate relationships and implementing communication matters relating to publicity of the department.
- Responsible for carrying out documentation duty to prepare the University Annual Report and department.

- Supports video recording requirements for internal and external departmental activities.
- Managing the scheduled of movie video shows.
- Responsible in supporting graphics design requirements for department use.
- Responsible for managing the handling visits outside UMT and handling visits to PSNZ.
- Plan and implement the USR program in PSNZ.
- Plan and implement strategic partnership activities with outsiders of PSNZ (ASFA).
- Responsible in coordinating publishing activities by Librarian for Lambor Digital.
- Coordinate in the preparation of the University / Department Speech Text.

2.2.8 Administration Section

Administration Section is a section under the Administration and Communication Strategic Department (BPKS). The functions of this section are;

- Responsible for planning and managing staff training.
- Managing staff development and skills.
- Responsible for collecting the current tasks list of each staff member.
- Secretariat of the PTj SKT / LNPT.
- Develop and monitor the administration of libraries and external relations.
- Manage the positioning, attendance and staff leave.
- Manage, control and maintain file systems and records.
- Manage the entry of staff data and correspondence.

- As the secretariat of event management.
- Manage data for Annual Report.
- Manage and update the library charts.
- Manage the financial records of departments.
- Managing the purchase, payment and management of stationery stocks and office equipment.
- Managing payment of books, supplies, services and petty cash transactions.
- Delivery of library revenue money.
- Advance receipt refund.
- Claims of travel allowance and overtime work.

2.2.9 Innovation and Quality Section

Innovation and Quality Section is a section under the Administration and Communication Strategic Department (BPKS). The functions of this section are;

- Coordinate the implementation and certification of MS ISO 9001 quality system department.
- Managing the Internal Quality Audit program – Desk File, OSHA and other related files.
- Responsible for the preparation and implementation of training workshops / seminars on quality, audit and innovation.
- Manage and coordinate departmental innovation programs.
- Management of impact complaints / customer feedback to the department.
- Conduct a monitoring on job performance measurements.
- Responsible for managing departmental statistics.

2.2.10 Circulation and Reference Section

Circulation and Reference Section is a section under the Management and Information Services Department (BPPM). The functions of this section are;

- Manage counter services at libraries.
- Managing Library Membership (Registration and cancellation, Graduation Check, Stop / Retrieve / Failure / Study Leave, etc.)
- Managing loans, returns, renewals and reserves materials.
- Warning / delay notice.
- Report of the lost material and related processes.
- Responsible for updating library rules and counter service policies.
- Announcement to the user any information regarding related circulation services.
- Provides reference services directly at the main counter.
- Interlibrary loan.
- Dissemination of selected information.
- Identify the library's customer satisfaction index by conducting Customer Satisfaction Survey each year and other related studies.
- Manage complaints / feedback from customers and analysis of complaints / feedback results for improvement action.

2.2.11 Collection Management and Customer Services Section

Collection Management and Customer Services Section is a section under the Management and Information Services Department (BPPM). The functions of this section are;

- Manage library collections.
- Evaluate the strengths and weaknesses of library collections.
- Manage the arrangement and review of all library collections (shelving).
- Implement research about Strength / Effectiveness of Collection and analysis of findings.
- Implementing stock take activities every year and weeding process library collections.
- 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 'Minggu Bersama Perpustakaan'.
- Organize activities to increase the rate of use and loan of library materials.
- Manage the Reference Desk service.
- Coordinate all the facilities offered by the library.
- Coordinate room service reservation such as carrel room, discussion room, auditorium, plaza and others.
- Manage the usage, adjustment and damage reports of all library facilities.

2.2.12 Faculty Liaison Section

Faculty Liaison Section is a section under the Management and Information Services Department (BPPM). The functions of this section are;

- Coordinate Liaison Librarian between Library with Faculty.
- Identify the references sources and services needed for teaching and research from the Faculty.

- Attend meetings with the Faculty 2 times a year.
- Communicating with the university in the development of collections and research needs.
- Research and publication guidance through organizing workshops and providing useful guides and links in the library portal.
- Provide and promote information literacy and research instruction.
- Conducting Information Literacy Class, online learning class, database / e-book training session and others.
- Ready and maintain library guides, tutorials, videos and other appropriate learning methods.
- Coordinator for proposal procurement of Course Reading List (Reading List).
- Monitor the research and publication trend of subject / area matters.
- Develop and maintain printed / digital collections for subject / area matters.

2.2.13 Research Support Section

Research Support Section is a section under the Management and Information Services Department (BPPM). The functions of this section are;

- Generate the total and details of indexed academics publication information, Citation data generation, impact factor and H-Index for UMT.
- Produce indexed publishing reports without duplication.
- Provide a specially formatted report for MYRA, MOHES, SETARA <MQA and other related assessments.

- List publishing of the UMT's Article Recently Indexed by Scopus / Web of Science to academics.
- Providing of a faculty publishing report upon request.
- Provide technical services and Turnitin software support to graduate and academic staff.
- Make verification of UMT citizen publishing information via e-profile system.
- Help upload proof of publication information into UMT-IR system.
- Research and publication guidance through organizing workshops and providing helpful guides and links in the library portal.
- Management the content of Research Guide / Research Help.
- Preparing and updating the research sources portal.

CHAPTER 3:

INDUSTRIAL TRAINING

ACTIVITIES

3.0 INDUSTRIAL TRAINING ACTIVITIES

Table 3.1

Training Schedule of Practical Students in PSNZ

NO	DATE	DEPARTMENT
1.	1 August 2018 – 9 August 2018	Administration and Communication Strategic Department (BPKS)
2.	12 August 2018 – 6 September 2018	Knowledge Resources Development Department (BPSI)
3.	10 September 2018 – 1 November 2018	Management and Information Services Department (BPPM)
4.	4 November 2018 – 29 November 2018	Library Technology Management Department (BPTP)
5.	2 December 2018 – 31 December 2018	Administration and Communication Strategic Department (BPKS)

3.1 TRAINING ACTIVITIES

During the internship at Perpustakaan Sultanah Nur Zahirah (PSNZ), all the practical students must get involved in all departments in the library in order to gain experience and learn new things. This is because every department in the library has different functions and roles. So, it will have a different task and knowledge.

3.1.1 Strategic Communication Section (1/8/18-9/8/18)

- This is the orientation week. All the practical students got the warm welcoming from PSNZ staff.
- Briefing about background of PSNZ and all the management in PSNZ from Chief Librarian, Encik Abu Hassan Ghazali.
- Get acquainted with all the librarian and staff from every department in PSNZ and explore the environment around the library with Puan Rozita Muda which is staff from Administration and Communication Strategic Department.
- Filling and classification documents and files.
- Briefing about Strategic Communication Section by Encik Mohd Shahrulnizam Zuraimi and having discussion about USR project.
- Encik Shahrulnizam Zuraimi give an assignment which are article review about Services in Tun Seri Lanang Library compared with Sultanah Nur Zahirah Library and Criteria Measured for Quacquarelli Symonds' (QS) World University Rankings.



Figure 3.1
Briefing and Discussion with Encik Shahrulnizam Zuraimi

- Managing a library tour for student visit from "Summer School 2018 PPIMG - Digitalized Heritage and Culture".



Figure 3.2
Picture with the students from "Summer School 2018 PPIMG - Digitalized Heritage and Culture"

3.1.2 Acquisition Section (12/8/1-16/8/18)

- Briefing about Acquisition Section by Puan Norsolehah Ahmad, learning the materials procurement process (purchase) for PSNZ collections includes the acquisition of printed books and media resource materials.

Table 3.2
Flowchart of Acquisition Process

Responsibilities / Description	Flowchart
<ol style="list-style-type: none"> 1. Librarian/Librarian Assistant apply for a course reference/syllabus from the Faculty. 2. Acquisition Librarian accepts purchase proposals from University Officers through publisher catalogs or book fair / exhibitions or other sources. 3. Librarian/Librarian Assistant review the reserve of the title created by the customer through OPAC. 4. Librarian/Librarian Assistant revise the need for additional scripts in terms of the number of existing copies and provisions. 5. Acquisition Librarian check the allocation. <ol style="list-style-type: none"> 5.1 If Yes, go to Step 6. 5.2 If No, End. 6. Acquisition Librarian determine the supplier based on the decision of the Company's Selection Committee Meeting. 7. Librarian Assistant make an order - <i>Refer to Material Order Work Instructions.</i> 8. Librarian Assistant receive the order materials - <i>Refer to Instructions Acceptance work.</i> <ol style="list-style-type: none"> 8.1 If Not Approve, go to Step 9. 8.2 If Approve, go to Step 8. 9. Acquisition Librarian send a reminder and cancellation letter - <i>Refer to Order Cancellation Instructions.</i> 10. Librarian Assistant deliver materials to the Cataloging Section. 	<pre> graph TD Start([Start]) --> 1[1] 1 --> 2[2] 2 --> 3[3] 3 --> 4[4] 4 --> 5{5} 5 -- "5.1 Yes" --> 6[6] 5 -- "5.2 No" --> End([End]) 6 --> 7[7] 7 --> 8{8} 8 -- "8.1 Not Approve" --> 9[9] 8 -- "8.2 Approve" --> 10[10] 9 --> End 10 --> End </pre>

- Arranging the order maintenance slip according to Faculty and Supplier Company.



Figure 3.3
Arranging the order maintenance slip

- Checking and verifying the order maintenance slip and make the bibliography record for the order materials.



Figure 3.4
Checking and verifying the order maintenance slip

- Stamping the Property Rights and Receiving Number and pasting the RFID Tag inside the new book for the security.



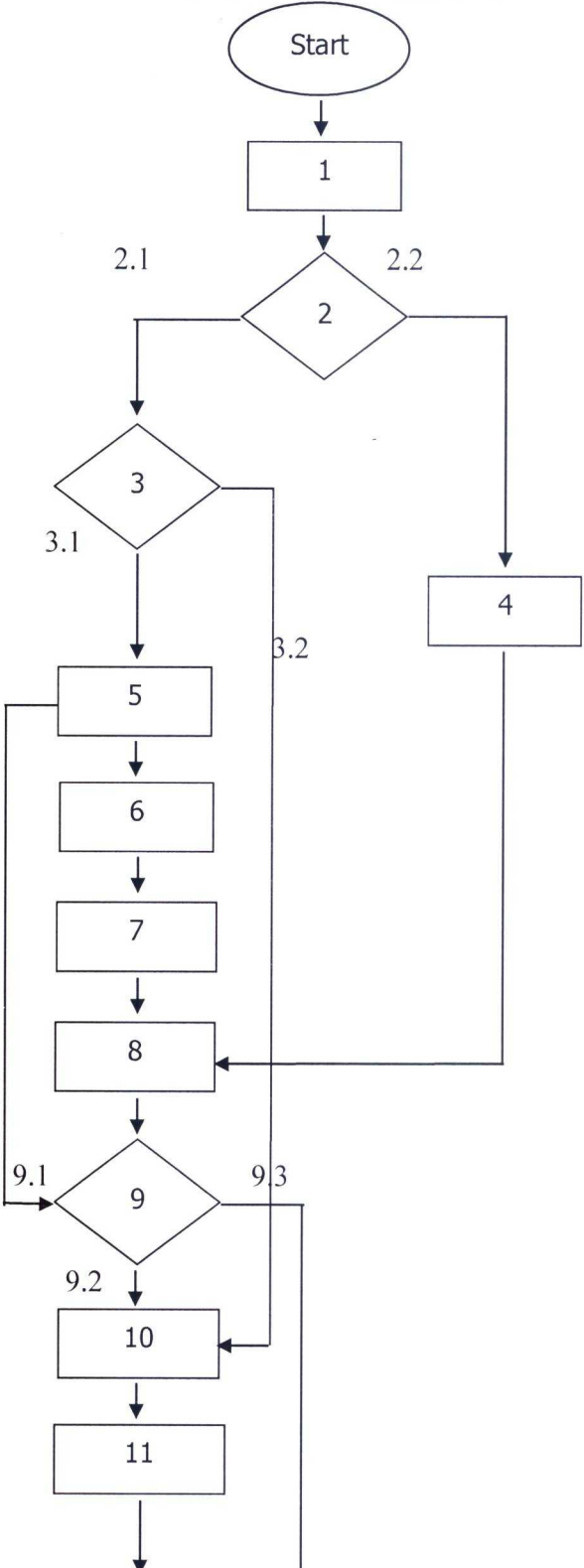
Figure 3.5
Stamping the Property Rights and Receiving Number

- Writing memo or remainders to the lecturer to inform about the ordered materials.
- Checking the receiving list before delivered the new collections to the Collection Management and Customer Services Section.

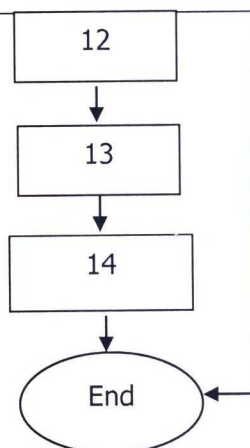
3.1.3 Indexes and Metadata Section (19/8/18-21/8/18)

- Briefing about the Indexes and Metadata Section by Puan Sarawati Sulong, learning the cataloging and processing procedures for Printed / Digital materials.
- Learning the cataloging and processing of library materials for printed books and media resource materials.
- Learning the process of reviewing and updating of materials, data input processes into library systems, printing and labelling of materials.

Table 3.3
Flowchart of Cataloging Process

Responsibilities / Description	Flowchart
<p>1. Librarian/Assistant Librarian receive printed material (Refer to Materials Receive Instructions) and digital. For printed material immediately fill out Material Process Form.</p> <p>2. Librarian/Assistant Librarian check material. 2.1. If printed material, go to Step 3. 2.2. If digital material, go to Step 4.</p> <p>3. Assistant Librarian check the material in OPAC either new material or additional script. 3.1. If new material, go to Step 5. 3.2. If the material already exists, copy the call number.</p> <p>4. Assistant Librarian start the process of updating e-book records through the "Cataloging" (Refer to Cataloging Instructions for e-books)</p> <p>5. Assistant Librarian start the cataloging process of material. (Refer to the Materials Cataloging Instructions).</p> <p>6. Assistant Librarian make editing process for material that has CIP and copy into library system (ILMU) using "Cataloging" module. The "Cutter" number is modified according to the Cataloging Policy. Record the Call Number on the 'verso' page.</p>	 <pre> graph TD Start([Start]) --> 1[1] 1 --> 2{2} 2 -- 2.1 --> 3{3} 2 -- 2.2 --> 4[4] 3 -- 3.1 --> 5[5] 3 -- 3.2 --> 8[8] 4 --> 8 5 --> 6[6] 6 --> 7[7] 7 --> 8 8 --> 9{9} 9 -- 9.1 --> 5 9 -- 9.2 --> 10[10] 9 -- 9.3 --> 10 10 --> 11[11] 11 --> End([End]) </pre>

7. Librarian make the original cataloging of materials that do not have CIP. (Refer to the Materials Cataloging Instructions).
8. Librarian/Assistant Librarian record the statistic into the Cataloging Forms Statistics.
9. Librarian check bibliographic records that have been completed by Assistant Librarian.
- 9.1. If has mistake, repeat Step 5.
 - 9.2 If there is no mistake, proceed to Step 10 for printed material.
 - 9.3 If there is no mistake, the process is completed for e-books.
10. Assistant Librarian print labels and call number to paste on the material.
11. Assistant Librarian submit the material to Operation Assistant in BPSI for the process of pasting labels and call number. (Refer to Label Paste Work Instructions).
12. Operation Assistant submit finished material pasted label and call number to the Assistant Librarian.
13. Librarian check the material which is ready to be pasted by Operation Assistant. (Refer to the Material Revision Work Instructions).
14. Assistant Librarian prepare a memo to submit the finished material to BPPM and/ or BPTP (Refer to Work Outsourcing).



- Doing the cataloging process of new printed books. Then, print the labels and call number. After that, doing the process of pasting labels and call number. After finishing all this process, pasting the RFID sticker at the back of the books.



Figure 3.6
Process of pasting the RFID Sticker and example of RFID Sticker in PSNZ

3.1.4 Serial and Electronic Resources Section (26/8/18-2/9/18)

- Stamping the newspaper every morning and submit the newspaper to Encik Muhammad Uzaini from Collection Management and Customer Services Section.
- Briefing about Serial and Electronic Resources Section by Puan Fatimah Salim. Learn the process for managing acquisition of Printed Journals, Electronic Journals and Magazines and the process of managing the acquisition of databases.
- Doing the process of keep in accession number of procurement journal into system.

- Doing the cataloguing process of procurement journal, print the labels and call number and pasting the labels and call number. Then, pasting the RFID sticker for the security.
- Doing the process to release the journal and making memo for outgoing material.
- Updating the bibliographic records of new subscribing journal into library system (ILMU).
- Doing the statistic of online database usage for Science Direct from 2016 to 2018. Analyse the difference of journal article usage from top to bottom.

3.1.5 Digital Archive Section (3/9/18-6/9/18)

- Briefing about Digital Archive Section by Encik Amir Abdul Khalik, learning the functions of Digital Archive which are manage the process to dispose university records, manage the gallery of exhibits and perform activities that feature the University Archive and other.
- Finding and collecting records that have the value and importance of UMT history in the newspaper (Sinar Harian, Berita Harian, etc.).
- Learning the process of disposal records and files with Encik Roslam Abdul Ghani at archive store.
- Joining a talk with Mr Mani about library system which is ILMU to WILMU at i - Champion Learning Space.
- Joining a meeting with Encik Almanizam Alias about being a speaker for 'Minggu Bersama Perpustakaan'.

3.1.6 Circulation and Reference Section (10/9/18-20/9/18)

- Briefing about Management and Information Services Department (BPPM) by Head of Department which is Puan Harisom Anida Musa. The objective of this department is providing information facilities and services to customers to support the learning, teaching, research and development activities carried out at UMT.
- Briefing about Circulation and Reference Section by Puan Nur Farizah Abdullah. The main objective for this section are to coordinate circulation activities and library counter services, coordinate information reference services and coordinate and manage customer satisfaction index.
- Served at counter 2 hours every day.



Figure 3.7
Served at Special Collection Counter

- Learning about circulation process (loans and returns books, renewal book, reserve book, etc.) with Cik Normala Yusof and helping her served at Main Counter.
- Preparation and rehearsal to give talk for 'Minggu Bersama Perpustakaan'

3.1.7 Research Support Section (23/9/18-4/10/18)

- Briefing about Research Support Section by Puan Harisom Anida Musa.
The main function for this section are providing research and publishing support services to academic staff at universities and generate and verify information of publication in university for university rating evaluation purposes.
- Joining a meeting for PSNZ Open Day with all the staff.
- Briefing about a specially formatted report for MYRA evaluation by Puan Harisom Anida Muda and learn how to make report for publication of the UMT's Article Index Indexed by Scopus / Web of Science list to academics.
- Briefing about how to make verification of UMT citizen publishing information via E-Profile system by Puan Nur Farizah Abdullah.

3.1.8 Faculty Liaison Section (7/10/18-16/10/18)

- Briefing about Faculty Liaison Section by Cik Sharifah Akmal Syed Abd Rahman. The main objective for this section are performing as faculty liaison, provide and promote information literacy and coordinate the Reading List and Subject Guide.
- Get a task from Cik Sharifah Akmal which is make a brochure for 'Kelas Pendidikan Pelanggan'.
- Briefing about 'Kelas Pendidikan Pelanggan' and learning how to use Mendeley and Turnitin with Cik Sharifah Akmal.

- Being an assistant for 'Kelas Pendidikan Pelanggan' by Cik Sharifah Akmal.
 - i. Mendeley and Turnitin Training Class (14/10/18, 2.00 p.m.-4.00 p.m.)



Figure 3.8
Assistant of Mendeley and Turnitin Training Class at Pusat Pengajian Sains dan Teknologi Makanan (PPSTM)

- ii. Mendeley Training Class (15/10/18, 10.00 a.m.-12.00 p.m.)



Figure 3.9
Assistant of Mendeley Training Class at Pusat Pengajian Sains Asas (PPSA)

- iii. Mendeley and Turnitin Training Class (16/10/18, 10.00 a.m.-12.00 p.m.)

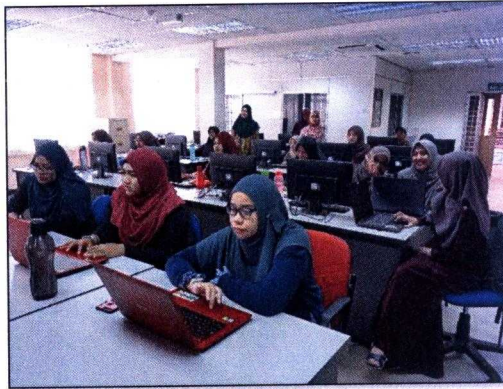


Figure 3.10
Assistant of Mendeley and Turnitin Training Class at Pusat Pengajian Sains dan Teknologi Makanan (PPSTM)

- Make a poster of Lucky Draw for PSNZ Open Day.
- Night duty on 7 October 2018, joining a discussion with Puan Harisom and Encik Almanizam about prize for PSNZ Open Day activities and make a financial budget for PSNZ Open Day Prize.
- Joining a meeting about PSNZ Open Day with all the staff.

3.1.9 Collection Management and Customer Services Section (17/10/18-31/10/18)

- Briefing about Collection Management and Customer Services Section by Encik Almanizam Alias. The main function of this section are coordinate library collection management, coordinate customer-based activities and coordinates all the facilities offered by the library.
- Updating the magazine and journal in the Special Collection Room.
- Learning how to conserve and maintain the materials with Encik Asubri Mohamad @ Awang.
- Modify, updating status in library system and make a memo for damaged materials.

- Making call number labels for Special Collection Shelves, Reference Collection Shelves, Serial Collection Shelves and Open Shelves.
- Making certificate for PSNZ Open Day.

3.1.10 Data Repository and Portal Maintenance Section (4/11/18-15/11/18)

- Briefing about Data Repository and Portal Maintenance Section by Encik Mohammad Asmawi Abdul Rahman, learning the process of digitizing project report, thesis and exam paper with Encik Hasdan Irwan Muda and Encik Yusof Musa.
- Doing the process of digitizing project report (Scan and OCR Process).



Figure 3.11
Scan the Project Report

- Learning the process of uploading project report, thesis, article journal (MYRA) and etc. into UMT IR with Encik Yusof.
- Uploading thesis, project report, article journal and proceeding (MYRA) into UMT IR.

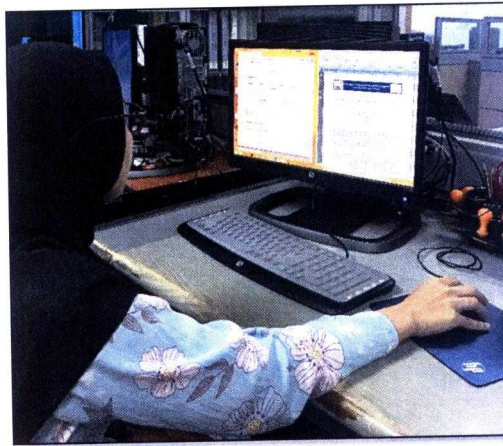


Figure 3.12
Process uploading article journal (MYRA)

- Doing the process of digitizing 'Al-Quran Kesultanan Melayu'.

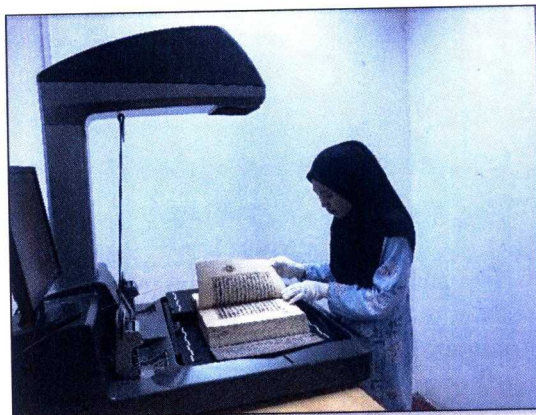


Figure 3.13
Scan 'Al-Quran Kesultanan Melayu'

3.1.11 System Management, Media Source and Equipment Section (18/11/18-29/11/18)

- Briefing about System Management, Media Source and Equipment Section by Encik Mohd Hairolanuar Mohammad. Learning how to maintain humidifier machine and media collection with Puan Aida Kartini Ali.

- Maintaining the humidifier machine in Media Collection Room every morning.
- Maintaining the media collection (DVD and CD) and audio-visual collection to check either the media is damage or not.
- Organizing the Media Collection in Media Collection Room.
- Installing network cabling. (Ethernet Cable).



Figure 3.14
Installing Ethernet Cable

- Briefing about Apps PSNZ with Encik Hairolanuar. Make infographic about How to Install Apps PSNZ using Android and Functions of Apps PSNZ.

3.1.12 Administration and Communication Strategic Department (2/12/18-31/12/18)

- Discussion about Special Project and Read @ Uni Program with Encik Shahrul Nizam Zuraimi.
- Discussion about Special Project and activities for Read @ Uni Program with intern mates.

- Briefing and learning about QR Codes (Special Project) with Encik Asmawi.
- Helping Puan Noor Juliana Abdul Latif (Secretary) filing and classification documents and files.
- Presentation about MS ISO 9001:2015 with Encik Syed Mohammad Helmy Md Akhir and Encik Harman Najib Ja'far @ Abu Bakar.
- Finishing Special Project.

3.2 OTHER ACTIVITIES

3.2.1 Shelving (5/8/2018-31/12/2018)

- Sorting and shelving the books at Open Shelves is done daily every morning at 8.00 a.m.-9.00 a.m., except on Monday.
- All the library assistant from every department engage with this duty.
- All the books at Open Shelves Collection arranged in accordance to Library of Congress Classification to enable material findings by library customers.
- Open Shelves Collection contain material that covers all areas offered by UMT. It is sorted by A-Z call number.



Figure 3.15
Sorting and Shelving books at Open Shelves Collection

3.2.2 'Lestari' (Every Monday)

- 'Lestari' is a meeting that involving all the staff in PSNZ, there will be a discussion, giving opinion, comment and other.
- It was held on every Monday at 8.00 a.m.-9.00 a.m.



Figure 3.16
All the staff involve in 'Lestari' Program

3.2.3 Study Tours from Smk Tan Sri Mohamad Yaakob, Tanah Merah, Kelantan. (9/8/2018)

- Managing a library tour for student visit from SMK Tan Sri Mohamad Yaakob, Tanah Merah, Kelantan.



Figure 3.17
Picture with students from SMK Tan Sri Mohamad Yaakob

3.2.4 Inaugural Speech Ceremony Series 27 No.1 2018 (16/8/2018)

- Served at registration counter for Inaugural Speech Ceremony Series 27 No.1 2018 by YBHG. Professor Dr. Mhd Ikhwanuddin bin Abdullah.
- Title: Portunid Crab; Paving the way for sustainable aquaculture.



Figure 3.18
Served at Registration Counter for Inaugural Speech Ceremony

3.2.5 Visit from UMT Student - National Taiwan Ocean University, International Aqua-Science Program (16/8/2018)

- Managing a library tour for student visit from UMT Student - National Taiwan Ocean University (UMT – NTOU), International Aqua-Science Program.



Figure 3.19
Bring the students explore the environment in PSNZ

3.2.6 ‘Gotong-Royong’ for Independence Day (2/9/2018-5/9/2018)

- Involved in ‘Gotong-Royong’ for Independence Day with the staff in PSNZ.

3.2.7 'Minggu Bersama Perpustakaan' (17/9/2018-20/9/2018)

- Involved in the event 'Minggu Bersama Perpustakaan'.
- Served at the registration counter.



Figure 3.20

Served at Registration Counter for 'Minggu Bersama Perpustakaan'

- Giving explanation to the new students about Introduction of PSNZ.

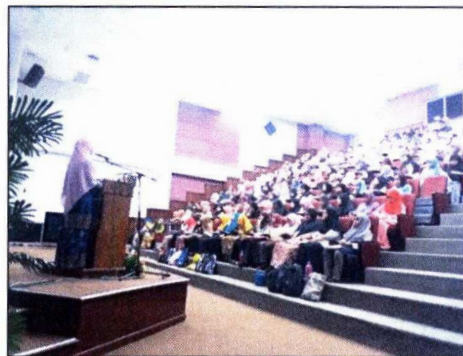


Figure 3.21

Giving explanation to the new students

3.2.8 Membership Card Submission at University College Bestari (UCB) (23/9/2018)

- Involved in Membership Card Submission at University College Bestari (UCB).



Figure 3.22
Picture with the Chief Librarian of UCB

- Open a booth to promote the membership of PSNZ to the UCB students.



Figure 3.23
Promote the PSNZ membership to the UCB students

3.2.9 Dashboard Power BI in PSNZ (24/9/2018)

- Joining a talk about Dashboard Program, function of Dashboard Power BI in PSNZ.
- Power BI is a Data Visualization and Business Intelligence tool that converts data from different data sources to interactive dashboards and BI reports.
- Power BI tool provides a lot of options to explore the datasets. When you are working on your BI report or dashboards, you can use Power BI look for quick insights.

3.2.10 'Program Bicara Tokoh Media dan Kewartawanan' (30/9/2018 – Public Holiday)

- Volunteering in the 'Program Bicara Tokoh Media dan Kewartawanan'.
- Served at the registration counter.



Figure 3.24
Served at Registration Counter for 'Program Bicara Tokoh Media dan Kewartawanan'

3.2.11 PSNZ Open Day (22/10/2018-24/10/2018)

- Involved in PSNZ Open Day (POD) 2018.
- Being a Committee Member for Program PSNZ Open Day 2018.



*Figure 3.25
Manage the Prize for POD*

- Served at registration counter for PSNZ Open Day Opening Ceremony and Book Discussion Program.



*Figure 3.26
Served at Registration Counter for POD*

3.2.12 Program Research Outreach: The Ins and Outs of Book Publishing with Springer Nature (1/11/2018)

- Involved in the Program Research Outreach: The Ins and Outs of Book Publishing with Springer Nature.
- Served at the registration counter.

3.3 SPECIAL PROJECT

To fulfil the faculty's requirement, students should involve in information management related work during their training. Students should have a special project that related with information management during the five month of internship. My special project is done in a group of internship members consists of five students which are four students from UiTM Rembau and a student from UiTM Kedah. Our special project under supervision by Encik Mohd Shahrulnizam Zuraimi, Senior Librarian at Strategic Communication Section.

After discuss with our advisor, we decided to give the name for our Special Project as IQRA. IQRA stands for QR Code which means that the concepts of our project is to help the UMT community gain new knowledge with just scanning the QR Code. When they scan the QR Code, they can read something useful and beneficial. This project can help to reduce the paper usage. With the advent of QR Code, people can easily retrieve the knowledge without needing to go to the library and they can use the technology for the beneficial activities.

3.3.1 Introduction of QR Code

A QR Code is a two-dimensional barcode that is readable by smartphones. It allows to encode over 4000 characters in a two dimensional barcode. QR Codes may be used to display text to the user, to open a URL, save a contact to the address book or to compose text messages.

3.3.2 Problem Statements

- Use of technology for unprofitable things.
- Lack of time to go to the library.
- Less interest in reading.

3.3.3 Objectives of IQRA

- Encourage people for reading culture.
- Consistent with the Program Read @ Uni.
- Follow the technological developments.

3.3.4 Benefits of IQRA

- Save time.
- Generate knowledge.
- Digital reading.

3.3.5 Requirements for IQRA

- Keep up to date.
- Need to install QR Code Reader in Smartphone.
- Need internet access.

3.3.6 Target Users

- Students
- Staff
- UMT Community

3.3.7 Product in IQRA

- Pelita Bahasa - Knowledge about Malay language.
- Dewan Siswa - Basic to English language.
- Majalah Wanita - Tips for healthy.
- 8 Steps for Perfect Vacation - Steps for a vacation.
- Social Media - Advantages and disadvantages of social media.
- Living the Healthy Life - Tips to live in a healthy lifestyle.



*Figure 3.27
Doing the IQRA project*



*Figure 3.28
Presentation of Special Project in front of Chief Librarian, Deputy Chief Librarian, Librarian and all staff in PSNZ*



Figure 3.29
Presentation of Special Project in front of Chief Librarian, Deputy Chief Librarian, Librarian and all staff in PSNZ



Figure 3.30
PSNZ Staff try to scan IQRA

3.4 OTHER SPECIAL PROJECTS

3.4.1 Five Words a Day

- Finding five words that didn't understand each day in the newspaper or other reading materials.

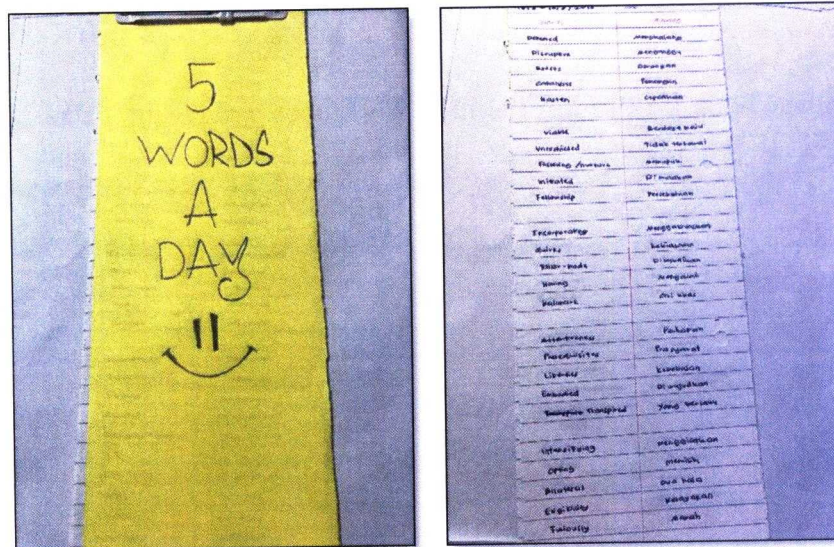


Figure 3.31
Five Words a Day

3.4.2 Brochure for 'Kelas Pendidikan Pelanggan'

- Make a brochure about 'Kelas Pendidikan Pelanggan' that contain of its functions, modules and schedules.



Figure 3.32
Brochure for 'Kelas Pendidikan Pelanggan'

3.4.3 Article Review

- Doing article review about Services in Tun Seri Lanang Library compared with Sultanah Nur Zahirah Library and Criteria Measured for Quacquarelli Symonds' (QS) World University Rankings.

3.4.4 Infographic of Apps PSNZ

- Make an infographic about How to Install Apps PSNZ and Functions of Apps PSNZ.

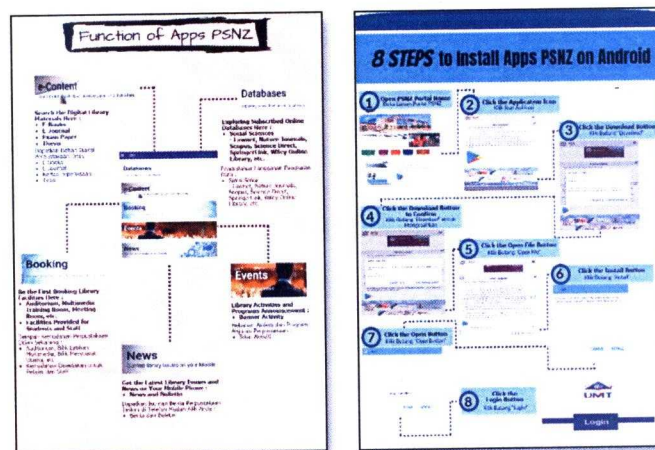


Figure 3.33
Infographic of Apps PSNZ

3.4.5 Report for MYRA and Verification via E-profile System

- Doing a specially formatted report for MYRA evaluation and make report for publication of the UMT's Article Index Indexed by Scopus / Web of Science list to academics.
- Make a verification of UMT citizen publishing information via E-Profile system.

CHAPTER 4:

INDUSTRIAL TRAINING

REFLECTION

4.0 INDUSTRIAL TRAINING REFLECTION

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

Through five months industrial training at Perpustakaan Sultanah Nur Zahirah, I have gained a lot of knowledge about library management. Aligned with the objective of industrial training, which is students are able to apply the knowledge gained in the class at the working place environment.

During the internship, I have learned a lot of things that we didn't learn at school. Students also can discover and practice new skills at the internship place to apply in the real work situation. With the experience gained at the internship place, a minute at the PSNZ is a precious time for me to learn. I have learned many different knowledge and skills in every department in this library such as;

4.1.1 Communication Skills

Communication is one of the most important skills that you need to succeed in the workplace. At PSNZ, I have learned how to communicate effectively with superiors, colleagues, and staff. Communication is a dynamic process on how you communicate can positively and negatively affect the relationships between you and your colleagues. After training at PSNZ, I think my communication skills is getting better than before.

My communication skills have improved when I'm giving a talk in front of 200 students. It also helps me to increase my confident level to deal with the people. I have push myself to be brave and giving talk in front of many people.

Other than that, communication skills are important when serving the customers. When I on duty at counter such as Main Counter and Special Collection Counter, it also teaches me to be more careful in communication. I must deliver my message clearly so that people will understand my point and the input must relevant then people can brain it.

4.1.2 Technical Skills

Technical skills are the abilities and knowledge needed to perform specific tasks. They are practical, and often relate to mechanical, information technology, mathematical, or scientific tasks. I have learned the technical skills at Knowledge Resources Development Department. In this department, I have doing the technical work which are carrying out library acquisition procedures and catalog process of the materials. The work requires me to have good knowledge and technical skills from start to end of process.

I also learned the technical skills when I'm work under the Library Technology Management Department. In this department, I need to do the process of digitizing project report, thesis and exam paper. I learned the data entry skills when I'm uploading thesis, project report, article journal and proceeding (MYRA) into UMT IR. I also learned about the ILMU system. PSNZ is using this system to assist librarians and library staff for daily activities and operation in the library.

4.1.3 Decision Making Skills

Decision making is a key skill in the workplace, and is particularly important if you want to be an effective leader. I have learned the decision making skills when I'm doing a verification of UMT citizen publishing information via E-Profile system. Learning decision skills provides the opportunity to increase positive outcomes while decreasing the consequences of failure that are part of the learning process.

4.2 PERSONAL THOUGHTS AND OPINION

The time of industrial training goes so fast. I felt times fly so fast since five months of training end quickly. There is a lot of knowledge, skills and experience gained at the industrial training. I have my personal thought and opinion regarding to my industrial training place which is Perpustakaan Sultanah Nur Zahirah (PSNZ). For me, PSNZ is one of the best academic library for students. They provided so many facilities and services for students and looks like students love to come to the library and spend their times together with their friends.

Other than that, I'm feel so lucky because the library gave an opportunity to me to learn about library's activities in PSNZ. During the practical training, all the staff treats the practical students like their own family and they share their experience and knowledge with the practical students. They also do not mind to help and teach us about the library management. All the staff here starting from Chief Librarian, Deputy Chief Librarian, Librarian and Assistant Librarian are very friendly and easy to get along with them.

In a nutshell, industrial training has made me being exposed to the real nature of library's world. Five months of training here is just a nice time frame for me to learn various aspects in the library. I have gained various skills that would help in future career such as communication skills, technical skills and decision making skills through the tasks given. Lastly, this industrial training has achieved its objectives.

4.3 LESSON LEARNT

Industrial training is a medium for trainee being exposed to the real nature of work. It is good for students who has none of working experience to learn about working environment. There is a lot of lesson that I have learned during five months of industrial training here such as;

4.3.1 Time Management

I have learned about time management between tasks given and training report. In a day, trainee needs to complete the task given and make notes regarding the tasks. At the evening or free time, the trainee wrote the report in training log book. So, I need to divide time strategically in order to avoid from being stressful with overloaded task.

4.3.2 Teamwork

I have gained teamwork skill through the special project done during this training. We divided the tasks given for every practical member in doing the special project. In a teamwork, we can have a discussion and exchanged the idea or opinion, then the best idea will be selected. Working in a teamwork will give us a one-stop solution that encompasses many of our project management needs.

4.3.3 Always Smile and Keep Positive Mind

When the library staff or top management assign me with a lot of work to do when I'm already overloaded. I have learned to control the emotion with always smile and keep positive mind. Thinking about the positive aspect of situation in mind can help us to improve the positive mood. Learn on how to control of self-emotion is important skills at the workplace.

4.4 LIMITATION AND RECOMMENDATION

4.4.1 Limitation

From my observation, I have noticed that PSNZ has a few of limitations which are;

- **Less of Leisure Area**

This limitation really make female students feel uneasy because they cannot simply rest well in open leisure area which is we know that male students also rest at that area. So they feel insecure and uncomfortable.

- **Less of Equipment in Carrel Room**

As we know, library only provide a chair and a table in the carrel room for the users Library do not provide plug in the carrel room. It can give trouble to the users if their laptop out of battery when doing the assignment.

4.4.2 Recommendation

Here are recommendations from me for both limitations;

- ✓ **Separate the Leisure Area for Male and Female**

I recommend that library provide a separate leisure area for the male and female users. From my opinion, library can use area in level 2 near the Post Graduate

Lounge to make another one of leisure area. So, the Post Graduate Lounge is located between the male and female leisure areas.

✓ **Provide Plug in Carrel Room**

For this limitation, I suggest to provide plug in every carrel room so that it can help the users if their laptop out of battery at once to provide an effective and efficient services and facilities to the users.

CONCLUSION

Industrial training is essential for fresh graduate to gain practical knowledge and applied knowledge, content, skills gained at the faculty. The time frame of this training is appropriate for the trainee to gain skills and adapt to working environment. Having my industrial at Perpustakaan Sultanah Nur Zahirah (PSNZ) is one of the best moment in my life. There is various knowledge has been applied during industrial training. Learning theory in university is not enough, and when I came to PSNZ I gained new knowledge and got new vision on how library functioning, the department workflow, how to deal with users, vendors and people especially the foreigner, follow what top management expectation and wants although sometimes the situation not allowed us to do that and that is the moment we need to make a right decision for the sake of our library and users. All these lessons have given added value to the trainee to compete for get a job n future. In my opinion, PSNZ is a good place for industrial training because it has variety of knowledge and skills in every department in the library.

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APPENDICES

APPENDIX A

ATTENDANCE

KERAJAAN MALAYSIA

A No.

SITI NUR AISYAH BT
NAMA: ABU WAHAB

BAHAGIAN:

BULAN: 0805

TARIKH	MASUK	KELUAR	MASUK	KELUAR	KENYATAAN	T/T KETUA
1						
2	8 7:43			816:41		
3						
4						
5	8 7:46			816:56		
6	8 7:38			816:55		
7	8 7:36			816:51		
8	8 7:32			816:57		
9	8 7:43			816:34		
10						
11						
12	8 7:52			817:02		
13	8 7:39			816:52		
14	8 7:45			816:51		
15	8 7:27			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.

NAMA:

BAHAGIAN:

BULAN:

TARIKH	MASUK	KELUAR	MASUK	KELUAR	KENYATAAN	T/T KETUA
16						
17	8 7:36			816:35		
18						
19	8 7:40					
20	8 7:45			816:48		
21	8 7:48			816:52		
22	8 7:51			814:41		
23						
24						
25						
26						
27	8 7:35			816:47		
28	8 7:45			816:49		
29	8 7:25			816:51		
30	8 7:25			816:49		
31	8 7:39			816:40		

PNMB..TR.

AMARAN

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


AHMAD ABDUL RAHIM ALI
 Timbalan Ketua Pustakawan
 Perpustakaan Sultanah Nur Zohir
 Universiti Malaysia Terengganu
 21030 Kuala Terengganu

KERAJAAN MALAYSIA

A No.

SITI NUR ASYAH RT
NAMA: ABD WAHAB

BAHAGIAN:

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	8:7:31			8:16:51		
5	8:7:24			8:16:51		
6	8:7:21			8:16:56		
7	8:7:50			8:16:35		
8						
9						
10	8:7:53			8:16:50		
11						
12	9:7:33			9:17:04		
13	9:7:24			9:16:44		
14						
15						

AMARAN

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


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

KERAJAAN MALAYSIA

B No.

NAMA: SM NUR ASYAH BT
ABD WAHAB

BAHAGIAN:

BULAN: SEPTEMBER

TARIKH	MASUK	KELUAR	MASUK	KELUAR	KENYATAAN	T/T KETUA
16						
17	7:39			17:03		
18	7:40			16:54		
19	7:45			16:50		
20	7:21			16:43		
21						
22						
23	7:29			16:52		
24	7:27			16:51		
25	7:44			16:48	Pintu lambat dibuka	
26	7:46			17:13	Pintu lambat dibuka	
27	7:47			16:37		
28						
29						
30	7:30			12:00	PROGRAM RIKAZA KORUM MEDIA 7 KE USAHA KAMPAN	
31						

PNMB.,TR.

AMARAN

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

AHMAD ABDUL RAHIM ALI
Timbalan Ketua Pustakawan
Perpustakaan Sultanah Nur Z
Universiti Malaysia Terengganu
21030 Kuala Terengganu

KERAJAAN MALAYSIA

A No. SITI NUR AISYAH BT
 NAMA: ABD WAHAB

BAHAGIAN:

BULAN: OKTOBER

TARIKH	MASUK	KELUAR	MASUK	KELUAR	KENYATAAN	T/T KETUA
1	8 7:40			8 16:55		
2	8 7:34			8 16:55		
3	8 7:31			8 16:58		
4	8 7:32			8 16:39		
5						
6						
7	8 13:02			8 22:13	shift malam	
8	8 7:41			8 17:00	Parti lewat dibuka	
9					MC	
10	8 7:40			8 17:01		
11	8 7:43			8 16:40		
12						
13						
14	8 7:44			8 17:04		
15	8 7:35			8 17:03		

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. SM NUR AICJAH BT
 NAMA: ABO WAHAB

BAHAGIAN:

BULAN: OKTOBER

TARIKH	MASUK	KELUAR	MASUK	KELUAR	KENYATAAN	T/T KETUA
16	8 7:31			8 16:55		
17	8 7:29			8 16:55		
18	8 7:25			8 16:35		
19						
20						
21	8 7:26			8 16:51		
22	8 7:29			8 17:09		
23	8 7:30			8 17:03		
24	8 7:37			8 17:02		
25	8 7:31			8 16:32		
26						
27						
28						
29	8 7:54			8 16:50	Pintu larat di buka	
30	8 7:48			8 16:45	Pintu larat di buka	
31	8 7:36			8 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. SITI NUR AISYAH BT
 NAMA: ABO WAHAB

BAHAGIAN:

BULAN: NOVEMBER

TARIKH	MASUK	KELUAR	MASUK	KELUAR	KENYATAAN	T/T KETUA
1						
2	816:29			816:29		
3						
4	817:27			816:52		
5	817:35			816:46		
6						
7	817:45			816:46	PINTU LAMBAT	
8	817:34			816:39	DIBUKA	
9						
10						
11	817:40			816:40		
12	817:29			816:55		
13	817:41			816:45		
14	817:41			816:53		
15	817:36			816:32		

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. SITI NUR AISYAH BT
 NAMA: ABD WAHAB

BAHAGIAN:

BULAN: NOVEMBER

TARIKH	MASUK	KELUAR	MASUK	KELUAR	KENYATAAN	T/T KETUA
16						
17						
18	7:29			16:49		
19	7:45			16:47		
20						
21	7:24			16:52		
22	7:27			16:42		
23						
24						
25	7:47			16:51		
26	7:31			16:58		
27	7:48			17:04		
28	7:27			16:46		
29	7:55			16:31		
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.

NAMA: SKI NUR AISYAH BT
ABD WAHAB

BAHAGIAN:

BULAN: DISEMBER

TARIKH	MASUK	KELUAR	MASUK	KELUAR	KENYATAAN	T/T KETUA
1						
2						
3	8 7:28			816:47		
4	8 7:41			816:47		
5	8 7:31			816:57		
6	8 8:03			816:48		
7	8 7:32			816:32		
8						
9						
10	8 7:50			816:54		
11	8 7:32			817:01		
12	8 7:31			816:54		
13	8 7:29			817:04		
14	8 7:58			816:30		
15						

AMARAN

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


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

KERAJAAN MALAYSIA

B No.

NAMA: SITI NUR AISYAH BT
ABD WAHAB

BAHAGIAN:

BULAN: DECEMBER

TARIKH	MASUK	KELUAR	MASUK	KELUAR	KENYATAAN	T/T KETUA
16	7:40			16:50		
17	7:30			16:54		
18	7:50			16:52		
19	7:52			16:50		
20	7:30			16:36		
21						
22						
23						
24						
25						
26	16:48			16:54		
27	7:28			16:44		
28						
29						
30	7:56			17:07		
31	7:36					

PNMB.,TR.

AMARAN

Sebarang pekerja yang menolok 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

KLINIK PERGIGIAN HUSNA

13435 K, TAMAN PERMINT MAKMUR,
JALAN GONG BADAK,
21300 KUALA TERENGGANU.
TEL: 09-667 2858

Nº 0764

SIJIL CUTI SAKIT

Masa Tarikh 9/10/18

Dengan ini saya mengesahkan bahawa saya telah memeriksa

Enak/Cik/Puan Sir Nur Aisyah binti Abdul Wahab
IC NO: 960415-1-3386

dari Kementerian/Jabatan
yang berkenaan

dan mendapati beliau:

(a) Tidak sihat untuk menjalankan tugasnya dengan
sempurna selama satu (1) hari daripada
9/10/18 hingga

(b) Beliau dikehendaki datang semula untuk pemeriksaan
pada

DR. KAMARIAH BT. ALI
KLINIK PERGIGIAN HUSNA
PT 13435 K Taman Permint Makmur
Wakaf Tembesu, Jalan Gong Badak
21300 Kuala Terengganu
KLINIK PERGIGIAN HUSNA

AHMAD ABDUL RAHIM ALIAS
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21030 Kuala Terengganu

APPENDIX B

DUTY TIME TABLE

JADUAL LATIHAN PELAJAR PRAKTIKAL PERPUSTAKAAN SULTANAH NUR ZAHIRAH, UNIVERSITI MALAYSIA TERENGGANU

TARIKH : 1 OGOS -27 DISEMBER 2018 (4 BULAN)
NAMA PELATIH : SITI NUR AISYAH ABD UAHAB
PROGRAM :SARJANA MUDA SAINS MAKLUMAT (UITM)



SKOP	TARIKH	JADUAL	CATATAN
PENGURUSAN PERPUST. - pentadbiran - kewangan -USR		TAKLIMAT KETUA BAHAGIAN	
		1. BPKS	
		2. BPPM	
		3. BPSI	
		4. BPTP/BPRD	
PERKHID. PENGGUNA -sirkulasi -rujukan dan perkhidmatan maklumat -pengendalian aktiviti kemasyarakatan	1-9 Ogos 2018	ORIENTASI BPKS	Pentadbiran/ Komunikasi Strategik
	12-23 Ogos 2018	ORIENTASI BPTP	Sistem/ Portal
	26 Ogos - 20 Sept	ORIENTASI BPPM	Sirkulasi/Pengurusan Koleksi/Penghubung Fakulti/Sokongan Penyelidikan
	23 Sept -11 Okt	ORIENTASI BPRD	Arkib Digital/Repositori
	14 Okt- 1 Nov	ORIENTASI BPSI	Perolehan/Katalog
	4 Nov - 27 Dis 2018	BPKS	
PENGGUNAAN ICT -automasi perpustakaan -perkhidmatan IT -kemaskini laman portal -self-check machine -penggunaan pangkalan data			
KEMAHIRAN KOMUNIKASI -menggunakan persembahan multimedia -mengajar aktiviti -penerbitan newsletter/brosur secara berpasukan -penyelesaian masalah -kepimpinan -pengurusan masa -displin/sikap			
PENYELIDIKAN DAN PENILAIAN -kajian keperluan latihan staf -aktiviti pengguna -keperluan maklumat pengguna -penilaian p/data			

Nota : BPPM- Bahagian Pengurusan Perkhidmatan Maklumat
 BPSI- Bahagian Pengurusan Sumber Ilmu
 BPRD - Bahagian Pengurusan Repositori Data
 BPTP - Bahagian Pengurusan Teknologi Perpustakaan
 BPKS - Bahagian Pentadbiran dan Komunikasi Strategik

SENARAI PROJEK YANG AKAN DILAKSANAKAN OLEH PELAJAR PRAKTIKAL

- * setiap pelajar praktikal akan diberikan satu projek khas setiap seorang
- * Jadual latihan tertakluk kepada perubahan dari semasa ke semasa

JADUAL LATIHAN PELAJAR PRAKTIKAL TAHUN 2018
Bahagian Pengurusan Sumber Ilmu (BPSI), PSNZ

Bil.	Seksyen	TARIKH			
		12/8 - 16/8	19/8 - 21/8	26/8 - 30/8	2/9 - 6/9
1	PEROLEHAN BAHAN	Aishah + Fatihah	Najihah	Dayana	Shahida
2	KATALOG & META DATA	Najihah	Aishah+Fatihah	Shahida	Dayana
3	TERBITAN BERSIRI	Dayana	Shahida	Aishah + Fatihah	Najihah
4	PENGURUSAN ARKIB	Shahida	Dayana	Najihah	Aishah + Fatihah

Nama Pelajar

1. Siti Nur Aishah
2. Nurul Fatihah
3. Nur Najihah
4. Nurul Dayana
5. Nurul Shahida

TARIKH : 10 September - 1 November 2018

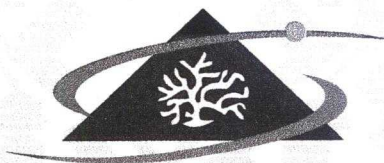
Nama Pelatih :	SEKSYEN	TARIKH	MODUL LATIHAN	OUTPUT	CADANGAN AKTIVITI/PROJEK	
					Nama Aktiviti/Projek	Timeframe
1. NURUL SYAHIDA ZAKARI @ AWANG 2. SITI NUR AISYAH ABD WAHAB 3. NURUL FATIMAH RAMLI 4. NUR NAJIHAH MOHD JOHARI 5. NURUL DAYANA MUHAMMAD ALI	KETUA BAHAGIAN	10-Sep-18	1. Pengenalan kepada BPPM oleh Ketua Bahagian. 2. Sesi suai kenal dengan staf BPPM 3. Polisi, peraturan berkaitan 4. ISO 9001 : 2015 - BPPM	1. Pegawai mengenalpasti carta organisasi bahagian dan carta fungsi bahagian dengan jelas. 2. Pegawai mengenali kesemua pegawai bahagian. 3. pegawai memahami dengan jelas peraturan, polisi, prosedur kerja, arahan kerja dan objektid kualiti yang berkaitan.		
Perhidmatan Pengguna	Seksyen Sirkulasi & Rujukan	12-20 Sept 2018 (6 hari)	1. Pengenalan kepada fungsi & struktur seksyen, objektif kualiti, prosedur kerja dan arahan kerja, polisi, peraturan kerja berkaitan 2. Pengenalan kepada aktiviti sirkulasi dan perkhidmatan kaunter perustakaan 3. Pengenalan kepada perkhidmatan rujukan 4. Pengenalan kepada indeks pengurusan kepuasan pelanggan	1.1 Pegawai memahami fungsi bahagian dan bagaimana membentuk fungsi seksyen 1.2 Membaca semua PK, AK & Peraturan yang dibangunkan 1.3 Memahami keperluan OQ dalam SPK perustakaan 2.1 Memahami keseluruhan proses kerja sirkulasi - keahlian, pinjam, pulang, renew, kehilangan bahan dll. 2.2 Memahami kerja asas sebagai petugas kaunter 2.3 Memahami bagaimana jadual kaunter dibina dan pengurusan staf/petugas kaunter. 3.1 Memahami bagaimana PAP dilaksanakan dan kepentingan PAP kepada institusi 4.1 Memahami dan mengenalpasti apa itu Indeks kepuasan pelanggan dan 4.2 Mengenalpasti bagaimana kajian kepuasan pelanggan dilaksanakan.	1. Bertugas Kaunter 2 jam setiap hari 2. Melaksanakan kajian kepuasan pelanggan 3. Uodate borang dan brosur berkaitan sirkulasi 4. Infografik perkhidmatan PSNZ	
		11 & 16 hb - PUBLIC HOLIDAY				
		23 Sept- 4 Okt 2018	1. Pengenalan kepada fungsi & struktur seksyen, objektif kualiti, prosedur kerja dan arahan kerja, polisi, peraturan kerja berkaitan	1.1 Pegawai memahami fungsi bahagian dan bagaimana membentuk fungsi seksyen 1.2 Membaca semua PK, AK & Peraturan yang dilangkaun	1. Projek data penerbitan kakitangan akademik 2. Mencari dan memuatnaik post berkaitan sokongan	

08-09-2018
09-09-2018
10-09-2018

Penyelidikan & Penggunaan ICT	Seksyen Sokongan Penyelidikan	(10 hari)	1.3 Memahami keperluan OQ dalam SPK perpustakaan	penyelidikan di FB PSNZ research Support.
			2.1 Memahami fungsi sokongan penyelidikan kepada universiti	
			2.2 Mempelajari penjaan data penerbitan ilmiah	
			2.3 Mempelajari penganjuran aktiviti/bengkel berasaskan penyelidikan	
Seksyen Penghubung Fakulti		7-16 Okt 2018	3.1 Memahami apa itu perisian Turnitin dan bagaimana ia berfungsi	
			3.2 Mengetahui bagaimana semakan kesamarataan di laksanakan.	
		(8 hari)	1.1 Pegawai memahami fungsi bahagian dan bagaimana membentuk fungsi seksyen	1. Sedialan poster Infographic bagi KPP dan Pustakawan Penghubung
			1.2 Membaca semua PK, AK & Peraturan yang dibangunkan	2. Hadiri mesyuarat 1 fakulti
Perkhidmatan Pengguna	Pembangunan Koleksi dan Perkhidmatan Pelanggan	17 Okt - 1 Nov (12 hari)	1.3 Memahami keperluan OQ dalam SPK perpustakaan	3. 1 x mengajar Kelas Pendidikan Pelanggan (KPP)
			2.1 Memahami fungsi seorang Pustakawan Penghubung dan keperluan kepada universiti	- kelas follow on sheng
			2.2 Memahami keperluan Reading List dan bagaimana pagiraan objektif kualiti	
			2.3 Melaksanakan/menghadiri Kelas Pendidikan Pelanggan	
Perkhidmatan Pengguna	Pembangunan Koleksi dan Perkhidmatan Pelanggan	17-16 Okt 2018 (8 hari)	1.1 Pegawai memahami fungsi bahagian dan bagaimana membentuk fungsi seksyen	1. Taklimat kepada pelajar baharu di program Minggu Bersama PSNZ
			1.2 Membaca semua PK, AK & Peraturan yang dibangunkan	2. AJK Program PSNZ Open Day 2018 - merancang dan melaksanakan satu aktiviti berkaitan
			1.3 Memahami keperluan OQ dalam SPK perpustakaan	4. Kemaskini senarai stoketake - on-2am shelved dan on-2am
			2. Memahami konsep pengurusan koleksi, memahami cara susunan rak dan bagaimana menguruskan susunan buku di perpustakaan serta mengurus staf.	- wiley - emerald
Perkhidmatan Pengguna	Pembangunan Koleksi dan Perkhidmatan Pelanggan		3. Memahami bagaimana bahan NCP diuruskan serta konsep asas pemeliharaan bahan.	
			4. Memahami pelaksanaan aktiviti berasaskan pelanggan serta melaksanakan 1 aktiviti berkaitan.	
			5. Mengetahui semua kemudahan yang disediakan oleh perpustakaan dan bagaimana menguruskan kemudahan tersebut.	

APPENDIX C

CERTIFICATES



UNIVERSITI MALAYSIA TERENGGANU

UMT



Sijil Penyertaan

Dengan ini disahkan bahawa

Siti Nur Aisyah binti Abd Wahab
960415-11-5386

telah menyertai

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

anjuran bersama.

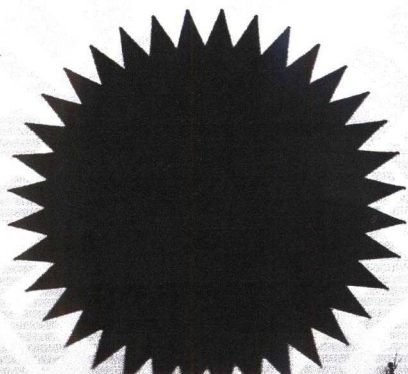
PERPUSTAKAAN SULTANAH NUR ZAHIRAH, UMT
DAN
PUSAT PENDIDIKAN ASAS DAN LIBERAL UMT

pada

30 SEPTEMBER 2018

bertempat di

AUDITORIUM PERPUSTAKAAN SULTANAH NUR ZAHIRAH
UNIVERSITI MALAYSIA TERENGGANU (UMT)



Amirul

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



Sekalung Penghargaan

PERPUSTAKAAN SULTANAH NUR ZAHIRAH

*Merakamkan Setinggi-Tinggi Penghargaan Et Terima Kasih
Kepada*

**SITI NUR AISYAH BINTI ABD WAHAB
960415-11-5386**

*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

APPENDIX D

LETTERS



UNIVERSITI MALAYSIA TERENGGANU

21030 Kuala Nerus, Terengganu, Malaysia

☎ : +609-6684116/

🌐 : www.umat.edu.my

☎ : +609-6684185

✉ : pro@umat.edu.my

☎ : +609-6684179

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

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 Abdullah 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



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 & Hebahhan	1) En. Mohd Shahrulnizam Zuraimi (K) 2) En. Mohd Azmi Mohamad 3) En. Muhammad Haizan Zakari	✓ Mengurus hebahhan dan promosi di portal, email, facebook PSNZ dan laian-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

Th. rang email pl. En Faizal pl.
15/5/2018 - Faizal 916 @ uim - eda.my.

SURAT AKUAN PENERIMAAN

(Untuk diisi oleh organisasi/firma/syarikat yang menerima pelajar untuk mengikuti latihan praktikal.)

Ruj Tuan:

No. Tel : 09-6684517.

No. Fax : 09-6684179.

Ruj Kami: UiTM FPM 600-5(84)

No. Tel : 06-698 2155

Penyelaras Latihan Industri
Fakulti Pengurusan Maklumat
Universiti Teknologi MARA
Caw. Negeri Sembilan
Kampus Rembau
71300 Rembau
Negeri Sembilan
(u.p. En. Mohd Faizal bin Mohd Ramsi)

Tuan

LATIHAN INDUSTRI PELAJAR SARJANA MUDA SAINS MAKLUMAT (KEPUJIAN) PENGURUSAN PERPUSTAKAAN, FAKULTI PENGURUSAN MAKLUMAT

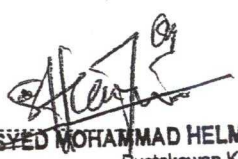
Merujuk kepada perkara di atas, pihak kami *Bersetuju / ~~Tidak Bersetuju~~ untuk menerima pelajar-pelajar berikut untuk menjalani latihan industri di organisasi/firma/syarikat kami dari **01 Ogos 2018 – 29 Disember 2018**

Bil.	Nama	No. Pelajar	No. Telefon
✓1.	Nurul Syahida Binti Zakari @ Awang	2015408912	019-9305348
✓2.	Siti Nur Aisyah Binti Abd Wahab	2015263242	018-4607203
✓3.	Nur Najihah Binti Mohd @ Johari	2015419448	014-5281104
✓4.	Nurul Dayana Binti Muhammad Ali	2015299036	011-35323620

Sekian, terima kasih

Yang Benar

Nama Pegawai:
Jawatan:


SYED MOHAMMAD HELMY BIN MD AKHIR
Pustakawan Kanan
Perpustakaan Sultanah Nur Zahirah
Universiti Malaysia Terengganu
(UNT)
11/4/18

Cop Organisasi/firma/syarikat
Perpustakaan Sultanah Nur Zahirah
Universiti Malaysia Terengganu
21030 Kuala Terengganu

*potong mana yang tidak berkenaan

APPENDIX E

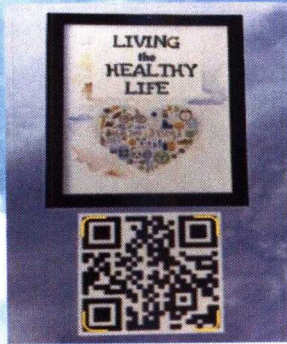
SPECIAL PROJECT OLD

DESIGN

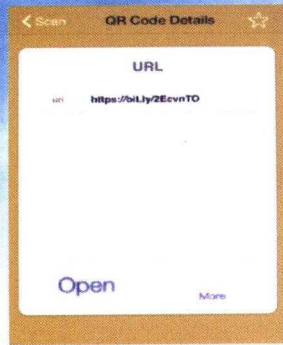
4 Easy Steps to use QR-Read



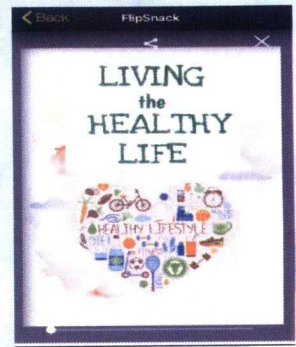
Use any QR Code reader



Scan QR Code of item

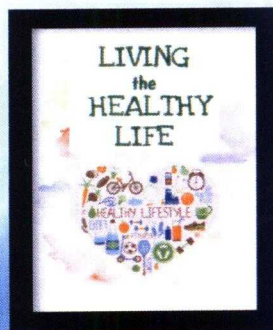
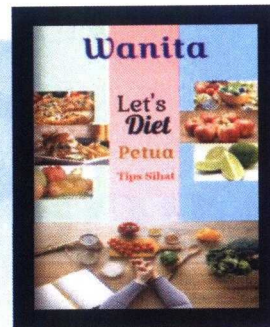
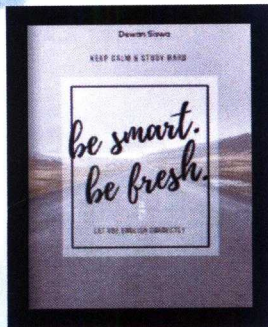
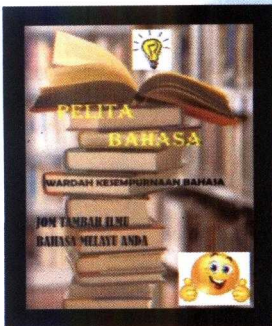


Click open button



Ready to read

SCAN ME



APPENDIX F

SPECIAL PROJECT

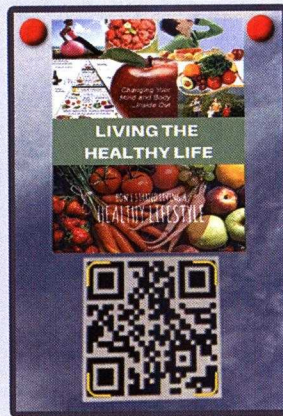
LATEST DESIGN (IQRA)



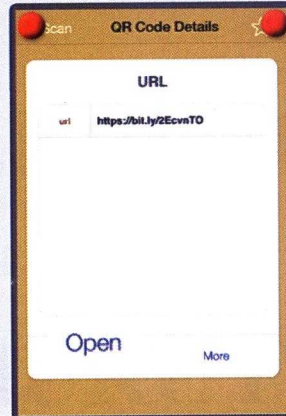
STEPS



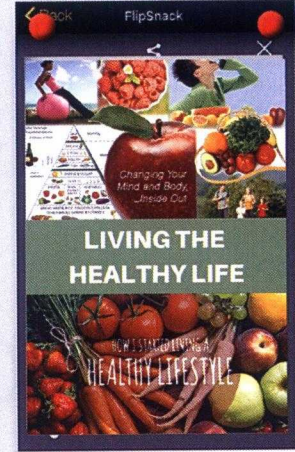
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2. Scan QR Code of item

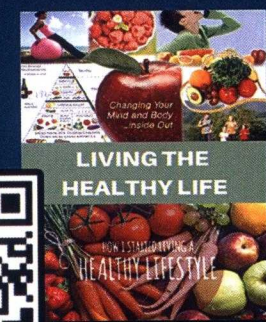
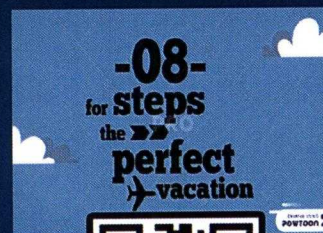
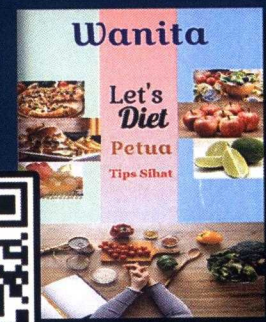


3. Click Open button



4. Ready to read

can Me



APPENDIX G

BROCHURE FOR

‘KELAS PENDIDIKAN

PELANGGAN’

FUNGSI KELAS PENDIDIKAN PELANGGAN...

- ♦ Kelas Pendidikan Pelanggan menyediakan **perkhidmatan literasi maklumat** (pemilihan pangkalan data dan strategi pencarian subjek-khusus), bantuan penyelidikan (penerbitan, sitasi) serta penggunaan *reference manager* (Mendeley) kepada pelanggan Perpustakaan Sultanah Nur Zahirah.

KANDUNGAN MODUL...

1. Pengenalan Kepada Perpustakaan

- ⇒ Lokasi
- ⇒ Waktu Perkhidmatan
- ⇒ Peraturan Am
- ⇒ Keahlian dan Kelayakan
- ⇒ Laman sesawang perpustakaan
- ⇒ Kemudahan/ Perkhidmatan
- ⇒ Pengenalan kepada sumber maklumat dan bahan rujukan asas
- ⇒ Jenis-jenis maklumat

APA ITU LITERASI MAKLUMAT / CELIK MAKLUMAT?

Mengenalpasti keperluan maklumat

Mengenalpasti dan mencari sumber maklumat

Mencapai maklumat dari sumber yang sahih

Menilai kualiti maklumat

Menyusun maklumat

Menggunakan maklumat dengan efektif

2. Literasi Maklumat Asas

- ⇒ Pencarian maklumat menggunakan Portal PSNZ [Katalog Awam Atas Talian (Library Catalog Search)], UMT IR, e-Resources, MyTo, etc.]
- ⇒ Pencarian maklumat menggunakan Sumber Elektronik [pangkalan data, buku elektronik dan koleksi digital lain]
- ⇒ Pencarian maklumat menggunakan Google Scholar

3. Strategi Pencarian Maklumat Lanjutan

- ⇒ Pencarian maklumat menggunakan enjin carian
- ⇒ Pencarian maklumat untuk penulisan akademik
- ⇒ Strategi pencarian maklumat [Boolean, Wildcard, Truncation, Quotation Marks, etc.]
- ⇒ Menilai maklumat dengan berkesan
- ⇒ Etika penggunaan maklumat

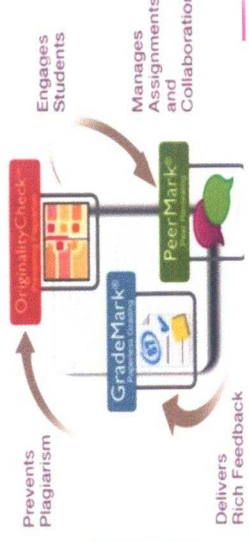
4. Asas Sitasi dan Bibliografi

- ⇒ Mendeley
- ⇒ Gaya Sitasi (APA)

5. Sokongan Penyelidikan

- ⇒ Turnitin
- ⇒ Scopus / Web of Science
- ⇒ Researcher ID & Profile

Turnitin Overview



OBJEKTIF MODUL

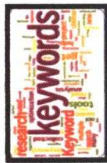
Mendedahkan fungsi-fungsi asas koleksi PSNZ.



Berupaya mengenalpasti dan mengakses maklumat daripada pelbagai sumber bercetak dan elektronik serta menilai bahan dan sumber maklumat berkenaan.



Memberi pendedahan kepada pengguna kaedah pencarian maklumat secara sistematik dalam mendapatkan bahan atau maklumat yang diperlukan secara cekap dan berkesan.



Kelas Pendidikan Pelanggan (KPP) juga boleh ditempah mengikut kesesuaian masa pensyarah. Sila hubungi Pustakawan di Bahagian Pengurusan & Perkhidmatan Maklumat untuk sebarang pertanyaan.

Tip:



JADUAL KPP

Kelas ini diadakan pada setiap **Isnin** dan **Rabu** di **Bilik Latihan Multimedia, Aras 1, PSNZ.**

HARI/ MASA	Isnin (2.30-4.30 P.M)	Rabu (10.00-12.00 P.M)
Minggu Pertama	<ul style="list-style-type: none"> - Pengenalan kepada perpustakaan - Literasi Maklumat Asas - Strategi Pencarian Maklumat Lanjutan 	<ul style="list-style-type: none"> - Asas Sitasi dan Bibliografi - Sokongan Penyelidikan
Minggu Kedua	<ul style="list-style-type: none"> - Asas Sitasi dan Bibliografi - Sokongan Penyelidikan 	<ul style="list-style-type: none"> - Pengenalan kepada perpustakaan - Literasi Maklumat Asas - Strategi Pencarian Maklumat Lanjutan
Minggu Ketiga	<ul style="list-style-type: none"> - Pengenalan kepada perpustakaan - Literasi Maklumat Asas - Strategi Pencarian Maklumat Lanjutan 	<ul style="list-style-type: none"> - Asas Sitasi dan Bibliografi - Sokongan Penyelidikan
Minggu Keempat	<ul style="list-style-type: none"> - Asas Sitasi dan Bibliografi - Sokongan Penyelidikan 	<ul style="list-style-type: none"> - Pengenalan kepada perpustakaan - Literasi Maklumat Asas - Strategi Pencarian Maklumat Lanjutan

Sebarang pertanyaan sila hubungi:-



Bahagian Pengurusan & Perkhidmatan Maklumat (BPPM)

Sharifah Akmal Syed Abd Rahman (09-6684298)
Nurul Ashikin Che Halim (09-6684185)

KELAS PENDIDIKAN PELANGGAN (KPP)



Library
Classes
Books
Tools
Databases
Questions
Search
Learning
Instruction
Explore
Libraries
Guides
Reference
Research
Tutorials
Bibliography

APPENDIX H

INFOGRAPHIC AND

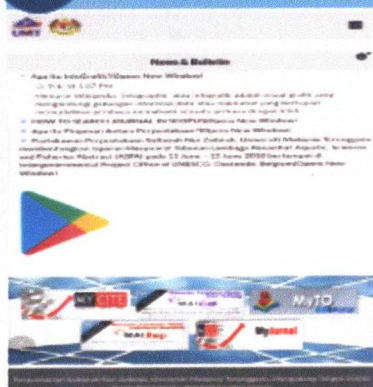
POSTER

STEPS to Install Apps PSNZ on Android

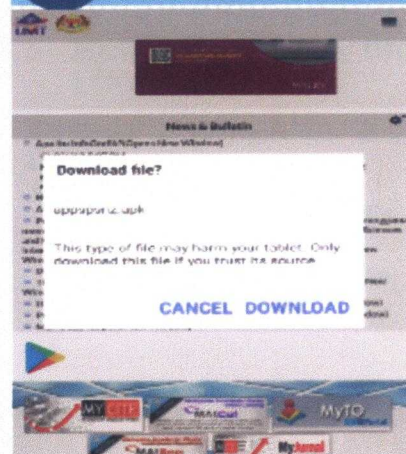
Open PSNZ Portal Home Luka Laman Portal PSNZ



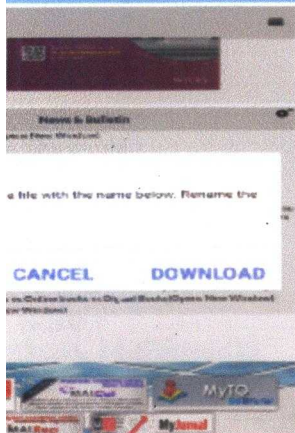
2 Click the Application Icon Klik Ikon Aplikasi



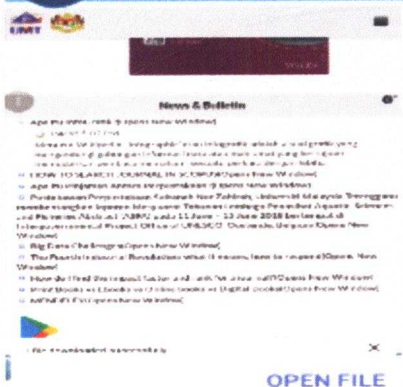
3 Click the Download Button Klik Butang "Download"



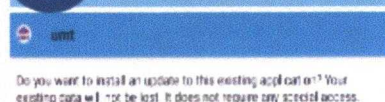
4 Click the Download Button to Confirm Klik Butang "Download" untuk Mengesahkan



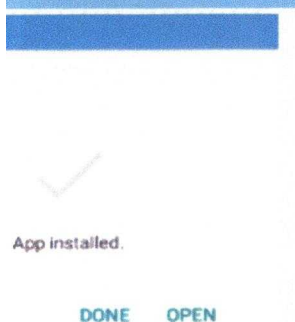
5 Click the Open File Button Klik Butang "Open File"



6 Click the Install Button Klik Butang "Install"



7 Click the Open Button Klik Butang "Open Button"



8 Click the Login Button Klik Butang "Login"



App installed.

DONE OPEN



Login

Function of Apps PSNZ

e-Content

Search your ebook, ejournal, exam paper and thesis here

Search the Digital Library Materials Here :
E-Books
E-Journal
Exam Paper
Thesis

Dapatkan Bahan Digital Perpustakaan Disini :
E-Books
E-Journal
Kertas Peperiksaan
Tesis

Databases

Exploring subscribed online databases

Exploring Subscribed Online Databases Here :

- Social Sciences
 - Lawnet, Nature Journals, Scopus, Science Direct, SpringerLink, Wiley Online Library, etc.

Pendedahan Langganan Pangkalan Data :

- Sains Sosial
 - Lawnet, Nature Journals, Scopus, Science Direct, SpringerLink, Wiley Online Library, etc.

Databases

Exploring subscribed online databases

e-Content

Search your ebook, ejournal, exam paper and thesis here

Booking

Discover first booking library facilities here

Events

Don't miss our event!

News

Current library issues on your Mobile

Booking

Discover first booking library facilities here

Discover first Booking Library

Here :
Atrium, Multimedia
Reading Room, Meeting
Room, etc.

Facilities Provided for
Students and Staff

Facilities Provided for
Students and Staff
Perpustakaan
Perang :
Atrium, Bilik Latihan
Media, Bilik Mesyuarat
etc.
Fasilitas Disediakan untuk
Siswa dan Staff

Events

Don't miss our event!

Library Activities and
Programs Announcement :

- Banner Activity

Hebahan Aktiviti dan Program
Anjuran Perpustakaan :

- Iklan Aktiviti

News

Current library issues on your Mobile

Get the Latest Library Issues and
News on Your Mobile Phone :

- News and Bulletin

Dapatkan Isu dan Berita Perpustakaan
Terkini di Telefon Mudah Alih Anda :

- Berita dan Buletin

PSNZ
Open Days
2018



JOM SERTAI KAMI!!!



**3 CABUTAN BERTUAH
MENANTI ANDA!!!**

JANGAN LEPASKAN PELUANG INI

ARANYA SANGAT MUDAH,

Likes facebook Psnzlib. Tunjukkan bukti ketika
patkan kupon di checkpoint PSNZ (kaunter utama)
Dapatkan kupon di check point terpilih
Masukkan borang ke dalam kotak yang disediakan
Cabutan bertuah akan dibuat pada jam 3.00 petang,
hb 2018 di ruang pameran PSNZ.

**SIAPA TAHU CABUTAN BERTUAH
MENJADI MILIK ANDA!**

**ANTIKAN
KAMI!!**

Nota : Sekiranya pemilik nama/id matrik yang
dipanggil tiada, hadiah adalah dikira terbatal.

APPENDIX I

PHOTOS WITH CHIEF

LIBRARIAN, DEPUTY

CHIEF LIBRARIAN AND

INTERNSHIP MEMBERS

