

INDUSTRIAL TRAINING REPORT

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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.

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Date of submission: 9 July 2015

ABSTRACT

The academic writing report paper is based on the period from 1 February 2014 to 30 June 2014 in System and New Media Department at The Office of Library and Knowledge Management, Universiti Malaysia Kelantan. During the practical training period, the trainee had been exposed with a various new stuffs that never been taught during the studies. In fulfil the core requirement as a Bachelor of Information Science (Hons.) Information System Management student, the trainee was given the task to get involved in several systems development projects includes Online Bibliography of Entrepreneurship Website, UMK Press Online Book Store System, Autonomy Audit Repository System, Digital Kelantan Collection and UMK Library HelpDesk Support Ticket System. However, most of the development process in developing those systems was no required the trainee to come out with coding instead of installing the open source platform such as Drupal, Omeka, OpenCart and osTicket. Therefore, that has result the trainee in skipping a few steps of System Development Life Cycle. Sometimes, the trainee feels like the responsibility towards the system developments is as a database administrator not a developer.

Besides all of the system development tasks, the trainee also required to organize a few events and outreach programs includes to conduct user education and training. Besides that, the trainee was also helping the organization in doing the library tasks and records management work. Surprisingly, the trainee feels that all of those works done was related with the course work that has been learnt during the studies in Faculty of Information Management, UiTM.

Keywords: system development, open source platform, Drupal, Omeka, OpenCart, osTicket, database administrator, events, outreach program, user training, library task, records management.

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The trainee also would like to thank the faculty supervisor, Madam Khadijah binti Abdul Rahman in guiding the trainee throughout this internship and report writing. The trainee had some difficulties in completing the report, but she had explained and searching for the solution patiently until the problem was solved.

The families who have given their advices and support no matter in physically or mentally was help the trainee a lot in completing this internship. Thank you for giving the trainee encouragement to strive.

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Thank you.

List of Abbreviation

CCTV	Closed-circuit television
CD	Compact Disc
CLTS	Chief Librarian Talk Series
ERD	Entity Relationship Diagram
PKS	Perusahaan Kecil & Sederhana
PPPI	The Office of Library & Knowledge Management, UMK
RFID	Radio-frequency identification
SK	Sekolah Kebangsaan
SLiMS	Senayan Library Management System
SMK	Sekolah Menengah Kebangsaan
UiTM	Universiti Teknologi MARA
UNESCO	The United Nations Educational, Scientific and Cultural Organization

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Chapter 1: Introduction

1.1 Background of the Organization

The Office of Library and Knowledge Management (PPPI) is one of the most important administration unit that serving Universiti Malaysia Kelantan (UMK) accordance to their aspires which to help in propel the country to become a high-income nation by making headway in proliferating the human capital so as to spur on the country's development. Hence, PPPI is strive to provide best information and reference services for their users in line with every changing trends in information and communication technology and the current needs of UMK itself.

1.1.1 Geographical Position

PPPI have been established since 2007 which is located in UMK City Campus, Pengkalan Chepa, Kelantan. However, when the number of campuses increased from time to time which when sum them up is equal to three of total campuses, each campus also got their own branches of PPPI in order to fulfil the needs of their students and staffs in providing the education and learning resources. Thus, the other two branches of PPPI exclude City Campus are as the main branch are located in UMK Kampus Bachok and UMK Kampus Jeli.



Figure 1.1.1
Main entrance of PPPI

1.1.2 Department / Unit

Through the combination of library and knowledge management center into a roof, the department of management in PPPI are divided into two clusters called Collection Development Cluster and Knowledge Management Cluster. Table 1.1.2.1 shows the departments categorized under each clusters.

Table 1.1.2.1
Departments of PPPI

Collection Development Cluster	Knowledge Management Cluster
<ul style="list-style-type: none"> • Administration and Quality Management Department • Acquisitions Management Department • Technical Management Department • System and New Media Department • Publication and Intellectual Property Department 	<ul style="list-style-type: none"> • Information Services Department • Serials and Digital Collections Department • Special Collection and Entrepreneurship Management Department • Research and Inovation Department • Archives Department • Multi Camera Production (MCP) Unit

1.1.3 Vision

Aspires to be the leading knowledge centre of entrepreneurial excellence through development of relevance collection, efficiency of information services and latest information technology empowerment.

1.1.4 Mission

Providing the high quality resources, infrastructure and services in supporting the instructional, learning and research programs especially in entrepreneurship field.

1.1.5 Objectives

- i. To provide and manage information based services for its users
- ii. To provide the best quality information services and facilities
- iii. To manage information and knowledge culture amongst UMK's community
- iv. To be effective repository institution for the university's

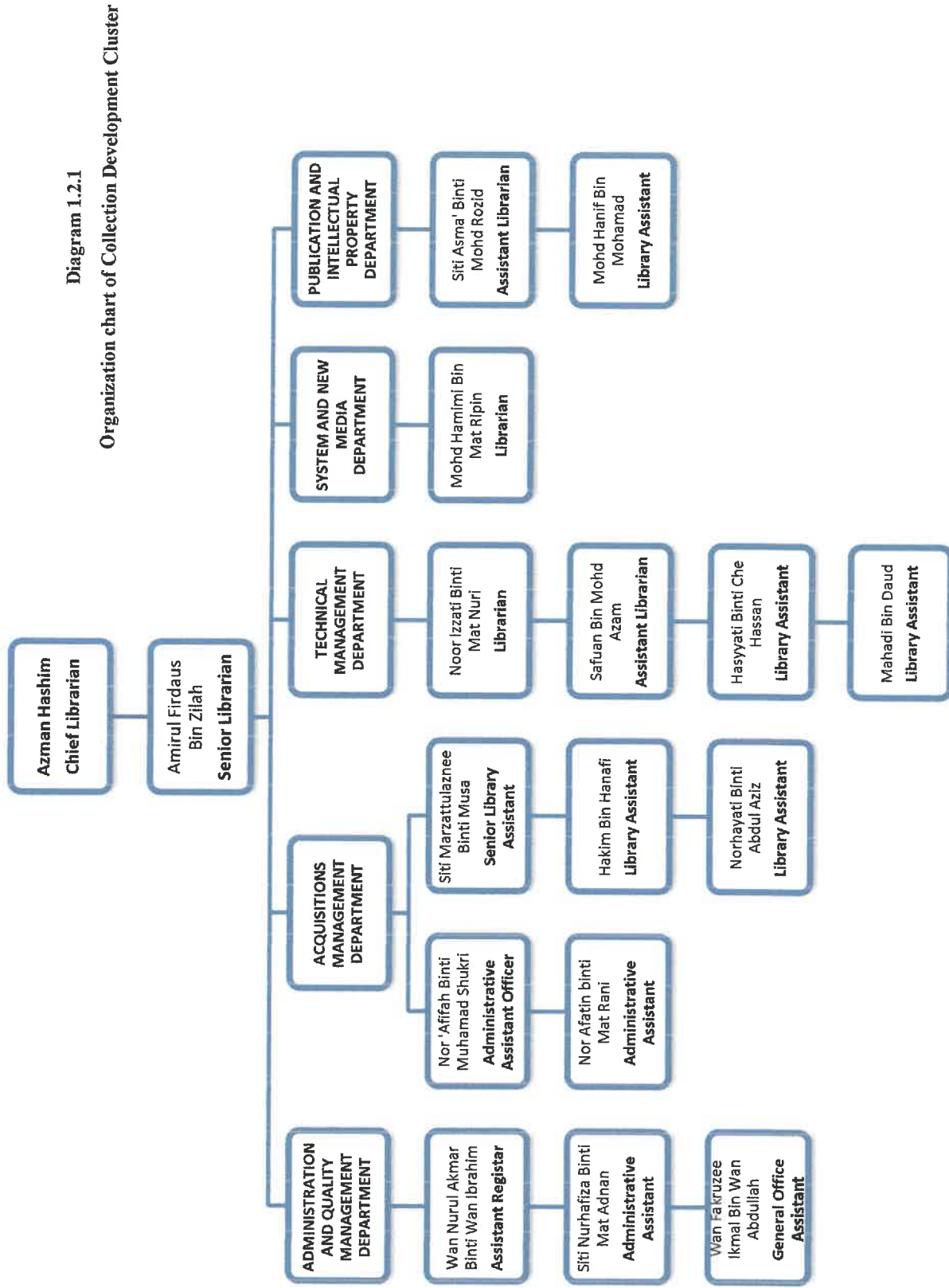
1.1.6 Customer Charter

- i. PPPI are committed to serve their user with efficient services towards the submission:
- ii. The process of loan and return books and can be done within a period of 3 minutes
- iii. Service request feedback of library material within less than 3 days
- iv. Provide a source with the most relevant and up to date in line with the field of expertise of universities to support teaching, learning and inquiry
- v. Provide the best and efficient services to every library user
- vi. Provide the most convenience and conducive area to support the learning and research purpose

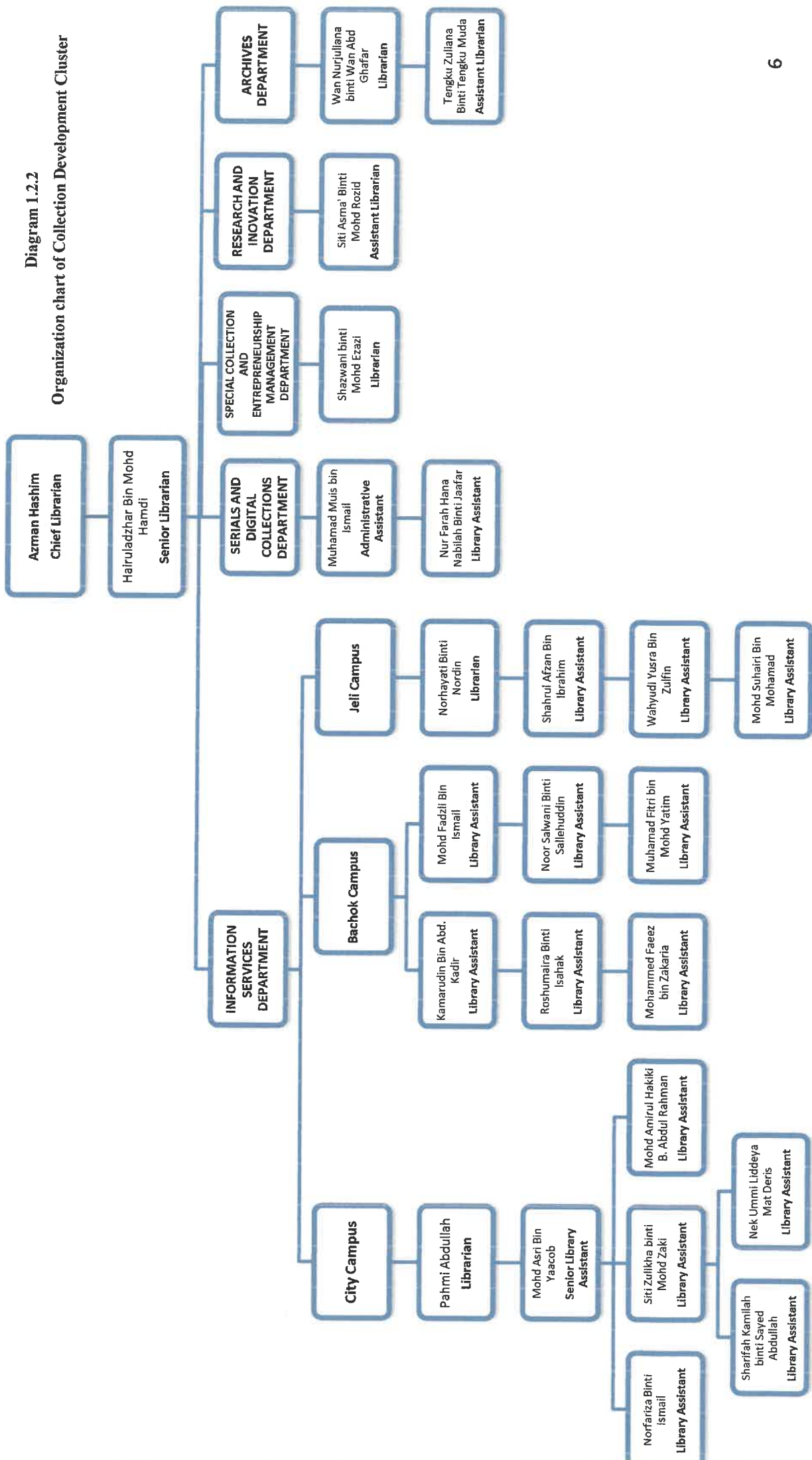
1.2 Organizational Structure

The organization structure sketched is divided into two clusters of PPPI which are the Collection Development Cluster and Knowledge Management Structure.

ORGANIZATION CHART
COLLECTION DEVELOPMENT CLUSTER
 THE OFFICE OF LIBRARY AND KNOWLEDGE MANAGEMENT, UNIVERSITY MALAYSIA KELANTAN



**ORGANIZATION CHART
KNOWLEDGE MANAGEMENT CLUSTER
THE OFFICE OF LIBRARY AND KNOWLEDGE MANAGEMENT, UNIVERSITY MALAYSIA KELANTAN**



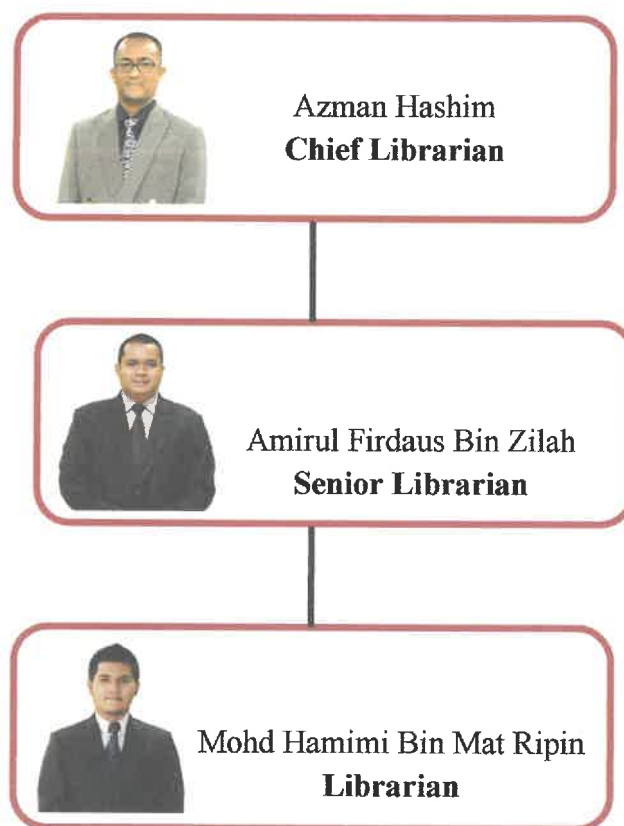
Chapter 2: Organization Information

2.1 Departmental Structure

2.1.1 System and New Media Department

The intern was assigned to be monitored by System and New Media Department. This department is located under the Collection Development Cluster and managed by a Senior Librarian, Mr. Amirul Firdaus bin Zilah and a Librarian, Mr. Mohd Hamimi Bin Mat Ripin.

Diagram 2.1.1.1
Organization chart of System and New Media Department



2.2 Department Function

2.2.1 Managing and Controlling Computer Hardware and System Applications

Basically, the System and New Media Department is responsible in ensure the ICT equipment and system application of PPPI were managed and controlled effectively and efficiently. Thus, the work scope of the staff in this department includes managing and controlling computer hardware as well as managing and operating system maintenance based on the complaint made by the PPPI staff. For this time being, there are about five system applications that has been maintained and controlled by the System and New Media Department includes SOPAC, E-PAMS, I-KNOW, UMK-IR and MYATHENS.

2.2.2 Monitor Library Management System

Moreover, the System and New Media Department also have to take the responsibility in monitoring the Library Management System that has been applied by PPPI which is Virtua. Virtua is a full-function library management system, providing management of circulation, cataloging, serials, acquisitions, course reserves and more. All functions are fully integrated, allowing any staff user to access any function at any time according to their library-assigned permissions.

2.2.3 Maintain the Official Portal of PPPI

Apart from that, maintaining the Official Portal of PPPI also one of the responsibility of the System and New Media Department. The portal was developed by using Joomla! Version 3.3 Platform which is so called the most famous free and open-source content management system (CMS) for publishing web content.

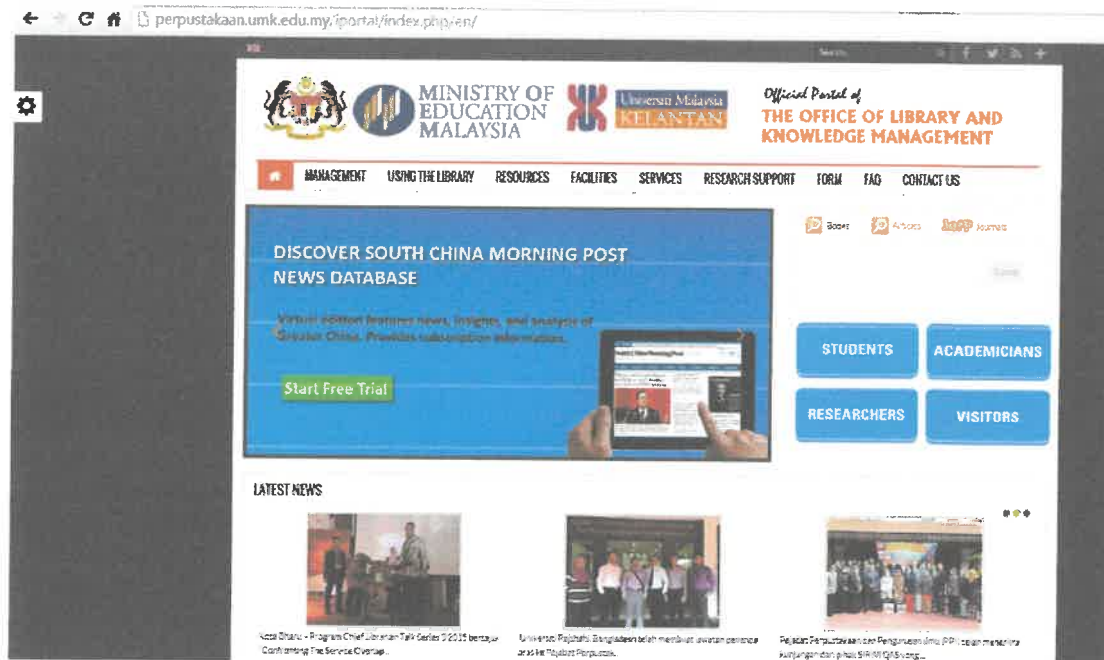


Figure 2.2.3
The Official Portal of PPPI homepage

2.2.4 Monitoring & Maintaining Data Center and Server

Data center and server also had been stated as one of the System and New Media Department's responsibility that required it to be monitor frequently. Backup of data work is one of the tasks that related to the data center and server maintenance that has been done by the staff almost every day. The physical servers of PPPI are now located at the Cyberjaya. Hence, the servers just need to be monitored virtually to conduct the maintenance job.

Chapter 3: Industrial Training Activities

3.1 Training Activities

3.1.1 Events & Outreach programs

PPPI has putting their trust to the interns of their organization to lead and conduct all of the events and outreach programs above. Practically, most of the events were proposed by the interns and monitored by the organization supervisors and PPPI staffs.

3.1.1.1 Library Open Day: Let's Explore!

This program was held in PPPI and run for about three days from 17 March to 19 March 2015. The trainee needs to collaborate with other trainees who also undergoing their industrial training in PPPI in order to run this event. The organizing of this event was intended to give the opportunity to the UMK students in making the library as their second home. A lot of activities were organized on those days and having such a great feedback from the students.

3.1.1.1.1 Before the event

The trainee was appointed as the committee of publicity for that program. Therefore, the project manager was giving the responsibility to the trainee in designing the bookmark of the event and handling them to the students as the door gift. Appendix A shows the bookmark designed by the trainee. On the other hand, the trainee also had designed the signage to be put in each station of the games. Refer Appendix B to see the example of the signage. Apart from that, the trainee also took part in setting the games which is OPAC explorace where it required the trainee to gather a few call numbers of the books

existed in the library randomly in every shelf and put them into the envelopes and it has been used by the students to find the exact location of the books.

3.1.1.1.2 During the event

During this event, the trainee was given responsibility to monitor the game that called “Dance Battle”. This game had required the trainee to control and operate the Microsoft Xbox and make sure the game run smoothly directly for three days of the events. This game was held in the Media Room area of the PPPI.



Figure 3.1.1.1.2
Dance battle activity

3.1.1.2 Program Literasi Maklumat Sempena Hari UNESCO (Strategi Bijak Belajar Bersama Dr. Shukri Abdullah)

An event called “Program Literasi Maklumat Sempena Hari UNESCO (Strategi Bijak Belajar Bersama Dr. Shukri Abdullah)” has been proposed by one of the the interns in PPPI. This one whole day program was occurred dated 26 March 2015 at Sekolah

Menengah Kebangsaan (SMK) Tan Sri Mohamed Yaacob, Tanah Merah, Kelantan. The objective of this event was to expose the students of SMK Tan Sri Mohamed Yaacob the most effective and efficient information literacy strategies by targeting the students' form 4, 5 and 6. Hence, Dr. Shukri Abdullah, one of the well known motivational book writer was invited as the speaker of the program. There were about 323 participants counted who's attended the program. The trainee was given the position as a member of the Special Committee duties during the program.



Figure 3.1.1.2.1

Program Literasi Maklumat Sempena Hari UNESCO (Strategi Bijak Belajar Bersama Dr. Shukri Abdullah)

3.1.1.2.1 Before the event

The trainee was helped in preparing the souvenirs to the participants by packing them up into the goodies bags two days before the program. Instead of that, preparing the certificates of participants and committee also done by the trainee from printing to stamping the logos of PPPI to show the proof that it is the genuine certificate that produced by PPPI.

3.1.1.2.2 During the event

The trainee is responsible to setting up the foods to be given to the participants. It is include two times of meals which are breakfast and lunch.

3.1.1.3 Literature and Reading Guidance Program

Previously, PPPI's convergence services only focused on the user UMK students and staff. However, after eight years of operation PPPI has developed their wings by providing facilities and services not only on campus but also to the surrounding community, especially children. In conjunction with the World Literacy Day UNESCO, a program called "Literature and Reading Guidance Program" has been organized on 7 April 2015 at PPPI, UMK which intended to bring children to read and at the same time experience the thrill of acquiring knowledge. There were about forty students of Sekolah Kebangsaan (SK) Tanjung Mas, Kota Bharu aged nine to twelve years who joint this program. During the whole day, the children were prepared with various interesting activities and games.



Figure 3.1.1.3
Literature and Reading Guidance Program

3.1.1.3.1 Before the event

The intern was voluntarily designed the Crossword Puzzle for one of the games of the program. Besides that, as the intern already have the experience in preparing the OPAC

explorace during the Library Open Day, project manager was appointed the intern to setting up a game with the same concept but a little simpler than the OPAC explorace called Library Hunter as the participants were just the primary school's students.

3.1.1.3.2 During the event

The students of SK Tanjung Mas then divided into eight groups and each group was assigned a facilitator to conduct them which is the interns of PPPI. The intern was required to handle the library orientation session for each groups and control the students during the games occurred. Apart from that, the trainee also responsible to lead and handle the Library Hunter game.



Figure 3.1.1.3.2.1
Library orientation



Figure 3.1.1.3.2.2
Library hunter

3.1.1.4 Program Bersama Sekolah Angkat “Library is the Bridge of Knowledge”

“Library is the Bridge of Knowledge” was a program with the intellectual telematch or explorace concept that the participants were include the Resource Center Perfect (PSS) from three UMK’s adopted schools which were SK Bukit Marak, SMK Tan Sri Mohamed Yaacob, and SMK Gaal. This program was held on 25 April 2015 located at the UMK campus areas. It has been participated by 126 students from the three schools.

3.1.1.4.1 Before the event

The trainee was helping in packing up the hamper and the goodies bag. Apart from that, the trainee also giving some hand in prepared the certificate of participation.

3.1.1.4.2 During the event

On the day of “Library is the Bridge of Knowledge”, the trainee was responsible to become one of the facilitators and monitored the students. It was decided that the trainee have to took over the third checkpoint of the explorace which required the students to use their imagination in completing the puzzle provided.



Figure 3.1.1.4.2.1
Puzzle game

3.1.1.5 Talk on Personal Digital Fabrication or “Maker” Technology Revolution by Sarah ziebell

The intern has been organized a talk that was presented by Sarah ziebell, a public diplomacy Information Resource Officer at U.S. Embassy, Jakarta. It was held on 7th May 2015 at C202DT, UMK. The title of the talk which is Personal Digital Fabrication or “Maker” Technology Revolution was discussed on how “Maker” digital fabrication is empowering people to make things for themselves by harnessing 3D printing and

related technology which also has the potential to support the entrepreneurship. The targeted audience for this talk was the librarian from all type of libraries in Kota Bharu as well as the teacher librarian.

3.1.1.5.1 Before the event

As the trainee was given the responsibility to be the committee of protocol and invitation, the mailing and fax of the invitation letter were done to the librarians around Kota Bharu. After done sending the invitation letter, the trainee has to follow up with the librarians through phone calling to make sure they already received the letters and make the confirmation of attendance.

3.1.1.5.2 During the event

The trainee has to usher the librarians to the place of the talk happened which was C202DT that is not located in the PPPI area. Hence, it was hard for the librarians to find the place.



Figure 3.1.1.5.2.1

Talk on Personal Digital Fabrication or “Maker” Technology Revolution by Sarah Ziebell

3.1.1.6 Program Transformasi Pusat Sumber SMK Gaal

This program was the collaboration between PPPI with UMK adopted school, SMK Gaal, Pasir Putih in order to transform the SMK Gaal Resource Center physically as well as the way they manage the resource center. Undoubtedly, the program was held in SMK Gaal Resource Center on 15th to 17th May 2015 and was launched by UMK Vice Chancellor, YBhg. Prof. Dato’ Dr’ Mortaza bin Mohamed.



Figure 3.1.1.6.1

Launching ceremony of Program Transformasi Pusat Sumber SMK Gaal

3.1.1.6.1 Before the event

In order to make the preparation for the event, the trainee went to SMK Gaal two days before the actual event with other trainees and discussed on how to transform the resource center.

3.1.1.6.2 During the event

The trainee was required to spend three days and two nights from 15th May to 17th May at SMK Gaal in order to help in transforming the resource center.

3.1.1.7 Chief Librarian Talk Series 3 2015 (CLTS 3 2015)

Chief Librarian Talk Series in an annual program organized by PPPI with function to uncover all sorts of knowledge and skills remain in the minds of chief librarian in all libraries across the country to share. The theme for this third series of Chief Librarian Talk was “Confronting the Service Overlap between Libraries and Computer Centers”. Participants of the talk is open to all Chief Librarian and librarians involved in the management of public or private institutions Library, Public Library, Library Polytechnic, School Libraries and other related position regardless of grade. It was held in Hotel Perdana Kota Bharu on 4th June 2015.



Figure 3.1.1.7.1
During Chief Librarian Talk Series 3 2015 (CLTS 3 2015)

3.1.1.7.1 Before the event

The trainee was responsible as the committee of protocol and invitation throughout the event. Hence, the works that the trainee was involved before the event include sending out the invitation letter through email, fax as well as mail. After doing the mailing job, the trainee has to done follow up session with the participants to make the confirmation of their attendance. On the other hand, the trainee’s responsibility was preparing the

speech text for Vice Chancellor and Chief Librarian of UMK and at the same time prepared the points that need to be referred by the moderator during the talk. There was also a rehearsal at Hotel Perdana Kota Bharu that required the trainee to attend during the night before the actual event.

3.1.1.7.2 During the event

Through the day of the event, the trainee was responsible to guide and monitor the movement of participants, special guests and also the speakers of the talk.

3.1.1.8 Visit to SMK Pengkalan Chepa 1

On 22nd June 2015, the trainee was required to have a short visit to SMK Pengkalan Chepa 1 Resource Center in order to help them in doing some transformation of the resource center into a much better and more conducive one. However, this outreach program was intended just to give some ideas not to act upon the discussion made.

3.1.2 Attending Workshop & Training

3.1.2.1 Drupal Workshop

A workshop on Drupal which is an open-source web development platform for online content as well as user communities was attended by the trainee. Drupal powers some of the busiest sites on the web, and can be adapted to virtually any visual design. This workshop was presented by the trainee's Organization Supervisor, Mr. Amirul Firdaus Zilah 3rd February 2015 located at PPPI UMK Meeting Room.

3.1.2.2 Docuflo Web Training

The trainee has given the opportunity by PPPI to attend a workshop of Docuflo Data Capture System which is a Document Management System that has been used by most of the government agencies in Malaysia such as Jabatan Pendaftaran Malaysia, Suruhanjaya Syarikat Malaysia, Polis Diraja Malaysia and others. This training was conducted by Mrs. Diana bt Hj. Abdullah from InfoConnect Sdn Bhd. This training takes a whole day on 10th May 2015 at Archive Unit, UMK Bachok Campus.

3.1.2.3 Knowledge Management Workshop

As PPPI is also known as the knowledge management center, a knowledge management workshop has been organized by PPPI on 18th May 2015 at UMK purposed to increase the understanding on knowledge management among PPPI staff. The intern also grabbed the opportunity to gain some knowledge on what is actually knowledge management about by attending this workshop.

3.1.2.4 English Workshop

PPPI also take such an initiative to their staff in gaining more knowledge on English as PPPI are well known in dealing with the patrons from various race and background by advocate an English workshop by Mr. Shaheed Sabreen, an English Language Fellow from United States to the staffs. The intern also counted in for joining the workshop. It was held in Online Database Center, PPPI UMK.

3.1.3 Meeting / Demonstation

3.1.3.1 CCTV Demonstration

The trainee was invited to join a CCTV demonstration by a vendor on the first day of internship. PPPI was intended to upgrade the CCTV system for the office.

3.1.3.2 SharePoint Presentation

A presentation regarding SharePoint by Brilliance Information Sdn Bhd was attended by the trainee. SharePoint is one of the secure place to store, organize, share, and access information from almost any device that might support the management of an organization especially PPPI which operates as a knowledge management center.

3.1.3.3 Meeting and Demonstration of Malaysian Standard Online Database

SIRIM has launched their own online database which gathered hundreds of Malaysian Standards. Hence, a meeting and demonstration with PPPI was done in order to introduce the online database and seeking PPPI to be one of the Malaysian Standard Online Database's subscriber. The intern was exposed with the procedure on subscribing the online databases through this meeting and demonstration.

3.1.4 Electronic Publishing/Design

All of the electronic publishing and design work was done by the intern as being requested by the UMK Press that is operated under the Publication and Intellectual Property Department of PPPI UMK. Basically, the designed work was purposed to be published into the UMK Press Online Book Store as well as to be put in the book

catalogue. Tools that have been used by the trainee in completing the design works include Adobe Photoshop and Microsoft Office Publisher.

3.1.4.1 Banner Design for Brunei Book Fair

The trainee was given a task to design a banner regarding the event called Pesta Buku Brunei which one of the event that engaged by the UMK Press team. The banner was published on UMK Press Online Bookstore website intended to aware the public on the UMK Press's activities. Figure 3.1.4.1.1 shows the design of the banner.



Figure 3.1.4.1.1
Banner design of Brunei Book Fair

3.1.4.2 Photo Editing

First of all, the intern was required to design an organizational chart for the UMK Press Unit as the Figure 3.1.4.2.1 below.

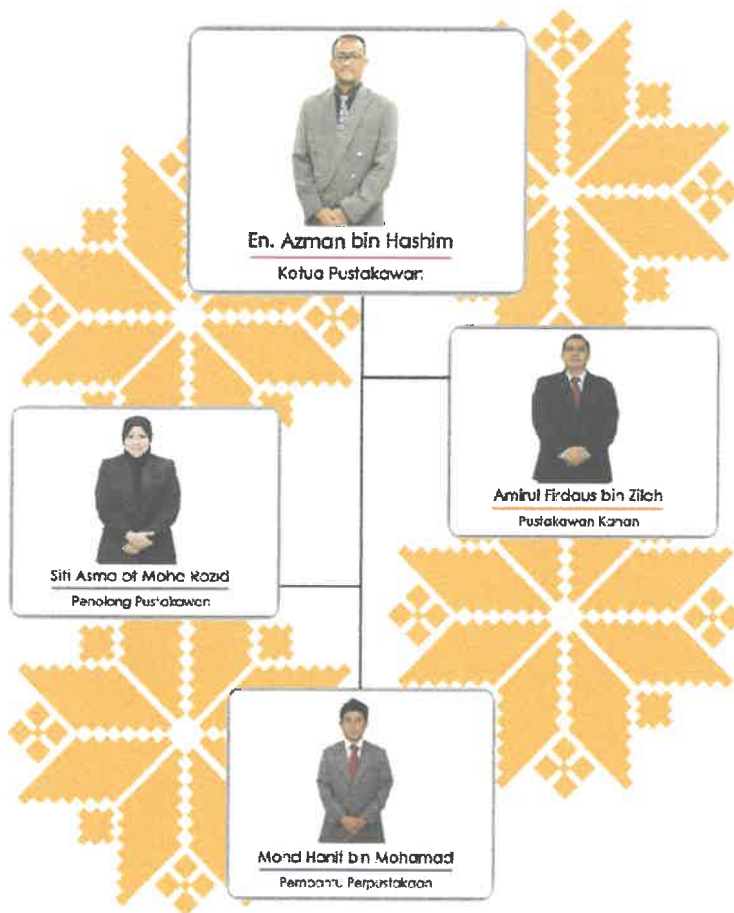


Figure 3.1.4.2.1
Organization chart of UMK Press

On the other hand, the trainee was editing the photo of the latest books published by UMK Press to be advertised and placed into the UMK Press Online Bookstore website and physical catalogue. Figure 3.1.4.2.2 shows the published edited photo of the books in UMK Press Online Bookstore.

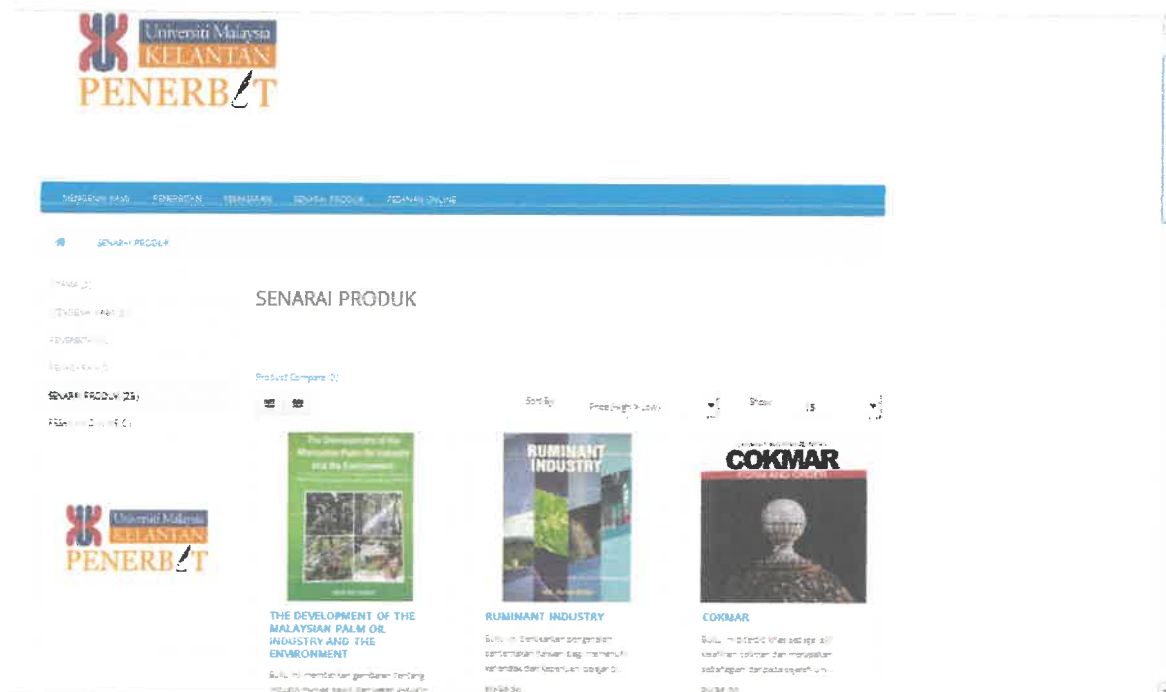


Figure 3.1.4.2.2
UMK Press Online Book store Interface

3.1.5 User Education Programs and Training

3.1.5.1 Senayan Library Management System (SLiMS)

The intern was required to conduct a training of SLiMS to the students of SMK Gaal, Pasir Puteh on 3rd March 2015. The program name was “Bengkel Pengawas Pusat Sumber Sekolah Menengah Kebangsaan Gaal”. As the introduction, SLiMS is a free and open source Library Management System. It is built on free and open source technology like PHP and MySQL. SLiMS provides many features such as bibliography database, circulation, membership management and many more that will help in automate the library tasks. Appendix C shows the handbook prepared by the intern to be used as the reference tool during the training session. Nevertheless, before the training was done to the students of SMK Gaal, a training session was done to the other practical trainees of PPPI a few days before the program.

3.1.5.2 S-Lib

With the intention to help the teacher librarians of SK Batu Melintang, Jeli, in automate their resource center's operation, the trainee was ordered by PPPI to carry out a training of S-Lib System which is a system to facilitate the automated management of resource center. The trainee went to SK Batu Melintang on 8th and 9th April 2015 for the training session. This user education program was one of the slots in a program called “Kembara Ilmu ke Dunia Kepustakawanan” and the participants were among the teacher librarians of SK Batu Melintang Resource Center.



Figure 3.1.5.2
S-Lib user education and training

3.1.6 Library Tasks

3.1.6.1 Shelving and Reshelving of Books

The intern and staffs were compulsory to do shelving and reshelving of books for every morning from 8.00 a.m. till 9.00 a.m. throughout every working day. A schedule of shelves that need to be followed by the intern was prepared by the librarian as in Appendix D. Besides that, the intern has to complete the form given shown in

Appendix E as the proof of completing the task and the form then used by the librarian in order to prepare the statistic of book usage.

3.1.6.2 Radio-frequency identification (RFID) Strips Charging

This task was done by the trainee in helping the Acquisitions Management Department in processing the library materials after it has been received from the vendors. However, the trainee was not doing the overall procedure instead of just a minor process. It was a task that required the intern to charge or register the RFID strips into the system to obtain the registered tagging number for each material.

3.1.6.3 Compact Disc (CD) Labelling

The trainee was helping the Technical Management Department in terms of labelling the Audio-visual material which is CD with the call number that has been used as the identification tools of the material.

3.1.6.4 Serial Material Processing

There was several times when the trainee was helping the Serials and Digital Collections Department to process the serial materials before it has been display on the shelf. Serial materials include magazine, journal, newsletter and others. Basically, the trainee was processing the materials in the stage of labelling them with the call numbers for each material.

3.1.6.5 Minggu Perusahaan Kecil & Sederhana (PKS) Peringkat Negeri Kelantan

PKS Week was an event that has been organized by SME Corp. Malaysia which gives the entrepreneurs a platform to promoting and exhibiting their products and services among the public and the business community. It was held in the campus area of UMK City Campus on 2nd to 3rd June 2015. On those two consecutive days, the trainee was given the trust by the UMK Press team as the person who in charged for selling the books that has been published by the UMK Press at the booth provided.



Figure 3.1.6.5.1
Booth in charge during PKS Week

3.1.7 Records Management / Administration Work

3.1.7.1 Document Sorting

The intern was sorting the document of Serials and Digital Collections Department's record into the different files according to the type of the document such as *Borang Justifikasi Pembaharuan Langganan Jurnal /Majalah*, *Borang Permohonan Pembelian*

Jurnal, Rekod Tuntutan (Claims) Bahan Terbitan Bersiri Mengikut Pembekal and other related documents.

3.1.7.2 File Closing

When the file has arrived on its closing of file criteria, the files are required to be stated as the “Close” status. Hence, Acquisitions Management Department had given the responsibility for the intern in order to perform the Closing of file process. Appendix F shows the guideline that has been given by the Acquisitions Management Department that has been followed by the intern to complete the job.

3.1.7.3 File Disposal

From the impact of the huge floods which have hit in Disember 2014, there were a load of files had been flooded and damage. Therefore, the intern was helping the staff of PPPI in processing the damaged file in dispose stage. The disposal process includes recording the name of the damaged file and put them altogether in the boxes provided to be disposed.



Figure 3.1.7.3.1
File disposal process

3.1.8 Assignment / Assesement

Every intern who undergoes the Industrial Training in PPPI was required to sign up an Edmodo account which is an online networking application but in a safe and controlled environment appropriate for education. The Edmodo was used by the Organization Supervisor to hands out the assignment and assessment to the interns.

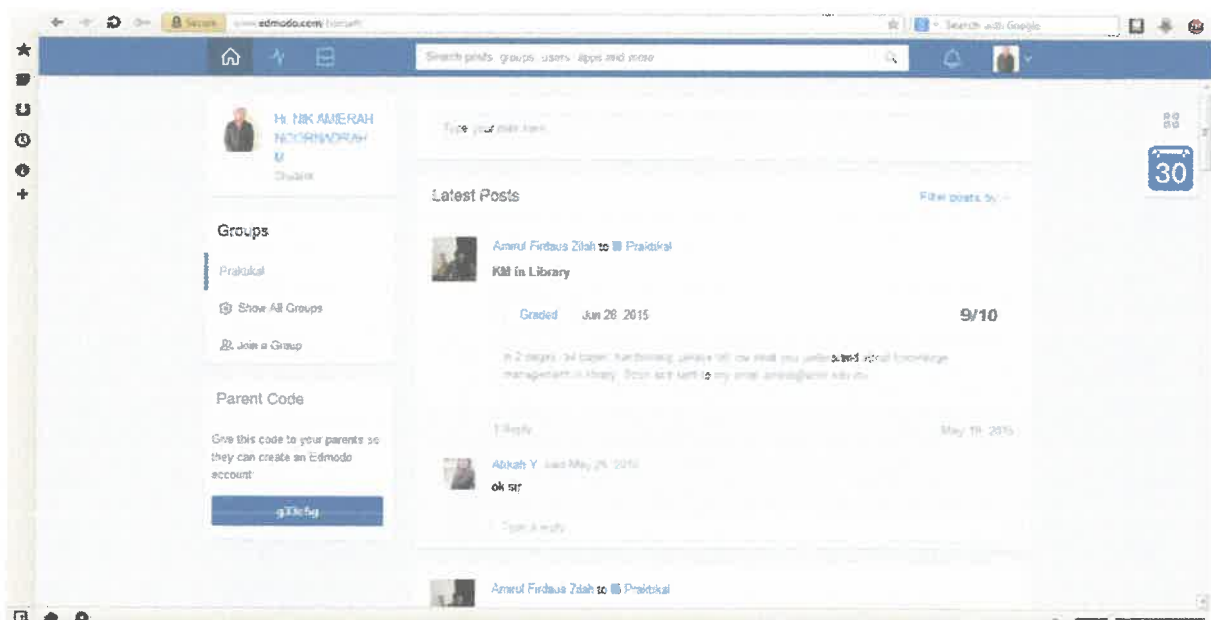


Figure 3.1.8.1
Edmodo profile

3.1.8.1 SWOT Analysis of the PPPI

The first assignment given to the intern was to do a SWOT Analysis regarding the PPPI. The analysis was gathered from the preliminary observations, interviews with staff as well as prior experience by the intern. Appendix G shows the prepared SWOT Analysis.

3.1.8.2 User Training and Education Module

The trainee was required to provide a module for a user education class. The module must be appropriate to the level of library users and the module is suitable to be taught at least for a period of an hour. Thus, the intern has chosen to prepare a module of Prezi Presentation Tools. The module then submitted in the form of a report and a slide show as shown in Appendix H.

3.1.8.3 Google Apps essay

The intern also had given the assignment to explore what Google and their apps can benefit library and librarian in term of library services by giving five example according five chosen Google Apps. The essay submitted by the intern can be seen in Appendix I.

3.1.8.4 Knowledge Management in Library essay

In order to seek for the understanding about knowledge management in the library, the Organization Supervisor had requested the intern to submit a handwritten of at least two pages essay explaining on how much the intern understand of the knowledge management concept in the library. As the result, Appendix J is the essay that has been written by the intern.

3.1.9 System Development

The intern was responsible in several system development tasks, including developing and maintaining the Online Bibliography of Entrepreneurship website, design and data insertion of UMK Press Online Book Store System and Autonomy Audit Repository System, development of Digital Kelantan Collection, and last but not least system development of UMK Library HelpDesk Support Ticket System.

3.1.9.1 Online Bibliography of Entrepreneurship Website

As the assessment after attending the Drupal Workshop with the Organization Supervisor, the trainee was required to develop a website which is Online Bibliography of Entrepreneurship by using the Drupal platform. Due to the UMK's identity as

Entrepreneurship University, bibliography of entrepreneurship is needed in order to support the students and staff in seeking for the education aid. Drupal is an open source and free software package that allows developer to easily organize, manage and publish the content, with an endless variety of customization. The trainee took about three days to explore Drupal's component and came out with the new website includes with the required data that need to be inserted into the website which is the list of bibliography of entrepreneurship's resources.

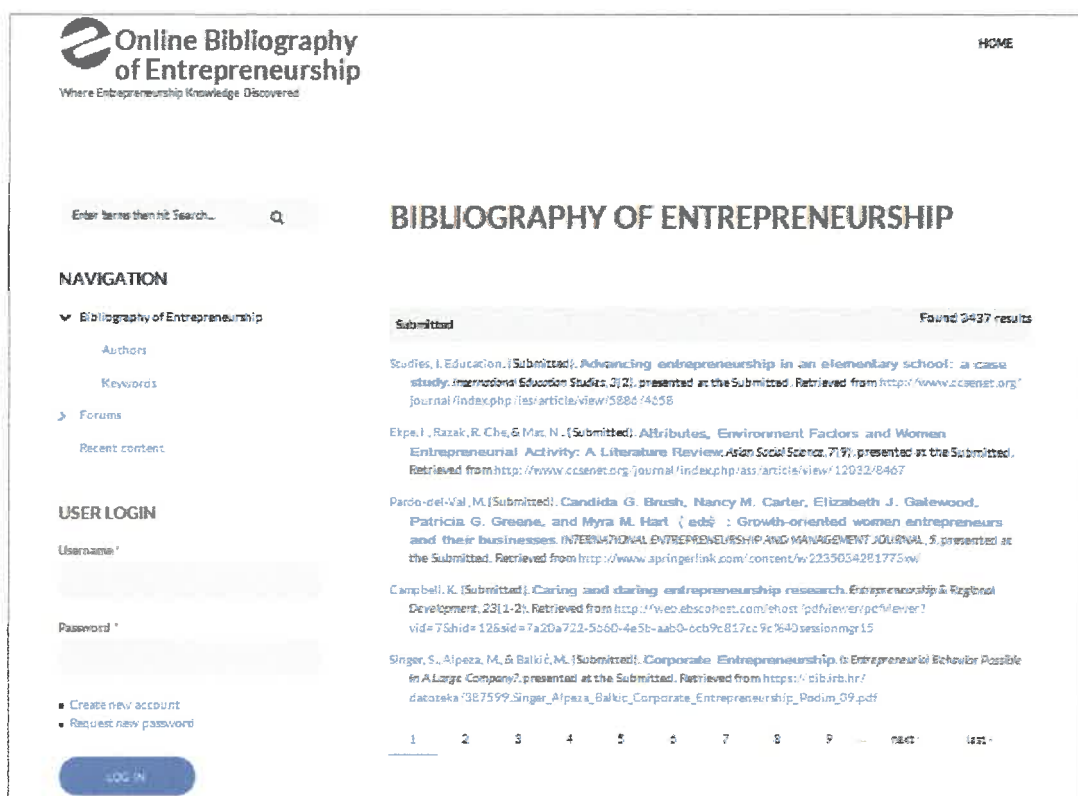


Figure 3.1.9.1.1
Online Bibliography of Entrepreneurship Website's homepage

3.1.9.2 UMK Press Online Book Store System

UMK Press Online Book Store System is a system that support UMK Press Unit in exhibits the published books as well as provide the alternatives to the public in placing the order through online purchasing. This system is a new developed system by the

UMK Press Unit in order to switch the old system used before to another platform of system. Hence, OpenCart is chose in order to develop UMK Press Online Book Store System. OpenCart is well known as the free open source ecommerce platform for online merchants.

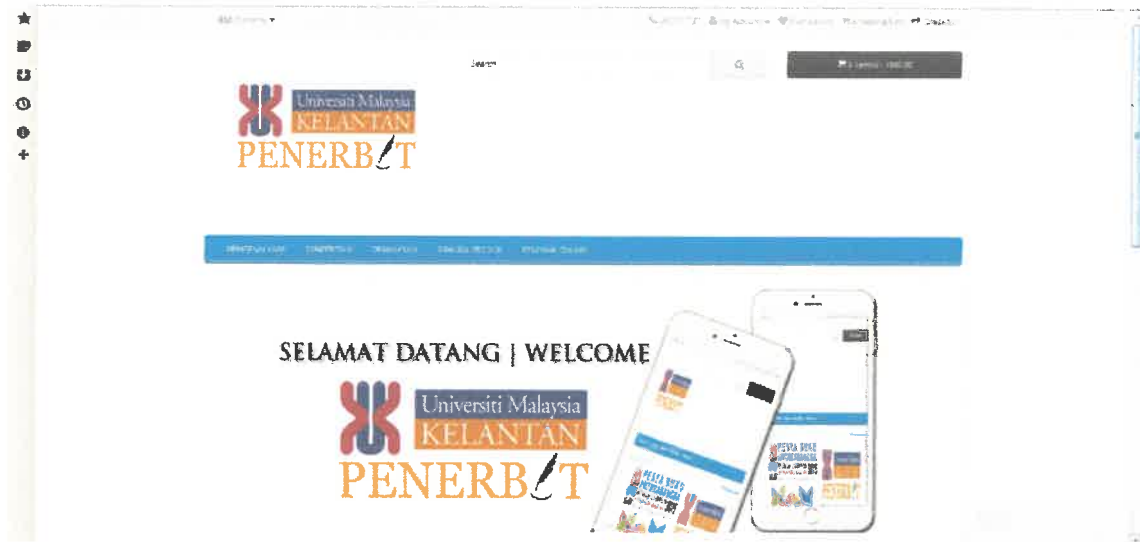


Figure 3.1.9.2.1
UMK Press Online Book Store System's homepage

Therefore, the intern was responsible in editing and adding the data inside the system such as data of “About Us”, list of products and others. Instead of that, the intern also required to some minor design task for the system such as create banner, choose the suitable font and so on.

3.1.9.3 Autonomy Audit Repository System

Autonomy Audit Repository System is a system which contains the information and related document of Autonomy Audit as UMK is nowadays are in their mission in gaining the status as one of the Autonomy University in Malaysia. As the Knowledge Management Center of UMK, PPPI was the one who responsible in providing the

resources to help UMK in achieving the autonomy status. Hence, this system was developed by PPPI in serving their client's needs.

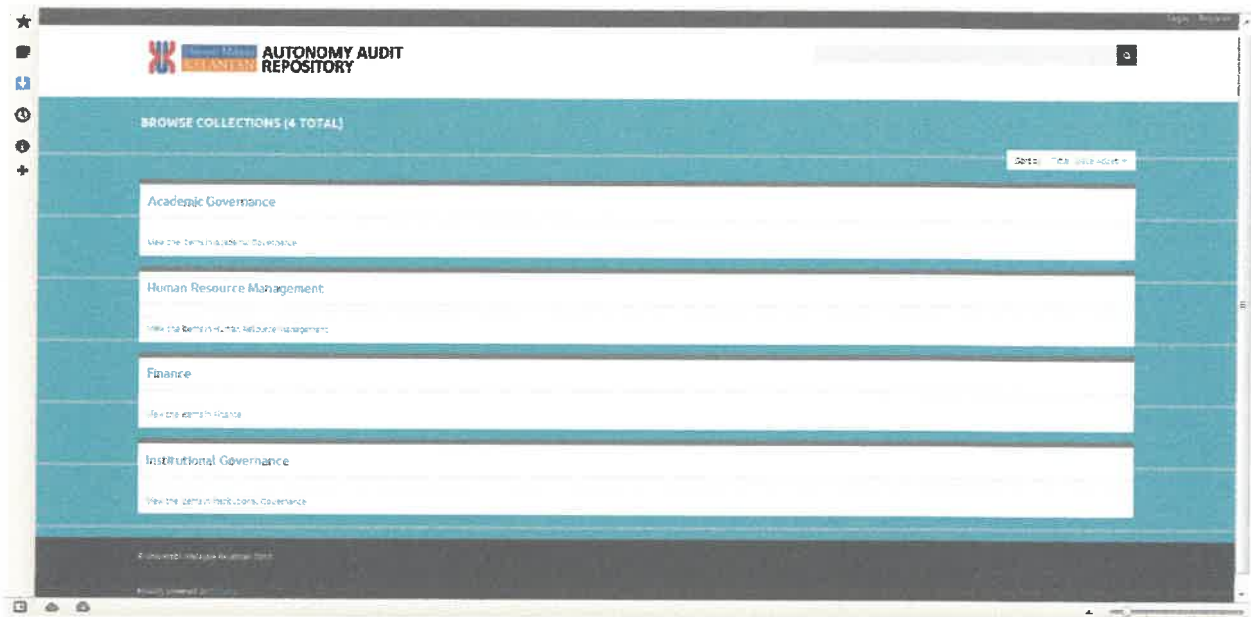


Figure 3.1.9.3.1
Autonomy Audit Repository System's interface

This system was developed by using a free, open source content management system for online digital collections. As a web application, it allows developer to publish and exhibit cultural heritage objects, and extend its functionality with themes and plugins. Omeka is well known as a flexible web publishing platform for the display of library, museum and scholarly collections, archives and exhibitions that is called Omeka. Same task as done for UMK Press Online Book Store System, the trainee had given the responsibility to conduct the design and data insertion of Autonomy Audit Repository System.

3.1.9.4 Digital Kelantan Collection

The trainee was given the task to take part in the system development of Digital Kelantan Collection. This system functions to features digitized versions of sources

about Kelantan from the past to the present. It is the project assigned under the Special Collection and Entrepreneurship Management Department of PPPI. By using Dublin Core and Omeka, the resources are organized to make it available to the user.

The trainee has been involved in some part of the development from planning till maintenance process of developing the system. During the planning process, the trainee was preparing the initial Gantt chart to schedule the project time. Appendix K shows the Gantt chart prepared by the trainee. However, the Gantt chart was just the initial schedule before it has been amended by other development team. In analysis stage, the trainee had attended a several meetings with the development team to come out with the analysis of the system. For the design stage, the trainee had involved in designing the interface of the system. While during implementation stage, the trainee was responsible to install all of the plugins required to extend its functionality by using Filezilla which is a FTP client that widely used by webmasters in managing web site files through it. Apart from that, the trainee also gives a part of contribution in preparing the user manual for Digital Kelantan Collection. As PPPI got a very serious server problem due to flood that hit before, maintenance stage of the system had takes the most time of the development schedule. The IP address of the system was keep changing for several times that required the trainee to keep doing the backups of the system and export the data into the new installed IP Address.

3.1.9.5 UMK Library HelpDesk Support Ticket System

UMK Library HelpDesk Support Ticket System is assigned to be involved in the development project by the trainee as the main task or special project. This system is developed in fact of opening a channel for the library users in creating a “ticket” or report to the library management if there were any problem happens instead of do it at

the circulation counter. The detail information regarding this project is explained in the next section (3.2 Special project).

3.2 Special project

3.2.1 UMK Library HelpDesk Support Ticket System

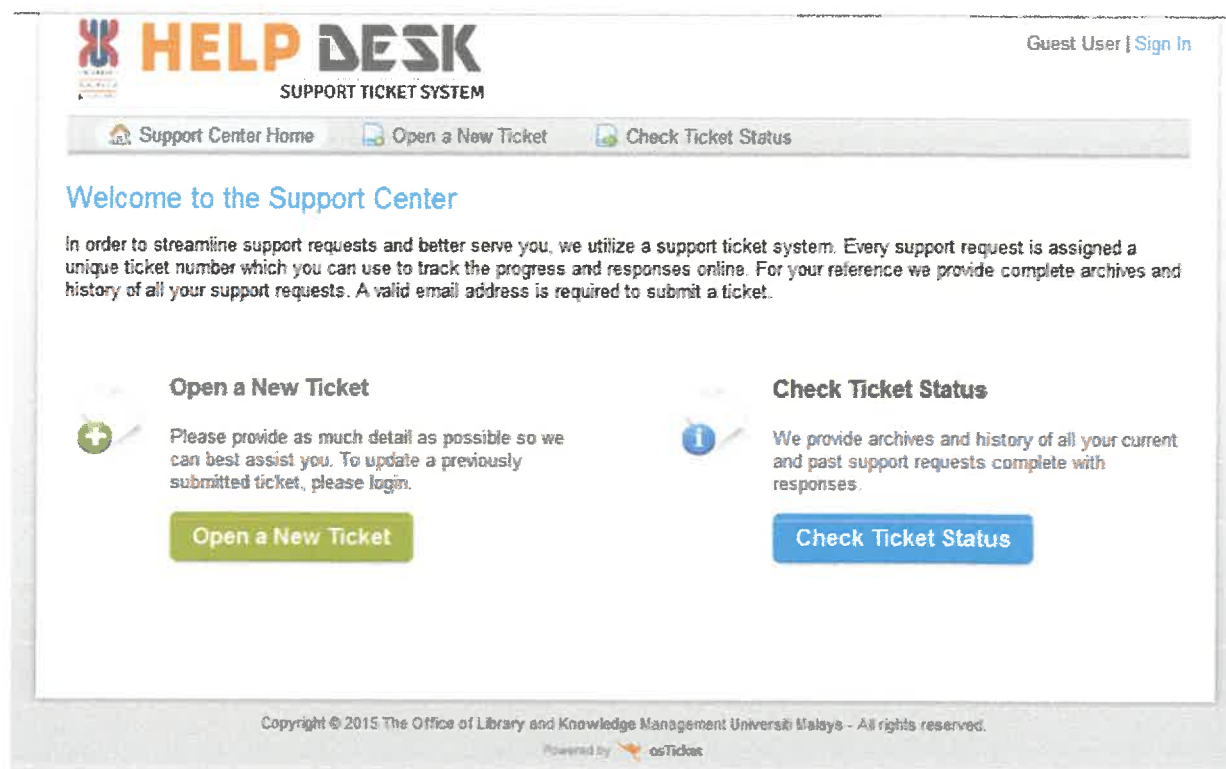


Figure 3.2.1.1
UMK Library HelpDesk Support Ticket System's homepage

3.2.1.1 Problem statement

The main problem that leads to the development of UMK Library HelpDesk Support Ticket System was the manual workflow of complaint done by the library users. This makes it difficult in processing the complaint whether result in late respond or others.

The specific problems include:

i. Time consuming

The manual procedure is too slow and will delay the action taken towards the problems.

ii. Handling by wrong person

The report is given to the unrelated person with the complaint's subject and lead to wrong answer. The problem will never be solved.

iii. No priority setting for each complaint

All of the complaints are not been sort out with the level of priority in responding. Even if the priority is high however it is still need to wait for the turn of the complaint was submitted to be responded.

3.2.1.2 Project Objective

- i. To come out with the integrity, sharing, availability and faster retrieval of data
- ii. To serve responsible person with a single centralized storage of data
- iii. To systematized collection of data that could be accessed immediately and manipulated by a data processing system for a specific purpose

3.2.1.3 Planning

3.2.1.3.1 Schedule, Timeline and Resource Analysis

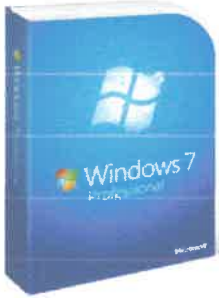
This project was estimated to be completed within five months from February till June 2015. Therefore, the trainee has been participated from the planning until the maintenance phase of this system development. However, in design phase, the trainee was not participate in preparing the design for the system as the Organization


Supervisor has requested the trainee to install the open source platform without need to design a coding. Appendix L shows the Gantt chart prepared for this system with detail schedule, timeline and resource analysis.


3.2.1.4 Technology Used Related to the Project

3.2.1.4.1 Software

Table 3.2.1.4.1.1
Software used related to the project


Software	Description
<p data-bbox="256 925 416 1032">Windows 7 Professional</p> 	<p data-bbox="517 824 1323 1854">Windows 7 is an operating system released by Microsoft. It is typically installed on business computers and includes all the Home Premium features as well as additional features such as Windows XP mode (XPM) and Domain Join. Windows 7 Professional has everything that is needed for work and home. The feature, designed primarily with small- and medium-sized businesses in mind, comes as a separate download and works only with Windows 7 Professional. It helps in simplify everyday tasks such as find something instantly, compare documents side-by-side, or easily back-up your complete system over a network. Windows 7 Professional also provide user with features that allow user to enjoy a PC that works the way you want it to. Other than that, it can supports 64-bit technologies and offers XP Mode at the same time for your business productivity applications make new things possible. The developer is not using the latest version of Windows operating system which is windows 8 because not all software is compatible with this version and may be difficult in the system development process.</p>


<p>Google Chrome</p> 	<p>Google Chrome is unquestionably the best overall internet browser on the market. Chrome's features provide you with rich convenience features, a clean layout for intuitive navigation and security functions that enable safe browsing. Furthermore, the internet browser's top speeds and standards-compliance render Chrome's performance unrivaled and substantiates its rapidly growing user base. Google Chrome is available for Windows, Mac, and Linux.</p>
<p>Microsoft® Office Professional 2013</p> 	<p>Microsoft Office Professional includes everything its user would want in an office software suite. It has come with all of the usual component applications, most of which sport enticing new features compared with the previous version. In developing this system, there is only a number of Microsoft Office Professional components that the trainee use includes:</p> <ul style="list-style-type: none"> • Microsoft Office Word 2013 From basic features like spelling and grammar checking to advanced editing features like track changes, Microsoft Office's Word has all the tools you will need for creating, editing and working with a text document. • Microsoft Visio 2013 With easier creation of diagrams, improved simultaneous collaboration and touch support, Visio 2013 enables the linking of diagram shapes to real-time data, unleashing the power of the application as another statistical tool and supports the latest diagramming standards.

<p>osTicket</p> 	<p>osTicket is a widely-used and trusted open source support ticket system. It seamlessly routes inquiries created via email, web-forms and phone calls into a simple, easy-to-use, multi-user, web-based customer support platform. osTicket comes packed with more features and tools than most of the expensive (and complex) support ticket systems on the market. The best part is, it's completely free.</p>
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3.2.1.4.2 Hardware

Table 3.2.1.4.2.1
Hardware used related to the project

Hardware	Specification
<p>Acer Aspire 4741G</p> 	<p><i>Processor:</i></p> <p>CPU: Intel Core i5 350M / 2.26 GHz</p> <p>Number of Cores: Dual-Core</p> <p>Cache: L3 - 3 MB</p> <p>64-bit Computing</p> <p>Chipset Type: Mobile Intel HM55 Express</p> <p><i>Memory:</i></p> <p>RAM: 3 GB (1 x 1 GB + 1 x 2 GB)</p> <p>Max Supported Size: 8 GB</p> <p>Technology: DDR3 SDRAM</p> <p>Speed: 1066 MHz</p> <p>Form Factor: SO DIMM 204-pin</p> <p>Slots Qty: 2</p>

	<p>Empty Slots: 0</p> <p><i>Ram:</i></p> <p>Memory Speed: 1066 MHz</p> <p>Configuration Features: 1 x 1 GB + 1 x 2 GB</p>
<p>D-Link Wireless N300 Mbps Extreme-N Gigabit Router (DIR-655)</p> 	<p>The D-Link Extreme-N Gigabit Router (DIR-655) is a draft 2.0 802.11n compliant device that delivers up to 14x faster speeds and 6x farther range than 802.11g while staying backward compatible with 802.11g devices. Connect the Extreme-N Gigabit Router to a cable or DSL modem and provide high-speed Internet access to multiple computers, game consoles, and media players. Create a secure wireless network to share photos, files, music, videos, printers, and network storage.</p>

Dell PowerEdge R410 Server



- Energy-Efficiency

The Dell PowerEdge R410 is an energy-efficient server that is easy to deploy in any environment without sacrificing expandability, power, and performance. Dell R410 servers feature support for up to two 4 or 6-core Intel 5500 or 5600 Xeon series processors for exceptional speed and performance.

- High Modularity

Depending on the type of disk drives, the Dell PE R410 can accommodate up to 8TB of maximum internal storage capacity. And because Dell services are modular, you can choose the number and level of services that you need to meet your changing needs without being locked into long-term agreements.

3.2.2 Analysis

3.2.2.1 System Requirement

3.2.2.1.1 Requirements collected from conversation / observation

Interview is one of the traditional methods that are popularly used in developing a new system. An interview session was done by the trainee using face to face method with the client. As the system development is not required the trainee to design based on coding which using the open source platform, there is no need for the trainee to prepare the structuring systems requirement either process or logic modelling. From this interview

session, there are several system requirement gathered based on the conversation between the trainee and the client include:

3.2.2.1.1.1 Official email address to be used

From the interview session, the trainee had acquired the official email address that will make the link with all of the interaction happened within the system between the user and agents. The reason why the system need to be setting an official email address is because when the user are submitting the ticket, a notification of the incoming ticket will be sent to the email address which has been determined. Therefore, the administrator will be aware that there is ticket that awaiting for their respond.

3.2.2.1.1.2 Administrator assignment

The trainee also had given the requirement from the client in setting up the person who will conduct the job as administrator of the system. There were a number of agents that have been pointed out to take the responsibility of the administrator or the person who could change the setting of the system.

3.2.2.1.1.3 Banner Design

In order to make sure the system is having its own identity, the trainee was asked to design and upload the banner to be published in the system. Based on the client's need, the banner as figure 3.2.2.1.1.3.1 below was uploaded as the banner of the system.



Figure 3.2.2.1.1.3.1
Banner of UMK Library Support Ticket System

3.2.1.1.1.4 Email template

The trainee also had analysed the email template for the outgoing email that will be sent out to the user. It is compulsory for each outgoing email to have the signature of the mailer in make sure the sender was authorized person who responsible to the system's feedback.

3.2.2.1.2 Requirements collected from written information

3.2.2.1.2.1 Agent's information

The trainee had gathered the agent's information from the list of the staffs or directory that was displayed on the UMK Library portal. However, there were some information that not complete and insufficient which required the trainee to seek for the information from the printed directory that has been used by the staffs.

3.2.3 Design

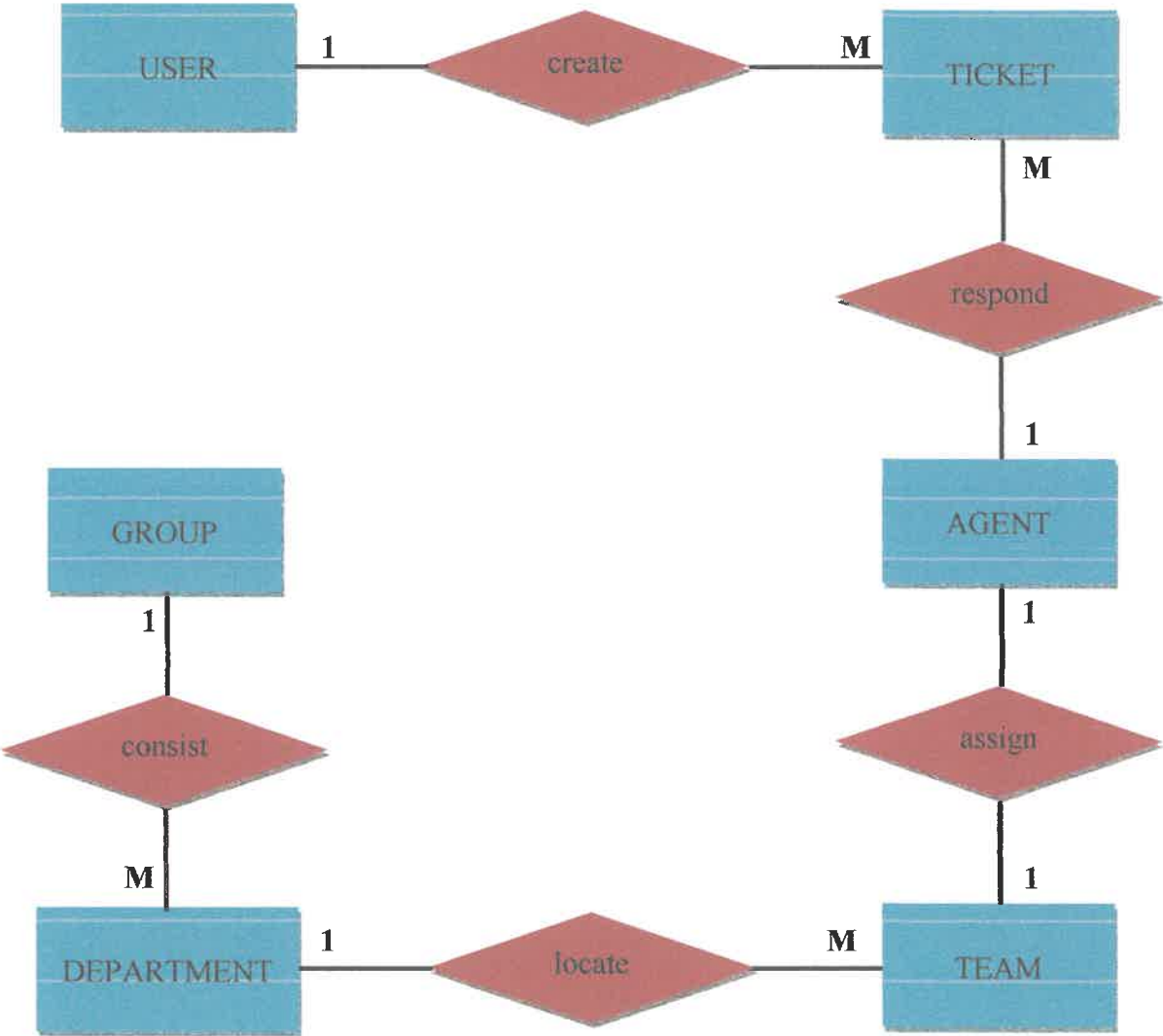
When installing the open source platform such as osTicket, automatically the design phase in developing this system is skipped. However, the trainee as the database

administrator throughout this system development process was taking an initiative to make a sketch of database design in order to give a clearer vision of the system.

3.2.3.1 Database Design

3.2.3.1.1 Relational Database Model

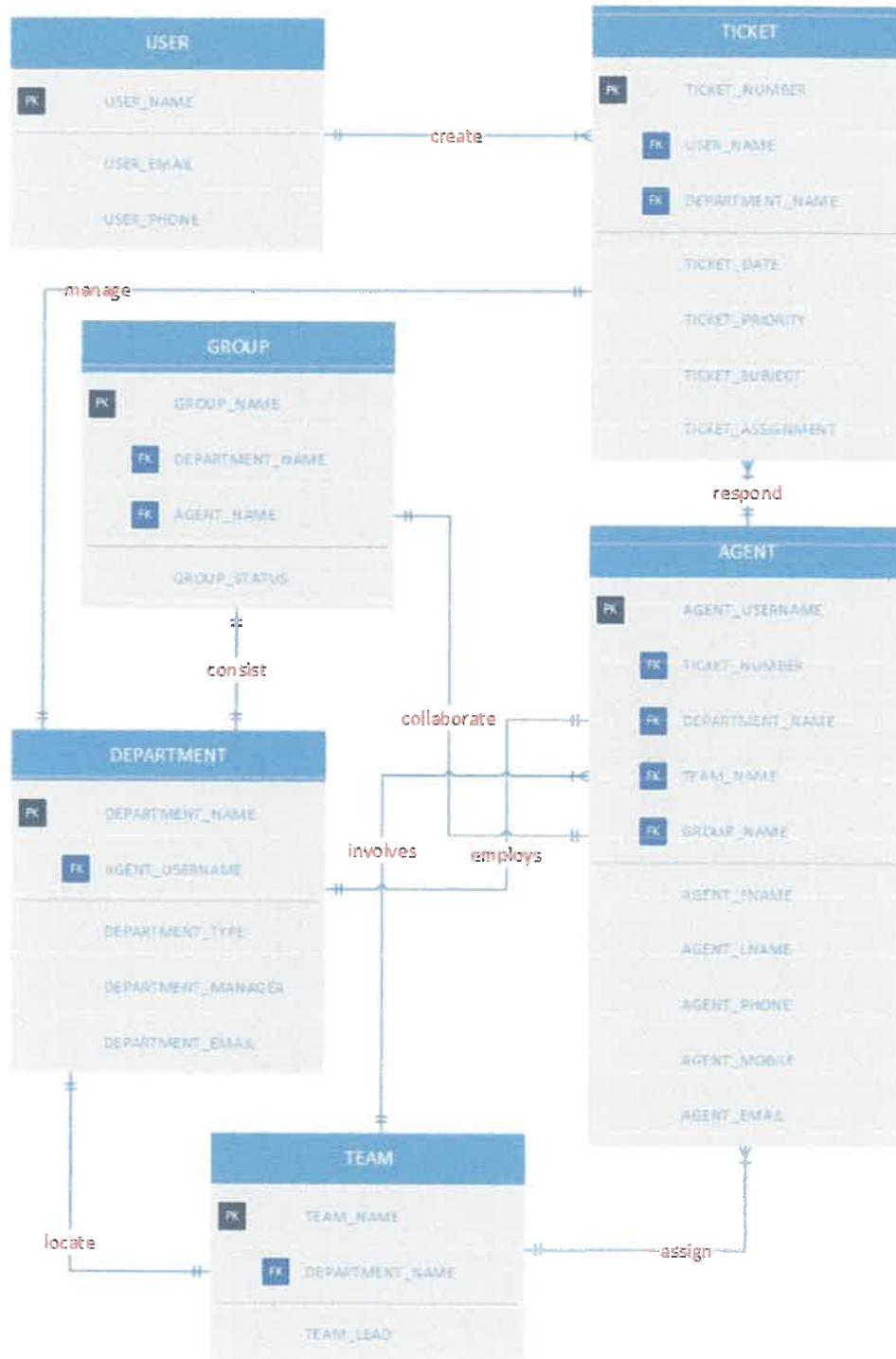
Diagram 3.2.3.1.1.1
Relational Database Model design



3.2.3.1.2 Entity Relationship Diagram (ERD)

ERD for UMK Library HelpDesk Support System contains six tables and shown in the diagram below.

Diagram 3.2.3.1.2.1
Entity Relationship Diagram (ERD)



3.2.4 Implementation

3.2.4.1 Installation

The installation process was done before the data could be inserted into the database. It is because the system is using the osTicket platform that required it to have link with the server before it could be operate.

3.2.4.2 Data insertion and system setup

As a database administrator, this phase has become the main part of the system development phase for the trainee among others. Based on the entire analysed system requirement from the client, the data then gathered by the trainee and data insertion and system setup is done throughout this phase.

3.2.4.3 Testing

Testing phase is the most important phase during the system development project to make sure the system could operate well without any error occurred. Hence, a pilot test was done by the trainee to make sure all of the process is functioning well. The pilot test includes creating the dummy ticket and replying it back to ensure there will be no malfunction of the system happened.

3.2.4.4 User manual documentation

Before the user training for the system is done, the trainee had prepared the user manual documentation to be used as the learning aid during the presentation. Besides that, the

user manual could be used as the reference for the future use as the trainee had left the system to be maintained by the PPPI staff due to end of Industrial Training period. The user manual can be referred at the Appendix M.

3.2.4.5 System Presentation

A system presentation to the client also had been done within this phase. From this presentation, some amendment had been done regarding the data inserted to the system. Besides that, there was also some addition of administrator requested by the client during the system presentation.

3.2.5 Maintenance & Controlling

3.2.5.1 Error identification & fixing

After the pilot test was ran, the error could be detected include the malfunction of incoming and outgoing email when there was transaction happened. The trainee tried to troubleshoot the problem by checking on the email setting.

3.2.5.2 Backups

Due to the server problems that have been occurred several times during the development process which result in system crashed and changing of the system's IP address, the trainee had to make the backup work of the data frequently. Every time the IP address was changing, the trainee needs to export the data from the previous server to the new one.

Chapter 4: Conclusions

4.1 Application of knowledge, skills and experience

From the system development tasks given to the trainee, it was apparently made the trainee applying back the knowledge of System Analysis and Design I and II that has been learnt during the previous semester's subjects. Apart from that, the trainee had also benefited the skills in conducting user training that was gathered from the experience during the studies. On the other hand, the experience of the trainee when engaged in several project management during both diploma and degree studies was helped the trainee a lot when involved with project management throughout the industrial training period. In conjunction, the trainee was required to complete a few of design and editing task by the organization which indirectly has required the trainee to implement back the electronic publishing knowledge that had been learnt during the diploma studies such as using the adobe software and others.

As the trainee was taking the *library and records management* electives during the studies, it is very suitable for the trainee to undergo the industrial training at the PPPI. That was because the trainee sometimes had given the tasks in the library or records management scope. For instance, library tasks that the trainee was done such as shelving, material processing as well as public relation was learnt before by the trainee. On the other hand, the trainee also had completed some records management task such as closing and disposition of file. All of the tasks was learnt by the trainee during the diploma however never had chance to be implemented. When given the opportunity to complete the tasks, it has become the bonus to the trainee when the theory learnt was able to be applied in the real industry.

4.2 Personal thoughts and opinion

The intern is feeling very honoured for having the opportunity to working with such a supportive team of PPPI from the staff to the top management of the organization. When working with a great and professional group of people, the intern will not have any doubt to do the work with a sincere heart. The staffs especially the supervisor is very generous in providing a new knowledge to the intern without any hesitation.

From the observation and experience of working during the industrial training period, the intern feels that the management workflow of the PPPI is quite well organized. Everything is done based on the procedure documented. Nevertheless, the staffs in PPPI are fully applying the email medium as the communication tools unlike the other organizations that are having the email address but never open the mailbox for once.

Apart from that, the intern realized that the technology equipments used by PPPI were always up to date or latest one. For instance, PPPI is serving their user with the usage of iMac desktop and iPad tablet for the equipment and facilities. However, it is not been fully utilised by the user and staffs due to not having the skills and knowledge to operate the equipments. Thus, it is suggested for PPPI to prepare a user education class that teach user and staff on how to operate the equipments with the right way.

The intern also feels grateful to experience the outstation working environment rather than just inside the office compartment. It helps the intern to explore and understand the working lifestyle much better.

Last but not least, the intern thinks that by choosing and being accepted to complete the user training at PPPI is such a great ideas as the intern could applied the knowledge that was learnt during diploma as well as from the elective taken of the studies in the Faculty of Information Management, Universiti Teknologi Mara (UiTM). It is s suggested that

the future students who will undergo practical training should consider choosing the organization which related to their minor or elective as well such as library, records center, data center and others.

4.3 Lesson learnt

Obviously, when talking about working in the office, every person is needed to learn on how to operate the office tools. The trainee was trained by the staff to operate the tools such as photocopier machine, fax machine, scanner and others. But the most interesting part is the trainee was given the opportunity to learn how PPPI is managing their document by using Document Management System called Docuflo from initial process which is scanning until exporting them to the server.

Through the requirement in organizing the events, the trainee got to know the actual procedure when it comes to proposing the event in the real working life with the fact that had to deal with the top level management people. It is required such a big effort in order to make sure the event is organized smoothly from getting the approval till the day it is run. Nonetheless, the trainee had learnt on how to dealing with different attitude of people. Sometimes, when organizing a big event, the trainee had learnt how to handle the situation when required to working with a large number of people in a group.

On the other hand, during the industrial training period, the intern had to communicate with different level and ages of people. As the result, the trainee has posses the improvement in communication skill. Different types of people required different types of communication approaches.

The trainee also has gathered the knowledge on how to develop a system without have to working out using coding. There is another alternative way in developing a system just by installing the open source platform.

PPPI also had given the trainee knowledge in becoming an entrepreneur through the entrepreneurial activities that had been implied by the organization such as opening booth in carnivals, own retail shop and others that could gaining the profit for them.

4.4 Limitations and Recommendations

Due to restricted workspace of the PPPI office, the intern feels like it is not so comfortable to working in the small area of work station with a large number of staff. The intern also did not given the fixed work station and has to search for unoccupied place before starting the work. The trainee would like to suggest in preparing the special area of the office as the intern's work station in the future.

Moreover, the trainee was not prepared with the equipment such as computer to carry out the job given and need to bring own belongings from home. If possible, PPPI should provide the intern with the appropriate equipment to ease the intern's work.

The facilities for the staff are lack in convenience. It is suggested that the facilities such as prayer room should be separated between men's and women's. Because of that, the trainee feels quite uncomfortable when it comes to praying time.

The intern thinks that PPPI had assigned the interns of their organization with too much organizing events activities. Because of that, it makes the time of the intern to conduct the main tasks become shorter. If possible, Organization Supervisor should make some revision on the work scheduling for the future intern activities.

From the interview with the staff of PPPI regarding to the flood hit that was result in such a big damaged of the office's assets, the organization does not possessed any Disaster Recovery Plan or other related document in preparing for the unexpected disaster that might happen. Hence, the trainee would like to suggest PPPI to prepare those related documents for the future use.

The intern also feels that in maintaining the ICT equipments and system application, there is not enough to only being managed by two employees from System and New Media Department which need to be responsible for the whole branches of the PPPI office. In the other words, there is a shortage number of staff who able to conduct those related works occurred within PPPI. If possible, PPPI should recruit much more position that specified and possessed such a good skills on the ICT equipments and system application's management.

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APPENDICES

Appendix A:

Design of Library Open Day Bookmark

A colorful banner for an Open Day event. At the top right is the UMK logo with the text 'UNIVERSITI KUALA UMUT MAJLIS SYARIAH KUALA UMUT'. Below it, 'LIBRARY' is written in large, bold, black letters. To the left, 'OPEN DAY' is written in large, colorful, block letters. Underneath that, 'Let's Explore!' is written in a cursive font. The dates '17, 18, 19 MAC 2015' are prominently displayed. Below the dates, the event location is listed: 'PEJABAT PERPUSTAKAN DAN PENGURUSAN ILMU UMK, KAMPUS KOTA'. A quote from S. R. Ranganathan is featured in a white box with a green border. At the bottom, there are social media icons for Facebook, a website URL, and a phone number, all within a white box with a green border. The banner is decorated with colorful confetti on the sides.

UNIVERSITI KUALA UMUT MAJLIS SYARIAH KUALA UMUT

LIBRARY

OPEN DAY

Let's Explore!

17, 18, 19 MAC 2015

PEJABAT PERPUSTAKAN DAN PENGURUSAN ILMU UMK, KAMPUS KOTA

*"Books are for use.
Books are for all;
Every reader his or her book
Every book its reader.
Save the time of the reader:
The library is a growing
organism."*

- S. R. Ranganathan

Perpustakaan UMK

<http://perpustakaan.umk.edu.my/>

+609-7777185

Appendix B:
Design of Library Open Day Signage

LIBRARY OPEN DAY

Let's Explore!

17, 18, 19 MAC 2015 | 10.00 PAGI - 4.00 PETANG
PEJABAT PERPUSTAKAAN DAN PENGURUSAN ILMU

DANCE BATTLE

Appendix C:
Senayan Library Management System
(SLiMS) handbook



SENAYAN LIBRARY MANAGEMENT SYSTEM (SLiMS)

1

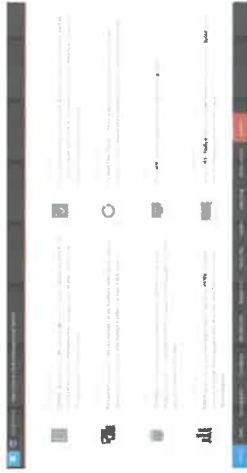
Langkah 2: Isikan data buku.



Metadata yang harus diisi beserta penerangan:

1. **Title:** Judul koleksi
2. **Author (s):** Nama pengarang
3. **Statement of Responsibility:** Judul koleksi beserta nama pengarang. Contoh: Buku Rujukan Sains/ Azlina Yusoff
4. **Edition:** Pernyataan edisi
5. **Item(s) code batch generator:** nombor akses

3



Bibliography

Langkah 1: Klik pada Menu kanan page bibliographic.



2

6. **GMD:** General Material Designation
7. **Frequency:** Kekerapan pengeluaran (untuk bahan bersiri sahaja)
8. **ISBN/ISSN:** Nombor ISBN atau ISSN
9. **Publisher:** Nama Penerbit
10. **Publishing Year:** Tahun terbit bahan
11. **Publishing Place:** Tempat Terbit
12. **Collation:** Koli/Deskripsi fizikal bahan
13. **Series Title:** Judul siri (jika ada)
14. **Classification:** Nombor klasifikasi koleksi (DDC, UDC atau lainnya). Classification ini akan sangat berguna dalam proses Stock Take
15. **Call Number:** Nombor panggilan koleksi
16. **Subject(s):** Topic/subjek. Data ini juga dapat diambil dari Master File
17. **Language:** Pilihan bahasa bahan
18. **Abstract/Notes:** Catatan penting berkaitan dengan bibliografi

4

19. **Image:** Gambar (biasanya muka depan) yang menunjukkan identiti koleksi. Gambar ini akan muncul di OPAC File
20. **File Attachment:** Dapat diisi dengan fail yang berkaitan dengan koleksi
21. **Hide in OPAC:** Pilihan untuk tidak disenaraikan di dalam OPAC
22. **Promote To Homepage:** Pamerkan di muka hadapan
23. **Label:** tambah label baru yang menghubungkan bahan dengan laman web.

Setelah data siap diisi, klik Save.



5

15. **Pending Membership:** Jika Pending Membership ini di tanda, maka ahli yang berkaitan tidak akan dapat melakukan sirkulasi, meskipun masih aktif.
16. **Photo:** Gambar ahli
17. **E-mail:** Alamat email
18. **New Password:** Kata kunci

Setelah data siap diisi, klik Save.



7

Masukkan data Ahli. Klik Menu Add New Member.



1. **Member ID:** ID Ahli
2. **Member Name:** Nama Lengkap Ahli
3. **Register Date:** Tarikh mendarat
4. **Expiry Date:** Tarikh luput keahlian. Expiry date terdapat Auto Set. Jika auto set di tanda maka expired date ahli akan dikira berdasar Membership Type. Namun jika tidak ditanda, maka Expiry date dapat ditentukan secara manual, dengan memilih tarikh luput
5. **Institution:** Nama institusi/nama organisasi
6. **Membership Type:** Jenis keahlian
7. **Gender:** Jantina
8. **Address:** Alamat tetap
9. **Postal Code:** Poskod
10. **Mail Address:** Alamat surat menyurat
11. **Phone Number:** nombor telefon
12. **Fax Number:** Nombor Fax
13. **Personal ID Number:** Nombor ID Peribadi seperti no. IC
14. **Notes:** Catatan singkat

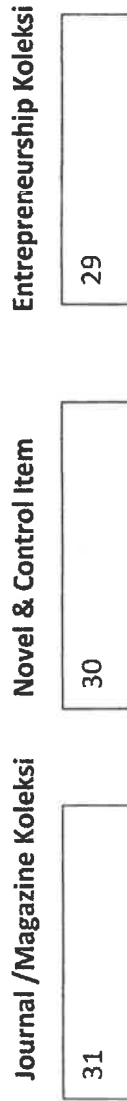
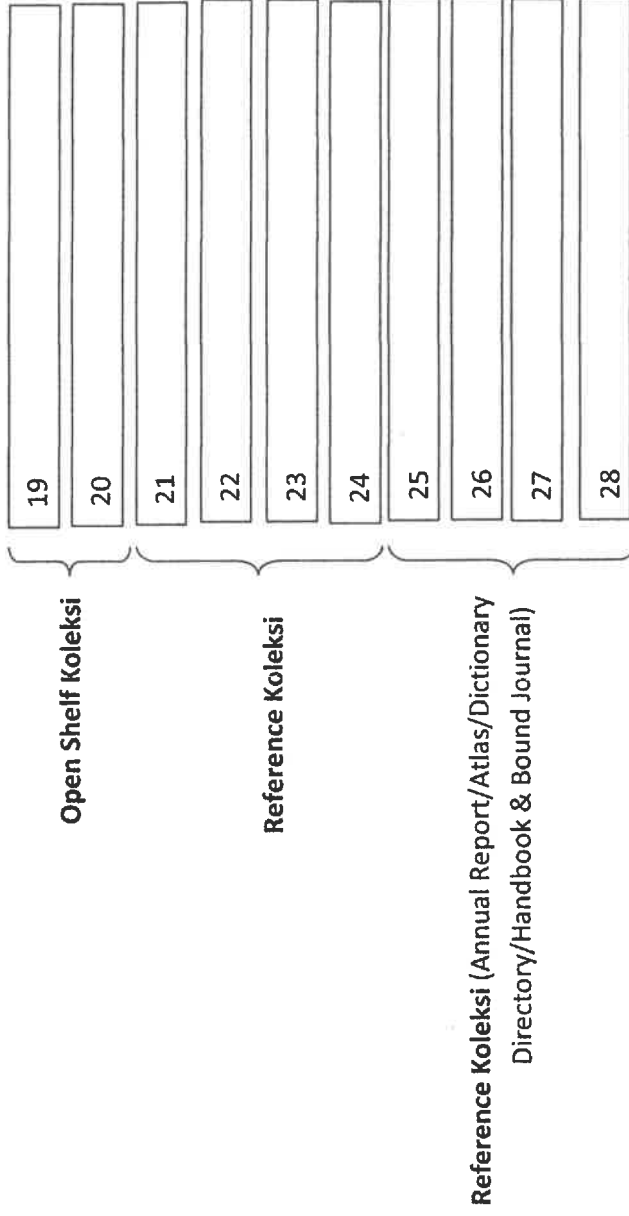
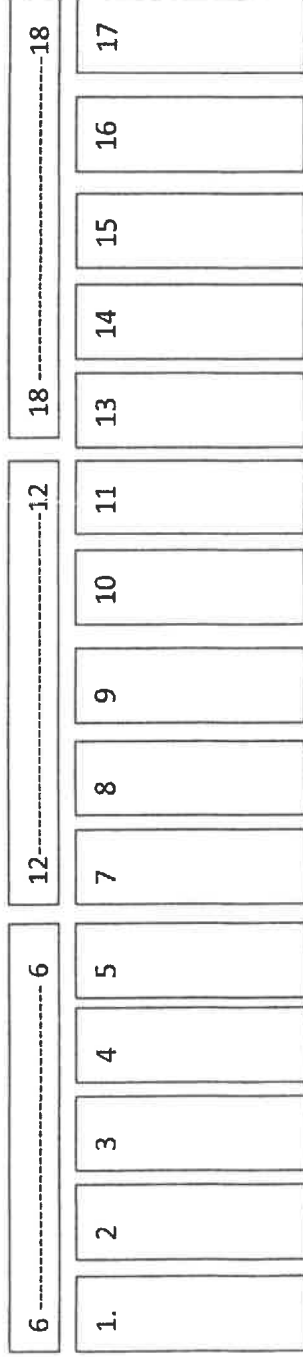
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8

Appendix D:
Shelving schedule

SUSUNAN RAK (LAYOUT) DAN SENARAI NAMA PEM.PERPUSTAKAAN BAGI TUJUAN SHELVING/RESHELVING BUKU

Open Shelf Koleksi



SENARAI NAMA PEMERPUSTAKAAN DALAM PEMBAHAGIAN RAK BAGI TUJUAN SHELVING/RESHELVING BUKU SETIAP HARI

SHIFT PAGI (8.00AM – 9.00AM) & SHIFT PETANG (2.00 PM – 3.00 PM)

- Rak 1/2 - Hakiki & Nik Nuramilin (Practical Student Uitm)
- Rak 3/4 - Hassyati & Mohd Azri (Practical Student Uitm)
- Rak 5/6 - Cheq Su & Fatin Nabilah (Practical Student Uitm)
- Rak 7/8 - Hakim & Nik Nur Raihan (Practical Student Uitm)
- Rak 9/10 - Zulaikha & Mohd Zahrul (Practical Student Uitm)
- Rak 11/12 - Ira & Farah Nurul Ain (Practical Student Uitm)
- Rak 13/14 - Hanis & Wan Nor Aisyah (Practical Student Uitm)
- Rak 15/16 - Muis & Fakruzee
- Rak 17/18 - Norhayati & Norfadilatun (Practical Student Unisel)
- Rak 19/20 - Farah & Nik Amierah (Practical student Uitm)
- Rak 21/22/23/24 - Hafiza & Nik Amierah (Practical Student Uitm)
- Rak 25/26/27/28 - Hafiza & Naziella (Practical Student Uitm)
- Rak 29/30 - Affiah & Naziella (Practical Student Uitm)
- Rak 31 - Farah

- **Mahadi** – Membuat pemeriksaan/Memastikan semua komputer berfungsi dgn sempurna pada setiap pagi sebelum perpustakaan dibuka jam 9.00am

MAKLUMAN

- 1- Semua staf diwajibkan berada di rak masing-masing bagi tujuan shelving dari pukul 8.00 am – 9.00 am (Shif Pagi)
- 2-Semua staf diwajibkan berada di rak masing-masing bagi tujuan shelving dari pukul 2.00 pm – 3.00 pm (Shif Petang)
- 2- Semua staf bertugas perlu memastikan susunan buku di rak mengikut susunan yang betul (mengikut standard LCC)
- 3- Semua staf bertugas perlu memastikan susunan buku di rak berada dalam keadaan kemas & teratur.
- 4- Semua staf bertugas perlu memastikan buku-buku dirak di “Vacum” bagi mengelak debu/habuk.
- 5- Pustakawan (S41)/Pen. Pegawai Perpustakaan (S27) akan membuat pemantauan/pemeriksaan rak secara rutin harian.
- 6- **Semua staf yang bertugas dilarang berkumpul/berborak semasa membuat shelving/reshelving.**

Appendix E:
Shelving form

REKOD HARIAN STAF PEMERPUSTAKAAN BERTUGAS BAGI SHELIVING/ RESHELIVING BUKU DI RAK
DAILY RECORD OF ASSISTANT LIBRARY STAFF FOR SHELIVING/RESHELIVING BOOK

NAMA STAF:

NO. RAK PEMANTAUAN:

BIL.	TARIKH	NO. PANGGILAN MENGIKUT BAY	CATATAN
	2/3/15	TS 155 P799 2009 - TS 155 S562 2010	Reshelving
	3/3/15	PE 1106 H74 2002 REF - PE 1106 O94 2008 REF	Reshelving (2)
	4/3/15	HB 159 K45 2008 REF - HB 172 S M 375 2012 REF	Reshelving (3)
		PE 1106 H74 2002 REF - PE 1106 O94 2008 REF	Reshelving (3)
		PN 4874 L44 2010 REF - PR 2848 C66 2007 REF	Reshelving
	8/3/15	DS 592 B R67 1997 REF	Reshelving
		N 5770 P615 2004 REF	Reshelving
	11/3/15	FD 1125 M34 2014 TX 9113 M27 5565 2011	Reshelving
		LB 2331 62 G85 2014 REF	Reshelving (3 ^{books})
		LB 2830 .3 M4 C669 2009 REF	Reshelving (3 ^{books}) title

Appendix F:
File closing guideline

- 4.2. Apabila fail tidak dapat dikesan atau hilang ditemui kembali;
- 4.3. Apabila dokumen dalam fail telah tamat dan tiada tindakan lanjut yang perlu diambil ke atas dokumen tersebut;
- 4.4. Apabila fail yang tidak lagi dikehendaki untuk pentadbiran harian atau tidak dirujuk dalam masa 5 tahun;
- 4.5. Apabila ada perubahan pentadbiran atau sesuatu pejabat awam adalah tidak berfungsi dan tidak ada lagi pengganti bagi tugas dan fungsi pejabat awam itu;
- 4.6. Apabila skema klasifikasi fail dirombak semula;

Penutupan fail perlu dibuat dengan cara-cara berikut berasaskan kriteria penutupan fail seperti berikut:

Contoh penutupan fail bagi 4.1 & 4.2

		(Am 435-Pin. 1/80)
ANM600-23/2	Kertas-kertas Yang Berhubung	ANM600-23/2
	Didaftarkan di bawah perkara

PNB.,K.L.		PERKARA	
KURSUS PENGURUSAN REKOD			
Tarikh Kandungan pertama.....		Tarikh Kandungan Akhir.....	

TUTUP PADA 30/10/2009
SILA LIHAT JLD ---- (SAMBUNGANNYA)

Contoh penutupan fail bagi 4.3,4.4 & 4.5

		(Am 435-Pin. 1/80)
ANM600-23/2	Kertas-kertas Yang Berhubung	ANM600-23/2
	Didaftarkan di bawah perkara

PERKARA			
PNB.,K.L.			
KURSUS PENGURUSAN REKOD			
Tarikh Kandungan pertama.....		Tarikh Kandungan Akhir.....	
.....		

5. Kegunaan Sampul Kecil

5.1. Fail Tidak Dapat Dikesan

- 5.1.1. Apabila surat yang diterima memerlukan tindakan segera tetapi fail tidak dapat dikesan, sampul kecil hendaklah dibuka sebagai fail sementara menggantikan fail yang tidak dapat dikesan (fail asal).
- 5.1.2. Catatkan tajuk dan no. rujukan fail yang sama seperti fail asal.
- 5.1.3. Sekiranya fail asal masih tidak dapat dikesan di dalam tempoh 3 bulan atau lampirannya telah tebal (melebihi 1.25sm) atau mana yang terdahulu, satu kulit fail baru hendaklah dibuka dan sampul kecil dimasukkan ke dalam fail baru ini sebagai lampiran.

5.1.4. Sekiranya selepas fail baru dibuka dan fail yang tidak dapat dikesan tadi dijumpa semula, fail asal hendaklah ditutup. Fail baru yang dibuka diberi no. Jilid 2 atau seterusnya.

5.2. Dua orang pegawai menggunakan fail pada masa yang sama.

5.2.1. Apabila sesuatu surat perlu diambil tindakan segera oleh lebih daripada seorang pegawai pada masa yang sama, sampul kecil boleh dibuka untuk kegunaan pegawai.

5.2.2. Lampiran yang diperlukan oleh pegawai sahaja yang dibuat salinan dan dimasukkan ke dalam sampul kecil untuk tindakan pegawai berkenaan.

5.2.2. Selepas tindakan selesai, sampul kecil dimasukkan ke dalam fail sebagai lampiran.

6. Kulit Fail Rosak

Kulit fail yang rosak boleh diganti dengan kulit fail baru. Sekiranya terdapat catitan penting di atas kulit fail yang rosak, kulit hadapan fail berkenaan hendaklah digunting dan dimasukkan ke dalam kulit fail yang baharu dibuka. Sekiranya tidak ada apa-apa catitan penting kulit fail yang rosak itu boleh dimusnahkan.

7. Kesimpulan

Panduan ini diharap dapat memberikan penerangan mengenai kaedah dan amalan pembukaan fail di Jabatan dan Agensi Kerajaan secara jelas dan mudah. Panduan ini hendaklah digunakan oleh pegawai dan kakitangan terutamanya yang bertanggung jawab dalam mengurus dan mengendalikan fail rasmi di jabatan dan agensi masing-masing.

Appendix G:
SWOT Analysis of PPPI

**SWOT ANALYSIS ON THE OFFICE OF LIBRARY AND KNOWLEDGE MANAGEMENT,
UNIVERSITI MALAYSIA KELANTAN**

By

NIK AMIERAH NOORNADRAH BINTI MA'ROOF

2012768997

Strengths	Weaknesses
<ul style="list-style-type: none"> • Occupied with the latest technologies. • Knowledgeable friendly staff with variety of excellent skills and abilities. • Convenience circulation process by providing self check machine and book drop. • Staffs are easy to be reached through email notification or phone notification. • All staff has access to a workstation and e-mail is used widely for communication. • Well developed and useful library website. • Good teamwork by staff. • The collection is small but is very selective and efficient in meeting the expectations of users and the mandate of the library. • Relationship with campus departments, including collaborative collection development. 	<ul style="list-style-type: none"> • The departments are scattered. • Lack of space for users and staff. • There is no proper working area or room where the books are prepared before served to the user. • No safe forum for complaints and suggestions. • There were no special services which serve handicapped users.

Opportunities	Threats
<ul style="list-style-type: none">● The online registration system.● Developing interactive website & collaboration on integrated service delivery to include web form, email, phone and chat.● The Web site should provide innovative ways of delivering such as virtual tours or subject-specific tutorials that present information for a particular class of professionals.● More space for more reading is needed, as are more chairs and tables to increase the seating capacity.● Provide more building areas and support for collaborative group work.	<ul style="list-style-type: none">● Budget restraints.● Staff becoming discouraged.● Users who misuse available technology and facilities.● Damage to equipment by users.

Appendix H:
User training and education module
assignment report



PREZI DESKTOP

By:

Nik Amierah Noornadrah binti Ma'roof

Universiti Teknologi Mara, Kelantan

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1. Introduction

Prezi is a presentation tool that uses motion and metaphor to express critical ideas through a visualization of information. It makes use of one large canvas that allows you to pan and zoom to various parts of the canvas and emphasize the ideas presented there. Prezi is a webbased, cloud presentation platform. It typically saves your files "in the cloud" and can provide 24/7 anywhere access for you and your collaborators. But the great thing about it is that it is possible to have all the prezi functionality at your fingertips even without being online; Prezi Desktop. With Prezi Desktop you can create, edit or show your presentations without an internet connection. You can open .pez files that you downloaded from <http://prezi.com> or saved by the Prezi Desktop itself. Store and share .pez files easily as you would do with any other regular file. It is also possible to upload your prezi into the online editor with just a single click.

2. Download and Install

2.1. Requirements

2.1.1. Operating System

Prezi Desktop will run on any Adobe Air capable system. We support the following ones:

- Microsoft Windows XP or later
- Mac OSX 10.5 or later

2.1.2. Adobe Air

Prezi Desktop needs Adobe Air environment which it will install automatically if you do not have it yet. In this case administrator privileges will be required.

2.1.3. Prezi.com user account

You will need a prezi.com account in order to use the Prezi Desktop. You can create one at <http://prezi.com/profile/signup/>

2.2. Download and Install

- i. Go to <https://prezi.com/desktop/>
- ii. Choose operating systems of the computer or devices that you want to install the Prezi Desktop at the menu bar on the top-right-hand of the page.



Figure 1: Prezi desktop download menu

- iii. Click on Download button to download the installer first.

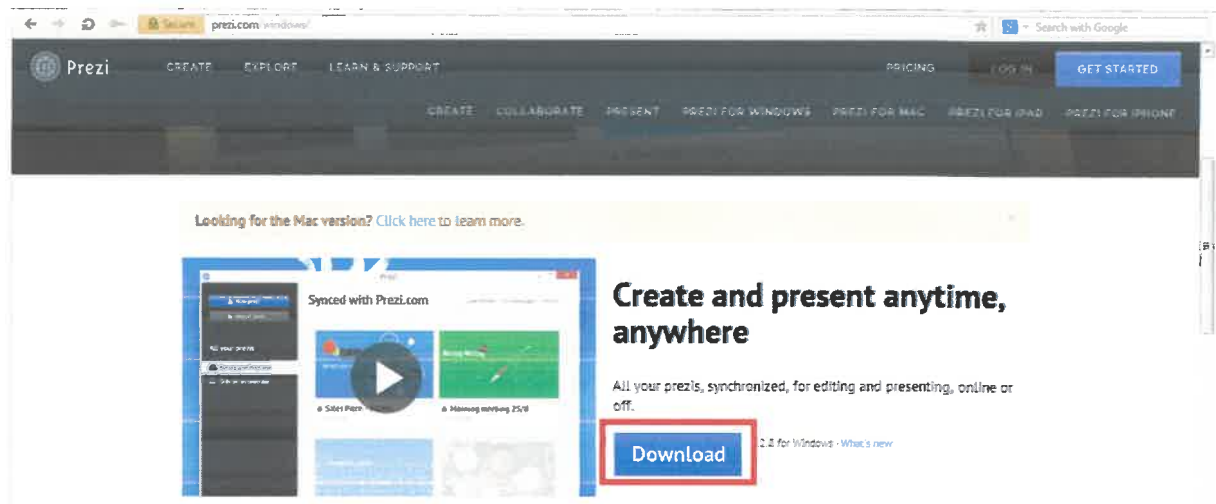


Figure 2: Download page

- iv. Click Run when there is a dialogue box appears to automatically install the Prezi Desktop right after it is downloaded. However, you still can save the installer by clicking on Save button and double click on the software to install.

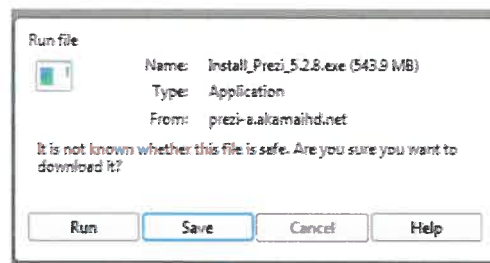


Figure 3: Download option

- v. A dialogue box will appear as below.

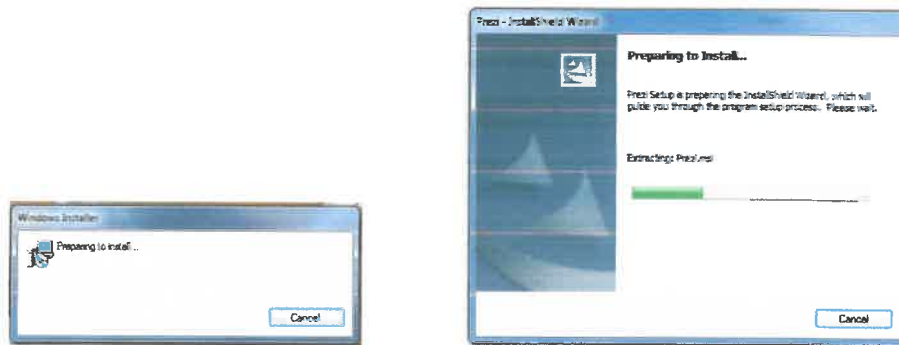


Figure 4: Prepare to install

- vi. After a few minutes, another dialogue box appears. Click “Next>” to continue installing.

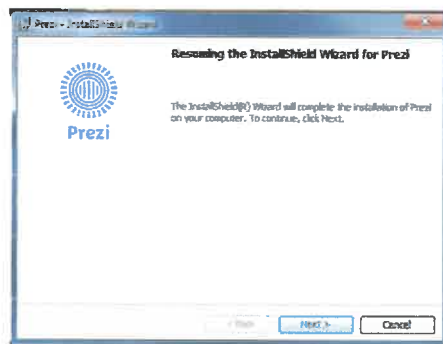


Figure 5: Installshield wizard

- vii. Tick the “I accept the terms in the license agreement” radio button and click on the “Install” button.

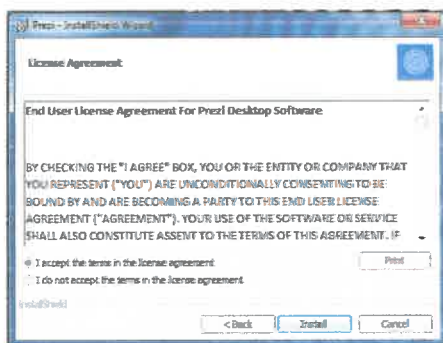


Figure 6: License agreement

- viii. Wait for a few minutes until the installation done.

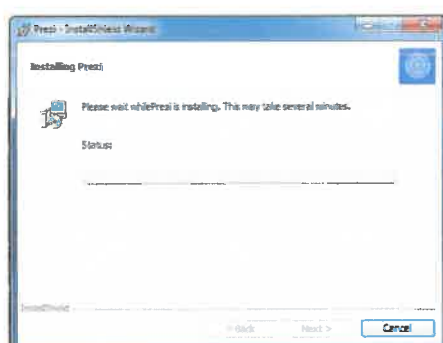


Figure 7: Installing

- ix. When the installation is successful click "Finish" to close the installation window. Prezi is ready to be use.

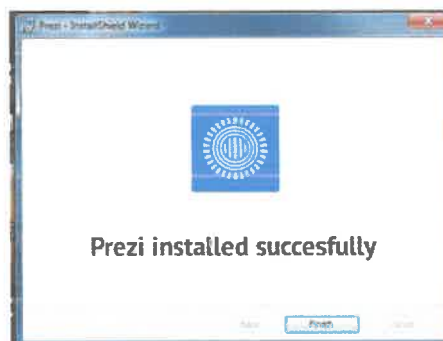


Figure 8: Installed successfully

3. Sign Up

- i. Open the Prezi Desktop application and click on the "Sign up now" link at the bottom of the interface.



Figure 9: Sign up link

- ii. You will be linked directly to the <https://prezi.com/pricing/> at your default browser.
- iii. Choose what license that you want. To enjoy free license, choose the Public license. This account allows you to create, save and download the Prezi but they are not able to be private and can be seen by anyone on the Prezi Site.
- iv. Click continue button in the Public table.

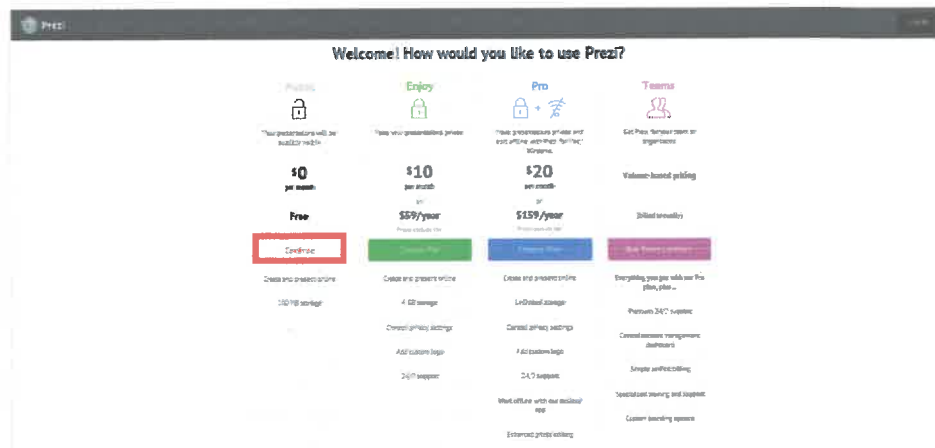


Figure 10: Licenses

- v. You will then be directed to fill out your personal information. Fill in the registration form and click on the “Create your free Public Account” to Sign up.

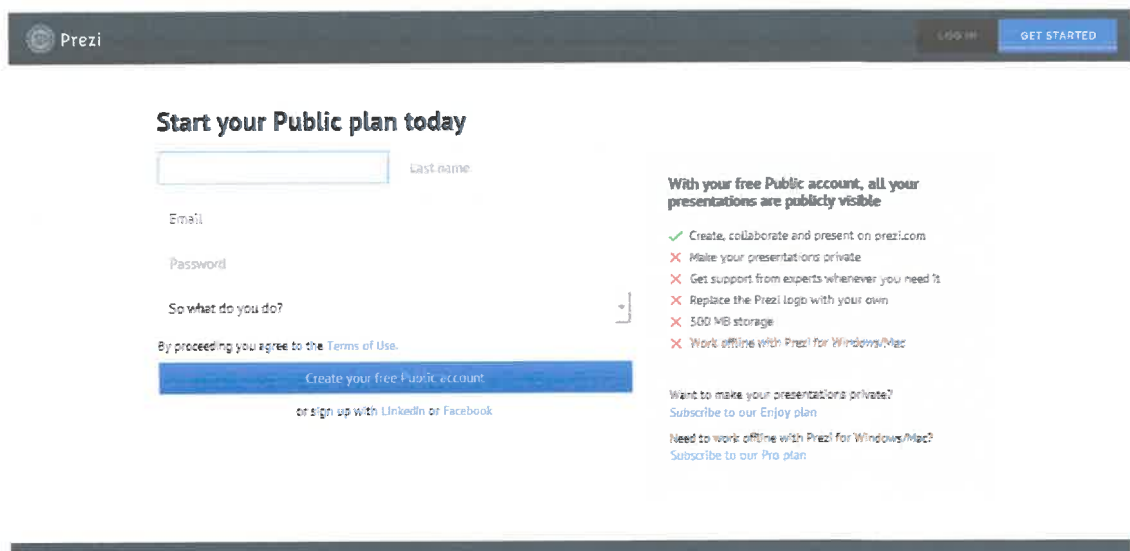


Figure 11: Registration form

4. Login

Open the Prezi Desktop. Log in by entering the email address and password.

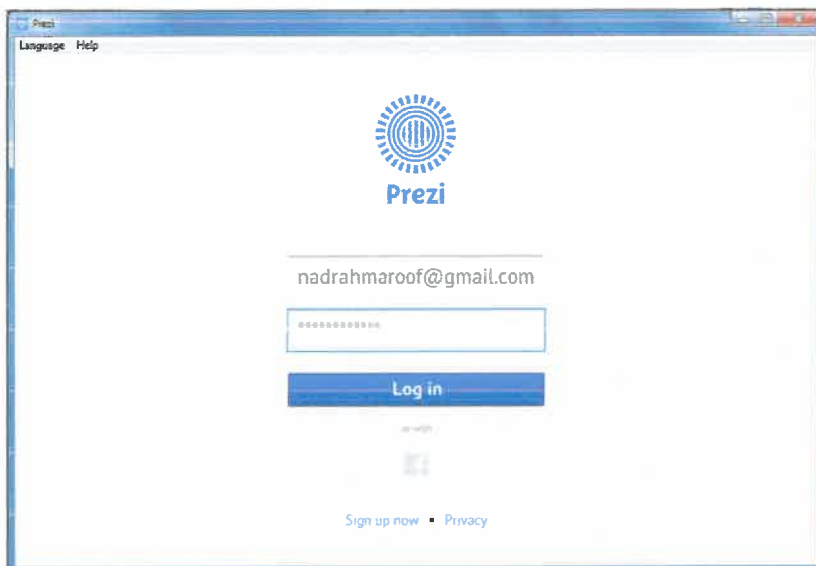


Figure 12: Log in

5. Create A New Prezi

Once you are logged in, you can get started creating your first Prezi. Click on the “New synced prezis” box.

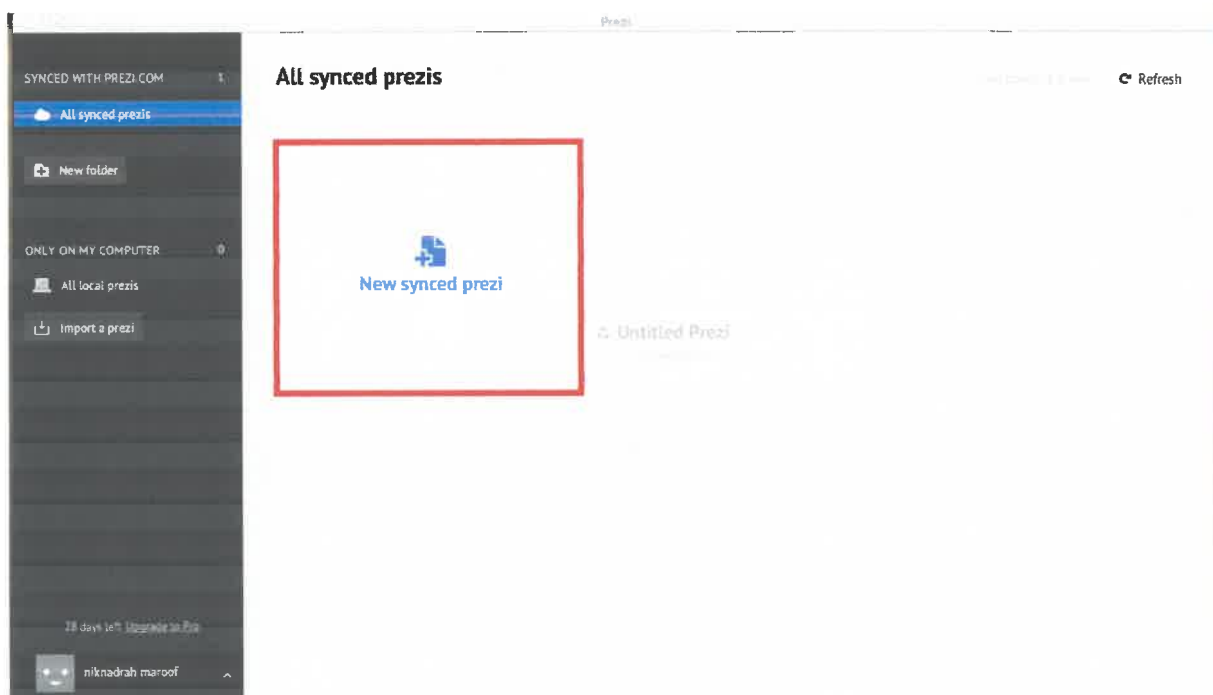


Figure 13: Prezi window

You will be given template options, but click instead the "Start blank prezi" link.

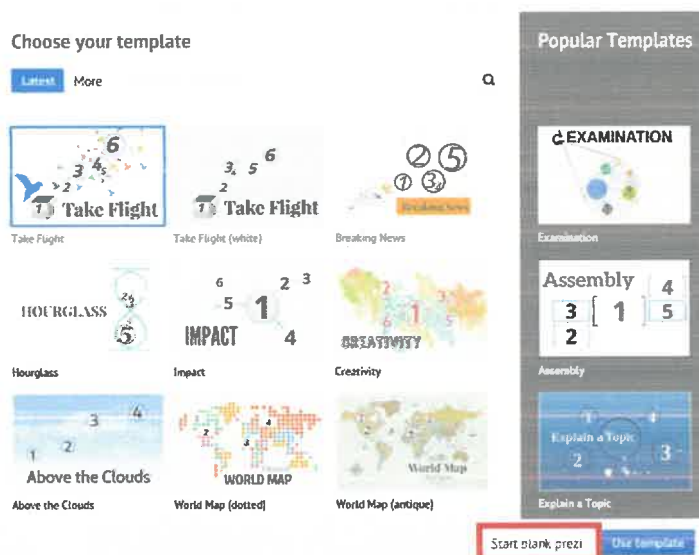


Figure 14: Template

You will likely see first an empty round frame that Prezi provides for inserting title information.

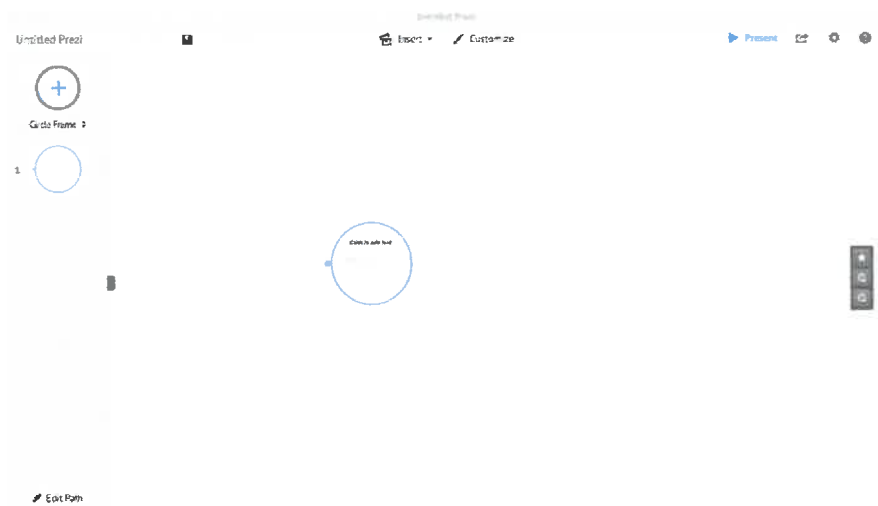


Figure 15: New canvas

6. Menu

6.1. Top Menu

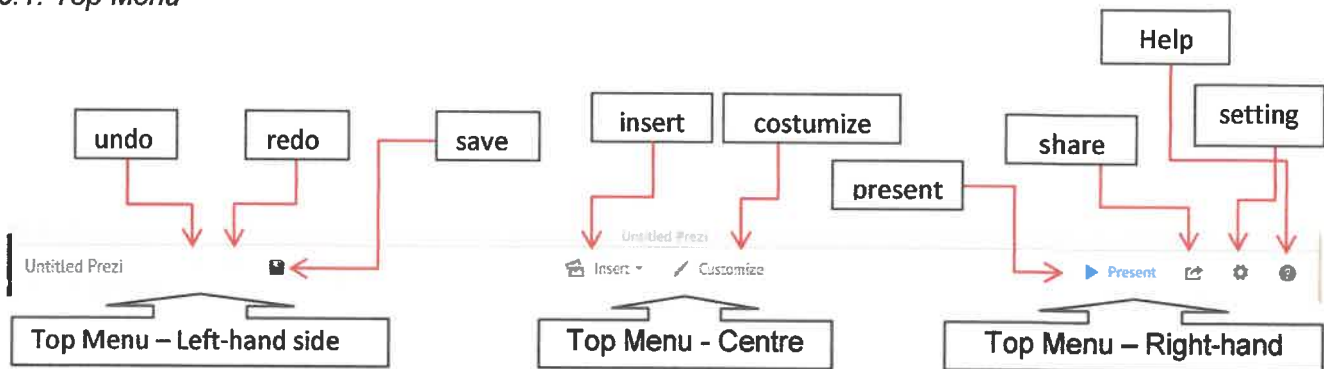


Figure 16: Top menu

- **Top Menu – Left-hand side:** These options allow you present your presentation from the beginning, undo, redo and save any changes.
- **Top Menu - Centre:** These options are used to insert content such as images, videos, icons and frames onto the canvas for your presentation.
- **Top Menu – Right-hand side:** These options allow you to invite others to view your presentation online, save your presentation as a PDF, view settings, view help and save and close your presentation.

6.2. Left Sidebar

This pane shows the running order of your presentation. Frame option also located inside this sidebar. You may also edit your path through this pane.

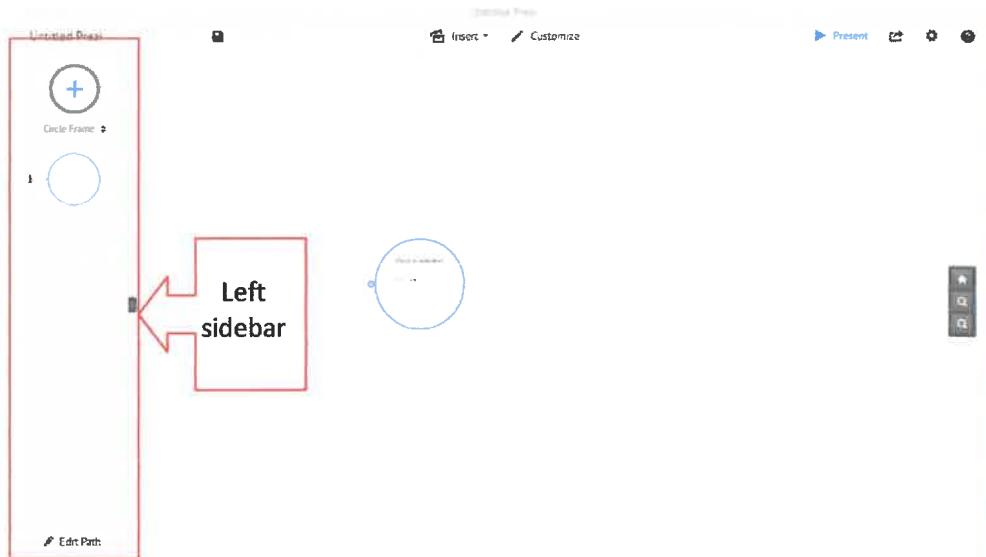


Figure 17: Left sidebar

6.3. Zoomable Prezi Canvas

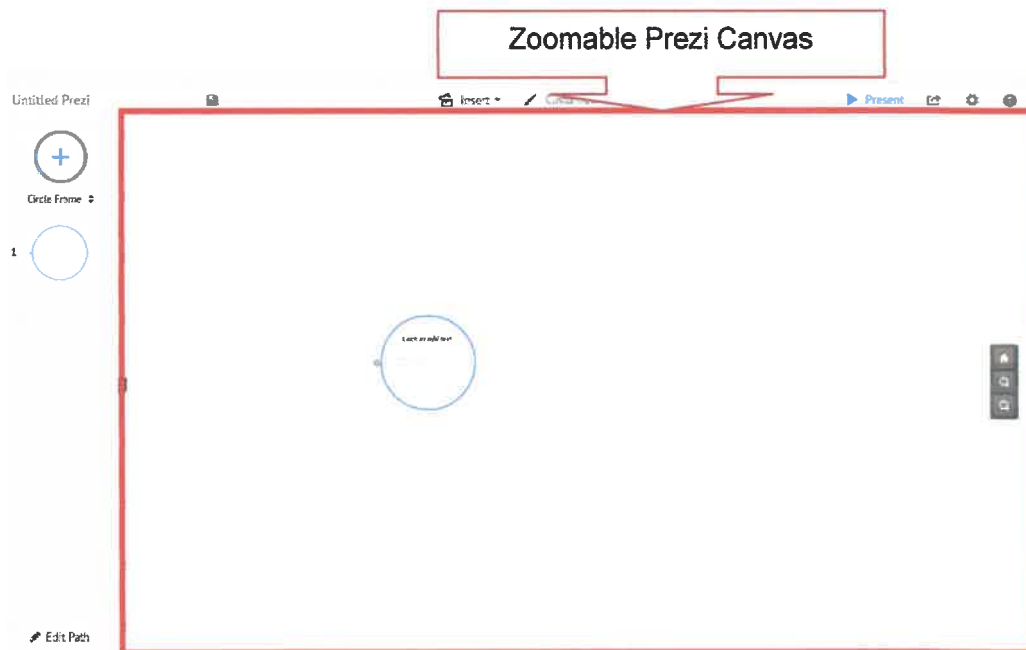


Figure 18: Zoomable Prezi Canvas

7. Working with text

Hover the cursor anywhere over the canvas. Click where you wish to add the text and start typing into the text entry box. You can also start the text tool any time, by pressing **t** on your keyboard, clicking somewhere, and start typing.

Any text you insert onto the canvas can be edited and customised. You can change the text type such as title, subtitle and body, size, colour, alignment and add bullet points. To close the text entry box, click anywhere on the canvas. Various fonts are available to use, but can only be changed when the theme is changed.



Figure 19: Text entry box

To alter text colour:



- Double click on the text you wish to edit.
- Highlight the text inside the box.
- Click on the **Colour Selection** button .
- From the menu, select the colour you wish to apply to your text.
- Click anywhere on the canvas outside the text entry box to apply your changes.






Figure 20: Colour selection


To move text on the canvas:

- Single click on the piece of text you wish to move.
- You will now see the text you have selected surrounded by a blue box with other options housed above in grey boxes. This is known as the **Transformation Tool**.
- Click and hold the **Grab** button  in the centre of the box and drag the mouse to move the text.
- Click anywhere on the canvas to set your text at that location.

To resize text:

- Single click on the piece of text to display the **Transformation Tool**.
- Single click the **Increase**  or **Decrease**  buttons to alter the size.
- Alternatively, you can resize the text by clicking and dragging any corner of the blue box  surrounding the text. This method allows you to resize text more precisely.
- Click anywhere on the canvas to finish.

To rotate text:



- Single click on the piece of text to display the **Transformation Tool**.
- Move the cursor close to the corner of the blue box and when the **rotate**  icon appears, click and drag the mouse to rotate the text.
- Click anywhere on the canvas to finish.

8. Working with frames

Frames are useful to group several objects together on the canvas, allowing them to be viewed simultaneously when the presentation is viewed. Frames can be different shapes and sizes, both visible and invisible, and can be used to link objects together when using paths.

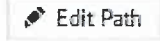
There are several frames to choose from, including brackets, circles, rectangles and invisible frames. Similar to PowerPoint, you can add animation to your frames to control how material appears, too.

To insert a frame:

- i. On the canvas, arrange any content together which you wish to appear inside the same frame.
- ii. Choose what type of frame that you want to use under the Draw Frame icon 
- iii. From the Left sidebar menu, select Draw Frame icon 
- iv. To draw the frame, click and drag around the objects and release the mouse button.

9. Paths

Paths control how content is viewed during the presentation, from one point to the next. However, you control what each point is, which can create zooming and swooping affects as you move between frames. To edit your path:

- i. Click the Edit Path button  on the left sidebar. Begin by clicking on the element you want to zoom into first- most likely the title of your presentation.
- ii. Continue clicking on each object in the order that you want them to appear in your presentation. Notice the little numbers that pop up. This shows you the order.
- iii. If you make a mistake, you can also drag and drop the slides in the sidebar to quickly reorganize the order of the path as well.

10. Themes

To help make your presentation a little more interesting, you can change the theme you are using. This allows you to change the background colour, font type and colour, add a custom logo and change the colour of shapes, frames, arrows and lines.

You can select a theme from a collection of pre-sets using the **Themes** window or you can manually adjust the individual properties for each text type and colour, frame, shape using the **Theme Wizard**.

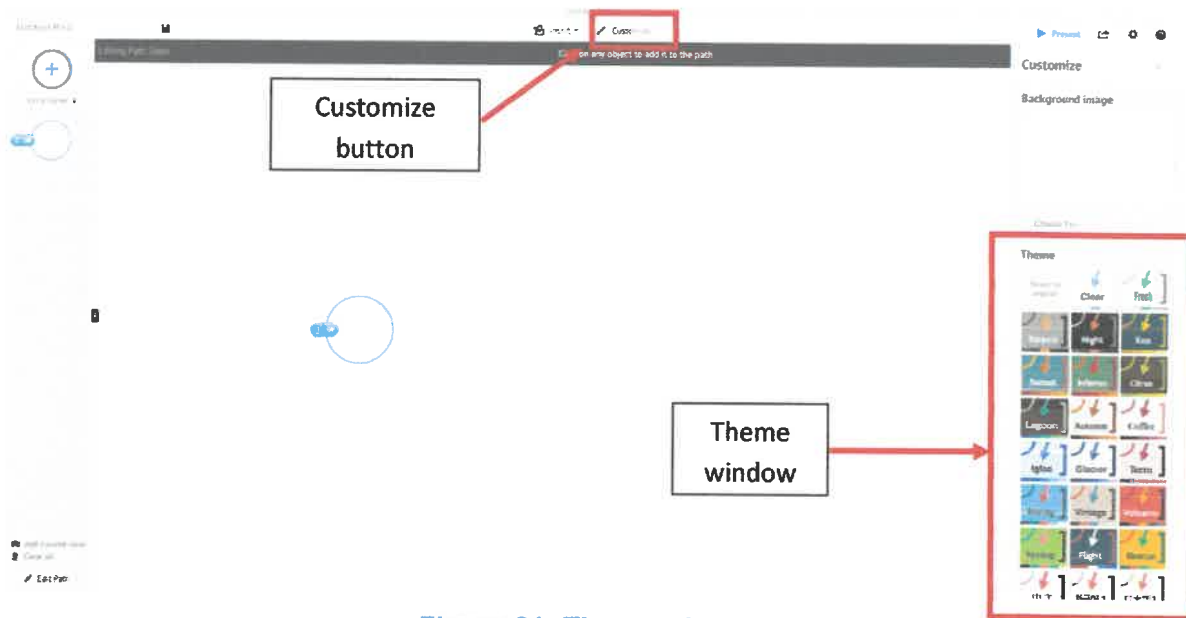


Figure 21: Theme wizard

10.1. Pre-set themes

To select a pre-set theme for your presentation:

- i. Click **Customize** located at the at theTop Menu – Centre.
- ii. When the **Theme** window appears on screen, select one of the themes listed.
- iii. The new theme has now been applied. Note the changes to the background colour, font colour and frame colours. Changes will be made to all text, frames and shapes visible on the canvas.
- iv. To revert back to your previously used theme, click **Costumize** and select **Revert to original** from the list of themes.

10.2. Theme Wizard

The **Theme Wizard** is used to manually select which background, font type, colours and logo you would like to use in your presentation. You can either use the basic Theme Wizard to alter the colour properties of the objects (select a colour from a palette) or you can use the **Advanced Theme Wizard**, allowing you to input specific RGB colour values. Both menus contain a preview window, allowing you to see a visual representation of how your changes alter objects on the canvas, as they are made.

To edit your theme using the Theme Wizard:

- i. Click **Customize** located at the theTop Menu – Centre.
- ii. Click **Advanced** at the bottom left corner of the **Theme Wizard**.

- iii. Select a colour from the palette for your background colour or enter your RGB values and once satisfied. You will see the background colour change in the preview window.
- iv. To view more options, select **Next** at the bottom of the **Theme Wizard**.
- v. Once you have made your changes to your theme, click **Done**.

You can save your customised theme by selecting **Save current theme** from the **Themes** window. It will then be added to the list of themes under **Your Themes**.

11. Inserting media content

Prezi allows you to insert a wide range of media content into your presentation. You can insert images, videos, PDFs, SWF files and live links to videos on YouTube. All media content placed on the canvas can be resized, moved and rotated.

11.1. *Inserting media*

There are two ways to insert an image onto your presentation canvas. You can either upload an image from a location on your computer or you can search Google Images from within the Prezi editor. Prezi supports image files with .JPG, .PNG and .GIF extensions. If your image file is not supported, you will be unable to locate it when asked to browse for an image to insert.

To upload an image from your computer:

- i. Click **Insert** located at the Top Menu – Centre.
- ii. From the drop down menu, select **Image...**
- iii. Click **Select files...**, located at the bottom of the dialog box.
- iv. Locate the image you wish to insert and click **Open**.
- v. The image will now be placed onto the canvas.

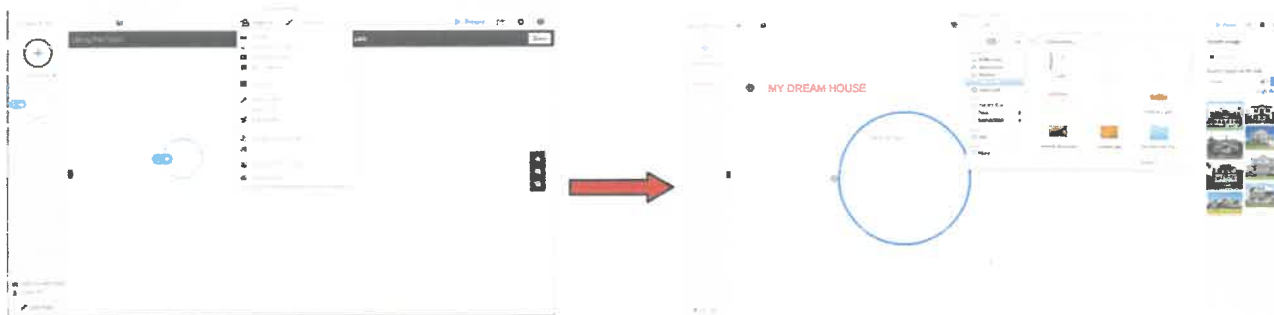


Figure 22: Image Upload

You can also upload video files, PowerPoint files and PDF files using this menu as it is not restricted to image upload only.

Alternatively, you can search Google Images directly within the Prezi editor. To insert an image directly from Google Images:

- i. Click **Insert** located at the Top Menu – Centre.
- ii. From the drop down menu, select **Image....**
- iii. When the search box appears, type in the name of the image you are looking for. For copyright reasons, it is advised you tick the checkbox to **Search only for images licensed for commercial use** before searching.
- iv. Click the **Search** button to begin searching for your image.
- v. Your search results will now appear on the canvas. You can scroll through and click on individual images to preview them. Images can also be moved around by clicking and dragging them, before they have been inserted.
- vi. Once you have selected an image from the list, click **Insert** to place the image on the canvas.

11.2. Add shapes

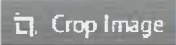
You can also add shapes like arrows, line, and highlighting. These are great for showing flow or relationships, as well as bringing focus to a particular idea. To upload an image from your computer:

- i. Click **Insert** located at the Top Menu – Centre.
- ii. From the drop down menu, select **Symbols & Shapes....**
- iii. Choose styles that you want at the right sidebar.
- iv. Locate the shape you wish by dragging it into the canvas.

11.3. *Editing Images*

After inserting an image onto the canvas, you can alter the size, location and orientation using the Transformation Tool. You can also crop any images you have uploaded.

To crop your image:

- i. Single click on the image to display the Transformation Tool.
- ii. Click Crop Image  (above the image).
- iii. The Crop tool will now be visible around the image.
- iv. Click and drag the corners one at a time to crop the image.
- v. Once you are satisfied with your cropped image, click anywhere on the canvas for your changes to take effect.


12. Presenting your finished presentation

Prezi offers you a variety of ways in which you can view and share your presentation with others. You can view your presentation in Edit Mode, save it as a PDF, print, present online (up to 10 viewers at once), save for offline viewing and view using the Prezi viewer app (iPhone/iPad/iPod).

To view your presentation in Edit Mode:


- i. Click on the first path in the Left Sidebar.
- ii. Click on the next path you wish to view on the Left Sidebar. Alternatively, use the right and left arrow keys to move forward and backwards between paths.


To view your presentation in Prezi Editor:


- i. Click on the first path in the Left Sidebar.
- ii. Select **Present**  **Present** located at the Top menu – Right hand side.
- iii. Once in full screen mode, press the left arrow key to fully expand your first slide.

As before, you can control your presentation using the left and right arrow keys. You can also click the mouse on any part of the canvas to zoom into that specific area. To continue the presentation, press the left or right arrow key to move to the previous or next path.

You can also use the left and right arrow   buttons at the bottom of the screen to move forward or backwards between paths.

Alternatively, you can also use the **Playback Bar**  to move forward or backwards between paths. Click and drag to the left to go back and right to go forward.



To enter and exit full screen mode, use the **Fullscreen**  button, located at the bottom right of the screen. You can use the **Esc** key on the keyboard to exit full screen mode.

Your presentation can be set to automatically move between paths using the **Autoplay**  button. This allows you to set your presentation to automatically progress to the next path every 4, 10 or 20 seconds.



13. Downloading your Prezi

Prezi Editor allows you to create a portable presentation file to view and present offline or burn to a CD/pen-drive. Your portable presentation file cannot be edited offline, unless you are signed up as a Pro user and use the Prezi Desktop software.

To export the Prezi into a pdf file:

- i. In the Prezi Editor, click **Share**  at the Top menu – Right-hand side.
- ii. On the drop down menu, click  Export to PDF .
- iii. When the PDF has been created, “Finished all pages” will appear.
- iv. Click Save PDF, rename your file, then save the file in the desired location.

To export into a portable prezi:

- i. In the Prezi Editor, click **Share**  at the Top menu – Right-hand side.
- ii. On the drop down menu, click  Export to portable prezi .
- iii. An export window will be appearing. Rename the file, then choose the desired location to save the file and click save.

REFERENCES

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Appendix I:
Google Apps Assignment

Google Apps is the communication and productivity tools that have been composed by the Internet search engine company, Google by provide many innovative web services, which are free of charge. Google Apps is a collection of tools which can be thought of as a free replacement for the Microsoft Office suite. Google Apps also provides the user with collaborative functions that add functionality to the traditional word processing, spreadsheet, and presentation tools. Although there are many different collaborative tools on the web, Google has remained a front runner in this market (Hall, Nousala, & Vines, 2010). Google's reign of the online software collaboration market is mainly due to it being the only solution that allows for multiple users to simultaneously edit a common document. In the scope of library and librarian in term of library services, there are a few Google Apps that can be implemented which might benefit the library and the users itself.

i. Google+

Google+ is an application that lets their user create their own presentation page for *socializing* purposes. It allows user to share their ideas, books, personal creations, as well as information, photos, audio-visual materials uploaded into the application. In terms of design and functionality Google+ resembles Facebook, the difference being that this page is only visible inside the domain. Library can use this application as the medium to promote the library services and activities instead of sharing and gaining knowledge between the libraries community.

ii. Gmail

One of the key components to Google Apps is Google Mail, also called Gmail. As an e-mail client, Google Mail has a very different way of presenting and managing e-mail. Most e-mail client programs use folders to organize e-mail. In place of folders, Google uses labels and conversations. Labels are similar to tags in other data management systems where labels are identifiers attached to individual messages. In terms of security, Google's integrated security features for e-mail include spam blocking, virus scanning and SSL encryption. Hence, staffs or even users can interact between each other in safer and faster way apart from the traditional method that required waiting for the mail being processed that some time might take such a long period to be delivered to the receiver.

iii. Google Drive

This app is the most complex and allows working online. User also might import and exporting files or folders which successfully replace the Microsoft Office applications such as Word, Excel and Powerpoint to usage of the Google Docs, Spreadsheets and Slides. Additionally, it provides the tools necessary to create forms, questionnaires and tests. The app also allows the upload of various other types of files which can be stores on the user's own virtual disk. The selective sharing of content can be managed with the help of options. Items can be accessed or downloaded by all users or only by appointed users. Through the usage of the Google Drive, there will be produce such a paperless library management.

iv. Google Calendar

In its most basic form, Google Calendar is much like many other calendaring applications, and all of the basic functionality users have come to expect is found within it. Key differences are the ability to create and manipulate different calendars for different purposes or resources, and the versatility of reminders. Calendars can be assigned unique names, color-coded, and overlaid in the application display, so that users can easily see which events belong to which calendar, and can toggle whether to view each calendar. This is especially useful for scheduling multiple people or resources. A calendar may be shared with any individual or Google group includes everyone in your domain, or to the general public. On the other hand, resources may be scheduled with Calendar. A "resource" is anything that can be reserved for an event such as a classroom, a meeting room, a portable media cart, a classroom helper or a projector are all possibilities. Reminders may be set on events and can be in the form of application pop-ups, e-mails, or SMS messages. Library is urged to use Google Calendar to schedule any event or meeting as it can easily used to remind the staffs or library users. Apart from that, any reservation of the library's facilities will become more systematic and can be done by the user itself through the net.

v. Google Sites

The Google Site allows users to create their own websites. The website could include the entire Google Apps product. On the other side, Google Sites is very similar to Google Drive, in those users which primarily, teams of users can create content and share with each other. Sites, however, are intended from the start to be published on the Web either publicly or privately and interacted with in that manner. A published Site can be viewed by others depending on the privacy settings assigned to it without a

Google account, from any web browser. A Site is similar to a small-scale wiki or content management system (CMS). A Site is a collection of group documents interactively published on the Web. This App can be a medium for the staffs or users to share anything between them include documents, video, photo slide shows, and Google gadgets as a Site can be a repository for file uploads for group projects.

Implementing technological support provided by Google Apps towards the library could maximize the productivity of services and give benefits either towards the librarian or the users. Those tools and the files created are available anywhere, at any time, from any computer or devices that connected to the internet. A good library is a library that acts as a leader or model to their user by suggesting the most up to date technology and could implement it towards their core work process day by day.

Appendix J:

Knowledge Management essay

Knowledge management may be defined as the set of processes that create and share knowledge across an organization to optimize the use of judgement in the attainment of mission and goals. Increases in organizational information and change have created a great need to manage knowledge to ensure effectiveness. Hence, knowledge management is the art of creating value from an organization's knowledge assets.

In the case of library, it is clear that libraries have excelled at creating scholarly information and intelligence from data into wisdom. Therefore, knowledge management needs to be used in order to improve library operations. Moreover, organizational knowledge is the kind of explicit and tacit knowledge that were shared in work groups. As individuals, this knowledge is subject to loss with the elimination or restructuring of work groups. Thus, the role of knowledge management in library has become even more crucial and significant in dealing with information and knowledge assets.

Library as a social organization has its own tradition to deal with and knowledge assets - The collection and maintenance of recorded knowledge by librarians is a practice as old as civilization itself. The management and maintenance of libraries' knowledge assets using a life cycle process, that consisting of acquisition, organization, storage and retrieval, and dissemination of knowledge with receiving feedbacks.

The pragmatic approach of Knowledge Management in library include the following five steps of the life cycle process:

1) Acquisition of knowledge

The process of acquiring knowledge resources through the identification of existing resources, creation of new knowledge, conversion of knowledge from traditional to digital format, and

gathering resources from the web, etc.

2) Organization of knowledge

The process of building the knowledge base of a library by converting tacit knowledge to explicit knowledge in a usable form, and by providing means of codifying, categorizing, indexing, and accessing explicit information and/or knowledge.

3) Storage and retrieval of knowledge.

The process of storing the organized knowledge in the organizational repositories for preservation as well as multiple uses through the application of a number of retrieval tools and techniques.

4) Dissemination of knowledge

The process of transferring knowledge by means of different approaches and services that facilitates practicing, sharing, applying, utilizing, and using information and knowledge in library.

5) Feedbacks.

The process of receiving responses from the knowledge consumers in library as regard to the extent of satisfying their knowledge needs.

On the other hand, each cycle could be adapted various of knowledge management tools through non-IT based tools or IT or technology based tools. Example of non-IT-based tools are guest speaker, knowledge exchange or exit interviews, peer assist, road maps, community of practice, social network analysis, taxonomy and so on. While for IT or technology based tools, the category includes content management, social content, white boarding, document sharing, video recording, mind mapping and diagramming, Intranet / portal, instant messaging / chat, file sharing, video conferencing, web / multimedia presenting and others.

In conclusion, knowledge management could bring libraries closer to their parent organizations and might help them to survive in an increasingly challenging environment. Library practitioners need to broaden their understanding, change traditional mindset to apply the knowledge management approach in library practice focusing on both explicit and tacit knowledge.

Appendix K:

Gantt chart of Digital Kelantan Collection

Mode	0	1	1.1	2	2.1	2.2	3	3.1	4	4.1	4.2	5	5.1	5.2	5.3
	0	1	1.1	2	2.1	2.2	3	3.1	4	4.1	4.2	5	5.1	5.2	5.3
	gannt chart koleksi kelantan	Project Planning	Project Plan Document	Project Analysis	Plan System requirement	Plan Work Breakdown structure	Project Design	Interface Design	Project Implementation	Installation	Testing	Maintenance & Controlling	User manual documentation	Training	Create maintenance schedule
	13 days	1 day	1 day	1 day	1 day	1 day	5 days	5 days	3 days	1 day	2 days	4 days	2 days	1 day	1 day
	Tue 10/2/15	Tue 10/2/15	Tue 10/2/15	Wed 11/2/15	Wed 11/2/15	Wed 11/2/15	Thu 12/2/15	Thu 12/2/15	Thu 19/2/15	Fri 20/2/15	Mon 23/2/15	Mon 23/2/15	Wed 25/2/15	Thu 26/2/15	Thu 26/2/15



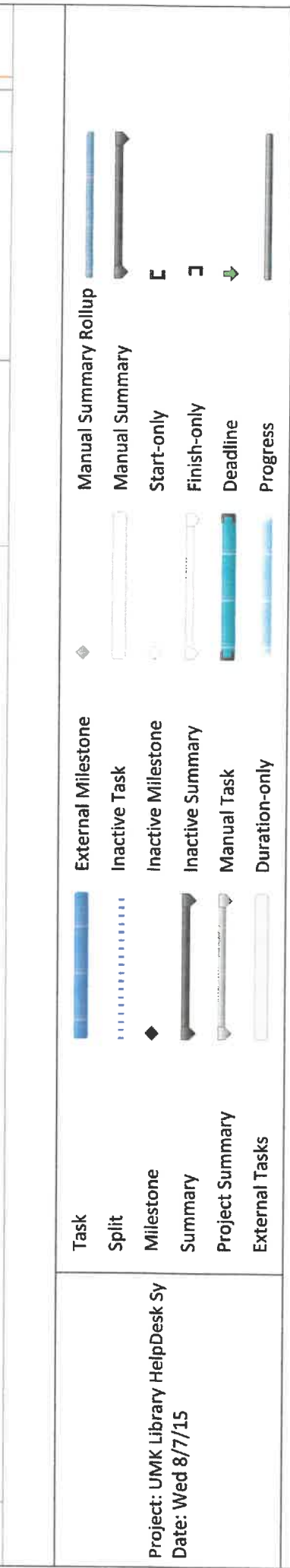
Project: gannt chart koleksi kelant
Date: Wed 8/7/15

Task	External Milestone	Manual Summary Rollup
Split	Inactive Task	Manual Summary
Milestone	Inactive Milestone	Start-only
Summary	Inactive Summary	Finish-only
Project Summary	Manual Task	Deadline
External Tasks	Duration-only	Progress

Appendix L:

Gantt Chart of UMK Library HelpDesk Support Ticket System

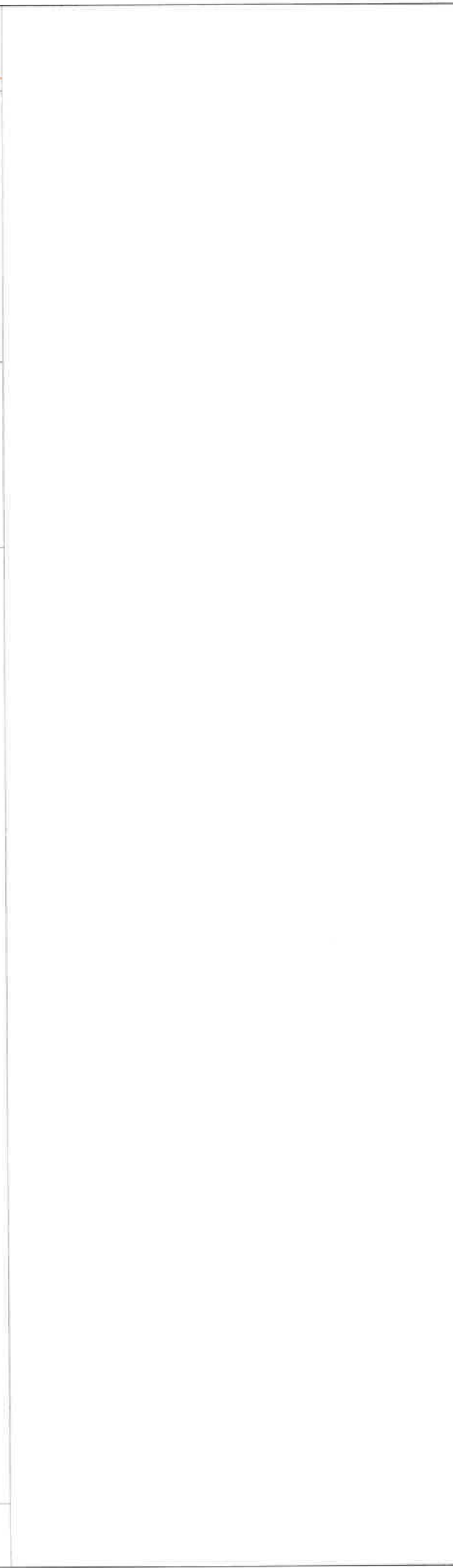
Task ID	Task Name	Mode	Duration	Start	Finish
0	UMK Library HelpDesk System Gantt Chart		105 days	Wed 4/2/15	Tue 30/6/15
1	Project Planning		4 days	Wed 4/2/15	Sun 8/2/15
2	Project Plan Document		4 days	Wed 4/2/15	Sun 8/2/15
3	Project Analysis		14 days	Mon 9/2/15	Thu 26/2/15
4	Plan System requirement		9 days	Mon 9/2/15	Thu 19/2/15
5	Plan Work Breakdown structure		5 days	Fri 20/2/15	Thu 26/2/15
6	Project Design		5 days	Fri 27/2/15	Thu 5/3/15
7	Database Design		5 days	Fri 27/2/15	Thu 5/3/15
8	Project Implementation		57 days	Fri 6/3/15	Sat 23/5/15
9	Installation		3 days	Fri 6/3/15	Tue 10/3/15
10	Data insertion		28 days	Wed 11/3/15	Fri 17/4/15
11	Testing		26 days	Mon 20/4/15	Sat 23/5/15



Project: UMK Library HelpDesk Sy
Date: Wed 8/7/15

Task	External Milestone	Manual Summary Rollup
Split	Inactive Task	Manual Summary
Milestone	Inactive Milestone	Start-only
Summary	Inactive Summary	Finish-only
Project Summary	Manual Task	Deadline
External Tasks	Duration-only	Progress

ID	WBS	Task Name	Duration	Start	Finish	26/10	7/12	18/1	1/3	12/4	24/5	1 JULY
12	5	Maintenance & Controlling	28 days	Sun 24/5/15	Tue 30/6/15							5/7
13	5.1	Backups	17 days	Sun 24/5/15	Mon 15/6/15							
14	5.2	Error identification	5 days	Tue 16/6/15	Sun 21/6/15							
15	5.3	Fixing	6 days	Mon 22/6/15	Sat 27/6/15							
16	5.4	User Manual Documentation	3 days	Sun 28/6/15	Tue 30/6/15							



Project: UMK Library HelpDesk Sy
Date: Wed 8/7/15

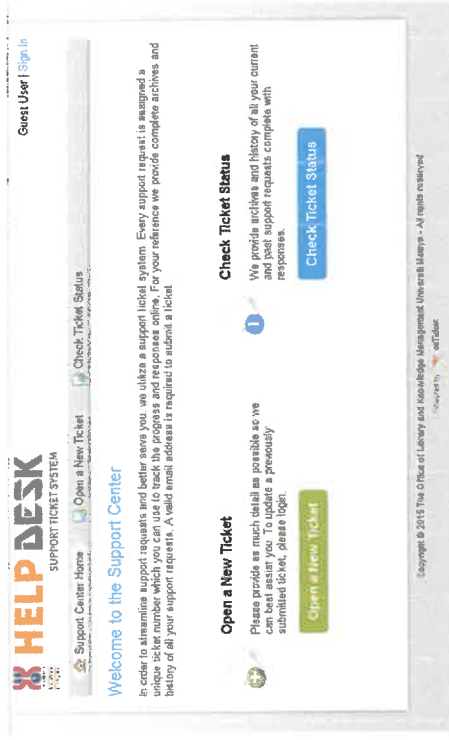
Task	External Milestone	Manual Summary Rollup
Split	Inactive Task	Manual Summary
Milestone	Inactive Milestone	Start-only
Summary	Inactive Summary	Finish-only
Project Summary	Manual Task	Deadline
External Tasks	Duration-only	Progress

Appendix M:
**User manual of UMK Library HelpDesk
Support Ticket System**

LOGBOOK

USER

1. Click open new ticket.



2. Fill in the form and clicks create ticket to send.

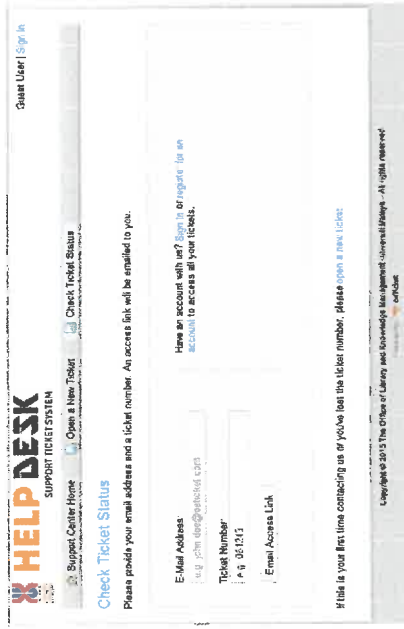


UMK LIBRARY

HELP DESK
SUPPORT TICKET SYSTEM

USER MANUAL

3. Enter email address and ticket number sent to your email to check the ticket status.



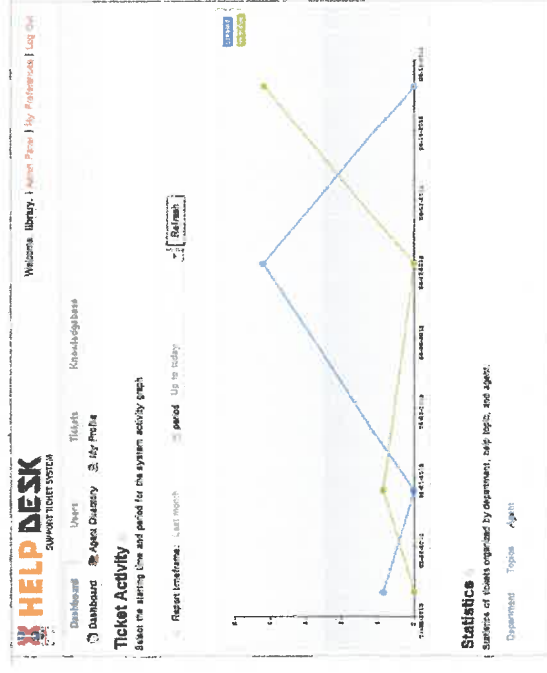
4. Sign in for faster retrieval.



1. Log in.



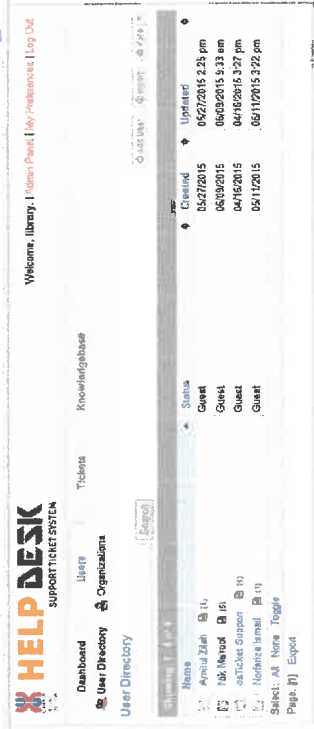
2. View system statistics.



3. View agent directory.



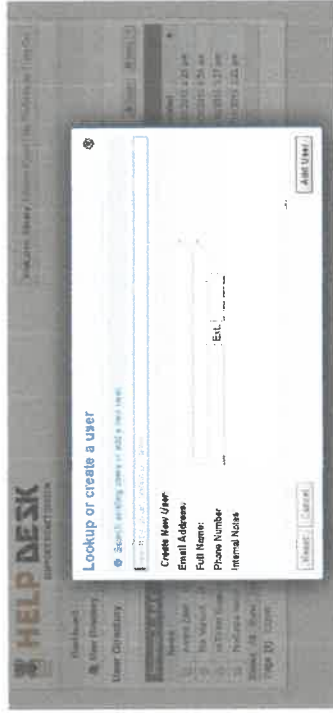
5. View user directory.



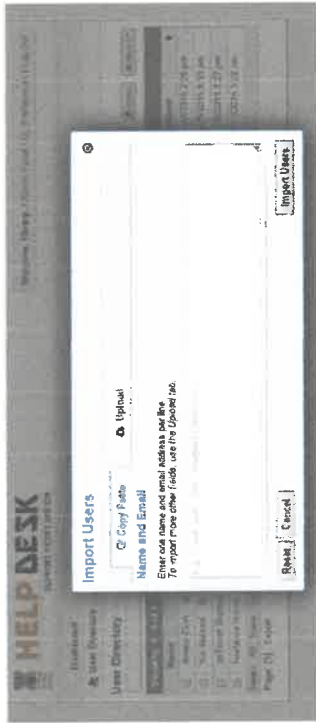
4. Edit account profile.



6. Lookup or create user.



7. Import user.



8. Organizations information.



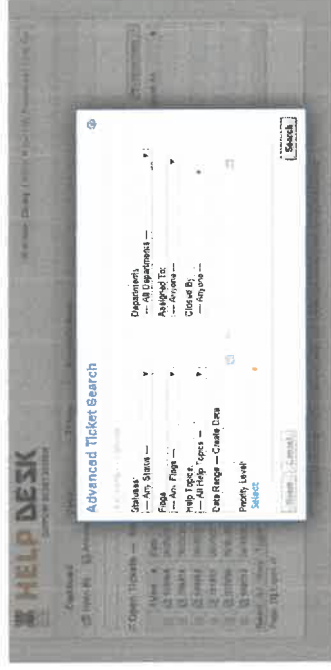
9. Add new Organization.



10. Open tickets.



11. Advanced ticket search.



12. Answered ticket.

The screenshot shows the HELP DESK interface with the following details:

- Dashboard:** Open (6), Answered (1), My Tickets (1), Overdue (7), Closed (1), New Ticket
- Users:** Search, [Advanced]
- Overdue Tickets:** Showing 1 - 1 of 1
- Ticket Details:**
 - Ticket ID: 39287
 - Date: 06/09/2015 9:33 am
 - Subject: [None]
 - Assigned To: Boby Mary
 - Priority: High
 - From: J&K Amarah
- Footer:** Copyright © 2006-2015 The Office of Library and Knowledge Management. All Rights Reserved.

13. Assigned ticket.

The screenshot shows the HELP DESK interface with the following details:

- Dashboard:** Open (6), Answered (1), My Tickets (1), Overdue (7), Closed (1), New Ticket
- Users:** Search, [Advanced]
- Assigned Tickets:** Showing 1 - 1 of 1
- Ticket Details:**
 - Ticket ID: 407897
 - Date: 06/09/2015 9:33 am
 - Subject: [None]
 - Assigned To: [None]
 - Priority: High
 - From: J&K Amarah
- Footer:** Copyright © 2006-2015 The Office of Library and Knowledge Management. All Rights Reserved.

14. Overdue tickets.

The screenshot shows the HELP DESK interface with the following details:

- Dashboard:** Open (6), Answered (1), My Tickets (1), Overdue (7), Closed (1), New Ticket
- Users:** Search, [Advanced]
- Overdue Tickets:** Showing 1 - 7 of 7
- Ticket List:**

Ticket #	Date	Subject	Priority	Assigned To
39287	06/09/2015 9:33 am	mesabun pendanghan team (1)	High	Bobo Mary
39288	06/09/2015 3:26 pm	mesabun pendanghan team (1)	High	Bobo Mary
39289	06/09/2015 3:26 pm	mesabun pendanghan team (1)	High	Bobo Mary
39290	06/09/2015 3:27 pm	mesabun pendanghan team (1)	Normal	Bobo Mary
39291	06/09/2015 2:25 pm	mesabun pendanghan team (1)	Normal	Bobo Mary
39292	06/09/2015 9:34 am	mesabun pendanghan team (1)	Normal	Bobo Mary
39293	06/09/2015 3:44 pm	mesabun pendanghan team (1)	Normal	Bobo Mary
- Footer:** Copyright © 2006-2015 The Office of Library and Knowledge Management. All Rights Reserved.

15. Closed ticket.

The screenshot shows the HELP DESK interface with the following details:

- Dashboard:** Open (6), Answered (1), My Tickets (1), Overdue (7), Closed (1), New Ticket
- Users:** Search, [Advanced]
- Closed Tickets:** Showing 1 - 1 of 1
- Ticket Details:**
 - Ticket ID: 753474
 - Date: 06/11/2015 5:23 pm
 - Subject: [None]
 - Assigned To: [None]
 - Priority: Low
 - From: Ph. Nurfariza Binti...
- Footer:** Copyright © 2006-2015 The Office of Library and Knowledge Management. All Rights Reserved.

16. Knowledgebase.

The screenshot shows the HELP DESK interface with the following details:

- Dashboard:** Open (6), Answered (1), My Tickets (1), Overdue (7), Closed (1), New Ticket
- Users:** Search, [Advanced]
- Frequently Asked Questions:** Search
- Footer:** Copyright © 2006-2015 The Office of Library and Knowledge Management. All Rights Reserved.

ADMIN

1. System Logs.

Log Title	Log Type	Log Date	IP Address
Invalid CSRF Token - CSRFToken...	Warning	Wed, Jun 10 2015 11:01am	10.3.254.135
Expired login attempt (user)	Error	Wed, May 27 2015 2:29pm	10.3.254.135
Expired login attempt (user)	Error	Wed, May 27 2015 2:29pm	10.3.254.135
Expired login attempt (user)	Error	Wed, May 27 2015 2:29pm	10.3.254.135
Expired login attempt (user)	Error	Wed, May 27 2015 2:29pm	10.3.254.135
Expired login attempt (user)	Error	Wed, May 27 2015 2:29pm	10.3.254.135
Expired login attempt (user)	Error	Wed, May 27 2015 2:29pm	10.3.254.135
Agent Password Reset	Warning	Wed, May 20 2015 11:02am	10.3.13.188
Agent Password Reset	Warning	Thu, Apr 16 2015 6:07pm	10.3.2.164
Agent Password Reset	Debug	Thu, Apr 16 2015 3:27pm	10.3.2.164

2. System's information.

Server Information	v1.8.7 (b6d252)
OS/Kernel Version	-Apache/2.4.18 (Ubuntu OpenSSL/1.0.1g PHP/5.3.11)
Web Server Software	5.6.10
MySQL Version	5.5.11
PHP Version	5.3.11
PHP Extensions	<ul style="list-style-type: none"> Used for image manipulation and PDF printing Used for email fetching Used for HTML email processing Improves performance creating and processing JSON Highly recommended for non-western european language content Highly recommended for filipino and language packs Used to detect the type for uploads
PHP Settings	<ul style="list-style-type: none"> PHP Sessions PHP Mailer PHP Mailer
Database Information and Usage	<ul style="list-style-type: none"> Database Name Database User Database Password Database Host Database Port Database Charset Database Collation Database Engine Database Version Database Size Database Tables Database Indexes Database Connections Database Queries Database Errors Database Warnings Database Debug Database Profiling Database Performance Database Security Database Backup Database Restore Database Maintenance Database Optimization Database Troubleshooting Database Documentation Database Support Database Updates Database Patches Database Plugins Database Modules Database Drivers Database Libraries Database Frameworks Database Tools Database Utilities Database Services Database Applications Database Integrations Database Extensions Database Packages Database Bundles Database Distributions Database Editions Database Versions Database Releases Database Builds Database Packages Database Modules Database Frameworks Database Tools Database Utilities Database Services Database Applications Database Integrations Database Extensions Database Packages Database Bundles Database Distributions Database Editions Database Versions Database Releases Database Builds

3. System setting and preferences.

System Settings and Preferences - onTicket (v1.8.7)

Helpdesk Name/Title: Universiti Malaysia Kelantan Library Helpdesk

Default Department: System and New Media Dept

Default Page Size: 25

Default Log Level: WARN

Page Log: After 12 Months

Date and Time Options: First Last

Time Format: h:A

Date Format: m/d/Y o/a

Day, Date and Time Format: D M Y o/a

Default Time Zone: GMT+8 - Sengul Path, Singapore, Hong Kong

Daylight Saving: On/Off

4. Company Profile.

HELPSDESK SUPPORT TICKET SYSTEM

Dashboard Settings Manage Emails Agents

Company System Tickets Emails Access Knowledgebase Autoresponder Alerts and Notices

Company Profile

Company Information: Details available in user templates

Company Name: The Office of Library and Knowledge Management
 Website: <http://papa.sakstate.unl.edu/myportal/home.php?doc>
 Phone Number: 68777345 / 68777182
 Address: The Office of Library and Knowledge Management

To edit or add new pages go to Manage > Site Pages

Landing Page: Landing
 Offline Page: Offline
 Default Thank-You Page: Thank You

System Default Logo:

Client Staff Logo:

Use a custom logo:

Upload a new logo:

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5. Ticket setting and option.

HELPSDESK SUPPORT TICKET SYSTEM

Dashboard Settings Manage Emails Agents

Company System Tickets Emails Access Knowledgebase Autoresponder Alerts and Notices

Ticket Settings and Options

Systemwide default ticket settings and options

Default Ticket Number Format: ##### * e.g. 45687

Default Ticket Number Sequence: Open | Pending | Closed

Default Priority: Normal

Default SLA: Default SLA (18 hours - Admin)

Default Help Topic: None

Maximum Open Tickets: 0 | per user

Agent Collision Avoidance Duration: 5 | mins

Instant Notifications: Enable CAPTCHA on new web tickets.
 Exclude
 Exclude unanswered tickets from open queue

Claim on Response: Exclude unanswered tickets from open queue

Assigned Tickets: Exclude unanswered tickets from open queue

Answered Tickets: Hide events same on response

Agent Identity Masking: Enable chatbot in ticket thread and autoresponse emails

Enable HTML Ticket Thread: Enable chatbot to update ticket details via the web portal

Allow Client Updates: Allow clients to update ticket details via the web portal

Attachments Size and maximum uploads acting evenly apply to web tickets

Enable Attachments Settings:

Agent Attachment File Size: 1 mb

6. Email setting and options.

HELPSDESK SUPPORT TICKET SYSTEM

Dashboard Settings Manage Emails Agents

Company System Tickets Emails Access Knowledgebase Autoresponder Alerts and Notices

Email Settings and Options

Note that some of the general settings can be overridden at departmental level

Default Template Set: osTicket Default Template (HTML)

Default System Email: System and New Media channel:mtk@unl.edu.mys

Default Alert Email: osTicket Alerts: tickets@unl.edu.mys

Admin's Email Address: admin@osTicket.com

Incoming Emails: Enable Fetch on sub-domain

Email Fetching: Enable

Stop Queue Reply: Enable

Reply Separator Tag: reply above this line

Emails Ticket Priority: Enable

Accept All Emails: Accept email from unknown users

Accept Email Collaboration: Automatically add collaborators from email fields

Outgoing Emails: Default email only appears to outgoing emails without SMTP setting

Default MTA: None Use PHP mail function

Attachments: Email attachments to the user

10. Manage Help Topics.

Dashboard Settings Manage Emails Agents
 Help Topics Ticket Filters SLA Plans API Keys Pages Lists Plugins

Help Topics
 Add New Help Topic
 Name: Department:

Name	Status	Type	Priority	Department	Last Updated
Feedback	Active	Public	Low	System and New Media	05/28/2015 1:51 pm
General Inquiry	Active	Public	Normal	System and New Media	05/28/2015 1:52 pm
Report a Problem	Active	Public	High	System and New Media	05/01/2015 2:12 pm
Report a Problem / Access Issue	Active	Public	High	System and New Media	05/28/2015 1:52 pm

Select All New Topics

Buttons: Enable, Disable, Delete, Help

11. Add new help topic.

Dashboard Settings Manage Emails Agents
 Help Topics Ticket Filters SLA Plans API Keys Pages Lists Plugins

Help Topic Information

Title:

Status: Active Disabled

Type: Public Private/Internal

Parent Topic:

Auto-assign To:

Auto-assign To: Unassigned

Auto-response: Disable new ticket auto-response

Ticket Number Format: System Default Custom

Internal Notes (to admin):

Buttons: Add Topic, Reset, Cancel

12. Ticket filters.

Dashboard Settings Manage Emails Agents
 Help Topics Ticket Filters SLA Plans API Keys Pages Lists Plugins

Ticket Filters
 Add New Filter

No filters found

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13. Add new filter.

Dashboard Settings Manage Emails Agents
 Help Topics Ticket Filters SLA Plans API Keys Pages Lists Plugins

Ticket Filter
 Filter Name:

Exception Order:

Filter Status: Active Disabled

Filter Channel:

Filter Rules:

Filter Action:

Filter Action Type:

Filter Action Value:

Filter Action Operator:

Filter Action Unit:

Filter Action Interval:

Filter Action Repeat:

Filter Action Priority:

Filter Action Timeout:

Filter Action Delay:

Filter Action Offset:

Filter Action Phase:

Filter Action Day:

Filter Action Week:

Filter Action Month:

Filter Action Year:

Filter Action Time:

Filter Action Date:

Filter Action Timezone:

Filter Action Language:

Filter Action Charset:

Filter Action Encoding:

Filter Action Content-Type:

Filter Action Content-Disposition:

Filter Action Content-Transfer-Encoding:

Filter Action Content-Language:

Filter Action Content-Location:

Filter Action Content-Range:

Buttons: Add Filter, Cancel

14. Manage Service Level Agreement (SLA).

15. Add new SLA.

16. Manage API Keys.

17. Add new API key.

18. Manage site page.

HELPSITE
SUPPORT TICKET SYSTEM

Welcome, library | Agent Panel | My Preferences | Log Out

Dashboard | Settings | Manage | Agents | Add New Page

Help Topics | Ticket Filters | SLA Plans | API Keys | Forms | Lists | Plugins

Site Pages

Name	Type	Status	Active	Date Added	Last Updated
Landing	landing	Active (in-use)	Active	04/27/2015 9:07 am	
Office	office	Active (in-use)	Active	04/16/2015 3:27 pm	
Thank You	thank-you	Active (in-use)	Active	04/16/2015 3:27 pm	

Select: All | Home | Toggle

Page 01

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19. Add new page.

HELPSITE
SUPPORT TICKET SYSTEM

Welcome, library | Agent Panel | My Preferences | Log Out

Dashboard | Settings | Manage | Agents | Add New Page

Help Topics | Ticket Filters | SLA Plans | API Keys | Forms | Lists | Plugins

Site Pages

Page extension

Name:

Type: — Select Page Type —

Status: Active or Disabled

Page body: Ticket variables are only supported in thank-you pages.

Internal Hosts: or library, library-staff

Add Page | Reset | Cancel

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20. Manage Custom forms.

HELPSITE
SUPPORT TICKET SYSTEM

Welcome, library | Agent Panel | My Preferences | Log Out

Dashboard | Settings | Manage | Agents | Add New Custom Form

Help Topics | Ticket Filters | SLA Plans | API Keys | Forms | Lists | Plugins

Custom Forms

Name	Last Updated
Built-in Forms	2015-04-16 15:27:36
Company Information	2015-04-16 15:27:36
Organization Information	2015-04-16 15:27:36
Header Details	2015-04-16 15:27:36
Contact Information	2015-04-16 15:27:36
Custom Forms	Last Updated

No extra forms defined yet — add one

Delete

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21. Add new Custom page.

HELPSITE
SUPPORT TICKET SYSTEM

Welcome, library | Agent Panel | My Preferences | Log Out

Dashboard | Settings | Manage | Agents | Add New Custom Page

Help Topics | Ticket Filters | SLA Plans | API Keys | Forms | Lists | Plugins

Custom Form

Title:

Interventions:

Form are used to allow for collection of custom data

Please fields fields available where this form is used

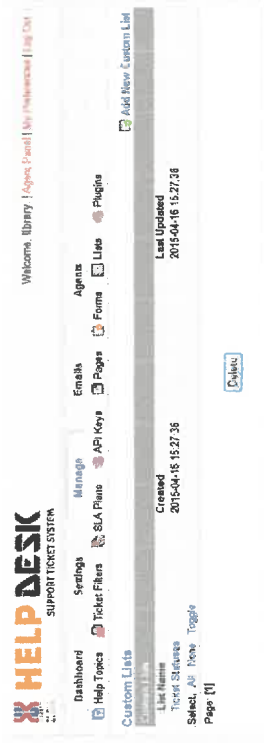
Label	Type	Visibility	Variable
<input type="text"/>	Short Answer	Optional	
<input type="text"/>	Short Answer	Optional	
<input type="text"/>	Short Answer	Optional	
<input type="text"/>	Short Answer	Optional	

Internal Hosts: or library, library-staff

Add Form | Reset | Cancel

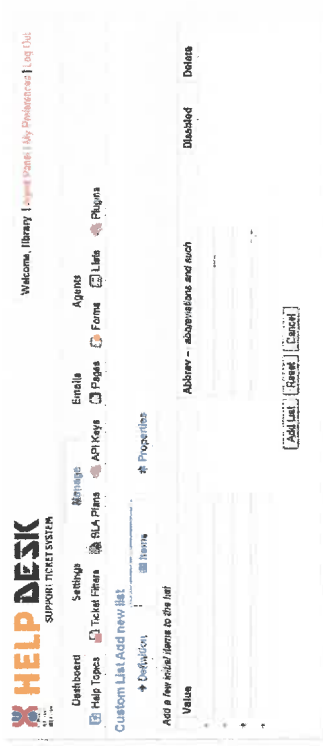
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22. Manage custom list.



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24. Add new custom list. (items).



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25. Add new custom list. (properties).



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23. Add new custom list. (definition).



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26. Manage Plugins.

Dashboard Settings Manage Agents
 Help Topics Ticket Filters SLA Plans API Keys Emails Pages Forms Lists Plugins
 Status Installed Disabled Available

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27. Add new Plugins.

Dashboard Settings Manage Agents
 Help Topics Ticket Filters SLA Plans API Keys Emails Pages Forms Lists Plugins

Install a new plugin

To add a plugin into the system, download and place the plugin into the include/plugins folder. Once in the plugin is in the plugins/ folder, it will be shown in the list below.

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28. Email address.

Dashboard Settings Manage Agents
 Help Topics Ticket Filters SLA Plans API Keys Emails Pages Forms Lists Plugins

Email Addresses

Email	Priority	Created
outlook@lib.uchicago.edu	Normal	04/16/2015
System and New Media	Normal	04/16/2015
System and New Media	Normal	04/16/2015

Select All New Toggle

Page 1/1

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29. Add new email address.

Dashboard Settings Manage Agents
 Help Topics Ticket Filters SLA Plans API Keys Emails Pages Forms Lists Plugins

Add New Email Address

Email Address: [Text Field]
 Priority: [Dropdown Menu]
 Created: [Text Field]

Select All New Toggle

Page 1/1

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30. Banned email address.

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31. Manage email ban rule.

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32. Email template sets.

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33. Add new email template.

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Test outgoing email.

Test Outgoing Email

Use the following form to test whether your Outgoing Email settings are properly established.

From: — Select FROM Email —

To: outTicket test email

Subject: mesage: ems: mns: sry: to: test

Send Message | Reset | Cancel

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34. Agents directory.

Agents directory

Name	Username	Status	Group	Department	Last Login
Ahmed Fdous Zibeh	ahmed	Active	Collection Development	Acquisitions Management	04/27/2015
Vejjidhanar Mahalingam	vejjid	Active	Knowledge Management	Serials and Digital Collections	04/27/2015
Hakeem Haxab	haxab	Active	Collection Development	Acquisitions Management	04/27/2015
Hiramani Rajee	hiramani	Active	Collection Development	System and New Media	05/11/2015 3:25 pm
Haryyali Oth Hassan	haryyali	Active	Collection Development	Technical Management	04/27/2015
Harun Abdul Kadir	harun	Active	Knowledge Management	Information Services	05/20/2015
Haryyali	haryyali	Active	Collection Development	Maintenance	04/16/2015

29

Add new agent.

Add new agent

Agent Account

User Information

Username: _____

First Name: _____

Last Name: _____

Email Address: _____

Phone Number: _____

Mobile Number: _____

Welcome Email: _____

Send sign in information

Authentication Backend: Temporary password required only for "Local" authentication

Authentication Backend: Use any available backend

Agent's Signature: Optional signature used on outgoing emails

35. Teams directory.

Teams directory

Team Name	Status	Members	Team Lead	Created
Backlog Kampus	Active	8		04/27/2015 10:33 am
City Kampus	Active	24		04/27/2015 10:33 am
Level Support	Active	0		04/16/2015 3:27 pm

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30

Add new team.

HELPS DESK SUPPORT TICKET SYSTEM

Welcome: library | Agent Panel | My Preferences | Log Out

Dashboard Settings Manage Agents Teams Groups Departments Emails Agents

Team Information

Name:

Status: Active Disabled

Team Lead:

Assignment Alert: Disable for this team

Admin Roles: *Admin roles available by all admin*

36. Agent groups.

HELPS DESK SUPPORT TICKET SYSTEM

Welcome: library | Agent Panel | My Preferences | Log Out

Dashboard Settings Manage Agents Teams Groups Departments Emails Agents

Agent Groups

Group Name	Status	Members	Departments	Created On	Last Updated
Collection Development Cluster	Active	15	7	05/28/2015	05/28/2015 10:28 am
Knowledge Management Cluster	Active	20	3	05/28/2015	05/28/2015 10:30 am

Select: All None Toggle

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31

Add new group.

HELPS DESK SUPPORT TICKET SYSTEM

Welcome: library | Agent Panel | My Preferences | Log Out

Dashboard Settings Manage Agents Teams Groups Departments Emails Agents

Group Access and Permissions

Group Information: *Disable group if all agents access. Admins are exempted*

Name:

Status: Active Disabled

Group Permissions: *Applies to all group members*

Can Create Tickets: Yes No *Ability to open tickets on behalf of users.*

Can Edit Tickets: Yes No *Ability to edit tickets.*

Can Post Reply: Yes No *Ability to post a ticket reply.*

Can Close Tickets: Yes No *Ability to close tickets. Agents can still post a response*

Can Assign Tickets: Yes No *Ability to assign tickets to agents.*

Can Transfer Tickets: Yes No *Ability to transfer tickets between departments.*

Can Delete Tickets: Yes No *Ability to delete tickets (Deleted tickets can't be recovered)*

Can Ban Emails: Yes No *Ability to address email from banlist via ticket interface.*

Can Manage Friends: Yes No *Ability to add/delete/block/delete canned responses and attachments*

Can View Agent Stats: Yes No *Ability to view stats of other agents in allowed departments.*

Departments Access: Select All Select None

Acquisitions Management

Administration and Quality Management

37. Department directory.

HELPS DESK SUPPORT TICKET SYSTEM

Welcome: library | Agent Panel | My Preferences | Log Out

Dashboard Settings Manage Agents Teams Groups Departments Emails Agents

Departments

Name	Type	Agents	Email Address
Acquisitions Management	Public	5	System and New Media chamim.m@umk.edu.my
Administration and Quality Management	Public	3	System and New Media chamim.m@umk.edu.my
Archives	Public	2	System and New Media chamim.m@umk.edu.my
Information Services	Public	14	System and New Media chamim.m@umk.edu.my
Interlibrary	Private	1	System and New Media chamim.m@umk.edu.my
Publication and Intellectual	Public	2	System and New Media chamim.m@umk.edu.my
See all and Digital Collections	Public	2	System and New Media chamim.m@umk.edu.my
Special and Emprerewship	Public	1	System and New Media chamim.m@umk.edu.my
Technical Management	Public	4	System and New Media chamim.m@umk.edu.my
System and New Media	Public	4	System and New Media chamim.m@umk.edu.my

Select: All None Toggle

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38. Add new department.

The screenshot shows the HELPDESK Support Ticket System interface. At the top, there is a navigation bar with the following items: Dashboard, Agents, Teams, Settings, Groups, Departments, Emails, and Agents. The 'Departments' menu item is highlighted. Below the navigation bar, the page title is 'Department' and the breadcrumb is 'Home > Departments > Department'. The main content area is titled 'Department information' and contains the following configuration options:

- Name:** (text input field)
- Type:** Public Private (Internal)
- SLA:** System Default None
- Message:** Realtime ticket assignment to department members
- Outgoing Email Settings:**
 - Outgoing Email:** System Default System Default
 - Template Set:** System Default
- Automapointer Settings:**
 - New Ticket:** Disable for this Department Disable for this Department
 - New Message:** Disable for this Department Disable for this Department
- Auto-Response Email:** Department Email
- Alerts and Notices:** Department and Group members
- Recipients:** Department and Group members

At the bottom of the page, there is a note: 'Group Access: Check all groups allowed to access this department.'

KERAJAAN MALAYSIA

1



NOMBOR:

NAMA: NIK AMIERAH NOORNADRAH MA'ROOF

KEM/JAB: PEJABAT PERPUSTAKAAN & PENGURUSAN ILMU, UAMU

KAD MENCATIT WAKTU

BULAN

TAR.	MASUK	KELUAR	MASUK	KELUAR	KENYATAAN	TIT KETUA
1	8:00	5:00				
2	8:00			8:17:13		
3	8:07:40			8:17:04		
4	8:07:29			8:17:08		
5	8:07:30			8:15:38		
6						
7						
8	8:07:36			8:17:16		
9	8:07:46			8:17:07		
10	8:07:36			8:17:07		
11	8:07:40			8:17:09		
12	8:07:38			8:15:40		
13						
14						
15	8:07:39			8:17:07		

AMARAN

Pegawai / Kakitangan yang menolong mencatatkan waktu kad seseorang Pegawai/Kakitangan lain akan dikenakan tindakan tatatertib keatasnya.

SOS 09-7831094

KERAJAAN MALAYSIA

2



NOMBOR:

NAMA: NIK AMIERAH NOORNADRAH MA'ROOF

KEM/JAB: PEJABAT PERPUSTAKAAN & PENGUPUSAN ILMU, UAMU

KAD MENCATIT WAKTU

BULAN

TAR.	MASUK	KELUAR	MASUK	KELUAR	KENYATAAN	TIT KETUA
16	8:07:35			8:17:08		
17	8:07:33			8:17:08		
18	8:07:28			8:17:05		
19						
20						
21						
22	8:07:42			8:17:11		
23	8:07:32			8:17:08		
24	8:07:33	8:17:08				
25	8:07:42			8:17:18		
26	8:07:35			8:15:38		
27						
28						
29						
30						
31						

CATITAN





NOMBOR:

NAMA: NIK AMIERAH NORDNADRAH BT MA'ROOF

KEM / JAB: PEJABAT PERPUSTAKAAN DAN PENGURUSAN ILMU, UMK

KAD MENCATIT WAKTU

BULAN

TAR.	MASUK	KELUAR	MASUK	KELUAR	KENYATAAN	TIT KETUA
1	807-30			817-11		
2	807-30			817-15		
3	807-32			818-07		
4	807-32			817-15		
5	807-28			815-37		
6						
7						
8	807-33			817-09		
9	807-28			817-07		
10	807-31			817-03		
11	807-30			817-11		
12	807-40			815-40		
13						
14						
15	807-22			817-10		

AMARAN

Pegawai / Kakitangan yang menolong mencatatkan waktu kad seseorang Pegawai/Kakitangan lain akan dikenakan tindakan tatatertib keatasnya.



NOMBOR:

NAMA: NIK AMIERAH NORDNADRAH BT MA'ROOF

KEM / JAB: PEJABAT PERPUSTAKAAN DAN PENGURUSAN ILMU, UMK

KAD MENCATIT WAKTU

BULAN

TAR.	MASUK	KELUAR	MASUK	KELUAR	KENYATAAN	TIT KETUA
16	807-17			817-10		
17	807-25			817-05		
18	807-24			817-14		
19	807-20			816-07		
20						
21						
22						
23	807-25			817-09		
24	807-25			817-07		
25	807-40			817-07		
26				806-4	5.00	
27						
28						
29	807-30			817-12		
30	807-30			817-1		
31	807-31			817-09		

CATITAN



NOMBOR:

NAMA: NIK AMIERAH NOORNADRAH BT MA'ROOF

KEM/JAB: PEJABAT PERPUSTAKAAN & PENGURUSAN ILMU, UMK.

KAD MENCATIT WAKTU

BULAN APRIL

TAR.	MASUK	KELUAR	MASUK	KELUAR	KENYATAAN	TIT. KETUA
1	7:30			8:17:07		
2	8:07:38			8:15:40		
3						
4						
5	8:07:32			8:17:16		
6	8:07:22			8:17:20		
7	8:07:28			8:17:05		
8	8:07:30			8:17:06		
9	8:07:15			8:16:34		
10						
11						
12	8:07:46			8:17:04		
13	8:07:26			8:17:15		
14	8:07:27			8:17:10		
15	8:07:32			8:17:12		

AMARAN

Pegawai / Kakitangan yang menolong mencatatkan waktu kad seseorang Pegawai/Kakitangan lain akan dikenakan tindakan tatatertib keatasnya.



NOMBOR:

NAMA: NIK AMIERAH NOORNADRAH BT MA'ROOF

KEM/JAB: PEJABAT PERPUSTAKAAN & PENGURUSAN ILMU, UMK.

KAD MENCATIT WAKTU

BULAN APRIL

TAR.	MASUK	KELUAR	MASUK	KELUAR	KENYATAAN	TIT. KETUA
16	8:07:24			8:15:40		
17						
18						
19	8:07:23			8:17:10		
20	8:07:34			8:17:09		
21	8:07:39			8:17:04		
22	8:07:37			8:17:12		
23	8:07:32			8:15:34		
24						
25						
26	8:07:32			8:17:21		
27	8:07:52			8:17:11		
28	8:07:34			8:17:13		
29	8:07:32			8:17:10		
30	8:07:39			8:15:42		
31						

CATITAN



NOMBOR:

NAMA: NIK AMIERAH NOORNADRAH MA'ROOF
PEJABAT PERPUSTAKAAN DAN
KEM/JAB: PENGURUSAN ILMU, UMK

KAD MENCATIT WAKTU

BULAN MEI

MASUK	KELUAR	MASUK	KELUAR	KENYATAAN	TIT KETUA
807-36			817-10		
807-30			817-10		
807-27			817-21		
807-35			815-31		
807-33			817-32		
807-32			817-17		
807-36			817-15		
807-28			817-12		
807-33			815-18		

AMARAN

Pegawai / Kakitangan yang menolong mencatatkan waktu kad seseorang Pegawai/Kakitangan lain akan dikenakan tindakan tatatertib keatasnya.

SOS 09-7831094



NOMBOR:

NAMA: NIK AMIERAH NOORNADRAH MA'ROOF
PEJABAT PERPUSTAKAAN DAN
KEM/JAB: PENGURUSAN ILMU, UMK

KAD MENCATIT WAKTU

BULAN MEI

TAR.	MASUK	KELUAR	MASUK	KELUAR	KENYATAAN	TIT KETUA
16						
17	8:00			5:00	ke SMK GAAI	
18	807-42			817-20		
19	807-41			817-17		
20	807-39			817-21		
21	807-29			815-47		
22						
23						
24					Cuti Peristwa Pital FA	
25	807-36			817-12		
26	807-37			817-09		
27	807-40			817-08		
28	807-41			815-47		
29						
30						
31	807-18			817-09		

CATITAN



955531 9141080



NOMBOR: 1

NAMA: NIK AMIERAH NOORNADRAH MARUD
 KEM/JAB: PEJABAT PERPUSTAKAAN & PENKURUSAN ILMU

KAD MENCATIT WAKTU

BULAN JUN

MASUK	KELUAR	MASUK	KELUAR	KENYATAAN	TIT KETUA
807-22			817-24		
807-24			817-14		
807-28			817-51		
807-33			817-52		
807-27			817-11		
807-25			817-12		
807-23			817-09		
807-23			815-42		
807-37			817-03		
807-43			817-15		

AMARAN

Pegawai / Kakitangan yang menolong mencatatkan waktu kad seseorang Pegawai/Kakitangan lain akan dikenakan tindakan tatatertib keatasnya.

SOS 09-7831094



NOMBOR:

NAMA: NIK AMIERAH NOORNADRAH MA'ROOF

KEM/JAB: PEJABAT PERPUSTAKAAN & PENKURUSAN ILMU, UMK

KAD MENCATIT WAKTU

BULAN JUN

TAR	MASUK	KELUAR	MASUK	KELUAR	KENYATAAN	TIT KETUA
16	807-35			817-11		
17	807-58			817-14		
18	807-16			815-06		
19						
20						
21	807-29			816-11		
22	807-31			816-07		
23	807-20			816-06		
24	807-36			816-04		
25	807-28			815-08		
26						
27						
28	807-38			815-13		
29						
30						
31						

CATITAN



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