

**INDUSTRIAL TRAINING REPORT  
(IMC 690)**

**PERPUSTAKAAN SULTANAH NUR ZAHIRAH  
UNIVERSITI MALAYSIA TERENGGANU  
MENGABANG TELIPOT  
21030 KUALA TERENGGANU  
TERENGGANU DARUL IMAN**

**PREPARED BY:  
SUHAILI BINTI MOHD  
2014678806**

**BACHELOR OF INFORMATION SCIENCE (HONS)  
LIBRARY MANAGEMENT  
(IM 244)**

**1<sup>ST</sup> AUGUST 2016 – 29<sup>TH</sup> DECEMBER 2016**

## 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

A handwritten signature in dark ink, appearing to be 'Suhaili Binti Mohd', written over a horizontal line.

Suhaili Binti Mohd

2014678806

Date of submission: 17<sup>th</sup> January 2017

## ABSTRACT

This Industrial Training report is about my training at Sultanah Nur Zahirah Library or Perpustakaan Sultanah Nur Zahirah (PSNZ). This report contains the information about background, function, and organization chart and department structure. All the training activities during my industrial training that started from 1<sup>st</sup> August until 29 December 2016 also had been written in this report. Skills, knowledge, lesson learnt and experience that I get from the training also included in this report. During the practical training, I had the tasks that are need to do and I can apply it into the real working environment. I also mention my special project which is designing the signage for PSNZ library. The good training and experience during the industrial training need to be used in future.

**Keywords:** Industrial Training, UMT, PSNZ, Perpustakaan Sultanah Nur Zahirah, training activities.

## **ACKNOWLEDGEMENT**

In the name of Allah, The Most Gracious, Most Merciful and Him alone is worthy of all praise. Firstly, I would like to express my gratitude and most sincere appreciation to my supervisor, Mr. Mohd Ridzuan Ibrahim for his continuous guidance and advice for complete the Industrial Training and report.

Next, I would like to record my thanks and gratitude to my industrial training supervisor, Mr. Ahmad Abdul Rahim Alias, all the staff at Sultanah Nur Zahirah library and friends for their suggestions and supports during practical training.

Lastly, I would like to give my humbly thank to my parent, family and who has helped me by giving their moral supports, understanding and expectations. Thank you.

## TABLE OF CONTENT

CONTENT	PAGE
<b>Author's declaration</b>	i
<b>Abstract</b>	ii
<b>Acknowledgement</b>	iii
<b>Table of Content</b>	iv - v
<b>List of Table</b>	vi
<b>List of Figures</b>	vii - ix
<b>List of Appendices</b>	x
<b>Chapter 1</b>	
<b>1.0 Introduction</b>	
1.1 Background of the organization	
1.1.1 Universiti Malaysia Terengganu	1 – 2
1.1.2 Sultanah Nur Zahirah Library, Universiti Malaysia Terengganu	3 – 4
1.1.3 Library chronology	5
1.1.4 Objectives	6
1.1.5 Mission and Vision	6
1.1.6 Rules and policy	7
1.1.7 Contacts	8
1.2 Organization structure	9
1.2.1 Department structure	10
<b>Chapter 2</b>	
<b>2.0 Organization Information</b>	
2.1 Department Structure	
2.1.1 Administration And Strategic Communication Department (BPPP)	11 – 12
2.1.2 User Services Department (BPPM)	13 – 14
2.1.3 Knowledge Resources Development Department (BPSI)	15 – 16
2.1.4 Data Repository Management Department (BPRD)	17 – 18
2.1.5 Library Technology Management Department (BPTP)	19 – 20
2.2 Department Function	
2.2.1 Administration And Strategic Communication Department (BPPP)	21
2.2.2 User Services Department (BPPM)	22
2.2.3 Knowledge Resources Development Department (BPSI)	23
2.2.4 Data Repository Management Department (BPRD)	24
2.2.5 Library Technology Management Department (BPTP)	25
<b>Chapter 3</b>	
<b>3.0 Industrial Training activities</b>	
3.1 Training activities	
3.1.1 Daily activities	26 – 27
3.1.2 Administration And Strategic Communication Department	
3.1.2.1 Administration department	28 – 29
3.1.3 User Services Department	