



PRATICAL TRAINING REPORT

UNIVERSITI TEKNOLOGI MARA, KOTA SAMARAHAN

LIBRARY UiTM, SAMARAHAN CAMPUS

on

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## **1.0: INTRODUCTION**

### **1.1: ORGANIZATION BACKGROUND**

Generally, the history of the development of UiTM Campus Samarahan Library has exists along with the establishment of UiTM Campus Samarahan in the year 1973. In the beginning the University and its library is situated at Maktab Batu Lintang when it first constructed and then moved to Agriculture Training Institute at Semenggok in the year 1987. But the campus hasn't found their real root yet, where they keep on moving from one place to another. In the year 1989, the University moved again to Samariang and finally to their final destination, Kota Samarahan in the year 1997. At Kota Samarahan, the UiTM Sarawak finally has settled down together with it s library and it is where they have found the place they really belong.

From the first the establishment of the library, it has begin with only 668 titles of books and about 100 memberships among University staffs and the library itself. After that the library keep growing with an advance development of UiTM Campus Samarahan. The library collection then also increased according to the changes and the need of teaching and learning and knowledge of students and staffs around Kota Samarahan.

Until April 2003 which the last date the library give updates, UiTM Campus Samarahan Library has reached about 53,454 titles along with the development of the printed, non-printed, listening and viewing materials and some of online database that were subscribed by the library.

## **1.2: MISSION**

The mission of the UiTM Campus Samarahan Library is the same as Tun Abdul Razak Library (PTAR) in Shah Alam, which is the main campus of UiTM. This is because the Campus Samarahan Library is a branch from Tun Abdul Razak Library and UiTM need to standardize its entire library in all its branches. The missions of UiTM Campus Samarahan Library are:

- To provide an environment conducive to study, teaching and researching to UiTM at large.
  
- To be information rich center by importing knowledge through reading and researching. Meanwhile ensuring the proficiency and skills in the utilization of the library resources.

## **1.3: VISION**

UiTM Campus Samarahan Library visions also the same as the main library campus vision, where it includes: -

- To be a first stop center for all reading and researching materials and to deliver them to UiTM patrons in the most effective and efficient manner.

## 1.4: OBJECTIVES

The UiTM Campus Samarahan Library objectives include: -

- To assists user in its study, teaching, research and development programs.
- To be an excellence library in all aspects of services, variety of collections, information-seeking technology and up-to-date sources of information.
- To provide well trained, skillful, responsible, committed, motivated with high ethical standard, proactive and excellence personnel through education and training.

## 1.5: LIBRARY MEMBERSHIP

| CATEGORY  | MEMBERSHIP FEE<br>(1 YEAR)   | BOOK PRICE<br>(CAN BE CLAIM)                     |
|---|--|--|
| Corporate Member  | RM 2,000   | 1 Books – RM 300<br>Maximum – 4 books only       |
| Individual<br>(Yearly)                                      | RM 250   | 1 Books – RM 300<br>Maximum – 4 Books            |
| Individual<br>(Daily)                                       | RM 20 for 1 day<br>(With the permission form<br>Chief Librarian)   | Cannot borrow books                              |
| IPTA Students<br>(Approval letter from<br>IPTA)             | Free entry but cannot be<br>a member (References<br>only)<br><br>UTM & UPM - Student<br>Card only<br>(Refer to references<br>permission memo only) | Under the scheme of<br>Inter- Library Loan (ILL) |
| IPTS Students<br>(Approval letters from<br>Chief Librarian) | Cannot be a member<br>(Entry Fee – RM 20 for 1<br>day)<br>References only  | Under the scheme of<br>Inter- Library Loan (ILL) |

|                               |   |   |
|-------------------------------|---|---|
|                               | Except UNITEN, MMU, U.<br>PETRONAS & M'sia<br>Open Uni. |   |
| Alumni                        | RM 50   | 1 books – RM 300<br>Maximum – 4 books                 |
| Diplomatic Officers           | Free  | The Ambassador is<br>responsible for the<br>borrowing |
| Government Servant            | Free  | Under the scheme of<br>Inter- Library Loan (ILL)      |
| UiTM Retires                  | Free  | 1 books – RM 300<br>Maximum – 2 books                 |
| Retired Government<br>Servant | RM 25   | 1 books – RM 300<br>Maximum – 4 books                 |



## 1.6: CLIENT CHARTER

UiTM Campus Samarahan client charter ensures that the library and all its staffs to give more quality services through a more user-friendly, efficient and effective services.

| <b>SERVICES</b>  | <b>PROCESSING DURATION</b>  |
|--|---|
| Borrowing / Returning / Renewal                        | 1 minute  |
| General References Services                            | i. 1 Hour<br>ii. 1 Day (e-mail)<br>iii. 1 Day (Telephone)                         |
| CD-ROM Database Services                               | 1 Minute  |
| New Registrations<br>1. Individual<br>2. Students Week | 1 day after receive registration forms<br>7 days after receive registration forms |
| Processing new arrival books                           | 5 days  |
| Processing magazines until put to shelf                | 3 days  |
| User complaints  | 3 days after receive forms  |

## 2.0: LIBRARY MANAGEMENT

### 2.1: OPENING HOUR

|                                     |  |
|-------------------------------------|--|
| <b>Monday to Thursday</b>           | 9:00am-6:00pm<br>6:00pm-7:00pm(rest)<br>7:00pm-10:00pm   |
| <b>Friday</b>                       | 9:00am-11: 30am<br>2:15pm-6:00pm<br>6:00pm-7:00pm(rest)<br>7:00pm-10:00pm                              |
| <b>Saturday (working day)</b>       | 9:00am-12: 30pm  |
| <b>Saturday (first &amp; third)</b> | Closed<br>(Except on PJJ seminar and one month before final exam library will open from 9:00am-5:00pm) |
| <b>Sunday</b>                       | Closed   |
| <b>Public holiday</b>               | Closed   |
| <b>Borrowing time</b>               | 9:00am-9:00pm<br>(During service time as above)  |

## **2.2: RULES AND REGULATIONS**

### **Before enter the library you should:**

- Put your bag / personal thing in the locker or place provided.
- Show your student/ visitor card.

### **Appearance:**

- Your appearance should follow the HEP appearance rules.
- Wearing round neck is not allowed except for the girls. Wearing cap also is not allowed.
- Library staff can ask and prohibit the user who not dressing properly on the staff view.

### **Things that cannot be bring:**

- Those books that has been borrowed cannot be bring into library, except for returning
- Illegal things under government act/ institution and law. (Knife, sharp weapon, book, pamphlet)
- Food/ drink
- File/ bag

### **Things that can be bring:**

- Own textbook (one textbook per each) and please leave your student card at the circulation counter.
- Laptop (battery operated)

- Mobile phone (please switch off or use vibrate only)
- Mini radio/ Walkman with earphone.

**Library staff are allow to take computer, mobile phone, or radio if it disturbing other user or use in a wrong way.**

**“Library user should follow the rules to ensure that the using of the library are more better and effective.”**

## **2.3: CIRCULATION RULES**

### **a. Borrowing**

- I. User should register as a library members

\*(User cannot use other user card)

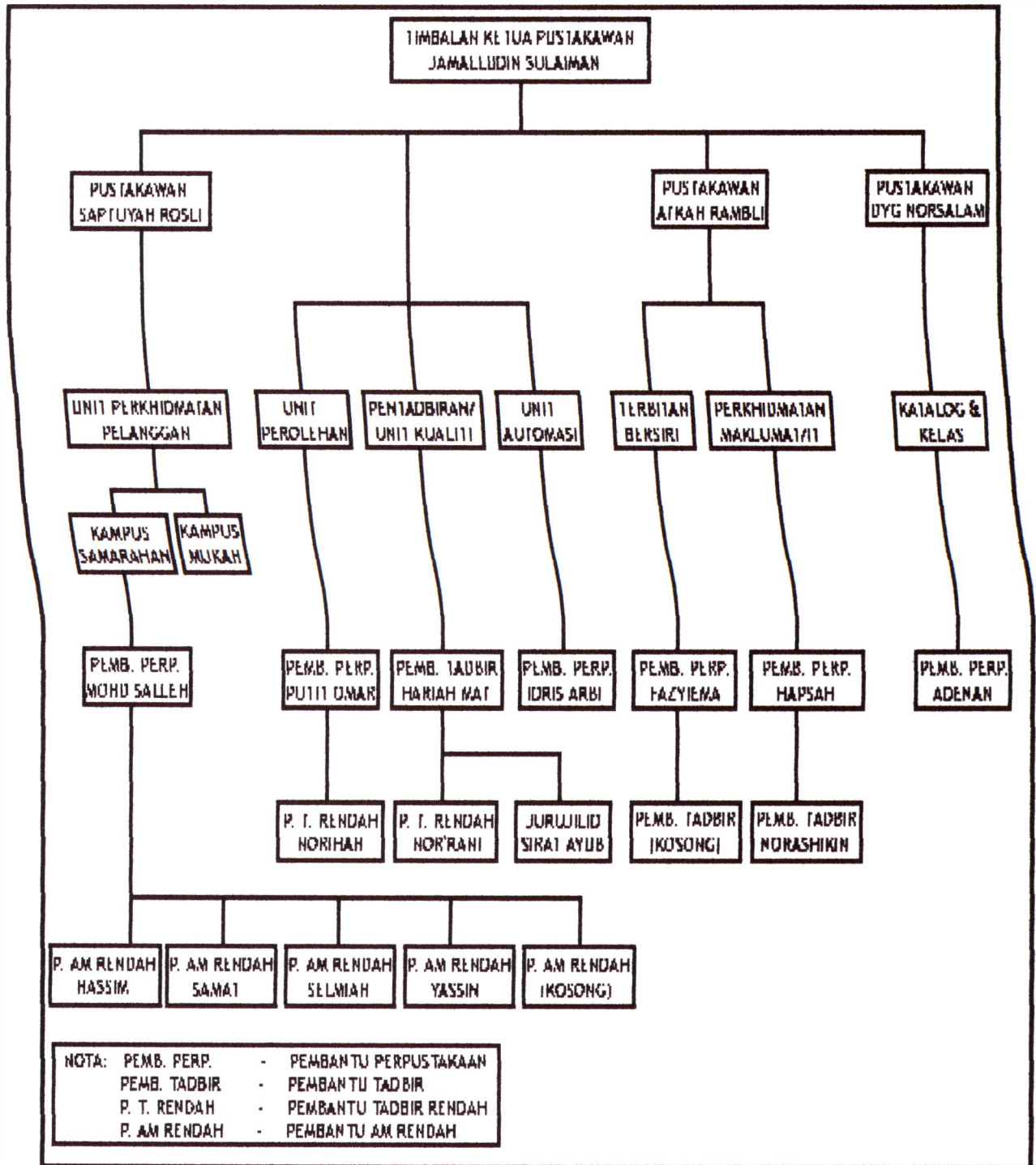
- II. Bring those book which want to be borrow to the circulation counter.
- III. Give books and student/ staff card to the staff on duties.

(User will get back the book after the borrowing is recorded)

### **b. Other**

- I. Fine for late returning book is RM0.20 per day.
- II. Those user who lost a book should pay for the book with the process cost about RM20.00
- III. Those user who late report the lost book should pay fine for the late returned, book price and process price.

**2.4: UNIVERSITY TEKNOLOGI MARA CAMPUS SAMARAHAN LIBRARY ORGANIZATION CHART**



## **2.5: STAFFING**

Actually UiTMCS Library is short of professional staff where they only have twenty staffs in the library and each department has a small number of staffs. The library has only four professional staff or known as librarian, that is the Librarian Chief Assistant; Mr. Jamaluddin b. Hj. Sulaiman, Circulation and Reader Advisory Services Unit; Mdm. Saptuyah Rosli, Cataloguing and Classification Unit; Mdm. Dayang Norsalam, and Serial and Reference Services Unit; Mdm. Atkah Hj. Rambli.

In UiTMCS Library, each librarian is responsible to monitor his or her module where this module is known as the ILMU. ILMU module contains Acquisition, Circulation, Authority, Cataloguing, Accounting, Foundation, IRS, ILL-Incoming Request, ILL-outgoing Request, InfoTrack, Receipting, and Serials. For example, Mdm Saptuyah is responsible for the Circulation Module; Mdm. Dayang Norsalam is responsible for Cataloguing Module and Mdm. Atkah is responsible for the References Module. Meanwhile, Mr. Jamalludin is responsible to monitor the entire module along with its librarians and the progress of the module.

All the Library Assistant is suppose to know the entire module and able to operate them because they are considered second man officer to Librarian Chief Assistant. So Library Assistant has to prepare themselves with information and knowledge regarding ILMU Module.

## Qualification and Salary

The Library has 20 staffs including the professionals and non-professionals. Actually the post and qualification requirements for every staffs in this library should based on tables below:

|                     |   |
|---------------------|---|
| POST                | Chief Librarian   |
| GRADE               | S1  |
| REQUIREMENT         | MSc. Information studies, BSc. In Information Studies                             |
| SUBJECT OF INTEREST | Digital library, Information Management, Knowledge Management, Record Management. |

|                     |   |
|---------------------|---|
| POST                | Head Department<br>Acquisition (Processing)       |
| GRADE               | S3  |
| REQUIREMENT         | MSc. Information studies                          |
| SUBJECT OF INTEREST | Acquisition, Cataloguing, Information Management. |

|                     |   |
|---------------------|---|
| POST                | Head Department of Cataloguing and Classification |
| GRADE               | S3  |
| REQUIREMENT         | MSc. Information studies                          |
| SUBJECT OF INTEREST | Cataloguing, Information Management, Classifying. |

|                     |                                    |
|---------------------|------------------------------------|
| POST                | Head Department of Administration  |
| GRADE               | S3                                 |
| REQUIREMENT         | Dip. In Information Administration |
| SUBJECT OF INTEREST | Administration                     |



|                     |  |
|---------------------|--|
| POST                | Head Department of Serial  |
| GRADE               | S3   |
| REQUIREMENT         | MSc. Information studies   |
| SUBJECT OF INTEREST | Acquisition, Cataloguing, Classification, Information Management |

|                     |   |
|---------------------|---|
| POST                | Head Department of Automation                                       |
| GRADE               | S3  |
| REQUIREMENT         | MSc. Information studies  |
| SUBJECT OF INTEREST | Information Technology, Information System, Information Management. |

|                     |  |
|---------------------|--|
| POST                | Head Department of Circulation                   |
| GRADE               | S3   |
| REQUIREMENT         | MSc. Information studies                         |
| SUBJECT OF INTEREST | Acquisition, Circulation, Information Management |

|                     |  |
|---------------------|--|
| POST                | Head Department of Post Graduate & Research                          |
| GRADE               | S3   |
| REQUIREMENT         | MSc. Information studies   |
| SUBJECT OF INTEREST | Information Management, Acquisition, Circulation, Record Management. |

|                     |   |
|---------------------|---|
| POST                | Head Department of Reference                |
| GRADE               | S3  |
| REQUIREMENT         | MSc. Information studies                    |
| SUBJECT OF INTEREST | Information Management, Information System. |

## **Communication System**

As other organization, UiTMCS Library used telephone and Intranet for communicates with outside organizations. The latest communication system used in UiTMCS Library is Lotus Notes. Every staffs at library must have their own e-mail addresses so that they able to communicate with other staffs from different organization and as well among themselves within the library.

The best way in communication system was meeting. Library staffs will hold a meeting twice a month. The purpose of this meeting is for decision-making, discussion about planning, budgeting and to get know about the problem that arise in the library. In their meeting, the library practiced two-way communication that is from upper to lower management and lower to upper management in order to achieve a better decision. Other than that, from the meeting, the Librarian Chief Assistant will involved staffs in decision making and voicing out their ideas to improve their communication skills for library benefits.

## **Training program.**

All program is align with current development such as information technology. Library staffs were given indoor and outdoor training program. They should attend at least 48 hour training about library management. Other than that the staff also should attend for the staff development training, for example "IT & Automation course" which it trained the staff about the use and function of IT collection, PC maintenance and others. The library is plan to carried out and organize more program like this.

Beside that the training program also involve lecturers and students where the library staffs give seminar or workshop to lecturers as one of their user education program.

## **Promotion.**

Each staff will be promoting to higher rank based on the judgment and evaluation that is done by the upper management. The evaluation is based on their achievement, punctuality, responsible and hardworking.

## **2.6: BUDGETARY**

As we know UiTM Campus Samarahan Library is one of many branches of UiTM PTAR in Shah Alam and because of this the activities, administration and also the main branches control the budgetary of the UiTM Campus Samarahan Library. Even though the main branches control it, UiTM Campus Samarahan also has their own power over managing every activities going on in the UiTM Library. In planning for the budget of the library, the Librarian Chief Assistant En. Jamalludin will make the final decision for the good of the library budgetary planning with the approval from the UiTMCS Director.

The library made their budget planning twice a year, where in these meeting all the library staffs includes library committee, which consists of lecturers and UiTMCS staffs involve in decision-making. Early January is the month where the library will start their Strategic Planning. The estimation for government sector to make their Strategic Planning is about 10 years. Where this strategic planning is necessary to review what have been done and all on going activities carried out by the library from year to year.

The UiTMCS Library has two type of budgetary planning, which is:

1. One Off Budget
2. Yearly Budget

## **One Off Budget**

*One Off Budget* meeting is carried out once a year by the library staffs and its committee where the meeting is conducted in order to decide what asset the library needs to buy in order to fulfill their users needs. This decision doesn't include the library collection such as what reading materials such as books or non-printed materials the library needs. The one off budget decision making is made in order to add the library assets such as computers, printers, scanners, photo state machine and so on. Budget for all this library asset will be given depend on how much the library need to expand their assets in order to satisfied their users needs.

For example, in the meeting the committee has decided RM 50,000 to buy new computers facilities within a year time duration. So the library has to spend the budget given to buy new computers and the budget must be completely used to buy computer within time duration. If the budget is not finished by the time due, the administration will cut the allowances and take back the library asset budget. When the allowance is cut the library assets budget will be minimized and this will complicate library when they want to expand their library assets. Here the library committee plays an important role in making decision of what the library need the most in order to provide the most satisfying facilities and also services to library patrons.

## **Yearly Budget**

Meanwhile the *Yearly Budget* is decided every year mostly early year, where the library committee together with the director will conduct a meeting in which they will decide what other facilities the library needs in order to fulfilled their users needs. This budget is decided according to what facilities they want to expand so that they can give more satisfying services to users. The facilities include tables, chairs, carrels, bookshelves, magazine shelves and so on.

From all of the budget planning, the library collections budget is differ from any other budget planning. This is because the library collection budget is given when all the collections include printed and non-printed collection materials has been chosen to be the best collection and selections for the library. All these decision will be decided by one of the library committee where the members are all lectures of UiTMCS. The lectures will make suggestion on what type of books that the library must buy and all the books or non-printed materials is mostly based on what course they were teaching and the course offered in the university. Some of the course offers by this university are Agriculture, Business Administration, Office Management and Computers Science and the library collection are full with all these type of books.

Sometimes the lecturer will choose a books which is more to self-management, motivation, leadership and so on in order to give the opportunity to student to motivated themselves. After deciding what type of books that they want the committee then will sent their requests and suggestions to the library, then the library will buy books suggested to them by the committee.

## **3.0: LIBRARY UNITS**

### **3.1: CIRCULATION UNIT**

#### **Introduction**

The Circulation Unit Mara University of Technology Sarawak Campus (UiTMCS) library provides patrons with access to library resources through services, policies and procedures, which optimize the availability of library materials.

The Circulation Unit also has primary responsibility for opening closing the building and monitors library security during opening hours.

#### **Functions**

- Provide access to library resources
- Monitoring library security
- Conduct the reservation services

#### **Service Provided**

- Services provided by the circulation department include: -
- Borrow and return services
- Manage a library membership
- Renewal of library materials
- Provide fine letters for those who didn't return library books.
- Reservation service
- Book drop service
- Inter Library Loan (ILL) service

## **3.2: ACQUISITION UNIT**

### **Introduction**

UiTMCS library has properly arranged able Acquisition Unit. This unit includes orders, spine labeling and barcode process of books materials.

### **Functions**

- Develop the collection
- Acquire the materials in accordance to user's needs and through proper procedures
- Process all the materials received

### **Service Provided**

- Provide of required information resources for users.
- Develop of UiTMCS collections



### **3.3: CATALOGUING AND CLASSIFICATION UNIT**

#### **Introduction**

The Cataloging and Classification Unit is responsible for the bibliographic records of all purchased, gift, and non-printed materials added to the collection. This includes creating original bibliographic records for those items not previously cataloged, assigning call numbers for items cataloged by libraries other than the Library of Congress, maintaining all authority records, and correcting any errors found in the bibliographic and holding information. The physical processing is performed in cataloging as is all in-house binding and mending. Maintaining collection statistics by subject area for authorization and collection development purposes is also a function of the unit.

#### **Functions**

- As a library policy and authority control.
- Responsible to setup authority file of the bibliographic record.
- Catalog the materials.
- Organize cataloguing and classification of materials. Meaning that it can determine the materials according to the standard procedure. Also has to identify the type of the collection.

#### **Service Provided**

- Cataloguer is responsible to creating bibliographic records
- Classifier is responsible to classify and assign call number for items.

### **3.4: REFERENCE UNIT**

#### **Introduction**

Provides assistance in locating information and help users make the most effective use of the library's facilities, services and collections.

#### **Functions**

- ❑ Provide reference and information services. Establish policies and guides.
- ❑ Conduct the advisory services such as organize help-desk and inquiry center.  
For example train users on library skills.
- ❑ Organize and promote library services and products. For example conduct seminars, exhibitions and library activities, display current titles, promote facilities and services and liaison with internal and external users.

#### **Service Provided**

Services provided by the Reference Unit are:

- ❑ General enquiry
- ❑ Literature search services
- ❑ Instruction on the use of indexes abstracts and reference works
- ❑ Instruction on how to use CD-ROMs and computerized databases
- ❑ Assistance in locating research information from print and computerized sources
- ❑ Individualized consultation for research
- ❑ Course related Library Instructions

### **3.5: SERIAL UNIT**

#### **Introduction**

The Serial Unit of UiTMCS is responsible for the management and development of serial collection such as newspapers, magazines, periodicals and journals that the library subscribes to. It is responsible for all the periodicals and standing orders, which the library receives. The unit is also responsible for purchasing of on-line databases in fulfilling a need of study and learning in the UiTMCS.

#### **Functions**

- ❑ Support the use of Online services in the library
- ❑ Develop and organize the subscription services for the library
- ❑ Coordinate subscription and online services application among departments

#### **Service Provided**

- ❑ Printed serial and journal services
- ❑ Current awareness services

## **3.6: AUDIO VISUAL UNIT**

### **Introduction**

Audio Visual Unit is responsible of maintaining and circulates the audiovisual collections. Students, staffs and faculty may check out media materials either access manually or online. The collections include cassettes, videocassettes and compact disc.

### **Functions**

- ❑ Provide access to audiovisual materials.
- ❑ Conduct and give assist to users in audiovisual services

### **Service Provided**

Services provided by Audiovisual Department are as follows: -

- ❑ Assistance and advice services
- ❑ Copiers services
- ❑ Listening and viewing equipments
- ❑ Loan services

### **3.7: INFORMATION SERVICES (IT) UNIT**

#### **Introduction**

UiTMCS provides 11 of PCs that is connected to Internet and 4 PCs with MS Office Applications such as Word, Excel, Power point, etc. IT Unit also has develop a useful UiTMCS website and successfully linked at World Wide Web for users needs.

#### **Functions**

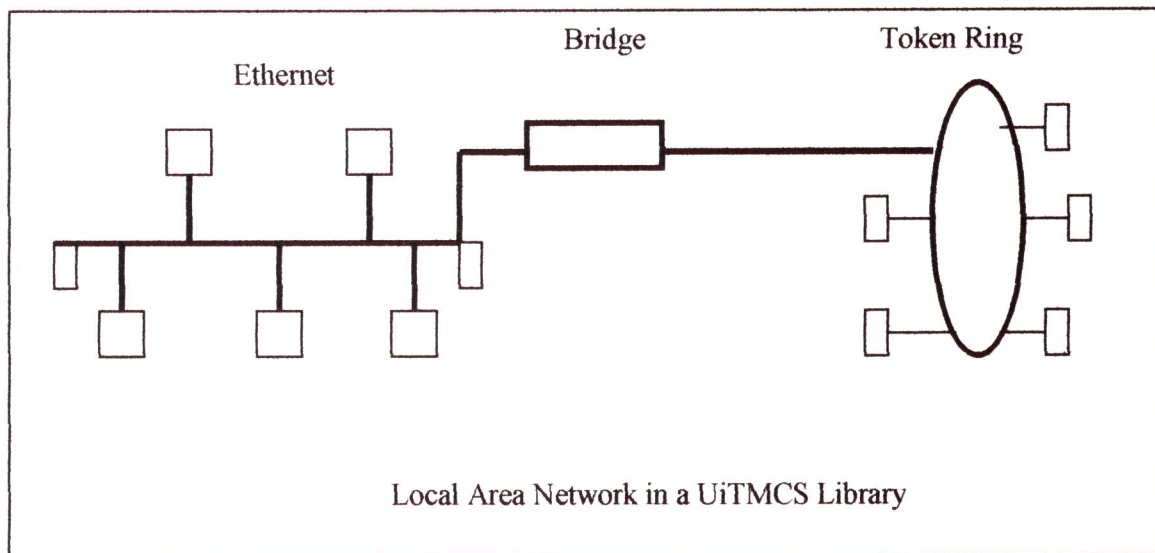
- ❑ To ensure that users can link with UiTMCS library via Internet.
- ❑ Develop UiTMSC website for up-to-date information.
- ❑ Manage Information and knowledge by a computer given.
- ❑ Assists users on how to use IT.

#### **Service Provided**

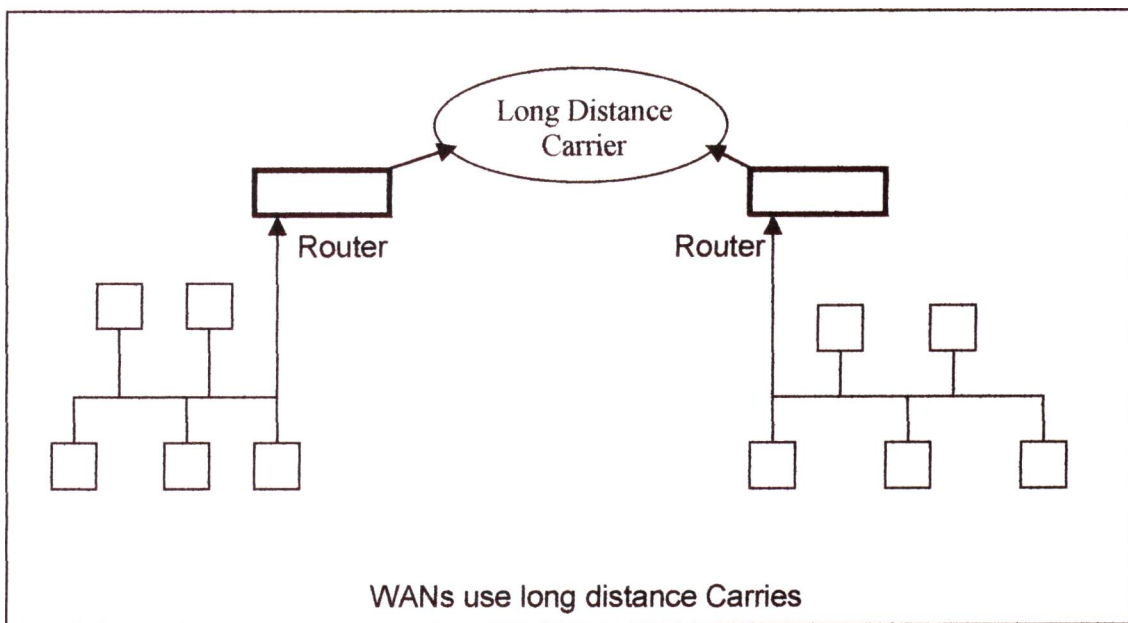
- ❑ Develop UiTMCS website <http://10.3.8.2/ptar/samarahan/wwwroot/index.htm>.
- ❑ Provide quick link with UiTM main campus at Shah Alam and others campus.
- ❑ Information Technology Conner includes 11 PCs with Internet and 4 PCs with MS Office Applications such as Word, Excel, Power point, etc.
- ❑ Internet services
- ❑ Printout services
- ❑ Scanner services
- ❑ Online databases services
- ❑ CD-ROM and multimedia collections
- ❑ Typing services using MS Office Applications such as Word, Excel, Power point, etc.
- ❑ Provide an OPAC services

#### 4.0: LIBRARY SYSTEMS

The library system used in UiTMCS is Integrated Library Management System (ILMU). UiTMCS library has a Local Area Network (LANs), which enable every building in the UiTMCS can share resources. The picture below shows an example of LANs environment.



UiTMCS also has installed Wide Area Network (WANs) so that UiTMCS library has links with others library locally and internationally. This method will provides UiTMCS access to any materials they linked all over the world. The picture below shows an example of WANs environment.



## **5.0: LIBRARY COLLECTIONS**

### **Open shelves collection**

The open shelves collection totaled 80% book collections that arranged followed by classifications which all of this collection can be lend by library members.

### **Reference Collection**

These materials can referred in the library only that it includes the materials such as:

- ❑ Books
- ❑ Magazines/ Journal
- ❑ Annual Report
- ❑ Prospectus
- ❑ Proceeding
- ❑ Significant speech texts
- ❑ Seminar paper
- ❑ Brochures

### **Red spot Collection**

On demand book will be separately for the lending that limited for two hours only.



## **CD – ROM collections**

Consist of various materials as below:

- Newspaper cutting
- Examination paper
- Journal article
- Texts book manual
- Seminar paper
- Research report
- Convention
- Pamphlet

\*All of this material can be get at Information Services Unit

### **Audio Visual Collection**

Cassette and videotape are available in several of subject area at Information Services Unit.

### **Magazines/ Serial Collections**

Consist of various serial fields inside and outside of the state. These materials are available in form of journal and previous journal.

### **CD – Rom listing**

#### **JOURNAL CONTENT PAGE**

- **KERTAS SOALAN DALAM BENTUK CD**
- **NEWS CLIPPINGS DALAM BENTUK CD**
- **SEMINAR PAPER**
- **THESIS DALAM BENTUK CD**
- **UiTM PUBLICATION DALAM BENTUK CD**



## MAGAZINE UNIT

### Journal And Magazines Listing/ Sarawak Branch Uitm Library For Year 2004

| (Alphabetical) |   | Price per                         |              |            |          |                              |                           |        |       |
|----------------|---|-----------------------------------|--------------|------------|----------|------------------------------|---------------------------|--------|-------|
| BIL            | journal/<br>Magazines title   | Subject                           | unit<br>(RM) | Frequency  | Language | Supplier                     | Duration                  | Status | Notes |
| 1              | Accountant's<br>Today<br>formerly<br>Akauntan<br>Nasional<br>Administrative | Accountancy                       | 8.50         | Monthly    | BI       | Mewah<br>Teguh<br>Enterprise | Aug' 03<br>-- July'<br>04 | DL     |       |
| 2              | Science<br>Quarterly  | Management                        | 151.90       | 4 x a year | BI       | Mewah<br>Teguh<br>Enterprise |                           | DL     |       |
| 3              | Agromedia   | Agriculture                       | 30.00        | Yearly     | BM       | Mewah<br>Teguh<br>Enterprise | Jan. --<br>Dec.<br>2004   | DL     |       |
| 4              | Akademika   | Social<br>Science &<br>Humanities | 20.00        | Yearly     | BM/BI    | Penerbit<br>UKM, Bangi       |                           | DL     |       |
| 5              | Al-Islam  | Agama                             | 4.50         | Monthly    | BM       | Mewah<br>Teguh<br>Enterprise | Jan. --<br>Dec.<br>2004   | DL     |       |

|    |                                     |                     |                            |            |    |  |                          |    |  |
|----|-------------------------------------|---------------------|----------------------------|------------|----|--|--------------------------|----|--|
| 6  | All Sport                           | Sport<br>Science    | 8.00                       | Monthly    | BI | Mewah<br>Teguh<br>Enterprise                               | Aug' 03<br>– July'<br>04 | DL |  |
| 7  | Anjung Seri                         | General             | 8.20                       | Monthly    | BM | Mewah<br>Teguh<br>Enterprise                               | Jan. –<br>Dec.<br>2004   | DL |  |
| 8  | Banker's<br>Journal<br>Malaysia     | Banking             | 19.00                      | 4 x a year | BI | Mewah<br>Teguh<br>Enterprise                               | Jan. –<br>Dec.<br>2004   | DL |  |
| 9  | Chartered<br>Accountants<br>Journal | Accountancy         | Monthly                    | Monthly    | BI | Institute of<br>Chartered<br>Accounts of<br>New<br>Zealand |                          | DL |  |
| 10 | Computimes<br>Shopper<br>Malaysia   | Computer<br>Science | 4.90                       | Monthly    | BI | Mewah<br>Teguh<br>Enterprise                               | Jan. –<br>Dec.<br>2004   | DL |  |
| 11 | Current Law<br>Journal              | Law                 | 1,050.00<br>(48<br>ISSUES) | Weekly     | BI | The<br>Malaysian<br>Current<br>Law Journal<br>Sdn Bhd      | Jan. –<br>Dec.<br>2004   | DL |  |
| 12 | Dewan                               | Economics           | 5.50                       | Monthly    | BM | Mewah  | Jan. –                   | DL |  |

|    |                       |                                |               |            |    |                 |        |    |    |
|----|-----------------------|--------------------------------|---------------|------------|----|-----------------|--------|----|----|
|    | Ekonomi               |                                |               |            |    | Teguh           | Dec.   |    |    |
|    |                       |                                |               |            |    | Enterprise      | 2004   |    |    |
| 13 | Dewan Kosmik          | Science & Technology           | 4.50          | Monthly    | BM | Mewah           | Jan. – |    |    |
|    |                       |                                |               |            |    | Teguh           | Dec.   | DL |    |
|    |                       |                                |               |            |    | Enterprise      | 2004   |    |    |
| 14 | Dewan Masyarakat      | General                        | 4.50          | Monthly    | BM | Mewah           | Jan. – |    |    |
|    |                       |                                |               |            |    | Teguh           | Dec.   | DL |    |
|    |                       |                                |               |            |    | Enterprise      | 2004   |    |    |
| 15 | Dewan Siswa           | Education                      | 2.90          | Monthly    | BM | Mewah           | Jan. – |    |    |
|    |                       |                                |               |            |    | Teguh           | Dec.   | DL |    |
|    |                       |                                |               |            |    | Enterprise      | 2004   |    |    |
| 16 | Discover              | Science, Technology & Medicine | 22.50         | Monthly    | BI | Mewah           | Jan. – |    |    |
|    |                       |                                |               |            |    | Teguh           | Dec.   | DL |    |
|    |                       |                                |               |            |    | Enterprise      | 2004   |    |    |
| 17 | E-Business Advisor    | Business                       |               | Monthly    | BI | Mewah           |        |    |    |
|    |                       |                                |               |            |    | Teguh           |        |    |    |
|    |                       |                                |               |            |    | Enterprise      |        |    |    |
| 18 | Economist, The        | Economics                      |               | Weekly     | BI |                 |        |    | DL |
| 19 | Edge (Malaysia), The  | Business / Investment          | 3.20          | Weekly     | BI | Mewah           |        |    | DL |
|    |                       |                                |               |            |    | Teguh           |        |    |    |
|    |                       |                                |               |            |    | Enterprise      |        |    |    |
| 20 | ELT Journal - English | Education                      | US Dir 171.45 | 4 x a year | BI | Swets Blackwell |        |    | DL |

|    |  |           |                  |            |    |                                |                          |                                    |
|----|--|-----------|------------------|------------|----|--------------------------------|--------------------------|------------------------------------|
|    | Language                                 |           |                  |            |    |                                |                          |                                    |
|    | Teaching                                 |           |                  |            |    |                                |                          |                                    |
|    | Employee                                 |           |                  |            |    |                                |                          |                                    |
| 21 | Responsibilities<br>and Right<br>Journal | Education | 353.00           | 4 x a year | BI | Mewah<br>Teguh<br>Enterprise   |                          | DL                                 |
| 22 | Entrepreneur                             | Business  | 31.00            | Monthly    | BI | Mewah<br>Teguh<br>Enterprise   | Jan. –<br>Dec.<br>2004   | DL                                 |
| 23 | Fitness                                  | General   | 19.00            | Monthly    | BI | Mewah<br>Teguh<br>Enterprise   | Aug' 03<br>– July'<br>04 | DL                                 |
| 24 | Garden Asia                              | General   |                  | 4 x a year | BI | NRH<br>Publications<br>Sdn Bhd |                          | DL                                 |
| 25 | Harvard<br>Business<br>Review            | Business  | US Dlr<br>209.55 | Monthly    | BI | Swets<br>Blackwell             | Sept. 03<br>– Aug.<br>04 | DL                                 |
| 26 | Haven (The<br>Edge)<br>(Supplement)      | General   |                  |            | BI | Mewah<br>Teguh<br>Enterprise   |                          | Terbitan<br>bersama<br>The<br>Edge |
| 27 | Home                                     | General   | 11.00            | 1 x        | BI | Mewah                          | Aug' 03                  | DL                                 |

|    |  |                       |                    |         |    |  |                  |    |  |
|----|--|-----------------------|--------------------|---------|----|--|------------------|----|--|
|    | Concepts                               |                       | 2 month            |         |    | Teguh  | – July'          |    |  |
|    |  |                       |                    |         |    | Enterprise                                     | 04               |    |  |
| 28 | IIUM Journal of Economics & Management | Economics/ Management | 48.00              | Monthly | BI | Fakulti Ekonomi IIUM                           |                  | DP |  |
| 29 | Impiana                                | General               | 8.50               | Monthly | BM | Mewah Teguh Enterprise                         | Jan. – Dec. 2004 | DL |  |
| 30 | Industrial Law Reports                 | Law                   | 735.00 (12 ISSUES) |         | BI | The Malaysian Current Law Journal 2004 Sdn Bhd | Jan. – Dec. 2004 | DL |  |

### Videotape And Cassette Listing At Sarawak Branch Uitm Library For Year 2004

| BIL | Material title  | Material type | Material Number |
|-----|---|---------------|-----------------|
| 1   | Never Take No For An Answer (based on a book by Samfrits Le Poole)  | Cassette      | 048532          |
| 2   | Never Take No For An Answer (based on a book by Samfrits Le Poole)  | Cassette      | 048533          |
| 3   | Never Take No For An Answer (based on a book by Samfrits Le Poole)  | Cassette      | 048534          |
| 4   | The Heinemann TOEFL Preparation Course (Cassette One)               | Cassette      | 045793          |
| 5   | The Heinemann TOEFL Preparation Course (Cassette One)               | Cassette      | 045793          |
| 6   | The Heinemann TOEFL Preparation Course (Cassette One)               | Cassette      | 045793          |
| 7   | Teaching with Audio in Open and Distance Learning<br>Derek Rowntree | Cassette      | 038867          |
| 8   | Teaching with Audio in Open and Distance Learning<br>Derek Rowntree | Cassette      | 048560          |
| 9   | Teaching with Audio in Open and Distance Learning<br>Derek Rowntree | Cassette      | 051157          |



|    |  |          |        |
|----|--|----------|--------|
| 10 | Teaching with Audio in Open and Distance Learning<br>Derek Rowntree                            | Cassette | 048559 |
| 11 | Teaching with Audio in Open and Distance Learning<br>Derek Rowntree                            | Cassette | 051156 |
| 12 | Make Every Minute Count an audio training<br>programmed based on a book by Marion E Haynes     | Cassette | 048523 |
| 13 | Make Every Minute Count an audio training<br>programmed based on a book by Marion E Haynes     | Cassette | 048524 |
| 14 | Make Every Minute Count an audio training<br>programmed based on a book by Marion E Haynes     | Cassette | 048525 |
| 15 | How To Motivate People an audio training<br>programmed based on a book by Twyla Dell           | Cassette | 048508 |
| 16 | How To Motivate People an audio training<br>programmed based on a book by Twyla Dell           | Cassette | 048509 |
| 17 | How To Motivate People an audio training<br>programmed based on a book by Twyla Dell           | Cassette | 048510 |
| 18 | How To Manage Stress an audio training from<br>Europe's top stress management guru Gary Cooper | Cassette | 047420 |
| 19 | How To Manage Stress an audio training from<br>Europe's top stress management guru Gary Cooper | Cassette | 048506 |
| 20 | How To Manage Stress an audio training from<br>Europe's top stress management guru Gary Cooper | Cassette | 048507 |

|    |  |          |        |
|----|--|----------|--------|
| 21 | Skills Plus Grammar and Advanced Speaking Will<br>Forsyth and Sue Lavender   | Cassette | 045792 |
| 22 | Skills Plus Grammar and Advanced Speaking Will<br>Forsyth and Sue Lavender   | Cassette | 045791 |
| 23 | How To Develop A Positive Attitude an audio training<br>programme based on the book by Elwood Chapman  | Cassette | 048495 |
| 24 | How To Develop A Positive Attitude an audio training<br>programme based on the book by Elwood Chapman  | Cassette | 048496 |
| 25 | How To Develop A Positive Attitude an audio training<br>programme based on the book by Elwood Chapman  | Cassette | 048497 |
| 26 | Connecting With Your Customers Communication<br>Skills For Selling Your Products, Services and Ideas<br>By Bill Bethel (Read by the author) Cassette One and<br>Cassette Two | Cassette | 047507 |
| 27 | 7 Simple Things You can Do For Your Career How<br>To Be The Best At What You Do and How To Get<br>Other People To Notice Foreword by Philip B. Crosby                        | Cassette | 047510 |
| 28 | Top Seller How To Master Advanced Selling Skills by<br>Jim Pancero (Read by the author)  | Cassette | 047505 |
| 29 | Top Seller How To Master Advanced Selling Skills by<br>Jim Pancero (Read by the author)  | Cassette | 047506 |
| 30 | Japanese For Busy People I (Revised Edition) Two<br>Cassettes  | Cassette |        |

## **Sarawak Collections**

A Sarawak collection is one of the special collections that provided in UIMCS library. Lord Gathome Medway, the Earl of Cranbrook has launched it April 19, 2003. He is the biologist environmental who gives the technical services to Sarawak Museum Curator. The existence of this collection is one of effort to preserve and gives the orientation services in all aspect of Sarawak. Until today, we collect the material consist of monograph, government and private publications in all Sarawak, seminar paper, thesis etc. The regulation of using this collection have been attach by this library.

## **Mahathir Intellects Special Collection (Koleksi Minda Mahathir)**

The purpose of the Mahathir Intellects special collection is to collect all the material about Tun Dr Mahathir Mohamad, former Prime Minister especially on intellectual and other aspects to organize the country. The material can be found in form of monograph, newsletter, photos collection, reports etc. other than that, this collection also get reward from local higher Institution Education, government, private and non-government organization's (NGO's). This collection also becomes the main references and new subject in co-curriculum. Now our library suggests publishing the bibliography and digitizing the Mahathir collections.

## **Skilled Examination Special Collections (Perperiksaan Tahap Kecekapan – PTK)**

The purpose of this collection is to collect the significant materials with skilled examination curriculum, which has been introduced under Skim Saraan Baru (SSB), which it is to help and give the reference services especially to non – academic and academic staff that will take the skilled examination paper. All the collection will be locate at Information Services Unit at Red Spot collections.

### **Digital Collection**

**Library Spot** is an "all purpose" ready reference source, which includes dictionaries, phone books, almanacs, government information, calculators, etc.

× <http://www.libraryspot.com>

× **Encyberpedia**

<http://www.encyberpedia.com/ency.htm>

× **One Look**. Search a variety of online dictionaries.

<http://www.onelook.com>

× **WWWebster Dictionary** is online version of the 10th edition of Merriam Webster's Collegiate Dictionary.

<http://www.m-w.com/netdict.htm>

× **On-line Dictionaries.** Link to over 800 dictionaries in 150 different languages and searchable by language or type of dictionaries.

<http://www.yourdictionary.com>

× **3D Dictionary** is an alphabetical listing of computer words with 3-D image representation.

<http://207.136.90.76/dictionary/index.html>

× **CIA World Factbook** offers brief sketches of countries with location and maps, and demographic and economic data, including a directory of current governmental officials and political leaders.

<http://www.odci.gov/>

× **Date and Time Gateway** links to database of current local dates and times for cities and countries around the world.

<http://bsdi.com/date?US/Eastern>

× **Weather Forecast and Maps**

<http://cirrus.sprl.umich.edu:80/wxnet/>

× **Dewan Bahasa dan Pustaka Online Term**

<http://www.dbp.gov.my/dbp98/ist2000.htm>

× **Computer Networking**

<http://www.webopedia.com>

× **Personal Computer Maintenance**

[http://myscholnet.ppk.kbm.my/tutor\\_it/pasang/utama.htm](http://myscholnet.ppk.kbm.my/tutor_it/pasang/utama.htm)

× **Online Dictionary**

<http://dictionary.reference.com>

× **The why files, Science behind the news**

<http://whyfiles.org/>

× **The grammar Web Page**

<http://www.webgrammar.com/grammar.html>

## **6.0: LIBRARY SERVICES**

### **CIRCULATION SERVICES**

- Provide borrowing and returning process.
- Manage membership for new membership and those who are no longer become members of the library.
- Provide renewal and reservation services and as well as fine for book lost.
- Provide Interlibrary Loan (ILL) services.

### **DIRECTORY OF LIBRARY SERVICE**

**Contact number: 082-678207**

- Circulation (borrowing, returning, reservation process)
- Interlibrary Loan (ILL)

**Contact number: 082-678202**

- Reference Service
- User Education
- Information Technology Service

**Contact number: 082-678201**

- New Books Display
- Library Locker Service
- Library Collection
- Media Service
- ILMU Online Public Access Catalogue

- Leisure Reading Area

## **LIBRARY FACILITIES**

Library provided information in CD form and online databases such as:

- Thesis
- Seminar Papers
- Examination Papers
- Newspaper Cutting
- Specific Subject
- Journals

## **FEE-BASED SERVICE**

- Self-service Copiers. Users have to buy cards at the Service Unit
- Lockers. There are 60 lockers available for rental for the whole semester. the rental rate is RM 10.00 per semester.
- Online Databases can be print out that will be change for RM0.30 (Laser Jet Printer and) RM0.10 (Dot Matrix Printer)



## **INFORMATION LITERACY PROGRAMME**

### **Introduction**

Library UiTM Campus Samarahan is a need in teaching and learning process to provide information and facilities to students.

### **Objective**

- To identify and provide facilities, services and library collections.
- To identify various information's sources.
- To identify, access and those information sources that are suitable for students needs.
- Able to identify and access information from various sources such as printed and electronic sources.
- Knowledgeable in information searching strategies.
- Upgrade and prepared themselves for research review, citation, etc.

### **Educational module and scope**

- Library presentation and guided tours to library.
- Information searching strategies.
- Online Public Access Catalogue (OPAC) / Infoline and Web OPAC library Integrated Library Management System (ILMU) automation system.
- Web page and knowledge Portal Perpustakaan Tun Abdul Razak (PTAR).
- Online databases
- Digital collection
- CD-ROM and Audio Visual Collection

- Internet and World Wide Web (WWW)

### **Library Orientation Program**

Courses on introduction to Library Use provided by the library for all first year students. The courses comprise of basic library skills using:

- OPAC / Infoline and Web OPAC.
- Introduction to printed source information in library.
- Introduction to online databases.
- Introduction to digital collection and CD-ROM and CD collection.
- All program will be done every Saturday (2nd and 4th week)

### **Ongoing Information Literacy Programs**

This program is focus on target groups.

Program:

Information Library Program

Focus on:

- Students in semester 4 or final year students that have final project.
- Bachelor and MBA students.
- Lectures doing research.

Module and scope:

- Advance search strategies.
- Searching information from Internet, online databases and electronic databases.
- Evaluation of printed and online information.
- Project paper preparation strategies:
  1. Steps in the research process.
  2. Documentation
  3. Citations

### **INTERLIBRARY LOAN (ILL) SERVICE**

ILL service assists to access unavailable in UiTM Campus Samarahan Library collection through interlibrary cooperation inside or outside the country.

### **REFERENCE AND INFORMATON**

This service provides users with necessary basic information, which will help them to find and use other appropriate library material. Users can seek the assistance of the staff at Information Service Unit by seeking for information through:

- Online databases
- Research needs
- Reference materials
- Electronic resources

## **E-SERVICES**

### **Digital Collection**

**Library Spot** is an “all purpose” ready reference source, which includes dictionaries, phone books, almanacs, government information, calculators and more.

<http://www.libraryspot.com>

Encyberpedia

<http://www.encyberpedia.com/ency.htm>

One Look. Search a variety of online dictionaries.

<http://www.onelook.com>

Webster Dictionary is online version of the 10th edition of Merriam Webster's Collegiate Dictionary.

<http://www.m-w.com/netdict.htm>

On-line Dictionaries. Link to over 800 dictionaries in 150 different languages and searchable by language or type of dictionaries.

<http://www.yourdictionary.com>

3D Dictionary is an alphabetical listing of computer words with 3-D image representation.

<http://207.136.90.76/dictionary/index.html>

CIA World Fact book offers brief sketches of countries with location and maps, and demographic and economic data, including a directory of current governmental officials and political leaders.

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<http://bsdi.com/date?US/Eastern>

Weather Forecast and Maps

<http://cirrus.sprl.umich.edu:80/wxnet/>

Istilah Dalam Talian Dewan Bahasa dan Pustaka

<http://www.dbp.gov.my/dbp98/ist2000.htm>

Maklumat berkaitan rangkaian komputer.

<http://www.webopedia.com>

Pemasangan Komputer Peribadi

[http://myschollnet.ppk.kbm.my/tutur\\_it/pasang/utama.htm](http://myschollnet.ppk.kbm.my/tutur_it/pasang/utama.htm)

Online Dictionary

<http://dictionary.reference.com>

The why files, Science behind the news

<http://whyfiles.org/>

The grammar Web Page

<http://www.webgrammar.com/grammar.html>

## **INFORMATION TECHNOLOGY (IT) SERVICES**

IT corner at UiTM campus Samarahan library provide services such as:

1. Surfing Internet
2. Computer printout
3. Word processing
4. Multimedia services
5. Online databases
6. CD-ROM databases

IT corner opening hour same as library opening hour.

### **CD-ROM Databases**

UiTM campus Samarahan library has a collection of databases in the forms of CD-ROM. The purpose of CD-ROM databases is to help users to locate materials for research topics, by providing references with short abstracts to journal articles and other documents in various subject areas such as:

- |                                     |           |
|-------------------------------------|-----------|
| 1. BPO (Business Periodical Online) | 1987-1998 |
| 2. GPO (General Periodical Online)  | 1990-1998 |
| 3. Students Thesis                  | 1998-2001 |
| 4. Examination papers               | 1996-2000 |
| 5. Seminar papers                   | 1991-2002 |
| 6. UiTM Publications                | 1967-2002 |
| 7. Newspapers Cutting               | 1995-2000 |
| 8. Journals (PTAR)                  | 1999-2001 |

## Online Databases

UiTM campus Samarahan library also offers online databases services, foreign and local. The library has 8 online databases:

1. LawNet

<http://www.lawnet.com.my>

USERNAME: uitmshah1

PASSWORD: bersiri1

2. Business Source Premier

<http://search.epnet.com/login.asp>

USERNAME: s6790720

PASSWORD: shahalam

3. Cambridge Scientific Abstracts (CSA)

<http://www.csa.com> or <http://www.csa2.com>

USERNAME: malay04

PASSWORD: malay0404

4. Emerald Intelligent + Full Text

<http://www.emeraldinsight.com>

|          |         |         |          |
|----------|---------|---------|----------|
| USERNAME | uitmlib | uitmaca | uitmuser |
| PASSWORD | waja16  | perdana | wira16   |



5. Engineering Village2 (Abstracts)

<http://www.ei.org/engineeringvillage2>

USERNAME: utmshah

PASSWORD: utmshah

6. ENgnetbase (CRC Engineering Handbook)

<http://www.egnerbase.com>

7. Science Direct-Elsevier

<http://www.sciencedirect.com>

USERNAME: 6473254

PASSWORD: 2747833055x10

8. BLIS (Bernama Library and Infolink Service)

<http://www.blis.bernama.com>

USERNAME: uitm16

PASSWORD: uitm16

## **Rules and Regulations using of IT services:**

### **General**

- Only students and staffs of UiTMS campus Samarahan are allowed to use the services. Outsiders only can use it with the permission from Chief Librarian and Librarian.
- Users must fill in the form that are provided and left their matrix card at the counter.

### **Time limitation**

- Every user is allowed to use a computer in one hour, except if there are no other users.
- Users can do reservation, but if the computers are not in use after 10 minutes after the reservation, other user are allow to use the computer.

### **Technical**

- Users are not allowed to turn off the computer after using it.
- Users are not allowed to change the menu, program, etc.
- Users are responsible for the computer that they use.
- User is not allowed to bring their own diskette.

### **Downloading**

- Those users want to download data they have to buy diskette from staffs.
- Handy-drive are allow in downloading process.
- Non-academic downloading is not allowed.

**E-mail**

- Chatting among users is not allowed.
- Users are not allowed to play games.

**Print out**

- Every print out will be charge RM0.10 for dot matrix printer / bubble jet printer and RM0.30 for laser jet printer.

## 7.0: COMMENTS

1. The library interior design is not suitable where with no ceiling it will cause too many problems such as when it's raining, it will be so noisy in the library.
2. The floor doesn't have any covering and when anyone walks it causes so much sound and quite noisy and this disturbs both user and also library staffs.
3. The library environments are too bright where there are no curtain or shield to block the sunlight. The sunlight is one of the factors that can damage books.
4. The library environment is too cold because the air condition in the library cannot be controlled.
5. The OPAC should have no link to the Internet or any Microsoft Office tools so that users cannot take advantages of misuse the OPAC.
6. There are no clear signage and label to show where the materials located.
7. The place of the opening hour is not suitable because it is hidden from view and many users don't know what time the library is open.
8. Carrels should not be put in the middle because the main objectives for carrels are for revision and more privacy.

## **8.0: SUGGESTIONS**

1. To avoid any noise made by rain covers or decks should be put as a ceiling.
2. Carpets should be use on the floor to avoid noise when walking and any accidents from happening, such as slippery.
3. The library should put more curtain or blinders to avoid any sunlight got through inside the library.
4. Should have an automatic air-conditioner so that it can be controlled, nor too cold and not too hot.
5. Should provide more OPAC for user to access information.
6. Carrels should be added for student's usage and separate from reading area.
7. Signage should be put in front of the library and building foyer.
8. Should have more professional and expert in library maintenance and technician.
9. Library should have CCTV to monitor user attitude and maintain materials safety.

10. Should provide toilets for students and outside user.
  
11. Should upgrade computers and Microsoft Office such as WORDS, EXCEL, POWERPOINT and so on.
  
12. The library should have Self-Check Machine so that it easy for student to borrow books.

## **9.0: CONCLUSION**

As a conclusion, we gain a lot of knowledge and experience during our practical training. A lot of thing that we learned at UiTMCS library, especially on how to manage library. We believe that this course will assist us to become more confidence in our career as a librarian. Every theory courses that we has learned at faculty before are useful and give benefit to us. This method has help us to ensure that we done our practical training successfully. However, with this practical training we also have opened our mind to be more careful on how to making a right decision.

The environment of UiTMCS library is very nature friendly because of plant and flowers are provided at every place. The attraction of pond with its fountain was located at the centre of UiTMCS library. This scene always ensures everyone near that library feel comfortable and peace all the time.

The UiTMCS library staffs are so friendly with us. They always give support, guideline, advice and knowledge to us for completing our responsibilities successfully. They all are helpful staffs in order to ensure users are satisfied with their services. During our practical training, UiTMCS library staffs are honestly allowed us to use all the library facilities and tools. They also have treated us as their staffs. The services that they provided are very useful for their users. This quality has improved that UiTMCS library has a great image, which handled by high credibility of professional staffs.

We also agree that this course has exposed us to communicate properly with UiTMCS library staffs and users. This way we learned a lot of new thing that is

important for future as professional librarians. We also sure that this course are useful for next generation students. It is because this course will assists students to gain a proper real work situation.

