



UNIVERSITI TEKNOLOGI MARA
FACULTY OF INFORMATION MANAGEMENT

INDUSTRIAL TRAINING REPORT

UNIVERSITI TENAGA NASIONAL (UNITEN)
SULTAN HAJI AHMAD SHAH CAMPUS (KSHAS)
WISMA SULTAN HAJI AHMAD SHAH
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1 SEPTEMBER 2021 – 31 JANUARY 2022



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UNIVERSITI
TEKNOLOGI
MARA

**FACULTY OF INFORMATION MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
CAWANGAN NEGERI SEMBILAN KAMPUS REMBAU,
73000 REMBAU, NEGERI SEMBILAN**

**BACHELOR DEGREE IN INFORMATION (HONS) LIBRARY MANAGEMENT
INDUSTRIAL TRAINING REPORT (IMC 690)**

REPORT TITLE:

INDUSTRIAL TRAINING AT INFORMATION RESOURCE CENTER OF CAMPUS
SULTAN HAJI AHMAD SHAH (KSHAS IRC)

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SUBMISSION DATE:

12TH FEBRUARY 2022

DECLARATION

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Date of submission: 12th February 2022

ABSTRACT

This report contains activities that have been made by industrial training students during the five months of practical training at UNITEN KSHAS starting from 1st September 2021 until 31st January 2022. Industrial Training (IMC 690) is the cost that must be taken by each student of the library management program (IM 244) as a condition to complete the Bachelor's Degree in Information Library Management (Hons). This industrial report consists of five chapters starting from the introduction, organization background, industrial training activities, industrial training reflection and conclusion. Chapter one contains information on the background of the organization. Chapter two contains more in -depth information about the organization. Chapter three contains about the daily activities carried out along with the special project. Chapter four contains the knowledge applied at the training site and subsequently chapter five closes with a conclusion. The library chosen to conduct this industrial training is the branch campus where it was established in 2001. It was officially launched by Tun Dr. Mahathir Mohamed on 4th May 2001 and it is located in the Southeastern part of the State of Pahang. During these five months, students were exposed to the real situation of the world of work. students can also learn how to communicate well especially when dealing with people. Apart from that, students are also able to apply the learning for use while working in industry. Lastly, the experience that students get during the industrial training conducted can definitely help students to be more professional in the future.

Keyword: Industrial Training, UNITEN KSHAS, Librarian, Private university

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In addition, I would like to express my deepest gratitude and thanks to all the staff of KSHAS IRC especially to Mr. Ahmad Fakhirudin bin Ibrahim as my industry supervisor for patience, concern and never tired of giving me guidance, advice and even encouragement during the course of the preparation of this report.

I would also like to thank my family members especially my parents who provided a lot of support and advice both mentally and physically to me throughout the preparation of this report. This appreciation goes to those who have always been my inspiration over the years. I am so thankful for the prayers that have always been extended to me throughout my industrial training. My family has been my most dependent source of strength during these five months.

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CHAPTER 1: INTRODUCTION

1.0 INTRODUCTION

The Industrial Training subject IMC690 provides pre-professional work experience with specific assignments and responsibilities. This paper involves 480-hour equivalent work placement, paid or unpaid, located in an approved industrial site, working under the supervision of an experienced Information Professional. During the industrial training, the student is expected to contribute to the activities of the workplace and to meet the same demands of work production and responsibility expected by the organization of its regular employees. An Industrial Training programmed is relevant to a student's personal career interests and improve their marketability after graduation

1.1 OBJECTIVES OF INDUSTRIAL TRAINING

The objectives of the Industrial Training are:

- To provide pre-professional work experience with specific assignments and responsibilities.
- To encourage/ stimulates a personal career interests, serving as a bridge between university and the world of work.
- To help students improve their marketability after graduation.
- To encourage students to apply the skills and knowledge gained at the university to benefits the organizations.
- To adapt managerial and technical skills in a library and information environment.

1.2 BACKGROUND OF UNITEN

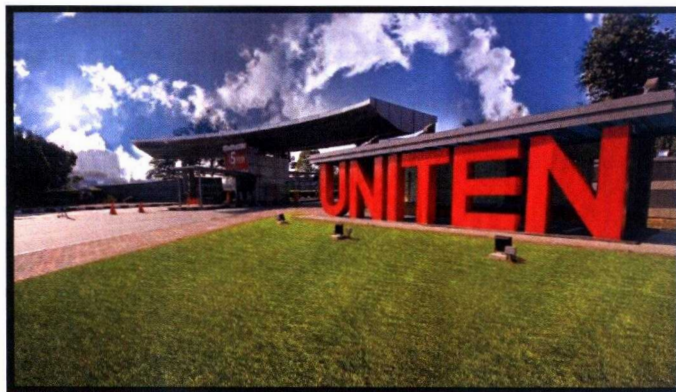


Figure 1 Entrance of UNITEN Putrajaya

UNITEN is one of the private universities that has been built in Malaysia which is fully under TNB. UNITEN is also a private university with Government Link University (GLU) status. The beginning of the establishment of this organization was due to the crisis that started in the 1990s which eventually resulted in the government to reduce the number of scholarships given to outstanding students at that time to pursue their studies to a higher level. The post of Education Minister at that time was held by Dato 'Sri Mohd Najib Tun Abdul Razak who very much welcomed TNB and two other government-linked private companies to set up their own private universities in the hope that the situation at that time could be controlled. TNB has received recognition for the establishment of IKATAN (formerly UNITEN) and is ready to accept the challenge to upgrade IKATAN to a higher standard. In 1997, IKATAN finally managed to be upgraded to Universiti Tenaga Nasional and this caused the name of UNITEN to soar. At the same time, UNITEN has also become one of the secretly funded institutions of higher learning in the country.

UNITEN's main campus, UNITEN Putrajaya, was formed in 1995 in the south of Kuala Lumpur, next to the Malaysian Government's regulatory center, shopping malls and more. The Putrajaya Campus offers courses in Engineering, Computer Science, Information Technology, Business Economics and Energy Economics. Meanwhile, the branch campus, Sultan Haji Ahmad Shah Campus (KSHAS) in Bandar Muadzam Shah, Pahang offers courses in Accounting, Finance, Marketing, Human Resources and Business.

UNITEN is also gradually trying to add progress consistently to make it a university of choice in the area. In the progress it seeks to achieve, UNITEN also always ensures that the teaching provided is in a very up-to-date state in terms of office use, modern framework and a world-class educational resource so that its students are in a vibrant and dynamic learning environment. Since the inception of this organization, it has successfully drawn more than 30,000 graduates from diploma, degree and postgraduate programs. With this demonstrated success, the percentage marketability rate of UNITEN graduates is 94 percent and this is what UNITEN wants where all its graduates are the choice of every industry.

1.3 UNITEN VISION, MISSION & TAGLINE

VISION

- A leading global energy university that shapes a sustainable future.

MISSION

- We strive to advance knowledge and learning experience through research and innovation that will best serve human society.

TAGLINE

- Creative, Innovative & Energetic.

1.4 UNITEN OFFICIAL SONG

UNITEN official song was written by one of its staff name Mohd Kamal Abdul Latif Hj. Abu Bakar and it was composed by Datuk Suhaimi Mohd Zain (Pak Ngah). UNITEN official song is given name as UNITEN Terbilang.

UNITEN TERBILANG

Sayup maku memandang
Lambang gedung ilmu yang terbilang
Di sini kita julang cita-cita berjuang
Untuk mencapai matlamat cemerlang

Tegak gagah di Malaysia
Dengan warga yang berbilang bangsa
Di sini kita julang cita-cita Berjaya
Cita yang mencapai kelas dunia

Kan ku bawa obor menyala
Ke seluruh tanah melata
UNITEN berupaya menjana professional
Diiktiraf dunia natarabangsa

UNITEN pusaka tersayang
 Kerana jasmu sungguh gemilang
 Di sini kita julang cita-cita berjuang
 UNITEN gedung ilmu yang terbilang

1.5 UNITEN ORGANIZATIONAL STRUCTURE

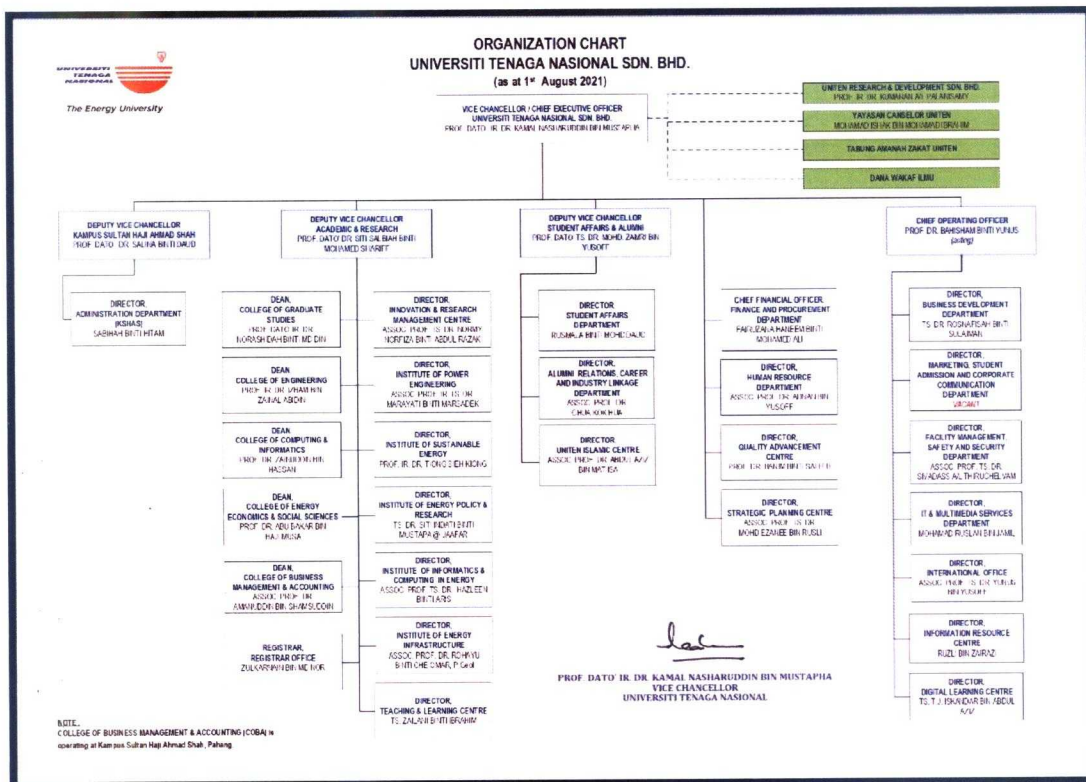


Figure 2 UNITEN Organizational Structure

CHAPTER 2:
ORGANIZATION
INFORMATION

2.0 ORGANIZATION INFORMATION



Figure 3 KSHAS IRC

UNITEN KSHAS IRC was officially launched by Tun Dr. Mahathir Mohamed on 4th May 2001 and it is located in the Southeastern part of the State of Pahang. Major collection at KSHAS IRC focus on materials in business and accounting support research and teaching for the College of Business Management and Accounting at degree levels.

2.1 LIBRARY OPERATION HOURS

IRC service hours have been determined by the University Administration but they can be changed and enforced from time to time according to needs and situations. In the event of any change, a notice will be issued to ensure all users are aware of the notice. Users need to ensure that they follow the rules that have been set by leaving the IRC according to the closing time which will also be announced in the IRC. Users who want to borrow any material need to borrow 15 minutes before the IRC closing time as no borrowing will be

allowed five minutes before the closing time. If users still want to use the IRC service after closing hours, they can use the 24-Hour Room that can be found behind KSHAS IRC.

Table 1 Library Hours

During Semester

Monday - Friday	08:30 a.m. – 22:00 p.m.
Saturday and Sunday	09.00 a.m. – 16.00 p.m.
Public Holiday	Closed

Semester Break

Monday - Friday	08:30 a.m. – 22:00 p.m.
Saturday and Sunday	09.00 a.m. – 16.00 p.m.
Public Holiday	Closed

2.2 LIBRARY LOCATION

UNITEN KSHAS IRC is located at IRC UNITEN KSHAS, Kampus Sultan Haji Ahmad Shah, 26700 Bandar Muadzam Shah, Pahang Darul Makmur.

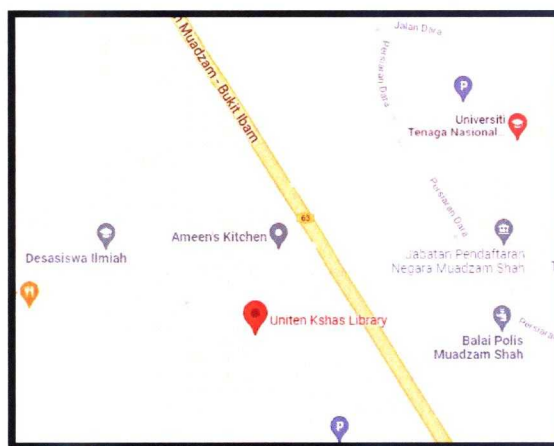


Figure 4 Location of KSHAS IRC

2.3 LIBRARY SERVICES

2.3.1 Loan & Return

Registered users are eligible to borrow materials provided at the library according to the type of materials they wish to borrow. The number of items that users can borrow at one time depends on the member category. If users want to borrow library materials or get into the library, they need to have a valid membership card first either a student card or a staff card. Apart from that, users can also make reference in the Journal Collection and Multimedia Collection. In addition, users can also use the facilities available at KSHAS IRC such as Leisure Area, Discovery Area and others.

Table 2 Loan Eligibility and Fines

Loan Eligibility and Fines

Categories of Borrower		Number of titles	Fines/ per day	Online Resources Access
UNITEN STUDENT	Under Graduate	15 items/ 2 weeks	20 cent	IN AND OFF CAMPUS
	Post Graduate	20 items/ 4 weeks		
UNITEN STAFF	Executive	15 items/ 4 weeks	20 cent	
	Non-Executive	15 items/ 4 weeks		
	Lecturer/ Tutor (Permanent)	25 items/ 12 weeks		
	Lecturer/ Tutor (Part-Timer)	15 items/ 4 weeks		

TNB STAFF & SUBSIDIARIES OF TNB	Registration/ Annual Membership	15 items/ 2 weeks	20 cent	IN CAMPUS ONLY
OTHERS	UNITEN Alumni (Deposit – RM100)	10 items/ 2 weeks	50 cent	
	UNITEN/ TNB Retirees (Deposit – RM100)			
	Individual & Organizational (Registration – RM200 & Annual Membership Fee – RM505)			

- Fine for late return is imposed calculated from the date the material should have been returned until the date it was reported returned.

Replacement Cost and Damaged Item

There are two option that users can choose once the library materials that they borrowed being lost or damaged which are:

- **Replacement of Materials**

Users need to purchase the item and replace it with the same title, author, edition, number in set, and the latest edition of the item. Users also need to pay for processing fee for RM20.00 per item.

➤ **Penalty Payment**

Users can request the library to replace it by covering the full replacement cost of the item with additional RM20.00 per item as the processing fee.

2.3.2 Interlibrary loans

Interlibrary loan (ILL) gives users the opportunity to borrow books from other libraries. This service is open to all registered members. If the user wants to use this service, the application can be done by filling out the form in the Information Service. Upon arrival of the item borrowed by the user, the user will be notified by the library staff. If the borrowed item is lost, the user will have to replace the item based on replacement prescribed by the library.

2.3.3 Online renewals & reservation

Books may be reserved even if they are not available for checkout. Online reservation service can be made through WebOPAC. It must be kept in mind that reservation can only be made for the material being borrowed by other users and status circulated as stated in the library system. Notice of reservation will be posted via email. Besides, reservations can also be made manually at the main counter.

2.3.4 User Education Program

The Library aims to advance the use of data sources and data frameworks by running the User Education Program. This combines a one-on-one library introduction for UNITEN Scholarly Staff and library workshops for undergraduate and graduate students, to help them find data relevant to their assignments or endeavors, and resource-specific information focused on scholarly and competent staff. It also aims to educate and assist clients to successfully use all data, administrative and office resources provided by the library.

2.3.5 Library Visit

The Universiti Tenaga Nasional Library is a university open to the public community. The library also welcomes the community to come here. visitors are

also allowed to use the facilities provided by the library during office hours. If the community comes to the library, you can also use the subscribed database and can also receive help from the library staff if you encounter problems while there.

2.4 LIBRARY COLLECTION


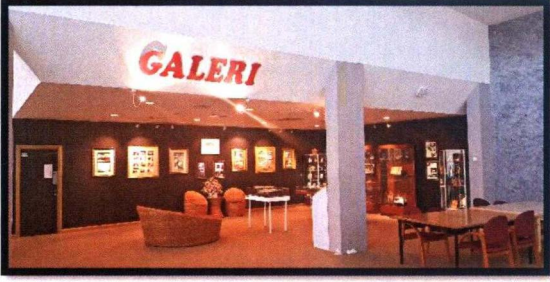
The Library has extensive resources of over 200,000 volumes of books, journals, printed and non-printed collections. The collections are mostly open access, except for the AV (Audio-Visual) and thesis materials. The collections are classified according to the Library of Congress Classification System. These materials are placed on open shelves so that library users will have free access to these materials. Other collections such as government documents, reference works, audiovisual materials, and other special resources are located in a special designated area. The Online Databases Collection include over 250,000 subscribed databases, e-journals, e-books, theses, student projects, research reports, etc. in full text. The collection in IRC KSHAS are such as Open Collection, Reference Collection, Non-printed Collection, Thesis Collection, Project Paper, Special Collection, Bound Journals and Serials Collection.


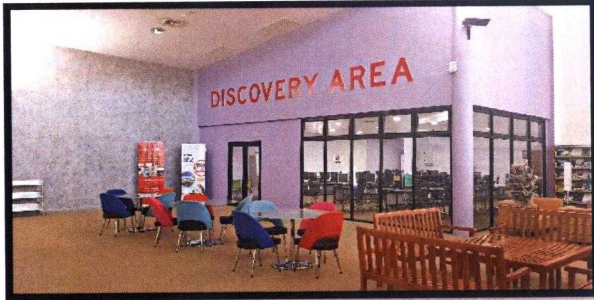
Collection Policy

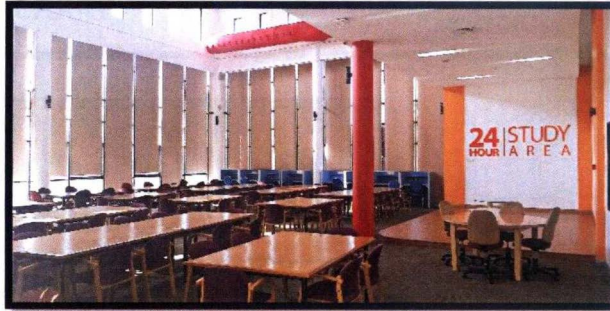
- The library collection is guided by the Library Policy and Library Collection Development Code of Practice.
- This policy ensures that the Library's resources are aligned with the teaching and research strategies of the University.
- This set of guidelines is used by the Library staffs in developing and maintaining the collections that matches the curriculum and research profiles of all academic disciplines of the entire university community.
- It will also help users to understand better the reasons behind the Library's decision on the selection and purchasing of library materials.

2.5 LIBRARY FACILITIES

Table 3 Library Facilities

Facilities	Description
<p>Information & Services Counter</p>	 <p>Provision of modern, stylish, user-friendly and vibrant information and services counter at the UNITEN KSHAS IRC, Pahang.</p>
<p>Gallery</p>	 <p>The corner of this gallery space is conceptualized with a combination of modern and classic decor. Launched by Y. Bhg. Tan Sri Dr. Ir. Ahmad Tajuddin Ali, Pro Chancellor of UNITEN on 11 January 2016. This space is open to all visitors.</p>
<p>Reference Area</p>	

	 <p>KSHAS IRC provides the reference area for students to use. Furniture arrangement at the reference area with a modern and cheerful concept</p>
Discovery Area	 <p>This area providing computers equipped with online access for students to access reference materials on the internet.</p>
Leisure Area	 <p>This leisure area furnished with a soft color to give users a sense of comfort and relaxation.</p>
24 Hour Study Area	



This area is opened 24 hours during examination weeks and it is equipped with Wi-Fi connection.

E-Discussion Area



This area provides a suitable space for a group discussion or meetings.

Lockers

There are 436 lockers are provided for student to keep their belongings. User can rent the locker by daily or monthly basis.

Study Carrel

This area is providing students who want to study without any disturbance.

Toilet

IRC UNITEN provides toilet facilities for students and staff at every level.

2.6 KSHAS IRC ORGANIZATION CHART

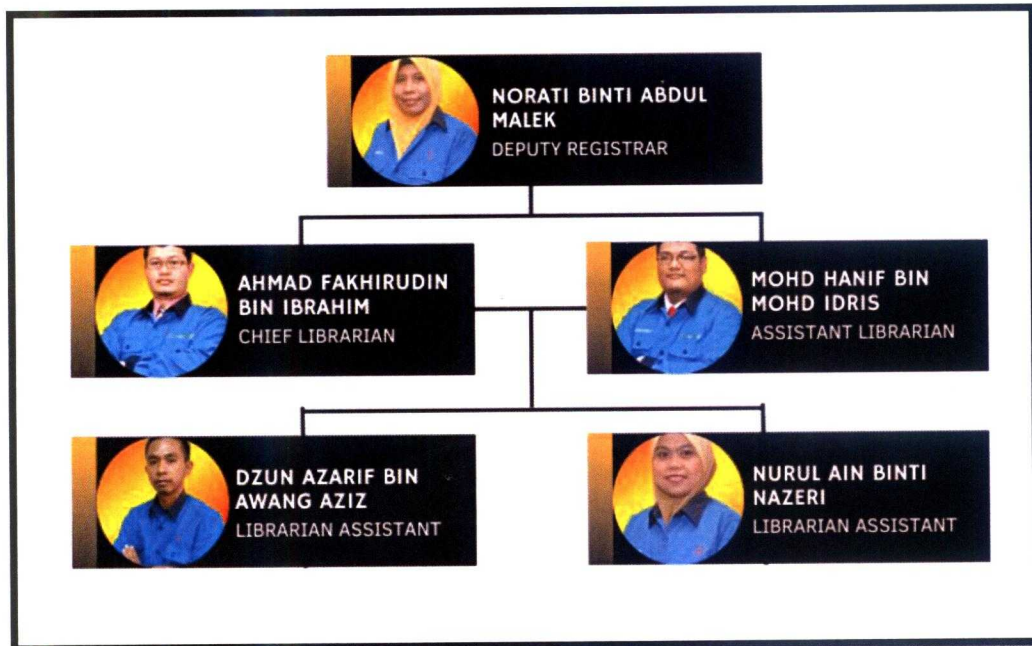


Figure 5 KSHAS IRC Organization Chart

CHAPTER 3:
INDUSTRIAL
TRAINING
ACTIVITIES

3.0 INDUSTRIAL TRAINING ACTIVITIES

3.1 TRAINING ACTIVITIES

On the 1st September 2021, the trainee joined the first meeting with KSHAS IRC's staff that was conducted by En. Ahmad Fakhirudin bin Ibrahim. The meeting started with KSHAS IRC's staff introducing themselves to the trainee and there were four staff that joined the meeting. The trainee was told that one of the staff cannot join the meeting due to something important that need to be handle. After that, the trainee introduce herself to the staff and another trainee whose doing her industrial training at KSHAS IRC also introduce herself. A total of two industrial trainees from Universiti Teknologi Mara (UiTM) Negeri Sembilan Branch, Rembau Campus has chosen UNITEN IRC KSHAS as their industrial training place during this five month. En. Ahmad Fakhirudin welcomed both of the trainees and started to telling the background of UNITEN and KSHAS IRC.



Figure 6 First Introductory Session

Later, En. Ahmad Fakhirudin and Pn. Norati told the trainee more about the rules and regulations that need to be followed throughout this industrial training period. Trainee was told that both of them will be separated into two team which are Team A and

Team B following by the guidelines that has been given by TNB since it is still in endemic time. Team A will include En. Ahmad Fakhirudin, Pn. Nurul Ain and the trainee while Team B will include En. Hanif, En. Dzun and the other trainee but after knowing that trainee will stay at her friend's house which is the other trainee, it is concluded that both of the trainee can meet both of the team. This is to make it easier for the trainees since both of them will went to work together.

Once the briefing session ended, the trainee was asked to report for duty to Pn. Sabihah, the administrative director as she is the one who responsible for the management of student recruitment. The trainee also was asked to send her details to Pn. Nurul Ain for the ID card.

Figure 7 Details for ID card

3.1.1 E-BOOK SEARCHING



Figure 8 List of e-Book

Trainee has been given a task by En. Hanif which is she needs to find e-books for general reading on the 3rd September 2021. E-book is presenting a book in the digital format where it allows its users to read it on an electronic device such as smartphone or computer. As e-book is becoming more popular among students, we have the responsibility to make sure that students can find what they need so that it will not hinder them in doing their work. Trainee had consulted with En. Hanif for more information regarding on the task and she was told that the e-books will be put in the server. All of the e-book that have been uploaded into the server will be processing first before making it is available for the students. Searching for a free e-book is not an easy task as many of it that have been uploaded online have its own copyright. Trainee have to make sure that she finds the e-book with creative common license where it allows others to remix and even for commercial purposes, as long as they credit the author and license their new creations under the identical terms.

3.1.2 ORIENTATION



Figure 9 Orientation for JAKOA Students

On the 3rd September 2021, trainee joined an orientation for JAKOA students that will start their new semester in UNITEN KSHAS. As everyone still working from home, the orientation was held online through Microsoft Office. Before the orientation, trainee met En. Hanif who was absent during the first meeting and introduce herself to him. After the orientation began, En. Fakhirudin introduce the trainee to the new students as their students practical. During the orientation, the trainee gained more knowledge about KSHAS IRC because En. Fakhirudin told students about all of KSHAS IRC that they need to know. During orientation, En. Hanif also showed the students the situation in KSHAS IRC through live as he was in the library at the time. At the end of the orientation, trainee is excited to start her internship physically as she was informed that they can work from home starting on 13th October 2021.



Figure 10 Trainee take over the orientation slide



Figure 11 Picture with new students

On the 17th and 19th January 2022, once again the trainee joined orientation for new students and also for JAKOA students. During this time, everyone already works from office so trainee also participate in this orientation physically. Trainee was instructed to take over the slide presentation while En. Fakhirudin and En. Hanif explain the slide to the students. Everything went smoothly as the preparation for the orientation had been made before. The orientation started by En. Fakhirudin introduce himself and all the staffs including trainees to new students then asked the students where they come from so that they will

feel more welcoming and comfortable during the orientation session. After that, En. Hanif took over by explaining about KSHAS IRC to them starting from the library background, library service hours, its collection and library floorplan.

Before students were brought to see each of the place at KSHAS IRC, En. Hanif also told students about online database that students can use when they are doing their assignments later. He touches only the basic thing about online database and also asked for students' cooperation during this session which is one of the students volunteered to test her ID number and password to login through Science Direct online database. This is because of they just got their ID number and password so by going through this step, they can know either their identification already can be use or not for their use in the future.

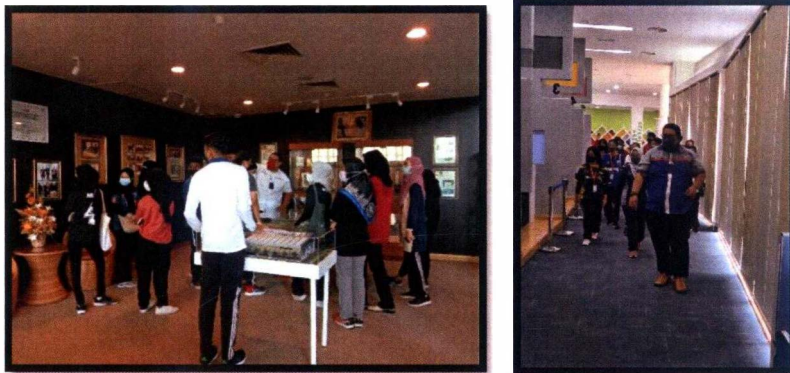


Figure 12 Library: Guide Tour with new students

Then, students were taken to places within the KSHAS IRC starting with the Gallery, showcasing the successes of previous students. Next, students were shown to the Reference Area which houses the reference materials that can be referred to by students later. After that, students were taken to Leisure Area, e-Discussion Area, 24-Hour Room, Time Tunnel Gallery and the last one is Discovery Area where students can use computers to search for the information they are looking for.

3.1.3 CREATING ONLINE DATABASE POSTER

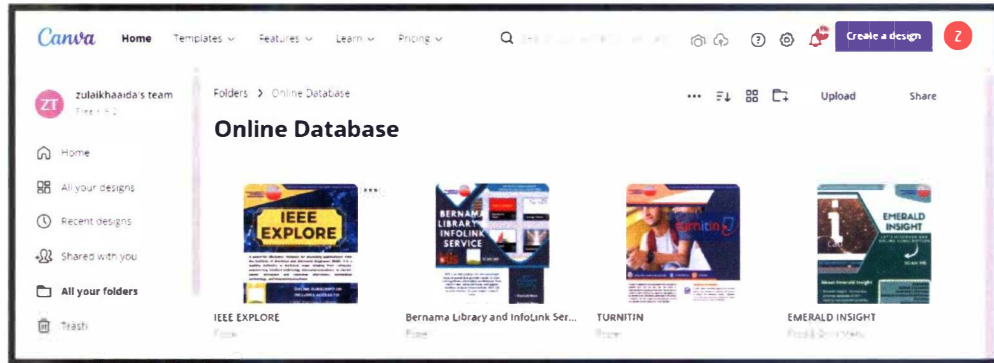


Figure 13 Posters made in Canva

Poster is one of the most effective ways to advertise something for the customers as it will provide a message simply yet powerful and can be understood by the customers. People also will be more interested about what the poster is advertising about because it includes the visual design, images and others. During the fourth week, trainee was asked to create poster for all of the online databases that are subscribed by UNITEN and there are six of them which are BLIS, Emerald Insight, IEEE Explore, ScienceDirect, Scopus and Turnitin. After discussing the task with the other trainee, it was divided into two and trainee was responsible in creating poster for online database BLIS, Emerald Insight, IEEE Explore and also one poster for software to prevent plagiarism which is Turnitin. As trainee is more familiar with Canva, she decided to use Canva in completing this task.

It is not easy to making a poster as trainee should take into account the designs, colors and other things that can attract students to see and read it. Due to this, trainee explored numerous websites to gain ideas before starting to make the posters. Among many of the websites that trainee was looking for, there are two websites which are Vecteezy and dreamstime that gave trainee ideas on how to start making the posters. As trainee got the ideas from other websites, she needs to create the posters from the scratch in Canva. After going through

more than five times in creating the design for the posters, trainee finally started to see the progress of this task. After finishing the posters, trainee uploaded it on Google Drive and gave the link to En. Hanif to ask for his opinions regarding the posters. As En. Hanif was satisfied with all the posters, the trainee felt his hard work was worth it and was grateful for it.



Figure 14 Poster for Online Database

3.1.4 ARRANGING FURNITURE TO BE DISPOSED

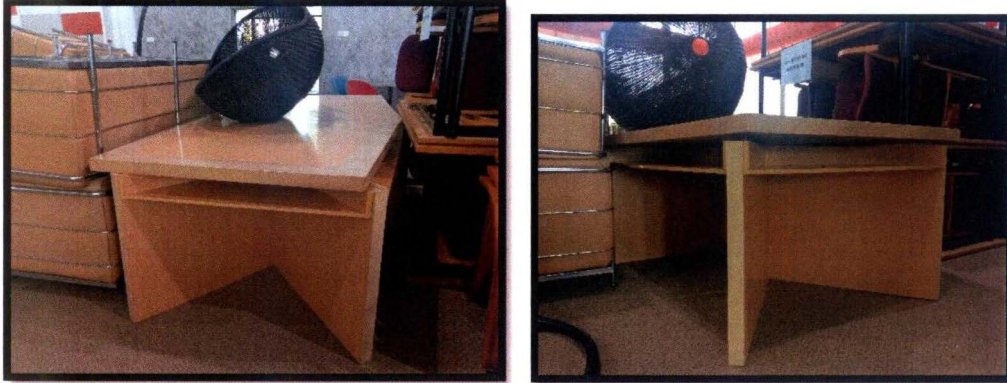


Figure 15 Old furniture to be dispose

During the sixth week of internship, trainee got to enter the library for the first time and it was exciting for her. Upon entering the library, the trainee saw a lot of furniture arranged in tiers in front of the Discovery Area. Trainee was told that the furniture placed in front of the Discovery Area was old furniture used in the 24-Hour Room Area. After the furniture in the 24-Hour Room Area is replaced with new furniture, the old furniture is placed in front for disposal. The furniture needs to get permission to be disposed of in advance from superiors and the paperwork for the disposal process has been sent to the responsible party.

Then, the trainees are asked to tidy up the furniture so that it looks neater because it is in the path of the user. At present, the library has not yet opened as it is still in the process of being cleaned up. This is because this is the first time the library will be opened for the first time since it was closed at the beginning of the pandemic. The students also have not yet returned to their college residences as they are still in the semester break week. So, this opportunity is best used to tidy up the library so that students can use it comfortably when it opens later.

3.1.5 COMPILE SUBSCRIBED MAGAZINES



Figure 16 Trainee compile the subscribed magazines

On 21st October 2021, trainee was assigned to assist En. Dzun to compile the magazines subscribed by KSHAS IRC. The compilation of these magazines was disrupted from the time they arrived at the library, from March 2020 where the pandemic was announced. Once staff are allowed to return to work in the office, the compilation of these magazines needs to be completed quickly so that no work is overdue. Trainee was asked to arrange the magazines according to their title and also the date they were issued. The magazines that had been sorted were put in boxes and the trainee also made tagging for each box. This tagging is to facilitate the process of sending these magazines to UNITEN Bangi to be bound. After that, the boxes containing this magazine are placed in the FYP room temporarily before it is sent to UNITEN Bangi.



Figure 17 Trainee help putting the magazines in the box

In the 22nd week, the compilation of the magazine had to be done again because after the trainee went to send the donation book to UNITEN Bangi, he was told by En. Elrino, one of the staff who is skilled at binding magazines, ways to organize magazines according to the rules set by the library. The trainee then reopened the magazine boxes and arranged them according to the stipulations told by En. Elrino. The magazine to be bound must first fill in the details on the form provided and the height of the magazine is also important and should follow the height that has been set so that the magazines are bound in line with each other. Then, on the last day the trainee underwent industrial training which is 31st January 2022, another trainee followed En. Hanif and En. Dzun to UNITEN Bangi to send the magazines that have been compiled.

3.1.6 COMPILING AND EDITING OLD PHOTOS OF MUADZAM SHAH

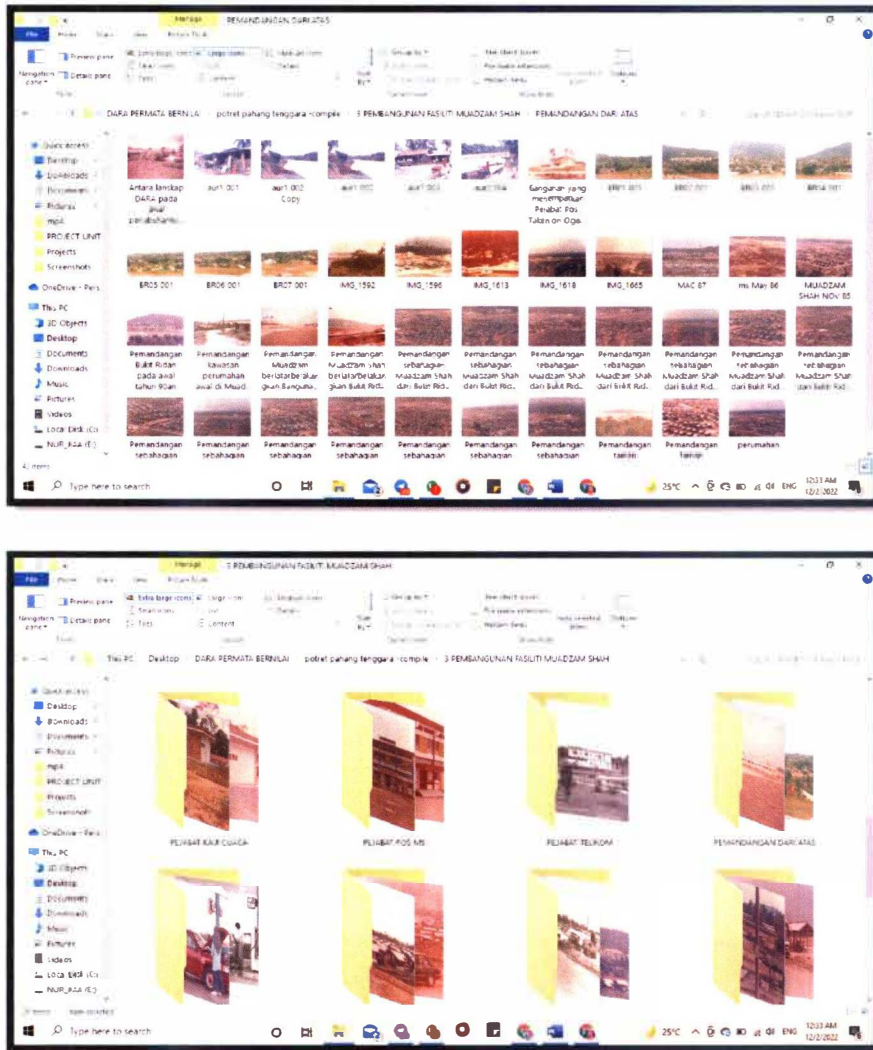


Figure 18 Old photos of Muadzam Shah

Trainee was instructed to do a minor editing for old photos of Muadzam Shah by En. Hanif. This old photographs of Muadzam Shah were taken from the Pahang State Archives in 2017 and 2018. KSHAS IRC’s staff went to Pahang State Archives to obtain the pictures that related to Pahang Tenggara development. That year, they had just started the phase-I Time Tunnel Gallery

project, so they had to collect as many pictures and information as were stored in the Pahang State Archives. the archives have also given full cooperation to the library staff and finally, although unable to find all the pictures stored in the archive due to time constraints at that time, the library greatly appreciates the good service of the archives. All the pictures were scanned using a photocopier and because of that, it can be seen the outer layer of the picture. This outer layer was the parts that trainee needed to do a minor editing to make it looked more neat and organized. In completing this task, trainee used Paint application because it is easy to use and also it takes a short time in photo editing.

After doing the editing process, trainee was asked to sort the pictures based on the file categories available in the server. Since the previous server had crashed and nothing can be save, the library staff had to rearrange the pictures according to the files provided. While doing this work, trainee learnt what DARA have done in order to develop the Southeast Pahang area. This knowledge is very meaningful to the trainee as it can add a sense of gratitude for the hard work put in by the previous ones.

3.1.7 TIDY UP THE MAGAZINE AND ADMIN ROOM



Figure 19 Trainee help in cleaning the magazine and admin room

At week ten, the trainee was asked to help En. Dzun tidies up the magazine room as the room will be used as a room to place items related to the Time Tunnel Gallery. The magazines in the room are arranged by title and put in boxes which are then tagged so that the magazine search process is easy to do. The magazine room needs three days to be completely emptied because the shelves in the magazine room need help from FDM UNITEN (Facility Development and Management) to move it to the admin room. Before being transferred to the admin room, the trainee also helped En. Dzun and En. Hanif tidied up the admin room because after more than two years the admin room was not opened and used, it was full of dust. The admin room also needs to be tidied up to ensure that the shelves in the magazine room can be placed in the admin room after the shelves are measured using a measuring tape.

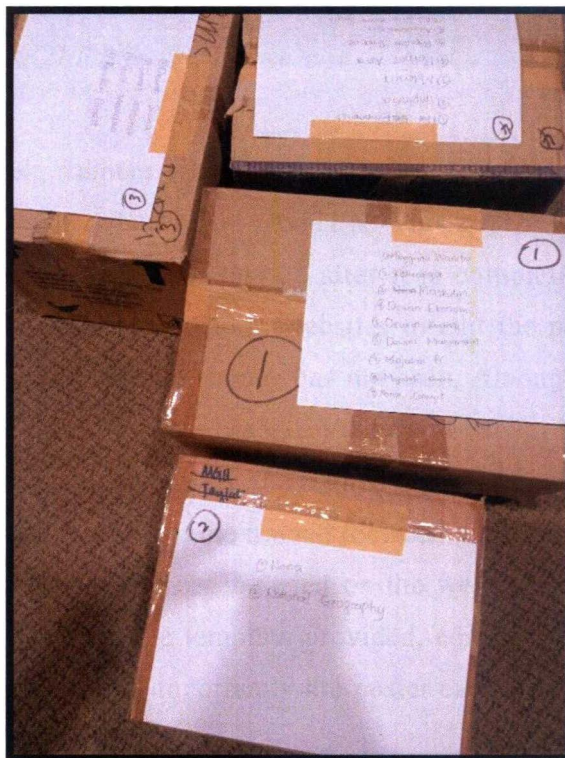


Figure 20 Box that has been tagged

3.1.8 CREATE ONLINE DATABASE POSTER FOR IRC KSHAS



Figure 21 Posters that trainee have designed

In the ninth week, trainees were again instructed to make a poster about the online database subscribed to by UNITEN. This poster will be used to be shown on the TV information service after it is completed. This time, the trainee has tried to explore several websites to edit the poster as there are many more websites that the trainee has not seen. Among the websites that the trainees search and explore are like Visme and Crello, but after making a comparison between the websites, the trainee finally chose Canva as the right choice. Among the things that the trainee focus on when making the selection is in terms of features that can be used on the website that is whether the website is user-friendly, the template provided, editing tools, stock images, icons, and fonts and most importantly the poster can be downloaded without need to pay.

Before starting to make posters, trainee was told to make at least four samples so that people can choose which one of the posters is best to use. Thus, the

trainee has designed four posters related to the work and through the skills that have been learned, the trainee used them as best as possible. After the completion of the posters, the trainee showed it to En. Hanif to get his feedback and opinion. Trainee was told that three of the four posters were satisfactory however one poster needed to be improved to get better results. Trainee has made improvements to posters that are unsatisfactory in terms of design, color patterns, sizes, and fonts. Upon completion, once again the trainee showed it to En. Hanif and he said that it was better than before. the trainee was also asked to submit it into the WhatsApp internship group.

3.1.9 CHAIRMAN DATO` SRI HASAN`S VISIT TO IRC KSHAS



Figure 22 Trainee help for preparation

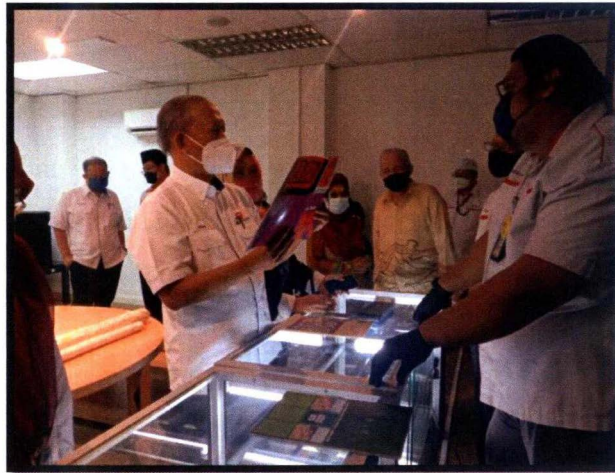


Figure 23 Chairman's visit to KSHAS IRC

On 10th December 2021, the trainee was given a briefing on the preparations to be made when the Chairman Dato` Sri Hasan came to visit KSHAS IRC. If followed in the initial schedule given to the trainee, Dato` Sri Hasan should have attended on 20th November 2021 but due to his close contact with Covid-19 patients, the initial visit was postponed until 10th December. Among the preparations that have been done by the trainee is to arrange the DARA report books on glass shelves placed in the room where the Time Tunnel Gallery phase 2 plan will be implemented. The DARA report books were selected by

En. Hanif as the person responsible for storing all materials related to Time Tunnel Gallery.

Apart from that, the trainee also placed pictures of the DARA organization that has worked hard in the development of the Southeast Pahang area on the tables to be shown to the chairman and other visitors. One of the main purposes of the chairman's visit is to request budget approval so that phase 2 of the Time Tunnel Gallery can be implemented as planned. During the chairman's visit, En. Hanif and En. Fakhirudin has been a guidance to show the chairman what he needs to know about this gallery. Trainee was given the task of waiting in each place so that visitors know where the place they need to visit after that in the library. After the chairman's visit, the trainee was told that the visit was successful because the chairman had spent more than 2 hours to see the Time Tunnel Gallery and the trainee was very happy and hoped the budget for this gallery could be approved soon.

3.1.10 PARTICIPATE IN AED TRAINING SESSION

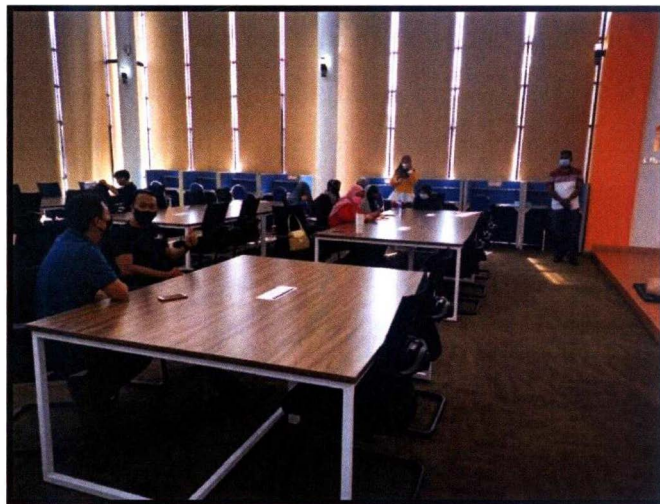


Figure 24 Staff participate in AED Training



Figure 25 Trainee demonstrate CPR Training

An AED, or automated external defibrillator, is used to help those experiencing sudden cardiac arrest. It's a sophisticated, yet easy-to-use, medical device that can analyze the heart's rhythm and, if necessary, deliver an electrical shock, or defibrillation, to help the heart re-establish an effective rhythm. On 14th December 2021, the trainee was invited to participate in AED training and she was very honored to accept the invitation. Training started at 3 pm and it was held at 24-Hour Room because it has a large and comfortable space. By using the 24-Hour Room as a training ground, participants were able to maintain a distance between them to ensure no contact and spread of the covid-19 virus.

The training begins with the instructor introducing himself and then giving a brief description of the AED training. Participants were told that to use AED was a simple matter but we had to differentiate whether the patients needed to receive the treatment or needed to have CPR done on them. This is because many still do not know that a heart attack is different from a sudden cardiac arrest. A heart attack occurs when a blocked artery prevents oxygen-rich blood from reaching parts of the heart while cardiac arrest occurs suddenly and often without warning. These two different heart conditions are interrelated. Cardiac

arrest can occur after a heart attack, or during recovery. A heart attack increases the risk of sudden cardiac arrest.

If there are victims who get a sudden cardiac arrest, we need to stay calm and do emergency treatment to them i.e. by using AED and alternating with CPR if they still do not give a satisfactory response. The instructor also told a simple formula to do CPR to the participants i.e. DR. CAB. D refers to a danger that requires the person wishing to perform CPR to first see the situation whether it is risky or in a safe state. R refers to the response i.e. ascertaining whether the victim actually got a sudden cardiac arrest or they needed to be given medication. C refers to compression in which the person performing CPR makes compression 30 times. A refers to the airway to ensure that the victim's airway and lastly, B refers to breathing. If the victim is still unconscious and has been diagnosed with a sudden cardiac arrest, he or she may be given an AED to restore back their regular heart rhythm.

After that, the participants were explained how to use AED to victims in need. First, the user needs to complete the CHECK and CALL steps where he needs to make sure that the victim is indeed not responding and is confident he or she has had a sudden cardiac arrest. Second, as soon as an AED is available, turn it on and follow the voice prompts. Third, remove the victim's clothe and make sure the victim's chest is dry before attaching the pads correctly. The correct way to install pads is to place one pad on the upper right side of the chest and place the other pad on the lower left side of the chest, a few inches below the left armpit. Fourth, plug the pad connector cable into the AED, if necessary. Fifth, prepare to let the AED analyze the heart's rhythm and the user should make sure no one comes in contact with the victim before pressing the AED switch. Sixth, deliver a shock, if the AED determines one is needed and the last one is after the AED delivers the shock, or if no shock is advised, the user should immediately start CPR to the victim, beginning with compressions.

After a briefing on AED, participants were asked to make a demonstration based on the knowledge that had been imparted. Trainees was also given the opportunity to try making CPR to sculptural models. Overall, it was a meaningful experience for the trainee as well as further improving their skills on the training.

3.1.11 MAKE SLIDE OF DAMAGED AREA IN IRC KSHAS



Figure 26 Slide for damage area in KSHAS IRC

On 22nd December 2021, the trainee was asked by En. Fakhirudin to provide a slide related to the damage on IRC KSHAS. after accepting the assignment, the trainee went to take a picture of the place that had the damage to be included in the slide. To make this slide, the trainee wants to make a variation from the previous slides. Therefore, trainee has looked at the examples available on YouTube for reference. There's a video on YouTube titled PowerPoint Scrolling Slide Zooms under the One Skill PowerPoint channel that makes trainee felt that is what she needs to do to complete the task. The video shows how to make a slide that when moved to another slide, it changes its position to the left like it is being scrolled. Since the trainee wants to use the idea, she has to create it from scratch and the trainee follows the steps shown carefully.

It is not easy but it is not too difficult because the explanation given in the video is very easy to understand but because the steps are too many, it takes patience to complete it. When the slide has been successfully completed, the trainee makes a few edits so that the slide looks more interesting and one of them is to find a picture that matches the slide. Trainees has taken images from the Duotone website that can provide halftone reproduction results for images that highlight the center tone and its highlights. Once the slide is ready, the trainee sends it to the WhatsApp group and gets feedback to remove one damage from the slide. After discarding unnecessary slides, the trainee sends back the slides to the group.

3.1.12 UPDATE THE STATUS OF MATERIAL IN KOHA

The screenshot shows the KOHA Circulation Reports interface. The main heading is "Enter parameters for report All Circ Actions by Date (ID 46):". Below this, there are input fields for "Checked out BETWEEN" with a date range from "yyyy-mm-dd" to "yy" and "and yyyy-mm-dd". A "Branch" dropdown menu is set to "KSHAS LIBRARY". A "Run the report" button is located at the bottom of the form.

Figure 27 KOHA Circulation

The screenshot shows the KOHA Item Edit page. The left sidebar contains navigation links: "Items", "Holds (0)", "Analysis", and "Checkout history". The main content area displays a list of fields for editing material status, each with a corresponding input field:

- 4. Damaged status
- 5. Use restrictions
- 8. Collection code
- a. Home library: KSHAS LIBRARY
- b. Current library: KSHAS LIBRARY
- c. Shelving location: Open Collection
- d. Date acquired: 2020-12-26
- e. Source of acquisition: 28
- f. Coded location qualifier
- g. Cost - normal purchase price: 682.40
- h. Serial Enumeration / chronology
- i. Inventory number
- j. Shelving control number
- o. Full call number: HF5415 32 E27 2016
- p. Barcode: 00000177738
- t. Copy number
- u. Uniform Resource Identifier
- v. Cost - replacement price: 682.40
- w. Price effective from: 2020-12-26
- s. Non-public note
- y. Koha item type: Open Collection
- z. Public note

At the bottom of the form, there are three buttons: "Save changes", "Add a new item", and "Cancel".

Figure 28 Editing material status

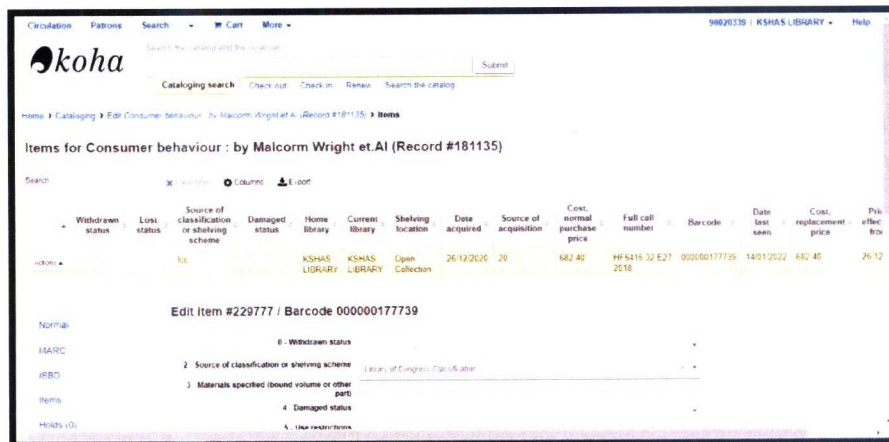


Figure 29 In process editing material

On 14th January 2022, trainee was given the task to process the materials received from UNITEN Bangi. Among the materials received were novels, journals and final year projects. Since there is no cataloging department in KSHAS IRC, the material received will be processed by activating the RFID tag using a machine and pasting the tag to the book. RFID (Radio Frequency Identification) allows books in the library to be detected and communicated via radio waves. If there is a student who tries to take out a book in the library without making the borrowing process, the book can be detected when the student goes through the exit gate sensor. The RFID door at the library exit can be as wide as four feet because the tag can be read at a distance of up to two feet by each of the two parallel exit sensors. In addition, by using RFID, it can facilitate the work of library staff because the process of borrowing and returning books can also be done automatically with the help of check -in and check -out systems.

While activating the RFID tag, the trainee places the tag on the last page of the book and places the book in an open state on the machine. This process needs to be done to ensure that the RFID tag can be detected by the machine and subsequently the information can be directly entered into the system. If the machine cannot detect the RFID tag, the trainee must use a handheld

machine and scan the barcode manually. For the RFID pasting process, the trainee pasted it on a board on the book case cloth. It is pasted on the part near the bookshelf liner as it is an area that can be detected by the exit gate sensor if a student takes out a book without borrowing it first. After pasting the RFID tag, the trainee pasted the UNITEN logo sticker on the RFID tag to cover it so that the students did not try to open the patch. This patching process is very interesting to the trainee as he has to be careful throughout the process and make sure that the patching is neat.

After completing the RFID tag activation and pasting process, the trainee updates the status of the material into KOHA. This is because the books are cataloged in UNITEN Bangi so there is a possibility that the location of the book and its status in KOHA is written to be in UNITEN Bangi and not in KSHAS IRC. The updating process is also easy to do because the trainee already has some understanding of how to use KOHA. At the beginning of this process, the trainee logged into the KOHA system using the ID number and password of one of the library staff, namely En. Dzun. After being shown how to update the status of the material by En. Dzun, trainee started to process other materials on her own. trainee only needs to find the barcode number of the material and fill it in the check in space. After that, the trainee needs to edit the material info if there are any errors. After saving the edited info, the material is ready to be placed on the bookshelf.

3.1.13 TIDY UP THE COUNTER AREA



Figure 30 Trainee tidy up the counter area

Trainee helped En. Dzun and En. Hanif to tidy up in the information and services counter area because some of the staff working in this division have been transferred to UNITEN Bangi and some have stopped. So, the tidying process in the counter area is very important to make sure the counter looks clean and no unused items are there. During the tidying up process, trainees see various items owned by previous staffs but are still there because the time they were moved or stopped, it happened at the time the pandemic was announced. Unused items will be discarded while if the items are needed and still in good condition, they are stored and arranged neatly in the shelves.

3.1.14 JOIN MEETING

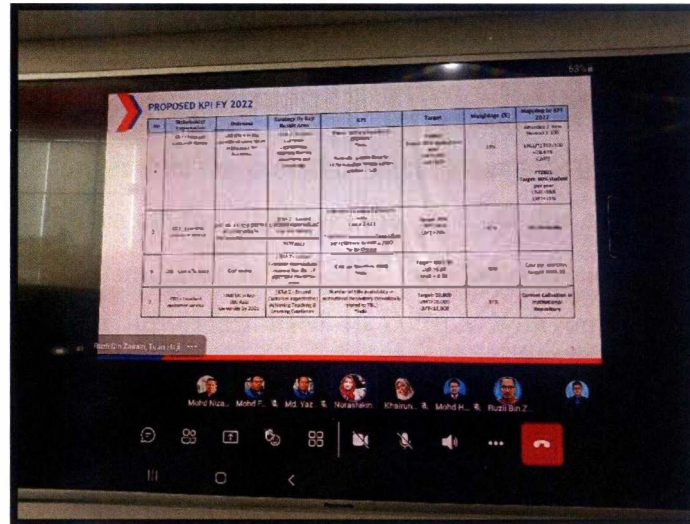


Figure 31 Trainee joined KPI meeting

During industrial training, trainee was exposed to meetings that had to be attended by the chief librarian and one example of such meetings was the KPI meeting. KPI stands for key performance indicator and can be defined as a simple, effective measurement system that helps organizations explain and control the level of progress of a service process delivered to customers in line with the mission and vision of an organization. In the beginning, when the trainee participated in the meeting, trainee had a very difficult time in understanding what was being tried to be conveyed and discussed by the staff involved. There are many new things that trainee needs to understand but in the end, trainee fails to understand them.

After the meeting, En. Fakhirudin, who is also the trainee's supervisor, asked the trainee what she gained from the meeting. After the trainee told him she only understood discussions involving matters in the library and not the other departments, En. Fakhirudin said that it may be difficult for trainee to understand the content of the meeting because they often use acronyms in the

meeting. Later, En. Fakhirudin encourage the trainee to join for the next meeting related to KPI.

In the next meeting, trainee was already prepared to join it and she joined the meeting through Pn. Ain`s Microsoft Team account. The length of the meeting this time is longer than the previous meeting because for this meeting, the staff discussed the categories that will be selected for university level (peer), individual/department-executive and for non-executive. In this meeting, trainee can see how staff tried to consult with one another in choosing categories to ensure that the KPI target can be achieved successfully. There are also times when the situation becomes a little tense because the staff does not have an understanding of the selected targets. Other than that, since meetings are conducted online, internet problems sometimes occur and cause miscommunication between staff but at the end of the meeting, all of the miscommunication have been solved.

After participating in several meetings that are related to KPI, the trainee can understand what is being discussed and if there are things that the trainee does not understand, she can continue to ask the staff to answer the uncertainty. Attending meetings like this is a new experience to the trainee as never before has she been exposed to ways to measure job performance in the workplace.

3.1.15 SHARING SESSION WITH IRC KSHAS STAFFS



Figure 32 Sharing session about DARA's history

During the industrial training at KSHAS IRC, the trainee's favorite activity was sharing sessions with library staff. During the sharing session, the trainee can learn many more things that she never knew before. For example, when En. Hanif shared the story about DARA to the trainee, she was able to find out more clearly how DARA was established. Although the trainee made a reading about DARA through the DARA Report Book, with the addition of knowledge from En. Hanif who has more in-depth knowledge of the topic, the trainee can ask the questions she wants to know. By listening to the story of the history of DARA through En. Hanif, the trainee was more excited to delve into the history of the formation of Pahang Tenggara which before this, the trainee did not know at all.

Trainee also had a sharing session with En. Fakhirudin where EN Fakhirudin recounted how the situation of KSHAS IRC in the past compared to today. To get a library interior design nowadays is not an easy thing because En. Fakhirudin and other library staff worked hard to prepare paper work and slide presentations to make the recommendation to superiors. Trainee was told before the paper work was made, they had set a benchmark for the library by going to well-performing libraries and one of the libraries they went to was in

Singapore. After a visit to create a benchmark for the library, En. Fakhirudin and other staff have discussed about the library design that they feel is suitable for KSHAS IRC to show the modernity of its library. En. Fakhirudin also discussed with the architect about the design to ensure that it can be made successfully if their proposal is accepted by superiors. At first when they presented their idea to superiors, the idea was said to be completely unsuitable for the library because it looked too fancy and did not show like the usual library state. Although the idea was rejected outright at first, on the strong grounds that had been presented by En. Fakhirudin, finally the idea has been accepted and the process of renovating the library can be done to get the same results as now. Trainee felt that with such activities with KSHAS IRC staff, trainee can obtain various information related to the organization and also the work done during the industrial training here.

3.1.16 JOIN ONLINE PROGRAM

Trainee have participated in various online programs throughout her industrial training at KSHAS IRC. Online programs are great to join because each program has topics that will be covered in more depth and of course trainees can ask directly to the panel of the program. among the online programs that trainees have joined is Canva 2.0. In this program, trainee was exposed to the types of posters that can be made following the required criteria whether the poster is a corporate poster or more to the creative. For corporate posters, it is more formal so the choice of font to be used needs to be given more attention so that it looks exclusive. Not only that, the corporate poster should also be accompanied by a simple and neat flow of information so that the reader clearly understands what is to be shown in the poster.

For a more creative poster, it is more free as long as the poster has its own signature to distinguish it from other posters. Even so, the choice of font, color and shape still needs to be emphasized so that it still looks comparable to other posters. For a more creative poster, it is more free as long as the poster has its

own signature to distinguish it from other posters. Even so, the choice of font, color and shape still needs to be emphasized so that it still looks comparable to other posters. Programs like this are very useful for trainee to join because a lot of the work done by trainee involves with the use of posters. By following this program, the trainee can get the implications of the knowledge she gained during poster making whether it is a corporate poster or a creative poster.

Apart from that, trainee also follow several online programs such as Alumni Talk: Prepare for Your Future Career, Bicara Santai Bersama YB Dato' Indera Mohd Shahar Abdullah: Aspirasi Belia, Perpustakaan Bukan Sekadar Tempat Meminjam Buku, Webinar Tips Mengurus Rekod Awam Semasa Bekerja dari Rumah, and more. Trainee tried to make sure to fill her free time by following various programs so that she always continues to get input even on weekends.



Figure 33 Posters for online program

3.2 MINI PROJECT

3.2.1 WEBSITE SUGGESTION

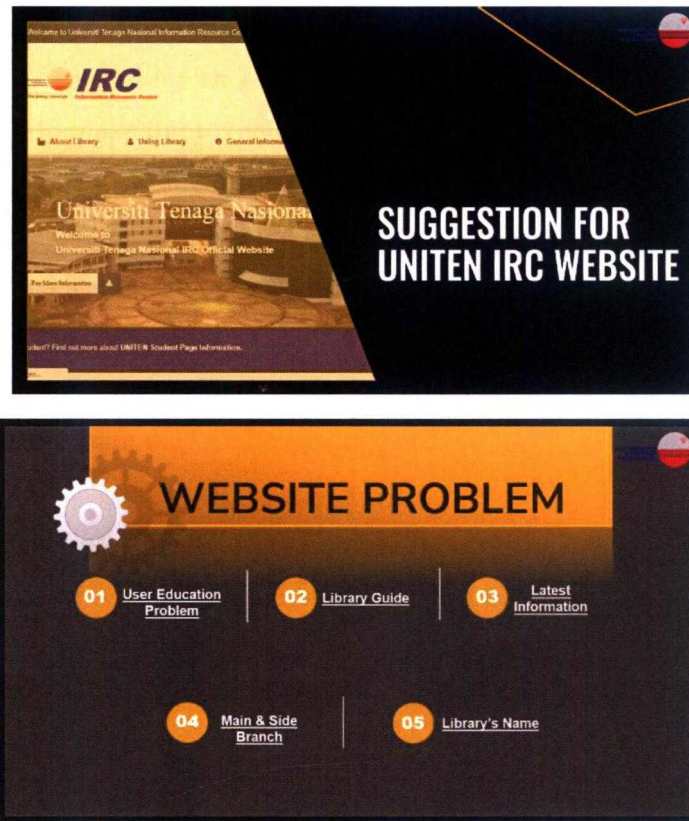


Figure 34 Website suggestion

On the 3rd September 2021, En. Fakhirudin asked trainee to find one project that can be done through online since we are still working from home during this time. Trainee was given one week to search for it and it was decided that on the 10th September 2021, trainee will need to present her ideas about the project to En. Fakhirudin and the other library staff. At first, the instruction that was given to trainee was a bit confusing because of the internet problem during the discussion but after consult back to En. Fakhirudin, trainee finally understood the task completely and became more excited in finding her first task in this industrial training.

During the second week, trainee have discussed with the other trainee about what the project that they can do through online and they decided to look for themselves first before sharing what are their thoughts regarding to this project. After finding an idea of what project should be done, the trainee suggested to make improvements to the library website. This is because when the trainee explores the library website, it can be said that the trainee herself has trouble finding the required information on the website. For example, when trainee tried to find an information literacy program created by the library, she could not find it and eventually she found the program was placed at the bottom on the website. The location of the program can make the user overlook about the program that are being provided.

After discussing with the other trainee, they conclude that it was best for them to improve the website of the library. This is because they are numerous things that can make it better for the users to search for information at the website. Trainee explored the website numerous time to make sure the improvement that she will suggest are the one that can help users in their searching. After that, trainee divided the task to do the slide for the website improvement. On the 10th September, trainee presented this idea to En. Fakhirudin and library staff and have received a good feedback from them. This is because of they also realized about this problem but since the people who are entrusted to but because the person responsible for holding the website has been moved to another section, they have trouble keeping the website up to date. Then, the trainee was asked to make a slide on the improvements of this website to be forwarded to the superiors about the problems faced by the users.

After making a slide on website improvement, once again the trainee was asked to present it. En. Fakhirudin was satisfied with the content of the slide but he asked the trainee to edit the slide so that it looked more formal and professional. This is because, the choice of slide color used is not suitable for

the professional appearance of the person who made it. From here, trainee learnt that slides made in the real work situation require precision so that the organization always looks professional.

3.2.2 BOOK SELECTION

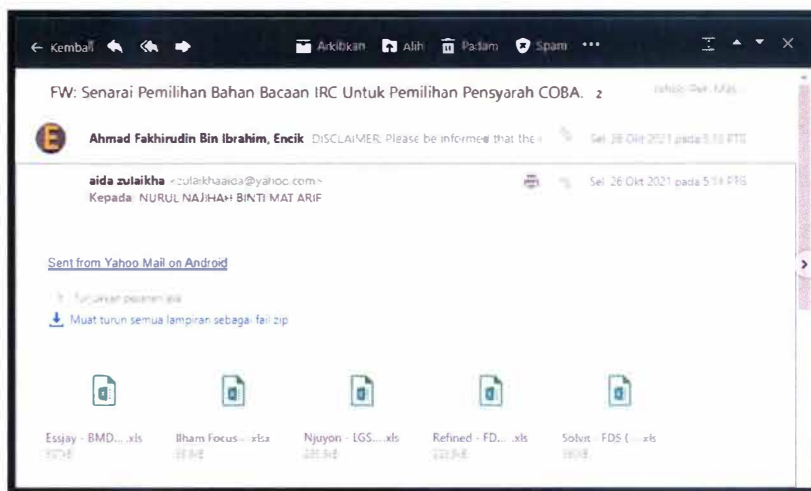


Figure 35 E-mail received from En. Fakhirudin

SUB-SUBJECT	TITLE	EDITION	YEAR	TYPE	ISBN	AUTHOR	PUBLISHER	UNIT PRICE	QTY	TOTAL
OPERATIONS MANAGEMENT OPERATIONS RESEARCH SUPPLY CHAIN MANAGEMENT	REAL CHANNEL SUPPLY CHAIN CHARACTERISTICS WITH RISK-AVERSE BEHAVIOR		2023		9781101101002	LI BO ET AL.		182.8	4	731.2
OPERATIONS MANAGEMENT OPERATIONS RESEARCH	DIGITAL TRANSFORMATION OF THE SUPPLY CHAIN & PRACTICAL GUIDE SUPPLY CHAIN MANAGEMENT FOR EXECUTIVES		2023		9780111297968	THAI ALBERT WEE KWAN ET AL.		180.8	4	723.2
OPERATIONS MANAGEMENT OPERATIONS RESEARCH	OTHER SUPPLY AND SUPPLY CHAIN MANAGEMENT: INDEX, CHALLENGES, SUPPLY CHAIN MANAGEMENT AND SOLUTIONS		2023		9780911211588	CARNOVALE STEFFEN ET AL.		182.8	4	731.2
MONEY & BANKING INVESTMENTS - FINANCIAL MARKETS & INSTITUTIONS	INVESTMENT IN STARTUPS AND SMALL BUSINESS FINANCING		2023		9780111211818	TAGHIZADEH REHMAN FARZAD ET AL.		180.8	4	723.2
MONEY & BANKING INVESTMENTS - FINANCIAL MARKETS & INSTITUTIONS	GOAL-BASED INVESTING THEORY AND PRACTICE		2023		9780111240942	DOUGLASS BORGAN ET AL.		180.8	4	723.2
MONEY & BANKING INVESTMENTS - FINANCIAL MARKETS & INSTITUTIONS	STOCKS AND FOREX TRADING HOW TO WIN		2023		9780111238888	GUPTA DARTI ET AL.		180.8	4	723.2
MONEY & BANKING INVESTMENTS - FINANCIAL MARKETS & INSTITUTIONS	FINANCIAL AND ECONOMIC SYSTEM TRANSFORMING AND NEW CHALLENGES		2023		9781101101001	PTITI JESSIE ET AL.		180.8	4	723.2

Figure 36 Template for book selection

In week 11, En. Fakhirudin has emailed to trainee about IRC reading material selection list for COBA lecturer selection. There are total of six Microsoft

Excel that trainee had received from En. Fakhirudin. For this task, En. Fakhirudin asked the trainee to select the book that library will buy based on the list in the Microsoft Excel. In one Microsoft Excel, there are more than 10 sheets whereas one sheet contains the booklist for one course. Once trainee downloaded all the documents, she went through the documents one by one to make herself more familiarize with the task. After that, she started to select the books that can be bought by KSHAS IRC. The thing that is emphasized before the trainee makes a book selection is the year and course of the book. In selecting those books, trainee has highlighted which books that KSHAS IRC should buy and after consulting with En. Fakhirudin, he also agreed with trainee's way and he also gave some advice regarding to the selection to trainee. After completing the book selection, the trainee sends back the highlighted document to En. Fakhirudin via email.

A week after the selection of this book was completed, En. Fakhirudin asked the trainee to create a template to list the selection of books to be purchased by KSHAS IRC. At first the trainee was a bit confused with the task given but after making a joint discussion with En. Fakhirudin, the making of this template became better understood by the trainee. Pn. Ain has emailed a list of new book suggestions for the purchase of UNITEN KSHAS as requested by En. Fakhirudin to the trainee. After receiving the email, the trainee first looks at the content before finding a way to create the best template. After understanding the contents of the document, the trainee tried to watch videos on YouTube on how to create a template in Microsoft Excel. This is because the trainee wants to get better ideas before starting template creation.

After finding a video that fits the given task, the trainee follows one step at a time in Microsoft Excel as shown in the video. Having successfully created the desired template in Microsoft Excel, the trainee then entered the data provided by Pn. Ain into the template. Then, the trainee showed the results of the template to Mr. Fakhirudin. Trainee also showed the way if staff want to

see the list of books in 2020 only, staff only need to make a filter at the top of the column and staff can continue to get the desired list. In this template as well, the trainee has created headings for column department, course code, edition, year, publisher and others. If staff want any information easily, staff only need to filter in the heading. By presenting this template to En. Fakhirudin and how to use it, En. Fakhirudin is very satisfied with the end product.

3.2.3 IRC KSHAS MONTHLY REPORT

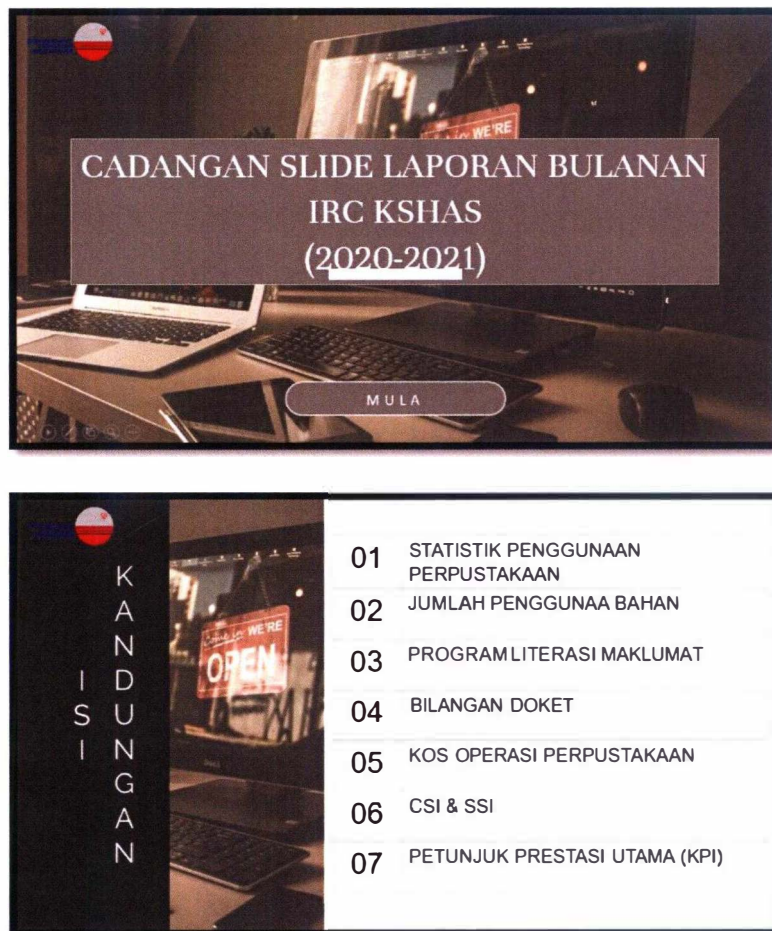


Figure 37 Slide for monthly report KSHAS IRC

On 30th November 2021, En. Fakhirudin instructed the trainee to make slides regarding the KSHAS IRC Monthly Report and asked the trainee to present the slides on 3rd December 2021. Due to the extremely short time allotted, the trainee tried to get all the required data immediately from the library staff. All the data collected will be included in slides and among them are statistics of the number of library users, information literacy programs, number of dockets and others. While in the process of waiting for the library staff to provide the requested data, the trainee searches for a suitable slide template to use on Google. To find the right slide is quite challenging for the trainee as she has to make sure the slide looks professional and based on the feedback obtained while making the previous slides, the trainee tries to make the slide looks more formal.

On 3rd December 2021, the trainee made a presentation on the KSHAS IRC Monthly Report to the library staff. The library staff has given opinions on the slides where there are things the trainee can improve on to make it better than what has been made. The selection of graphs to fill in information on user statistics also needs to be improved as they are not suitable to be use. The discussion on these slides lasted for three hours because the library staff wanted to make sure the trainee got what they were trying to convey and at the same time, the trainee was shown examples of simple but concise graphs and looked very professional. Trainee was told that the slide was good as this was the first time the trainee made it in such a short time but there was still a lot to improve.

After the end of the presentation session, the trainee started re-editing the slides based on the feedback given and during the slide editing, En. Fakhirudin asked the trainee to add more content in the slide. Therefore, trainee tried to obtain information related to monthly reports such as library operating costs and CSI & SSI. The next presentation was conducted on 6th January 2022 where the staff involved were only two people namely En. Fakhirudin and En.

Hanif. For the presentation this time, the trainee got encouraging feedback although there are still a few errors that can be found in the slides but En. Fakhirudin said that this latest slide is more complete and compact compared to the first slide the trainee made. Then, the trainee has corrected the errors that have been notified during the presentation.

3.2.4 FLOOD VIDEO

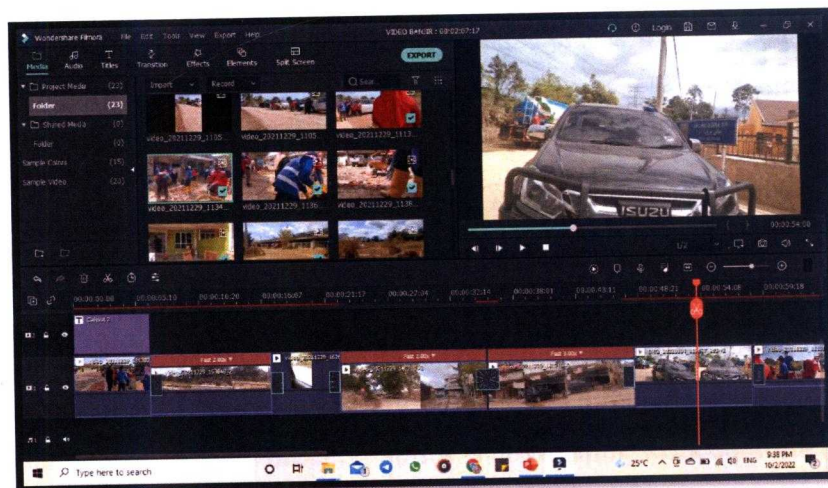


Figure 38 Editing post-flood video

In week 18, trainee was asked by her supervisor if she want to join a post-flood program at Mentakab to represent UNITEN. This is because of Mentakab was one of places that was hit by floods when the big flood hit that month. This massive flood has paralyzed the entire city center and all the main roads leading to the city were completely submerged in water. On humanitarian grounds, UNITEN felt the need to also help the victims involved in the floods. The trainee also felt she needed to help the victims, so she agreed to join the program. This was the first opportunity for the trainee to see the flood-hit areas, so she was very thrilled but in the meantime she hoped that all the victims would persevere in the face of this ordeal. After agreeing to participate in the program, the trainee was asked to make a video while the cleaning work was being carried out.

On 29th December 2021, all volunteers who participated in the program gathered at the Muadzam Shah square and were briefed by the head who led the program. The chief told the volunteers that there are two teams for this program where group one will go to help flood victims in Kuantan while the second team will go to help flood victims in Mentakab. At 8 a.m., all volunteers were getting ready to leave for the designated places. Trainee boarded a vehicle provided by UNITEN together with En. Hanif and another trainee.

Upon arrival in Mentakab, trainee was given equipment that will be used in the process of cleaning the victims' houses. After listening to a briefing on how to help flood victims, the trainee began her job in helping flood victims to clean their homes. At the same time, the trainee also took pictures and recorded the condition of the flood-hit houses secretly so that she did not disturb other volunteers in carrying out their duties. The cleaning work continued until noon and after that, the volunteers started returning to their respective homes including the trainee. After returning from Mentakab, the trainee saved all the pictures and videos taken into the laptop before creating and editing videos about the program as requested by his supervisor.

3.3 MAIN SPECIAL PROJECT

3.3.1 TIME TUNNEL GALLERY VIDEO @ POTRET PAHANG TENGGARA

In the sixth week, the trainee was informed by her supervisor, En. Fakhirudin that she will be asked to make a corporate video related to Time Tunnel Gallery. The making of this corporate video will be used as a special project trainee throughout being an industrial training student at KSHAS IRC. To complete this video, the trainee initially created a storyboard so that the flow of the corporate video would look more organized and tidy. In the process of making this storyboard, the trainee is given time to explore the websites to create the storyboard and also the trainee uses the time given to see examples of corporate videos that are on YouTube.

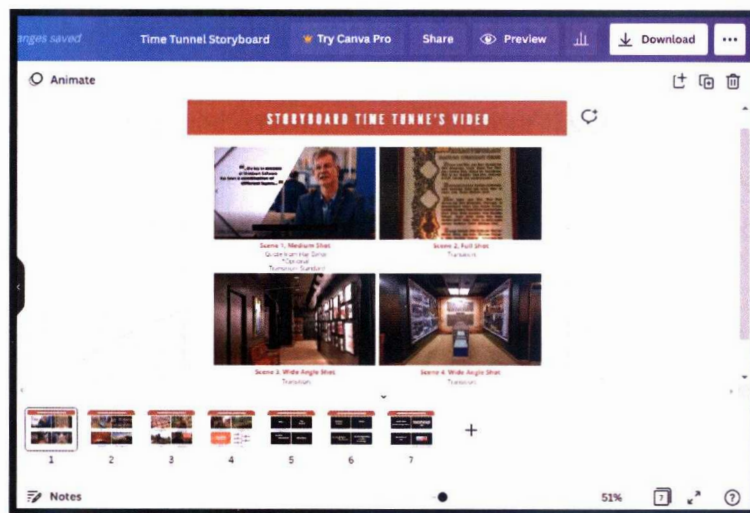


Figure 39 Storyboard made in Canva

Among the websites that the trainee has explored are Storyboard That and studiobinder to see the features that can be used, but when the trainee finds that these websites do not provide free use, the trainee chooses to create this storyboard using Canva. After this storyboard is prepared, the trainee inserts it into the corporate video backup slide and once ready, the trainee shows this slide to Mr. Hanif. Among the contents in this proposal slide are video storyboard, narration

script, DARA's timeline and equipment needed during the interview session. En. Hanif gave feedback on the storyboard where each scene to be included should have something to do with the scene afterwards. In addition, Mr. Hanif also asked about whose voice would be used to read the narration script and the trainee said she would try to find a website that provides free voice to read the script. After that, the trainee corrected back the slides based on the feedback that En. Hanif gave.

During the free time, the trainee will read DARA's annual report books to ensure she understands the histories of DARA in developing the Southeast Pahang area. As the first project that trainee need to handle is making a video for Time Tunnel Gallery, it is important for trainee to understand more about the gallery. Subsequently, trainee asked to Mr. Hanif if there was any reading material about Pahang Tenggara in the library so that she can gain more information about it. Later, Mr. Hanif told trainee that there are lots of report books that related to this gallery and gave her the location of the report books. Based on DARA's annual report book, trainees can create a timeline of DARA's history more clearly and systematically in addition to adding knowledge about DARA.



Figure 40 Trainee visited Haji Bahar's house

On 2nd December 2021, the trainee along with other trainees went to follow En. Hanif to Haji Bahar's house to see the situation at his house. This is because the recording session for the corporate video will be made at Haji Bahar's house to provide an atmosphere of silence while recalling the memories when he was still one of the employees of DARA. After looking at the best angle to record the corporate video, the trainee was asked to find the best arrangement for the corporate video.

On 7 December 2021, the trainee went to Haji Bahar's house again along with En. Hanif and another trainee to make a recording session. Before going to Haji Bahar's house, En. Hanif first stopped at Wisma UNITEN to pick up the cameraman who was responsible for recording the interview session. Enough of everyone involved, En. Hanif continued to leave for Haji Bahar's house. Upon arrival at Haji Bahar's house, the trainee helped En. Hanif in arranging chairs and tables to be used during the recording session. Once the camera preparations were completed, and Haji Bahar was ready to be interviewed, a recording session was conducted.

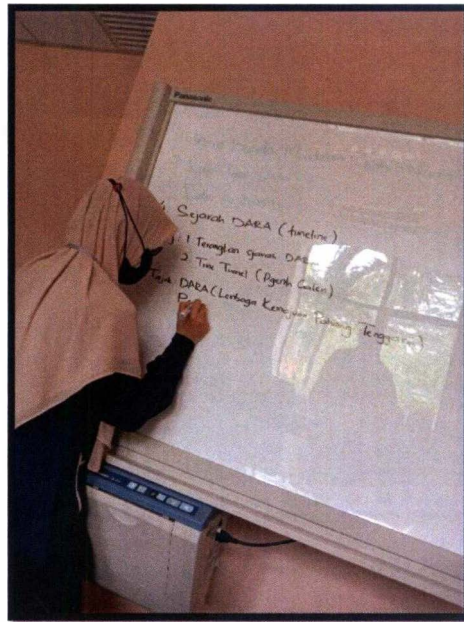


Figure 41 Meeting with En. Fakhirudin

A few days after the interview session was conducted, the trainee had received the recording from En. Hanif and the trainee also continue to play the video to find which part is suitable to be included in the corporate video. The corporate video is expected to last for 10 minutes but the part that the trainee chooses to use has exceeded the duration of that time. Therefore, the trainee needs to re-edit the parts to be taken. On 17th January 2022, En. Fakhirudin made a meeting on this corporate video with En. Hanif and trainees. En. Fakhirudin shows examples of videos that trainee can make as a reference throughout corporate video editing. After the meeting with Mr. Fakhirudin and En. Hanif, the trainee got a new idea to edit the corporate video.

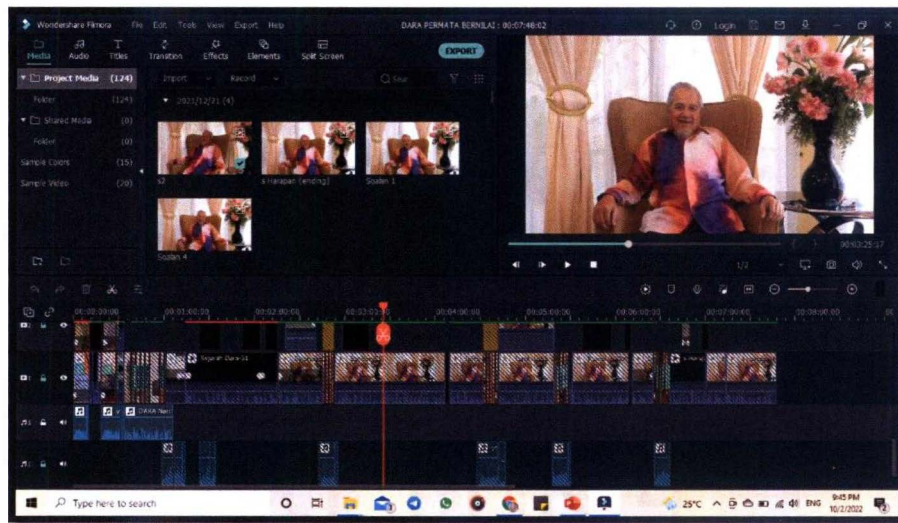


Figure 42 Editing process for corporate video

The trainee collaborated with another trainee, Najihah in this corporate video editing process. The trainee scans old photographs that can be found in DARA's annual report book to include in the video. After that, the trainee makes the image editing process before continuing the video editing process. The completion of this corporate video took more than a month and on 11th January 2022, the trainee made a special presentation of his project to En. Fakhirudin and En. Hanif. The trainee was told that the video was made nice and creative because the trainee also included old documents related to DARA however there were some parts that the trainee needed to change again. Therefore, on 14th January 2022 the trainee along with Najihah will make the video editing process so that this corporate video looks more formal and professional.

**CHAPTER 4:
INDUSTRIAL
TRAINING
REFLECTION**

4.0 INDUSTRIAL TRAINING REFLECTION

4.1 APPLICATION OF KNOWLEDGE, SKILLS AND EXPERIENCE

IN UNDERTAKING THE TASK

Throughout the five months industrial training at UNITEN Library, the trainee has gained a lot of knowledge and skills especially in the library management. As stated, the objective of the industrial training is to encourage the students to **apply the skills and knowledge gained** at the university to benefit the organizations. Some of the subjects offered by the Faculty of Information Management that are very useful for the trainee to apply at UNITEN Library are such as in Basic Web Design and Content Management (IMS 456), Digital Library (IML 651), Organization of Information: Computerized Cataloging (IML 655), Public Relations in Information Work (IML 553) and others.

Although there is no department at KSHAS IRC, trainee is still able to apply the knowledge she had learned at the university in the organization in which the trainee has undertaken industrial training. At the beginning of the industrial training, the trainee was given the task to find a project online so with the knowledge learned in **Basic Web Design and Content Management (IMS 456)** and **Digital Library (IML 651)**, the trainee could use it while browsing the UNITEN library website. This is because with the website knowledge learned from these two subjects, the trainee is able to know the good position of each section displayed on the website. As one of the content creators while setting up the digital library for the Al-Farabi Resource Center during semester six, the trainee was able to understand what content needed to be highlighted and what content needed to be constantly updated.

In addition, when trainee was asked to update material status into KOHA, trainee is able to apply the knowledge learned from the **Organization of Information: Computerized Cataloging (IML 655)**. This is because the trainee has learned how to use KOHA through this subject and is able to perform the assigned tasks quickly. Besides that, trainee was asked to provide posters for library use and to complete this assignment, trainee use the knowledge learned in **Business Plan (ENT 530)** and **Public Relations in Information Work (IML 553)**. While taking ENT530 subject, trainee needs to advertise the product that she sells to make sure people know about the product and also interested in buying it.

The knowledge gained during executing this task is being used in doing the poster for KSHAS IRC. Trainee also has made a research on how to make good posters while learning IML553 subject because trainee needs to make posters related to the activities implemented. So, with the knowledge learned, the trainee can make a satisfying poster while undergoing industrial training.

Other than that, the communication skill that trainee gained while learning **English for Critical Academic Reading (ELC 501)** has been fully utilized by trainee when communicating with library users. The effectiveness of this subject can be seen when the trainee needs to communicate with the students using English Language. Trainee can explain about the use of the library smoothly when there are users who ask about it to the trainee. Trainee can also interact with all library staff as learned in the **Information Systems Interaction Consultation (IMS 556)**. The social skills learned are best used by the trainee to get to know the library staff in order to be able to work more effectively apart from being able to strengthen friendships among employees.

Among the knowledge used by trainees while completing her special project task is **Multimedia for Information Professionals (IMS 457)**. The trainee was given the task of creating a corporate video where the trainee had to make it from scratch. With the knowledge of video editing while studying the subject of IMS 457, the trainee is able to complete this task successfully. This is because when taking the subject of IMS 457, the trainee is asked to make a video in which the trainee has made a storyboard, recorded the planned scenes and also edited the video before sending it to the lecturer involved. To complete this corporate video, the trainee does the same to ensure that the trainee can see the journey of the video starting from the making of the storyboard until the video editing process is over.

4.2 PERSONAL THOUGHTS AND OPINION

The thoughts and personal opinions that trainee can give while undergoing the industrial training is that this organization is successful in achieving its main objective which is to provide a conducive environment to its users and most importantly this

organization can provide the best service to its users. Since KSHAS IRC focus more on customer service, providing its best service to users can show how far that library have achieved throughout the years it has been established since 2001 until now.

Besides that, trainee also can see the close relationship between the staff at KSHAS IRC. At UNITEN, all employees will be called by the name 'Sahabat' if they want to interact with each other. The trainee found out that she really liked the way this call was pronounced every time the staff wanted to call another staff because the trainee could feel that they were not only friends on a work basis but also as one big family.

In addition, the trainee is very fond of the work ethic exhibited by each of the staff of this organization because they are always in a state of readiness if the user wants to ask for something to help them. For example, if students do not know how to use the OPAC to find the desired book, the staff will continue to assist them in the search for the book until they found it. At the same time, the staff will teach the students to use OPAC so that if they want to find more books after this, they can continue to find them easily.

4.3 LESSON LEARNT

Lesson learnt that trainee get during five months undergoing industrial training at KSHAS IRC is to be eager in doing something new. There are numerous things that trainee did not know when she starts her industrial training but when she was given any task to complete, she can complete it quickly. When there is nothing to be done at that time, trainee will try to ask for any work at other library staff. At first, the staff was quite surprised when trainee asked for more work but when they saw how enthusiastic the trainee was, they also encourage trainee to always be eager to do numerous works. This is to make sure that trainee can get many experience in handling many work in the future. At the same time, trainee also can learn on how to improve her work after the works are been given again after that.

The second lesson the trainee has learned was to be professional. In the working situation, trainee is meeting many people where each person has their own character. This lesson can be seen when the trainee goes to Haji Bahar's house to make a recording session. While the recording session was in progress, there were some problems that had occurred such as incomplete recording equipment and even the cameraman who had been asked a week before the day the recording session was conducted had said that he did not have sufficient storage during the interview. Due to things like this, the trainee is able to learn for each to be prepared and always professional if doing a job that has been assigned to him.

The third lesson is self-discipline. While the trainee was staying at the other trainee's house, she tried to make sure that she would always have been ready before they left for KSHAS IRC. At the same time, the trainee will also ensure that she arrives at the training place earlier than the scheduled time which is at 8 am and will return home after working hours have ended which is at 5.15 pm. In addition, the trainee also learns that if she needs to go out during working hours due to emergency reasons, she needs to inform the other library staff so that they know about the trainee's presence during the industrial training conducted. This situation once happened to the trainee when on Friday morning, after the trainee woke up from sleep to get ready for the training place, the trainee felt pain in the legs and could not walk properly. Upon arriving at the training place, the trainee told Pn. Ain that he wants to go to the clinic for treatment. After being given permission to leave, the trainee went to a nearby clinic

4.4 LIMITATION AND RECOMMENDATION

Among the limitations that can be seen by trainee in KSHAS IRC is the lack of workers. In KSHAS IRC, there are only four staff in the library to carry out library work although previously the staff in the library was seven people. After the staff was transferred to Bangi and there were also staff who quit, the vacancy of their place was not filled with other workers. Another limitation that trainee can see is that there is no cataloging department to

do the cataloging work. Materials purchased by KSHAS IRC will be sent to UNITEN Bangi for the cataloging process.

The recommendation that the trainee can give to this organization was to create a job vacancy in the library so that more librarians can apply to this job. With a large number of library employees, library work can be done faster and more efficiently. The second recommendation is to create a cataloging department at KSHAS IRC. With this department in the library, library staff no longer need to commute from KSHAS IRC to UNITEN Bangi to send the materials for processing. If this department is created, it can also save employees time and also transportation costs to go there.

CONCLUSION

KSHAS IRC is a great place to undergo industrial training because here the trainees are exposed to the real work situations. Trainee have gain Industry experience and at the same time familiarize themselves with the real work environment at the Industrial training site. The trainees would like to express their appreciation to the KSHAS IRC staff who always helped and guided the trainees throughout the industrial training.

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