



**UNIVERSITI TEKNOLOGI MARA  
FACULTY OF INFORMATION MANAGEMENT**

**INDUSTRIAL TRAINING REPORT:  
PERBADANAN PERPUSTAKAAN AWAM SELANGOR  
(SELANGOR)  
PERBADANAN PERPUSTAKAAN AWAM SELANGOR (PPAS),  
PERPUSTAKAAN RAJA TUN UDA, JALAN KELAB GOLF 13/6,  
SEKSYEN 13, 40100 SHAH ALAM, SELANGOR**

**SPECIAL PROJECT: PUSTAKA RAJA TUN UDA CORPORATE  
VIDEO**

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**IM245 - BACHELOR OF SCIENCE (HONS.) INFORMATION  
SYSTEM MANAGEMENT  
FACULTY OF INFORMATION MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA KELANTAN**

**01 FEBRUARY 2019 – 28 JUNE 2019**

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VIDEO**

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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 – 28 JUNE 2019**

## **Declaration**

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

Signed by



—  
Muhammad Syafiq bin Zul Hadim

2016538215

Date of submission: 5 July 2019

## **Abstract**

The trainee internship at Perbadanan Perpustakaan Awam Selangor Malaysia in department Information Technology started from 2<sup>nd</sup> February 2019 until 28<sup>th</sup> June 2019. During the internship program the trainee are involve in corporate video of the Perbadanan Perpustakaan Awam Selangor production in order to highlight services and facility that they provided to the public user based on method of pre-production, production, and post-production which relate to technical task.. Besides, the trainee have involve in several activity which maintenances, marketing, technical task and live session production and sharing in Perbadanan Perpustakaan Awam Selangor production. Next, the trainee also involved on conducting events, program and class which be held in the Perbadanan Perpustakaan Awam Selangor .The trainee can learn something news during internship program and also can implements the knowledge that learns at faculty towards internship program.

***Keywords:*** *Perbadanan Perpustakaan Awam Selangor, production, technical*

## Acknowledgement

First and foremost, I am very grateful to Allah S.W.T for giving me the strength and opportunity to complete my industrial training in 5 months without any difficulty. I do thank for his blessing that granted me good health, healthy mind and long life during my industrial training. The internship opportunity I had with Perbadanan Perpustakaan Awam Selangor was a great chance for learning and professional development. Therefore, I consider myself as a very fortunate individual as I was provided with an opportunity to be a part of it.

I am using this opportunity to express my deepest gratitude and special thanks to my Industry supervisor, Mrs Nazaleeza Bt Hassan who treat me like his own staff without any discrimination. Furthermore, he always give comments and advice not only about my industrial training but also for my real working in future. She also helped and coached me during my internship by giving me feedback and tips on how to handle and approach situations. Her constant guidance and advice played the vital role in my industrial training. I also indebted to Mr Meor Fawaz who always guide me in completing the tasks at the office. Without her continuous guidance, support and idea throughout this industrial training, I might not doing really well. Special thanks to the rest of all staff in organization for their support and guidance.

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## **Chapter 1**

### **Introduction**

Practical training or Industrial Training is a mandatory course for all degree students of Bachelor Degree in Science Information (Hons.) Information System Management which is IM245 program. Besides, it is requirement to fulfil the course in order to complete the degree as well as graduate from the university. Although, the practical training is intended to provide useful knowledge and to training to the students in order to prepare themselves in the real world and working environment. With a structure towards learning on how the organization works in real life most students are prepared for it and also, the training refers to work experience that is relevant to professional development prior to graduation.

As I know that, Information System Management students (IM245 program) it will be for 5 month period is allocated for training at locations chosen by students themselves. Additionally, no restriction is imposed on them whether they want to work in government agencies or private organizations. During the practical session, many principals and theory regarding organizational function are put into effect. Besides, it provides insights into the intricacies involved in working in various area of the profession as well a inculcates commitment to work, apply knowledge to practical situation, hone technical and soft skills, get acquainted with professional work environment and develop ethical values.

For this semester 7, the trainee, Muhammad Syafiq bin Zul Hadim (2016538215) has started working in the Perbadanan Perpustakaan Awam Selangor (PPAS) from 1<sup>st</sup> February until 28<sup>th</sup> June 2018. It is hope that after training had been completed the students are able to implement everything that already learnt in the industry and provide huge contribution to the organization. Meanwhile, a lot of effort had been contributed by the organization as well as UiTM in order to prepare the students and it hopefully all the practical training students are able to prove that all the theories and knowledge learned are not going to be wasted. So, the details of organizational structure and nature of training session will be explained in the following chapters.

## 1.1 Background of the Organization



*Figure 1 : PPAS headquarters*

Selangor Public Library Corporation (PPAS) was established by the Selangor Public Library Corporation Enactment 1986 and gazetted in the Government Gazette No. 5, dated March 27, 1969 and the Government Gazette 7, 1975 (as amended). In 1971, the Board of Directors has been formed to begin as soon as a public library in the state of Selangor. The first step in this direction was the acquisition of the Book Club of Kuala Lumpur on October 20, 1971 to serve as a library. The library is then moved to Shah Alam on 16 November 1986. The design of the library building is characterized by Bugis culture and interior design is also a cultural clash between East and West. The library also is the largest public library, even the most modern in Southeast Asia. On March 15, 1988, the library was inaugurated by the late Sultan Salahuddin Abdul Aziz Shah Alhaj and the building was named Raja Tun Uda and open to the public. Figure 1 above show the PPAS headquarters.



*Figure 2: PPAS old headquarters building*

Library services extended to all the people of Selangor through 1 library, 6th District Library, 3 Branch Library, 4 Library Week, 50 library, 13 units of Mobile Library (146 stops) and 1 unit of Mobile Multimedia Library (E-Library). Raja Tun Uda Library using parallel computing system with the development of information technology (IT). Apart from lending and reference services, the library also provides various services including Multimedia / Internet services Audio visual, OPAC, Membe'mu (SMS), Ekommaju: e-community, Track IT: e-learning and Information Community ( Kit).

Due to the system as well as good governance and excellence, Raja Tun Uda Library has been certified with the MS ISO 9002: 94 by Lloyd's Register Quality Assurance (LRQA) on July 5, 2001. Subsequently, in July 2003 PPAS have recognized the MS ISO 9001 200. PPAS is the first public library in Malaysia to receive the MS ISO. MS ISO 9001: 2000 has been extended to the branches of the Great River. Figure 2 shows the PPAS old headquarters building.

On August 27, 2005, the ground-breaking ceremony for the new building Raja Tun Uda Library was officiated by His Royal Highness the Sultan of Selangor, Sultan Sharafuddin Idris Shah Alhaj concept "Library in a Garden" while the construction work began in September 2007. The move to a Building new Raja Tun Uda Library, Shah Alam starting

from 15 April 2011 while the library was opened to the public on July 22, 2011. The building with an area of 203.600 square feet (18,922 square meters) is as high as 6 floors and can accommodate 2,500 people and 400,000 copies of the book at a time. New Building Opening Ceremony was officiated by the Sultan of Selangor, His Royal Highness the Sultan Sharafuddin Idris Shah Alhaj Ibni Sultan Salahuddin Abdul Aziz Shah Alhaj on Saturday, December 10, 2011 equal to 14 Muharram 1433H.

**Goal:**

- i. Establish, manage and maintain the State Public Library and libraries in the area.
- ii. To provide the infrastructure to facilitate the public to get the latest information and knowledge.
- iii. Reducing the digital divide between urban and rural communities.
- iv. Civilize society with a culture of reading.
- v. Agenda and help realize the vision of the State Government.

**Objective:**

- i. Establish, manage and maintain the State Public Library and branch libraries throughout the country.
- ii. Establishment and maintenance of Mobile Library and the library.
- iii. Take over any existing libraries in the country with the consent of the administration of the library.
- iv. Develop and promote reading, especially in Bahasa Malaysia.

**Vision:**

Being a lifelong learning center that can be built up spiritually, intellectually and emotionally.

**Mission:**

- i.** Enrich and empower communities through library services that are relevant, easy to reach and high quality.
- ii.** Develop a comprehensive library infrastructure, comfortable, and conducive to date to meet the needs of the community.
- iii.** Realization of a state collection center for collection.
- iv.** Assist the State Government to reduce crime rates and social problems.

**Slogan:**

*Step to the library Million Smiles, One-Click Million Information*

**Tagline:**

PPAS My Second Home

**Charter:**

- i.** Library membership application process within one (1) hour work day.
- ii.** Ensure that the loan of library materials were completed within two (2) minutes for every customer except peak hours.
- iii.** Ensure that the latest acquisition of library materials available on the shelf for customer reference Shah Alam within two (2) weeks.
- iv.** Referral services are available to help you to keep track of information is no more than one (1) day.
- v.** Provide feedback to complete the complaint to the complaint within fourteen (14) working days.

Logo :



*Figure 3: PPAS logo*

Logo design is based on the image of the human figure is reading the letters “A” and logo is divided into four colours. Symbolic figures places on the letter “A” represents the public/ library members. Figure 3 show the PPAS logo, table 1 show the logo description and table 2 about opening hours.

*Table 1: Logo description*

Orange	Symbolizing creativity, success and encouragement.
Brown Colour Fade	Symbolizes world environment science.
Colour Turquoise	It symbolizes wisdom and discernment.
Grey	Symbolizes professionalism.

## Opening hours PPAS

*Table 2: Opening hours*

Day	Time
Monday	*10:00am-7:00pm
Tuesday-Friday	9:30am-7:00pm
Saturday	9:30am-7:00pm
Sunday	(except for Creative Zone/ Area Children until 7:00pm)
Library <b>CLOSED</b> on <b>Public Holidays and Special Leave</b>	<b>* OPEN counter service at 12 noon</b>

### Rules and Penalties

#### Library rules

- i. Customers are not permitted to make marks with pencils / folders or fold pages of books or in other ways damaging PPAS books, magazines, tools, and furniture and property rights.
- ii. Book materials and APDs are not allowed to be taken out of the library except materials borrowed.
- iii. The customer shall show to the staff in charge of all books to be taken out of the library.
- iv. Customers are not allowed to make noise that may interfere with other customers.
- v. Customers are not allowed to bring or sell food and drinks within the library.
- vi. Customers are not allowed to eat, smoke and spit in the library.
- vii. Customers must be orderly and clean when entering the library.
- viii. Customers are not allowed to bring pets into the library.
- ix. Library Officers or library staff in charge have the power to ask customers who disturb the peace of the library.



- x. The library has the power to attract libraries such as books and others from customers who violate library law. They are not allowed into the library.
- xi. Library Officers have the right not to allow incoming or outgoing customers to commit misconduct.
- xii. The convenience of using the library will be withdrawn if one fails to comply with the above law.
- xiii. Every person in any part of the library is guilty of doing the following:
  - Make wild things or behave indecent
  - Gambling or betting
  - Violent or use dirty words
  - Those who stay in the library even though the library has closed

Late Payment Pass Rate:

- i. Book - RM0.50 per day
- ii. CD / DVD - RM2.00 per day

An alert to visitors of a respected library:

- i. Safety checks will be made to all library customers at each library exit.
- ii. The purpose of the inspection was made following the loss of hardware, books and materials belonging to the library.
- iii. Inspection will cover all types of bags, books and library materials as well as forbidden items (scissors, knives, etc.).
- iv. Please make sure the library book to be taken out has been legally borrowed.

Membership Registration (Online)

PPAS's membership is free. Library membership duration is 2 years. Members of the library are required to renew membership registration if they wish to continue to become members after expiry of the membership duration. Membership is open to unlimited people. Members who register can make material loans and use other services, any library under the management of PPAS, throughout the State of Selangor. The following guidelines are provided to assist your online membership registration process:

- Membership and Loans

Library Membership: Open to all Malaysian citizens, especially those residing in the State of Selangor.

- Registration of membership is free.
- Clients need to agree to abide by the library rules outlined in the event that they wish to use library services.

## 1.2 Section

### 1.2.1 Children Area/ Creative Zone



**LOKASI : ZON KREATIF TINGKAT G**  
**LOCATION : CREATIVE ZONE, LEVEL G**  
**KOD BAHAN : J, JF, BC, JR**  
**BOOK CODE : J, JF, BC, JR**

---



*Figure 4: Zon Kreatif*

The Raja Tun Uda Library's Children Division, Shah Alam is located in the Lower Wing Right Ground and is reserved for children under 10 years of age. In addition to the wide selection of children's books that can be borrowed, there are various facilities available in various interesting corners such as Reading Tree, Creative Zone, Interactive Zone and Cyber Zone. Zon Kreatif can be refer at figure 4.



*Figure 5: Reading tree*

Reading Tree can be refer at figure 5 - a garden concept room in the library for children reading in a relaxed atmosphere. A large tree replica is built to allow the children to relax and read under it-regardless of the weather out there, surrounded by reading materials on colorful bookshelves.

Creative Zone is developed to facilitate the organization of various mind activities. The stage facilities allow children to participate every weekend as well as school holidays such as coloring, Do It Yourself (DIY), storytelling, aerobics and puppet shows. Cyber Zone provides 8 Windows-based personal computers and 8 iMac computers. Usage charge is only RM1.00 per hour. Figure 6 show junior fictional rack.



*Figure 6: Junior fiction rack*

### 1.2.2 Youth Division

.....  
**LOKASI : ZON REMAJA TINGKAT SATU**  
**LOCATION : YOUTH ZONE, 1ST LEVEL**  
**KOD BAHAN : Y, YF, YR**  
**BOOK CODE :**



Teen Collection Raja Tun Uda Library, Shah Alam, located at Level 1 is for young people aged 13 to 17 years. The collection includes books of fiction and non-fiction and among them are novels, encyclopaedias, motivational books, a collection of UPSR, SPM and STPM. Collection of books here have the prefix 'Y', 'YF' or 'YR' on the label of the reinforcement of the book. Figure 7 show the youth shelve.



*Figure 7: Youth section shelve*

### 1.2.3 Adult section



LOKASI : ZON DEWASA TINGKAT DUA  
 LOCATION : ADULT ZONE, 2ND LEVEL  
 KOD BAHAN : F, 600, 700,  
 BOOK CODE : 800, 900

LOKASI : ZON DEWASA TINGKAT TIGA  
 LOCATION : ADULT ZONE, 3RD LEVEL  
 KOD BAHAN : 000, 100, 200,  
 BOOK CODE : 300, 400, 500



Public collection for adults at Raja Tun Uda Library, Shah Alam is located on Level 2 and Level 3. These books can be directly accessed by the client library. The library collection is organized according to the Dewey Decimal Classification (DDC) and can be borrowed by library patrons who are registered as members of three (3) copies of the book for a period of three (3) weeks.

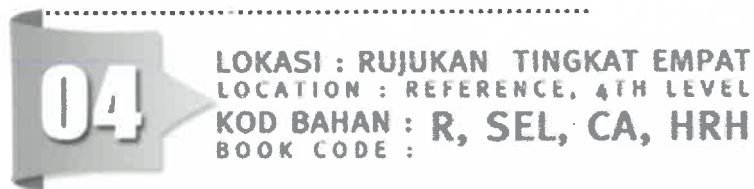
Level 2 can be refer at figure 8 (600-999 by subject classification) includes a collection of fiction and specialized scientific literature on the subject of technology and applied sciences, arts and recreation, literature, history, geography and biology.



*Figure 8: Level 2 Shelve*

Collection of scientific literature on Level 3 (000-599 by subject classification) includes materials in science, computer, and general information, philosophy, psychology, religion, social science, language, science and mathematics.

#### 1.2.4 Reference section



Reference Section Raja Tun Uda Library, Shah Alam is located on the 4th floor and houses a collection of scientific and non-fiction books that are used for reference and research purposes only. The collection is put reference materials from various fields and have the prefix 'R', 'SEL', 'CA' or 'HRH' on the label of the reinforcement of the book. Overall general reference collection is estimated at 37,000 copies. Selangor Public Library Corporation, PPAS are honoured to receive donations of books from the private collection of the Sultan of Selangor was 1,284 copies. This special collection is housed in a special shelf label that says, "Selected & Donated by HRH Sultan Idris Shah" and can be accessed directly by the client. In addition to the general collection, the collection also contained the collection of acts, law and canon of the Malaysian government. The number is 552 copies of the latest collection which includes 291 titles. Limited Access Collection consists of printed materials is limited and will not be repeated in print, the books have

illustrations that are expensive and have valuable information and materials that require special care to avoid loss of information. This collection consists of books, collections department, journals and theses totaled 7,000 copies. Rare collection of a valuable collection of books, met by rare, valuable and scarce on the market. Usually obtained with high prices, there are about 1,000 copies of rare books in the library.

### 1.3 Organization Structure

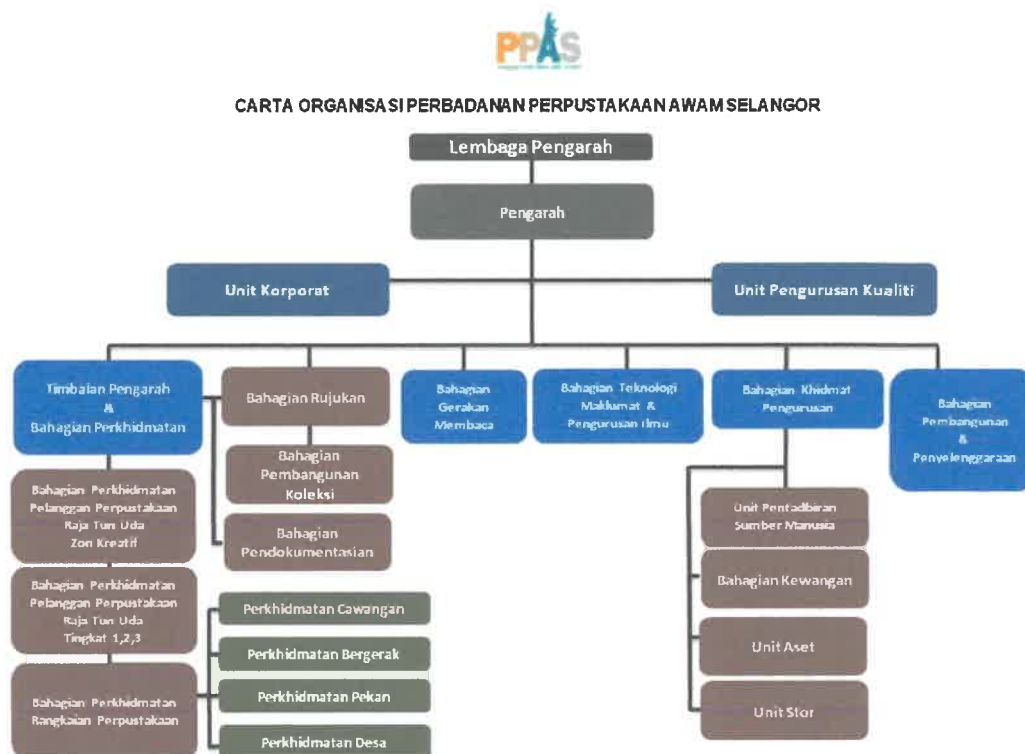


Figure 9: Organization Chart

In the organizational structure of the Selangor Public Library Corporation there are several levels. The first is the Board, followed by the Director. Corporate and Quality Management are unit under the Director. In addition, under the Director there are also Deputy Directors and Services Department, Reference Department, Reading Movement Department, Information Technology Department and Knowledge Management Department, Management Services Department and Development and Maintenance Department. Under the Deputy Director and Services Division there are Raja Tun Uda Library Customer Service Department (RATU), Creative Zone, level 1, 2, 3 and Library Network Services Department. In addition, the Library Network Service Department is

responsible for managing Branch Services, Mobile Services, Town Services, Village Services. Refer to figure 9 for organization chart and table 3 for organization table.

The Reference Department is under the Collection Development Department while the Documentation Department is under the Deputy Director and Service Division and Network Services Division. The Management Services Department includes the Human Resources Administration Unit, Finance Department, Asset Unit and Store Unit.

*Table 3: Organization Table*

NAME	POSITION
En. Mohamed Fadzli Mohd Fauzi	Head of Services Management RATU (S44)
En. Norkhairul Nizam Bin M.sadon	Head of Reading Movement Unit (S44)
En. Zainuddin Tasiman	Head of Administration and Human Resources Unit (N44)
En. Zahir Yahya	Head of Library Network Unit (S41)
En. Norazhan Sahlan	Head of Reading Movement Unit (44)
Pn. Sharifah Nor Ashikin Binti Syed Mohd Pisal	Head of Research and Reference Department (S44)
Pn Mastura Hj Muhammad	Director of PPAS (S54)
Cik Norhafidah Ehawan	Head of Documentation Unit (S44)
Pn. Suzliana Abd Hamid	Vice Director (S52)
Pn. Haiziah Abu	Head of Information Technology and Knowledge Management (F44)
Pn. Sabariah Sayuti	Head of Planning and Development
Pn. Roselin A. Razak	Head of Finance Department (W41)



## **Chapter 2**

### **Organization Information**

The Selangor Public Library Corporation (PPAS) was established through the Selangor Public Library Corporation Enactment 1986 and was gazetted in Government Gazette No.5, dated 27 March 1969. A Board of Directors was formed to start a public library in the State of Selangor. Book Club Acquisition on October 20, 1971, to be used as a Central Library.

This library was moved to Shah Alam on 16 November 1986. The design of the library building is characterized by Bugis culture and its interior design is a clash between the west and east. In addition, this library is the largest and even most modern library in South East Asia. The library was officially opened by the late Sultan Salahuddin Abdul Aziz Shah Alhaj and was named Raja Tun Uda (RATU).

#### **2.1 Organization Structure**

PPAS Management is responsible in managing staffs and matters that are associated with RATU Library. They are also considered as the backbone of PPAS

##### **2.1.1 Departmental Function**

##### **2.1.2 Corporate units**

- Enhance corporate image department
- Foster Smart Partnership
- Getting funding from corporate and private parties
- Provides graphic design for promotional purposes
- Running publicity for library activities
- Handle official visit
- Producing publications
- Disseminate information to the public
- Relationships between departments
- Controlling Clients Day

- Receive and manage customer complaints
- Provide feedback comment newspapers
- Manage comments and feedback on user satisfaction
- Running impact study
- To foster good relations with the media

Charter:

- Provide a complete response to the complaint to the complainant within seven (7) working days.

### 2.1.3 Administration and Human Resources Unit

The objective of the unit is to coordinate all matters regarding administration, human resources, personnel, maintenance, security, hall rentals, inventory and training for library services can be delivered quickly, efficiently and accurately to customers.

Function Unit:

- General Administration
- Posts
- Human resource development
- Personnel
- Courses / Training / Seminar
- Store management
- Inventory / Disposal
- Asset Management
- Quality management
- Provider Performance
- Security
- Acquisition of equipment and tools
- Auditoriums, halls, laboratories, seminar rooms
- Vehicle management
- Main meeting management department

- Preparation of reports

#### 2.1.4 Financial Unit

The objective of the Unit:

- Processing travel claims forms, allowances and other official facilities within 5 days from the date of receipt.
- Process all payment claims within 30 days of receipt.
- Processing government orders within 5 days from the date of approval of the application / quotation.

#### 2.1.5 Planning and Development

The division is responsible for planning, budgeting, implementation and monitoring of development projects in the state library. The division also coordinates the implementation of development projects allocation from the Federal Government.

Objectives:

- Being a government body responsible for controlling the development of the Public Library project that is planned for the state.
- Supporting research and development program by providing consulting services and expertise to build and develop the library, especially in Selangor.

Function:

- Coordinate development projects Selangor Public Library Corporation.
- To coordinate the distribution of development funds for projects such as the Public Library:
  - Regional Library
  - Branch Libraries
  - Town Library
  - Rural Library
  - Mobile Library
- Designing library development projects in the state.

- Plan and coordinate consultancy services in the field of libraries, especially in terms of development to government departments, statutory bodies and private.
- Creating a complete database and compiles the information in a single issue.
- Mobile Library provides service schedule.

#### Charter Division

- Towards enhancing and strengthening the implementation of development projects and information services, we are committed:
- Providing Monthly Statistical Report and Year consistently every month and every year.
- Prepare all building projects that have been provided with good and perfect.
- Responding to all requests, questions and advice received.

#### 2.1.6 Information Technology and Knowledge Management

Objectives: Plan, implement, supervise, monitor the development of the computerized system and give support to system users and customers, as well as providing maintenance services directly or indirectly.

#### Function:

- Plan, coordinate and administer the computerization project in PPAS.
- To provide support in the construction of the data structure.
- Coordinating the local computer network.
- Maintenance of construction and updating the Website.
- In cooperation with other institutions in creating a particular network.

#### Charter:

- Prepare and coordinate computer hardware and software infrastructure that is in good condition and meet customer needs.
- To ensure that the computer system and network libraries can operate efficiently at the time of use.
- Ensure the database information is protected and secure.

- Taking action to damage a computer in the last two (2) days for the damage Minor and seven (7) days of Major damage.
- Updating the Web site every month.
- Be open to suggestions and strike the user.

PPAS Information Technology Division also supports the activities of Knowledge Management and Knowledge Management.

Objective Knowledge Management:

- The existence of creative ability or projects to process data in a variety of new technologies by the organization.
- The need to control the knowledge that is in the vicinity of Spas.
- Making PPAS as Berpembelajaran Organization (Learning Organization).
- Prepare and disseminate knowledge on the environment and society PPAS outside the format and shape to fit as needed.

Goal:

- Developing citizens PPAS with experts in particular fields, three (3) months.
- Analyzing the needs of new technology, new innovations within 1 month, if any.
- Monitoring Knowledge Management projects every month.

#### 2.1.7 Library services division

RATU Library Services unit: RATU Library Services Unit include the Children's Division, Division of Adolescent, Adult Division, Registration customer expertise and service.

Function Unit:

- Membership Enrolment control.
- Loans to customer's material handling library.
- Controlling service and Audio visual material.
- Statistics provide expertise and material loans.
- Encouraging the Use of Library activities.
- Organizing tours of schools, higher education institutions and various agencies.
- Controlling the Information Society Services.

- Make the preparation of materials and shelf reading.
- To provide information about library services to customers.

Charter:

- Library membership application process within one (1) hour work day.
- To ensure order and tidiness of library materials every day.
- Ensure that the loan of library materials were completed within two (2) minutes for every customer except peak hours.
- Ready to receive customer complaints to ensure improvements to improve library services.

Unit aim:

- To promote and encourage reading among the rural population.
- Providing quality services to library users in the area.
- Encourage membership and book lending service center at all.
- To promote a society of knowledge.
- Improve the performance and service of the staff.

Function Unit: Delivering outstanding service and reference books for the population in each region. In addition to providing reading materials that are appropriate and which are in good condition, tidy and up to date.

Organize referral services:

- Organize activities to children and providing reading materials that are appropriate for them.
- Being a center of academic, community and culture to every category of people.
- Making the library and the administrative center of Mobile.
- To cooperate with other departments to ensure the success of the activity.
- Help and give advice to other institutions to create their own library.
- And encourage to help people with reading and creating mini-libraries at home

Charter:

- Library membership application process within one (1) hour work day.

- To ensure order and tidiness of library materials every day.
- Ensure that the loan of library materials were completed within two (2) minutes for every customer except peak hours.
- Ready to receive customer complaints to ensure improvements to improve library services.

#### 2.1.8 Research and references

Function:

- Responsible for treat and handle inquiries reference.
- Controlling the collection of reference books, pamphlets, reports, newspaper articles, government acts and so on.
- Carry out activities to help consumers make reference and study.
- Handle the purchase, storage and collection of magazines for center binding, branch, countryside and mobile.

Charter:

- Referral services are available to help you to keep track of information is no more than one (1) day.

#### 2.1.9 Collection Development Unit

The objective of the Unit:

Choosing collection of library materials to the advancement of society in terms of mental and intellectual and disseminate information efficiently according to customer requirements.

Function Unit:

- Providing education to all people informally.
- Expanding and adding the ingredients needed by individuals to formal education.
- Encouraging people to read books to pass the time.
- Support education policies, research and activities of a group of institutions or organizations.

- Disseminate information to the public in all subjects in order to create a life of quality in all aspects of education, economy, people, and culture and so on.

Charter:

- Ensure that the items ordered are supplied within 3 months.
- To ensure that the material received will be processed and sent to the catalog twice a week.
- Ensure invoices received from suppliers will be processed and sent to the Finance Division within 2 weeks from the date the invoice is received.
- Ensure material samples sent by the provider will be returned no later than within 1 month.

#### 2.1.10 Documentation unit

The objective of the Unit:

- Cataloging, Classification and processing accurately library material received and distributed to the Raja Tun Uda Library in period of 18 days, the library branch 25 days of the Great River and other service centre according to a predetermined schedule.
- Reporting Statistics, once a month.
- Update OPAC (Online Public Access Catalog) continuously.

Charter:

- Cataloging, Classification and Processing accurately library material received and distributed to the Raja Tun Uda Library in period of 18 days, the library branch 25 days of the Great River and other service center according to a predetermined schedule.
- Update OPAC (Online Public Access Catalog) continuously.
- Ensure that the latest acquisition of library materials available on the shelf for customer reference Shah Alam within two (2) weeks

#### 2.1.11 Reading Promotion Division

Function:

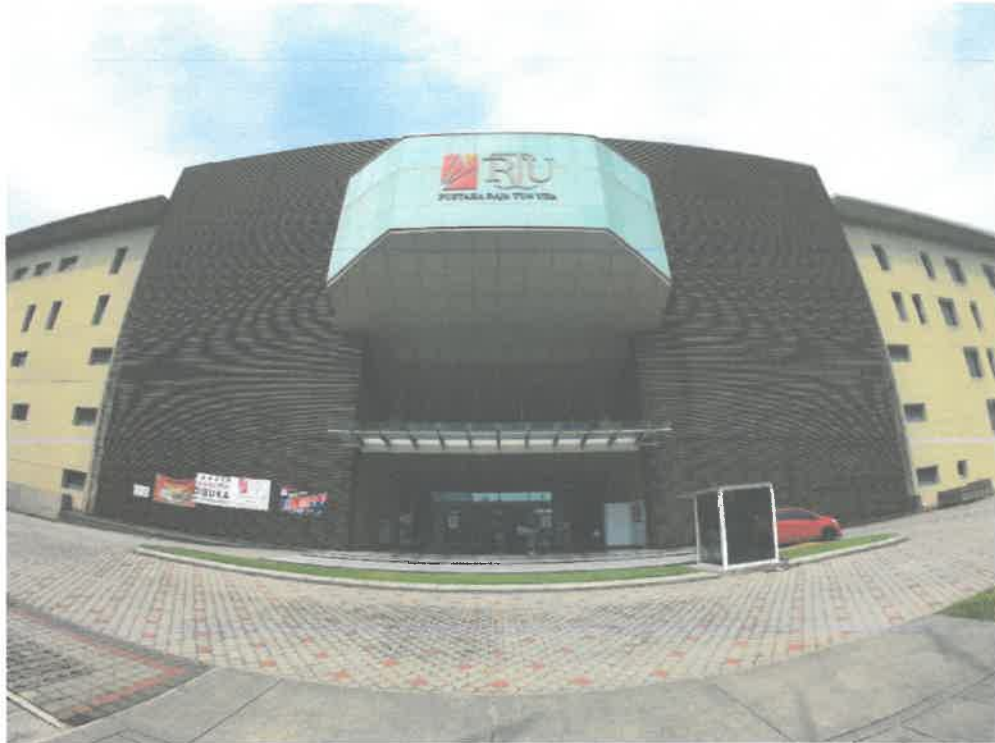
- Reading Promotion Program moving with District Reading Movement Committee.
- Controlling the Knowledge Day and Book Fair.



- Conducting workshops for students seeking information.
- Running courses and IT Literacy program.
- Field programs with leaders.
- Coordinate activities encouraging reading with the district and state joint organization by various agencies.
- Assessing reading materials appropriate to the place and the people.
- Implement programs to encourage new membership registration.

### Chapter 3

## Industrial Training Activities



*Figure 10 : Building Entrances*

This chapter describes a summary of activities during the 5 months industrial training at the Perbadanan Perpustakaan Awam Selangor. Each assignment is different according to division, based on job schedule provided by the trainee's supervisor, Pn Nazaleeza Hassan as a supervisor as a guide to the trainee throughout the 5 months industry training. So, this is a brief overview of the information throughout the 5 months of industrial training. The trainee was also exposed to the rules and regulations when the trainee was on duty. When the trainee was in the library, the trainee was assigned to work for 8 hours a day during the week from Monday to Friday. Refer figure 10 for building entrances.

Each task given during industrial training is conducted to gain knowledge of how the library management process takes place. It is to ensure that each task is resolved without any problems according to the timeline that has been decided. One of the daily tasks given by the supervisor is to compile the books that have been used or returned by the customer back to the designated place on the shelves. The trainee was assigned to shelves a book

on the third floor of the adult zone, each staff and trainers were assigned to book the book for hour on Tuesday until Friday from 8.00 am to 9.00 am. On Monday, staff and trainers are tasked with organizing books from 8.00am to 9.30am.

### 3.1 Training Activities

#### 3.1.1 Events and marketing crew



*Figure 11 : Marketing Activities*

In this division the trainee has been assigned a task related to yearly must event which is Pesta Buku Selangor 2019 that has been held as Shah Alam Convention Centre last February 2019. The trainee has been given a task of preparation poster packing to distribute as marketing tools to all the public user. Other than that, the trainee also managed to do a campaign to public user in the approach for Pesta Buku Selangor, besides that, there are also task about data key in for cabutan bertuah for Pesta Buku Selangor 2019 for user statistic report that need to manage and handle after the event. Refer to figure 11 and table 4 for marketing and training activities.

*Table 4: Training Activities*

Task	Marketing Event Crew
Scope	Event Management
Duration	February - March
Division	Reading Movement
Hardware/ Device	-
Software	-

### 3.1.2 Filing and order distribution



*Figure 12 : Distribution process*

For Store department, the trainee has been task of filing which is the order form which is in the manual way of filing method, for this task the trainee managed to settle the order data form which is for 2018 and rest of 2019. Other than that, the trainee has been responsible to prepare the daily order form for delivery request. There's a lot of things that need to take as serious because it's a confidential area and not mention as assets or organization. Figure 12 show the distribution process and table 5 filing activities.

*Table 5: Filing activities*

Task	Filing
Scope	Record Management
Duration	February - March
Division	Store
Hardware/ Device	-
Software	-

*Table 6: Distribution preparation activities*

Task	Order preparation & distribution
Scope	Assets Management
Duration	February - March
Division	Store
Hardware/ Device	February - March
Software	Store

### 3.1.3 FB Live PPAS Production Team



*Figure 13: Technical crew activities*

For this task, the trainee has been assigned as Production Team of FB live which held in Pesta Buku Selangor 2019. The roles the trainee have to manage as a technical crew which is setup of gears and equipment for live sessions that has been held daily about 6 to 10 slots depending on the request which need to be punctual. Other than that, the trainee has been assigned as floor manager which is a conductor or the live session's slot which is the important roles that give an order to stop or begin the session. Besides that, the trainee also has been as camera assistant in order to manage the framing and switching the angle which is one of new experiences that very meaningful in the trainee life. The rest of event is very tough but exciting for me because the trainee has meet many important person that have a huge knowledge's and experiences that willing to share to all of us. Refer to figure 12 for technical crew activities.

*Table 7; FB live activities*

Task	Technical Crew
Scope	Multimedia
Duration	February - June
Division	Corporate
Hardware/ Device	Yamaha Audio Mixer/ Mevo/ Shure Microphone
Software	Mevo Live

Other than that, the trainee have been assigned to managed the events that has been held in the organization, such as example as a technical crew of “World Quran Hour 2019”, “Jom Membaca”, and “ Sesi Perkongsian Ustaz Bactiar Nasir ” the task of preparation of equipment and gears that need to use in order to make live session or organization recording such as the audio mixer and the setup of camera. Other than that, there also a task of produce of corporate video of the organization. Refer to table 7 for FB live activities.

#### 3.1.4 PC Maintenances and configuration



*Figure 14: Maintenances Activities*

In this department the trainee has been assigned a task of technician crew which is responsible in troubleshoot the reported problem pc which is user and staff pc. Besides that, the trainee the trainee has been given task of maintenances which is updating the software of selected pc. Next task the trainee has been assign which is deliver the order of set of desktops that has been requested by the officer that I the trainee need to setup all the hardware and software in order to make it ready to be used. Last for this department the trainee has been responsible to check the store equipment and make sure all the things in secure way. Not to forget the trainee have been assigned to do a visit to branches library to clear up the useful and broken assets to rebranding the library for new concepts. Refer figure 14 for maintenances and table 8 for IT activities.

*Table 8: Information Technology activities*

Task	Pc maintenances
Scope	ICT maintenances
Duration	March- April
Division	Information Technology
Hardware/ Device	Dell/ Hp
Software	Avira Antivirus



3.1.5 Hardware & Assets Auditing



Figure 15: Auditing process

For this department, the trainee has been given task to visit the branches library I order to make sure all the assets are checked up and clear up to the HQ for the purposed of rebranding. The trainee has been for Kuala Kubu Bharu and Banting branches in assets troubleshoot and checking which is of important things before auditing. There a lot of thing the trainee has learned such as disposition the assets and recondition the assets that the trainee never knows before this. Refer to figure 15 and table 9 for auditing process.

Table 9: Auditing process

Task	Hardware Checking
Scope	Assets Management
Duration	March-May
Division	Library Network
Hardware/ Device	-
Software	-

### 3.1.6 Conductor, tour guide and emcees



*Figure 16: School holiday activities*

In this department, the trainee has been assigned to handle a school holiday program such as “DIY program”, “Senamria”, “Edutainment Tour”, “Story Telling”, and “Jom Mewarna”. There’s a lot of school holiday that the trainee has been managed and there also a role as an emcees and host of Zon Kreatif section and not to forget as a library campaign counter staff. There also task as a managing the “Zon Lego” and “Interaktif X-Box” the trainee in charged. All these tasks are making the services provided by the library run smoothly without any issued or problem. Refer figure 16 and table 10 for school holiday and services activity.

*Table 10: Services activities*

Task	Conductor, tour guide and emcees
Scope	Events Management
Duration	March-May
Division	RATU Services
Hardware/ Device	Shure Microphone/ iPad/ Audio Mixer
Software	-

### 3.1.7 Surveyor Admin



*Figure 17: Data collection process*

For Development and maintenance department the trainee has assigned a task of making of survey of tender services for office staff usage. For the beginning the survey has been in manual way but after a recommendation the trainee managed to do an online Google form survey to saves the times and energy. Other than that, the trainee has been responsible to approach all the related staff to distribute the survey for data collection that need to use by the department. Figure 17 show data collection process and table 11 for survey activitis.

*Table 11: Survey activities*

Task	Online Survey making
Scope	Data Collection management
Duration	April
Division	Development and maintenances
Hardware/ Device	Acer/ Hp laptop
Software	Google form

### 3.1.8 Services Guide for Buggy and parking



*Figure 18: Buggy services*

The task that has been assigned for the trainee is assist and welcoming user which is by driving the buggy as a shuttle platform from parking bay to the main lobby entrances.

Besides that, the trainee needs to maintain the buggy such as aspect of hygiene and cleanness to make user feel comfortable and happy with this one of library services. Not to forget, the safety of user is one of important things that the trainee needs to highlight from welcoming to delivering them to their car parked. Figure 18 show the buggy services.

*Table 12: Library Services*

Task	Buggy driver
Scope	RATU Services
Duration	March
Division	RATU Services
Hardware/ Device	-
Software	-

### 3.1.9 Assistant Smart Mobile Library



*Figure 19: Smart mobile library vehicle*

The trainee has been given task of assist the driver of Smart mobile library from start until end to gives the best services for public user. It's started with the preparation of material of the smart mobile library itself then moving the spot that has been schedule which is the

public rural area that have a small chances of education services. the trainee needs to assist the public user to become a member of library to them borrowed their needed books. Other than that, the trainee learned that communication skills and public relation is important to make the public user comfortable and happy to use the services provided. Figure 19 show Smart mobile library vehicle and table 13 for activities.

*Table 13: Smart Mobile Library activities*

Task	Assistant Driver
Scope	RATU services
Duration	March
Division	RATU services
Hardware/ Device	-
Software	-

### 3.1.10 Corporate unit videographer



*Figure 20: Corporate event*

In this department the trainee have been assigned to managed the events that has been held in the organization, such as example as a technical crew of “World Quran Hour 2019”, “Jom Membaca”, and “Sesi Perkongsian Ustaz Bactiar Nasir ” the task of preparation of

equipment and gears that need to use in order to make live session or organization recording such as the audio mixer and the setup of camera. Other than that, there also a task of produce corporate video of the organization. Figure 20 show corporate event.

### 3.1.11 I-Station Supervisor



*Figure 21: i-station room*

For this task, the trainee has been assigned as administrator of I-station itself. I-Station is the room that provide a high-tech devices and hardware which is I-Mac and I-Pad to public user access. This room is one of library itself collaboration with Menteri Besar Incorporated. All the devices and hardware need to maintain and monitor daily. Other than that, the trainee has been assigned to assist user on how to used and managed all provided services and not to forget to make all the assets in secure and safe. Figure 21 show the I-station room.

### 3.2 Special Project: Pustaka Raja Tun Uda Corporate Video

A corporate video is an audiovisual material, created for the use of a specific organization, company or institution. Corporate video can be many purposes such as promotional films, private presentation clients or stakeholder, staff training or safety videos. Corporate video or films are becoming especially relevant in the digital era, the power of online video sharing platform give a big impact because its mostly have been used by nowadays trends

such platform as Youtube, Vimeo, and Facebook. All these platforms easily make distribution process in reaching their target audiences.

For this special project. the trainee has been assigned by the management to make an corporate video of Pustaka Raja Tun Uda which is about all the facilities that has been offered by the organization to the user, The main objective of the video to highlight all the serviced and facilities of the building in the same time to attract more user in order to make library as their second home. The language that has been used is BAHASA which is more user friendly since this video will be display on the lobby as daily montages to the user guideline and directory. The corporate video has been title “Pustaka Raja Tun Uda Corporate Video”



*Figure 22 : Production Method*

During the process of video making, the trainee have been supervised by Mr. Fawaz from Corporate Department in order to follow all the requirement in making the perfect corporate video and the process of making have been divided into three stages which is the first one Pre Production, Production and Post-Production. The duration of this project takes 5 month which is divided into specific task as stated below in the project timeline. Figure 22 show the production method and figure 23 project timeline.



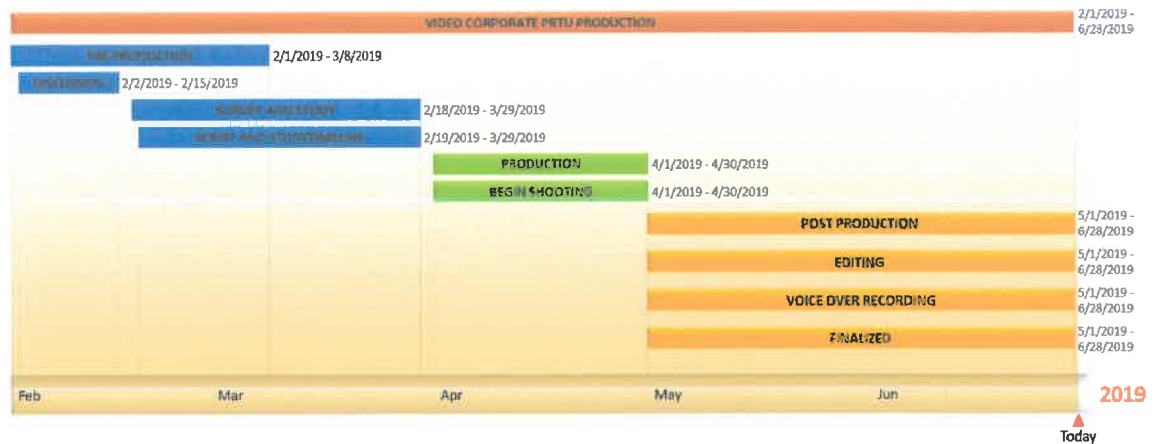


Figure 23: Project timeline

### 3.2.1 Pre-Production



Figure 24: Pre-Production Process

The first process known as Pre-production is planning phases which is the time of generate the clear objective of video in order to gives clear direction, Other than that, In this stages there also need to done is research of audience and market. A Good research is vital to any video project. Next, the trainee need to develop a creative idea and story in order to gain more audience as mention in objective. The process of develop also include the process of making script and storyboard in order to make it all the flow of production become smooth and clear. Other than, the song choosing also one of the important factor which reflect the mood of video result. Figure 24 show the pre-production process and figure 25 the equipment used.



*Figure 25: Equipment used*

The basic gears or equipment that the trainee has been used for making this project is by using the DJI Osmo Plus Camera which is the best stabilizer camera that give the best result of footages, Other than that, For voice over recording session the trainee have been used the external microphone which ZOOM H2N in order to give the clarity of voices. Other than that, the setup of software which the trainee has been used is Adobe Premiere Pro Cc2019 and MSI GL626QF laptop as editing tools.

Not to forget, the trainee also has been used the GoPRO Hero 7 black as the main camera for recording some footages but it's ends up with bad of result, so I have been stick to one main camera in order to give standards of footages quality which is DJI Osmo Plus.

### 3.2.2 Production

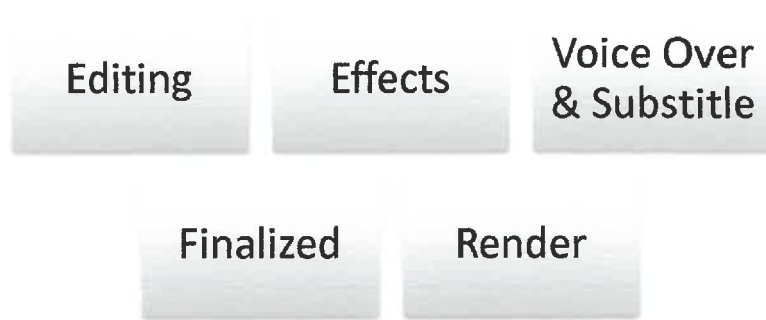


*Figure 26: Production process*

Production is where the process of shooting or filming has been begin, within the storyboard and script has been approval and need to follow step by the step, In this process, there need a lot of patience in order to have the nice footages, There are several aspect that must been take as serious such as the framing, movement and lighting which gives the big impact to the upcoming footages. Other than that, the equipment that has been used also need to choose wisely in order to make all the process of production run smoothly without any problem. The equipment that I has been used in this project is DJI Osmo Plus as Main Camera and for voice over recording the trainee using a zoom H2N series as microphone recorder. Figure 26 show the production process.

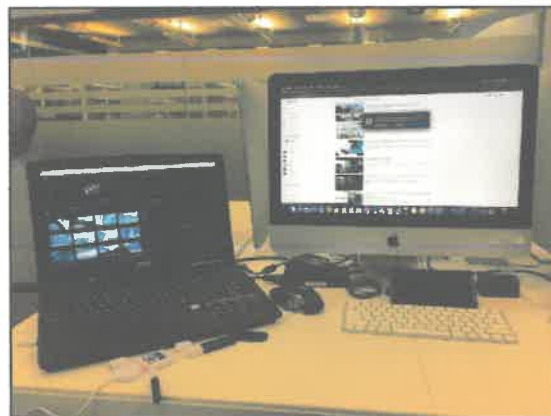
In the production phases, there a lot of time used in order to have the perfect desired shoots, The production challenges that the trainee has been faced such as Lighting challenges such as backlight and low light places that give flicker effect to the footages taken, Other than that, The distraction of human movement while recording which is give the awkward looking. An equipment failure also make the process of production become slower and longer because of lacks of battery supply and devices bugging effected from over heat devices.

### 3.2.3 Post-Production



*Figure 27: Post-production process*

The third stages is one of challenging stages, the process involve of editing, narrating and final touchup of the footages. In this process, the software that used in order to editing must been well known by the editor. All the footages will be combines and sequences by following the main story board or concept. Then all the massages must be filled in the editing process and the selection of graphic effect and songs give additional value to the video. Figure 27 show post production process and figure 28 for editing station.



*Figure 28: Editing station*

In this stages, the trainee using Adobe Premiere Pro as tool of editing, the selection of song is from Fifth Harmony - Work from Home ft. Ty Dolla \$ign because the catchy beat in this song can be blend smoothly to the motion of footages. Last but not least the narrative over the footages which reflect to the subtitle as a final effect of the video

### 3.2.4 Story Board Timeline

Storyboard for this special project has been made by following the video objectives which is to guide user or introduces user to all the services that has been provided at the organization in the same time to make user interested to come to the library as second home. The story board has been organized sequenced by starting on some history of building, floor by floor highlighted services and some quotes of PPAS director itself which also stated at the end of the video.

### 3.2.5 Voice Over Script and Subtitles

In this process of making subtitle and voice over, the trainee have been so struggle in the process of recording the voice over because of tempo and the intonations give a big impact to the whole videos. The process takes three different people in order to find the best results. For the result, the trainee have been collaborated with the others internship student from UNIMAS which is Fatin Hanani which is one of the best selection talent from the organization for the video. The voice over has been recorded using the external microphone which is ZOOM H2N model in order to give the best quality to the result. For the scripts, the trainee need to study and relate about the footages that flow with all the services within simple subtitles and easy to catchup in order to make user more easy to understand about the organization. The process of both scripts and voice over takes a lot of times and need to be approves by the corporate department officer Mr. Fawaz before can be used in final production. Table 14 show the script and subtitle.

\

Table 14: Script and subtitle

SCENE	SCRIPT & SUBTITLE	LOCATION REMARKS
Introduction	<p>Pada tahun 2005, sempena deklarasi selangor maju, duli yang maha mulia tuanku sultan sharafuddin idris shah al haj telahewartakan pembinaan perpustakaan bagi kegunaan rakyat selangor</p> <p>Mula beroperasi pada 22 julai 2011, hutub khanah ini telah diberi nama Pustaka Raja Tun Uda, sempena nama menteri besar selangor iaitu Sir Raja Uda Al Haj bin Raja Muhammad</p>	(Plain Background)
Body 1	Berkonsepkan ‘Perpustakaan dalam taman’, perpustakaan ini dilengkapi 6 aras yang menempatkan puluhan ribu bahan akademik untuk kegunaan masyarakat. Bangunan ini mampu menempatkan 5000 orang pengunjung dalam satu - satu masa	(CIS)  (ZK/Edutainment/O KU Room)

	<p>Sebagai pusat pembelajaran sepanjang hayat, perkhidmatan, program dan aktiviti yang disediakan merangkumi semua golongan umur tanpa melupakan golongan yang memerlukan</p> <p>Kemaskini teknologi dan kemudahan untuk kekuatan spiritual turut disediakan dalam menjadikan pustaka ini sebagai tempat perjumpaan pelbagai lapisan masyarakat</p>	(Zon Siber/Laman ilmu/I-station/ rumah ngaji)
Body 2	<p>Malah di Pustaka Raja Tun Uda, Pemuliharaan bahan - bahan dalam pelbagai format dan nilai turut dititik beratkan sebagai rujukan dalam menjadikan Pustaka ini sebagai pusat perkembangan pendidikan</p>	(BPD/Selangor Info Hub)
Body 3	<p>Kemudahan - Kemudahan yang disediakan juga dipastikan dalam keadaan yang selesa, selamat, dan sesuai sebagai pusat riadah dan</p>	(Surau/GIm/Taman/ Café/Ruang santai)

	menepati ciri - ciri perpustakaan sebagai 'Rumah Keduaku'	
Body 4	<p>Sehingga tahun 2019, Pustaka Raja Tun Uda telah berjaya menarik lebih 5 juta orang pengunjung dengan purata 3000 orang dalam masa satu hari. Pada tahun 2018, jumlah pengunjung Pustaka Raja tun uda berjaya mencecah seramai 974,455 orang pengunjung sebagai pencapaian kepada kesedaran rakyat selangor dalam memanfaatkan perpustakaan sehingga hari ini. Penyampaian maklumat dan ilmu kepada masyarakat menjadi nadi utama Pustaka Raja Tun Uda dalam usaha membentuk legasi yang mampu memimpin negara dengan baik di masa akan datang</p>	(SML/Buggy/Parking)
Ending	<p>“ Our intention is that whoever that come to the library they will remember god</p> <p>it doesn't matter which religion you are, but...</p> <p>at least you remember god, that definitely will reduce the crime</p>	Plain Background with PPAS Logo



	<p>rate ”</p> <p>Hajah Mastura Haji Muhammad s.i.s Director of PPAS</p> <p>Inshaallah...</p> <p>Self name Credit</p>	
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### 3.2.6 Challenges



Figure 29: Project challenges

During completing this project there are several challenges such as gears and equipment which is the gears need to be discovered firsts because there are different way to use certain camera or camera in term of setting of exposure and framing which need to try and error at the first week in order to have the needed shots. Other than that, weather is of challenging things because it can't be predict. The bad weather will give the low lighting which can affect the footages. Sometimes the whole day effect the shooting process. Time also give an effect to the footages and one of challenges in making this project complete. The best timing of good natural lighting in between 10am – 11am and 4pm – 5pm because the sunlight on directly to give an exposure of lighting. There were so challenging of when there are suddenly important task that need to settle first while there are good lighting it

will cause dragging and postponed the shooting. Figure 29 show the project challenges. Table 15 and 16 show video summary and personal involve.

### 3.2.7 Summary

*Table 15: Video summary*

Title of video	Pustaka Raja Tun Uda Corporate Video
Duration of video (MM:SS)	03:55
Track Used in Video	Fifth Harmony - Work from Home ft. Ty Dolla \$ign
Video Quality	1920x1080
Video Location	Pustaka Raja Tun Uda Jalan Kelab Golf 13/6, Seksyen 13, 40100 Shah Alam, Selangor

### 3.2.8 Personal Involve

*Table 16: Personal involve*

Project Manager/Director	Mr. Muhammad Syafiq bin Zul Hadim
Consultant	Mr. Meor Fawaz Ms. Siti Asmah
Voice Over	Ms. Fatin Hanani
Videographer	Mr. Muhammad Syafiq bin Zul Hadim
Editor	Mr. Muhammad Syafiq bin Zul Hadim
Talent 1	Mr. Muhammad Irfan

## **Chapter 4**

### **Conclusion**

#### **4.1 Application of Knowledge, Skills and experience in undertaking the task**

During internship program, there are many task that relate to two way communication since the organization is providing services to public user. The experiences of good communication skills and self-confident gathered from past event that has been managed in UiTM Kelantan give an advantage's to communicate well in front of user and the top management. Other than that, there are also practicing so of well knowledge's to make a good Google Form can be implement too in this organization. Rather than, the past workshop about Adobe give the trainee some of useful skills that can be practices in this organization.

##### **Time management**

During the trainee industrial training, the trainee need to manage time wisely and be punctual. This is because working hour is starting from 8 am, so the trainee need to come early or else the trainee will get a red mark on the trainee punch card. In order to maintain from being late and get that red mark, the trainee manage to come 15 minutes earlier and actually travel to the library from the trainee house, it takes 20 minutes to arrive. Besides that, the trainee also manage my time in completing my task. For example, the trainee need to finish to place the barcode sticker at least 4 titles of books before 5 pm. So, the trainee will complete it as fast as possible but in an efficient and effective way.

##### **Self Confidence**

The trainee can expand self-assurance in order served customer within all the services provided by the PPAS. Within all the events and program that the trainee has been joined at the PPAS, they improves all the self-confidence in order to conduct all the program within effective's way.

##### **Professional communication**

Communicating with library staff and the user could enhance the trainee communication skills. Especially when the trainee was assigned at the customer service counter at the

creative zone and level 1. The way to communicate with a different user in terms of age makes me realize that two ways communication and interaction is very important especially when the trainee worked at information agencies. It is all about to give them accurate information and understandable.

the trainee need to deal with children, parent, teenagers, and adult when the trainee am working at the customer service counter. Not to forget, communicate through telephone also taught the trainee to be brave and confident to talk with the user. For instance, the trainee ever experience when the trainee need to communicate with the user through call because the user wanted to extend the due date for the borrowed book. Fortunately, the trainee did it well and the trainee started with a greeting and asking for her needs.

### **Problem Solving**

The trainee are included in numerous exercises and practically all action had an issue. From this issue, the learner figure out on how to solved the problem by making a quick decision in order to save time and give the best services. The trainee comprehend example of critical thinking is basic to guarantee that issues could be settled accurately and effectively.

## **4.2 Personal thought and opinion**

Internship is a learning process where students are trained to acquire knowledgeable knowledge through organized programs. This industry training is also a good platform for exposing students to real job realities. In addition, students can also use the opportunities provided during industrial training to practice what has been theoretically studied during university learning sessions and be able to apply them well during industrial training programs. Each of what is learned is a lesson in which knowledge is acquired through the tasks assigned.

In addition, the knowledge gained from this industry training program provides valuable experience and every weakness will be sought to improve in the future. Therefore, the objective of this program is achieved in parallel with the knowledge gained from this program. Each of the stated goals has been fully focused on students in making and

making it a challenge to succeed in the future. This industry training can help students in gathering information on the required industrial needs. Practical exposure during industrial training programs can provide new knowledge to students to improve their skills in certain areas. It also gives students confidence in facing problems and can perform their duties perfectly.

Therefore, the industry training program can benefit both students and the trainee to gain experience and knowledge that will not be available at the university level. It is an opportunity given to students to apply theory to the actual work concept.

RATU library is the best option for students to practice industrial training. This is because, in the library, students can learn and gain experience in each section. Each section has a different scope of work that can be practiced in real life. All the staff at the library always sharing knowledge and providing guidance to students in every aspect. The staff also provided good service throughout the 6 months of industry training. This training program has also helped the trainee in adapting to the workplace environment.

*Table 17: Application of Knowledge, Skills & Experience*

<b>NO</b>	<b>KNOWLEDGE</b>	<b>SKILL</b>	<b>EXPERIENCE</b>	<b>RELATED COURSE</b>
1	<ul style="list-style-type: none"> <li>- Know how to share information</li> <li>- Know how to interact and persuade user</li> <li>- Learn new information in detail</li> </ul>	<ul style="list-style-type: none"> <li>- Self-confidence</li> <li>- Communication Skills</li> <li>- Listening skills</li> </ul>	Gained new information during the knowledge sharing session	Communication Skills For Information Professionals (IMD121)
2	<ul style="list-style-type: none"> <li>- Know to do proper filing</li> </ul>	<ul style="list-style-type: none"> <li>- Filing record management</li> </ul>	Know the filing must be classified and categories in order to easy retrieval	Electronic Record Keeping (IMR664)
3	Learn and discover multimedia presentation and video editing	<ul style="list-style-type: none"> <li>- Video editing</li> <li>- Multimedia presentation</li> </ul>	Produce Corporate Video for PPAS	Multimedia For Information Presentation (IMD226) Instructional Media Application (IMD211)

4	Know how to have a self-confidences in public sharing and event hosting	<ul style="list-style-type: none"> <li>- Proper language</li> <li>- Verbal and non-verbal</li> <li>- Emotional reaction</li> </ul>	Done a public speaking & user training in school holiday program	Information system interaction and consultation (IMS556)
5	Know how to communicate well for corporate communication	<ul style="list-style-type: none"> <li>- Communication and protocol way of communication</li> </ul>	Corporate communication	Legal and ethical aspects (IMS657)
6	Know how to handle and configure hardware	<ul style="list-style-type: none"> <li>- Configuration and Maintenances of hardware</li> </ul>	Done a PC Maintenances and auditing in PPAS and I-Station	Technical Support Services And Maintenance For Information Agencies (IMD 222)

### 4.3 Lesson learnt

The trainee spent more time at Department of ‘Perkhidmatan Pelanggan Perpustakaan’ and ‘Teknologi Maklumat dan Pengurusan Ilmu’ of PPAS. The trainee have gained a lot of valuable knowledge from these departments. They taught the trainee the meaning of teamwork especially during the school holidays programs and also when being the technical support at the rebranding library. The trainee know the feel of being in real working environment from this internship.

Furthermore, the tasks that have been given to the trainee really helps in order to discipline the trainee, be patient, learn something independently, take first initiative and improve the

trainee problem solving skills. The trainee get to enhance communication skills by dealing with many people like kids, teenagers and adult.

During and after the industrial training, the trainee have learned and gained new experiences that the trainee could not get anywhere and the trainee never experienced it before. Although the trainee had experienced a part-time working before this, it is totally different in terms of the working surrounding, colleagues, accomplishment of tasks, and many more. Thus, there is some lesson learned that will be covered in this chapter.

### **Be active**

The trainee have attended 3 meetings during industrial training. 2 of them the trainee have to participate actively which means the trainee come out with an idea and being a volunteer. For example, for the trainee second meeting regarding the upcoming book fair with library staff on week 1, the trainee come out with an idea for an activity that would be included in the book fair. The trainee idea was a fashion show competition that designed for kids (5 – 12 years) whereas participation needs to wear any character from a book that they have read before. Unexpectedly, the trainee idea was not accepted and the trainee need to brainstorm again.

Other than that, the trainee next meeting is with other internship student and En. Fawaz. This meeting also regarding the upcoming book fair but focused on its promotion. Among the promotion that has been discussed is they need volunteers that can work on the weekend to distribute flyers and bookmarks. The trainee and others internship students volunteer to work on Sunday. On that day, they prepared a booth for the promotion. So we used the booth to inform users about the upcoming book fair. Besides we distribute flyers and bookmark with a direct approach, we also promote the interesting activities to the user such as activities for children and seminar for the public.



### **Conduct an event**

The trainee get the opportunity to be able to join the book fair and get the experience and knowledge regarding the preparation to conduct an event. the trainee ever experience conduct an event for the trainee subject requirement. However, the trainee found that every event has a different approach and preparation. This is because, an event conducted by PPAS involved so many people, sponsorship and such a quite big event. So many meeting, promotion, procedures, etc. need to be a concern of. From this experience also, the trainee get new knowledge to conduct an event in terms of planning, management, and many more. The trainee would like to use this knowledge if the trainee conduct an event in the future.

### **Making connections**

During the trainee internship, the trainee trying to make a connection between library staff and other internship students. The trainee think this is essential because it could strengthen our social networking even though in a working environment. In addition, they can provide guidance, advice and help the trainee in future job hunting. For instance, Pn. Rozainees one of senior staff in PPAS, always giving the trainee advice and tips even on how to shelf the books correctly. the trainee really appreciate all the advice from Pn. Rozainees, Pn. Sabariah and others plus, the trainee could learn a lot and get some ideas. Besides that, if the trainee complete my task early, the trainee will ask them if there is any task that the trainee could do. The trainee think this is one approach to making a connection with them.

#### **4.4 Limitation and Recommendation**

There are some disadvantages like when they held a big program, usually the miscommunication would occur between the management and staffs themselves. It leads to another problems if the miscommunication cannot being solved. The staffs would feel pressured and insincere when doing their tasks. The trainee recommendation in order to avoid miscommunication by dividing the task among the staff relate to their expertise and make sure they are person in charges that will lead every task in order to solve in unexpected problem as professional way as soon as possible.

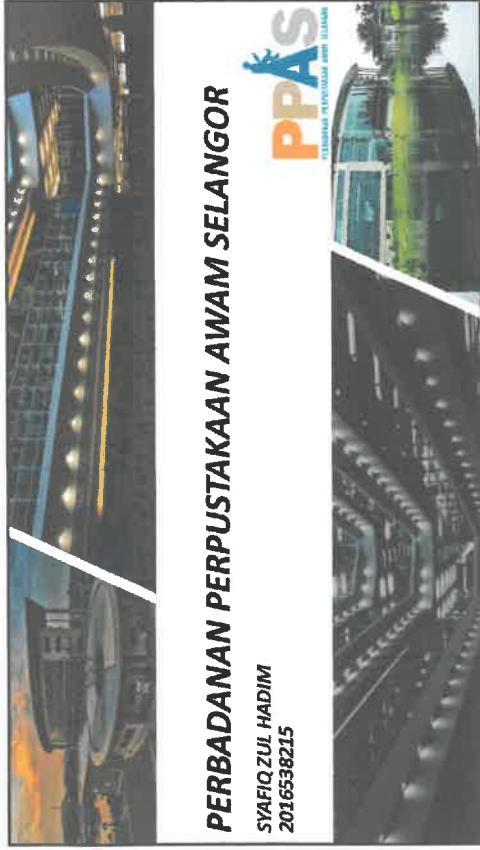
Last but not least, all the staffs there are very approachable and love to share their experience and knowledge without hesitate. Their support and services provided really helpful and is a once in a life time experience. If the trainee have the opportunity to work with PPAS, the trainee would really appreciated it.

## References

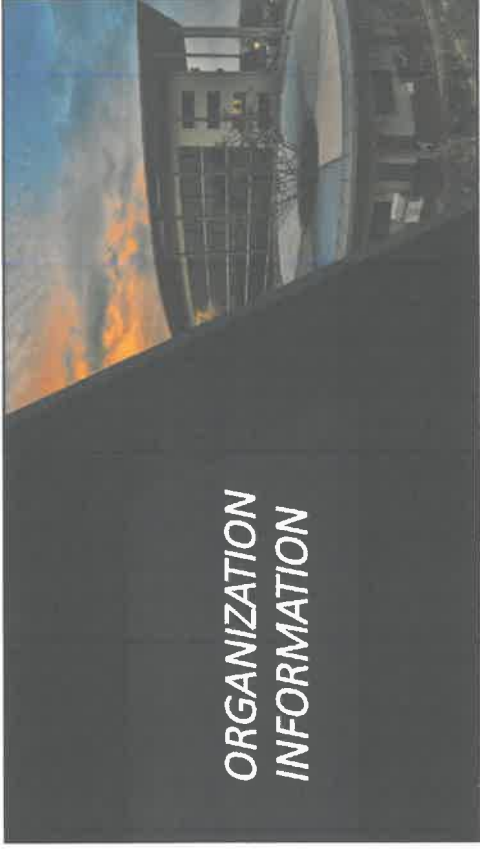
- Huda Binti Hamidon (2019). Faculty Supervisor, Kelantan, Universiti Teknologi Mara (UiTM) Kelantan, Machang Campus.
- Meor Fawaz (2019). Industrial Training Consultant, Selangor, Perbadanan Perpustakaan Awam Selangor.
- Nazaleeza Binti Hassan (2019). Industrial Supervisor, Selangor, Perbadanan Perpustakaan Awam Selangor.
- Nurulannisa Binti Abdullah (2019). Industrial Training Coordinator, Universiti Teknologi Mara (UiTM) Kelantan, Machang Campus.
- Selangor, P. P. (3 February, 2019). *Perbadanan Perpustakaan Awam Selangor*. Retrieved from Laman Wb Rasmi Perbadanan Perpustakaan Awam Selangor: <http://www.ppas.gov.my/index.php/perkhidmatan/>
- Siti Asmah (2019). Industrial Training Consultant, Selangor, Perbadanan Perpustakaan Awam Selangor.

# Appendixes

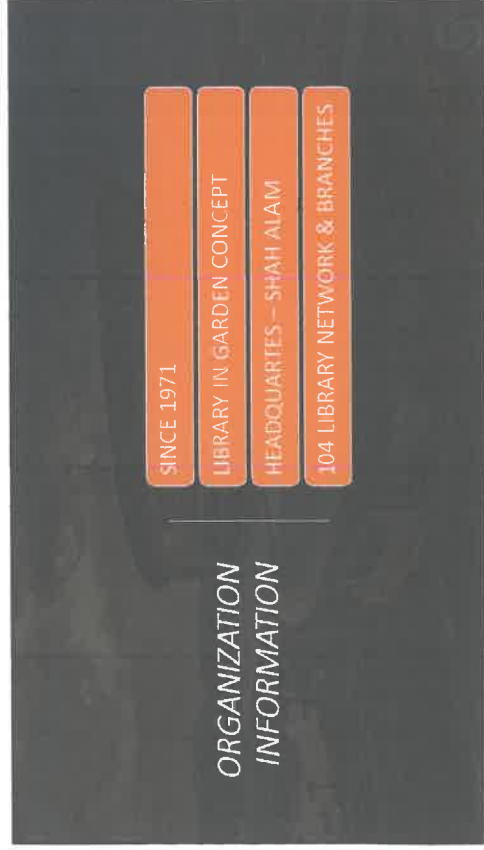
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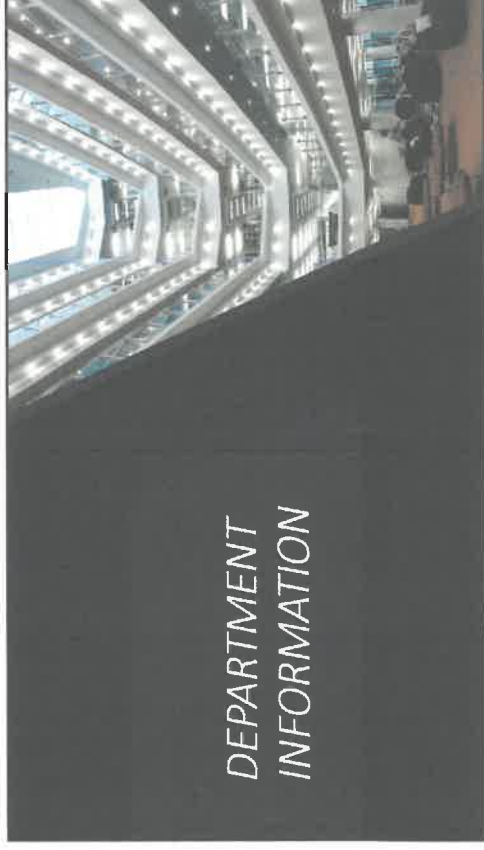
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2



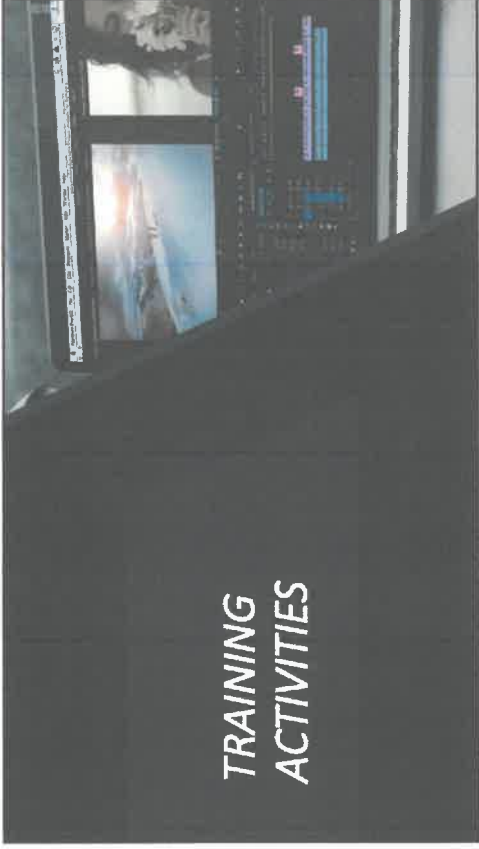
3



4



5



6



7



8

TRAINING ACTIVITIES

5. ASSISTANT SMART MOBILE LIBRARY



6. I-STATION SUPERVISOR



9

TRAINING ACTIVITIES

7. TOUR GUIDE & BUGGY DRIVER



8. SCHOOL HOLIDAY PROGRAM CONDUCTOR



10

TRAINING ACTIVITIES

9. JOM MEMBACA BERSAMA 10MINIT TECHNICAL CREW



10. WORLD#QRANHOOR TECHNICAL CREW



11

TRAINING ACTIVITIES

11. CORPORATE UNIT VIDEOGRAPHER



12. STORE MANAGEMENT ASSISTANT



12





# SPECIAL PROJECT

13

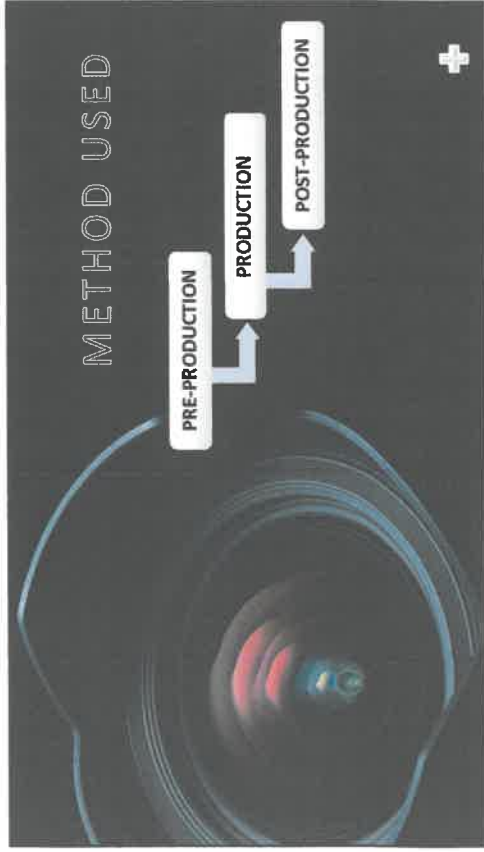
**Objective :-**  
To introduce & highlight services provided by Pustaka Raja Tun Uda.

**Title : Pustaka Raja Tun Uda Corporate Video**

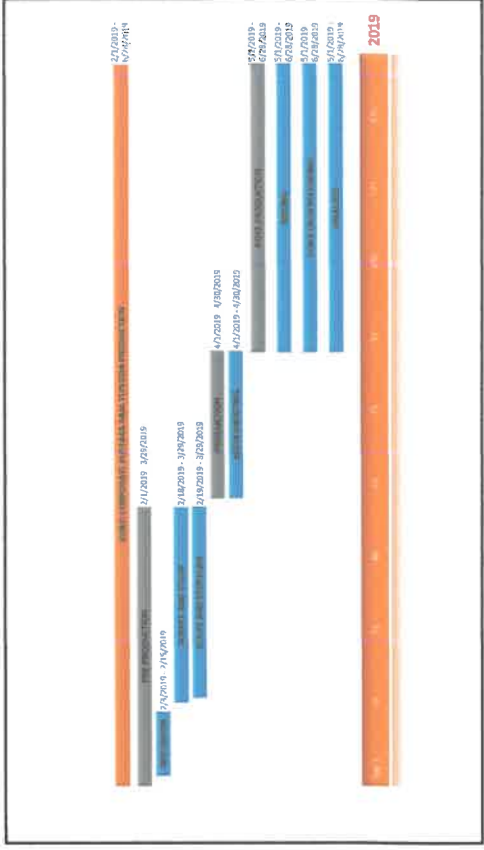
**Requirements :-**

- Relax & leisure concept
- Bahasa Malaysia
- Highlight all services in PPAS HQ.

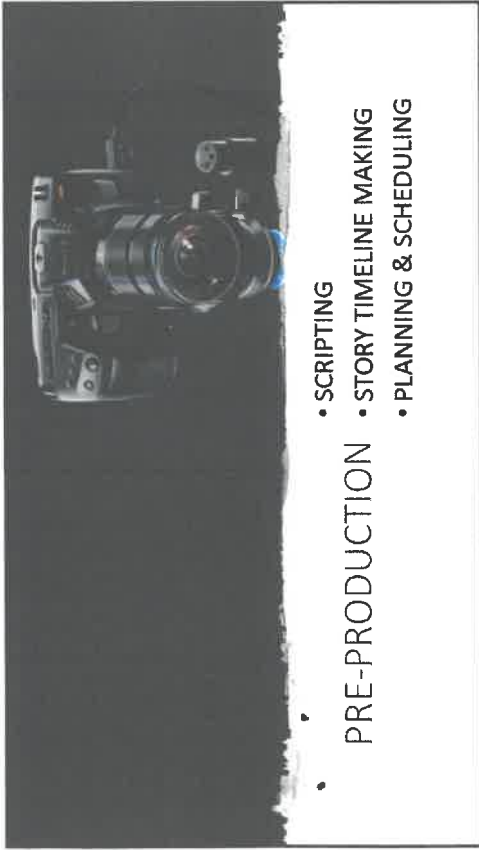
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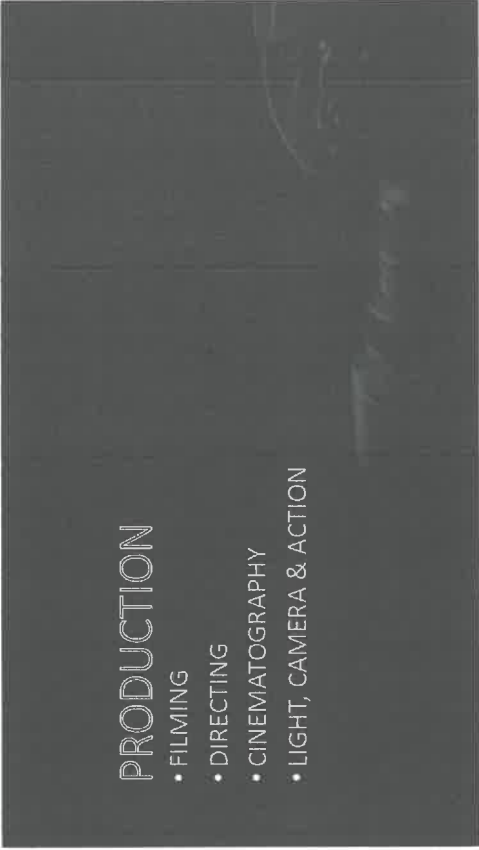


16



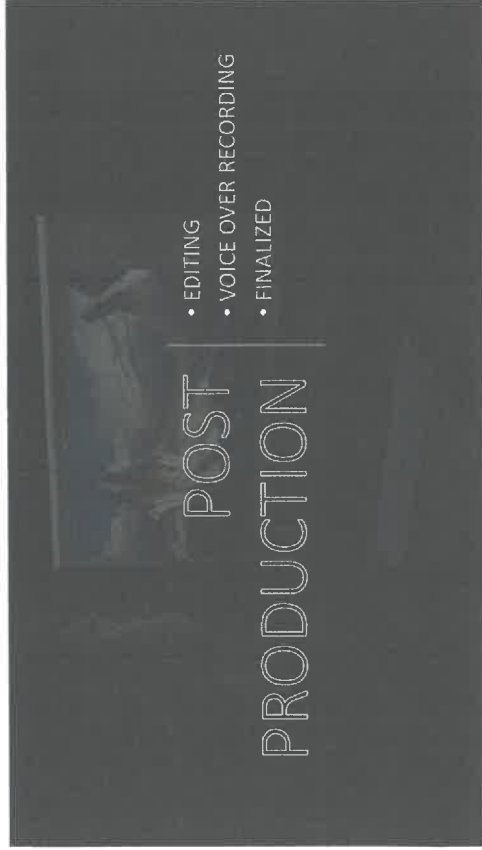
- SCRIPTING
- PRE-PRODUCTION
- STORY TIMELINE MAKING
- PLANNING & SCHEDULING

17



- PRODUCTION
- FILMING
- DIRECTING
- CINEMATOGRAPHY
- LIGHT, CAMERA & ACTION

18



- EDITING
- VOICE OVER RECORDING
- FINALIZED

## POST PRODUCTION

19

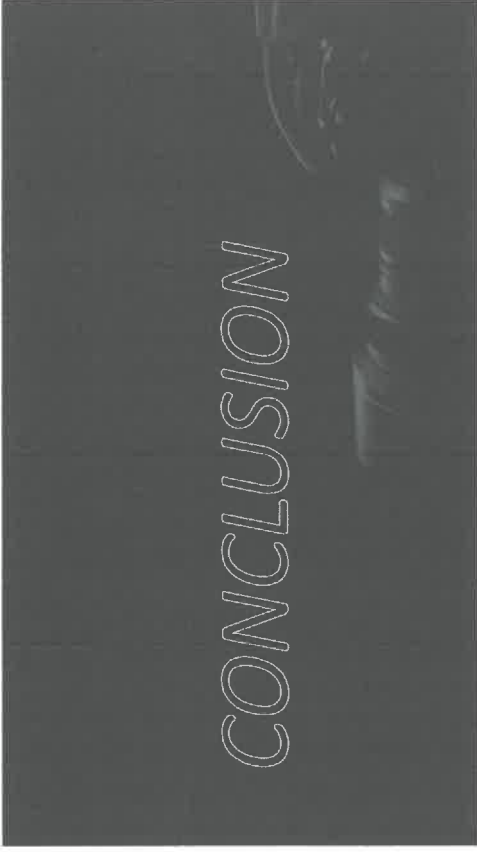


- CHALLENGES
- GEARS AND EQUIPMENT
- WEATHER
- TIME

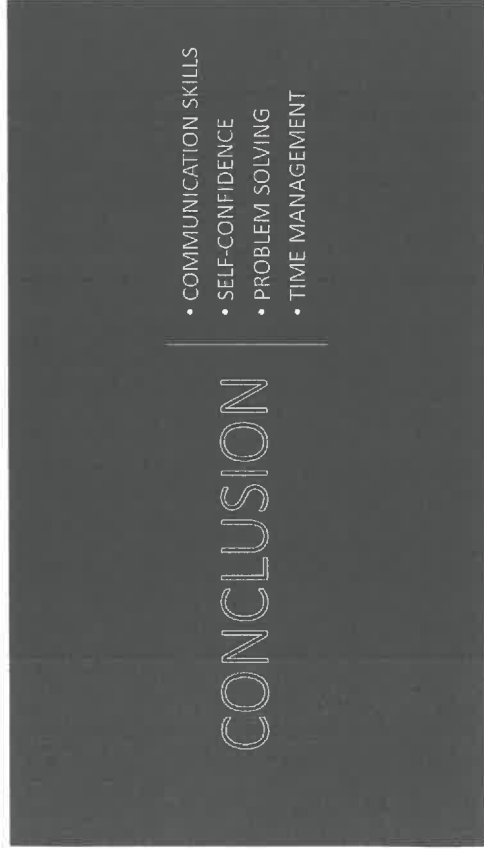
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23



24

# Certificate



# Sijil Penyertaan

Dengan ini diperakukan bahawa

telah menyertai

# Interaksi dengan al-Quran

BACA • FAHAM • AMAL

• Dunia Berbudi & Penyayang •

**WORLD  
#QuranHour**  
...satu permulaan

**Satu  
Jam  
bersama  
alQuran**  
365 hari

**25 Ramadan 1440H bersamaan 30 Mei 2019 (khamis)**

**Ruang Santai, Pustaka Raja Tun Uda,  
Seksyen 13 Shah Alam, Selangor.**

**12:00 tengah hari - 1:00 petang**

Pelaksanaan Seluruh Dunia • Malaysia • Mekah & Madinah

ANJURAN BERSAMA



**PPAS**  
PERBADANAN PERPUSTAKAAN AWAM SELANGOR

**mpam**  
MAJLIS PENGARAH-PENGARAH  
PERPUSTAKAAN AWAM SEMALAYSIA

**Seluruh  
Malaysia**



Dengan kerjasama

**Y.B. TUAN NIK NAZMI BIN NIK AHMAD**  
Pengerusi Lembaga Pengarah  
Perbadanan Perpustakaan Awam Selangor

Pengarah  
Perbadanan Perpustakaan Awam Selangor

2019

PPAS HARILMU  
RUMAH BUKU SELANGOR KE-14

**PESTA  
BUKU  
SELANGOR**

MASUK  
PERCUMA

**ALAMI ILMU**

**28 FEBRUARI HINGGA 10 MAC 2019**  
**PUSAT KONVENSYEN SHAH ALAM**  
10 PAGI - 9 MALAM - 10 PAGI - 10:30 MALAM (SABTU DAN AHAD)

**PRAKTIKAL**

PPAS My.Second.Home selangorpubliclibrary  
www.ppas.gov.my +603 5519 7667

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# Logbook



FACULTY OF INFORMATION MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA (UITM)  
KELANTAN BRANCH

REPORT DUTY DECLARATION FORM  
(Semester 7)

To : Puan Nurulannisa Binti Abdullah  
Industrial Training Coordinator IM245 – UITM Kelantan

Name : MUHAMMAD SYAFIQ BIN IUL HADIM

UITM ID : 2016538215

Program Code : IM245

H/P No : 010-2732297

I hereby, confirmed and report my duty to PER. PERPUSTAKAWAN AWAM JELANGOR (organization).

Date: 1 February 2017 2019

Student Signature \_\_\_\_\_

Verified by,

Signature \_\_\_\_\_

Name

NAZALEEZA HASSAN

Designation

Official Stamp

NAZALEEZA HASSAN  
Penolong Pustakawan

\*\* Email to : [nurul1217@kelantan.uitm.edu.my](mailto:nurul1217@kelantan.uitm.edu.my) or fax to 09-9762156 (HEA)



## INSTRUCTIONS

- 1) This book is issued to you to record your assignments and activities during industrial training.
- 2) All entries must be regularly recorded by trainee and initialed by the Supervisor.
- 3) All entries are made in ink, except sketches.
- 4) The book must be handed to your Industrial Training Coordinator upon completion of attachment.

## PERSONAL DETAIL

1. Name : MUHAMMAD SYAFIQ BIN ZUL HADIM
2. Student ID : 2016538215
3. Programme : IM 245
4. Semester : 7
5. Home Address : \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
6. Tel No (HP) : \_\_\_\_\_
7. Email : \_\_\_\_\_

## ORGANISATION INFORMATION

1. Full Name & Address : Perpustakaan Perpustakaan Awam Selangor  
D/A Perpustakaan Raja Tun Uda  
Jalan Kelab Golf 13/6,  
Sekyen 13, 40100 SHAH ALAM  
Selangor Darul Ehsan  
Tel: 03-55197667 Fax: 03-55104264  
Website : www.ppas.gov.my
2. Department : \_\_\_\_\_
3. Supervisor : \_\_\_\_\_
4. Position : NAZALEEZA HASSAN  
Pencolong Pustakawan
5. Tel : \_\_\_\_\_ HP : \_\_\_\_\_
6. Email : \_\_\_\_\_

## FOR OFFICE ONLY

Remarks :

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DATE: 1.2.19

EXTRACT NATURE OF WORK DONE

SUPERVISOR  
REMARKS

- + Report duty to organization
- + Briefing on task
- + Introduction to organization
- Shelving
  - Book on 3rd floor
  - Shelve reading/arrange according classification
- Report duty to "Gerakan Membaca"
  
- Process new book
  - Track card installation

DATE: 4.2.19

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Shelving Process - Arrange book according to classification number - Shelves reading	
- Poster Buku Selangor 2019 - poster packing - poster checking - poster organized to listing - make listing for branch librarian detail/info	
7.2.19	
- Shelving process & (refer to task 4.2.19)	
8.2.19	
- Shelving Process - Faxing "PBS 19" memo - verification call to department	

DATE: 11.2.19

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Shelving Process (refer to task 4.2.19)	
- Report Duty to "Store Management" Introduction to department filing management - Order Form import data for year 2018 - Classify the stock of store quantity balances. - Check and monitor all data for order form from branch - Preparation for order distribution to other branch	

DATE: 12.2.19

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Shelving Process (Refer to task 4.2.19)	
Filing management process (Refer to task 11.2.19)	
12.2.19	
- Shelving process (Refer to task 4.2.19)	
- Filing management process (Refer to task 11.2.19)	
13.2.19	
- Shelving process (Refer to task 4.2.19)	
- Filing management process (Refer to task 11.2.19)	

DATE: 14.2.19

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Shelving process (Refer to task 4.2.19)	
- Filing management process (Refer to task 11.2.19)	
15.2.19	
- Shelving process (Refer to task 4.2.19)	
- Filing management process (Refer to task 11.2.19)	
18.2.19	
- Shelving process (Refer to task 4.2.19)	
- Filing management process (Refer to task 11.2.19)	

DATE: 19.2.19

EXTRACT NATURE OF WORK DONE

SUPERVISOR  
REMARKS

- Shelving process  
(Refer to task 4.2.19)

- Filing management process  
(Refer to task 11.2.19)

20.2.19

- Shelving process  
(Refer to task 4.2.19)

- Filing management process  
(Refer to task 11.2.19)

21.2.19

- Shelving process  
(Refer to task 4.2.19)

- Filing management process  
(Refer to task 11.2.19)

DATE: 22.2.19

EXTRACT NATURE OF WORK DONE

SUPERVISOR  
REMARKS

- Shelving  
(Refer to task 4.2.19)

- Poster distribution process  
to agencies.

- Publicity for 'Pesta Buku Sumbangis 19'  
- distribution poster  
- distribution flyers  
- invitation for agencies/universities

24.2.19

(Refer to task 22.2.19)

DATE: 25.2.19

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Sheving process (refer 4.2.19)	
- PESTA BUKU SELANGOR 2019	
- Start BIAS and campaign	
- using Facebook	
- Spread the event to	
- public group	
- monitor movement of	
- campaign.	
- Keyboard warrior of FB	
- invitation to public	
- spread event to group	
- share and like booster.	
26.2.19	
-	
- sheving process	
(refer to task 4.2.19)	
-	
- FB IT keyboard warrior	
- team	
(refer to task 25.2.19)	
27.2.19	
- sheving (refer task 4.2.19)	
- FB IT keyboard warrior team	
(refer to task 25.2.19)	

DATE: 28.2.19

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Pesta Buku Selangor 2019	
- Event crew	
- FB Live Team	
FB Live Team	
- Support technical task	
- Setup equipment	
- Setup live section	
- Configure and test	
- equipment	
- Troubleshoot devices	
Floor Manager	
- Assist que card	
- Monitor time management	
- Control surrounding	
- from distraction.	
- Monitor upcoming comment	
- to live section	
Audio man	
- Audio quality checking	
- Setup mic for host and guest	
- Audio management	

DATE: 29.2.19

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Pesta Buku Selangor 2019 - FB Live team (Refer to task 28.2.19)	
1.3.19 Pesta Buku Selangor 2019 - FB Live team (Refer to task 28.2.19)	
4.3.19 Pesta Buku Selangor 2019 - FB Live team (Refer to task 28.2.19)	
5.3.19 Pesta Buku Selangor 2019 - FB Live team (Refer to task 28.2.19)	
6.3.19 Pesta Buku Selangor 2019 - FB Live team (Refer to task 28.2.19)	

DATE: 7.3.19

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Pesta Buku Selangor 2019 - FB Live team (Refer to task 28.2.19)	
8.3.19 Pesta Buku Selangor 2019 - FB Live team (Refer to task 28.2.19)	

DATE: 11.3.19

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Shelving process (Refer task 28.2.19)	
- Report duty to :- Pembangunan & Penyelenggaraan	
- Make survey by Google form for tender and services for Branch library	
- Distributed to branch library and waiting respondent.	

DATE: 12.3.19

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Shelving process (Refer to task on 28.2.19)	
Smart mobile library (SML) - Trip to Selayang District. - Serves public user on how to borrow book - Serves how to return book - Serves how to become library members.	



DATE: 13.3.19

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Shelving Process (refer to 28.2.19)	
Kuala Kubu Bharu branch library rebrand trip.	
- technical checking of computer lab	
- troubleshoot pc	
- Dismantle pc	
- Making check list to dismantle process	
- Dismantle pc and laptop 1 Malaysia to HQ PPAS.	
14.3.19	
Shelving Process (refer to 28.2.19)	
KKB Dismantle PC tagging process.	
- model number	
- model name	
- version	
- quantity	
- condition & organized	
- Collect respondent data (Refer to task 11.3.19)	

DATE: 15.3.19

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Shelving Process (Refer to task 28.2.19)	
Collect respondent data from google form survey (Refer to task 11/3/19)	
18.3.19	
Shelving Process (Refer to task 28.2.19)	
Collect responsible store department filing management (Refer to task on 11.2.19)	
19.3.19	
Shelving Process (Refer to task 28.2.19)	
filing management store department (Refer to task on 11.2.19)	

DATE: 20.3.19

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Shelving Process (Refer to task 28.2.19)	
Filing Management Store department (Refer to task on 11.2.19)	
21.3.19	
Process Jajant Selangor new book	
- Check ISBN	
- Check validation payment	
Shelving Process (Refer to task 28.2.19)	
22.3.19	
Absent (M.C)	

DATE: 25.3.19

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Shelving Process (Refer to task 28.2.19)	
Program Coti Sekolah 2019.	
- Organize aerobic exercise	
- Organize story telling sessions	
- Organize entertainment tour	
- Monitor lego section	
- Assist and emcees in ZK section.	
- Handle user and manage registration counter.	
- Assist craft class activities.	
28.3.19	
(Refer to task 25.3.19)	
27.3.19	
(Refer to task 25.3.19)	
28.3.19	
(Refer to task 25.3.19)	
29.3.19	
(Refer to task 25.3.19)	

DATE: 1.4.2019

EXTRACT NATURE OF WORK DONE

SUPERVISOR  
REMARKS

Shelving process  
(Refer to task 28.2.19)

Buggy and facility department

Drive buggy

- Sent and pickup library user from parking to main entrances of library
- Help and guide user

2.4.2019  
(Refer to task 1.4.19)

3.4.2019  
(Refer to task 1.4.19)

4.4.2019  
(Refer to task 1.4.19)

5.4.2019  
(Refer to task 1.4.19)

DATE: 8.4.2019

EXTRACT NATURE OF WORK DONE

SUPERVISOR  
REMARKS

Shelving process  
(Refer to task 28.2.19)

- IT department -
- PC installation.
  - hardware and software
  - PC troubleshoot process
  - Check and monitor IT store equipment

9.4.2019  
Shelving process  
(Refer to task 28.2.19)

- 2019
- Key in PBS lucky draw voucher data. in system

10.4.19  
(Absent (M.C.))

11.4.19  
(Absent (M.C.))

12.4.19  
(Absent (M.C.))

DATE: 15.4.2019

EXTRACT NATURE OF WORK DONE

SUPERVISOR  
REMARKS

Shelving process  
(Refer to task 20.2.19)

Gerakan Mambaca department

Key in data for

Book disposition for  
branches library

Records every book

Price and convert to MYR

DATE: 16.4.19.

EXTRACT NATURE OF WORK DONE

SUPERVISOR  
REMARKS

Shelving process  
(Refer to task 20.2.19)

Key in process

(Refer to task 15.4.19)

17.4.19

(Refer to task 15.4.19)

18.4.19

(Refer to task 15.4.19)

19.4.19

(Refer to task 15.4.19)

22.4.19

(Refer to Task 15.4.19)

23.4.19

(Refer to task 15.4.19)

Assist Program 10 minit Membaca

- Prepare event certificate
- Print and assemble to certificate frame.

DATE: 24.4.2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Shelving process (Refer to task 28.2.19)	
Keyin process (Refer to task 15.4.19)	
25.4.2019 (Refer to task 15.4.19)	
26.4.2019 (Refer to task 15.4.19)	
29.4.2019 (Refer to task 15.4.19)	
30.4.2019 (Refer to task 15.4.19)	

DATE: 2.5.2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Shelving process (Refer to task 28.2.19)	
Keyin Process (Refer to task 15.4.19)	
3.5.2019 - Shelving process (Refer to task 28.2.19)	
- Customer Services assits. - Assits. user borrow and return book - Monitor PC usage	

DATE: 3.5.2019

EXTRACT NATURE OF WORK DONE

SUPERVISOR REMARKS

Shelving process  
(refer to task 20.2.1a)

Counter service  
assistant

- serve customer
- process book in out.

DATE: 6.5.2019

EXTRACT NATURE OF WORK DONE

SUPERVISOR REMARKS

Shelving process  
(refer to task 20.2.1a)

- 1-station supervisor
- monitor room
- configure 1-mac 1-pad
- send and guide user
- make sure room is secure

7.5.2019

Shelving process  
(refer to task 20.2.1a)

- 1-station supervisor  
(refer to task 20.2.1a)



DATE : \_\_\_\_\_

EXTRACT NATURE OF WORK DONE

SUPERVISOR  
REMARKS

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EXTRACT NATURE OF WORK DONE

SUPERVISOR  
REMARKS

opening process  
 (Refer to task 20.2.19)  
 1-station supervisor  
 - monitor and second room  
 (Refer to task 2.5.19)

27/5/19 - 28/5/19

school holiday  
 program

- 担任 instructor
- conduct U.I.Y class
- conduct story telling
- conduct jam newarung activity
- make sure all program went well
- served the user and public user

29/5/19 - 31/5/19  
 (Refer to task 27.5.19)



DATE : \_\_\_\_\_

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS

DATE : 3/6/19

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
KAYA wali	
10/6/19. - 14/6/19	
1-STATION SUPERVISOR PROJECT EDITING PROCESS. (CHECK TASK 6.5.1a)	
17/6/19. - 18/6/19	
maintenance of IT department - - update and configure PC. - check and update antivirus. - check hardware. - check assets. status.	

DATE : \_\_\_\_\_

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS

DATE : 17/6/19

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
<u>17/6/19.</u>	
- TECHNICAL CREW SHARING SESSION. FROM INDONESIA.	
- TECHNICAL CREW SETUP EQUIPMENT	
<u>20/6/19 - 25/6/19</u>	
1-STATION SUPERVISOR REFER TO TASK 6-B. 19	

# Punch Card

A No.

145

PPAS

Perbadanan Perpustakaan  
Awam Selangor

NAMA: Muhammad Syafiq b Zul Hadim

BAHAGIAN: Praktikal

BULAN FEB 2019

WP 1	WP 2	WP 3
	/	

TAR.	MASUK	KELUAR	MASUK	KELUAR	KENYATAAN	T/T KETUA
1	07:35			17:10	Lapor diri	
2					HARI SABTU	
3	07:37			17:20	HARI AHAD	
4	07:33					
5					CUTI AWAM	
6	07:40			17:17	CUTI AWAM	
7	07:36			17:05		
8						
9	07:47				HARI SABTU	
10	07:39			17:04	HARI AHAD	
11				17:12		
12	07:36			17:12		
13	07:4			17:17		
14	07:46			17:10		
15						

**AMARAN**

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

B No.

145

PPAS

Perbadanan Perpustakaan  
Awam Selangor

NAMA: Muhammad Syafiq b Zul Hadim

BAHAGIAN: Praktikal

BULAN FEB 2019

WP 1	WP 2	WP 3
	/	

TAR.	MASUK	KELUAR	MASUK	KELUAR	KENYATAAN	T/T KETUA
16					HARI SABTU	
17					HARI AHAD	
18	07:50			17:11		
19	07:30			17:00		
20	07:3			17:0		
21	07:34			17:00		
22	07:30			17:14		
23					HARI SABTU	
24	08:50			16:02	HARI AHAD	
25	07:41			17:30		
26	07:47			17:05		
27	07:3			17:36		
28	07:47					
29						
30						
31						

**AMARAN**

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

A No.

148

PPAS

Perbadanan Perpustakaan  
Awam Selangor

NAMA: Muhammad Syafiq b Zul Hadim

BAHAGIAN: Praktikal

BULAN: - MAR 2019

WP 1	WP 2	WP 3
	/	

TAR.	MASUK	KELUAR	MASUK	KELUAR	KENYATAAN	T/T KETUA
1						
2					HARI SABTU	
3					HARI AHAD	
4						
5						
6						
7						
8						
9	07:44				HARI SABTU	
10	07:51			17:03	HARI AHAD	
11				17:03		
12	07:49			17:02		
13				17:04		
14	07:51			17:03		
15						

**AMARAN**

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

B No.

148

PPAS

Perbadanan Perpustakaan  
Awam Selangor

NAMA: Muhammad Syafiq b Zul Hadim

BAHAGIAN: Praktikal

BULAN: - MAR 2019

WP 1	WP 2	WP 3
	/	

TAR.	MASUK	KELUAR	MASUK	KELUAR	KENYATAAN	T/T KETUA
16					HARI SABTU	
17					HARI AHAD	
18	07:54			17:08		
19	07:47			17:02		
20	07:50			17:08		
21	07:49			17:01		
22						
23					HARI SABTU	
24					HARI AHAD	
25	07:37			17:06		
26	07:37			17:02		
27	07:34			17:02		
28	07:37			17:08		
29	07:44			17:01		
30					HARI SABTU	
31					HARI AHAD	

**AMARAN**

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

A No.

141



Perbadanan Perpustakaan Awam Selangor

NAMA: Muhammad Syafiq b Zul Hadim

BAHAGIAN: Praktikal

BULAN APR 2019

WP 1	WP 2	WP 3
	/	

TAR.	MASUK	KELUAR	MASUK	KELUAR	KENYATAAN	T/T KETUA
1						
2	80739			81701		
3	80741			81707		
4	80742			81708		
5	80744			81702		
6	80738			81715		
7					HARI SABTU	
8					HARI AHAD	
9	80742			81701		
10	80747			81702		
11						
12						
13					HARI SABTU	
14					HARI AHAD	
15	80736			81708		

**AMARAN**

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

B No.

141



Perbadanan Perpustakaan Awam Selangor

NAMA: Muhammad Syafiq b Zul Hadim

BAHAGIAN: Praktikal

BULAN APR 2019

WP 1	WP 2	WP 3
	/	

TAR.	MASUK	KELUAR	MASUK	KELUAR	KENYATAAN	T/T KETUA
16						
17	80735			81701		
18	80738			81702		
19	80743			81714		
20	80740			81718		
21					HARI SABTU	
22					HARI AHAD	
23	80745			81708		
24	80741			81704		
25	80743			81705		
26	80741			81707		
27	80747			81707		
28					HARI SABTU	
29					HARI AHAD	
30	80749			81707		
31	80744			81731		

**AMARAN**

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

A No.

141



Perbadanan Perpustakaan  
Awam Selangor

NAMA: Muhammad Syafiq b Zul Hadim

BAHAGIAN: Praktikal

WP 1	WP 2	WP 3
	/	

BULAN...MAY...2019

TAR.	MASUK	KELUAR	MASUK	KELUAR	KENYATAAN	T/T KETUA
1					CUTI AWAM	
2	80740			81735		
3	80741			81731		
4					HARI SABTU	
5					HARI AHAD	
6	80735			81631		
7	80739			81638		
8	80742			81634		
9	80730			81634		
10	80743			81638		
11					HARI SABTU	
12					HARI AHAD	
13	80741			81638		
14	80743			81634		
15	80745			81644		

**AMARAN**

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

B No.

141



Perbadanan Perpustakaan  
Awam Selangor

NAMA: Muhammad Syafiq b Zul Hadim

BAHAGIAN: Praktikal

WP 1	WP 2	WP 3
	/	

BULAN...MAY...2019

TAR.	MASUK	KELUAR	MASUK	KELUAR	KENYATAAN	T/T KETUA
16	80730			81635		
17	80741			81638		
18					HARI SABTU	
19					CUTI AWAM	
20					CUTI AWAM	
21	80741			81638		
22	80733			81637	CUTI AWAM	
23						
24						
25					HARI SABTU	
26					HARI AHAD	
27	80747			81644		
28	80753			81632		
29	80751			81634		
30	80737			81635		
31						

**AMARAN**

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

A No.

141



Perbadanan Perpustakaan Awam Selangor

NAMA: Muhammad Syafiq b Zul Hadim

BAHAGIAN: Praktikal

WP 1	WP 2	WP 3
	/	

BULAN: JUN 2019

JAK	MASUK	KELUAR	MASUK	KELUAR	KENYATAAN	T/T KETUA
1					HARI SABTU	
2	80745			8174	HARI AHAD	
3						
4						
5					CUTI AWAM	
6					CUTI AWAM	
7						
8					HARI SABTU	
9					HARI AHAD	
10						
11	80747			8174		
12	80744			81747		
13	80735			81705		
14	80734			81704		
15					HARI SABTU	

**AMARAN**

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

B No.

141



Perbadanan Perpustakaan Awam Selangor

NAMA: Muhammad Syafiq b Zul Hadim

BAHAGIAN: Praktikal

WP 1	WP 2	WP 3
	/	

BULAN: JUN 2019

JAK	MASUK	KELUAR	MASUK	KELUAR	KENYATAAN	T/T KETUA
16					HARI AHAD	
17	80737			81748		
18	80738			81748		
19	80739			81748		
20	80740			81748		
21	80740			81748		
22					HARI SABTU	
23					HARI AHAD	
24	80740			81747		
25	80738			81748		
26	80738			81748		
27						
28	80742					
29					HARI SABTU	
30					HARI AHAD	
31						

**AMARAN**

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