UNIVERSITI TEKNOLOGI MARA (UiTM)
CAWANGAN NEGERI SEMBILAN
KAMPUS REMBAU
FACULTY OF INFORMATION MANAGEMENT

INDUSTRIAL TRAINING REPORT

Universiti Tenaga Nasional (UNITEN)
Information Resource Centre (IRC)
Putrajaya Campus Jalan Ikram-UNITEN,
43000, Kajang, Selangor.

Prepared By
NURUL HANIS BT AHMAD MURAD
2016652774
IM244 – BACHELOR OF INFORMATION SCIENCE (HONS.) LIBRARY MANAGEMENT
AUGUST 2019 – DECEMBER 2019

DECLARATION

I hereby declare that this is my original work. I have not copied from any other student's work or from other sources. I am also declaring 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.

Signed by

Nurul Hanis Bt Ahmad Murad
2016652774

Date of submission: 09/01/2020

ABSTRACT

Industrial Training, IMC690, is a mandatory subject that students of Library Management, IM244, need to undergo for five (5) months at an organization of their choice that are approved by the faculty. Objectives of the training is to provide pre-professional work experience to trainees under the supervision of the faculty and industry.

Trainee has selected UNITEN IRC, an academic library, as the place for the industrial training. While trainee was undergoing training there, trainee was under the supervision of Sir Ridzuan Ibrahim, from the faculty, and Mrs. Khairun Fasehah Abd Halim, from the industry. For five months of the industrial training, trainee had rotation of units as conditioned by the faculty to enable trainee to learn and practices all the unit's task and workflow. Trainee started with Admin and e-Resources Unit, Resource Development Unit, Serials and Repository Unit, Reference and Information Service Unit, User Services Unit, and Technical Process Unit.

By the end of the training, trainee is expected to have gained knowledge and present their lesson learnt as well as details on their special project executed during the industrial training.

ACKNOWLEDGEMENT

TABLE OF CONTENT

LIST OF TABLES

LIST OF FIGURES

LIST OF APPENDICES

CHAPTER ONE: INTRODUCTION

1.1. Background

An industrial training provides students with experience working in industries. Students are required to undergoes five (5) months of training under an organization that is approved by the faculty following its requirements; work should involve in information management related work. Industrial trainee has chosen and gets approval to undergo an industrial training at *Universiti Tenaga Nasional* (UNITEN) IRC.

Started back in 1994 as *Institut Latihan Sultan Ahmad Shah* (ILSAS) envisioned by Tan Sri Dato' (Dr.) Ani Arope to grow to be *Institut Kejuruteraan Tenaga Nasional* (IKATAN). From being an institute for personnel training and development, it then increased to diploma, bachelors, and master levels, attaining its current title, *Universiti Tenaga Nasional* also known as UNITEN. UNITEN, is an IPTS (*Institusi Pendidikan Tinggi Swasta*) under *Tenaga Nasional Berhad* (TNB) that offers studies and academic programmes relating to engineering, business and accounting, computing and informatics, energy economics and social sciences, and many more.

UNITEN IRC is one of the information centers that operates under UNITEN and is located on the front portion of the university Putrajaya campus. It has a total floor area of approximately 18, 645.2-meter square. Resources and services of the library support the education, learning and teaching, and research of UNITEN staff, lecturers, and students. In addition, UNITEN IRC is also committed in providing access to its service and facilities for individual researchers, schools, corporate organizations and the local community.

UNITEN IRC housed collection of materials exceeding 100, 000 printed and online resources, and audiovisual material. The printed materials are monographs, serial publications, journals, proceedings, annual report, faculty's syllabus textbook, reference material and many more. Online resources includes online database subscriptions and scanned final exam paper.

1.2. Organizational Structure

Established in 1978 as Resource Centre of ILSAS, the library then evolves to IKATAN Resource Centre. On January 1997, the library moved to the current building and uses the name UNITEN Library until the year 2019 the library changes to UNITEN IRC, inspired by the Information Resource Centre (IRC) *Universiti Teknologi* Petronas (UTP) as the library strives to widen participation and its scope of providing information.

Vision

- To be a reputable academic library with a global reach in information access.

Mission

- Strive in delivering quality information services to stimulate advanced research, learning, collaboration and knowledge creation within the community.

Objectives

- To satisfy the teaching, learning and research requirements of customers at the university with relevant sources of information.
- To provide excellent services to all university customers wherever they may be.
- To promote usage of the library to all users.

Operating Hour

Semester Break		During Semester	
Monday - Friday	08:30 - 17:15	Monday - Friday	08:30 - 22:00
Saturday and Sunday	Close	Saturday and Sunday	09:00 am - 16.00
Public Holiday	Close	Public Holiday	Close

Figure 1.1.

UNITEN IRC operating hour.

2

Staff Directory

Table 1.1.

UNITEN IRC staff directory

Director Office & Administration	
Director	Ruzli Zairazi
Senior Administration	Nor;ain Abu Bakar
Resource Development Unit	
Head of Unit	Md. Nazrie Md. Nor
Senior Administration	Romaizu Asbar
Administration	Fatimah Norazwana Azman
Library Assistant	Mohamad Chabar Tharchis
Technical Process Unit	
Head of Unit	Roslah Johari
Administration	Nur Atikah Azman Shah
Library Assistant	Ribut Suhaimi
Library Assistant	Mailalagan a/I Ponnusamy
Serials & Institutional Repository Unit	
Head of Unit	Mohd Fuad Jamal
Administration	Sharifah Zaharah Syed Abu Bakar
Library Assistant	Elrinor Azis
Reference & Information Services Unit	
Head of Unit	Norashikin Mohamed Tahir
Executive	Mas Ayu Md Radzi
Administration	Norashikin Hj. Rahim
User Services Unit	
Head of Unit	Khairun Fasehah Ab Halim
Senior Administration	Hassan Atan
Administration	Arhmal Hanim Md Razali
Library Assistant	Ngatiah Suhadzo
Library Assistant	Ahmad Mifzal Aminuddin
e-Resources Unit	
Head of Unit	Md Yazid Muji
Administration	Hazwani Iklil Mohd Nor

CHAPTER TWO: ORGANIZATION INFORMATION

2.1. Unit Structure
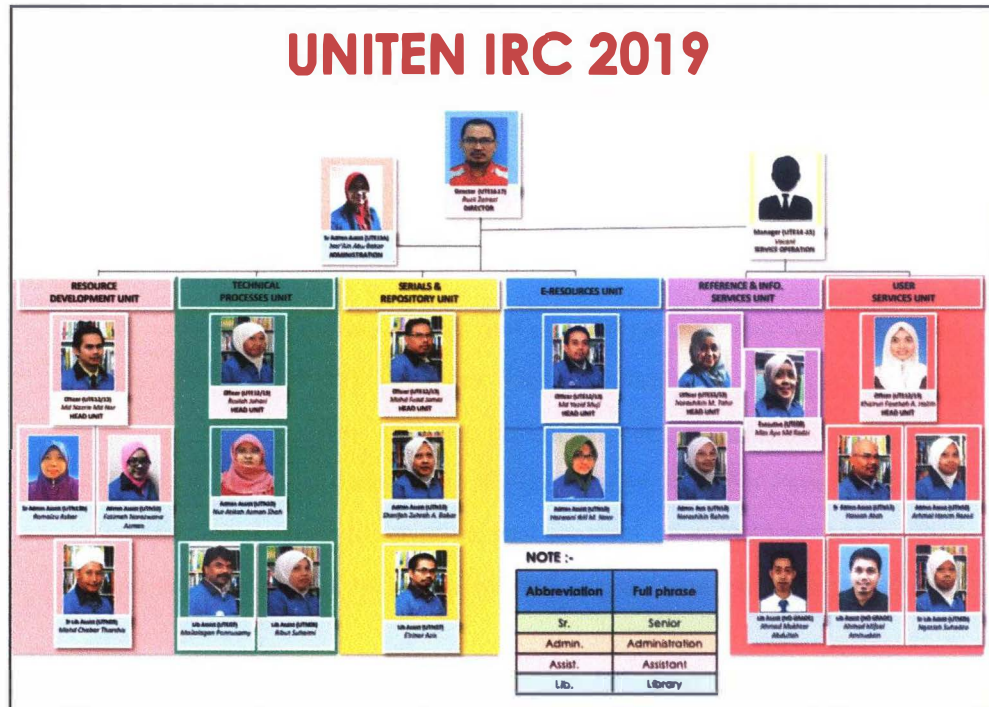
Figure 2.1.
UNITEN IRC organization chart.

2.2. Unit Function

a. Administration Unit

This unit consist of Hj. Ruzli Zairazi, Director of IRC and Mrs. Nor 'Ain Abu Bakar (Sr.), Admin Assistant. Admin unit keeps records and files related to the library, for an example staff personal files (leave applications, medical certificates), Key Performance Index (KPI) files, Human Resources files of the IRC's Staff (new recruitments, promotions, etc.), and in & out letters. Most of the files and records are kept by Mrs. Nor 'Ain, staff personal records are arranged in alphabetical order, other IRC's documents are kept in running number, and letters are kept according to their original reference number.

Figure 2.2.
UNITEN IRC record-keeping.

b. e-Resources Unit

The unit consist of one officer and one admin assistant, Mr. Md Yazid Muji (Head of Unit) and Mrs. Hazwani Iklil M. Noor. Among the responsibilities of the unit are purchasing and maintenance of IRC's electrical facilities (barrier gate, RFID scanner, PCs, TV Panels, Barcode Scanner, etc.), and subscription and renewal of online databases other than communicating with vendors and maintaining the library's official website.

RENEWAL	
EPR	
Kertas kerja	✓
Sebutharga	✓
Statistik	✓
Integrity Pact	✓
Integrity Pledges	✓
Surat Pelantikan Pegawai Penilaian Sebutharga	✓
Sijil TNB	—
Memo Bukan Bumiputera	✓

Figure2.3.
Online database renewal process checklist.

c. Resource Development Unit

This unit are consisting of one officer, Mr. Md Nazrie Md Nor (Head of Unit), two admin assistant, Mrs. Romaizu Asbar (Sr.) and Ms. Fatimah Norazwana Azman, and one library assistant, Mr. Mohd Jabbar Tharchis. Each one of them plays a key role in ensuring the smooth workflow of the Resource Development Unit.

Members of the unit takes care of developing the library collection, from collecting book titles from lecturers, make order form to vendors, purchase order, receiving purchased order, to initial processing received books (stamp, paste barcode, safety strip) before passing the books to Technical Process Unit.
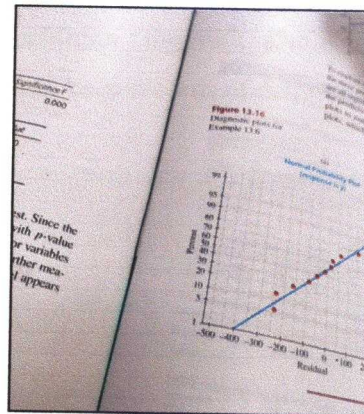
Figure 2.4.
Safety strip in the middle of book.

d. Serials & Institutional Repository Unit

Takes care of serials collection at level 4 (magazine, journal, etc.) and exam paper, printed and online (DSpace). The unit consist of one officer, Mr. Fuad Jamal (Head of Unit), one admin assistant, Mrs. Sharifah Zahrah A. Bakar, and one library assistant, Mr. Elrinor Azis. Other than that, this unit also takes care of multimedia items that are to be disposed.
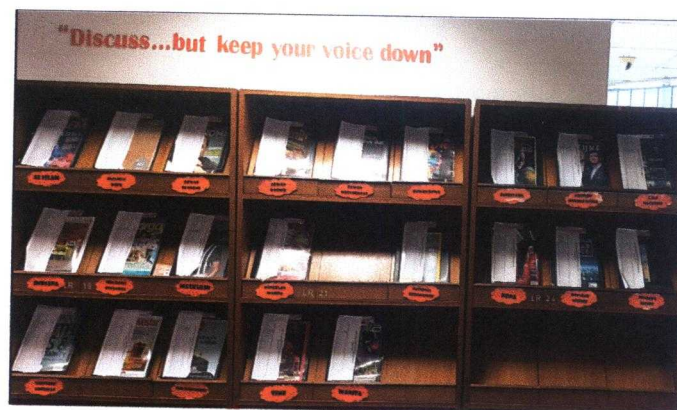
Figure 2.5.
Magazines of newest issue on shelf.

e. Reference & Information Services Unit

This unit consist of one officer, Mrs. Norashikin M. Tahir (Head of Unit), one executive, Ms. Mas Ayu Md. Radzi, and one admin assistant, Mrs. Norashikin Rahim. The unit is in charge of promoting the uses of library services and facilities. Provide and assist classes on online databases, monitor and updates social media pages of library (Facebook and Instagram). In addition, the unit also takes care of the daily newspaper (update shelf, keep-records of delivery, and disposal process).

Figure 2.6.
Participants and instructor for literacy class on online database.

f. User Services Unit

Members of the unit are one officer, Mrs. Khairun Fasehah A. Halim (Head of Unit), two admin assistant, Mr. Hassan Atan (Sr.), and Mrs. Arhmal Hanim Razali, and two library assistant, Mrs. Ngatiah Suhadzo (Sr.) and Ahmad Mifzal Aminuddin.

The unit mainly takes charge of information counter that are located at the library's lobby, level 2 and special collection's area, level 5. In addition, the unit also monitor and maintain all library's faciliies in general (edroom 1-4, al1, al2, etc.), and special collection materials at level 5(theses, paper project, etc.).

Figure2.7.
Information Counter at 2nd Level

g. Technical Process Unit

The unit members are an officer, Ms. Roslah Johari (Head of Unit), an admin assistant, Ms. Nur Atikah Azman Shah, and two library assistant Mr. Mailalagan P. and Mrs. Ribut Suhaimi (Sr.).

This unit receives new materials that has go through initial receiving process from the Resource Development Unit and enter the materials into library system, Koha, and make final process (Spine labelling, stick and activate RFID tag, and wrap books, if required) before materials can be placed on shelf.

Figure 2.8.
Spine labelling of new book with call number.

CHAPTER THREE: INDUSTRIAL TRAINING ACTIVITIES

Throughout the industrial training, trainee had gone through diverse activity, library related and non-library related, that has become an experience and a learning lesson. Other than given duties under assigned unit, trainee also participates actively in programs and events held by UNITEN IRC as a whole.

JABATAN PERPUSTAKAAN UNIVERSITI TENAGA NASIONAL
LATIHAN INDUSTRI

Nama pelajar : Nurul Hanis Binti Ahmad Murad
Tempoh : 1 Ogos 2019 - 31 Disember 2019
Mentor : Hj. Ruzli Bt Zairazi

UNIT	JADUAL LATIHAN INDUSTRI 2019					
	1/8/2019 - 23/8/2019	26/8/2019 - 20/9/2019	23/9/2019 - 11/10/2016	14/10/2019 - 8/11/2019	11/11/2019 - 6/12/2019	9/12/2019 - 31/12/2019
ADMIN & E-RESOURCE Ketua Unit : Hj. Ruzli Zairazi / En. Yazid Muji (A4)	■					
RESOURCE DEVELOPMENT Ketua unit: En. Md. Nazrle bin Md. Nor (A1)		■				
SERIALS & REPOSITORY Ketua unit: En. Mohd Fuad bin Jamal (A1)			■			
REFERENCE & INFORMATION SERVICES Ketua unit: Pn. Norashikin bte Mohamed Tahir (A2)				■		
USER SERVICES Ketua unit: Pn. Khairun Fasehah Abdul Halim (A2)					■	
TECHNICAL PROCESS Ketua unit. Cik. Roslah Johari (A1)						■

Figure 3.1.
Trainee unit rotation schedule.

3.1. Training Activities

a. **Assign Subject Headings for Students' Assignment**

Trainee was given the task to assign subject headings for theses and project paper of UNITEN's students. Trainee used LCSH book, MALCAT, and UNITEN Koha as reference to assign the subject headings.
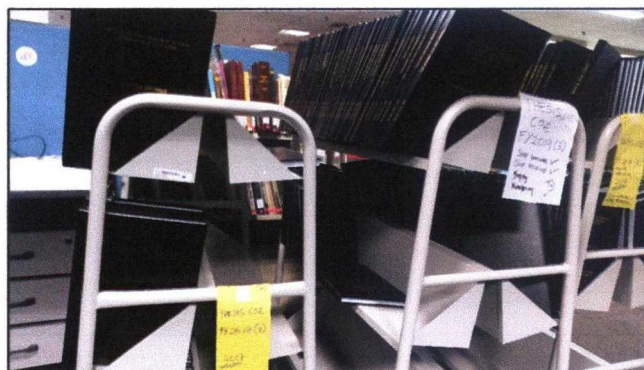
Figure 3.2.
Trolleys of students' assignments that need to be assigned subject headings.

b. **Compile Printed Exam Papers**

Trainee arranged the exam papers of previous semester according to their subjects and faculty program. Papers that belongs to the same faculty program are kept together, place laminate paper on the front and back of the bound and kept it in an envelope. Upon completion, all the envelopes are sent to ITMS for binding process.

c. **Counter Duty**

In UNITEN IRC there are two Information Counter; 2nd level counter and the 5th level counter. Generally, both counter hold keys to the facilities within the library building and students also frequently visit the counter to find directions within the library and ask on how to access the library's online services.

In focus, the 2nd level counter is mainly a circulation and reference counter. There, students lend and return books, register to use library facility and get its key, find lost items, rent locker, etc.
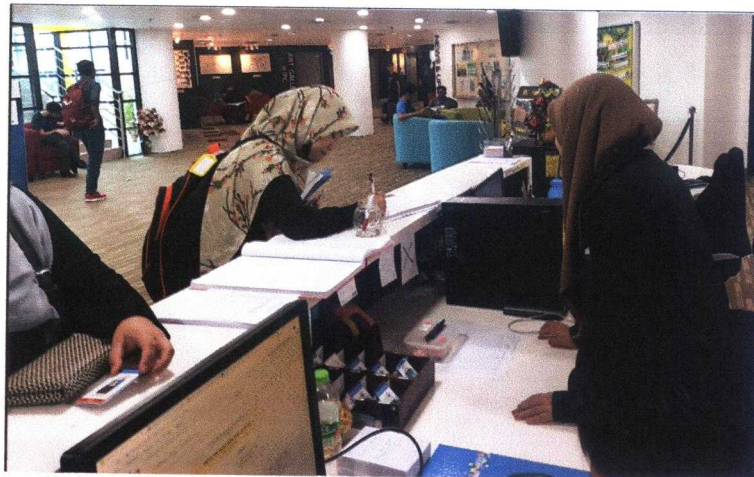
Figure 3.3.
Trainee is helping UNITEN student at level 2 information counter.

Figure 3.4.
Trainee is stamping date to return on a book that are to be lend out.

Meanwhile, the 5th level is mainly a counter for theses/project paper and other special collections. In UNITEN IRC, students cannot enter the shelves area of special collections. They would need to acquire material call number and author name, writes it on a paper and pass it to staff on duty at the counter for them to find it on shelves instead.

Once the desired material is found, student need to fill in the register book and give their student card, maximum item number is 3 at a time for every student. Once they have returned the material to the counter and writes return time on the register, students can get their student card again.

d. Create List of Disposed Materials

Before materials are to be disposed of, it must be registered on a list with its title, barcode number, and its status in Koha at the time, and update its status to Disposed in Koha. It is required to wear mask and glove as the disposed materials are covered with dust and such.
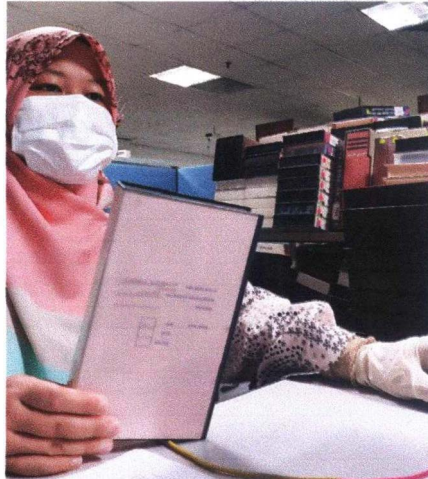
Figure 3.5.
Trainee is entering details of the material

e. Design Graphic

Trainee was given task to create promotional poster for User Education Program that were held by the library and also creates a front-page cover for documents. Trainee used Canva to produce below graphics.
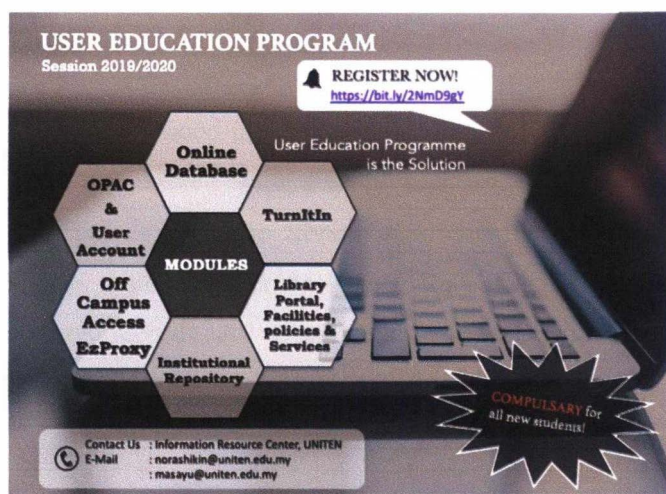
Figure 3.6.
Promotional Poster by Trainee
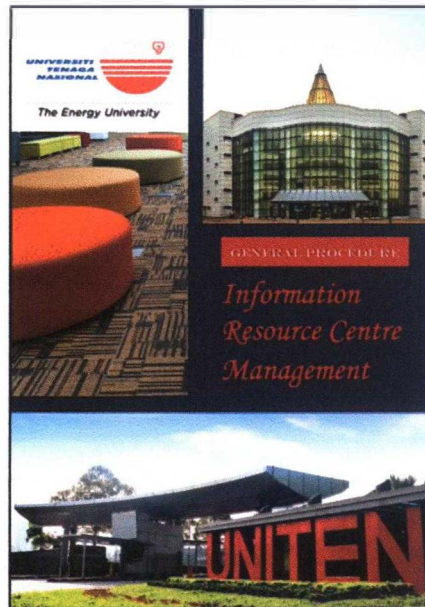
Figure 3.7.
One of Front Cover by Trainee

f. Edit Montage Videos

Trainee was also given the task to produce videos to be played on monitors located at the library's lobby on 2nd level. Example of videos produced are the library promotional video, library benchmarking trip video montage, and instructional video to access library's online services. Trainee used PowToon online video editing platform and Quik application to produce the videos.

g. Newspapers

When trainee was placed under the Reference and Information Service Unit, trainee was tasked with a daily task which is stamping newly arrived newspapers with the library stamp and replace the previous newspapers on the newspaper stack, then store the previous newspapers and write entry records. All of previous newspapers will be kept for a month before proceeding to dispose by recycling it.

h. Order Entry & Receiving

Under the Acquisition Unit, trainee learns to enter book orders into Koha and receiving delivered books. Below is the flowchart for when entering an order: -

```
┌─────────────────────────────┐                    ┌─────────────────────────────┐
│  Check in Koha whether the  │       Yes          │  Decide whether to add      │
│  item exist already or not.  │ ───────────────►   │  another copy or inform     │
└─────────────────────────────┘                    │  lecturer that there is     │
              │ No                                  │  already a copy within the  │
              ▼                                     │  library                    │
┌─────────────────────────────┐                    └─────────────────────────────┘
│  Search on external source  │
│  like NUS, OhioLink, LC to  │
│  copy cataloging.           │
└─────────────────────────────┘
              │
              ▼
┌─────────────────────────────┐
│  Fill in status as in       │
│  process.                   │
└─────────────────────────────┘
              │
              ▼
┌─────────────────────────────┐
│  Add item quantity          │
│  accordingly.               │
└─────────────────────────────┘
              │
              ▼
┌─────────────────────────────┐
│  Fill in item's price.      │
└─────────────────────────────┘
              │
              ▼
┌─────────────────────────────┐
│  Fill in as Notes the       │
│  lecturer's name and        │
│  faculty code(Fund Source). │
└─────────────────────────────┘
```

Table 3.1.
Flowchart on Order Entry.
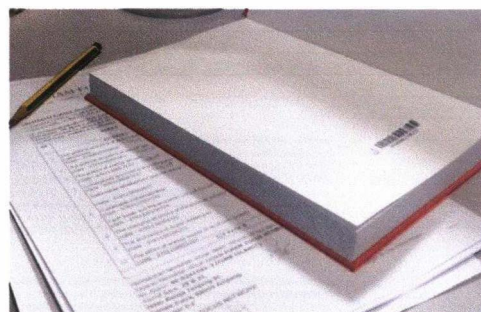
Figure 3.8
New book with Barcode pasted.

i. Records Organizing

While in the Admin & e-Resources Unit, trainee was asked to organize and arrange IRC's staff medical certificate records in the IRC Medical Certificate (MC) File in accordance of the staff name, arranged by units in IRC.
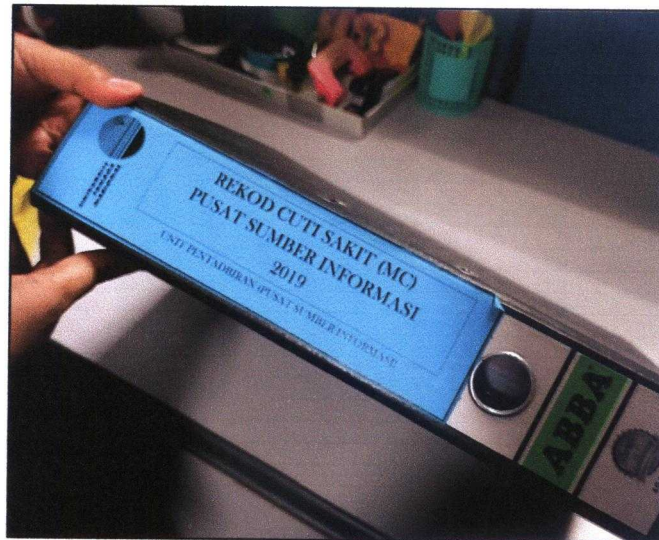
Figure 3.9.
IRC Medical Certificate (MC) File

j. Review Non-Disclosure Agreement

Trainee was given the chance to review and observe a Non-Disclosure Agreement (NDA) between UNITEN and a third party. Trainee reviewed and make changes when highlighted in the document, and grammar corrections before sending it to be reviewed by Head of Unit of e-Resources Unit, Mr. Yazid Muji. The NDA are then forwarded to UNITEN legal team to re-revise for final and send to the third party.
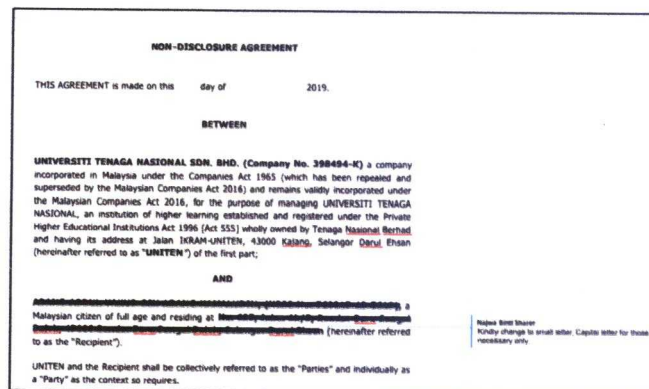
Figure 3.10.
NDA with notes by UNITEN legal team.

k. **Shelving**

In UNITEN IRC, each shelves of books have their person in charge with accordance to the units within the library. It is usually done early in the week in the morning. Trainee arrange books that are placed on trolley onto its suitable shelf according to the books call number.
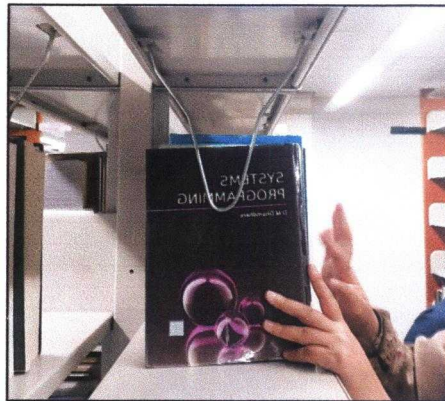
Figure 3.11.
Trainee place book on shelf where it belongs.

l. **Stock take**

A daily task that were done early in the morning or afternoon. Books within the library collection are scanned to do inventories. Started at level 5, and continued downwards, level 4 and level 3 (open collection).

Then the activity stopped for a while to extract data from the scanner and stores it on pc before continuing to scan books at level 6, level 5 (special collection), and level 2 (reference collection).

Books that cannot be scanned or discovered to have problem were taken to Technical Process Unit at level 1 to identify and resolve the problem. Once resolved, the books are scanned and be brought to where it originally placed shelf.
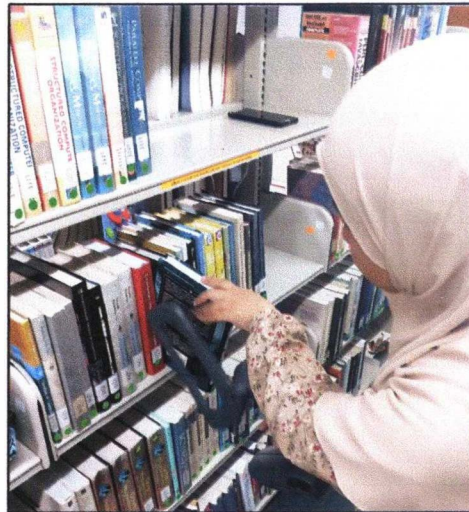
Figure 3.12.
Trainee scan books on shelf one-by-one.

m. Take Photos

Whenever the library has events, programs, or classes, trainee joined and was given the responsibilities of taking photos of the occasion. The photos are later used to upload updates on the library's social media platform, report, or to make video montage.

Figure 3.13.
Photo of IRC staff that are rehearsing for the next day program that trainee took.

n. Update Magazines Shelf

Trainee remove previous issue of magazines on shelf at level 4 and replaced it with the newest issue. The removed magazines are then placed in files with all the other previous issues according to its publisher.

o. **Update UNITEN IRC Website**

Once the trainee has learned to use Joomla, an open-source content management system for publishing web content, from time to time, when requested, trainee add or make changes to the library website.
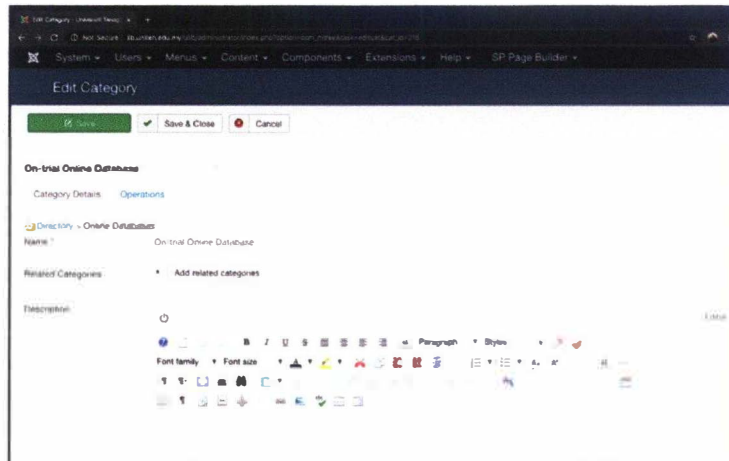
Figure 3.14.
Trainee adds Trial Online Database category under Online Databases as requested.

p. **Spine Labelling**

While trainee was in the Technical Process Unit, trainee was assigned to stick call number of books on its spine. The spine label was then reinforced with a layer of cellophane tape to avoid damage and ensure preservation of the spine label.

Figure 3.15.
Trainee placing call number on spine of book.

q. Etc.

In addition, trainee also has accomplished other simple tasks like assisting Head of Unit drafting informative email, contact external number (students, transport agency, library users, etc.), organize raw data into infographic, rearrange data so that information can be retrieved timely, gift wrapping, and others.

Figure 3.16.
Stock take data that has been reorganized by trainee.

3.2. Special Project

- **Library Website, Joomla (Individual)**

Initiated shortly after trainee started industrial training, when trainee was under the e-Resources Unit, trainee was given the offer to make changes to the library website and make it as a special project. After accepting the offer, trainee explored on the ways to utilize Joomla from videos on YouTube and the online community on Joomla website.

Joomla is an open source content management system (CMS) that is free and is widely used to publish web content, worldwide. Among organization or corporation that uses Joomla are Ikea, Harvard University, and even UiTM.

The objective of this special project is to make changes to the library website so that it is more user friendly and less compact and produce a guide to navigate within Joomla. There is a need for a guide because there were no staff that know the ways to use the CMS as it was first started to be used in UNITEN IRC by the initiative of its previous director, Hj. Sazali, and when he retired, he did not leave behind knowledge on the web content publisher.

In addition to that, the head of unit of e-Resources Unit with ongoing activities and task, he did not have lots of spare time to look into Joomla himself. Thus, it has been a long time since the website had an update.

The Project was divided into a few phases of change. The first phase would be the preparation of a guide on navigating and utilizing Joomla. Trainee explored Joomla and organized data and information gained in a PowerPoint format. Once the guide was completed, it was shared through email to related staff and had a meeting to explain the ways face-to-face.
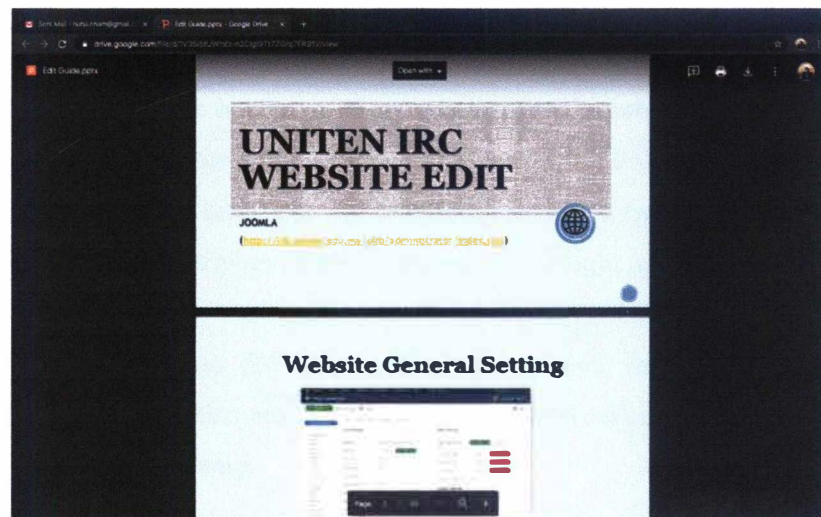
Figure 3.17.
PowerPoint slide of the guide produced by trainee.

Figure 3.18.
Trainee with Director of the library, Hj. Ruzli Zairazi, Ms. Ayu, and Ms, Hazwani in a meeting on Joomla.

Then, phase two started with drafting the new layout of the library's website homepage. Trainee received criteria that are needed to be on the changed homepage. It is to be bright and makes the online services provided by the library on its website are more accessible by students of UNITEN.

Previously, on the homepage there were quite a number of button and access on top of menu that had the same destination links. Instead of the repetitive access, links that are frequently accessed by students which used to be on lower page of the homepage are brought up.

The website is also decorated with photos of new facilities available within the library that are of the BOLD Operation making the homepage brighter and less damp.
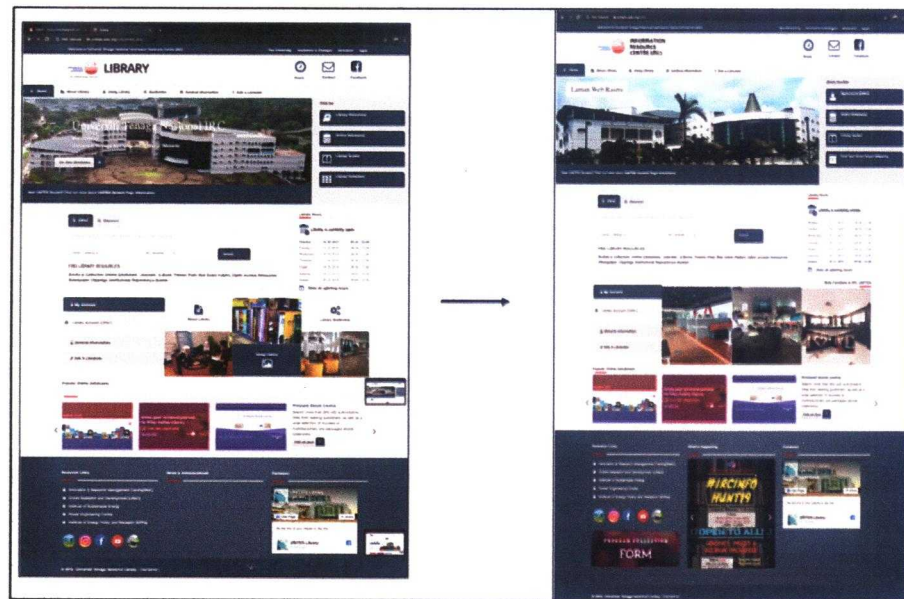
Figure 3.19.
Before and after comparison of library website homepage.

From the figure shown above, among the changes that trainee has made is the changing from Library to Information Resource Centre, Quick Access Links, removes repetitive links, change of pictures to the new facilities, added a section for posters of library programs and activities, and an addition of Program Evaluation Button.

There were even more changes that trainee wanted to make but due to insufficient time and lack of opportunity to have another meeting with Mr. Yazid, supervisor for the special project, trainee only make changes that were discussed beforehand and make changes that were already given permission of.

- **Library Promotional Video (Individual)**

There were two TV-panel located at the library lobby that has not been playing anything other than old Malay movies during the month of National Independence, august. After that it continued to display black screen.

While trainee was under the Reference and Information Services Unit, trainee was asked to come up with an idea of what could be displayed on the monitor. Thus, trainee came up with an idea to produce an instructional video on how to access and use online services provided by the library as there were a lot of students that came to the counter to inquire on the problem.

The objective of this project is to produce a video relating to UNITEN IRC to be displayed on the TV-panel located at the entrance of library building. In addition, the video is to educate users on steps to access and use library's online services while promoting the facilities that are provided within the library building.

In order to produce the video, trainee stared with filming the facilities around the library, opening scenes, and recording the steps required to access online resources of library. Once all the raw materials are done, trainee starts to edit the video using PowToon, an online video editor platform. When all the videos are arranged in sequence, background music are inserted, and finally the vide are downloaded and transferred to TV-Panel to be played.
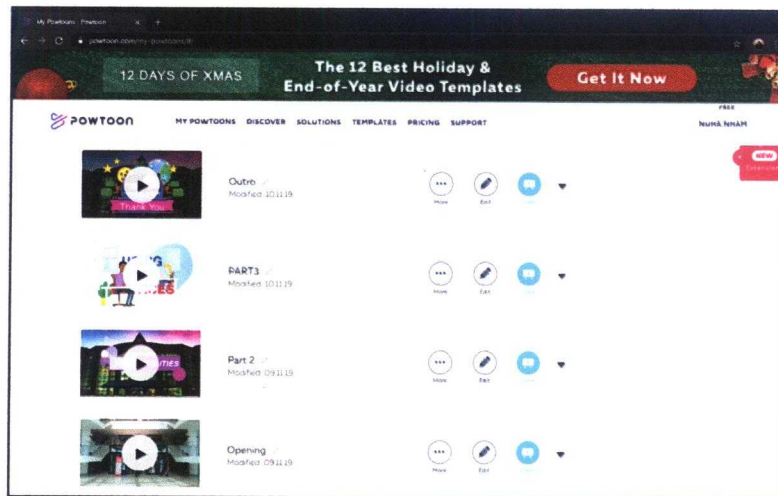
Figure 3.20.
Videos in parts before combined in sequence on PowToon.

- **Stock-taking (Pair)**

This project was under the User Services Unit. The objectives of the project were to accumulate data on the collections that are within the library, at the same time inspect RFID tag on each material and whether the information scanned matched with the information in the library system, Koha. This project was an initiation from the library and was tasked to trainees that had industrial training under UNITEN IRC.

This project is essential because recently UNITEN IRC had immigrate library system from Spydus Integrated Library Management System to Koha, an open source Integrated Library System. In the middle of migrating collection data, there were a number of data that was discovered missing. Thus, it is important to complete this project to avoid information explosion from happening. The director of IRC targeted to finish this project by January 2020.

In the beginning, both trainees work in pair scanning books alternately, as there was only one scanner, whether early in the morning or right after lunch hour. After quite some time, once both trainees can use the scanner well without problem, one trainee do the activity in the morning while another one does it after lunch hour.

In case of a book cannot be scanned or when scanned it showed not in database on the scanner device, those books are brought to Technical Process Unit on level 1 to be fixed. Once it has been fixed, the book will be scanned again before it is sent to where it belongs.

Once the scanning part is done, data from the scanner are extracted and are organized in Excel files in term of their shelf rack number. The data are compared with data that are in Koha using VLOOKUP. That way books that are wrongly or not registered in Koha could be discovered.

Figure 3.21.
Scanner used during Stock take project.

Figure 3.22.
Raw Data extracted from scanner.

Figure 3.23.
Edited data from Koha.

Figure 3.24.
Compared data using VLOOKUP.

Problem Percentage

Legend:
- Accompanying Material
- Archive Materials
- Barcode X cukup
- CD-ROM, DVD
- Computer Disk/Multimedia Kits
- ISBN
- Item Type Standard
- Materials Specified
- No Item Type
- Not for Loan
- No Physical Item
- Not Reg. in KOHA
- Project Paper/Serials/Bound Journal
- Reference
- TBN Coll
- Video/Audio Cassette
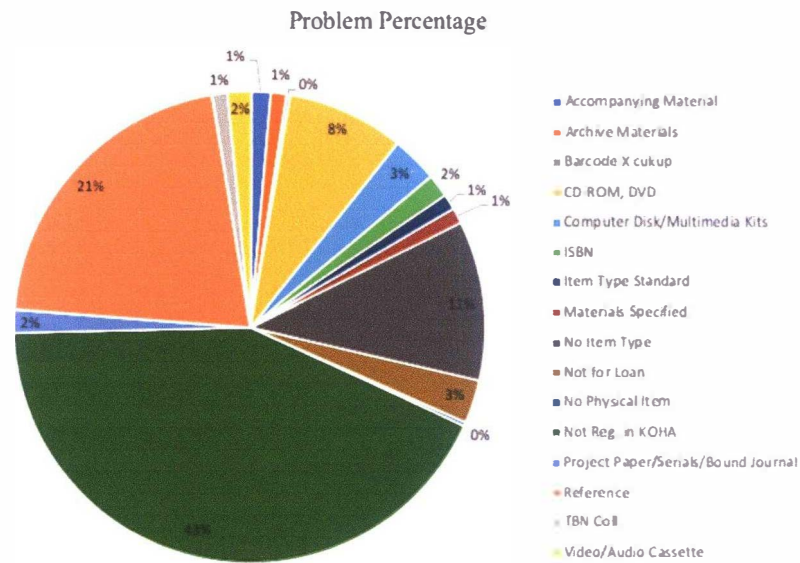
Figure 3.25.
Data accumulated are translated into graphic.

3.3. Other Activities

a) *'Sembang Buku'*

This activity is a monthly activity that are initiated by the ICV team, a team consisting of UNITEN IRC's staff. the objective of this program is to encourage reading habit and sharing knowledge gained to other people as well. In addition to that, this activity was done at the READ area @Learning Common Area, an area that is designed under BOLD initiative specifically for reading activities.

There will be a presenter for each month, and they will share any knowledge gained from a book that they have read to the audiences for as long as 30 minutes. By the end of the activity, presenter gets an appreciation prize for their knowledge sharing.

Figure 3.26.
Presenter for the month December sharing session.

b) Benchmarking Visit to UMT & UMP

During the duration of industrial training, trainee had the opportunity to join a benchmarking visit to Universiti Malaya Terengganu (UMT and Universiti Malaya Pahang (UMP).

The objective of this visit is to observe the services and facilities that are provided by the library of the two universities while finding out also the process that are required when establishing a publishing unit. This is because, the VC of UNITEN has voice his wish to establish a UNITEN publication that are to operate under UNITEN IRC. For two days and one night, staff of IRC went to UMT and UMP library, had discussions and establish relationship between libraries.

Figure 3.27.
Group photo of UNITEN IRC staff and trainee at UMT library entrance.

Figure 3.28.
Group photo of UNITEN IRC staff and trainee at UMP library entrance.

c) **InfoHunt**

This activity is under the Reference and Information Services Unit where its objectives are to teach students on using library resources and finding ways within the library building. It is an explore race activity that require students to go through all the spaces available within the library. By the end of it, students that participates will get scorun and prizes.

Figure 3.29.
Ms. Ayu with students that has completed and are waiting for the closing ceremony.

CHAPTER FOUR: INDUSTRIAL TRAINING REFLECTION

4.1. Knowledge Gained

Throughout the industrial training, there are numerous learning experience that trainee has gained. The training has indeed added values and knowledge to trainee, enforcing and implementing theories of subject that has been learned into practical working environment. Below are some of the knowledge and skill gained throughout the training duration: -

i. Professional Communication Skill

Being in a professional working environment requires trainee to communicate with others professionally while maintaining work ethics. It is not only practiced during a face-to-face discussion with the head of units and other co-workers, it is also practiced in email writing or messaging online.

In addition, trainee is also required to communicate with other staff of UNITEN, students, and any other outsiders that visited the library. Facing with diverse type of person, trainee gained a valuable knowledge of communicating in professional setting.

ii. Leadership Skill

Another knowledge gained throughout the industrial training would be the skill to lead. Having to execute a special project, it is essential to be able to speak up and determine the direction of the project. There would be no improvement or update for the project if the trainee would not speak up and take charge of it. By the end of the project, with gained communication skill and leadership skill, the project was able to be completed successfully.

iii.   Teamwork Skill

Having the training does not only practice the theories that has been learned throughout previous semesters, it is so much more than that. There numerous activities and programs that were held in the library that would require teamwork ability.

In fact, even the smallest task that requires more than a person would require teamwork. Take counter duty for example, if there were not enough people on counter duty, anyone that are available can go and help to cover the counter. One can learn to help each other whenever required.

iv.   Problem-Solving Skill

The industrial training has exposed trainee to a real-life problem that require solution, and timely trainee has been successful to solve problems that were faced with help by the library staff.

An example of the situation would be when there was a student who went to the counter looking for answers on Mendeley. However, the library did not subscribe Mendeley nor they have guides on using it. Wanting to help the student, trainees went to the student and finds solution for him. By the end of it, the student is able to use Mendeley to organize his paper references.

v.   Adaptability Skill

Though in the beginning, there were a lot of times when trainee found herself isolated sitting at the desk not being able to speak up or walk around. After a while, trainee starts getting to know IRC's staff well enough and get herself familiarize with the office environment. But it went back to blank state when trainee is required to change unit as different unit has different aura and style of working.

After two time changing unit, trainee figured a way to be familiar with the unit. It is important to take notes during the briefing session with head of unit, also meaning that it is very important to have a briefing session with the head of unit. The session allow trainee to be introduced to the unit workflow and their members. An introduction is an essence to familiarize with the working environment.

vi. **Time Management**

Keeping an attendance logbook and activity keeping has unknowingly build time-management ability within trainee. It has taught trainee to keep in mind of time and ensure that all the workload given would be able to be completed within the time frame given.

An example, there was once when trainee was given a trolley of items to make list of disposed items for having a few days left on the unit, other members of the unit did not realize that the trainee would be changing unit soon, after dividing the item to its series trainee then started to enter the list and completed it before changing unit and without having to work overtime.

4.2. Personal Thoughts and Opinion

Personally, the industrial training has allowed trainee to experience and gain knowledge being out open in a real working environment.

- **Lifelong learning**

  There were times that was difficult, stressful, and trainee makes mistake. But then the mistake was corrected, and the trainee were able to learn invaluable knowledge and had so much skills learned and practiced.

- **Analysis and implementation**

  The training also gives opportunity for the trainee to practice the theory that has been learnt throughout the previous semesters. While exercising all those knowledges that has been built for semesters, the skills becomes more defined and confidence in cataloging and such elevated as time goes by.

4.3. Lesson Learnt

Going through the industrial training has gifted trainee with invaluable lesson that could be applied when working in a professional environment. Below are the lesson learnt that trainee has gained throughout the industrial training: -

I. Open to Criticism

I have learnt that no matter how well you completed task given, there is always room for improvement. So even when the head of unit were not satisfied with trainee performance at first, after commenting on it and discussing with the trainee, a correction could be made, and the head of unit would be satisfied with the trainee final product.

For an example, during the progress of the trainee special project, trainee had constructed a layout for the library website homepage, but a staff does not agree with the color scheme that was applied. Trainee listen to the feedbacks and comments regarding the layout and starts to make a new layout reminding the feedbacks and comments directed.

II. Handle Difficult Customer

Working in an office environment requires trainee to communicate with all sorts of people, even more a library that requires them to meet and deal with all different sorts type of people. There are a lot of people with different backgrounds and communication style and a librarian should be mindful of that and should be able to deal with them.

UNITEN in particular also have international students that are very outspoken and likes to voice out their opinions, especially regarding the library rules and regulations. Trainee had learned this lesson most while on counter duty. There is where communication with all sorts of people take place.

It is important to understand what they are trying to say and get through the messages to be delivered. Miscommunication is a common problem, especially when talking with the international students. But with patience and intelligent, the message eventually got through to them successfully.

III. Working in a Team

Being in an office environment, most of the task requires the ability to work in team. While being new to the unit transferred, trainee tried hard to blend in and get familiarize with the unit environment as to not obstruct the unit's workflow.

Trainee does the task given and plays a fitted role within the unit to encourage teamwork. Trainee also makes an effort to mimic other co-workers in sense of their style of work and office etiquette.

By the end of the day, the efforts were proven effective when task given were completed smoothly and there was no obstruction to the unit's workflow.

IV. Able to Speak Up

While going through the industrial training, trainee has also learnt that it is normal to not know how something operates and how important it is to speak up and ask whenever trainee needed help or further instructions. It would be much more efficient and less stressful rather than struggling alone to solve an unknown problem.

The library staff were also willing to teach and give advices to trainees, all they had to do was speak up and ask. After all, the industrial training is not only a time to test out trainee ability and skills, it is also a time for trainee to truly learn and have experience of the working environment.

4.4. Limitation and Recommendation

Trainee experience throughout the industrial training was an experience that has taught trainee and there were no limitations that needs recommendation, except for one minor thing.

- **Scheduling**

    Trainee felt that there was not much time with all Head of Unit (HoU) within the library. This is inevitable as they are busy to keep the library operating and trainee had to follow the rotation schedule that has been determined beforehand, but it would be better if trainee could have a kind of knowledge hand down from each of the HoU.

+ **Trainee initiative**

    Perhaps, to solve this limitation, trainee could initiate a session with HoU even after the duration placed within the unit. Even when the trainee has moved to another unit, try to set an appointment to meetup and get any information that were missed or left out before. That way, trainee is able to fully comprehend and be equipped with information regarding the units in library and its operation.

CHAPTER FIVE: CONCLUSION

In conclusion, the industrial training experience has truly been an eye-opener and invaluable experience for trainee. UNITEN IRC has truly been a challenging and learning place. Trainee was very grateful to be accepted as an industrial trainee there and for being able to meet such kind and friendly staff, head of units, and director.

Throughout the training, trainee was also given numerous opportunities to challenge self-ability and the opportunity to join library staff on benchmarking visit to other libraries. Trainee was also able to exercise theories and learnt skills regarding library management, had counter duties where trainee was able to meet and deal with all sort of people, and have a taste of what the working environment would be like.

REFERENCES

Faculty of Information Management Universiti Teknologi Mara. (2015). Industrial training handbook. UiTM.

Joomla. (n.d.). *About Joomla*. Retrieved December 2019, from Joomla: https://www.joomla.org/about-joomla.html

Khairun Fasehah A. Halim, Arhmal Hanim Razali, Hassan Atan, & Ngatiah Shuhadzo. (2019, November). User Service Unit. (N. H. Murad, Interviewer)

Md Nazrie Md Nor. (2019, August 26). Resource Development Unit.

Norashikin Rahim. (2019, October). Reference and Information Services Unit.

Nur Atikah Azman Shah, & Ribut Suhaimi. (2019, December 23). Technical Process Unit.

Powtoon Ltd. (n.d.). *My PowToons*. Retrieved December 2019, from PowToon: https://www.powtoon.com/my-powtoons/#/

UNITEN IRC. (n.d.). *About Library: UNITEN Information Resource Centre*. Retrieved December 2019, from UNITEN Information Resource Centre: http://lib.uniten.edu.my/ulib/

APPENDICES

Rujukan Kami	:	UNITEN/SM (LAT) 15/5/5
Tarikh	:	**15** Mei 2019
Kepada	:	Pensyarah / Penyelaras Latihan Industri IM244, Fakulti Pengurusan Matlumat, Caw. Negeri Sembilan, Kampus Rembau. (U/P : Mohd Faizal Bin Mohd Ramsi)

Tuan,

PENERIMAAN PELAJAR UNTUK MENJALANI PROGRAM LATIHAN INDUSTRI DI UNIVERSITI TENAGA NASIONAL

Perkara di atas adalah dirujuk.

2.   Sukacita dimaklumkan bahawa Universiti Tenaga Nasional bersetuju menerima pelajar tuan iaitu Cik Nurul Hanis Binti Ahmad Murad untuk menjalani latihan industri di Pusat Sumber Informasi, UNITEN mulai 01 Ogos 2019 hingga 30 Disember 2019.

3.   Sehubungan dengan itu, pelajar tersebut perlu melapor diri seperti maklumat berikut:-

Tarikh	:	01 Ogos 2019 (Isnin)
Masa	:	8.30 pagi
Tempat	:	Jabatan Sumber Manusia, UNITEN Aras 2, Bangunan Pengurusan, Jalan IKRAM - UNITEN, Kajang, Selangor

4.   Harap maklum bahawa tiada sebarang elaun yang akan dibayar kepada pelajar tersebut sepanjang tempoh latihan praktikal.

5.   Sekiranya pelajar tersebut menolak tawaran ini, sila maklumkan kepada pihak kami dengan segera sebelum tarikh mula program latihan industri tersebut.

Sekian. Terima kasih.

Creative, Innovative & Energetic
"UNITEN MENGAMALKAN DASAR TIADA HADIAH"

(FAIZUL BIN ABDUL RAOF FAIZ)
Pengarah
Jabatan Sumber Manusia
Universiti Tenaga Nasional
MAA 24-01-2019

s.k : Pengarah, Pusat Sumber Informasi

Nama pelajar : Nurul Hanis Binti Ahmad Murad
Tempoh : 1 Ogos 2019 - 31 Disember 2019
Mentor : Hj. Ruzli Bt Zairazi

JADUAL LATIHAN INDUSTRI 2019

UNIT	1/8/2019 - 23/8/2019	26/8/2019 - 20/9/2019	23/9/2019 - 11/10/2016	14/10/2019 - 8/11/2019	11/11/2019 - 6/12/2019	9/12/2019 - 31/12/2019
ADMIN & E-RESOURCE Ketua Unit : Hj. Ruzli Zairazi / En. Yazid Muji (A4)	■					
RESOURCE DEVELOPMENT Ketua unit: En. Md. Nazrie bin Md. Nor (A1)		■				
SERIALS & REPOSITORY Ketua unit: En. Mohd Fuad bin Jamal (A1)			■			
REFERENCE & INFORMATION SERVICES Ketua unit: Pn. Norashikin bte Mohamed Tahir (A2)				■		
USER SERVICES Ketua unit: Pn. Khairun Fasehah Abdul Halim (A2)					■	
TECHNICAL PROCESS Ketua unit: Cik. Roslah Johari (A1)						■

Makluman cuti am

1) 12/8/2019 - Hari Raya Aidil Adha
2) 31/8/2019 - Merdeka
3) 16/9/2019 - Malaysia Day
4) 28/10/2019 - Deepavali
5) 9/11/2019 -Kelahiran Nabi Muhammad s.a.w
6) 11/12/2019 - Birthday Sultan Selangor
7) 25/12/2019 - Krismas

UNIVERSITI TEKNOLOGI MARA

REKOD KEDATANGAN LATIHAN INDUSTRI

Nama Pelatih : NURUL HANIS AHMAD MURAD   No. Matrik : 2016652774

No. I/C : 970127-10-5342   No. Telefon : 03-656 1827
019-2152100 (whatsapp)

Nama / Alamat Organisasi : UNITEN IRC, Putrajaya Campus Jalan IKRAM - UNITEN 43000 KAJANG, SELANGOR

Nama Penyelia : Pn. khairun Fasehah Abd Halim

Bulan /Tahun : AUG 2019.

Tarikh	Waktu Masuk	Waktu Keluar	Tandatangan Penyelia
01/08	8.30	5.20	
02/08	8.00	5.00	
05/08	8.04	5.18	
06/08	8.04	5.21	
07/08	8.09	5.20	
08/08	8.02	5.15	
09/08	7.55	5.00	
13/08	8.05	5.15	
14/08	8.00	5.30	
15/08	8.00	5.15	
16/08	8.00	5.00	
19/08	7.55	5.15	
20/08	7.40	5.20	
21/08	8.00	5.15	
22/08	8.00	5.15	
23/08	7.55	5.00	
26/08	7.58	5.20	
27/08	7.50	5.20	
28/08	7.50	5.20	
29/08	7.55	5.15	
30/08	8.00	5.00	

KHAIRUN FASEHAH ABD HALIM
Officer
User Services Unit
Information Resource Centre
Universiti Tenaga Nasional
24/9/2019

Dengan ini saya mengesahkan bahawa maklumat di atas adalah benar.

Tandatangan Pelajar : _____   Tarikh : August 2019

Tandatangan Penyelia : _____   Tarikh : 24/9/2019

FAKULTI PENGURUSAN MAKLUMAT

UiTM Caw. Negeri Sembilan,
Kampus Rembau,
71300 Rembau,
Negeri Sembilan.

UNIVERSITI TEKNOLOGI MARA

REKOD KEDATANGAN LATIHAN INDUSTRI

ama Pelatih : NURUL HANIS AHMAD MURAD   No. Matrik : 2016652774

o. I/C : 970127 - 10 - 5342   No. Telefon : 013-656 2718

ama / Alamat : UNITEN - PUTRAJAYA
rganisasi

ama Penyelia : Pn. Khairun Faseha Abd Halim

ulan /Tahun : SEPT '19

Tarikh	Waktu Masuk	Waktu Keluar	Tandatangan Penyelia
3 / 9 / 2019	7.50	5.15	
4 / 9 / 2019	7.40	5.40	
5 / 9 / 2019	7.50	5.15	
6 / 9 / 2019	8.00	5.00	
10 / 9 / 2019	8.00	5.15	
11 / 9 / 2019	8.00	5.36	
12 / 9 / 2019	8.00	5.15	
13 / 9 / 2019	8.00	5.00	
17 / 9 / 2019	7.47	5.15	
18 / 9 / 2019	7.55	5.20	
19 / 9 / 2019	7.50	5.18	
20 / 9 / 2019	7.40	5.40	
23 / 9 / 2019	7.50	5.20	
24 / 9 / 2019	7.50	5.15	
25 / 9 / 2019	8.00	5.15	
26 / 9 / 2019	8.00	5.15	
27 / 09	8.00	5.00	
30 / 09	7.55	5.15	
1/10			

engan ini saya mengesahkan bahawa maklumat di atas adalah benar.

andatangan Pelajar :   Tarikh : 02/ 10/2019

andatangan Penyelia :   Tarikh : 07/ 10/2019

UNIVERSITI TEKNOLOGI MARA

REKOD KEDATANGAN LATIHAN INDUSTRI

Nama Pelatih : NURUL HANIS AHMAD MURAD   No. Matrik : 2016652774

No. I/C : 970127-10-5342   No. Telefon : 013-6561827

Nama / Alamat Organisasi : UNITEN IRC CAMPUS PUTRAJAYA, JLN IKRAM - UNITEN 43000 KAJANG

Nama Penyelia : Pn. Khairun Fasehah Abd Halim

Bulan /Tahun : OKTOBER / 2019

Tarikh	Waktu Masuk	Waktu Keluar	Tandatangan Penyelia
01/10	8.00	5.15	
02/10	7.56	5.15	
03/10	7.57	5.15	
04/10	7.41	5.00	
07/10	7.54	5.15	
08/10	8.00	5.15	
09/10	8.00	5.15	
10/10	7.50	5.15	
11/10	8.00	5.00	
14/10	7.38	5.15	
15/10	7.50	5.18	
16/10	7.55	5.15	
17/10	7.45	5.15	
18/10	7.30	5.00	
21/10	7.57	5.15	
22/10	8.00	5.15	
23/10	8.00	5.15	
24/10	7.30	5.15	
25/10	7.47	5.00	
28/10			
29/10	7.55	5.15	
30/10	8.00	5.15	
31/10	8.00	5.15	
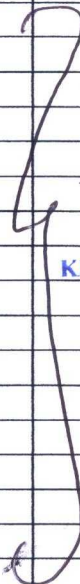
KHAIRUN FASEHAH ABD HALIM
Officer
User Services Unit
Information Resource Centre
Universiti Tenaga Nasional

Dengan ini saya mengesahkan bahawa maklumat di atas adalah benar.
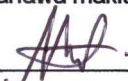
Tandatangan Pelajar : _____   Tarikh : 31/10/2019

Tandatangan Penyelia : _____   Tarikh : 1/11/2019

FAKULTI PENGURUSAN MAKLUMAT

UiTM Caw. Negeri Sembilan,
Kampus Rembau,
71300 Rembau,
Negeri Sembilan.

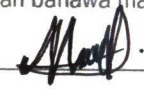**UNIVERSITI TEKNOLOGI MARA**

REKOD KEDATANGAN LATIHAN INDUSTRI

Nama Pelatih : NURUL HANIS AHMAD MURAD   No. Matrik : 2016652774

No. I/C : 970127-10-5342   No. Telefon : 013-6561827

Nama / Alamat Organisasi : UNITEN - IRC, KAMPUS PUTRAJAYA, JLN IKRAM-UNITEN 43000 KAJANG.

Nama Penyelia : Pn. KHAIRUN FASEHAH ABD. HALIM

Bulan /Tahun : NOVEMBER 2019

Tarikh	Waktu Masuk	Waktu Keluar	Tandatangan Penyelia
~~4/11~~	~~7.47~~	~~5.15~~	
1/11	8.00	5.00	
4/11	7.47	5.15	
5/11	8.00	5.15	
6/11	8.00	5.15	
7/11	8.00	5.15	
8/11	8.00	5.00	
11/11	8.00	5.15	
12/11	7.57	5.15	
13/11	7.50	5.15	
14/11	8.00	5.15	KHAIRUN FASEHAH ABD HALIM
15/11	7.58	5.00	Officer
18/11	7.57	5.15	User Services Unit
19/11	7.46	5.15	Information Resource Centre
20/11	8.00	5.15	Universiti Tenaga Nasional
21/11	8.00	5.15	
22/11	8.00	5.00	
25/11	7.53	5.15	
26/11	7.55	5.15	
27/11	8.00	5.15	
28/11	7.54	5.15	
29/11	7.55	5.08	

Dengan ini saya mengesahkan bahawa maklumat di atas adalah benar.

Tandatangan Pelajar : _____   Tarikh : 29/11/2019

Tandatangan Penyelia : _____   Tarikh : 9/12/2019

FAKULTI PENGURUSAN MAKLUMAT

UiTM Caw. Negeri Sembilan,
Kampus Rembau,
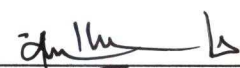71300 Rembau,
Negeri Sembilan.

REKOD KEDATANGAN LATIHAN INDUSTRI

Nama Pelatih : NURUL HANIS AHMAD MURAD   No. Matrik : 2016652774

No. I/C : 970127-10-5342   No. Telefon : 013-6561827

Nama / Alamat Organisasi : UNITEN IRC, PUTRAJAYA

Nama Penyelia : Pn. KHAIRUN FASEHAH ABD. HALIM

Bulan /Tahun : DISEMBER /2019

Tarikh	Waktu Masuk	Waktu Keluar	Tandatangan Penyelia
2 /12/2019	7.53	5.17	
3 /12/2019	7.56	5.16	
4 /12/2019	7.00	5.15	
5 /12/2019	8.00	5.15	
6 /12/2019	7.54	5.10	
9 /12/2019	7.51	5.15	
10/12/2019	8.00	5.15	
12/12/2019	8.00	5.15	
13/12/2019	8.00	5.00	
17/12/2019	8.00	5.20	
18/12/2019	8.00	5.17	
19/12/2019	8.00	5.20	
20/12/2019	7.47	5.05	
23/12/2019	8.00	5.20	
24/12/2019	7.54	5.17	
26/12/2019	7.52	5.40	
27/12/2019	8.00	5.10	

Dengan ini saya mengesahkan bahawa maklumat di atas adalah benar.

Tandatangan Pelajar : _____   Tarikh : 27/12/2019

Tandatangan Penyelia : _____   Tarikh : 27/12/2019

Unit : **Admin and e-Resources**

Month: 01/08/2019 – 23/08/2019

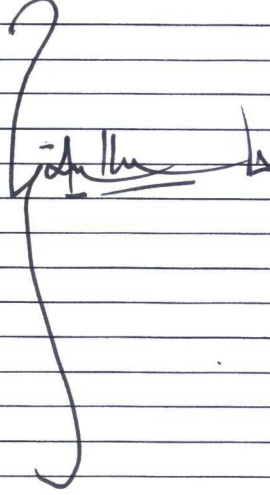| Date	Task/Work Done
01/08/2019	8.30 a.m. – Arrived at Administration Building, UNITEN to report for duty to UNITEN Human Resources Department. Upon completion, we then walk to UNITEN IRC and report for duty to the IRC Department. Mrs. Ain then introduced the trainees to IRC staff while showing around the IRC building and finished at level 4 where we then received briefing from the IRC Director Mr. Hj. Ruzli. After lunch, we were then given unit rotational schedule and was asked to help with stocktake activity under User Services Unit. Starting with books on level 4, each book is scanned and marked.
02/08/2019	8.00 a.m. – Wait for given task at desk... around 10.30 a.m., Mrs. Ain gives medical certificates of IRC staff that needs to be organized accordingly. After lunch, we continue the stocktake activity on level 4 until 5.00 p.m.
05/08/2019	8.00 a.m. – Arrived at desk and later, around 8.20 a.m. we take scanner from level 2 and start stocktake activity, which will be done every morning routinely until required, while shelving the books on level 4 until lunch time. After lunch, Mrs. Ain showed the IRC inventory room and explained the procedure for staff to acquire items from the inventory. Mrs. Ain also briefed on Administration Unit.
06/08/2019	8.00 a.m. – Arrived at desk and around 8.20 a.m. we start stocktake activity on level 4 as usual until lunch. After lunch, received briefing from e-Resources Unit by Mr. Yazid and was given task to explore a website platform, Joomla!. After briefing, proceed to explore Joomla! From the internet.
07/08/2019	8.00 a.m. – Morning routines are done as usual with stocktake activity on level 4 until lunch hour. After lunch, continued to explore Joomla! And finds out how to be able insert/edit contents of websites on the platform. UniTen IRC official website are also explored. From this henceforth, stocktake activity is paused to focus on task given under assigned unit.
08/08/2019	8.00 a.m. – Arrived and had morning drinks. Then await for briefing with Miss Hazwani on the workflow of e-Resources unit, Online Database subscriptions in focus. After lunch, walks to Human Resources Department to submit admission form that was required by the department. Around 2.30, returned to desk and waits for further task while exploring IRC website and views YouTube videos on Joomla! Guide and tutorial.
09/08/2019	7.55 a.m. – Arrived and had breakfast while waiting for further instruction. Then was given explanation from Mr. Yazid on Non-Disclosure Agreement (NDA) between the organisation and vendor of online database. Was given the opportunity and task to review the NDA and are to submit revised NDA once completed. After lunch, continued exploring Joomla!, reads community post on Joomla! and received a back-end login username and password to explore personally after exploring through postings and videos.
13/08/2019	8.00 a.m. – Arrived office and continues reviewing NDA, making final checks before submitting the revised NDA. Around 10.40 a.m., continue on the Joomla! Task until lunch. After lunch, starts to find informations on K2, a module used within Joomla!
14/08/2019	8.00 a.m. – Arrived and starts to explore on extensions that are used within the Joomla! platform. Around 10.20 a.m., received feedback on the NDA task and make corrections and second revision as told. Was also informed on the plan to have a presentation on Joomla! task. After lunch, started to prepare powerpoint slide to be used for the presentation. Decides to make the powerpoint slide in usage guides format.

15/08/2019	7.40. a.m. – Arrived office, waits at reading area as the office were locked. 8.00 a.m. joined Mrs Ain for a morning drink and then continue preparing powerpoint slides. At 10.00 a.m. sharp gets down to level 2 meeting room to join a meeting on library visit as instructed by Mr. Yazid. After that, continue further exploration on extensions within Joomla!, differentiate paid subscription and free subscription extension while preparing the slides.
16/08/2019	7.50 a.m. – Arrived and had breakfast. Review presenting materials and report to Mr. Yazid. Next week Monday has been set as the date to have presentation session on usage of Joomla! platform. Was asked to confirm with Miss Ayu on time for the presentation. After lunch, continue to review presentation material and add whats missing or lacking.
19/08/2019	8.00 a.m. – Arrived and prepare for the presentation session (laptop, lcd, material). Around 10.10 a.m. the presentation started, opinions are exchanged and received feedbacks on presentation given and end around 12.45 p.m., after that add on the presentation material that are to be guide tutorial on Joomla! usage fix as given feedbacks. After lunch, went down to level 2 to help for the preparation of opening ceremony of 'Read Area' with Reference and Information Services Unit, Mrs. Ain, Miss Hazwani, Mr. Yazid, and Mrs. Zaharah.
20/08/2019	7.40 a.m. – Arrived and waits at level 2 before the start of 'Read Area' opening ceremony. 8.10 a.m. the ceremony starts with the arrival of VIP guests and finishes with light breakfast. Then, get back to desk and continues yesterday's work and look on modules of BookLibrary management and visitor counter module.
21/08/2019	8.00 a.m. – Arrived and had breakfast. Look on how can main menu of website can be refined/restructure. Add on guideline content (PowerPoint slide) on editing Online Database page content.
22/08/2019	8.00 a.m. – Arrived and searches for top academic library website main menu. Draft new main menu layout for the website. After lunch, continues add instructions on editing Online Database page.
23/08/2019	7.54 a.m. – Arrived and had breakfast. Look back on unfinished task from yesterday and finalizes. Fixes logos that are added on the IRC official website (logo and Instagram logo). Fixes Online Database page and adds missing content from the guide slides as instructed. Finalize the guide slide and shares it on cloud storage.

Head of Unit Remarks

Student Signature   : _14/10/2019_

Head of Unit Signature   : _____

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

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

28/14/19

Unit   : **Resource Development**

Month: 26/08/2019 – 20/08/2019

Date	Task/Work Done
26/08/2019	7.55 a.m. – Arrived and start stocktake activity at level 3 unitl lunch hour, from this day onward stocktake activity are to be continued every morning. After lunch, instead of briefing, receives first task from Mrs. Romaizu to key in order to Koha. Orders were collected during Clients Day from lecturers of UNITEN.
27/08/2019	7.55. a.m. – Arrived and starts stocktake activity on level 3 until lunch. After lunch continues task that were given yesterday.
28/08/2019	7.50 a.m. – Arrived and receive briefing on Resource Development Unit from Mr. Nazrie, was briefed on the workflow within Resource Development Unit, its task and responsibilities, and work assignment. After that, continues with stocktake activity on level 3. After lunch, finalize previous order entry task and start phase 1 of receiving books from vendor (Pustaka and Ilham) under Mrs. Norazwana. Place barcode (running number of items in library) on back of book/material.
29/08/2019	7.55 a.m. – Arrived and start stocktake activity until lunch hour. After lunch, finishes receiving process phase 1 and starts to learn the next stage, receiving the order in Koha.
30/08/2019	8.00 a.m. – Arrived and skipped stocktake activity for the day as in the evening all staff will be participating with 'Kayuhan Gemilang' in commemoration of the National Day. Instead, continue completing tasks from yesterday, receiving order in koha. Sharp at 3.30 p.m. goes to the venue for the cycling program and cycle around UNITEN Putrajaya Campus lead by Mr. Yazid.
03/09/2019	7.50 a.m. – Arrived and learned the next step in processing book that are received, pasting safety strip on books received. Around 11.45 a.m. goes to level 3 and start stocktake activity until lunch. After that, continues to paste safety strip on book.
04/09/2019	7.40 a.m. – Arrived and start stocktake activity around 8.00 a.m. on level 3 until lunch. Then, continue pasting safety strip on books and proceed to receive books that are from Ilham vendor.
05/09/2019	7.50 a.m. – Arrived and send fixed books to level 3, scanned, marked, and placed again to the floor's trolley. Then, scan novels that are on level 3 and level 2. Books that cannot be scanned or has problem (item not in database, blank tag, wrong book record, double tag) are brought to the technical process unit on level 1. After lunch, starts receiving process for books from SKN vendor. Upon completion, starts selecting materials from PSTNB Gift to process, key in order.
06/09/2019	8.00 a.m. – Arrived and stocktake activity has been completed and awaits next action. Continue yesterday's task, PSTNB Gift. After lunch, paste barcode and safety strip on the books.
10/09/2019	8.00 a.m. – Arrived continue pasting barcode and safety strip on books of PSTNB Gift according its entry order on koha.
11/09/2019	8.00. a.m. – Arrived and had breakfast. Then, send back books that are fixed to level 3 and collect next batch of books that were problematic to level 1. Then continued to paste barcode on the next batch of Gift material and start receiving process on koha. Books that has complete receival process are to be proceed to Mr. Jaabar to finalize the process by stamping and etc. next task given are to process thesis (2018).
12/09/2019	8.00 a.m. – Arrived and had breakfast. Continue receiving thesis material then proceed to paste barcode and receive on koha.

Date	Activity
13/09/2019	8.00 a.m. – Arrived and had breakfast, start pasting barcode to materials of Gift (6), and receive the materials in koha.
17/09/2019	7.47 a.m. – Arrived and had breakfast. Starts to process books from vendor Nijuyon. Paste barcode and receive on koha. After lunch, paste safety strip on the books and finalize. Then, starts to process Gift (3), receive and paste barcode. Due to insufficient amount of safety strip, for the meantime gift material are to not be paste safety strip and be on hold.
18/09/2019	7.55 a.m. – Arrived and continued yesterday task. whilst pasting barcode on Gift (3) books, ran out of tape. Asked for new one from Mrs. Norazwana, whom found a new box of safety strip, then was asked to continue pasting safety strip on books. Complete the process by lunch. After lunch, Mr. Nazrie informed to keep the newly discovered safety strip for to be arrived new books. All desktop in the office are to be updated, cannot use PC for the meantime it is updated. Around 3.00 p.m. starts to select item to receive as gift. Then finalize receival process for gift (3) on koha.
19/09/2019	7.50 a.m. – arrived and continue yesterday's task. When completed start to process Gift (9), key in entry, paste barcode, and receive on koha. After lunch select more books and add on basket Gift (9).
20/09/2019	7.40 a.m. – Arrived and update logbook and attendance sheet. Then starts Yaasin reading for the retiration ceremony of Mr. Hj. Mokhtar. After that, continue book entry, barcode, and receival process of Gift (9). After lunch continue and finalize, cop BMS on sticker and place the stickers onto books of BMS (Muadzam).

Head of Unit Remarks

_____

_____

_____

_____

_____

Student Signature : _Abd. 14/10/2019_

Head of Unit Signature : _15/10/2019._

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

27/11/19

Unit : **Serials and Repository**

Month: 23/09/2019 – 11/10/2019

Date	Task/Work Done
23/09/2019	7.50 a.m. – Arrived and wait for briefing session with Serials and Repository HoU, Mr. Mohd Fuad on task division within the unit, task done by the unit and workflow, and etc. then around 10.40 a.m. we went up to scan books on level 6, from here onwards it's a morning routine until the scanning process done. After lunch, I was assigned to list materials to be disposed of (Trolley 1).
24/09/2019	7.50 a.m. – Arrived and proceed with morning routine of stocktake, continuing on level 6. Then, after lunch I continue to fill in the list of to be disposed materials(trolley 1).
25/09/2019	8.00 a.m. – Arrived and proceed to level 6 until lunch and after that continued to fill in list (Trolley 1).
26/09/2019	7.55 a.m. – Arrived and had breakfast before going straight to level 6 for stocktake activity. And as usual, after lunch continues to fill in the same list until clocks out.
27/09/2019	8.00 a.m. – Arrived and goes to level 6 as usual and finalize scanning books, transfer books with error onto a trolley and bring it to technical process unit on level 1. From here onwards stocktake activity is paused until further instruction. After lunch, continues to fill in the list.
30/09/2019	7.55 a.m. – Arrived and continues filling in the list until around 11.15 a.m. and proceed to email the list to Mrs. Zaharah, send the trolley in to server room and gets the next trolley to start fill in (Trolley 2). Around 3.15 p.m. we were called to Mr. Yazid's office to update on individual special project. Each of us tells him ideas of what we think we would like to make as the special project.
01/10/2019	8.00 a.m. – Arrived, continue to fill in list of Trolley 2 and around 9.00 a.m. we brought fixed books up to level 5, scanned and transferred the books on to trolley on level 5. Then continues to go through all the racks on level 4 to check on any missed books/racks that has not been scanned. After lunch, continued to fill in list of Trolley 2.
02/10/2019	7.56 a.m. – Arrived and had breakfast before continues to go through level 4 and 3 for the stocktake activity until lunch. After that, continues and finalize list of Trolley 2, emailed, printed, and stored in the server room. Then, proceed to helping Mr. Elrinor to compile exam papers according to their college/studies to send for binding process.
03/10/2019	7.57 a.m. – Arrived and had breakfast before proceeding to level 4 to bring down books with error and bring fixed books back up, scanned and transferred to its respective level. After lunch, takes another trolley with materials to be disposed of and continue makes list (Trolley 3).
04/10/2019	7.41 a.m. – Arrived at Admin Building and had breakfast before heading to UCC to make security card. Around 9.15 a.m., arrived at desk and continue to fills in list of disposal material (Trolley 3). Then around 11.20 a.m. I went up to take scanner on level 2 and scan books that were not fixable before. When its not fixed then to, Mrs. Ribut and I went to Mr. Nazrie office and reports of the problem -> brings to Mr. Alagan to change RFID tag, no changes -> sees Mrs. Fasehah and reports the problem -> brings to Mrs. Ngatiah to try scanning one of the error book, no problem detected with scanner on circulation counter -> reports back to Mr. Nazrie and Mrs Fasehah on the next day and Mrs. Fasehah forward the problem to the scanner's vendor to get solution. After that, I continued and finalize list of Trolley 3 and takes the next Trolley 4.

07/10/2019	7.54 a.m. – Arrived and continues to fill in list of Trolley 4. 11.05 a.m., scanned other fixed books and transfer it back to level 6, get the remaining error books from level 6 and send it to level 1, technical process unit. After lunch, continues to fill in list of Trolley 4 and finalized it before taking the next Trolley 5.
08/10/2019	8.00 a.m. – Arrived, finalized list of Trolley 5, emailed, printed and stored in server room. Then proceed to take vacant trolley on level 4 in the serial area to fill with materials to be disposed in the server room and start list for Trolley 6. Items that has its record on koha are to be changed its status from available to disposed. Paused the entry of list of Trolley 6 to change records of all previous trolleys of materials to be disposed.
09/10/2019	8.00 a.m. – Arrived and continued previous task until finish and continue to fill in list of Trolley 6.
10/10/2019	7.50 a.m. – Arrived and finalized, emailed, printed and send back the trolley into the server room. At 11.50 a.m., Mrs. Zaharah and I bring newly arrived and processed magazine up to level 4. New magazines replaced the previous issue of subsequent magazine. Previous issue of the magazines are then stored into its respective folder before compiling and bound it into a set.

Head of Unit Remarks

_____

_____

_____

_____

_____

Student Signature : _____ 14/10/2019

Head of Unit Signature : _____

MOHD FUAD BIN JAMAL
Officer
Serials & Repository Unit
Information Resource Centre
Universiti Tenaga Nasional

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

27/14/19

Unit : Reference and Informative Services

Month : 14/10/2019 – 08/11/2019

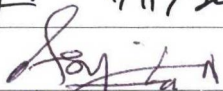| Date	Task/Work Done
14/10/2019	7.38 a.m. – Arrived and report for duty to Head of Unit of Reference and Information Services (RIS) Unit, Mrs. Norashikin Tahir. Translate details of 'InfoHunt' event from Malay to English and emailed to Mrs. Norashikin. Around afternoon, heads up to upper level to search for answers of 'InfoHunt' quiz. After lunch, had a simple briefing session with Mrs. Norashikin Rahim on members of RIS Unit, workflow, and tasks within the unit.
15/10/2019	7.50 a.m. – Arrived and learned to process newspaper (newly arrived – Stamp and stack on display, yesterday's – separate duplicate and stack according to its publisher and date). Around 10.00 a.m., went to Level 4 to meet Mr. Yazid to give updates on special project and changes required within the library's website. Then, make corrections on certificates for upcoming events and proceed to printing unit, ITMS to print with Miss Ayu and Mrs Norashikin. After lunch, prepared, print, and cut out numbers 1-10 for prizes of upcoming event 'InfoHunt'.
16/10/2019	7.55 a.m. – Arrived, stack and store newspaper, and had breakfast. Continued unfinished task from yesterday and around 10.15 a.m. went up to level 5 to assist and observe workflow during an online database training session by vendor, Elsevier. When training is finished, return InfoLab 1 key to Mrs. Hanim and head down to level 2. After lunch, gathered at level 1 for briefing session of upcoming events, *'Sembang Buku'* & 'InfoHunt'.
17/10/2019	7.45 a.m. – Arrived, stack and store newspaper, and had breakfast. Was given task to match suitable activity modules into schedule with suitable time and place for IRC's Family Day and email to Mrs. Norashikin upon completion. Around 10.17, search for books to be used during 'InfoHunt', jot down author and call number of 25 books. 12.25 p.m., type in details collected into table and print 2 copies, one as answer sheet and another to cutout. After lunch, equipped bunting on stand and move furniture on READ Area to prepare for tomorrow's event *'Sembang Buku'*.
18/10/2019	7.20 a.m. – Arrived, stack and store newspaper, and starts *'Sembang Buku'* at 8.15 a.m., took pictures. Then, had a teatime with all library staff. After lunch, prepare requirements for 'InfoHunt', bunting, checkpoints, etc. Started officially around 3.30 p.m., took pictures of participants and winners by the end of the event.
21/10/2019	7.57 a.m. – Arrived, stack and store newspaper, and starts to make adjustment to Online Database page on Joomla according to what has been discussed with Mr. Yazid. Between 10.24 a.m. – 11.50 a.m., started to draft wording for newest e-bulletin on recent event – *'Sembang Buku'*.
22/10/2019	8.00 a.m. – Arrived, stack and store newspaper, then proceed to work on special project, the library's website. Showed draft to Miss Ayu, get feedbacks and make amendments accordingly.
23/10/2019	8.00 a.m. – Arrived and stack and store newspaper. No significant task for the day.
24/10/2019	7.48 a.m. – Arrived, stack and store newspaper, and had breakfast. Then, starts to draft reports of Industrial Training, powerpoint slides for special project and sees to make changes on Joomla, home3 & OD2.
25/10/2019	7.47 a.m. – Arrived and stack and store newspaper. Wraps gift for the *'Sembang Buku'* event and birthday gifts.
29/10/2019	7.55 a.m. – Arrived and had breakfast. Update special project progress to Mr. Yazid, wrote logbook and check attendance sheet, and continue to wrap gifts.

Date	Activity
30/10/2019	8.00 a.m. – Arrived, stack and store newspaper, and add content to About Library Slides and forward to Mrs. Norashikin's email upon completion. Construct an email invitation draft and update it's google form with new dates.
31/10/2019	8.00 a.m. – Arrived and stack and store newspaper. Design UEP promotional poster and finalize email invitation draft. Summarize publication unit/department of UMT and UMP and forward through email. Fill in Memo Template with new details from new paperwork.
01/11/2019	8.00 a.m. – Arrived and stack and store newspaper. Construct draft of layout on website to display event posters and new facilities at UNITEN Information Resource Centre.
04/11/2019	7.47 a.m. – Arrived, stack and store newspaper, and had breakfast. Call a travelling agency to enquire on quotation for transportation service. Update program tentative and email to the travelling agency. Edit letters to be sent to UMT and UMP, added with details of each university. Afternoon, take keys to AL1 with USB containing slide to prepare for a visit from UiTM Rembau. From 2.40 p.m. till 4.40 p.m., assist Mrs. Norashikin on briefing session and library tour.
05/11/2019	8.00 a.m. – Arrived, stack and store newspaper, and had breakfast. Organize and make comparison of budget from approved and actual budget. Accompany and observe Mrs. Norashikin assisting a student with EzAccess login problem to online database.
06/11/2019	8.00 a.m. – Arrived, stack and store newspaper, and had breakfast. Search for accommodation options for upcoming library visit at Terengganu and draft a facebook post of online quiz winners. Afternoon, brainstorm on ideas for library promotional video.
07/11/2019	8.00 a.m. – Arrived, stack and store newspaper, and had breakfast. Construct storyboard for video content and starts shooting for video opening on the library entrance. Then continues to shoot facilities in library.
08/11/2019	8.00 a.m. – Arrived and had breakfast. Edit videos that has been transferred and joined a talk session held within the library. After lunch, accompany and assist Miss Ayu for PEEP Talk at CES. An information skills class that details on using OPAC, Online Databases, and accessing Past Year Exam Paper Online through DSpace.

Head of Unit Remarks

Student Signature : _AM_ 11/11/2019

Head of Unit Signature : _____

NORASHIKIN MOHAMED TAHIR
Officer
Reference & Information Services Unit
Information Resource Centre
Universiti Tenaga Nasional

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

27/11/19

Unit : User Services

Month : 11/11/2019 – 06/12/2019

Date	Task/Work Done
11/11/2019	8.00 a.m. – Arrived and receive unit briefing at around 9.30 a.m., shown around the library. When finished briefing session, received task to analyse data from stocktake activities (in general, digesting data). In between, stayed at 2nd floor Information Service Counter when required.
12/11/2019	7.57 a.m. – Arrived and continues to analyse stocktake data (Excel 1-10 until Excel 21-30) and Information Service Counter in between when required.
13/11/2019	7.50 a.m. – Arrived and continued stocktake data (Excel 31-40 until Excel 71-75) until lunch hour. After that, starts scanning for theses and project paper materials on level 5.
14/11/2019	8.00 a.m. – Arrived and organize analysed stocktake data into a table according to their racks. In between, apply template design to documents from KPI meeting among UNITEN IRC staff.
15/11/2019	8.00 a.m. – Arrived and update attendance log and logbook report. Then stayed on the 2nd floor Information Service Counter. After lunch, starts preparing for InfoHunt Program, in charge of checkpoint 2 and taking pictures and videos for the program.
18/11/2019	7.57 a.m. – Arrived and final check and prep analysed stocktake data into graphs and sent through email to Mrs. Fasehah. Then continue staying on the 2nd floor Information Service Counter.
19/11/2019	7.46 a.m. – Arrived and stayed at the 2nd floor Information Service Counter and continues stocktake activity on level 5 after lunch hour.
20/11/2019	8.00 a.m. – Arrived and stayed at the 2nd floor Information Service Counter and continues stocktake activity on level 5 after lunch hour.
21/11/2019	8.00 a.m. – Arrived and received stocktake data from PSTNB to be analysed, then stayed at the 2nd floor Information Service Counter. Afternoon, continues stocktake activity on level 5 until closing hour.
22/11/2019	8.00 a.m. – Arrived and continue analysing PSTNB stocktake data, finalize then send to Mrs. Fasehah. Then continued staying at the 2nd floor Information Service Counter until 5.00 p.m. Not much to do as it is mid-semester break for UNITEN's students. There were only international students visiting the IRC.
25/11/2019	7.53 a.m. – Arrived and stayed at the 2nd floor Information Service Counter until lunch hour. Afternoon, finalised stocktake activity on level 5 and bring down theses/project paper that has problem when scanned to technical processing unit on level 1. At 4.50 p.m. rings bell and starts to round level 2 and 24 hours study area for closing.
26/11/2019	7.54 a.m. – Arrived and stayed at the 2nd floor Information Service Counter until lunch hour. Afternoon, continues stocktake activity on 2nd floor, reference collection materials. Starts roaming 2nd floor and 24 hours study area to close library at 5.00 p.m.
27/11/2019	8.00 a.m. – Arrived and stayed at the 2nd floor Information Service Counter. Awaits the arrival of supervising lecturer from UiTM Rembau Campus, Negeri Sembilan. When the lecturer arrived, had a brief update session with the industrial trainees and the supervisor from the organisation in charged of the trainees, QnA session, round the library building, and another discuss session focusing on VIVA presentation. Afternoon, carry on as usual, stayed at the 2nd floor Information Service Counter until closing hour.

Date	Activity
28/11/2019	7.54 a.m. – Arrived and stayed at the 2nd floor Information Service Counter. After lunch, continued stocktake activity on 2nd floor.
29/11/2019	7.55 a.m. – Arrived and joined 'Sembang Buku' Program with the UNITEN IRC's Staff. Then stayed at the 2nd floor Information Service Counter, morning and afternoon.
02/12/2019	7.54 a.m. – Arrived and had breakfast. At 9.30 a.m. starts staying at Special Collection Counter on level 5. For the first day, only observe, take notes, and learn from Mr. Hassan and Mrs. Ngatiah. After lunch hour continues stocktake activity on level 2, reference collection.
03/12/2019	7.56 a.m. – Arrived and heads to level 5 at 8.30 a.m. There, students ask direction to Advanced Learning, entry to InfoLab (left items), ask for theses/project paper, and how to access DSpace. After lunch hour, continues stocktake activity on level 2.
04/12/2019	7.00 a.m. – Arrived, placed bags, and starts taking pictures. Starts moving to UMT right at 7.20 a.m. and arrived at around 2.30 p.m. after settling breakfast and prayer on the way. Delegacies from UNITEN had discussion with representatives from UMT, QnA Session, teatime, and gift exchanges with director of UMT Library present. Then, the bus head to Kuala Terengganu, accommodation location, at around 4.30 p.m. and arrived at Pulau Duyong, Kuala Terengganu around 5.40 p.m. Had dinner at 8.00 p.m. and when finished return to room for the night.
05/12/2019	8.00 a.m. – ready and starts to head to reception building for breakfast, around 9.00 a.m. the bus starts to head towards UMP, Gambang. Arrived there around 11.20 a.m., listen to briefings, QnA Session, exchange gifts, had lunch, took photos, and prayer then start to head to UNITEN around 2.40 p.m. all throughout the events, trainee took pictures and videos of all occurrence. Arrived at UNITEN around 8.00 p.m. then heads home.
06/12/2019	7.54 a.m. – Arrived and starts uploading pictures and videos from Benchmarking Visits. Also make changes and addition to UNITEN IRC's official website; change quick access links and add a button image for User Education Program evaluation form. In between, around 8.30 a.m., turn on for the glass entrance door and stay on 2nd floor information desk until it is occupied. Upon completing photos and videos upload to cloud drive, went to level 5 special collection desk.

Head of Unit Remarks

Pelatih yang sentiasa dapat menyiapkan tugasan dengan baik dan lengkap.

Student Signature : _8/12/2019_

Head of Unit Signature :

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

Unit : **Technical Process**

Month : **09/12/2019 – 27/12/2019**

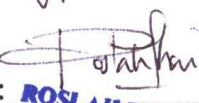| Date	Task/Work Done
09/12/2019	8.00 a.m. – Settles in at Technical Process Unit cubicle area and waits for further instruction as trainee was informed by Ms. Atikah that the HoU was not available for the day. Around afternoon, was asked to fill in and assist Information Counter at 2nd level and 5th level, lunch hour at level 5 and the rest of the day at level 2.
10/12/2019	8.00 a.m. – Morning, participates with the library activity '*Sembang Buku*' and gets ready for given task as an emcee for the next program, Birthday Celebration of IRC's Staff from month July to December 2019. Upon finishing all the activity and program, went to meet the HoU of Technical Process Unit, Ms. Roslah for unit briefing and receive tasks. Was given the task to assign subject headings for theses/project papers of UNITEN students. Theses/project paper done today = 12.
12/12/2019	8.00 a.m. – Morning continues assigning subject headings to students' assignment. In the afternoon, take scanner to scan new books/reference collection books that are to be put on its shelve accordingly. Then continues to assign subject headings. Theses/project paper done today = 17.
13/12/2019	8.00 a.m. – There were no other particular task and just assign subject headings all day long. After lunch, went to see Ms. Atikah for a while to ask on how to enter material's details on Koha. Ms. Atikah demonstrate method on entering a project paper's details from material type to its subject heading and call number in Marc. Theses/project paper done today = 28.
17/12/2019	8.00 a.m. – Arrived and continues to assign subject headings as usual, no other particular task were given. Theses/project paper done today = 26.
18/12/2019	8.00 a.m. – Continues assigning subject heading, during lunch hour assist at Information Counter and had lunch when done. After that, continues assigning subject headings. Theses/project paper done today = 27.
19/12/2019	8.00 a.m. – Assign subject headings all day long, no particular task was given. Theses/project paper done today = 36.
20/12/2019	8.00 a.m. – As it has been for past few days, assign subject headings all day long. In around 11.00 a.m., was called to level 4 regarding a request for additional briefing session from Mrs. Ain on Administration Unit under UNITEN IRC. Theses/project paper done today = 29.
23/12/2019	7.54 a.m. – Arrived and continue to do as usual, subject headings assigning for all day long. For a short time, had an interview session with Ms. Atikah and Mrs. Ribut on the task and its division within the Technical Process Unit. A lot information was received by the end of it. Theses/project paper done today = 32.
24/12/2019	7.55 a.m. – Arrived and continues assigning subject headings. Trolley of theses/project paper with subject headings were moved to Ms. Atikah's cubicle to be entered into the library's system, Koha. Then, assort and arrange the theses/projectpaper according to its authors name, alphabetically to ease assign its cutter number, and then continued to assign subject headings to them. Theses/project paper done today = 21.

26/12/2019	7.52 a.m. — Arrived and continue assigning subject heading to student's assignments. Around 10.00 in the morning, went to see Ms. Roslah to show logbook report and take signature as she is not available the next day. After that, trainee continues assign subject heading. Theses/project paper done today = 28. ~~theses~~
27/12/2019	8.00 a.m. — Arrived and learned spine labelling from Mrs. Ribut. Starts to label book's spine with call number and reinforced it with a layer of cellotape. Then continued assigning subject heading. Theses/project paper done today = 24.

Head of Unit Remarks

_____

_____

_____

_____

_____

_____

Student Signature   : _____

Head of Unit Signature   : 26/12/2019

UNIVERSITI
TENAGA
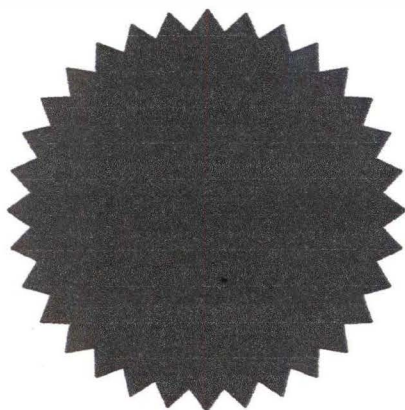NASIONAL

The Energy University

Sijil Penghargaan

Dengan Sukacitanya Sijil Penghargaan ini
Disampaikan Kepada

NURUL HANIS BT AHMAD MURAD
970127-10-5342

di atas usaha dan komitmen beliau dalam melengkapkan

LATIHAN PRAKTIKAL
DI PUSAT SUMBER INFORMASI
UNIVERSITI TENAGA NASIONAL

Dari 01 Ogos 2019 hingga 31 Disember 2019

....
HJ. RUZLI BIN ZAIRAZI
Pengarah
Pusat Sumber Informasi
Universiti Tenaga Nasional