

UNIVERSITI TEKNOLOGI MARA FACULTY OF INFORMATION MANAGEMENT

INDUSTRIAL TRAINING REPORT

UNIVERSITI SULTAN ZAINAL ABIDIN (UNISZA) LIBRARY, GONG BADAK CAMPUS, 21300 KUALA NERUS, TERENGGANU

PREPARED BY NAJIHAH BINTI HUSSIN 2015111145 BACHELOR OF INFORMATION SCIENCE (HONS.) LIBRARY MANAGEMENT 03 FEBRUARY – 30 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

Hu

Najihah Binti Hussin 2015111145

Date of submission: 10/07/2019

ABSTRACT

The contribution of this assignment is to fulfil the needs of Industrial Training (IMC690) subject. This industrial training report consists of 4 chapters and that are introduction, organization of information, industrial training activities and conclusion. Chapter 1 consist of background of the organization, chapter 2 consist of departmental structure and function. While chapter 3 consists of training activities and special project and the last chapter is chapter 4 which has the conclusion of the report. In order to complete study, industrial training needs to undergo 5 months of practical training in industry starting from 03 February until 30 Jun 2019. The library that has been selected by industrial training is University Sultan Zainal Abidin (UniSZA). There are 3 branch libraries which are main library, Medical Campus and Besut Campus. The important aspect of this report is to study about the management of the organization and the experience of real working environment.

Keywords: Industrial training, library, UniSZA.

ACKNOWLEDGEMENT

Alhamdulillah, I was grateful to the divine with graceful that I can complete the task for the (IMC690) Industrial Training subject with success. Throughout the process of completing this task, from the beginning to the end, the various sweet and bitter experiences that I have come across and have brought me to meet so many wonderful people and professionals who shaping my personality though this internship period. This experience is valuable because this opportunity comes only once in my lifetime. Furthermore, the various information and knowledge I learned from this internship.

I would like to thank all parties directly or indirectly in the process of completing this report from the beginning to the end. Especially to my supervisors at UiTM and at UniSZA, Sir Ridzuan Bin Ibrahim, and Cik Nur Solehah Binti Izzat Ullah Sheikh , who took time out to hear me, guide me and encouraged me during internship in spite of being extraordinarily busy with their duties. Their teachings and guides have helped me in times of difficulty along the internships.

Besides that, do not forget to both my parents who are my source of strength when I fall and rise. They provide a lot of moral support and financial assistance to accomplish this report. All the help that I have given is appreciated because, without the help and encouragement of all, this industrial training cannot be done perfectly. Last but not least, in the success of this internship, thank you to all of UniSZA staff for helping to share useful information about their unit with me. All that is shared will help me out there for my future career in this library field. The good service along the internship is very meaningful to me and I will not forget about it.

TABLE OF CONTENT

Declaration	i
Abstract	ii
Acknowledgement	iii
Table of content	iv-v
List of abbreviations	vi
List of table	vii
List of figure	viii-ix
Chapter 1.0 Introduction	1
1.1 Introduction to Industrial Training	2
1.2 Objective of Industrial Training	2
1.3 Background of the Organization	3
1.3.1 History Library of Universiti Sultan Zainal Abidin	3-6
1.4 Vision, Mission and Objective	7
1.5 Client Charter	8
1.6 Loan	8-9
1.7 Reservation	10-11
1.8 Interlibrary Loan (ILL)	11
1.9 Search Query Reference and Information	11
1.10 Reader's advisory program	12
1.11 New Book Display & Exhibition	12-13
1.12 Facilities	13-15
1.13 List of Catalog	16-18