SHARED FACILITIES LIBRARY PAGOH HIGHER EDUCATION HUB 84600 PAGOH, MUAR JOHOR DARUL TAKZIM

#### **INDUSTRIAL TRAINING REPORT**

# PREPARED BY: NUR FAIZAHTUL AINA BINTI SARWI 2016652484

# BACHELOR OF INFORMATION SCIENCE (HONS.) LIBRARY MANAGEMENT (IM244)

### FACULTY OF INFORMATION MANAGEMENT UITM CAWANGAN NEGERI SEMBILAN KAMPUS REMBAU

1<sup>st</sup> AUGUST 2019 – 31<sup>st</sup> DECEMBER 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

NUR FAIZAHTUL AINA BINTI SARWI 2016652484

Date of submission: 8<sup>TH</sup> JANUARY 2020

#### ABSTRACT

This final report was made as to fulfill the student requirement for subject IMC 690, Industrial Training which is the student need to write a report on what has been learnt and done while doing the internship in the place that had been chosen.

This industrial training report consist of 4 chapters and that are introduction, organization of information, industrial training activities and industrial training reflections and conclusions. Chapter 1 consist of background of organization, chapter 2 consist of departmental structure and functions. While chapter 3 consist of industrial training activities and last chapter 4 consist of industrial training reflection and conclusion. Trainee when to industrial training for 5 months in order to complete the bachelor studies. Industrial training aims is for gained knowledge, skills and experiences during industrial training.

### ACKNOWLEDGEMENT

First and foremost, I would like to say Alhamdulillah because I am able to success in completing my industrial training at Shared Facilities Library Pagoh Higher Education Hub and will be completed my bachelor studies. Firstly, I feel thankfull to Almighty for the blessing given to me for having the time to complete this industrial training report.

Secondly, I would like to thank my lecturer supervisor Dr. Masitah binti Ahmad who had helped me a lot in completing this report. Her understanding, encouragement and continuous support in order to finish this assignment are most appreciated.

Besides, I would like to give a lot of thanks to all the Pagoh Higher Education Hub especially all staff from Unit Sumber Maklumat dan Rujukan (USMR) especially my industrial supervisor Ms Balqis Shairah binti Ismail and also Ms Fazreena who have directly or indirectly taught and give opinion for me while in industrial training program. I feel so blessed to get their guidance, knowledge sharing, encouragement and motivation in these five months. It is the most precious experience and memorable moments. I also would like to thank to my friends for the ideas, advice and moral support that they give to me. They really helped me a lot in completing the industrial report.

Last but not least, I want to thank to my families for the support, advices, encouragement, money and most important they always pray for my life journey and for my career. They are my backbone to finish my industrial training and without them I could not be able to complete this industrial training.

Thank you.

### TABLE OF CONTENT

DECLARATION			i
ABSTRACT			11
AKNOWLEDGEMENT			111
TABLE OF CONTENT			$\tilde{i}v$
LIST OF FIGURES			viii
LIST OF TABLES			Xi
LIST OF APPENDICES			xii
CHAPTER 1			1
1.0	.0 INTRODUCTION		
	1.0.1	OBJECTIVE OF INDUSTRIAL TRAINING	3
1.1	BACKGROUND OF THE ORGANIZATION		4
	1.1.1	INTRODUCTION ON PAGOH HIGHER EDUCATION HUB	4
	(PEH) 1.1.2	PAGOH HIGHER EDUCATION HUB FACILITIES	9
	1.1.3	ORGANIZATIONAL STRUCTURE	16
1.2	SHARED FACILITIES LIBRARY PAGOH HIGHER EDUCATION		17
	HUB 1.2.1	VISION, MISSION AND MOTTO	18
	1.2.2	OBJECTIVE OF THE SHARED FACILITIES LIBRARY	19
	1.2.3	GENERAL REGULATION	19
	1.2.4	CLIENT CHARTER	22
	1.2.5	SECURITY	22
1.3	OPER.	ATING HOURS	23
1.4	LIBRARY SERVICES AND FACILITIES		24
1.5	LOCATION OF PAGOH HIGHER EDUCATION HUB.		50
CHAPTER 2			52
2.1	DEPARTMENTAL STRUCTURE		