



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

INDUSTRIAL TRAINING REPORT  
PERPUSTAKAAN TENGKU ANIS  
UNIVERSITI TEKNOLOGI MARA CAWANGAN KELANTAN  
BUKIT ILMU 18500 MACHANG, KELANTAN, MALAYSIA

SPECIAL PROJECT :  
CSR: VITAMIN ILMU BERSAMA PTA  
VIRTUAL EXHIBITIONS  
INTERVIEWS  
CSR: JALINAN KASIH BERSAMA ANAK-ANAK YATIM  
GSISS SYMPOSIUM

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INFORMATION SYSTEM MANAGEMENT  
FACULTY OF INFORMATION MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA KELANTAN

APRIL 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**

**APRIL 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.

Signed by

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AMALIA LESTARI  
2023708281

Date of submission: 31 JULY 2023

## **ABSTRACT**

Industrial training is one of the subjects that need to be taken by students as one of the requirement to finish bachelor's degree. This report consists of Indonesian students' experiences in industrial training at Perpustakaan Tengku Anis UiTM Kelantan Branch, Machang Campus, Malaysia. The industrial training took place hybrid from April – July 2023. The report discussed the experiences and lessons gained by the trainee in library field during her industrial training period, such as cataloging process, records and archive management, bookbinding, corporate social responsibiliy, and so on. Hopefully, this report can be beneficial for the trainee, UiTM Kelantan Branch, Perpustakaan Tengku Anis, Universitas Airlangga, and general public regarding the field of Library and Information Science.

**Keywords:** *Library Management, CSR, Perpustakaan Tengku Anis, cataloging*



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Lastly, I would like to dedicate my appreciation towards every single one of my friends who participated in this industrial training together and being good friends of mine, Annisa Nana Nadhea, Siti Safingah, Syahril Ulya, Nila Arofa'ina, Dewi Nauliafajrin, Della Kartika Sari, and Nadya Ananda. Thank you for being good friends and partners before, during, and after the industrial training. May our friendship lasts untill Allah unite us again in Jannah.

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LOGBOOK

# **CHAPTER 1**

## **INTRODUCTION**

### **1.1 Background of Organization**

#### **1.1.1 A Brief History of Perpustakaan Tengku Anis**

Perpustakaan Tengku Anis is a university library of Universiti Teknologi MARA Kelantan Branch. The library is located in 2 campuses, namely in UiTM Kelantan Machang Campus and UiTM Kelantan Kota Bharu Campus. The UiTM Machang Campus library in Kelantan opened its doors in 1985 on the transitory Kamp Kijang campus before relocating to Bukit Ilmu campus permanently in 1996. His Majesty the Sultan of Kelantan, Sultan Ismail ibni al-Marhum Sultan Muhammad IV, inaugurated the UiTM Kelantan Library on July 15, 2008, and changed its name to Perpustakaan Tengku Anis (PTA) in honor of the former King of Kelantan, Tengku Anis Ibni al-Marhum Tengku Abdul Hamid. The Perpustakaan Tengku Anis at the UiTM Machang Campus contributes to the success of all educational, research, and knowledge-development initiatives by offering a variety of services, a large selection of collections, cutting-edge and reliable technology, and information resources.

#### **1.1.2 Objectives**

The objectives' of the library can be described as follows:

1. Empowering the UiTM library service delivery system as a center of information excellence that is always relevant, referenced, and respected
2. Diversify comprehensive, up-to-date and relevant scholarly resources covering a wide range of formats that can be accessed physically and virtually
3. Providing an environment conducive to teaching, learning and research
4. Enhancing up-to-date information and communication technology facilities that focus on customer needs
5. Empowering human resources through Budaya PERDANA (culture of empowerment) among PUiTM.
6. Improving relationships and cooperation with external organizations in industrial networking activities



### **1.1.3 Vision, Mission, and Philosophy**

The vision, mission, and philosophy of Perpustakaan Tengku Anis are as follows:

- Vision:

To establish UiTM as a globally 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 transfer of knowledge and assimilation of moral values so as to become professional graduates capable of developing knowledge, self, society, and nation.

### **1.1.4 Client Charter**

1. Chat with Librarian response wait time should not exceed 7 minutes.
2. Ensure (the successful) interlibrary loan materials are granted within 2 weeks from the date of application.
3. Ensure customer complaints and feedback are given feedback within 1 working day.
4. Ensure reference requests for university archive materials are available within 3 working days.
5. Ensure the digital library portal is accessible 24/7 by customers.
6. Ensure the approval status of new material procurement proposals (printed books/printed journals/eBooks/PDAT/eJournal) is notified to the proposer within 7 working days.

### **1.1.5 Operational Hours**

Perpustakaan Tengku Anis Machang Campus opens for public on Sunday – Wednesday from 8.30 AM – 4.45 PM and on Thursday from 8.30 AM – 3.15 PM. However, the library opens until 10.30 PM during examination weeks. For the office hours, the library opens on Sunday – Wednesday from 8.00 AM – 5.00 PM and on Thursday from 8.00 – 4.00 PM. There is breakfast break from 8.30 AM – 9.00 as well as lunch break from 1.00 PM – 2.00 PM. The library closes on Friday, Saturday, and national holidays.

## 1.2 Organizational Structure

An organizational structure is a foundation that specifies how certain tasks are to be carried out in order to meet the objectives of an organization. How information is transferred across various levels in the organization is also determined by its organizational structure. A successful organizational structure explains the roles of each person and how they relate to the larger system. The organizational structure of Perpustakaan Tengku Anis Machang Campus can be depicted through the following chart.

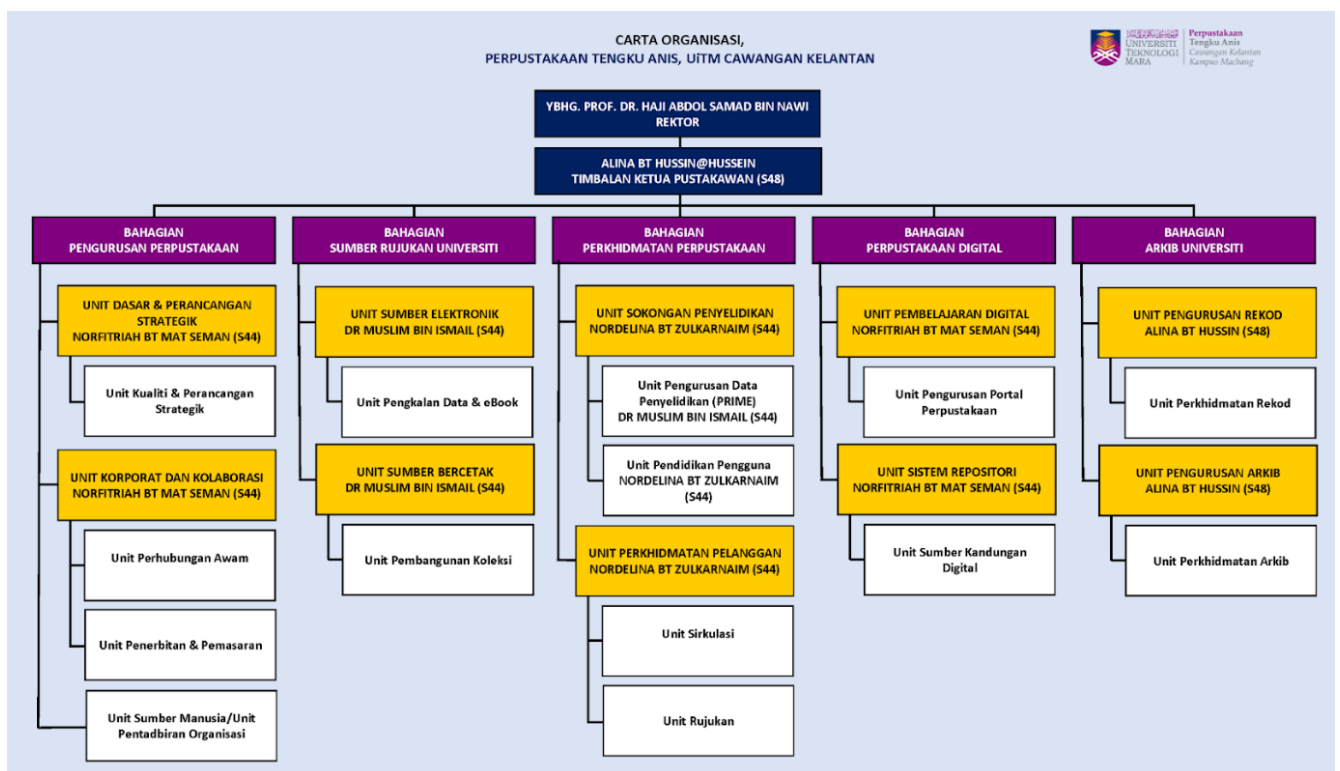


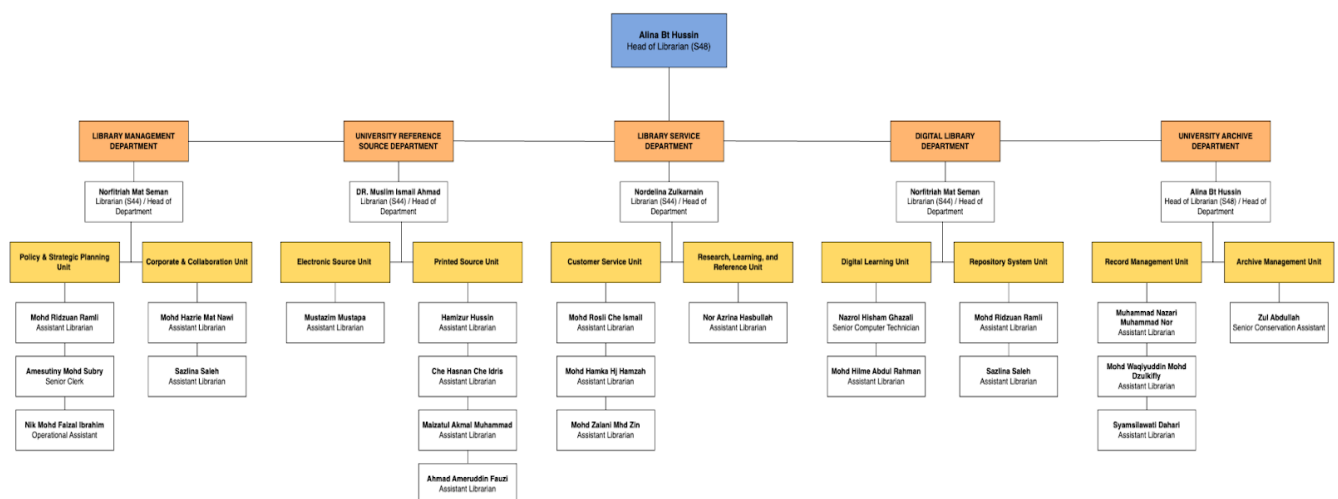
Figure 1.1 Organizational Structure of Perpustakaan Tengku Anis UiTM Machang Campus

## CHAPTER 2

### ORGANIZATION STRUCTURE

#### 2.1 Department Stucture

Departmental structure in an organization can be considered as social structure. Social structure refers to the relations between social elements as positions, people, and organizational units (Ahmady et al., 2016). Departmental structure describes how a company distributes certain duties and obligations to its employees. Employees can focus on performing their responsibilities with the least amount of confusion by using a clear, formal system that helps them understand their respective positions within the firm. The following chart shows the departmental structure of Perpustakaan Tengku Anis.



*Figure 2.1 Departmental Structure of Perpustakaan Tengku Anis Machang Campus*

#### 2.2 Department Function

##### 2.2.1 University Records Unit and Archive Unit

- i. University archives and manuscripts
  - Plan and execute the achievement of departmental KPIs
  - Utilizing the university archive building and securing university archives
  - Re-evaluate the collection of archival materials
- ii. Archive acquisition
  - Archive material acquisition plan
  - Manage archive collection maintenance

- Using digital archives (AMS), AV, and manuscripts
- iii. Research and documentation
  - Manage information on historical publication materials
- iv. University records
  - Manage physical and electronic archives
  - Managing the disposal of university records
  - Managing the appointment of records officers and records audits
- v. Conservation of materials
  - Manage the maintenance of physical records and PAB materials
  - Manage binding work and conservation of recording materials
  - Managing the maintenance of volume equipment and physical records

### **2.2.2 Customer Service Unit**

- i. Customer Service
  - Plan customer service and collection implementation
  - Manage KPI analysis, customer charter, and library quality objectives
  - Plan promotion plans for customer service and collections
  - Plan the development of library service spaces and facilities
- ii. Customer relations
  - Manage counters, revenue collection, customer relations, and SPPs
- iii. Collection management
  - Manage new materials, general collections, special collections, collection manager, and "text pile"

### **2.2.3 Research, Learning, and Reference Unit**

- i. Customer service
  - Plan and manage research and publication programs and information literacy modules
  - Plan and conduct research for physical and online reference, information retrieval services, and social media updates
  - Manage the digitization of institutional repository materials
- ii. Research support
  - Organize consultancy services and research support courses
- iii. Information literacy
  - Managing information literacy and tutoring programs on a regular and scheduled basis as well as staffing activities

#### **2.2.4 Printed Source Unit and Serial Publication Unit**

- i. Printed resources
  - Plan and coordinate the development of printed material resources (syllabi, magazines, and journals, special collections, and standing orders)
- ii. Order materials
  - Manage the purchasing process of printed material resources
  - Manage cataloguing and classification of materials
- iii. Gifts and Exchanges
  - Manage gift and exchange materials from agencies within and outside UiTM
  - Managing intellectual property (management of submission policies)
- iv. Material balance and disposal
  - Manage balance and ownership of materials
  - Manage resource allocation assessment and manage material syllabus

#### **2.2.5 Administration and Strategic Planning Unit**

- Departmental human resource management
- Strategic and quality planning
- General administration
- Statistical management for monthly reports in the EISV3 system
- Managing library meeting affairs
- Manage the filing of Perpustakaan Tengku Anis
- Manage financial affairs and procurement
- Manage general office management
- Manage newspapers and official departmental mail

#### **2.2.6 Digital Library Unit**

- i. Digital library
  - Planning and achieving departmental KPIs and ICT policies and policies
  - Planning ICT procurement and monitoring of ICT information systems, infrastructure and services
- ii. Information Systems
  - Manage WILS system, database (big data)
  - Manage system and data security (cyber security & data security)
  - Manage university system integration

- Manage library online system
- iii. Web and Learning

- Manage the library website

#### **2.2.7 Corporate Collaboration Unit**

- i. Corporate communications
  - Manage and coordinate the library's public relations and publicity programs
  - Manage the writing, publishing, and printing of official library materials as well as the preparation of promotional and marketing materials (brochures, pamphlets, etc.).
- ii. Corporate relations
  - Strategic networking with parties inside and outside the library
  - Coordinating briefings and visits from outside the PTA
  - Coordinating customer complaints and feedback as well as media coverage and PTA press conferences
- iii. Marketing and Publicity
  - Plan promotion through mass media
  - Manage faculty "Liaison" officers
  - Manage the PAB Main Exhibition

## **CHAPTER 3**

### **INDUSTRIAL TRAINING ACTIVITIES**

#### **3.1 Training Activities**

The industrial training activities start at 08.00 a.m and finish at 05.00 pm from Sunday to Thursday. The activities start by shelving and shelf-checking from 08.00 to 08.30. The activities then continued with a series of practical training from each division in Perpustakaan Tengku Anis. These activities are described as follows:

##### **3.1.1 All Units of Perpustakaan Tengku Anis**

###### **3.1.1.1 Introduction to Perpustakaan Tengku Anis**

The first activity of the industrial training program was the introduction to Perpustakaan Tengku Anis and conducted online via Webex. The meeting was led by Madam Norfitriah Bt Mat Seman and attended by several librarians and staffs from Perpustakaan Tengku Anis. The introduction of the library includes a brief history of the library, the number of collections, departments/divisions available and the people in charge, the services and facilities available at the library, the system used in the library, and the role of Perpustakaan Tun Abdul Razak (PTAR). This activity is essential to ensure the success of the training. Introduction to the work environment is part of employee orientation and the process of organizational socialization. According to Ellis, Bauer, and Erdogan (2014), organizational socialization is the process by which new hires become acquainted with their workplaces' cultures, procedures, and people. It also describes how well they learn the necessary skills and knowledge to perform their positions. Good organizational socialization can help avoid financial losses for organizations and be a source of competitive advantage in job market (Fang, Duffy, and Shaw, 2011). Therefore, this activity does not only bring positive impact to us to ensure the training success, but also for the organization itself.



Figure 3.1 Madam Norfitriah Bt Mat Seman explaining the history of PTA

The introduction to Perpustakaan Tengku Anis (PTA) was started by explaining the brief history of PTA and its locations by Madam Norfitriah Bt Mat Seman as seen in figure 3.1. PTA Kampus Machang was first built in 1985 and later inaugurated on July 15th 2008 at UiTM Kampus Machang. PTA is located in 2 campuses, namely at UiTM Kampus Machang and UiTM Kampus Kota Bharu in which both are located in Kelantan, Malaysia. She then explained the objectives, visions, and missions of PTA. The facilities in PTA were also explained as shown in figure 3.2 below. There are at least 6 facilities: OPAC area to search and locate books; Starcor; Meja Karel that has the capacity for 85 people; Bilik IT that contains 28 personal computers; Bilik Seminar for 40 people; and Ruang Bacaan at the first floor.



Figure 3.2 Madam Norfitriah Bt Mat Seman explaining facilities at Perpustakaan Tengku Anis



Madam Norfitriah Bt Mat Seman continued to explain the organizational structure at PTA as well as the people in charge in every unit as shown in figure 3.3 and 3.4 below. There are 7 functional units at PTA with Puan Alina Bt Hussin as the head of PTA: Unit Rekod Universiti & Unit Arkib (University Record Unit & Archive Unit) under Puan Alina Bt Hussin; Unit Perkhidmatan Pelanggan (User Service Unit) and Unit Penyelidikan, Pembelajaran, & Rujukan (Research, Learning, & Reference Unit) under Madam Nordelina Zulkarnain; Unit Sumber Bercetak & Unit Bahan Bersiri (Physical Source Unit & Periodical Collection Unit) under Dr. Muslim Ismail; Unit Pentadbiran & Perancangan Strategik (Service & Strategic Planning Unit), Unit Perpustakaan Digital (Digital Library Unit), and Unit Korporat dan Kolaborasi (Corporate and Collaboration Unit) under Madam Norfitriah Bt Mat Seman. She also showed the tool used by several unit, such as Canva used by the Corporate and Collaboration Unit and the EIS V3 system used at administration department at PTA and handled by Cik Mohd Ridzuan as shown in figure 3.5 below.

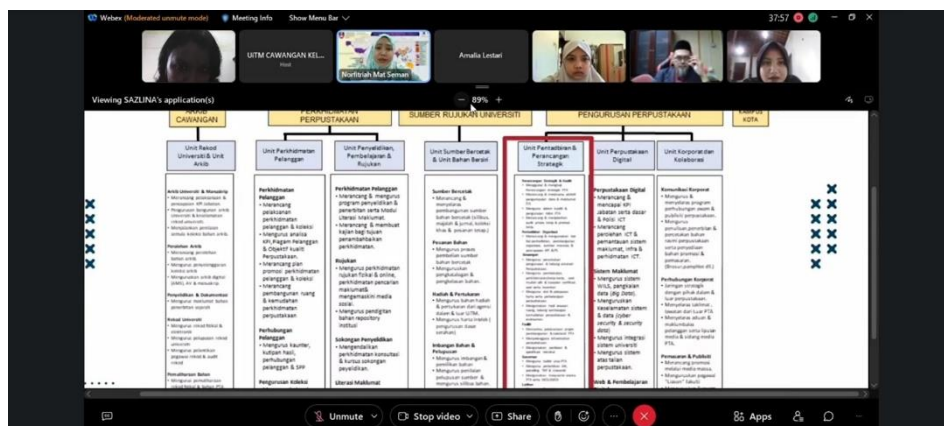


Figure 3.3 Madam Norfitriah Bt Mat Seman introducing the departments in PTA

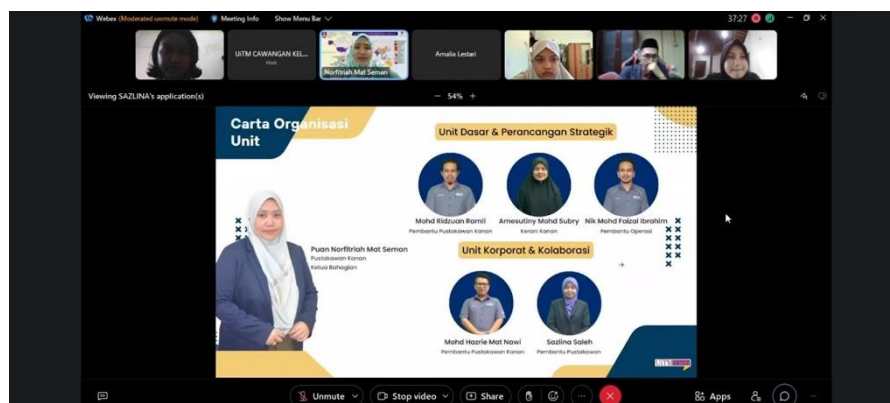
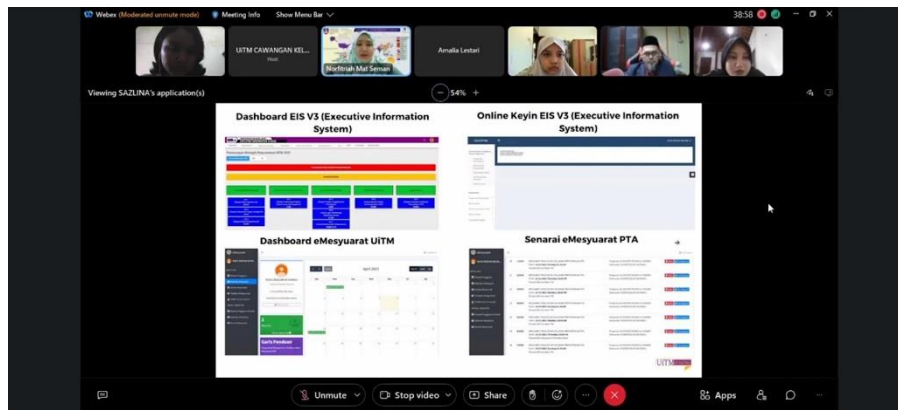


Figure 3.4 Madam Norfitriah Bt Mat Seman introducing the organizational structure of her department



*Figure 3.5 Madam Norfitriah Bt Mat Seman introducing the system EIS V3*

### **3.1.1.2 Meet & Greet and Tour of Perpustakaan Tengku Anis**

We arrived at UiTM Machang on April 28th 2023. Two days after the arrival, PTA held a meet & greet with every staff of the library and gave a tour around the library since it was the first time for us to be physically at the library. Before meet & greet was held, the we were introduced by shelving and shelf-checking activities. The introduction consists of explanation of what shelving is and how to do it. During this introduction, we had the opportunity to try to do it immediately and familiarize ourselves with the activity since libraries in Indonesia use the Dewey Decimal System as the shelving device. During the meet & greet, we introduced ourselves so did every staff member of the library. After the meet & greet, we were taken on a tour by the staff to the room, facilities, offices, as well as services at the library. This activity is important because it is part of employee orientation and the process of organizational socialization. According to Ellis, Bauer, and Erdogan (2014), organizational socialization is the process by which new hires become acquainted with their workplaces' cultures, procedures, and people. It also describes how well they learn the necessary skills and knowledge to perform their positions. Holding meet & greet and tour of the library allow us to learn the workplace and familiarize ourselves with the services and facilities served for users so we can understand the user's needs and expectations of the library.



*Figure 3.6 Tour PTA*

After taking a tour of the library, we should present the progress of the CSR project, namely the presentation slides to be presented during the project. I received several suggestions for the content of the slides from the library supervisors. We also discussed the flow of the project that we will conduct so that the project can be carried out in the best possible way.

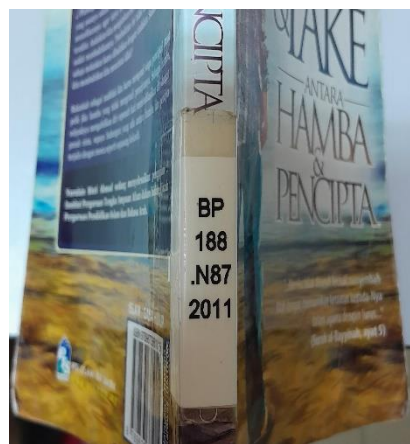
### **3.1.1.3 Shelving**

Shelving is the action of arranging books according to its call number to book shelves. Shelving every morning at Perpustakaan Tengku Anis is done by putting back books that have been borrowed or read by users to the shelves according to its call number. Meanwhile, shelf-checking at Perpustakaan Tengku Anis is done by checking the shelves to make sure every book is placed correctly based on its call number. This activity is done everyday from 08.00 – 08.30 by all of the staff in Perpustakaan Tengku Anis.

Shelving is a crucial activity to ensure that books can be retrieved by users by putting it according to its call number. The process of shelving comes after classifying and cataloging books. Perpustakaan Tengku Anis uses Library of Congress Classification (LCC) as the shelving device. Library of Congress Classification is one of the widely used classification systems in the world, especially among large research and academic libraries. Library of Congress Classification is formed in the progression of general to specific—formed a hierarchical display of knowledge. Knowledge is first divided into main classes that correspond to academic disciplines, main classes then divided into subclasses that represent the branches of the disciplines, within the subclasses there are subdivisions to specify place, time, form, and subject aspect (Chan et al., 2016). All of the books in Perpustakaan Tengku Anis are attached

with a call number that is written on the spine of the books or the front cover. The call number consists of the combination of number and letter of the LCC system and used as the guide to arrange the book. The books are arranged in alphabetical and numerical order based on the LCC classification given to the book.

There are a few challenges that are often faced while shelving, such as insufficient space in the shelf to put back the books and a significant number of books that are misplaced in the shelf. These challenges often take a lot of time to tackle and reduce the number of other book that have lined up to get put back in the shelf to be put back in the shelf. To overcome these challenges, library staff should do stock opname, make sure to put back the books correctly based on its call number, and add a new shelf if possible.



*Figure 3.7 Call number used for shelving*

#### **3.1.1.4 Jamuan Raya Perpustakaan Tengku Anis (Eid Al-Fithr Feast)**

Every staff and visitors in Perpustakaan Tengku Anis participate in Jamuan Raya that was held in the middle of the library. The activity consists of setting up the table and put the food on the table, opening with praying together, and eating together. There were various kinds of food and drink that were served on the table, from appetizers, main courses, desserts, and drinks. There were no specific requirement to join this event because everybody was allowed to join the feast. This activity allows us to mingle and get along with the staff. This activity also allows the library to engage with the users so they feel welcomed to the library. This kind of activity that allows users and library staff to engage can have positive impact on the user satisfaction.

The activity can be considered as employee gathering. According to Febriansyah (2014a) cited from Pramelani and Lestari (2019), employee gathering is a mechanism that is conducted by a company with the aim to maintain and strengthen the relationship among employees. The result of the research conducted by Pramelani and Lestari (2019) shows that

employee gathering is very effective at increasing togetherness between the management and employees. The Eid Al-Fithr feast at Perpustakaan Tengku Anis serves as the appropriate moment for employee gathering since Eid Al-Fithr is also considered as a holy and big day for muslim community.



*Figure 3.8 Jamuan Raya at Perpustakaan Tengku Anis*

### **3.1.2 Administration and Strategic Planning Department**

#### **3.1.2.1 Introduction to Administration and Strategic Planning Department**

This activity was conducted online via Webex and led by the head of the Administration and Strategic Planning Department, Madam Norfitriah Bt Mat Seman. The activity includes the job description of the Department of Administration and Strategic Planning as well as the process within the department. There are 3 units under this department, namely Corporate Communication Unit, Organizational Service Unit, and Archive Unit. Generally, Administration and Strategic Planning Department handle things such as data for statistic to keep track on the quality of the library, digital library, the library's records and archive, training for the staff, and the library's public affairs. The job description and the process were elaborated during this activity by each of the people in charge.



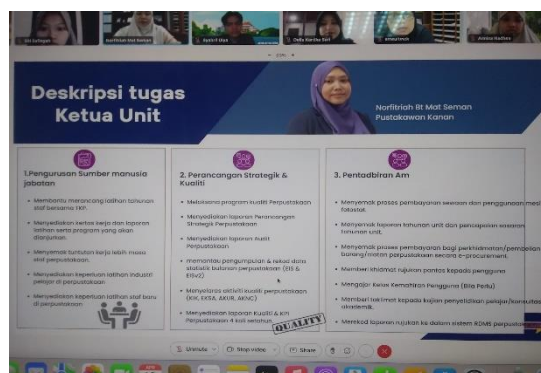


Figure 3.9 Job description of Madam Norfitriah Bt Mat Seman

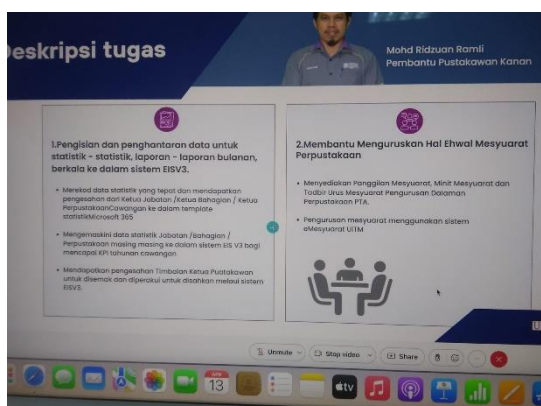


Figure 3.10 Job description of Cik Mohd Ridzuan Ramli

Madam Norfitriah Bt Mat Seman explained her job description as the head of Administration and Strategic Planning Department as shown in figure 3.9 above, such as preparing all the training for all the employees of PTA, creating report paper for programs, preparing all the things needed for industrial training students and new staff, strategic planning and quality, teaching literacy class, giving briefing and information for research purposes, and input reference report to the library's RDMS. Then Cik Mohd Ridzuan Ramli explained his job description as shown in figure 3.10 above, such as inputting and delivering data for statistic purpose as well as helping to handle affairs related to meeting and discussion.

### 3.1.2.2 Digital Library Unit

This activity started with a brief explanation of the way UiTM institutional repository works and how to input the data of each file. We were required to choose at least 5 different titles to be input to the system. The files consist of thesis, undergraduate student research paper, dissertation, internship report, and other research articles written by students and lecturers of UiTM Machang. This activity is essential in order to digitize research files and ensure its easy and accurate retrievability. By digitizing the files, knowledge holds by the university can be managed more easily, save physical storage, reduce cost, and provide broader access.

The followings are step by step to input the institutional repository:

1. Open MyKM website, log in, and choose institutional repository

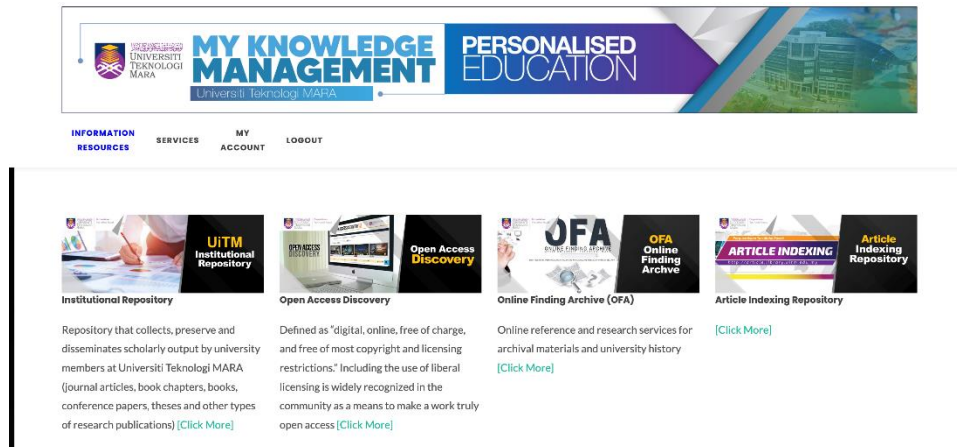


Figure 3.11 MyKM website after log in

2. Choose login for library staff in the left corner of the web and login using PTA's account

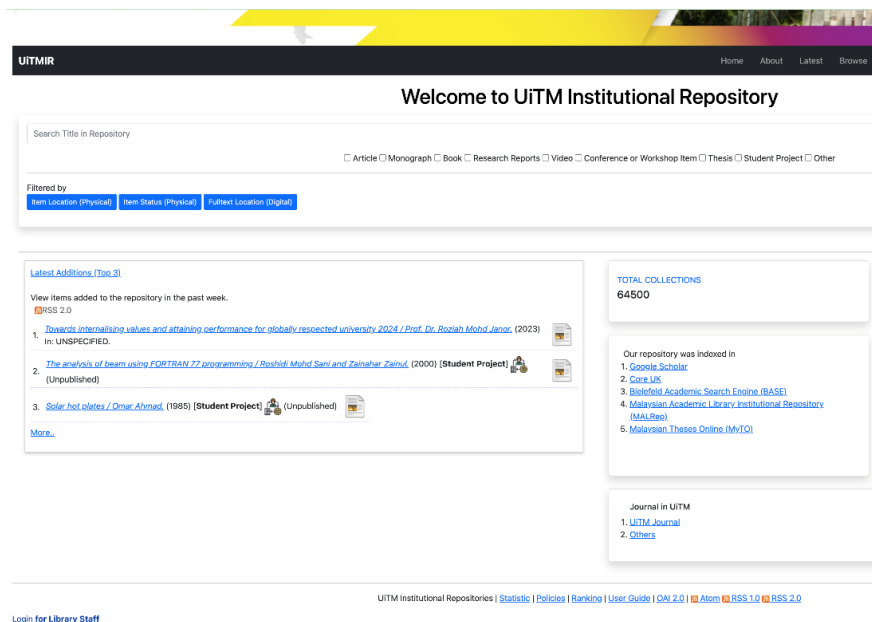


Figure 3.12 UiTM Institutional Repository page

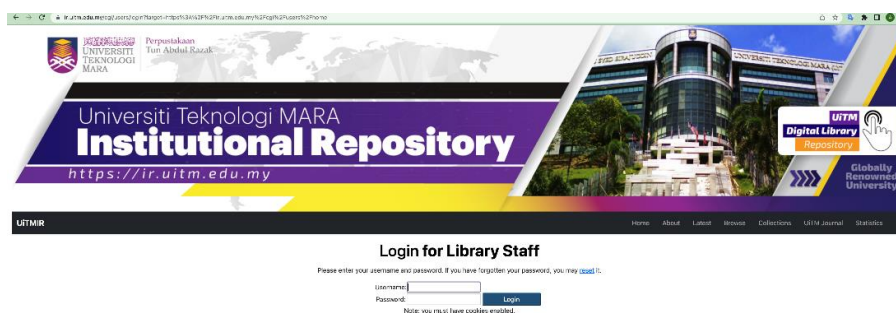


Figure 3.13 Log in page for library staff

- Choose the title of the file to be input. The file that needs to be input is the file that has not been given the LCC subjects in which it is indicated with “Indexes (General)”

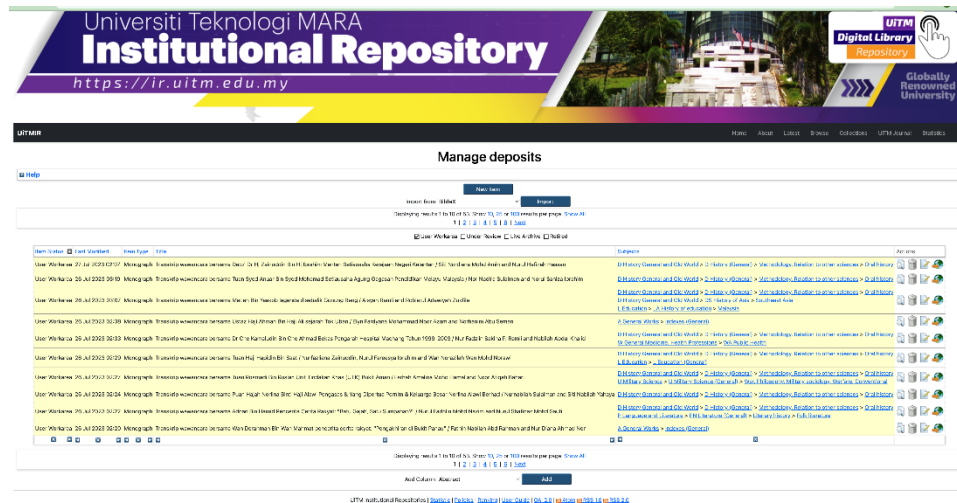


Figure 3.14 List of deposit

- Make sure that the data of the file is complete from section “Type” to “Detail”

**Edit item: [Transkrip wawancara bersama Ustaz Haji Ahman Bin Haji Ali sejarah Tok Uban / Elyn Fardyana Mohammad Noor Azam and Norhanim Abu Seman](#)**

**Type** **Upload** **Details** **Subjects** **File Additional** **Deposit**

**Item Type**

☐ **Article**  
An article in a journal, magazine, newspaper. Not necessarily peer-reviewed. May be an electronic-only medium, such as an online journal or news website.

☐ **Book Section**  
A chapter or section in a book.

☒ **Monograph**  
A monograph. This may be a technical report, project report, documentary, manual, working paper or discussion paper.

☐ **Conference or Workshop Item**  
A paper, poster, speech, lecture or presentation given at a conference, workshop or other event. If the conference item has been published in a journal or book then please use "Book Section" or "Article" instead.

☐ **Book**  
A book or a conference volume.

☐ **Thesis**  
A thesis or dissertation.

☐ **Performance**  
Performance of a musical event.

☐ **Image**  
A digital photograph or visual image.

☐ **Video**  
A digital video.

☐ **Audio**  
A sound recording.

☐ **Teaching Resource**  
Lecture notes, exercises, exam papers or course syllabuses.

☐ **Student Project**  
Student Project

☐ **Entrepreneurship Project**  
Entrepreneurship Project (ETP)

☐ **Research Reports**  
Research Reports

☐ **Other**  
Something within the scope of the repository, but not covered by the other categories.

**Save and Return** **Cancel** **Next >**

Figure 3.15 Type of the file





6. Submit the file by clicking “Deposit Item Now”

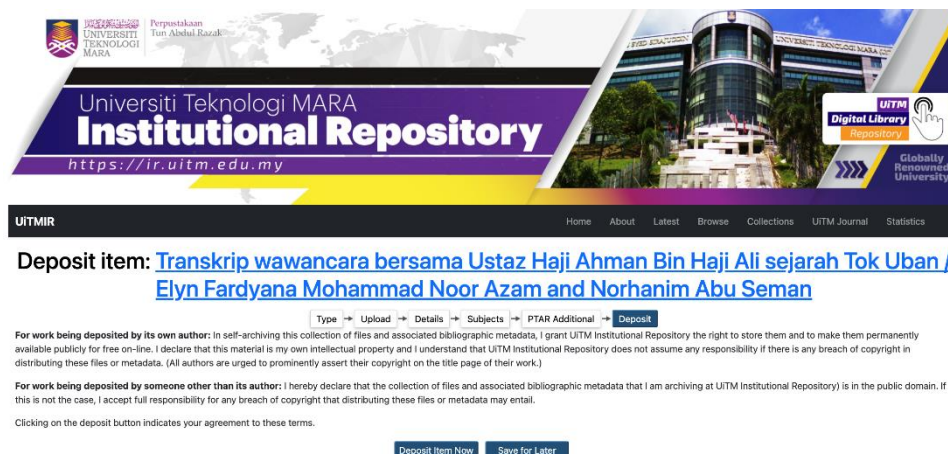


Figure 3.19 Deposit item page

7. The file that has been submitted will be reviewed by PTAR before it is published online as shown by the purple row in the deposit list

UITMIR						
Manage deposits						
Help						
New Item						
Import from BibTeX						
Displaying results 1 to 10 of 53. Show 10, 25 or 100 results per page. Show All						
1   2   3   4   5   6   Next						
<input checked="" type="checkbox"/> User Workarea <input checked="" type="checkbox"/> Under Review <input type="checkbox"/> Live Archive <input type="checkbox"/> Retired						
Item Status	Last Modified	Item Type	Title	Subjects	Actions	
Under Review	29 Jul 2023 18:17	Monograph	Transkrip wawancara bersama Ustaz Haji Ahman Bin Haji Ali sejarah Tok Uban / Elyn Fardyana Mohammad Noor Azam and Norhanim Abu Seman	D History General and Old World > D History (General) > Developing Countries > G Geography, Anthropology, Recreation > GB Physical geography > Hydrology, Water > Ground and surface waters > Lakes, Limnology, Ponds, Lagoons > G Geography, Anthropology, Recreation > QR Folklore	[Download] [Delete] [Edit]	
User Workarea	27 Jul 2023 02:07	Monograph	Transkrip wawancara bersama Dato' Dr Hj Zainuddin Bin Hj Ibrahim Mantan Setiausaha Kerajaan Negeri Kelantan / Siti Nurdiana Mohd Amin and Nurul Hafizah Hassan	D History General and Old World > D History (General) > Methodology, Relation to other sciences > Oral history	[Download] [Delete] [Edit]	
User Workarea	26 Jul 2023 03:19	Monograph	Transkrip wawancara bersama Tuan Syed Anuar Bin Syed Mohamad Setiausaha Agung Gagasan Pendidikan Melayu Malaysia / Nor Nadira Sulaiman and Norul Sahiza Ibrahim	D History General and Old World > D History (General) > Methodology, Relation to other sciences > Oral history	[Download] [Delete] [Edit]	
User Workarea	26 Jul 2023 03:07	Monograph	Transkrip wawancara bersama Matheh Bin Yaakob legenda disebalik Gunung Reng / Aisyah Ramli and Robiatul Adawiyah Zukifle	D History General and Old World > D History (General) > Methodology, Relation to other sciences > Oral history > D History General and Old World > OS History of Asia > Southeast Asia > L Education > LA History of education > Malaysia	[Download] [Delete] [Edit]	
User Workarea	26 Jul 2023 02:33	Monograph	Transkrip wawancara bersama Dr Che Kamaludin Bin Che Ahmad Bekas Pengarah Hospital Mechang Tahun 1999-2009 / Nur Fadzlin Sakina P. Ramli and Nabillah Abdul Khalid	D History General and Old World > D History (General) > Methodology, Relation to other sciences > Oral history > W General Medicine, Health Professions > WA Public Health	[Download] [Delete] [Edit]	
User Workarea	26 Jul 2023 02:29	Monograph	Transkrip wawancara bersama Tuan Haji Hapidin Bin Saat / Nurfaiziana Zainuddin, Nurul Fareesya Ibrahim and Wan Norazilah Wan Mohd Norawi	D History General and Old World > D History (General) > Methodology, Relation to other sciences > Oral history > L Education > L Education (General)	[Download] [Delete] [Edit]	
				D History General and Old World > D History (General) > Methodology,		

Figure 3.20 The file that has been input and under review is in the purple row

### 3.1.2.3 Internal Archive Unit

The activity in this unit is held online via Webex. The objectives of this activity is to introduce the function and the role of the unit as well as the job description of the staff in charge in the unit. The activity started by listening to the explanation of Archive Unit by Madam Amesutiny Mohd Subry and Nik Mohd Faizal Ibrahim. Madam Ame explained her job description as shown in figure below, such as helping to handle filing activity at PTA, providing

official letter from PTA, helping as moderator, handling affairs related to finance and income documents, and helping to handle office affairs.



Figure 3.21 Job description of Madam Amesutiny Mohd Subry

We were also introduced to myPortfolio which is a document that every staff of the library has that contains all of the job descriptions, activities, tasks, charts, and other works done by the staff. Archive classification guide used in this unit was also explained in which the classification used is the classification scheme provided by the Malaysian government. Madam Amesutiny Mohd Subry also showed us several documents that she handles, such as invoice documents from purchases made by PTA.

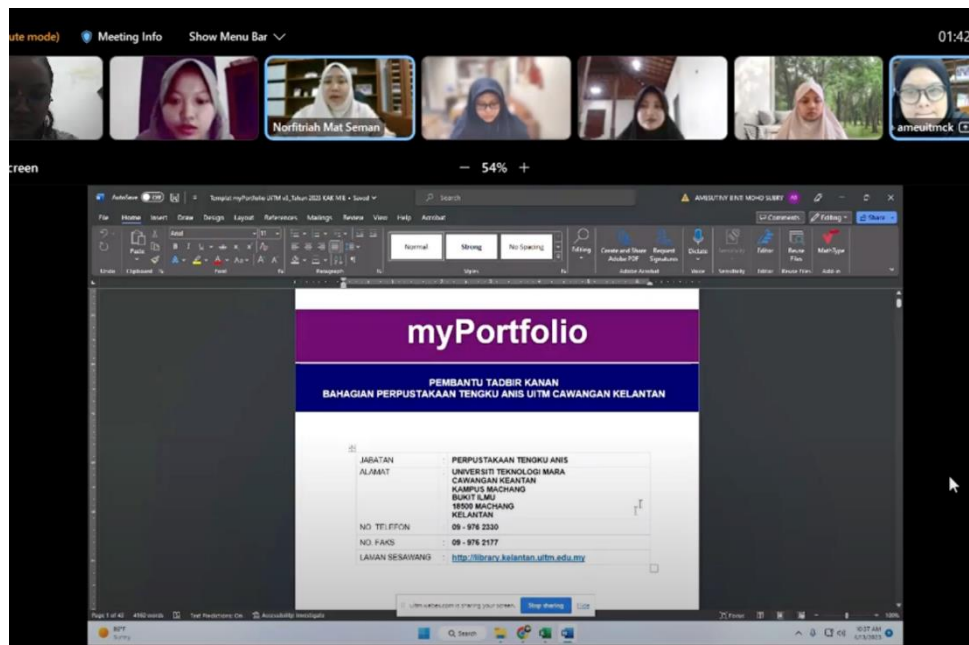


Figure 3.22 myPortfolio of Madam Amesutiny Mohd Subry

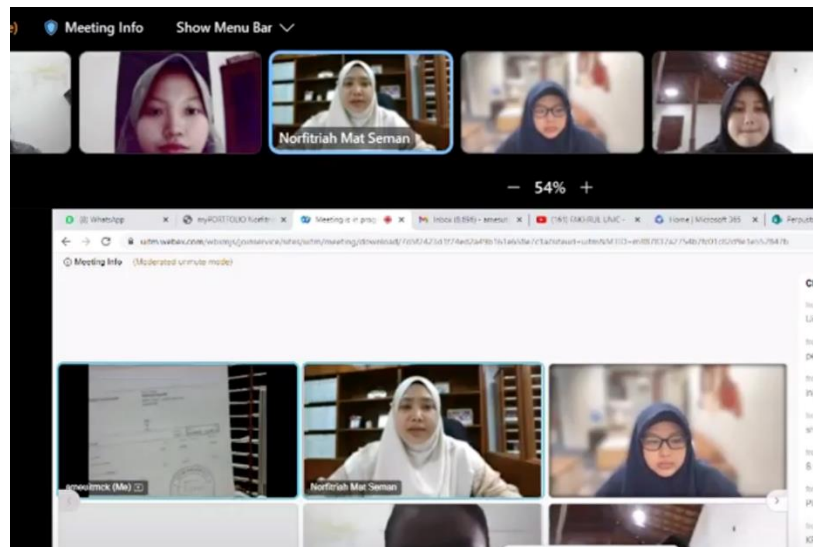


Figure 3.23 Invoice document

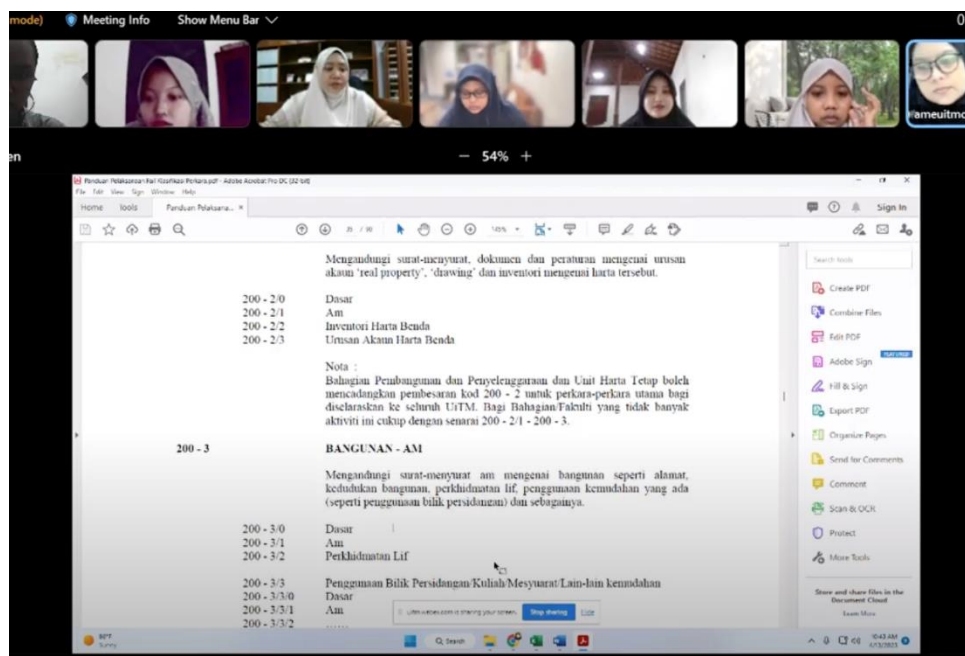


Figure 3. 24 Archive classification scheme used by PTA

Cik Nik Mohd Faizal then continued to explain his job description as seen in figure below, such as handling newspapers, delivering office official letters, making copies of documents, collecting office letters at the service division (pigeon-hole), and collecting office letters at the service division. Every documents and newspapers received and delivered were recorded by Cik Nik Mohd Faizal in form and record table.

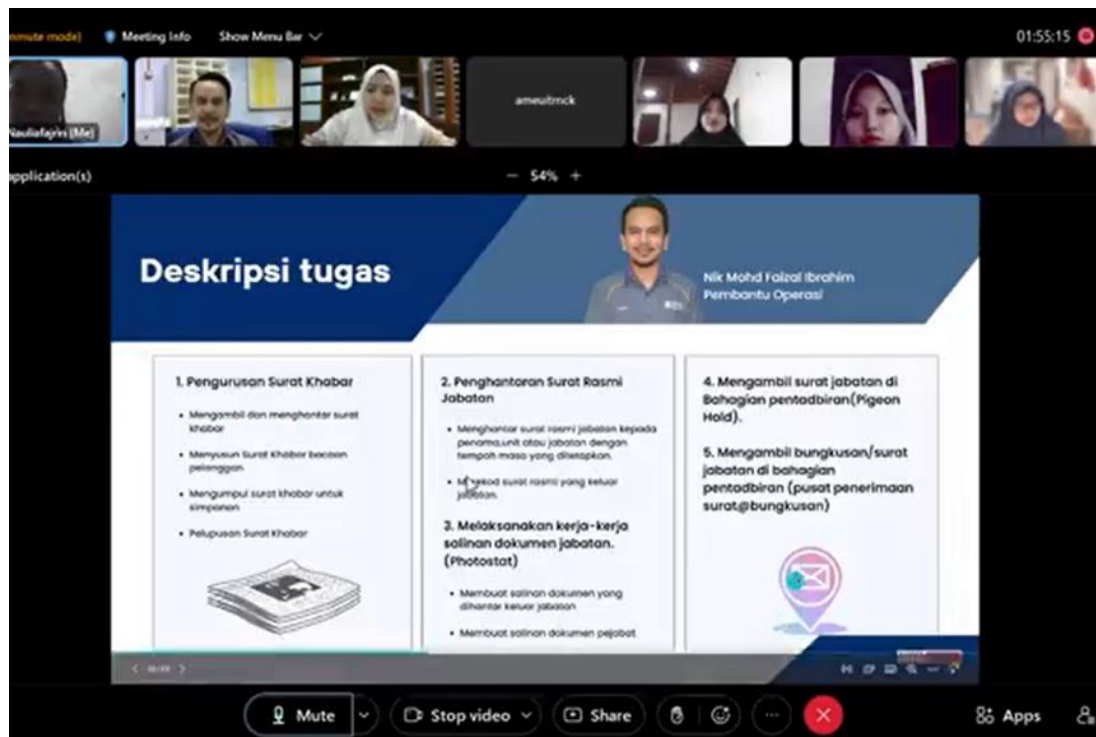


Figure 3.25 Job description of Nik Mohd Faizal Ibrahim

**UNIT PERKHIDMATAN PELANGGAN & PENGURUSAN KOLEKSI**  
**BORANG PENERIMAAN AKHBAR HARIAN**

BULAN: APRIL TAHUN: 2023

TARIKH	NAMA	NO JOTA HARIAN	LOKASI MUSA	NO TIKET	NO STAI	KOMIKS	TEMPAT JAYU	MALAY	SUNDA	BAJAWA	TANJARA
01/04/2023											
02/04/2023											
03/04/2023											
04/04/2023											
05/04/2023											
06/04/2023											
07/04/2023											
08/04/2023											
09/04/2023											
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14/04/2023											
15/04/2023											
16/04/2023											
17/04/2023											
18/04/2023											
19/04/2023											
20/04/2023											
21/04/2023											
22/04/2023											

Figure 3.26 Newspapers received form



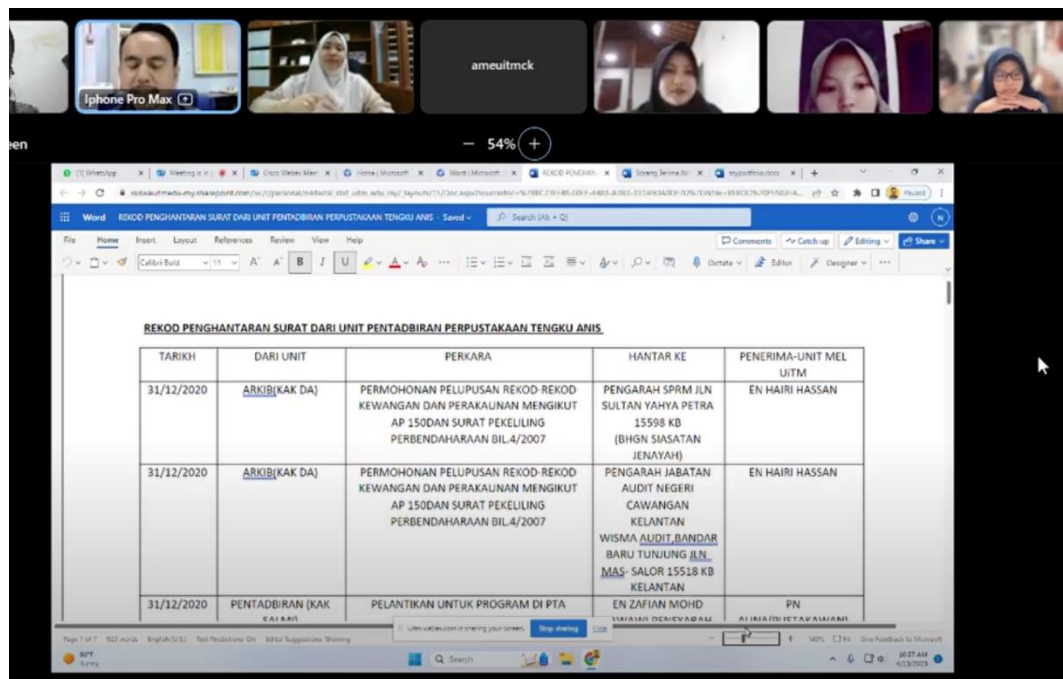


Figure 3.27 Record of documents delivered

### 3.1.2.4 Corporate and Collaboration Unit

The activity in this unit is conducted online via Webex and led by the head of the Corporate and Collaboration Unit, Madam Norfitriah Bt Mat Seman. The activity includes explanation of the job description of the head of the unit's job description as well as the job description of Corporate Communication Unit by Sir Mohd Hazrie and Miss Sazlina and introduction to Perpustakaan Tengku Anis' social media and bulletin. The head of the Corporate and Collaboration Unit is responsible for handling corporate communication, corporate networking, as well as marketing and publication.

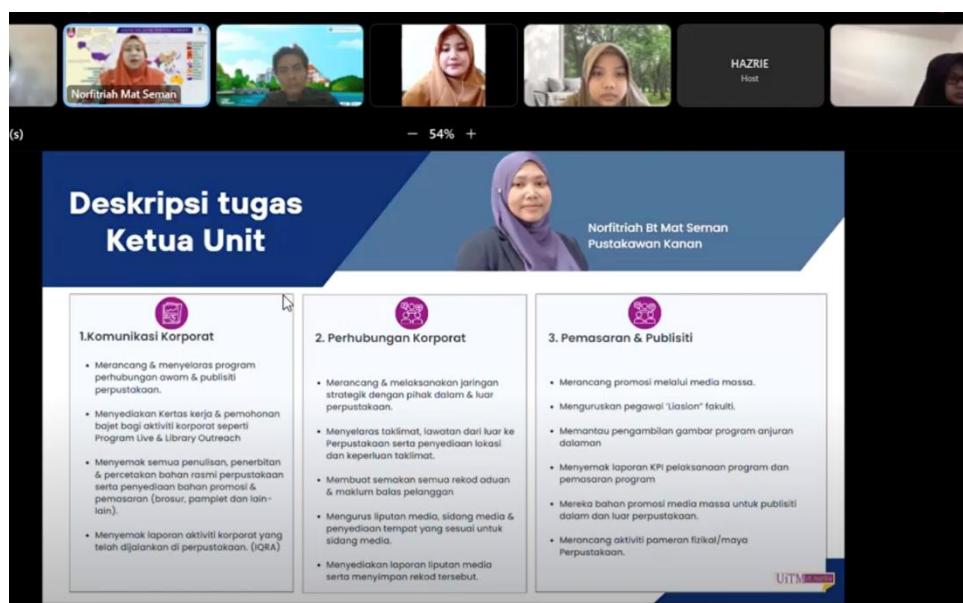


Figure 3.28 Job description of the head of the Corporate and Collaboration Unit

Under this unit, there is Corporate Communication Unit. The people in charge of the unit are Sir Mohd Hazrie and Miss Sazlina Saleh. Their job description includes conducting public communication programs, library publication, strategic networking with internal and external parties, arranging library promotion on social media. This unit is in charge of several projects and tasks such as design tasks using Canva, bulletin news publication called Buletin IQRA in which the PTA and other UiTM libraries report their activities and programs in the form of news published in bulletin, virtual exhibition that is published in PTA's website, and handling PTA's social media that includes TikTok, Instagram, and YouTube. This unit is essential as the public relation of the library to engage with the users and to provide information about the library's programs and news to user and the general public.

Meeting Info Show Menu Bar ▾

58% +

### Deskripsi tugas

Mohd Hazrie Mat Nawi  
Pembantu Pustakawan Kanon

Sazlina Saleh  
Pembantu Pustakawan

- 1. Melaksana dan menyelaraskan program perhubungan awam & publisiti perpustakaan**

  - Melaksanakan & menyelaraskan program perhubungan awam & publisiti perpustakaan
  - Melaksanakan penulisan, penerbitan & percetakan bahan rasmi perpustakaan serta penyediaan bahan promosi & pemasaran (brosur, pamflet dan lain-lain)
  - Melaksanakan laporan aktiviti korporat yang dijalankan di perpustakaan (IQRA/Read@UiTM)
- 2. Jaringan strategik dengan pihak dalam dan luar perpustakaan.**

  - Melaksanakan jaringan strategik dengan pihak dalam & luar perpustakaan.
  - Melaksanakan taklimat lawatan dari luar ke Perpustakaan serta penyediaan lokasi dan keperluan taklimat.
  - Melaksanakan aduan & maklum balas pelanggan.
  - Melaksanakan liputan media, sidang media & laporan liputan media perpustakaan.
- 3. Merancang promosi melalui media massa**

  - Melaksanakan promosi melalui media massa.
  - Menguruskan pegawai Laisian fakulti.
  - Pameran fizikal/maya perpustakaan

UTM

Figure 3.29 Job description of Corporate Communication Unit

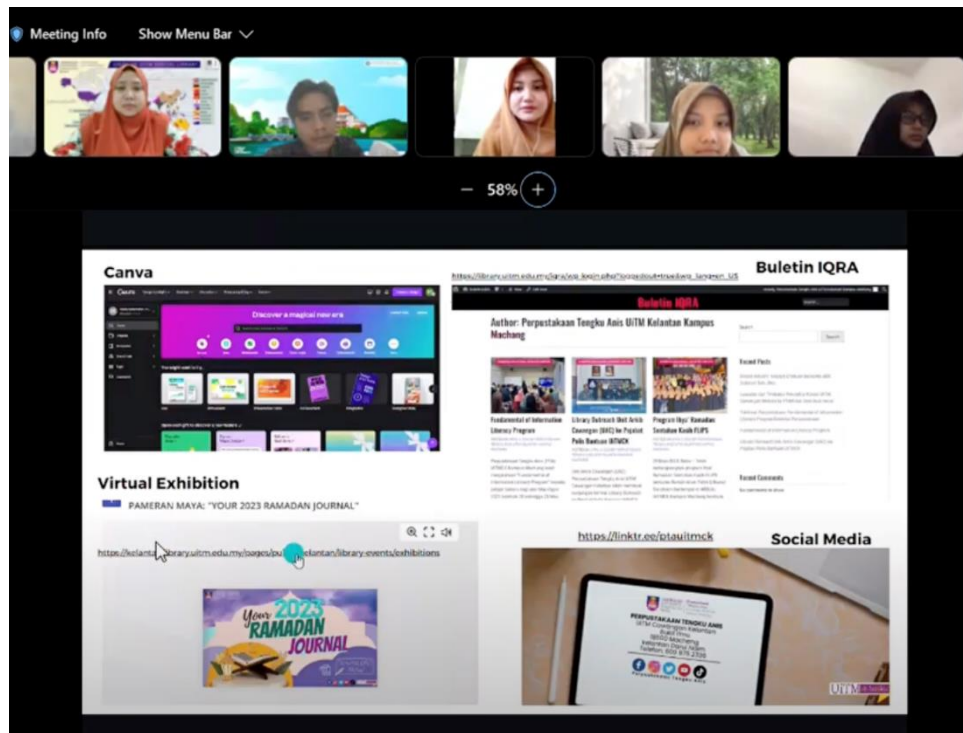


Figure 3.30 Tasks and programs handled by Corporate Communication Unit

### 3.1.3 Service Department

#### 3.1.3.1 Customer Service Unit

The activity conducted in this unit is the training of tasks at the library's counter that involves circulation process. The circulation process includes how to search books on PTA's OPAC, how to check out books borrowed by users, and how to input late fee payment. The activity also includes the circulation system comparison between Unair's library and PTA.

The first activity is to search books by OPAC. The OPAC contains catalog from every UiTM library. After opening the OPAC website at (<https://opac.uitm.edu.my/opac/search/searchResult.html>), click "continue as guest" and change the library's location to UiTM Kelantan, then search the book by the keyword. The searching process can also be advanced by applying filters such as publication year, boolean logic, arranged by title or authors, as well as the form of the library material that we are looking for. After finding the call number as shown in the OPAC, we headed to the shelves to find the book.



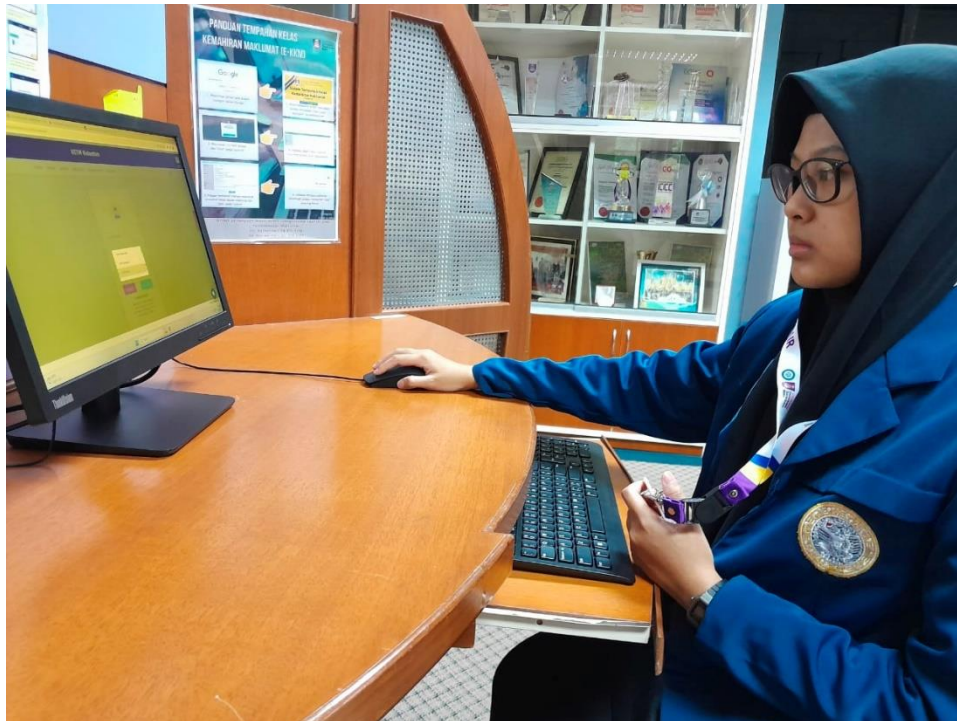


Figure 3.31 Searching through OPAC

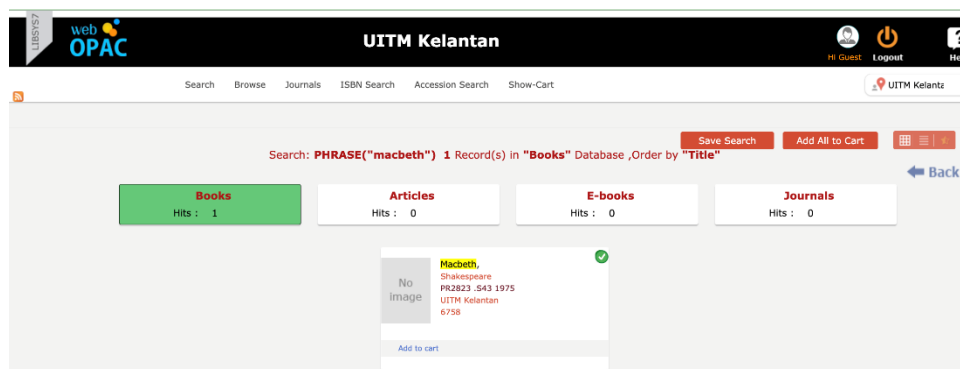


Figure 3.32 The result of the search process that shows the identity, location, and call number of the book

After searching on OPAC, we headed to the counter to check out books for users to borrow. The process of the check out is to input the user's ID (UiTM student ID or UiTM staff ID) to the circulation system, scan the barcode attached on the book to the scanner, and submit the data. In order to record the date of the borrowing and determine the date of returning back the book to the library, the book then stamped with both dates on the book card. The process late fee payment is done by several ways. The users can pay the fee by cash, debit card, or e-money. If the users pay by UiTM card, the payment is automatically recorded by the system. If the users pay by cash, other card, or e-money, the process of recording the payment is done manually to the system as well as recorded manually in a written invoice.

The circulation system comparison of PTA's and Unair library's is carried out by doing discussion with Madam Nordelina Bt Zulkarnain as the head of the Service Department. There are several differences in the online circulation system of PTA's and Unair library's. PTA has a mobile app that allows user to view their recorded activities in the library such as the number of visit to the library, the number of books borrowed, the amount of fee needed to be paid, and extend their book borrowing period. Unair library, however, provides a system called AILIS that also allows users to order online the book they want to borrow and they can immediately come to the library's counter to pick up the book so they do not have to search the book in the shelf by themselves. This feature allows users to borrow the book easier and quicker.



*Figure 3.33 Circulation training in counter*



*Figure 3.34 Madam Nordelina Bt Zulkarnain led the discussion*

### 3.1.3.2 Research, Training, and Reference Unit

The activity in this unit involves exploring MyKM databases, deep searching practice using Boolean logic, and document results analysis in Scopus. The objective of this activity is to ensure our understanding of information searching process for research purposes. This activity is essential because librarian is considered as information manager who provides true, reliable, and valid information to users. Students, lecturers, and staff at UiTM Kelantan are users of the library in which require true, reliable, and valid information.

MyKM UiTM is a website that contains online resources that can be accessed by all UiTM students. Several features and services it offers are institutional repository, online database, eBook, Open Access Discovery, Online Finding Archive, and so on. Online database in MyKM is categorized based on fields of study.

The screenshot displays the MyKM home page with a header banner for 'MY KNOWLEDGE MANAGEMENT' and 'PERSONALISED EDUCATION'. Below the banner is a navigation menu with 'INFORMATION RESOURCES', 'SERVICES', 'MY ACCOUNT', and 'LOGOUT'. A user greeting 'Hi, LESTARI AMALIA' is visible on the right. The main content area is titled 'Information Resources > All Resources' and features a grid of resource categories with their respective counts:

Category	Count
NEW ARRIVAL BOOKS	69
RECOMMENDED BOOK READINGS	16,986
LATEST COLLECTIONS BOOKS	27
INSTITUTIONAL REPOSITORY	1,723
EBOOKS	3,955
LEISURE READINGS	171,708
EXAM PAPERS	0

Below the counts, there are eight resource tiles, each with an icon, title, and description:

- Online Database**: Access to the electronic resources listed in the databases subscribed by UiTM [[Click More](#)]
- eBook**: Access to the electronic book listed in the databases subscribed by UiTM [[Click More](#)]
- Exam Paper**: Collection for library users to obtain past year examination question papers of the University from all of UiTM's faculties [[Click More](#)]
- OPAC**: UiTM Library's catalog for physical books, articles, media and more [[Click More](#)]
- UiTM Institutional Repository**
- Open Access Discovery**
- Online Finding Archive (OFA)**
- Article Indexing Repository**

Figure 3.35 MyKM home page

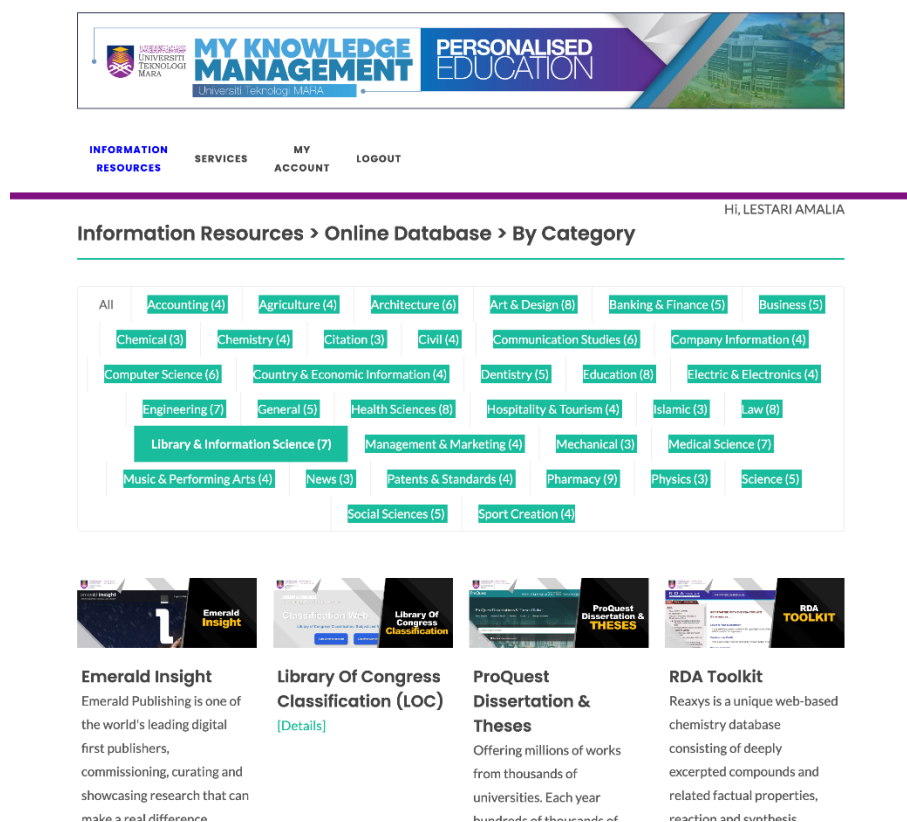


Figure 3.36 Online database on MyKM

Deep searching practice using Boolean logic starts with comparing the number of results different keywords retrieve. Two of the most used operators are “AND” and “OR”. According to Zohuri and Moghaddam (2017), an “AND” operator between two words or other values in Boolean searching (e.g., “pear AND apple”) indicates that one is looking for documents that contain both of the words or values, not just one of them. An “OR” operator between two words or other values (for example, “pear OR apple”) indicates that one is looking for documents that contain either of the words. In computer operations with binary values, Boolean logic can be used to describe electromagnetically charged memory locations or circuit states that are either charged (1 or true) or not charged (0 or false). The computer can use an AND gate or an OR gate operation to obtain a result that can be used for further processing. Using the operator “AND” between keywords is more likely to retrieve less results and more specific results than using the operator “OR”. However, using the operator “OR” between keywords is more likely to retrieve more results in broader topics. We use the operator “OR” when we want to put synonym of the keywords in order to retrieve more results with the same topic but in different term.



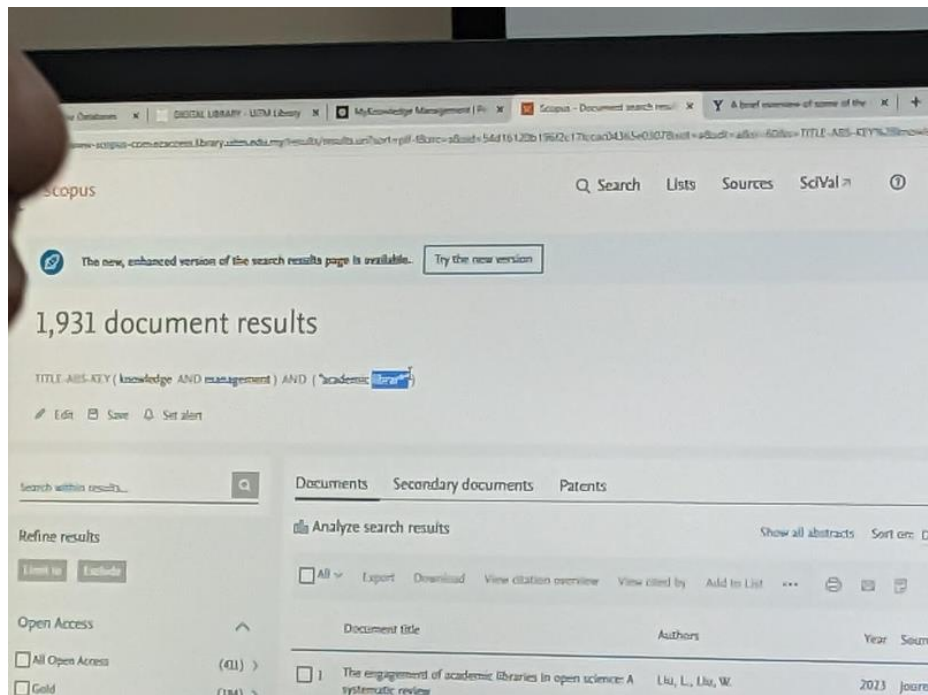


Figure 3.37 Results retrieved using Boolean logic on Scopus

Madam Nordelina Bt Zulkarnain also explained about how to analyze document result in Scopus. For example, the results of the keywords (“knowledge management” AND video AND mooc) searched in Scopus can be analyzed into these diagrams:

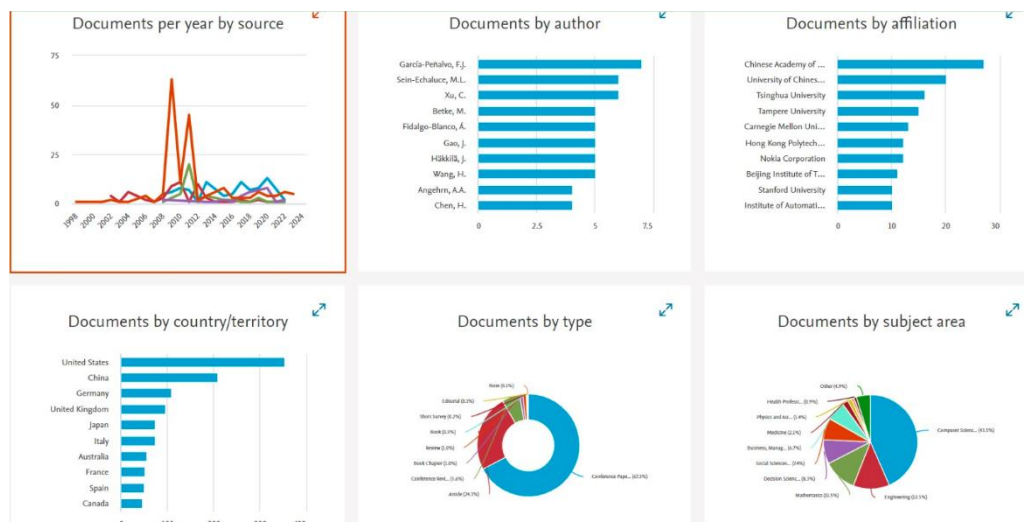


Figure 3.38 Result analysis by Scopus

From the diagrams above, it can be inferred several crucial pieces of information that can help users with their academic assignments and research. The highest number of papers with those particular keywords indexed by Scopus is in 2008 to 2011, the renowned author in this field is Garcia-Penalvo, F.J., the least subjects being discussed in this field are Health

Profession and Arts and Humanities which means that library users who intend to conduct a research in this field may conduct it from the perspective of those subjects in order to find the novelty for their research. Conversely, the highest number of papers being discussed in this field is from Computer Science subject which means library users may avoid conducting research in this field from the perspective of Computer Science subject since the number of papers in that subject is already high.



*Figure 3.39 Madam Nordelina Bt Zulkarnain explaining about deep searching*

### **3.1.3.3 Book Review Assignment**

This assignment is conducted by reviewing a book from one of PTA's book collections through a video and upload it on TikTok. The objective of this assignment is to encourage people, especially students to read and borrow a book from PTA and to promote reading habits among them. I chose to review *Macbeth* by William Shakespeare as shown in the figure below.



Figure 3.40 Book review assignment  
(<https://vt.tiktok.com/ZSLksg3dw/>)

Promoting library and reading habit through social media have been done by many libraries around the world, for instance Darien Library creating fun book reviews on Tumblr and Topeka and Shawnee County Public Library using Pinterest to share some quick book reviews (King, 2015). Social media also used as community-building and a tool to generate action and revolutionary protests (Young, S. W. H., and Rossmann, D., 2015). Therefore, social media can be one of the most effective tools to promote the library and reading habit, especially among young generations

### 3.1.4 University Reference Source Department

#### 3.1.4.1 Physical Material Work Process

##### 1. Online recommendation

The list of book titles that will be acquired are received from recommendations from lecturers and university staff. To request the books, lecturers and staff need to log in to OPAC using their account and make a recommendation by filling the data of the book.

##### 2. Send for approval

After the list of titles received, the titles will be input into LibSys sytem to make a purchase request. In the system, there will be list of vendors to choose to purchase the book from to send the approval.

### 3. Dean Portal

This step is the process of choosing books to be approved or rejected out of a list of books.

### 4. Book acquisition meeting

The meeting is hold to discuss book purchasing. The members of the meeting include rector, treasurer, head of librarian, librarian, and requester.

### 5. Import control number

After the book acquisition approved, the control number of each books will be automatically generated from the system for the staff to then input the number to a document.

### 6. Pricing

The prices of the books then analyzed from various of vendors and then the vendor that offers the lowest price for the books will be chosen

### 7. Vendor voting meeting

The meeting is hold to discuss book purchasing. The members of the meeting include rector, librarian, head of librarian, and assistand librarian

### 8. Develop order

Developing order is carried out in the LibSys system where staff input the data of the books and the result of the meetings. The data of the book include the identity of the book, the name of the requester, and control number. It takes 90 days until PTA receive the book after successfully developed the order.

### 9. Receiving

After receiving the books, staff need to input the order number, received bill, and receiver's ID to the LibSys system.

### 10. Invoice processing/Accessioning

Staff need to input the invoice number and the data that come with it to the LibSys system.

### 11. Payment request

The payment request is done in LibSys system by inputting date, payment request number, then choosing the invoice number to pay.

### 12. Payment verification



Payment verification is carried out by the head of the librarian, Puan Alina Bt Hussein. Verified payment will then be updated in the LibSys system.

#### 13. Payment updates

To update the verified payment, submit the payment request number in the LibSys system, choose the vendor, the amount to be paid, date, and vendor number. Then continued by printing GRN or Bill Register.

#### 14. Release for cataloging

Release for cataloging is done by inputting the accession number of the book to the Release for Cataloging feature in the LibSys system to then being processed for RDA and call number.

#### 15. Cataloging (RDA)

RDA of the books is processed in the LibSys/WiLS by inputting RDA data such as title of the book, author, call number, language, material used, and so on, according to RDA guide.

#### 16. Completing book's physical attributes

- Putting barcode and spine label
- Putting RFID to the book
- Checking the barcode
- Stamp the book to indicate that the book has been given RDA and RFID

#### 17. Release for circulation

This process is done by inputting the accession number of the book to the Release for Circulation feature on LibSys. After submitted the number, the book is sent to the shelf.



*Figure 3.41 Inputting the book's identity to create RDA*

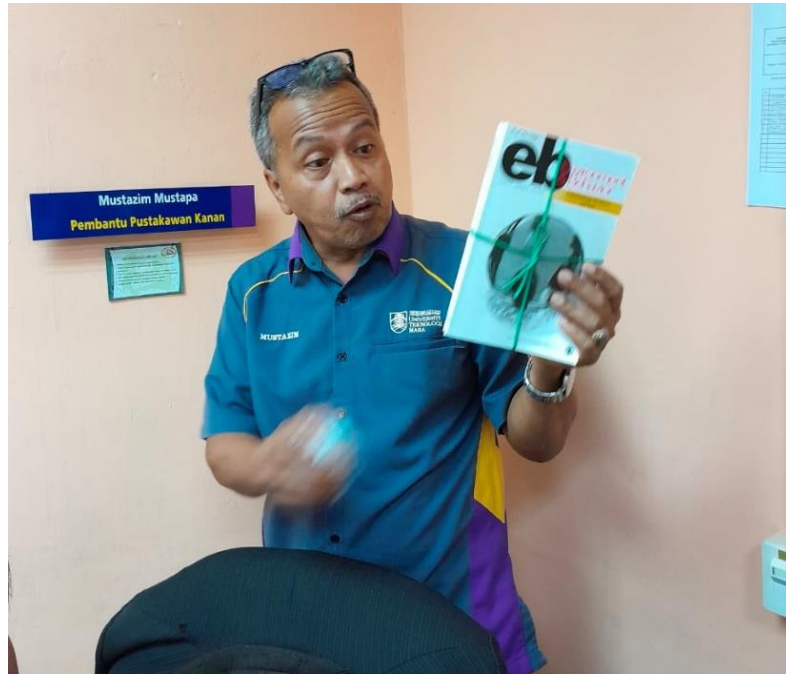


*Figure 3.42 Stamping the book that has been given RDA*

#### **3.1.4.2 Serial Publication Unit**

The person in charge of this unit is Cik Mustazim Mustapa. This unit handles the acquisition of the serial publications, such as magazines and printed journal. The work process of this unit is slightly similar with the physical material work process. The acquisition starts from the title recommendation from lecturers and staff. After the titles collected, Cik Mustazim Mustapa then analyze the price on a bibliographic database of serials publication called Ulrichweb Serialssolutions. The purchasing process of the serial publication is similar to the physical material/books mentioned previously. However, for magazines, PTA need to pay in advance before the magazines is delivered.

PTA subscribes to about 16 magazines title, such as The Economist and Journal of Islamic Studies. The dissemination of old magazines is carried out by collecting every 4 or more items of magazine into 1 pile according to the title of the magazine.



*Figure 3.43 Cik Mustazim explaining about serial publication*

### **3.1.4.3 Humanizing Library assignment**

The assignment was carried out in a group with 4 members, including myself. The result of the assignment is in the form of slides which contains reviews of 12 references about humanizing library topic. The references can be journal articles, book, website, newspaper, or proceeding. The objectives of the assignment are to introduce ourselves with services and finding efforts we can do to create libraries that are more user-friendly and welcome everyone.

The definition of the term *humanize* according to the Cambridge dictionary is “to make something less unpleasant and more suitable for people”. Based on the findings of the assignment, humanizing library comprises diversity and equity in library, providing user-friendly technology-based library services, inclusive library, community-oriented library service, accessible and reliable information, serving special needs of community, social work in library, providing relaxing services in library, organizing works in information retrieval, and building feelings with the community as well as providing space for mutual interaction.

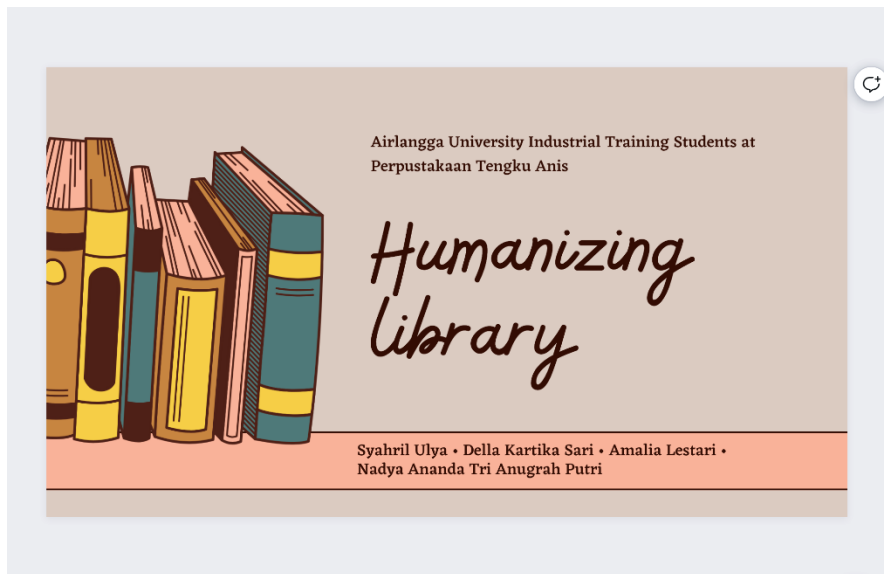


Figure 3.44 Cover of the slides

([https://www.canva.com/design/DAFkruNw7xI/KIWVXPJHDPgcgBTRx4dcKg/e/dit?utm\\_content=DAFkruNw7xI&utm\\_campaign=designshare&utm\\_medium=link2&utm\\_source=sharebutton](https://www.canva.com/design/DAFkruNw7xI/KIWVXPJHDPgcgBTRx4dcKg/e/dit?utm_content=DAFkruNw7xI&utm_campaign=designshare&utm_medium=link2&utm_source=sharebutton))

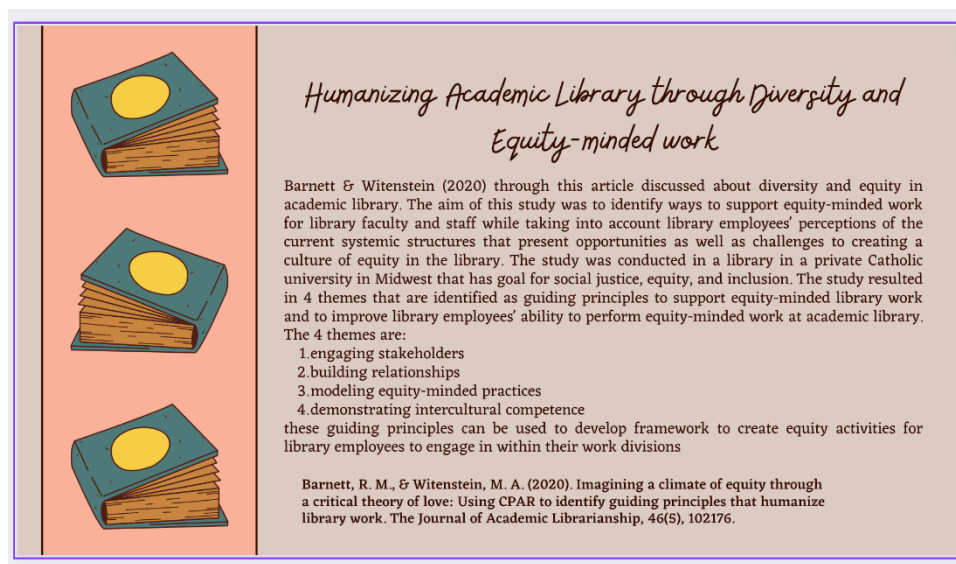


Figure 3.45 One of the review on journal article regarding humanizing library

### 3.1.5 Branch Archive Department

#### 3.1.5.1 University Record Unit & Archive Unit

Perpustakaan Tengku Anis (PTA) also manages the university archive department. The archive unit manages the classification, digitalization, and dissemination of archive received from faculties in UiTM Kelantan. The workflow for archive digitalization process can be described as follows.

1. Categorize the materials. There are 13 important university records and 2 archive materials. The 13 important university records are:
  1. Memorandum of Understanding/Agreement (MOU/MOA)
  2. UiTM main meeting
  3. UiTM annual report, financial record and report
  4. UiTM strategic planning
  5. UiTM contract/tender document
  6. Staff/student disciplinary record
  7. Main circular (record format only)
  8. Audiovisual
  9. Maps/plan (UiTM/ITM development sketch)
  10. Staff/student personal file
  11. UiTM Historial image/program
  12. Accreditation/recognition
  13. PTJ publication material
  14. UiTM foundation, policy, guidance, and legislation
  15. Newspaper pieces
2. Receiving archive materials:
  - New materials.
  - Existing materials - remove materials from the building



*Figure 3.46 Student personal file is one of the important university files*

3. Registering the reception of the archive material to the Sistem Archive Management (AMS).

3.1. Archival Materials Reception Menu: Acceptance of Publication Materials / Collection Materials, or Acceptance of Document Files - Metadata Key-in.

3.2. Hand over the materials to the Material Conservation Unit.

4. Waste Disposal Process:

4.1. Perform preparation & safety measures:

- Prepare equipment - Staple wire remover, ruler, NT cutter, scissors, cutting mat, rag, bone folder.
- Precautions - wear a mask & rubber gloves



*Figure 3.47 The tools needed for file cleaning process before digitalization*

4.2. Perform cleaning work:

- Discard clips, staple wires, ropes (green label), pins, tape.
- Unfold the sheet and flatten the fold of the sheet with a bone folder.
- Clean the surfaces one by one (front and back sheets) with a cloth.
- Arrange neatly in the original order



*Figure 3.48 Cleaning the file by cloth before digitalization process*



5. Put the material into the archival box/acid-free cover according to the receipt number.
6. Archival Material Digitization Process.

6.1. Carry out the digitizing of materials:

- Make a scan.
- Make image editing (cleaning / OCR).
- Insert JAU/UAC proprietary watermark.
- Save the digital image (PDF form) to JAU server.

6.2. Check the quality of the digital material after the material scanning process. If there are any corrections/issues, make corrections.



*Figure 3.49 File scanning process*

7. Upload Materials to AMS System:
  - 7.1. Archive Materials List Menu - Item Metadata List.
  - 7.2. Rename the PDF file (from the last digit of the item reference number)
8. Upload Approval in AMS:
  - 8.1. Create a Quality Check of material metadata. If there are any corrections, return to the recorder who created the metadata upload.
  - 8.2. Generate an endorsement of the metadata upload pass.



*Figure 3.50 Inputting the data of the file into AMS*



*Figure 3.51 Inputting the data of the file into AMS to create metadata*

#### 9. Store Materials in a Designated Building / Location:

- New materials are stored by the Records & Archives Unit.
- Existing materials are stored by the Material Conservation Unit.

### 3.1.5.2 Material Preservation

PTA provides service to binding materials that are breaking down or creating a brand new material, such as personalized notebook. The person in charge of this unit is Cik Zul Abdullah. The workflow for managing internal dan external binding services are as follows:

1. Accepting applications from other UiTM PTARs/PTJs.
2. Check the type of application whether for internal or external activities:
  - Internal Services: Making comb-binding, lamination, etc.)



- External Service (MoU/MoA folder)
3. Submit a form/application letter:
    - Internal binding service: Ask the applicant to fill out the PTAR Bonding Activity Order Form.
    - Apply for external volume.
  4. Distribute binding materials according to internal or external applications.
  5. Perform the binding process.
  6. Perform the quality control process: If it meets the specifications, perform the next process. If it does not meet the specifications, make corrections.
  7. Contact the requester for submission of materials ready for binding.
  8. Prepare a letter of submission of ready-to-bind materials (for external binding services).
  9. Review & confirm the handover letter of materials that have been bound by the Head of Division/Head of Unit.
  10. Hand over the bound materials to the applicant:
    - External service: Materials and feedback letters ready for binding.
    - Internal service: Request that the requester fill in the binding feedback on the PTAR Binding Activity Order Form
  11. Filing a copy of the finished materials handover letter (for external services).

However, the process of bookbinding can be described as follows:

1. Prepare the tools and equipment, such as scissors, cutter, bone folder, hammer, glue, barbour thread, iron, and so on



*Figure 3.52 Several tools used for bookbinding*

2. Create 5 holes in the edge of the book using the special tool shown in the figure below then hammer the holes



*Figure 3.53 Creating holes to the book*



*Figure 3.54 Hammering the holes*

3. Sew the paper using the special thread, starting from the hole in the middle. After sewing, tie the thread through the hole in the middle and cut the excess of the thread



*Figure 3.55 Sewed book*

4. Fold 2 papers and flatten the the edge. These papers will be put on the back and the cover of the book.



*Figure 3.56 Folding the paper*

5. Glue the end of the book cover using a plastic as border, paste the folded paper earlier, flatten it with a bone folder, then cut off the excess paper. Do the same with the back of the book



*Figure 3.57 Gluing the paper*



*Figure 3.58 Cutting the paper*

6. Stack them with heavy object until the glue is sticky and dry



*Figure 3.59 Stacking the book*

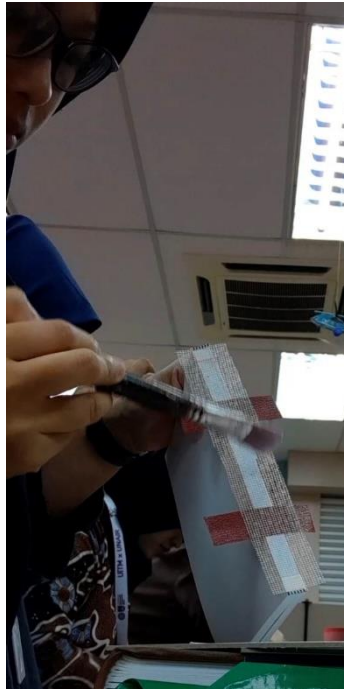
7. Glue the spine of the book again



*Figure 3.60 Gluing the spine of book*



8. Glue the spine of the book and paste 2 pieces of red leather, 2 pieces of fabric on top and down the spine, then paste the fabric net and glue it again



*Figure 3.61 Gluing the spine after attach the leather*

9. Attach a piece of paper to cover the spine



*Figure 3.62 Attaching the paper to the spine*

10. Cut the hard cover using the cutter machine



*Figure 3.63 Cutting the hard cover*

11. Cut the black leather in the similar width as the book, glue the leather, attach the hard cover, and fold the edge of the leather



*Figure 3.64 Attaching the hard cover to the leather*



*Figure 3.65 Folding the edge of the leather*

12. Print the the name on the hard cover



*Figure 3.66 Printing the name on the hard cover*

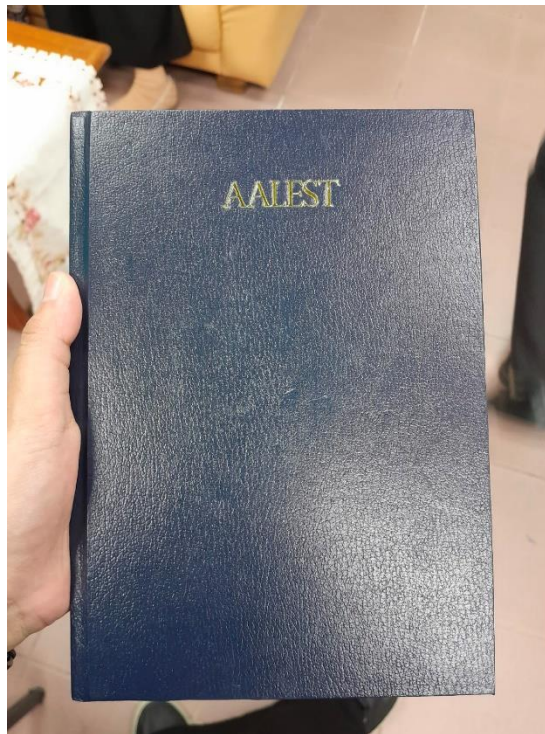
13. Attach the book to the hard cover



*Figure 3.67 Cik Zul attaching the book to the hard cover*



14. Bookbinding is finished



*Figure 3.68 The final result of the bookbinding process*

### TRAINING ACTIVITIES SUMMARY

No	Activity	Description	Duration
1.	Introduction to Perpustakaan Tengku Anis	Overview of Perpustakaan Tengku Anis delivered online via Webex	1 day
2.	Meet & Greet and Tour of Perpustakaan Tengku Anis	Offline meeting with librarians and staff as well as exploring the service and facilities of the library	1 day
3.	Shelving	Putting back books to shelves and shelf-checking according to its call number	30 minutes everyday
4.	Eid Al-Fithr Feast	Setting up the table and put the food on the table, opening with praying together, and eating together	1 day
5.	Introduction to Administration and Strategic Planning Department	Overview of Administration and Strategic Planning Department function and job descriptions	1 day

		delivered online via Webex	
6.	Institutional Repository	Inputting data and determining subjects of files such as thesis, mini research, etc. to institutional repository	1 day
7.	Introduction to Internal Archive Unit	Overview of Internal Archive Unit functions and job descriptions delivered online via Webex	1 day
8.	Introduction to Corporate and Collaboration Unit	Overview of Corporate and Collaboration Unit functions and job descriptions delivered online via Webex	1 day
9.	OPAC searching and counter training	Book retrieval through OPAC, checking out books, returning books, book borrowing extension, late fee payment	1 day
10.	Deep searching and documents result analysis	Deep searching using Boolean logic and document result analysis for research purpose on Scopus	1 day
11.	Book review	Creating a TikTok video of book review of one of the collections from PTA	1 day
12.	Acquisition and cataloging process of physical/printed materials	Explanation of acquisition process, inputting RDA, and putting book physical attributes	2 days
13.	Acquisition and managing serial publications	Overview of acquisition and serial publications management	1 day
14.	Humanizing library assignment	Creating slides that contain references and its summary about humanizing library topic	1 day
15.	Records & archive management process and archive digitalization	Overview of record and archive management process	3 days

		and archive digitalization training	
16.	Bookbinding	Bookbinding training	2 days

*Table 3.1 Training activities summary*

## 3.2 Special Project

### 3.2.1 CSR Perpustakaan Tengku Anis: Vitamin Ilmu Bersama PTA

Corporate social responsibility (CSR) is an approach to management whereby businesses include social and environmental issues in their daily operations and relationships with stakeholders. CSR is part of Perpustakaan Tengku Anis program that is conducted on 8 May 2023 at Sekolah Menengah Kebangsaan Pangkal Meleret that include a series of activities, such as sharing session about school library in Indonesia and Universitas Airlangga library, bulk loan in which Perpustakaan Tengku Anis lend their collections for 1 - 6 months to the school so the students can be able to borrow the library's collections, book review by a representative from the school, and library class. The CSR program is held a few times a year by Perpustakaan Tengku Anis in various places, such as local schools and correctional facility. CSR program is also part of social inclusion and one of the efforts to achieve the United Nation's Sustainable Development Goals (SDG). According to the United Nations, social inclusion is the process of boosting opportunities, access to resources, voice, and respect for rights in order to improve the terms of participation in society, particularly for those who are disadvantaged. The CSR program that will be conducted by Perpustakaan Tengku Anis allows school students to receive information and depiction about libraries in Indonesia, allow them to access more knowledge by borrowing books from Perpustakaan Tengku Anis's collection through the bulk loan program, and promote literacy and reading habit through the book review and library class program. This is also aligned with the fourth SDG goal: ensure inclusive and equitable quality education and promote lifelong learning opportunities for all (United Nations, 2022), specifically SDG Target 4.6 which ensure all youth and adults achieve literacy and numeracy. In addition, Carroll (1991) divides CSR into 4 kinds which are depicted as a pyramid respectively from the most basic: economic responsibilities, legal responsibilities, ethical responsibilities, and philanthropic responsibilities. Therefore, the CSR program by Perpustakaan Tengku Anis can be categorized as philanthropic responsibility in which the library engages actively in programs to promote human welfare by contributing to the education sector.



Figure 3.69 Slide presentation of School Library in Indonesia for CSR program

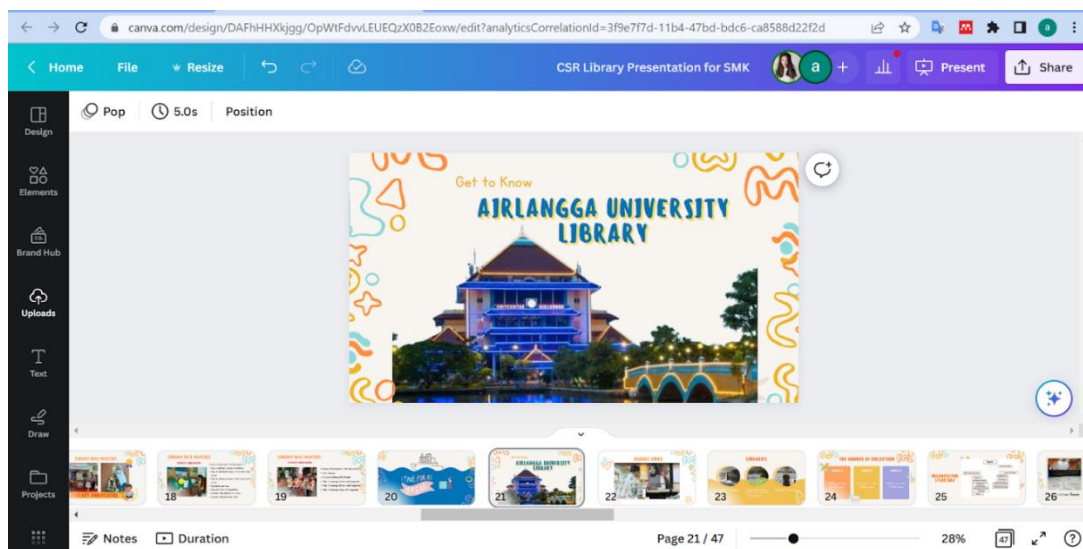


Figure 3.70 Slide presentation of Airlangga University Library for CSR program

One of the activities that was carried out in the CSR program is sharing session about school library in Indonesia and Universitas Airlangga library. We created a slide presentation regarding school library in Indonesia and Universitas Airlangga to be presented during the session to students of Sekolah Menengah Kebangsaan Pangkal Meleret. The slide needs to not only be informative, but also look interesting and colorful so the students will not get bored during our presentation. The slides started with an introduction to one of the school libraries in Indonesia as shown in figure 3.69. The slides also show several facilities of the school library as well as the facilities in Airlangga University library as shown in figure 3.70

The CSR program on May 8th 2023 was started with opening ceremony by Sekolah Menengah Kebangsaan Pangkal Meleret teachers. The teachers delivered speeches about the importance of reading and literacy to advance the quality of student and then continued by the

inauguration of NILAM program in Sekolah Menengah Kebangsaan Pangkal Meleret. NILAM program is short for “Nadi Ilmu Amalan Membaca”. According to reports, the National Reading Encouragement and Habit Committee at the Malaysian Ministry of Education was in charge of monitoring the NILAM program's implementation, which aimed to promote reading habits among schoolchildren, and the objective of the program is to encourage the reading habit among students and the recordings of the number of books that has been read by the students from year 1 to form 5 were captured and used as the evidence of their reading habit (Jawatankuasa Induk Gerakan Tabiat Membaca, 1998; Ministry of Education Malaysia, 2008 cited from Taib et al, 2022). The NILAM program can be considered similar to Indonesia's Gerakan Literasi Nasional and Gerakan Literasi Sekolah in the sense that the programs' main objectives are to boost reading habit and literacy among young generations of both countries.

After the opening ceremony and breakfast together, Perpustakaan Tengku Anis handed the book to the school teachers for the bulk loan program. After that, friend and I presented the slides titled “Get to Know Libraries in Indonesia” where we showed and explained to the students about Airlangga University library, a high school library in Indonesia, and an elementary school library in Indonesia. There was also an ice breaking session in the middle of presentation to catch the students' attention back and to make the presentation more fun for students. The activity then continued by quiz and book review by the students. The activity then closed by having lunch together and visit the school's reading room.





Figure 3.71 The inauguration of NILAM Program and Vitamin Ilmu Program at Sekolah Menengah Kebangsaan Pangkal Meleret



Figure 3.72 Presenting about an introduction to libraries in Indonesia



*Figure 3.73 Visiting the school's reading room*

### **3.2.2 Virtual Exhibition**

During the online training, we were required to create a flipbook that contains 10 slides discussing about Indonesian culture that is unique and showcases Indonesia's identity and diversity. The objective of this assignment is to allow Perpustakaan Tengku Anis' staff and librarian to understand about Indonesia as our country of origin so they can identify the things that we have in common as well as the differences between Malaysia and Indonesia's culture. This assignment is not only useful for the staff and the librarian to understand about us as the new members in their work environment, but also to promote Indonesian culture and tourism. The flipbook is displayed in virtual exhibition on Perpustakaan Tengku Anis's website. The title of my flipbook is "The Porridges of Indonesia: Behind the Delicacies" as shown in the figure below where I discussed various of porridges from regions from around Indonesia. The contents of the slides explained a brief history of porridges in Indonesia, various of porridges in Indonesia such as bubur suro from Java, bubur pedas from Sumatra and West Kalimantan, and bubur ase from Jakarta, including the ingredients, the philosophy of the ingredients, as well as the culture that come along with the porridge.

The title is chosen because Indonesia has been renowned to have various of the most delicious food in the world according to various sources, such as rendang, nasi goreng, mie goreng, and sate ayam. Indonesia's culinary delicacies are also influenced by many ethnicities,

such as Dutch, Arabic, and Chinese that result in the diversity of the food that also represent the diversity of the people and culture. Malaysia and Indonesia also share similar characteristic of food, including porridge that also widely consumed by people in Malaysia.

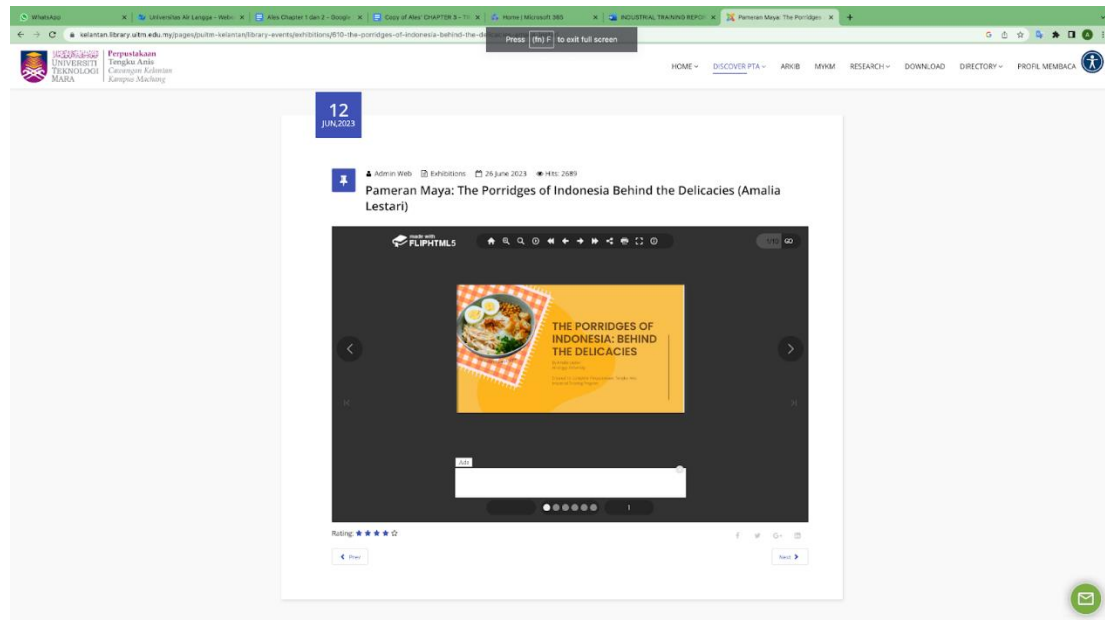


Figure 3.74 Cover title of my flipbook

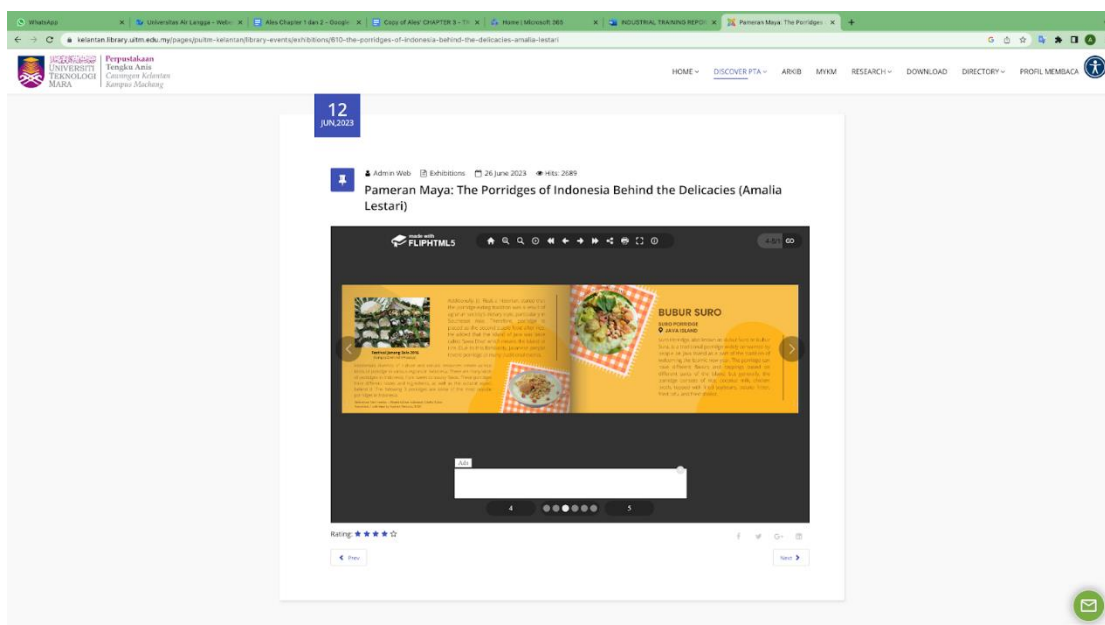


Figure 3.75 One of the contents in my flipbook

### 3.2.3 Interviews

During this internship, We had the opportunity to conduct interviews regarding a variety of topics about Library and Information Science, namely Strategic Planning in Information Organization, Library Information Network, Information and Its Psychological



Aspect, Information and Special Group, as well as Book Publishing and Distribution. These interviews were conducted in order to collect data for our reports assigned by Universitas Airlangga in Indonesia.

The interview discussing Strategic Planning in Information Organization was carried out with the librarians of PTA, namely Madam Norfitriah bt Mat Seman, Madam Nordeline Bt Zulkarnain, as well as Dr. Muslim Ismail Ahmad. The interview was recorded and published on PTA's YouTube Channel as a form of oral history. The topics discussed in the interview consist of strategic planning in Perpustakaan Tengku Anis and UiTM in general, the formulation of vision and mission, Performance Indicator (PI) and KPI (Key Performance Indicator), how to implement the strategic planning into programs and services in PTA, human resource management, how internal and external forces affect the implementation of the strategic planning, and challenges faced in carrying out the plans.



*Figure 3.76 Syahril interviewing Madam Norfitriah Bt Mat Seman regarding Strategic Planning in Information Organizations*

The interview about strategic planning was also conducted with Perbadanan Perpustakaan Awam Kelantan (PPAK) online through Zoom Meeting. We discussed about the formulation of vision and mission of the library, the implementation of the vision and mission in their strategic planning, their distinctive human resource management and programs, the effect of internal and external factors to in the process of implementing the strategic plans, and so on.



*Figure 3.77 Cik Mohd Azizi bin Zainudin explaining about strategic planning in PPAK*

Information and Its Psychological Aspect's interview was conducted with Madam Nordelina Bt Zulkarnain at Perpustakaan Tengku Anis. The topics that we discussed comprises of privacy online, data security, building trust in online communication with the users, how to build awareness about the importance of credible information to users, etiquette at the library, how the library increase and maintain their user's satisfaction, and how to increase the quality of the library in general.



*Figure 3.78 Madam Nordelina Bt Zulkarnain after conducting the interview*

The interview was carried out online via Webex with UiTM Press regarding Book Publishing and Distribution. The interview was attended by many staff of the press from each division. The interview discussed the process of book production from accepting manuscript from author, evaluation, printing, to eventually distributing the book. The strategies applied by UiTM press to boost sales, the market demand of printed and electronic books, editorial, royalty, copyright as well as the challenges faced by UiTM press were also discussed during the interview.

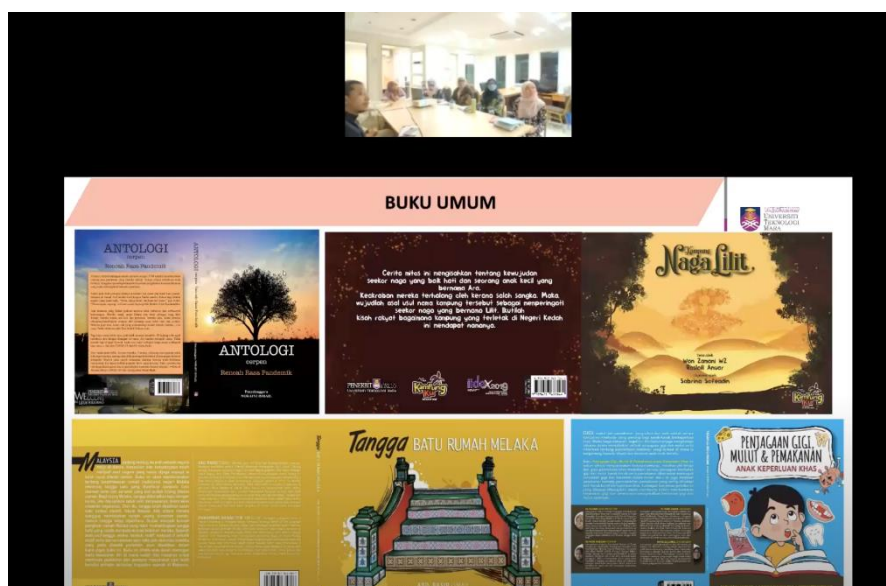


Figure 3.79 UiTM Press presenting about the kinds of books they provide

The interviews for Library Information Network and Information and Special Group were both carried out online via Google Meet. The interview with Madam Nordelina Bt Zulkarnain discussed library association in Malaysia as well as the association for librarian in Malaysia. The projects that resulted from the collaboration in the library associations were discussed, as well as the benefits in joining the association for the library and for the librarians in Malaysia. On the other hand, we interviewed 4 OKU students from College of Computer, Informatics, and Media UiTM Kelantan and discussed their challenges, their perception the library and librarian, the library services that are helpful for them, how they fulfill their needs of information, and their hope for library, especially Perpustakaan Tengku Anis in providing the facilities and services for people with disabilities.

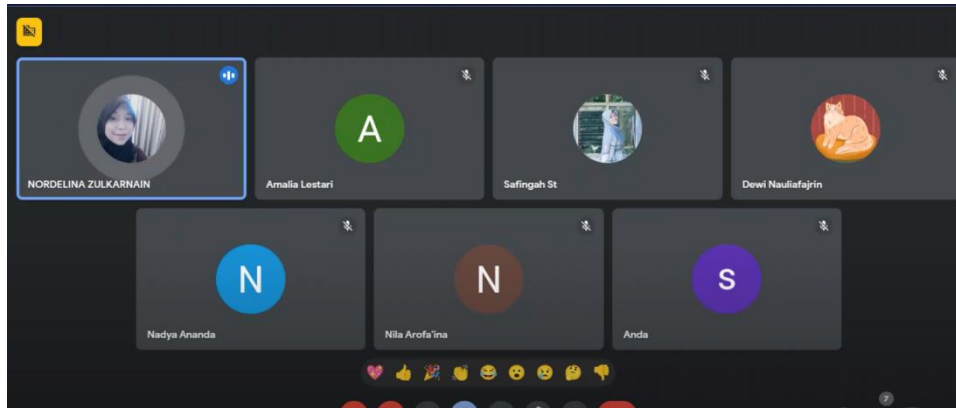


Figure 3.80 Interview about Library and Information Network with Madam Nordelina Bt Zulkarnain

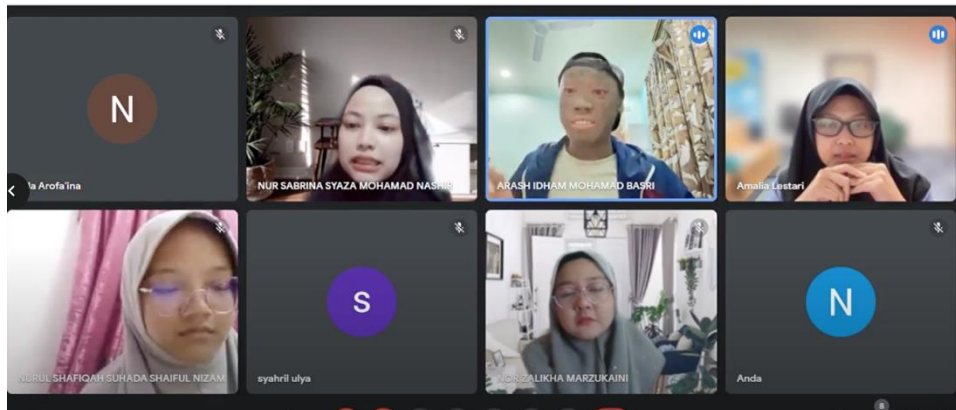


Figure 3.81 Interview with 4 OKU students from College of Computer, Informatics, and Media UiTM Kelantan regarding library and information

### 3.2.4 CSR Information Science Studies in Collaboration with Perpustakaan Tengku Anis, Society of Information System Management (SISMA), and Association of Information Scientists (AIS): Jalinan Kasih Bersama Anak-Anak Yatim Lilbanat Darulnaim

Corporate Social Responsibility was held for the second time on June 17th 2023 at Rumah Anak Yatim Lilbanat Darulnaim near UiTM Machang Campus. CSR: Jalinan Kasih Bersama Anak-Anak Yatim Lilbanat Darulnaim is a corporate social responsibility program held by Information Science Studies in Collaboration with Perpustakaan Tengku Anis, Society of Information System Management (SISMA), and Association of Information Scientists (AIS). My role according to the division of committee is part of registration and documentation division. The job description of this division is to manage participants' registration, provide program feedback form, and provide participants' and committee members' certificate.

The program started at 8 AM by exercising together at the orphanage and continued by committee briefing. The committee then divided into 2 groups. The committee from PTA, including the internship students joined with the participants while the rest of the committee



setup the mini library. The activity with participants started with opening by Madam Norfitriah bt Mat Seman and introducing the committee to the participants. The activity continued by playing a game that requires participants to find the missing stuff in the image given. The participants with the highest number of stuff found correctly are the winners and receive fun prizes. The second game was wheel of fortune where the participants need to pass a bottle to the person next to them and the passing stops when the song played in the background stops. The person who holds the bottle was given a turn to spin the wheel and required to answer one of the question attached on the wheel. The person will receive a prize if they can answer the question correctly. The activity continued by storytelling delivered by one of the PTA's internship student in order to promote reading habit among the participants. The program then ended with lunch together, clean up the place, and pick up several books from the mini library that will be sent to PTA.

It is important to hold CSR program in which it is also part of social inclusion and one of the efforts to achieve the United Nation's Sustainable Development Goals (SDG). According to the United Nations, social inclusion is the process of boosting opportunities, access to resources, voice, and respect for rights in order to improve the terms of participation in society, particularly for those who are disadvantaged. Setting up and improving the mini library in Rumah Yatim Lilbanat Darulnaim as well as inviting the participants to participate in a program that promote reading habit in a fun way contributes in improving their access to information, encourage them to read, and close with library.



*Figure 3.82 Exercising before starting the program*



*Figure 3.83 The committee and the winners of the game*



*Figure 3.84 The committee setting up for mini library*

### **3.2.5 GSISS Symposium**

Glocal Symposium on Information and Social Sciences is a symposium organized by the School of Information Science, College of Computing, Mathematics, and Media UiTM Kelantan in collaboration with the Faculty of Administrative Sciences and Policy Studies, Faculty of Law, Perpustakaan Tengku Anis. Strategic partners in this event are DIGIT360, Universitas Airlangga, Universitas Ngudi Waluyo, and Camarines Sur Polytechnic Colleges. The theme raised in this symposium is “Information and Social Sciences: Challenges and Opportunities in the Digital Era”. The event’s period was from 15th May 2023 for abstract and full paper submission. The opening was held on 20th June 2023 and closing ceremony took

place the next day. The presentation of the paper was held on 20th - 21th June 2023 and organized in hybrid mode.

I participated in the symposium as a presenter. I contributed in an article with 3 other members of the group titled “Crowdsourcing Framework for Modern Academic Library: A Literature Review” then I moved to other group and contributed in another article titled “Exploring the Implementation of Knowledge Management in Village Tourism: Case Study in Kampung Arab Surabaya” and presented this title in the symposium.

The symposium was held for 2 days. The first day was on 20th June 2023, started at 8 AM by filling the registration form and had breakfast. The event started with opening ceremony and 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., Ph.D (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). Then the event continued by paper presentations from presenters. The second day of the symposium started with breakfast and continued by a series of paper presentations from the remaining presenters, including myself. The second day then ended with awarding session, closing ceremony, and photo session.



*Figure 3.85 I presenting the paper on the second day of symposium*





Figure 3.86 Presentation of token of appreciation by Professor Dr Haji Abdol Samad Nawi, Rector of UiTM Kelantan Branch

### SPECIAL PROJECTS SUMMARY

No	Activity	Description	Duration
1.	CSR Perpustakaan Tengku Anis: Vitamin Ilmu Bersama PTA	The CSR was conducted in SMK Pangkal Meleret, held activities such as sharing session about Indonesian libraries, book loan, NILAM program inauguration, book review, game session, and visiting the school's reading room	1 day
2.	Virtual exhibition	Creating a flipbook " <i>The Porridges of Indonesia: Behind the Delicacies</i> " and displayed in Perpustakaan Tengku Anis's website	1 week
3.	Interviews	Conducting interviews about Strategic Planning in Information Organizations, Information and Its Psychological Aspect, Book Publishing and Distribution, Library Information Network, and Information and Special Group	6 days
4.	CSR Information Science Studies in Collaboration with Perpustakaan Tengku Anis,	The CSR was conducted in Lilbanat Darulnaim Orphanage, held activities	1 day

	Society of Information System Management (SISMA), and Association of Information Scientists (AIS): Jalinan Kasih Bersama Anak-Anak Yatim Lilbanat Darulnaim	such as setting up mini library, game session, and storytelling.	
5.	GSISS Symposium	Writing articles for submission	1 month
		Attending the symposium as a participant and presenter	2 days

*Table 3.2 Special projects summary*

## **CHAPTER 4**

### **CONCLUSION**

#### **4.1 Application of Knowledge, Skill, and Experience**

One of the main objectives of industrial training is to apply the knowledge we have gained throughout the period of our study. By industrial training, we also gain new experience and lesson that we may never receive in classes. Industrial training can also be a way to introduce us with the real world of work. So by the time we face it, we will not be so surprised and having difficulties to adapt to the work environment.

##### **4.1.1 English Proficiency**

English ability is one of the most important skills that students need to have. English is considered an international language that people around the world use to communicate with one another from different countries. Even though Malay and Indonesian are not much different in terms of language, there are several words that exist in both languages but have completely different meanings. The English language is used frequently in conversations in order to avoid misunderstandings that may occur. Additionally, many activities during the industrial training period required English ability, such as in assignments, writing and presenting an article for the symposium, as well as in writing this report. Therefore, having the ability in English has helped me a lot during the industrial training period.

##### **4.1.2 Adaptive Skill**

Having adaptive skills is crucial to survive in this fast-changing time. Adaptive skills are defined as practical, everyday abilities required to function and satisfy the demands of one's environment, such as the ability to efficiently and independently care for oneself and communicate with others (Psychological Assessment Resources cited in Technical Assistance and Training System, 2017). Conducting industrial training abroad for the first time requires me to quickly understand and fit into the new environment in a very limited time.

##### **4.1.3 Communication Skill**

There were many occasions during my industrial training period that required good communication skills that included public speaking and the ability to explain your thought clearly. I had the opportunity to present Indonesian libraries in front of many students during

the CSR program to Sekolah Menengah Kebangsaan Pangkal Meleret and present a paper at the GSISS symposium. We needed to also frequently describe and explain something more clearly, especially to people that never seen or heard of it. In the world of work, communication is also an essential skill to have.

#### **4.1.4 Teamwork**

Good teamwork skills are a few of the most useful skills in the world of work. During the industrial training period, we were required to do almost everything together. We were required to share a lot of tasks and work together in the industrial training and also beyond that. In the context of managing an organization, teamwork is crucial to allow the organization to achieve its goals together.

#### **4.1.5 Cataloging Skill**

As a librarian, cataloging skill is one of the basic skills that need to be acquired. During the industrial training period, the cataloging materials I studied in classes are applied in various places in the library, not only in the Reference Source Unit but also in determining subjects in institutional repository as well as shelving every day.

### **4.2 Personal Thoughts and Opinion**

During my industrial training period in Perpustakaan Tengku Anis for about 4 months, I have several thoughts and opinions based on my personal experience.

#### **4.2.1 Friendly**

Creating a friendly environment in the library is crucial to ensure users feel welcome and comfortable in the library. Not only for the users, but creating a friendly environment for the staff itself is also crucial so staff always feel welcome and no staff will ever left behind. Outside of PTA, the lecturers of UiTM Machang are very friendly to their students. This is different from the majority of lecturers in Indonesia's higher education who are not close to their students and create a gap between lecturers and students.

#### **4.2.2 Kinship and Religious**

Kinship in a workplace is closely associated with place-related factors. Holm et al. (2017) in their study found that the observed kinship level is significantly higher than the simulated nonbiased level in remote, sparsely populated areas. The relationship among staff in Perpustakaan Tengku Anis seemed very close and indicates kinship in the work environment. Good relationship among the staff can strengthen the organization and the organization may likely to achieve their goals easier. Additionally, Islamic religion also plays a significant role in shaping the work environment in Perpustakaan Tengku Anis in which they always support and encourage each other to pray. For instance, every staff of PTA will read surah Yasin together every Thursday morning.

#### **4.3 Lesson Learnt**

The industrial training program allows students to apply the knowledge and skills they gained throughout their study and learn something new that may only occur when they participate in industrial training. Everyone can learn from anything, including learn from their own mistakes or others' mistakes. We can also learn from something that we never know existed before. As an Indonesian student who was doing industrial training in Malaysia, there were lots of things I learned, not only involving interpersonal and professional skills but also the culture, values, and the way many things done in Malaysia.

##### **4.3.1 Proactive in providing the services**

For a librarian, it is important to take initiative and being the first to reach out the users. I learned that being proactive in providing library services is essential to ensure that whether the community we serve can fulfill their needs of information easily or they have difficulties in meeting their needs. I believe that library is a safe place for everyone and that everyone deserves to experience everything a library has to offer. Therefore, ensuring the inclusivity of a library by taking proactive efforts is essential.

##### **4.3.2 Time management**

During the industrial training period, I was not only occupied by the job and tasks assigned by Perpustakaan Tengku Anis but also by the faculty and by the Department of Library and Information Science at my home university. I learned that having good time management is crucial to make sure that every job and task assigned to me is done well.

Nevertheless, having good time management is a process that I am still trying to acquire in both my personal and professional life.

#### **4.3.3 Be as helpful as we can**

I believe that the best people in a room are those the most helpful to others. As an intern, it is important to always take initiative and to always offer to help. By doing this, we can learn and experience more than if we become passive and indifferent. Additionally, always trying to be helpful can lead us further by gaining others' trust and recognition that may ace our position in the workplace someday

#### **4.4 Limitation and Recommendations**

Nothing and no one is perfect in this world. No organization that do not face challenges, limitation, and difficulties. However, the most important thing is to always embrace them and see it as an opportunity to grow. Several limitations also occur during my industrial training period in Perpustakaan Tengku Anis or in the programs where I involved in.

##### **4.4.1 Lack of funding**

Lack of library funding has been a common problem for libraries around the world. This limitation is the most common reason a library is unable to fulfill every user's wants. For instance, Perpustakaan Tengku Anis has not been able to provide individual study room that gives users a more personal space, even though sometimes users complain about others' noise that disturb them. This can affect the user's satisfaction towards Perpustakaan Tengku Anis and hinder Perpustakaan Tengku Anis in providing the best facility for users. If it is possible, Perpustakaan Tengku Anis can develop a cooperation with external parties that can fund the library and fulfill the library's need. Perpustakaan Tengku Anis can also hold a program, such as bazar or fair that may generate income to the library.

##### **4.4.2 Miscommunication and lack of communication**

Miscommunication is one of the most common problems to occur in a workplace. During the process of writing the paper for GSISS Symposium, miscommunication occurred among the organizers that require me to form other group and have another article to be submitted in just a few days, shorter than the previous time given for writing the previous

article. This caused the paper to not live up to my desirable result and hinder me for making a significant progress to my other tasks.

Lack of communication also occurred during the CSR program at Rumah Yatim Lilbanat Darulnaim. The program was taking place not in accordance with the existing rundown that had been previously informed. I was expecting to involve in setting up the mini library as one of the committee members had informed but it turned out that my friends and I only involve in carrying out games and storytelling to the participants. However, the program has been successfully carried out despite the limitation that I experience.

Miscommunication and lack of communication can lead to more serious consequences. Therefore, having adequate communication by not making hasty assumptions and constantly giving confirmation are crucial to make sure that everyone involves in the program and event has the same understanding of things. Allowing everyone involves to ask questions can also be beneficial to address confusion that one may have about the program or event.



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## LOG BOOK REPORT

**NAME** : AMALIA LESTARI  
**STUDENT ID** : 2023708281  
**PLACEMENT** : PERPUSTAKAAN TENGKU ANIS UiTM MALAYSIA  
**WEEK** : 1

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
April 9th, 2023	(Easter Sunday Holiday)	
April 10th, 2023	Internship administration registration	
April 11th 2023	Online meeting via Webex discussing: <ul style="list-style-type: none"><li>- Introduction to Perpustakaan Tengku Anis (PTA): Perpustakaan Tengku Anis's history, locations, facilities, departments, and services</li><li>- The role of Tun Abdul Razak Library (PTAR)</li></ul>	
April 12th, 2023	Review of the material discussed: <ul style="list-style-type: none"><li>- Introduction to Perpustakaan Tengku Anis (PTA): Perpustakaan Tengku Anis's history, locations, facilities, departments, and services</li><li>- The role of Tun Abdul Razak Library (PTAR)</li></ul>	

April 13th, 2023	<p>Online meeting via Webex discussing: Administration Department process, include:</p> <ul style="list-style-type: none"> <li>- Service and Strategic Planning Unit (human resource, training, budgeting, collecting the library's performance data)</li> <li>- Filing library records/archive (the library daily records, newspapers, newspaper delivery)</li> </ul>	
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### LOG BOOK REPORT

**NAME** : AMALIA LESTARI AMALIA LESTARI  
**STUDENT ID** : 2023708281  
**PLACEMENT** : PERPUSTAKAAN TENGKU ANIS UiTM MALAYSIA  
**WEEK** : 2

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
April 16th, 2023	Corporate Social Responsibility discussion: CSR Program to Sekolah Menengah Kebangsaan Pangkal Meleret	
April 17th, 2023	Corporate Social Responsibility discussion: CSR Program to Sekolah Menengah Kebangsaan Pangkal Meleret	

April 18th, 2023	Corporate Social Responsibility discussion: CSR Program to Sekolah Menengah Kebangsaan Pangkal Meleret	
April 19th, 2023	Online meeting via Webex discussing: <ul style="list-style-type: none"> <li>- Corporate and Collaboration Unit</li> <li>- Corporate Communication Unit</li> <li>- The library's social media, bulletin, and virtual exhibition</li> </ul>	
April 20th, 2023	Flipbook Assignment: "The Porridges of Indonesia: Behind the Delicacies"	

### LOG BOOK REPORT

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**STUDENT ID** : 2023708281  
**PLACEMENT** : PERPUSTAKAAN TENGKU ANIS UiTM MALAYSIA  
**WEEK** : 3

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
April 23th, 2023	(Eid Al-Fithr Holiday)	

April 24th, 2023	Flipbook Assignment: “The Porridges of Indonesia: Behind the Delicacies”	
April 25th, 2023	Flipbook Assignment: “The Porridges of Indonesia: Behind the Delicacies”	
April 26th, 2023	Flipbook Assignment: “The Porridges of Indonesia: Behind the Delicacies”	
April 27th, 2023	Flipbook Assignment: “The Porridges of Indonesia: Behind the Delicacies”	



## LOG BOOK REPORT

**NAME** : AMALIA LESTARI  
**STUDENT ID** : 2023708281  
**PLACEMENT** : PERPUSTAKAAN TENGKU ANIS UiTM MALAYSIA  
**WEEK** : 4

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
April 30th, 2023	<ul style="list-style-type: none"><li>- Meet and Greet session with the departments in Perpustakaan Perpustakaan Tengku Anis</li><li>- CSR presentation slides discussion</li><li>- Perpustakaan Tengku Anis tour</li><li>- Introduction to shelving</li></ul>	
May 1st, 2023	(Labor Day Holiday)	
May 2nd, 2023	<ul style="list-style-type: none"><li>- Shelving</li><li>- Meet and Greet session with Faculty of Information Management and supervisors</li><li>- Service Unit training, include:<ul style="list-style-type: none"><li>- Check out</li><li>- Late fee payment</li><li>- OPAC</li><li>- Service system comparison between Perpustakaan Tengku Anis and Universitas Airlangga Library</li></ul></li></ul>	

May 3th, 2023	<ul style="list-style-type: none"> <li>- Shelving</li> <li>- Service Unit training, include: <ul style="list-style-type: none"> <li>- Boolean logic practice</li> <li>- Exploring MyKM databases</li> <li>- Deep searching practice</li> <li>- Document results analysis in Scopus</li> </ul> </li> <li>- CSR program discussion</li> </ul>	
May 4th, 2023	(Wesak Day Holiday)	

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**STUDENT ID** : 2023708281  
**PLACEMENT** : PERPUSTAKAAN TENGKU ANIS UiTM MALAYSIA  
**WEEK** : 5

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
May 7th, 2023	<ul style="list-style-type: none"><li>- Shelving</li><li>- Reference Source Unit training, include:<ul style="list-style-type: none"><li>- Research data management</li><li>- Book acquisition process</li><li>- Magazine acquisition process</li><li>- Cataloging process</li></ul></li><li>- Preparation for CSR Program</li></ul>	
May 8th, 2023	Corporate Social Responsibility Program at Sekolah Menengah Kebangsaan Pangkal Meleret, include: <ul style="list-style-type: none"><li>- Presentation about Universitas Airlangga library, high school library in Indonesia, and elementary school library in Indonesia</li><li>- NILAM Program launching</li></ul>	
May 9th, 2023	<ul style="list-style-type: none"><li>- Shelving</li><li>- Perpustakaan Tengku Anis's Eid Al Fithr feast</li><li>- Service Unit training: Late fee payment via Bank</li></ul>	

May 10th, 2023	<ul style="list-style-type: none"> <li>- Shelving</li> <li>- Archive Unit training, include: <ul style="list-style-type: none"> <li>- Archiving process</li> <li>- Archive classification process</li> <li>- Archive system</li> </ul> </li> <li>- Student Affairs Unit's Eid Al Fithr Feast</li> <li>- Bookbinding practice</li> </ul>	
May 11th, 2023	<ul style="list-style-type: none"> <li>- Shelving</li> <li>- Bookbinding practice: Cover making and finishing</li> <li>- Interview with Corporate and Collaboration Unit for Library Information Network subject</li> </ul>	

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**STUDENT ID** : 2023708281  
**PLACEMENT** : PERPUSTAKAAN TENGKU ANIS UiTM MALAYSIA  
**WEEK** : 6

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
May 14th, 2023	<ul style="list-style-type: none"> <li>- Shelving</li> <li>- Faculty of Information Management's Eid Al Fithr feast</li> <li>- Interview with Perpustakaan Tengku Anis's Chief of Service Unit for Information and its Psychological Aspect subject</li> </ul>	
May 15th, 2023	<ul style="list-style-type: none"> <li>- Flight from Kota Bharu to Kuala Lumpur</li> <li>- Visiting UiTM Puncak Perdana</li> <li>- Visiting Tun Abdul Razak Library UiTM Puncak Perdana</li> <li>- Attending a talkshow as speaker for Integrated Record Community at UiTM Puncak Perdana</li> </ul>	

May 16th, 2023	Flight from Kuala Lumpur to Surabaya	
May 17th, 2023	GSISS (Glocal Symposium for Information and Social Sciences) article discussion: Topic brain-storming	
May 18th, 2023	GSISS (Glocal Symposium for Information and Social Sciences) article discussion: Determining title	

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**PLACEMENT** : PERPUSTAKAAN TENGKU ANIS UiTM MALAYSIA  
**WEEK** : 7

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
Mei 21th, 2023	GSISS (Glocal Symposium for Information and Social Sciences) article discussion: Abstract writing	

May 22th, 2023	<ul style="list-style-type: none"> <li>- Consulting the title of GSISS article to lecturer/internship supervisor at Universitas Airlangga</li> <li>- Divising tasks for GSISS article</li> <li>- Collecting references for GSISS article</li> </ul>	
May 23th, 2023	<ul style="list-style-type: none"> <li>- Consulting the title of GSISS article to lecturer/internship supervisor at Universitas Airlangga</li> <li>- Discussing introduction chapter of GSISS article</li> </ul>	
May 24th, 2023	<ul style="list-style-type: none"> <li>- Finishing introduction chapter of GSISS article</li> <li>- Interview with Perpustakaan Tengku Anis's Chief of Service Unit for Library Information Network subject (online via Google Meet)</li> </ul>	
May 25th, 2023	<ul style="list-style-type: none"> <li>- Collecting references for findings &amp; discussion chapter of GSISS article</li> <li>- GSISS article discussion with internship supervisor from Perpustakaan Tengku Anis (online via Webex)</li> </ul>	

### LOG BOOK REPORT

**NAME** : AMALIA LESTARI  
**STUDENT ID** : 2023708281  
**PLACEMENT** : PERPUSTAKAAN TENGKU ANIS UTM MALAYSIA  
**WEEK** : 8

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
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May 28th, 2023	Discussing findings chapter of GSISS article	
May 29th, 2023	Writing findings chapter of GSISS article	
May 30th, 2023	<ul style="list-style-type: none"> <li>- Discussing GSISS symposium and internship activities with supervisors from Perpustakaan Tengku Anis and Universitas Airlangga (online via Zoom)</li> <li>- Interview with students with disabilities for Information and Special Group subject</li> </ul>	
May 31th, 2023	Writing findings chapter of GSISS article	
June 1st, 2023	Doing Reference Source Unit Assignment: "Humanizing Library"	

### LOG BOOK REPORT

**NAME** : AMALIA LESTARI  
**STUDENT ID** : 2023708281  
**PLACEMENT** : PERPUSTAKAAN TENGKU ANIS UiTM MALAYSIA

**WEEK**

**: 9**

<b>DATE</b>	<b>EXACT NATURE OF WORK DONE</b>	<b>SUPERVISORS REMARKS</b>
June 4th, 2023	<ul style="list-style-type: none"><li>- Discussing discussion chapter of GSISS article</li><li>- Writing findings chapter of GSISS article</li></ul>	
June 5th, 2023	<ul style="list-style-type: none"><li>- Discussing discussion chapter of GSISS article</li><li>- Writing methodology chapter of GSISS article</li></ul>	
June 6th, 2023	<ul style="list-style-type: none"><li>- Preparation to head back to Perpustakaan Tengku Anis for offline training</li><li>- Translating GSISS article from Indonesian to English</li></ul>	
June 7th, 2023	<ul style="list-style-type: none"><li>- Riding train from Surabaya to Yogyakarta International Airport</li><li>- Finishing methodology chapter of GSISS article</li></ul>	
June 8th, 2023	Flight from Yogyakarta to Kuala Lumpur to Kota Bharu	

## LOG BOOK REPORT

**NAME** : AMALIA LESTARI  
**STUDENT ID** : 2023708281  
**PLACEMENT** : PERPUSTAKAAN TENGKU ANIS UiTM MALAYSIA  
**WEEK** : 10

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
June 11th, 2023	<ul style="list-style-type: none"><li>- Shelving</li><li>- Submitting GSISS article</li><li>- Meeting for CSR program at Rumah Yatim Lil Banat</li></ul>	
June 12th, 2023	<ul style="list-style-type: none"><li>- Shelving</li><li>- Discussing second GSISS article</li><li>- Discussing CSR program at Rumah Yatim Lil Banat (online via Google Meet)</li><li>- Discussion with Service Unit regarding class activities</li></ul>	
June 13th, 2023	<ul style="list-style-type: none"><li>- Shelving</li><li>- Archive Unit training, include:<ul style="list-style-type: none"><li>- Archive file cleaning process</li><li>- Archive data input process</li><li>- Archive file scanning process</li></ul></li></ul>	
June 14th, 2023	Visiting Kelantan Public Library and Perpustakaan Tengku Anis Kota Bharu	

June 15th, 2023	<ul style="list-style-type: none"> <li>- Shelving</li> <li>- Corporate and Administration Unit training, include: <ul style="list-style-type: none"> <li>- Input institutional repository</li> <li>- Determining subject for repository files</li> </ul> </li> </ul>	
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### LOG BOOK REPORT

**NAME** : AMALIA LESTARI  
**STUDENT ID** : 2023708281  
**PLACEMENT** : PERPUSTAKAAN TENGKU ANIS UiTM MALAYSIA  
**WEEK** : 11

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
June 18th, 2023	<ul style="list-style-type: none"> <li>- Shelving</li> <li>- Reference Source Unit training, include: <ul style="list-style-type: none"> <li>- RDA input process</li> <li>- Putting RFID to books</li> <li>- Attaching call number to book spine</li> <li>- Attaching barcode to books</li> </ul> </li> </ul>	
June 19th, 2023	<ul style="list-style-type: none"> <li>- Shelving</li> <li>- Digital Library Unit: Institutional repository input</li> <li>- Preparing GSISS symposium</li> </ul>	
June 20th, 2023	Attending GSISS Symposium as participant	

June 21th, 2023	<ul style="list-style-type: none"> <li>- Presenting the article at GSISS symposium</li> <li>- Attending the closing ceremony of GSISS symposium</li> </ul>	
June 22th, 2023	<ul style="list-style-type: none"> <li>- Shelving</li> <li>- Attending webinar “Navigating Research in the Digital Era: Tips, Tricks, and Tools from Conceptualization to Writing” by Filmor J. Morillo</li> <li>- Reviewing book using TikTok: Review of <i>Macbeth</i> by William Shakespeare</li> </ul>	

### LOG BOOK REPORT

**NAME** : AMALIA LESTARI  
**STUDENT ID** : 2023708281  
**PLACEMENT** : PERPUSTAKAAN TENGKU ANIS UiTM MALAYSIA  
**WEEK** : 12

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
June 25th, 2023	Attending internship program closing event at Perpustakaan Tengku Anis	
June 26th, 2023	Flight from Kota Bharu to Kuala Lumpur	

June 27th, 2023	Flight from Kuala Lumpur to Surabaya	
June 28th, 2023	Report writing	
June 29th, 2023	Report writing	

### LOG BOOK REPORT

**NAME** : AMALIA LESTARI  
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**PLACEMENT** : PERPUSTAKAAN TENGKU ANIS UiTM MALAYSIA  
**WEEK** : 13

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
July 2th, 2023	Report writing	



July 3th, 2023	Report writing	
July 4th, 2023	Report writing	
July 5th, 2023	Report writing	
July 6th, 2023	Report writing	

### LOG BOOK REPORT

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**PLACEMENT** : PERPUSTAKAAN TENGKU ANIS UTM MALAYSIA  
**WEEK** : 14

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
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July 9th, 2023	Report writing	
July 10th, 2023	Report writing	
July 11th, 2023	Report writing	
July 12th, 2023	Report writing	
July 13th, 2023	Report writing	

### LOG BOOK REPORT

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**STUDENT ID** : 2023708281  
**PLACEMENT** : PERPUSTAKAAN TENGKU ANIS UiTM MALAYSIA

**WEEK : 15**

<b>DATE</b>	<b>EXACT NATURE OF WORK DONE</b>	<b>SUPERVISORS REMARKS</b>
July 16th, 2023	Report writing	
July 17th, 2023	Report writing	
July 18th, 2023	Report writing	
July 19th, 2023	Report writing	
July 20th, 2023	Report writing	

**LOG BOOK REPORT**

**NAME** : AMALIA LESTARI  
**STUDENT ID** : 2023708281  
**PLACEMENT** : PERPUSTAKAAN TENGKU ANIS UiTM MALAYSIA  
**WEEK** : 16

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
July 23th, 2023	Report writing	
July 24th, 2023	Report writing	
July 25th, 2023	Report writing	
July 26th, 2023	<ul style="list-style-type: none"> <li>- Report writing</li> <li>- Report progress meeting with Madam Norfitriah Bt Mat Seman via Webex</li> </ul>	

July 27th, 2023	<ul style="list-style-type: none"> <li>- Report writing</li> <li>- Design Interior in Information Center</li> <li>- Information and Special group presentation</li> </ul>	
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**NAME** : AMALIA LESTARI  
**STUDENT ID** : 2023708281  
**PLACEMENT** : PERPUSTAKAAN TENGKU ANIS UiTM MALAYSIA  
**WEEK** : 17

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
July 30th, 2023	Report writing	
July 31th, 2023	Submitting report	