



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
26700 MUADZAM SHAH, PAHANG**

**Prepared by:
NURUL NAJIHAH BINTI MAT ARIF**

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

1 SEPTEMBER 2021 – 31 JANUARY 2022



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 (IMC690)

REPORT TITLE:

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

PREPARED FOR:

MADAM NOOR FARALIZA BINTI SAMSUDIN

PREPARED BY:

NURUL NAJIAH BINTI MAT ARIF (2018682718)

DATE OF SUBMISSION:

12TH FEBRUARY 2022

DECLARATION

I hereby declare that this is my original work. I have not copied from any other student's work or from other sources. I am also declare that no part of this report has been published or submitted for publication except where due to reference or acknowledgement is made explicitly in text, nor has any part been written for me by another person. I confirm that I have read and understood the UiTM regulations with regards to plagiarism and will be penalized by the university if found guilty.

Signed by

Nurul Najihah Binti Mat Arif

2018682718

Date of submission: 12th February 2022

ABSTRACT

This report describes and explains all my activities during my internship training at KSHAS IRC within 23 weeks in order to complete my degree courses. I have started this internship training from 1st September 2021 and ended on 31st January 2022. Universiti Tenaga Nasional (UNITEN) is a private university wholly-owned by Tenaga Nasional Berhad (TNB). The University which is one of the Government Linked Universities (GLUs) in Malaysia operates two campuses which one main campus in Putrajaya and the other is in Bandar Muadzam Shah, Pahang. In KSHAS IRC, I have experienced new tasks and work environment. This is my first experience working in library environment. At the beginning of my internship, I felt a little bit nervous and difficult to adapt with the new environment. From time to time, thanks to Allah because I managed to adapt with the new kind of working environment. My supervisor gives me a variety of task in order to train me to be a better worker for the future. While doing the task, I realize that many staff in this library are very helpful and always guide me to complete the task neatly and nicely. As a human being, I admit that I always make mistakes. But staff in this library always give their hands in I faced any problems. This can be considered as my preparation for me before start my career path.

ACKNOWLEDGEMENT

First of all, I want to thank God for His never-ending grace, mercy and provision for me for finishing this assignment.

I would like to say thank you to lecturer Madam Noor Faraliza for the advice and encouragement throughout my internship training at Information Resource Center of Sultan Haji Ahmad Shah Campus (KSHAS IRC). Next, thank you to my supervisor, Encik Fakhrudin for assisting me in adapting in new working environment. Also, I would like to thank my internship partner, Siti Aida Zulaikha for your support and cooperation in completing all the task given to us. She has supported me greatly and always with me when I need some help. This internship training would have been impossible without your help.

Last but not least, I extend my gratitude to my family members who always support me in the time needed during my practical training. Without all of you, I may be not able to finish my internship training.

TABLE OF CONTENT

NO	CONTENT	PAGE
1	DECLARATION	i
2	ABSTRACT	ii
3	ACKNOWLEDGEMENT	iii
4	1.0 INTRODUCTION 1.1 OBJECTIVES OF INDUSTRIAL TRAINING 1.2 UNITEN BACKGROUND 1.3 VISION, MISSION AND TAGLINE 1.4 UNITEN SULTAN HAJI AHMAD SHAH CAMPUS (KSHAS)	 1 1-2 2 3
5	2.0 ORGANIZATION INFORMATION 2.1 INFORMATION RESOURCE CENTER OF SULTAN HAJI AHMAD SHAH CAMPUS (KSHAS IRC) 2.2 KSHAS IRC STAFF 2.3 LIBRARY COLLECTION 2.4 LIBRARY SERVICES 2.5 LIBRARY FACILITIES 2.6 OPERATION HOUR	 4 5-6 6-8 8-9 9-12 13
6	3.0 INDUSTRIAL TRAINING ACTIVITIES 3.1 TRAINING ACTIVITIES 3.1.1 E-Book Searching 3.1.2 Orientation 3.1.3 Creating Online Database Poster 3.1.4 Read DARA's Annual Report Books 3.1.5 Arranging Furniture to Be Disposed 3.1.6 Compile Subscribed Magazines 3.1.7 Compiling and Editing Old Photo of Muadzam Shah 3.1.8 Tidy Up the Admin Room 3.1.9 Chairman Dato' Sri Hasan's Visit to KSHAS IRC	 14 15-16 17 18 19 20 21 22 23

	3.1.10 Participate in AED Training Session	24
	3.1.11 Update the Status of Material in KOHA	25
	3.1.12 Tidy Up the Counter Area	26
	3.1.13 Joining Meeting	27
	3.2 MINI PROJECT	
	3.2.1 Website Suggestion	28-29
	3.2.2 Book Selection	30
	3.2.3 KSHAS IRC Monthly Report 2021-2021	31-32
	3.2.4 Flood Video	32-33
	3.3 SPECIAL PROJECT	
	3.3.1 Time Tunnel Corporate Video	33-35
7	4.0 INDUSTRIAL TRAINING REFLECTION	
	4.1 APPLICATION OF KNOWLEDGE, SKILLS AND EXPERIENCE IN UNDERTAKING THE TASK	36
	4.2 PERSONAL THOUGHTS AND OPINION	37
	4.3 LESSON LEARNT	
	4.3.1 Limitation and Recommendation	37-38
8	5.0 CONCLUSION	39
9	REFERENCE	

LIST OF TABLES

		PAGE
Table 1	KSHAS IRC Staff	6
Table 2	Operation Hour During Semester	13
Table 3	Operation Hour During Semester Break	13
Table 4	Application of Knowledge	36

LIST OF FIGURES

		PAGE
Figure 1	UNITEN's Logo	1
Figure 2	KSHAS IRC	4
Figure 3	Information & Service Counter	9
Figure 4	Gallery & Time Tunnel	10
Figure 5	Reference Area	10
Figure 6	Discovery Area	11
Figure 7	Leisure Area	11
Figure 8	24 Hour Study Area	12
Figure 9	E-discussion Area	12
Figure 10	E-Book Searching	14
Figure 11	Orientation Session with JAKOA Students	15
Figure 12	Orientation Session with New Students	16
Figure 13	Online Database Poster	17
Figure 14	Reading Annual Report Book	18
Figure 15	Furniture to be Disposed	19
Figure 16	Arranging Magazines	20
Figure 17	Editing Old Photo of Muadzam Shah	21
Figure 18	Admin Room	22
Figure 19	Dato' Sri Hasan's Visit	23
Figure 20	AED Training	24
Figure 21	Updating Material's Status	25
Figure 22	Counter Area	26
Figure 23	Meeting Session	27
Figure 24	Website Suggestion	28
Figure 25	Book Selection	30
Figure 26	Suggestion Slide	31
Figure 27	Flood Video	32
Figure 28	Editing Time Tunnel Video	33-34

1.0 INTRODUCTION

1.1 OBJECTIVES OF INDUSTRIAL TRAINING

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

1.2 UNITEN BACKGROUND



Figure 1: UNITEN's Logo

Universiti Tenaga Nasional (UNITEN) is a private university wholly-owned by Tenaga Nasional Berhad (TNB). The University which is one of the Government Linked Universities (GLUs) in Malaysia operates two campuses; one main campus in Putrajaya and the other is in Bandar Muadzam Shah, Pahang. The Putrajaya Campus offers courses in Engineering, Computer Science, Information Technology, Business Economics and Energy Economics. Meanwhile, its branch campus, Sultan Haji Ahmad Shah Campus (KSHAS) in Bandar Muadzam Shah, Pahang, offers courses in Accountancy, Finance, Marketing, Human Resource and Business Management.

UNITEN is a serious player in the academic world that is manifested through its top academic excellence achievements. UNITEN has obtained a “Tier 5: Excellent” rating in the Rating System for Malaysian Higher Education (SETARA) and has been the top choice for Engineering, Computer Science and Information Technology courses. Besides, the employability rate demonstrates that UNITEN graduates are guaranteed jobs prior to their graduation.

Students will have access to various world-class facilities such as its affordable and comfortable apartment buildings, comprehensive healthcare facilities, library that features 24-hour study area, on campus Wi-Fi available for students and around the clock security services.

UNITEN also provides various sports facilities such as its mini stadium, sporting arena that meets the requirements of national level athletics competition, Olympic sized swimming pool, tennis court, football field, gymnasium and Sports Arena which features 11 indoor courts.

UNITEN is a distinctive, thriving academic community which makes a clear and immediate impact through its alliance with a global audience and a modern world of employment and entrepreneurship. Our purpose is to change lives – of individuals and communities – for the better. In a world where nothing ever stays the same, we develop and take on new challenges and opportunities to achieve more. Here, we turn theory into practice and encourage students to pursue their goals as we strive to develop holistic students.

1.3 VISION, MISSION AND 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 and Energetic.

1.4 UNITEN SULTAN HAJI AHMAD SHAH CAMPUS (KSHAS)

UNITEN Sultan Haji Ahmad Shah Campus (KSHAS) was located in Bandar Muadzam Shah, Pahang. KSHAS officially establish on 4th May 2001 by Tun Dr Mahathir Mohamad. Basically, this campus is branch campus of UNITEN that are focusing on business management and accounting fields. The campus present College of Business Management and Accountancy (COBA) that offers foundation, diploma and bachelor programs. There are also research postgraduates offered together with the College of Graduate Studies (COGS). There are more than 7,600 graduates are successfully graduated since this campus started. The graduates have been well accepted by the industries including large multinational corporations with 97% gain employment within 6 months after completing their studies.

The concept of this campus is “Town in University” and “University In Town”. KSHAS has the potential to be a catalyst towards the advancement of intellectual resources in accordance with the economic development of Bandar Muadzam Shah in Rompin District and the East coast of Peninsular Malaysia in general. This campus surrounded by large green areas with fresh air and also free from city pollution. It also provides an ideal environment for students’ doing co-curricular activities and any community services. There are also various facilities have been provided by this campus such as up-to-date library, Wi-Fi campus, variety types of sports and recreational facilities, fully-boarded accommodation and so on.

2.0 ORGANIZATION INFORMATION

2.1 INFORMATION RESOURCE CENTER OF SULTAN HAJI AHMAD SHAH CAMPUS (KSHAS IRC)



Figure 2: KSHAS IRC

Sultan Haji Ahmad Shah Campus IRC officially launched on 4th May 2001 by Tun Dr. Mahathir Mohamed. This IRC was located in the Southeastern part of the State of Pahang which is in Muadzam Shah. Their collection is more focusing on materials in business and accounting in order to support research and teaching for the College of Business Management and Accounting (COBA) at the degree levels.

2.2 KSHAS IRC STAFF

STAFF	DETAILS
 A portrait of a woman wearing a yellow hijab and a blue uniform, standing against a red and yellow background.	<p>NORATI BINTI ABDUL MALEK Position: Deputy Registrar</p>
 A portrait of a man with glasses, wearing a blue uniform, standing against a red and yellow background.	<p>AHMAD FAKHIRUDIN BIN IBRAHIM Position: Chief Librarian</p>
 A portrait of a man with glasses, wearing a blue uniform, standing against a red and yellow background.	<p>MOHD HANIF BIN MOHD IDRIS Position: Assistant Librarian</p>

	<p>DZUN AZARIF BIN AWANG AZIZ Position: Library Assistant</p>
	<p>NURUL AIN BINTI NAZERI Position: Library Assistant</p>

Table 1: KSHAS IRC Staff

2.3 LIBRARY COLLECTION

In UNITEN IRC, the library materials are classified according to their subject heading and also based on the Library of Congress Classification Scheme. Every one of the library materials has their own call number. The call number will represent the location of the book or materials on the shelf. It includes:

Subject	Number based on the main entry
Subject Subdivision	Publication date
Subject Subdivision by area, format, etc.	Copy Number

UNITEN IRC have more than 200,000 volumes of materials and collections which includes books, journals, printed and non-printed collection. Most all of the collections are an open access except for the audio-visual (AV) and thesis materials which means library user can use and borrow the library materials depending on their membership eligibility.

There are two (2) types of collections in UNITEN IRC which are Printed & Non-Printed Collection and Online Collection. For printed & non-printed collection, there are 8 main collections included.

1. Open Collection (OPEN)

- Open collection includes all the subject areas which is open accessed and can be borrowed within the time given in the schedule of “Loan Eligibility and Fines”.

2. Reference Collection (REF)

- Reference collection includes reference materials such as dictionary, encyclopedia, directories, handbooks, guidebooks, atlases, yearbooks, bibliographies, indexes, abstracts and many others. All these materials are only for reference and cannot be borrow by the library users. They can use is only in the library.

3. Non-Printed Collection (NONP)

- This type of collections consists of DVDs, videos, film strips, audio-cassettes, CDs and any other types of non-printed materials.

4. Thesis Collection (THS)

- Thesis collection consists material such as theses, dissertations and scholarly publication.

5. Project Papers (PRP)

- Includes printed materials besides books. For instance, reports, guides and so on.

6. Special Collection (SPC)

- Special collection will include material such as Tenaga Nasional Berhad publication, archives, reports, unpublished seminar paper, government publication, act/ statutes, manuscripts, thesis, monographs, past year examination papers, project papers and documents.

7. Bound Journal (BDJ)

- Bound journal consists of back issues journals in multidiscipline which are bound.

8. Serials Collection (SER)

- This type of collections contains the current and bound journals and magazines that are for reference only.

Meanwhile, for the online collections it includes 4 main collection which are:

1. UNITEN Institutional Repository

2. **Online Databases**
3. **E-Book**
4. **Other Online Educational Tools**

2.4 LIBRARY SERVICES

According to IGI Global, library services refer to the services that have been provided by the library to the users. It includes things such as instruction for the users on how to use and access the library materials.

In UNITEN IRC, there are four main services that have been provided by the library for their users. Firstly, the service that has been provided by the library is Library Search Skills Class. This library search skills class services will show to the students or library users the preliminary steps that should be taken by users in order to ensure finding all relevant information. This service will be more focusing to teach users on how to use Online Public Access Catalog (OPAC), Online Database such as Science Direct and other electronic resources. Students will be introduced to variety types reference sources that related to their field of study and the efficient way to search for the information needed. Usually, this service will include a small group of participants, which is not more than 15 students.

The next services that have been provided by UNITEN IRC is Assistance and Advice. This kind of services will guide library users on how to use the library OPAC and other online services in order to get a material. Library staff will suggest the suitable subject heading that users can use in order to search for the library materials in particular topic by using the computer catalogue. Other than that, library staff will also guide users to choose the most relevant sources that they can use in completing their task or assignment. They also will inform the users how they can gain more information if the materials are not available in the library.

Another service that has been provided by UNITEN IRC is User Education Program. The purposes of this services are to promote the use of information, information sources and information systems by directing Library Instructional Programs. It will include one-to-one library orientation for all UNITEN Academic Staff. Also, there will be a library workshops for undergraduate and graduate students in order to help them seek for the information that

are related to their projects. Indirectly, this service will show and guide users to utilize all the relevant information sources, services and facilities that have been provided by the library.

The last main services that have been provided by UNITEN IRC is Library Visit. Generally, Universiti Tenaga Nasional Library is an open access facility which mean they are likely to offer a variety of services for Malaysian Community. Visitors allowed to use library facilities up until their closing time.

2.5 LIBRARY FACILITIES

There are seven major library facilities being provided by UNITEN KSHAS IRC. It includes Information & Services Counter, Gallery, Reference Area, Discovery Area, Leisure Area, 24 Hour Study Area and lastly E-Discussion Area.

- **Information & Services Counter**



Figure 3: Information & Services Counter

- **Gallery/ Time Tunnel**



Figure 4: Gallery and Time Tunnel

- **Reference Area**



Figure 5: Reference Area

- **Discovery Area**



Figure 6: Discovery Area

- **Leisure Area**



Figure 7: Leisure Area

- **24 Hour Study Area**



Figure 8: 24 Hour Study Area

- **E-discussion Area**



Figure 9: E-discussion Area

2.6 OPERATING HOURS

- **During Semester**

DAY	TIME
Monday	08:30 – 22:00
Tuesday	08:30 – 22:00
Wednesday	08:30 – 22:00
Thursday	08:30 – 22:00
Friday	08:30 – 22:00
Saturday	09:00 – 16:00
Sunday	09:00 – 16:00

***Public holiday: library is close**

Table 2: Operation Hour During Semester

- **Semester Break**

DAY	TIME
Monday	08:30 – 17:15
Tuesday	08:30 – 17:15
Wednesday	08:30 – 17:15
Thursday	08:30 – 17:15
Friday	08:30 – 17:15
Saturday	Closed
Sunday	Closed

***Public holiday: library is close**

Table 3: Operation Hour During Semester Break

3.0 INDUSTRIAL TRAINING ACTIVITIES

3.1 TRAINING ACTIVITIES

3.1.1 E-Book Searching

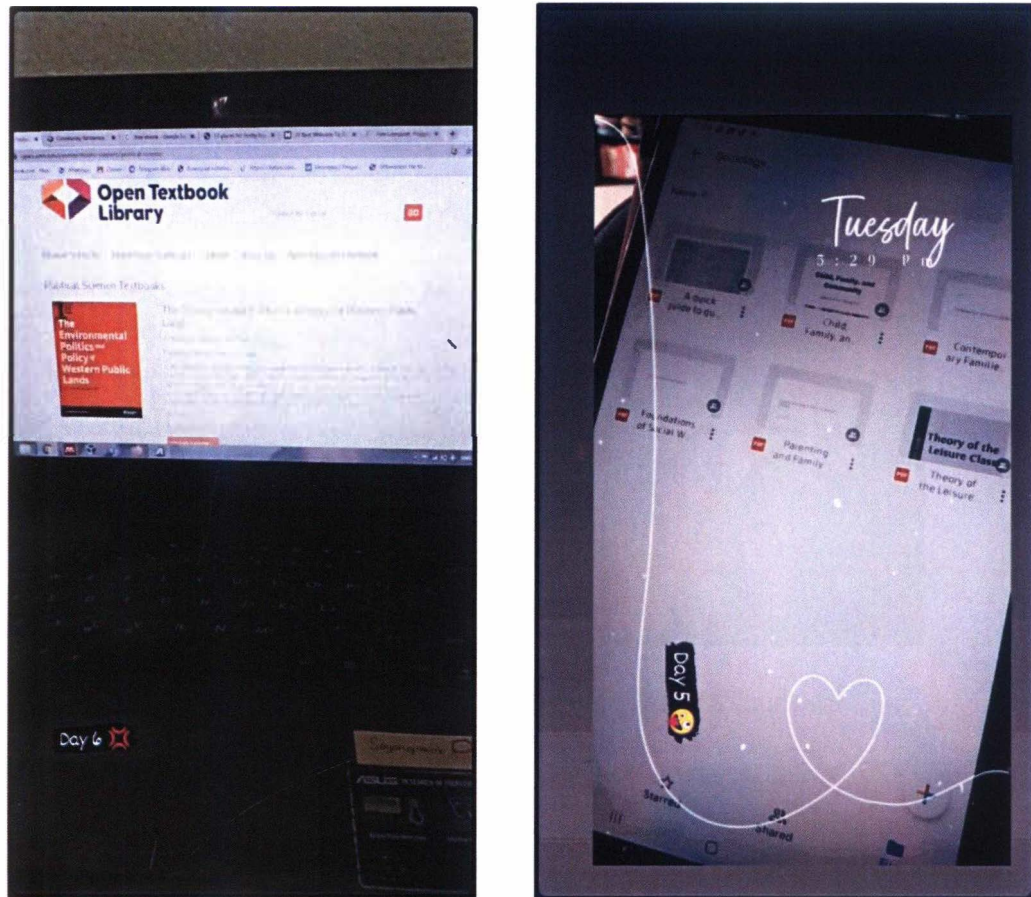


Figure 10: E-book Searching

The first week of my internship in KSHAS IRC, Encik Hanif (assistant librarian) has give me a task. He ask me to seek for the free E-book through online platform. For your information this task does not have due date. The purpose he want me to search for the E-book is to add it to the collection of E-book that are already in the UNITEN collection. In order to do this task, I have explore many website that offered free E-book to the people. Among the websites that I searched to do this task are e-booksdirectory.com, pdfdrive.com and open textbook library website. After collecting as much as I can of the E-book, I try to show it to Encik Hanif. After that, he want me to upload all the E-book that have to KSHAS IRC server.

3.1.2 Orientation

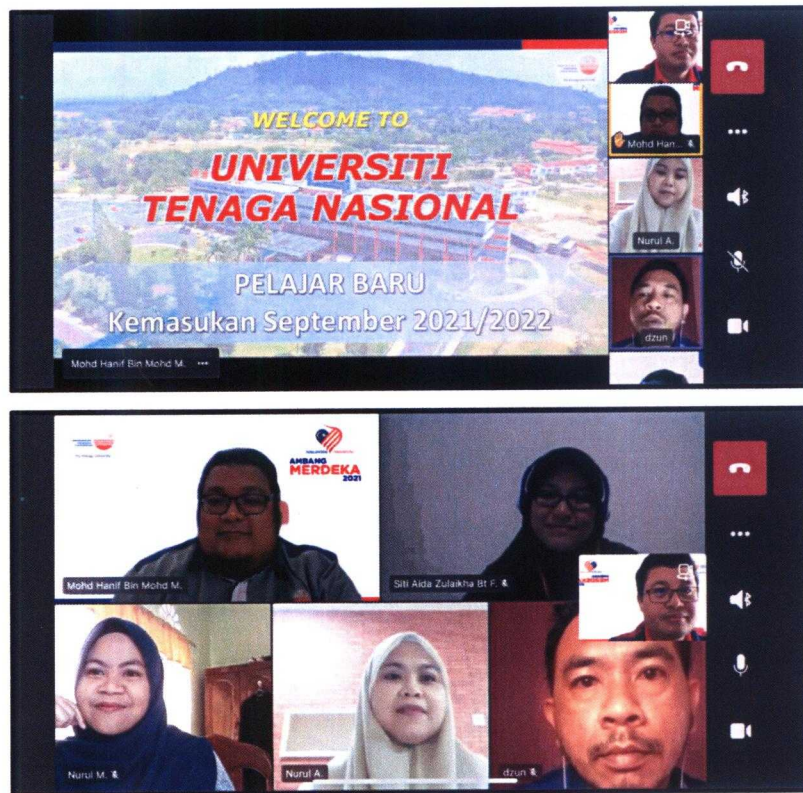


Figure 11: Orientation Session with JAKOA Students

On 3rd September 2021, I have joined orientation session with new JAKOA students. The orientation session has been conducted through online platform using microsoft team. This orientation program is to introduce to the new student KSHAS IRC. This session have been conducted by Encik Hanif. For you information JAKOA stands for *Jabatan Kemajuan Orang Asli*. This session were held on my first week of my internship training. So by joining this, indirectly I can see what have been offered by this library to their users.

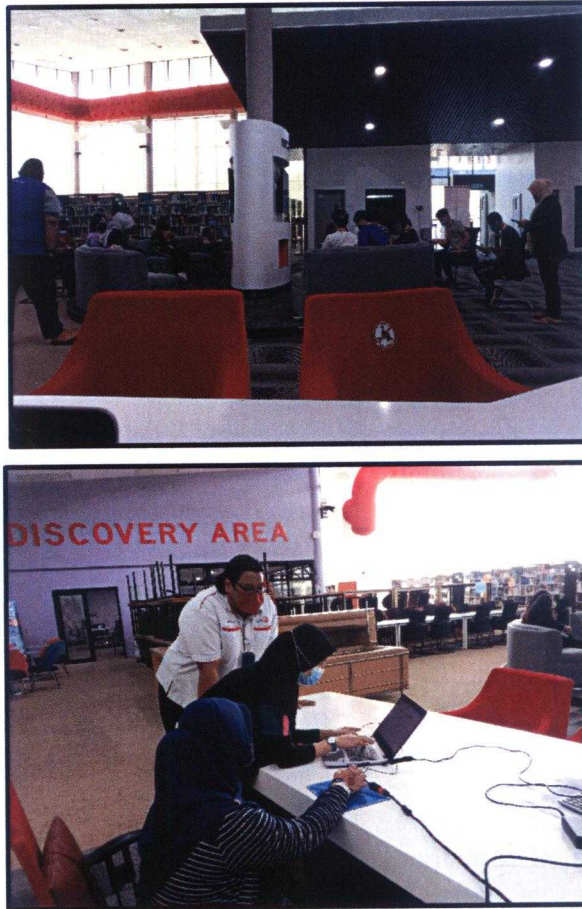


Figure 12: Orientation Session with New Student

On 17 and 19 January 2022, I have been involved with orientation session again. This orientation session has been held physically at KSHAS IRC. I was very excited when joining this session because I can see clearly with my own eyes how the real physical session being conducted. For this session, Encik Hanif asked me to be the person in charge for the slide. The slide is already done by him, my task is to make sure the presentation session will be run smoothly without any problem. For your information, this orientation session has been divided into two sessions because we have to follow the SOP that have been ordered by KKM. The session should not have too many participants. So that is the reason why this session needs to be split.

3.1.3 Creating Online Database Poster

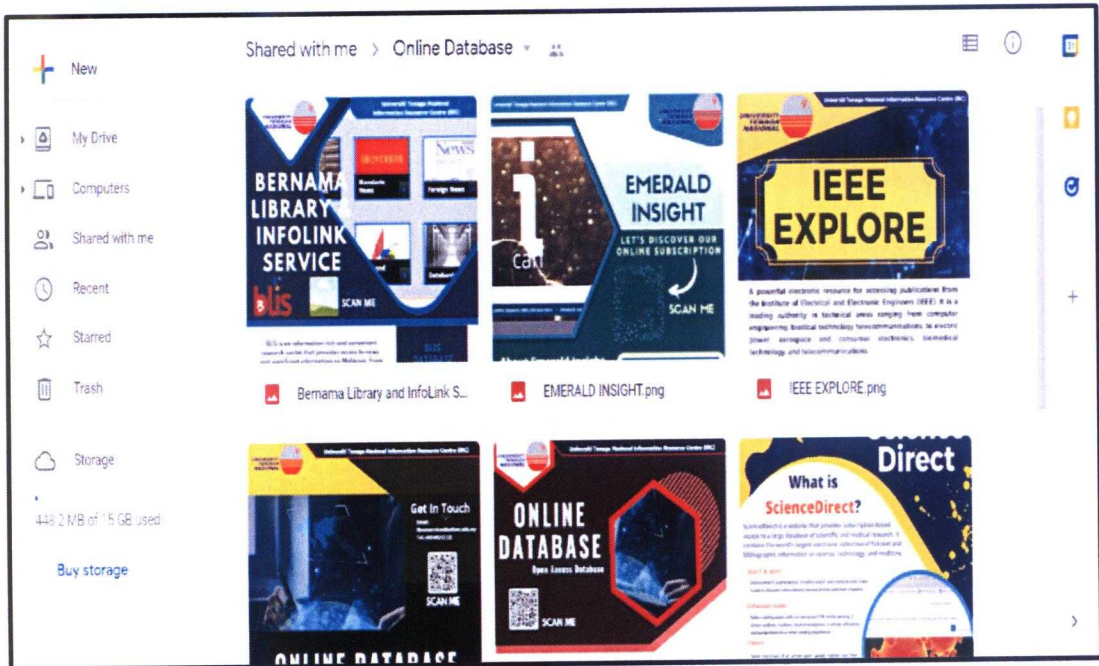


Figure 13: Online Database Poster

There are 6 online database that have been subscribed by UNITEN library which are Bernama Library and InfoLink Services (BLIS), Emerald Insight, IEEE Xplore, ScienceDirect, SCOPUS and Turnitin.com. Encik Hanif asked me and friend, Siti Aida to create poster of these 6 online databases. After make a discussion with Siti Aida, both of us agreed to divide the task. Since there are 6 online databases, we agreed that Siti Aida will take 3 and I take another three online databases. Both of us create the poster using Canva. Canva have makes me easily doing task since it has many templates that I can choose to create the poster.

3.1.4 Read DARA's Annual Report Books

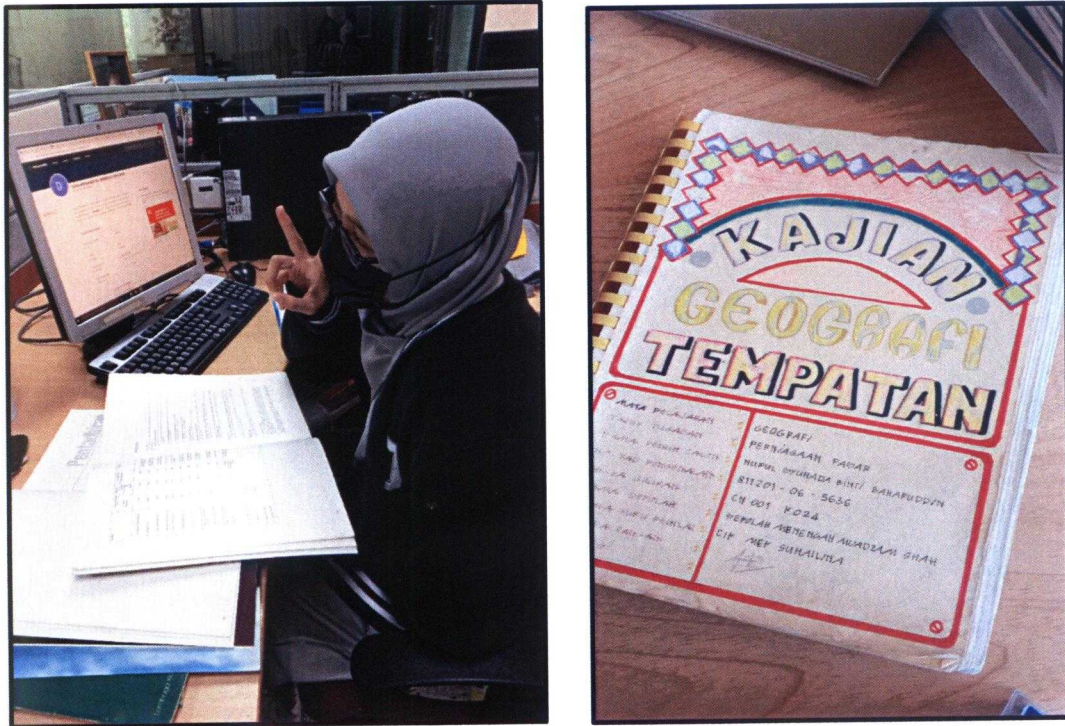


Figure 14: Reading Annual Report Book

Since my special project will be creating a video about DARA, I need to read the materials that related to it. After being explained by our supervisor about our special project, we found that they already collect materials that related to DARA. I have gone through one by one all the materials that have been collecting by them. While reading the materials, time by time I get to know more about DARA organization. I get many information from the materials that are very useful for me to complete my special project. The materials that have been collected are such as annual report book and a masterplan of DARA Development.

3.1.5 Arranging Furniture to Be Disposed



Figure 15: Furniture to be Disposed

When first time I got to KSHAS IRC, I little bit confused why there are so much furniture that being arranged in the users path in the library area. The furniture has bother me as newcomers to the library. After asking to our supervisor about the furniture, then I know that all that things need to be disposed. They still need to get the permission from the UNITEN to dispose the furniture. The library staff told me that the furniture maybe will be donated to other places such as school.

3.1.6 Compile Subscribed Magazines

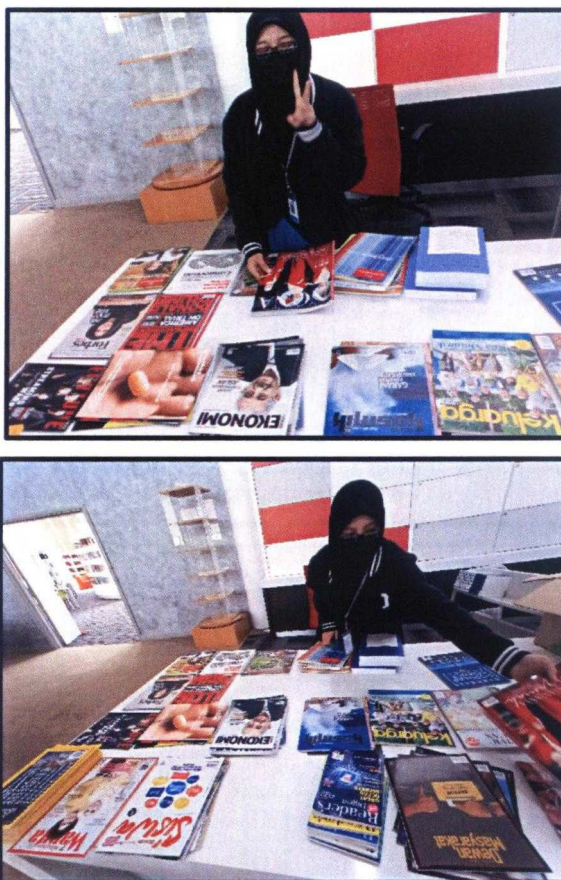


Figure 16: Arranging Magazines

On 21st October 2021, Encik Dzun who is one of the library staff asked me to help him to arrange the subscribed magazines. The reason why this magazine need to be arrange because we need to clean the magazine room. Since the magazine room are going to be use for another purpose, so all the magazines in that room must be move to another room. This time we move the magazines to the admin room. Before move the materials to the admin room, we arrange the materials based on their title. After completing the arranging process, I slowly move the materials to admin room with my friend, Siti Aida. It was quite challenging task for me and my friends since there are so many magazines need to be moved.

3.1.7 Compiling and Editing Old Photos of Muadzam Shah



Figure 17: Editing Old Photo of Muadzam Shah

Encik Hanif asked me to edit the old photo of Bandar Muadzam Shah in the UNITEN Server. The picture in the server were a scanned picture so that there will be some defect of it. For instance, the picture maybe misses lined, tilted and so on. So Encik Hanif want me edit the picture so that the picture will be more clear and better. This task took me some time to complete this task since there are so many picture that need to be edited. I have to go through one by one so that I will not missing eve one of the pictures.

3.1.8 Tidy Up the Admin Room



Figure 18: Admin Room

Just like I mentioned before, all the magazines in the magazine room need to be move to admin room. In order to arrange the magazines properly, we need to change the arrangement of the shelves in the admin room. In completing this task, all 4 of us which are Encik Hanif, Encik Dzun, Siti Aida and me myself need to give our full cooperation. This is to make sure that the room can be cleaned as fast as we can. From the picture above, you can see that there are so many things in the admin room that need to be arrange properly so that there will be a space for all the magazines. After finish all the cleaning process, we slowly arrange the materials to this room. Then at the same day, we finish arrange all the thing. After completing this task, Encik Hanif treated us pizza as his appreciation.

3.1.9 Chairman Dato' Sri Hasan's Visit to KSHAS IRC



Figure 19: Dato' Sri Hasan's Visit

On 10th December 2021, University Tenaga Nasional's chairman YB Dato' Sri Hasan bin Arifin has come to visit KSHAS IRC. The preparation that has been done by me and library staff was quite rushing since the date of his visit to the library has change. At first, Encik Fakhirudin asked me to create one poster to be display on the TVs during chairman's come to the library. But when comes to the day of chairman's visit, they do not use the poster that I already created. This is because they use the poster that has been done by other people in UNITEN. Although we are a little bit rushing during the chairman's visit, all of us still manage to finish it successfully.

3.1.10 Participate in AED Training Session



Figure 20: AED Training

On 14th December 2021, there is an AED training session that has been held in the library. One of the library staff asked me to join them in the session. For your information, AED stands for Automated External Defibrillators. These equipment are portable, life-saving devices that have been designed to treat people who are suddenly experiencing sudden cardiac arrest. By joining this session, I have gained more knowledge about AED's function and get to know how to react if something happens that needs me to use AED in the future. It was a great opportunity for me to learn something new that is not related to library fields.

3.1.11 Update the Status of Material in KOHA

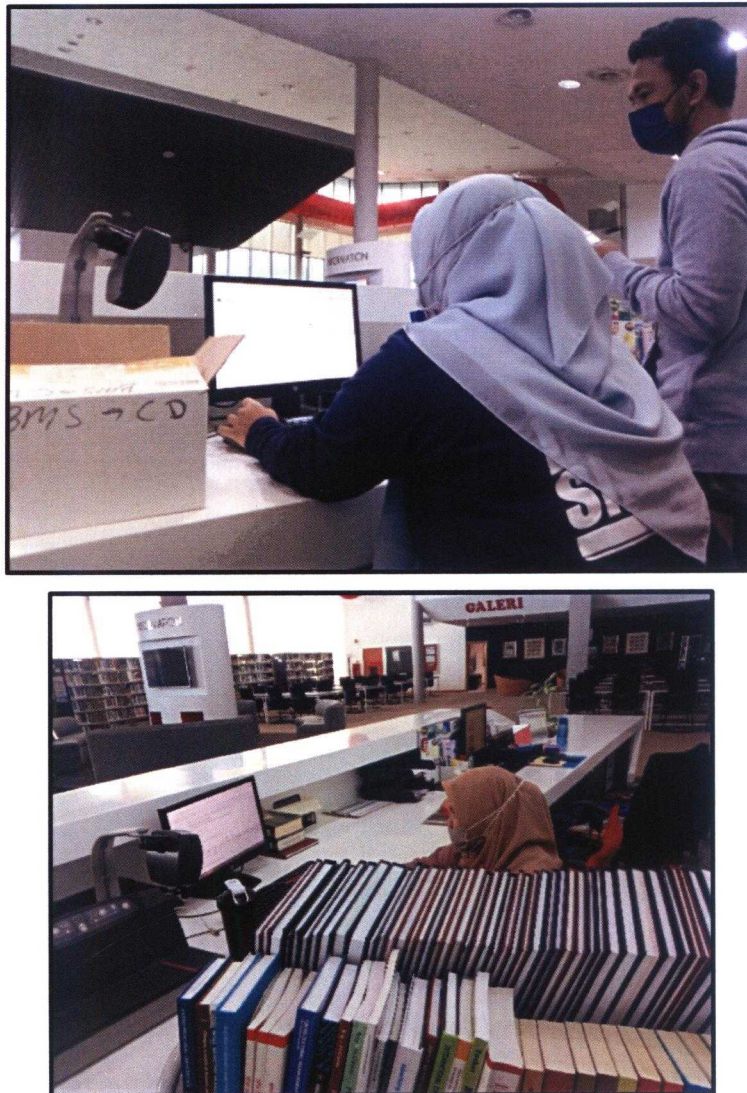


Figure 21: Updating Material's Status

When there are new materials have been pick up from IRC Bangi, Encik Dzun have teach and show me how to update the status of the materials in KOHA system. Firstly, Encik Dzun show me step by step on how to enter the data in KOHA. After that, he gives me an opportunity to entered the data by myself. When trying to enter the data by myself for the first time, I feel a little bit scared what if I entered the wrong data to the system. But slowly after get to used using KOHA and being guide by Encik Dzun, I found that it is not the hard things to do. I just need to be careful so that I will not entered the wrong data to the system.

3.1.12 Tidy Up the Counter Area



Figure 22: Counter Area

At the end of the December, Encik Hanif asked me to help them to tidy up the counter area. The reason why Encik Hanif asked us to tidy up the counter because he notices that there are many things that should be not at the counter area. When doing this activity, we found that there are many unnecessary things that should not be at the counter area. For example, the things that have been discarded from the counter is unused pen, old poster, unused USB cable and equipment that belonging to library ex-workers. After discard so much things from the counter, we arrange the things at the counter and shelves so that it will look cleaner and neater. Indirectly, the library users also will not be judging us if they see that counter area are very clean.

3.1.13 Joining Meeting

No.	Description/Explanation	Objective	Strategy/Key Result Indicator (KRI)	KPI	Target	Weightage (%)	Mapping to KPI FY 2022
1.	Customer Complaints	Reduce the number of customer complaints in the complaint handling	Reduce the number of customer complaints in the complaint handling	Number of customer complaints	Target: 1000 Actual: 1000	10%	Customer Complaints
2.	Customer Satisfaction	Improve the customer satisfaction score	Improve the customer satisfaction score	Customer satisfaction score	Target: 85% Actual: 85%	10%	Customer Satisfaction
3.	Call Answered	Reduce the number of calls not answered	Reduce the number of calls not answered	Number of calls not answered	Target: 1000 Actual: 1000	10%	Call Answered
4.	Customer Feedback in Helpdesk Response	Improve the customer feedback in helpdesk response	Improve the customer feedback in helpdesk response	Number of customer feedback in helpdesk response	Target: 1000 Actual: 1000	10%	Customer Feedback in Helpdesk Response

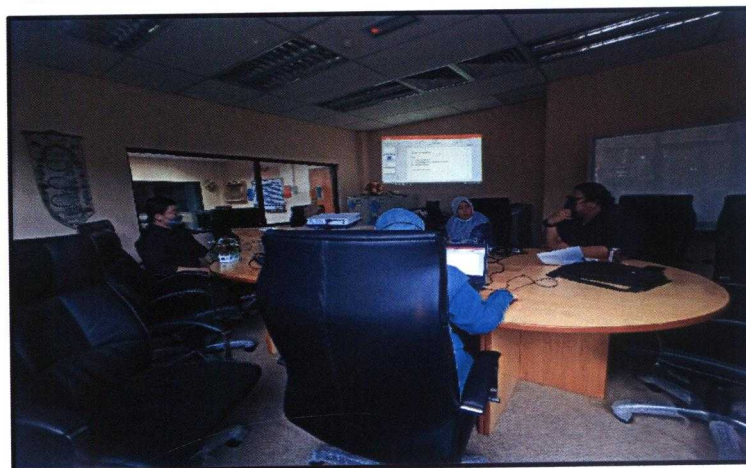


Figure 23: Meeting session

During my internship period, there are many meeting that I have involved. Encik Fakhirudin want me to experience the real life situation we attend the meeting. Here I want to share two type of meeting that I will ever forget about it. The first is KPI meeting. This meeting actually only involving superiors. But Encik Fakhirudin want me to know and experience it by myself how the meeting will be going. At first, when I join this meeting I felt so confused because I did not understand any of it about the things that they being discussed. But during the meeting, Puan Ain and Encik Din explained to used a little bit so that I can understand what is the situation is all about. The next meeting is an adhoc meeting. This meeting suddenly have to be done because we need to prepare one proposal and the proposal need to be submitted at the same day. I still remember that by joining this meeting, I have to come home late for the first time.

3.2 MINI PROJECT

3.2.1 Website Suggestion



Figure 24: Website Suggestion

At the beginning of my internship period, our supervisor Encik Fakhirudin ask me to seek for the what project or task that I want to do as our first task. I was given 1 week to think and seek for my first task or mini project. After do some research and explore the library website, I decided to make a suggestion on library website. When exploring the library website, I found that the information in the website is not enough for me. Also, while exploring to the website I found that the interface of the website is not very user-friendly. This is because there is some confusing part that need to be improved in future. After make a discussion with our supervisor, he agreed to let me do this task as my first mini project.

Encik Fakhirudin give me 1 week to prepare the slide. I have point out a few things that can be improved for the library website. After finish my slide, I have present it to our library staff and get feedback from them. They give me their opinion how to improve my slide so that the slide will be neater and look professional. After get their feedback, they give me 1 more week to make improvement on my slide. Then I represent my slide to them. Fortunately, after present the latest slide to all the library staff, they approved our slide. They compliment that my latest slide is better and also has the “professional look” in it.

3.2.2 Book Selection

	D	E	F	G	H	I	J	K	L	M	N	O
	SUB-SUBJECT	TITLE	EDITION	YEAR	TYPE	ISBN	AUTHOR	PUBLISHER	UNIT PRICE (RM)	DISC	TOTAL	
6	OPERATIONS MANAGEMENT / OPERATIONS RESEARCH / SUPPLY CHAIN MANAGEMENT	DUAL-CHANNEL SUPPLY CHAIN CIO/CIO DECISIONS WITH RISK-AVERSE SUPPLY CHAIN MANAGEMENT BEHAVIOR	-	2021		- 9781600610392	LI BO ET AL		382.8	-	0	
8	OPERATIONS MANAGEMENT / OPERATIONS RESEARCH / SUPPLY CHAIN MANAGEMENT	DIGITAL TRANSFORMATION OF THE SUPPLY CHAIN: A PRACTICAL GUIDE FOR EXECUTIVES	-	2021		- 9789811229596	TAN ALBERT WEE KWAN ET AL		165.3	-	0	
9	OPERATIONS MANAGEMENT / OPERATIONS RESEARCH / SUPPLY CHAIN MANAGEMENT	CYBER SECURITY AND SUPPLY CHAIN MANAGEMENT: RISKS, CHALLENGES, AND SOLUTIONS	-	2021		- 9789811231568	CARNOVALE STEVEN ET AL		382.8	-	0	
10	MONEY & BANKING / INVESTMENTS / FINANCIAL MARKETS & INSTITUTIONS	INVESTMENT IN STARTUPS AND SMALL BUSINESS FINANCING	-	2021		- 9789811235818	TAGHIZADEH-HESARY FARHAD ET AL		556.8	-	0	
11	MONEY & BANKING / INVESTMENTS / FINANCIAL MARKETS & INSTITUTIONS	GOAL-BASED INVESTING: THEORY AND PRACTICE	-	2021		- 9789811240942	DEGUEST ROMAIN ET AL		339.3	-	0	
12	MONEY & BANKING / INVESTMENTS / FINANCIAL MARKETS & INSTITUTIONS	STOCKS AND FOREX TRADING: HOW TO WIN	-	2021		- 9789811236860	GUPPY DARYL ET AL		208.8	-	0	
13	MONEY & BANKING / INVESTMENTS / FINANCIAL MARKETS & INSTITUTIONS	FINANCIAL AND ECONOMIC SYSTEMS: TRANSFORMATIONS AND NEW CHALLENGES	-	2021		- 9781786340491	FITTI ZIED ET AL		730.8	-	0	

Figure 25: Book Selection

My second mini project is creating a template for book selection. For your information, Encik Fakhirudin had received email about a list of books from the vendors. After that, he forwards the email to me and ask me to select a book that related to the requirement. The requirement in selecting the book from vendor is I must select books that related to the courses offered in UNITEN KSHAS. After go through all the list of books, I barely got finish to select the book based the requirement needed. Then, I have to create one template for the book that I select. The purpose of the template is to make sure the library staff will be easy to find the selected book when needed. I have used Microsoft excel to create the template. This is because by using Microsoft excel, it easy for us to filter the things that we want.

3.2.3 KSHAS IRC Monthly Report 2020-2021

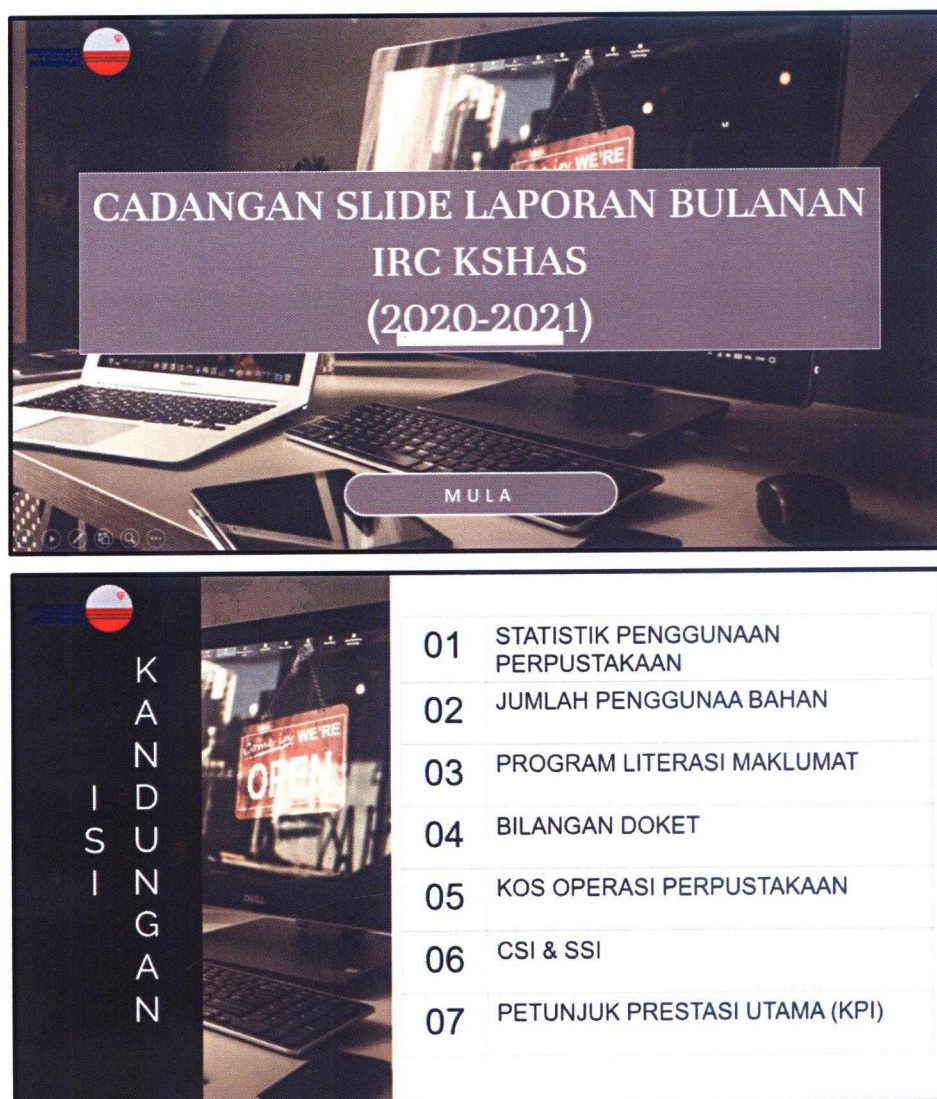


Figure 26: Suggestion Slide

On 22nd December 2021, Encik Fakhirudin ask me to create one suggestion slide regarding to KSHAS IRC monthly report. There are seven content that he wants me to includes in the presentation slides which are statistic of users who comes to library, number of used library materials, list of literacy program, number of dockets, library operational cost, customer satisfaction index (CSI) & staff satisfaction index (SSI) and lastly library's key performance indicator (KPI). In order to complete this task, I have to collect all the data from library staff. All the library staff have help in in many ways in collecting the data needed. There is also an obstacle for me in collecting all the data. Some of the data cannot be collected

since the responsible parties do not give their cooperation. For this task, I failed to collect the data on library operational cost and CSI & SSI. Nut since this presentation slide will be a suggestion slide, I am sure that there will be no problem if the data are not being collected. This is because our library can use this slide and just put in the data once they get the data needed.

3.2.4 Flood Video



Figure 27: Flood Video

On 28th December 2021, our supervisor asks me to participate in one program called “*Misi Bantuan Pasca Banjir ke Mentakab*”. For your information, this program has been held in Mentakab, Pahang. All Malaysian know that at the end of December, there are many areas in our country have been affected by the flood disaster. Selangor and Pahang are among the worst place that have been affected. So UNITEN have decided to sent representatives to join this volunteer program that have organized by Majlis Daerah Rompin (MDS). UNITEN have sent four representatives in order to join this program which are Encik Hanif, Encik Man (driver), Siti Aida (intern student) and lastly me myself. Our supervisor, Encik Fakhirudin wants me to records our journey and our activities during participating in this flood relief mission. After that, I was asked to create one video based on my activity during this program. That is the reason why my supervisor asks me to record the video. In order to complete this task, I am using Filmora X software to edit my video. It took me one month to edit this video. Just to let you know that the length of the video is around 2 minutes.

3.3 SPECIAL PROJECT

3.3.1 Time Tunnel Corporate Video

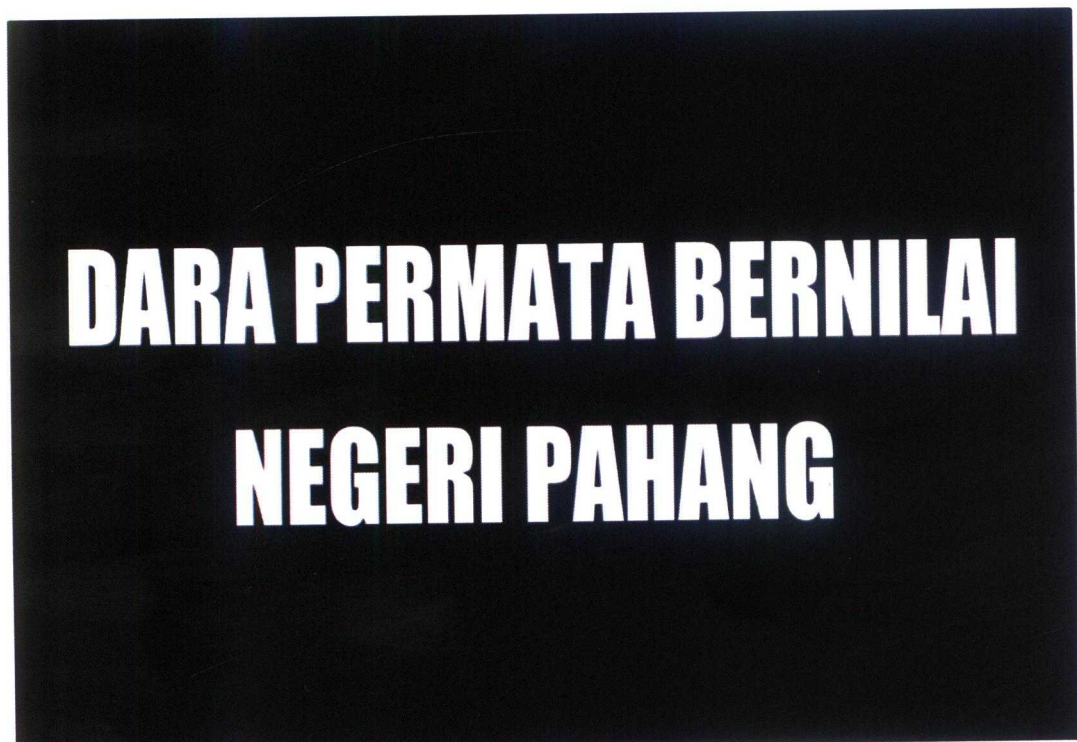




Figure 28: Editing Time Tunnel Video

During the 6th week of my internship period in KSHAS IRC, Encik Fakhirudin has told me about special project that will be conducted by my friend, Siti Aida and I. Encik Fakhirudin have explained that we will create one corporate video about history of Bandar Muadzam Shah. Basically, Bandar Muadzam Shah was developed by DARA. South-East Pahang Development Authority or usually known as DARA is an organization that was formed in order to undertake and oversee the development and success of the region. In order to complete this special project, our supervisor told us that we will interview one of the DARA's ex-workers which is Tuan Haji Baharruddin bin Mohd Jalil.

In order to make sure our special project video will be recorded smoothly, the first thing we do is create a storyboard. To create a great and informative video storyboard is very important. By creating this storyboard, I can see the timeline of the video clearly. It also will be easy for my friend and I to estimate the length of the video would be. After finish create a storyboard, we present the storyboard to Encik Hanif and get his opinion about our storyboard.

After create the storyboard of the video, I try to create one dummy video based on our storyboard. The purpose of creating dummy video is to see clearly the storyline. Encik Fakhirudin wants my friend and I created one slide for this video. The content of the slide is storyboard of the video, DARA's timeline, narration script and list of equipment that we need in order to record the interview session.

Before the real session of interview will be conducted, Encik Hanif ask Siti Aida and I to follow him go and visit Haji Bahar's house. For your information, this interview session will be held at Tuan Haji Bahar's house. So, the reason why we go and visit his house is to look around his house so that we can decide the location of the location would be. The next week after visit his house, we once again go to his house in order to record the real interview session.

During the interview session, we already prepared seven questions to be asked to Tuan Haji Bahar. Haji Bahar shared many of the experiences he has had throughout his service as a DARA's worker. A few days after the recording session was made, Encik Hanif pass the recording video to my friend and I. Then we started to edit the video. When editing the video, I found that this task is not easy task for us. It is so challenging to edit this video since we have to arrange the video carefully and cut the things that we do not want to be included in the video. After finish editing this video, we have present it to our library staff.

4.0 INDUSTRIAL TRAINING REFLECTION

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

SUBJECT	DETAILS
ORGANIZATION OF INFORMATION: COMPUTERIZED CATALOGING (IML655)	I have used this subject in order to complete my task that have been given by Encik Dzun. He wanted me to update the status of materials in KOHA system. I am so glad that my lecturer already teaches me how to use KOHA system. I implement all the knowledge that I got when entering this class. This task was done by me nicely since I have a basic knowledge of using KOHA system.
MULTIMEDIA FOR INFORMATION PROFESSIONAL (IMS457)	Since my special project was creating a corporate video, this subject helps me a lot in completing the task. This subject teaches me how to create a storyboard, editing skills and so on. So, this subject makes me easy to creating a good video. I implement every single thing that have been taught by my lecturer in class.
PRINCIPLE OF ENTREPRENEURSHIP (ENT530)	One of my task during intern is to create a poster about online database. So, the knowledge that I have gain through this subject can be implemented in completing this task. This is because this subject taught me one of the things that we can do in order to promote product is by make a poster.

Table 4: Application of Knowledge

4.2 PERSONAL THOUGHTS AND OPINION

Personally, when I started to working in the library, I found that the place was very spacious and many facilities were provided for the students. But, from time to time I realize that there are some aspects that need to be fixed so that the library can provide the best services to their users. For example, I found that air conditioning is not operate well at the back area in the library. Almost all the students who comes to the library and use the back area complain that the back area are hotter compared to the front area.

Another thing that I want to say is the staff in KSHAS IRC were very great and kind person. Each of them always give me their hands if I have any problems in doing something or task. The thing that I love from them is they always ask me whether I am in good condition or not. By doing this I feels like I am so close to them even I am new to this place.

4.3 LESSON LEARNT

4.3.1 Limitation and Recommendation

Limitation

There are two main things that I want to highlight as limitation during my internship period. Firstly, lack of library staff. Just like I mentioned before this library only have 4 permanent staff which are Encik Fakhirudin as chief librarian, Encik Hanif as assistant librarian and Encik Dzun & Puan Ain as library assistant. These 4 staff will handle all the library affairs. It is a very difficult and challenging task for them. For your information, there are 7 staff that are available in the library before this. But since the pandemic COVID-19, some of the staff need to be move to UNITEN Bangi and some of them resign.

Another one limitation that I found during my internship period is UNITEN need to cut more budget for their organization includes for the library. Throughout my time here in KSHAS IRC, I found that there are many things that need to be postponed due to the have a shortage of budget. Since this pandemic COVID-19, the number of students in this campus is declining, and this is why there are so many budgets had to be cut in this organization. UNITEN more focused on the utilities.

Recommendation

For the recommendation, I would like to suggest is UNITEN must not stop promote their offered programs. The main purpose promote UNITEN programs is to attract more students to attend and study at this campus. They must show what is the advantages of being UNITEN students. UNITEN can promote their campus through social media. Nowadays, we cannot deny that social media is among the best platform for everyone to spread the information. So UNITEN must take this opportunity to promote their programs though social media such platform such as Instagram and Facebook. Another recommendation would be UNITEN staff need to be more frugal when using campus facilities. They must know the limit of using UNITEN facilities so that the budget also can cover other important thing.

5.0 CONCLUSION

For the conclusion, after spending 23 weeks in KSHAS IRC as an intern student has made me gain many special experiences. This internship training has made me realize that how the real situation of working. I am so glad that I have choose KSHAS IRC the place of my internship. After completing different types of tasks that are given by my supervisor and other library staffs have teach me on how to set the time to complete all the task. By giving me different types of tasks also have make me know how to implement that hard and soft skills that cannot be learned during our class at university. Besides that, this internship period also teaches me to always be ready. This is because sometime during or work it will come something that we cannot expect will happen. For instance, Encik Fakhirudin once suddenly ask me to make a floor plan for the time tunnel phase two. This kind of situation will test our knowledge and ability either we can complete it nicely or not. To conclude all this, I can say that a good working environment will lead to a great performance made by all the workers. One of the reasons I happy doing my internship at this place because all the staff are so kind to me. So, I do not mind in receiving numerous tasks during my internship as long as the staff are there to help me.

REFERENCES

Home. (n.d.). Universiti Tenaga Nasional IRC. Retrieved February 8, 2022, from <https://lib.uniten.edu.my/ulib/>

What is Library Services | IGI Global. (2022). Retrieved 8 February 2022, from <https://www.igi-global.com/dictionary/information-literacy-support-online-students/17103>