UNIVERSITI TEKNOLOGI MARA

FACULTY OF INFORMATION MANAGEMENT

INDUSTRIAL TRAINING REPORT

PERPUSTAKAAN SULTANAH NUR ZAHIRAH

UNIVERSITI MALAYSIA TERENGGANU, MENGABANG TELIPOT 21030 KUALA NERUS, TERENGGANU

PREPARED BY:

TENGKU NUR NADHIRAH BT TENGKU DZULKIFLI

2017344491

BACHELOR OF INFORMATION SCIENCE (HONS.) LIBRARY MANAGEMENT

FEBRUARY 2020 – JULY 2020

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 declared 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

TENGKU NUR NADHIRAH BT TENGKU DZULKIFLI
2017344491

Date of submission: 10th August 2020

ABSTRACT

The industrial training report was about the details of the training that I had undergo for 6 months starting from February 2020 until July 2020. This report consists of 5 chapters that include introduction, organization information, industrial training activities, reflective writing and conclusion. The organization that I had already choose to undergo my industrial training was Perpustakaan Sultanah Nur Zahirah, Universiti Malaysia Terengganu. The descriptions about the library had been described mostly in Chapter 1 and Chapter 2. Those first two chapters did give a picture of how big was the organization and what types of services they provided. The most important part of this report was on chapter 3 which was industrial training activities. The details of each work that I had done were explained and a lot of photos were included as a proof. Regarding to special project, it was the main highlight for this report as it was one of the requirements that all trainees need to be done before they end their industrial training. As for the second last chapter where the reflective writing did describe how the journey of 6 months in performing tasks and projects at the organization. There were many challenges and lesson learnt that we manage during the period were described in chapter 4 and from this report we could evaluate the performance that the trainee had done.

ACKNOWLEDGEMENT

Bismillahirrahmanirrahim

First of all, I would like to thank to Allah for giving me a chance in completing my industrial training within the predetermined time. I was undergoing my industrial training at Perpustakaan Sultanah Nur Zahirah for 6 months starting from February 2020 until July 2020. I am also very grateful that I am able to finish my industrial training report on time with the help from people of my surroundings.

Then, I would like to express my gratitude to Encik Mohd Naim Mohd Nasfi, my supervisor for this course IMC 690. He did guide me a lot during my industrial training especially in consulting the special project that I had done. I really appreciate the efforts given by him in completing my industrial reports.

Besides, did not forget to thank to Perpustakaan Sultanah Nur Zahirah for accepting me as their trainee and be part of the library for 6 months. I may not be able to repay all the knowledge given to me during the training because it was such an honor to get learn from the experts. All staffs at PSNZ were very supportive and always guide me in completing the task given. To my supervisor, Encik Mohd Shahrulnizam Zuraimi, I really like to thank you for his efforts in helping me complete the training successfully. He always showed his support by guiding me in performing the task given. He did encourage me to perform well in each task that I done.

Last but not least I would like to thank to my parents who were fully supporting me throughout my industrial journey and encourage me to finished my industrial report on time. Without their supports I would not be able to be here now. Thank you so much.

TABLE OF CONTENT

CONTENT	PAGE
Declaration	i
Abstract	ii
Acknowledgement	iii
Table of Content	iv-vi
List of Figures	vii-ix
List of Tables	x
List of Appendices	x
1.0 Introduction	2
1.1 Background of Organization	2
1.1.1 History of PSNZ	2-3
1.1.2 Vision, Mission and Objectives	3
1.1.3 Location	4
1.1.4 Library Operating Hours	4-5
1.1.5 Services	5-9
1.1.6 Facilities	9-13
1.1.7 Rules & Regulations	14
1.1.8 Social Media	14-15
1.2 Organizational Structure	16

2.0 Organization Information	18
2.1 Departmental Structure and Function	18
2.1.1 Knowledge Resources Development Division	18-21
2.1.2 Library Technology Management Division	22-24
2.1.3 Administration, Strategic & Communication Division	25-27
2.1.4 User & Information Services Division	28-31
3.0 Industrial Training Activities	32
3.1 Training Activities	33
3.1.1 Shelving	33
3.1.2 Scanning archives collections	33-35
3.1.3 Duty at PSNZ Booth	36
3.1.4 PCs Tagging	37
3.1.5 Media Sources Maintenance	38-39
3.1.6 Manual of PSNZ Applications	40-41
3.1.7 Acquisition	42-44
3.1.8 Gotong-Royong Perdana	45
3.1.9 Cataloging Process	46-48
3.1.10 Reviewed Archive Policy	49
3.1.11 Statistic of Database Usage	50-51
3.1.12 External Membership Poster	52
3.1.13 Paperwork of SPKPP's function	53
3.1.14 Lost and Found Policy	54
3.1.15 Article Review	55-56
3.1.16 Project RP4	57-58
3.1.17 Stock Take	59
3.1.18 Chairman of the University Board of Director visit to PSNZ	60-62

3.1.19 Filing	63
3.1.20 Checking Library Assets	64-65
3.1.21 Demonstration OBS	66-67
3.1.22 Lestari Program	68
3.1.23 Farewell Ceremony	68-69
3.2 Special Project	70
3.2.1 Sekolahku Universitiku Program	70-83
3.2.2 Installation of Dspace (Institutional Repository)	84-95
4.0 Reflective Writing	96
4.1 Application of Knowledge, Skills and Experience in Undertaking the Task (Knowledge Gain	97-99
4.2 Personal Thoughts and Opinion	100-101
4.3 Lesson Learnt	102-103
4.4 Limitation and Recommendation	104-105
5.0 Conclusion	106-107
References	108
Appendices	109-113

LIST OF FIGURES

FIGURE		PAGE
Figure 1.1	Location of PSNZ	4
Figure 1.2	Infographic Poster of ILL	6
Figure 1.3	List of Online Databases	8
Figure 1.4	List of Forms	8
Figure 1.5	Directory of Expert	9
Figure 1.6	Auditorium	10
Figure 1.7	Exhibition Area	11
Figure 1.8	Meeting Room	11
Figure 1.9	Cozy Corner	12
Figure 1.10	Library Square	13
Figure 1.11	i-Champion Learning Space	13
Figure 1.12	Rules & Regulations	14
Figure 1.13	PSNZ Facebook Page	14
Figure 1.14	PSNZ's Twitter Account	15
Figure 1.15	PSNZ's Instagram Account	15
Figure 1.16	Organizational Structure of PSNZ	16
Figure 2.1	BPSI Departmental Structure	18
Figure 2.2	BPTP Departmental Structure	22
Figure 2.3	BPKS Departmental Structure	25
Figure 2.4	BPPM Departmental Structure	28
Figure 3.1	Process scanning the newspaper cutting	34
Figure 3.2	Process of Scanning Archive Collections	35
Figure 3.3	Duty at PSNZ Booth	36
Figure 3.4	The previous tag and the new tag	37
Figure 3.5	Steps in Media Sources Maintenance	38
Figure3.6	Media Sources	39
Figure3.7	Manual on How to Download the Apps	40
Figure3.8	Manual of the usage of the apps	41

Figure 3.9 The front cover of the videos 41
Figure 3.10 Gotong-Royong 45
Figure 3.11 List of records 46
Figure 3.12 Conversation with En. Amir 49
Figure 3.13 Statistics of database usage 50
Figure 3.14 Infographic of database usage 51
Figure 3.15 Infographic poster of PSNZ external membership 52
Figure 3.16 Infographic of Work Online for SPKPP 53
Figure 3.17 Lost & Found Policy 54
Figure 3.18 Article titles from Online Databases 55
Figure 3.19 Article titles from Websites 56
Figure 3.20 Flow of transferring books for weeding process 57
Figure 3.21 Tied books for weeding process 58
Figure 3.22 RP4 Project 58
Figure 3.23 List of stocks count 59
Figure 3.24 Design for visitor's book 60
Figure 3.25 The Chairman signing the visitor's book 61
Figure 3.26 Token of gift 61
Figure 3.27 During the visit of Chairman to PSNZ 62
Figure 3.28 List of files 63
Figure 3.29 Asset's number 65
Figure 3.30 OBS Installer page 66
Figure 3.31 OBS Demonstration by En. Bahar 67
Figure 3.32 My last speech 68
Figure 3.33 Certificate given by En Abu Hassan Ghazali 69
Figure 3.34 My appreciation gift to PSNZ 69
Figure 3.35 Visit the SRC 71
Figure 3.36 Visit the Multimedia Room 72
Figure 3.37 Committee Meeting of Sekolahku Universitiku Program 74
Figure 3.38 Ready to paint 76
Figure 3.39 Undercoat process 77

Figure 3.40 During break 78
Figure 3.41 A photo with my supervisor during the project 78
Figure 3.42 Day 2 of painting 79
Figure 3.43 Final touch up done by me 80
Figure 3.44 Group photo with Pn Aini Liza and PSNZ staffs 81
Figure 3.45 Before and After painting the SRC 82
Figure 3.46 The final look of the SRC SK Mengabang Telipot 83
Figure 3.47 UniMAP Library Digital Repository 84
Figure 3.48 UNITEN Institutional Repository 85
Figure 3.49 UMT Institutional Repository 85
Figure 3.50 Dspace Installer 86
Figure 3.51 Unzip Installer in C Drive 87
Figure 3.52 Java installation 87
Figure 3.53 Java 88
Figure 3.54 My Computer 88
Figure 3.55 Advance System Settings 89
Figure 3.56 Path 89
Figure 3.57 New User Variable 89
Figure 3.58 Command Prompt 90
Figure 3.59 PG Admin 3 90
Figure 3.60 Apache Tomcat 91
Figure 3.61 Build Success for Dspace 92
Figure 3.62 My Repository 93
Figure 3.63 My Repository Header 94
Figure 3.64 My Repository Logo 95
Figure 3.65 Communities and Collections in Dspace 95
Figure 3.66 Content in my repository 95

LIST OF TABLES

TABLE		PAGE
Table 1.1	Library Operation Hours	4-5
Table 1.2	Loan Eligibility	5-6
Table 1.3	Membership Fees	7
Table 3.1	Acquisition Process	42-44
Table 3.2	Cataloging Process	47-48
Table 3.3	Schedule of checking library assets	64-65
Table 3.4	1st draft of working schedule	73
Table 3.5	The final work schedules	75

LIST OF APPENDICES

Appendix 1	Punched Card	110-111
Appendix 2	Letter of Appointment	112
Appendix 3	Medical Certificate	113
Appendix 4	Letter of Industrial Trainee Status	114

CHAPTER 1:

INTRODUCTION

1.0 INTRODUCTION

IMC690-Industrial Training is part of the main courses that all students in Library Management courses need to take. The practicum was about 24 weeks work placement, paid or unpaid, located in an approved industrial site and working under the supervision of an experienced Information Professional. I had chosen Perpustakaan Sultanah Nur Zahirah (PSNZ) at Universiti Malaysia Terengganu (UMT) as my industrial site. I will explain more about the organization that I choose in this chapter.

1.1 Background of Organization

1.1.1 History of PSNZ

The history of UMT library started with the establishment of Universiti Pertanian Malaysia (UPM) Fisheries and Maritime Science Centre in May 1979. At that time, the library was run by two library clerks in a small room in the Administration Unit. After 3 years operating, the staffs increased to 5 staffs which consist of 1 Library Clerk, 2 Library Checkers and 2 Library Attendants.

The location of the library itself had changed 4 times. The first move was on December 1984, from the Administration building to the Net loft building. Next, the second move was on June 14th 1986 which was from the Net loft building to the Hostel A building and the third move was on November 28th in 1988 from the Hostel A building to its own building where the current PSNZ were located since August 2004.

The name of the university also had changed a few times. On 5th May 1999, UPM Terengganu (UPMT) had ceased to exist and replaced Kolej Universiti Terengganu (KUT). KUT attained its autonomy as a university college on 1st May 2001. KUT was officially renamed as Kolej Universiti Sains dan Teknologi Malaysia (KUSTEM) on 1st July 2001. In 2007, KUSTEM had been renamed as University

Malaysia Terengganu (UMT) until now. Now, PSNZ had 46 staffs consist of librarians, librarian assistant and clerks.

1.1.2 Vision, Mission and Objectives

Mission

To provide library services and facilities through information services and resources, knowledge management with current technology in supporting learning, teaching, consultation, and research in the field of Science, Technology, and the Management of Natural Resources to fulfil user requirement

Vision

Library as the absolute centre of knowledge

Objectives

- To provide efficient services, effective, up-to-date and user friendly to the campus community and society in general
- To optimize usage of various information resources and facilities
- To upgrade staff expertise (knowledge workers)
- To improve the distribution of cost effectiveness
- To strengthen user education program towards lifelong learning
- To develop, document, maintain and strengthen teaching and research resources of all disciplines either in print, multimedia, and electronic format
- To uphold knowledge and intellectual property of university - community in turning the library as a resource and knowledge heritage

1.1.3 Location

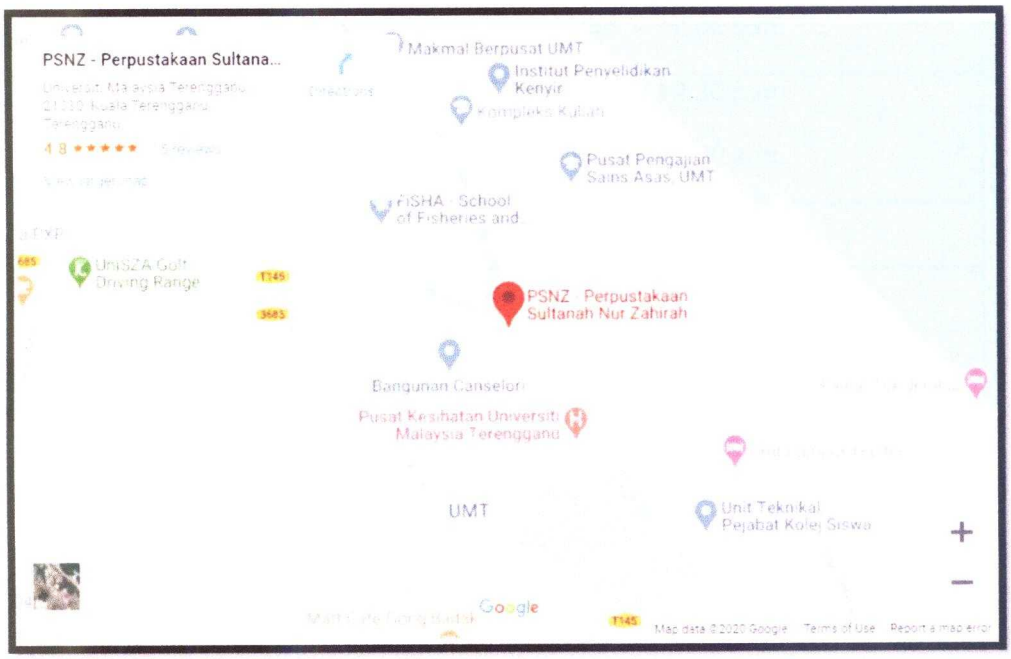


Figure 1.1

Location of PSNZ

Perpustakaan Sultanah Nur Zahirah was located at Universiti Malaysia Terengganu, Mengabang Telipot, 21030 Kuala Terengganu, Terengganu.

1.1.4 Library Operation Hours

Table 1.1

Library Operation Hours

During Semester	
Sunday – Wednesday	8.00 a.m. – 10.00 p.m.
Thursday	8.00 a.m. – 8.00 p.m.
Friday	3.00 p.m. – 10.00 p.m.
Saturday	10.00 a.m. – 6.00 p.m.

Exam Week	
Sunday – Thursday	8.00 a.m. – 12.00 a.m.
Friday	8.00 a.m. – 12.30 p.m. 3.00 p.m. – 12.00 a.m.
Saturday	8.00 a.m. – 12.00 a.m.
Semester Break	
Sunday -Thursday	8.00 a.m. – 4.00 p.m.
Friday & Saturday	CLOSE

1.1.5 Services

PSNZ did provide many services for their users and below are the services that are available at PSNZ:

- Loan eligibility

  The eligibility for loan will depends on patron category. Each patron will only be allowed to make loan for books at the predetermined quantities. The table below shows the loan eligibility for each patron category.

Table 1.2

Loan Eligibility

Material type	Patron Category	Eligibility	Loan duration
Books	Diploma & Degree	20 items	14 days
	Graduate	20 items	30 days
	Academic staffs	30 items	120 days
	Non-academic staffs	30 items	120 days

	Supporting Staffs	30 items	30 days
Books	Alumni, Pensioner	2 items	14 days
	External, Industrial		
	Collaboration member		

- Document Delivery/ILL

  For document delivery or interlibrary loan, there are a few types of items categories that patrons can requested. The items were as below:

  - Books (printed)
  - Proceeding/Conference paper/ reports
  - Journal articles – printed/online databases
  - Others

Figure 1.2

Infographic Poster of ILL

- Membership

There are two categories of membership for PSNZ which are in-house membership and external membership.

For in-house membership, it is open to all UMT registered students and staffs. It is free for them; no charges will be included for their membership. Meanwhile, for external membership, there will be charges. Membership fees are as follows:

Table 1.3

Membership Fees

Category	Fees for membership only (RM)
External membership	20.00/year
Alumni	10.00/year
Pensioner	50.00/lifetime

- User education

This service was provided by PSNZ to serve UMT communities free services in term of educating library users whether academician, student, staff, or member of the public on how to use the library and its services. The main purpose for this program is to build users' skills in accessing a variety of library resources available in the library and to guide users on how to use the resources and services provided by library. Below is the list of the user education that PSNZ offered:

- Library Literacy Program
- Online Database Training
- User Education Session

- Online Databases Guide

PSNZ did provide all the online databases that had been subscribed by the library and the patrons can easily choose which online databases that they wanted to used in order to search for their materials.

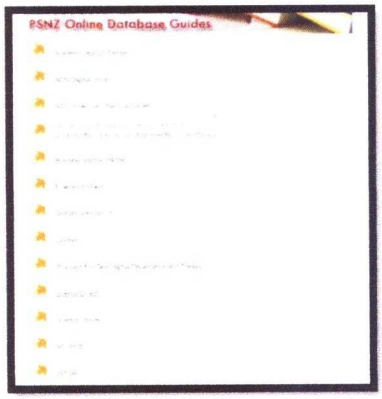


Figure 1.3

List of Online Databases

- Forms

Instead of getting the forms physically at the library, PSNZ did provided online forms where the patrons can easily download it. It can reduce their time and save their energy because they can choose which type of forms that they wanted and when they come to the library, they just submitted the form directly to the counter.

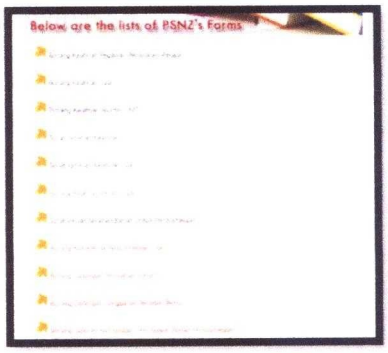


Figure 1.4

List of Forms

➢ Expertise Directory

This service is exclusively for the School of Fisheries & Aquaculture Sciences where it provided the directory of expert regarding to the school. This directory lists names of academic staff who are eligible to supervise research students in different areas of expertise.

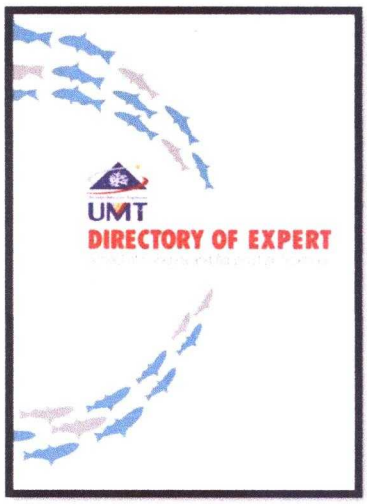


Figure 1.5

Directory of Expert

1.1.6 Facilities

- Book drop

Book drop machine operated 24 hours where the patron can easily return the books at any time they wanted and their records will be automatically updated. It located outside of the library.

- Computer area

This area located at level 1 and it provided computers and Internet access to the patron. There is also scanning and printing services provided by the library at this area. There were 30 computers that available for patrons.

- Auditorium

PSNZ also had auditorium that can accommodate 220 people and it is suitable for activities such as talks, workshops and seminars. The auditorium equipped with PA systems and campus Internet networks which made more easier to organize any events. It located at 1st floor before the main entrance.

Figure 1.6

Auditorium

- Self-check machine

There is a self-check machine that available for patron to borrow library books. It located near the circulation counter.

- Multimedia Training Room

This room was used to provide training for information literature to library users. There were 13 PCs that available.

- Photostat machine

Photostat machine was provided at computer area. It is a self-service and patron can buy the photocopy machine card at the circulation counter.

- Prayer Rooms

The library did provide prayer rooms at each level so that easy for patron to used it.

- Exhibition Area

It was located at level 1, near the main entrance of the library. It was at the centre of the library.

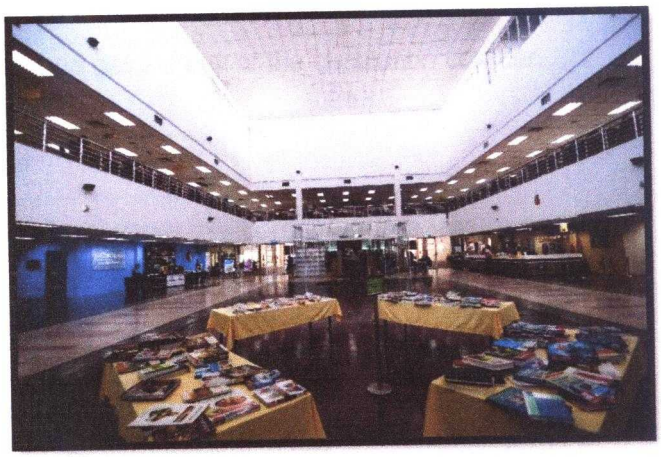


Figure 1.7

Exhibition Area

- Meeting Room

It was located at level 2 and can accommodate about 60 people. Reservation for meeting room can be made online.

Figure 1.8

Meeting Room

- Discussion and Carrel Room

Both discussion and carrel room located at 2nd floor. There are 15 discussion rooms, and 26 carrel room that provided by the library for patrons. They can use the rooms and get the key at the circulation counter.

- Cozy Corner

Located at 2nd floor where this corner is more leisure and patron can relax at this corner.

Figure 1.9

Cozy Corner

- Post Graduate Lounge

This area is basically for post-graduate students and academic staff to enjoy reading or having discussion. The lounge is fully furnished with a sea-view. It located at 2nd floor.

- Cafeteria

There is also a cafeteria located at the ground floor of the library where patrons can easily grab any food or drinks.

- Library square

The open space library square can be used for exhibition, religious or co-curriculum activities. It is a huge space and suitable for any types of events or activities. Application to use the library square can be made online and requestors should be UMT's staff and students only.

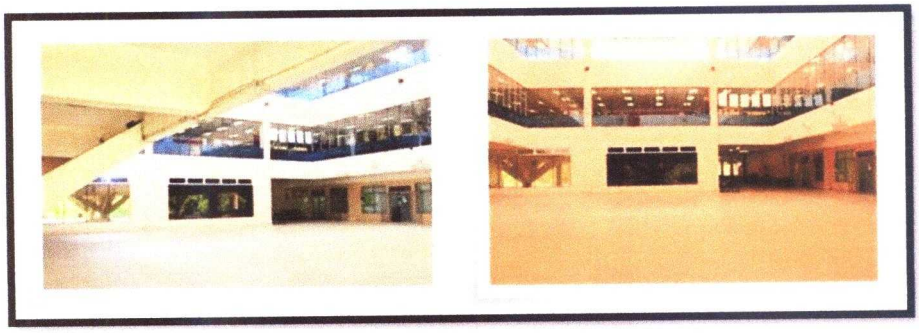


Figure 1.10

Library Square

- I-Champion Learning Space

ICLS is equipped with PA system and and campus Internet networks. It can accommodate 20 people. Usage for this room is permitted for any official university activities.

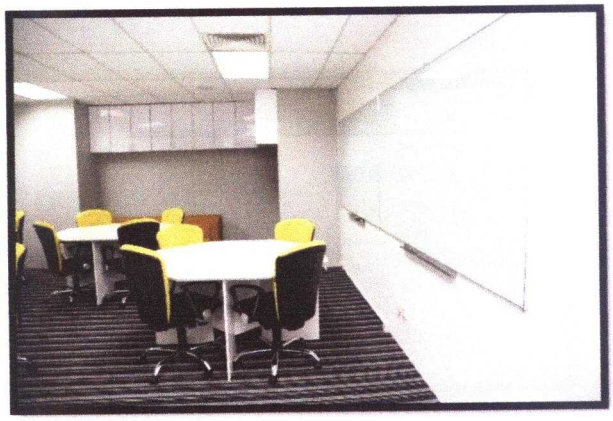


Figure 1.11

i-Champion Learning Space

1.1.7 Rules and Regulations

Below are the rules and regulations of PSNZ.

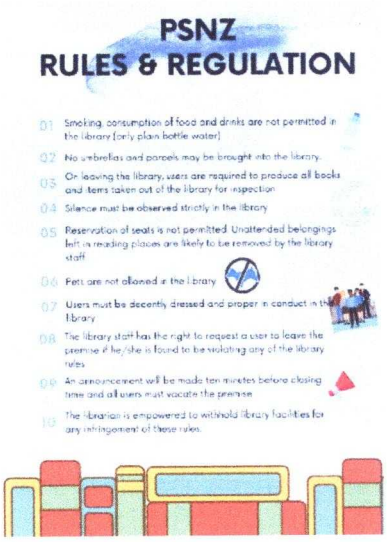


Figure 1.12

Rules & Regulations

1.1.8 Social Media

Below are the social media owned by PSNZ where they post and update any information about the library.

- Facebook page

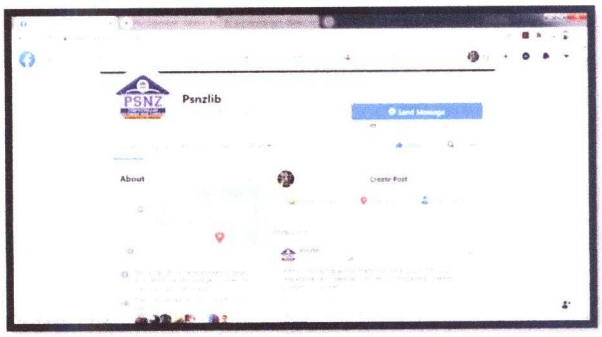


Figure 1.13

PSNZ Facebook Page

- Twitter

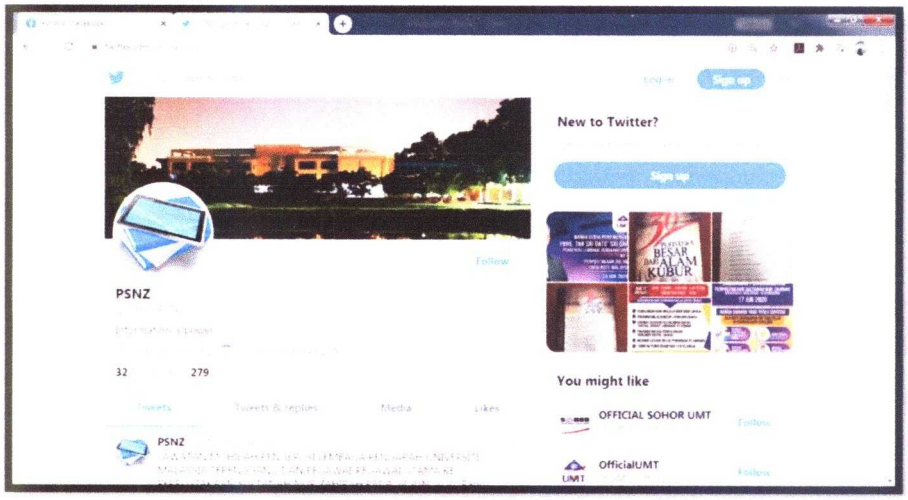


Figure 1.14

PSNZ's Twitter Account

- Instagram

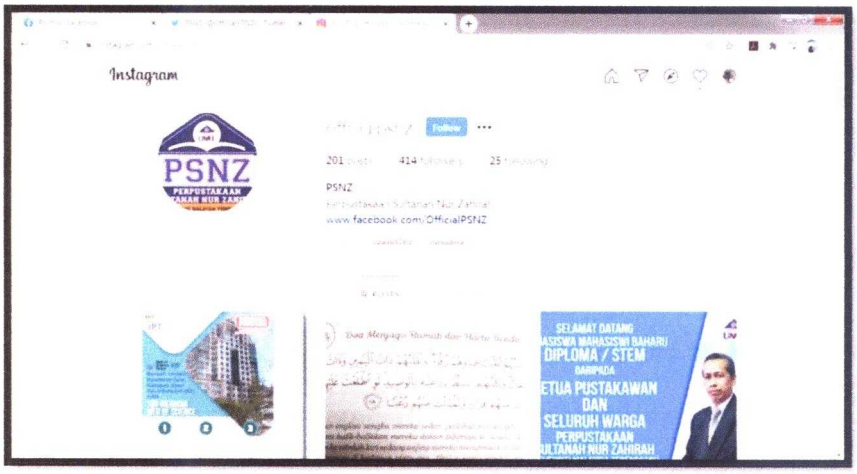


Figure 1.15

PSNZ's Instagram Account

1.2 Organizational Structure

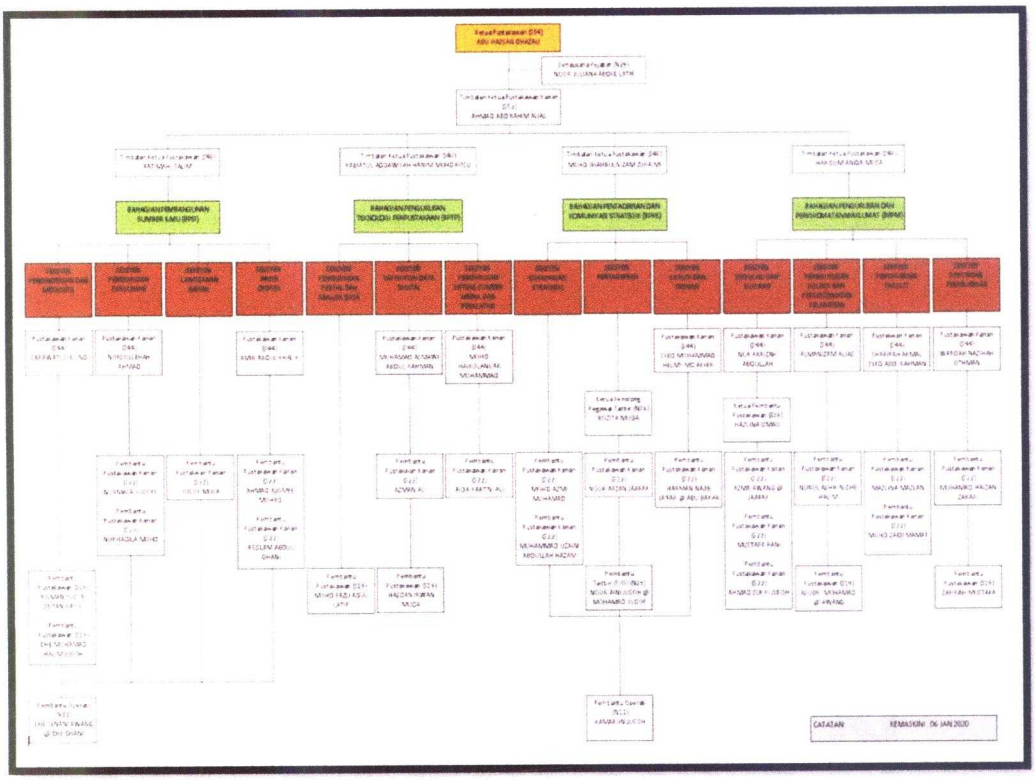


Figure 1.16

Organizational Structure of PSNZ

Figure above show the organizational structure of PSNZ where it consists of 4 main department and there were about 46 staffs in PSNZ. The staffs were consisting of chief librarian, senior deputy chief librarian, deputy chief librarian, secretary, senior librarian, senior librarian assistant, librarian assistant, senior administrative assistant, administrative assistant, and operational assistant.

CHAPTER 2: ORGANIZATION INFORMATION

2.0 ORGANIZATION INFORMATION

In this chapter, each of the division and their sections would be explained including the structure for each division. PSNZ consist of 4 main department.

2.1 Departmental Structure and Function

2.1.1 Knowledge Resources Development Division (BPSI)

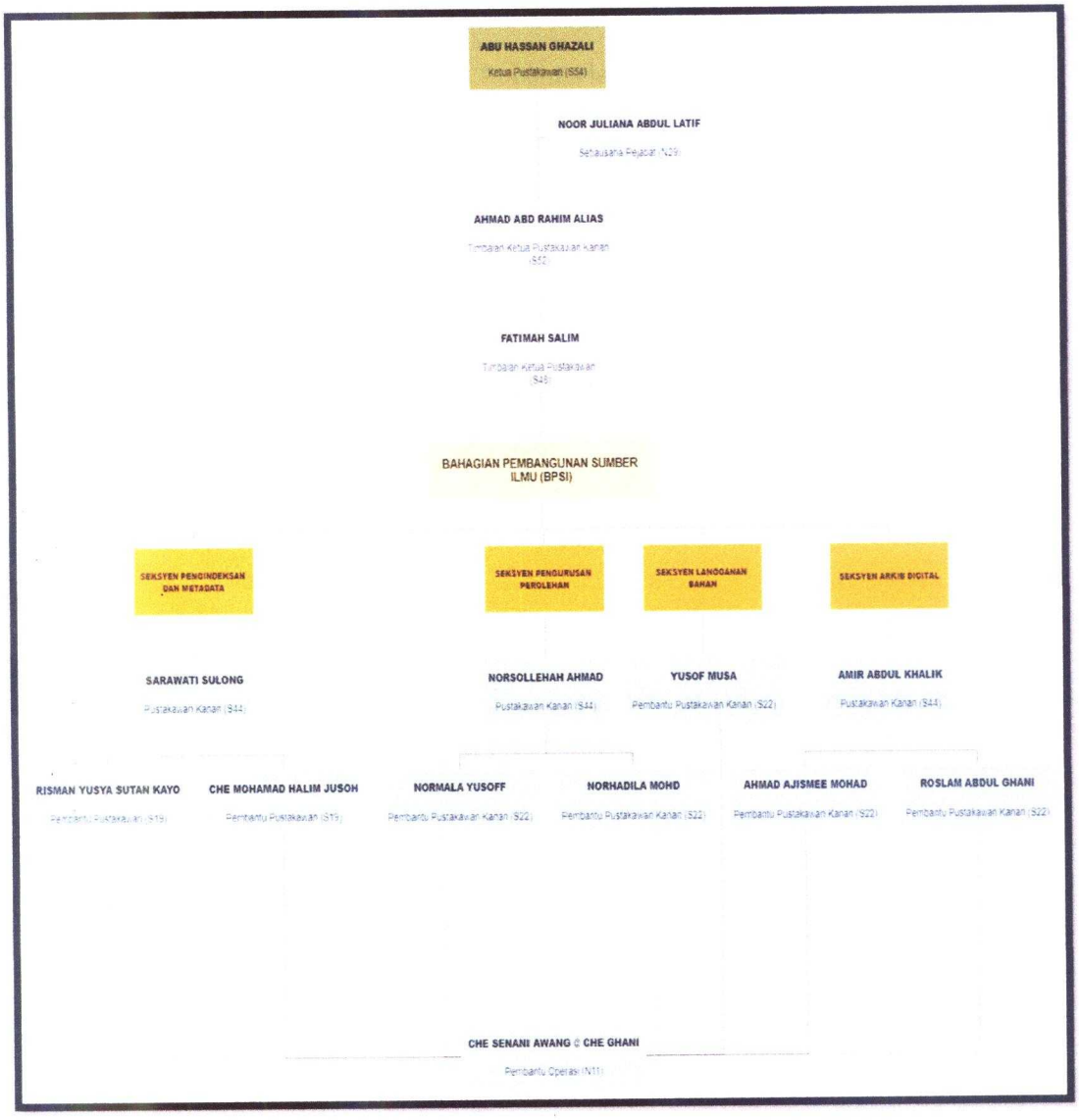


Figure 2.1

BPSI Departmental Structure

(a) Indexes & Metadata Section

- Planning and manage the indexing process of library materials and cataloguing process (metadata) using different format (printed and non-printed) based on the standards:

  -Anglo American Cataloguing Rules (AACR2);

  -Library of Congress Classification Scheme;

  -Library of Congress Subject Heading;

  -Machine Readable Cataloguing format (MARC 21)

- Develop, implement and update indexing policies, procedures and rules for all library materials.
- Manage the final review process of the material before sending it out and ensure all the details are complete as the specifications that have been set based on the following elements:

  -call number that been put on book backbone or on the cover page

  -book label

  -RFID tag

- Manage cleaning activities or correction of indexing records to ensure the indexing of library materials is at a quality level that meets the standards.

(b) Acquisition Management Section

- Planning and managing the allocation and expenditure of e-books, monographs and media source materials purchasing including providing expenditure performance reporting

- Manage selection activities for library collection from various acquisition methods as follows:

  -publisher catalog

  -Kuala Lumpur International Book Fair

  -UMT Book Fair

  -Suggestion from the vendor

- Manage all the process of purchasing monograph materials, namely printed books, e-books and media source materials to be used as a library collection, from the purchase proposal process to the payment process.

- Develop, update and implement acquisition procedures, policies, reference manuals, work procedures and related to procurement of library materials.

- Manage tracking activities to obtain publications produced by UMT staff as well as track the acquisition of gift materials and exchanges for PSNZ collections (monograph materials and media source materials)

(c) Serial/Journal Section

- Planning and managing the allocation and expenditure subscriptions of serial derivatives including providing expenditure performance reporting
- Managing the implementation of material subscription activities ranging from the subscription proposal process to the subscription material catalog process.
- Monitor and check data entry for databases, journal master lists (MyULIS) coordinated by UPM and represent libraries as MOLEC members
- Manage the process of receiving serial published materials, donations / gifts and monitor as well as perform cleaning / correction of records in the library

(d) Digital Archive Section

- Develop a collection by tracing and collecting records that have UMT historical value and importance.
- Transfer and provide storage space for UMT records of permanent value for conservation purposes so that the records can be referenced again.
- Managing the university record disposal process.
- Act as supervisor and facilitator of disposal activities carried out by the centre of responsibility at the university with the national archives.
- Manage record storage space, determine requirements and equipment, temperature rate and ensure record security.
- Perform printed material conservation activities for quality retention and continuous use.
- Managing exhibition galleries and conducting activities featuring university archives.

2.1.2 Library Technology Management Division (BPTP)

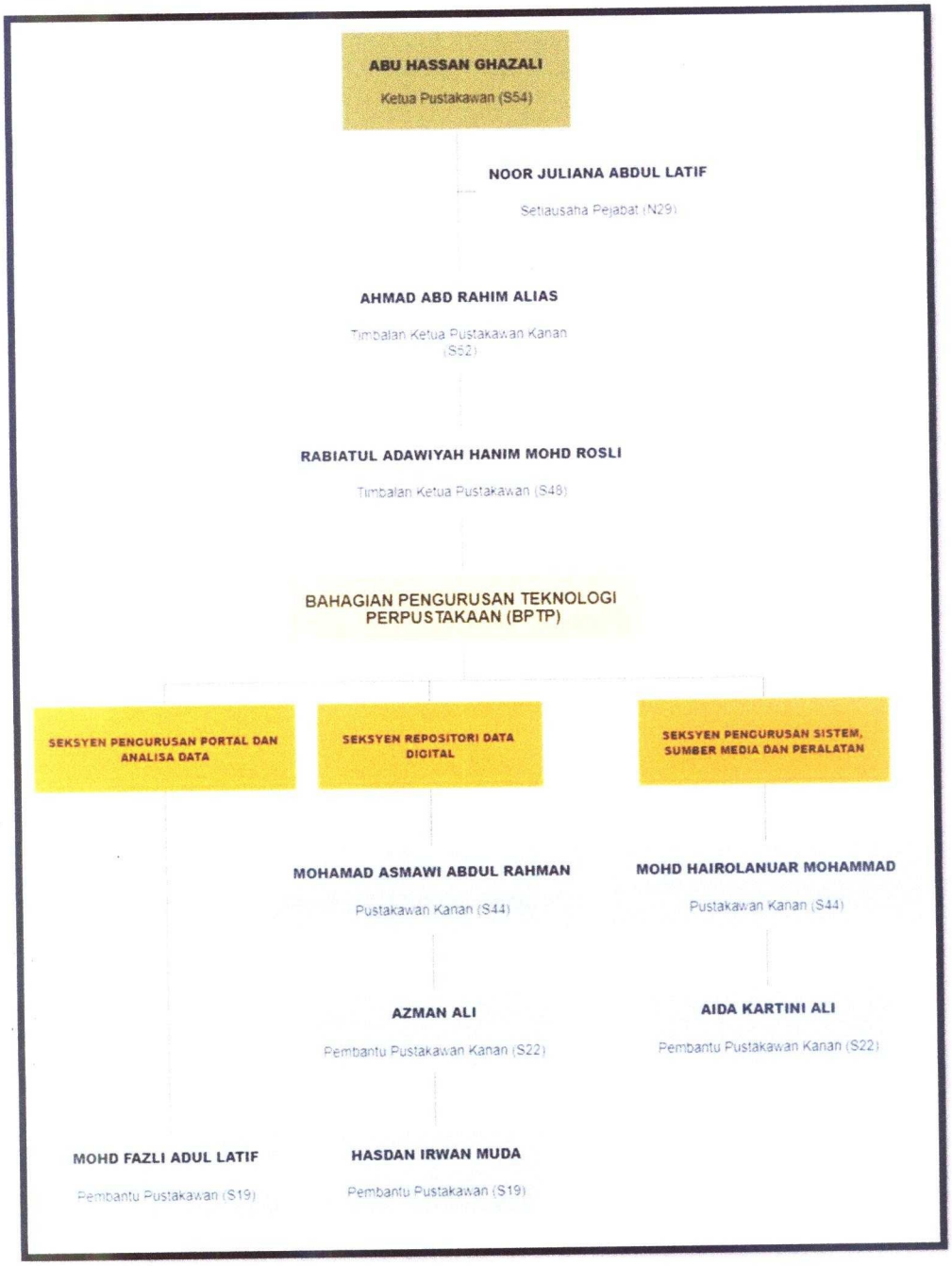


Figure 2.2

BPTP Departmental Structure

(a) Portal & Data Analysis Section

- Managing website portals as well as PSNZ applications can be accessed 24 hours daily.
- Conduct training related to portals and applications to staff and users
- Enhance the accessibility of the latest information resources to meet the needs of the library.
- Manage the library data source platform (Power BI) to ensure all statistical data throughout the division is collected, analysed, updated and stored securely to assist the library in administrative matters and decision making.
- Make periodic monitoring related to library data to ensure accurate and in line with the integrated library management system.
- Supply data from time to time according to the requirements of the department.

(b) Digital Data & Repository Section

- Carry out material digitization work:

  -thesis

  -project report

  -umt material of historical value

  -exam paper
- Upload scanned and searchable material into the portal for quick and effective access to information.
- Indexing archived material into the system for ease of reference and re-reference of materials by means of:

  -determination of material name / title

-material call number

-material location

-description of the material (if any)

- Implement SDI activities by disseminating UMT historical information to users in preparation for achieving informed user status.
- Managing the development of PSNZ image bank (image repository).
- Collect and index printed material information about UMT from newspapers so that it can be accessed more widely.
- Collect UMT-related digital information from various digital sources for uploading into UMT-IR.
- Manage the maintenance of scanner / scanner equipment.

(c) System Management, Media Resources & Equipment Section

- Manage the application of library ICT equipment and hardware.
- Manage the maintenance of PSNZ digital equipment:

  -Self-check machine

  -Book drop

  -User PC

  -PC at counter

  -ILMU Server

  -Barrier gate

- Managing library systems and internal systems.
- Managing i-CLS rooms, digital space and multimedia training rooms as well as executive discussion rooms.
- Managing and developing the latest technology in the library.

2.1.3 Administration, Strategic and Communication Division (BPKS)

Figure 2.3

BPKS Departmental Structure

(a) Strategic and Communication Section

- Responsible for coordinating the dissemination of information and promotions online using the following channels:

  -university billboard announcements

  -billboards and psnz led tvs

  -portal announcement

  -fb / twitter social site

- Managing PSNZ corporate relationships and implementing communications related to the department's publicity.
- Responsible for performing documentation tasks for the preparation of annual reports of universities and departments.
- Supports video recording requirements for internal and external activities of the department.
- Planning and implementing the USR PSNZ program.
- Implement international strategic cooperation activities (representing malaysia) with ASFA.
- Liaison between malaysia and fao, united nation to coordinate budget needs, development of ua officers' competencies and institutions in training and the use of the aquatic science fisheries information system.
- Responsible for coordinating writing and publishing activities by librarians.
- Responsible for the preparation of university / department speech texts.

(b) Administration Section

- Responsible for planning and managing staff training.
- Managing staffing, attendance and staff leave.
- As the secretary of PTJ SKT / LPNT.
- Responsible for compiling a list of the latest tasks of each staff
- Manage, control and maintain file systems and departmental records
- Managing library activities / calendars.
- Managing departmental financial records:

  -managing the payment of book invoices, supplies, services and petty cash matters

  -refund of advance receipt

  -remittance of library proceeds

  -claims for travel allowances and overtime work

  -managing the purchase, payment and stock management of stationery and office equipment

(c) quality and innovation section

- Coordinate the implementation and certification of the department's MS ISO 9001 quality system.
- Managing internal quality audit programs- desk files, osha and other related.
- Responsible for the preparation and implementation of training workshops / seminars related to quality, audit and innovation.
- Manage and coordinate departmental innovation programs.
- Customer complaint / feedback impact management for the department.
- Perform monitoring on departmental performance measurements.
- Responsible for managing departmental statistics.

2.1.4 User and Information Services Division (BPPM)

Figure 2.4

BPPM Departmental Structure

(a) Circulation & Reference Section

- Managing counter services in the library.
- Managing library membership (registration and cancellation, graduate review, resignation / withdrawal / failure / study leaves etc.)
- Managing loans, repayments, renewals and ordering materials.
- Warning / delay notice.
- Reports of material loss and related processes.
- Responsible for updating library rules and counter service policies.
- Notifications to users of any information on related circulation services.
- Provide referral services directly at the main counter.
- Inter-library loans.
- Dissemination of selected information.
- Identify the library customer satisfaction index by conducting annual customer satisfaction surveys and other related studies.
- Managing complaints / feedback from customers and analysis of complaint / feedback findings for improvement actions.
- Managing customer advisory desk services.

(b) Collection Management and Customer Services Section

- Managing library collections
- Assess the strengths and weaknesses of the library collection.
- Manage the compilation and review of all library collections (shelving)
- Conduct a study of the strength / effectiveness of the collection and analysis of the findings of the study.

- Perform stock take activities every year and weeding process library collection.
- Manage the preservation and restoration of library materials.
- Coordinate the collection of media source materials and promote reading encouragement activities.
- Coordinate activities with customers such as weeks with the library.
- Organizing activities to increase the rate of use and borrowing of library materials.
- Coordinate all facilities offered by the library.
- Coordinate carrel room booking services, discussion rooms, auditoriums, squares and more.
- Manage the use, adjustment and damage report of all library facilities.

(c) research support section

- Generation of volume and details of indexed academic publication information, citation data generation, impact factors and h-index for UMT.
- Earnings indexed publishing reports without duplication.
- Provide specially formatted reports for MYRA, MOHES, SETARA, MQA and other related assessments.
- Publication of UMT's article recently indexed by Scopus / Web of Science list to academics.
- Preparation of school publication report upon request.
- Technical services and software support Turnitin to graduate students and academic staff.

- Verify the publication information of UMT staff through the e-profile system.
- Monitor the upload of proof of publication information into the UMT-IR system.
- Research and publication guidance through the organization of workshops as well as providing useful guides and links within the portal.
- Content management research guide / research help.
- Provide and update research information resource portals.

(d) research and liaison section

- Coordinate the librarian liaison between the library and the faculty as well as the academic and quality management centre.
- Identify reference sources and services needed for teaching and research from faculty.
- Attend meetings with faculty twice a year.
- Communicate with faculty in collection development and research needs.
- Research and publishing guidance through the organization of workshops as well as providing useful guides and links within the portal.
- Provide and promote information literacy and research instruction.
- Conducting information literacy classes, online learning classes, database training sessions / e-books and others.
- Ready and maintain library guides, tutorials, videos and other appropriate learning methods.
- Coordinator for the proposed acquisition of course reference list (reading list)

CHAPTER 3: INDUSTRIAL TRAINING ACTIVITIES

3.1 Training Activities

3.1.1 Shelving

Shelving is one of the training activities that the trainee had to be done. Every morning, all of the library assistants and supporting staffs went to the second level where the collections were located. Shelving should be done from 8.00 a.m. to 9.00 a.m. and each staff already know which area they should be shelving. Each month, the location of shelving for each staff been rotate so that they would be familiar with all of the collections in the library. Basically, there were 4 area that covered two types of collections which were Social Science Collections and Science & Technology Collections. Throughout five months, I had done shelving in all 4 area and familiar with the classifications of each subjects and its location.

The process of shelving started where the books on the trolley were collected and separate the books according to their classifications. Before putting on the shelves, we need to arrange according to their call number. This will ease the process of shelving and easy to locate them.

3.1.2 Scanning Archives Collection

For the first two weeks, I was allocated at Data Digital & Repository Section. One of the main functions of this section was digitize the materials such as thesis, project report, UMT historical value and exam papers. During the period, I managed to scan materials that contain historical value to UMT such as newspaper cutting and books published by the UMT. The first task was assigned by En. Hasdan where I need to scan the newspaper cutting. The news related to UMT was collected by the Digital Archive Section and then been send to this section for digitization.

The process of scanning the newspaper cutting was as below:

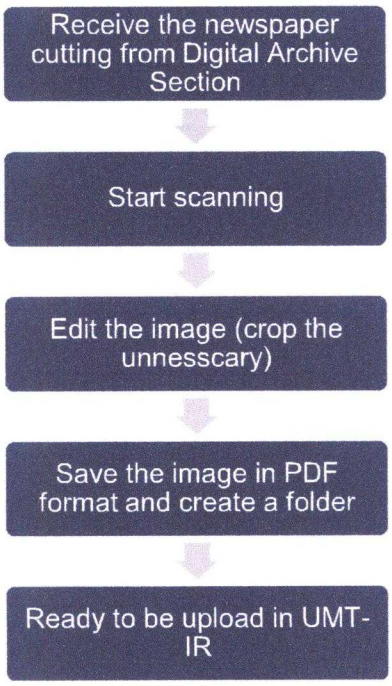


Figure 3.1

Process scanning the newspaper cutting

Next, scanning the books that been published by UMT. For examples, thesis that had been published by the students and also books published under UMT. Each month, the section needs to reach their goals by complete the predetermined amount of materials need to be scan and uploaded in UMT-IR. The trainee was assisted by En. Azman on how to scan the materials using the scanner. Normally, three or four books were managed to scan in one day and it was also depending on the thickness of the books. If all the books received was thin, total of scan may be reach to five or seven books per day.

The process of scanning the archive collections were as below:

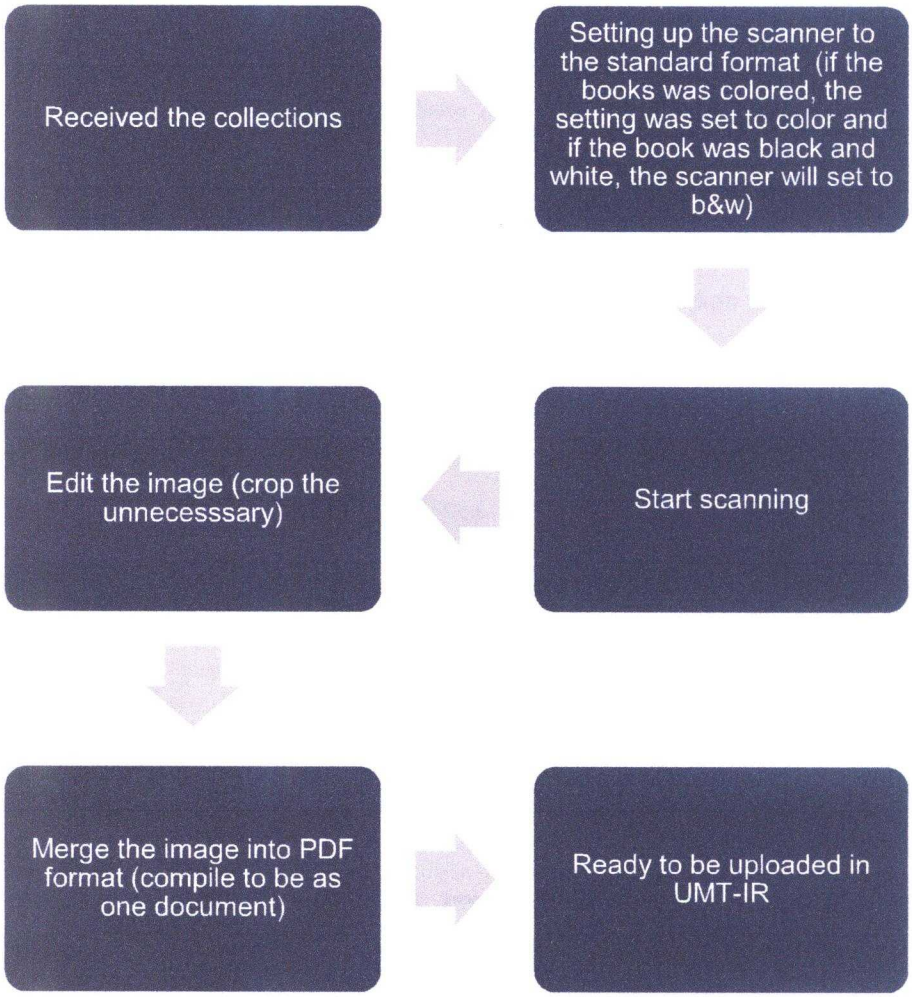


Figure 3.2

Process of Scanning Archive Collections

3.1.3 Duty at PSNZ Booth

In conjunction with Discover UMT & Perintis STEM 2020, PSNZ did open their booth at Dewan Sultan Mizan, UMT. This event was held on 6th February 2020 from 8.00 a.m. until 5.00 p.m. In the morning, Pn. Aida asked me to help her with setting up the booth before the event started. I was on duty at the booth from 2.00 p.m. until 3.30 p.m. with two library assistants which were En. Hasdan and En. Mustafa. I was replacing En. Almanizam Alias who was not able to be on duty on that day. At the booth, I did record the statistics of people who came visit to our booth and help the staffs giving out the goodies to the students who are able to answer some quizzes about PSNZ.

Figure 3.3

Duty at PSNZ Booth

3.1.4 PC Tagging

After finished at Data Digital & Repository Section, I was allocated at System Management, Media Resources & Equipment Section. During at this section, Pn. Aida did assign me to do the new PCs tagging at computer area and other PCs which located at Level 1. There were total of 40 PCs at computer area, 13 PCs at Multimedia Learning Room, 2 PCs at Koleksi Khas, 1 tag for scanner and 2 PCs of Web Opac been tagging with a new tag.

First of all, I need to check each PC's number at Properties and label the PC with masking tape before the new tag done. This will ease the process of tagging the new numbering for the PC. After that, I started design the new tag using Canva as a tool. Pn. Aida did show me the previous tag and asked me to remain the same information but create a new design. I did showed my design to Pn.Aida and she did approved the design. Below was the previous tag and the design that I had done:

Figure 3.4

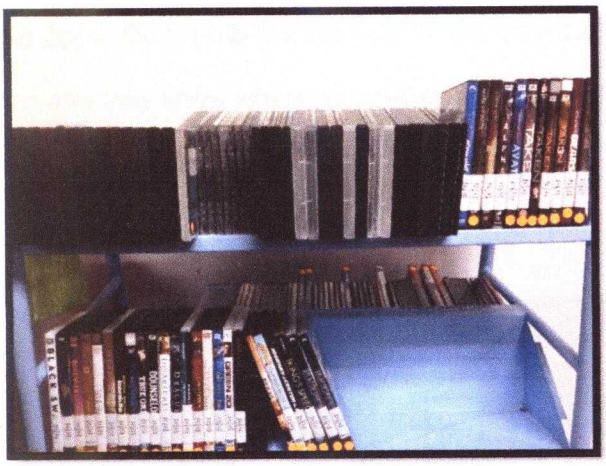
The previous tag and the new tag

3.1.5 Media Sources Maintenance

In the same section which was System Management, Media Resources & Equipment Section, Pn. Aida did assign me the second task. The task was doing the maintenance for media sources. Media sources consist of CDs, VCDs, DVDs, and Cassettes. The maintenance should be done regularly to ensure the media sources can be used by the patrons and in a good condition. I had done the maintenance for CDs and DVDs. Below were the steps in doing the maintenance for the media sources:

Figure 3.5

Steps in Media Sources Maintenance



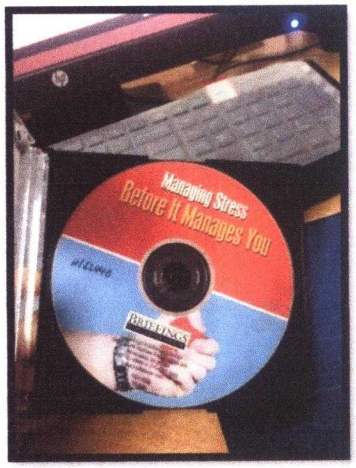


Figure 3.6

Media Sources

3.1.6 Manual of PSNZ Apps

The last section in Library Technology & Management Division was Portal & Data Analysis Section under the provision of Pn Rabiatul Addawiyah Hanim. Pn Hanim did assign me two tasks to be done at this section which were make a PowerPoint Slides and a video of PSNZ Applications.

PSNZ had its own mobile apps for the library services but it is not officially been widely used within the UMT members. In order to inform the patrons and staff about the apps, Pn Hanim wanted a manual on how to download the apps and a manual on how to use the apps. By having the manual, it can educate the people on how the apps will be function and they know where to download the apps. Pn.Hanim did briefly explained about the apps and asked me to come out with the manuals. She did give me about two weeks to complete the task and submit to her.

Figure 3.7

Manual on How to Download the Apps

Figure 3.8

Manual of the usage of the apps

As shown in figure above, those are the manual that had been done by me and submitted to Pn. Hanim. She did comments on the manual and over all she likes it. She said the manual will be used soon at the soft-launch of apps. Below are the two videos on how to download and how to use the apps. The duration of both videos is within 1 minutes to 2 minutes.

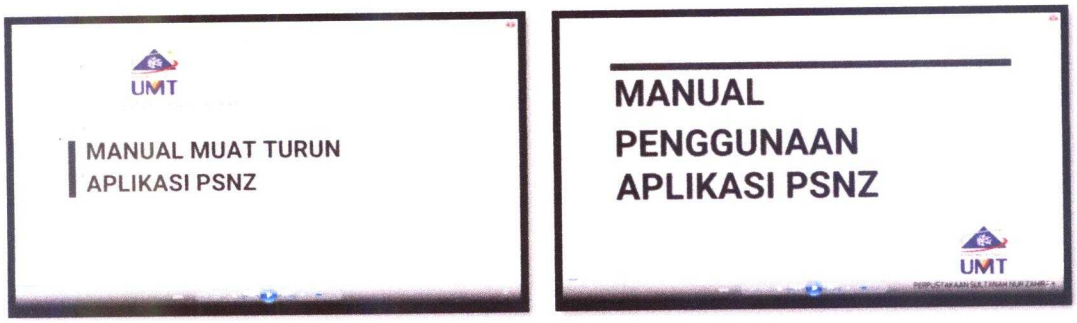


Figure 3.9

The front cover of the videos

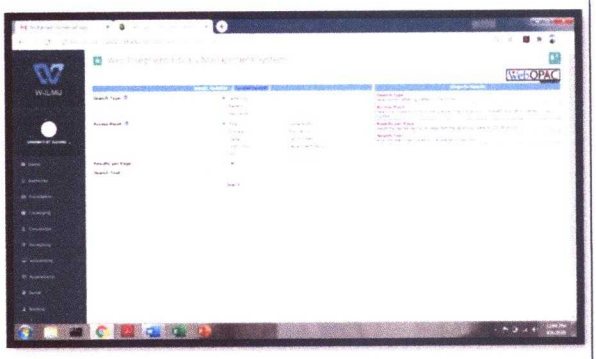
3.1.7 Acquisition

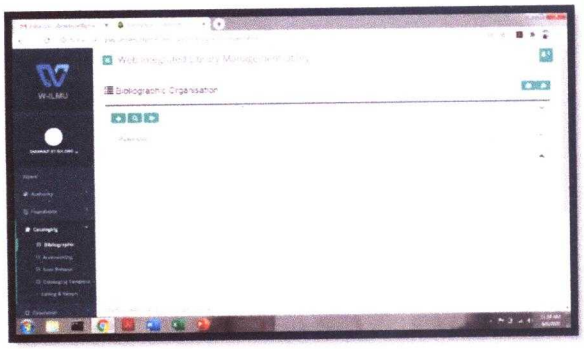
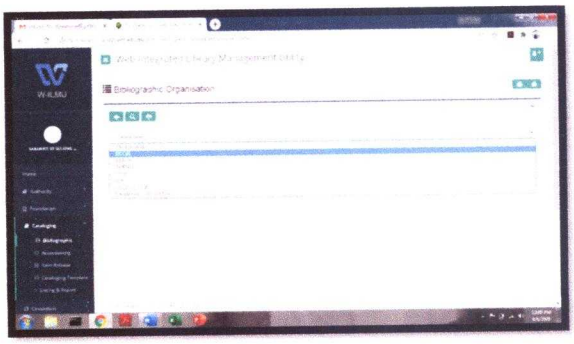
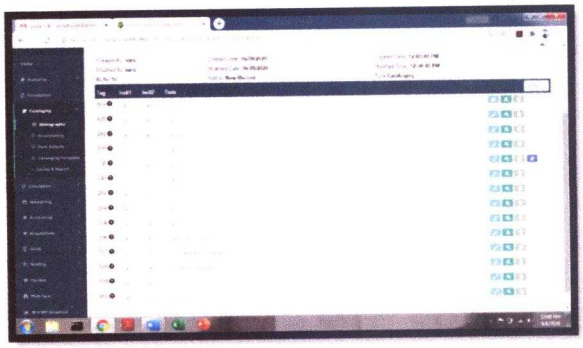
The second month of internship, I was moved to the next division which was Knowledge Resources Development Division. Acquisition Management Section was the first section that I undergo. During the period, there was a book fair that had been conducted at the Laluan Ilmu of PSNZ. So, I was able to see the acquisition process starting from the book selection that been made by the lecturer at the book fair until the purchasing. Pesta Buku Ilmiah was held for 4 days starting from 9th March to 12th March 2020. In acquisition, there were a specific budget allocation for buying new books provided by the library. The budget was about RM250,000 were allocated to this book fair.

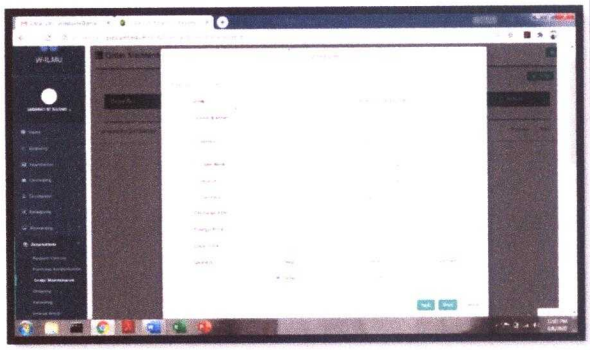
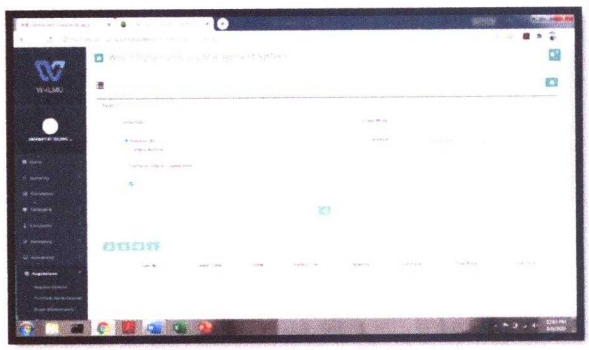
In acquisition, the process was done using the library system called W-ILMU. It is a web based and all of the acquisition need to be record in the system. Below are the steps in completing the acquisition.

Table 3.1

Acquisition Process

STEP	DESCRIPTIONS	DETAILS
STEP 1	Receive the books from the vendor and check the books on the Web OPAC to ensure there is no duplication for the chosen books.	

STEP 2	Choose Cataloging module on the left side and then click on Bibliographic. We need to fill in a few tags in bibliographic organization.	
STEP 3	Create a new record and then select what types of materials that we have. In this situation, we choose book.	
STEP 4	Fill in the tag required. In acquisition, only a few tags need to be fill, the rest will be done by the indexes & metadata section. The selected tag was 020, 100, 245, 264 and 590.	

STEP 5	Choose Acquisition module on the left and then click Order Maintenance. We need to complete the Order Maintenance before Ordering. In this step, we need to key-in the vendor details, the price and the quantity of books to order.	
STEP 6	Click on Ordering and retrieve the order maintenance that we had done before by insert the control number. This last step will generate the receipt of purchasing and need to get the librarian signature for approval of purchasing.	

3.1.8 Gotong-Royong Perdana

On 12th March 2020, PSNZ held Gotong-Royong Perdana from 8.30 a.m. until 4.30 p.m. in order to clean up the library especially in office area for each division. This was an annual event conducted by the PSNZ to ensure that the workspace and the environment were clean and comfort to do our work. All of the PSNZ staff were involve in this event and we were managed to cooperate with each other in cleaning all the 4 main division.

Figure 3.10

Gotong-Royong

3.1.9 Cataloging Process

In the third week of March, our Prime Minister had announced on 16th March 2020 the Restriction of Movement Order (RMO) to contain the spread of coronavirus COVID-19 in Malaysia. The Order effected throughout Malaysia from 18th March until 31st March 2020. Due to the RMO, all of the public and private higher institutions need to be closed as well as the government and private premises. PSNZ had started implement the Work From Home (WFH) method to all staffs.

For the task given under the Indexing & Metadata Section, I had to Work From Home. All of the tasks and communication were done through WhatsApp Group. Pn Sarawati had assigned me to do the catalogue record where I need to fix the old record of AACR format to the latest format which was RDA. Pn Sarawati did give me the list of records that need to be done and she explained to me on how to fix the record in W-ILMU. Total of 50 records were given to me and I did manage those 50 records in one week.

There were 13,146 records that need to be fix. Pn Sarawati and her team did work together in fixing the records. During the period, I was asked to fix the records starting from 501 until 550. Below was the list of records need to be fix:

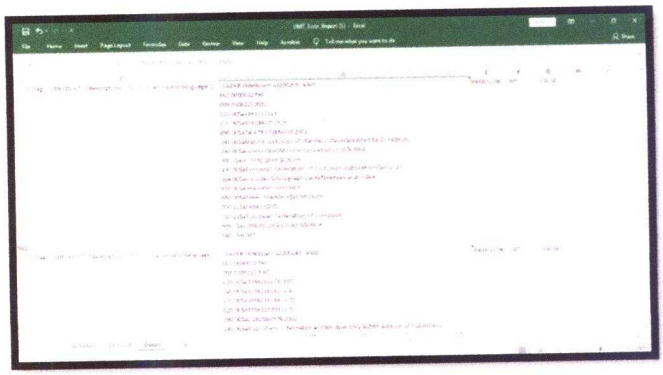


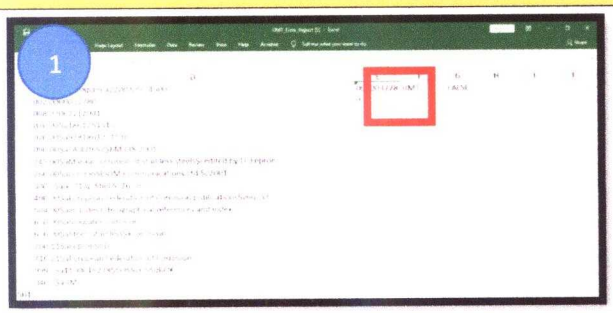
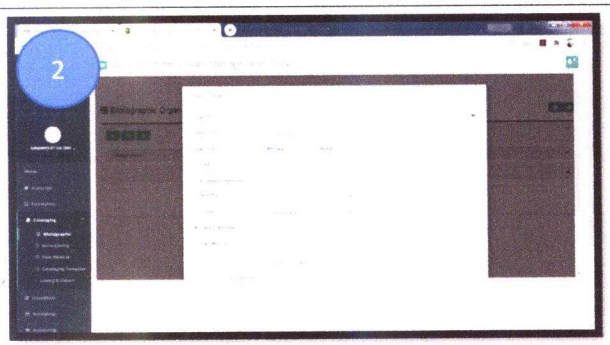
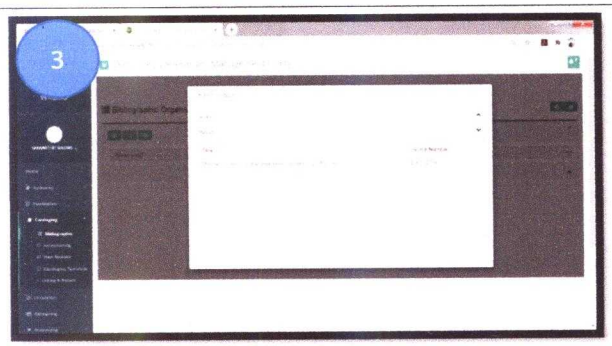
Figure 3.11

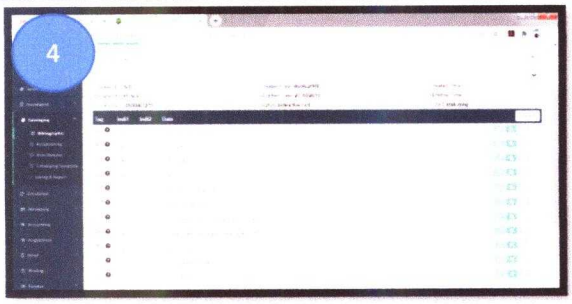
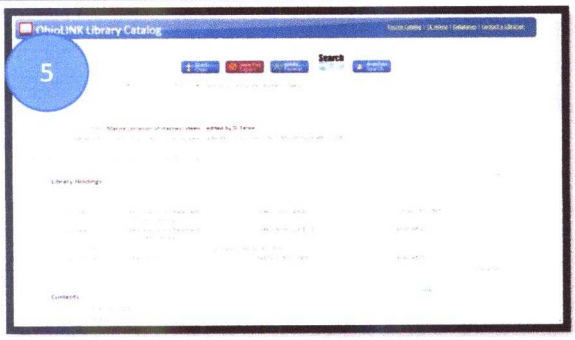
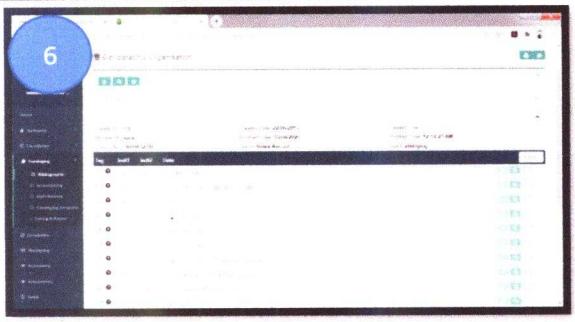
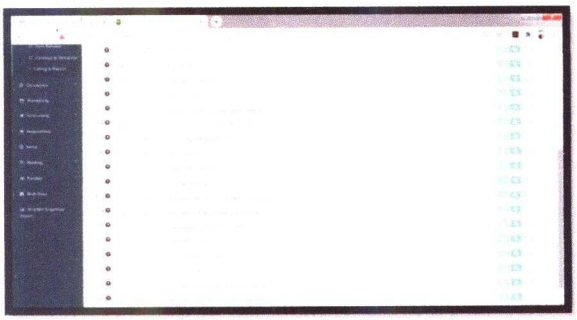
List of records

The steps in cataloging was illustrated as follows:

Table 3.2

Cataloging Process

STEPS	DETAILS
	➢ Copy the control number of the records from the list of records in Excel.
	➢ Go to the Cataloging module and search the record by entering the control number.
	➢ Check whether the title from the search result is the same as in the list. If same, then click on that title.

	➢ This is the example of old catalog record in AACR format. The new tag such as 040, 336, 337, 338 were not included.
	➢ Copy Cataloging will ease our work in completing the catalog records. We can search the records in OhioLink Library Catalog or Library of Congress to see the full records.
 	➢ Click edit and add the new tag. Change the old record from AACR format to RDA format. Once done,

3.1.10 Review Archive Policy

For Digital Archive Section, En. Amir had assigned me to review the UMT Archive Policy. The task was conducted through WhatsApp due to the RMO. En. Amir asked me to review and give some opinion regarding to the archive policy. I did review the policy that contain 39 pages and had a discussion with En.Amir. I did ask on the methods of preservation and conservation of archive materials. En. Amir did explain the reasons very details and easy to understand about the policy. En. Amir also said that he will include my name as a reviewer in the UMT Archive Policy.

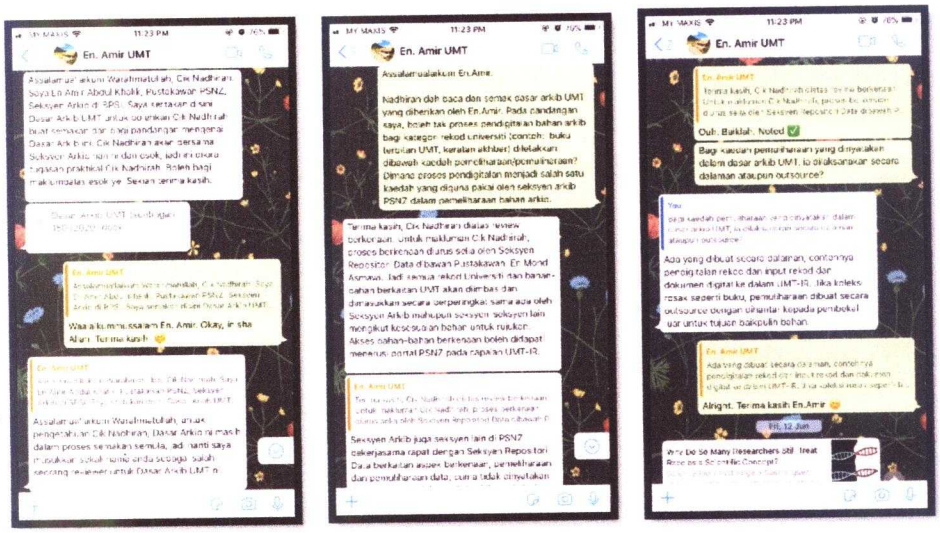


Figure 3.12

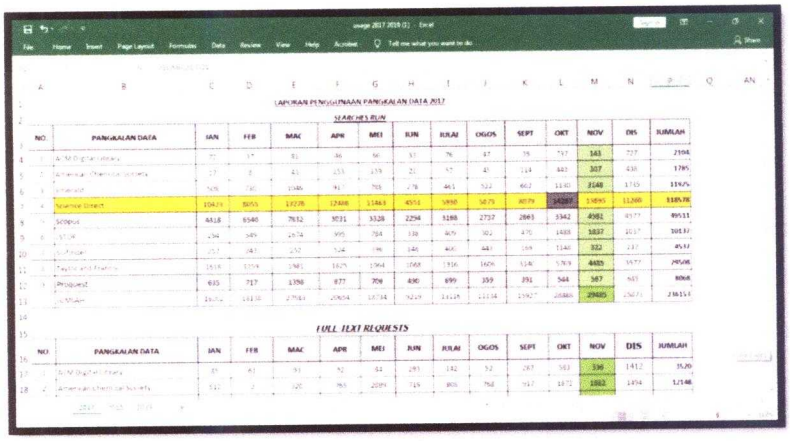
Conversation with En. Amir

3.1.11 Statistic of database usage

The last section in Knowledge Resources Development Division was Serial/Journal Section (Acquisition and Cataloguing). The task was given by Pn Fatimah where I need to make Infographic regarding the statistics of database usage from 2017 until 2019. The statistics were already been collected and all I need to do was transform the data into Infographic.

The statistics given by Pn. Fatimah contain two types of usage were analyzed which were searches run and also full-text request for the following three consecutive years. There were total of 10 databases that PSNZ had subscribed and the statistics for each year need to be evaluate in order to know how many users had used the databases that library subscribed.

Pn. Fatimah wanted me to analyze the statistics and came out with infographic that will show the differentiation between those three years. I did used my own creativity in creating the infographic and Pn. Fatimah did give a positive feedback after the submission. It is quite hard to determine what types of graph to used in showing the differentiation between those three years but I manage to complete the task within the time given.



LAPORAN PENGGUNAAN PANGKALAN DATA 2017

SEARCHES RUN

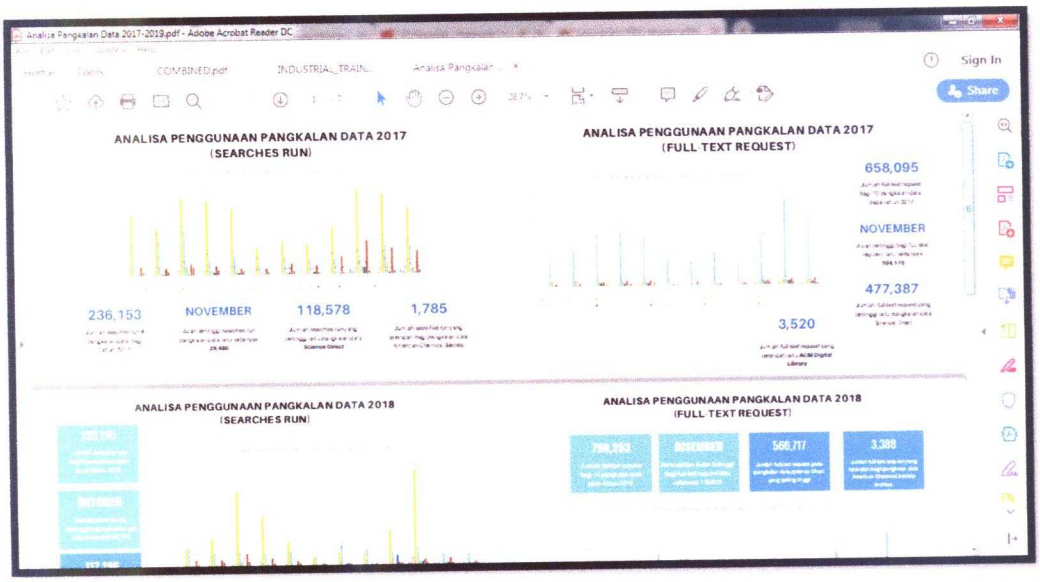
NO	PANGKALAN DATA	JAN	FEB	MAC	APR	MEI	JUN	JULAI	OGOS	SEPT	OKT	NOV	DIS	JUMLAH
1	ACM Digital Library	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	143	[illegible]	[illegible]
2	American Chemical Society	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	307	[illegible]	[illegible]
3	Emerald	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3148	[illegible]	[illegible]
4	Science Direct	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
5	Scopus	4418	6540	7832	5031	3328	2294	3188	2737	2843	3342	4981	[illegible]	[illegible]
6	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1837	[illegible]	[illegible]
7	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	322	[illegible]	[illegible]
8	Taylor and Francis	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	4485	[illegible]	[illegible]
9	ProQuest	635	717	1358	877	706	490	699	359	391	544	587	[illegible]	[illegible]
10	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]

FULL TEXT REQUESTS

NO	PANGKALAN DATA	JAN	FEB	MAC	APR	MEI	JUN	JULAI	OGOS	SEPT	OKT	NOV	DIS	JUMLAH
1	ACM Digital Library	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	196	1412	[illegible]
2	American Chemical Society	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1882	1494	[illegible]

Figure 3.13

Statistics of database usage



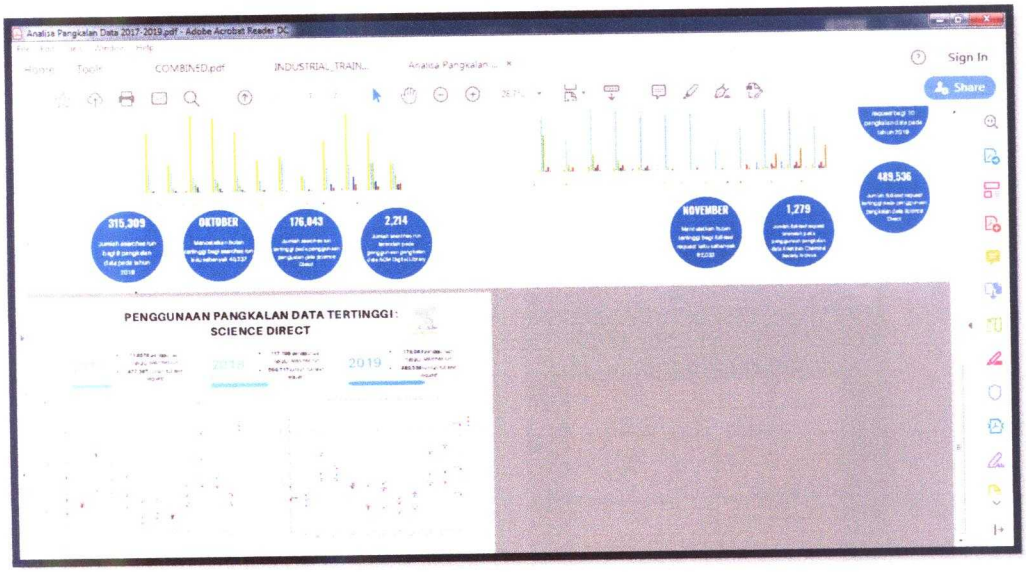


Figure 3.14

Infographic of database usage

3.1.12 External Membership Poster

RMO was being extended due to the increase cases of COVID-19 in Malaysia. PSNZ still continue with Work From Home and in my third month of internship, I was allocated at User and Information Services Division. I did undergo all of the task in this division through online. For the first section, I was with Pn Nur Farizah under Circulation & Reference Section. Pn Nur Farizah did assign me one task which was make infographic poster of PSNZ external membership.

As in PSNZ Portal, the membership section was fully wording. In order to attract the new members, we need to create an interesting poster that will attract their attention and read our poster. I did use Canva in creating the poster. In making infographic poster, we need to ensure that we used less word and catchy design to make our poster attractive. Pn. Nur Farizah did ask me to make two different design and the poster been reviewed by her to ensure all the information regarding the external membership was correct. She did approve my two designs and the designs were as below:

Figure 3.15

Infographic poster of PSNZ external membership

3.1.13 Paperwork of SPKPP's function

In Collection Management and Customer Services Section (SPKPP), En Almanizam did assigned me two tasks. First, he asked me to think on how the section's function can be applied in working online because this section was fully work in traditional way which was physical method. En. Almanizam did gave the section's function and I had to analyze and think on how this section can work online without need to go through physical methods. It is quite hard to change the physical methods into online because not all of the functions can work functionally when it changed to online. I was just giving my side of view and suggestions on how this section can work online.

For the second task, En. Almanizam just wanted me to came out with simple report about what I had learn in this section. I just wrote down what I had learn within one week in this section and submitted all of the task to En. Almanizam through E-mail.

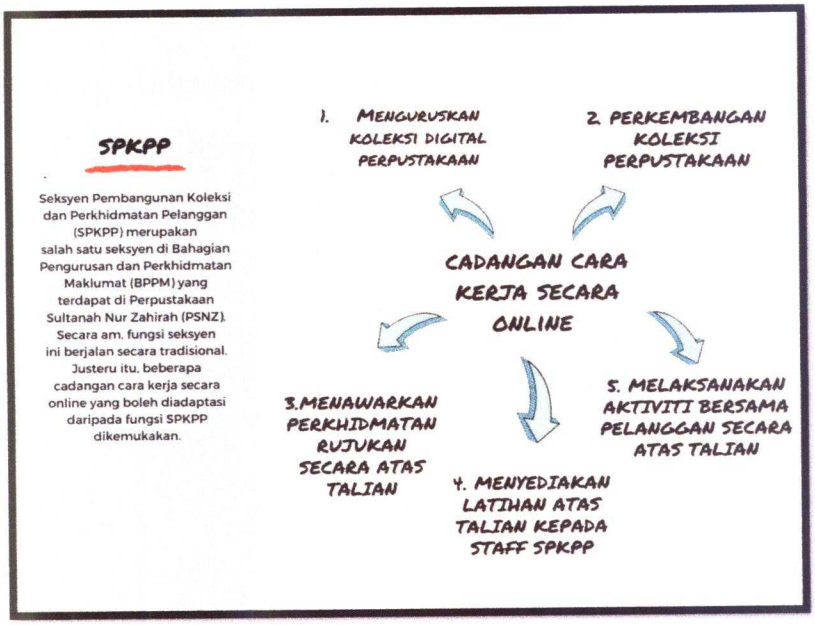


Figure 3.16

Infographic of Work Online for SPKPP

3.1.14 Lost and Found Policy

Every library did had issues on lost and found item in the library because no one did collect the items at the counter. The library had to came out with the policy so that there will be no more issues when the items were already been disposed. Under Research & Liaison Section, Cik Sharifah had assigned me one task which was gathered the information of Lost & Found Policy from other libraries and came out with one policy that will be implemented in PSNZ.

I had searched a few academic libraries in Malaysia about the policy but not many showed their Lost & Found Policy compared to overseas library, it was easy to find their policy. They did post their Lost & Found Policy in their websites. It was a good action taken there because if their patrons had lost an item, they can easily read the policy and know how to find their item back in the library. The staff also will follow the policy and did not disposed the item immediately.

With the help of library assistant, Pn Mazlina, we manage to complete the Lost and Found Policy that will be implemented in PSNZ soon. The policy started from the items were found until the disposal of the items.

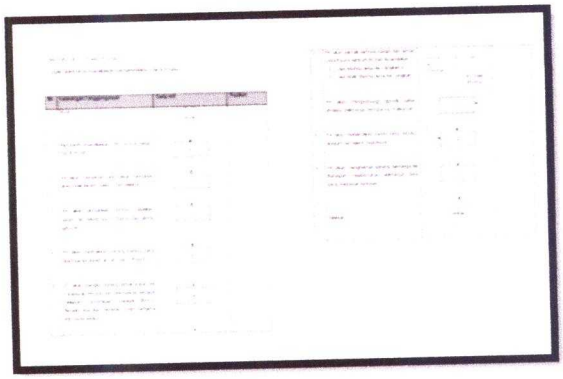


Figure 3.17

Lost & Found Policy

3.1.15 Articles Review

As a task Work From Home, En. Shahrul from Administration, Strategic and Communication Division had assigned me to do article review. He wanted me to search 5 articles that related to the current issues which was Coronavirus COVID-19. The articles should come from online databases and also from websites.

As a Library Management student, using online databases to look for an article was easy for me because during the lecture on the last semester, there were many assignments on article review. I did search the articles and get approval from En. Shahrul before continue reviewing the article. Emerald Insight was the Online Databases that I familiarize with and I manage to find 3 related articles. Another 2 articles were from websites.

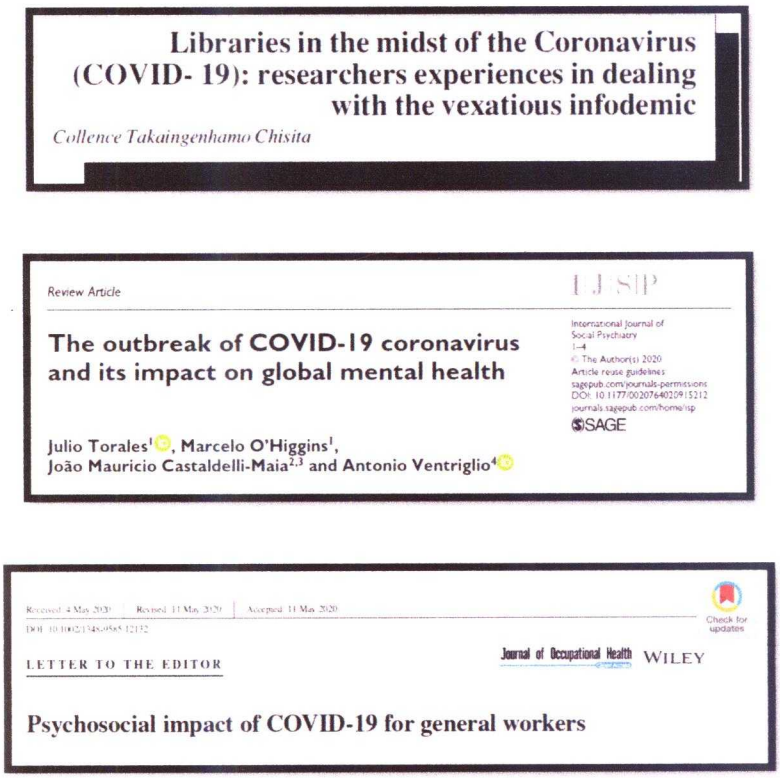
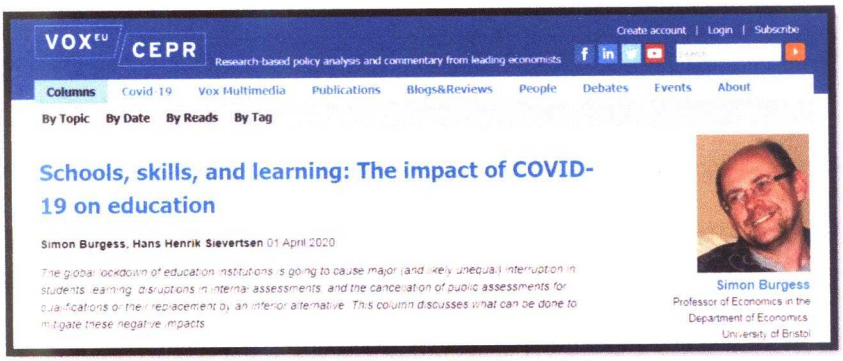


Figure 3.18

Article titles from Online Databases



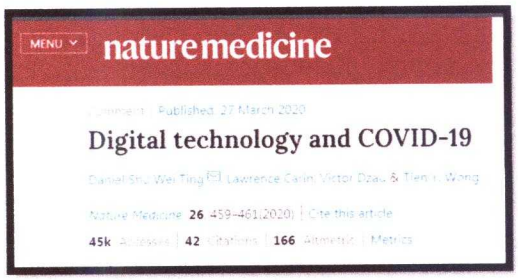


Figure 3.19

Article titles from Websites

When writing the article review, I was trying my best to perform in writing because I had done so many articles review in my previous semester. Reviewing about the COVID-19 also increase my knowledge regarding to this issue and I am become more aware to this pandemic. Most of the Online Databases are open their submission on COVID-19 paper because it was a new virus and no one had done research about this so they need researchers to submit their papers and be made available for users.

3.1.16 Project RP4

PSNZ was going under major renovation project for the library. It involves many areas and they wanted to create a new learning space with the new environment. The project supposed to be started on March but due to the pandemic and RMO, the project was on hold. Once the library started open in June, the renovation project just started and all of the PSNZ staff were cooperate in this big project. During this project, I was at Administration, Strategic and Communication Division.

There were a lot of works involve such as move the shelves to a new place, weeding process and re-arrange the books on shelves. There were thousands of books in this library and cooperation from PSNZ staff were really needed in finishing this project. I was helping the staff in weeding process of collections of serial publications on Level 1. The collections that been published from 2010 and below need to make a weeding process on that. The flow of transferring books for weeding process was illustrated as follow:

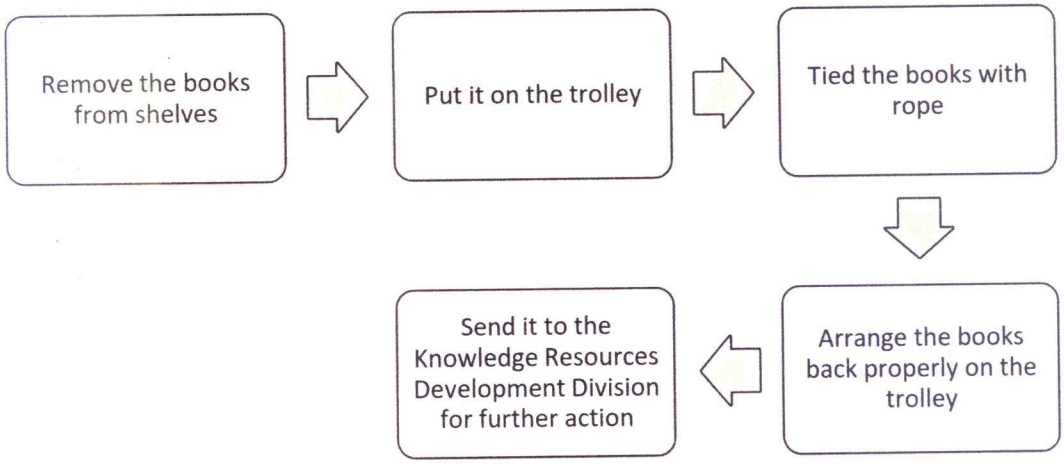


Figure 3.20

Flow of transferring books for weeding process

Figure 3.21

Tied books for weeding process

Figure 3.22

RP4 Project

3.1.17 Stock Take

In administration section, I was assigned in helping the staff with administrative works. One of the tasks that I had done was stock take. Stock take need to do regularly and keep updated the amount of stock that the library had. The stock consists of stationaries and office equipment which located at Level 2 in Store Room.

Pn Aini was the one who responsible in managing and controlling the stock in Store Room. She did record all the list of stationaries and office equipment that had been purchased and keep updated from time to time. She already done the stock take on the January 2020 and now she asked me to count the current stock for the mid-year statistics.

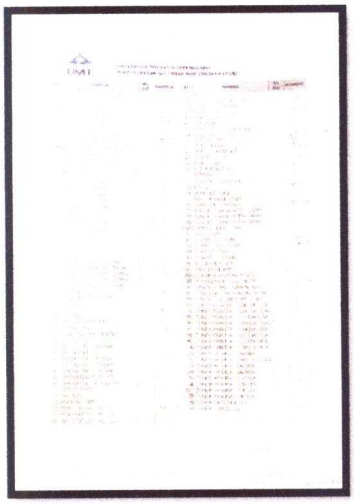


Figure 3.23

List of stocks count

The stocks must be update because the report need to be sent to Bendahari UMT and they will evaluate how the organization manage their stocks. It also to ensure adequate stocks for the staffs. If there were stationaries or office equipment out of stock, Pn Aini will make a purchase.

3.1.18 Chairman of the University Board of Director visit to PSNZ

On 24th June 2020, the Chairman of the UMT Board of Director pay a visit to PSNZ. Before the event, there were a lot of preparations been made to ensure everything goes well during the visit. The first task was assigned for me was to create a tentative program. En. Shahrul did briefly explained how the event would go and what to be included in the tentative. He did guide me in completing the task by sharing the template of tentative program. After I had completed the task, En. Shahrul did reviewed the tentative program before finalized it.

En. Shahrul also did asked me to participated in the committee meeting regarding to the visit. In the meeting, En Abu Hassan had appointed me as a secretary for this event. I took it as a challenge for me in conducting an important event and tried my best to help the committee in arranging the event.

There was a second task assigned to me for this visit where En. Shahrul asked me to create one design for the visitors' book. The design will be put in the visitor's book and been signed by the Chairman on the day of visit. I did used my creativity in creating the design and I used Canva as my tools. The design was shown to En. Shahrul and he asked me to show to the committee members also and ask for their opinion regarding to my design.

Figure 3.24

Design for visitor's book

Figure 3.25

The Chairman signing the visitor's book

Figure 3.26

Token of gift

Figure 3.27

During the visit of Chairman to PSNZ

3.1.19 Filing process

In administration section, filing process was very important and every incoming and outgoing letter must be put in their own files as our record. Having a good filing system will ease the process of retrieving the documents. PSNZ had a systematic filing system where each of the cabinets had labels and list of files. The files were arranged in orderly and the location of file room were secured.

Pn. Aini did assigned me to do the minutes file. Each file contains their own minutes where we jotted down the incoming and outgoing letter. For the incoming letters, we need to write down using red pen while for the outgoing letters, we need to used black pen. Each of the letters need to be numbered and arranged from the latest date to the old date.

The second task regarding to the filing process, Pn Aini did assigned me to rearrange the files according to their numbered. Some of the files might be misplaced and I need to double check whether the file was in the right cabinets or not. Each drawer need to have only 25 files in it to avoid from damage.

FAIL 100 - PENTADBIRAN		
BIL	NAMA FAIL	NO. RUJUKAN : UMT/PSNZ/
1	Kumpulan Inovatif & Kreatif	100 – 0/1 JLD 2
2	Majlis Bersama Jabatan UMT	100 – 0/3 JLD 3
3	Petunjuk Prestasi (KPI)	100 – 0/5 JLD 4
4	Arahan, Pekeliling & Panduan - Dasar	100 – 4/0 JLD 3
5	Pekeliling UMT	100 – 4/3 JLD 4
6	Pekeliling Bersatar	100 – 4/8 JLD 3
7	Exsco / Fakyeran	100 – 6/1 JLD 4
8	Jemputan Majlis	100 – 6/2 JLD 15
9	Syarahan Inaugural	100 – 6/2/3 JLD 2
10	Jawatankuasa – Dasar	100 – 10/0 JLD 3
11	Jawatankuasa Perpustakaan UMT	100 – 10/12
12	Jawatankuasa Perubahan Pengurusan Manuskrip Perpustakaan	100 – 10/12/4 JLD 2
13	Jawatankuasa Pakaian Seragam	100 – 10/19
14	Jawatankuasa Kebajikan Pelajar	100 – 10/29
15	Jawatankuasa TNC (Akademik & Antarabangsa)	100 – 10/33 JLD 2
16	ISO	100 – 10/44 JLD 2
17	Jawatankuasa Hari Patriotik & Perayaan Kemerdekaan	100 – 10/48 JLD 2
18	Jawatankuasa Pengurusan Aset UMT	100 – 10/50 JLD 2
19	Jawatankuasa Penerbitan UMT	100 – 10/58 JLD 3
20	Jawatankuasa AUDIT	100 – 10/62 JLD 2
21	Jawatankuasa Cara & Kelestarian Kampus UMT	100 – 10/89 JLD 2
22	Jawatankuasa Pembinaan Syarikat PSNZ	100 – 10/91 JLD 2
23	Jawatankuasa Pegawai Perhubungan Korporat UMT	100 – 10/124 JLD 2
24	Jawatankuasa Pengurusan Masjid	100 – 10/127 JLD 2
25	Jawatankuasa Pembinaan Teknikal Pusat	100 – 10/149

Figure 3.28

List of files

3.1.20 Checking library assets

Starting from 5th July to 30th July 2020, the process of checking assets was being carry out for each of officer's room. It involves 4 main department which was BPTP, BPSI, BPPM and BPKS. Total of 18 rooms were manage to complete the process of checking the library assets. Pn Rozita did assist me during the process and she did accompany me going to each officer's room and jotted down the assets' number.

The last process of checking library assets was done in 2010. Now, in 2020, the list needs to be updated. There was a scheduled made by Pn Rozita and it had been sent to all officer so that the officer will be available on that date. The schedule was as below:

Table 3.3

Schedule of checking library assets

BIL	TARIKH	BAHAGIAN	BILIK PEGAWAI
1.	5 Julai – 9 Julai 2020	BPKS	1.En. Ahmad Abdul Rahim bin Alias Timbalan Ketua Pustakawan Kanan
			2.En. Mohd Shahrulnizam bin Zuraimi Timbalan Ketua Pustakawan/Ketua Bahagian BPKS
			3. En. Syed Mohammad Helmy bin Md. Akhir Pustakawan Kanan
			4. Pegawai baru
2.	12 Julai – 16 Julai 2020	BPPM	1.En. Almanizam bin Alias Pustakawan Kanan/Menanggung Tugas Ketua Bahagian BPPM
			2. Cik Sharifah Akmal binti Syed Abd. Rahman Pustakawan Kanan
			3. Pn. Nur Farizah binti Abdullah Pustakawan Kanan

			4. Pn. Wardah Nazihah binti Othman Pustakawan Kanan
			5. Pn. Harisom Anida binti Musa (Cuti Belajar) Timbalan Ketua Pustakawan
3.	19 Julai – 23 Julai 2020	BPTP	1. Pn. Rabiatul Addawiyah Hanim binti Mohd Rosli Timbalan Ketua Pustakawan/Ketua Bahagian BPTP
			2. En. Mohammad Asmawi bin Abdul Rahman Pustakawan Kanan
			3. En. Mohd Hairolanuar bin Mohamad Pustakawan Kanan
4.	26 Julai – 30 Julai 2020	BPSI	1. Pn Fatimah binti Salim Timbalan Ketua Pustakawan/Ketua Bahagian BPSI
			2. Pn. Sarawati binti Sulong Pustakawan Kanan
			3. En. Amir bin Abdul Khalik Pustakawan Kanan
			4. Pn. Norsollehah binti Ahmad Pustakawan Kanan

According to the schedule, it would take 4 weeks in completing the task but Pn Rozita and I were managed to took only 2 weeks in completing all 18 rooms and print out the new list of library assets in officer's room.

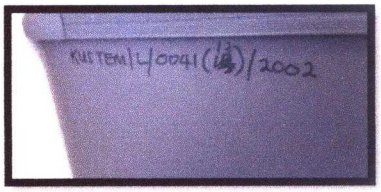


Figure 3.29

Asset's number

3.1.21 Demonstration of OBS

OBS stands for Open Broadcaster Software which it is a free and open source software for video recording and live streaming. Due to the pandemic COVID-19 most of the programs or events held by organizations had done through online either video recording or live streaming on social media. PSNZ also had done a few programs through Webinar using either Zoom or Cisco Webex. In order to improve the performance and quality of live streaming for PSNZ, the staff had invited En. Bahar to do the demonstration on how OBS works.

En. Shahrul did asked me to join the demonstration session that been held in meeting room so that I would get a new knowledge. Nowadays, everything we did was depending on technology and we need to explore the latest technology that will help our organization perform well and in line with the development of technology.

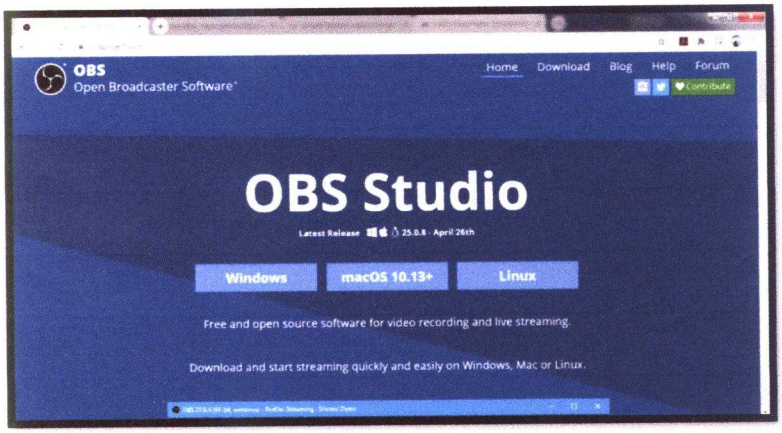
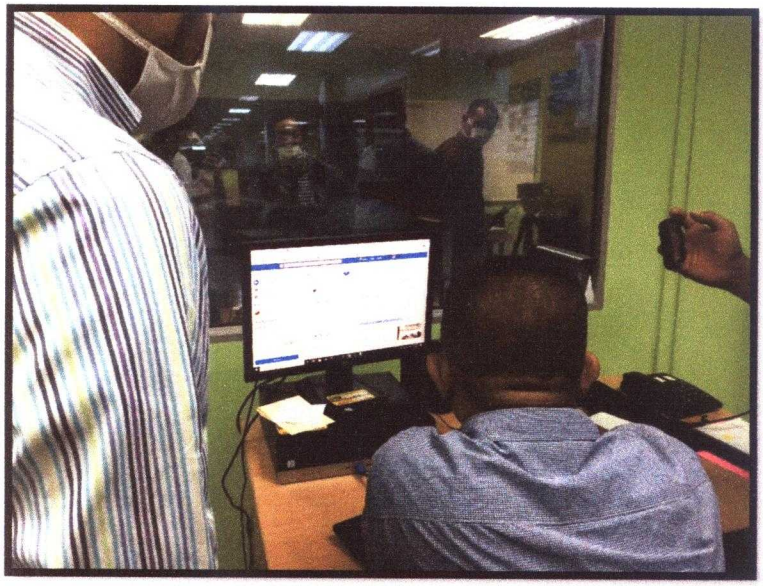


Figure 3.30

OBS Installer page

There were a few staff that participated in the demonstration which were En. Uzaini, En. Asmawi and En. Hairolanuar. We did see how OBS works and it such a great software to use if we wanted our live streaming run smoothly and interesting.



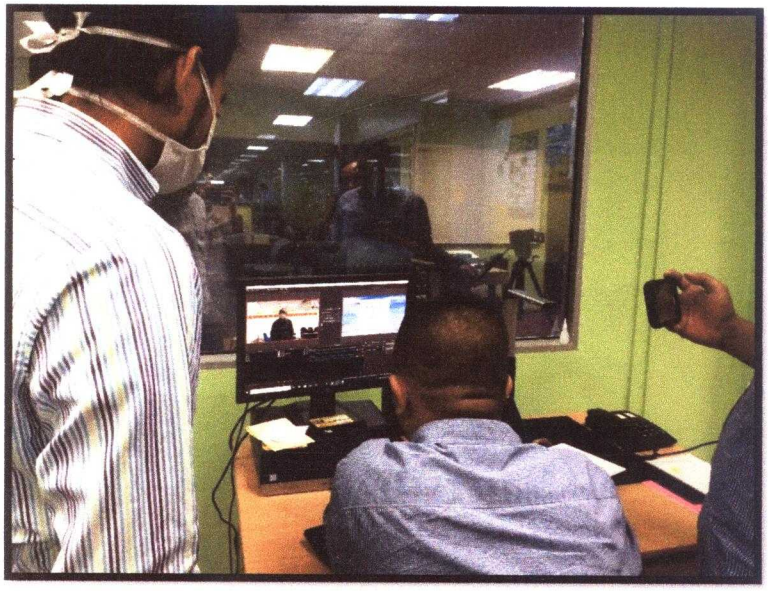


Figure 3.31

OBS Demonstration by En. Bahar

3.1.22 Lestari Program

Lestari Program was held every Monday morning at PSNZ Meeting Room. All of the staff were involved in this program. The main purpose of Lestari was to encourage reading among the library staff where there was a book review session by PSNZ staff. Each staff would be making a book review once their turn had arrived. They will share the details of the books (eg:title, author, price and explained briefly what was the content of the book. Furthermore, if there were any issues were brought in or any information to inform, they would tell and discussed during Lestari.

3.1.23 Farewell Ceremony

On 27th July 2020, PSNZ had organized farewell ceremony for me as it was my last week of internship at the organization. During the ceremony, I need to give my final speech in the meeting room. It was my chance to thank and apologize to all of the PSNZ staffs that helping me throughout the 6 months I undergo my industrial training. It was such a sad moment because I was going to end my industrial training journey and there were so many great moments that I have created at PSNZ. The ceremony was continued by giving the presents as a token of gratitude.

Figure 3.32

My last speech

Figure 3.33

Certificate given by En Abu Hassan Ghazali

Figure 3.34

My appreciation gift to PSNZ

3.2 Special Project

There was a requirement for the student to conduct at least one special project during his/her industrial training. Below were the special projects that I had conducted during my 6 months of industrial training at PSNZ.

3.2.1 Sekolahku Universitiku Program

For my special project, PSNZ had already give me this project and asked me to be part of it as it going to be my special project and last project during my industrial training. The project planning was started on February 2020 where En. Shahrul already brought this program into meeting and he said that the library will involve with this program soon. But sadly, Malaysia was facing COVID-19 Outbreak and the Government had to announce for RMO in March 2020. The program was finally be able to conduct in July and I was able to be part of it.

Sekolahku Universitiku was one of the aspirations from the Ministry of Education that been introduced by YB Dr. Maszlee Malik in 2019. Total of RM500, 000 was allocated for activities in 2019 while the remaining RM1.5 million for 2020. This program was one of the efforts to encourage students and universities to help improve facilities and academic development in selected schools according to organization's respective fields and abilities.

UMT and PSNZ had involved this program and received the budget from the MOE. There were two schools that had been selected which was SK Mengabang Telipot and SK Duyong in Kuala Terengganu. The schools that had been choose can be classified as poor school and we as the Higher Institutions will help the school in improving their facilities and academic development. The main objectives of the event were:

- To help the community around us with the ability and experts that we have at universities.
- To create a good relationship between the community and the institutions.
- To reduce the gap between the schools and higher institutions.

Before the program

On the 12th July 2020, En. Shahrul did informed me about the project that will be conducted at SK Mengabang Telipot and he told me that this would be my special project assigned by him. He appointed me as the Project Manager for this Sekolahku Universitiku Program. It was my first experienced being pointed as a Project Manager in conducting a program with community. Furthermore, En. Shahrul also informed that on 16th July 2020, we would visit the school to look at their School Resource Centre (SRC) and Multimedia Room.

On 16th July 2020, we were going to SK Mengabang Telipot to see the site for the project and discuss with the teacher in charge. Besides En. Shahrul and I, there were another 4 staffs that followed us to the school as they also part of the project. Those staffs were En Azmi, En Uzaini, En Zaidi and En Syukri were participated in this program. We did visit the schools at 10.00 a.m. and met teachers and the school's headmaster. The teachers did show us the SRC where we would paint the building with the new colour and then for Multimedia Room there would be demolishing the wood bench and put the new tiles in that room. En. Shahrul did explained to the teachers and the headmaster about our program and what we would contribute to the school. All of the expenses were managed by UMT.

Figure 3.35

Visit the SRC

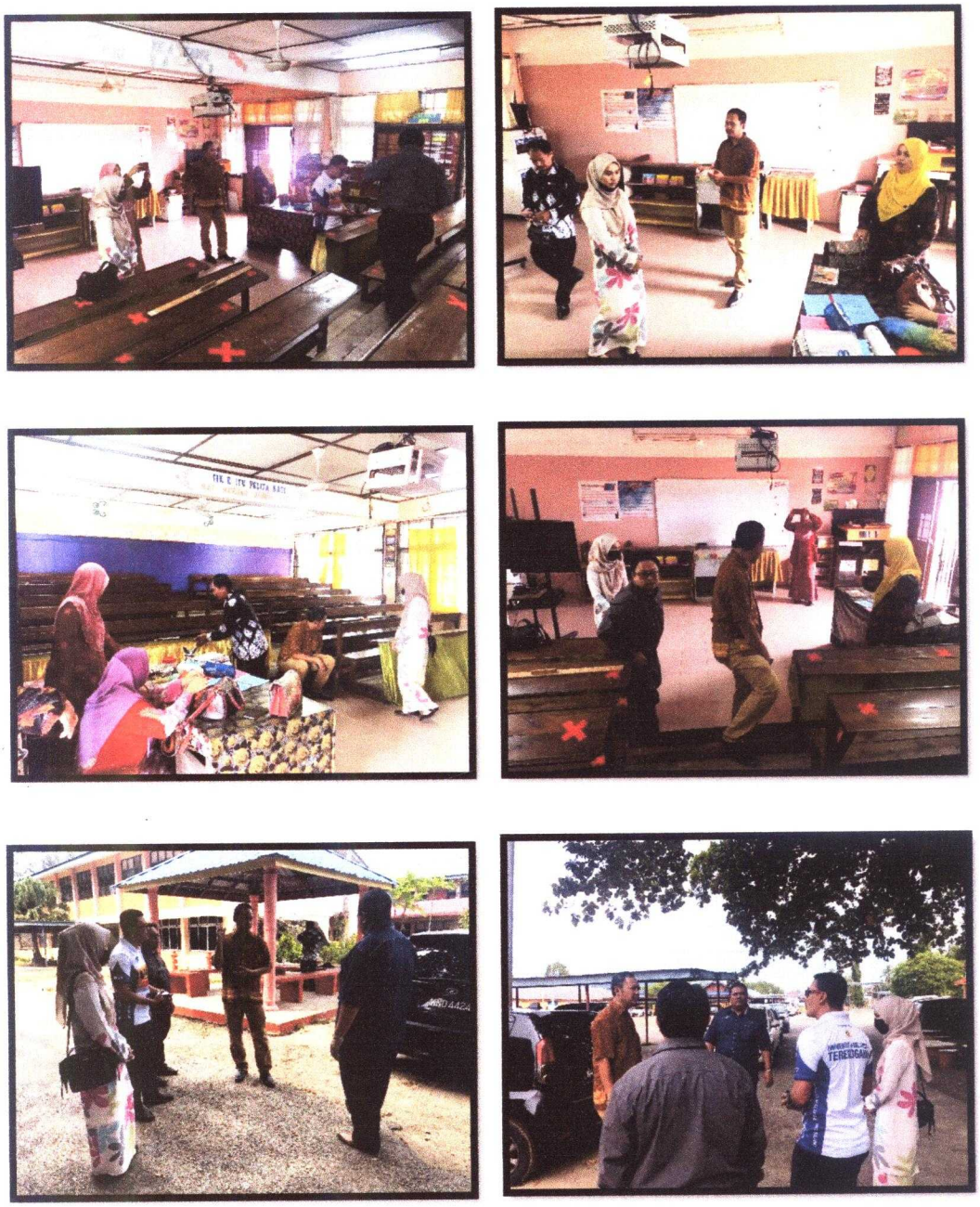


Figure 3.36

Visit the Multimedia Room

After visiting the school, En. Shahrul did assigned me to make a work schedule. He asked me to make a first draft on how the flow of the project would go and how many days the project would take. I did prepare the schedule as below:

Table 3.4

1st draft of working schedule

Minggu	TARIKH	TEMPAT	KERJA-KERJA
	09.07.2020 KHAMIS	SK Mengabang Telipot	• Melihat tapak projek di SK Mengabang Telipot -perbincangan dengan pihak sekolah mengenai kerja-kerja yang akan dijalankan -fokus utama pada kerja-kerja mengecat bangunan pusat sumber sekolah
Minggu 1	12.07.2020 – 16.07.2020	Pusat Sumber Sekolah SKMT	Ahad: ➢ Confirmation dengan pihak PPH mengenai peralatan untuk kerja-kerja yang akan dijalankan ➢ Maklum kepada pihak sekolah tarikh mula kerja
			Isnin-Rabu: ➢ Kerja-kerja mengecat bahagian luar bangunan perpustakaan mula dijalankan
			Khamis: ➢ Kerja-kerja memasang wallpaper di dalam PSS
Minggu 2	19.07.2020-23.07.2020	Pusat Sumber Sekolah SKMT	Ahad: ➢ Kerja-kerja memasang wallpaper di dalam PSS
		Bilik Multimedia	Isnin: ➢ Kerja-Kerja merobohkan bangku kayu
			Selasa-Rabu: ➢ Kerja-kerja memasang tiles

On 15th July, there were a committee meeting discussing about the project that would be held at SK Mengabang Telipot. All of the committee members were participated in the meeting and did finalize the work flow. The input from the meeting were listed as below:

- Painting would take 3 days to finished the whole SRC building, start at 8.30 a.m. until 4.30 p.m.
- Confirmation of staffs involved (En. Shahrul, En. Azmi, En. Uzaini. En. Hasdan, En. Zaidi, En. Syukri)
- Letter of appointment of committee members
- Demolishing wood bench and put new tiles took 3 days to finished.
- Confirmation of painting tools and color code of the building

In the meeting, En Shahrul did asked me to present on the schedule that I had make and brief to the other staffs. I was quite nervous to present in the meeting but I manage to deliver the presentation until finished. I really appreciate the staffs because they were all listened to me during my presentation and give a feedback.

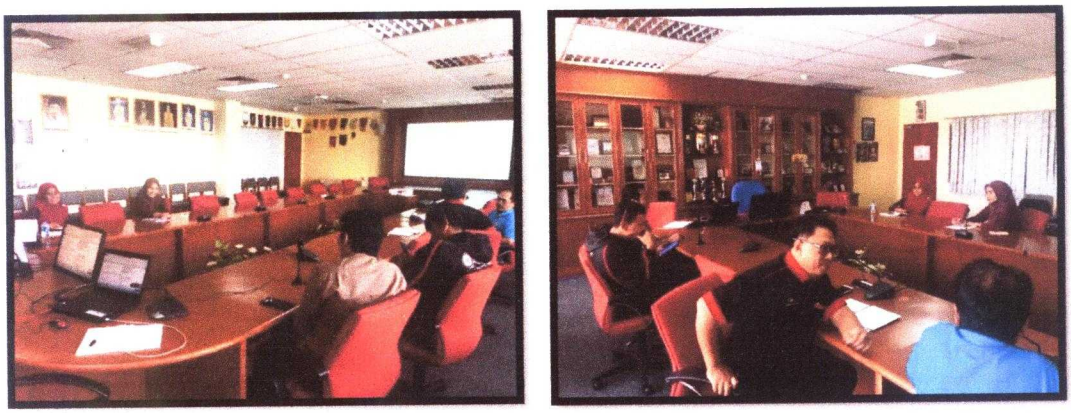


Figure 3.37

Committee Meeting of Sekolahku Universitiku Program

After the meeting, I did fix the schedule that I had done before by inserting the new input received during the meeting. The second schedule had been finalized and get approval from En. Shahrul. The finalized work schedule was as follow:

Table 3.5

The final work schedules

MINGGU	TARIKH	TEMPAT	KERJA-KERJA
	09.07.2020 KHAMIS	SK Mengabang Telipot	• Melihat tapak projek di SK Mengabang Telipot -perbincangan dengan pihak sekolah mengenai kerja-kerja yang akan dijalankan -fokus utama pada kerja-kerja mengecat bangunan pusat sumber sekolah
	15.07.2020 RABU	PSNZ	• Mesyuarat projek: -membincangkan tarikh kerja yang akan dijalankan
Minggu 1	21.07.2020 – 23.07.2020	Pusat Sumber Sekolah SKMT	Selasa-Khamis ➢ Kerja-kerja mengecat bahagian luar bangunan Pusat Sumber Sekolah SKMT
Minggu 2	26.07.2020	Bilik Multimedia SKMT	Ahad ➢ Kerja-kerja merobohkan bangku kayu di dalam Bilik Multimedia
	28.07.2020-29.07.2020	Bilik Multimedia SKMT	Selasa-Rabu: ➢ Kerja-kerja memasang tiles

During the program

On the 21st July 2020, the Sekolahku Universitiku program had started. All of the staffs that involved went to SK Mengabang Telipot with the appropriate attire to paint the SRC building.

- First day of painting

  We did arrive at the school at 8.30 a.m. and had a breakfast prepared by the Students and Alumni Affairs (HEPA UMT). We started painting at 9.00 a.m. The first thing that need to be done was undercoat the previous color with white paint. It is the first layer of painting.

Figure 3.38

Ready to paint

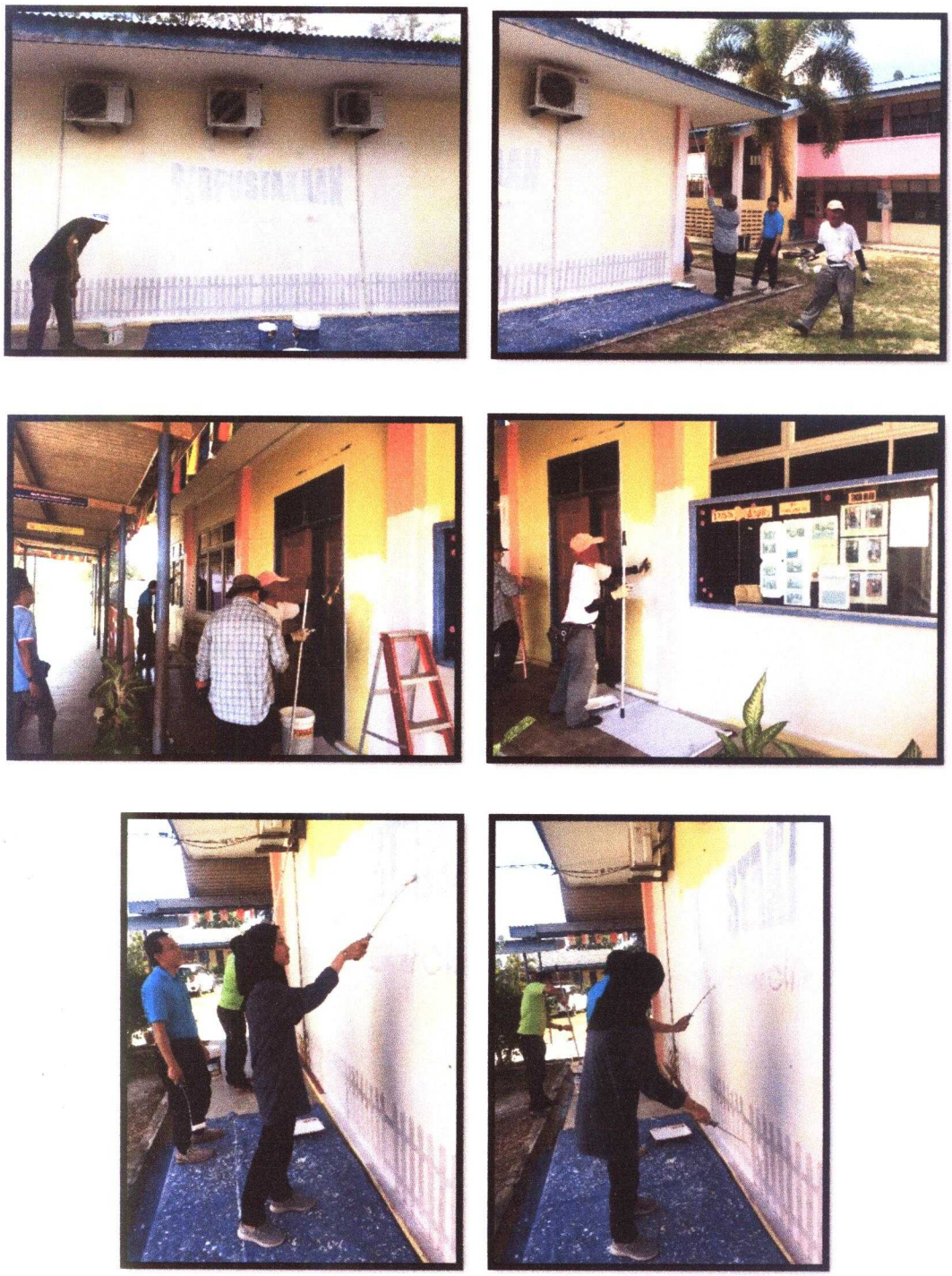


Figure 3.39

Undercoat process

Figure 3.40

During break

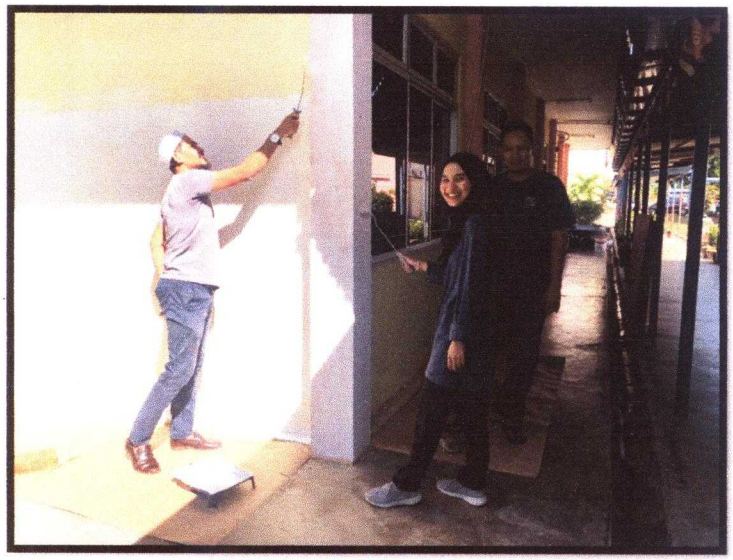


Figure 3.41

A photo with my supervisor during the project

- Second day of painting

As usual, we arrived at the school at 8.30 a.m. and had breakfast before started our work. For the second day, we already started with painting the actual color that the school wanted which was combination of dull green and a darker green. The SRC of SK Mengabang Telipot look much better with the new color and it look so bright and attractive.

Figure 3.42

Day 2 of painting

- Third day of painting

On 23rd July, it was the last day for painting project and all of the staffs were work together to complete the last finishing of painting the SRC building. There were only a few things left to finish and we were managed to settle the painting project at noon. The project on the last day only from 8.30 a.m. until 1.00 p.m. as we already complete painting the whole building of SRC. The progress for painting were as on schedule where we manage to finish paint the building within 3 days.

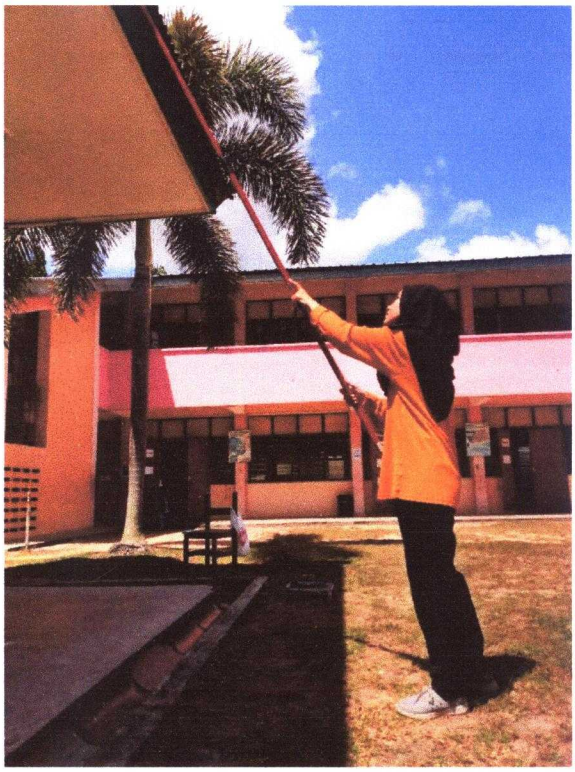


Figure 3.43

Final touch up done by me

After the program

After finishing the painting, we cleared out the tools and clean up the SRC area before we leave the school. All of the paint brush was washed and the leftover paint was kept. Last but not least, we did have a group photo and it remarks as end of our project. We thanked to the schools as they cooperate with us in finishing the project and we handed in the SRC to Pn Aini Liza as she was the one who responsible towards the SRC. She was so happy with the end results and thanked us for this project.

Figure 3.44

Group photo with Pn Aini Liza and PSNZ staffs

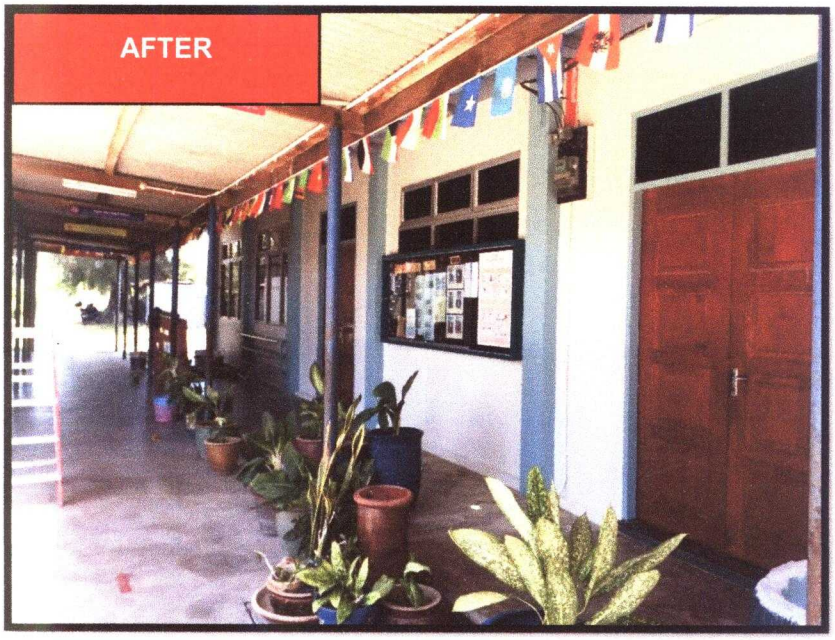


Figure 3.45

Before and After painting the SRC

Figure 3.46

The final look of the SRC SK Mengabang Telipot

3.2.2 Installation of Dspace (Institutional Repository)

Under Digital Data & Repository Section, I was assigned by Encik Mohamad Asmawi to install Dspace. Dspace was a software of choice for academic, non-profit and commercial organizations building open digital repositories. Dspace preserves and enables easy and open access to all types of digital content including text, images, moving images, mpegs and data sets. Dspace also was an open source where it did not involve any cost in installation and maintenance of IR.

As we know, all of the higher institutions, did have their own Institutional Repositories (IR) where they kept all of their collections in digital format. There were also another types of software that been used by other institutions which was Eprints. Both Dspace and Eprints act as IR to the institutions. Examples of universities that used Dspace as their IR was as follow:

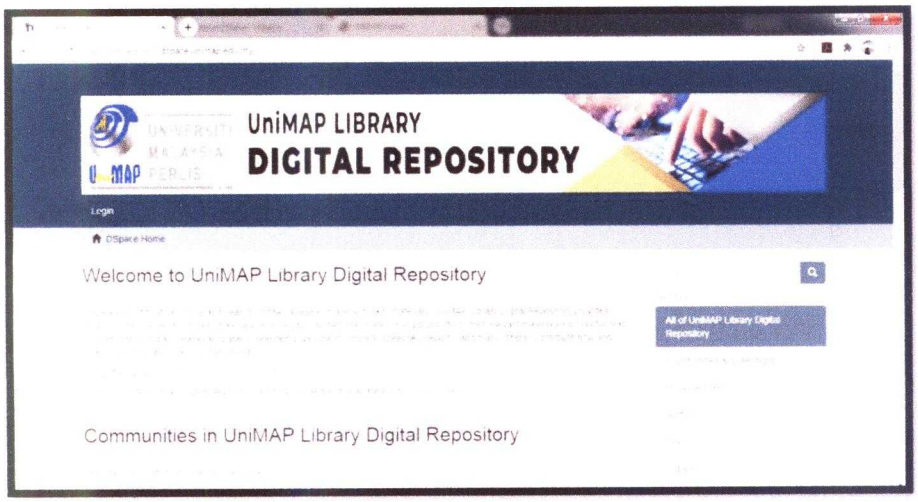


Figure 3.47

UniMAP Library Digital Repository

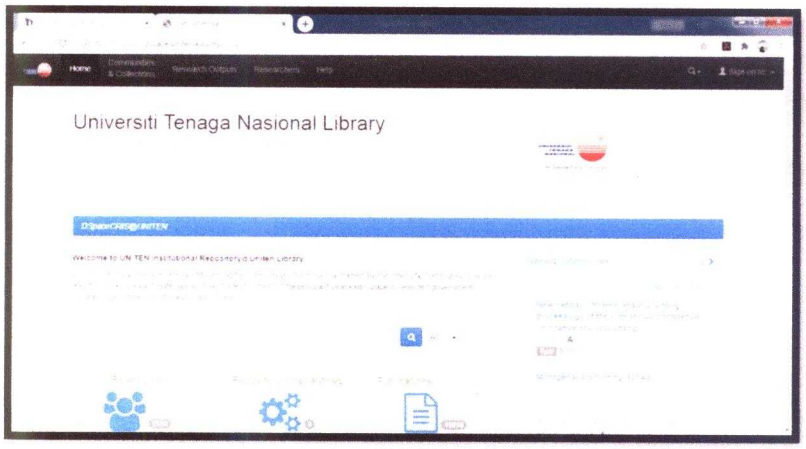


Figure 3.48

UNITEN Institutional Repository

Figure 3.49

UMT Institutional Repository

As shown in Figure above, UMT also did used Dspace as their Institutional Repository so En. Asmawi wanted me to be able in installation of Dspace and get to know how exactly the steps in developing IR.

Before Installation

Before installation process, En. Asmawi did gave me the installer for Dspace and a manual of installation for Windows. He wanted me to try all by myself and if there were any problems he was there to help and guide me. In my last semester, I already had an experience installing Eprints for my Digital Library subject but with the help from my classmates. But now, at PSNZ, I had to do it all by myself and En. Asmawi did not want me to get any help from other seniors. I challenge myself to be able in installing Dspace even though I know the process was not that easy. It required a lot of patience and understand the instructions.

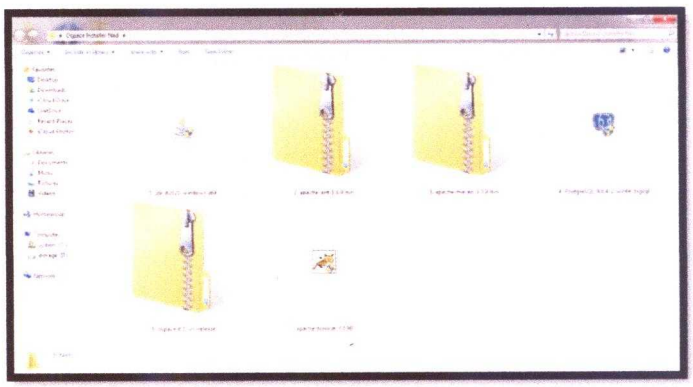


Figure 3.50

Dspace Installer

As we could see in the figure above, there were six items for Dspace Installer which were:

- Apache-ant-1.8.1
- Apache-maven-3.0.1
- Apache-tomcat-7.0.5
- Dspace-1.7.0-src-release
- Jdk-6u23-windows-i586
- Postgresql-9.0.2-1-windows_x64

All of these installers could easily get and download from the Internet.

Installation Process

First of all, we need to understand the manual given first and look at each step 1 by 1 to ensure that we had all the requirements needed. The steps in installing Dspace were as follow:

STEP 1: Unzip Apache Ant, Apache Maven and Dspace zip files

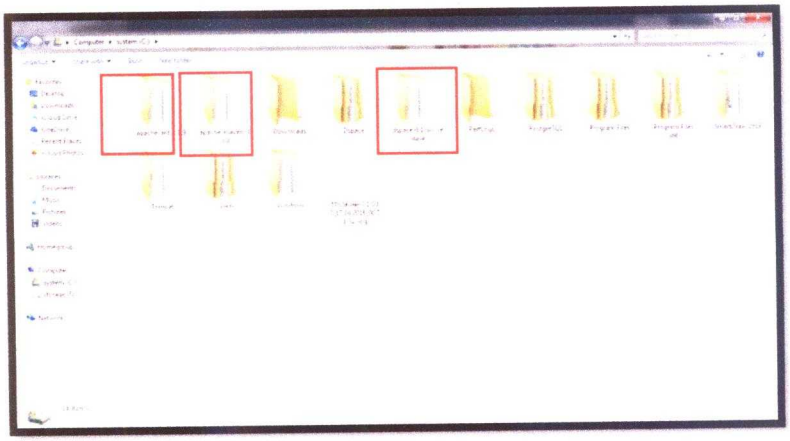


Figure 3.51

Unzip Installer in C Drive

STEP 2: Install Java JDK Software

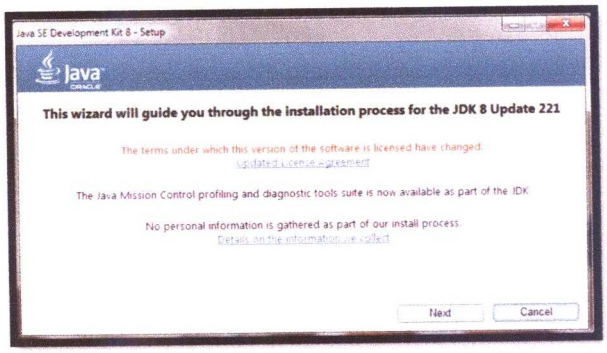


Figure 3.52

Java installation

- Follow the Java installation instruction until FINISH
- Once finish, Java will be automatically installed in our Windows

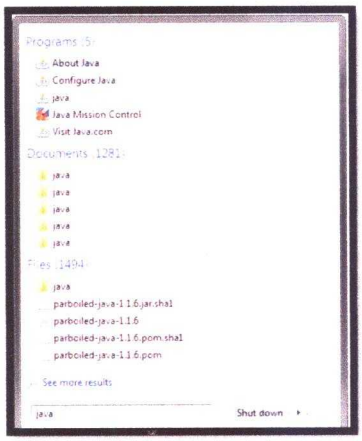


Figure 3.53

Java

STEP 3: Add Environmental Variables

- Go to My Computer and by right click, click on Properties

Figure 3.54

My Computer

- Click on Advance systems settings – Environment variables – Click on PATH – Edit

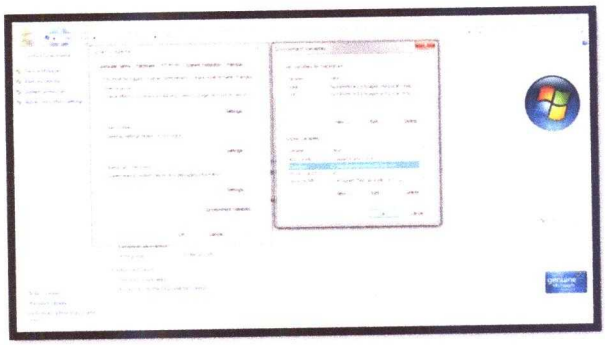


Figure 3.55

Advance System Settings

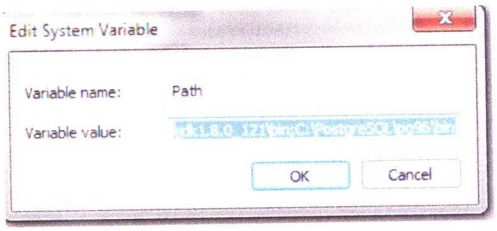


Figure 3.56

Path

- Add new User Variable (ANT_HOME and JAVA_HOME)

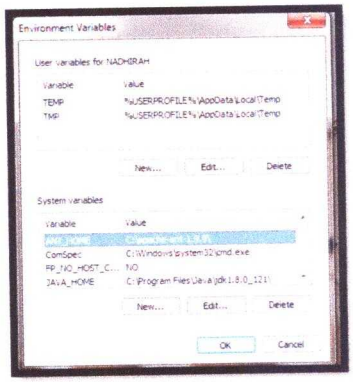


Figure 3.57

New User Variable

- Open command prompt and verify the java, ant and maven

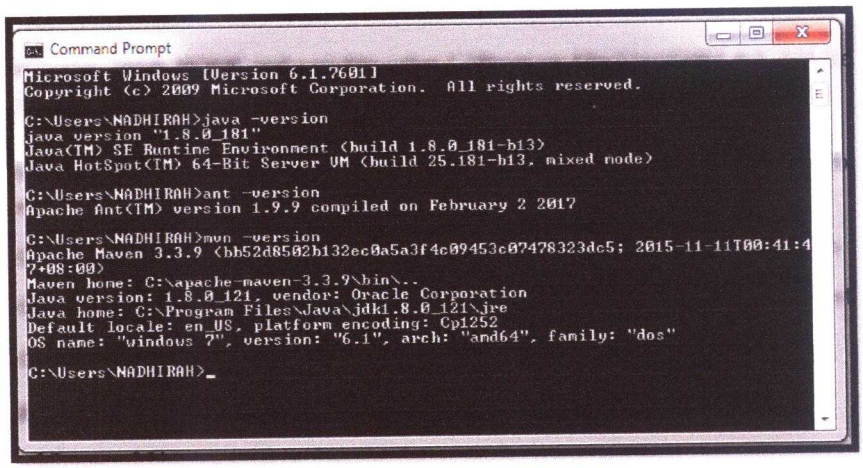


Figure 3.58

Command Prompt

STEP 4: Installation of PostgreSQL

- Follow onscreen instruction to install PostgreSQL
- Once Finish, open PG Admin 3 in computer. Right click on Server – Local host and connect server using password 'dspace'
- Add new Login Role and New Databases

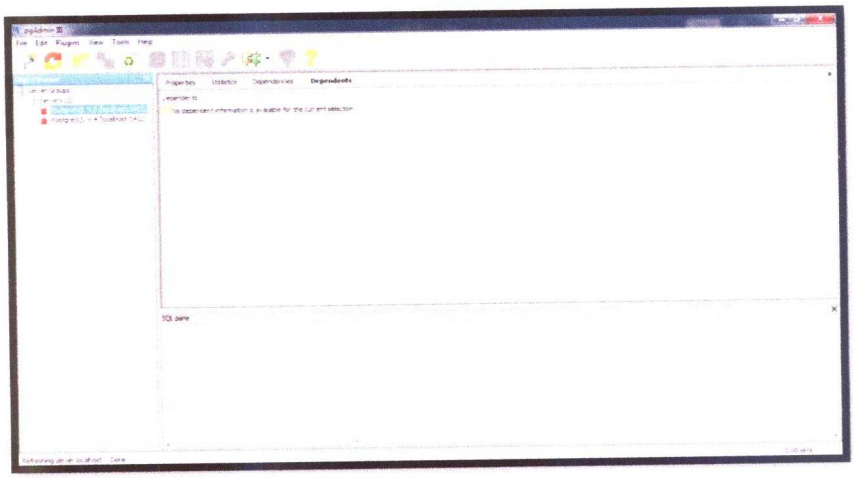


Figure 3.59

PG Admin 3

STEP 5: Installation of Apache Tomcat

- Follow onscreen instruction to install Apache Tomcat
- After finish, click on Start to start Apache Tomcat Server

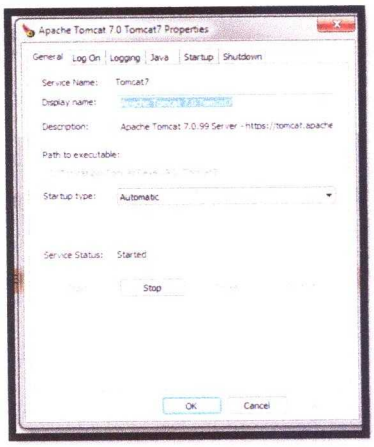
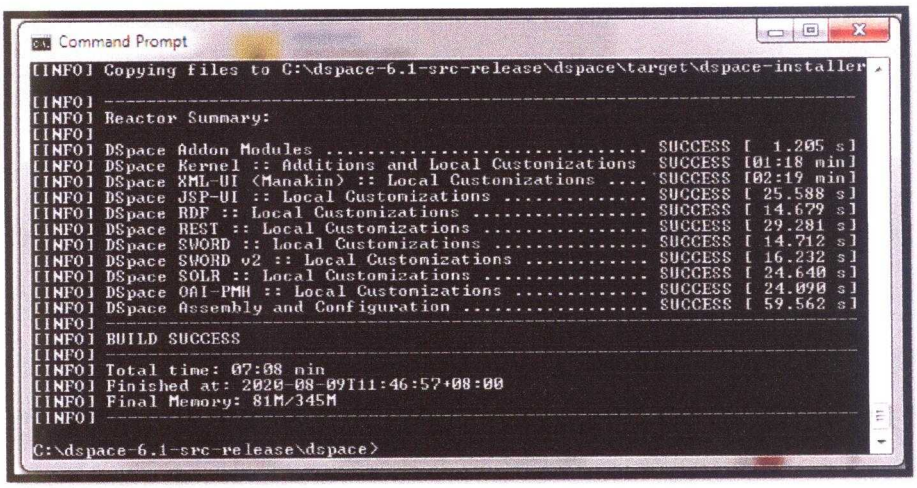


Figure 3.60

Apache Tomcat

STEP 6: Installation of Dspace Software

- Copy the path 'C:\dspace-6.1-src-release\dspace' or from C Drive and paste it in the Command prompt prefix cd.
- C:\Users\(Name of Computer)>cd C:\dspace-6.1-src-release\dspace and press enter. After this type "mvn package" in the command prompt like this: C:\dspace-6.1-src-release\dspace>**mvn package** (then press Enter)
- At the end of Installation 'BUILD SUCCESSFUL' will be appeared on screen.



```
Command Prompt
[INFO] Copying files to C:\dspace-6.1-src-release\dspace\target\dspace-installer
[INFO] ------------------------------------------------------------------------
[INFO] Reactor Summary:
[INFO]
[INFO] DSpace Addon Modules ............................... SUCCESS [  1.205 s]
[INFO] DSpace Kernel :: Additions and Local Customizations  SUCCESS [01:18 min]
[INFO] DSpace XML-UI (Manakin) :: Local Customizations .... SUCCESS [02:19 min]
[INFO] DSpace JSP-UI :: Local Customizations .............. SUCCESS [ 25.588 s]
[INFO] DSpace RDF :: Local Customizations ................. SUCCESS [ 14.679 s]
[INFO] DSpace REST :: Local Customizations ................ SUCCESS [ 29.281 s]
[INFO] DSpace SWORD :: Local Customizations ............... SUCCESS [ 14.712 s]
[INFO] DSpace SWORD v2 :: Local Customizations ............ SUCCESS [ 16.232 s]
[INFO] DSpace SOLR :: Local Customizations ................ SUCCESS [ 24.640 s]
[INFO] DSpace OAI-PMH :: Local Customizations ............. SUCCESS [ 24.090 s]
[INFO] DSpace Assembly and Configuration .................. SUCCESS [ 59.562 s]
[INFO] ------------------------------------------------------------------------
[INFO] BUILD SUCCESS
[INFO] ------------------------------------------------------------------------
[INFO] Total time: 07:08 min
[INFO] Finished at: 2020-08-09T11:46:57+08:00
[INFO] Final Memory: 81M/345M
[INFO] ------------------------------------------------------------------------

C:\dspace-6.1-src-release\dspace>
```

Figure 3.61

Build Success for Dspace

STEP 7: Creating Administrator

- Details in creating administrator were as follow:

E-mail address: tgnurnadhirah@gmail.com
First name: tg
Last name: nadhirah
Password: dspace (This password will not be displaced on Screen)
Again to Confirm: (Re-type password i.e. dspace)
Is the above data correct? (y or n) Press Y.

STEP 8: Copying the webapps to Tomcat Server

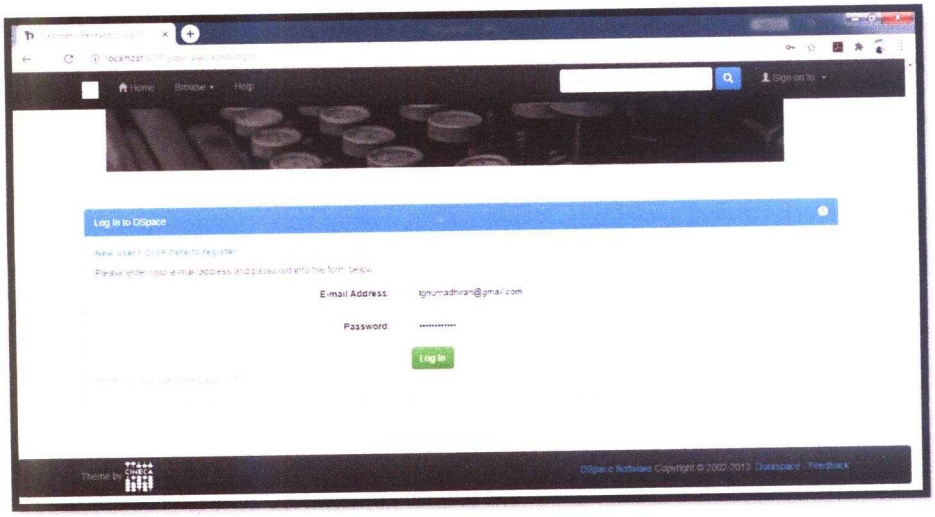
- Open C:\dspace\webapps by clicking on:

  Computer → Local Disk (C:) → dspace → webapps

- Then copy three folders namely jspui, xmlui and solr and paste in C:\Program Files\Apache Software Foundation\Tomcat 9.0\webapps directory.

STEP 9: Opening Dspace in browser

- Start tomcat service
- Then Open browser and type: http://localhost:8080/jspui
- DSpace screen will appear then Click on Sign on to (shown in upper right corner) and Click on My DSpace.



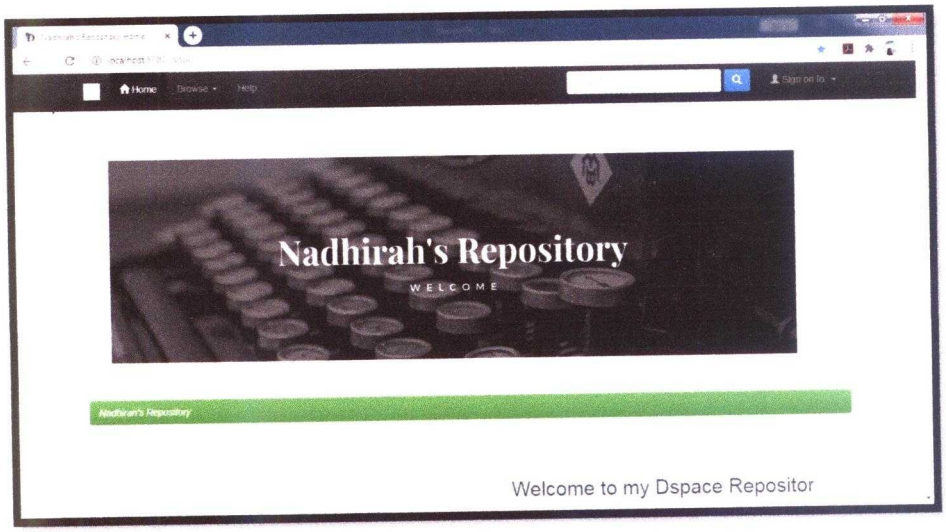


Figure 3.62

My Repository

After Installation

It took me about 2 weeks to complete the installation of Dspace. I did go through many ERRORS in the process of installing Dspace but I not give up and keep on trying until I am able to open the repository on browser. Once the installation was complete, I did start on customizing the interface of my repository. At the beginning, the interface was simple and just wording. So, I had decided to customize my repository and put some content in it.

I had decided to make the Dspace as my personal repository where I kept all my assignments and project during my Diploma and Bachelor. Even though this project was not for PSNZ, En Asmawi wanted me to know the technical part of installing systems. Nowadays organizations were looking for someone who were experts in technical part because not many had the ability to perform and expert in systems.

I already had an experience in installing the Dspace software and it could be one of my advantages that I can be proud off. The time and efforts that I had put in installing the software were all worth it. In the future, I hope I will be an expert on Dspace and be able to help the other institutions in managing and developing their Institutional Repository by using Dspace.

Here were some of the customization that I had done to my repository:

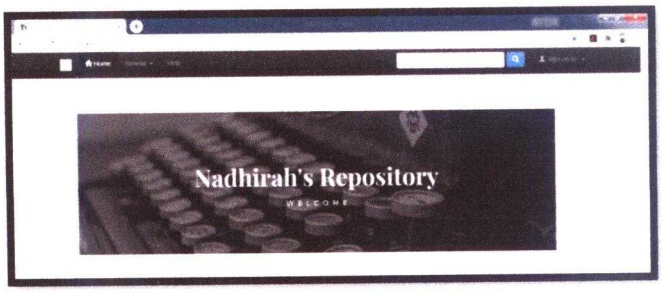


Figure 3.63

My Repository Header

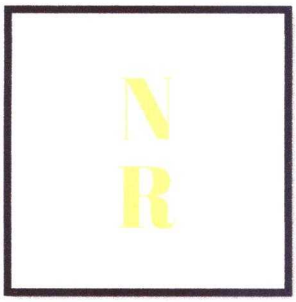


Figure 3.64

My Repository Logo

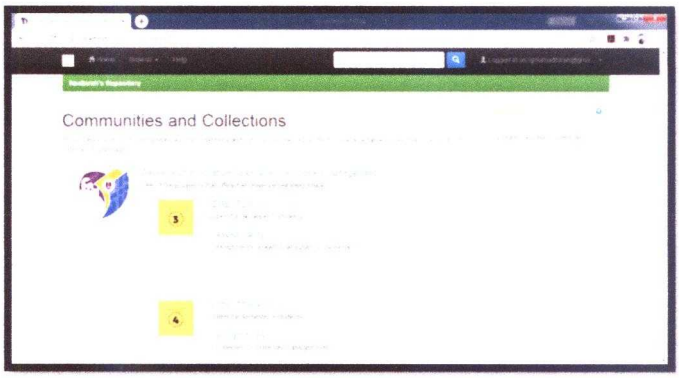


Figure 3.65

Communities and Collections in Dspace

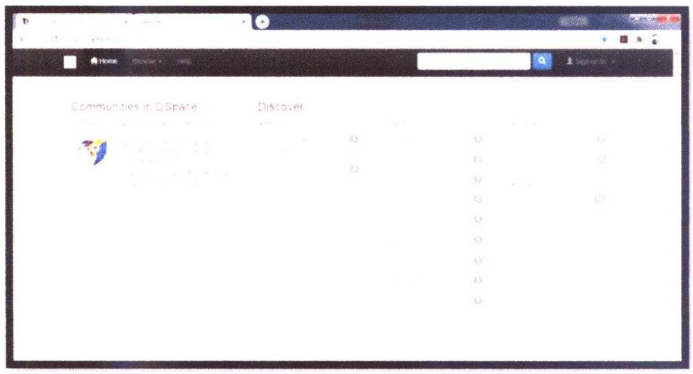


Figure 3.66

Content in my repository

CHAPTER 4:

REFLECTIVE WRITING

4.1 APPLICATION OF KNOWLEDGE, SKILLS AND EXPERIENCE IN UNDERTAKING THE TASK (KNOWLEDGE GAIN)

During my 6 months of internship at PSNZ, I had experienced many things. Each task that I undertook, I did apply the knowledge that I had learn in my previous semesters and also, I did gain something new from the industry. Most of the subjects in Library Management courses were about theory and when I started my industrial training, I could see how the technical part actually work. Library was not only about books, but it involves a large community, users, services, networking and also a public relation.

- Cataloging Process

  Cataloging was one of the core subjects for Library Management students should take because it is very important to the library to have a skill in cataloging the materials. I had taken a few subjects that related to cataloging which were IML 507-Organization of Information: Descriptive Cataloging, IML 555-Organization of Information: Subject Cataloging and Classification, IML 605-Organization of Information: Abstracting and Indexing and IML 655-Organization of Information: Computerized Cataloging. By having a knowledge on how to catalog the records, it was easy for me to carry out the task given under the Metadata & Indexing Section. I also did show my cataloging skills by completing 50 catalog records and manage to complete it with the knowledge that I had and the guidance from the staffs. During my last semester, I did learn to catalog books using KOHA systems but in PSNZ, they used W-ILMU. Even though the system was different but the skills and knowledge of cataloging was still the same and could be applied in both systems.

- Institutional Repository

The task related to IR did involve IT skills where we need to know how the systems works and how to configured the repository. At PSNZ, they had their own IR, and they were using Dspace software for their UMT-IR. I did apply my knowledge on IR based on the subject IML 651-Digital Libraries that I had learn in my Semester 6. The subject required us to develop one digital library and also installation of IR. During the semester, I had installed experience in installing Eprint software and at the industry, I was assigned to install Dspace software. Both act as IR and I did apply the skills that I had gain from installing Eprints to installation of Dspace. If we compared both software, there was a huge different step in installation, but their functions were almost same.

- Multimedia

While undergo industrial training there were a few designs was assigned to me. Most of the task was create an infographic poster. I had done a few designs based on the skills that I had learned from subject IML 457-Multimedia for Information Professionals. It required our creativity and editing skills to make our posters or videos interesting. I did create two videos about the manual on how to used PSNZ Apps using video editor. In undertaking the task, I know another video editing tools that was easy to used for a beginner which was Filmora. The knowledge that I learned from the multimedia subject did help me in producing a better videos content and a great poster.

- Administrative works

In Administrative Section, there were a lot of task need to be done and in administrative works also I had applied some of the knowledge that I had learned before. There was one task regarding to filing process. I did take a subject IMR 504- Classification and Filing System where I learned on how to manage filing system and what type of classification could be used for files. The task that I had undertook was wrote down the file minutes of incoming and outgoing letters. The basic knowledge to differentiate the incoming and outgoing letters were applied in the task given.

- Communication

Industrial training did involve a lot of communication skills because everyday we communicate with the staffs in performing the tasks and also communicate with the users. I had applied the knowledge from IML 553- Public Relations in Information Work during training. They were a few etiquettes that I had applied such as used different types of language when we talked with different level of person. It shows that we respect them. In conducting my special project also involve the knowledge from Public Relation subjects because it involves other community and the way we communicate with them need to be in a good medium or channel.

4.2 PERSONAL THOUGHTS AND OPINIONS

Throughout the 6 months of my industrial training, I could see that PSNZ was an established organization with a sufficient number of staffs and how they manage their library operation. To have a good library, we need a good leader and that what I can describe about PSNZ because they had a great leader. My thoughts and opinions were described as follow:

- Working Environment

  PSNZ had a good and healthy working environment. During my internship, I did enjoy performing my task with less pressure and with the help from other staffs. The working environment that PSNZ had was good because it would lead to a better performance made by the staff and the pressure on work load also less. PSNZ staff also very supportive in guiding me completing my task and always communicate with me. They did welcome me and treat me equally among them. Having a good working environment would make our day better and we are more excited to do our job at the office.

- Library Management

  What I could say about the library management of PSNZ was excellent. Each division and it sections did performed their functions very well. The top management also played their role if there were any issues being brought up and they manage to handle every situation professionally. Through out my 6 months of training, there were no such a big issue occur in their library management and I could see how smooth their workflow was. They did maintain the management in all aspects including the patrons, collections, facilities provided and services offered.

- Facilities

  In terms of facilities, PSNZ did provides many facilities that ease the user of the library. All of the basic facilities such as prayer rooms, discussion rooms, toilets, computer area and self-check machine were provided by PSNZ. It means that they catered all the patrons need. PSNZ also had a good learning space which called i-Champion Learning Space where it was equipped with complete PA systems and attractive interior design. Their patrons can beneficially use all the facilities provided without being charged.

- Security

  PSNZ had a good security system that secured the library from theft and outsiders. For each door at the office, it requires a thumb print of authorized staff before entering the office. If there were unauthorized person wanted to get in the office, they need to ask for permission first. As for the patrons, they need to go through the main entrance of the library and scan their student card before entering. Only authorized person such as students and staff can enter the library.

4.3 LESSON LEARNT

There were a lot of lesson that I had learn from my industrial training. The lesson did teach me to improve more in the future and became a good worker. The lessons were:

- Time management

  Punctuality was very important when we were working. It showed how we manage our time and it could reflect what type of person we are. I had learned that time management was a priority especially when we performing our task. For example, during an outbreak of COVID-19, all of the PSNZ staff were Work From Home and I was given a task by the librarian to make an infographic poster. The poster had to submit on a specific date, so I did really manage my time properly to ensure that I am able to submit the task on time. As we know, working from home was very challenging since we had our job to do at home too as we lived with family and time management was really important. I learned to divide my time for working and my time to do the house chores.

- Improve communication skills

  In working environment, communication skills were crucial. By having a great communication skill, we could impress other people especially when we were dealing with someone. Communication also can show how confidence we were in front of people and they understand what we tried to deliver. During a meeting, communication skills were needed as we wanted to objectify or agreed with someone. If we did not have the skills, we might make the committee members offended from what we said. I need to improve my communication skills because I wanted people to see my confidence and my ability in dealing with people.

- Honest in doing work

  On 18th March 2020, all of PSNZ staff had to start working from home due to the COVID-19. Working from home was another experienced faced by the staffs and as do I. We need to perform our daily task at our home and not all of us were able to do so because the environment or working was different. As for me, I lived with my family and I had to balance between work and house chores. It taught me to be honest in working because sometimes we spend most of our times just stay at home without doing our work. Even though no one knows whether we were working or not, but being honest to ourselves is needed.

- Teamwork

  Working in a teamwork did really help us in finishing our work and more efficient. Since I was the only one practical trainee at PSNZ, the staffs did show their efforts in helping me completing my task. I also did offer myself in helping them completing their task. For example, during RP4 project, all of the books need to be put on the trolley because they wanted to remove the shelves to a new location. We were worked together remove bundles of books on the shelves and re-arrange it back on shelves. It really required a cooperation from the team in order to complete the project on time.

4.4 LIMITATION & RECOMMENDATION

- Restriction of Movement Order (RMO

Due to the COVID-19, the Government had announced the Restriction of Movement Order on 18th March 2020. My internship was continued by working from home starting from 18th March 2020 until 11th June 2020. Due to this restriction, I did not manage to undergo my task at User and Information Services Division. Most of the task that should be done at this division required physical methods and did not suitable to do online. The only task that I had done in that division was creating a poster, making a paperwork and draft the policy. I was not able to experienced duty at the counter, conduct the information literacy class and many more. It become limited in terms of work due to the RMO.

Recommendation:

I had already extended my period of training until July but the organization did not re-arrange the schedule back. I really hope that they will reschedule my training so that I could be allocated at the User and Information Services Division. The division was quite important to the trainee as it could help me in knowing how the circulation process happened and what to do with the returned book and many more.

- Layout and Interior Design

PSNZ did have a huge space where it can accommodate many people at one time but when the space was too big, it looks less occupied. For example, the exhibition area that located at Level 1 in front of the main entrance was too big. It was a great space if we want to do the exhibition but when there was no exhibition, the space looks empty and boring. For the interior design, the furniture in PSNZ was outdated and old.

Recommendation:

PSNZ should think the alternative way to occupied the exhibition space once there was no exhibition being held. Maybe they can create leisure or waiting area at the center of the building. For the interior design, they may need a new modern look furniture so that the library will look better and up-to-date to the current library trend. When having a great space with modern interior will attract more users to come to the library

- Barrier Gate

At PSNZ, there were only two barrier gates at the main entrance which one for the way in and another one is for the way out. The traffic flow to enter the library will not efficient when it was at peak hours. If there were a problem happened at the barrier gate, it will cause the traffic flow stuck because that was the only way to enter the library.

Recommendation:

PSNZ should add another barrier gate at the main entrance so that the traffic flow would be efficient even not at peak hours. The capacity of the library and the size of entrance was not suitable. They should make a bigger entrance with for their patrons.

CHAPTER 5:

CONCLUSION

5.0 CONCLUSION

As a conclusion, industrial training was needed to be remain as one of the core subjects for the final year student. It could train the student about working environment before going into the real industry life. There were a lot of knowledge that I had gained through out my 6 months journey at PSNZ. The knowledge that I gained will be applied when I manage to work in real industry. The opportunities to be part of PSNZ was such a great moment to remember because the way they welcomed me and trained me was amazing. They treated me in a good way and always guide me even doing the simplest task.

Furthermore, I also had gained a lot of skills through out the training such as IT skills, communication skills and cataloging skills. During my previous semesters, I only learned the theory part but now in industrial, I learned the technical parts. I did complete the acquisition process, catalog records, installing systems, scanned the archive collections and also participated in lot of meetings. It was such a great experienced that I had because the technical parts only can get at the organizations. We cannot gain from others. If we took it for granted, it such a waste for us because we will be working in the same industry so by having the experienced and knowledge, it will ease our journey once we were in the real working environment.

Last but not least, the special project that I had done with PSNZ left a big impact to me because I was able to contribute to the community. Even though the project looks simple, but for me it was a big project as it was a valuable moment for me before finishing my industrial training. The impact that the community received also was big where they will have courage to build up their library and to serve their users with a good facilities and services.

REFERENCES

About DSpace - DSpace. (2018, March 20). Retrieved from https://duraspace.org/dspace/about/

Bachelor of Information Science (Hons) Library Management - IM244. (n.d.). Retrieved from https://fim.uitm.edu.my/en/index.php/2016-04-27-09-31-24/undergraduate-degree?id=176

Library Chronology. (n.d.). Retrieved from http://psnz.umt.edu.my/web/guest/history

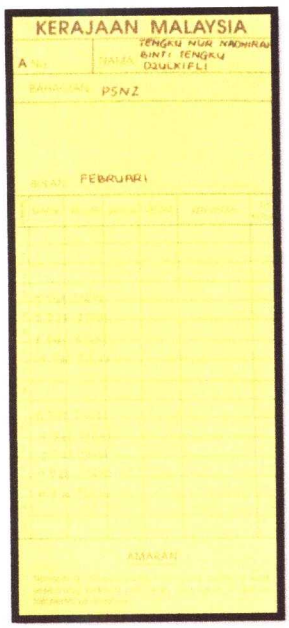
OBS Studio. (n.d.). Retrieved August 09, 2020, from https://obsproject.com/

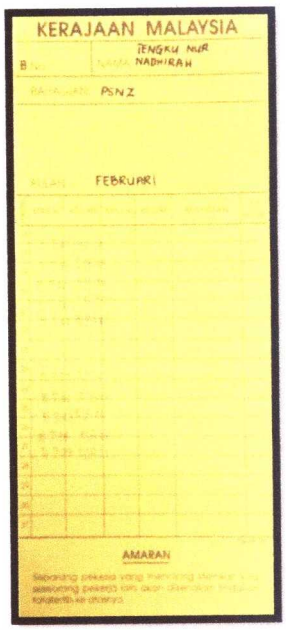
Sign In. (n.d.). Retrieved from http://psnz.umt.edu.my:8081/web/guest/home

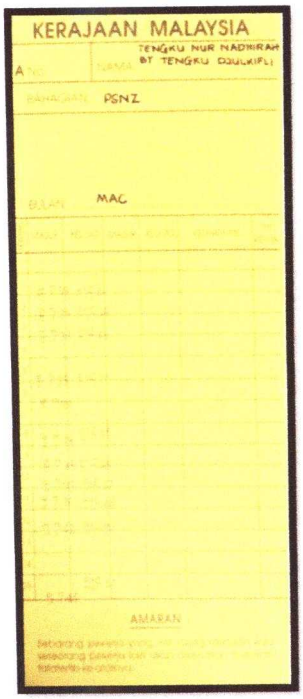
APPENDICES

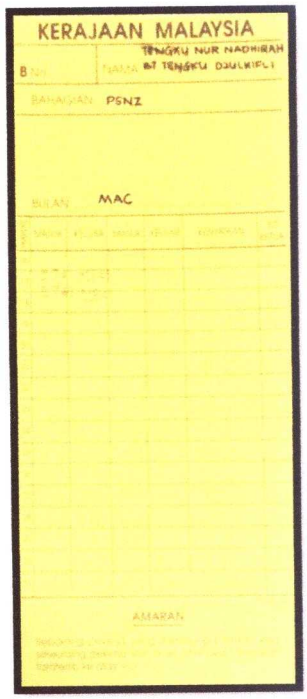
APPENDIX 1

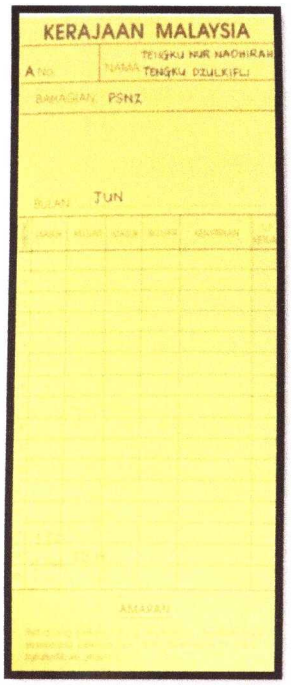
PUNCHED CARD

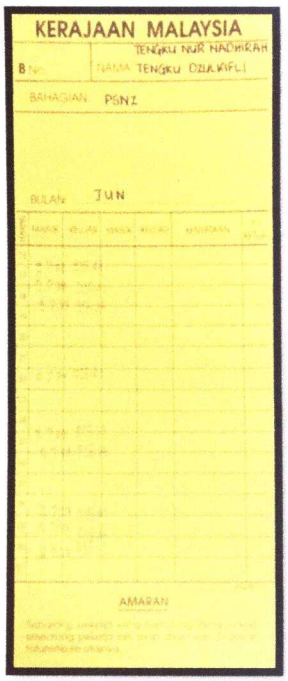


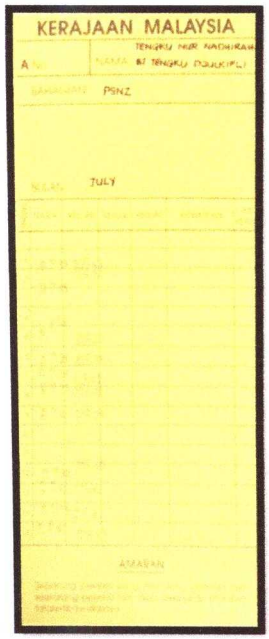


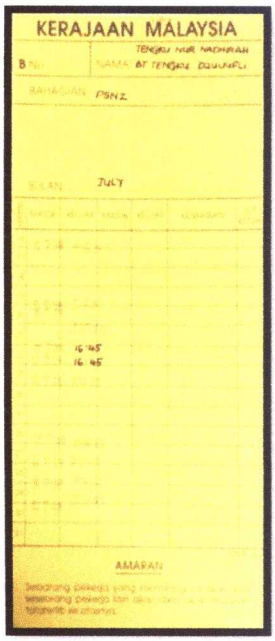





KERAJAAN MALAYSIA
A No.
NAMA TENGKU NUR NADHIRAH TENGKU DZULKIFLI
BAHAGIAN PSNZ
BULAN JUN
AMARAN

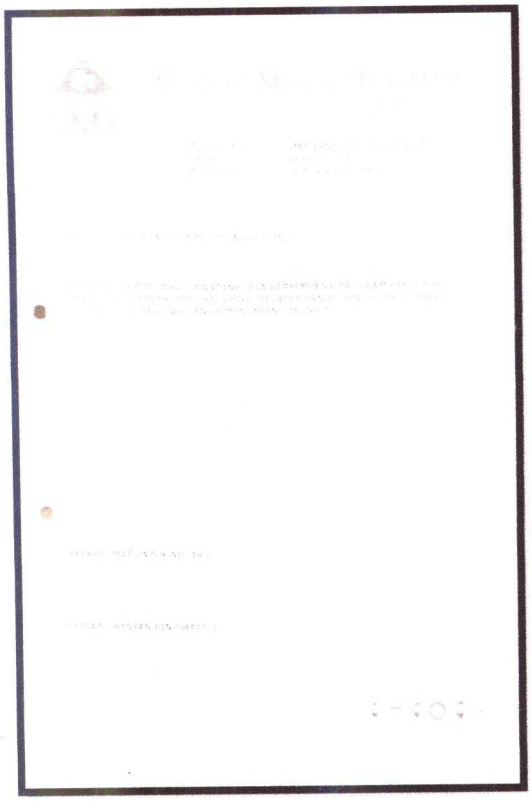

KERAJAAN MALAYSIA
B No.
NAMA TENGKU NUR NADHIRAH TENGKU DZULKIFLI
BAHAGIAN PSNZ
BULAN JUN
AMARAN

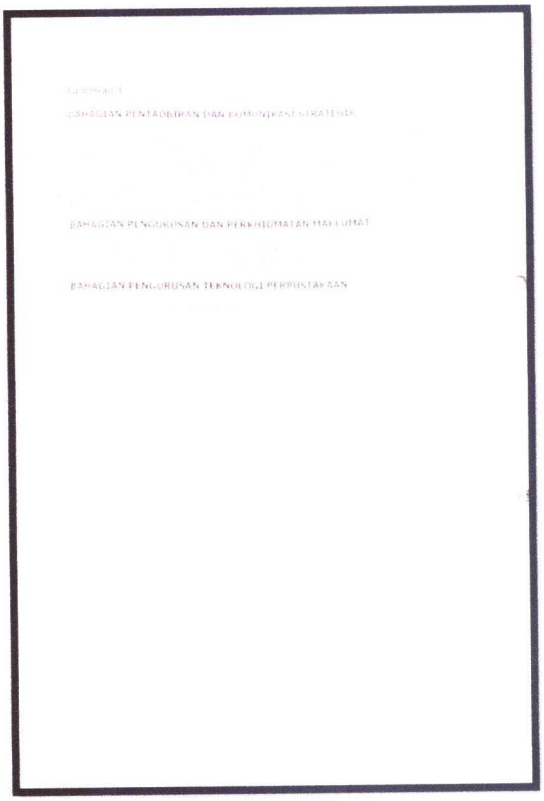

KERAJAAN MALAYSIA
A No.
NAMA TENGKU NUR NADHIRAH BT TENGKU DZULKIFLI
BAHAGIAN PSNZ
BULAN JULY
AMARAN


KERAJAAN MALAYSIA
B No.
NAMA TENGKU NUR NADHIRAH BT TENGKU DZULKIFLI
BAHAGIAN PSNZ
BULAN JULY
16.45
16.45
AMARAN

APPENDIX 2

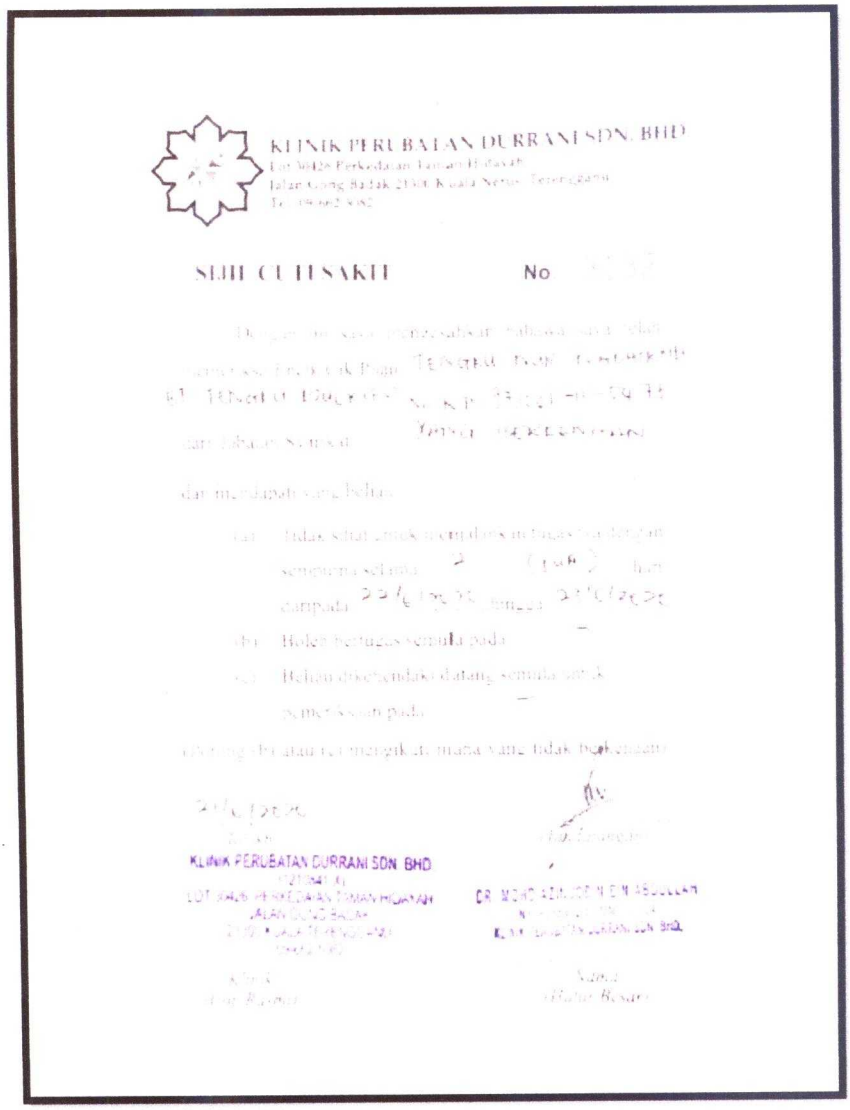
LETTER OF APPOINMENT AS COMMITTEE MEMBERS FOR SEKOLAHKU UNIVERSITIKU PROGRAM





APPENDIX 3

MC



KLINIK PERUBATAN DURRANI SDN. BHD

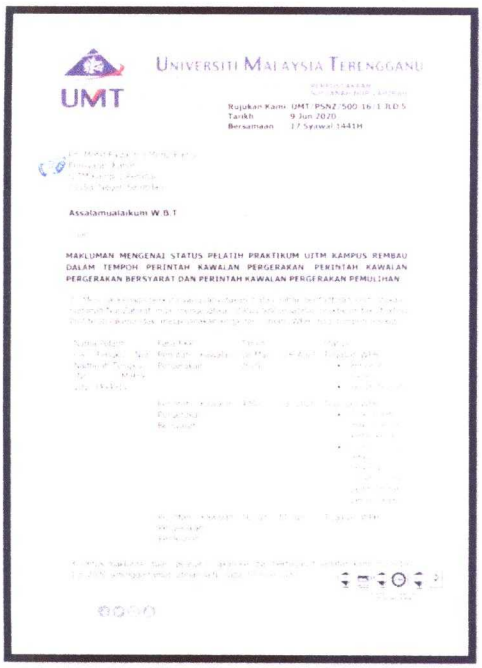
SELIH CUTI SAKIT No

KLINIK PERUBATAN DURRANI SDN. BHD

DR. MOHD AZMUDDIN B.M ABDULLAH

APPENDIX 4

LETTER OF INDUSTRIAL TRAINEE STATUS



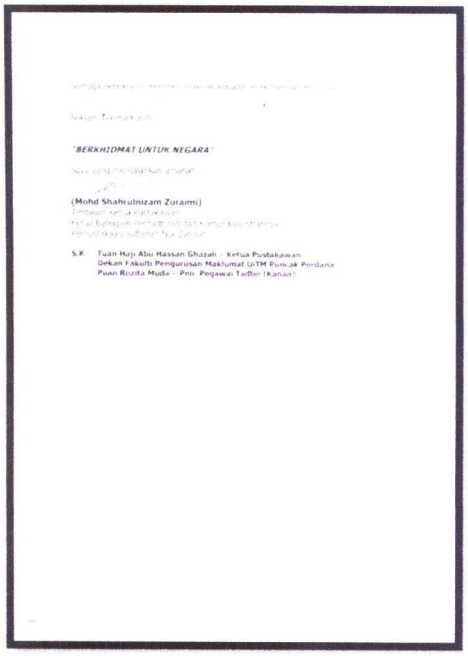
UMT

UNIVERSITI MALAYSIA TERENGGANU

Rujukan Kami: UMT/PSNZ/500/16/1/JD/5
Tarikh : 9 Jun 2020
Bersamaan : 17 Syawal 1441H

Assalamualaikum W.B.T

MAKLUMAN MENGENAI STATUS PELATIH PRAKTIKUM UJTM KAMPUS REMBAU DALAM TEMPOH PERINTAH KAWALAN PERGERAKAN PERINTAH KAWALAN PERGERAKAN BERSYARAT DAN PERINTAH KAWALAN PERGERAKAN PEMULIHAN



"BERKHIDMAT UNTUK NEGARA"

(Mohd Shahrulnizam Zoramni)

S.K : Tuan Haji Abu Hassan Ghazali – Ketua Pustakawan
Dekan Fakulti Pengurusan Maklumat UiTM Puncak Perdana
Puan Rozita Muda – Pen. Pegawai Tadbir (Kanan)