COLLEGE OF COMPUTING, INFORMATICS AND MATHEMATICS

UNIVERSITI TEKNOLOGI MARA

NEGERI SEMBILAN

INDUSTRIAL TRAINING

(IMC690)

INDUSTRIAL TRAINING REPORT

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DATE OF SUBMISSION:
7th FEBRUARY 2024

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**COLLEGE OF COMPUTING, INFORMATICS AND MATHEMATICS
BACHELOR OF INFORMATION SCIENCE (HONOURS)**

LIBRARY MANAGEMENT(CDIM260)

Date of Submission:
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Chapter 1: Introduction

Background of the Organization

Heriot-Watt University Malaysia, established in 2012, is the Malaysian campus of Heriot-Watt University, a global leader in education, research, and innovation. The original university, founded in 1821 in Edinburgh, Scotland, has a long history of academic excellence and is known for its strong emphasis on science, engineering, technology, business, and design. The Malaysian campus, located in Putrajaya, combines the heritage and prestige of its Scottish roots with a modern, purpose-built campus designed to foster an engaging, world-class learning environment.

Heriot-Watt University Malaysia prides itself on offering a global education, with students benefiting from the university's international outlook. The institution's academic programs are designed to equip students with skills that meet the needs of an increasingly interconnected global workforce. As part of the university's commitment to research-led teaching, HWUM provides students with access to state-of-the-art facilities and resources, enabling them to participate in innovative research and contribute to industry developments. The Heriot-Watt University Malaysia Library plays a critical role in supporting the academic mission of the institution. The library is a hub of knowledge, providing students and faculty with access to a wide range of academic resources, including physical books, journals, and digital materials. The library is not only a place to find information but also a center for academic collaboration and research. It offers a range of services, from research consultations to workshops, creating an environment that fosters learning and academic success.

As an intern at the Heriot-Watt University Malaysia Library, I was given the opportunity to immerse myself in the daily operations of the library, assisting with various tasks and projects that are crucial to its smooth functioning. One of my key responsibilities was to work with the library's management system, which involved cataloging and updating resources. This task allowed me to understand the importance of maintaining an accurate and accessible database of library materials, ensuring that students and staff could easily find the resources they needed. Through hands-on experience with the library's management software, I became proficient in

resource organization and data entry, gaining a deeper appreciation for the behind-the-scenes work that supports the academic community.

In addition to technical tasks, I also assisted in providing support to library users, helping them navigate the library's physical and digital resources. I answered inquiries, guided users on how to access materials, and assisted them in using the library's various research tools and databases. This role allowed me to improve my communication skills while gaining a better understanding of the diverse needs of library users. One of the most exciting aspects of my internship was contributing to the library's promotional activities. I was involved in creating content, such as posters and videos, to encourage students to engage with the library's services and resources. This allowed me to blend creativity with professional skills, ensuring that library services were effectively communicated to the university community. The opportunity to be involved in the library's outreach efforts gave me a sense of the importance of not only providing resources but also making them visible and accessible to users.

Furthermore, I assisted in tasks related to quality control and the organization of library materials. I participated in auditing the collection, checking for missing or damaged items, and organizing materials to improve user access. This experience highlighted the importance of maintaining a well-organized and efficient system to meet the needs of students, faculty, and researchers. Throughout the internship, I also had the chance to support faculty and students in their research needs. I helped guide them in accessing specialized academic resources and databases, facilitating their research processes. This was a valuable opportunity to learn how the library contributes to the academic success of its users, helping students and researchers find relevant materials to support their studies.