



**UNIVERSITI TEKNOLOGI MARA
FACULTY OF INFORMATION MANAGEMENT**

INDUSTRIAL TRAINING REPORT

**LIBRARY OF POLITEKNIK SULTAN ABDUL HALIM MU'ADZAM SHAH
(POLIMAS) BANDAR BARU DARULAMAN, 06000 JITRA,
KEDAH DARUL AMAN**

**PREPARED BY :
NORFADZLIANI BINTI MOHD FAUZI
2015475446**

**BACHELOR OF SCIENCE (HONS) LIBRARY AND INFORMATION
MANAGEMENT**

1ST AUGUST 2018 - 31 DECEMBER 2018



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INDUSTRIAL TRAINING (IMC 690)

ABSTRACT

This practical report was produced by a student of Bachelor of Science (Honours) library and information management (IM244) semester seven from faculty of Information Management, university Teknologi Mara on Politeknik Sultan Abdul Halim Mu'adzam Shah Library. This report paper is about the industrial training activities done by the trainee at Sultan Abdul Halim Mu'adzam Shah Library. This report based on the information from Politeknik Sultan Abdul Halim Mu'adzam Shah Library background and special project where the trainee had been placed for within 5 month. The industrial training focused on the book technical processing in the library and several of outside activities.

Keywords: *industrial training, library, practical report*

INDUSTRIAL TRAINING (IMC 690)

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TABLE OF CONTENT

Declaration

Abstract

Acknowledgement

Table of content

List of tables

List of figures

List of Appendices

Chapter 1 : Introduction

1.1 Background of the organization

1.1.1 Politeknik Sultan Abdul Halim Mu'adzam Shah

1.1.2 Library POLIMAS

1.1.2.1 Vision

1.1.2.2 Mission

1.1.2.3 Objective

1.1.2.4 Philosophy

1.1.2.5 Opening hours

1.1.2.6 Organization chart

1.1.2.7 Systems in the library

1.1.2.8 POLIMAS library rules

1.1.2.9 POLIMAS library collections

1.1.2.10 Membership

1.1.2.11 Service and facilities

Chapter 2 : Organization information

- 2.1 Department Structure
- 2.2 Acquisition department
 - 2.2.1 Direct Order
 - 2.2.2 Quotation
 - 2.2.3 Tender
- 2.3 Cataloging And Classification Department
- 2.4 Circulation Department
- 2.5 Serial Department
- 2.6 Information Technology Department

Chapter 3 : Industrial Training Activities

- 3.1 Training Activities
 - 3.1.1 Cataloging and Classification
 - 3.1.2 Circulation Department
 - 3.1.3 References Services
 - 3.1.4 Acquisition
 - 3.1.5 Multimedia
 - 3.1.6 IT corner
- 3.2 Special project -calculation of stock take use apps (Scan it-to-it)
 - 3.2.1 Introduction
 - 3.2.2 Background of weeding procedure (weeding)
collection material in polimas library.
 - 3.2.3 Innovation implementation method
 - 3.2.4 The difference between matters / process before it now

Chapter 4 : Industrial Training Reflection

Conclusion

References

Appendices

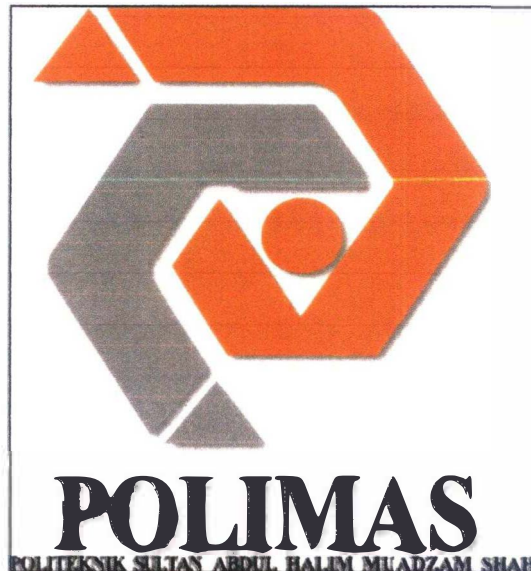
CHAPTER 1: INTRODUCTION

1.1 Background

1.1.1 Politeknik Sultan Abdul Halim Mu'adzam Shah

Politeknik Sultan Abdul Halim Mu'adzam Shah (POLIMAS) was located at Jitra Kedah. POLIMAS was established in February 1984. At that time POLIMAS known's as Politeknik Alor Setar and it occupied the hotel of Sekolah Menengah Teknik Alor Setar as its temporary campus. The first academic session began in July 1984 with an intake of 120 students. POLIMAS aims to train students for the SPM and SPMV workforce professionalism engineering and commerce. The campus was situated on the 28 hectare site in the district of Kubang Pasu on 14 March 1987.

After two years on 23 March 1989, POLIMAS official opened by his royal Highness the Sultan of Kedah and was named after the Sultan as Politeknik Sultan Abdul Halim Mu'adzam Shah Ibni Almarhum Sultan Badilishah. POLIMAS was evolved into education institution and strong technical training.



Figured 1: Logo of POLIMAS

1.1.2 Library POLIMAS

Politeknik Sultan Abdul Halim Mu'adzam Shah (POLIMAS) was established in 1984 and officially by his royal highness the Sultan of Kedah Abdul Halim Mu'adzam Shah. The library building is located near with the lecture hall, class room and kiosk. This makes it as a strategic place because people come across the library if they want to go to any of these buildings. The library can support about 500 users at the same time. In 2010, there are several changes on the library structure in term of the lamp (top mirror), change tile for staff toilet and the renovation of tile for the first floor. The library structure has change in term of the floor at the first floor. The library have put new tile so that the library can provide more comfortable environment for the user

The building of this library has two level and complete with facilities and service that provided to their user, which is consist of students, lecturer and staff in POLIMAS.

This library unit was headed by chief librarian, librarian and assistant librarian and assisted by other 6 staff that responsible for helping user when they want to using any service at the library. The customer charter can guide the staff to fulfill their user needed.

- ✓ Provide the borrowing service, return and renewal of collection quickly and efficiently
- ✓ Make sure the library collection is high quality latest for user reference
- ✓ Provide the efficient, friendly and accurate in meeting customer needed
- ✓ To ensure an uncultured layout and collection of equipment to facilities the systematic retrieve of material
- ✓ Receive suggestion and feedback also criticism to ensure satisfaction of our customer

1.1.2.1 Vision

Provide the high quality of library collection and give the best service and facilities. The library want to be more efficient and systematic also user friendly.

1.1.2.2 Mission

Act as an information center that helps in learning and teaching process and research through the use of current technology to build semi-professional human resource

1.1.2.3 Objectives

- a. To trace, collect, save, organize, prepare and provide the information that is suitable, good quality and up to date
- b. To provide the conducive and comfortable environment to attract users to come to the library and gain the knowledge
- c. To provide good service the use of current technology
- d. Help to provide semi-professional staff-professional staff that are creative and innovative and have well self-confident.

1.1.2.4 Philosophy

POLIMAS library is committed to provide quality collection and efficient services to fulfill the user's needs follow by the vision, mission and objective of Ministry of High Education

1.1.2.5 Opening Hours

Day	Time
Sunday – Wednesday	8.45 a.m. – 4.45 p.m.
Thursday	8.45 a.m. – 3.25 p.m.
Friday, Saturday & Public Holiday	Closed

Table 1: Library opening hours.

1.1.2.6 Organization Chart

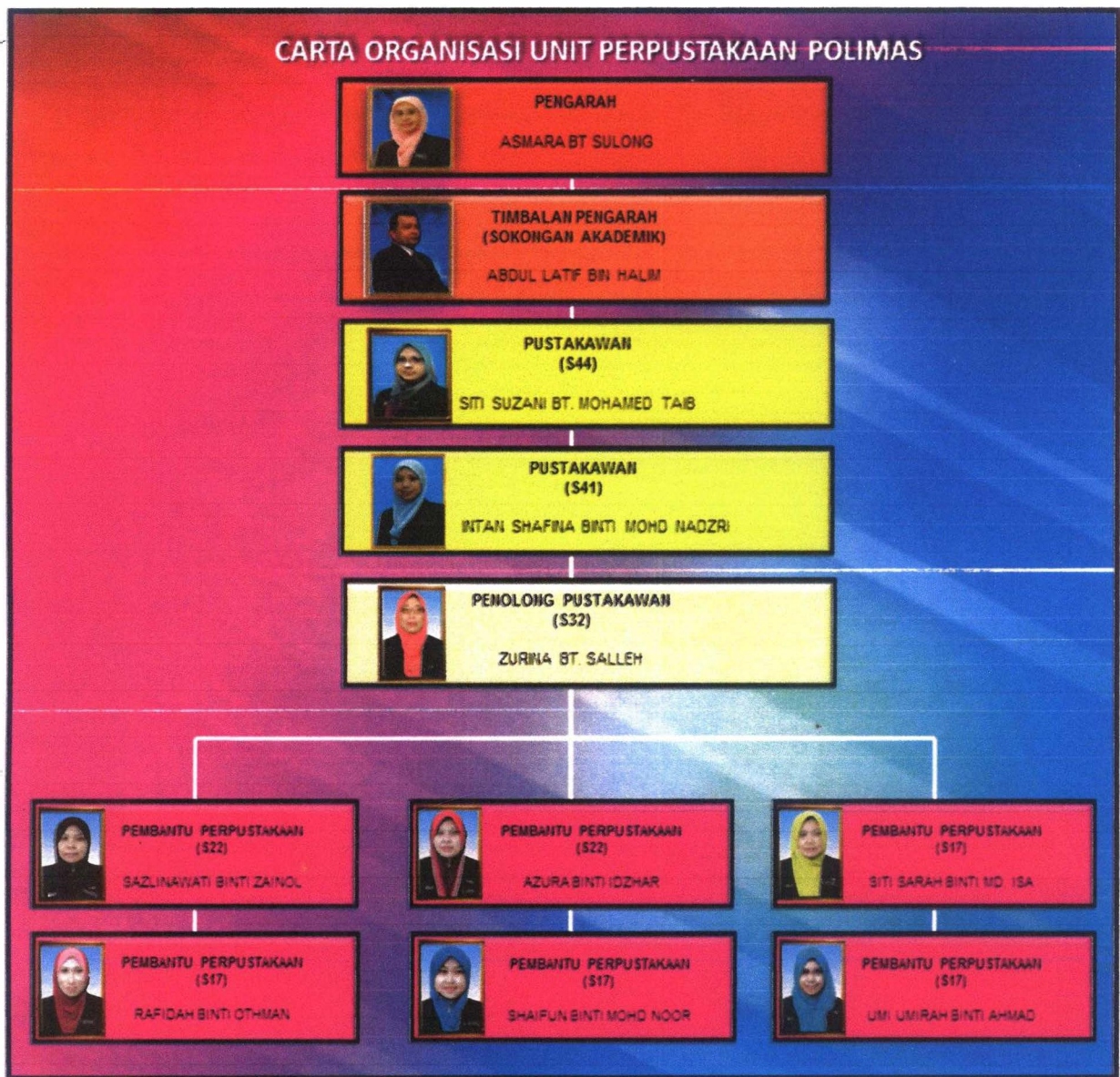


Figure 1: Organization chart for Library of POLIMAS.

1.1.2.7 System use in the library

In year 2014, POLIMAS library use PMIS – LIS system to manage all of their activities in the library. However, they found this system is lack of important functions needed by the library and they change to ILMU system in early 2015.

ILMU system manages the entire activities example like keep all the catalog data of the materials in the library, patrons detail, recorded borrowing and returning transactions and etc.

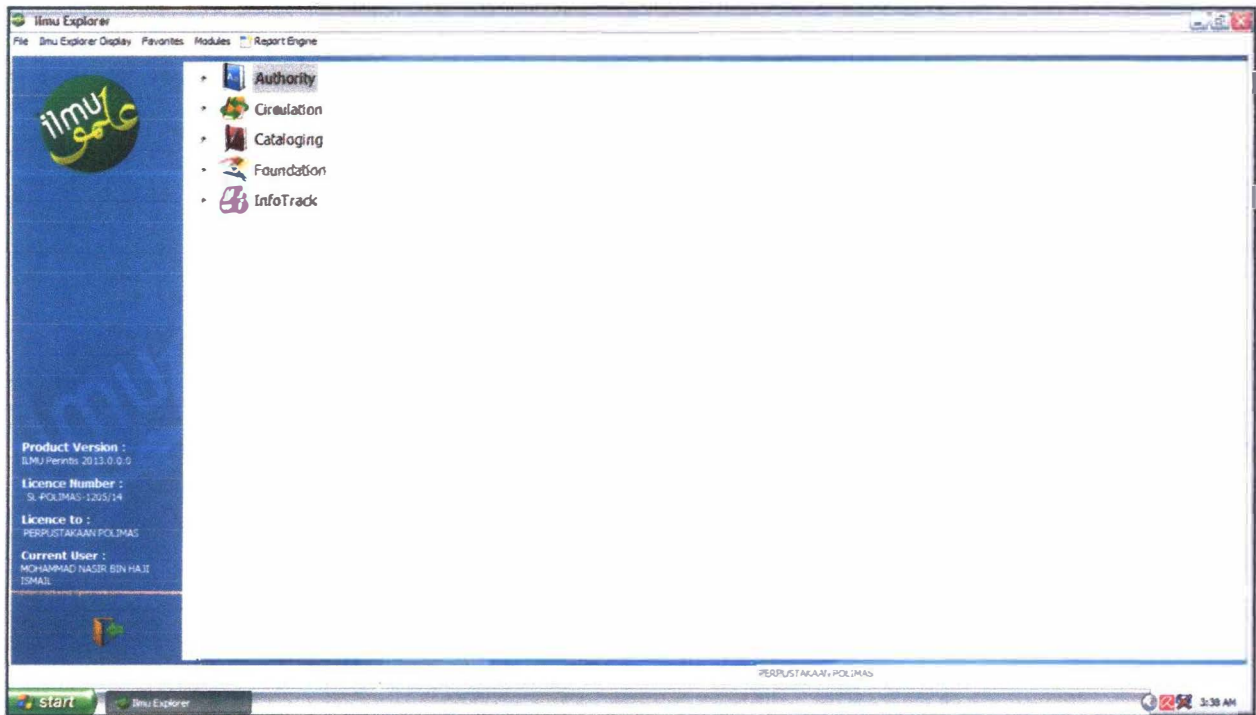


Figure 2: ILMU System

1.1.2.8 POLIMAS library rules

The users of the library are needed to follow all of the rules stated :

1. Permanent members are needed to wear matrix cards when enter the library.
2. Any kind of jacket are not allow to be wear while inside the library, this is for the safety of the materials.
3. Students are not allows to enter library when wearing a round neck t – shirt, jeans and wearing sandals.
4. Students are not allow to brings files and beg into the library.
5. Users are not allow to bring any kind of foods into the library.
6. All user are not allow to talk loudly until disturb other user in the library
7. Mark, break, make dirty or destroy library facilities or action that can causes destruction to library facilities actions will be take or fines will be charge according to the damages.
8. User must follow the borrowing rules and responsible to return the book according to the dateline.
9. Final year result will be postpone if the students do not return the books that they had borrowed.
10. Library user that make photocopy are totally responsible with the copyright act.
11. Library are not responsible if there are any of the things that library user left or missing while in the library.
12. Disobey user are not allow to use any of the user services and facilities.
13. Academic staff that are on leave or change to another places must return back all of the books that had been borrowed.

1.1.2.9 POLIMAS library collections

POLIMAS library provide all kind of readings materials and audio materials for example like books, magazines, and multimedia stuff in order to help the process of teaching and learning in POLIMAS. The collections that available in library POLIMAS are:

- i. Public collections
 - These collections are the larger collections in the library. The materials are organized according to Dewey Decimal Classifications.
- ii. Red Spot
 - Red spot materials are label with mark PT (Pinjaman terhad). These collections consist of the materials that heve sensitive content, limited editions and the price is more than 500 MYR. Students are allow to borrow only 1 book and the durations is 1 day. For lecture they can borrow 2 books and the durations is 1 month.
- iii. Final year paper
 - Library provide past final year exam paper provided by Department of Academic and Exam Units for students and lecture use.
- iv. Newspaper
 - Library subscribe newspaper from different language which is Bahasa Melayu, English, and Chinese. Newspaper is placed at the reading area.
- v. Serials
 - Provide magazine, jurnal which is include more than 70 title from local and international, also available in serials located at the reading area. Example of the collections are Mastika, Siswa and etc.

vi. Fictions

- This collection is provided to fulfill readings needs, recreations and entertainment. The collections are novel in bahasa melayu and English language.

1.1.2.10 POLIMAS library membership

i. Regular members

- All POLIMAS students that has been registered
- POLIMAS Academic staff
- Non Academic POLIMAS staff

ii. POLIMAS family

- Individuals that want to become a member need to have a guaranteed from a person consist of husband/ wife / father/ mother which is working at POLIMAS. The eligible members are husband and wife and children age 12 years old and above. The person that has retired from POLIMAS the family membership are also invalid.
- Missing or broken the membership card must be reported to the library immediately and fines will be charged which is RM3.00 each for one card.
- User are allow to borrow 2 books and the durations is 2 weeks.
- Membership card cannot be passing to another person.
- Identification Card must be show when borrowing the book.
- The fines are 00.20 cents per day if late return the book.
- The membership card is needed to be renewal each year.
- User that is not register is only allowed to use library materials only while inside the library.

1.1.2.11 Services and facilities provided by the library

i. Display Room

- This room can hold the capacity of 30 persons each time. The facilities provided in this room is a computer, televisions, video player and projector to ease the process of teaching and learning, for reservations user can ask the circulations counter.

ii. Photocopy Machine

- This services is conducted by the POLIMAS kiosk inside the library. Operations hour is from 9.30 am. until 4.45 pm.

iii. IT Corner

- IT corner provide computer and internet access for the user. User need to register first before they can use this services. User are only allow to use it 1 hours per day, and if not many people waiting to use it, only than user can use it more than 1 hours.

iv. Reservations services

- Library provide user with the services to make reservations for the materials that is on loan to another person's. Reservations can be made at the circulations counter by inform to the staff that is duty at the counter. The reservations materials will be kept for one week, if it is not been collect the materials will be put back on the shelf.

v. Inter Library Loan

- This services help user to get books that are not available in POLIMAS library but available in another library. User need to fill a form which is information about the book that the user wants to borrow. This services will be handle by the librarians.

CHAPTER 2: ORGANIZATION INFORMATION

2.1 DEPARTMENT STRUCTURE

The POLIMAS library has a function like other academic libraries in Malaysia. The departments that have in POLIMAS library are acquisition department, references department, circulation department, serials department and cataloguing department. However this library does not have a specific place to separate those entire departments by each other. Although the libraries do not have a specific place to manage every process for each department, the library managed all the process in systematically by produce some schedule for the staff to follow. As example, in circulation departments, there are schedules for all staffs and they will be responsible to duty at the circulation counter for one or two hours per day for each person.

POLIMAS library buildings have two floors. At the first floor, the library provide several function such as circulation service, computer usage service, photocopy machine service, reading area, reading material, staff working room, librarian room and so on. While at the second floor, it provides magazine room, collection of red spot, screening, reading area and discussion room.

2.2 Acquisition department

POLIMAS LIBRARY is a small library, it don't have a specific place to place the acquisition department. Acquisition is one of the important departments in the library in order to improve the materials in the library. As we know, acquisition refers to the process to get the material for the library user such as newspapers, magazines, books and etc. For library POLIMAS, the process of getting books, magazine and newspaper is done through the buying process and the past year question papers were provided by the examination unit. There are 3 ways of buying process in order to get the materials which are, direct order, quotation and tender.

2.2.1 Direct order

For the direct order, library is freely to choose any suitable supplier that they want. The librarians will sent the list of books that they want to the supplier. The list of books that the library will order is depends on the demands of the user, so the library will ask the lecture to give suggestion for them about the suitable and relevant books according to the field that they teach in POLIMAS. The direct order involve with the purchase of materials that has limit up to RM 50,000 for each supply items.

2.2.2 Quotation

Quotation is another ways to obtain the materials in the library. Quotation is conducted when the purchase is exceeding RM50,000 to RM200,000. In order to make a purchase, the library must prepared a list of books that they want to the supplier. Supplier then will come out with a quotation. Library will choose the supplier that gives the best and cheap prices.

2.2.3 Tender

Buying the materials in the library through tender process can be conducted when the amount of books reach RM201,000 and above. The purchase of books by using tender involves the use of bond that that can be buying from the bank. This tender bond is use when a buyers obtain a tender for a contract and needed a bond as a security against the risk of the successful bidder failing to fulfill the contract.

2.3 Cataloging and Classification Department

The POLIMAS library used Dewey Decimal Classification (DDC) scheme in order to manage all the collection on the library materials. This classification scheme included ten main classes that subdivided into ten subdivisions. The main classes in DDC are:

000-computer science, information and general works.
100-philosophy and psychology
200-religion
300-social science
400-language
500-science (including mathematic)
600-technology

Table 2: Dewey decimal classification

This library used copy cataloging in order to put the materials data into the ILMU system where the library refer to any records in many library OPAC such as Library of congress, Perpustakaan Negara Malaysia (PNM), Library of congress, Katalog Induk Kebangsaan (KIK) and other sources.

2.4 Circulation department

Circulation is very important to the library in order to make the process such as borrowing and returning the material to the library. POLIMAS library doesn't have a specific place to place the circulation department. POLIMAS library have one counter in front of the entrance door, any activities like borrowing and returning books, rooms and book reservation, book drop and usage of IT services will be managed from this counter.

Before this the borrowing and returning services for POLIMAS staff and lecture is recorded using the manual system which is used card, only for students they use ILMU system to recorded borrowing and returning of the materials in the library. Right now the library is on the process to transfer all the data of POLIMAS staff and lecture into ILMU system. For the duty at the circulation desk, to handle the process of borrowing and returning books at the circulation desk, the library provide a schedule to all staff to be followed so that the staff knows when they will duty at the circulation desk. There are regulation of borrowing materials in the library.

Types of user	Amount of books	Period	
		General Collection	Red Spot Collection
Student	4 books	2 Weeks	1 Days
Academic Staff	10 Books	1 Month	1 Month
Non-Academic Staff	10 Books	1 Month	1 Day

Table 3: Rules for borrowing and returning books

If the user borrowed a book and lost the book, the user need to pay the exactly amount of the book. If the users do not return the books that he or she borrowed on time to the library, the user will be charge with the following fines.

Types of collection	Fines
General collection	RM 0.20 / day
Red – spot collection	RM 1.00 / day
Other collection	RM 0.50 / day

Table 4: Fines

Other than comes to the counter to returning the books, the user also can return the books that they borrowed by using book drop. There are two book drop located outside of the library near with the entrance. POLIMAS library staff will collect the books return from the book drop by the next day.



Figure 3: Book Drop

Basically, the circulation activities such as borrowing and returning books will used the ILMU system. But for the academic and non-academic staff they still using manually while they want to borrow or returning books.

2.5 Serial department

The library was provided serials materials for their user example like magazine and newspaper located in a room at the second floor of the building. The room was provided for the users to use all the collections comfortably. The serials collection cannot be borrowed by the users.

Most of the collection has been bind together monthly, weekly or yearly, depends on the type of the collections. The magazine collections that had been subscribe by the POLIMAS library such as Mastika, Dewan Siswa, Dewan Rakyat, Cleo, Al- Islam, Remaja, dan Wanita while the newspaper collections are Kosmo, Utusan Malaysia, Berita Harian, The Star and News Straits Times.

Basically, the library provided the magazines that are related with the field of studies that offered in POLIMAS. This is because the magazines act as the reference tools other than books and past year questions. For example:

- i. Popular Mechanics for mechanical engineering studies.
- ii. Every day practical electronics and Practical Wireless for information communication and technologies studies
- iii. Laman and Interior Design for civil engineering studies

The availability variety of materials showed that the library really cares about the needs of its users.

2.6 Information Technology Department

In order to make sure that the user are up to date with the latest information, POLIMAS library provide the use of computer and internet access to their user. User that come to this to use the computer are allow to use it for one hours for each person. The user need to fill their name, matrix number and the time they start use the computer in a form at the circulation counter before they can start use the computer. All of the information will help the library staff to recognize the user and also to collect the data about the usage of IT corner.

There also provide their user with self-service photocopy machine. The use of photocopy machines requires the user to obtain a card from the stationary shop in order to use the machine. Users have to pay RM20 00 to get the card. The stationary is responsible to handle any problems occurs regarding with the machines.



IT Corner

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Chapter 3 : Industrial Training Activities

3.1 Training activities

The training activities will include

- 1) Cataloging and Classification
- 2) Circulation
- 3) References
- 4) Acquisition
- 5) It corner

Cataloging and Classification	<p>The training activities were started briefing about POLIMAS and EKSA. EKSA which rebranding from 5s which is Ecosystem Conducive Public Sector initiated by the Malaysian Administrative Modernisation and Management Planning Unit (MAMPU). There have 5 elements in EKSA include:</p> <ol style="list-style-type: none">1) Corporate image2) Creative and innovative3) Green practice4) Conducive environment5) Diversity of agency. <p>The EKSA will apply in POLIMAS library to make sure</p> <ol style="list-style-type: none">1) Their workplace clean and comfortable2) To create teamwork among colleagues3) To increase motivation and discipline <p>Next, we create a POLIMAS location for EKSA.</p> <p>We also duty at the circulation desk.</p>
	Our librarians inform about the loss of mouse in the library and briefing

INDUSTRIAL TRAINING (IMC 690)

	<p>about the steps to handle through risk management and middle to cater this problem.</p>
	<p>Every month of the year, the POLIMAS library will held a program for their library which is Jom Santai. Our librarians Puan Intan Shafina bt Nadri briefing about our events and more detailed about our duty and responsibility on the program.</p>
	<p>In this day, we are arrange books on bookshelves by call number of 000-300 and other that we duty at the circulation desk in floor 2 from 10.00 am until 12.00 pm.</p> <p>The explanation of the disposal of books in library's of POLIMAS by Madam Rafidah include:</p> <ol style="list-style-type: none">1) How the disposal of published records and printed materials is done by taking into account the title, date of the year of issues, a meter of material and disposal proposals. <p>Madam Sazlinawati was explain about reference servive, circulation service was divided into two which are borrower and returns of book.</p> <p>The library use ILMU System. In Polimas Library, they use ILMU System in order to catalog all the materials in the library. The materials included books, magazines, CD, cassette, and other else. POLIMAS library using Dewey Decimal Classification to organize all of their material amd information</p>

INDUSTRIAL TRAINING (IMC 690)

3.1.2 Circulation Department

Circulation Department	<p>The main public service point is the circulation desk or loan desk that near the main entrance of a library. it provides lending services and facilities for return of loaned items. Renewal of materials and payments of fines are also handled at the circulation desk.</p> <p>Every morning I will shelving all of the books in the trolley that user already use and everyday each staff will have to duty at the circulation desk. Sometimes I and my friends will duty on circulation desk either to replacement the other staff or we are not enough staff of the day. Usually, two staff duties for two hours per day.</p> <p>I and with my friends when took the circulation counter, we will process the daily newspaper that arrive every morning by stapler each of the newspaper and stamp it with the library symbols.</p> <p>Person that is duty at the counter is responsible to make sure the entire user comes to library follow library rules which is cannot bring water or food in the library. Other than that the person also responsible recorded borrowing and returning books and gives guidance to user if they faced any problems in the library.</p>
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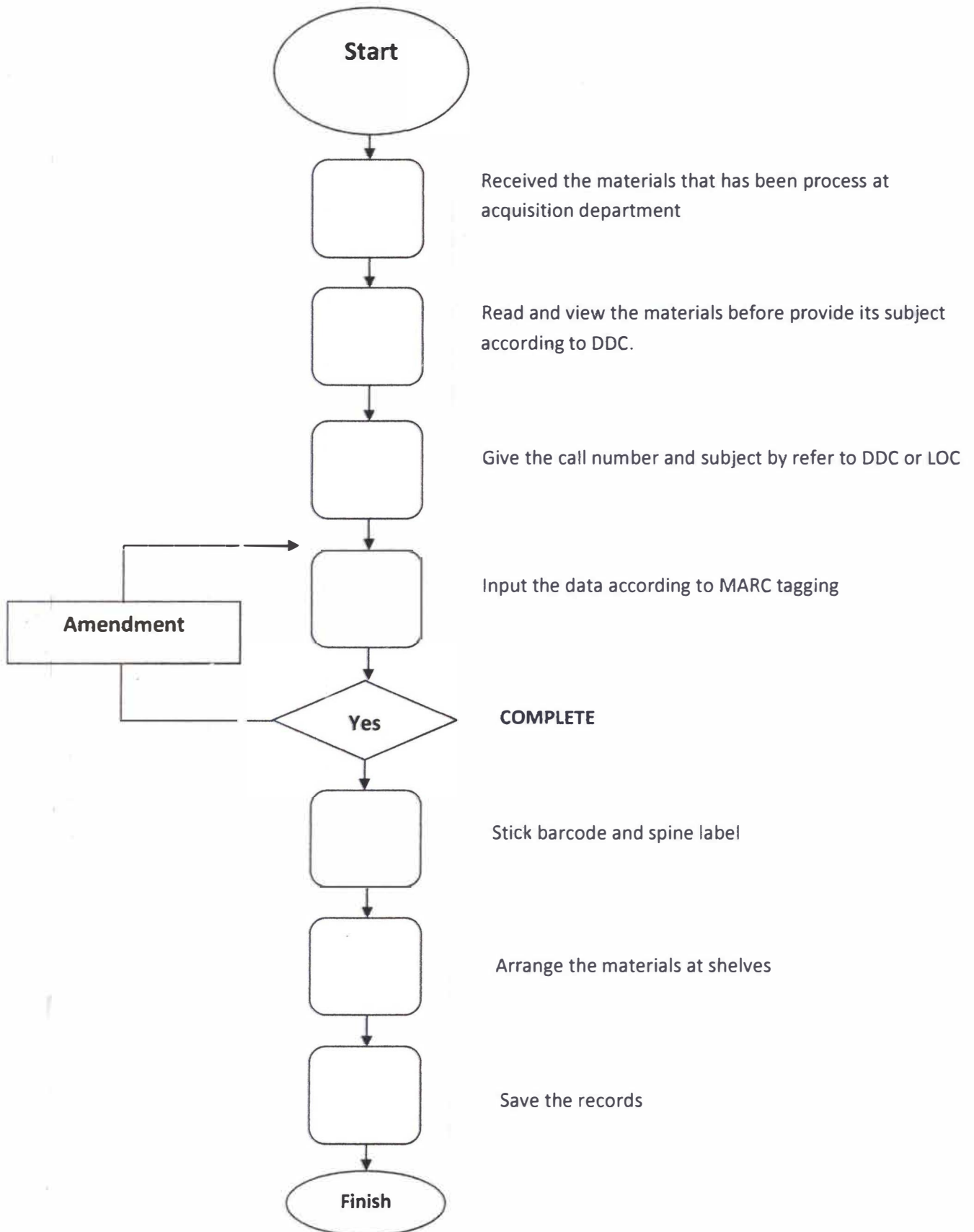
Before start cataloging the materials, I must check the materials whether it has Cataloging in Publication (CIP) or not. If the materials have CIP, means the information about the book can be copied. This activity can be called as a copy cataloging. If the materials don't have CIP, I must find all the information needed about the materials. All the information must be written in the input sheet for each title of books or materials. If the materials are the same but have many copies of it, the input sheet should be just one. All the materials have their own unique numbers which called accession number.

After all of the information in input sheet has been completed, all of the information needed to be key in into ILMU system. The information that needs to be key in is based on the input sheet. The information is recorded using the MARC record, example like tag 245 for title.

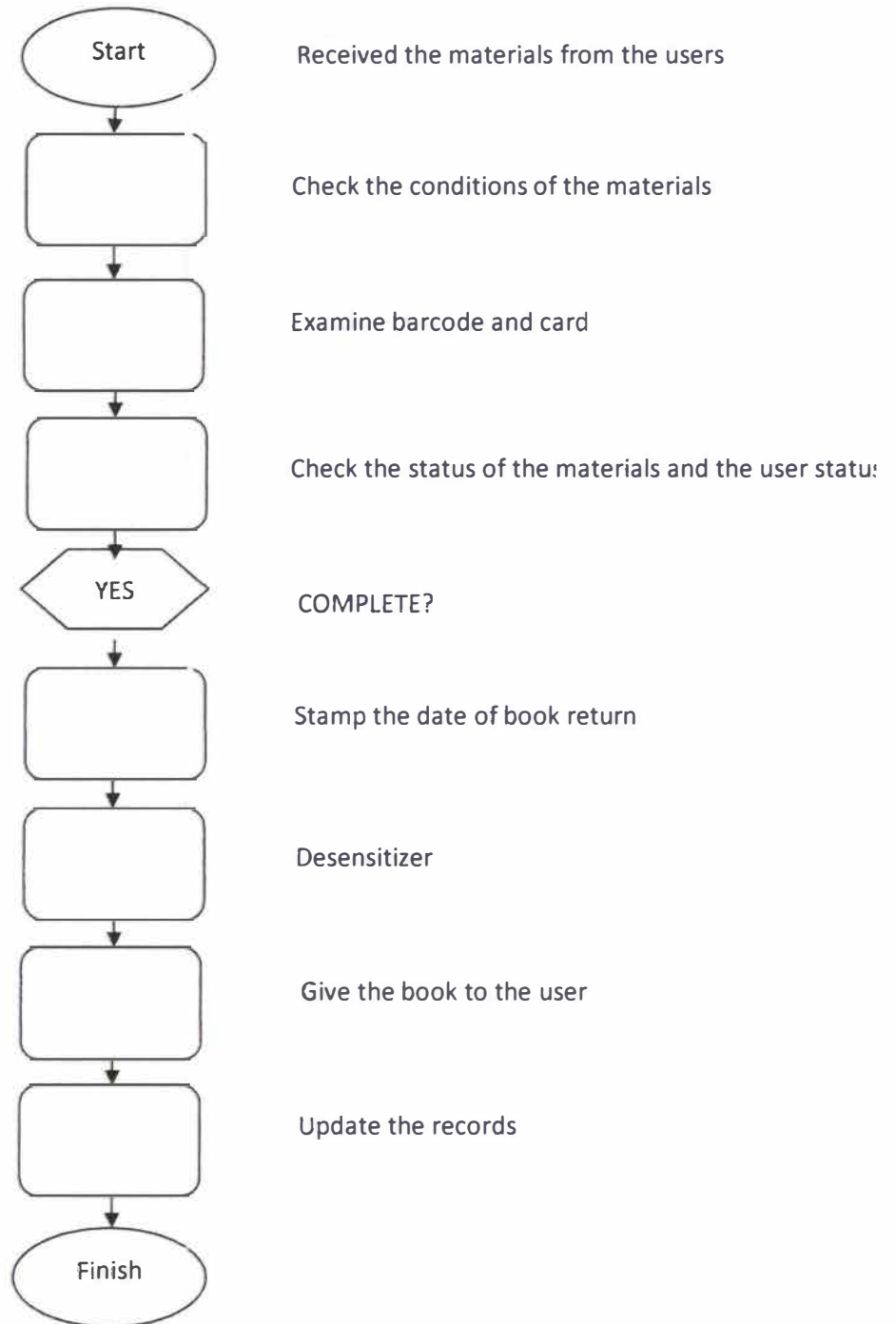


Figure 4: Books that has been catalog

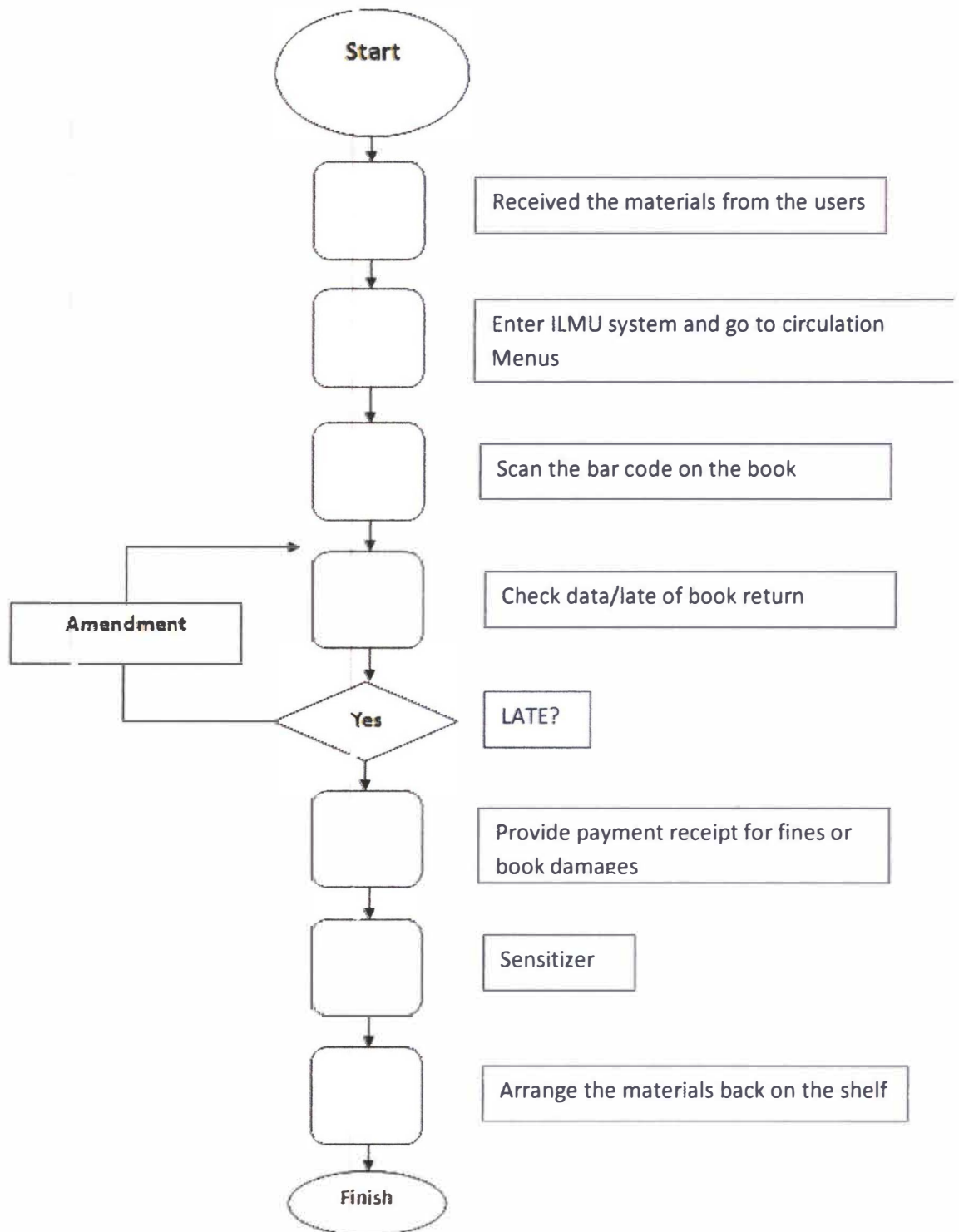
Flowchart for cataloguing and classification



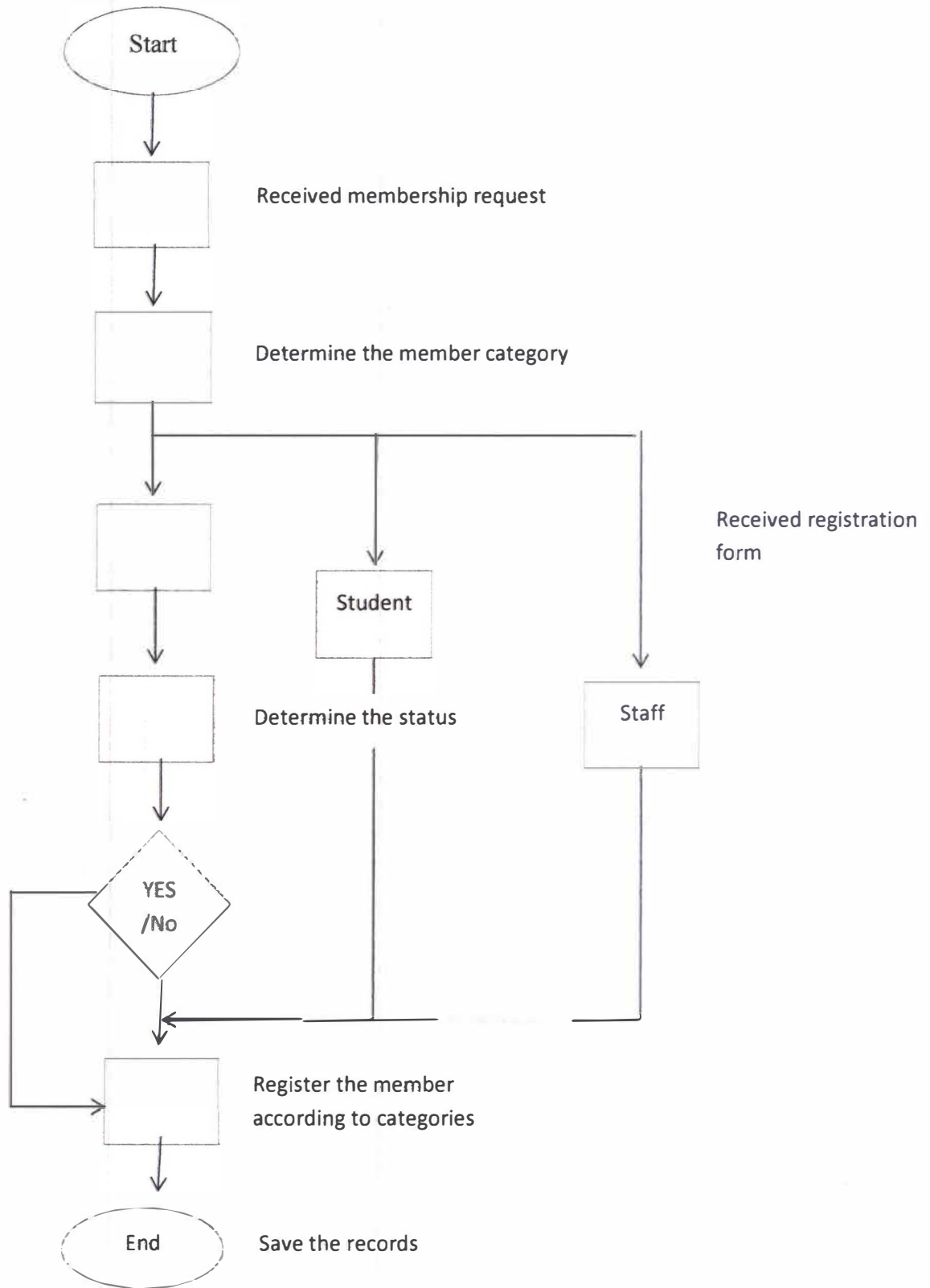
Flowchart for circulation (Borrowing)



Flowchart for circulation (Returning)



Flow chart for Patrons registration



3.1.3 References Services

A references service is an important service that every library must provide for its user. Because of the limited of space to put another counter, library POLIMAS takes initiative by make the circulation desk also as a references desk. Usually user will refer to the staffs at the counter if they have any problems and the staff will try to help the user. But if the question cannot be answer by the staffs, the staff will directly ask the librarians for assist.

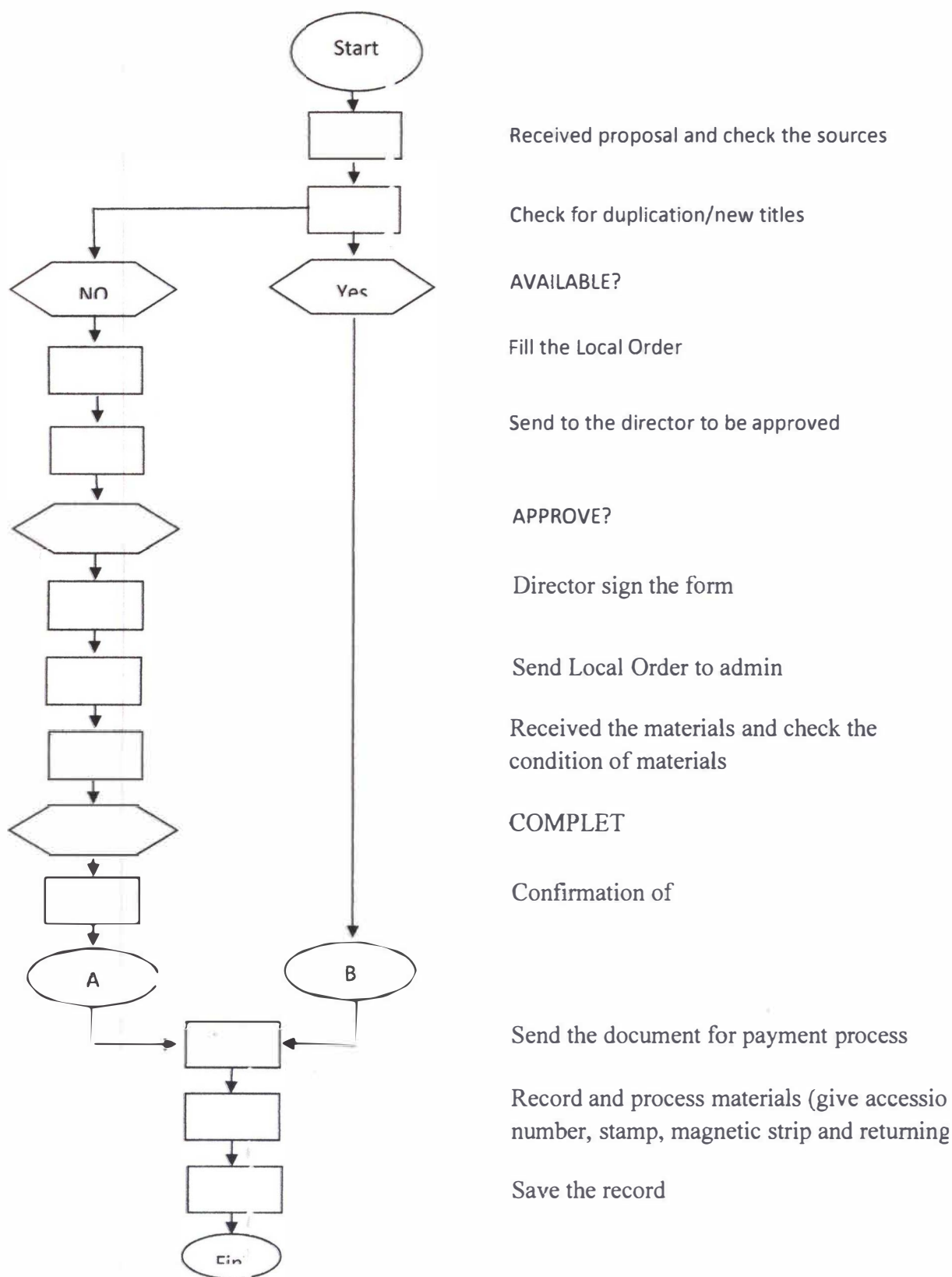
POLIMAS library users are not familiar with the use of WEBOPAC because this services is recently provided by the library. This make them quiet hard to find books in the library, so the person that is duty at the circulations desk is responsible to teach user how to use WEBOPAC and e – journals to find information.

3.1.4 Acquisition

Acquisition process is the process of obtain the materials whether by purchasing, donation, loan or gift. Usually, in library POLIMAS, they obtain the materials by purchasing the materials. They doing the purchasing depend on the budget that they get from POLIMAS. During my practical time, library POLIMAS make the purchasing. Before the library doing the purchasing, library will ask the lecture from each department to gives suggestion titles about the books that they might want to use in their teaching process.

When the library received the feedback from the lectures, all of the staff will have to check whether the book already available at the library or not. This step is important to prevent duplication of materials and wasteful of resources.

Flowchart for acquisition process



Received proposal and check the sources

Check for duplication/new titles

AVAILABLE?

Fill the Local Order

Send to the director to be approved

APPROVE?

Director sign the form

Send Local Order to admin

Received the materials and check the condition of materials

COMPLET

Confirmation of

Send the document for payment process

Record and process materials (give accessio number, stamp, magnetic strip and returning

Save the record

3.1.8 IT Department

At this department, library provides the usage of computer and access to the internet for their user. POLIMAS library provide 20 computers for their user to use. Most of the computer has being used more than 5 years and not properly maintain causes problems when sometimes the computers cannot be used because hardware problems, internet connections problems, virus problems and etc.

When the computer faced a minor problem that I know how to fix it, I will try to fix it because they said if wants to wait for the IT technicians to fix it will takes a long time before they come. For example like when the computer cannot be switch on, I try to clean the ram of the computer because it already fill with dusk.



Figure 13: IT corner

INDUSTRIAL TRAINING (IMC 690)

3.2 Special Project (Innovation report- stocktake calculation report using scan-IT-to-office software)

3.2.1 Introduction

The purpose of this innovation is to help work processes among workers in the library. This innovation is the idea of one of the applications available on all smartphones whether android or iPhone is believed to be suitable for use in Polytechnic Sultan Abdul Halim Mu'adzam Shah Library (POLIMAS). With this innovation, it facilitates the processing of distilleries and the preparation of stock takes in a library with approximately 6000 students estimated.

One of the most important part of maintaining collections in the library is weeding (weeding) of literature. Weeding is the process of producing a collection of collections from the library because it is considered irrelevant, the increased collection volume, the new edition, or the collection includes prohibited publications to be displayed on existing shelves. For example, POLIMAS Library is an academic library that conducts the weeding process of library materials assisted by library staff to fulfill the mission, goals, and curriculum of Sultan Abdul Halim Mu'adzam Shah's Political Library (POLIMAS).

Furthermore, calculations of books or library materials known as the term 'stocktake' in the context of the library are also intended to maintain collection of library materials in a library. Stocktaking is a library management process that provides information about the collection of catalog catalogs in the library to determine the collection of library materials available in the POLIMAS library.

Nevertheless, the stocktaking process of library materials in POLIMAS library management takes quite a while to process the entire collection of materials libraries following the stocktaking process were done manually among library assistant staff by

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using only a barcode scanner engine to process the entire collection of library materials within the library.

Thus, an innovation resulting from the idea of mutual cooperation with Pn Intan Shafina Bt Mohd Nadzri has created an innovation that can help speed up the stocktaking process of library materials in addition to assisting in the weeding of library materials in the POLIMAS library. This is because, if stocktaking is done systematically and accurately, it can identify the amount of loss of the library collection during the weeding process and identify the number of unnecessary collections in each bookcase. This innovation is named as an innovation in stocktake counting which focuses on calculating stocktake collection of library materials in POLIMAS library only. This innovation uses apps in smartphones by connecting Scan-IT to Office scanners in smartphones via download through 'playstore'.

This innovation was introduced to all library staff at the beginning of December 2018 and has been through 2 fasai and the first phase of the stocktaking process is done manually while the second phase is done by applying Scan-IT to Office software and is used extensively in POLIMAS library after coordination process is done.

3.2.2 Background of weeding procedure (weeding) collection material in polimas library.

The Library of Sultan Abdul Halim Mu'adzam Shah (POLIMAS) is an academic library with 7 distinct departments comprising the Department of Civil Engineering, Electrical Engineering Department, Mechanical Engineering Department, Department of Information Technology and Telecommunications, Department of Mathematical Science and Computer, Department of Commerce and Department of Public Studies. The total number of students is estimated to be more than 6000 people as well as several employee staff in different departments.

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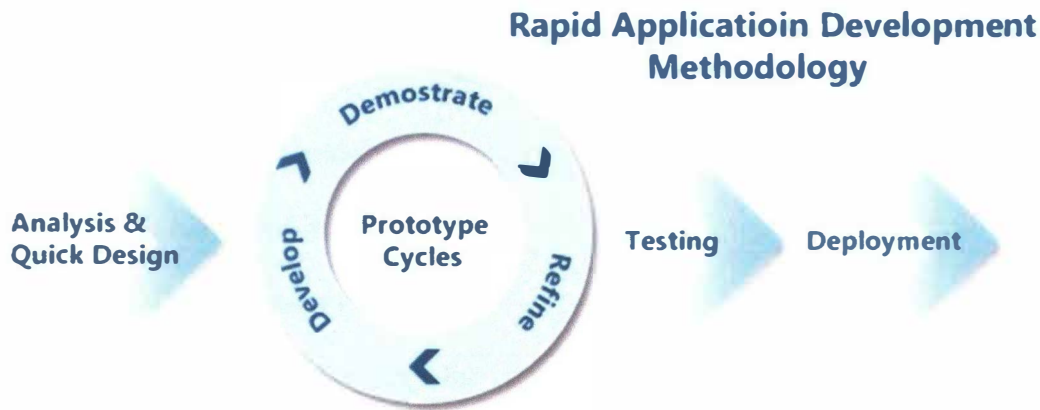
Each library will conduct weeding for the entire collection of library materials similar to the POLIMAS library. There are several factors that cause the weeding process to be carried out among them are:

- a. Collection of corrupted and irreversible library material and loss of part of the page or content in the book.
- b. Content of irrelevant and unmodified library information in accordance with co-curriculum coordination.
- c. Collection of library materials that have editions of old editions that have been replaced with new editions of books.
- d. Limited bookcase rooms result in unnecessary collection of library materials removed, stored in stores or deleted.

The weeding process in the library takes about 2 months for the entire collection of library materials contained in the library.

3.2.3 Innovation implementation method

The methodology used to develop this innovation is Rapid Application Development (RAD). This methodology is chosen because the development period is fast suited to the goal of this innovation development to assist all employees in the library



1) Analysis and Quick Design Phase

This phase aims to gather software requirements specification and implement innovation creation to address the problem of stocktake calculations in the POLIMAS library. This stage will identify the problems faced by each librarian every year to make stocktake calculations easier for the library and to ease the burden of workers. The MQA INFO APPLICATION analysis phase will involve hardware and software such as laptops, smartphones, Scan-IT-to-it applications and microsoft excell.

2) Prototype Cycle

a) Build Phase

Start the innovation development process with barcode scans on all library materials in the Industrial Training (LI) collection room. All the books or monograph in the room need to be cover. The process was scan the barcode of the books using scan-IT-to-it office application on a smartphone mobile by scan the code apss links to microsoft excell and it directly appears on microsoft excell in 2016. All the barcode of the books will appears in order list in microsoft excell without to copy and paste to the microsoft words. Before

INDUSTRIAL TRAINING (IMC 690)

have this innovation, all the staff will use a scanner barcode to scan the barcode of books, after that they have to copy all the barcode that have been done into the microsoft words to records all the items. So, they can save their time and less their burden of work.

b) Demonstrate phase

After implementing the prototype process cycle, a demonstration is conducted to obtain user feedback to improve or improve the application that has been developed. This demonstration is repeatedly based on user feedback prototype system after analysis and design.

c) Observations are made on applications to identify the weaknesses available to them so that the flow of program information and others goes smoothly, as well as improvements can be made to this application to meet the needs of users.

3) Testing Phase

In this phase, the test will focus on ready-to-build applications and not prototypes. User acceptance tests are done at this level.

3.2.4 The difference between matters / process before it now

Once the application is developed, the result of the difference between the before and the current can be seen significantly. The results of these differences can be seen in the table below:

Before	After
employees need more than a month to make the total stocktake counts of books in the library	Employeess need less more than a month to complete all the stocktake calculation of books in the library

INDUSTRIAL TRAINING (IMC 690)

Limited number of publications as well as the constraints of production of the latest edition of updated information.	The latest information can be updated at a fast pace, reducing the cost of publishing, user friendly and accessible quickly.
Books that are easy to lose are difficult to identify and to be replaced	It's easy to recover by just re-downloading the Google PlayStore app

Chapter 4: Conclusion

4.1 Knowledge Gain

During my industrial training, I have gain a lot of knowledge which is related with:

- i. How to operate ILMU system
 - ILMU is a system that this library used to manage all of their data and information related with their materials and their patrons. During practical training I have a chance to use and gain knowledge on how this system works. I'm feels so comfortable when using this system because has been exposed to the use of library system in subject Computerize Cataloguing (IML 655). The knowledge that I gain is about how to insert materials information into the system, how to add new record of a members, how to recorded the transaction of borrowing and returning books, how to print spine and book label and etc.

- ii. Library management
 - This library in a process of renovation, painting their walls, and adding more shelves in the library. Through this process I gain knowledge on how to organize and manage all of the materials that involves with the renovation process. When discuss with the librarians I applied what I have learnt in subject Planning and Design of Libraries and Information Center (IML 656) which is related with library structure, theme and etc.

- iii. Cataloging and book process
 - I gain knowledge on the important criteria in the input sheet that must be put, and what should be done when process a book, which is stamping, stripping, put the spine label and book label, and stick a book pocket at the back of the materials.

- iv. Data management
 - Conducted my specials projects which is e – journals give me the knowledge on how to manage a lot of data which is pdf files. There is almost 1000 pdf files that I have to manage in order to conduct this projects.

- v. Design a good poster and banner
 - I was assign to design a poster and banner for the event and programs that is conducted by the library for example like “Pemeliharaan Harta Intelek”, e – Journals and “Sumber Maklumat Elektronik”. I feel really confident in completing this task because I have learnt how to use Adobe Photoshop software in subject Multimedia For Information Professionals IMS 457 thought by Miss Nissa. Through this task I feel more confidents on how to use Adobe Photoshop to create a beautiful poster and banner.

- vi. Public Relations
 - During this practical training I need to communicate with a lot of people from different units and agency. While communicate with them, I have applied what I have learned in subject Public Relations in Informations Work (IML 552) and Informations System Interactions and Consultation (IMS 556) and I feels really comfortable and confident when I’m communicate with them.

Conclusion

In a conclusion library POLIMAS is an academic library that play important roles in POLIMAS because it acts as a places for students and staff to gain information and as a leisure place to hang out because of the comfortable environment of the library example like the cools air conditioner. It is also an organization that is suitable for student from any university to do a practical training. Because there are a lot of experiences and knowledge can be gain from this library even though it is a small library.

The schedule arranged by librarians for practical students during this 5 month are really helpful in improve our knowledge about library. This show that the management of the library is really care about practical students and what they want the practical students to learn The practical students has been exposed and learn the work flow of each units in the library example like work in cataloguing department, circulations departments, IT departments and etc.

The chances for practical students to operate ILMU system can give a lot of benefits and experiences for students to learn to use the system so that students will no feel awkward when facing with the system when they work.

This practical training in this library also exposed student with the job description as a librarians which is the job that will be hold by the practical students one day.

This library need to improve their facilities and services in order to make their user always up to date with the latest information and feels more comfortable when they visit the library.