



اَوْنُوْرَسِيْتِي تِيْكُوْلُوْجِي مَارَا
UNIVERSITI
TEKNOLOGI
MARA

UNIVERSITI TEKNOLOGI MARA
SCHOOL OF INFORMATION SCIENCE
COLLEGE OF COMPUTING, INFORMATICS, AND
MATEMATICS

INDUSTRIAL TRAINING REPORT:
PERPUSTAKAAN TENGKU ANIS
KAMPUS MACHANG, UITM CAWANGAN KELANTAN

SPECIAL PROJECT:

1. CSR VITAMIN ILMU SMK PANGKAL MELERET
2. CSR JALINAN KASIH BERSAMA ANAK YATIM
3. GLOCAL SYMPOSIUM IN INFORMATION AND SOCIAL SCIENCE 2023
4. INTERVIEW (LIBRARY STRATEGIC PLANNING)
5. ONLINE EXHIBITON: MEUNASAH SEBAGAI ICON ADAT BUDAYA ACEH

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FACULTY OF INFORMATION MANAGEMENT
UNIVERSITI TEKNOLOGI MARA KELANTAN
ARPIL 2023 – JULY 2023

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**REPORT SUBMITTED IN FULFILLMENT OF THE
REQUIREMENT FOR THE INDUSTRIAL TRAINING
FACULTY OF INFORMATION MANAGEMENT
UNIVERSITI TEKNOLOGI MARA KELANTAN
ARPIL 2023 – JULY 2023**

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.

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Date of submission: July 31st, 2023

ABSTRACT

The internship programme at Tengku Anis Library, Machang UiTM Cawangan Kelantan took place from April to 31 July 2023. Through internship activities, students implement and apply various theories and learning that have been received in the classroom to gain direct experience and insight in the work environment. The purpose of internship activities is to gain practical experience from the internship site by applying the knowledge that has been learned and honing skills to face a challenging work environment. During the internship, students are assigned to all library departments including administrative department, library service department, university reference department, digital library, and university archive department. Moreover, trainees also had special projects such as CSR Vitamin Ilmu SMK Pangkal Meleret, CSR Jalinan Kasih with Orphans, participating in GSISS 2023, conducting interviews, and creating an online exhibition with a cultural theme from Indonesia. Various experiences have been gained from the internship programme both from specific experience in the library field or soft skills that continue to be developed. In the end, the experiences and insights gained during the internship are expected to continue to be developed and can be of value to the internship site and of course the trainees for self-development.

Keywords: *Internship, Library, Special Project, Perpustakaan Tengku Anis.*

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Firstly, I am immensely thankful to my beloved parents for their unwavering support, encouragement, and belief in my abilities. Their constant love and motivation have been the driving force behind my success, and I am forever grateful for their sacrifices and encouragement.

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CHAPTER 1

INTRODUCTION

1.1 Background of Organization

1.1.1. Perpustakaan Tengku Anis (PTA)

Tengku Anis Library (PTA) is the library of UiTM Kelantan Campus Machang Branch. PTA has been established since 1985 at its initial location in Kem Kijang while then moved to a new location in Bukit Ilmu to support lectures at the UiTM Macang Campus by providing services and facilities that are continuously evolving. On July 15, 2008, the UiTM Machang Library was inaugurated with a new name by DYMM the Sultan of Kelantan, Perpustakaan Tengku Anis in honour of his many contributions to the well-being of the public.

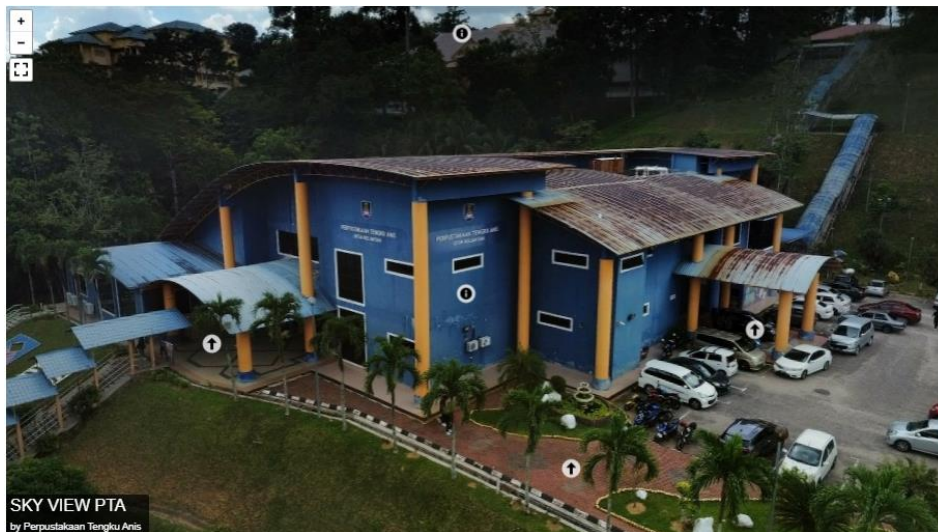


Figure 1. 1 Shows view of Perpustakaan Tengku Anis

PTA plays a major role in supporting the learning process and academic support by continuously developing services and facilities for the better. Today, PTA has a two-floor building with a wide range of collections, both print and electronic or digital, as well as easy and precise access to information. In addition, PTA also provides various services for student development such as through information literacy classes, and even for the wider community through CSR programs. Library development continues to be carried out by adopting various technologies that continue to grow rapidly with the aim of continuing to be relevant and respond to the challenges and demands of users.

1.1.2. Vision, Mission, Objective

PTA as a branch library has the same vision, mission, philosophy, goals and user charter as Tun Abdul Razak Library (PTAR) as the central library of UiTM. The following vision, mission and objectives of PTA are shown in the table:

Vision	“To establish UiTM as a Global Renowned University of Science, Technology, Humanities, and Entrepreneurship”.
Mission	“To lead the development of agile, professional, Bumiputeras through state-of-the-art curricula and impactful research”.
Philosophy	“Every individual has the ability to attain excellence through the transfers of knowledge and assimilation of moral values so as to become professional graduates capable of developing knowledge, self, society and nation”.

Table 1. 1 Vision, mission, philosophy, objective and client charter of PTA

Objective PTA

To enhance the knowledge and expertise of Bumiputeras in all fields of study through professional programmes, research work and community service based on moral values and professional ethics.

- 1) To empower the delivery of UiTM's library services as a center of information excellence that always remained relevant, referred and respected.
- 2) To serve a comprehensive, up to date and relevance knowledge resources in various physically and virtually format.
- 3) To provide a conducive environment and facilities for teaching, learning and research matters.
- 4) To develop a latest information technology and communication facilities based on customer needs.
- 5) To strengthen human capital through Budaya PERDANA for PUiTM communities.
- 6) To enrich relation and cooperation with external organisation in industrial network.

Client Charter

UiTM library is committed in providing world-class environment, services, and resources to enhance the study, research, and teaching experiences. PTA provides

services and facilities that focus on user needs, especially to assist the learning process such as reference services and research guides, Class Kemahiran Maklumat (KKM) and so on which are further explained in the next point. Similarly, the e-resources provided strive to be able to help improve the learning process with various types of formats and media provided that follow technological developments such as MyKM and Library Mobile App. UiTM libraries client charter reflect the commitment to provides world-class services and focuses on SIX main areas:

- 1) To deliver user-friendly services to PTAR users
- 2) To provide weekly updates to PTAR users of our New Arrival Collections
- 3) To provide response within THREE (3) weeks upon date of application for Inter-Library loan request
- 4) To respond within ONE (1) working day on Information Skill Class
- 5) To provide 24/7 up time and access to PTAR Portal and electronic resources
- 6) To provide access within THREE (3) working days upon date of application for reference archive materials

1.1.3. Location of Perpustakaan Tengku Anis

Perpustakaan Tengku Anis is located at, Darul Naim, Machang, Kelantan 18500.



Figure 1. 2 Maps of Perpustakaan Tengku Anis

1.1.4. Service and Facilities

PTA provides the main service as the library functions for the circulation of physical book loans. Along with the development of technology, PTA provides various types of digital-based services that can be always accessed if they are connected to an

internet connection. PTA provides access to digital services as well as those provided by the central library such as access to scholarly journal articles or online databases, but on the other hand as a branch library, PTA has some limitations such as in terms of building capacity or facilities provided. Several PTA services and facilities as describe below :

1) Main desk circulation

The main circulation desk is located at the entrance of the library. The circulation desk serves book loans, book returns, payment of fines or payment for the use of print services. Additionally, the main counter serves friendly students who ask questions related to library services.



Figure 1. 3 Shows Main Counter (desk) circulation and information (Perpustakaan Tengku Anis, 2023)

2) Reference Desk

The reference desk located on the second floor serves students who need reference services such as thesis both physically and online.



Figure 1. 4 Shows Reference Counter

3) Copier and Scanner

PTA has a photocopy and scan machine service that can be used by students. It also provides services if students need prints. As a support service, students are charged RM 0.20 per page.



Figure 1. 5 Shows Print, Photocopy, and Scanner service

4) OPAC

OPAC service for searching library collections online. PTA provides 2 computers for OPAC use on the 1st floor on the right and left side of the library collection area. Users can also access the OPAC online through the opac.uitm.edu.my/opac/ page. Through opac, users can search the entire collection in the UiTM library using basic search, filter, or use additional search for more specific needs.



Figure 1. 6 Shows OPAC area

5) MY Knowledge Management (MYKM)

MyKM Portal provide the complete information search, categorization and personalization services that allow UiTM Library users to harness the collected enterprise knowledge assets from a single, logical point of access. Students can access online databases, scientific journal articles, exam papers, ebooks and various types of digital collections managed by the UiTM library through MyKM.

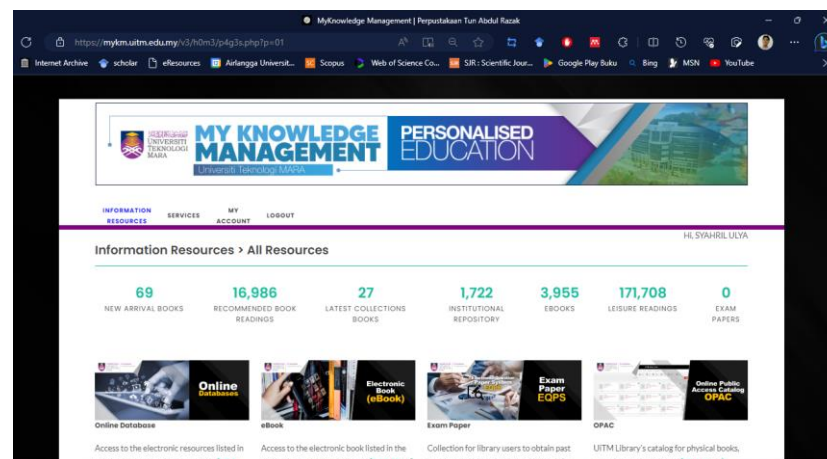


Figure 1. 7 Shows MyKM Interface

6) UiTM Library Mobile App

UiTM Library Mobile App is an alternative way for users to access the library digitally through mobile gadgets. There are several information that can be obtained through the application such as fines, book loans, digital id, new book information, and registration for information literacy classes.



Figure 1. 8 UiTM Library Mobile App ([library.uitm.edu.my/](https://mobileptar.uitm.edu.my/))

7) Information Literacy Class (E-KKM)

Online Information Literacy Class is an online user education program for students, researchers, or academics. The class will provide lessons on guidelines for effective information retrieval, as well as several class modules such as; a) introduction to library system; b) Online databases of literature; c) Reference Management Software; d) Writing and publishing; e) google scholar & google drive, each session takes between 1-2 hours according to the module. Faculties can request classes to the library and the library also accepts class requests from individuals or groups. Class registration can be done through <https://ekkm.uitm.edu.my> or UiTM Library MobileApp.

8) Reading area

The reading area is located on the first and second floor and consists of several tables for 4-6 people per table. The reading area is near the location of the book collection both on the first floor and on the second floor. The reading area is also often used by users as a space to study or do assignments.



Figure 1. 9 Shows Reading area

9) Discussion Room

PTA provides discussion room facilities that can be used by students. The discussion room can accommodate 8-10 people with tables and chairs and a whiteboard. Students can use the discussion room facility by applying for a room request online.



Figure 1. 10 Shows Discussion room

10) Bilik rafflesia

The rafflesia room is used for activities such as seminars or sharing sessions that can accommodate approximately 40 people. The room is equipped with computers and a screen to display images (presentations). The room is often used by the PTA for seminars, or welcoming and various other activities that can accommodate according to capacity.



Figure 1. 11 Shows Raflesia Room

11) Bilik Ixara

Bilik ixara, is a room used for Computer lab room which is available with 28 computers, 1 presentation computer and whiteboard. This room is also used for library proficiency classes and examinations if needed.



Figure 1. 12 shows ixara room

12) Internet Zone (Personal Computer)

PTA provides Wi-Fi for library users. In addition, there are also several computers that can be used for academic purposes. Computers are located in the internet area at Carrel desk.



Figure 1. 13 Shows Internet Area and caller deks

13) Carrel Desk

PTA provides carrel desk located in the reading area and internet area on the first floor and close to the reading area on the second floor. Carrel desk can be used by students who need individual space to read or study.

14) Starco Area

Starco Area, is a leisure area in PTA that provides several sofas and an area to enjoy playing. There are also several games that can be used to play in groups such as cards, congklak, table football (foosball), and others. This area is perfect for relaxing or even for lounging around.



Figure 1. 14 Shows Starco Area

15) Library Community Engagement (LCE)

The area provided by PTA for collaborative activities that engage the external community. The picture below shows one of the interview activities (talk show) conducted at LCE recorded and has been uploaded on the Official PTA YouTube.



Figure 1. 15 Shows activities at LCE

16) Chat with librarian

Chat with Librarian is an online chatting service to answer queries from users regarding available services, collections, resources and research. Library Staff on duty is available and ready to assist you at working hours. Chat that comes while offline will be forwarded via email, and will be answered the next day during working hours.

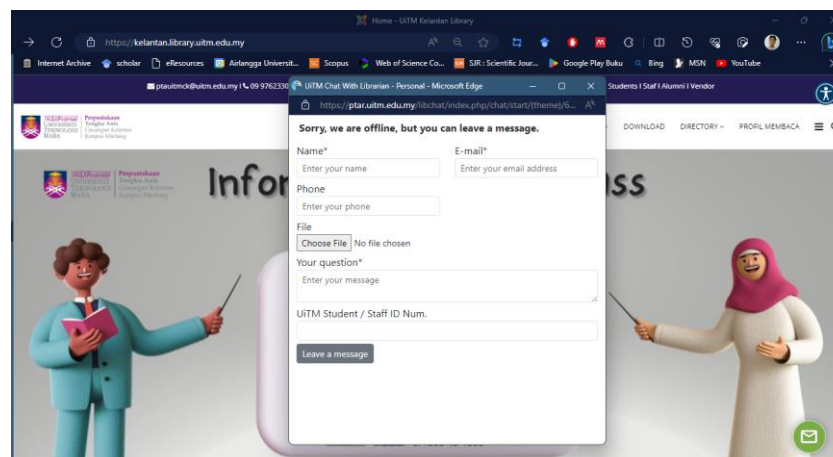


Figure 1. 16 Shows Chat with librarian

17) Newspaper reading area

The newspaper reading area is located on the first floor and the second floor is provided with a comfortable sofa for users to read the available newspapers.

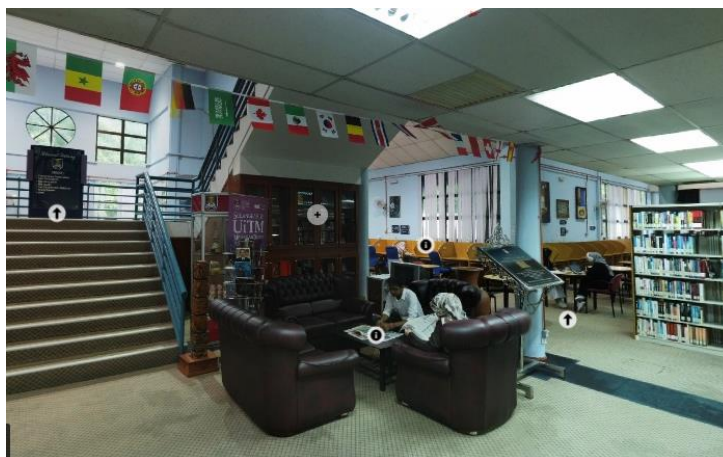


Figure 1. 17 Shows newspaper reading area

1.1.5. Opening hour

PTA library provide physical or in library services 6/7 day in weeks and open until 10.30 pm from Sunday-Wednesday regularly. Besides that, online services from digital library can accommodate student need thoroughly online by all online services. Opening hours conditional change according to national holiday, it's announced in PTA social media.

Day	Hour
Sunday-Wednesday	8.30 AM – 10.30 PM
Thursday	8.30 AM – 6.15 PM
Friday & public holiday	Closed
Saturday	8.30 AM – 4.45 PM

Table 1. 2 Opening Hours of PTA

1.1.6. Collection

PTA has both physical collections and digital or electronic collections. The physical collection consists of general collection (open shelf), reference collection, syllabus collection, journals, and periodicals. In addition, PTA also has an online collection similar to the access provided by PTAR as the central library. PTA's online collections include online databases, e-books, institutional repository, research repository, ejournal, theses, open access, exam papers, local content hub. The entire PTA

online collection can be accessed through MyKM easily by students that can be accessed anywhere by connecting to an internet connection.

Collection	Number
Hardcopy (book)	99025
Institutional Repository	1722
Exam Paper	87660
Online Databases	24
Ebook	3955

Table 1. 3 Number of PTA Collection (MyKM)

1.2 Organizational Structure

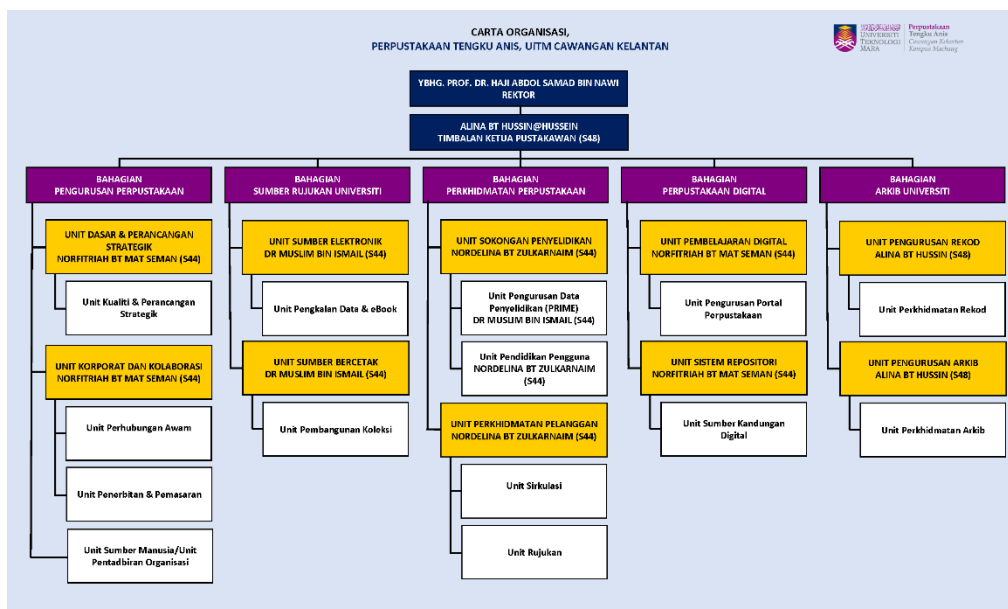


Figure 1.18 Organization structure of PTA

CHAPTER 2 ORGANIZATION STRUCTURE

2.1 Department Structure

**CARTA ORGANISASI
PERPUSTAKAAN TENGKU ANIS (PTA)
UITM CAWANGAN KELANTAN**

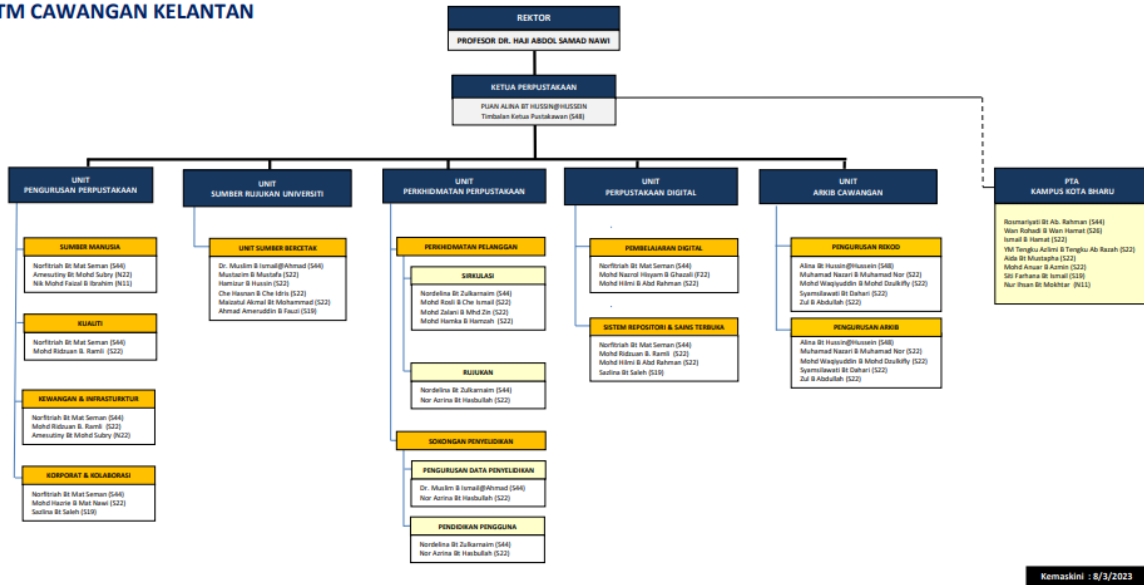


Figure 2. 1 Department Structure

2.2 Department Function

Based on the organizational structure that has been displayed above, the management of the PTA organization is divided into five (5) sections consisting of Administration Department, Digital Library Department, University Reference Department, Library Services Department, and University Archive Department of 21 staff. These five (5) sections are divided into several units in accordance with their duties and functions in carrying out their roles to support the development of PTA to be better and provide services to satisfy customers. The following is a further explanation of each section:

2.2.1. Administration Department

The library administration department is headed by Puan Norfitriah bt Mat Seman and is divided into four working units: Human Resources Unit, Quality Unit, Corporate and Collaboration Unit, and Finance & Infrastructure Unit. The Administration and Strategic Design Unit is responsible for updating data and information through a system called the Executive Information System (EIS). The Administration Unit is also responsible for organising various activities related to meetings through the UiTM

eMeyuarat Dashboard system. The administration unit also manages administrative tasks, such as correspondence, staff administration, including permissions and leave, and financial management.



Figure 2. 2 Shows Online session with Administration Department

Meanwhile, the functions and duties of the corporate and collaboration unit focus on three main aspects, namely corporate communications, corporate liaison, and marketing and publicity. This unit is also responsible for various promotional activities related to library marketing as well as managing the administration of the PTA's official social media. The following is a detailed explanation of the responsibilities of each PTA administrative unit:

1) Human Resources Unit

- Training, manages and implements staff training, including industrial training. Staff are responsible for three types of training for all staff: general training, special training for library competencies, and ICT training, focusing on the use of the official website and search techniques. The training hours accumulated by staff are considered as part of their KPI evaluation.
- Manage self-report, exchange, placement, promotion and equivalence of staff library.
- Manage staff service records (validation of service, property registration)
- Manage staffing data and information library.
- Manage PTAR staff timecard report (Library leave moderator)
- Manage the needs of the Student Service Scheme (SKP)
- Manage the application for work suspension (EPK)
- Manage and prepare duty schedule staff.

- Manage the file system and records of the Administration Library
- 2) Strategic planning/Quality unit
- Strategic planning and quality, plan and implement data collection activities, manage information through the Executive Information System (EIS), and oversee the progress of audits and work performance.
 - Organization administration, This involves planning and managing organizational administration, handling correspondence, human resource management, and ensuring the achievement of Key Performance Indicators (KPIs) and Performance Indicators (PIs).
 - Government, manage administrative tasks related to government interactions, staff appointments, and the coordination of meetings and Memorandum of Understanding/Agreement (MOU/MOA) activities.
- 3) Corporate and Collaboration Unit
- Corporate Communication is responsible for managing and coordinating public relations and publicity efforts for the library. They handle the creation, publishing, and printing of official library materials and promotional content.
 - Corporate Relations is responsible for developing strategic partnerships with both internal and external library stakeholders. They coordinate briefings and facilitate external and internal visits. Additionally, this department is responsible for handling customer complaints and feedback, as well as managing media coverage related to the library.
 - Marketing and Publicity is responsible for planning and implementing promotions through various social media platforms. They also oversee virtual exhibitions and manage the liaison with faculty members to ensure effective communication and collaboration between the library and academic departments.
- 4) Finance & Infrastructure Unit
- Manage mobile assets and control asset verification, Inventory.
 - Manage storage and disposal.
 - Maintain library infrastructure.

2.2.2. Digital Library Department

The digital library department is responsible for the overall digital library services including various library needs related to Information and Communication Technology. Digital library department is divided into two units they are Digital Library unit and Repository System Unit. The following are the duties and functions of the digital library department:

1) Digital Library Unit

- Digital library is responsible for planning and achieving departmental Key Performance Indicators (KPIs) and ICT policies. They also handle the planning of ICT procurement and monitor information systems to ensure their efficient functioning.
- Managing the digital aspects of the library, including the WILS system (Web-based Integrated Library System), database, system security, system integration, online library system (digital), virtual tour, and the library website, library mobile app. Their tasks involve ensuring the efficiency and accessibility of digital library resources and providing relevant information to users.

2) Repository System Unit

- Manage Institutional Repository (IR) material uploads.
- Manage the digitization of IR material.
- Manage Taxonomy (subject) of materials.
- Manage internal resource digital materials.
- Manage externally sourced digital materials.

2.2.3. University Reference Department

The university's reference resources department is responsible for the development and management of collections and the provision of collections that can meet the needs of users to assist various academic activities, or research on campus UiTM Machang. The objective of the university reference unit are as follows:

- 1) To develop Tun Abdul Razak Library as an excellent information centre in terms of a solid and up-to-date collection.
- 2) Obtain materials ordered by the faculties as quickly as possible through government contractor suppliers.

- 3) Process the materials received immediately in order to ensure that payment to the suppliers can be made as soon as possible.
- 4) Create a well-trained and committed workforce.
- 5) Planning, providing and monitoring budget for university resources.
- 6) Utilise the latest technology in achieving knowledge.



Figure 2. 3 Shows Dr. Muslim explaining university reference department.

The duties of the university reference unit are:

1) Printed Resources Unit

- Planning and coordinating the library's print resource development needs (syllabi/special collection materials/magazines and journals, regular orders)
- Manage and monitor the performance of expenditure allocation for the purchase of printed materials.
- Manage the cataloguing of library materials.
- Managing the disposal of library printed materials
- Manage the process of purchasing printed material resources including syllabus and reference materials.
- Manage gift materials and exchange materials published by UiTM from agencies/organizations inside & outside UiTM.
- Manage the procurement of intellectual property materials.
- Manage local content materials according to UiTM's requirements.
- Manage material contributions to internal or external UiTM.
- Manage quality control of records and physical gift materials and intellectual property.

- Manage the balance and ownership of library materials according to changes in the location of academic programs.
- Manage syllabus information according to the academic program.
- Manage the development of Retro and Niche Collections
- Manage meetings for procurement of printed materials.
- Managing book prices related to late return fines and staff salary deductions.

2) Research Data Management Unit

- Verification of research data and Publications UiTM academics on PRIME, MyCite and MyJournal
- Indexed journal review (citation, quality index, impact factors)
- Research support mentoring program with the publisher

2.2.4. Library Services Department

The PTA service department is divided into two units based on the tasks and functions performed, namely the customer service unit and the research, learning and reference unit. Library services are very important in a library organisation. The library service department is tasked with providing excellent and optimal service to all customers based on the customer charter. The staff of the customer service unit are assigned to the information counter (circulation) on the first floor, while the research, learning and reference unit staff are assigned to the reference counter on the second floor which focuses on special collection reference services such as syllabus and institutional repository (thesis).

The User Services Unit is responsible for planning and implementing customer services, managing the library collection, and providing good user relations. Meanwhile, the Research, Learning and Referral Unit focuses on supporting research activities, providing information literacy services, and providing assistance in finding references. Friendly service with clear and precise information provided by PTA staff at both the main counter and reference counter is very helpful to users. The library service department has a huge influence that can be the main face of the library. The following is a further explanation of the duties of the two units of the library services section:

1) User Services Unit

- User service, in charge of planning the implementation of customer service, managing Key Performance Indicator (KPI) analysts, creating a customer charter, and planning service promotion to enhance user experience.
- User relations, This unit manages the library's counter and handles call inquiries, ensuring efficient and courteous interactions with library patrons.
- Collection management, management of new materials, maintain the general collections, and handle special collections to provide a diverse and well-organized range of resources for library users.

2) Research, learning and reference unit.

- Information Literacy Program Management
- Information Skills Class (KKM) for Undergraduate & Post Graduate students
- Research Consultation/Consultancy
- KKM Module Management & Development
- PhD Clinic management
- Management of Collaborative Teaching
- Micro-Credential Management
- Management of Community (UiTM) Reading Interest Studies

2.2.5. University Archive Unit

Unit Akrib Cawangan (UAC) is a university archive unit under the auspices of the library and has been one of the units in the library since 2018. UAC in the PTA organisational structure is under the direct responsibility of the Head of Library Puan Alina Hussien. UAC has two units namely Record Management Unit and Archive Management Unit. The record university unit plays a role and has functions as:

1) Record Unit

- Planning for Physical Records Management.
- Planning the Development of Electronic Records.
- Planning the File Classification Development.
- Planning the Disposal of University Records.
- Planning Advice & Consultation Service.
- Planning the Content of Departmental Information.

2) Archive Unit

- Planning the development of digital & physical archival materials
- Planning the digitization of archival material
- Plan research, reference & documentation
- Planning advisory services and departmental training
- Planning for preservation and conservation library/archive material

The objectives of UAC are to:

- 1) coordinating the university record system.
- 2) preserve and restore university records that have archival value.
- 3) serve as a reference center for university archive material.
- 4) display the museum's collection for the source & dissemination of university information.



Figure 2. 4 Description of Archive Unit

The record university unit plays a role and has functions as:

- 1) keep important records of the university.
- 2) become a reference place for positions for record preservation.
- 3) preserving, storing and collecting materials that have historical value as a university treasure.
- 4) disseminating information and knowledge related to archives among university community.

In addition, UAC also has a role in the management of important (active) university archives for the smooth administrative processes that occur within the university organisation. The university's important archives are managed by UAC to avoid archival

threats such as fire, natural disasters, loss/damage, or riots. Against the thirteen types of important university archives (Figure 2.5) that will be managed by UAC in all branches of UiTM. Among the archive collections are; 1) audio visual; 2) pictures; 3) student's personal file; publication materials; and 5) newspaper clippings. Some of the services provided by UAC are 1) reference collection of archival materials; 2) loan of archival material; 3) advisory and consultation services; 4) outreach programs; and 5) material/archive disposal.



Figure 2. 5 Important University Record

UAC has an Archive Management System (AMS) developed and maintained in collaboration with the PTAR Digital Library Initiative Department for use in digital archive management. AMS is in accordance with ISAD (G): International Standard Archival Description - General, Second Edition 2000. In addition, UAC has an Online Finding Archive (OFA) that has been integrated with AMS which is an online archive search service. Through OFA users can search for archives online without having to be physically present and can be accessed anywhere with an internet connection.

CHAPTER 3

INDUSTRIAL TRAINING ACTIVITIES

3.1 Training Activities

The internship at PTA is part of the International internship programme under the College of Computing, Informatics & Mathematics UiTM Kelantan. The internship lasted for about four (4) months starting on 9 April - 31 July 2023 in a hybrid which was divided into two face-to-face sessions. Internship activities are carried out in each PTA department following the schedule of carrying out various activities such as shelving which are carried out regularly. Each activity will be explained in detail based on the PTA department category.

3.1.1. Library Services Unit

3.1.1.1. Shelving

Book shelving is conducted every weekday morning from 08.00 - 08.30. Books that have been read or taken by users will be placed on the book trolleys available at several points. Books that have been returned by users after being borrowed at the main counter will be placed on the trolley for later shelving in the morning. Shelving is done by all staff, each staff is responsible for one shelf. Shelving is done in accordance with the Library of Congress Classification (LCC) system. When shelving, it is important to review the classification order of the books on the shelves. In some cases, users do not return the book after reading or glancing at it, but immediately put the book back into the shelf so that it does not match the classification order. In addition, it was also found that some books were misplaced (parked) in the wrong place because it was easier to retrieve them. In fact, this can make it difficult for other users who want to find the same book.

It is important to educate the patrons to return the books they have read or taken from the trolleys provided. The classification system is designed to make the book retrieval process easy, but it will be hampered if it is not appropriate or wrong. Shelving responsibilities are carried out according to a predetermined time schedule, each day an average of 15-20 books will be shelved as well as re-reading the shelves to check for misplaced books.



Figure 3. 1 Shelving activity regularly

Interestingly, the classification system used by PTA is LCC, which is different from the majority of academic libraries in Indonesia. In general, academic libraries in Indonesia - such as Airlangga University Library, the trainee's home university - use the DDC classification system. This is also in line with the results of a study conducted by Dethan & Mayesti (2022) that DDC is the top choice in classification systems used by 100 academic libraries in Indonesia. However, our learning in class also includes the LCC classification system. Direct experience to read and understand LCC can be practised in the shelving process that is carried out regularly every morning.

No specific studies have been found regarding the use of classification systems in academic libraries in Malaysia. However, based on online observation through OPAC of several academic libraries using LCC such as IIUM, UM, and UTM. The study conducted by Lund & Agbaji (2018) showed a continuous decline in the use of DDC in the US from 1995, to date there is a very large margin of preference for the use of LCC rather than DDC. Furthermore, Lund & Agbaji explained that the preference for using LCC is due to the large and growing number of collections in one library that are easier to use LCC. On the other hand, he also highlighted that some academic libraries that have been using DCC as a classification system for a long time will tend to continue using DCC. This also indirectly agrees with the results of previous studies related to the use of DDC in a large number of academic libraries in Indonesia.

3.1.1.2. Circulation (desk) Services

PTA services use a centralised system called WILS (Web Integrated Library System) which provides services for borrowing, returning, fines, clearance, and member registration. Services are carried out at the main desk equipped with automatic scanning for library materials to be borrowed by users. Both borrowing and returning books can automatically get book descriptions based on the scanned catalogue description database. The Libsys page is the portal used by librarians to provide the main services mentioned above. When a user wants to borrow or return a book, information about the borrowing will be displayed, namely the book title, call number, and return deadline, or fines if the book is returned late. Fine payment can be done using a card, and online payment by the users themselves.

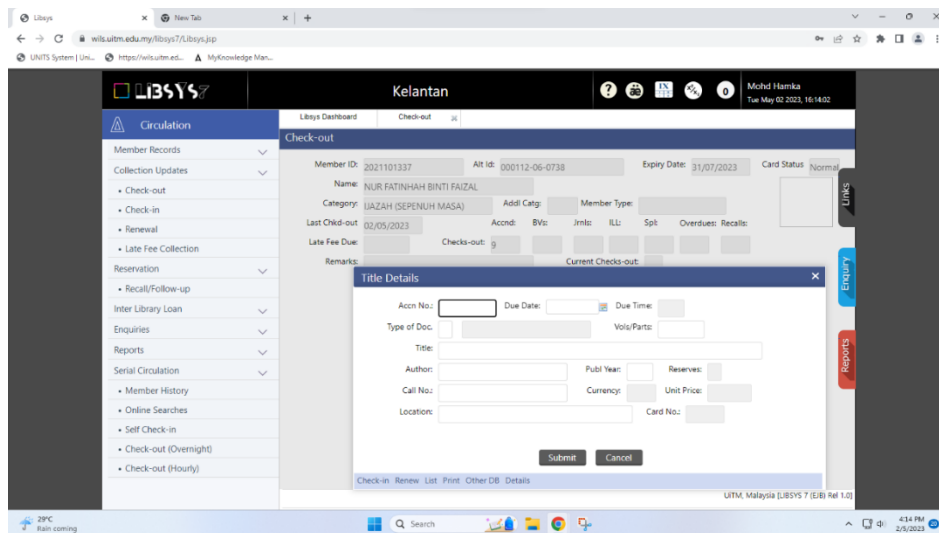


Figure 3. 2 Libsys interface (check-out)

On the Libsys portal there are several modules that can be accessed, the circulation process is carried out in the collection update module to carry out the process of borrowing (checking out), returning (check-in), renewal, and paying late fees (late fee collection). First, the borrowing process can be done by users through the circulation desk/counter by showing a student card or can mention the student number if they can remember it, then the staff will scan the barcode on the book to be borrowed, then information about the book will be displayed and the borrowing time limit for 14 days and can be extended, the staff will stamp the book return schedule information on the book card. In one loan circulation transaction, students can borrow books with a maximum of 20 titles in accumulation and will be reduced according to the return of the book.



Figure 3. 3 Check out process

Meanwhile, for the book return process, at the check-in menu, the staff will scan the book barcode, then the book information will be displayed as well as the late fee information and the amount that needs to be paid (if late). Late fees cost RM.020 per day and will continue to accumulate, fine payments can be made by visa debit card or online payment through the fine payment service on the website <https://mykm.uitm.edu.my/fee/sso.php>. Payment at the counter will be assisted by staff by scanning a book or showing a student card (student number), the libsys portal will display the amount of fines to be paid, the clerk will enter the amount to be paid on the EDC machine, payment is made by debit card, students fill in information (name, student number, payment amount, and payment information) in the book provided, students will get a copy of the receipt that has been stamped by the staff, and staff collect receipts as a report to the university treasurer periodically. Online payments made by students themselves will be checked again by staff through the system as confirmation. The whole payment does not accept cash only through debit card or online. In addition, the circulation counter also accepts payments for print services in the library.

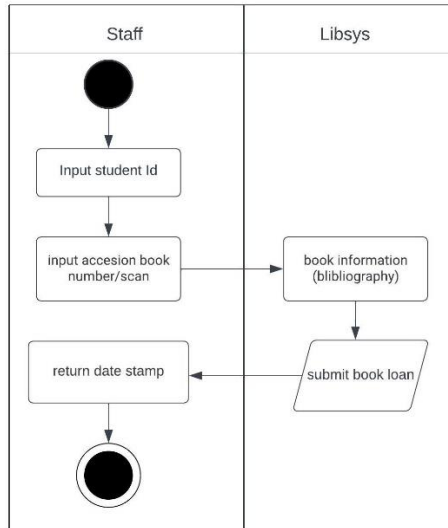


Figure 3. 4 Check-out (book loan) flowchart

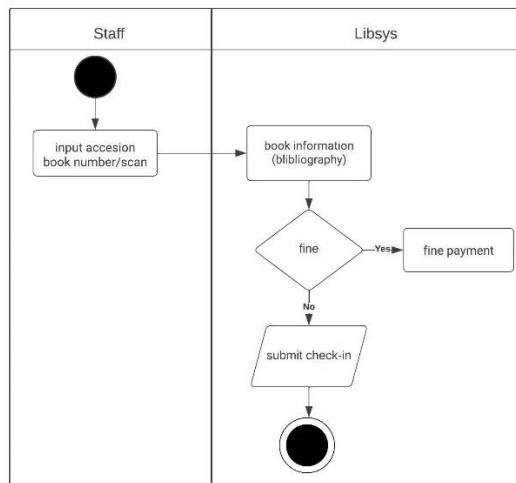


Figure 3. 5 Check-in flowchart

3.1.2. University Reference Unit

3.1.2.1. Acquisition process

The main and initial process undertaken by the university reference unit is acquisition. Acquisition involves a complex process as it involves external parties (vendors, top management). Acquisitions are carried out by the PTA based on the appropriation of funds received, the acquisition activity is carried out at the beginning of the year or so that the appropriation of funds can be used. Acquisitions are made by the PTA based on recommendations submitted by faculty (lectures). Students cannot make recommendations directly, but may consider discussing their needs with faculty. In 2021

PTA acquired 305 book titles with 347 manuscripts totalling RM 116,120.89, and doubled in 2022 with 675 titles with 741 manuscripts totalling RM 211,827.48 (Table). The difference in the number of orders and the number of receipts can be caused by the availability of books from the selected vendors, which can fluctuate within a certain period of time.

Table 3. 1 Aquition statistic's

Year	Booking		Recivieng		Funding
	Title	Copies	Title	Copies	
2021	350	398	305	347	RM 116 120.89
2022	785	873	675	741	RM 211 827.48

After the PTA has received recommendations for books to be acquired, a book purchase meeting will be held to decide which books will be acquired based on the results of the recommendations. Involved in the deliberation are the Vice Chancellor for Academic Affairs, Treasurer, Chief Librarian, Faculty (chairperson of the study centre, coordinator), and librarians. The approved books will then be sent to vendors, to date UiTM has 9 vendors. Furthermore, vendors will send a price list of the collections needed by the library. The meeting of vendor selection by the librarian to determine the vendor for purchasing the book collection. Vendor selection is not limited to price considerations, but also based on consideration of waiting time until the book can be received by PTA.



Figure 3. 6 Encik Hamizur Hussin explaining acquisition process

Vendors who are selected based on the results of the meeting will receive approval from the PTA and wait until the order is received. After the order is received, the payment process is carried out. Unlike ordering serial collections, payment must be made at the beginning when placing an order. The entire process of acquisition activities from recommendation until the book is received is done through the system and has been centralised with the central library. The book ordering process with the vendor is also done through the system, thus the vendor has its own page as a partner to view data such as book requirements and price proposals. The book collection that has been received will proceed to the next process, namely bibliography data or RDA tagging.

The entire acquisition process carried out through the system has the advantage that all activities can be recorded properly. However, a qualified process flow and SOP are needed to make the system easier to use. The complexity of the flow of activities carried out is a consequence of using the system. Therefore, the trainee considers that some processes can be simplified in order to shorten some processes and avoid repetition. The workflow shown above (Figure 3.5) is a summary of activities that have been simplified. Referring to the module prepared by PTA, there are 13 processes in the acquisition activities. The process flow of acquisition activities can be seen through the following flow:

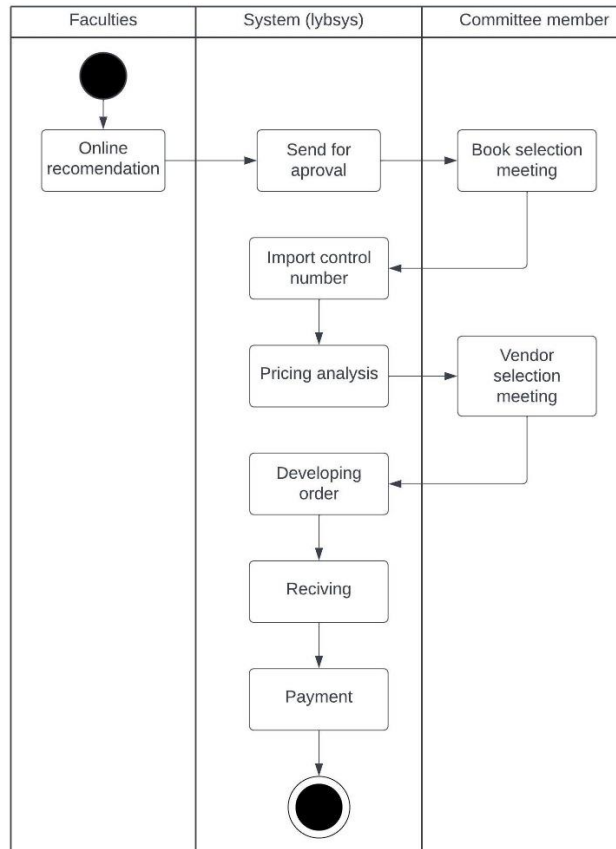


Figure 3. 7 Acquisition flowchart

Most of the acquisition processes mentioned above are part of library collection development. According to Johnson (2018) collection development is a series of activities carried out to develop or build library collections in accordance with institutional priorities and the needs and interests of library users. Acquisition is the process and system for ordering library materials after the selection process. The four stages in the selection process include; 1) identification and relevance; 2) evaluation and assessment; 3) purchase decision; and 4) order preparation. In this context, PTA conducts the selection process through input received from online recommendation which is then considered in the title selection meeting for evaluation and assessment, even the assessment is also carried out by PTA against the vendor in the meeting. The order preparation process is carried out through the system.

PTA acquired a considerable number of books in and increased from 2021 to 2022, so it is possible that it will continue to grow along with the needs of users. Johnson (2018) mentions several considerations of physical book preferences in the development of digital collections, including; 1) user preferences; 2) content (content is different from the digital version in terms of aesthetics); 3) availability; 4) allowing inter-loan

(cooperative resource sharing); and 5) consortium commitment (the library has a commitment to maintain the printed collection). The considerations for vendor selection are as follows::

- 1) Improved customer service and appropriate communication.
- 2) Friendly interface for customers to get complete information (catalogue).
- 3) Bibliographic services
- 4) Support in the collection development process such as data or statistics
- 5) Partnership capabilities (consortium; licences, business processes, training)

Currently, PTA/PTAR has 9 vendors and will continue to grow. Some of the above considerations become the basis for PTA to choose a vendor and collaborate further. It is important to consider the needs, interests and preferences of users as the main foundation in a series of collection development processes.

3.1.2.2. Input bibliography data (Cataloguing and RDA)

Books received at the University reference unit will be registered by staff in the system following RDA guidelines. Books that have been ordered will have an accession number which is a unique number for each material that can and is different from other materials, each collection has a different accession number as a sign of identity. The book is registered in the LIBSYS system on the cataloguing menu, sub menu maintenance, update title. Each book that has been received through the acquisition process from the vendor will have ISBN number, author, and book title information. This information will be recognised when filling in the RDA tags through the system. Some of the important tagging that must be filled in are; 020, ISBN number; 040, language; 090, call number; 100, main entry; 245, title statement; 250, edition statement; 264, publication and copyright; 300, physical description; 336, content type; 337, media type; 338, carrier type; 500, general notes (index, reference, etc.); 700, added entries (second author or editor); 300, physical description; 336, content type; 337, media type; 338, carrier type; 500, general notes (index, reference, etc.); 700, added entries (second author or editor).

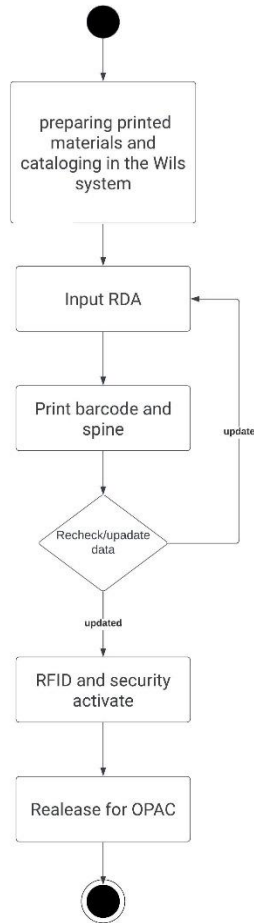


Figure 3. 8 Flowchart Cataloguing and RDA

The next process is to apply a leader or tag 000 which includes record status, record type, bibliographic level, encoding level; cataloguing description. The data is filled in according to the guidelines based on the data from the book to be filled in (Figure 3.9). After filling in the leader, in the top menu tag 008 to fill in the data elements of the section remains. Each student inputted one library material from start to finish to practice RAD tagging guided by Cik Ahmad Ameruddin bt Fauzi. In addition, the call numbers of library materials are determined or arranged by senior librarian Dr Muslim, but sometimes to shorten the time or in the accumulation of a lot of library materials Cik Ahmad Ameruddin bt Fauzi refers to several websites that provide book information such as, amazon, oclc classify.

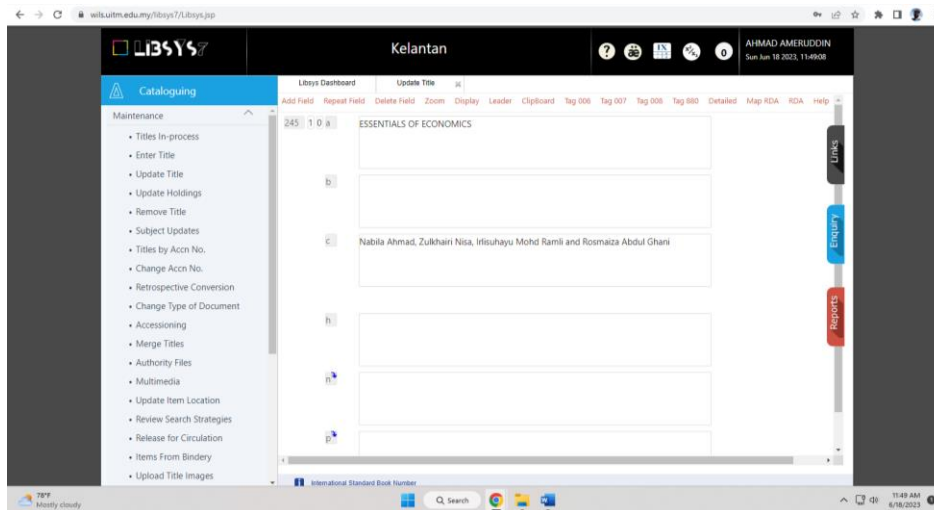


Figure 3. 9 Shows RDA input process through libsys

RDA (MARC 21) became the bibliographic data standard for library collections. This addresses the challenges of libraries in facing the development of technology and information and updates the standards that have been used previously, namely AACR2. Bibliographic data using RDA makes it easier for libraries to implement technology for bibliographic data which also aims to facilitate the information retrieval process. In a broader discussion, RDA allows libraries to more easily exchange bibliographic data based on the same standard, i.e. RDA.

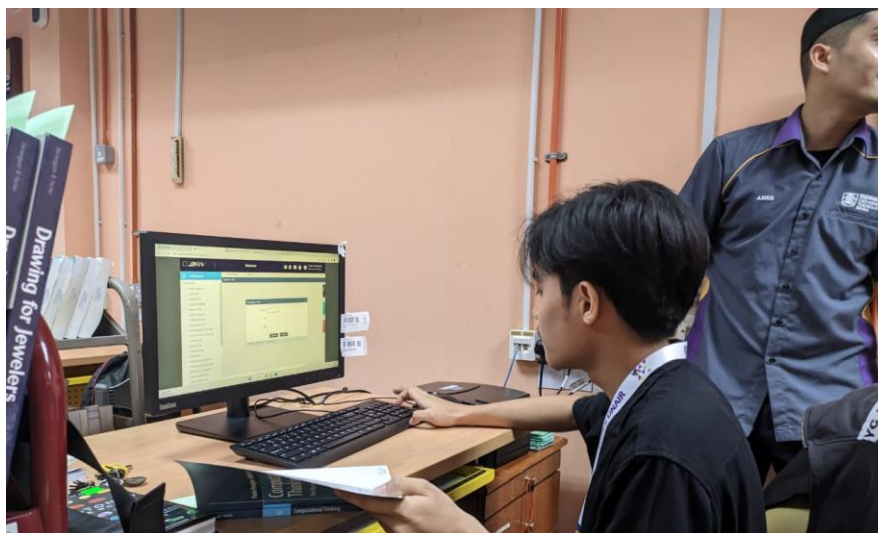


Figure 3. 10 Shows RDA input process

In the Kelas Kemahiran Maklumat (KKM) session with Madam Nordelina bt Zulkarnain (senior librarian) explained some of the changes from AACR2 and RDA including the addition of several tags that were not previously accommodated by AACR, changes such as in terminology, abbreviations, tags and so on. RDA has greater flexibility

so that it is not limited to use by libraries but also other information institutions such as museums and archives. Moreover, RDA is a form of international cataloguing standard that can be used and is compatible with the development of automation technology.

3.1.2.3. Spine Labelling and RFID

The spine labelling activity is carried out after the bibliography data input process. The call number and barcode of the library material will be generated by the system based on the data that has been inputted previously. In the LIBSYS system cataloguing menu, sub menu print catalogue cards, print barcodes and spines. Accession number is used to retrieve barcode and call number data that will be printed. The system will display a preview of the information to be printed and select the output option barcode and spine. The size of the barcode and spine is automatically determined according to the size of the sticker.

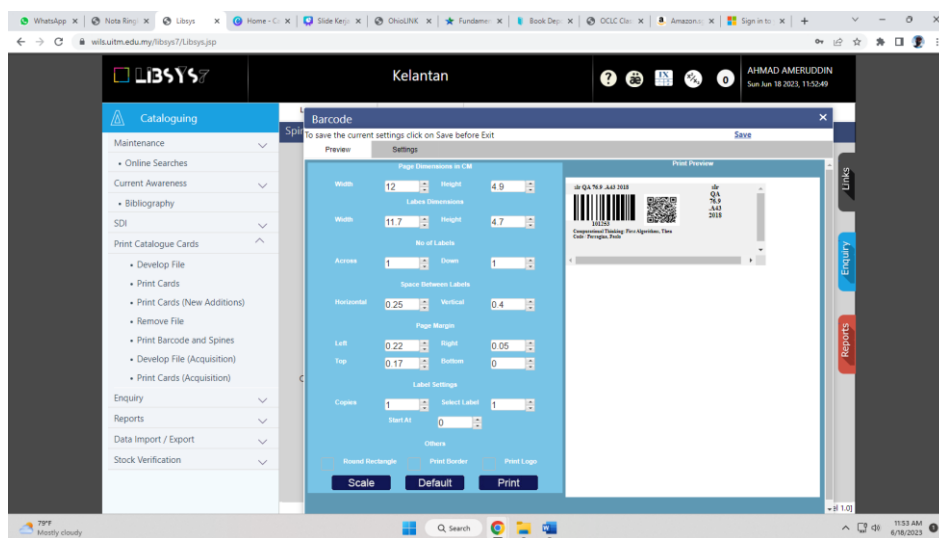


Figure 3. 11 Shows Libsys interface for printing barcode and spice

The call number will be attached to the spine of the book with a measuring tool, if the spine is too thin then it will be attached to the book cover. The barcode will be attached to the first page at the top centre (usually above the title). The sticker that has been attached will also be covered with a clear sticker to make it durable. Furthermore, the book is added with RFID for book security. The RFID is inserted in the last 2/3 of the book. The books are then scanned to register the book information on the RFID and activate security. Books that leave without a loan process at the library gate will be detected by security.

3.1.2.4.Receipt Material of Reference

The Electronic Collections Unit conducts a slightly different process of acquisition from the printed collection. The process begins with receiving catalogues from vendors who have become PTA partners. Catalogues that have been received will be distributed by librarians to faculty lecturers to select titles that meet the needs of the teaching, learning and research process. After the selection of titles from the faculty, the selected list will be brought to the purchasing meeting if it is not included in the Library Chair's subscription. The shortlisted titles will be delivered through a system that is accepted by the vendor. The Librarian will receive the order invoice, record it in the financial records, and make payment through IBG (Inter-Bank GIRO). The librarian needs to update the payment through the system (WILS) before finally receiving the collection from the vendor.

Books that have been received by the librarian will be updated on the system. Slightly different from the book collection, the process of receiving serialised publications (magazines, journals, newspapers) has been scheduled according to the conditions of each serialised publication publisher. Some are published within one year as many as 2, 3, to 4 times. Magazines can be published 4 times a month with a total of 48 in one year. Serial materials will be received on schedule or may be 1-2 days ahead of schedule. Librarians need to confirm the receipt of library materials through the system.

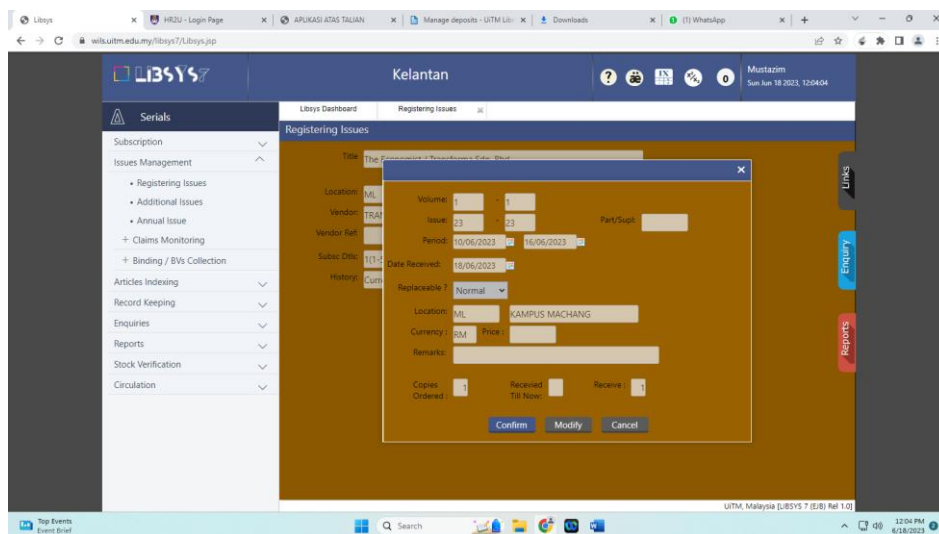


Figure 3. 12 Shows libsys interface for receiving periodical collection (magazine)

Confirm or update serial acceptance through the system on the serial menu, sub menu issue management, registering issue. Librarians enter the serial name to get search results and schedule list. After getting the schedule list according to the material received which can be seen in the volume, and issue, library. Librarians need to fill in the period of the material, and the date received (Figure 3.12). Click submit and confirm, so that it will display the number of serial material that has been generated by the system. The number needs to be written on the serial information sheet which is usually located at the beginning of the first or second page. Serial materials are stamped with the library stamp on some sheets, avoiding stamps on the text as this may prevent the reader from understanding the content. RFID is also added to the collection for security.

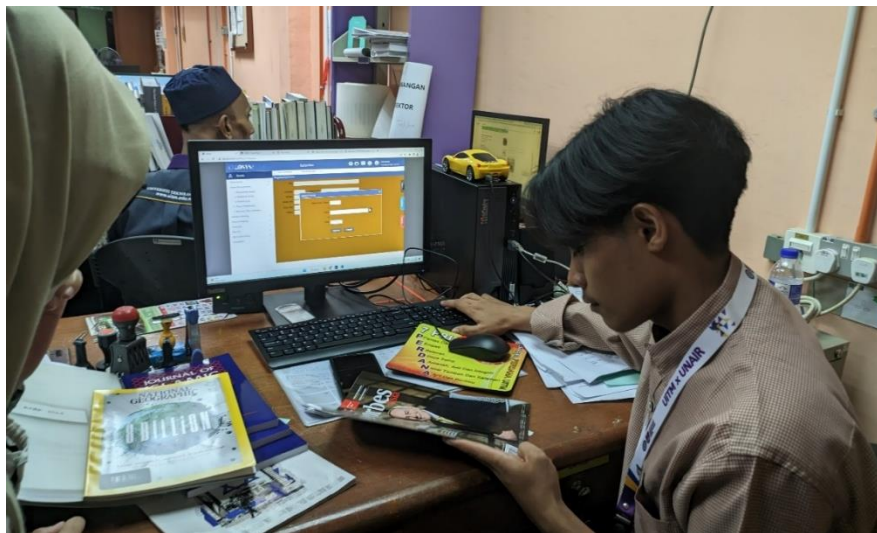


Figure 3. 13 Shows receiving serial collection process

Similar to book collection materials, serial collection materials have bibliographic data or RDA, on the record keeping sub menu, serial details. The difference between bibliographic data for book collections and serial collections is that serial collections only have one bibliographic data that will be updated regularly according to the serial edition, vol, issue, received. Therefore, one serial has only one bibliographic data. On the other hand, university reference units under electronic resources (serial collections) collect several volumes or serial issues to be binded by the archive unit. Serial or electronic collections that have gone through a certain of processes will be received by the Library Services Department to be placed on the display shelves.

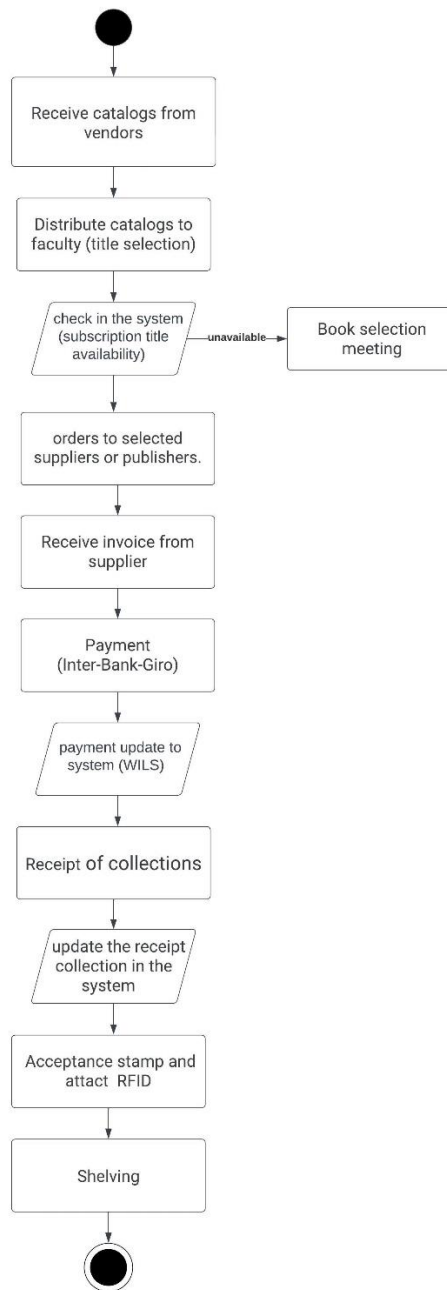


Figure 3. 14 Flowchart of Reference Service

3.1.3. University Archive Unit

3.1.3.1. Archive Digitalization (Archive Management System)

UAC digitised the university's important archival materials. Digitisation is done with the intention of saving space as well as open accessibility of information and can be accessed online through OFA. UAC will digitise archival documents that have been assessed based on the type of important university records. The unit responsible for the archive needs to fill out an archive transfer form and send a letter to UAC. After receiving

the authorisation the unit can send the archive documents to be checked by UAC staff. The archive files that have been received by UAC will be checked for completeness according to the form that has been sent by the unit. The files will be digitised using scans and will be inputted into AMS so that they can be traced through OFA.

The digitisation process will go through several stages starting from checking the archive. The archive is checked for completeness and cleaned of objects that can interfere with the scanning process such as tape, paper clip, binding paper, and the paper is tidied up if there are folds, cleaned of dust, and then rearranged according to the original order. In the content process, staff also use safety equipment such as gloves and masks for safety.



Figure 3. 15 Decontamination process

Next, scanned using a scanning machine, the archive document will remain in accordance with the acceptance record. The scanned archive documents will be processed to affix the UAC watermark using Adobe Acrobat Pro software. Archival documents will also be protected with security protection so that they cannot be edited again by irresponsible parties. After the archive document is watermarked and secured with security, the archive document can be inputted into AMS <https://arkib.uitm.edu.my/ams>. The process of inputting documents that have been scanned into AMS goes through several stages starting with the registration of the archive to be input with the final result of the reference number issued automatically by the system. UAC needs to enter several things in the registration process, namely; campus branch; fond (campus unit/section);

sub-fond (unit/department); material category; material type; title; description; year (Figure 3.18).



Figure 3. 16 Scanning archive document process

The next process is updating, which is adding some information about the archive that has been registered such as; shelf number; box number; storage location; search keywords. The metadata list adds metadata information for each archive. Each archive file will get a unique and different metadata number. In the process of registering metadata at the same time, the scanned archive documents will also be uploaded to AMS by filling in information according to the type of archive uploaded. As in the previous step, after registering the metadata, it is necessary to update the metadata by adding some information that was previously missing, such as: file reference number; letter number; manuscript number; archive level; material condition; status.

After uploading the archive and assigning it a unique metadata number, the responsible staff will need to reauthorize (check) the archive before it can be searched through OFA. The responsible staff can choose to approve or request that the archive be updated again with a note for staff to review if the archive needs a description or input errors. The officer can view the metadata, file files of the archive to assess whether the archive document can be approved or needs to be updated. The result of the approval is a list of materials with the status that has been selected by the officer either passed or needs to be updated again.

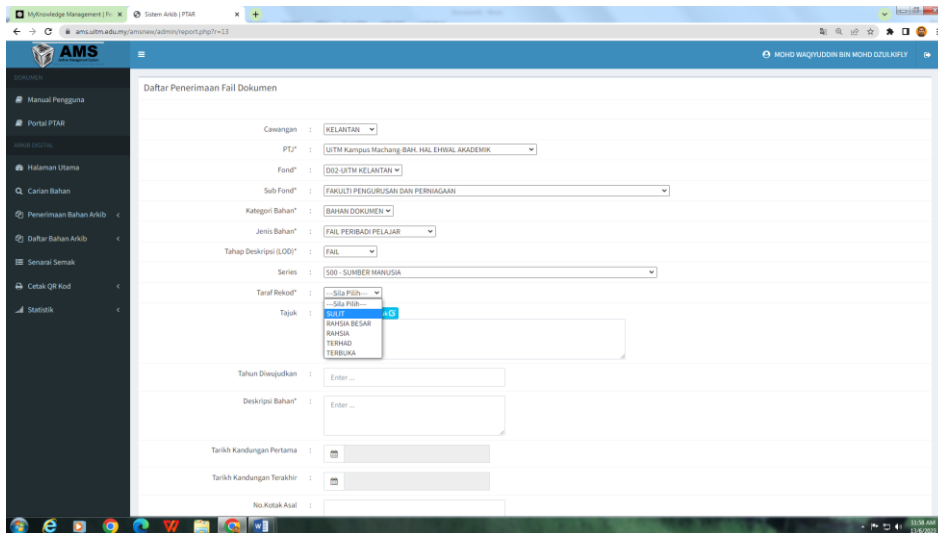


Figure 3. 17 Shows interface of AMS at process register of receipts archive

The staff needs to reconfirm by assessing for authorisation so that archives that have entered AMS can be allowed access through OFA. The staff can view the list of OFA requests and approve the pass. The OFA pass applicant will get an email after the officer has authorised the pass for the application. As in the previous stage, after completing one approval it is necessary to revisit by updating the information and approval status.

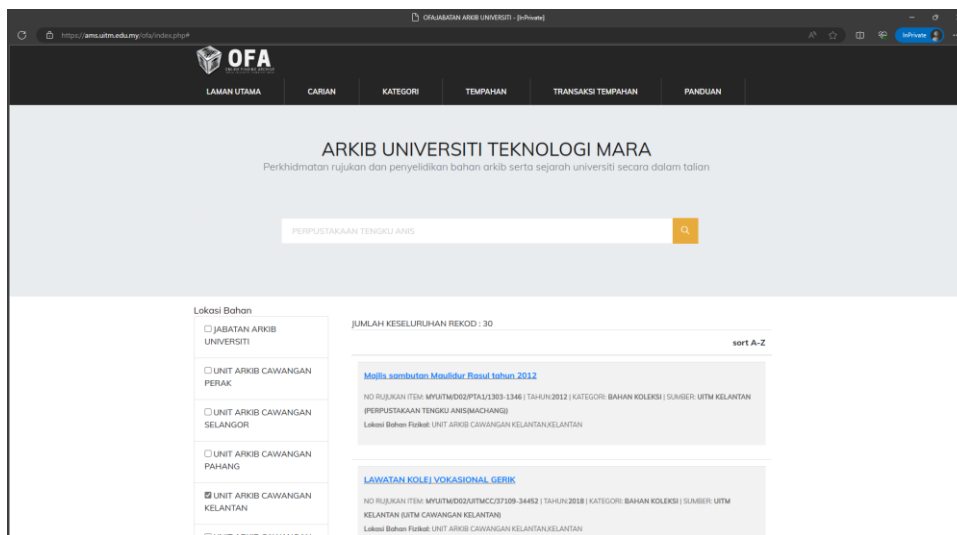


Figure 3. 18 Shows OFA search result interface

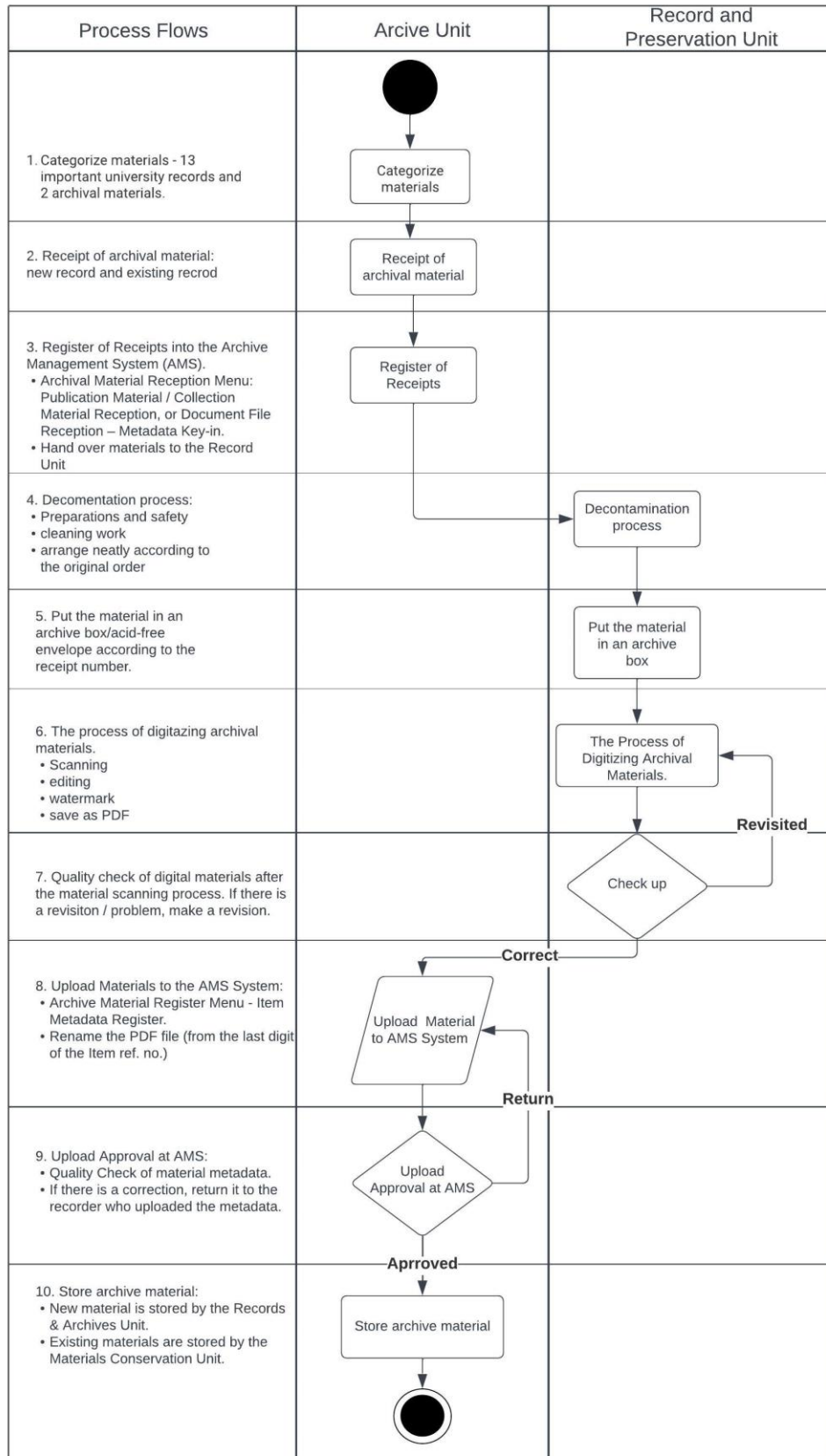


Figure 3. 19 Flowchart digitalization and upload archive material

3.1.3.2. Archive Retention

Records disposal is carried out by UAC to save physical storage and assess important and/or inactive records. Important records will be transferred to Arkib Negara Malaysia for storage. Archival disposal is done in three ways namely; machine destruction, incineration, or burial. The assessment of archive disposal is based on inactive public archives, public archives that have no use value within 5 years, and the physical state of the archive that does not allow it to be stored for a longer period of time. It is also based on Treasury Regulation Letter No. 4 Year 2007. The process of destroying archives through the Schedule of Records Disposal (Jadwal Pelupusan Recod) is assessed by the relevant unit employees. Through JPR, archives can be destroyed immediately, can assess archives that contain value, can save costs and use space, so that the archive destruction process can be carried out more efficiently.



Figure 3. 20 Archive box in Archive room

The process of disposing of records needs to be assessed by the UAC and needs authorisation from the State Archives. The unit that wants to destroy the archive can submit a request to the UAC, then the UAC will assess and submit the request to the State Archives. After getting authorisation from the State Archives, the unit concerned can destroy the archives assisted by the UAC. The following is the flow of the archive destruction process submitted by the unit:

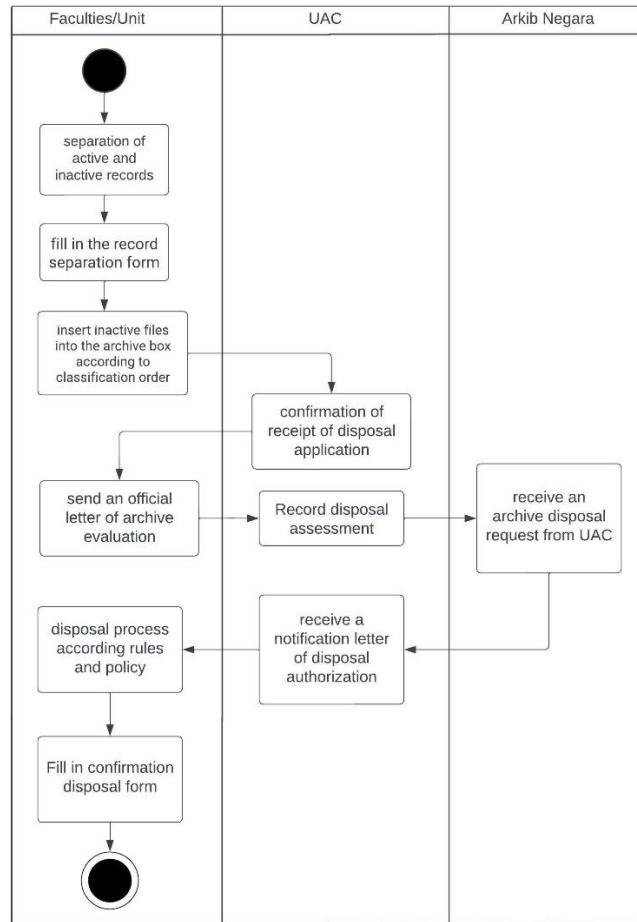


Figure 3. 21 Flowchart of Archive retention

3.1.3.3. Book repairing/preservation.

Preservation encompasses activities intended to prevent, retard, or stop deterioration of materials; retain the intellectual content of materials no longer physically intact; or transfer content to a more appropriate format for use (Johnson, 2018). The basic purpose of the process of preserving library materials is to preserve the information content of library materials and / or archives by changing the form using media or preserving the original form as complete as possible to be used optimally (Sulistyo-Basuki, 1991). Furthermore, the process of restoration or repair of collections is carried out in two ways, namely conventional or traditional and modern. The restoration process carried out by PTA through UAC is a conventional process, namely book binding. In addition, PTA is also working on media transfer (digitisation) of collections such as IR which will be explained in the next section.

The maintenance carried out by PTA through UAC is good considering that every book that is damaged by the cover will be renewed with a quality hard cover. The

maintenance unit of the UAC binds books that have damaged covers, book bones, or binds series collections that will be combined at the end of each series that has been published. Some of the concerns in the binding process are the condition of damaged books. The book will be assessed for the level of damage so that the appropriate treatment will be known. However, in general, book damage occurs due to book covers that are not strong enough, or old books that need to be renewed to avoid further damage. As for serialised materials such as journals or magazines, they will be delivered by staff from the reference source section in order according to volume, or serial, or time chronology (month/year).

Binding is done according to the needs, damage, and thickness of the material to be bound. There are 4 types of binding carried out by the PTA, namely; Leather binding (pre-binding and new binding), treatise binding (soft leather binding and slipcase binding), loose binding, and stationary binding. Leather binding is done for thick books, while treatise binding is done with soft cover binding in consideration of thin materials such as magazines, reports and the like. Loose binding and stationary binding are similar in that types can be added such as comb binding or wide spiral.

PTA has machines needed for binding such as guillotine, laminating machine, drilling machine, blocking press, cryo-tape machine, board cutter. To bind both new books and damaged (repaired) books, these machines and tools are needed;

- | | |
|----------------------|--------------------------------|
| - Rexine | - Binding Tapes |
| - Fibroline | - Brown Paper |
| - Skivertex | - Transparent Cellophane Tapes |
| - Buckrum | - Strawboard |
| - Mull Cloth | - Gold / Silver Foil |
| - Head Band | - Thread |
| - Manila Card | - Grifix White Gum |
| - Simile White Paper | |

The materials needed are:

- | | |
|------------------------------|---------------|
| - N.T Cutter | - Hammer |
| - Straight Edge / Steel Rule | - Bone Folder |
| - Scissors | - Chainsaw |
| - Needle | - Stapler |
| - Bod Kin | |



Figure 3. 22 Book reparation (binding) tools

The steps for binding can be divided into three stages, they are folding, case making, and finishing. First, the folding process is the initial stage of preparing the book to be re-bound, starting with tidying the book spine and cleaning the rest of the old cover that has been damaged or is about to be replaced (new). The book is glued with glue on the spine of the book. After the glue dries and sticks flat, the next step is to perforate the spine of the book to be sewn. The process of perforating the book must be with an odd count of 3, 5, or 7 etc. according to the length of the book. This is done so that the stitches are neat and not excessive which causes the thread stitches to be too thick. The book that has been sewn is re-glued with glue and overwritten with a weight so that the glue adheres firmly. After the glue dries, you can proceed to the next process, which is over casting. Gluing the woollen cloth to the spine of the book and attaching the buckram to bind the book.



Figure 3. 23 process of applying glue to the spine of a book

The next process is the case making stage, cutting the strawboard and spine to the appropriate size and exaggerating slightly (can be adjusted). Next cut the material for the book leather and indeed the leather on the strawboard that has been cut first. After the cover is dry, it can be glued to the book that has completed the previous stage, namely folding and pressing with a weight tool to hook the book to the leather and cover. The last stage is finishing, which is printing the title of the book by selecting the letters to be printed and using a heating machine that will print the letters with gold/silver foil. The book is then re-bound and can be returned to the shelf to be read by the user.



Figure 3. 24 Result of Book binding practice

3.1.4. Digital Library Unit

3.1.4.1. Input Bibliography of Institutional Repository

Institutional repository (IR) metadata input activities are carried out by the Digital Library Unit. IR documents received by the library include articles, dissertations, theses, student projects, conferences or workshops. The process of inputting IR bibliography goes through several stages, starting with the receipt of materials from the originating unit. Documents that have been received will be scanned in full. Although staff will upload the contents of the document in its entirety, users need access to get full access through the IR UiTM website. On the IR UiTM page, staff can log in using an account to get full access to the system and can edit or upload new documents to the system. After logging in, staff go to the "manage deposit" button and can add or edit IR documents that have been uploaded to the system. In the UiTM IR system page, there are several steps when filling in bibliography data, namely; 1) type; 2) upload; 3) details; 4) subjects; 5) PTAR Additional; and 6) deposit.

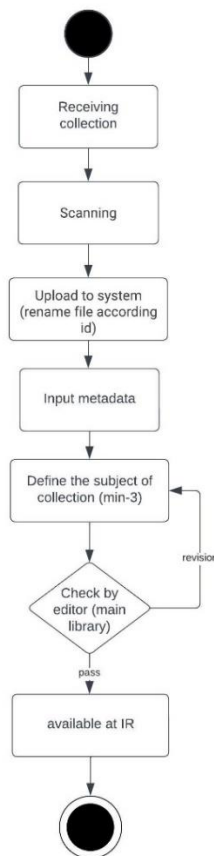


Figure 3. 25 IR bibliography data flows

The first step is type, selecting the type of IR document to be uploaded. There are several options available in the system, namely; 1) article; 2) book section; 3) monograph; 4) conference or workshop item; 5) book; 6) thesis; 7) performance; 8) image; 9) video; 10) audio; 11) teaching resources; 12) student project; 13) entrepreneurship project; 14) research reports; and 15) others. Next, staff can upload the scanned documents to the system. In step 3, staff fill in the details of the IR document which includes title, abstract, creators, contributors, publication details (status, issn, publisher), faculties, keywords, language. The information added at the detail stage is very important, considering all the information will be useful when users want to search for information through IR. Users can search directly using the title or a combination of keywords to facilitate information retrieval.

The fourth step is to determine the subject. Subject headings are organised according to the Library of Congress Subject Heading (LCSH) and can be selected directly in the system. Staff select at least 3 subject headings for one IR document. Subjects can be of a general nature or can be directly specific to the document. However, the choice of subject headings available in the system is not fully comprehensive, so in some cases the subjects found when searching on LCSH cannot be found in the system's subject options. For this reason, staff can choose a broader subject that still represents the content of the document. Subject selection is needed so that browsing can be done according to the subject in addition to according to the faculties.

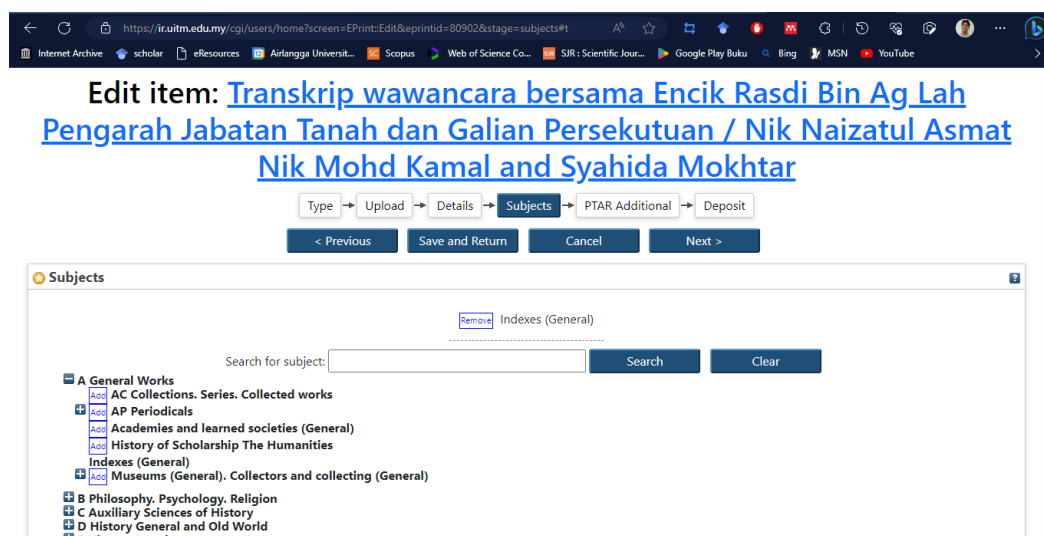


Figure 3. 26 Manage Deposit (Subject Heading) in IR System

The last stage is deposit. Staff can send IR documents that have gone through the type, upload, detail, and subject stages to be reviewed by editors, namely librarians from the central library. If the document is rejected, staff from the PTA (branch library) can revise it so that it can be accepted and passed. Documents that have been passed by editors from the central library will be available through the UiTM IR page. IR management is important because the stages or processes that go through for a document to be passed and available on the IR page can determine credibility.

IR is one of the digital preservation steps that can be taken by libraries to save space and efficiency of space needed to store information and facilitate the retrieval process both in the short and long term. On the other hand, IR is important for institutions, especially universities, to increase the visibility of the intellectual output of academics to reach the wider community. Moreover, IR is also part of the changing role of librarians who are not only limited to supporting research but also to create research communication (through IR) (Saini, 2018). Gibbons (2009) mentions the benefits of IR, namely; stewardship; efficiencies; showcase; wider distribution; scholarly communication. In addition, the factors that significantly affect IR are management, services, technology, self-service, people, and resources (Lagzian et al., 2015).

IR UiTM is crucial to continue to develop services by PTA various efforts that can be made starting with continuing to upload information (collections). IR UiTM can also be an official and credible information canal so that it can be a reference for the community. Especially for academics, IR UiTM is a place to continue to welcome communication for sustainable research.

3.1.4.2. Virtual Tour 360

The Digital Library Unit has one of the ongoing projects, namely "Virtual Tour" as one of the features (services) that can be enjoyed by public users through the official PTA website. Users can see the interior and exterior of PTA 360 degrees as a whole through a virtual tour with detailed information on each part displayed. Users can see the PTA as if they were inside the PTA building which can be travelled from the entrance to the second floor and every corner or room. Images of the library were taken using drones that can capture images with a wider area so that they can be processed into 360-degree images.

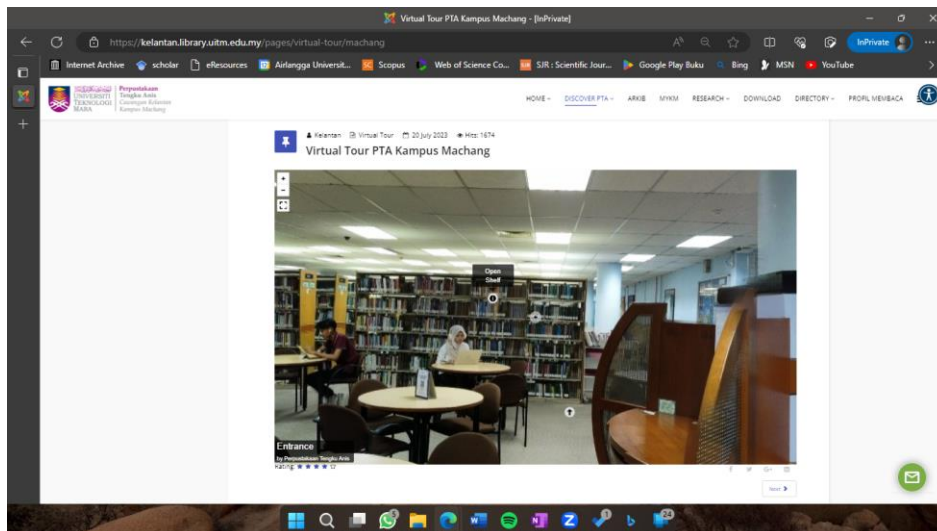


Figure 3. 27 Shows Virtual Tour PTA Kampus Machang

Users can access the PTA virtual tour through the website on the navigation bar "Discover PTA" menu "Virtual Tour". By moving the mouse or gesturing on the screen users can direct the view and explore PTA online. Through virtual tour PTA can introduce the library to new users with an interesting experience. In addition, users can also understand the location of the library space better through the virtual tour because it includes information on each room or service displayed. On the other hand, this is a reflection of the use of technology adopted by the PTA Digital Library Unit. So that it can improve the image of the library as a modern and innovative place with various types of services, one of which is a virtual tour to users.

Virtual tour is an alternative library service that can at the same time introduce the library in an attractive way and online library promotion media. The interesting experience felt by users when viewing virtual tours with a real space experience can also increase user interest in visiting directly or become an option for users to explore the library online. Web-based virtual tours have also been widely used by various GLAM institutions during the pandemic, to continue to provide a virtual library experience. However, virtual tours remain an attractive service option even after the pandemic. A study conducted by Qois & Wijayanti (2021) shows that the impact of library virtual tours on the image of the library as an institution that adopts technology..

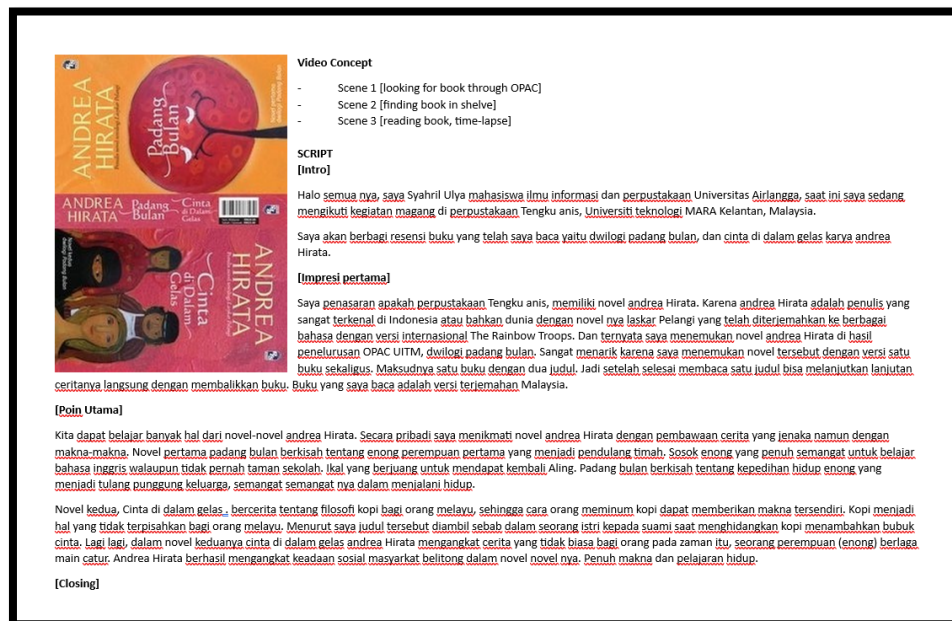
In fact, the web-base virtual tour of the library is one of the right strategies to support public information disclosure that is managed and packaged with images, text (information), and panoramas by providing information needed by library users (Widiyaningtyas et al., 2018). In the end, the efforts made by the PTA Digital Library

Unit are to provide services and interesting experiences to satisfy users as well as being one of the library promotion strategies through a virtual tour-based website.

3.2 Other Activities

3.2.1. Book Review

Book review is an assignment from the Library Services Unit which is the task of each internship student. Students are asked to find books (all types of books) that will be reviewed and uploaded to TikTok social media. This task is also an exercise to use the OPAC to find the book user want to search for. The book reviewed is a novel written by Andrea Hirata with the title "Padang Bulan and Cinta di Gelas Dwilogi. Andrea Hirata's novel was chosen because Andrea is one of the most famous writers in Indonesia and even in other countries with his novels that have been translated into various languages and become bestsellers. Interestingly, PTA has a Malaysian translation of Andrea Hirata's novel. PTA also has other books written by Indonesian authors such as Buya Hamka, Tere Liye, and several biographical books of Indonesian figures.



Video Concept

- Scene 1 [looking for book through OPAC]
- Scene 2 [finding book in shelf]
- Scene 3 [reading book, time-lapse]

SCRIPT

[Intro]

Halo semua nya, saya Syahril Ulya mahasiswa ilmu informasi dan perpustakaan Universitas Airlangga, saat ini saya sedang mengikuti kegiatan magang di perpustakaan Tengku anis, Universiti teknologi MARA Kelantan, Malaysia.

Saya akan berbagi resensi buku yang telah saya baca yaitu dwilogi padang bulan, dan cinta di dalam gelas karya andrea Hirata.

[Impresi pertama]

Saya penasaran apakah perpustakaan Tengku anis, memiliki novel andrea Hirata. Karena andrea Hirata adalah penulis yang sangat terkenal di Indonesia atau bahkan dunia dengan novel nya laskar Pelangi yang telah diterjemahkan ke berbagai bahasa dengan versi internasional The Rainbow Troops. Dan ternyata saya menemukan novel andrea Hirata di hasil penelusuran OPAC UITM, dwilogi padang bulan. Sangat menarik karena saya menemukan novel tersebut dengan versi satu buku sekaligus. Maksudnya satu buku dengan dua judul. Jadi setelah selesai membaca satu judul bisa melanjutkan lanjutan ceritanya langsung dengan membalikkan buku. Buku yang saya baca adalah versi terjemahan Malaysia.

[Poin Utama]

Kita dapat belajar banyak hal dari novel-novel andrea Hirata. Secara pribadi saya menikmati novel andrea Hirata dengan pembawaan cerita yang jenaka namun dengan makna-makna. Novel pertama padang bulan berkisah tentang enong perempuan pertama yang menjadi pendulang timah. Sosok enong yang penuh semangat untuk belajar bahasa inggris walaupun tidak pernah taman sekolah. Ikal yang berjuang untuk mendapat kembali Aling. Padang bulan berkisah tentang kepedihan hidup enong yang menjadi tulang punggung keluarga, semangat semangat nya dalam menialani hidup.

Novel kedua, cinta di dalam gelas, bercerita tentang filosofi kopi bagi orang melayu, sehingga cara orang meminum kopi dapat memberikan makna tersendiri. Kopi menjadi hal yang tidak terpisahkan bagi orang melayu. Menurut saya judul tersebut diambil sebab dalam seorang istri kepada suami saat menghadirkan kopi menambahkan bubuk cinta. Lagi lagi, dalam novel keduanya cinta di dalam gelas andrea Hirata mengangkat cerita yang tidak biasa bagi orang pada zaman itu, seorang perempuan (enong) berlagu main catur. Andrea Hirata berhasil mengangkat keadaan sosial masyarakat belitong dalam novel novel nya. Penuh makna dan pelajaran hidup.

[closing]

Figure 3. 28 Book review video concept and script

It was a challenge to read a version of an Indonesian novel that had been translated into Malaysian. The novel with 521 pages was completed within 2 weeks. In the process of reading, important points were also noted and then compiled into a script for the video. The video concept will be divided into three scenes, i.e. the process of searching for

books through OPAC, finding books on the shelves, and finally the video of reading the book. The script that has been compiled will then be read out and included in the video as a voice over. The video was edited using CupCut android software and uploaded on a TikTok account with the caption "Dwilogi: Padang Bulan and Cinta di Gelas" with several hastags for the video "#bookreview, #andreaahirata, #library" to attract audiences and make it easier for the TikTok algorithm to categorise the video. Tagging PTA's TikTok account. In addition, to make it interesting, a thumbnail with the words "Book review" was added.

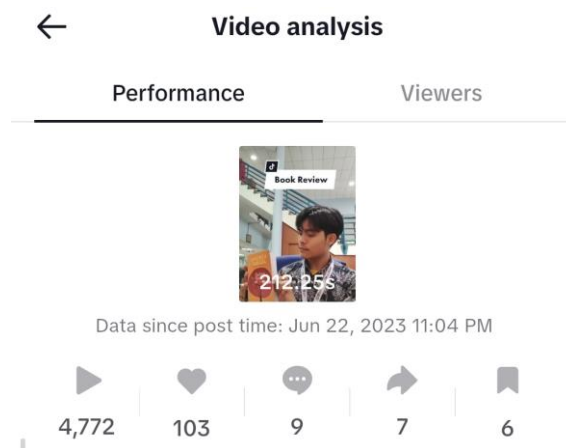


Figure 3. 29 TikTok Video Analysis

Up to 22 July 2023 the video had been viewed by 4,772, liked 103, commented 9, shared 7, and saved by 8 TikTok users. The video reposted by the PTA TikTok account has also been watched by 1,401 and liked 21 likes. TikTok is one of the most popular platforms, especially among young people. Therefore, TikTok can be a tool that can be used by libraries to attract potential users (Alley & Hanshew, 2022). The reach of TikTok is its own advantage with the main feature or "for your page" which can target the audience with the influence of the algorithm. So libraries need to take part and get involved to make TikTok one of their social media platforms as a means of marketing the library.

Furthermore, BookTok (#BookTok) is known as a Tiktok sub-community for reading enthusiasts or book enthusiasts who are engaged in promoting literacy through book reviews, book recommendations, authors, book genres (Mashiyane, 2022). Some important things that should be of concern to library managers when using TikTok include; having staff responsible for the library's TikTok account; having a regular upload schedule; and no less important to determine the targets to be achieved which can be seen

from TikTok video analysis such as the number of impressions, likes and so on (Stephens, 2022). It cannot be denied that users may be interested in borrowing books seen from TikTok or coming to the library because of the interesting information obtained from TikTok. On the other hand, this will help the library to have a direct relationship with users through chat, comments from TikTok itself.

3.2.2. Slides Presentation: Humanizing Library

The slide presentation on the topic of Humanizing library was an assignment given to the trainees by the University Reference Unit. The trainees were divided into two groups with each group consisting of 4 trainees to develop a slide presentation related to "Humanizing Library". This assignment aims to find out the rapid development of technology, especially related to libraries by highlighting the role of libraries. With the topic of humanizing library, which focuses on the library's efforts to become a public space and open generally to the community or also known as the inclusive concept. In this regard, the concept of human library is also discussed, where people act like books in the library so that they can be borrowed by patrons by discussing certain topics. The slides are prepared by collecting information related to the topic sourced from various media, videos, newspapers, and/or scientific articles.

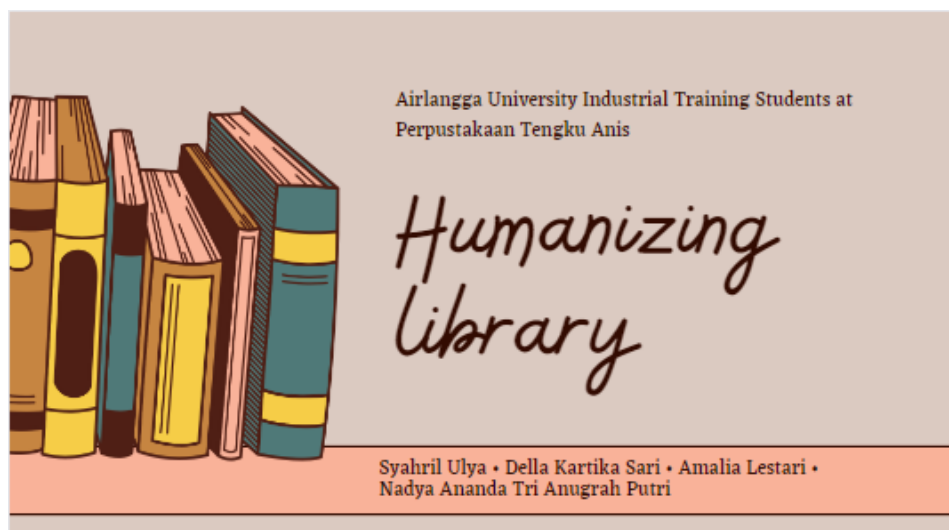


Figure 3. 30 Slide Presentation "Humanizing Library"

Slides are prepared by dividing each group member looking for at least three (3) reference sources either from scientific articles, videos, or news that can be accounted for the credibility of the information. After collecting the information obtained, it will be

arranged in Canva Design as a slide presentation by including the title, summary of the information, and reference information. This slide presentation is also the initial trigger for further research related to the topic of humanising libraries and the role of libraries in the rapid development of technology to still provide humanity value in their services. Dr Muslim as the head of the University Reference Unit is interested in the topic and is in the process of further research for scientific publication. This slide presentation was the initial trigger to absorb information from various information channels, especially related to the topic of "humanising library".

3.2.3. Visiting Perpustakaan Perbadanan Awam Kelantan (PPAK)

The visit to Perbadanan Awam Kelantan Library (PPAK) was conducted on Wednesday, 14 June 2023. The visit to PPAK aims to find out the collections and services provided to the community. PPAK has a vision of "giving birth to a cultivating knowledgeable society" with the mission of "providing infrastructure for information and knowledge sources for all levels of society" and the motto "Bangsa Membaca Bangsa Berjaya". as the vision and mission of PPAK has a customer charter in an effort to provide the best service for users, namely :

- 1) Processing library membership application within the twenty (20) minutes on working days.
- 2) Ensuring the process of borrowing reading materials to be done in two (2) minutes for every customer except on the peak hours.
- 3) Ensuring the latest reading materials are available on the shelf for customer in Kota Bharu for references within two (2) weeks time.
- 4) Referral services provided to help you in finding your reading materials within one (1) day.
- 5) Giving feedback to customer's full report within fourteen (14) working days.

Along with the general public library, PPAK has a general collection and a special children's collection. Interestingly, PPAK has a special collection (Resource Centre) of Sayyidatina Hafsa as a special collection for women with collections that focus on the development of women especially as role models of the Prophet Muhammad's wife. In addition, the reading area for women and men is made separate in accordance with the speciality of Kelantan culture which is full of Islamic values. On the other hand, PPAK also has a special area for children where several games are available for children.



Figure 3. 31 Show Siti Safingah Trainees question in QNA session

During the visit, PPAK was having a programme "Majlis Pelancaran Buku Raudah Sakeenah Kelantan: Sepancar Sinar, Segunung Harapan" by Dr Zahara Sulaiman and Prof Madya Asmawati Muhammad. Raudah Sakeenah is one of the foundations in Kelantan that focuses on developing young women. In the programme, the speakers shared how the book was compiled from real-life stories from the authors' experiences at Raudah Sakeenah in guiding young women. The programme ended with a question and answer session between the speakers and participants, and was closed with the inauguration of the book launch. PPAK's role in book launching activities is a step and role for the library in the book industry. It is also a step for the library to attract writers to be involved in the library's programmes..



Figure 3. 32 Group photo with Cik Mohd Aziz bin Zainuddin Chief Information Officer PPAK

3.2.4. Visiting Perpustakaan Tengku Anis Kampus Kota Bharu (PTAKKB)

Visits to the Tengku Anis Library Kota Bharu Campus (PTAKKB) were made to find out about the facilities and collections available. The visit was guided by Puan Rosmariyati Bt. Abd Rahman as the Senior Librarian explained the facilities and collections available at PTAKKB. PTAKKB has reading room facilities, individual space, and internet space (computer). Among the collections available aside from the general collection are repository collections, reference or syllabus collections, magazine collections and periodicals. PTAKKB as a library on a branch campus has limited space, as it is only one floor. In addition, PTAKKB lacks human resources with only one senior librarian and several assistant librarians and staff.



Figure 3. 33 Group photo with Puan Rosmariyati Bt. Abd Rahman Senior Librarian PTAKKB

Although PTAKKB is a branch campus library, the general services provided by the UiTM library, such as access to online databases, can be accessed by all UiTM students despite being located at a branch campus. In addition, service principles such as vision, mission, or even customer charter are also provided to the fullest by PTAKKB. The collections available at PTAKKB focus on several subjects related to the faculties available at the Kota Bharu campus with the main purpose of enhancing knowledge and supporting student learning activities.

3.3 Special Project

3.4.1. Special Project PTA

3.4.1.1. CSR SMK Pangkal Meleret – Vitamin Ilmu

The CSR activity began with an opening by teachers from SMK Pangkal Meleret who reminded the importance of reading in the development of acquiring knowledge for students. Then continued with the symbolic handover of book loans to SMK Pangkal Meleret teachers. The activity continued after a break and a warm welcome session from the teachers of SMK Pangkal Meleret.

The main activity involving Information and Library Science students of Universitas Airlangga as exchange students who are participating in industrial training activities is the presentation of school libraries and academic libraries (Universitas Airlangga Library) in Indonesia. The presentation was delivered by Dewi Naulia Fajrin and Amalia Lestari which was attended by grade 1, grade 2, grade 3, and grade 5 students, the number of students who participated in the activity was approximately 100 students. In the middle of the presentation about libraries in Indonesia, it was interspersed with ice breaking in order to get the full attention of the students to the presentation delivered.

Table 3. 2 Timetable CSR SMK Pangkal Meleret

Time	Activities
09.00 AM	1) Kata-Kata Aluan 2) Bacaan Doa 3) Penyerahan Book Loan
10.00 AM	Majlis Berhenti Rehat
11.00 AM	1) Perkongsian PSS Indonesia dan Perpustakaan Universitas Airlangga 2) Book Review 3) Bedah Buku 4) Quiz Online (Quizizz)
02.00 PM	Majlis Bersurai



Figure 3.34 Photo session with Teachers and Student of SMK Pangkal Meleret

Students were interested in the presentation of the airlangga university library (unair) which began with the appearance of the unair library profile company with a grand building and various types of services and collections. The exposure of school libraries and unair libraries in Indonesia was carried out to introduce library services and facilities so as to attract students to visit the library. This activity can also be a branding for the library so that it can be more widely recognised by the public. The presentation of the school library also points out the reading ambassadors a.k.a. Duta Baca (literacy ambassadors, library ambassadors) from the school which is similar to the NILAM project in Malaysia. I myself in this activity was involved as PIC "Quiz Online (games)" to prepare online games questions and guide as moderator in the games session.



Figure 3.35 Games Session with student

NILAM, an acronym for Nadi Ilmu Amalam Membaca, is a programme by the Malaysian Ministry of Education to promote reading. The programme is pursued in various domains and sectors, especially in schools to increase students' interest in reading. The Vitamin Ilmu CSR programme at SMK Pangkal Meleret aims to promote the NILAM project with book loans, and book review activities, and book reviews, as well as exposure of Indonesian libraries. The goal of the programme was to "Nurture a reading culture among students". On the other hand, in Indonesia there is also a similar programme called Gerakan Literasi Nasional (GLN) initiated by the Ministry of Education and Culture of the Republic of Indonesia, specifically the programme in the school realm is called Gerakan Literasi Sekolah (GLS), with the same goal (NILAM) of improving students' reading culture and interest. It is interesting that in Indonesia, in the implementation of GLS, Reading Ambassadors are selected by the school who become promoters to attract students to read with a "peer-to-peer" model.

Reading Ambassadors (Literacy Ambassadors) who have a high interest in reading can influence other students to have a high interest in reading as well (Evitasari, 2019). In addition, reading ambassadors (library ambassadors) can be a means for the library to promote (marketing mix personal selling) the library and get good image results for the library (Putri, 2020; Rahmadini, 2020; Widayani, 2022). Reading Ambassadors can introduce the library and library services to other students through interactions that occur naturally, or activities carried out by the library that involve Reading Ambassadors. The influence exerted by Reading Ambassadors is easier to reach peer students. Therefore, some schools that have reading ambassadors have added value as part of the School Literacy Movement's efforts to support interest in reading, as well as introducing the library to peer students.



Figure 3. 36 Explanation About PSS SMK Pangkal Meleret

During the visit (observation) session at the School Resource Centre (school library) of SMK Pangkal Meleret, it was found that the library is located on the third floor of the building with an area that resembles three classrooms without a partition. The cooperation carried out by PTA in the initial session was to make over the entire collection and facilities in the school library. The collection that has been available is done stock-taking for approximately one week and rearranged by repairing the shelves to arrange the books. On the second cooperation visit, PTA conducted a book loan of one trolley of books for one month to increase the collection of the school library. The cooperation between PTA and SMK pangkal meleret is very helpful for SMK pangkal meleret to empower the library as well as increase the interest for students to be active in the learning process (motivation).

CSR activities are a form of collaboration carried out by the library (Istiqomah, 2019). On the other hand, the location of the activity, namely the school, is also a form of collaboration between the teacher (school library) and the academic library. CSR activities carried out by PTA in SKM Pangkal Meleret have been going on for two years. The Vitamin Science activity involving unair students is the second activity carried out by PTA at SMK Pangkal Meleret. Montiel-Overall, (2005) formed a theoretical framework of cooperation between teachers and libraries which can be divided into four models: model A (coordination); model B (cooperation/partnership); model C (integrated instruction); and model D (integrated curriculum). In the context of cooperation between PTA and SMK Pangkal Meleret based on these 4 models, model B (cooperation/partnership) in which cooperation is carried out in an effort to provide

benefits, especially for students, but does not necessarily involve both parties in the planning process..



Figure 3. 37 Corporation/Partnership between Teacher and Librarians (Montiel-Overall, 2005)

In this regard, PTA does not directly involve SMK Pangkal Meleret in the process of planning the activities to be carried out, which includes the process of thinking or determining the objectives and evaluation of activities. This is done by PTA as the initiator of their cooperation or programme, namely CSR. Furthermore, Montiel-Overall (2005) explains that it is not necessarily impossible to involve teachers in the process of planning activities which can have a better impact. Cooperation (cooperation/partnership) is done in the form of sharing time (providing experiences), space, collections, with the main goal of benefiting students. Cooperation at the school level is also very important as the role and position of the principal to support the cooperation programme. The decision of the principal will affect the course of activities or programmes, so the support of the principal is one of the important aspects in cooperation between teachers (schools) and librarians (libraries).

3.4.1.2. Interview

Organisational Strategic Planning Interview is an interview programme conducted with three Senior Librarian resource persons from PTA to conduct interviews related to the theme of strategic planning with related topics such as values, objectives, programmes, human resources in PTA. A total of 23 questions were prepared for the 3 interviewees who are Puan Norfitriah Binti Mat Seman head of Basic Unit and Strategic Planning; Puan Nordelina Binti Zulkarnain Head of Perkhidmatan Perpustakaan

Department; and Dr. Muslim Bin Ismail @ Ahmad Head of Universiti Reference Resources Department.

The interviews were conducted at the Community Engagement Library as a space provided by PTA for library users to conduct collaborative activities. The interviews were conducted to be written in the report of the Information Organisation Strategic Planning course (SIP342). The interviews were conducted with the intention of obtaining information about the strategic planning process, HR involvement, implementation of strategic plans, and the evaluation process carried out at PTA. Interview activities are one form of collaboration carried out by PTA. Collaboration is carried out in the form of talk shows or interviews involving senior librarians and student trainees. Trainee was in charge as an interviewer to guide the activity, ask questions, and develop questions based on the material presented by the speakers.



Figure 3. 38 Interview session with Madam Nordelina bt Zulkarnain (third session)

The interview was recorded by the PTA Corporate and Collaboration Unit and uploaded on the official Youtube of Tengku Anis Library (<https://youtu.be/9wEMoF0y9gA>). The use of social media in the publication of activities carried out by the library can reach a wider audience. This has a good impact on the library because it gets an audience that will become potential library users especially if the publication of activities can attract them. On the other hand, publication on social

media is a promotional step taken by the library to improve branding and existence despite the widespread use of social media.

The way libraries promote themselves has changed post-pandemic. The main thing that libraries need to realise is to utilise a variety of promotional channels both physically and digitally or online as an effort to continue to develop promotional and marketing strategies (Fraser-Arnott, 2023). Therefore, YouTube is one of the social media that should be considered by libraries to promote or attract potential users. PTA uses YouTube social media to upload the results of the interview as a way to promote the openness of PTA and the collaboration space that is always open through Library Community Engagement. As for developing YouTube as one of the social media for libraries by paying attention to interesting content, appropriate duration, and using a social media optimisation plan, as an effort to continue to develop interesting content, especially for Gen Z and Alpha Gen students (Freed, 2023).

3.4.2. Special Project Faculty

3.4.2.1.CSR: Jalinan Kasih Bersama Anak-Anak Yatim

CSR Jalinan Kasih with Yatim Children is an activity initiated by the Faculty of Information Management in collaboration with Tengku Anis Library, International Internship Student Universitas Airlangga, Internship student PTA, Society of Information System Management (SISMA), and Association of Information Scientists (AIS), UiTM Kelantan Branch. The activity was carried out at the Lilbanat Darulnaim Orphanage with a total of 20 children from 7 to 18 years old. Two focuses of activities carried out are Setup Mini Library and Activities with orphans. International Student internship is involved in Ahli Jawatan Kuasa activities, trainee (my self) was involved as Ahli Jawatan Kuasa Biro Aktifiti dan Pergerakan and PIC for "Read Aloud" activities.



Figure 3. 39 Discussion activities for CSR with Madam Norfitriah bt Mat Seman

Discussions were held with Madam Norfitriah bt Mat Seman as the head of the Biro Kegiatan dan Pergerakan (Activities and Movements Bureau) to determine several options for activities and alternative activities to be carried out during the CSR event and prizes to be given to participants. Among the proposed activities are the roda impian, senam minda, find me, colouring bookmark, and read aloud. The activities will also be adjusted to the conditions and duration available at the time of the activity. In addition, there was also an online discussion for all members of the CSR committee through a meet that took place twice, namely on 12 June 2023 to discuss all members of the committee, and on 16 June 2023 to discuss the final preparations for the activities on the next day.

The activity started at 09.00 AM with a friendly session with the staff of the Orphanage. Followed by morning exercise activities and drinks and snacks. At 09.30 AM the mini library setup and activities with orphans were carried out at the same time. SISMA and AIS were responsible for the mini library setup, while the international internship student and PTA internship student guided the activities with the orphans. Setup of the mini library was done by cleaning the room to be used, preparing shelves, and labelling books by colour. Book classification with colour labels was chosen with consideration of the limited book collection and easier to be rearranged by Orphans with an age range of 7-18 years.

Table 3. 3 Timetable CSR: Jalinan Kasih Bersama Anak Yatim

Time	Activities
09.00 AM	1) Arrival in Rumah Anak Yatim 2) Welcoming 3) Gymnastic 4) Pre-Breakfast
09.30 AM	1) Setup Mini library 2) Activities with Anak Yatim 4 Roda Impian 5 Senam Minda 6 Find Me (games)
10.30 AM	Breakfast
11.00 AM	Cont- 1) Setup Mini library 2) Activities with Anak Yatim 7 Read Aloud 8 Bookmark colouring
12.00 PM	Documentation Session



Figure 3. 40 Book Labelling

As the PIC of the 'Read Aloud' activity, I looked for books to read from the PTA collection. However, because PTA is an academic library, there is not a large selection of storybooks that are suitable for the 7-18 year old audience. After further enquiries to

the Referral Resources Unit, Cik Hamizur, a staff member of the Referral Resources Unit, provided some unprocessed storybooks. The book I chose was titled "Geng Blok Sepakat" by Sofia Al-Insyirah. The book was chosen because the number of pages was suitable for the duration available for Read Aloud activities. In addition, the book conveys the values of togetherness, honesty, and helping as messages that can be conveyed to listeners. Read Aloud activities are carried out with the aim of promoting reading activities among Orphans. Read aloud attracts the attention of listeners with techniques of tone, voice type, pauses between words, to eye contact, questions to provide fun delivery. Read aloud is useful as an effective way to engage children in the literacy process, increase vocabulary, the ability to hear and speak in (certain) languages, and can even increase motivation to read (Morrison & Wlodarczyk, 2009).



Figure 3. 41 Read Aloud Session

CSR: Jalinan Kasih Anak-Anak Yatim is carried out with the aim of promoting interest in reading among Orphans (Darul Naim Orphanage). Through the Mini Library that was launched, the collection of books that have been available becomes more organised and becomes a place for Orphans to do reading or learning activities. On the other hand, Orphans can learn how books can be arranged (organisation) better so that in addition to being orderly the book they want to find can be found more easily. Mini Library setup activities require continuous review in the process so that it can be consistently maintained. The book collection can be added according to the needs of children aged 7-18 years either fiction books, study guides, or development of talent interests.

Universities have social responsibilities that are pursued in Corporate Social Responsibility (CSR) programmes. The CSR activities carried out by the School of Information Science, College of Computing, Informatics & Media UiTM Kelantan in collaboration with PTA are part of the CSR of the university itself as the parent organisation. Academic libraries as part of universities can play an active role in CSR implementation, with a library profile that is open to the community at large (Komariah et al., 2019). A concept closer to libraries is also known as Library Corporate Social Responsibility (LCSR), which is the social responsibility of libraries to provide benefits/impact to the community, or institutions, through services or activities according to the needs of the community or partners (Eid & Hussin, 2023). CSR: Jalinan Kasih Anak-Anak Yatim is included in the LSCR form "access to community information and public services" with social responsibility characteristics.

3.4.2.2. Glocal Symposiums on Information and Social Science (GSISS)

International internship student participate in Glocal Symposium on Information and Social Science held by College Of Computing, Informatics, And Mathematics UiTM Kelantan Branch in collaboration with Faculty of Administrative Science and Political Studies, Faculty of Law, and Perpustakaan Tengku Anis. International internship student submitted 4 paper by group consist 2 student and 3 lectures or Librarian. Paper writing on theme "Information and Social Science: Challenge and Opportunities in digital era". Writing process begin from 19 Mei 2023 with a lot of discussion in group, with UNAIR lecture, or librarian.

The paper submitted with topic crowdsourcing as a solution with the problem that library face was budget constrain. The phenomenon we see is libraries that cannot develop properly amid the changes that are happening today. Libraries in the middle of the digital age should continue to grow forward. Therefore, we purpose the crowdsourcing as the solution may library should try. The final paper title is "Crowdsourcing Framework For Modern Academic Library: A Literature Review". We collect data from academic library report available online from Indonesia (Library of Universitas Gajah Mada, Library of IAIN Syekh Nurjati Cirebon, Library of Universitas Islam Nahdhatul Ulama, Library of Institute of Economic Science Amkop Makassar) and Malaysia (Library of Univeristi Teknologi Mara). The discussion in paper provide related studies with topic and result the crowdsourcing framework for academic library.

Symposium held on 20-21 June, first day, the symposium began with keynote speech from Associate Professor Dr Mohd Nasir Ismail (Deputy Rector of Academic Affairs, UiTM Cawangan Kelantan, Malaysia), Dr Imam Yuadi, S.Sos., M.MT. (Supervisor of International Internship Program/Senior Lecturer of Universitas Airlangga, Indonesia), Associate Professor Filmor J. Murillo, MDC (International Relations Officer/Lecturer of Camarines Sur Polytechnic Colleges, Philippines) and Dr. Meida Rachmawati (Practitioner/Lecturer of Universitas Ngudi Waluyo, Indonesia). The rest session is presentation of paper by presenter from each group in 15 minutes, the presentation of our paper presented by Syahril Ulya in first day.



Figure 3. 42 Paper Presentation

3.4.3. Special Project Individual

Online Exhibition is an assignment from the corporate and collaboration unit and also as a special project for each individual trainee. Student interns compile slides that will be embedded on the PTA exhibition page with the theme of culture from Indonesia. This online exhibition is a forum for student interns to introduce Indonesian culture to the public. The information gathered to compile the slides was sourced from credible sources such as scientific articles, information from official websites or reliable news that can be accounted for. The online exhibition was carried out from 19 April - 27 April 2023 starting from collecting idea titles through Whatsapp grub, compiling layouts, collecting references, and compiling designs through canva with an even number of pages to make it perfect and suitable when used in a flipbook model on the online exhibition of the PTA website.

The online exhibition discusses Meunasah as a symbol of Aceh culture with the title "Meunasah sebagai Icon Adat Budaya Aceh". Meunasah for the people of Aceh is not only limited to a building for worship like surau or mushalla for the community in general. More than that, the people of Aceh see Meunasah as part of the elements of society and culture. The slides are structured with an introduction to Aceh and meunasah in general, the function of meunasah, the architectural form of meunasah, and photos of activities carried out by the community in meunasah. The design uses canva by displaying graphics that can represent Aceh such as graphic images of Aceh traditional houses, Aceh skullcaps, Aceh rencong weapons as the background of the slides used. The slides use green which symbolises prosperity and prosperity as the colour of the Aceh Provincial government's pancacita symbol. The online exhibition can be accessed through the PTA website <https://kelantan.library.uitm.edu.my/pages/puitm-kelantan/library-events/exhibitions/612-meunasah-sebagai-icon-adat-budaya-aceh-syahril-ulya> as a flip book using the fliphtml5 extension.

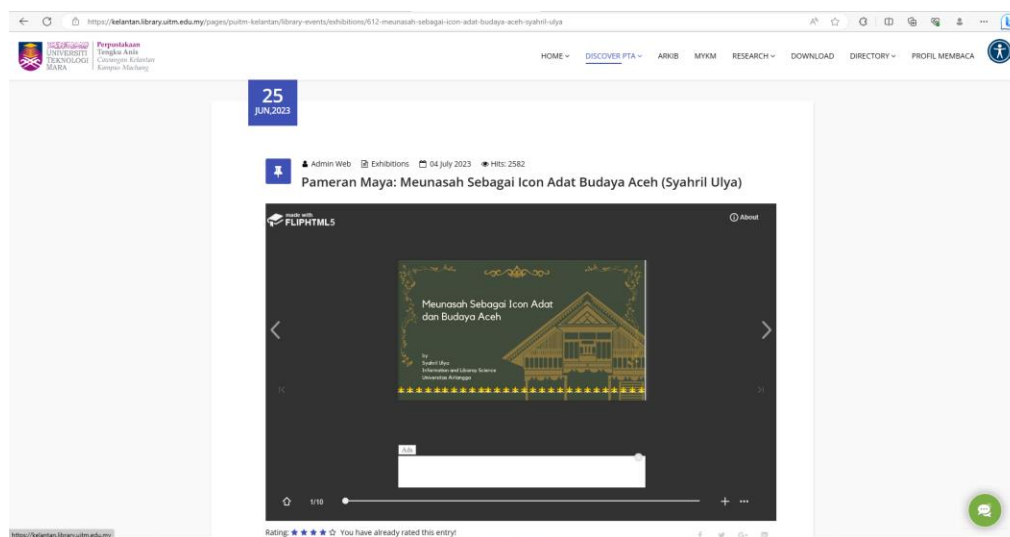


Figure 3. 43 Online exhibition at PTA official website

The maintenance of the PTA website is under the responsibility of the Digital Library Unit. Official library websites should provide information for their users. PTA has a style of providing information that is formed in a flipbook model so that it can give a special impression to readers. The online (virtual) exhibition on the PTA website provides interesting information apart from several projects that have been compiled by interns from Universitas Airlangga such as "Interesting Eating Places in Kelantan", "Historical Mosques in Kelantan", "Green Campus" and others. The content or information contained in the online exhibition can provide new information for users

with an attractive user interface (flipbook) being one form of interesting library website content development.

Similarly, Naughton (2023) revealed that users like library websites that provide valuable content, and often use content on library websites as a resource for learning and like modern user interfaces. Unfortunately, it is difficult to find the online exhibition menu on the PTA website due to the complicated navigation bar arrangement. Therefore, in addition to content that can provide valuable information, it must also be easy for users to find (Blakiston, 2013; Tunga, 2021). This can be done by arranging a navigation bar that is easier to find or adding a search module for the website. PTA has a search module for the website, but it is also not maximized due to the poor appearance and inaccessible toggle.

CHAPTER 4 CONCLUSION

4.1. Application of Knowledge, Skill, and Experience

4.1.1. Time Management

In an internship process that is conducted either online or in face-to-face sessions, it is very important to have good time management skills. Especially when activities are carried out online, so how can you adjust to follow the activities without any disruption from other activities. Time management is also important considering that during the internship process there are also various activities outside the library such as CSR activities, visits, and papers for symposium activities. Therefore, time management by determining priorities is needed so that these activities can be completed optimally. In implementing time management skills, it is applied in the timetable of various activities to be carried out. One example that has been done is during online internship activities by compiling a timetable of various tasks that have been given by each unit to be carried out and completed within a certain period. This is very helpful, so that activities and various tasks that need to be completed optimally and on time so that they are not overwhelmed with other tasks at one time.

NO	MATA KULIAH	JUMLAH	DEADLINE	Status	Keterangan
1	Magang (UITM dan Unair)	1	31 Juli 2023	<input type="checkbox"/>	Format Internasional (In English at all)
	Chapter 1 - Introduction		25 Juli 2023	<input type="checkbox"/>	
	Chapter 2 - Organization Information		26 Juli 2023	<input type="checkbox"/>	
	Chapter 3 - Training Activities		24 Juli 2023	<input type="checkbox"/>	
	Chapter 4 - Conclusion		28 Juli 2023	<input type="checkbox"/>	
	Logbook		4 Juli 2023	<input checked="" type="checkbox"/>	
	Finishing		29 Juli 2023	<input type="checkbox"/>	
2	Laporan Pertanggung Jawaban	1	Agustus	<input type="checkbox"/>	
3	Jejaring Informasi Perpustakaan (JIP)	1	2 Juli 2023	<input checked="" type="checkbox"/>	Menunggu Jadwal Presentasi
4	Informasi dan Aspek Psikologinya	1	21 Juli 2023	<input checked="" type="checkbox"/>	Kurang data dari pustaka, proses penyebaran (2 Juli)
5	Perencanaan Strategi Organisasi Informasi (PSOI)	1 (individu)	3 Juli 2023	<input checked="" type="checkbox"/>	Menunggu Jadwal Presentasi
		1 (kelompok)	5 Juli 2023	<input checked="" type="checkbox"/>	
6	Informasi dan Kelompok Khusus	1	7 Juli 2023	<input checked="" type="checkbox"/>	
7	Arsip Elektronik	1	1 Juli 2023	<input checked="" type="checkbox"/>	Pengumpulan Laporan 12 Juli
8	Desain Ruang Pusat Informasi (ORPI)	1	20 Juli 2023	<input checked="" type="checkbox"/>	minta data pembangunan PTA dan Madan Fifi

Figure 4. 1 Timetable for time management skill

4.1.2. Public Speaking

One of the things that is most felt is the public speaking skills that are needed and used in various activities. Among them are being a moderator in Vitamin Ilmu Pangkal meleret's CSR activities guiding a game session with the students, being a moderator in an interview (talkshow) with the PTA librarian on the topic of strategic planning and

being a "read aloud" reader in CSR activities. Even on a more serious level, public speaking skills were very useful in the Glocal Symposium in Information and Social Science (GSISS) special project where trainees became as presenter to present the ideas we had compiled in the paper. To convey ideas in a scientific forum to be understood by everyone attending and to be able to convince the moderator who gave the judgement was a new and very valuable experience.



Figure 4. 2 Welcoming session with PTA Staff

In addition, public speaking skills are also needed to communicate well in the process of internship activities with PTA librarians. It is also interesting that cultural differences and language manners are challenges in this process. On several opportunities, public speaking skills were also demonstrated in the process of interaction and discussion with the Timbalan Rector of Academic Affairs Prof. Madya Dr. Mohd Nasir Ismail, and the Timbalan Rector of Student Affairs Meer Zhar Farouk Amir Razli. As well as discussions with librarians in the process of preparing various activities to be carried out. Another very interesting and memorable experience was being a moderator to interview three senior PTA librarians, not only enhancing public speaking skills but also maintaining an interesting flow of conversation.

4.1.3. Interaction between Students and Children

There are two special project activities that the trainees have done both at SMK Pangkal Meleret and Lilbanat Darulnaim Orphanage we were able to directly interact with students or children. It was nice to be able to communicate and provide new experiences for them to meet us as international students even though from neighbouring Indonesia. We were able to directly experience the enthusiasm of the students of SMK

Pangkal Meleret in the Vitamin Science CSR activity. It is very important for the library as a source of information to support student learning as it is done in the Vitamin Ilmu CSR activity, because it can also indirectly motivate students in terms of education. On the other hand, interaction with children is organised with fun games. It seeks to give the impression that the library is a fun place for children. Various activities are filled such as colouring bookmarks, Read Aloud, and other interesting games. Even in the break sessions, the children shared stories and together learnt to speak the Kelantan language.



4.2. Personal Through and Opinion

The librarians and staff were very helpful during the internship process. The welcoming and friendly approach of the librarians made us as trainees feel comfortable and quickly adapted to our new working environment. As students, it was a valuable experience for us to be involved in a good and conducive work environment. The staff and librarians helped and guided us in various activities and programmes. Communication and cooperation between departments with their respective functions and tasks made us realise how important the role of librarians is in the process of providing optimal service to users.

In addition, trainees also have special projects, one of which is to be involved as a participant in GSISS 2023. However, in the process of working on the paper, there was a miscommunication between PTA and the supervisor from the faculty (SV). This then caused changes to some of the initial planning that was already underway and almost complete. The student interns managed to get involved in the activity with the help and cooperation of the SVs. Besides that, trainees were also expected to be involved in the

International Research & Information Science Expo (iRES) 2023 programme. However, the trainees could not be involved in the iRES programme due to the delay of the programme schedule that exceeded the internship schedule. Nevertheless, the interns felt grateful to be involved in various activities outside their library duties. However, in our view, more planning and coordination between the PTA, faculty and interns could have been done to deliver better results.

4.3. Lesson Learnt

During the internship at PTA trainee have gained many insights and experiences that trainee can learn with. One of the lessons the trainee learned was the responsibility shown by the diligence and sincerity of PTA librarians in performing their duties as librarians to serve users as well as being mentors for trainees. Trainee learned from there to complete the tasks seriously as a form of responsibility. In addition, it is very important for librarians to have attention to detail in their activities, including when entering bibliography data in the WILS system or information from archives in AMS. This precision is needed for the preservation of information so that it is easy to find again. At the same time, the trainee also realized how important the system is in helping to organize information and provide easier services for users.



Figure 4. 3 Shows discussion for CSR activities

The trainee has learnt from the experience of the Vitamin Ilmu CSR activities, the collaboration between PTA and SMK, and the CSR collaboration between the Faculty and PTA that programmes carried out with collaboration can have a greater impact. Programmes carried out without collaboration may be realised more easily and quickly,

but collaborative programmes can have a wider impact with wider resources. In this case, communication becomes important to connect various parties to achieve a common goal. Communication can occur in the form of discussions or meetings to discuss things that are important and can help the programme run more efficiently. At the same time, collaboration has the potential to develop networking for a sustainable programme.

On the other hand, the trainee also learned that experience would be the best teacher. The theories the trainee has learned in the classroom are not always definitive and must match in practice. Rapid changes in the environment create challenges that require adaptability and flexibility. That way, trainee can learn to adjust and enrich their perspective in applying the theories has learned through classes. Senior Librarian Dr.Muslim said that in this dynamic change, we must be agile.

4.4. Limitation and Recommendations

While the limitation of limited staff resources presents a challenge for the organization, particularly in the context of librarians assuming multiple roles within the organizational structure, it also serves as a unique opportunity for the Tengku Anis Library to optimize its operations. The need to efficiently utilize available resources has led to creative approaches in maximizing the roles according to each staff member's designated tasks and functions. However, the presence of regular internships has provided valuable assistance to various tasks and activities at the PTA. The consistent participation of trainees has contributed to alleviating the workload and ensuring the smooth functioning of daily library operations. To address the challenge of limited staff resources and optimize operational efficiency, the PTA could consider implementing a strategic resource allocation approach. Furthermore, building upon the success of the existing internship program, it is recommended to continue and expand the practice of regular internships.

There is a lot of knowledge to be acquired in an internship programme at the PTA in a limited amount of time. The first drawback that we can feel is the time limitation of the face-to-face programme. The limited time of face-to-face internship activities makes trainees not optimally able to gain practical experience in certain sections with a more in-depth focus. Trainees get information and experience but are not directly able to carry out certain tasks such as serving at the circulation desk or being in charge of inputting metadata (RDA) for library collections for several days. In addition, according to the schedule for the second session of face-to-face internship activities, there was no

internship activity at PTAKKB due to time constraints, however, trainees have made a visit to observe PTAKKB. In this context, it is to be hoped that the PTA can coordinate with the faculty regarding the system in order for (international) internship students to get the fullest face-to-face internship experience.

On the other hand, the trainee recommends that the supervisor from the faculty (SV) be directly present on several opportunities to observe during the internship activities. This can be an evaluation of the progress of the tasks performed by the trainees. Thus, trainees can receive guidance that is appropriate and in-depth to optimise internship activities. In addition to the purpose of the observation itself, visits from the sv faculty during internship activities can also help build relationships between trainees and sv students. Within the opportunity and time constraints, it is difficult to directly meet with the SV if not in a planned arrangement such as a visit during internship activities.

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APPENDICES

Appendix 1 : Logbook

LOG BOOK REPORT

NAME : SYAHRIL ULYA
STUDENT ID : 2023159363
PLACEMENT : PERPUSTAKAAN TENGGU ANIS UiTM MALAYSIA
WEEK : 1 (Online)

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
April 9th, 2023	Easter Sunday	
April 10th, 2023	Registration Course Online	
April 11th 2023	Introduction to Perpustakaan Tengku Anis - Explanation Structure of PTA from every unit and their job desk, introduction each staff in every unit. - Download Digital Library Mobile App, sign up with UiTM ID and explore menus to know it function	
April 12th, 2023	Explore Perpustakaan Tengku Anis through website	
April 13th, 2023	Administration Department Strategic Planning and Qualiti Unit Explanation about Administration Unit, each staff explicate their job desk. Administration divide into several core activities; 1) Perancangan strategic dan kualiti, planning and auditing 2) Pentadbiran organisasi, library services 3) Governon, planning and meeting coordination. 4) Latihan, training for human resources (PTA staff) Questioning about Strategic planning	

	<p>and quality, that's all the branch of UiTM library does the ISO 9001:2015, but the certificate is under PTAR.</p> <p>Explanation about CSR Program in SMK Pangkal Meleret, intern student will give presentation about Indonesia Library School, and Indonesia Academic Library School.</p>	
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LOG BOOK REPORT

NAME : SYAHRIL ULYA
STUDENT ID : 2023159363
PLACEMENT : PERPUSTAKAAN TENGKU ANIS UiTM MALAYSIA
WEEK : 2 (Online)

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
April 16th, 2023	Gather ideas for CSR <ul style="list-style-type: none"> - School library, choose one of library school to represent Indonesia library school - Academic Library (Perpustakaan Universitas Airlangga), arrange the information that we must put in presentation such as, library services, library activities, soon. 	
April 17th, 2023	Division of responsibility for each student to finish the presentation of Academic Library Universitas Airlangga.	
April 18th, 2023	Collecting reference for Airlangga library (best practices), searching in library official website such as news, paper, or article related to Airlangga Library best practices. Design CSR presentation in Canva	

April 19th, 2023	<p>Administration Department Corporation and Collaboration Unit Responsible for library activities and program, collaboration with external such as school, or other institution. It will divide into three core :</p> <ol style="list-style-type: none"> 1. Komunikasi Koorporat, relationship with external community and all stuff such as documentation during program, promotion material and others. 2. Perhubungan Korporat, reach out the strategic collaboration with external community such as school, panti asuhan, library university, 3. Pemasaran & Publisity, responsible in promotion material for library activities in official website (bulletin iqra,, e-bulletin, virtual library) and media social. <p>Library Community Engagement, corner in PTA that will bring external community to collaborate in activities</p> <p>Task presentation to represent Indonesia (culture, dialect, unique), for online exhibition will upload in PTA official website.</p>	
April 20th, 2023	<p>Gather idea for culture presentation online exhibition Topic : Meunasah In Aceh Title : Meunasah Sebagai Icon Adat Budaya Aceh</p>	

LOG BOOK REPORT

NAME : SYAHRIL ULYA
STUDENT ID : 2023159363
PLACEMENT : PERPUSTAKAAN TENGKU ANIS UiTM MALAYSIA
WEEK : 3 (Online)

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
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April 23th, 2023	Eid Fitri	
April 24th, 2023	Eid Fitri	
April 25th, 2023	<p>Layouting the framework for online exhibition.</p> <ul style="list-style-type: none"> - Introduction, brief about Aceh and Meunasah - Function of meunasah - Architecture of meunasah - Glance of meunasah 	
April 26th, 2023	Collect supporting scientific references and documentation related to Meunasah in Aceh	
April 27th, 2023	Design culture presentation online exhibition through Canva .	

LOG BOOK REPORT

NAME : SYAHRIL ULYA
STUDENT ID : 2023159363
PLACEMENT : PERPUSTAKAAN TENGKU ANIS UiTM MALAYSIA
WEEK : 4 (Face-to-Face)

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
April 30th, 2023	<p>Introduction and welcoming session with all PTA staff, all staff introduce themselves and following by introduction from Internship Student</p> <p>Library tour with Service Department and explain library facilities.</p> <ul style="list-style-type: none"> - Task review book from PTA and recording to upload in TikTok. 	
May 1st, 2023	Labor Day	

<p>May 2nd, 2023</p>	<p>Services Department Library Services Unit Shelving, first day of intern in PTA. Every day before intern activities begin, must shelving book from 8.00-8.30.</p> <p>Explore UiTM OPAC and try to search and find in shelve. OPAC integrated all UiTM library branches, so if we will looking for in specific library have to filter it. Search result will appearing the book information in linear and AACRII.</p> <p>Services through system. Learn the PTA service system WILS (Web Integrated Library System). Trying to practice the library circulation service through WILSH from Libsys portal including :</p> <ol style="list-style-type: none"> 1. Check out 2. Check in 3. Fine 4. Clearance <p>Resources services available in PTA are:</p> <ol style="list-style-type: none"> 1. Open Access 2. E-book 3. Article 4. Institutional Repository 	
<p>May 3th, 2023</p>	<p>Services Department Learning about AACR and RAD differentiate, Deep Searching technique in Computer Lab Room. Practice to search in Online Database Scopus using question mart, similarities keyword, Boolean logic, truncation, and wildcards. Search result will analyse and filtering for more specific need.</p> <p>Revision for CSR presentation slides:</p> <ul style="list-style-type: none"> - add high school lib in slide presentation - translate into English all content. - game quizizz for 10 minutes duration about 10 question multiple choice and fill the 	

	blank. The question are arranged base on the presentation slides.	
May 4th, 2023	Waisak Day	

LOG BOOK REPORT

NAME : SYAHRIL ULYA
STUDENT ID : 2023159363
PLACEMENT : PERPUSTAKAAN TENGKU ANIS UiTM MALAYSIA
WEEK : 5 (Face-to-Face)

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
May 7th, 2023	<p>University Reference Department Electronic Resources and Print Resources</p> <p>PTA collecting lectures publication in PTA web along with lectures id in Scholar, Scopus, and WOS, and index.</p> <p>Acquisition activities done through system following these steps:</p> <ol style="list-style-type: none"> 1. Online recommendation 2. Mesyuarat Pembelian Buku 3. Import book to vendor 4. Anylyst pricies by vendor 5. Mesyuarat pemilihan vendor 6. Developing order 7. Receiving 8. Payment 	

	<p>Task Humanizing Library, presentation slides for the topic. Arrange the information related to topic from valid resources either from, video, article, or journal scientific article.</p> <p>Final preparation for CSR (training and practice for introduction, presentation, games session) and estimate duration of time required.</p>	
May 8th, 2023	<p>CSR programme in SMK Pangkal Meleret, presentation Indonesia Libraries (School Library and Academic Library). PIC for games session, host a gaming session at the end of the event.</p> <p>Observation at PSS (Pusat Sumber Sekolah) SMK Pangkal Meleret</p>	
May 9th, 2023	Jamuan Hari Raya Eid Fitri PTA	
May 10th, 2023	<p>Archive Department</p> <p>Learn about File Classification according to UiTM Archive and Arkib Negara.</p> <p>PTA Archive Department will receive record from all unit in UiTM and responsible to digitalize and upload to Archive Management System (AMS). Each intern student practice to digitalize document with scanning machine. The document already scanned will added by watermark and security protection from editing.</p> <p>Bookbinding for preservation the book broken. Each intern student practice the bookbinding process, begin from folding step to repair the book. Next step case making, cutting the strawboard. The finals step will continue next day.</p>	

May 11th, 2023	<p>Administration Department Corporation and Collaboration Unit</p> <p>Interview and Recording for Subject: SIP342 Information Organization Strategic Planning (Madam Norfitriah bt Mat Seman, Dr. Muslim, Madam Nordelina bt Zulkarnain) in Library Engagement Community Corner</p> <p>Interview for Subject: SIP331 Library Information Network (Miss Sazlina)</p> <p>Archive Department Final step of bookbinding (preservation), printing the title of the book in new cover using heating machine with gold/silver foil. Each student allowed to take the book that finished bookbinding process.</p>	
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LOG BOOK REPORT

NAME : SYAHRIL ULYA
STUDENT ID : 2023159363
PLACEMENT : PERPUSTAKAAN TENGKU ANIS UiTM MALAYSIA
WEEK : 6 (Face-to-Face and Online)

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
May 14th, 2023	<p>Jamuan raya faculty</p> <p>Interview for Subject: SIP223 Information and Psychological Aspects (Madam Nordelina bt Zulkarnain)</p>	
May 15th, 2023	Flight from Kelantan to Aceh (hometown)	

May 16th, 2023	Read book “Ancient Wisdom, Modern World” for review book task	
May 17th, 2023	Read book “Ancient Wisdom, Modern World” for review book task Write some summarize and point from the book	
May 18th, 2023	Discussion our task during online session and deadline for each taks PTA’s Taks <ol style="list-style-type: none"> 1) Unit Sumber Rujukan, Humanizing Library (Collect information about the topic from several sources and remake in flipbook format) 2) Unit Perkhidmatan, Review book (post at TikTok platform) 3) Paper GSISS Faculty’s Task <ol style="list-style-type: none"> 1) Paper i-Rise 2) Paper (mini research) the difference between PTA and Airlangga University Library 3) Special Project (need more discussion with SVP) UNAIR Course Task (report) <ol style="list-style-type: none"> 1) SIP342 Information Organization Strategic Planning 2) SIP331 Library Information Network 3) SIP223 Information and Psychological Aspects 4) SIP217 Book Publishing and Distribution 5) SIP316 Design of Information Centre Space 6) SIP431 Comparative Study of Information Technology 7) SIP318 Information and Special Groups 	

LOG BOOK REPORT

NAME : SYAHRIL ULYA

STUDENT ID : 2023159363
PLACEMENT : PERPUSTAKAAN TENGKU ANIS UiTM MALAYSIA
WEEK : 7 (Online)

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
Mei 21th, 2023	<p>Discussion topic for GSISS paper and finals in two option</p> <ol style="list-style-type: none"> 1) Library Management Improvement Strategy Using Crowdsourcing-Based Application Systems 2) Beyond Financial Limit: Exploring the Role of Crowdsourcing to Improve Library Capability in the Digital Era. <p>Prepare outline for GSISS paper (JUDUL PAPER - Google Dokumen)</p> <p>Discussion for i-Rise Paper and decide deadline to submit topic idea (Pengerjaan Paper IRISE.docx - Google Dokumen)</p>	
May 22th, 2023	<p>Consultation for GSISS paper to Bu Mutia (UNAIR Lecture)</p> <ul style="list-style-type: none"> - Prefer to first title (above) - Suggest to prepare research in literature search, according to timeline GSISS submit schedule <p>Collect the reference for GSISS paper</p> <p>Collect reference and prepare outline draff report (SIP342 Information Organization Strategic Planning)</p>	
May 23th, 2023	<p>Consultation for GSISS paper to Pak Hendro (UNIAR lecture)</p> <ul style="list-style-type: none"> - Prefer to second title (above) and suggest for restructure in new title “Improvement Strategy For Modern Library Through Crowdsourcing” - Advise how to write academic research or paper in good structure 	

	<p>Collect the reference in new structure and outline for paper, start writing introduction DRAFT 2 - Google Dokumen</p> <p>Writing Information Organization Strategic Planning report according to interview result and elaborate with academic literature research; strategic planning process, involving human resource (staff), communication and leadership</p>	
May 24th, 2023	<p>Deadline for subject SIP342 Information Organization Strategic Planning report</p> <p>Discuss paper i-Rise and define jobs each student for draft paper DRAFT PAPER IRISE SYMP - Google Dokumen</p>	
May 25th, 2023	<p>Consultation with madam Norfitriah bt Mat Seman (online) for i-Rise and GSISS paper.</p> <ul style="list-style-type: none"> - GSISS, finalize introduction and discuss about research method between literature search or case study (PTA) - I-Rise, overall outline and topic discussion <p>Interview for Subject: SIP331 Library Information Network (Madam Nordelina bt Zulkarnain)</p>	

LOG BOOK REPORT

NAME : SYAHRIL ULYA
STUDENT ID : 2023159363
PLACEMENT : PERPUSTAKAAN TENGKU ANIS UiTM MALAYSIA
WEEK : 8 (Online)

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
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May 28th, 2023	<p>Collect reference and prepare outline draft report (SIP331 Library Information Network)</p> <p>Writing report according interview result and literature review related to Library networking/collaboration; PERPUN</p>	
May 29th, 2023	<p>Consultation between Unair lecture (Pak Imam) and Madam Norfitriah bt Mat Seman</p> <ul style="list-style-type: none"> - Activities during offline program batch 1 and 2 soon - GSISS in 20 and 21 June and Pak Imam as keynote speaker - Will held session between faculty (GSISS committee) and Pak Imam for his invitation as keynote speaker 	
May 30th, 2023	<p>Interview subject: SIP318 Information and Special Groups, with 4 UiTM IM Faculty (disabilities student)</p> <ol style="list-style-type: none"> 1) Arash (skin) 2) Sabrina (can't walk) 3) Safiqah (foot problem) 4) Zulaikha (finger) <p>Collect reference and prepare outline draft report (SIP318 Information and Special Groups), writing report according interview result and literature review related to topic</p>	
May 31th, 2023	<p>Deadline for subject Information and Special Groups</p> <p>Write review book video script and shoot video to upload in TikTok</p> <p>Collect reference and prepare outline draft report (SIP316 Design of Information Centre Space)</p>	

June 1st, 2023	<p>Start writing Industrial Training Report in way to complete 50% in batch 2 offline (outline in overall)</p> <p>Working on Humanizing Library task collect references and writing in Canva design (presentation)</p>	
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LOG BOOK REPORT

NAME : SYAHRIL ULYA
STUDENT ID : 2023159363
PLACEMENT : PERPUSTAKAAN TENGKU ANIS UiTM MALAYSIA
WEEK : 9 (Online)

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
June 4th, 2023	Collecting data to purposing finding in Paper GSISS from primary sources (financial/budget annual report).	
June 5th, 2023	Writing discussion based on finding and amplifies with reference related to topic on GSISS Paper.	
June 6th, 2023	<p>Continue writing discussion and interpretation finding on GSISS Paper</p> <p>Writing outline for Industrial training report and prepare technical writing template (table of content, page layout, ect)</p>	
June 7th, 2023	Continue writing chapter 1, background of organization and structure of UiTM Library especially Perpustakaan Tengku Anis (PTA) Kelantan Branch	

June 8th, 2023	In the way from hometown to Kelantan (offline session batch 2)	
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LOG BOOK REPORT

NAME : SYAHRIL ULYA
STUDENT ID : 2023159363
PLACEMENT : PERPUSTAKAAN TENGKU ANIS UiTM MALAYSIA
WEEK : 10 (Face-to-Face)

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
June 11th, 2023	Finalization paper GSISS to submit. <ul style="list-style-type: none"> - Prepare for slide presentation - Prepare for presentation Discussion for CSR Mini Library Make Over <ul style="list-style-type: none"> - Mini library make over (classification book base color) - Activity with student; bookmark colouring; book review; read aloud 	
June 12th, 2023	Discussion for GSISS paper with Faculty, PTA, and Supervisor. Discussion result, new group and lectures involving in writing paper. Discussion for CSR Mini Library Make Over with all AJK. Involving in Activities Team and Person in Charge (PIC) for "Read Aloud"	
June 13th, 2023	Archive Unit Archive reception from unit <ul style="list-style-type: none"> - Removal other material - Input to AMS (each student get 4 document file) - Scan file ± 40 doc for each file 	

June 14th, 2023	<p>Visits to the Kelantan Public Library and attending Bedah Buku “Rumah Sakeenah Kelantan: sepancar cahaya, segunung harapan”</p> <p>Visits to PTA Kampus Kota Bharu (PTAKKB) Received a briefing on PTAKKB, facilities, available collections and services provided.</p> <p>Visits to Laman Warisan Seni Kampung Laut :</p> <ul style="list-style-type: none"> - Masjid Kampung Laut - Laman Warisan Serunding - Warisan Seni Waw Sobek (batik) 	
June 15th, 2023	<p>Digital Library Institutional Repository Selects heading subject for Institutional Repository (IR) system according to LCSH. Each file need find at least 3 subject for browsing/retrieval system.</p>	

LOG BOOK REPORT

NAME : SYAHRIL ULYA
STUDENT ID : 2023159363
PLACEMENT : PERPUSTAKAAN TENGKU ANIS UiTM MALAYSIA
WEEK : 11 (Face-to-Face)

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
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June 18th, 2023	<p>University Reference Services Practice the RDA proses trough LIBSYS starting inputting data as well RAD tag until printing call number and accession number so then book ready to be shelving. (each student responsible for 1 book to input tagging RDA)</p>	
June 19th, 2023	<p>Digital Library Institutional Repository (cont) Selects heading subject for Institutional Repository according to LCSH. Student responsible to finish all data available in system (until the day) to fill up heading section. (finished to fill heading for 6 document)</p> <p>Process flow in IR</p> <ol style="list-style-type: none"> 1) Receive collection 2) Scan 3) Upload to system 4) Input metadata 5) Fill up subject heading 6) Last check by editor (main library) 7) Shelve/available 	
June 20th, 2023	<p>GSISS Day 1</p> <ul style="list-style-type: none"> - Attendance as presenter under title of paper “Crowdsourcing framework for modern academic library: a literature review” <p>Discussion between Indonesia SV (Pak Imam) and PTA librarian (Madam Norfitriah bt Mat Seman, Madam Nordelina bt Zulkarnain)</p> <ul style="list-style-type: none"> - Internship progress - Report writing - Relationship (collaboration) in future 	
June 21th, 2023	<p>GSISS Day 2</p> <ul style="list-style-type: none"> - Attendance for closing ceremony 	

June 22th, 2023	<p>Sharing Session: Navigating Research in Digital Era: Tips, Tricks, and Tools from Conceptualization to Writing with Prof. Dr. Filmor J. Murillo MDC</p> <ul style="list-style-type: none"> - Asking in QNA session related to citation <p>Update for all data needed to report writing (image, figure, module)</p> <p>Compiling questioner question for library user: Assignment under subject SIP223 Information and Psychological Aspects</p>	
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LOG BOOK REPORT

NAME : SYAHRIL ULYA
STUDENT ID : 2023159363
PLACEMENT : PERPUSTAKAAN TENGKU ANIS UiTM MALAYSIA
WEEK : 12 (online)

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
June 25th, 2023	<p>Majlis Perpisahan (farewell party) with PTA and faculty.</p> <p>The event began with remarks from the head of the library, the head of the faculty, and representatives of the internship students. Followed by the presentation of gifts and souvenirs and ended with lunch.</p>	
June 26th, 2023	Flight from Kelantan to Kuala Lumpur	
June 27th, 2023	Break	
June 28th, 2023	<p>Analyze and writing report in topic Strategic Planning in PTA and UiTM 2025 under subject SIP342 Information Organization Strategic Planning</p>	

June 29th, 2023	Eid Adha	
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LOG BOOK REPORT

NAME : SYAHRIL ULYA
STUDENT ID : 2023159363
PLACEMENT : PERPUSTAKAAN TENGKU ANIS UiTM MALAYSIA
WEEK : 13 (Online)

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
July 2nd, 2023	Analyze the collaboration between PTA and PERPUN for writing report in subject SIP331 Library Information Network	
July 3th, 2023	Flight from Kuala Lumpur to Surabaya	
June 4th, 2023	Writing report on Digital library activities. Activity in Institutional Repository System (UiTM), added system screen capture, flowchart of the process for uploading IR collection	
June 5th, 2023	Finalizing the report writing for subject SIP342 Information Organization Strategic Planning	

June 6th, 2023	Writing report on training activities (sub-other activities) Book review under title “Dwilogi Padang Bulan dan Cinta di Dalam Gelas” and added screen capture of script and video (book review) analyze result from TikTok.	
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LOG BOOK REPORT

NAME : SYAHRIL ULYA
STUDENT ID : 2023159363
PLACEMENT : PERPUSTAKAAN TENGKU ANIS UiTM MALAYSIA
WEEK : 14 (Online)

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
July 9nd, 2023	Analyze and write a report on disability services in the tengku anis library, and summarize the results of interviews with several library users with disabilities for subject SIP318 Information and Special Groups	
July 10th, 2023	Writing report on training activities (sub-other activities) Visiting to Perpustakaan Perbadanan Awam Kelantan and PTAKKB	
June 11th, 2023	Ngobrol Santai, program from Universitas Airlangga Libray in Instagram live to share the experience of industrial training in PTA with UiTM Kedah student who are doing internship at Universitas Airlangga library.	
June 12th, 2023	Analyze and write a report on library design topic at PTA such principle of flexibility, accessibility, and visibility, furniture in PTA, and capture image from virtual tour (PTA website) for subject SIP316 Design of Information Centre Space	

June 13th, 2023	Writing report on training activities (sub-special project) CSR Jalanan Kasih bersama Anak Yatim and GSISS include the capture of activities and added the relevance referensce to CSR (library collaboration).	
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LOG BOOK REPORT

NAME : SYAHRIL ULYA
STUDENT ID : 2023159363
PLACEMENT : PERPUSTAKAAN TENGKU ANIS UiTM MALAYSIA
WEEK : 15 (Online)

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
July 16nd, 2023	Writing report on training activities (sub-special project) CSR – Vitamin Ilmu SMK Pangkal Merelet and Online Exhibiton include the capture of activities and addes relevance reference related to collaboration between teacher and librarians, library website management, and libray online marketing.	
July 17th, 2023	Analyze and write a report on topic book publising and distribution of UiTM Press according to online interview session fo subject SIP217 Book Publishing and Distribution	
June 18th, 2023	Writing report on chapter one organizatoin information such as vission, mission, philosophy, objective, and services and facilities.	
June 19th, 2023	Finalizing the report writing for subject SIP217 Book Publishing and Distribution. Prepare slide presentation for subject: 1) SIP331 Library Information Network 2) SIP318 Information and Special	

	Groups 3) SIP316 Design of Information Centre Space	
June 20th, 2023	Online meeting with Universitas Airlangga lecturer to discuss report progress and the subject (credit) transfer from Internship program.	

LOG BOOK REPORT

NAME : SYAHRIL ULYA
STUDENT ID : 2023159363
PLACEMENT : PERPUSTAKAAN TENGKU ANIS UiTM MALAYSIA
WEEK : 16 (Online)

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
July 23nd, 2023	Writing report on chapter two organizaion stucture of PTA and function of each departement of PTA.	
July 24th, 2023	Slide presentation for subject SIP342 Information Organization Strategic Planning. Finalizing report writing in chapter one and two	
June 25th, 2023	Finalizing report writing in chapter three training activities.	

June 26th, 2023	Meeting Report Progress with PTA (Madam Norfitriah bt Mat Seman). Report the progress of writing internship reports according to the correct writing template. Some technical inputs such as photo size, font size, and the latest PTA organizational structure.	
June 27th, 2023	Update the suggestion of report progress in organizational structure according to latest version, revision in technical such as photo size and font. Presentation the subject <ol style="list-style-type: none"> 1. SIP331 Library Information Network 2. SIP318 Information and Special Groups 3. SIP316 Design of Information Centre Space 	

LOG BOOK REPORT

NAME : SYAHRIL ULYA
STUDENT ID : 2023159363
PLACEMENT : PERPUSTAKAAN TENGKU ANIS UiTM MALAYSIA
WEEK : 17 (Online)

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
July 30nd, 2023	<ul style="list-style-type: none"> - Translating the report into English (UK). - Finishing chapter four conclusion - Arrange all figure with caption and refer to table of figure - Arrange citations and references with Mendeley reference manager 	

July 31th, 2023	<ul style="list-style-type: none">- Writing Acknowledgement- Arrange cover- Arrange table of content, list of figure, list of table- Attach the logbook to the internship report- Submit the report to TPA, and Faculty as well as SV.	
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