UNIVERSITI TEKNOLOGI MARA
FACULTY OF INFORMATION MANAGEMENT

INDUSTRIAL TRAINING REPORT:
PERBADANAN PERPUSTAKAAN AWAM KELANTAN
(PPAK)

JALAN MAHMOOD
15200 KOTA BHARU
KELANTAN

SPECIAL PROJECT:
KOHA MANUAL GUIDELINE FOR CATALOGING
AND CIRCULATION MODULE

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FACULTY OF INFORMATION MANAGEMENT
UNIVERSITI TEKNOLOGI MARA KELANTAN

01 FEBRUARY 2019 – 30 JUNE 2019

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REPORT SUBMITTED IN FULFILLMENT OF THE
REQUIREMENT FOR THE INDUSTRIAL TRAINING
FACULTY OF INFORMATION MANAGEMENT
UNIVERSITI TEKNOLOGI MARA KELANTAN

01 FEBRUARY 2019 – 30 JUNE 2019

DECLARATION

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2016728859

Date of submission: 04 June 2019

ABSTRACT

Perbadabanan Perpustakaan Awam Kelantan is a one of the institution that provides students with hands on practice which is emphasize more practical activities then theoretical. Therefore, final year students are compulsory to undergo for industrial training at the chosen company. The aim of industrial training is to provide the opportunity to student in applying the theoretical knowledge that was taught in the course. Besides, it also provides the opportunity for students to gain knowledge, skill and experience on the actual working environment. This report is a summary of all the work experience that I have been done during the internship for five months at Perbadanan Perpustakaan Awam Kelantan. this report is divided into four main chapter which is chapter 1 include the introduction of the industrial training and organization background, chapter 2 include the general information about the organization, chapter 3 include job position, task and activities during the internship and chapter 4 include the knowledge gained from the industrial training, lesson learnt and the conclusion. This report summarizes the whole activities for 5 months the trainee have done in during the internship training at Perbadanan Perpustakaan Awam Kelantan. Training has been exposed to the real working environment which is able for the trainee to get the experiences.

ACKNOWLEDGEMENT

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CHAPTER 1: INTRODUCTION

1.0   INTRODUCTION TO INDUSTRIAL TRAINING

Internship training is a program to expose the student into a real working environment before they are graduating. The internship is a platform for the student to gain experience in an actual workplace. Internship can be defined as a structured work experience that is related to a student's major or career goals. Furthermore, the main objective of the internship program is to expose students in a real industrial and working environment besides providing them with the great and vast experiences. Within the internship, it gives opportunities to students for applying their acquired knowledge and skill during their study in the working situation. This training will give the opportunities for students to strengthen student's skill and make sure student apply all the knowledge and skill that gain from their studies.

The internship program can gain experience that can enhance their student's academic, career, and personal development. Thus, it actually is a good opportunity for the students to learn, gain the experience which is get the experience in a real life how the environment of the working. Then, with the internship program, it teaches the students to make the preparation to be the worker and how to adapt in the actual workplace. Internship program teach student how encounter the difficulties and obstacles and able to understood the areas of the management of the institution, identify, explore and strive to seize the opportunities and business space and boldly realize opportunities in the fields of industry globally. This will provide pre-professional work experiences for students with the specific assignment and responsibilities.

Moreover, the student also able to manage information and identify the working environment in industry. Furthermore, students can make critical decisions, reactive and dare to explore solutions and best communication effectively in carrying the

responsibility. The internship training will help the students to improve their marketability after they are graduated. Other than that, students will experience significant improvement in moral and professional ethic and skill after their industrial training such as communication skills, teamwork, problem solving skills and leadership skill. By gaining all the experiences, knowledge, skill through the internship training, it will contribute for students in find the better jobs after they are completing their studies.

The internship training is one of the requirement for the Information management student that are compulsory to go in the final years of study which is on the semester seventh. Each student is required to undergo internship training at appropriate organization which is related with the field of information system management that are choose by the students for five month start from 1 February 2019 until 30 June 2019. Then, student will be given the supervisor from the organization and from faculty which is from university to supervised the students during their industrial training.

1.2 BACKGROUND OF ORGANIZATION

1.2.1 HISTORY OF PERBADANAN PERPUSTAKAAN AWAM KELANTAN

Figures 1.1:
Perbadanan Perpustakaan Awam Kelantan

Figures 2.2:
Building of Perbadanan Perpustakaan Awam Kelantan

Perbadanan Perpustakaan Awam Kelantan (PPAK) firstly is known as a Carnegie Public Library which is was established in 1938 with budget 1,000.00 pound sterling from Carnegie Foundation in New York and RM 2500.00 from state government. The building is located at Jalan Doktor , Kota Bharu. Beside, a committee member that has been choosing at that time is Mrs. A.C Baker a British Advisor, Mr. Gordon Hal, Mr. C. Crae and Yang Mulia Tengku Mahyiden. With the assistance of RM 1,000.00 per year received from the State Government form 1939-1946, however between the year 1947 to 1949, the library received only RM 500.00 from the State Government as annual grant. Beginning in 1963, the recovery measure has been undertaken by RM 2,500.00 annual allocation for administrative expenses and the purchase of reading materials library. While in 1964, the allocation has been increased to RM 5,000.00.

With the effectiveness of Enactment No. 14 in 1973, the Carnegie Public Library become known as PPAK. At that time, the library only handled by three staff members, 2 clerks and one officer. Until 1978, the contribution of the state government is RM 5,000.00 per year. However, the annual allocation increased from 1979-1982 at RM35,000.00 per year and staff rises to six people.

In the third Malaysia plan, the Federal Government has approved an allocation of RM 1.5 million for the construction of new buildings. Three story high building with an area of 31,000 square feet on a site area of 1.3 acre located at Jalan Mahmood, Kota Bharu, Kelantan. The construction began in April 1981 and was completed in October 1982 at a cost of nearly RM 4 Million. From 15th February 1983, the library is open to the public and officially opened by His Royal Highness the Sultan of Kelantan in 1st April 983.

PPAK is designed to manage, maintain and expand the use of books and library materials to the community. So far PPAK has 7 branches of libraries, 1 community library and 3 rural libraries. This development shows the improvement of PPAK, yet the number of the branches still needs to be improved. The PPAK is divided into four types which is headquarters, branch library, community library and rural library.

1.2.2 LOCATION

Figures 3.3:
Maps for Perbadanan Perpustakaan Awam Kelantan

Perbadanan Perpustakaan Awam Kelantan located at Jalan Mahmood, 15200 Kota Bharu Kelantan. The figure above show the map of PPAK.

Table 1: PPAK detail information

Address	Jalan mahmood, 15200 Kota Bharu, Kelantan
Phone	+09-7412520
Fax.no	+09-7487736
Website	http://www.kelantanlibrary.gov.my/v3/index.php/en/
email	ppak@kelantan.gov.my

1.2.3 OBJECTIVES OF THE ORGANIZATION

1.2.3.1 Direction

1.2.3.1.1 Organization leadership

Strengthening the structure, function and role of the State Public Library in the development of the state.

1.2..3.1.1.1 Strategy and Objectives of PPAK:

Table 2: Objective and strategy of PPAK

Strategy	Objectives
• Strengthening the structure, function and role of the State Public Library in the development of the state.	❖ Strengthening leadership State Public Library. ❖ Improve the performance of management and administration of the State Public Library. ❖ Improve efficiency and effectiveness in achieving the vision and mission of the State Public Library.

• Enhance comprehensive human resources through comprehensive and effective program.	❖ Provide competency development program for all employees. ❖ Ensure that all of the members of the course/exam required. ❖ Digitization program continuously improve member for supporting the vision and mission of the library.
• Broaden and strengthen libraries across the state.	❖ Expending the range of the library services throughout the state. ❖ Ensuring Public Library under the Development Project Five-Years Malaysia is on schedule.
• Enhancing information resources management and development.	❖ Develop sufficient information resources by current standards.
• State Centre of Excellence Knowledge strengthens the state Public Library as the center of excellence of the state knowledge resources.	❖ Strengthen the collection of the state. ❖ Improve the delivery of services and information about the state. ❖ Extending the development of local digital content. ❖ Enhance heritage resources of the state.
• Improving information and communication technology infrastructure and facilitate access	❖ Maximize the application of information and communication technology in the management and

to information resources to reduce the digital devices and knowledge.	operation of the library. ❖ Ensure effective operation for the integrated library system to ensure the quality of library services.
• Provides library services and information quality.	❖ Ensure the delivery of library and information services that meet consumer's satisfaction. ❖ Providing library and information services environment conducive.
• Intensify programs reading and lifelong learning.	❖ Expand the implementation of motion read. ❖ A catalyst for lifelong learning

1.2.4 MISSION, VISION, MOTTO AND TAGLINE

1.2.4.1 Mission:

Provide information and information resources infrastructure for all level of the community

1.2.4.2 Vision:

Bringing a culture of " Cultivating Knowledgeable Society"

1.2.4.3 Motto:

Nation Read for Success

1.2.4.4 Tagline:

"Aku di Hatimu"

1..2.4.5   CLIENT CHARTER

Toward realizing the PPAK Mission, Vision and objectives library as a center of excellence in education and in line with the motto "Nation Read for Success" we are committed to perform the duties as contained in the client charter to give our good services for our user.

- Processing library membership application within the 20 minutes on working days.

- Ensuring the process of borrowing reading materials to be done in two minutes for every customer except on the peak hours.

- Ensuring the latest reading materials are available on the shelf for customer in Kota Bharu for references within two weeks.

- Referral services provided to help you in finding your reading materials within one day.

- Giving feedback to customer's full report within fourteen (14) working days.

1.2.5   OPERATION HOUR OF PERBADANAN PERPUSTAKAAN AWAM KELANTAN (PPAK)

Table 3: Operation hour of PPAK

Days	Hours
Sunday - Wednesday	9.00 am – 5.15 pm
Thursday & Saturday	9.00 am – 5.00 pm
Friday & public holiday	Closed

1.2.6 ORGANIZATION CHART OF PPAK
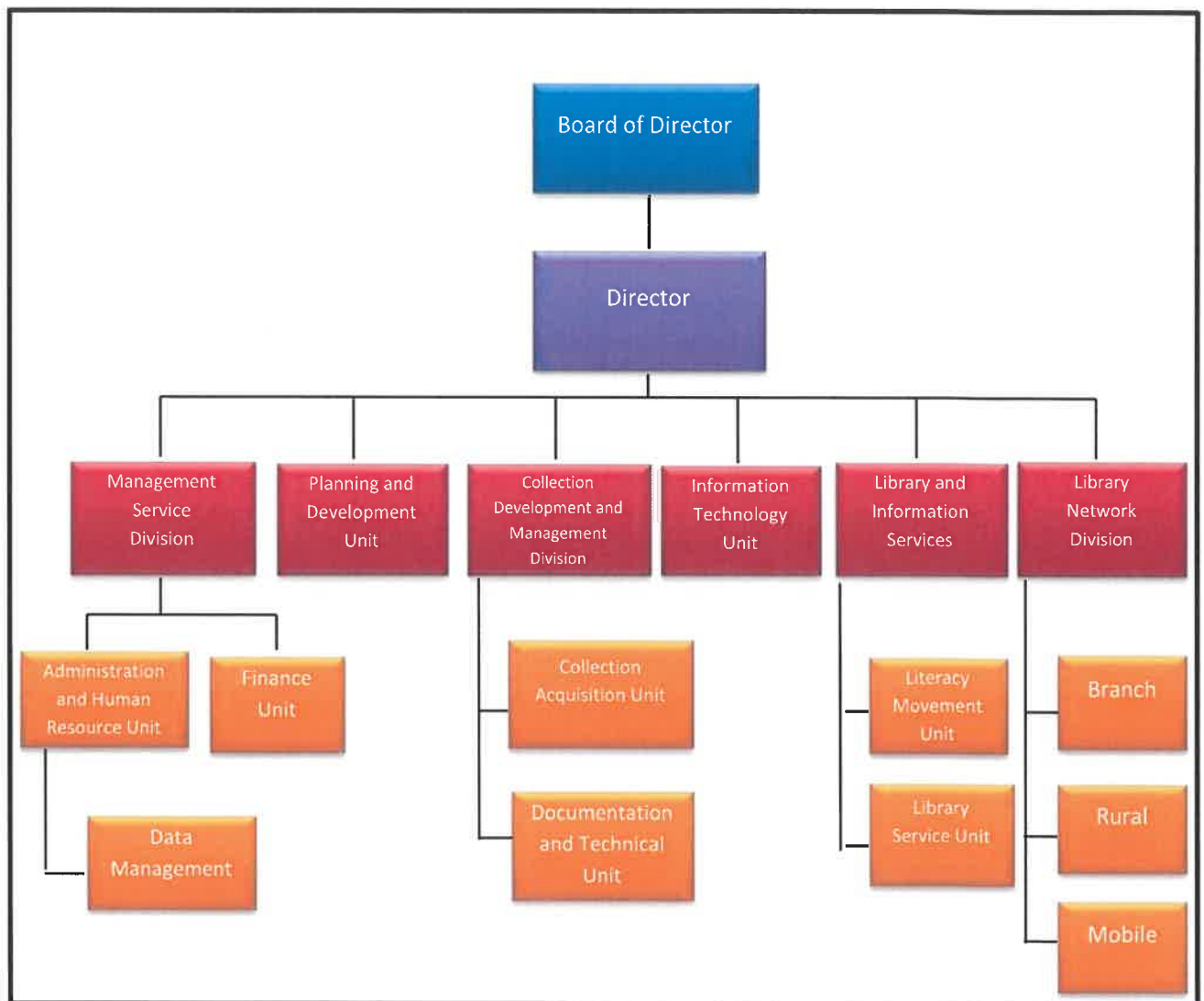
Figures 4.4:
Organization Chart for Perbadanan Perpustakaan Awam Kelantan

1.3 BUILDING OF PPAK

PPAK consist of 3 levels of a library starting from the ground floor, first level, and second floor. Every level provided different facilities for a user according to the age and gender. For ground level is for children under 12 years old and all of books, games, and activities will be doing just on the ground floor without distributing other user. Moreover, the first floor only for male user and second floor for female users.

Outside of building

> **Prayer room (Musalla)**

Prayer room (Musalla) are located outside of the building and it can be user for the user and visitor PPAK. At the Mussala, they also provide facilities such as a toilet. Ablution place, "Telekung" for women to prayer and "Sejadah". It is very convenient for all and divided into man and female pray area

Figures 1.5 :
Prayer room

> **Vehicle parking**

The library also provides a free vehicle parking for the staff and user who visit the library. They also provide vehicle parking for the Library vehicle such as parking for bus, van, director parking car and others vehicles. The library provides for free the parking for Motorcycle and car for the user inside the area of Library.

Figure 1.6 :
Parking area for library vehicle at PPAK

> **Canteen**

The library also provide canteen to easy the staff and user to eat and drink.

Figure 1.7 :
Canteen at PPAK

Ground Level

> **Mini Gym**

This area are provided by PPAK at the entrance it easy for user to see and convince for all the user. It also can be used by the user and if the equipment damaged caused by the user it will be under individual responsibility. All the user can use it after study, reading or to lose some weight and is a healthy life style for PPAK.

Figure 1.8:
Mini Gyms area

> **Rack**

At the entrance door, the library also provide rack for the user to leave their beg because the rules of this library user cannot bring their beg into the library. The rack area provided to secure a library from theft and be monitored by a Close Circuit Television (CCTV) and also have a security guard to ensure a uses stuff in a safe condition.

Figure 1.9:
Mini Gyms area

> **Guard table**

Guard table is located at the entrance of the library and serves to control the safety around the library.

Figure 1.10 :
Guard Table

➢ **Circulation Counter Unit**

A circulation counter unit is functioning as a place for users to borrowing and returning books and get information about services that were provided by PPAK.

Figure 1.10 :
Circulation Counter at PPAK

➢ **Waiting area**

A waiting area is near to circulation counter unit and if a guest and patron who want to read newspapers or magazines and waiting for someone they can sit there.

Figure 1.10 :
Waiting are for users at PPAK

> **Sayidatina Hafsah Resources Centre (PPSH)**

This area has been inaugurated by Yang Berhormat Mulia Tengku Tan Sri Haji Mohammad Rizam Bin Tengku Abdul Aziz D.K (Kelantan), P.S.M, S.P.M.K, S.J.M.K, P.A.T, Tengku Mahkota Kelantan on 24 January 2018.

Figure 1.11 :
Sayidatina Hafsah Resources Centre area

> **Children Reading area**

A children reading area is more relax and suitable for a kids an easy for them to find a book and seat at around seat and also have a book at every around the seat so that it easy for the patron to take the books. PPAK staff and users that familiar with

PPAK and always come to PPAK call this area is a "Pool" because of the circle shape around the seat.

Figure 1.12 :
Children reading area

➢ **Kids Activity Room**

All of the activity related with children will be held in this room. This room are used to avoid other patrons feel comfortable without being disturbing with a noisy sound when staff makes an activity with the children. The activity will be done weekly which is every weekend. This activity actually is intended to attracting more children and patrons to come and visiting to the library. The activity will be prepared by the staff from Literacy Movement with the attractive activity that will be attract the children interest and can enhance their creativity in creating something news. In a school holiday, library will do activities during school; holiday from Sunday to Saturday. The activity poster will be upload into the library website to be notified to the patrons.

Figure 1.13 :
Children activity room

➤ Mini Playground

A mini playground is be provided to users under 8 years old, they can play the playground and others games at this area such as "Congkak" or another games that can be borrow at the circulation counter.

Figure 1.14 :
Mini Playground area

➤ Toilet

Toilet are provided toilet at ground floor for the user or patron to used inside of the building.

First Floor

➤ **Lounge Area**

A lounge area is for male user or patron that come to read a book or want to relax after studies at man reading area.

Figure 1.15 :
Lounge Area

➤ **Islamic Collection Room**

An Islamic collection room is provided for users that need information or detail regarding to the Islamic topic. At this area are provided Islamic reading material such as Al-quran, Islamic book. Other than that, this area also have material about the school reference book for PT3, SPM, STPM others.

Figure 1.16 :
Islamic collection room

➤ **Man Reading Area**

A man reading area is special for male user or patron only who need a comfortable area without being disturbing with a noisy sound. This area are convenience for all and near with shelves, carrel and lounge area.

Figure 1.17 :
Male reading area

> **Book Shelf Area**

A book shelf area is the books collection that was arrange according to their class number. The user can find books at the shelf.

Figure 1.18:
Books shelf area for the user

> **Carrel Area**

A carrel area is for a student or worker that want privacy and need to focus to their work and studies. Usually a student that will attend an examination will be seat and studies because they need their own time to be alone to focus on their study.

Figure 1.19:
Carrel area

<u>**Second Floor**</u>

> **Library Hall**

A library hall is the used for the event or activity that will held in the library. Library hall also can be rented for the outsider to conduct the activity and program.

The rent price of the library hall will be charge by the administration and human resources unit

Figure 1.20:
Library hall

➤ Women Reading Area

Women reading area is for female users or patrons that need their privacy to do their work or to read books comfortable without being disturbing with the noisy. This place will be more comfortable for the female user to make their works, make a group discussion and this area also are convince for all and near with shelves, carrel and lounge area.

Figure 1.21:
Women Reading Area

➤ Mini Cinema

A mini cinema is provided for children under 12 years old and under monitor by multimedia staff. If the room not been used it must be lock to avoid the damage of the tool and equipment inside the room.

Figure 1.22:
Mini Cinema Room for user

➢ **Discussion Room**

Discussion room was monitor by the multimedia staff. When the user or patrons want to use this room, they need to fill the form of use discussion room and the user need to left their identification card when the used the discussion room then take the identification card back when they finish used the room.

Figure 1.23:
Discussion Room for user

➢ **Discussion Area**

A discussion area, the user or patron can used this area to made a discussion when the discuss room are not available. This area can be mix male and female under staff control.

Figure 1.24:
Discussion area for user

> **Multimedia Room**

A multimedia room is managed by the staff of PPAK and the service that provide at this area is computer services. At this area user or patron can used computer to make their own work. The limitation used of this computer is one (1) hour per person if there are many users need to use the computer. Beside they also provide photocopy machine and printer for the user used to print or photocopy their work or book The photocopy records book must be check by financial unit staff to avoid money laundering.

Figure 1.25:
Multimedia room

> **Kelantan Collection Area**

Kelantan collection area is provide services for users that need a thesis or book related with Kelantan such as "Permainan Tradisional Kelantan", "Kesenian Kelantan", "Wayang Kulit" and others. The user who are need to borrow material at the Kelantan Collection Area need to fill the form and need to leave their identification card.

Figure 1.26:
Kelantan Collection area

> **Meeting Room**

All the meeting that related to PPAK either branches, community or rural library will make in this meeting room.

Figure 1.27:
Meeting room at PPAK

Basic Facilities

➤ Internet

PPAK provide internet connection for each floor free without any password for user or patron to used. T they need to open official website of PPAK first before can be connect to the internet connection.

➤ Photocopy and printing service

Photocopy and printing service is provided for user and their need to pay for this services. Then charged for the printing service will be charged according to color based on user print out. For the black and white color they need to pay for RM 0.20 per pages and RM 1.00 for color then for photocopy they need to pay for RM 0.10 per pages in black and white color. If the photocopy in coloring they need to pay for RM 0.50 per pages.

Figure 1.28:
Photocopy and printing machine at PPAK

> ➢ **Shelves**

PPAK using the Dewey Decimal Classification for organize their collection of material according to their own identification which is:

- ❖ 000 Generalization
- ❖ 100 Philosophies
- ❖ 200 Religions
- ❖ 300 Social Science
- ❖ 400 Languages
- ❖ 500 Natural Science
- ❖ 600 Applied Science
- ❖ 700 Art and Recriation
- ❖ 800 Literatures

❖ 900 History and Geography

Other than that, reading material also be classify based on part and using an alphabetical to identify a category of a collection.

❖ R – Reference for adult and teenagers

❖ D – Borrowing book for adult and teenagers

❖ RK – Reference for children

❖ K – Borrowing for adult and teenagers

❖ FK – Fiction book for children

❖ BB – Picture book for children

❖ F – English fiction for adult and teenagers

❖ FM – Malay fiction for adult and teenagers

❖ KK – Kelantan collection book

CHAPTER 2: ORGANIZATIONAL INFORMATION

2.0 DEPARTMENTAL STRUCTURE & FUNCTION

Department structure defines how activities such as allocation, coordination and supervision are directed toward the achievement of organizational aims. PPAK was divided into six main departments.

2.1 MANAGEMENT SERVICE DIVISION

Management service division is a division that responsible to equip the service that have in PPAK which is to help the operation and management activity to keep running smoothly. The Management Service Division of PPAK has been divided into Director Office, Administration and Human Resource Unit and Finance Unit.
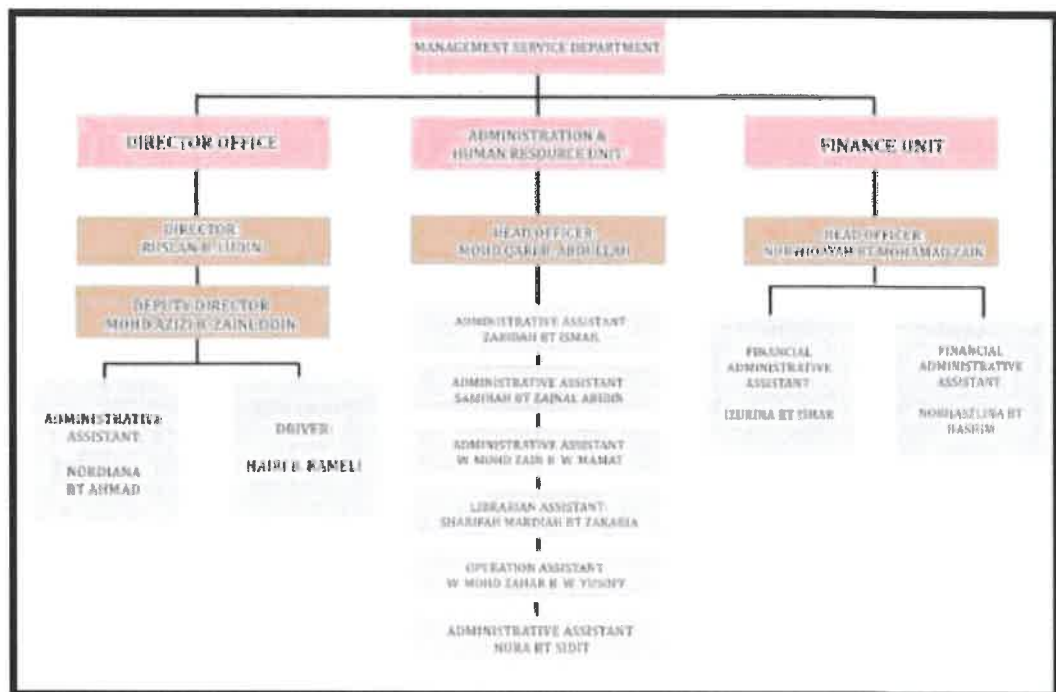
Figure 2.1:
Management Service Division chart

2.1.1   Planning and Development Department

Planning and Development Unit function is to planning, implement and monitor th
development projects in state and federal library and also coordinating the developmen
of the project in the form of cooperation among the agencies and corporate body.

PLANNING & DEVELOPMENT DEPARTMENT

HEAD OFFICER:
MOHD FAIRUZ AMIR B. SHAARI

Figure 2.1.1:
Planning and Development Department chart

2.1.2 Collection Development and Management Division

The Collection Development and Management Division is a division that is responsible
in manages and develops the collection that has in Kelantan Public Library Cooperation.

This division has been divided into Collection Acquisition Unit and Documentation and
Technical Unit.

2.1.2.1 Collection Acquisition Unit functions as:

- Manage the acquisition materials either through purchasing, gifts or donation.
- Acquisition is based on the PPAK policy which is towards the development of
  information and knowledge among the community.

2.1.2.2 Documentation and Technical Unit function as:

- Manage and process the new materials received from the Collection Acquisition Unit.

- Classed the materials received from the Collection Acquisition Unit according to the categories.

- Insert the materials data that has been classified into the library system.

- Continually organizing the data that has in library system to make sure the data that has been inserted is qualified the international standards.

- Create and print the call number in order to be posted the books that have been classified.

- Check the call number before send it to the shelf or branch library.

- Marking and stamp the book with the location of the library materials before distribution.

- Distribute the library materials to the library branch.
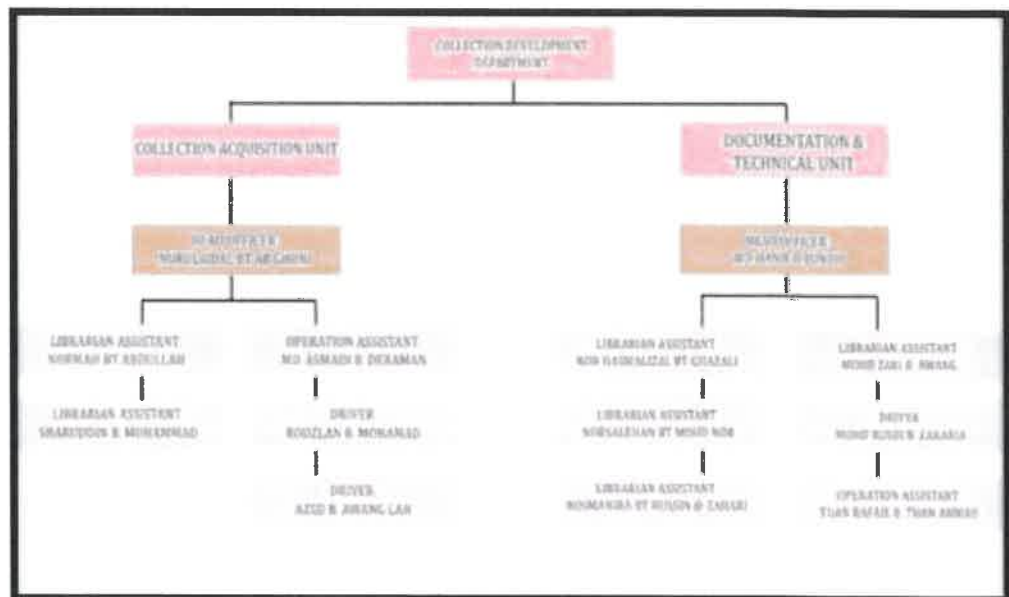
Figure 2.1.2:
Collection Development Department

2.1.3 Information Technology Department

The function of Information Technology Unit in PPAK is to give full support in ICT services. The main function of Information Technology Unit divided into Technical and Networks, Systems and Electronic Government Applications and Web and Multimedia.

INFORMATION TECHNOLOGY DEPARTMENT

HEAD OFFICER: MOHD HAFIZ B. YUSOFF
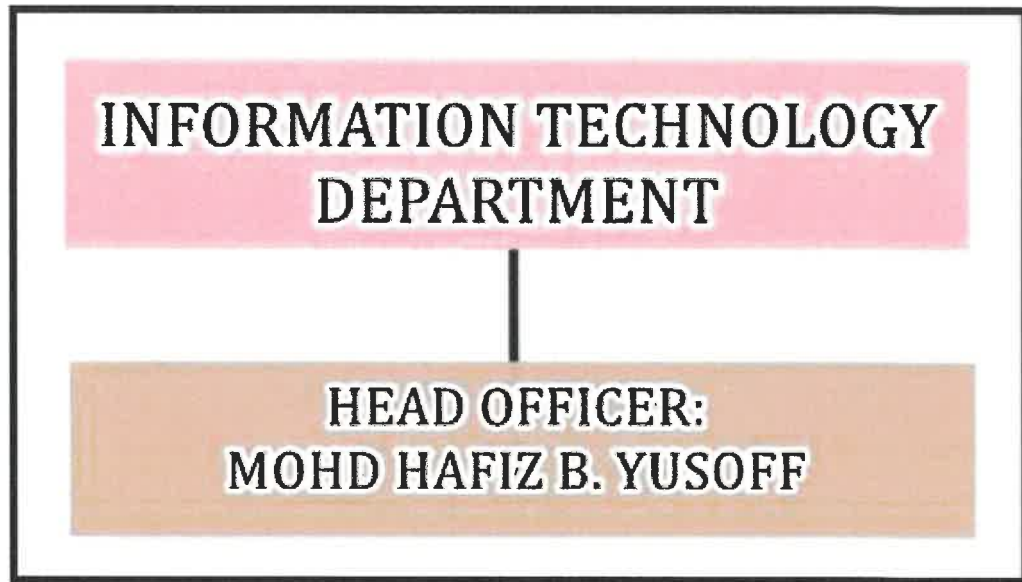
Figure 2.1.3:
Information Technology Department

2.1.4 Library and Information Service Department

Library and Information Services Division is a division that responsible in organizing the library services and handle a program to improve reading in Kelantan Public Library Corporation. This division has been divided into Literacy Movement Unit and Library Services Unit.

Function of Library and Information Services:

- Provide the accurate information.

- Provide access to information.

- Provide effective and efficient circulation.

- Give advice regarding to library services.

- Provide loans and returns to users.
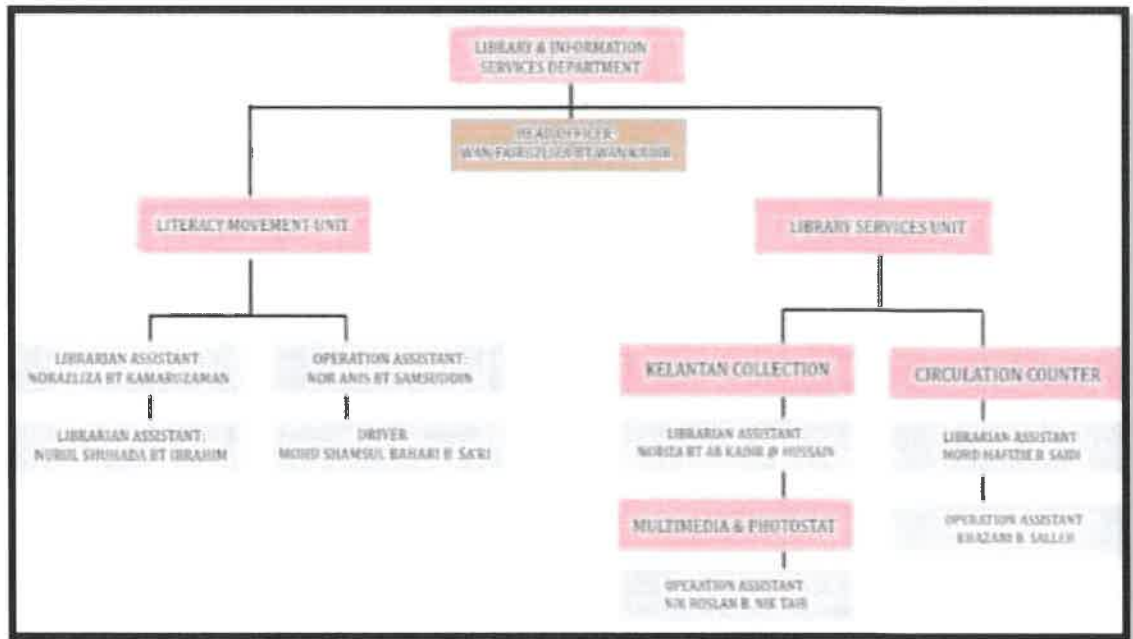
Figure 2.1.4:
Library & Information Service Department

2.1.5 Library Network Division

Library Network Division is a division that responsible to coordinate and monitor the library services at all the library branches at a state. This division is divide into Mobile Unit, Branch Library, Community Library and Rural Library.
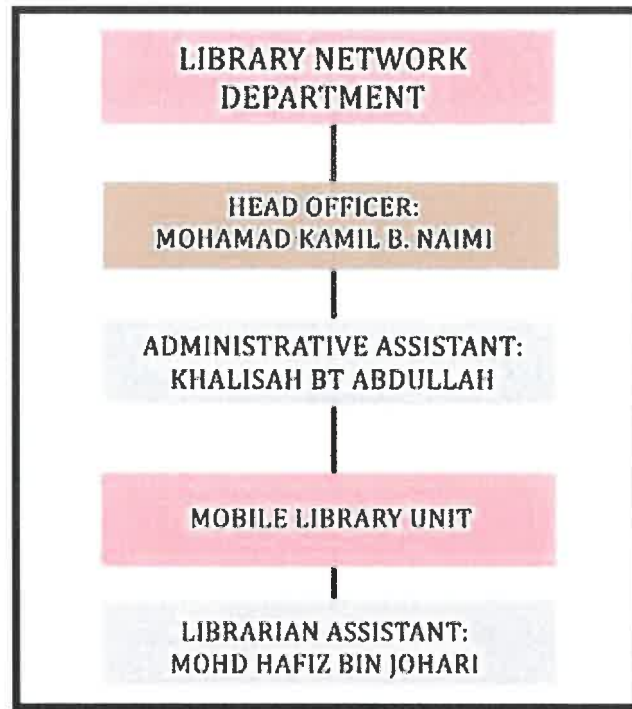
Figure 2.1.5:
Library Network Department

❖ **Mobile Unit**

- Mobile Library

- E-pustaka

❖ **Library Public Branch**

- Bachok Public Library

- Gua Musang Public Library

- Jeli Public Library

- Kuala Krai Public Library

- Pasir Mas Public Library

- Pasir Puteh Public Library

- Tumpat Public Library

❖ **Library Community**

- AEON Mall Kota Bharu Community Library

❖ **Rural Library**

- Chiku 1 Rural Library

- Dabong Rural Library

- Salor Rural Library

CHAPTER 3: INDUSTRIAL TRAINING ACTIVITIES

3.0 INDUSTRIAL TRAINING

The industrial training provides the trainee to get new experience, knowledge and adapt with the real working environments. The industrial training program is to expose trainees in the work situation and learn work ethics in the relevant fields. Besides, trainee will capable to develop their skills and knowledge. The duration of Industrial Training is five months from1 February 2019 until 30 June 2019. This duration will make the trainee gain new experience and knowledge with the assists from the senior staff. The following are the tasks performed by the trainees during the Industrial Training:

3.1 INDUSTRIAL TRAINING ACTIVITIES

3.1.1 Design Magazine

Figure 3.1.1:
Designing magazine for "Majlah Laporan Tahunan PPAK 2018"

The first task that has been done trainee is design template for magazine. This task was assign by Encik Azizi Zainudin which is to design the yearly report of PPAK 2018 for the " Majalah Laporan Tahunan PPAK 2018". At the first, the trainee makes the design according to creativity using Photoshop software.

After complete design the magazines template the trainer shows the design to Encik Mohd Azizi Zainudin in order to get the feedback comment about the design. After his comment the design the trainee make the correction for the design. Then after he agree with the design then Puan Nurulaidal Ab Ghoni has given the content of the magazine to put in the design.

3.1.2 Design poster for activity

Figure 3.1.2:
Designing poster for weekend activity at PPAK

The second task that was given to the trainee is to find the activity that will be do on the weekend which is on Saturday. Then after get the ideas about the activity the trainee are

assign to design the poster for Activity on weekend. The trainee makes a poster to promote the activity on the website and at the circulation counter. Then the poster also will upload on the PPAK website.

After finish design of the poster, the poster will be print out and put on the circulation counter to show and inform the user or patron who come to the library. Usually, this activity will be open for the children which are under 12 years old. Actually the objectives of this activity is to attract more users to come at the library which is the main target is the children.

3.1.3 Design Bunting For U-pustaka

Figure 3.1.3:
Designing Bunting for U-pustaka Online Database

The third task was given to the trainee is to design a bunting for promote U-pustaka for the user. The bunting will be used for all the library under PPAK, all the Kelantan

branches, community library and rural library. This will be used as the official bunting for the library to promote the services of U-pustaka in Kelantan.

3.1.4 Design manual for Registration in U-pustaka

Figure 3.1.4:
Design manual guideline for users registration in U-pustaka

The next task ware given to the trainee is to make a manual for user to register U-pustaka. The trainee make the manual of the registration in U-pustaka using a Microsoft Powerpoint which is easy for the staff to used and present in workshop program for the used. This manual also has been uploaded on the library website so that the user can go to the library website and refer the manual to register for U-pustaka.

3.1.5 Find and design Information about Batik

Next, the trainee was assign to find the Batik information and make poster to put on the board at the entrance door at the library. Every moths the board will be put the information about the Kelantan Culture or Kelantan art or the traditional Kelantan food and other. The trainee used Microsoft PowerPoint to design the poster. Then after finish design then the trainee print out and paste on the board at the entrance of the library

building because the user can easily to see and read because it show at the suitable place.

Figure 3.1.5:
Design poster information about batik in Kelantan

3.1.6   Find and design poster for Kelantan Traditional Dessert

The trainee has got task to find the information about the Kelantan Traditional desert. After finish search the information about the Kelantan Traditional dessert , then the trainee design the poster of Kelantan Traditional dessert using Microsoft PowerPoint then print the poster and put on the box at entrance of the library.
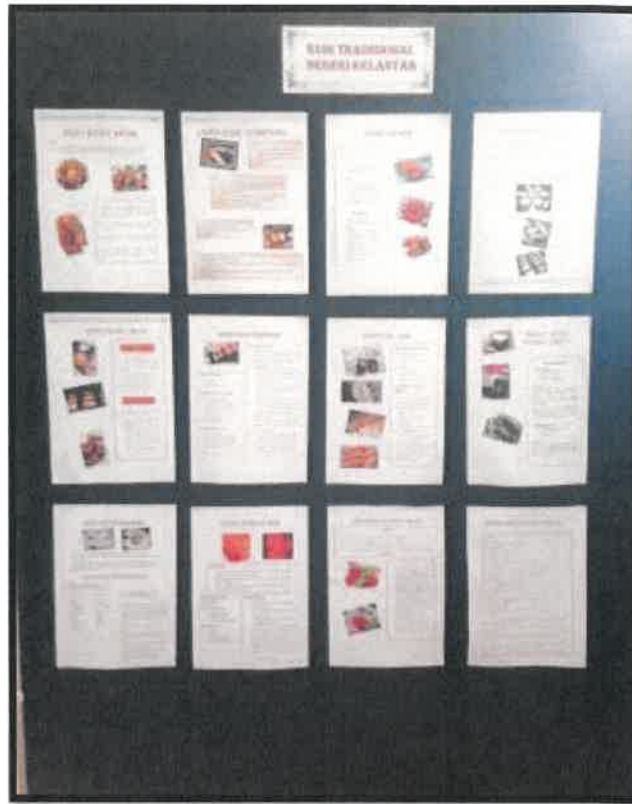
Figure 3.1.6:
Design information poster about Kelantan Traditional Dessert

3.1.7 Involve and handle activity for "Kembara Ilmu di Pos Tohoi" program.

The trainee also gets the experience to handle and involve in big program at the library. The trainee was involve for make a preparation for "Kembara Ilmu Di Pos Tohoi" program which is make a preparation for the activity that will do for the villagers at Pos Tohoi. At this program, the trainee get a new experience in handle a big program. The trainee become a instructor and handle "Kelas Kedap" with people and teach them how to spell a word and create a sentences with the word that are given from the instructor.

Figure 3.1.7:
Handle activity with original people at Pos Tohoi

3.1.8 Aeon community library

Next, trainer also has assigned to work at Aeon Community Library for two (2) weeks. At the Aeon Community Library the trainee get a task to make activity with the patrons who come to the library which is make and handle the activity with the school student who make a visit at this library. The activity also have been done at hallway of the Aeon mall when school holiday.

Figure 3.1.8.1:
Students in school visits to Aeon Community Library

At the Aeon Community Library, the trainee has be given the task to choose the book which has been long publish and not being used or infrequently used by the user to be transfer to the PPAK. Then the trainee also have do checking out for the book that will be transfer to PPAK. be transfer to the PPAK. The books will be transfer because it is not enough shelves spaces to be placed the books because the new book are been transfer.

Figure 3.1.8.2:
New arrangement of books transferred from AEON to PPAK

3.1.9 Handle visit program form school students

During the internship, trainee also learn how to handle activity and program from school students. Before start the program, the assistant librarian will be briefs to the trained about the flow of the program and activity that will be done. Before the program, the staff and trainee will be discuss and brainstorming about the ideas of the activity that will be done with the school student, then the trainee will make a preparation for the activity that will be done with the students.

Figure 3.1.9:
Students in school visit at PPAK

3.1.10 Kelantan Collection unit

At Kelantan Collection Unit the trainee has learn how to find or search the material of Kelantan Collection for the user. on the first day on duty at Kelantan Collection Unit, The Librarian Assistant that handle at the Kelantan Collection has explain to the trainer about the variety material at the Kelantan Collection such as collection of thesis, journal, books, and also newspaper. The trained learn how to serve the user when they want to find the material. For borrowing the material the user need to fill the borrowing form and give their Identification card for the staff to hold their identification number. All the material at the Kelantan Collection Unit can not be borrowing for students, the can borrow the material for them to make a photocopy for the materials only.

Figure 3.1.10.1:
Kelantan Collection Division

To find the material at Kelantan Collection, the user need to used the list of the collection book that that are listed all the material that have at Kelantan Collection unit. The list are arrange according to the material so that easy for the user to find according the material that they are needs.

Figure 3.1.10.2:
List of the material in Kelantan Collection Division

Figure 3.1.10.3:
Borrowing form for Kelantan collection

3.1.11 Preserve the old newspaper

Then at this unit, trainee also learn how to preserved the old newspaper. The trainee was assign to cut the newspaper related with Kelantan about the politic issues, Kelantan culture issues, sport, history issues and other. Then, combine each the newspaper regarding to their topic using a needles and yarn.

Figure 3.1.11.1:
Cutting newspaper to be preserved

Trainer also learn how to sew the newspaper and bulletin for bind in a volume to be preserved at Kelantan collection

Figure 3.1.11.2:
Sewing newspapers and bulletins for binding in volumes to be preserved in Kelantan collection

3.1.13 Administrative activities

At the administration unit, the activities that have been done by the trainee is managing the records. The trainee has learnt how to arrange the records according to their categories. Firstly, trainee need to arrange the records according to their category such as personal file of the staff, Finggerflex, "Sewaan Dewan" and others. Then after finished arranged the records according to their category the records will be insert into their files. The records will be arranged in the files according to the date of the records are create, the date of the records that have received which is the latest date of the records will be placed in front in the files. After finish insert the records into their files, the trainee need to minute files which is records all the incoming and outgoing of the records into their files.

Figure 3.1.13.1:
Minutes file

For the classification of the records, this library classified the records according to the category. The records will be filled into the files until the file full or cannot be closed because of the thickness of the records in files. The records will be closed and open the new files with the same reference number and next volume.

Figure 3.1.13.2:
Classification number and arrangement of the record

3.1.14 Circulation Activities

Then, at the circulation unit, the trainee has manage circulation activities which is borrowing and returning the books for the users. At the circulation counter, the trainee learnt how to use KOHA system for the check in and check out the book for the user. Beside, trainee also learn to register the new user into the KOHA system which is key in the information of the user who want to register as a member of the library. Then the trainee also answer call from the user who need to renew the date of the borrowing for the book.

Figure 3.1.14.1:
Check in and check out the books for users

Other than that, trainee also teaches the user how to find books in OPAC system. The trainee guide the user how to find book in the OPAC system which is find the book using keywords of the books and also give the director to them in order to find the books on shelves. The trainee also do the shelving activities every morning before the library are open for the user at 9.00 a.m.

Figure 3.1.14.2:
Find material in web OPAC system

3.1.15 Collection Development activities

Collection development unit is divided into two subunit which is acquisition unit and cataloging unit. This unit are managing the process for the acquisition for the material in the library and make cataloging process for the books. In the acquisition unit, the trainee are learnt about the process of acquisition for the new material. The first task that trainee do at this unit is unboxing the new book that has been arrive at the library. Then make a checking process for the book that has been order which is checking the books that has arrive at the library are same with the quotation that has been order by the staff. Then, after finish checking the books moving the books on the trolley to move for do the next process. Next process is fill the acquisition form and list of copy numbers form for the books. Then the books can be put on the shelves for the users.

Figure 3.1.15.1:
Unboxing books for acquisition

Figure 3.1.15.2:
Acquisition number and form

All the books will have their own acquisition number and it will be stamp at the top of the books. After finish fills the acquisition number form, the books will be stamp the book with the logo of PPAK in front, inside and at the back of the books. Then the books will be paste with barcode for each book. After finis the barcode, then the book will be move for the cataloging process and it will give call number for each book.

Figure 3.1.15.3:
Barcode Number and stamping tool for books

Figure 3.1.15.4:
Books that have been stamp with the barcode, stamp with PPAK logo and acquisition number

Figure 3.1.15.5:
Books that will be place at shelves

3.1.16 Literacy Movement activities

At this unit, the trainee learns how to handle the program and activities at the library. All the activities that will be doing are managed by this unit. At this unit, trainee has done many activities such as joint venture with other organization or school visit activity, seminar activities with school student and other. The trainee also involve for outdoor activity which is "Kembara Ilmu di Pos Tohoi" which is involve 27 outside agency. The activities that have being done with the children is teach them about the education such as quiz games, reading program, KEDAP class with the adult people that help the in education learning.

Figure 3.1.16.1:
Activities with original people at Pos Tohoi

Other than that, trainee also handle workshop program with school student about the management of the school resources center. This program is explain about the management of the school library material to the student.

Figure 3.1.16.2:
School Visit Activities

Other than that, trainee also handles the weekend activities with the children. The objectives of this activity actually is to attract the children interest to come to the library.

Figure 3.1.16.3:
Weekend activities with children

3.2   SPECIAL PROJECT

3.2.1   PROBLEM STATEMENT

During the industrial training, one of the problem that trainee acquired in the PPAK was the used of the KOHA System. From the observation, mostly the user in the library do not fully follow the procedure of the KOHA System. For example the fines taken when the user are late to returning the book, the staff do not follow the procedure properly. Then the other users such as other staff from different department also do not know how to use the KOHA System. Other problem that are being identified is the staff have not being sent to KOHA workshop class because of the budget limitations. Without any exposure to KOHA system, some of the staff do not know how to used KOHA system. Then if they has been assign to replace the circulation staff, they do not know how to used the KOHA system. Circulation process is the main operation for the library that play the important operation to running the business. The circulation unit are connected with the user which is the main function for the library to communicate with the staff for borrowing and returning the material, Then cataloging unit also main function to the staff in provide the materials which is books for user to borrow. Then if the staff do not know about the KOHA system, then the management of the library material will be incorrect management. The bibliographic cataloging of the material are incorrect.

3.2.2   SOLUTION

Based on the problem stated, trainee made a decision to create a manual for KOHA System that will explain the definition of KOHA System, and the most important thing is the basic step using a KOHA system.

3.2.3   OBJECTIVES OF MANUAL KOHA SYSTEM

➢ To provide a guideline to the PPAK staff on the process of using KOHA system modules.
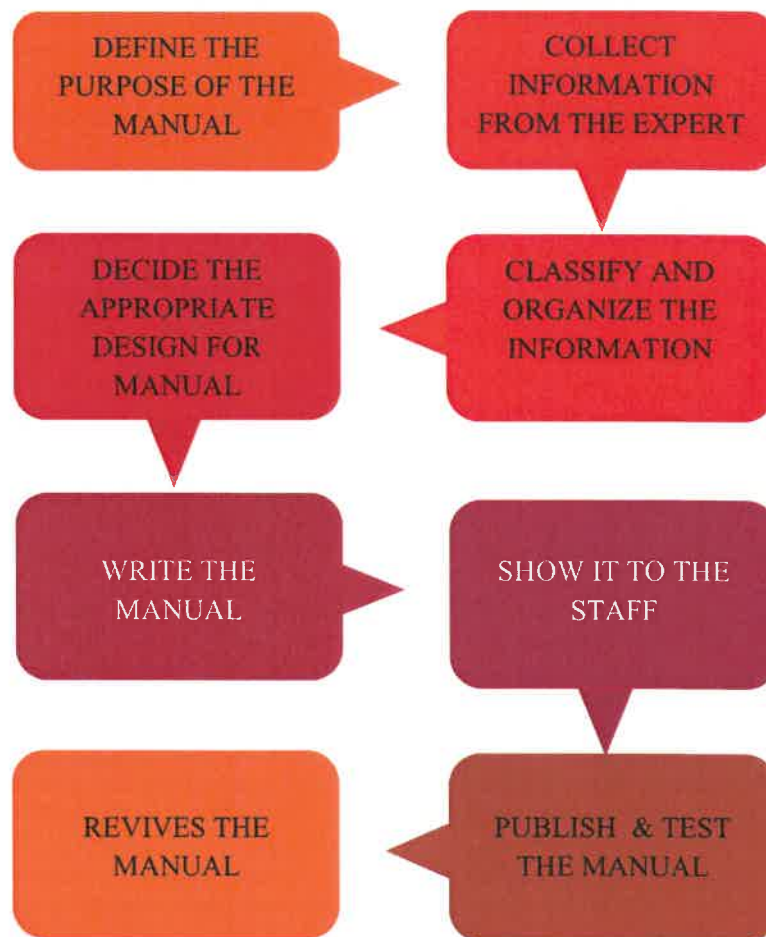
This manual will be a guidelines for the staff to do their work in KOHA system especially for the cataloging unit and circulation counter. This manual will be provide all the information that are describe the flow and process in KOHA system. Other than that, this manual also as a guidelines that provide the accurate procedure of the library management in handle their materials. Otherwise this manual also as a guidelines for the staff to refer the procedure and ensure that all the staff are understand and follow the proper procedure of the system.

➢ To become a reference source to any other users about KOHA system module.

This manual will the main reference for the library in the library management which is as a reference for the user especially who are not really know about the KOHA system such as a new staff or practical student are made industrial training at the library. Usually the practical student will be assigned at every unit so the student will be assign at the cataloging unit and circulation counter, so that without any workshop for usage of KOHA system the practical student unable to carrying out the duty. The practical student will be taught by the staff, but they do not fully teach about the KOHA system and unable to learn for one days only. So within the manual, they can refer if they do not know or forget how to used the KOHA system. Otherwise the staff also do not have attend the KOHA workshop because of the budget limitation and cost at the organization so the staff do not really fully expose for the KOHA system. Only the staff at the cataloging unit and circulation unit have attend the class for the KOHA system workshop. Then other unit do not have exposure to the KOHA system, but

sometimes they need to handle the circulation counter if the staff at the circulation counter are involve with other activity or take a medical leave. So that within this manual, it help the staff to used the KOHA system in carry the library operation. The circulation counter is a very important because this place play the main operation of the library. Without the manual KOHA system the library unable to operate.

3.2.3 FLOWCHART TO DEVELOP MANUAL

DEFINE THE PURPOSE OF THE MANUAL

COLLECT INFORMATION FROM THE EXPERT

DECIDE THE APPROPRIATE DESIGN FOR MANUAL

CLASSIFY AND ORGANIZE THE INFORMATION

WRITE THE MANUAL

SHOW IT TO THE STAFF

REVIVES THE MANUAL

PUBLISH & TEST THE MANUAL

3.2.4 DEFINE THE PURPOSE OF THE MANUAL

After trainee have solution to the problem happened in the library which is to create a manual of KOHA System, trainee come out with the purpose of the manual in that library. The purpose of the manual in the library is to provide all the information necessary to describe the materials in the library which is user can obtain the information of the KOHA System about the user account, the due date of the borrowing, fines, cataloging process, searching books location which mean the current location whether in Kelantan Public Library or any of the branch, status availability and also bibliographic information such as author, title of book or publisher. The manual also must suitable for beginners and the most importantly is make it basic and not too technically, so user can understand in how to use it.

3.2.5 COLLECT INFORMATION FROM THE EXPERT

The second phase, trainee was collecting and gathering information from the librarian in the library. Trainee has interview the expert person in that that field at specific department. Trainee has been discussed with the librarian which is Encik Md Hanif Yusoff and Encik Mohd Azizi Zainudin about the manual of the KOHA. The librarian also gives her opinion in order to create the manual. After that, trainee get the relevant information on how to make the manual. Trainee breaks the technical information down and explain it in simple words to make the manual KOHA System as basic as possible.

3.2.6 CLASSIFY AND ORGANIZE THE INFORMATION

The third phase which is the process of making the manual, trainee organized the information content in the order of priority. Trainee also make an outline of the manual because to prevent from getting stuck when performing the actual writing of the manual and also to categorize main points. After that, trainee write the details for each topic.

3.2.7 DECIDE ON THE APPRIOPRIATE DESIGN FOR THE MANUAL

The fourth phase, trainee design the manual such as choosing the fonts, color and also background of the manual. The manual must looked professionals and easy for user to read it.

3.2.8 WRITE THE MANUAL

After trainee finished organized data and information, trainee started writing the manual. Trainee list down all the information needed and put all details as necessary. The manual must be logical, simple and easy-to-read.

3.2.9 FINAL CHECKING BY THE STAFF OR LIBRARIAN

After finished writing the manual, trainee show it to any staff or librarian. Let the staff read and check out the manual and then trainee get the feedback because feedback is a valuable information that can make a good decision.

3.2.10 PUBLISH THE MANUAL

After trainee doing an appropriate check and revisions, trainee publish the manual in the library. Trainee do an observation when user started to use the manual whether they can understand the manual.
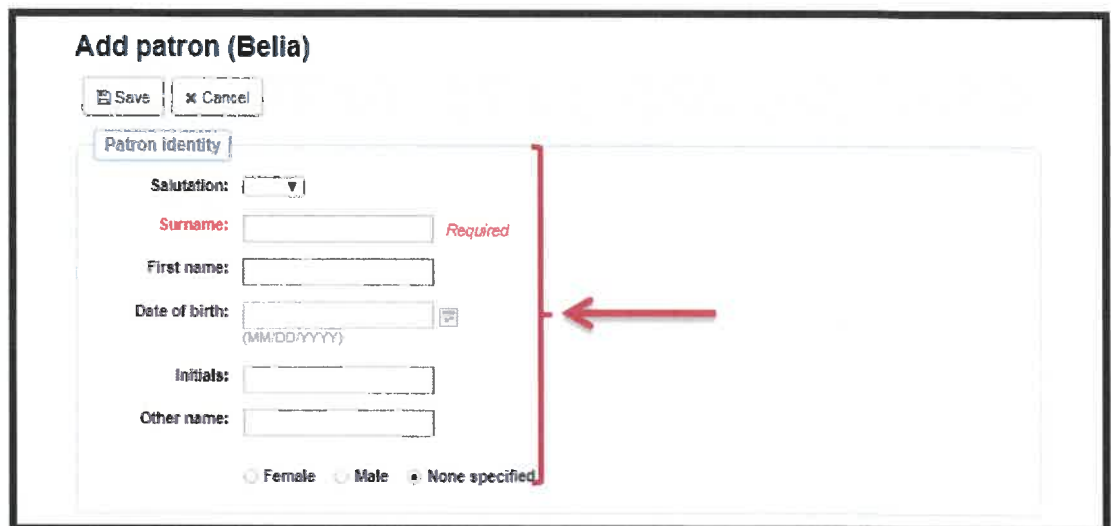
3.3   MANUAL KOHA SYSTEM

3.3.1   PATRON MODULE

3.3.1.1   Add patron

Step 1: To add new patron, go to the "Patron" module. Then click "New Patron" to add a new patron.

Figures 3.3.1.1.1 :
Click "New Patron" to add a new patron.

Step 2: Then choose any type of the patron category that are appear in the field.

Figures 3.3.1.1.2 :
Patron identity form

Step 3: Fill up the information regarding the patron into the "Patron Identity" fields. The surname are required to be fill.

Figures 3.3.1.1.3:
Patron main address and contact

Step 4: Then, fill up the address and contact information of the new patron. For the contact information, any notices and slip printed during circulation will be addresses through the contact number and email of the user.

Figures 3.3.1.1.4:
Patron alternative address and alternative contact

Step 5: Each patron can have the alternative contact information. The alternative contact can be parents or guardians information. This field is not required to be filled.
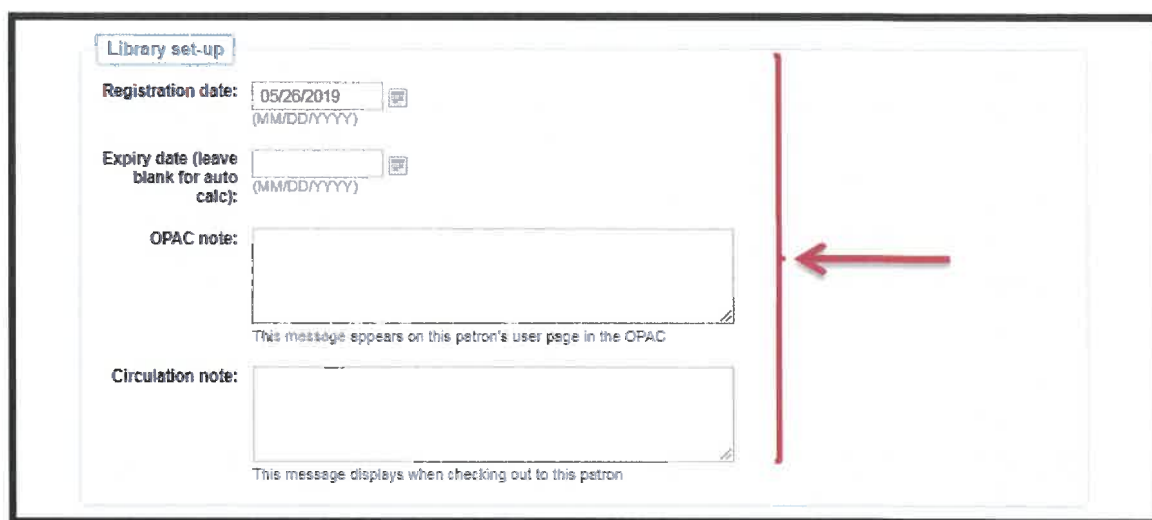

Figures 3.3.1.1.5:
Library management field

Step 6: Then, for the library management section includes value that are used within the library. Enter the Identification number of patron and it must not more than 32 characters. Choose the library and the category of the patrons by click the dropdown sign at the right of the field. The sort 1 and sort 2 column is use for statistical purposed within library. this box is not required to be filled.

Figures 3.3.1.1.6:

Library set-up field

Step 7: Next go to the "Library set-up" section, the registration date will be automatically be filled with the date when the user are register as a member of the library. Then set the date of card expired of the user a years from the date they are register. The duration being a membership of the library is active for a year.

* OPAC note is a note for the user and it will be appear to the patron once they open the OPAC.

* Circulation note is only used by the staff which is remark notes about the material

Figures 3.3.1.1.8:

OPAC/ staff login field

Step 8: The staff or OPAC will ask for the username and password to be used by the user to log in for OPAC and the staff will used to log in to the staff client. Only the staff can be use the username and password to log in into the staff client if they have the necessary permissions. For the username and password that will be used KOHA system is their identification number of the patron.

Figures 3.3.1.1.9:

Save patron detail
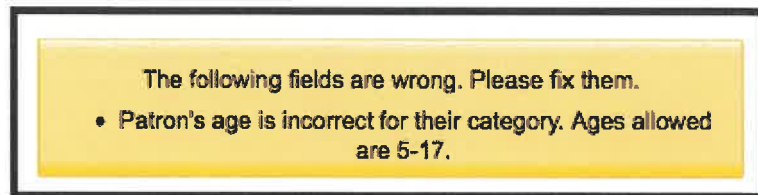
Step 9: Once all the information of the patron has being finished to filled, then click "Save" button on top of the page.

Figures 3.3.1.1.10:

Duplication warning notification

Step 10: If the patron's has been register as a member of the library before, then this notification of the duplication information will be warned. The duplication of the patron will be detect when the first and the last name of the patron are match with the existing record and if two patrons has matching names, but their date of birth and the others do not match then the patron will not be suspect a duplication information.

The following fields are wrong. Please fix them.
• Patron's age is incorrect for their category. Ages allowed are 5-17.

Figures 3.3.1.1.11:

Save patron detail

Step 11: If the library has set the age for each category for the patron then the date of birth is requires to be filled in. Then KOHA system will be warn if the staff wrong choosing the category of the patron.

3.3.1.2   Duplicate a patron

Sometimes when the patron want to register their family member as the library member, then the staff no need to repeatedly type their contact information. KOHA are allowing the staff to make duplication for the patron and change only the part that need to be change such as the name of the patron's.

Step 1: Open the patron that want to make a duplication of their information, and then click the "Duplication" button on the top of the patron page detail.

Figures 3.3.1.2.1:

Duplication button for duplicate the patron information

Step 2:Then, the duplication patron form fill will be appear and all the information fill expect the first name, card number, username and password have been duplicate. Then fill in the blank box and click "Save" button.

Figures 3.3.1.2.2:

Patron detail edit

Step 3: After new patron has been created and saved, then you will see the detail of new patron.
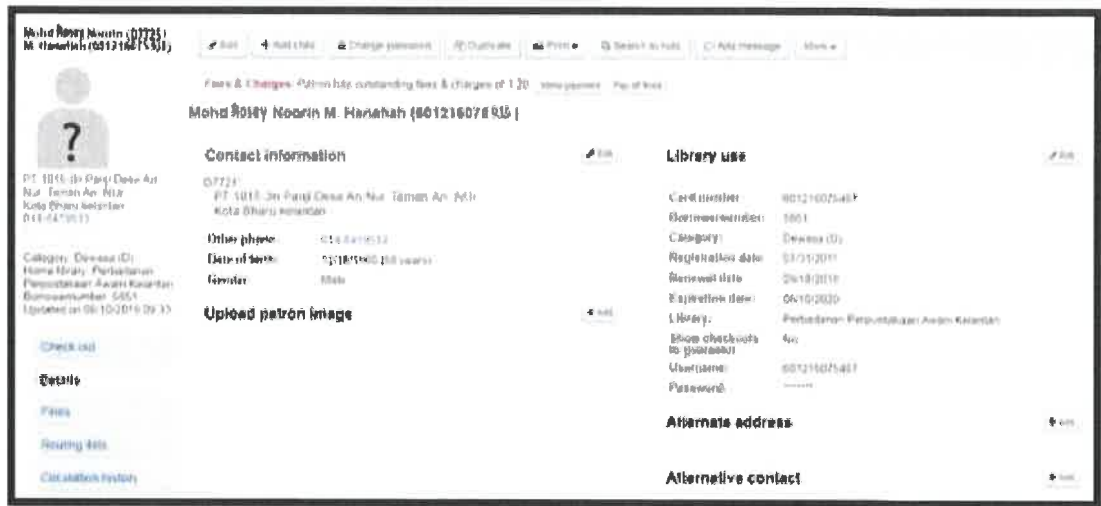
Figures 3.3.1.2.3:

Patron information detail page

3.3.1.3 Edit patron

Patron in KOHA can be edited through many ways using "Edit" buttons.

Step 1: To edit the entire patron records, simply click the "Edit" button at the top of the patron's page.

Figures 3.3.1.3.1:

Edit patron button

Step 2: Password of the patron cannot be recovered. The stars that show next to the password is refer to the patron password even when the passwords are not being set.
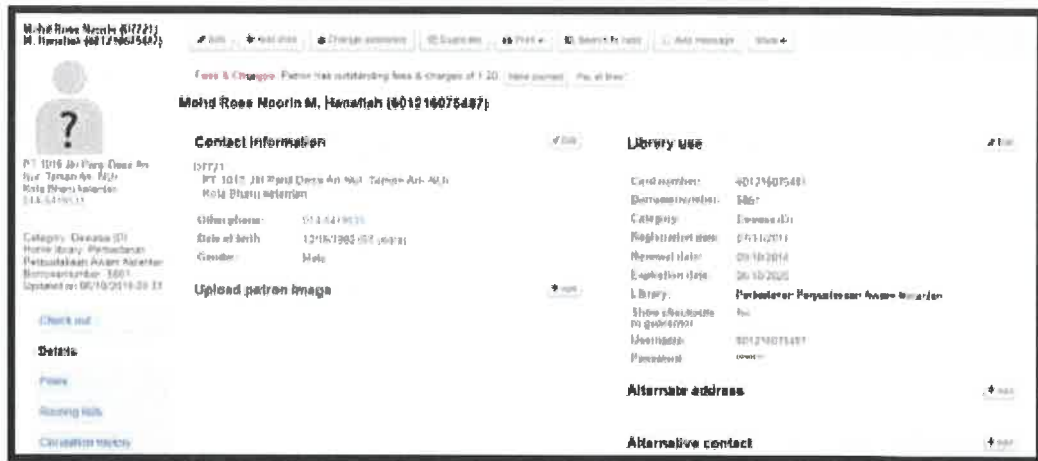
Figures 3.3.1.3.2:

Patron information detail page change

Step 3: To change the patron's password, click the "Change Password" button. KOHA Will not be display the existing password. Enter the new password at the blank box to change the new password.

Figures 3.3.1.3.3:

Change username and password

Step 4: To edit the specific section of the patron, click on the "Edit" button at the left side of the information details.

Figures 3.3.1.3.4:

Edit Patron information

Step 5: To add a patron image, click on the "Add" button at the right side of the "Upload patron image" at detail pages.
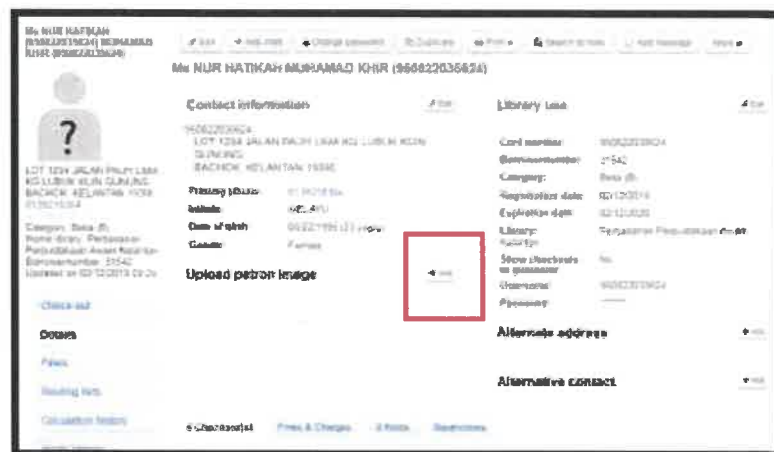
Figures 3.3.1.3.5:

Upload image patron

Step 6: Choose the patron image from your computer. Only image in PNG, GIF, JPEG, XPM format are support to upload.

3.3.1.4   Circulation History

Step 1: To see the circulation history of the patron, click at the "Circulation history" tab.

Ms NUR HATIKAH (950822035624) MUHAMAD KHIR (950822035624)

?

LOT 1294 JALAN PAUH LIMA
KG LUBUK KUIN GUNUNG
BACHOK, KELANTAN 19390
0139218304
No email store d
Category: Belia (B)
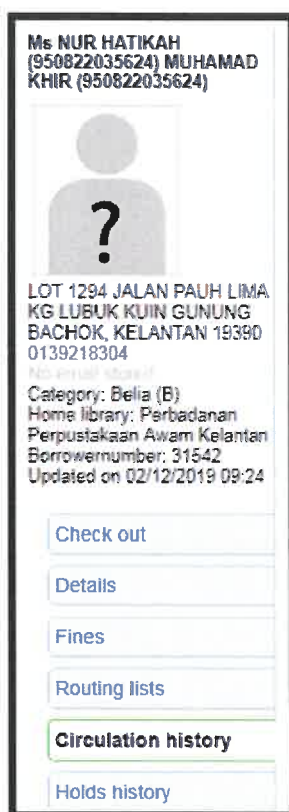Home library: Perbadanan
Perpustakaan Awam Kelantan
Borrowernumber: 31542
Updated on 02/12/2019 09:24

Check out

Details

Fines

Routing lists

Circulation history

Holds history

Figures 3.3.1.4.1:

Patron circulation history

Step 2: After click on the "Circulation history" tab, it will show the circulation history of the patron. It will show the detail of the circulation of the patron which is the title of the book, the author of the books, call number, barcode, the numbers of the patron make a renewal of the book, the check-out date, where the books has been check out, the due date of the books should need returned and the date patron returning books.

Circulation history

Date	Title	Author	Call no.	Barcode	Number of renewals	Checked out on	Checked out from	Date due	Return date
06/22/2019 16:27	KOLEKSI DOA & ZIKIR serta ADAB SEHARIAN Untuk ADIK-ADIK /	Nur Ashiqa	K 297 NUR	100793339	1	06/22/2019 16:25	Perbadanan Perpustakaan Awam Kelantan	07/20/2019 23:59	06/22/2019 16:27
06/23/2019 11:49	Burung vampire	N:cam Zakaria	F M NIZ	110040905	0	06/23/2019 11:43	Perbadanan Perpustakaan Awam Kelantan	07/07/2019 23:59	06/23/2019 11:49
06/23/2019 11:42	Tiada tajuk /	Ismi Fa tomat,	F M ISM	110042407	0	06/23/2019 11:43	Perbadanan Perpustakaan Awam Kelantan	07/07/2019 23:59	06/23/2019 11:42
05/16/2019 09:47	Kota Bayung	KK Ng	F K 741.5 KKN	100777672	0	05/16/2019 09:47	Perbadanan Perpustakaan Awam Kelantan	05/30/2019 23:59	05/16/2019 09:47

Figures 3.1.4.2:

Patron circulation history detail

3.3.1.5 Fines

Step 1:For the fine that imposed for the patron's that are late to returning the loan book, the fines can be seen at the "Fines" tab. Click at the "Fines" tab to show the list of the fines that has been imposed to the patron's.

Figures 3.1.5.1:

Patron Fines history

Step 2: Then, after click the "Fines" tab the complete patron's account history will be appear and it will show the date of the of the charge or payment was posted, the description of the charges which is includes the due date for the overdue item, the title of the item that are been charge and the link of the item records where the location that the item is available. "Home library" which is show the item that borrowed from which branch. The total amount of the payment or charge and outstanding of the charge that

still due on charge also will be show. Then to see the detail of the charge, click the "Detail" button to see the detail of the charge.

Figures 3.3.1.5.2:

Patron fines history detail

Step 3: At the top of the table you can click the 'Filter paid transaction' to hide all completed transaction and above that you can use the search box to find a specific charge or payment.

Figures 3.3.1.5.2:

Filter paid transaction

3.3.1.6 Pay Fines

Each of the items can be paid in full or written off using "Pay fines" tab.

Step 1: Click on the "Pay fines" and it will show the list of the fines and how to pay the fines. Each of the items can be paid the whole fines, partially paid or written off.

Figures 3.3.1.6.1:

List of patron pay fines

Step 2: To pay the fines in full click "Pay" next to the fine you want to pay. If you have a note to mark about the payment, type the notes at the "Payment note" column.
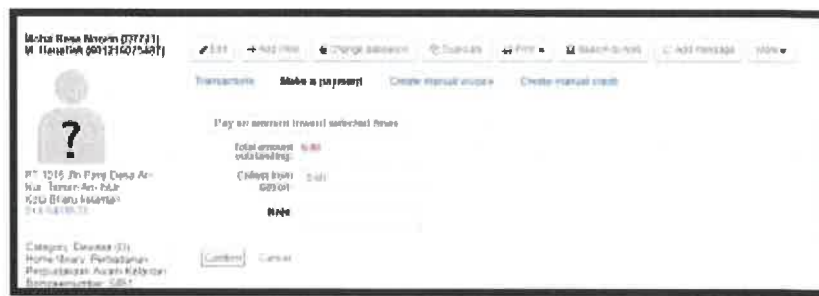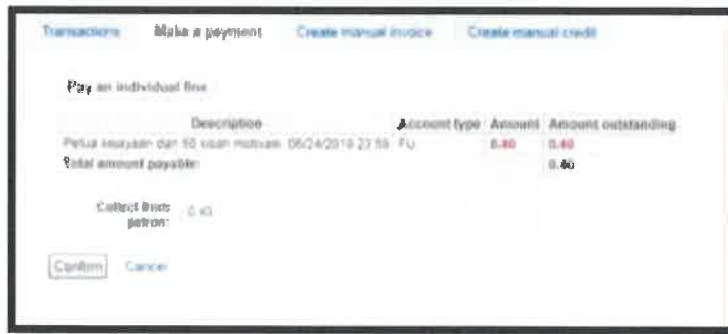

Figures 3.3.1.6.2:

Patron payment fines page

Step 3: Then the full amount of the fine will be show at the "Collect from patron" box. To proceed the payment click on the "Confirm" button. Then, the fines will be removing from outstanding fines and display as a fully paid.
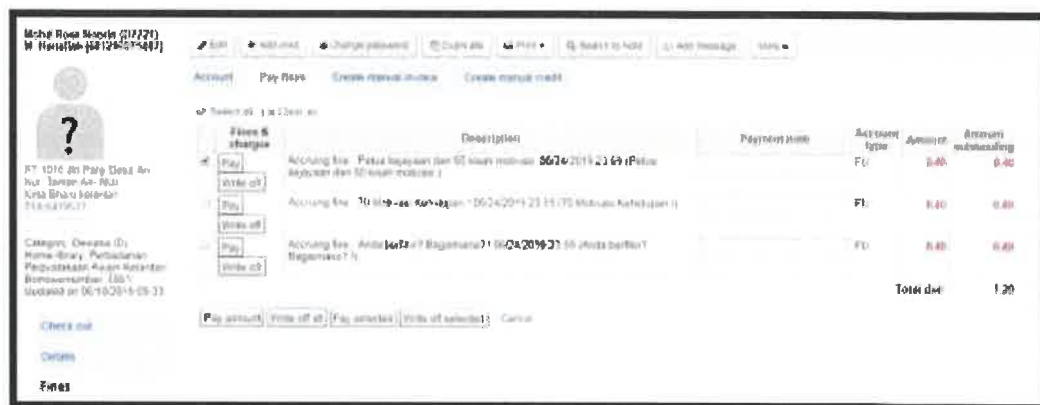
Figures 3.3.1.6.3:

Patron confirmation payment page

Step 4: To make a partial fine, select to the item that patrons want to pay and then click the "Pay" button at the "Fines & charges" column.

Figures 3.3.1.6.4:

Partially pay fines

Step 5: Then the "Make a payment" page will be appear. It will show the total of the charges that patrons need to pay. If the fines is to expensive, the staff will be reduce the price of a fine that will take from the patron. The staff can change the fine that will take from the patrons at the "Collect from patrons" box and can type the notes at the "Notes" box under the "Collect from patrons".

Figures 3.3.1.6.5

Confirmation to pay the fines

Step 6: The to proceed the payment click on the "Confirm" button then the fine will be update to show the current amount of the outstanding fines of the patrons.

3.1.7 Pay amount towards all fines

Step 1: To pay all the amount of fines click on the "Pay amount button"

Figures 3.3.1.7.1:

Pay amount towards all fines

Step 2: Then the total amount of the outstanding fine will be appear on the page. It will show the total fines of the patron on the right of "Total Amount Outstanding". The staff can enter the amount of the fines that are collecting from the patron in the "Collect from patron" box.
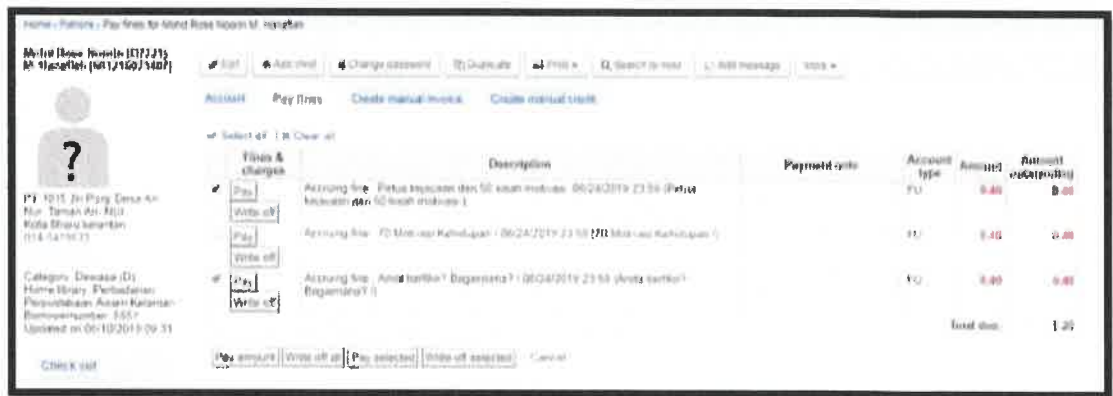
Figures 3.3.1.7.2:

Pay amount towards all fines

Step 3: Then click "Confirm" button to proceed the payment. The fines total will be updated with the payment applied before this.

### 3.3.1.8   Pay for selected fines

Step 1: Select on the fines that you wish to pay on the checkbox next to the "Fines & charges" column. Then click on the "Pay selected" button.

Figures 3.3.1.8.1:

Pay selected fines

Step 2: Then the total amount of the outstanding fine will be appear on the page. It will show the total fines of the patron on the right of "Total Amount Outstanding". The staff can enter the amount of the fines that are collecting from the patron in the "Collect from patron" box.
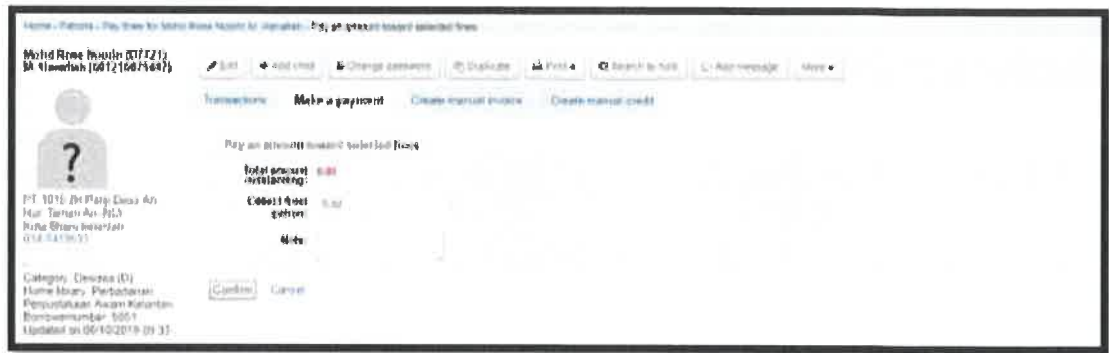
Figures 3.3.1.8.2:

Confirmation to pay the fines

Step 3: Then click "Confirm" button to proceed the payment. The fines total will be updated with the payment applied before this.
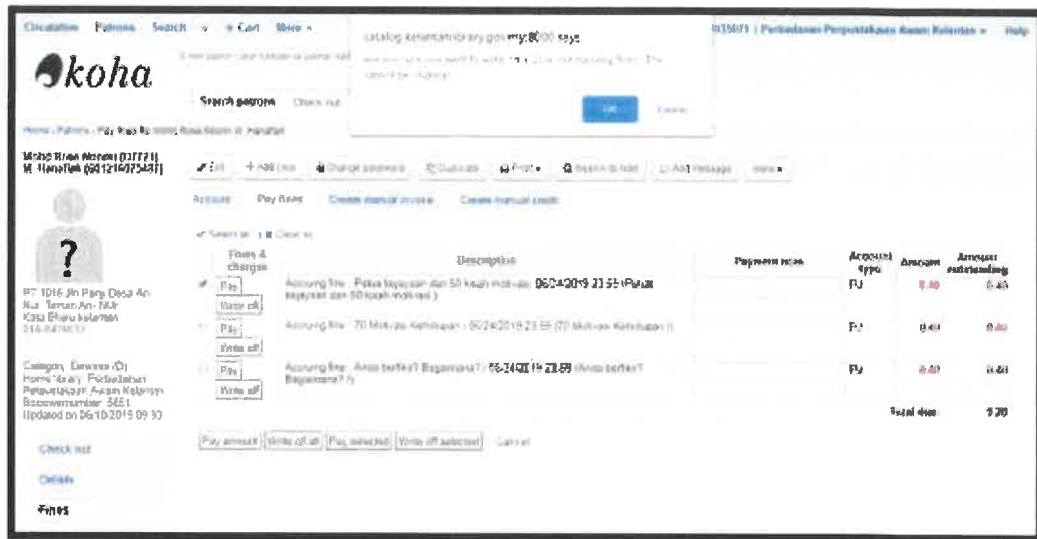
3.3.1.9 Write off the fines

Step 1: To write off the Patrons fines, click on the "Write off selected" button. Then it will show the confirmation box with a specify total of amount to be write off.

Figures 3.3.1.9.1

Write off all the fines

Step 2: After that, the fine will be removed from outstanding fines and displayed the fines and a written off.

Figures 3.1.9.2

Write all the fines notification

3.3.1.10   Creating a manual receipt

Step 1: After the patron is completes pay their fines, the staff will give them a receipt of payment.

CIRCULATION MODULE

3.3.2 CHECK OUT PROCESS

A book can be issued using this option. To begin the process f checkout, it will ask for the user detail. Then, enter the user detail which is the member card, user name or user identification number. The checkout process will be appears in two main place which is checkout option on the top of main interface of staff client or checkout option on the patrons record.

3.3.2.1   Checkout option on the top of main interface of staff client
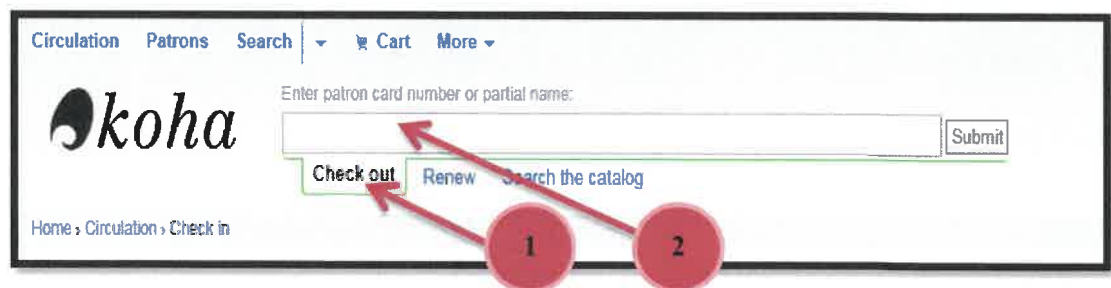
Figures 3.3.2.1.1:

Check out item

Step 1: Click check out to start issues book

Step 2: Then, enter the member card number, user name or user identification number

3.3.2.2 Checkout option on the patrons' record

Figures 3.3.2.2.1:

Check out item option

Step 1: Enter the accession number or barcode number of the book that to be issued to

the user and click the check-out button. Then, the book will be issued to the user.

3.3.2.3 Checking the items out

To checking the item out to patron, used any option above then you will presented with

then check out screen.

Figures 3.3.2.3.1:

Check out item at patron page

Step 1: To see the list of the checkout item, click at the checkbox "always show

checkouts immediately" then it will shows the list of item that has been checkout.

Figures 3.3.2.3.2:

Check out item at patron page

Step 2: Then after the item has been check out, , At the bottom of the page there is a summary of the patron's current checked out items along with the due date.

Figures 3.3.2.3.3:

Check out setting to expand the check out area

Step 3: To see more checkout option, click "checkout setting" to expend the checkout area.

Figures 3.3.2.3.4:

Override the default due date for the item

Step 4: The blank box is the box for the barcode there may be option for the user to override the default due date for the item.

Step 5: Then, below of the box is for the barcode that user will see a checkbox for "Automatic renewal".

Figures 3.3.2.3.5:

Notes on the patron records

Step 6: If there are notes on the patron record this message will be appear at the profile patron. If the patron cards have expired, patron need to renew the date before they can be loan the books.

3.3.2.4   Check out message

There are when the system will prevent the librarian form being able to check out the item to a patron. When this happen, a warning message will be appear at the screen to notify the librarian why the patron cannot be check item out.

Step 1: If the patron card has expired, patrons need to renew the date before they can be loan the books. Patron has overdue item, the patron need to clear the fees and charge for the overdue item to able check out the new items.

Cannot check out!
- **Expiration:** Patron's card has expired. Patron's card expired on 06/03/2019 Renew or Edit Details
- **Overdues: Patron has ITEMS OVERDUE.** See highlighted items below
- **Fees & Charges:** Patron has outstanding fees & charges of 1.20. [Make payment] [Pay all fines]
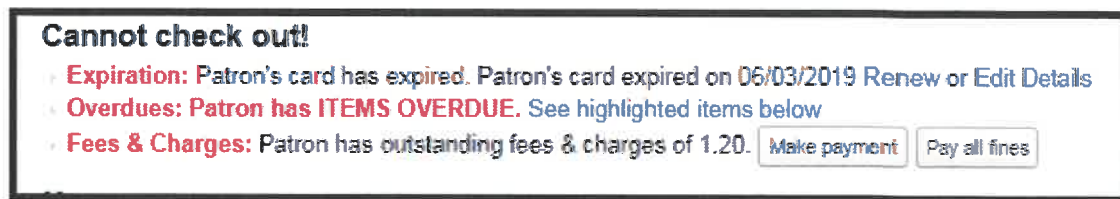
Figures 3.3.2.4.1:

Books cannot be check out message

3.3.2.5 Check out warning

Patron's has outstanding fines.

Please Confirm Checkout
- The patron has a debt of 1.00

✓ Yes, Check Out (Y)   ✗ No, Don't Check Out (N)

Figures 3.3.2.5.1:

Patron outstanding fines message

Books cannot be check out message of for loan. Some of the item in library cannot be loan for the patron. This warning notification will appear on the screen.

Please Confirm Checkout
- Item is normally not for loan. Check out anyway?

✓ Yes, Check Out (Y)   ✗ No, Don't Check Out (N)
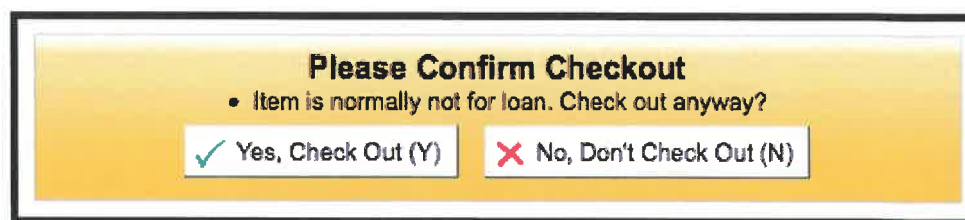
Figures 3.3.2.5.2:

Reference material cannot be check out message

Patron has too many things checked out. The limit item for the patron to be check out is 5 item only. If patron want to check the new item, they need to returning the item that already check out before.

Please Confirm Checkout
• Too many checked out. 5 checked out, only 5 are allowed.
✓ Yes, Check Out (Y)   ✗ No, Don't Check Out (N)

Figures 3.3.2.5.3:

Patron has limit checkout

The item cannot be renewal. Patron can only renew their loan once for per once loan.

• No more renewals possible
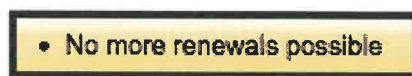
Figures 3.3.2.5.4:

Patron has limit renewing materials

Barcode cannot be detect or not found.

• The barcode was not found 2345678765343234
Fast cataloging
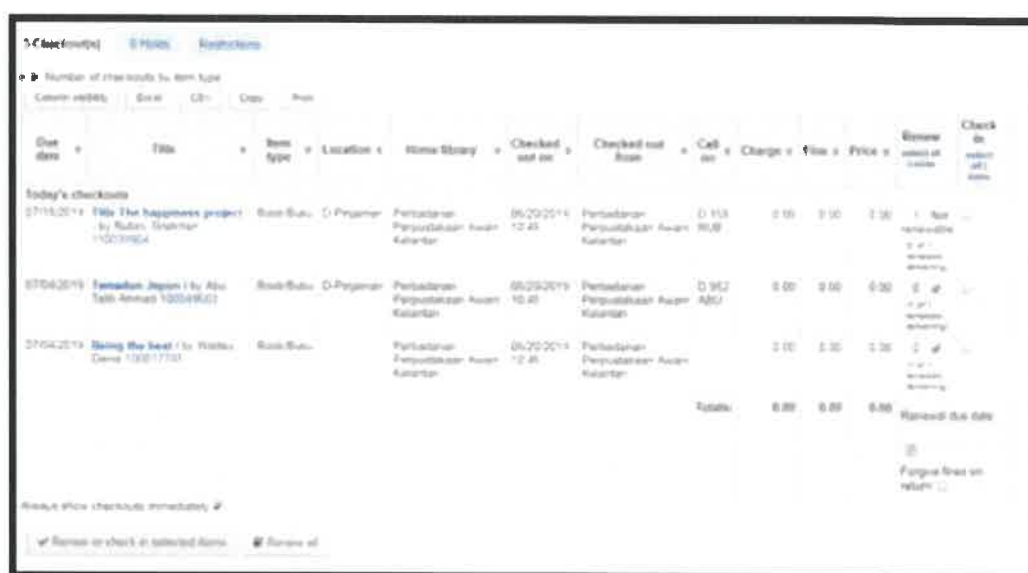
Figures 3.3.2.5.5:

Undetected barcode of the book

3.3.2.6   Renewing

The renew process can be done in two option which is visit the patron's detail page or checkout page and review their checkout summary at the bottom or directly scan the barcodes of the item that they would like to renew.

Step 1: Scan the barcodes of the items you would like to renew.

Step 2:   The first is to visit their details page or checkout page and review their checkout summary at the bottom

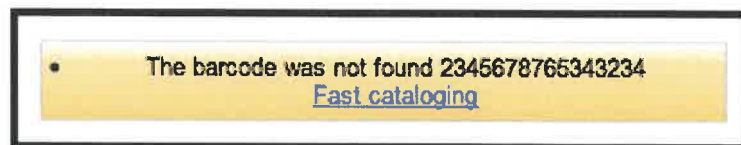

Figures 3.3.2.6.1:

Checkout summary page

Step 3: To renew the items, in the renew column you will see the patron has been renew the item or not. The renewable will be blocked if the patron's has been renew the item before. The renewals rule for the patron's to renew their check out item only once for the one loan. To renew the items, check the boxed of the items you would like to renew and click the 'Renew or Return checked items' button, or to renew all items checked out to the patron simply click the 'Renew all' button.
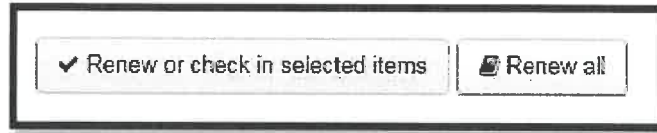
Figures 3.3.2.6.2:

Button for renew

Step 4: Then second option is to visit the 'Renew' page found under the Circulation menu and scan the barcodes of the items you would like to renew.
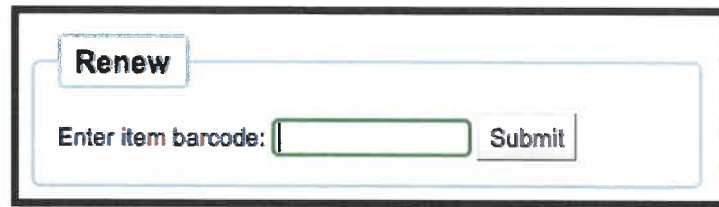
Figures 3.3.2.6.3:

Enter barcode field for renew

Step 5: If the item is renewed you will receive a confirmation message.
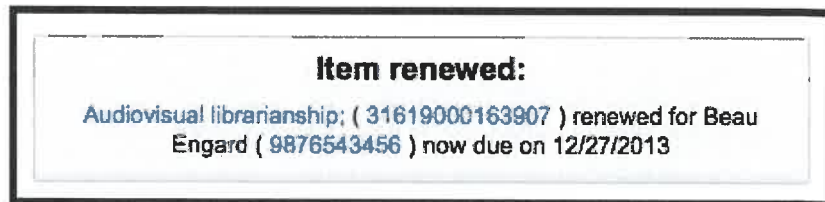
Figures 3.3.2.6.4:

Item renewed message

Step 6: If the barcode is not found you will be presented with an error.
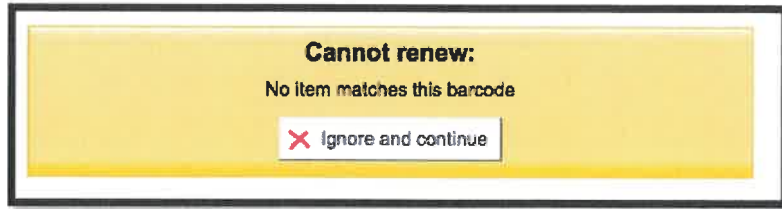
Figures 3.3.2.6.5:

Barcode not matched message

Step 7: If the item is not actually checked out you will also receive an error.
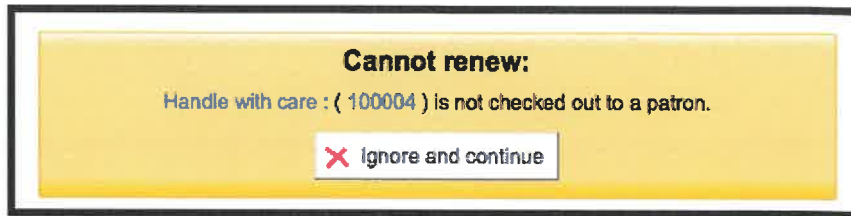
Figures 3.3.2.6.6:

Item cannot be renewed message

3.3.2.7 Check-in process
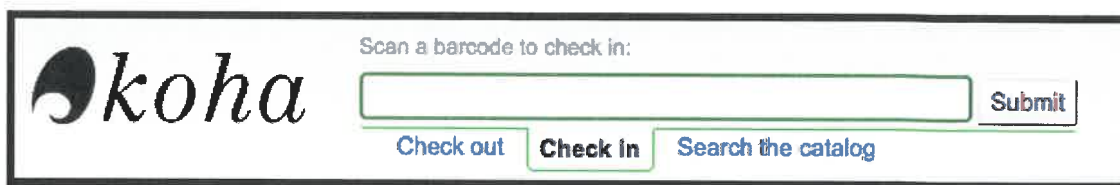
Check in item can be performed from various options. To check-in books, it will ask for the barcode number or accession number of books. Then enter the barcode number or accession number of books at the Colum.

Step 1: The check in box on the top of the main staff client.
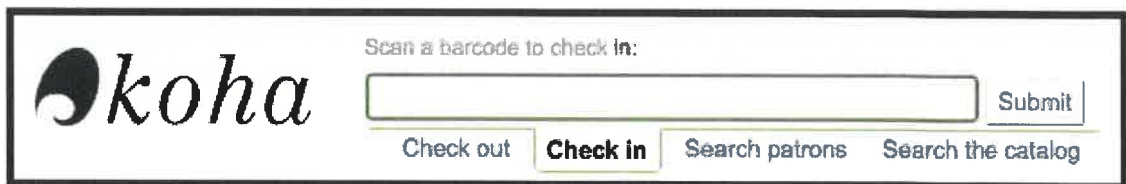
Figures 3.3.2.7.1:

Check in books box

Step 2: The check in option on the quick search bar on the Circulation page.
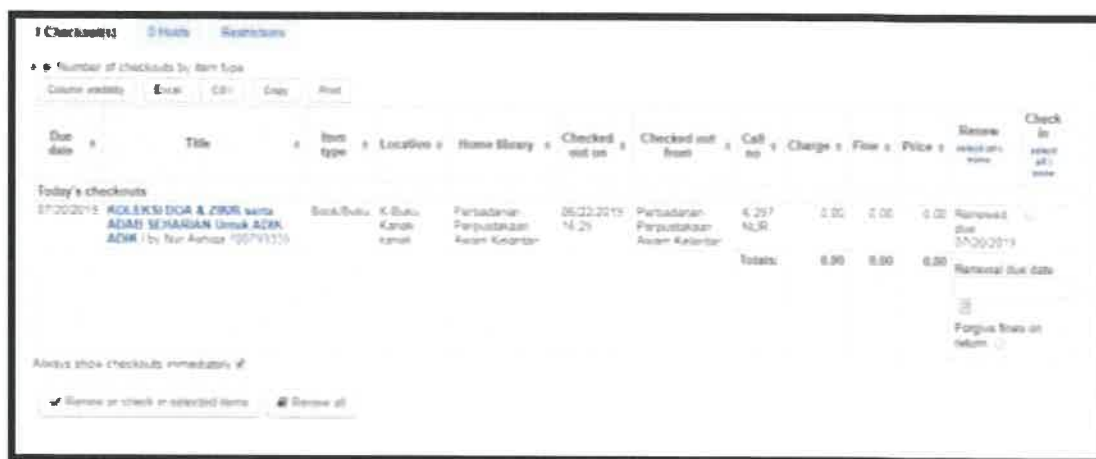
Figures 3.3.2.7.2:

Quick search bar Patrons check in book

Step 3: Check in the item from the patrons check **in book** and click the checkbox at the check in Column.

Figures 3.3.2.7.3:

Patrons check in summary

Step 4: Check in the item at the page under the circulation menu.
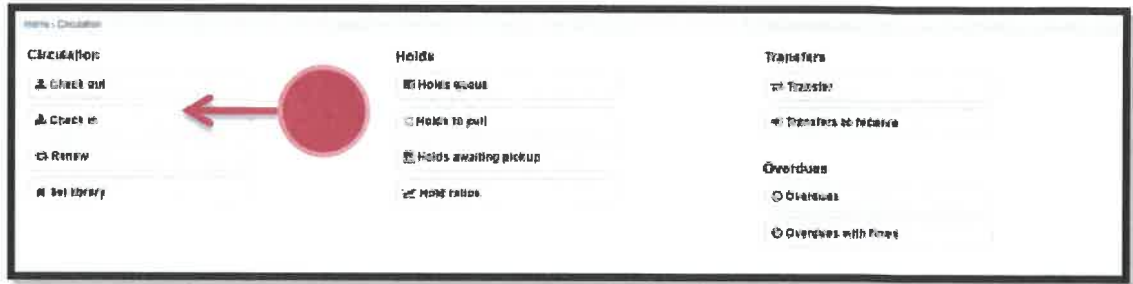
Figures 3.3.2.7.4:

Check in book in circulation menu

3.3.2.8 Checking item in

Step 1: To check an item in, scan the barcode of the item into the box that is provided.

Figures 3.3.2.8.1:

Check in item into check in box

Step 2: Then after the item has been check in, the summary of the items checked in will appear below the check in box.
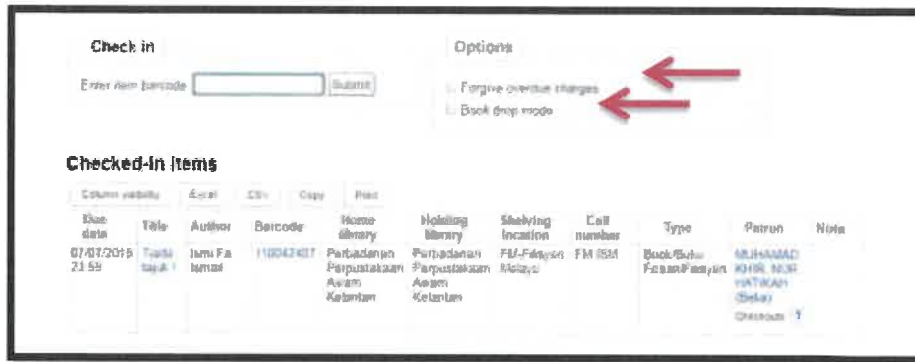
Figures 3.3.2.8.2:

Check in item result

Step 3: If you are checking items in that were put in the book drop while the library was closed you can check the 'Book drop mode' box before scanning items. This will effectively roll back the returned date to the last date the library was open.

You can also choose to forgive all overdue charges for items you are checking in by checking the 'Forgive overdue charges' box before scanning items.

3.3.2.9 Check in message

Figures 3.3.2.9.1:

Check in message

Step 1: If you have the system showing you fines at the time of checking you will see a message telling you about the fine and providing you a link to the payment page for that patron.

3.3.2.10 Circulation message

Step 1: Circulation messages are short messages that librarians can leave for their patrons or their colleagues that will appear at the time of circulation.

Figures 3.3.2.10.1:

Circulation messages

Step 2: On the patron's check out tab you will see the link "Add a new message" to the right of the checkout box. Then, click the link "Add a new message" to add a message to the patron's.

Figures 3.3.2.10.2:

Add messages

Step 3: Then, write the message at the message box and click save button to send the message to the patron's or click the cancel button to cancel submission message. You also can choose the option either the message will be send for the staff library or for the patron. The messages will also show to the staff library.

3.3.2.11   Viewing message

Circulation messages meant for the staff and/or the patron, message will appear on the patron's checkout screen to the right of the checkout box. Messages in bold and red are will readable for the library staff only, whereas messages in regular italics font are readable for the patron and the librarian.

Figures 3.3.2.11.1:
Add messages
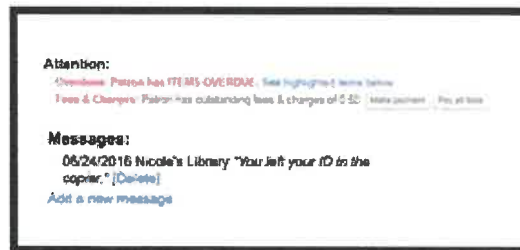
Figures 3.3.2.11.2:
View message at patron pages

Step 1: Circulation message are readable for the patron's. the message will be appear when the patron are log in into the OPAC.

Figures 3.3.2.11.3:
View message at OPAC system

Step 2: This message will be appear on the patron's side when they open the OPAC system.

3.3.2.12 Transfer

If you work in a multi-branch system you can transfer items from one library to another by using the Transfer tool.

Figures 3.3.2.12.1

Transfer tool

Step 1: To transfer the item, click transfer button at the circulation page and enter the library you would like to transfer the item to and scan ore type the barcode on the item you would like to transfer and click submit button.

Figures 3.3.2.12.2

Transfer destination

Step 2: Then, the item will now show it on the transit.

Transfer

Destination library:

Centerville

Enter barcode:

[   ] Submit

Transfered Items

Bar Code	Title	To
887369820192012	Library mashups : ()	Centerville

Figures 3.3.2.12.3

Enter barcode for transfer

Step 3: When the item has been arrives at the other branch the librarian must check the item in to acknowledge that it is no longer in transit.

	Centerville	020.285/4678	In transit from Midway, to Centerville, since 12/07/2009	12/07/2009	887369820192012

Figures 3.3.2.12.4

Transfer updated books

Step 4: Then, the item will not be permanently moved to the new. The item shows the same 'Home Library' but has updated the 'Current Location' to note where it resides at this time

Figures 3.3.2.12.5

Change lost status

3.3.2.13   Transfer to receive

Step 1: The report will show all the list of item that KOHA system thinks it the item in transit to your library. If the transfer is late in arriving to the library you will see the message with the red color stating how late the item are.

Figures 3.3.2.13.1

Transfer overdue date message

Step 2: The item will be considered late based on the numbers of the days that the library has set the limit day of the transfer which is after 3 days.

3.3.2.14 Overdue

Step 1: To see the overdue report at the library, click the overdue button at the circulation page. Then, the report will show the list of overdue at your library that have accrued fines on them.

Figures 3.3.2.14.1

Overdue list result

Step 2: The report can be filtered using the menu option found on the left of the report.

3.3.2.15   Overdue with fines

Step 1: To see the overdue with fines report at the library, click the overdue with fines button at the circulation page.

Figures 3.3.2.15.1

Check overdue with fines report

Step 2: If you would like to limit the report you can use the pull down menu at the top to limit to a specific shelving location at your branch.
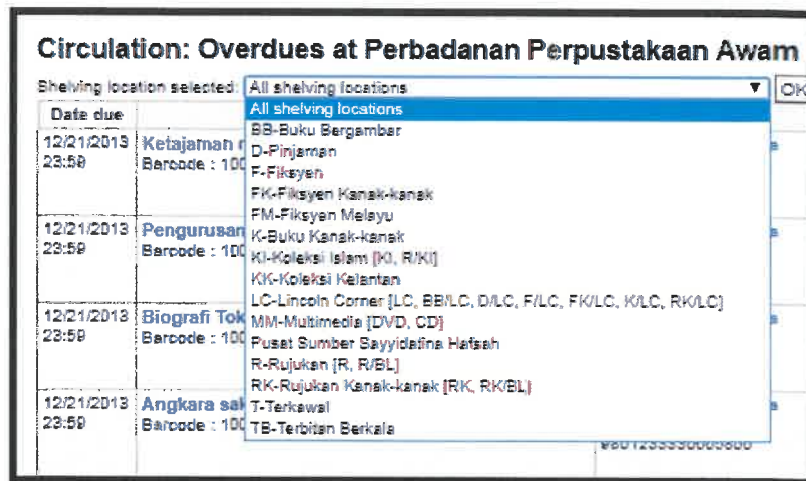
Figures 3.3.2.15.2

Choose specific shelving location for the books

Step 3: Then, the report will show the list of overdue at your library that have accrued fines on them.

Figures 3.3.2.15.3

List overdue fines report

Step 4: Then, the report will show the list of overdue at your library that have accrued fines on them.

3.3.3 CATALOGING MODULE

In KOHA the bibliographic record contains the main information related to the material. This includes things like the title, author, ISBN, etc. Once this information is saved, item records can be attached.

3.3.3.1 Adding Records

Step 1: Records can be added to KOHA via original or copy cataloging. You can also choose to use the basic or advanced cataloging interface for all of your work.

3.3.3.2 Catalog record using blank template

Figures 3.3.3.2.1:

Create blank template cataloging

Step 1: To add the new records, click at the "New record" button and choose "Default framework" .

Figures 3.3.3.2.2:

Create blank template cataloging for Z39.50/SRU

Step 2: If you want to catalog a record based on an existing record at another library in the editor you last used click "New from Z39.50/SRU" and choose "Default framework".
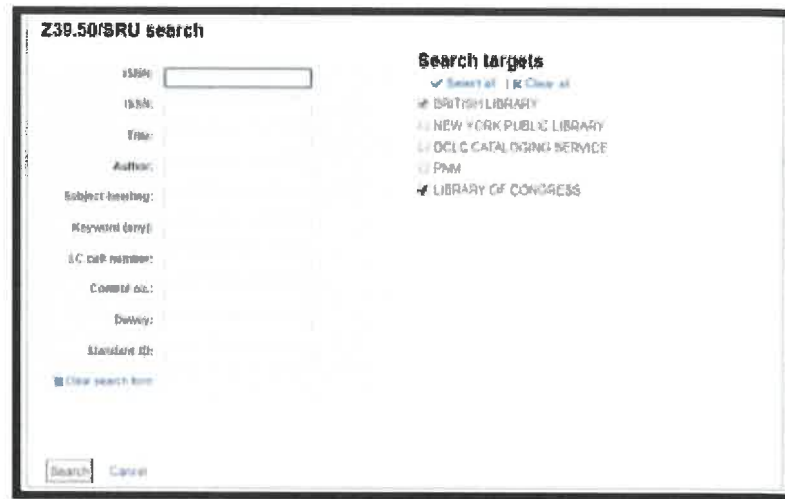
Figures 3.3.3.2.3:

Search window for existing records at another library

Step 3: Then, search for the item that would like to catalog. If there is no results are found, try searching for fewer fields, not all Z39.50 targets can search all of the fields above.

Figures 3.3.3.2.4:

Result for search window for existing records at another library

Step 4: Then, the result show the list of the existing records from another library. From the result click "Action" button, then you can view the MARC or Card view for the record or choose to import it into KOHA.

Figures 3.3.3.2.4:

Another search button

If you don't find the title you need in your Z39.50 search results you can click the "Try Another Search" button at the bottom left of your results.

3.3.3.3 Basic editor cataloging

Step 1: To do a basic editor cataloging click "New record" button and click "Default framework".

Figures 3.3.3.3.1:

Add new template for basic editor cataloguing

Step 2: In the basic editor once you have opened a blank framework or imported a record via Z39.50 you will be presented with the form to continue cataloging.
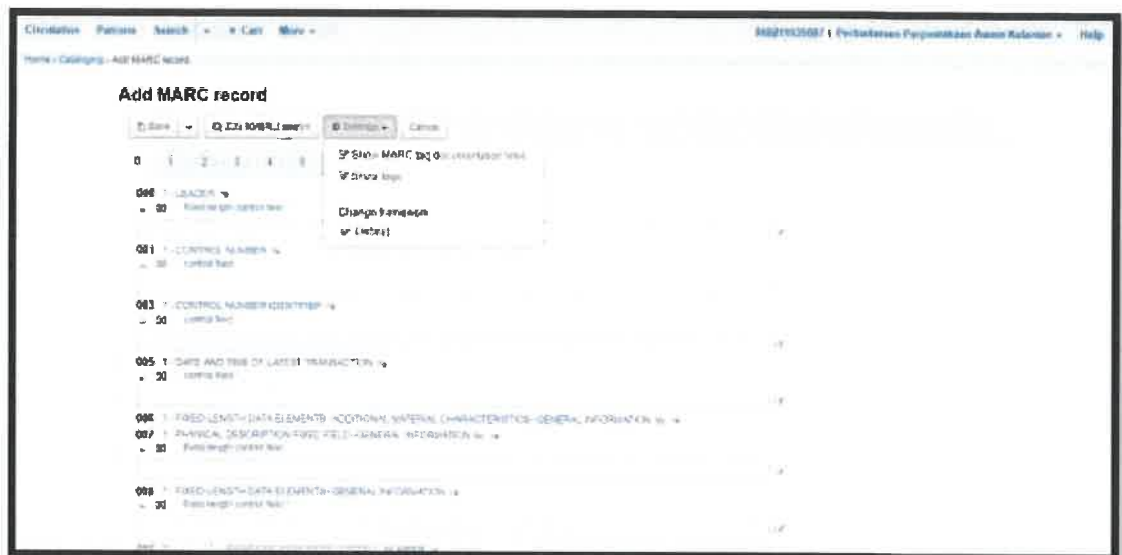
Figures 3.3.3.3.1:

Add new template for basic editor cataloguing

Step 3: If you would rather not see the MARC tag numbers you can change it by check or uncheck the checkbox next to 'Show tags' found under 'Settings'.

Figures 3.3.3.3.2:

New template for basic editor cataloguing

Step 4: To get help from the Library of Congress on a MARC tag, click the question mark (?) at the right of each field number. Then, if the question mark (?) no need to show at the page of cataloguing. The staff can uncheck the box next to the "Show MARC tag documentation links" note under the "Setting" button.

Figures 3.3.3.3.3:

Add new template for basic editor cataloguing

Step 4: If the icon appears beside the blank box of the "Personal name", click on the icon to search for the existing authority.
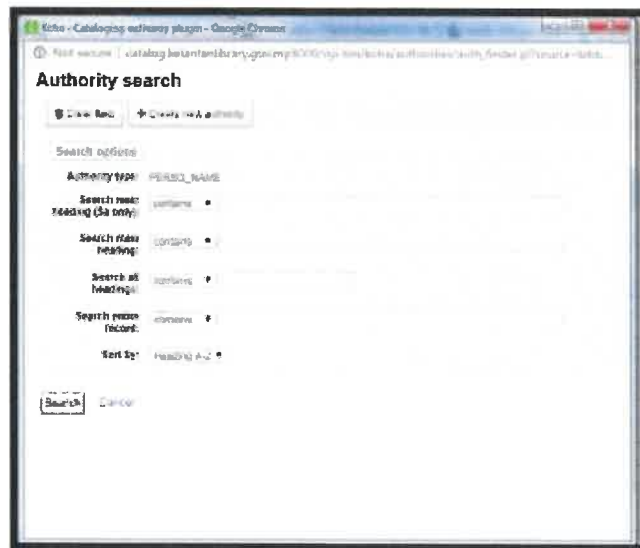
Figures 3.3.3.3.4:

Authority search window

Step 5: Then the "Authority search" page will be appear. Staff can fill any of the information about the book at the field such as the main heading of the books. Then click "Search" button to search the result.
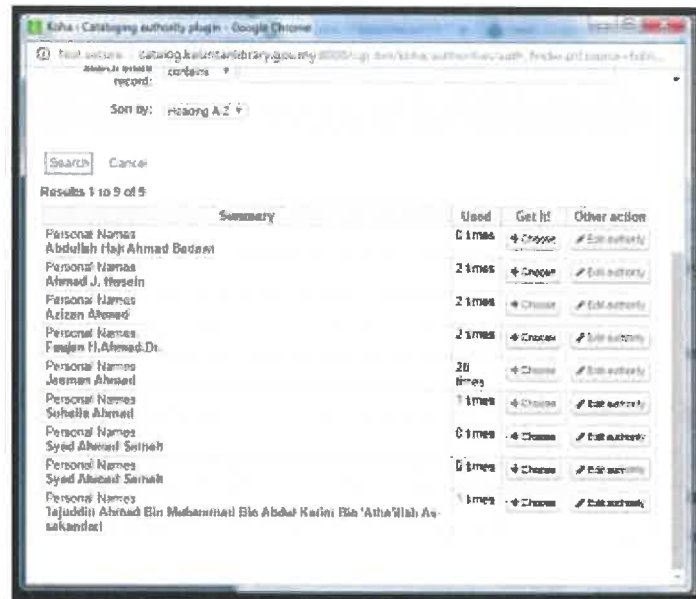
Figures 3.3.3.3.5:

Result for authority search

Step 6: The result will show under the "Authority search" box. To duplicate the field click "Edit authority" button at the "Other action" column.

Figures 3.3.3.3.6:

Duplicate field

Step 7: To duplicate the field click on the "Clone this subfield" icon at the right of the field name.
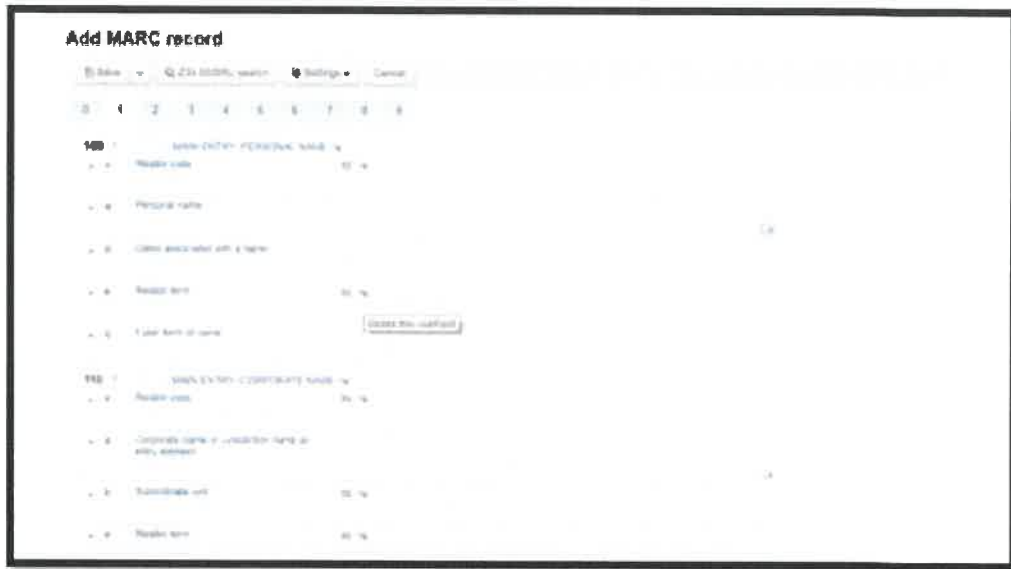
Figures 3.3.3.3.7:

Remove duplicate field

Step 8: To remove the sub fields click on the "Delete this subfield" icon at the right of the field name.

Figures 3.3.3.3.8:

Result for authority search

Step 9: To move subfields in to the right order, click the up arrow at the left of the field.
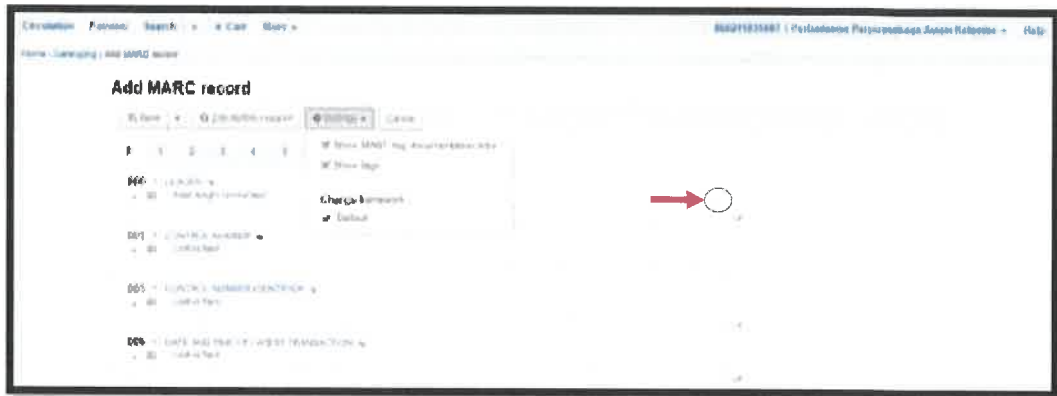
Figures 3.3.3.3.9:

Remove subfield

Step10: To use a plugin, click on the icon at the right of the field
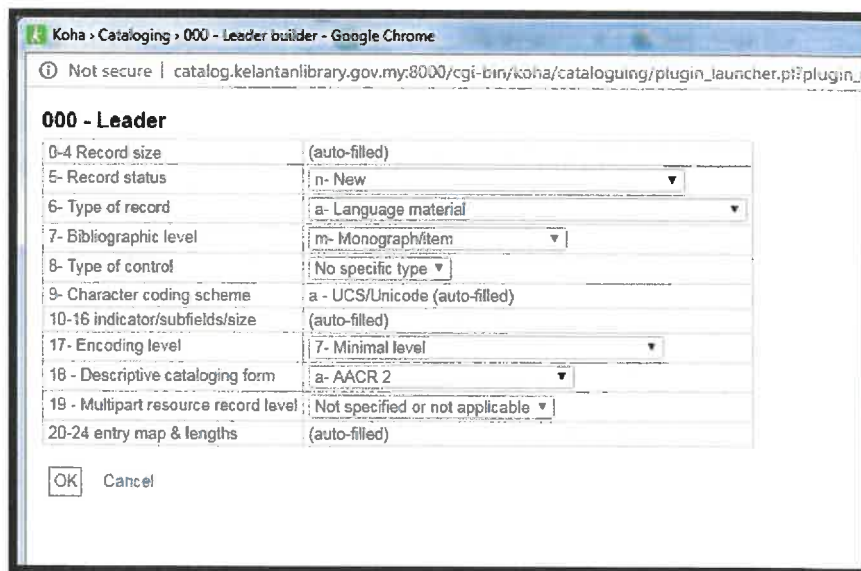
Figures 3.3.3.3.10:

Result for authority search

Step 11: Some fixed fields have editors that will change based on the material type you're cataloging.

Figures 3.3.3.3.11:

Save the cataloging records

Step 12: Once you've finished, click the 'Save' button at the top and choose whether you want to save and view the bib record you have created or continue on to add/edit items attached to the record. To save the record that you just catalog choose "Save and view record. To bring the add/edit item form after saving the bib record so that can be attach in to the holding choose "Save and edit items" and if want to save the work so far and keep it in the editor to continue working choose "Save and continue editing"
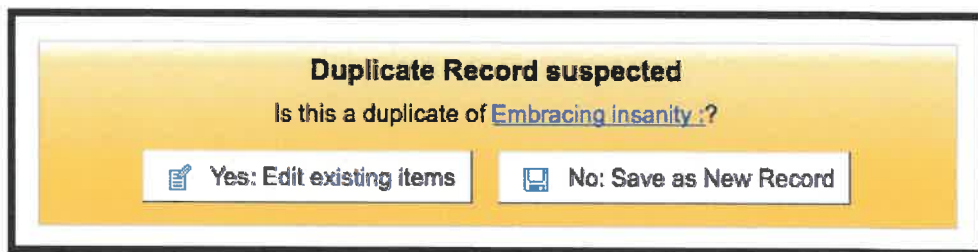
Figures 3.3.3.3.12:

Duplicate records message

Step 13: If want to add a duplicate record, KOHA will warned before saving the record.

3.3.3.4   Editing records

Step 1: To edit the records, it can be done by click on the "Edit" button on the bibliographic records and choosing "Edit Record".
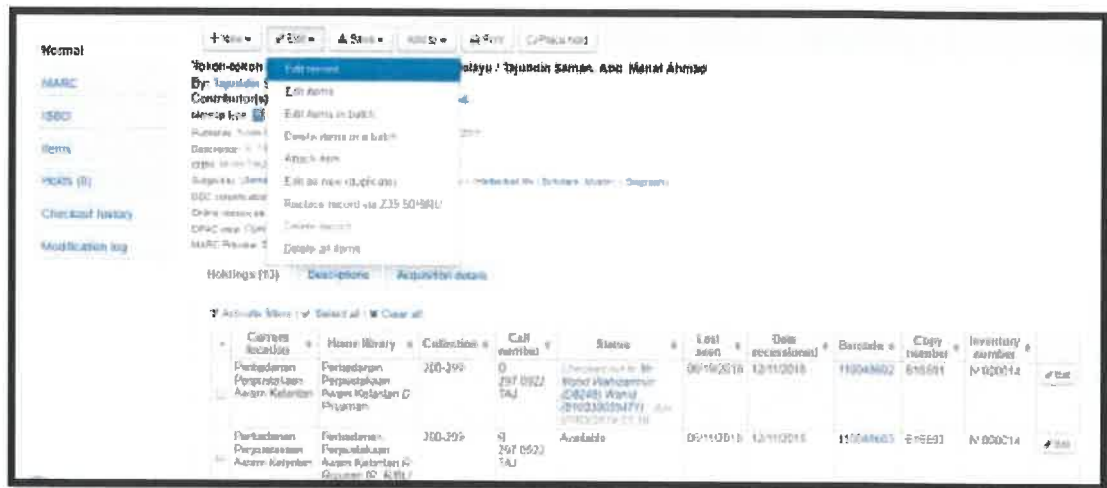
Figures 3.3.3.4.1:

Edit bibliographic records

Step 2: Then, the MARC editor will be open for the records that will be edit.

Figures 3.3.3.4.2:

MARC editor of the records

Step 3: Another way to search a full record from another library is search via "Z39.50/SRU", so you can go to "Edit" button and click At "Replace records via Z39.50SRU".
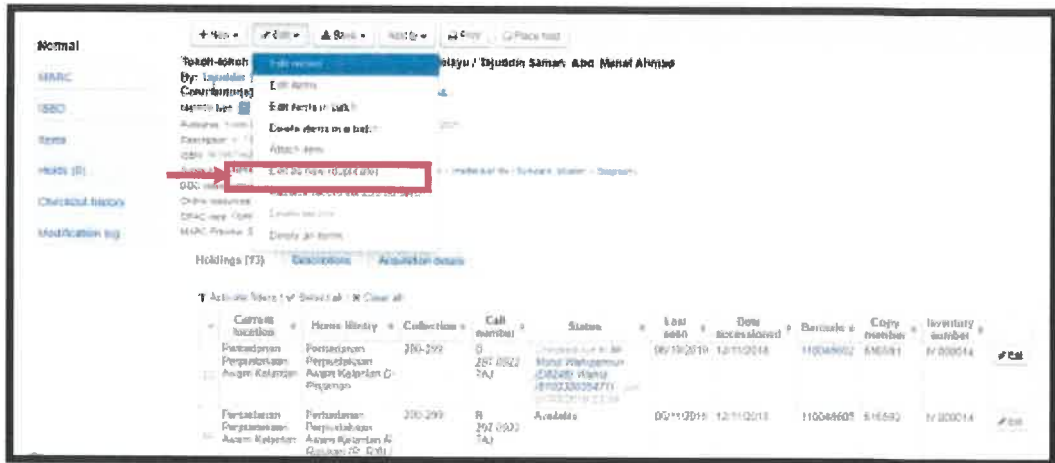
Figures 3.3.3.4.3:

Replace the existing records

Step 4: Once you choose that, the "Z39.50/SRU" search window will be appear.
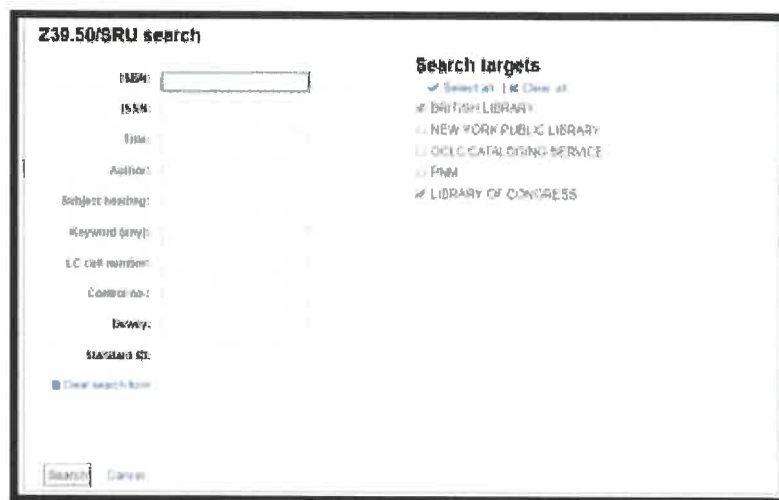
Figures 3.3.3.4.4:

Search window for existing records at another library

Step 5: Then, search the records by used their ISBN, ISSN, Title of the records, subject heading and other keywords in the Z39.50/SRU search window. Once you finish edit the records click the "Save" button on the top of the page.

Figures 3.3.3.4.5:

Result from search will be replace to the template

3.3.3.5 Duplicated record

Step 1: To duplicate the existing records, click "Edit" button and choose "Edit as new (duplicate)".
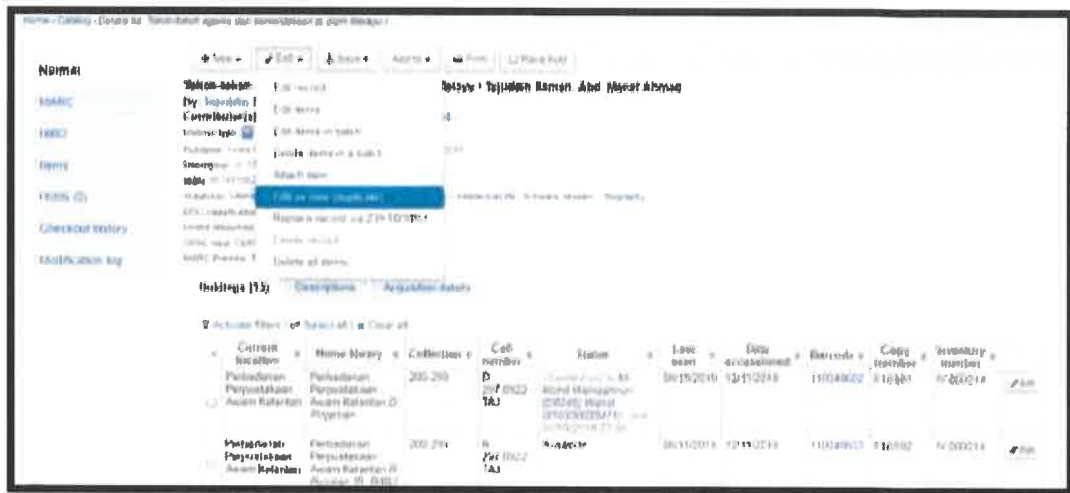
Figures 3.3.3.5.1:

Duplicate the existing records

Step 2: Then, it will open a new MARC record with the fields filled in the values from the original bibliographic record.
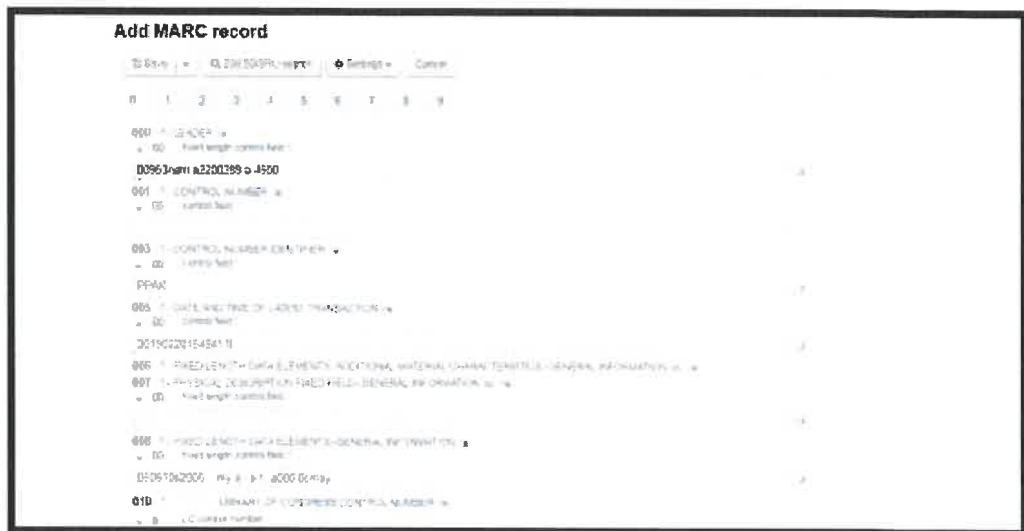
Figures 3.3.3.5.2:

Search window for existing records at another library

3.3.3.6 Delete record

Step 1: To delete the bibliographic records click on the "Edit" button then choose "Delete record"
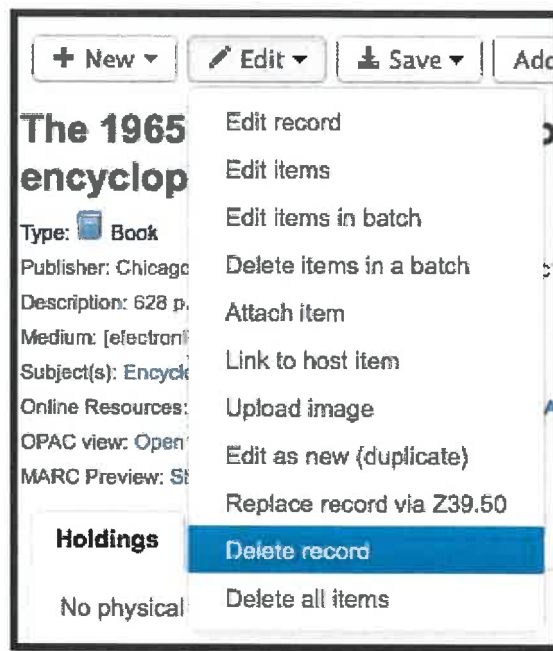
Figures 3.3.3.6.1:

Delete the records

Step 2: To delete all item choose "Delete all items". The bibliographic records can only be deleted once all the items have been deleted. If you try to delete a bibliographic record with items still attached you will see that the delete option is grayed out.
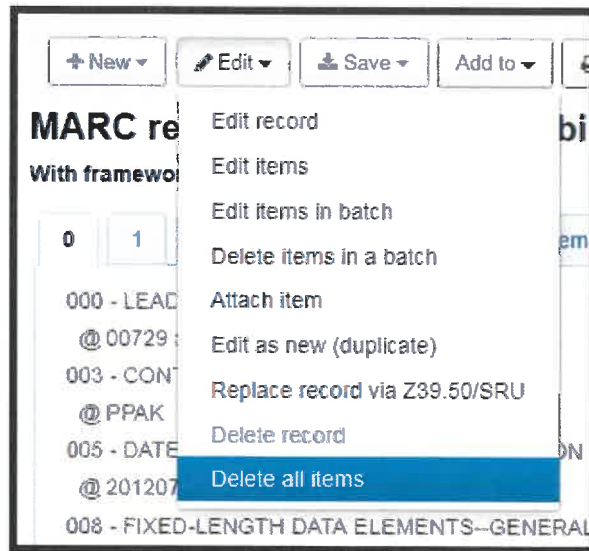
Figures 3.3.3.6.2:

Delete all item

3.3.7 Add item

Step 1: To add the new item, click on the "New" " on the bibliographic record button and select "New item"
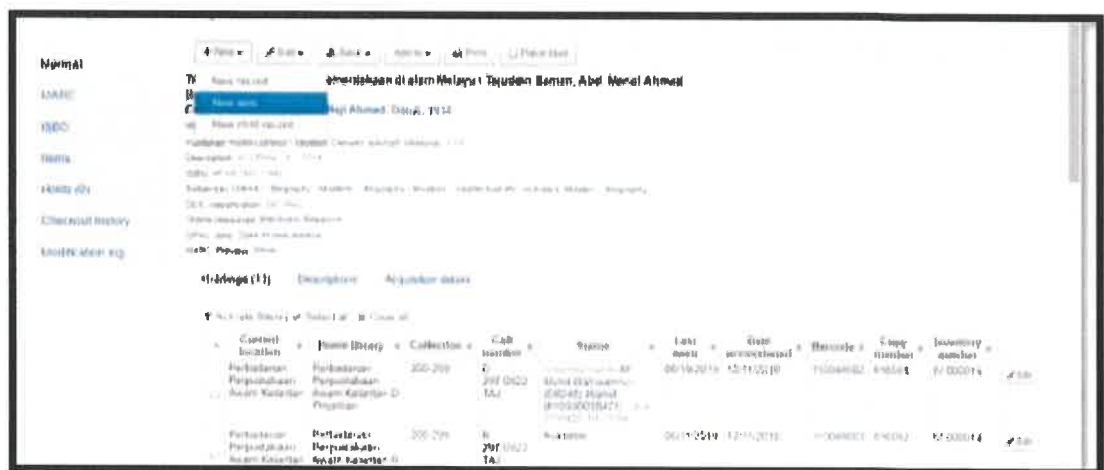
Figures 3.3.3.7.1

Add item

Step 2: Or click the "Action" button from the cataloging search result and select "Add/Edit items".
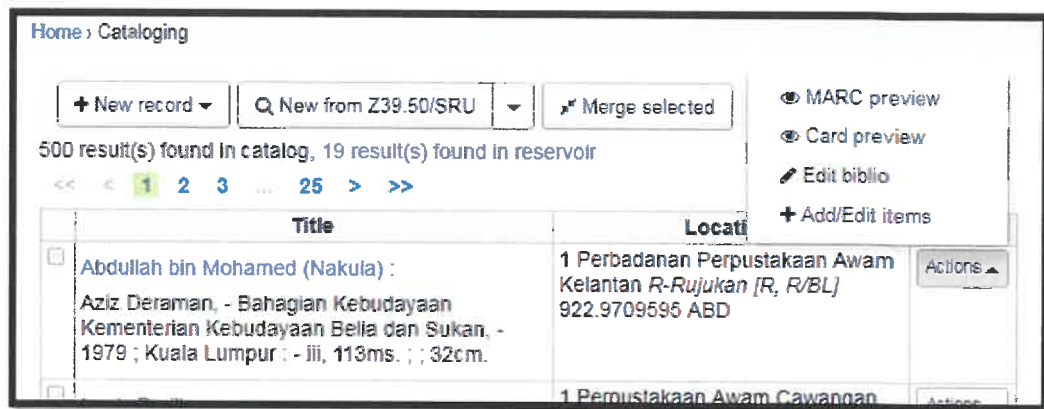
Figures 3.3.3.7.2

Select add item at cataloguing search result

Step 3: Then, edit form will appear, fill up the field information of the record.

Figures 3.3.3.7.3

Edit field for the item

Step 4: After finish filled the form, then save the records by click the button at bottom of the page. Click "Add item" for add one item, click "Add & duplicate" to add the item and fill in a new form with the same value that will be alter and click "Add multiple item" that will ask how many items and will then add that number of items adding with add sign +1 to the barcode to be a unique number of barcode.

Figures 3.3.3.7.4

Add item button

Step 5: After the records has been add, the item will be appear in list of table.

Figures 3.3.3.7.5

List of result for added records

3.3.3.8   Editing items

To edit item, it can be done in several ways.

Step 1: Clicking on "Edit" button and select "Edit items" from the bibliographic record.
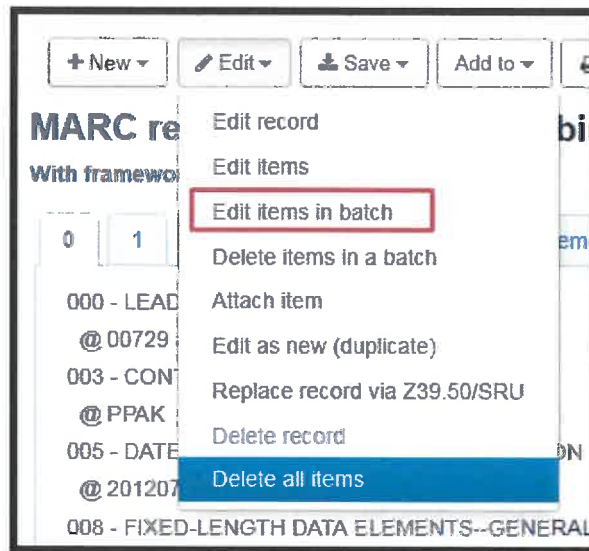
Figures 3.3.3.8.1

To edit item in batch

Step 2: After select "Edit items" the list of the item will display then click on the "Action" button and select "Edit" to edit the items.

Figures 3.3.3.8.2

Action button to edit

Step 3: Click the "Item" tab and the click at the "Edit Items" beside the "Item information"
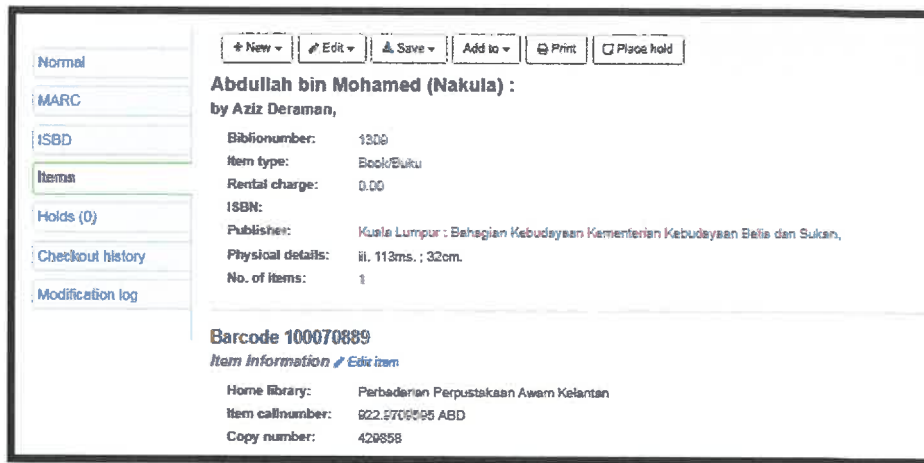
Figures 3.3.3.8.3

Edit Items

Step 4: After click on the "Edit item" it will display the item that would like to edit.

Figures 3.3.3.8.4

Display the item that would like to edit.

3.3.3.9   Edit item in batch

Step 1: To edit item in batch, click "Edit" button and select "Edit items in batch"

Figures 3.3.3.9.1

To edit item in batch

Step 2: Then the list of the items will be display. Check off the items that would like to edit and click """

Figures 3.3.3.9.1

The list of the items display

Step 3: Or click on the "Edit" at the right of each item in the "Holding" tab.

Figures 3.3.3.9.2

Edit item at edit button

Step 4: There is also a button to edit the item from the search result in the staff client.

Click at "Edit" button at the right of the item to edit the item information.

Figures 3.3.3.9.3

Edit item at edit button

3.3.3.10   Item status update

Step 1: To check the item summary click the "Item" tab at the left of the bibliographic detail page.
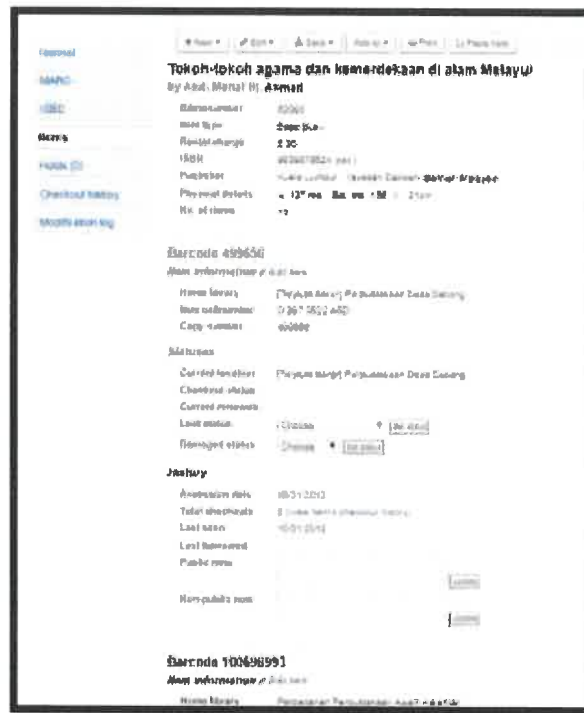
Figures 3.3.3.10.1

Item status update

Step 2: To update the status of the item to mark as a lost item, select the status of the item at the dropdown symbol at the right of the "Lost status".

Figures 3.3.3.10.2

Change lost status item

Step 3: To mark the item as a damaged item choose the damage status by clicking the dropdown symbol at the right of the "Damage Status".

Figures 3.3.3.10.3

Change damage status item

Step 4: After complete change the lost status and damaged status

CHAPTER 4: INDUSTRIAL TRAINING REFLECTION

4.0 INDUSTRIAL TRAINING REFLECTION

During the whole time of industrial training, the trainee was able to gain a lot of experiences and knowledge suitable with the information management fields and it was useful for the trainee in the future. The trainee was able to implement the knowledge gained from Information management fields in order to improve the organization services, management and so on. During five month in industrial training, trainee also able to improve both hard and soft skills during the industrial training in five month.

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

Through five months industrial training at Kelantan Public Library Corporation, trainee have gained a lot of knowledge about library management. Aligned with the objective of industrial training which students are able to apply knowledge from their study to the working environment. Basically, there is a lot of knowledge, skills and experienced that trainee has gained during industrial training, which is:

4.1.1 Communication Skill

Form the internship training the trainee able to improve the communication skills via communicating with the supervisors, library's staff and the users within Kelantan Public Library Corporation. The trainee has applies the communication skill for information professional (IMD121) course during communicate with all the staff and the user of the LIBRARY. trainee gets the chance to improve the communication skills in the real working environments. As individual who comes for seeking training in the real working environments, trainee needs to communicate with other in order In addition, trainee also gets the chance to sharpen the communications skill because trainee also

needs to meet and deal with the users of the library. Interacting with others in working environment during the industrial training will facilitate trainee to become better communicator and making friends since communication express how people respects others in the professional. Trainee also able to enhance this skill by trying to purposes any idea for the better improvement of the library management with the supervisors. Trainee can share the problem during the training session and can improve in communication skills when speak with different people and different level of the position.

4.1.2 Designing Skill

The trainee has applies Electronic Publishing (IMD214) course during the industrial training which is design poster, bunting and magazines and others. In the industrial training the trainee has learn hoe to design the poster, bunting and magazines using Adobe Photoshop and Adobe InDesign to make text editing. During the study, the trainee has lean the Electronic Publishing subject which is learnt how to used the Adobe Photoshop and Adobe InDesign to make the assessment. From that, the trainee can used the skill for design the poster for the industrial training.

4.1.3 Records Management (Classification and Filing System)

On the internship training the trainee has applied The Foundation Record Management (IMD123) subject in doing the classification records. The trainee has been learnt about the classification of the records on the study then trainee can apply on doing their job at the organization which is PPAK. The trainee has know the difference of the classification number of the organization. The trainee also has arrange the records into their shelves according to the classification number. Then the trainee also learn about the closed the file and open a new file on the study then applied it on the internship training. The file are been closed when already full and open a new file . When open a

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new file, the need to follow the reference number and only change of the volume of the file.

4.1.4 Management Skill

The management skill is very important in every things especially in doing any task and work. Trainee also put the time management in the first place for each the given tasks. It is because a good time management will show what kind of we are. Trainee also learned how to manage the time and give prioritize the important tasks when trainee need to complete all of them in one time. Trainee always put the dateline for each given tasks by the supervisors or other library staff because trainee needs to be prepared if the supervisors or other staffs could just for asking the given task at any time. Time management make trainee learn to be more responsible and punctual in each given tasks. Trainee also learns how to manage events or programs in small group of members. It is very challenging because it lack of member and needed to do everything on its own. Before industrial training, trainee have learn the subject of promotion of information product and services (IMD). This subject requires the student to manage event with a large of the members. So, trainee was apply the knowledge and experience that trainee have before for managing the events. Managing the events or program make trainee learn how to manage the events or program and give experience to trainee during the industrial training.

4.1.5 Technical Skill

The technical skill that has been learn from the industrial training is about the KOHA system. This system is used at the cataloging unit and circulation counter. The trainee learn how to key-in the data about the material into the system. Then the trainee also need to communicate with the user and dealing with the user through called and walk in at PPAK, check in and check out the materials for user, collect the registration and

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fines. Within this task the trainee can learn how to develop the technical skill in order to manage the circulation counter. Beside the technical skill also can be develop through user which is when the user need information about the materials in library, the trainee try to help the user to search the material using OPAC System.

4.1.6   Accept challenge

Industrial trainee realized this excellent experience and gather a lot of knowledge in the classroom, but personal approaches are invaluable. This internship has given many improvements in industrial trainee formal education especially when learn to accept challenges. The best way to learn is do it and accept any kind of challenges as new knowledge. Trainee are accept the task that given by the supervisor and complete the task on a time even though the trainee feel stress from the staff but the trainee able to accept the challenge and able to finish the task. Industrial trainee feel very grateful for this challenges and think being in this industrial training is very valuable to a student, it is a little sense in the real world, it helps to strengthen the knowledge of responsibility, focus, drive and ideals that have to be responsible for people's money, work timely, completed all the tasks that had set up, industrial trainee learned to focus on certain goal. Getting experience, and moving into the world of work is a very meaningful memory that industrial trainee will not forget. Being in this learning journey needs to be guided, focused and require someone who will never give up

4.2 PERSONAL THOUGHT AND OPINION

Having five months of industrial training at PPAK allowed trainee to grow in many aspects. So many experiences and knowledge have trainee gained over the industrial training period. In this section, trainee would discuss about personal taught and opinions that trainee felt during doing industrial training:

4.2.1 The Environment of Workplace for The Trainee

All the library staffs at PPAK are friendly and very helpful. They have the corporate manner in handling things with the students and any staff of PPAK which are from other units. For example, when trainee was on duty at the circulation counters, trainee is received a call from the academic staff for renewing the books that have been borrowed. Before this, trainee was never been received a call from the users. One of the library's staff was teach trainee how to manage the process of circulation by using a call. Trainee also notices that the library staff also user friendly while dealing with the users. The users do not felt stress or scare to ask help from the library's staff because they always try harder to help the users. They also provide all services with smile and due to this, there were no complaints about the library staff attitude.

The library staff also treat the trainee as their own family which they ready to give guidance to any work field and unrelated with the work. They always were always reprove when the trainee did something wrong and willing to share their opinion and ideas in developing the services and facilities in the library. They also encouraged the trainee to give opinions and sharing knowledge to them. They also were sharing their experience to the trainee which can give inspiration to do the better one during industrial training.

4.2.2 Leadership

Leadership is important because it could help some people to do the right things. For example, they set direction, build an inspiring vision, and create something new. Leadership is about mapping out where you need to go to "win" as a team or an organization and it is dynamic, exciting, and inspiring. It has a close relation with leaders. Yet, while leaders set the direction, they must also use management skills to guide their people and work well as a team to the right destination, in a smooth and efficient way. Industrial trainee feel by work well as a team could lead a better quality

of work. Because many of ideas, new practice that can receive from library staff, without help and guide given in this learning process, industrial trainee would not be able to successful complete the task that has been given in a timely manner. For example, the trainee involve to handle big event with the others agency from outside, the trainee see that to work as a team that lead by a good leader than the program are successful to manage. When performing task with different people who has more experience, industrial trainee learned the various method and techniques shared through the people who taught industrial trainee. Here industrial trainee learn to accept the opinions of others without depend on industrial trainee way only. Although it took the time to feel comfortable allowing others to share the task but eventually industrial trainee knew it was ok and this is called process of learning.

4.3 LESSONS LEARNT

During the internship training, the trainee has learn the ways of communication with the staff. The industrial training is a good platform for trainee to been exposed for the experience and get ready to the real working environment especially for the person who does not have working experience in the fields of information management. Before this, trainee has never had any basic experience in working in library fields, so this industrial training which has been held for five month gave trainee so many lessons learnt at Kelantan Public Library Corporation. Trainee is able to learn something new and able to adapt the working environment during the industrial training.

During the industrial training at Kelantan Public Library Corporation, trainee should face with different people at all the level units in library especially when trainee was dealing with the users at the circulation counter. When dealing the users, the communication skills is very important to make sure the user are understand what the trainee trying to deliver the information to them. Dealing with other people does not we

know is challenging the trainee for adapting the new environments. In addition, when trainee able to adapt the new working environment, trainee able to think creatively, ready to make changing action and improving the skills and knowledge. As the result, trainee able to build the interpersonal skills as well as give the good effects on the productivity of the work or the tasks given. The trainee also learns to receive instructions from the supervisor and execute the instructions properly at the early of industrial training. After a few weeks, trainee already knows what they need to do in each process of operation services.

The lesson that trainee learn during the industrial training is, the trainee learn about to wear the formal attire, dressed in polite, wearing a covered and dark-color shoe and others. Personal appearance is very important and it a first impression against that person and it able to change someone perception towards other people.

Then, the trainee also learn to be punctual person and appreciate the time during the industrial training. The trainee learn to be a punctual person the trainee will able to manage time very well. When the staff give a task, then the trainee are able to complete the task according to the time that has given. Other than that, the trainee also able to learn and being exposes for the real working environments especially for the person who has none of working experience in the fields of information management. Before this, trainee has never had any basic experience in working in library fields, so this industrial training which has been held for five month gave trainee so many lessons learnt at Kelantan Public Library Corporation. Trainee is able to learn something new and able to adapt the working environment during the industrial training.

Being involved in the library gives the opportunity to develop the responsible value especially when organized and management information about the PPAK library. When industrial trainee act responsibly, or do the things it will lead to responsible for any task

and to have a positive consequence. A consequence is what happens as a result of actions. When making any task given with responsible, it will spread a positive outcome and get the positive consequence for a task well done. However, if making with irresponsible, it will lead to feel the pain of a negative consequence for a task done poorly or not at all. Being responsible leads to more trust and freedom because people know they can count on trainee to do the things that are expected to do. Being responsible can also be a big part of keeping safe. Trainee believe if someone responsible in any task that has been given it will help in enhance the quality of task due we put the best action on it

4.4 LIMITATIONS AND RECOMMENDATIONS

During industrial training at Kelantan Public Library Corporation, trainee was observe several of problem that occurred in the department for the staff to conduct their job daily and various deficiencies that require particular actions that should be taken to enable the staff in the department to perform their daily tasks by proving optimum level of performances.

> **Lack of security in the library**

From the trainee observation, the security that serves in the library is not well secure. It is because some parts of the library do not have CCTV. This limitation can cause the missing of collection such as user stuff and the books. The absent of CCTV cannot detect any of the user that doing it.

Recommendation:

The library needs to expedite the process of replacing new safety equipment to prevent the loss of reference material continuously. This is because there are barriers for library staff that is on duty at the circulation counter to control every movement of the users of the library. Library should install more CCTV on each

unit especially around the shelves to control the movement of the user. Next, the library should have install the latest Radio Frequency Identification (RFID) which uses electromagnetic fields to automatically tracking the security strip that attached in the books. The security strips contain electronically stored information and it's capable to prevent the books form being stolen or bring out from the library without borrowings status. RFID Detection Gate System one of the latest technology security system that able to detect the items that have not been properly checked-out. The audible and visible alarms are automatically triggered when improperly checked-out materials are passed through the gate system.

> **Lack of equipment and facilities**

Based on the observation from the training, trainee identify the the library do not have provide enough equipment for the user in term of providing a services to their customer. For example the facilities that library provide is a computer services in a multimedia room. The computer that provide in the library is not enough for the users and cannot fulfill the user need at PPAK.. For example, on the weekend, the are a lot of the student comes to the library to use a computer to find information or to do their assessment. The number of the computer that provide for the user now is not able to accommodate the number of requests from the users. When trainee was on duty at the Multimedia Room, a few of user want to use computer but the computer was not available on that time. So those user need to wait for using the computers.

Recommendation:

The library needs to provide enough computerized room facilities. This can be seen through monthly statistics, the amount of computer usage contributing to

the increase in user attendance to the library. The total of computer facilities need to be added and each computer always need to make regular maintenance.

> **Collection on the shelf**

The arrangement of the books on the shelves is not very efficient. It because there are many books are being place at the wrong place. The impact of this situation is the users can have the problem to find the book and cannot get the book that they want. The major problem is because of the misplaced or the book is not at the right shelf. Sometimes the user are complaint to the staff about the this problem. This is happen because of the late in shelving the books on the shelves an do not put the books on the right shelf. Then, the library has a dumping of the old books that are not being disposing. Because of that, there is lack of space to place the new books on the shelves.

Recommendation:

In order to avoid the dumping book in the library, the librarian should make appraisal process in order to choose the books to be saved and provide to the user. However, this also can save the space for the books that will be shelved in to the shelf. To ensure that the correct arrangement in shelving the books, librarian must make a routine every day to check the arrangement of books on the shelf according the call number given.

4.5 CONCLUSION

Furthermore, the main objective of the internship program is to expose students in a real industrial and working environment besides providing them with the great and vast experiences. Within the internship, it gives opportunities to students for applying their acquired knowledge and skill during their study in the working situation. This training will give the opportunities for students to strengthen student's skill and make sure

student apply all the knowledge and skill that gain from their studies. The internship is a platform for the student to gain experience in an actual workplace.

However, from the industrial training it gives beneficial exposure for the student in ta way they managed to apply the theoretical knowledge from the university into practice through the assessment, task that have given by the organization that intern was instructed to do.

For the past five months industrial trainee have undergone industrial training at PPAK library, a lot of experience, skill and lessons that have acquired and through which definitely worthwhile. Despite going through various challenges during the practical period of PPAK library, it was a valuable experience become better employee of organization in the future. With this, industrial trainee aware of the importance to have a good management aspects in the organization and to become as one of the best library will be refer by other libraries in the future.

Industrial trainee agreed if the industrial training program should be continue to provide for last semester student because this is one of platform that new comers can learn and gain opportunity by dealing and assigning several of task that will be given by their supervisor. New industrial trainee able to increase a lot of new knowledge and develop many skill which can help them in the future when deal with the real working life.

It is hoped that the opportunity given to undergo industrial training at PPAK library is a valuable experience that industrial trainee cannot be obtained elsewhere and this internship has given many benefits and experiences as future professional as well as an individual, in which it will makes more disciplined and more focused on the goals what to be achieved in life either professionally or personally

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