



اَبُو سَيِّدِي تَكْوَلُو كِي مَارَا  
UNIVERSITI  
TEKNOLOGI  
MARA

UNIVERSITI TEKNOLOGI MARA  
FACULTY OF INFORMATION MANAGEMENT

INDUSTRIAL TRAINING REPORT :  
PERPUSTAKAAN TENGKU ANIS  
UiTM CAWANGAN KELANTAN KAMPUS MACHANG 18500  
MACHANG, KELANTAN DARUL NAIM, MALAYSIA

SPECIAL PROJECT:  
CSR VITAMIN ILMU SMK PANGKAL MELERET  
CSR JALINAN KASIH BERSAMA ANAK YATIM  
GLOCAL SYMPOSIUM ON INFORMATION AND SOCIAL  
SCIENCE 2023 : CHALLENGE AND OPPORTUNITIES

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09 APRIL – 31 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**

**09 APRIL – 31 JULY 2023**

## DECLARATION

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Date of submission: July 31<sup>st</sup>, 2023

## **ABSTRACT**

Internship is a course that students must do in the form of practice to apply the knowledge that has been obtained during college. By doing an internship, students can find out how far they understand the knowledge they get. In this report, students report the results of an internship that has been carried out for four months at the Tengku Anis Library, UiTM Cawangan Kelantan Machang Campus. In their internship practice, students have learned in all units in the library. In addition to conducting internship activities within the library, students also participated in external activities organized by Tengku Anis Library, UiTM Cawangan Kelantan Machang Campus.

***Keywords:*** *Internship, PTA Machang Campus.*



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## TABLE OF CONTENT

LIST OF TABLES .....	i
LIST OF FIGURES .....	ii
CHAPTER 1: INTRODUCTION .....	1
1.1 Background of Organization.....	2
1.1.1 History .....	2
1.1.2 Location .....	3
1.1.3 Operational Hours.....	3
1.1.4 Vision, Mision, Philosophy and Objective .....	4
1.1.5 Client Charter.....	5
1.1.6 Services and Facilities .....	5
1.1.6.1 Physical Services and Facilities .....	5
1.1.6.2 Digital Services and Facilities.....	13
1.1.7 Collection.....	15
1.1.7.1 Physical Collection.....	15
1.1.7.2 Digital Collection .....	15
1.2 Organization Structure .....	16
CHAPTER 2: ORGANIZATIONAL INFORMATION .....	17
2.1 Department Structure .....	17
2.1.1 Library Management Division.....	17
2.1.1.1 Basic and & Strategic Planning and Organization Administration Unit	17
2.1.1.2 Corporate and Collaboration Unit .....	17
2.1.2 University Resources Division .....	18
2.1.2.1 Printed Resources Unit.....	18
2.1.2.2 Electronic Resources Unit .....	18
2.1.3 Library Services Division .....	18
2.1.3.1 Research Support Unit.....	18
2.1.3.2 User Services Unit.....	19
2.1.4 Digital Library Division.....	19
2.1.4.1 Digital Learning Unit .....	19
2.1.4.2 Repository System Unit .....	19
2.1.5 Branch Archive Division .....	20
2.1.5.1 Record Management Unit .....	20

2.1.5.2 Archive Management Unit (Presevation).....	20
2.2 Department Function .....	20
2.2.1 Library Management Division.....	20
2.2.2 University Resources Division .....	22
2.2.3 Library Services Division .....	22
2.2.4 Digital Library Division.....	23
2.2.5 PTA Branch Archive Division.....	24
CHAPTER 3: INDUSTRIAL TRAINING ACTIVITIES.....	25
3.1 Training Activities .....	25
3.1.1 All Units.....	25
3.1.1.1 Introduction to PTA.....	25
3.1.1.2 Books Shelving.....	31
3.1.2 Each Units.....	38
3.1.2.1 Library Management Division .....	38
3.1.2.2 University Resources Division.....	45
3.1.2.3 Library Services Division.....	56
3.1.2.4 Digital Library Division .....	61
3.1.2.5 Branch Archive Division.....	67
3.1.3 Tasks .....	85
3.1.3.1 Flipbook: Unique Culture in Indonesia.....	85
3.1.3.2 Flipbook: Humanizing Technology.....	88
3.1.3.3 Book Review Challenge.....	90
3.1.4 Others.....	92
3.1.4.1 Meet and Greet with Faculty .....	92
3.1.4.2 Interview for Course Report.....	93
3.1.4.3 Visit to PPAK and PTA KKB .....	97
3.1.4.4 Sharing Session about Academic Writing.....	99
3.2 Special Project .....	100
3.2.1 CSR Programme: Vitamin Ilmu Bersama PTA.....	100
3.2.2 CSR Programme: Jalinan Kasih Bersama Anak Yatim Lilbanat Darulnaim .....	104
3.2.3 Glocal Symposium on Information and Social Sciences (GSISS) 2023 .....	107
CHAPTER 4: CONCLUSION .....	111
4.1 Application of Knowledge, Skills and Experience.....	111
4.2 Personal Thoughts and Opinion.....	111

4.3 Lesson Learnt.....	111
4.4 Limitations and Recommendations.....	111
REFERENCES .....	112

## LIST OF TABLES

Table 1 Operating Hours of PTA Machang Campus (1) .....	3
Table 2 Operating Hours of PTA Machang Campus (2) .....	3
Table 3 Cutter Table .....	36

## LIST OF FIGURES

Figure 1 Main entrance of PTA Machang Campus .....	2
Figure 2 Location of PTA Machang Campus .....	3
Figure 3 Locker of PTA Machang Campus .....	5
Figure 4 Security gate of PTA Machang Campus .....	6
Figure 5 Circulation Counter at 1st floor .....	6
Figure 6 Circulation counter at 2nd floor .....	7
Figure 7 Discussion room .....	7
Figure 8 Reading bookshelf .....	8
Figure 9 Reading room at 1st floor .....	8
Figure 10 Reading room at 2nd floor .....	9
Figure 11 Library Community Engagement .....	9
Figure 12 Seminar room .....	10
Figure 13 IT room .....	11
Figure 14 IT zone .....	11
Figure 15 Carrels .....	12
Figure 16 Meeting room .....	12
Figure 17 Prayer room .....	13
Figure 18 OPAC computer .....	13
Figure 19 Chat with Librarian .....	14
Figure 20 MyKM .....	15
Figure 21 Organization structure .....	16
Figure 22 Department structure of Basic & Strategic Planning and Organization Administration Unit .....	17
Figure 23 Department structure of Corporate and Collaboration Unit .....	17
Figure 24 Department structure of Printed Resources Unit .....	18
Figure 25 Department structure of Electronic Resources Unit .....	18
Figure 26 Department structure of Research Support Unit .....	18
Figure 27 Department structure of User Services Unit .....	19
Figure 28 Department structure of Digital Learning Unit .....	19
Figure 29 Department structure of Repository System Unit .....	19
Figure 30 Department Structure of Record Management Unit .....	20
Figure 31 Department Structure of Archive Management Unit (Preservation) .....	20

Figure 32 Online introduction to PTA Machang Campus .....	25
Figure 33 Face-to-face introduction to PTA Machang Campus .....	28
Figure 34 Mini library tour at PTA Machang Campus.....	28
Figure 35 Learn to shelving the books.....	31
Figure 36 Shelving in Session 1 .....	32
Figure 37 Shelving in Session 2 .....	32
Figure 38 Books on the general reading shelf .....	33
Figure 39 Information board on the bookshelf .....	37
Figure 40 Basic & Strategic Planning and Organizational Administration Unit.....	38
Figure 41 Corporate and Collaboration Unit .....	41
Figure 42 Workflow of Virtual Exhibition .....	42
Figure 43 University Resources Unit.....	45
Figure 44 Practice of entering magazines into WILS (1) .....	48
Figure 45 Flowchart of journal/magazine process.....	49
Figure 46 Practice of entering magazines into WILS (2) .....	50
Figure 47 Practice of entering magazines into WILS (3) .....	50
Figure 48 Practice of entering magazines into WILS (4) .....	51
Figure 49 Practice of entering magazines into WILS (5) .....	51
Figure 50 Practice of entering magazines into WILS (6) .....	52
Figure 51 Practice of entering magazines into WILS (7) .....	52
Figure 52 Practice of entering magazines into WILS (8) .....	53
Figure 53 Practice of entering magazines into WILS (9) .....	53
Figure 54 Flowchart of make RDA for books .....	54
Figure 55 Flowchart of book barcode printing .....	55
Figure 56 Check out, check in, and fine payment the books with WILS .....	56
Figure 57 Flowchart of borrowing books .....	58
Figure 58 Flowchart of returning books .....	58
Figure 59 Practice of information searching at IT room.....	59
Figure 60 Subject input process in the Institutional Repository (1) .....	61
Figure 61 Flowchart of Entering Subjects in the Institutional Repository .....	63
Figure 62 Entering subjects in the Institutional Repository (1).....	63
Figure 63 Entering subjects in the Institutional Repository (2).....	64
Figure 64 Entering subjects in the Institutional Repository (3).....	64
Figure 65 Entering subjects in the Institutional Repository (4).....	65

Figure 66 Entering subjects in the Institutional Repository (5).....	65
Figure 67 Entering subjects in the Institutional Repository (6).....	66
Figure 68 Entering subjects in the Institutional Repository (7).....	66
Figure 69 Example of UiTM Machang’s archive .....	68
Figure 70 15 University Important Records .....	68
Figure 71 Binding the book (1).....	69
Figure 72 Flowchart of Book Binding .....	70
Figure 73 Binding the book (2).....	71
Figure 74 Flowchart of Archive Digitization.....	72
Figure 75 Archive digitization (1) .....	73
Figure 76 Archive digitization (2) .....	73
Figure 77 Archive digitization (3) .....	74
Figure 78 Archive digitization (4) .....	74
Figure 79 Archive digitization (5) .....	75
Figure 80 Archive digitization (6) .....	75
Figure 81 Cleaning the archives .....	76
Figure 82 Scanning the archives .....	77
Figure 83 Archive digitization (7) .....	78
Figure 84 Archive digitization (8) .....	78
Figure 85 Archive digitization (9) .....	79
Figure 86 Archive digitization (10) .....	79
Figure 87 Archive digitization (11) .....	80
Figure 88 Archive digitization (12) .....	80
Figure 89 Flowchart of archive search at OFA.....	81
Figure 90 Finding archives in OFA (1).....	81
Figure 91 Finding archives in OFA (2).....	82
Figure 92 Finding archives in OFA (3).....	82
Figure 93 Finding archives in OFA (4).....	83
Figure 94 Finding archives in OFA (5).....	83
Figure 95 Finding archives in OFA (6).....	84
Figure 96 Ritual Ma’nene (1) .....	85
Figure 97 Ritual Ma’nene (2) .....	87
Figure 98 Ritual Ma’nene (3) .....	88
Figure 99 Humanizing technology (1).....	88



Figure 100 Humanizing technology (2).....	90
Figure 101 Book review challenge .....	90
Figure 102 Meet and greet with faculty .....	91
Figure 103 Interview for PTA’s Strategic Planning .....	92
Figure 104 Library Information Networking Course Interview .....	95
Figure 105 Information and Special Groups Course Interview .....	96
Figure 106 Book Publishing and Distribution Course Interview.....	97
Figure 107 Visit to PPAK.....	98
Figure 108 Visit to PTA KKB .....	98
Figure 109 Sharing session about academic writing.....	99
Figure 110 Presentation material of CSR Program with SMK Pangkal Meleret .....	101
Figure 111 CSR Programme with SMK Pangkal Meleret.....	102
Figure 112 Discussion about CSR Programme in Lilbanat Darulnaim Orphanage .....	104
Figure 113 CSR Programme Jalinan Kasih Bersama Anak-anak Yatim.....	105
Figure 114 Presentation material for GSISS.....	107
Figure 115 First day of GSISS 2023 .....	109

## **CHAPTER 1**

### **INTRODUCTION**

In today's era, education plays an important role in the formation of personality. Education in colleges and universities is still limited to providing theory and small-scale practice with limited intensity. To understand and solve any problems that arise, training is needed in the work environment to support the skills and abilities that a person has, so students need to carry out training activities directly at institutions related to the education plan they are following. This is because to be able to work directly in the community, it is not only necessary to obtain a satisfactory value education, but also to have skills and experience in order to better determine the field of work based on the professional knowledge possessed.

One option that can be taken is an internship or industrial training. Internship is an academic activity carried out by students by directly engaging in real work in institutions or agencies related to the education of students. The form of participation in the activity is real work, namely following all employee activities at the internship site. By doing an internship, students can develop skills, be able to work, and increase knowledge that allows them to understand, understand, and master what to do and why to do it (Sugiarti, 2021). Internship activities can be carried out in government and private agencies that have competencies that are in accordance with the outcomes of scientific graduates taken by students. One of the institutions that is in accordance with Information and Library science is the Perpustakaan Tengku Anis, Universiti Teknologi MARA.

## 1.1 Background of Organization



*Figure 1 Main entrance of PTA Machang Campus*

Tengku Anis Library, Universiti Teknologi MARA (UiTM) Kelantan Branch, Machang Campus or commonly referred to as Perpustakaan Tengku Anis (PTA) is one of the branch libraries of Universiti Teknologi MARA located in Negeri Kelantan, precisely at UiTM Kelantan Branch Machang Campus. The library consists of two floors that contain facilities and services that are ready to be utilized by the users. The PTA plays a major role in UiTM Machang Campus, where the library is located, by providing quality library materials and services that are up to date with the times and technology in order to support all programs implemented by the academic community of UiTM Machang Campus, including teaching and learning, community service, and scientific development.

### 1.1.1 History

PTA was established in 1985 under the name Perpustakaan UiTM Kelantan. The library was initially located at the temporary campus at Kem Kijang. Then in 1996 it moved and settled at the current UiTM Kelantan Branch in Bukit Ilmu. A few years later, on July 15, 2008, the library was inaugurated by His Majesty the Sultan of Kelantan and renamed as Perpustakaan Tengku Anis, after the former King of Kelantan, Tengku Anis Ibn al-Marhum Tengku Abdul Hamid.

### 1.1.2 Location

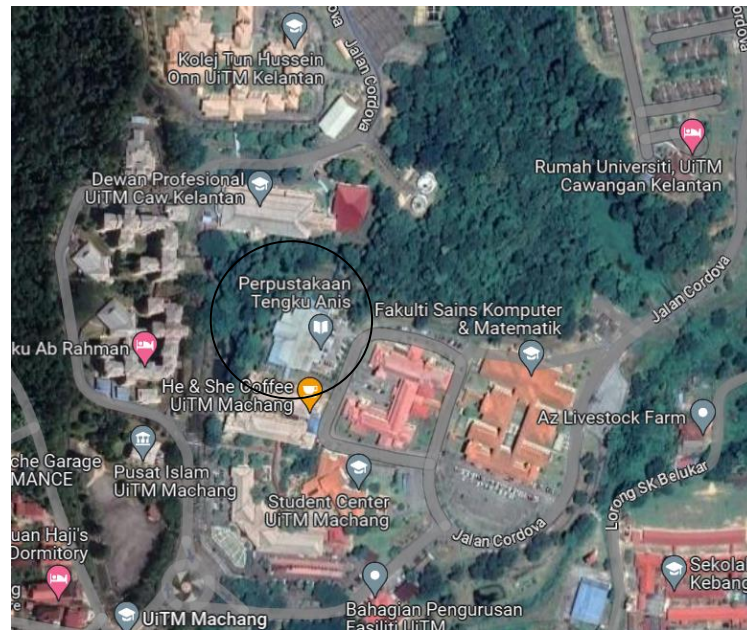


Figure 2 Location of PTA Machang Campus

The official address of PTA Machang Campus is Perpustakaan Tengku Anis, Kampus Machang, UiTM Cawangan Kelantan, 18500 Machang, Kelantan Darul Naim, Malaysia. But more specifically, within UiTM Machang Campus, the PTA Machang Campus is located behind the Faculty of Computer & Mathematical Sciences.

### 1.1.3 Operational Hours

PTA Machang Campus is open for users from Sunday to Thursday with the following specific schedule:

Days	Opening Hours
Sunday - Wednesday	08.30 AM – 04.45 PM
Thursday	08.30 AM – 03.15 PM
Friday, Saturday and national holiday	Close

Table 1 Operation hours of PTA Machang Campus (1)

During the semester exam period, PTA Machang Campus is open with additional days and hours with the following specific schedule:

Days	Opening Hours
Sunday - Wednesday	08.30 AM – 10.30 PM
Thursday	08.30 AM – 06.15 PM
Saturday	08.30 AM – 04.45 PM
Friday and national holiday	Close

Table 2 Operation hours of PTA Machang Campus (2)

#### **1.1.4 Vision, Mission, Philosophy and Objectives**

UiTM libraries have the following vision, mission, philosophy and objectives:

**Vision** : To establish UiTM as a Globally Renowned 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 a professional graduates capable to develop science, self, society and the nation.

**Objectives** :

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

### 1.1.5 Client Charter

PTA Machang Campus has a Client Charter that serves as a guideline for PTA Machang Campus to maintain user satisfaction, contained in six points as follows:

1. #ChatWithLibrarian service feedback is no longer than 7 minutes
2. Ensure that (successful) interlibrary loan materials are granted within two weeks from the date of request
3. Ensure that complaints and feedback are responded to within 1 working day
4. Ensure referral requests to university archive materials are made available within three working days
5. Ensure the UiTM Digital Library portal can be accessed 24 hours by users
6. Ensure that the approval status of new material procurement proposals (printed books/printed journals/e-books/PDAT/e-journals) is notified to the proposer within seven working days

### 1.1.6 Services and Facilities

PTA Machang Campus provides facilities and services to serve and facilitate the activities of the users in the library, namely:

#### 1.1.6.1 Physical Services and Facilities

##### 1. Locker



*Figure 3 Locker of PTA Machang Campus*

A locker is a cupboard that has rooms with dividers that are evenly distributed amongst each other. PTA Machang Campus has lockers that serve as a place for users to store their belongings, such as bags, jackets, and so on.



## 2. Security gate



*Figure 4 Security gate of PTA Machang Campus*

Security gate is a place or room security gate that functions to detect goods leaving and entering the building. PTA Machang Campus has a security gate that functions to detect RFID-tagged books that enter and exit the library. Books that leave the library without going through the scanning process at the circulation desk when passing through the security gate will make the security gate sound because it indicates that there is an act of taking library materials without permission from PTA Machang Campus.

## 3. Counter



*Figure 5 Circulation Counter at 1<sup>st</sup> floor*

The circulation counter is a table that is usually located at the front of the library and serves as a place to borrow and return library materials. At PTA Machang Campus, the circulation counter is located right after the entrance, functioning as a place for borrowing, returning, extending loans, and other transactions with library users related to library materials.



*Figure 6 Circulation counter at 2<sup>nd</sup> floor*

The second circulation counter is located on the second floor of PTA Machang Campus. The library materials that are loaned to the users include theses, newspapers, magazines, seminar papers, and so on.

#### **4. Discussion Room**



*Figure 7 Discussion room*

The discussion room is a small room on the first floor containing six chairs and one white board. As the name implies, the Discussion Room is used by librarians to conduct discussions, with the provision that the discussion participants are no more than six people.



## 5. Reading Bookshelves



*Figure 8 Reading bookshelf*

The reading bookshelf as the name implies is a shelf that serves as a storage place for PTA Machang Campus books that can be borrowed, either read on the spot or taken home by the library users.

## 6. General reading room



*Figure 9 Reading room at 1<sup>st</sup> floor*



*Figure 10 Reading room at 2<sup>nd</sup> floor*

The reading room is a place for the users to sit and read the books that they take from the bookshelves. In addition, the public reading room is also used by users to do assignments or discuss with their colleagues. There are two public reading rooms at PTA Machang Campus, one on the first floor where the benches surround the bookshelves and the other on the second floor where the benches are located opposite the bookshelves.

### **7. *Library Community Engagement***



*Figure 11 Library Community Engagement*

Community engagement is the process of working collaboratively with community members, be it library users, communities, universities, students, or partner organizations to address issues for the betterment of society

(American Library Association, 2018). The LCE space available at PTA Machang Campus serves as a place for librarians to do activities with or involving external parties of PTA Machang Campus, such as the Program World #QuranHour and Forum Santapan Jiwa & Iqra'.

## 8. Seminar Room



*Figure 12 Seminar room*

The Seminar Room is located on the first floor of PTA Machang Campus, precisely in front of the Library Community Engagement. This seminar room contains 40 chairs that function as a place for meeting activities such as seminars, sharing sessions, or discussions conducted by librarians or users.

## 9. IT Room



*Figure 13 IT room*

The IT Room is located on the first floor, just to the right of the Seminar Room. This room contains 28 computers that can be used for library programs that use computers, for example training on the use of Canva, Information Literacy Class, and so on.

## 10. IT Zone



*Figure 14 IT zone*

The internet zone is located on the first floor, on the right side of the IT booth. In this zone, there are 40 computers that can be used by users who need computers and internet access for activities in the library, such as doing assignments.



## ***11. Carrel***



*Figure 15 Carrels*

Carrels are benches that are partitioned off from each other and can be used individually. The carrels at PTA Machang Campus are located on the first and second floors and are attached to the wall. The total number of carrels at PTA Machang Campus is 85 carrels.

## **12. Meeting Room**



*Figure 16 Meeting room*

The meeting room is located on the second floor, a room containing a large table surrounded by several chairs. This room serves as a meeting place for librarians, such as the annual librarian meeting.

### 13. Praying Room



*Figure 17 Prayer room*

The prayer room is located on the second floor of PTA Machang Campus. As the name implies, this room is used for librarians and library users to worship. The prayer room is closed to maintain the privacy of people who are praying, especially women. The prayer room is divided into two, one for men and one for women.

#### 1.1.6.2 Digital Services and Facilities

##### 1. OPAC

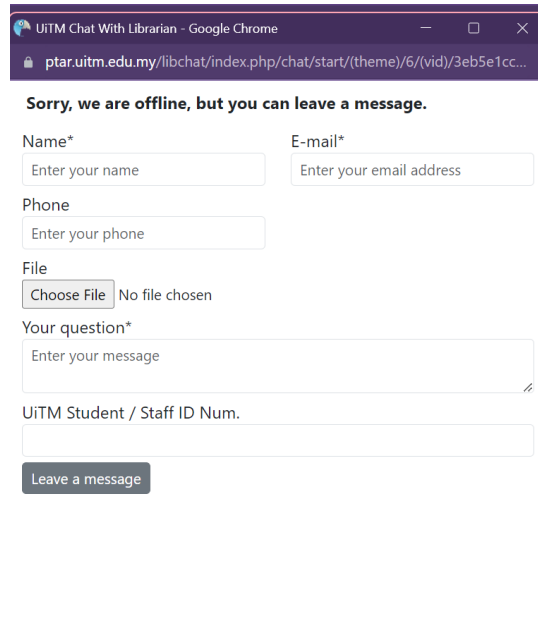


*Figure 18 OPAC computer*

PTA Machang Campus has 16 computers that function to help users search for collections of library materials through OPAC. UiTM OPAC contains a list of library collections that include titles, call numbers, locations, and other

things that help users find library materials without the need to comb the bookshelves one by one. By using OPAC, users can search for the library material they need, then remember the call number of the library material, then go directly to the bookshelf where the relevant library material is stored.

## 2. Chat with Librarian



The screenshot shows a web browser window titled "UiTM Chat With Librarian - Google Chrome". The address bar displays the URL "ptar.uitm.edu.my/libchat/index.php/chat/start/(theme)/6/(vid)/3eb5e1cc...". The main content area features a message form with the following elements:

- A message: "Sorry, we are offline, but you can leave a message."
- Form fields for "Name\*" (with placeholder "Enter your name") and "E-mail\*" (with placeholder "Enter your email address").
- A "Phone" field with placeholder "Enter your phone".
- A "File" section with a "Choose File" button and the text "No file chosen".
- A "Your question\*" text area with placeholder "Enter your message".
- A "UiTM Student / Staff ID Num." text input field.
- A "Leave a message" button at the bottom.

*Figure 19 Chat with Librarian*

UiTM Chat With Librarian is a digital service provided by UiTM Library for users who have problems using campus services. Patrons can submit complaints whenever they want to.

### 3. MYKM

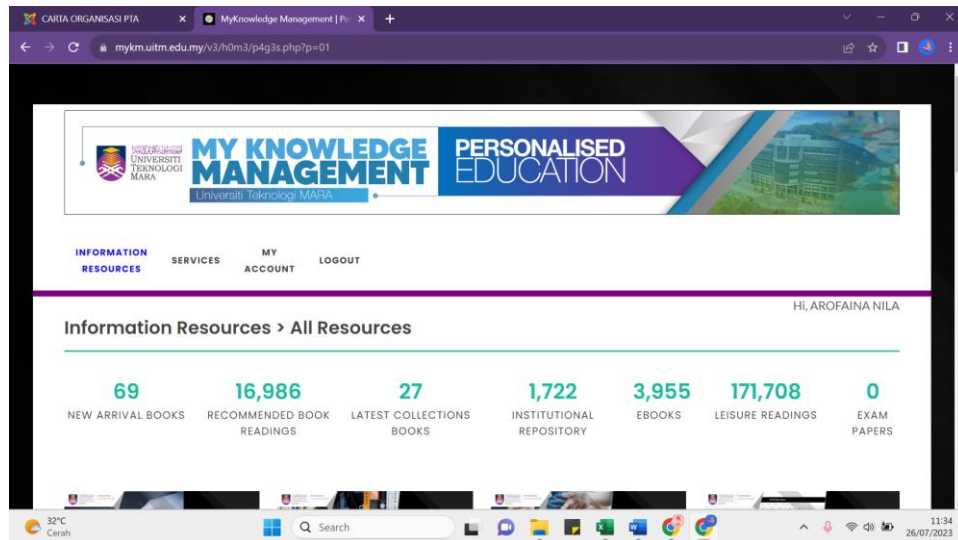


Figure 20 MyKM

MyKM is a digital service that contains information resources belonging to the UiTM Library for the UiTM academic community. It contains online database, E-Book, Exam Paper, OPAC, Institutional Repository, Open Access Discovery, OFA, Article Indexing Repository, Digital Map Collection, Khazanah Melayu, Local Content, 2023 Book Collection, and Minda NC.

#### 1.1.7 Collection

##### 1.1.7.1 Physical Collection

PTA Machang Campus has a collection of library materials in physical form, including academic books, non-academic books, magazines, newspapers, theses, and so on.

##### 1.1.7.2 Digital Collection

PTA Machang Campus has a collection of library materials in digital form available in MyKM, namely online database, E-Book, Exam Paper, OPAC, Institutional Repository, Open Access Discovery, OFA, Article Indexing Repository, Digital Map Collection, Khazanah Melayu, Local Content, 2023 Book Collection, and Minda NC.



## 1.2 Organization Structure

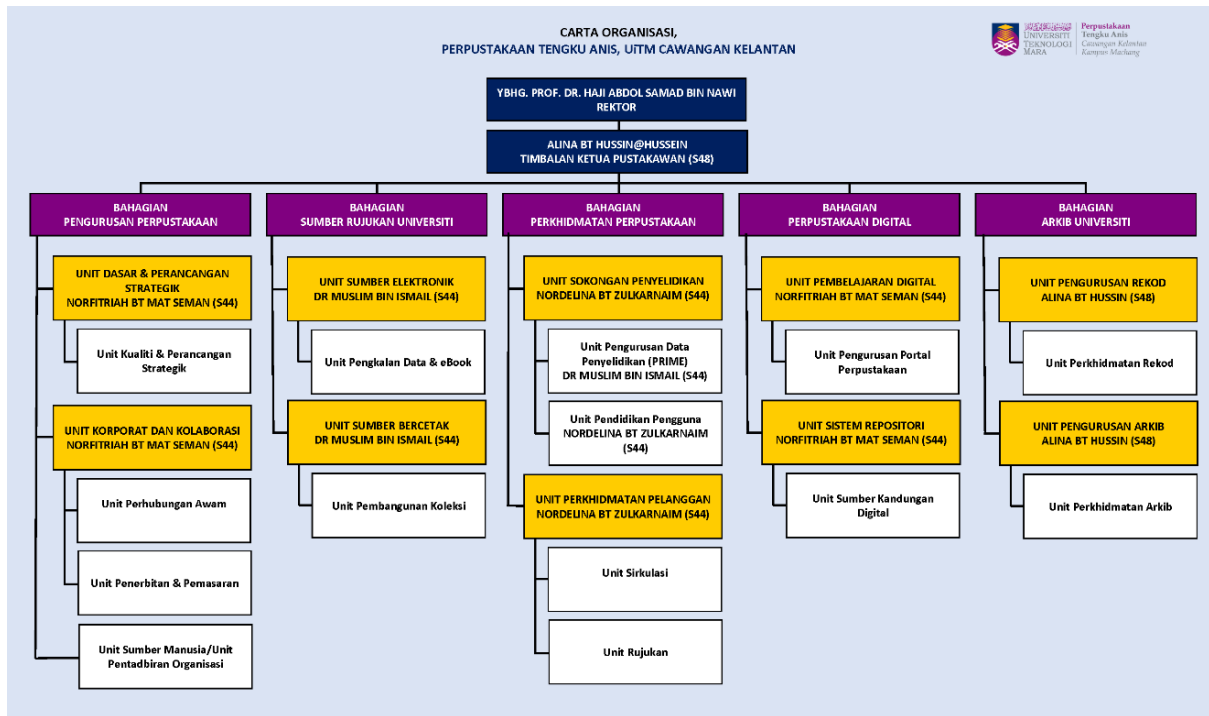


Figure 21 Organization structure

In accordance with Figure 1.2 above, it can be explained that PTA Machang Campus has an organizational structure with the following details:

### A. Library Management Division

1. Basic & Strategic Planning and Organizational Administration Unit
2. Corporate and Collaboration Unit

### B. University Resources Division

1. Electronic Resources Unit
2. Printed Resources Unit

### C. Library Services Division

1. Research Support Unit
2. Library Service Unit

### D. Digital Library Division

1. Digital Learning Unit
2. Repository System Unit

### E. University Archives Division

1. Record Management Unit
2. Archive Management Unit (Conservation)

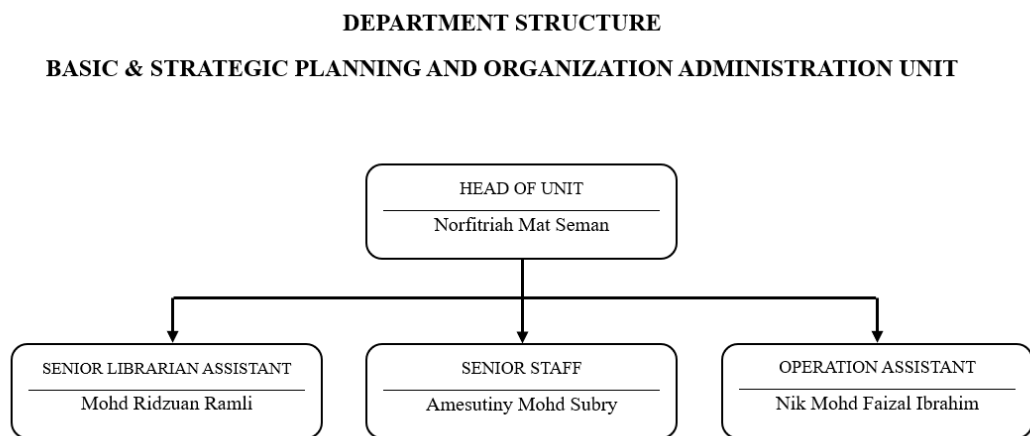
## CHAPTER 2 ORGANIZATION STRUCTURE

### 2.1 Departement Structure

As shown in Figure 1.2 on the Organizational Structure of PTA Machang Campus, the management of this library consists of five departments with each department consisting of two units. The organizational structure of each unit is shown in the figures below.

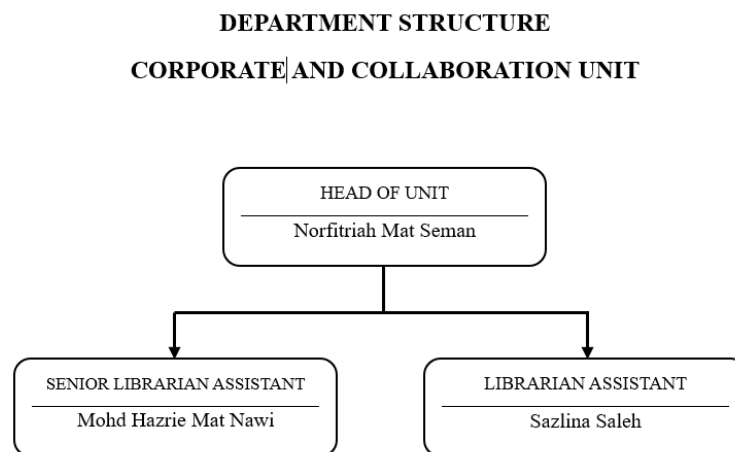
#### 2.1.1 Library Management Division

##### 2.1.1.1 Basic & Strategic Planning and Organization Administration Unit



*Figure 22 Department structure of Basic & Strategic Planning and Organization Administration Unit*

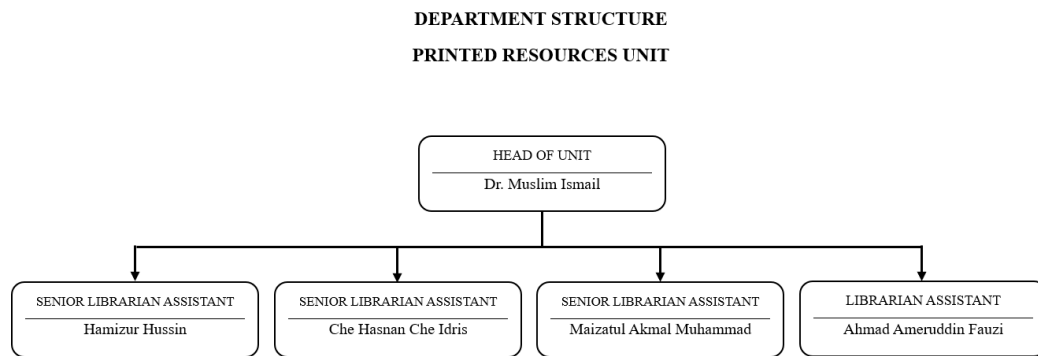
##### 2.1.1.2 Corporate and Collaboration Unit



*Figure 23 Department structure of Corporate and Collaboration Unit*

## 2.1.2 University Resources Division

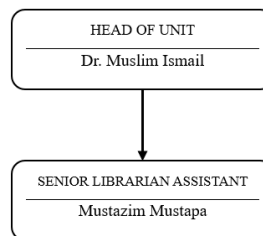
### 2.1.2.1 Printed Resources Unit



*Figure 24 Department structure of Printed Resources Unit*

### 2.1.2.2 Electronic Resources Unit

**DEPARTMENT STRUCTURE  
ELECTRONIC RESOURCES UNIT**

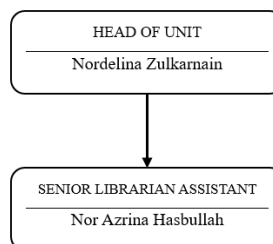


*Figure 25 Department structure of Electronic Resources Unit*

## 2.1.3 Library Services Division

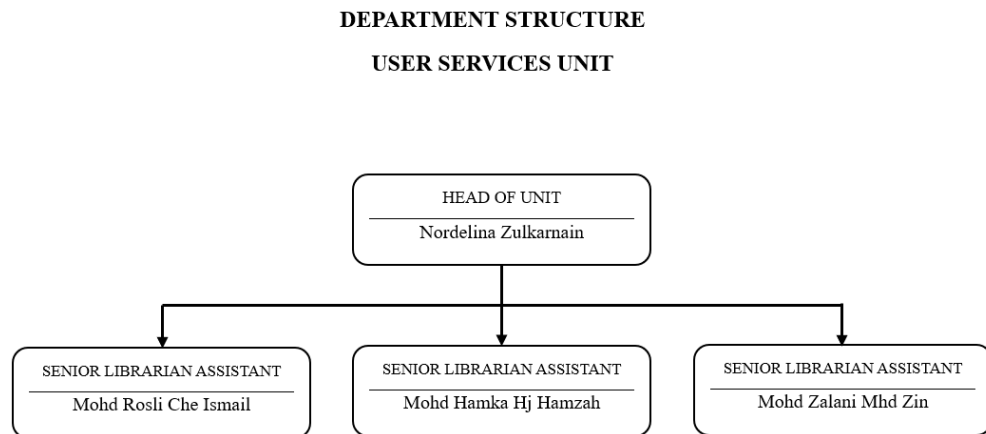
### 2.1.3.1 Research Support Unit

**DEPARTMENT STRUCTURE  
RESEARCH SUPPORT UNIT**



*Figure 26 Department structure of Research Support Unit*

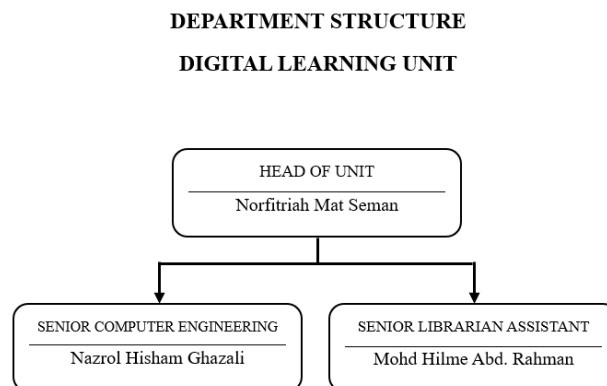
### 2.1.3.2 User Services Unit



*Figure 27 Department structure of User Services Unit*

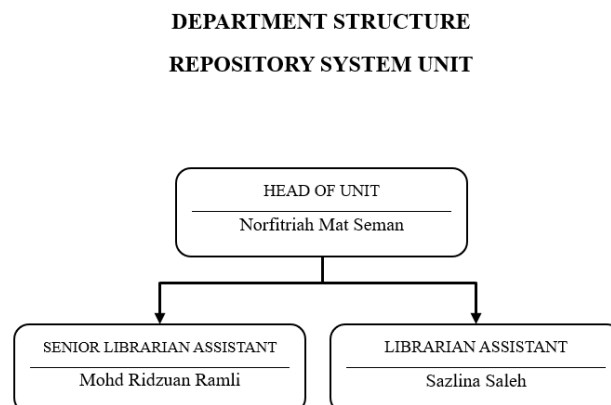
### 2.1.4 Digital Library Division

#### 2.1.4.1 Digital Learning Unit



*Figure 28 Department structure of Digital Learning Unit*

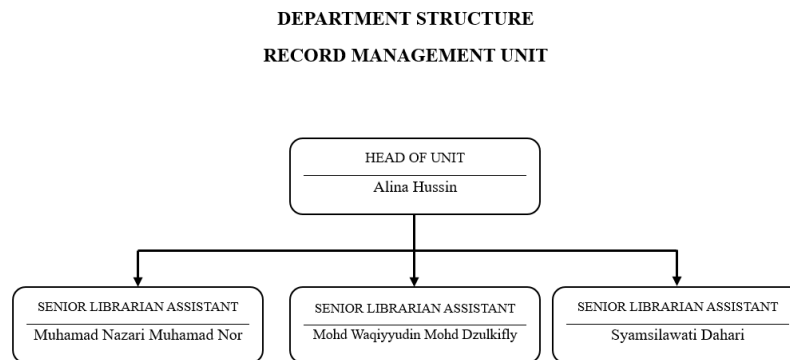
#### 2.1.4.2 Repository System Unit



*Figure 29 Department structure of Repository System Unit*

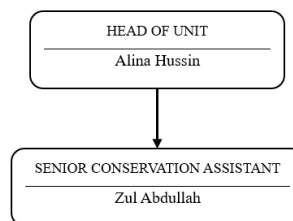
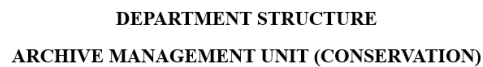
## 2.1.5 Branch Archive Unit

### 2.1.5.1 Record Management Unit



*Figure 30 Department Structure of Record Management Unit*

### 2.1.5.2 Archive Management Unit (Conservation)



*Figure 31 Department Structure of Archive Management Unit (Preservation)*

## 2.2 Departemen Function

Each division has a function to perform with the following details:

### 2.2.1 Library Management Division

#### 2.2.1.1 Basic & Strategic Planning and Organizational Administration Unit

The Basic & Strategic Planning and Organizational Administration Unit of PTA Machang Campus has functions with the following details:

##### A. Human Resources

1. Manage self-report, exchange, placement, promotion and persaraan of library staff.
2. Maintaining staff service records (validation of service, property registration)
3. Maintaining data and information on library services
4. Maintaining PTAR staff timecard reports (Moderator of library leave)

5. Taking care of the needs of Skim Khidmat Pelajar (SKP)
6. Taking care of work suspension applications (EPK)
7. Manage and provide staff duty schedules
8. Manage the library administration file and record system

**B. Quality**

1. Taking care of basic documents / letters of instruction / library and university patronage
2. Manage the inauguration of library staff experts
3. Organize, monitor and report on library activities/quality assurance (Inner Audit, KIK, EKSA, AKNC, Operation Brilliance Project)
4. Organize the provision of library quality documents
5. Manage the library's brilliance profile
6. Manage the collection, processing and dissemination of UiTM library data/statistics
7. Manage the library statistics database (EIS)
8. Maintaining library facts & figures
9. Provision of Library Data and Reports to Library Management

**C. Financial and infrastructure**

1. Manage transferable assets and asset verification control, Inventory
2. Manage storage and disposal
3. Organize library infrastructure

**2.2.1.2 Corporate and Collaboration Unit**

1. Manage and harmonize the library's public relations, and publicity programs
2. Manage and harmonize cooperation and collaboration with outside agencies
3. Design and harmonize media strategies through programs recommended by the library
4. Manage the writing, publishing and printing of official library materials (periodicals, official publications, special publications, etc.)
5. Organize and manage the provision of library promotional and marketing materials (brochures, pamphlets, etc.)
6. Manage and harmonize the management of PTAR's Talking Room and Library Committee Engagement (LCE)

## **2.2.2 University Resources Division**

### **2.2.2.1 Printed Resources Unit**

1. Plan and synchronize the development needs of library print resources (cibuses/special collections/magazines and journals, standing orders)
2. Manage and monitor expenditure achievements for the purchase of printed materials
3. Manage the cataloging of library materials
4. Manage the disposal of library printed materials
5. Manage the process of purchasing printed material resources including cibuses and reference materials
6. Manage gift materials and exchange of UiTM published materials from agencies/organizations within & outside UiTM
7. Manage the acquisition of intellectual property materials
8. Managing local content materials according to UiTM needs
9. Managing the donation of materials to UiTM's internal or external institutions
10. Taking care of the control of the quality of records and physical gift materials and intellectual property
11. Taking care of the balance and ownership of library materials following changes in the location of academic programs
12. Taking care of the information of the syllabus following the academic program
13. Managing the development of Retro and Niche Collections
14. Handling the certificate of acquisition of printed materials
15. Managing book prices related to the fine process through repatriation and deduction of staff salaries

### **2.2.2.2 Electronic Resources Unit**

1. Verification of UiTM Academic Research and Publishing data in PRIME, MyCite and MyJurnal
2. Submit indexed journals (citation, high index, impact factors)
3. Research support mentorship program with publishers

## **2.2.3 Library Services Division**

### **2.2.3.1 User Services Unit**

1. Designing the implementation of customer and collection services

2. Manage the analysis of KPIs, Customer Charter and Library Quality Objectives
3. Planning promotional plans for customer services and collections
4. Planning the development of library service spaces and facilities
5. Circulation counter management (Loan, Repatriation, Renewal, Retention)
6. Library expertise management
7. Library interlibrary loan management
8. Library facility management
9. OKU (People with disabilities) Services
10. Printed map & digital map services
11. Collection Management (Arrangement, shelf reading, selection, stock taking)
12. Material exhibition management (New acquisition, Media material)
13. Read@UiTM Program Management
14. Customer Satisfaction Study Management
15. Reference Services (Reference Desk, Live Chat)
16. Current Awareness Services and Selection Dissemination Information (SDI) Services
17. Flexible Learning (Moocs, Lib Guide)
18. RDMS Management

### **2.2.3.2 Research Support Unit**

1. Information Literacy Program management
2. Information Proficiency Class (KKM) for Undergraduate & Post Graduate students
3. Consultation/Inquiry Negotiation
4. Management & Development of KKM Modules
5. PhD Clinic management
6. Collaborative Teaching management
7. Micro-Credential management
8. Management of UiTM Reading Interest Study

### **2.2.4 Digital Library Division**

#### **2.2.4.1 Digital Learning Unit**

1. Digital Library Service management
2. Digital Learning Program management



3. Library Portal Content development
4. Implementation of UiTM Library Webpage
5. Managing the library system - WILS
6. Managing the library online system
7. Managing ICT security
8. Managing library system integration
9. Managing disaster recovery
10. Design and manage mobile apps development

#### **2.2.4.2 Repository System Unit**

1. Taking care of loading and unloading Repository materials
2. Institution (IR)
3. Manage the digitization of IR materials
4. Manage Taxonomy (subject) of materials
5. Manage internal source digital materials
6. Manage external digital resources

#### **2.2.5 PTA Branch Archive Division**

##### **2.2.5.1 Record Management Unit**

1. Designing Physical Records Management
2. Designing Electronic Record Development
3. Designing File Classification Development
4. Designing the Disposal of University Records
5. Designing Advisory & Consultation Services
6. Designing Departmental Information Materials

##### **2.2.5.2 Archive Management Unit (Preservation)**

1. Designing the construction of digital archival materials & physical archival materials
2. Designing the digitization of archival materials
3. Planning research, reference & documentation
4. Designing advisory services and in-service training
5. Designing maintenance and preservation library materials/archives

## CHAPTER 3

### INDUSTRIAL TRAINING ACTIVITIES

#### 3.1 Training Activities

Industrial training is conducted online and offline. Activities carried out online start at 08.00 WIB until 12.00 WIB. While activities carried out offline start at 08.00 AM to 05.00 PM. Online industrial training begins with the day before PTA will send a link to the online meeting and a brief explanation of the material to be learned the next day in the group chat. Then the offline industrial training which starts at 08.00 AM begins with shelving books until 08.30 AM, then proceeds to the unit to be studied according to the predetermined schedule. The activities in industrial training will be described as follows:

##### 3.1.1 All Units

###### 3.1.1.1 Introduction to PTA Machang Campus

**Time** : Online: April 11<sup>th</sup>, 2023

Offline: April 30<sup>th</sup>, 2023

**Unit** : All units

**Activity** : Introduction to Tengku Anis Library, UiTM Kelantan Branch Machang Campus



*Figure 32 Online introduction to PTA Machang Campus*

The first meeting was filled with introductions between the interns and the staff of Tengku Anis Library Machang Campus or commonly referred to as PTA Machang Campus. This online meeting was attended by all interns from Universitas Airlangga and several librarians at PTA Machang Campus. The interns consisted of

Syahril Ulya, Della Kartika Sari, Amalia Lestari, Nadya Ananda, Nila Arofa'ina, Dewi Nauliafajrin, Annisa Nana Nadhea, and Siti Safingah. Then from the PTA Machang Campus including Norfitriah Mat Seman, Nor Azrina Hasbullah, Sazlina Saleh, Dr. Muslim Ismail, Mohd Ridzuan Ramli, Mohd Zalani Mohd Zin, Mohd Waqiyyudin Mohd Dzulkifly, Muhamad Nazari Muhamad Nor, and so on.

The senior librarian, Norfitriah Mat Seman, made a presentation in the form of an introduction to PTA Machang Campus which included the history of the library, the vision and mission of the library, the purpose of the library, the organizational structure of the library, library facilities, library programs, and so on. Tengku Anis Library was established in 1985. Initially the library was located on a temporary campus at Kem Kijang. But then in 1996 it moved and settled at the current UiTM Kelantan Branch which is in Bukit Ilmu. At the beginning of its establishment, this library was named Perpustakaan UiTM Kelantan. Then on July 15, 2008, this library was inaugurated by His Majesty the Sultan of Kelantan and changed its name to Perpustakaan Tengku Anis Library, adjusted to the name of the former King of Kelantan at that time, namely Tengku Anis Ibni al-Marhum Tengku Abdul Hamid. The library has a vision to build UiTM as a globally renowned university of science, technology, humanities and entrepreneurship. Its mission is to lead the development of agile, professional Bumiputeras through state-of-the-art curricula and impactful research. The objectives of PTA are to empower UiTM's library service delivery system as a relevant, credible and respected information resource centre; to provide comprehensive and relevant resources covering a wide range of formats that can be accessed physically and electronically; to provide a conducive environment for teaching, learning and research activities; to enhance information and communication technology facilities that are updated and focused on the needs of the library users; to cultivate human resources through a culture of PEACE within the PUiTM community; and to enhance relationships and cooperation with external organizations in industrial networking activities.

PTA Machang Campus has twenty-four employees. There is one library director, four senior librarians (including the library director), fourteen senior assistant librarians, two senior staff, one operation assistant, two assistant librarians, one senior computer technician, and one senior maintenance assistant. Each staff is assigned to a section according to their respective expertise with the following organizational structure:

- A. Library Management Division
  - 1. Basic & Strategic Planning and Organizational Administration Unit
  - 2. Corporate and Collaboration Unit
- B. University Resources Division
  - 1. Electronic Resources Unit
  - 2. Printed Resources Unit
- C. Library Services Division
  - 1. Research Support Unit
  - 2. Library Service Unit
- D. Digital Library Division
  - 1. Digital Learning Unit
  - 2. Repository System Unit
- E. University Archives Division
  - 1. Record Management Unit
  - 2. Archive Management Unit (Conservation)

PTA Machang Campus has both physical and digital facilities. Physical facilities are seen in the PTA building itself, ranging from lockers for library users, security gates, circulation service counters, public reading rooms, carrels, reading books, Library Community Engagement, discussion rooms, seminar rooms, IT rooms, each unit's room, computers for OPAC, print and photocopy services, prayer rooms, and toilets. Then digital facilities are available in the UiTM Library application and PTA website which can be accessed by the entire UiTM academic community. In the UiTM Library application, the facilities provided include information related to newly arrived books, books that are being borrowed, fines, a list of activities held by the library, access to MyKM, Information Literacy Class booking, #ChatWithLibrarian, articles related to UiTM, and so on. While the facilities available on the PTA website are generally almost the same as those in the UiTM Library application, but there are more specific menu additions related to activities at PTA itself.

Student interns did another meet and greeted activity with the librarian when they physically came to Malaysia for Session 1 of the face-to-face internship on April 30, 2023. This activity was conducted at the Seminar Room. The activity was opened with a welcome from Norfitriah Mat Seman, a senior librarian at PTA Machang Campus. Then followed by introductions from student interns by means of

each person coming forward in turn to introduce themselves. The interns mentioned their name, age, address, semester, and university. Then the PTA librarians came after the student interns, talking about their names, ages, and divisions. After introducing themselves to each other, the interns and PTA librarians had a short sharing session.



*Figure 33 Face-to-face introduction to PTA Machang Campus*



*Figure 34 Mini library tour at PTA Machang Campus*

After the meet and greet, we did a mini library tour led by Nordelina Zulkarnain, a senior PTA librarian who is the head of the Library Services Section. In this mini library tour, interns only visited 3 places, namely the IT Room, the IT Zone, and the general reading bookshelf. We first went to the IT room, a room next to the seminar room where we had a meet and greet with the PTA librarian at Machang Campus. As the name implies, the IT Room is a room containing many

computers that are facilities to support the activities of librarians and users in the library, for example the Information Proficiency Class (Library Information Class). After getting acquainted with the IT Room, we headed to the IT Zone which is located to the right of the IT Room. This IT Zone is not a room, but a spot that has an IT counter, 40 computers, photocopiers, and printers. Visitors who want to duplicate library materials or print files can borrow printers and photocopiers in the IT zone. All you must do is pay 10 cents per sheet and do it yourself (self service). After getting to know the IT Zone, interns were invited to the general reading bookshelves located in front of the IT Zone. There are more than 20 bookshelves that hold literature belonging to PTA Machang Campus. Some of the books are academic in nature to support the learning activities of the users, as well as non-academic books that are useful as entertainment/recreation media for the users. In its utilization, the users can read the books on the spot, precisely in the reading room around the general reading bookshelves or take them home by confirming the loan first at the circulation counter located in front of the row of general reading bookshelves.

In line with the introductory activity with PTA Machang Campus, generally when conducting industrial training, the first and important thing to be done by workers, in this context is students, is to recognize the work environment. The work environment is something that exists in the worker's environment that can affect the worker in carrying out his or her duties, such as temperature, humidity, ventilation, lighting, noise, cleanliness of the workplace, whether the work equipment is adequate, work methods, and so on. (Affandi in (Sugiarti, 2021). Another definition states that the work environment is condition related to the characteristics of the place to do work on the behavior and attitudes given by workers where it relates to the process of occurrence of various physiological changes caused by things that are experienced in work or under certain conditions, which need to get more attention by the organization which can cause boredom at work, work that is always monotonous and work fatigue (Schultz in (Sriadmitum et al., 2023)).

There are two dimensions of the work environment, namely physical conditions and social conditions of the workplace (Dr.K. Sivagama Shunmuga Sundari & Ms.A. Antony Selva Priya, 2020). Physical conditions of the work environment include cleanliness, air exchange, lighting, temperature, and noise (Liana, 2020). While social conditions include relationships between workers, how

workers interact with each other, the nature of the workers, and the way workers behave or treat their coworkers. The dimension of the physical condition of the work environment is in accordance with its definition, namely things that can be seen with the naked eye by workers affecting their performance later. A dirty and noisy workspace will have a negative impact on workers' performance. They will find it difficult to focus and concentrate on completing their tasks because they are disturbed by the dirty and noisy environment caught by the eyes and ears. Conversely, a clean and well-maintained workspace will make workers have a good mood and easily concentrate because there is no dirt that disturbs the workspace and their view. Then in the dimension of social conditions that can be felt through interactions between fellow workers is also as big an influence as physical conditions. Workers who interact well such as providing mutual support and building positive topics of conversation will build a good environmental atmosphere. This certainly has a good impact on the performance of those around them. Conversely, workers who interact poorly such as putting each other down and demonizing each other will make the atmosphere in the workspace worse because the atmosphere is always in the workplace 'heating up'.

The good and bad physical and social conditions of the work environment as in the example above will have an influence on the results of the work later. Good physical and environmental conditions will make humans carry out their activities well, so that optimal results are achieved. (Nurmayanti & SAP, 2020). With the acquisition of optimal work results both individually and in teams will bring the organization faster to achieve the desired organizational goals.

Meet and Greet with PTA Librarians is one of the methods for industrial training students to recognize their work environment. Through introductory activities with librarians and mini library tours, internship students can begin to recognize the physical conditions and social conditions of their work environment later. The students found that in terms of physical conditions, the environment at PTA Machang Campus is relatively clean and well-maintained. There are no dirty corners, scattered garbage, or messy items, either in the workspace of the employees or in the rooms for library facilities. In terms of social conditions, the librarians at PTA Machang Campus welcomed the student interns with open arms, where they often opened conversations and always invited interaction in a positive context. In addition, the librarians also always interact well and no one seems to have bad



social relationships.

Through the introduction and analysis of the work environment based on aspects of physical conditions and social conditions, internship students can have an idea of how the place and colleagues work for the next few months. Thus, interns will be able to place themselves in the sense that they can adapt to the PTA Machang Campus environment. Then they can also balance themselves with the way of interacting and the way the librarians of PTA Machang Campus work. Through this adaptation and balancing, if they can do it well, the performance of student interns will be more optimal and have a good impact, both in terms of individuals whose insights and abilities are increasing and in terms of organizations that are easier to achieve their goals.

### 3.1.1.2 *Shelving the Books*

**Time** : Session 1: April 30, 2023 - May 11, 2023

Session 2: June 11, 2023 - June 22, 2023

**Unit** : All units

**Activity** : *Shelving the books*



*Figure 35 Learn to shelving the books*

After the mini library tour, interns were taught by librarians and fellow interns at PTA Machang Campus to shelve the books. The interns learned how to shelve with their fellow interns from UiTM Cawangan Pahang and the librarians. In the process of learning shelving the books, interns were also taught how to read the call numbers and how to organize the books on the shelves quickly.





*Figure 36 Shelving in Session 1*



*Figure 37 Shelving in Session 2*

This activity is carried out every day by the librarians before opening the library to the users, which is at 08.00 - 08.30 AM (Malaysian time). In the morning, the book trolleys contain many books that have been read by the library users the previous day. The librarian is then tasked to put the books back on the shelves. First, the librarian takes one or more books. Then read the book's call number located on the side or cover of the book. After that, they can go to the shelf that matches the call number of the book. For example, a book that has the following call number:

PE  
128  
.T55  
2000

First, the librarian must go to the shelf that holds the book with the PE code and number 128. Then on the shelf, the librarian goes down the row of books that have call numbers parallel to the book he/she is carrying. If the position of the books on the shelf is close together, the librarian can shift the books until all the books can fit on the shelf. Then if the arrangement is not neat, the librarian can tidy up the books by pulling the top of the book simultaneously, then pulling the bottom of the book, then pushing the books together. If it is not neat enough, the librarian can insert one hand into the inside of the shelf, then push out the books that are too inside, while the hand that is still outside holds the push of the book until the books are aligned.

Sometimes interns still find books that are placed where they are not supposed to be, for example books coded HF that are on the bookshelf coded PS. If this is left unchecked, it will make it difficult for users who want to find literature. So the intern moved the books in the wrong place to the right place.

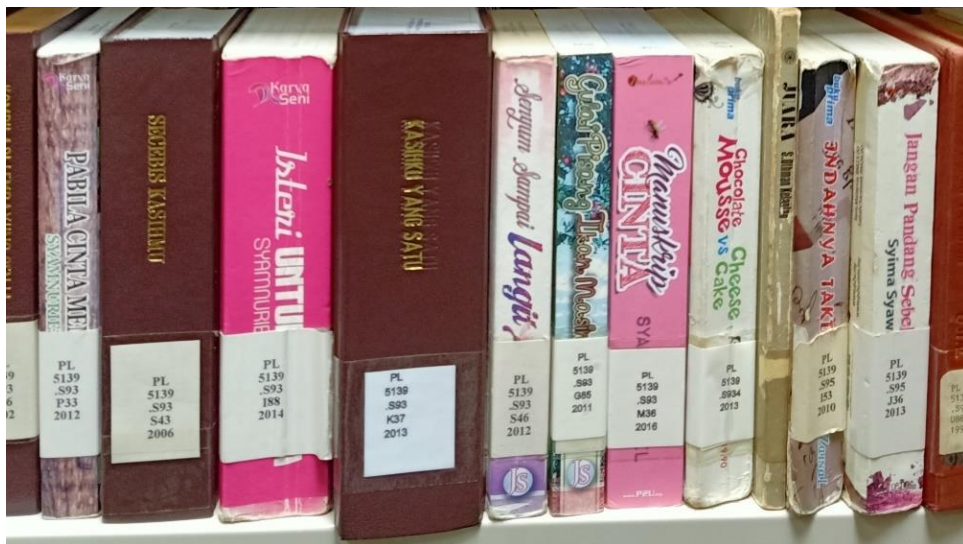


Figure 38 Books on the general reading shelf

In accordance with the figure above, PTA Machang Campus uses the LCC classification system to assign classification numbers and call numbers to its library materials.

After the tragedy of the Library of Congress fire due to the war in 1812, T. Jefferson sold his library to Congress. Before the sale, Jefferson classified his collection with Fixed Location which made the Library of Congress collection classified for the next 100 years. A few years later, a librarian at LC discovered that the current classification system, if used for years to come, would cause problems. So then Dewey offered to reorganize by merging LC with other libraries. In addition,

LC librarians also studied DDC to change the classification system used by Jefferson. But in the end, they reached the conclusion that DDC could not be used for LC.

LC then switched to Expansive Classification by building their own classification scheme. The resulting scheme was maintained by Putnam. Relationships between topics were not indicated by numbers, but by indentation of sub-topics under a larger topic, indicating that they were part of that topic. The LCC Schedule was then published by the sheet. The first scheme published in 1901 was classes E-F. Then the second scheme was published in 1904 with class Z as the main class. That year, classes D, Q, R, S, T, and U were also completed. Finally, in 1948, all classes were completed (Pustakawan, 2016).

LCC is one system that meets the criteria of a good classification system, namely universal, detailed, systematic, flexible, simple notation, and has an index (Haerani et al., 2017). On the universal criterion, the LCC fulfills this criterion because it contains all fields of knowledge. On detailed criteria, LCC fulfills this criterion because it has detailed notations and makes all library materials in the library have classification numbers. On systematic criteria, LCC fulfills this criterion because the notation is arranged from small to large numbers which makes the arrangement on the shelves easier and more systematic. On the flexible criteria, LCC meets the criteria because if there is a change in the content but does not change the title, the classification number can still be used without changing anything. On the criteria of having an index, LCC meets the criteria because it has an index on each subject book at the back of the book.

The main classes in LCC are divided into 20 classes with the following details:

- A : General Works
- B : Philosophy, psychology, and religion
- C : History auxiliary sciences
- D : World history and the history of Europe, Asia, Africa, Australia, New Zealand, etc.
- E-F : American history; G for Geography, Anthropology, and Recreation
- H : Social sciences
- J : Political science
- K : Legal studies
- L : Education

- M : Music
- N : Fine arts
- P : Language and literature
- Q : Science
- R : Medicine
- S : Agriculture
- T : Technology
- U : Military science
- V : Navy
- Z : Bibliography, library science and information resources.

Each main class will be subdivided into certain subclasses according to the topic of the book, where later these subclasses are placed in the first line of the call number. For example, in class H, the subclasses are as follows:

- Subclass H : Social science (General)
- Subclass HA : Statistics
- Subclass HB : Economic theory. Demography
- Subclass HC : Economic history and conditions
- Subclass HD : Industry. Land use. Labor force
- Subclass HE : Transportation and communication
- Subclass HF : Trade
- Subclass HG : Finance
- Subclass HJ : Public finance
- Subclass HM: Sociology (General)
- Subclass HN: Social history and conditions. Social problems. Social reform
- Subclass HQ: Family. Marriage. Women
- Subclass HS : Society: secrets, virtues, etc.
- Subclass HT : Community. Class. Race
- Subclass HV : Social pathology. Social welfare and society. Criminology
- Subclass HX : Socialism. Communism. Anarchism.

After the letter, on the second line there is a number for a particular math subclass, for example in HM it is as follows:

HM(1)-1281 Sociology

(HM1-299) These are obsolete numbers no longer used by the Library of Congress

HM435-477	History of sociology. History of sociological theory
HM461-473	Schools of sociology. Schools of social thought
HM481-554	Theory. Method. Relations to other subjects
HM621-656	Culture
HM661-696	Social control
HM701	Social systems
HM706	Social structure
HM711-806	Groups and organizations
HM756-781	Community
HM786-806	Organizational sociology. Organization theory
HM811-821	Deviant behavior. Social deviance
HM826	Social institutions
HM831-901	Social change
HM1001-1281	Social psychology
HM1041-1101	Social perception. Social cognition Including perception of the self and others, prejudices, stereotype
HM1106-1171	Interpersonal relations. Social behavior
HM1176-1281	Social influence. Social pressure

This is followed by the cutter number based on the main entry in the bibliographic record with the following Cutter Table guidelines:

<b>1. After initial vowel</b>								
For the second letter:	b	d	l-m	n	p	r	s-t	u-y
Use number:	2	3	4	5	6	7	8	9
<b>2. After initial letter S</b>								
For the second letter	a	ch	e	h-i	m-p	t	u	w-z
Use number	2	3	4	5	6	7	8	9
<b>3. After initial letters Qu</b>								
For the third letter:	a	e	i	o	r	t	y	
Use number:	3	4	5	6	7	8	9	
<b>For initial letters Qa-Qt, use 2-29</b>								
<b>4. After other initial consonants</b>								

For the second letter:	a	e	i	o	r	u	y	
Use number:	3	4	5	6	7	8	9	
<b>5. For expansion</b>								
For the letter:	a-d	e-h	i-l	m-o	p-s	t-v	w-z	
Use number:	3	4	5	6	7	8	9	

Table 3 Cutter Table

Then the last line is the year the book was published from the library material mentioned.

For example, a book entitled "A Dictionary of Sociology" whose editor is Gordon Marshall with the following classification numbers:

HM = Social sciences, referring to HM subclass is Sociology (General)

17 = Included in Subclass HM1-299, which is Sociology. However, it is now deprecated

.C66 = Cutter number based on Cutter Table, after the first letter consonant, for the second letter is "o" the number is 6.

1998 = Year the book was published

Books are arranged on the shelves according to the classification number provided on the cover or first sheet of the book concerned. In order for the books to be neatly and evenly distributed and easy to find by the searcher, PTA Machang Campus attaches informational signage containing the book classification number as shown below:



Figure 39 Information board on the bookshelf

With the provision of these boards, it will be easy for librarians and visitors when they want to find library materials by having the provision of knowing the classification number of the library material in question. Likewise, for the ease of placing library materials on the shelf. If there is already a determination of library material A placed on shelf 5, then the placement of library materials is not messy.

### 3.1.2 Each Units

#### 3.1.2.1 Library Management Division

##### 3.1.2.1.1 Basic & Strategic Planning and Organizational Administration Unit

**Time** : April 13, 2023

**Unit** : Basic & Strategic Planning and Organizational Administration Unit

**Activity** : Introduction to Basic & Strategic Planning and Organizational Administration Unit

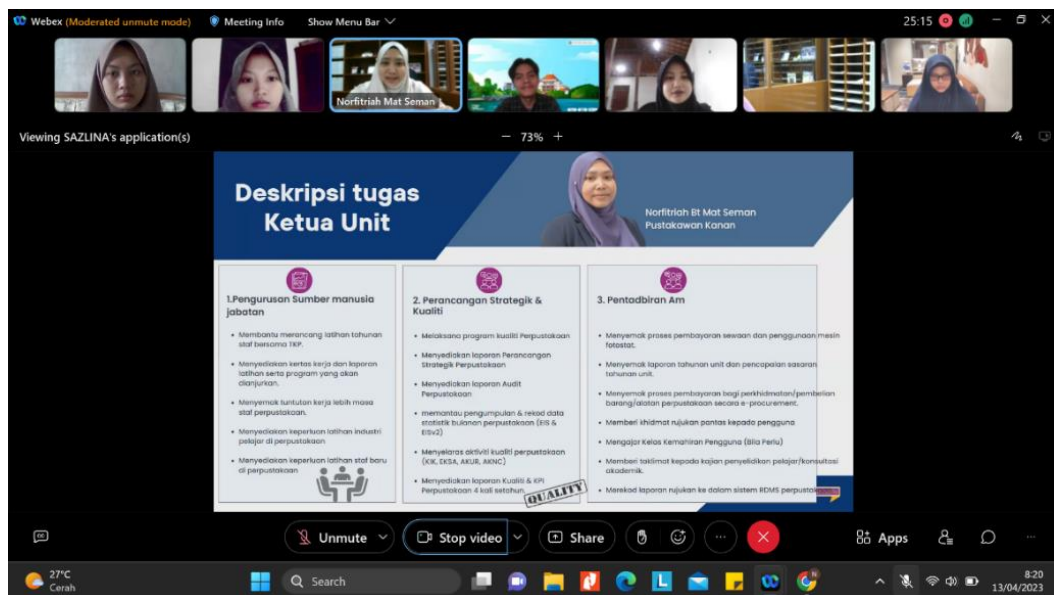


Figure 40 Basic & Strategic Planning and Organizational Administration Unit

According to the PTA presentation during the introduction session, Tengku Anis Library has 5 (five) sections, one of which is the Library Management Section. This section has two units, one of which is the Basic & Strategic Design and Organizational Administration Unit. The Basic & Strategic Design and Organizational Administration Unit is led by one chairperson, Norfitriah Mat Seman, who oversees three staff members, namely Mohd Ridzuan Ramli, Amesutiny Mohd Subry, and Nik Mohd Faizal Ibrahim.

As unit leader, Norfitriah Mat Seman has three responsibilities. The first is human resource management (librarians) of PTA Machang Campus, where she is



tasked to help plan the annual training of PTA Machang Campus librarians, prepare workbooks and reports on training and activities to be organized, review librarians' overtime claims, provide industrial training needs of students in the library, and provide training needs of librarians at PTA Machang Campus. PTA Machang Campus has 3 (three) types of training that must be attended by all staff, namely general training, special training, and ICT (information communication technology) training. Specialized training is training that focuses on library management, library systems, literacy classes, and so on. While ICT training is training that focuses on how to operate mobile apps, operate websites, how to find ebooks, how to use online databases, how to use canva, and so on. This training activity is carried out every year with the target to be achieved so that all staff can keep up with the times that continue to occur, especially the rapid development of technology.

The second responsibility is on strategic planning and quality, where she implements the library's quality program, prepares the Library Strategic Planning report, prepares library audit reports, reviews the library's monthly statistical data collection and records, coordinates library quality activities, and prepares quality reports and KPIs (Key Performance Indicators) for 4 times a year. Then the third task is related to general administration, where he checks the payment process for rental and use of photocopiers, reviews reports and achievements of annual targets for each unit, checks the payment process for services or purchases of library equipment / materials, provides quick reference services to users, directs research studies or student academic consultations, teaches library skills classes, and records referral reports into the Library RDMS system.

Then for the staff of the Basic & Strategic Planning Unit also has several tasks, namely filling and sending statistical data and monthly reports regularly to the EISV3 system, taking care of deliberation activities in the library, archiving outgoing and incoming letters, preparing official PTA Machang Campus letters, being a bridge for librarians who are on leave, managing library finances, assisting with general PTA management (ensuring rooms are well maintained, monitoring inventory or staff belongings), managing newspapers, sending out official letters, copying unit documents, and retrieving official library letters at the administration section.



Strategic planning is defined by Stueart & Moran (in (B. B. Prasetyo & Laksmi, 2021)) as a systematic method used by an organization in order to adapt to expected changes. Meanwhile Bryson (in (Bryson, 2015)) states that strategic planning is a deliberative and disciplined approach to generating the fundamental decisions and actions that shape and guide organizations or companies, what they do, and why they do it.

Strategic planning is important for all organizations, including even nonprofit organizations such as libraries. The establishment of strategic planning for nonprofit organizations is for the organization to understand their external environment, then design strategic plans for more effective performance (Moxley in (Khusnul Rifani & Ezni Balqiah, 2021)). Strategic planning for information organizations is needed so that an information institution such as a library has a clear direction and goal for the future of its library. If the library does not have a strategic plan, then the library will run aimlessly so that the library will be stuck and not develop in a better direction.

Bryson (in (Bryson, 2015)) stated that the process of forming strategic planning is at least done in ways such as:

1. Conduct an agreement on the importance of strategic planning, who is involved, what decisions will be made, and what work programs will be developed.
2. Clarify the various requirements that must be met
3. Clarify the vision, mission, and values of the organization
4. Assess the organization's environment for SWOT analysis
5. Identify strategic issues
6. Develop strategies to manage these issues
7. Review the strategic plan
8. May be able to build a better vision of the organization than before
9. Develop a more effective planning implementation process
10. Reassess the strategy and strategic planning process

By having a strategic plan in place, an organization can experience the benefits of such activities, including promoting strategic thinking, action, and learning; improved decision-making capabilities; increased organizational effectiveness, responsiveness, and resilience; increased organizational legitimacy; increased effectiveness of broader societal systems; and helping staff within the

organization to carry out their roles and responsibilities both individually and as a team (Bryson, 2015).

A number of studies have revealed that there are several challenges faced when an organization implements their strategic plan, namely the lack of administrative capacity of implementers, the absence of entities that can be used for benchmarking, the highly complex implementation environment, the lack of government independence, the illusion that there are so many stakeholders to consider, high central pressure, and poor coordination and collaboration. (Dwi Retnandari, 2022).

### 3.1.2.1.2 Corporate and Collaboration Unit

**Time** : April 19, 2023

**Unit** : Corporate and Collaboration Unit

**Activity** : Introduce to Corporate and Collaboration Unit

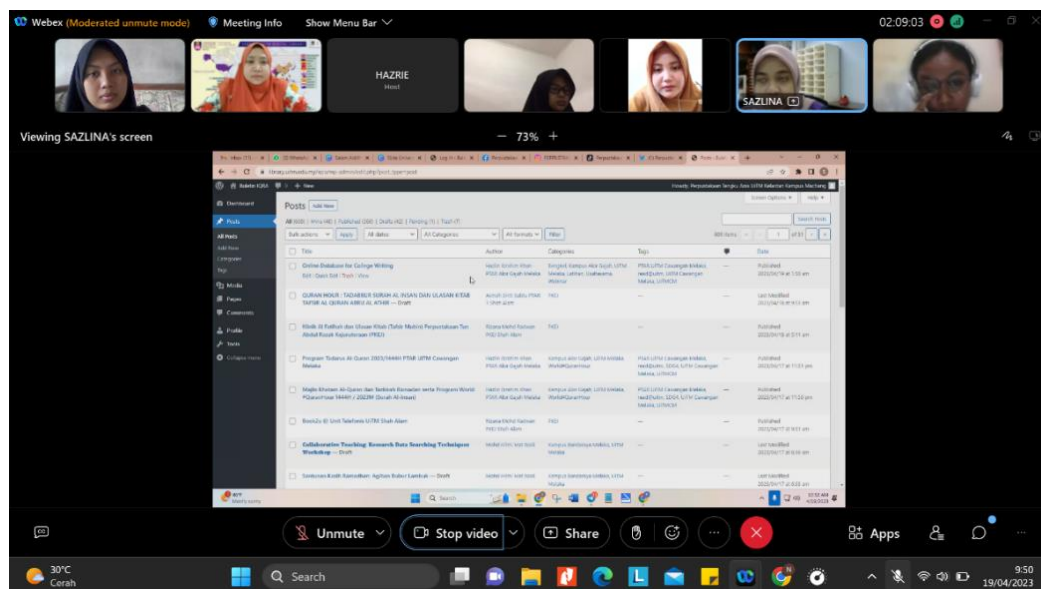


Figure 41 Corporate and Collaboration Unit

The Corporate and Collaboration Unit is on par with the Strategic Basis & Design and Organizational Administration Unit, which is under the Library Management Section. Like the Basic & Strategic Design and Organizational Administration Unit, the Corporate and Collaboration Unit is also chaired by Norfitriah Mat Seman. Its members are two young librarians, Sazlina Saleh and Mohd Hazrie Mat Nawi.

The Corporate and Collaboration Unit is responsible for three things. First, corporate communications, where this unit must design and coordinate the library's

public relations and publicity programs, provide workbooks and funding requests for Machang Campus PTA activities, review all drafting, publishing, and printing of official library materials and prepare promotional and marketing materials such as pamphlets, as well as review reports on library activities that have been carried out. Secondly, library relations, where this unit is responsible for designing and implementing strategic networking with internal and external parties of PTA Machang Campus, coordinating visits from external parties of the library, compiling a review of records of complaints and feedback from users, managing media coverage, press conferences, preparing suitable venues for press conferences, and preparing and storing media coverage reports. Then marketing and publicity, where the unit head is responsible for designing promotions through mass media (website, social media, TV, etc.), management of faculty liaison staff, monitoring photo-taking of activities, checking KPI reports on program implementation and marketing, designing materials for mass media promotion for library publicity, and designing physical/virtual exhibition activities of PTA Machang Campus. In this internship activity, the Corporate and Collaboration Unit gave an assignment to participate in an online exhibition, to be precise at the Maya Exhibition. Students are asked to make a flipbook which will later be uploaded to the online exhibition. The flow of uploading flipbooks to online exhibitions according to the PTA Machang Campus guidelines is as follows:

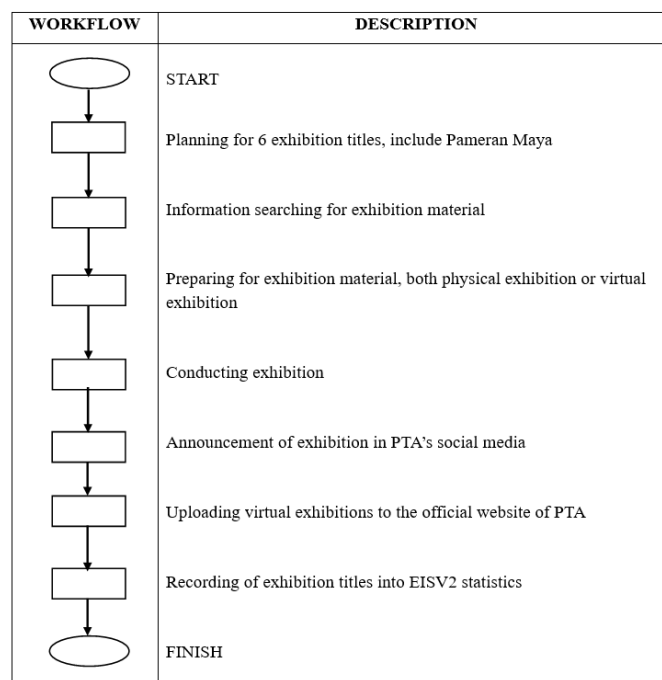


Figure 42 Workflow of Virtual Exhibition

The existence of this unit is quite important as it is responsible for the electronic face of PTA Machang Campus as well as PTA Machang Campus' relationship with external parties. As we know that in today's technological era, when people want to know something, the first thing most people do is search for answers through the internet. This also applies to PTA Machang Campus, especially for people who want to know about PTA Machang Campus but are located far from the library. They will find out about PTA Machang Campus through the internet, either through the official website or official social media belonging to PTA Machang Campus. As an organization, let alone carrying the name of a major university in Malaysia, it is important for PTA Machang Campus to build the best possible branding to have a positive image in front of the public. In line with the explanation related to public search activities on the internet when they want to know something, one way to have a positive image is good and correct website and social media management by understanding the concept of information marketing.

Marketing is defined by Kotler (in (Pramana et al., 2023)) as a social and managerial process, where individuals and groups get what they need and want through the creation, offering and exchange of valuable products and others ". Marketing activities in the current era are increasingly developing, not only marketing products that are realized in an item, but there is also information that can be marketed. The library is one of the institutions that can also implement information marketing activities. This is also in line with the statement from Shifa (2020) that in building the existence of libraries as information institutions, it is necessary to build a positive branding and image so that the existence of the library is still considered 'there' by the community. This can be done by implementing the marketing concept. It is also defined that information marketing is a concept involving people and equipment to distribute information precisely, accurately and efficiently. (Shifa, 2023). Through information marketing activities, libraries can attract people to visit their libraries, both physically and digitally. By attracting the public to the library, it will certainly have a good impact on the library and the users themselves because it can increase interest in reading and increase knowledge.

There are many tools that libraries can use to market their information. However, with people living in the era of technology, libraries are now marketing

more information online. One of them is PTA Machang Campus, which markets their information using social media or official websites. On social media, PTA Machang Campus markets information such as new books arrival, how to access intellectual property material, books best sellers @PTA, and so on. Then on the official website, there is an EXHIBITION that can be visited by users. In it there are various kinds of information, both academic and non-academic that are informative and useful by users. Good management of social media and the PTA Machang Campus website will have a good impact on the image of PTA Machang Campus in the eyes of the community.

Good website and social media management also has a good impact on PTA Machang Campus' collaboration activities with external parties. In the website and social media of PTA Machang Campus, every time there is an activity, there will be a publication about the activity, or commonly referred to as an after report. This is important because the publication of many activities carried out by PTA Machang Campus will later lead external parties to have good assumptions about PTA Machang Campus and it is not impossible to create collaborative activities.

Collaboration is defined by the Kamus Besar Bahasa Indonesia (KBBI) as cooperation. More specifically, collaboration is defined as a relationship between organizations when partners need to work together towards a common goal to solve complex social problems (Curnin & O'Hara, 2019). Collaboration is also defined by Yudhawasthi (in (Tjiptasari, 2021)) as a form of cooperation, interaction, compromise of several related elements, both individuals, institutions, or parties involved directly and indirectly who receive the consequences and benefits of the cooperation with the values that form the basis of a collaboration are the same goal, the same perception, the intention to process, mutual benefit, honesty, compassion, and community-based. Currently, academic libraries are trying their best to maintain and improve the quality of their services. However, there is a limited budget, and it is considered insufficient if libraries conduct programs to improve their quality. So, Kaufman (2012) suggests academic libraries to innovate in the area of library networking/collaboration. Mallon and Bernstein (2015) also stated that the use of technology in collaborative activities by academic libraries is very important, both in the management of the organization itself and involving its users. By collaborating, there will be benefits that benefit the library, and even its patrons. These benefits include the utilization of library collections,

sharing information retrieval tools, sharing knowledge and experience, and developing skills (Tjitropranoto, 1986).

PTA Machang Campus itself implements this although indirectly, namely on behalf of the central library, PTAR, joining PERPUN which is an organization resulting from the collaboration of university libraries in Malaysia. PERPUN is a forum for its members to conduct resource sharing which is realized through the MyUniNet website. By joining the collaboration organization, the most felt benefit is the increase in information sources that can be accessed by the UiTM academic community because they can access information sources belonging to other libraries. In addition, PTA Machang Campus also conducts many other collaborations, even with institutions other than the libraries that are implemented in the CSR Program, including schools and orphanages.

### 3.1.2.2 University References Resources Division

- Time** : Session 1 : May 7, 2023  
Session 2 : June 18, 2023
- Unit** : - Printed Resources Unit  
- Electronic Resources Unit
- Activity** : - Introduce to University References Resources Division  
- Upload the new serial of magazine to WILS  
- Update RDA to the books



Figure 43 University Resources Unit

The unit is led by one chairperson who is a senior male librarian at PTA Machang Campus, Dr. Muslim Ismail. The staff consists of five people, namely Mustazim Mustapa who is a member of the electronic resource unit, and Hamizul Hussin, Che Hasnan Che Idris, Maizatul Akmal Muhammad, and Ahmad Ameruddin Fauzi who are members of the print resource unit.

As head of the division, Dr. Muslim Ismail is responsible for two things. First, in print resources, he is responsible for designing and implementing activities for the development and procurement of printed library materials, managing and processing printed materials, designing and managing units, managing the provision of reading material collections, carrying out the task of ordering and procuring library materials, managing the implementation of reading material records, managing collections of intellectual property library materials, preparing collection development achievement reports, preparing and building case/subject titles, and adding 520,526 tags and 856 tags to the syllabus material records of all programs. Then in the responsibility of electronic resources, he is tasked with managing and monitoring the development of ebook collections in line with the basic and predetermined objectives so that materials can be utilized by users, promoting the use of ebooks, receiving reserves and submitting ebook titles to PTAR, and carrying out extension activities for the use of electronic library resources in the online database.

Then for librarians who are members of the Electronic Resources Unit have the task of designing, determining, and coordinating the purchase of serialized magazines by following applicable regulations; ensuring that serialized magazine and electronic resource procurement activities are carried out by following procedures; managing subscription renewals and serialized magazine payments following applicable regulations; managing serialized magazine subscriptions by following specified quality procedures; managing and recording magazine/journal receipts from vendors; managing claims through journal/magazine receipts following applicable regulations; and carrying out guard duties at the reference counter according to the assigned shift.

Meanwhile, the tasks for librarians who are members of the Printed Resources Unit are to search for and upload batik-related articles for local content, receive intellectual materials from students or lecturers, review the prices of library materials, carry out the process of purchasing proposals for printed materials

following applicable procedures, complete the 526 tag for each cibus material in the WILS system following applicable procedures, carry out the process of ordering and paying for printed library materials in WILS, coordinate the purchase of books and magazines, carry out the collection security process, carry out the process of receiving collections through WILS, carry out the process of accessioning materials through WILS, processing materials originating from gifts / donations through WILS, carrying out the reserve purchase process through online recommendations, preparing an analysis of the prices of library materials, managing the supply and cataloging process following the WILS system, editing printed materials following the RDA provisions in the WILS system, stamping library materials that are completed in the RDA process, printing barcodes for each library material, completing the RDA and RFID processes for old and new library materials, completing physical attributes on library materials (barcodes, loan-return slips, etc.), and stamping RFID, RDA, and Q stamps on library materials.

In purchasing library materials such as journals and books, the University Referral Resources Unit conducts deliberations with the rectorate to determine the library materials to be purchased. The ordering of library materials also depends on the budget provided by the campus. The purchase of library materials is entirely dependent on the results of deliberations between the Machang Campus PTA and the rectorate, which means that students cannot take part in proposing what library materials can be purchased.

Then at the end of each year, the University's Reference Resources Department binds the magazines that have been displayed at PTA Machang Campus. Malaysian publications are bound with red covers. Magazines purchased from overseas will be bound with a blue cover.





*Figure 44 Practice of entering magazines into WILS (1)*

In addition to receiving material, interns also practiced. Interns are taught how to upload magazines and how to make RDA in LIBSYS. More specifically, the steps for uploading magazines are contained in the Journal Magazine Process Flow Chart as follows:

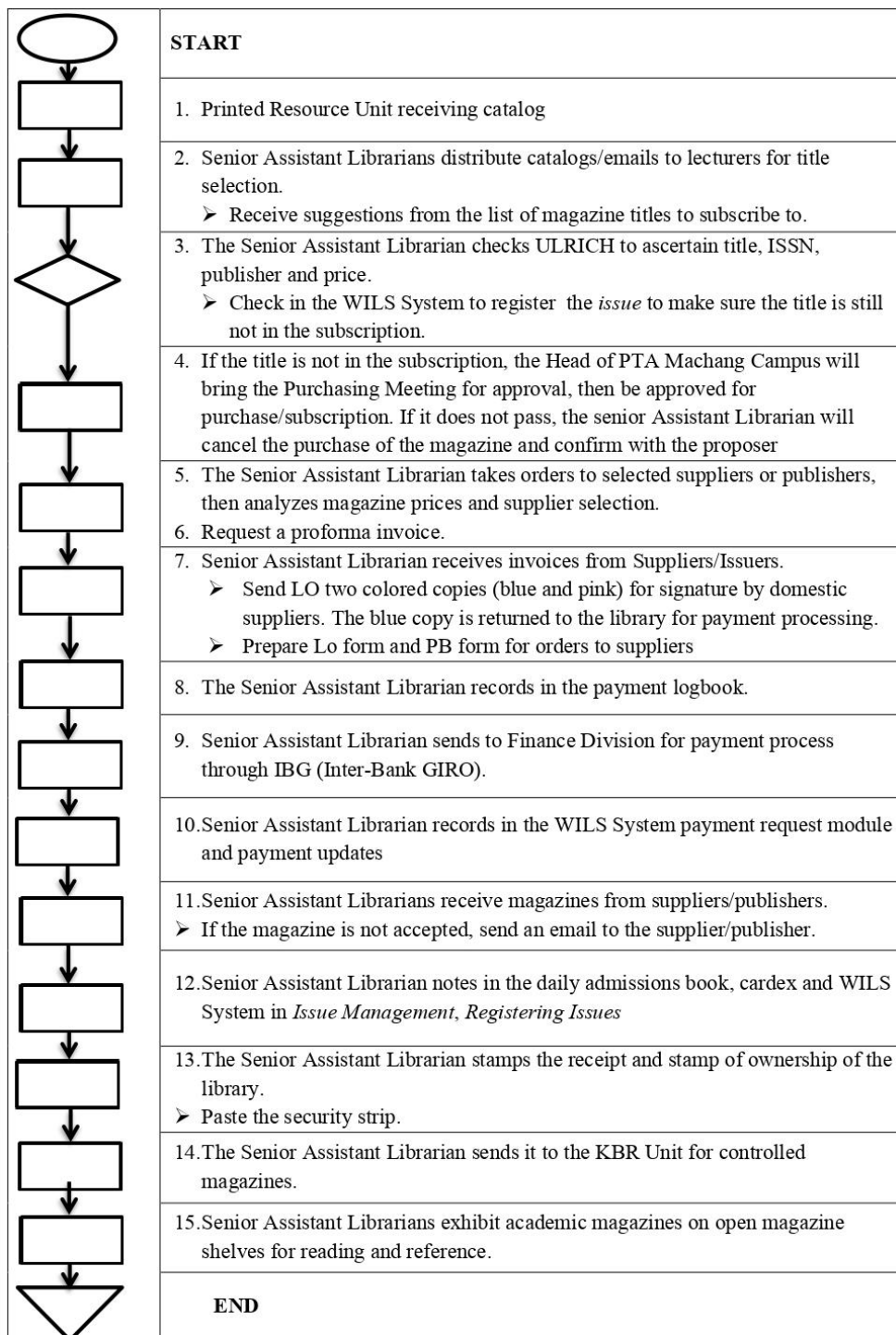


Figure 45 Flow Chart of journal/magazine process

In this practice, the student interns only need to do step number 12. The steps for this number are as follows:

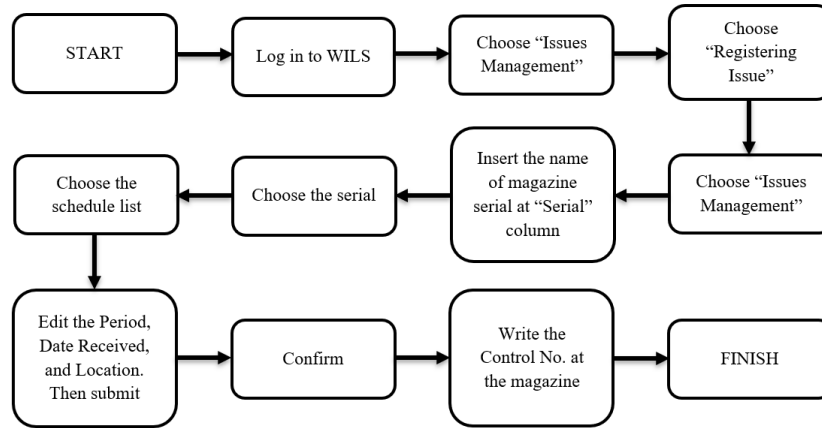


Figure 46 Practice of entering magazines into WILS (2)

First go to [wils.uitm.edu.my](http://wils.uitm.edu.my), then log in using the librarian account responsible for the PTA magazine at Machang Campus. Then go to the Issues Management menu and select Registering Issues.

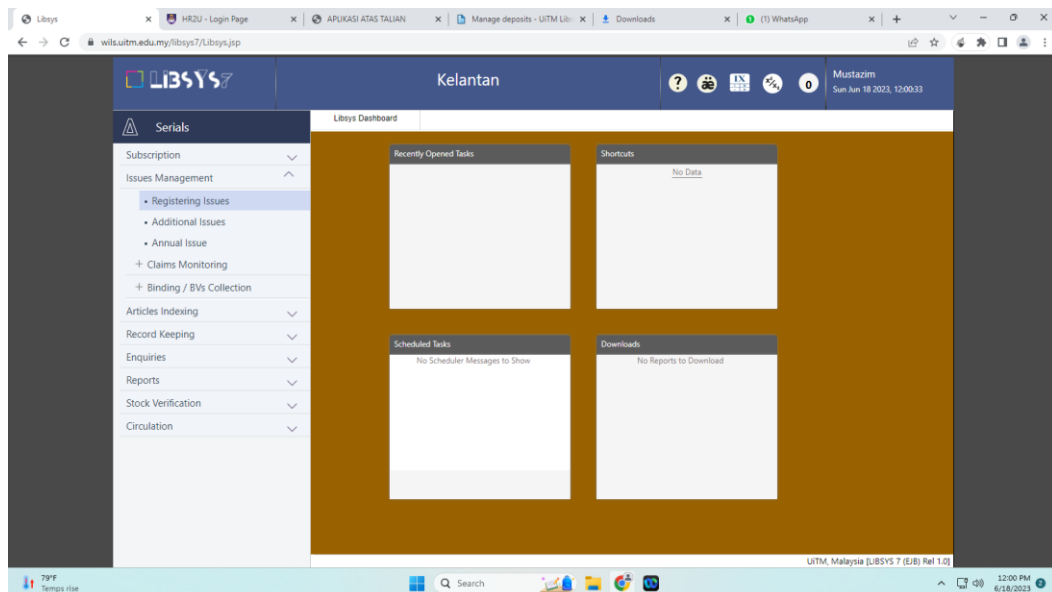


Figure 47 Practice of entering magazines into WILS (3)

The Select Serial field will appear and enter the magazine series, in this practice it is The Economist. Then click submit.

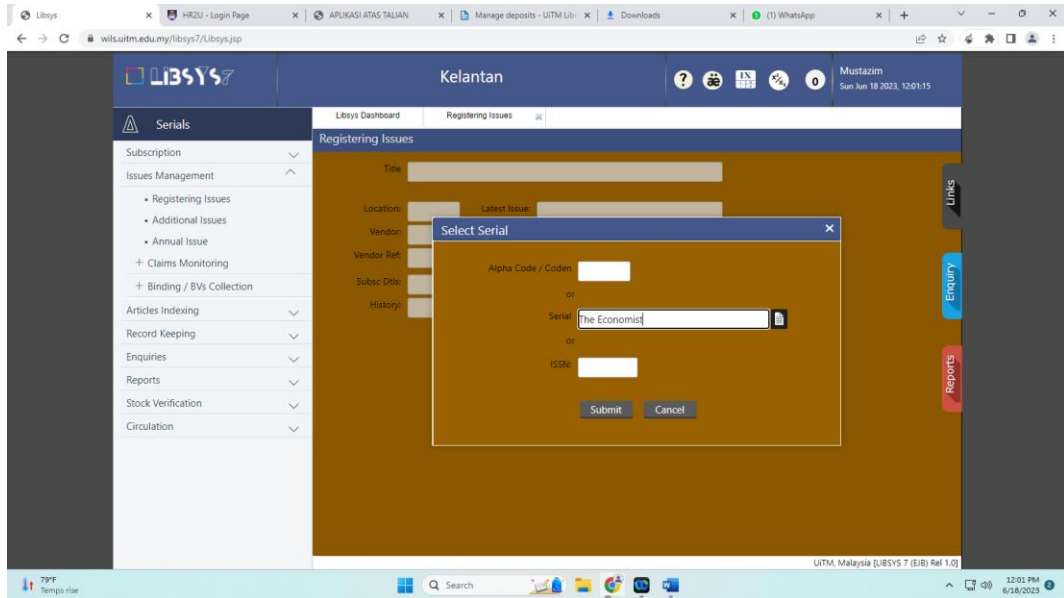


Figure 48 Practice of entering magazines into WILS (4)

Serials list will appear, double click The Economist series located at Machang Campus.

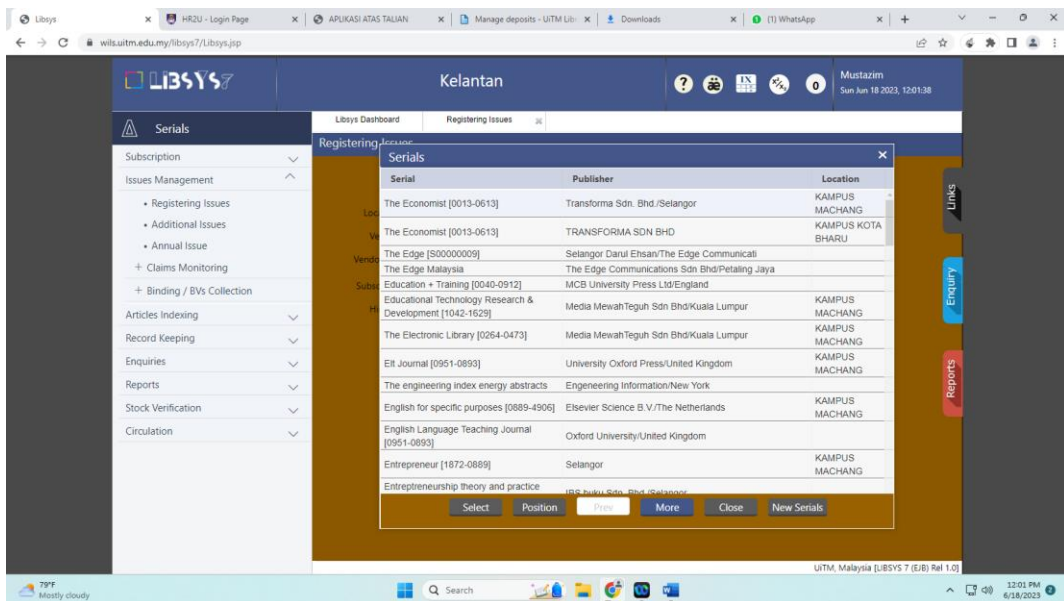


Figure 49 Practice of entering magazines into WILS (5)

Then the Schedule List will appear which is the validity date of the magazine. Click the appropriate one, in this practice, the magazine I use has Issue number 24 with an issue date of June 4, 2023, then click select.

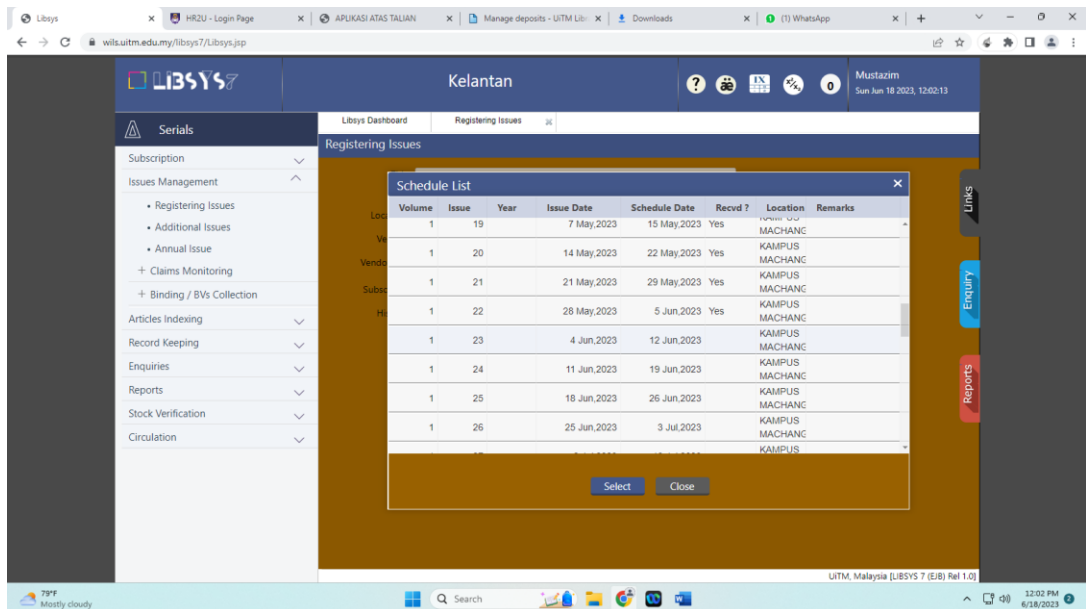


Figure 50 Practice of entering magazines into WILS (6)

The Receipt Details column will appear. Then edit the Period, Date Received, and Location sections. Then click submit.

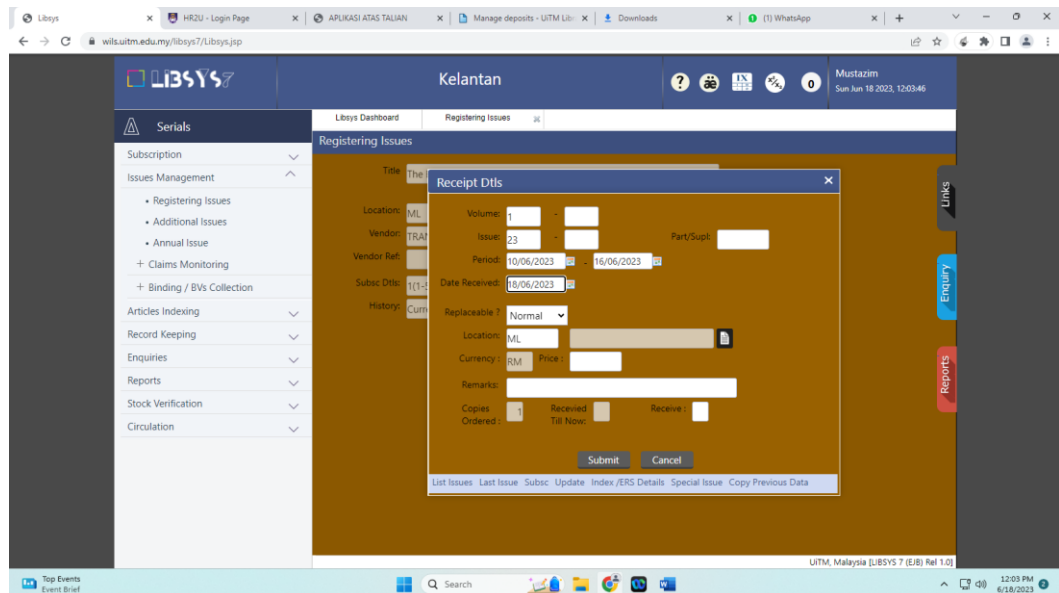


Figure 51 Practice of entering magazines into WILS (7)

Another column will appear, click Confirm.

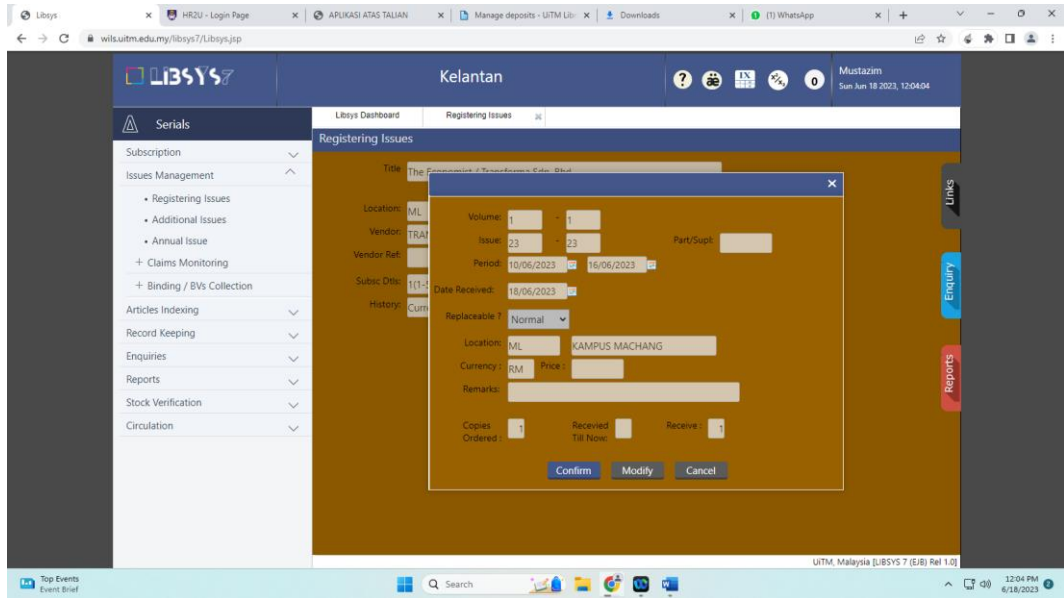


Figure 52 Practice of entering magazines into WILS (8)

After clicking the Confirm icon, the Control No. will appear at the bottom left of the screen. In this practice, the Control No. is 119694. Record the number in the magazine.

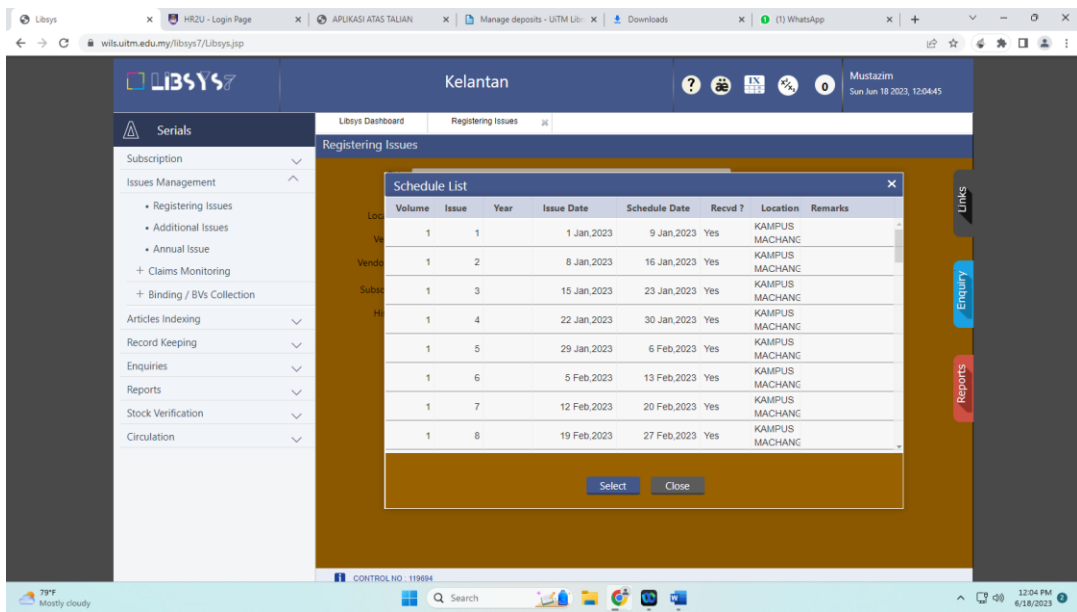


Figure 53 Practice of entering magazines into WILS (9)

Done. Then continue the steps starting from number 13, which is stamping the magazine.

Meanwhile, the steps for make RDA for the books are as follows:

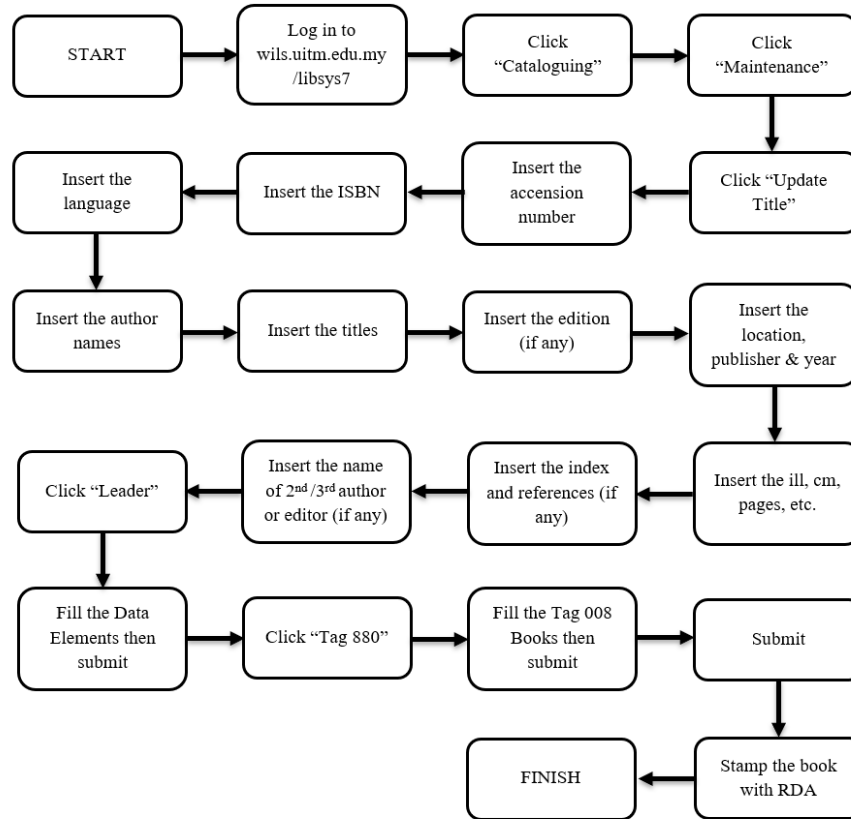


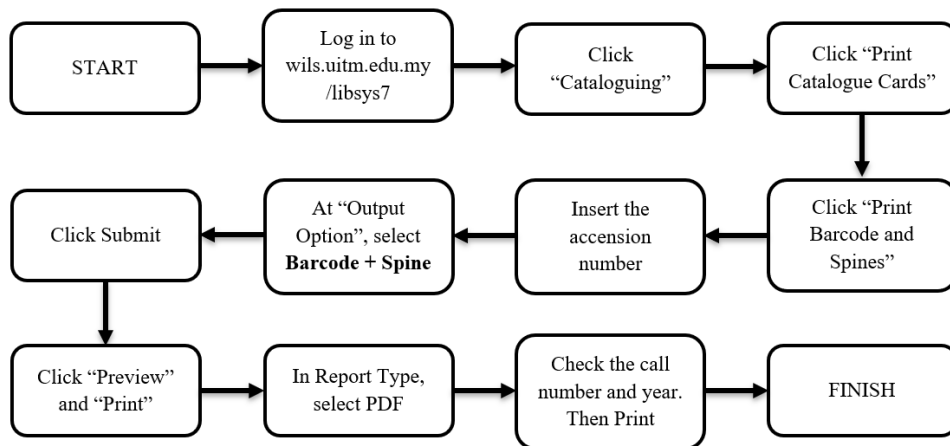
Figure 54 Flowchart of make RDA for books

First, the librarian prepares the books to be RDA-stamped. Secondly, the librarian must login to WILS with their staff ID. Third, go to the "Cataloguing" menu, then select "Maintenance". Fourth, on that menu, select the "Update Title" sub-menu. Fifth, enter the accension number located on the paper inserted in the book. Sixth, enter the ISBN (if there are two, enter both) in field 020, then also enter the language used in the book in field 041. Seventh, enter the first author's name. Eighth, enter the title, either the main title or sub-title and the author's name. Ninth, if the book is published, enter the edition. If not, leave it blank. In this step also enter the location, publisher, and year the book was published. Tenth, enter the illustrations, book size, number of pages. Eleventh, if there are references and index, write "includes references and index". If not, leave it blank. In this step, also enter the second author and so on and the editor if any in column 700. Twelfth, click "Leader". In this step, fill in the Data Elements column and submit. Thirteenth, click "Tag 880". Then fill in the columns according to the information that the book has, then submit. Fourteenth, click submit at the bottom of the field. The steps have been taken, the last is to stamp the RDA on the top of the book.

Afterward, the librarian moves on to the process of assigning barcodes to



books. The flow is as follows:



*Figure 55 Flowchart of book barcode printing*

First, the librarian prepares the book to be barcoded. Secondly, the librarian must login to WILS with their staff ID. Third, go to the "Cataloguing" menu. Fourth, select "Print Catalogue Cards". Fifth, on that menu, select the "Print Barcode and Spines" sub-menu. Sixth, enter the access number found on the paper inserted into the book. Seventh, on the Spine Slips menu, there is an Output Option column, select Barcode + Spine, then submit. Eighth, select submit on the pop up that appears. Ninth, on the Barcode menu, click Preview, then click Print. Tenth, a Print Report pop up will appear, in the Report Type column, select PDF, then print. Eleventh, click the print icon on the screen that appears. Finally, check the correctness of the call number and year. If it is correct, click Print.

The university's reference resources division is very important because it is responsible for the development of the library materials collection at PTA Machang Campus. Defined by Reitz (in (Khafifati & Hadiapurwa, 2023)) that collection development is the process of planning and procuring a balanced collection of library materials in the library based on a period of time with an assessment of information needs, statistical analysis of collection usage, and user demographics. In line with this, collection development activities are defined as developing a good and balanced collection, and in accordance with user needs which are compiled based on library collection standards and literature reviews so that they can meet the needs of academic community users (Syarif et al., 2012).

Based on these two definitions, it can be stated that the purpose of collection development is to meet the needs of the library users in terms of library materials



owned by the library. This is certainly very necessary to pay attention to because the collection of library materials itself is the main element that becomes a source of information in meeting the information needs of the library users (Anindita Putri & Gani, 2022). Over time, library collections developed by libraries are no longer only physical collections, but also electronic collections.

This collection development is also implemented by the university reference source division at PTA Machang Campus, which develops a collection of physical and electronic library materials. This is stated in the Machang Campus PTA Function Chart in the university reference source section that the Machang Campus PTA plans and coordinates the development needs of library resources such as special collections, magazines, journals, and so on. The purpose of this collection development is of course to meet the needs of the PTA Machang Campus users. Unfortunately, in the development of the Machang Campus PTA collection, library users are not involved in proposing the type or title of library materials. Even though the users are the ones who enjoy library services, in the sense that they know best what library materials they need.

### **3.1.2.3 Library Services Division**

#### **3.1.2.3.1 User Services Unit**

**Time** : April 19, 2023

**Unit** : User Services Unit

**Activity** : - Introduce to User Services Unit

- Check out, check in, and fine payment the books with WILS



*Figure 56 Check out, check in, and fine payment the books with WILS*

The Library Services Division consists of two units. The first is the Library Services Unit. This unit is headed by one of the senior female librarians at PTA Machang Campus, Nordelina Zulkarnain. The members of this unit are senior staff librarians Mohd Rosli Che Ismail, Mohd Hamka Hj Hamzah, and Mohd Zalani Mhd Zin.

As the head of the Customer Service Unit, Nordelina Zulkarnain has the task of designing and monitoring aspects of customer service and collection management, library services at the university, managing library circulation services, managing library facilities, reviewing and certifying library fine collection records, and managing the supply system. While the duties of the members of this unit are to look after the circulation counters/IT counters according to their respective schedules, shelving the books on the general reading book shelves, obtaining and providing data (book arrangement, number of fines, photocopy money, etc.) for monthly statistical reports, carrying out bulk loan operations, assisting in the implementation of Read@UiTM activities, being a reminder for users who are late in returning books, and taking care of library registration for people from outside UiTM..

Librarians who are members of the Library Services Unit predominantly work at the circulation counter and the IT Zone counter. At the circulation counter, circulation activities use LIBSYS. LIBSYS has several menus that can help the library service unit. There are member records (registration, temporary member, cancellation, etc), collection renewal (check-out, check-in, extension, and late fee), reservation (recall or follow-up), management reporting (member history, online search, self-check-in, etc), and many more. While at the IT Zone counter, librarians are on duty for copier/printer lending activities and report any damage to the computers in the carrel to the engineer.

In our face-to-face internship, internship students were taught to check out, check in, and fine payment at the circulation desk for library materials borrowed by users. If depicted in a flowchart, the flow is as follows:

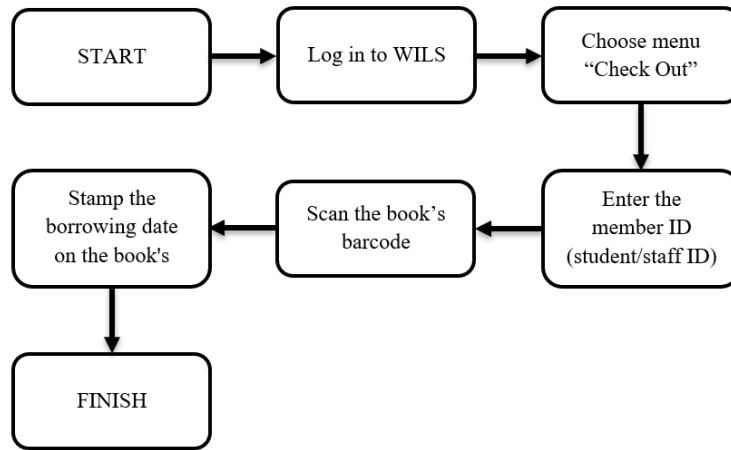


Figure 57 Flowchart of borrowing books

In the check-out practice, which means the book is borrowed by the user, the librarian opens WILS, selects the check-out menu, enters the member ID (student ID), then scans the book barcode located on the first sheet after the book cover. After that, the borrowing date is stamped on the spine of the book.

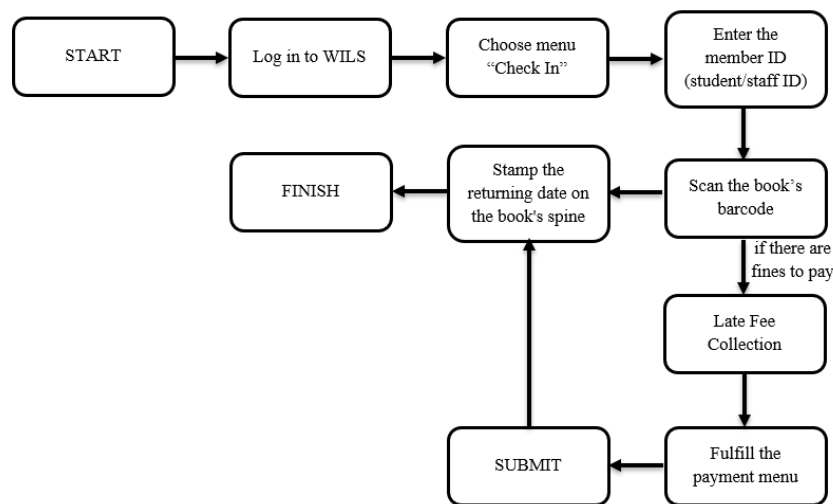


Figure 58 Flowchart of returning books

In the check in practice, which means the book is returned by the user, the librarian opens WILS, selects the check in menu, enters the member ID (student ID), then scans the book barcode located on the first sheet after the book cover. After that, the date of return is stamped on the spine of the book. When the librarian checks in the library material that is being returned, there will be a column for fines filled with the nominal fine that must be paid if the book is returned past the return due date. Then the librarian will go to the Late Fee Collection menu, then the amount of fines to be paid will appear. Then fill in the payment columns

such as Late Fee Received (fine money received), Change (change), and Pay Mode (payment method). PTA Machang Campus itself only accepts cashless payment methods. Then click submit.

### 3.1.2.3.2 Research Support Unit

**Time** : May 3, 2023

**Unit** : Research support unit

**Activity** : - Introduce to research support unit

- Keywords processing to search scientific article



*Figure 59 Practice of information searching at IT room*

Just like the Library Services Unit, the Inquiry Support Unit is under the auspices of the Library Services Section. The Inquiry Support Unit is chaired by Nordelina Zulkarnain with one member named Nor Azrina Hasbullah.

As the head of the unit, Nordelina Zulkarnain is tasked with designing and implementing research support services for the UiTM Machang Campus academic community; monitoring, coordinating, and searching and browsing library materials for selective dissemination of information services; providing research-related consultations; and providing analysis and literacy assessment reports for the UiTM Library. While its members have 3 tasks, first monitoring and updating the Institutional H-Index and Author H-Index, where they must download the Institutional H-index information according to IPTA and IPTS from the online database and conduct first-level monitoring activities on the Author H-Index information of UiTM researchers for Scopus, WOS, and Google Scholar in the IPIS system. Then uploading articles and metadata input process to Myjurnal,

where he pre-checks the number of UiTM journals of the current year in Myjurnal, uploads UiTM articles to the Myjurnal system, makes metadata input work and indexes UiTM articles in the Myjurnal system, provides pre-metadata for reporting purposes and edits uploaded monthly journal articles according to the division set, and provides pre-metadata for reporting purposes to PTAR and university management.

In the face-to-face internship, interns are invited by the head of the unit to study online databases on the UiTM library website. UiTM Library itself has many online database subscriptions, some of which are ACM Digital Library, American Chemical Society Journals (ACS), American Society of Civil engineers Journals, CHEMnetBASE: Dictionary of Natural Products, ClinicalKey, ClinicalKey For Nursing, CLJ Law, DataStream Professional, EBSCO: MEDLINE Lengkap, EBSCO: Scientific & Medical ART Imagebase, Eikon With Datastream, Emerald Insight, HeinOnline Internation Core Collection, IEEE Xplore, Journal Citation Reports (JCR Web), Lexis Advance Malaysia, Library of Congress Classification (LOC), Nielsen Book Data, ProQuest Dissertation & Theses, ProQuest Music & Performing Arts Collection, Reaxys, RDA Toolkit, ScienceDirect, Scopus, UpToDate, and Web of Science.

In this unit, interns are invited to search for articles in online databases, specifically Scopus, and Google with the keywords "tabiat membaca" and "rakyat Indonesia". With different information search methods, both in terms of search location and keyword processing, the number of articles found is also different.

From these activities along with knowledge of information spread on the internet, it can be said that information, both scientific and non-scientific, in the current era is very large. Even from this phenomenon, the term information overload arises, which is defined as a situation where the amount of information received by an individual exceeds the working memory of the individual who receives it (Graf and Antoni in (Arnold et al., 2023)). The abundance of information disseminated to the public certainly has a good impact, in the form of increasingly developing insights and knowledge. Thus, it can make people have many views even on a matter. However, not all information can be used by the public. This also applies to academics who are conducting scientific research. Often researchers when looking for references encounter articles that are not in

accordance with the topic of their research. Therefore, in searching for information, researchers can apply Boolean Logic.

Boolean Logic is a mathematical logic that uses logical operators to produce a 'true' or 'false' output. In boolean logic searches, users usually use AND, OR, or NOT logical operators (Dewi, 2018). The AND operator connects the first and second words, which means that the two words are searched for in the same piece of literature. The OR operator is a link between the first and second words, which does not have to be in the same article. The NOT operator is intended to not bring up literature containing the word.

As prospective information professionals, especially working in a library, of course, internship students must understand various kinds of information search methods, one of which is boolean logic. Because later researchers who do not understand article search strategies that suit their needs will look for librarians as those who understand and master the ins and outs of information.

#### 3.1.2.4 Digital Library Division

**Time** : June 11, 2023 and June 19, 2023

**Unit** : - Digital Learning Unit  
- Repository System Unit

**Activity** : Input the subjects to Institutional Repository



*Figure 60 Subject input process in the Institutional Repository (1)*

The Digital Library Division is headed by a senior female librarian at PTA Machang Campus, Norfitriah Mat Seman. The Digital Library Division has two units, the Digital Learning Unit and the Repository System Unit. The Digital

Learning Unit consists of two senior assistant librarians, Nazrol Hisham Ghazali and Mohd Hilme Abdul Rahman. While in the Repository System Unit, the members are Mohd Ridzuan Ramli and Sazlina Saleh.

As division head, Norfitriah Mat Seman has three responsibilities. The first is on the information technology system, where she is tasked with managing and monitoring the library system, monitoring the management of library webpage information, managing and reviewing the purchase of ICT equipment, managing the design of ICT exercises, monitoring the achievement of Digital Learning Unit KPIs and monitoring the damage and destruction of ICT equipment. Second is at the Institutional Repository (IR), where he is tasked with monitoring the receipt of library materials to be uploaded in the IR, checking metadata and scanned materials for the deposit process to the IR, carrying out the process of depositing subjects on material metadata to the ID, monitoring the process of patching physical library material labels, and checking KPI reports on uploading library materials. The third is digital library instruction, where she is tasked with providing digital library instruction and services, teaching how to use PTAR Mobile Apps, and teaching researchers about digital libraries.

Then the duties of the librarian member of the Digital Learning Unit are to monitor the server and network switcher, monitor the cleanliness of the room and ICT equipment, ensure that the official website of PTA Machang Campus can be continuously accessed properly, conduct website security monitoring, ensure the achievement of KPIs for the PTA Machang Campus web page every year, ensure the achievement of KPIs for the number of user logins to the website, monitoring KPIs for the number of downloads of library digital materials, monitoring KPIs for the number of virtual library visitors on the website, purchasing library ICT, destroying library ICT equipment, assisting technical work in physical/virtual library activities, receiving intellectual property library materials, printing and patching thesis labels, and maintaining reference collection counters (physical). Meanwhile, the duties of librarians in the Repository System Unit are to upload UiTM Machang Campus intellectual property materials into the IR, scan intellectual property materials, carry out the deposit process of UiTM Machang Campus intellectual property materials in the IR, and collect unit statistics regularly every month to be sent to the administrative unit..



In this face-to-face internship practice, intern students are taught to enter subjects in articles in the Institutional Repository before the article is uploaded to the public. The flow is as follows:

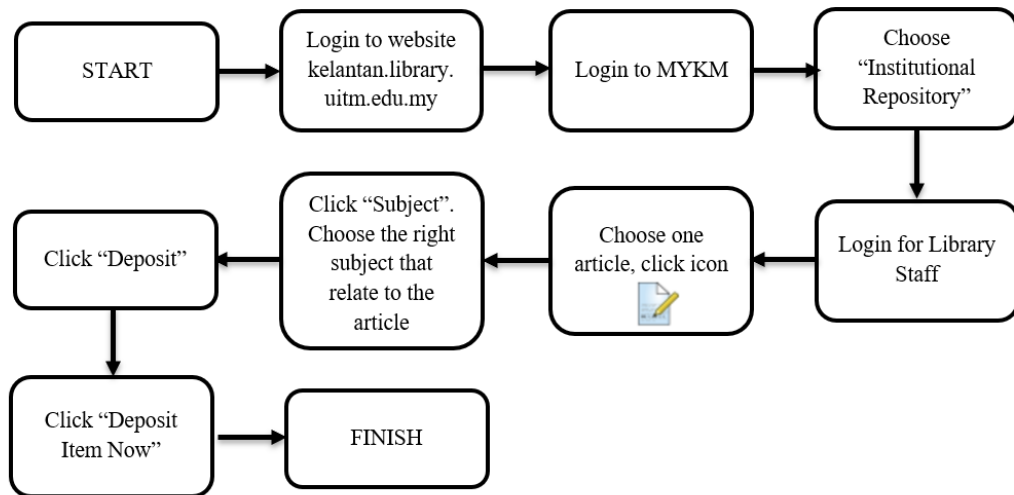


Figure 61 Flowchart of Entering Subjects in the Institutional Repository

First, log in to MYKM via the UiTM Kelantan PTA website.

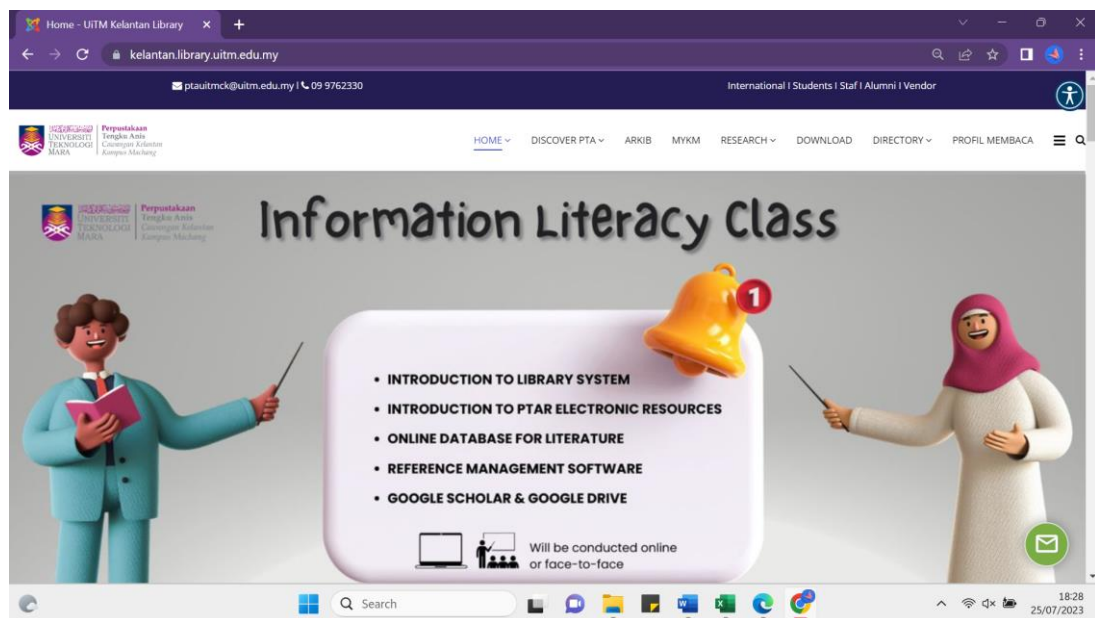


Figure 62 Entering subjects in the Institutional Repository (1)

Then enter MyKM and login using student ID



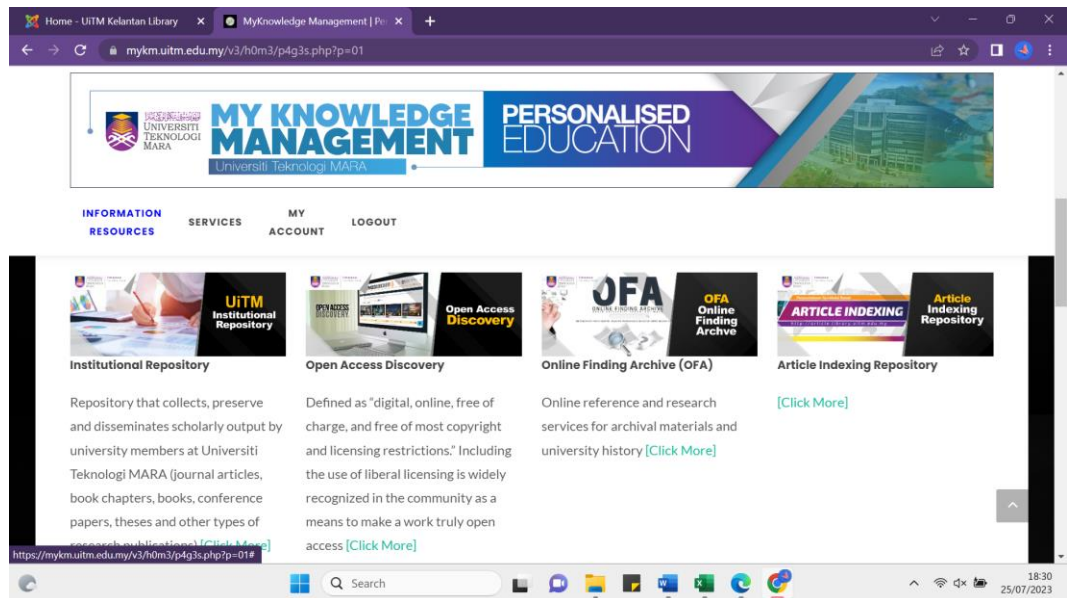


Figure 63 Entering subjects in the Institutional Repository (2)

After that, scroll down the webpage until you find the INSTITUTIONAL REPOSITORY menu. Then click on the menu.

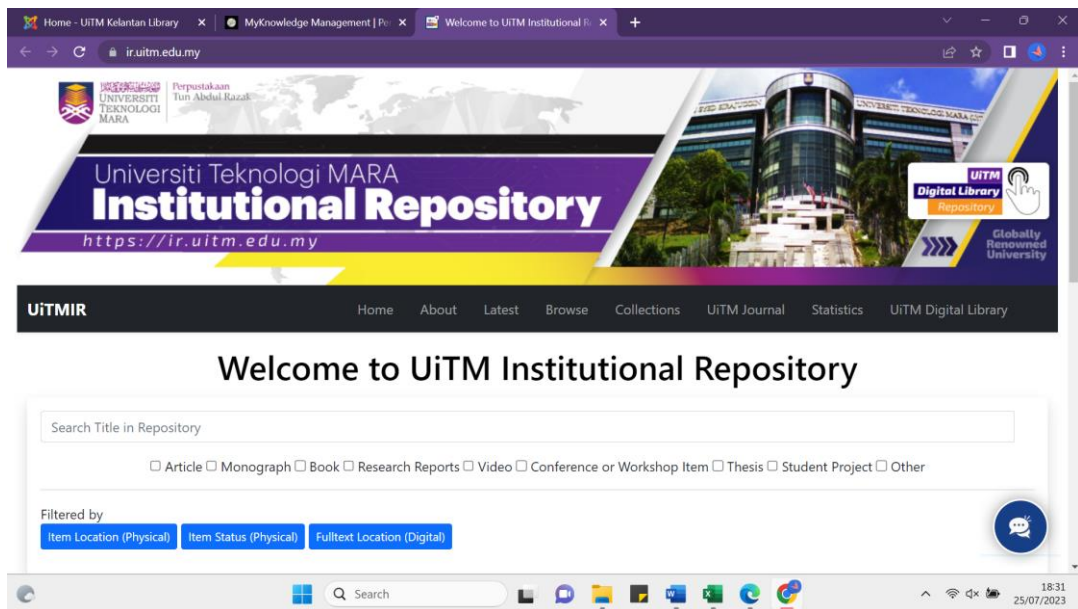


Figure 64 Entering subjects in the Institutional Repository (3)

Scroll to the bottom and you will see the Login For Library Staff option. Click on that option. Enter your username and password, then click login.

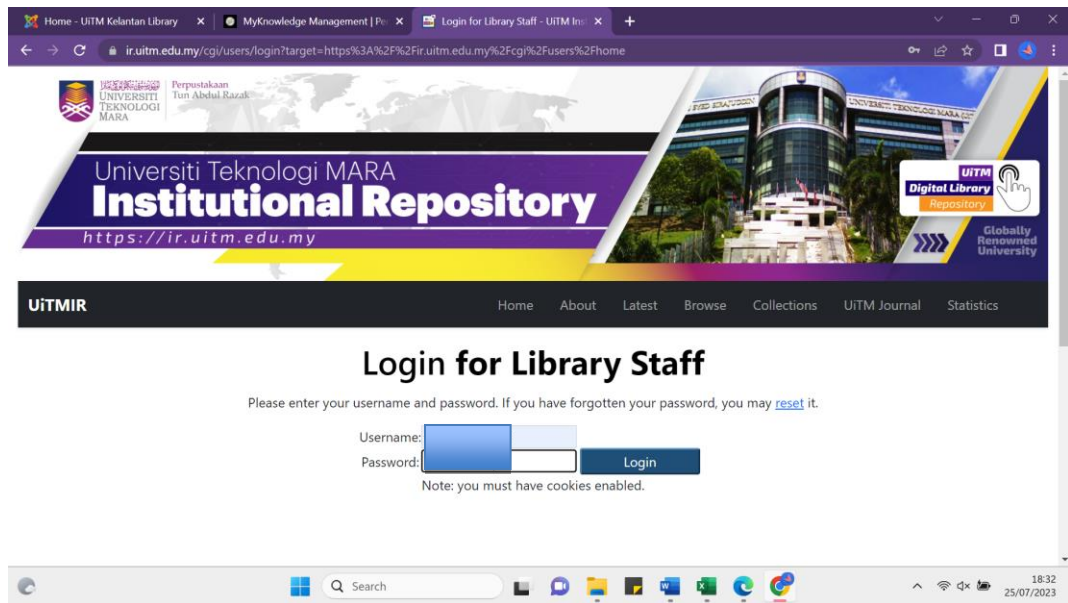


Figure 65 Entering subjects in the Institutional Repository (4)

A list of articles that have not been uploaded to the public will appear. Select one of the articles, then click the edit icon on the right side of the table.

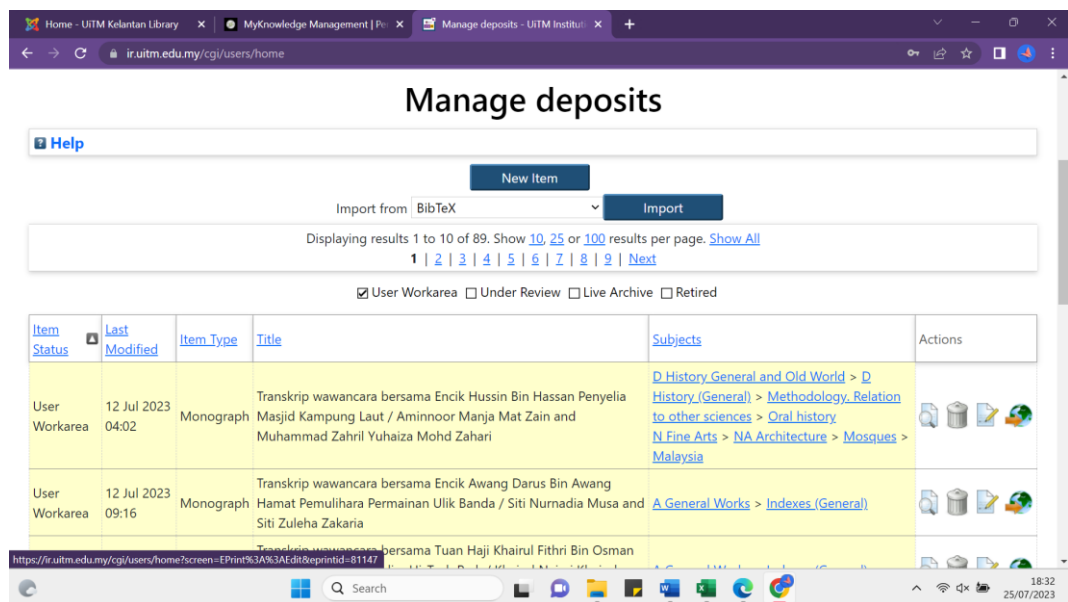


Figure 66 Entering subjects in the Institutional Repository (5)

Then click the "Subject" menu. Choose a subject that matches the content of the article.

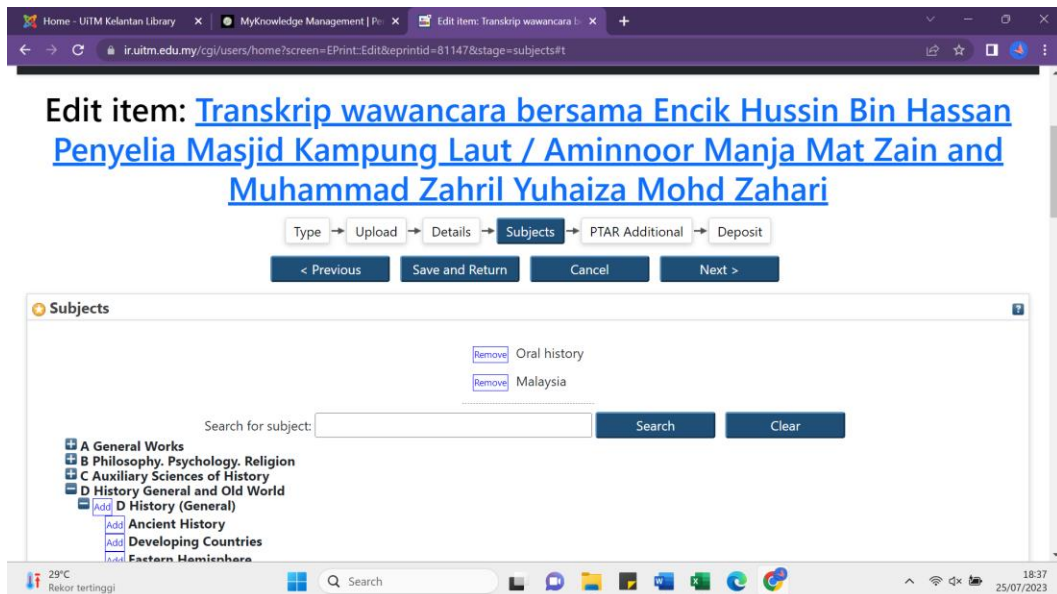


Figure 67 Entering subjects in the Institutional Repository (6)

After finishing filling in the subject, click on the "Deposit" menu and select "Deposit Item Now".

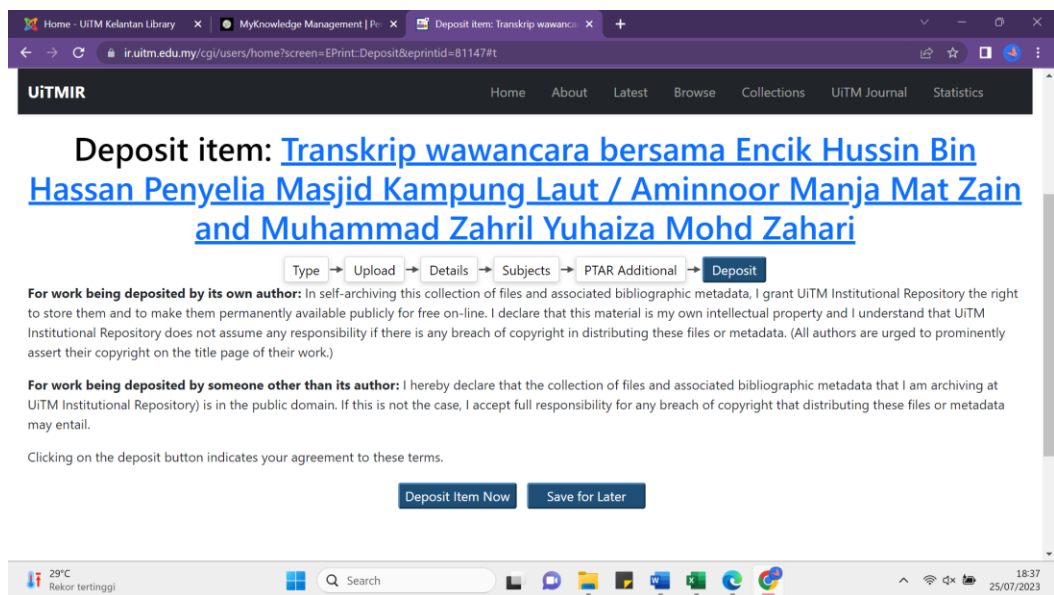


Figure 68 Entering subjects in the Institutional Repository (7)

The growing technology today has an impact on various fields of life, one of which is the library which now in addition to being a physical library also has a digital library that can be accessed anytime and anywhere via the internet by the users. Digital library development can be carried out by various types of libraries, not limited to certain libraries. One of the institutions that built a digital library in addition to having a conventional library is PTA Machang Campus of UiTM Kelantan. The digital library at PTA Machang Campus has the task of managing various digital facilities and services owned by PTA Machang Campus, such as

WILS and Mobile Apps. This management is included in the management of the Institutional Repository owned by PTA Machang Campus. The smooth operation of this website is in the hands of librarians in the Digital Library Unit.

Pendit (2009) defines institutional repository as an activity to collect and preserve digital collections that are the result of intellectual work from a particular community. Meanwhile, Crow (2007) defines Institutional repository as a digital collection that is a reflection of the intellectual work of one or a combined community of various universities. UiTM library's own institutional repository manages articles, books, research reports, videos, conference or workshop materials, theses, student projects, and so on. The total items in the UiTM institutional repository are 64617 items.

The existence of the UiTM institutional repository will make it easy for users to access these items without having to come physically to the library. In line with this, according to Uhlir & Schroder (in (A. A. Prasetyo et al., 2022)), By having an institutional repository, universities including UiTM will be able to preserve the historical archives of the institution and its research, open access to the public will show the authority of the institution, preservation of intellectual work is more guaranteed, easier accessibility, and copyright defense on a work..

### **3.1.2.5 PTA Branch Archive Division**

- Time** : Session 1: Wednesday - May 10, 2023 and Thursday - May 11, 2023  
Session 2: Tuesday - June 13, 2023
- Unit** : - Record Management Unit  
- Archive Management Unit (Preservation)
- Activity** : - Binding the book  
- Digitize archives to AMS



Figure 69 Example of UiTM Machang's archive

The PTA Branch Archives Division is chaired by Alina Hussin. There are four members, namely Muhamad Nazari Muhamad Nor, Mohd Waqiyyudin Mohd Dzulkifly, and Syamsilawati Dahari for the Records Management Unit. Zul Abdullah is the only member of the Records Management (Preservation) Unit.

The archive unit is responsible for collecting important records of UiTM Machang Campus, cleaning important records from foreign objects, scanning records, digitizing important records of UiTM, destroying records (destruction is done once every 25 years), making checks on important university records, hiring records staff, binding services for library materials, and repairing damaged pictures or posters.

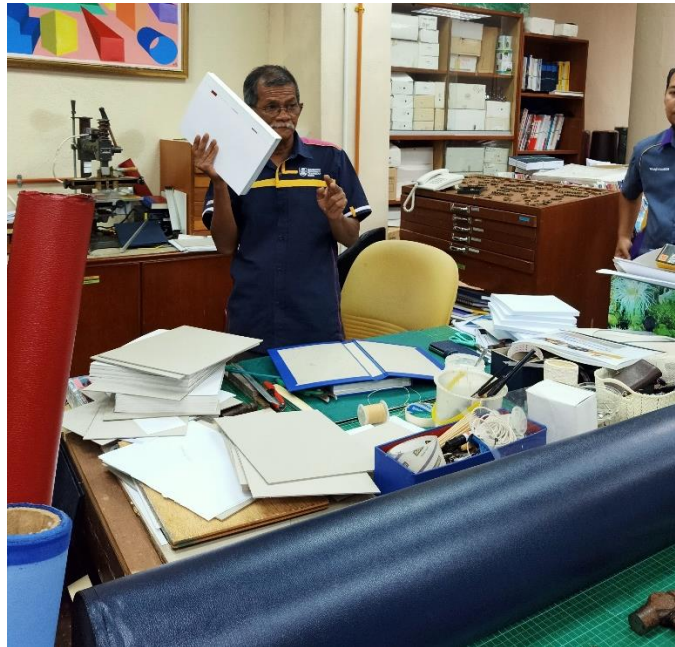


Figure 70 15 University Important Records



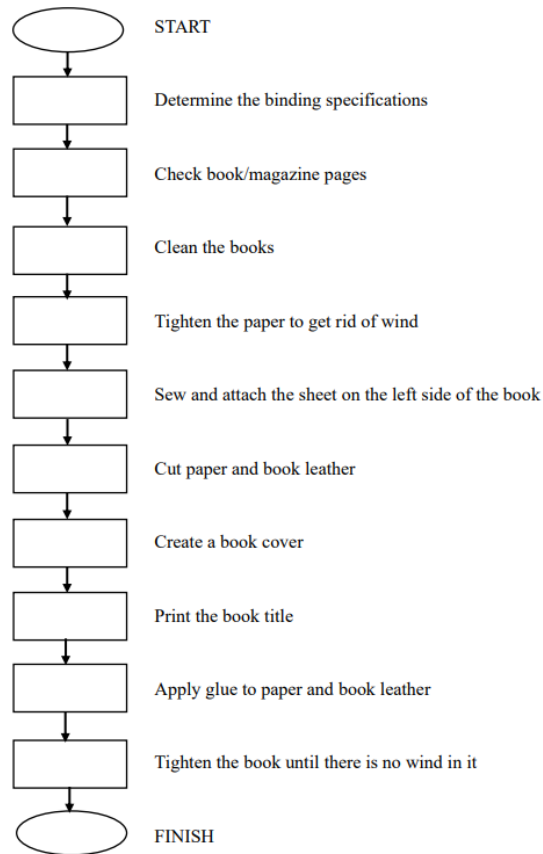
According to the picture above, there are 15 types of important university archives, MoUs, UiTM main meetings, annual reports, UiTM reports and financial records, UiTM long-term plans, UiTM contract documents, staff/student regulations, maps/plans, staff/student personal archives, UiTM historical photographs, PTJ publishing materials, accreditation (programs, courses, quality, and safety), UiTM policies, guidelines, and laws, and UiTM main circulars.

After learning in theory, interns were invited to practice binding library materials by Zul Abdullah.



*Figure 71 Binding the book (1)*

The book binding procedure is contained in the Book Binding Flow Chart in accordance with the regulations made by PTA Machang Campus as follows:



*Figure 72 Flowchart of Book Binding*

First, it was determined that the binding to be made was a pre-bound leather binding, then the tools and materials were prepared. The tools are gullotine, drill, press, needle, cutter, scissors, straight edge, hammer, bone folder, compsing stick, plate mate cutter, and strawboard. The materials are books, thread, glue, tape, mull, paper, cardboard, and gold foil. Secondly, carefully check the outermost sheet/face of the book to see if the cover position is correct or not. Third, check the whole book. If there is dirt, remove the dirt until it is clean. Fourth, tidy up the book by tapping the book on the table until the arrangement is neat, and nothing is out of line. Make sure there is no wind that will make the book look bulky. Fifth, the left side of the book is given 5 small holes with the same distance using a hole punch machine. Then the book is sewn neatly and tightly using the needle and thread provided. After sewing, glue the left side of the book so that there is no gap. In order to glue perfectly, the book is stapled using a weight so that no wind enters the book. Sixth, at the stage of cutting cardboard and book edges, this stage is carried out by the librarian. Seventh, the manufacture and installation of book leather begins with cutting the leather with a length and width exceeding 2 cm from the

length and width of the cardboard. After that, the cardboard and leather are attached using glue. While waiting for the book cover to dry, the left edge of the book is attached with a small length of paper that covers the edge of the book from top to bottom, mull, and small book leather on the top and bottom sides as decoration. Since the small length of paper covers the entire left side of the book, the pasting process must be rubbed with a bone so that there is no wind left in it.

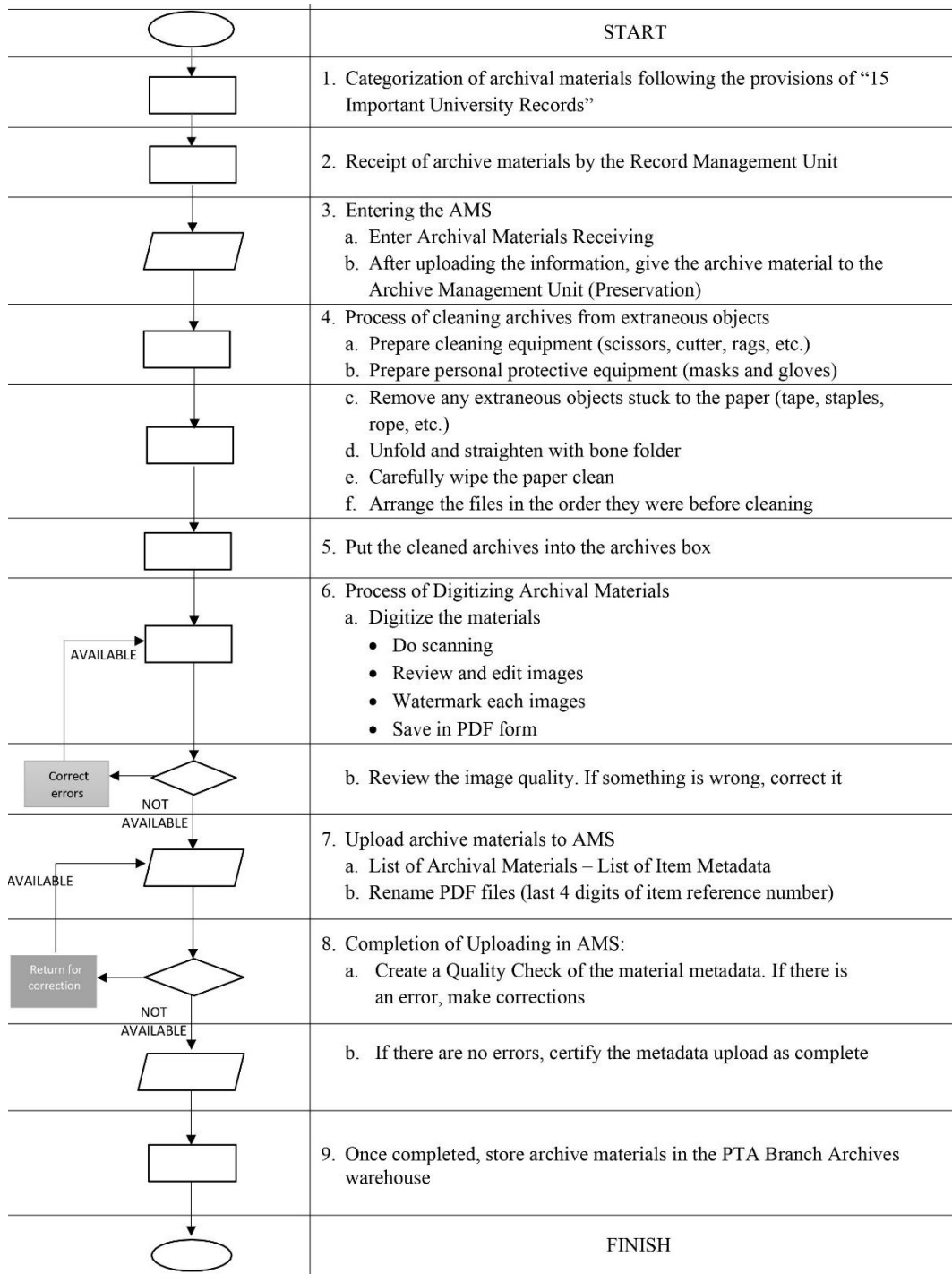


*Figure 73 Binding the book (2)*

While waiting for them to dry, interns are asked to choose the name that will be written on the book cover later. After the cover is dry, as the eighth step, the student interns are assisted by the librarian to paste the name of the book made of gold paper using a blocking press. Ninth, the cover and contents that have dried are glued together using glue and pressed using weights so that no wind enters the book.

After practicing book binding, interns were taught to digitize archives. The archive digitization procedure is contained in the Archive Digitization Flowchart in the following figure:





*Figure 74 Flowchart of Archive Digitization*

Record receiving activities have been carried out by archive officers. Therefore, interns continue to receive archival materials in the Archive Management System (AMS). In receiving archive materials, interns log in to AMS using the Staff ID. After that, go to the Document File Acceptance menu.

Bil	Fond	Sub Fond	No Rujukan Fail	Jenis Bahan	LOD	ID Perekod
1.	DO2 - UTM KELANTAN	BM - FAKULTI PENGURUSAN DAN PERNIAGAAN	MYUTM/DO2/BM/47019	FAIL PERIBADI PELAJAR	FAIL	225270
2.	DO2 - UTM KELANTAN	BM - FAKULTI PENGURUSAN DAN PERNIAGAAN	MYUTM/DO2/BM/47017	FAIL PERIBADI PELAJAR	FAIL	225270
3.	DO2 - UTM KELANTAN	AC4 - FAKULTI PERAKAUNAN	MYUTM/DO2/AC4/47015	FAIL PERIBADI PELAJAR	FAIL	225270
4.	DO2 - UTM KELANTAN	AC4 - FAKULTI PERAKAUNAN	MYUTM/DO2/AC4/47014	FAIL PERIBADI PELAJAR	FAIL	243825
5.	DO2 - UTM KELANTAN	BM - FAKULTI PENGURUSAN DAN PERNIAGAAN	MYUTM/DO2/BM/47005	FAIL PERIBADI PELAJAR	FAIL	243825
6.	DO2 - UTM KELANTAN	AC4 - FAKULTI PERAKAUNAN	MYUTM/DO2/AC4/46906	FAIL PERIBADI PELAJAR	FAIL	243825
7.	DO2 - UTM KELANTAN	AC4 - FAKULTI PERAKAUNAN	MYUTM/DO2/AC4/46903	FAIL PERIBADI PELAJAR	FAIL	243825
8.	DO2 - UTM KELANTAN	AC4 - FAKULTI PERAKAUNAN	MYUTM/DO2/AC4/46897	FAIL PERIBADI PELAJAR	FAIL	243825
9.	DO2 - UTM KELANTAN	AC4 - FAKULTI PERAKAUNAN	MYUTM/DO2/AC4/46888	FAIL PERIBADI PELAJAR	FAIL	243825
10.	DO2 - UTM KELANTAN	AC4 - FAKULTI PERAKAUNAN	MYUTM/DO2/AC4/46878	FAIL PERIBADI PELAJAR	FAIL	243825

Figure 75 Archive digitization (1)

Then fill in information related to the archive held, such as branch, material category, series, title, description, and so on.

Daftar Penerimaan Fail Dokumen

Cawangan : KELANTAN

PTJ : UTM Kampus Machang-BAH. HAL EHWAL AKADEMIK

Fond : DO2-UTM KELANTAN

Sub Fond : FAKULTI PENGURUSAN DAN PERNIAGAAN

Kategori Bahan : BAHAN DOKUMEN

Jenis Bahan : FAIL PERIBADI PELAJAR

Tahap Deskripsi (LOD) : FAIL

Series : 500 - SUMBER MANUSIA

Taraf Rekod : SULIT

Tajuk : **Semak Duplikat Tajuk ID**  
Norfaelida Binti Hairan

Tahun Diwujudkan : Enter ...

Deskripsi Bahan : Enter ...

Tarikh Kandungan Pertama : [Date field]

Tarikh Kandungan Terakhir : [Date field]

No. Kotak Asal : [Field]

Figure 76 Archive digitization (2)

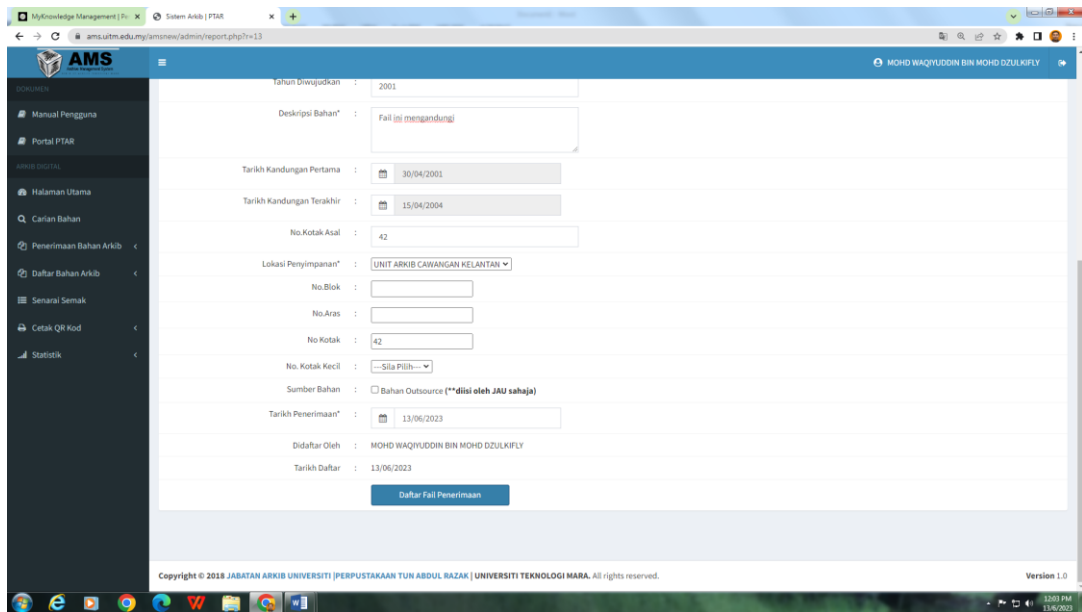


Figure 77 Archive digitization (3)

After entering all the information correctly, click Receiving File List. A pop-up will appear showing the Material Referral Number. The number is then recorded in the archive folder in the upper right corner. Then go to the Receiving File List menu, enter the last 5 digits of the material reference number. When the file appears in the list, click the Kemaskini icon on the right side of the list..

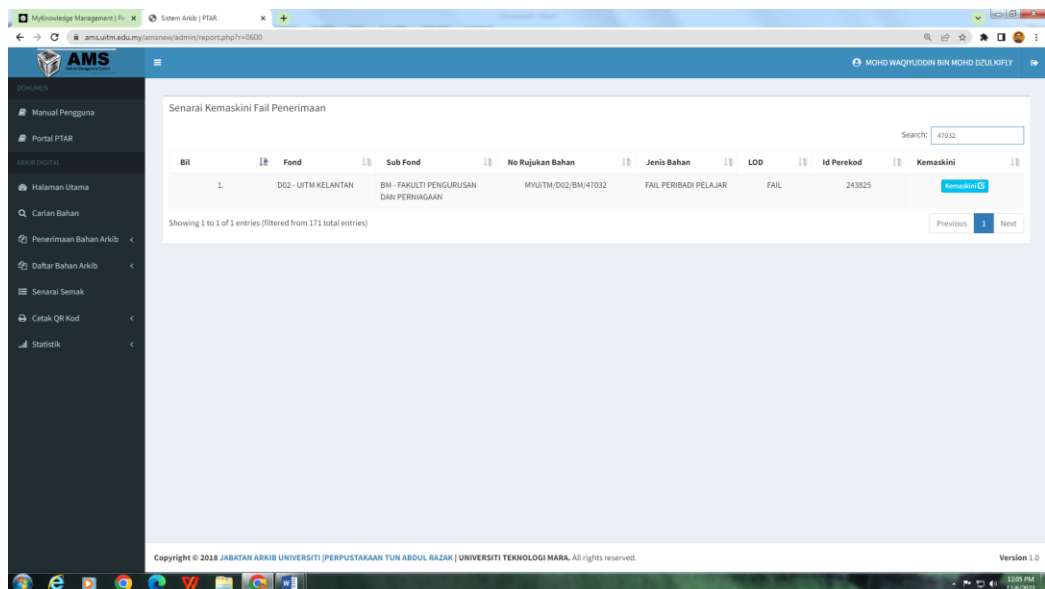


Figure 78 Archive digitization (4)

The Receiving File Update view will appear. The edited section is the Material Description by entering details of what documents are in the archive folder concerned.

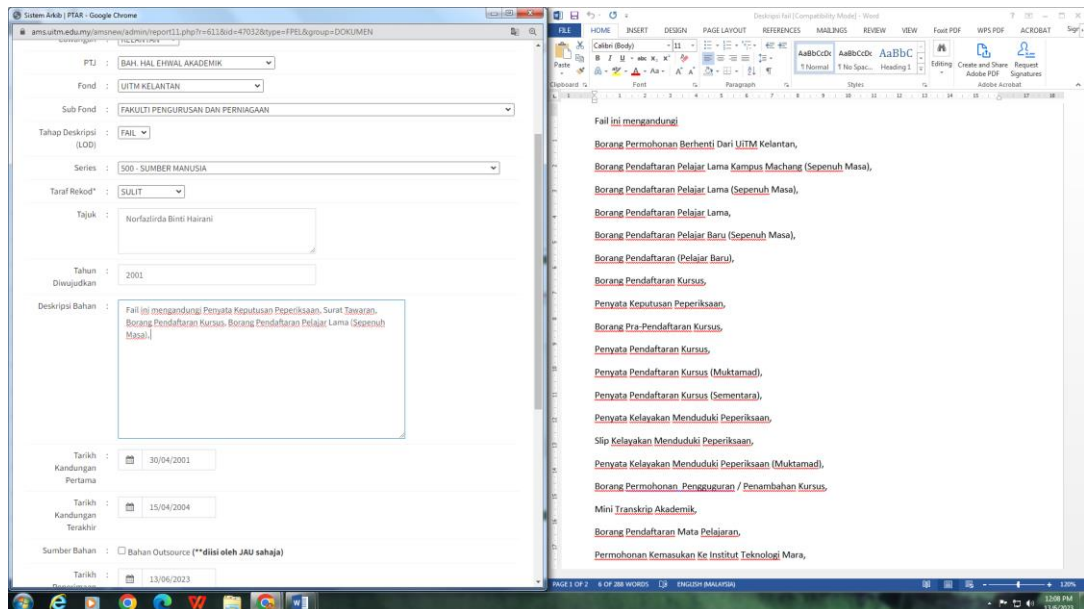


Figure 79 Archive digitization (5)

After that click Update File Information.

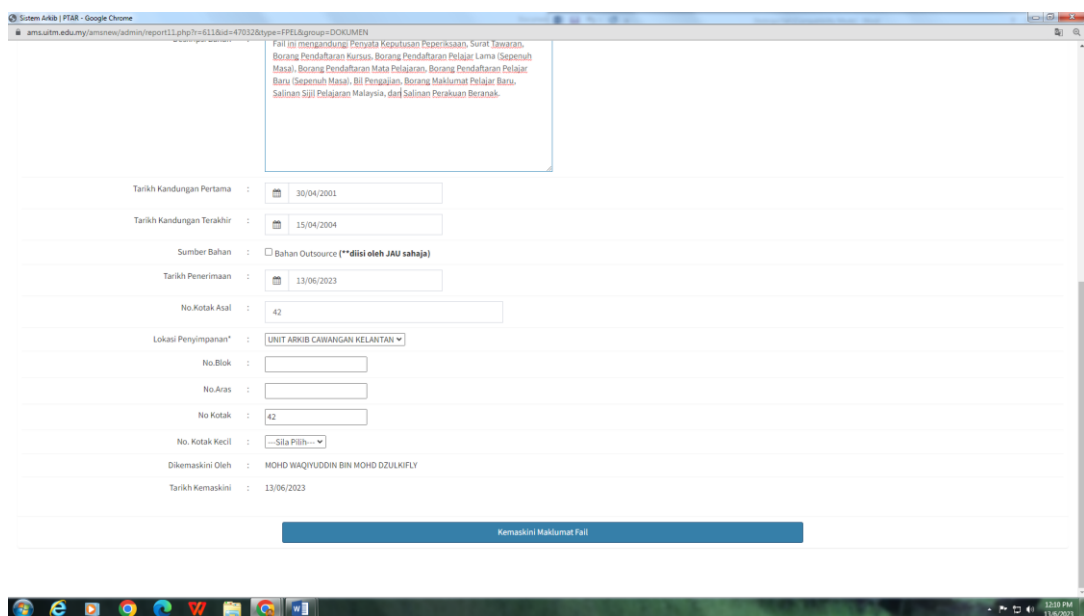


Figure 80 Archive digitization (6)

After the Archival Material Receiving process is complete, the next process moves on to the archive cleaning process.



*Figure 81 Cleaning the archives*

The purpose of this cleaning is so that the archive is easily readable on the computer and the scanning machine is not easily damaged by scanning foreign objects. Some things that need to be cleaned from archive files are dust, folds that must be straightened, and foreign objects such as staples, insulation, ropes, needles, clips, and so on. The tools used for cleaning are fiber cloth, scissors, cutters, bone folders, and staple removers. For safety and comfort, archivists are encouraged to use masks and gloves.

The first step is to collect the archives to be cleaned and scanned as well as the cleaning tools. Once collected, the staff can start the cleaning activities by making sure that no archive is missing even one sheet. The cleaning process involves cutting the rope that holds the archive sheets together, removing the staples attached to the paper. For photos that are attached using staples, the staples are removed and then reattached using glue.



*Figure 82 Scanning the archives*

After all the files have been thoroughly cleaned, the next step is scanning, which begins by plugging the flash disk into the scanning machine. Then on the screen of the scanning machine, the staff gives a file name in the form of a Material Referral Number. Then the scanning process is carried out. Scanning activities can be done at the same time as several sheets of files in one scan, provided that the paper size is the same. For files that have similar contents, scanning of only one of the files is sufficient.

After the scanning activity is completed, the flashdrive is unplugged. On the face of the archive folder, the date and time of the document scanning is written in detail, as well as the number of papers that have been scanned. For example:

13 June 2023

03.41 PM

24 sheets

The next step is to plug the flashdisk into the computer which is then carried out the process of checking the scanning results, giving watermarks, and PDF security on the digital archive. The process uses a premium editing application called Adobe Acrobat Pro so that the results obtained are maximized.

After scanning, staff enter AMS again and go to the Archive Material List menu. This menu is used to enter the archive in question into the list of archives that need to be reviewed by staff. First, click on the Item metadata list sub menu. Later a list of archives will appear.

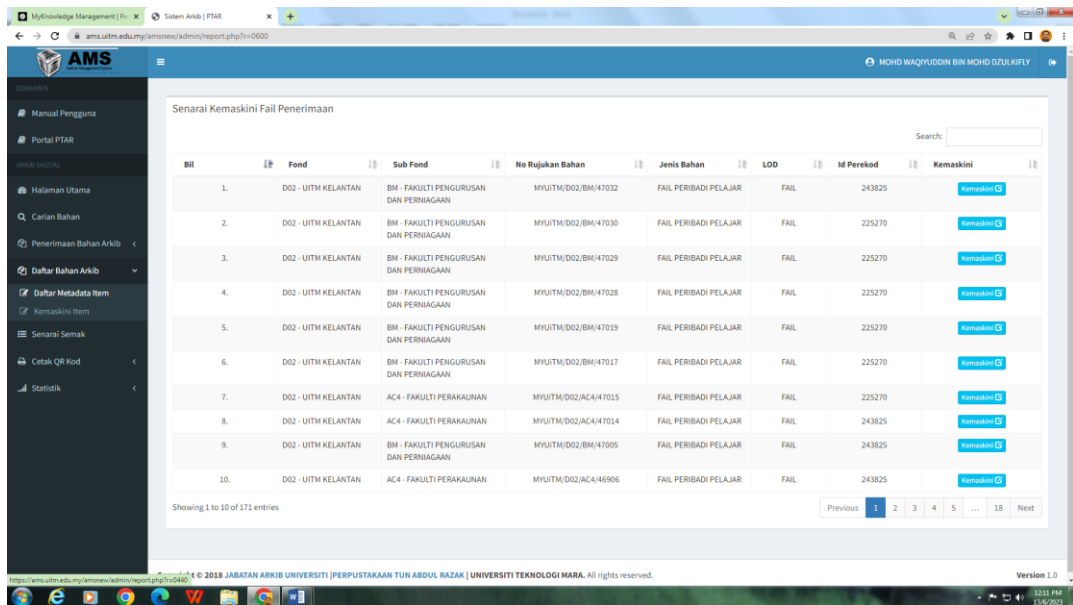


Figure 83 Archive digitization (7)

Then go to the search field and enter the 5-digit number in the Material Reference Number. Once the archive material appears, click on the List of Item Information icon on the right side of the page.

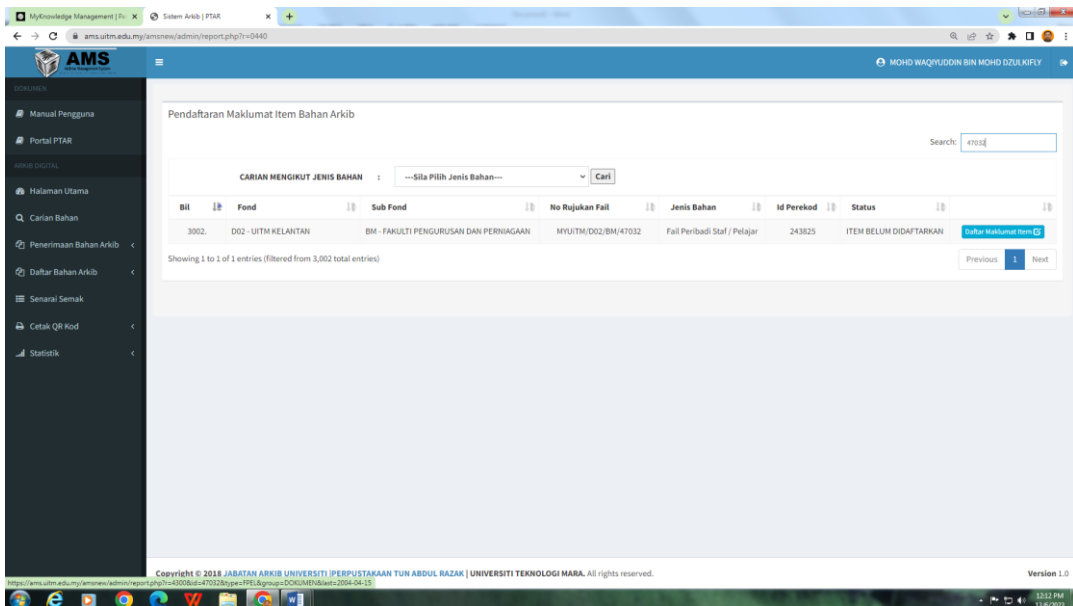


Figure 84 Archive digitization (8)

Then a page will appear containing a list of Material Item Metadata and Additional Metadata Information.



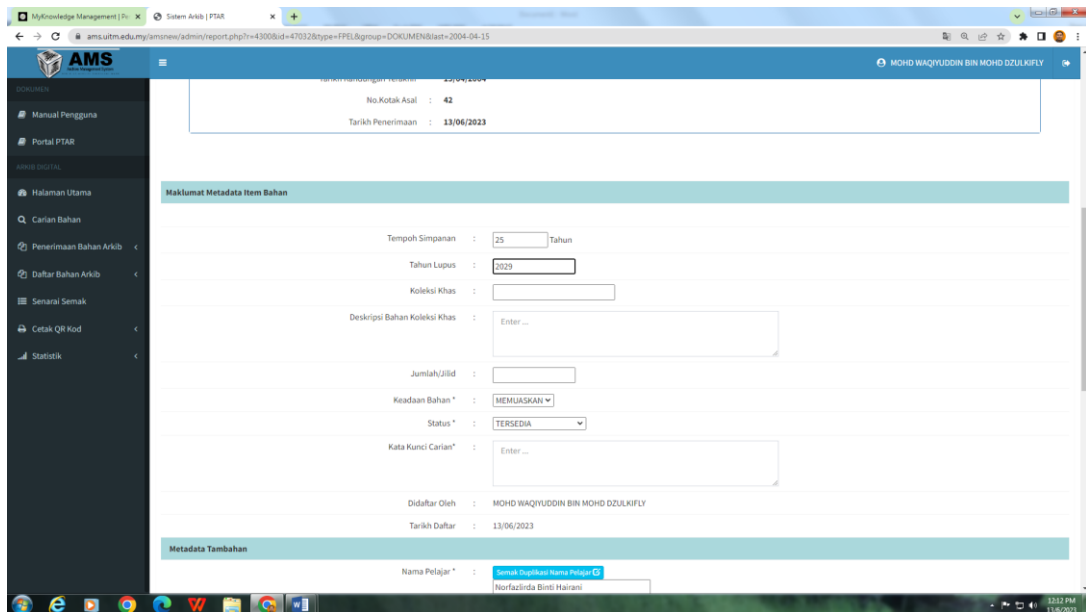


Figure 85 Archive digitization (9)

The empty columns are filled in by adjusting the information contained in the files in the archive folder belonging to the student concerned. After everything has been filled in correctly, click the blue icon at the very bottom, namely the List of Archival Material Item Information.

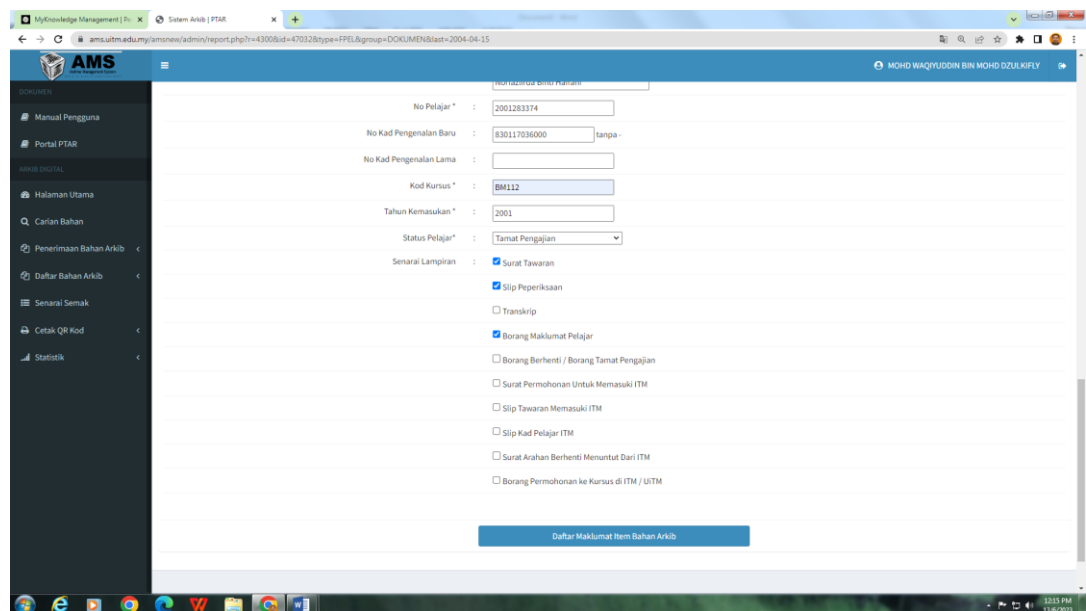


Figure 86 Archive digitization (10)

A pop up will then appear stating that the archive registration has been successfully carried out.



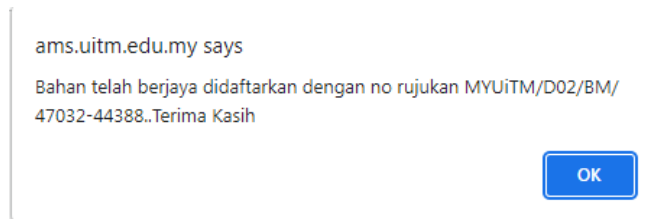


Figure 87 Archive digitization (11)

Then there is an additional 5-digit number on the back of the Reference No. that must be recorded. The page will then return to the table listing the records that have been registered for inspection by the responsible staff.

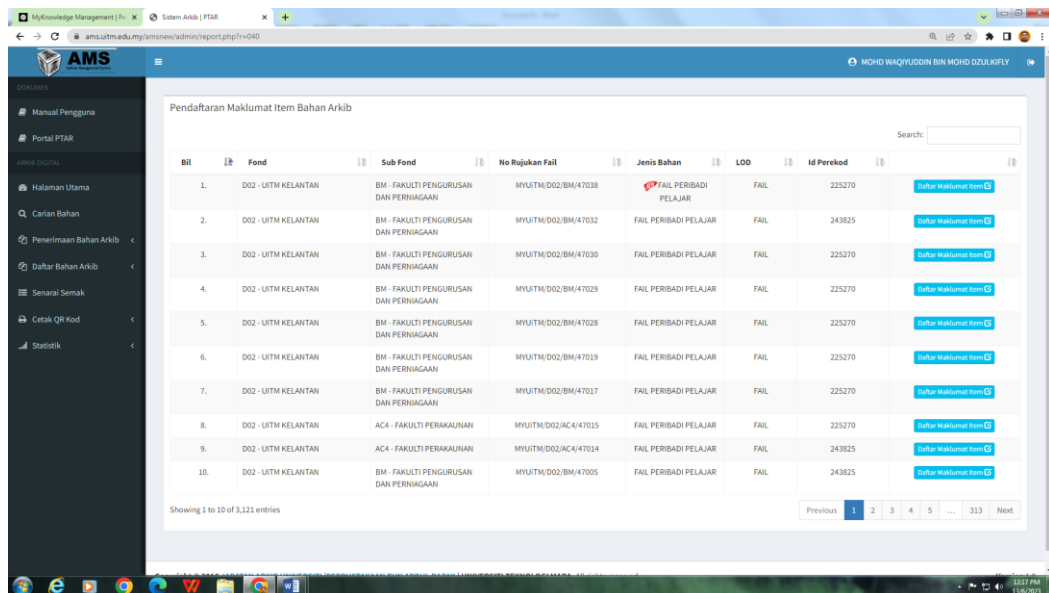


Figure 88 Archive digitization (12)

Our practice of archive digitization was sufficient at this step because the next steps up to publication in OFA were carried out by the Head of the PTA Branch Archives to the central archives at PTAR, UiTM Shah Alam.

Once the archive has been approved by the central archive at PTAR, it will be uploaded to a website called Online Finding Archive. The academic community can use this website if they need UiTM's archives for assignments or other purposes. The way to access UiTM archives on OFA is quite easy, as follows:

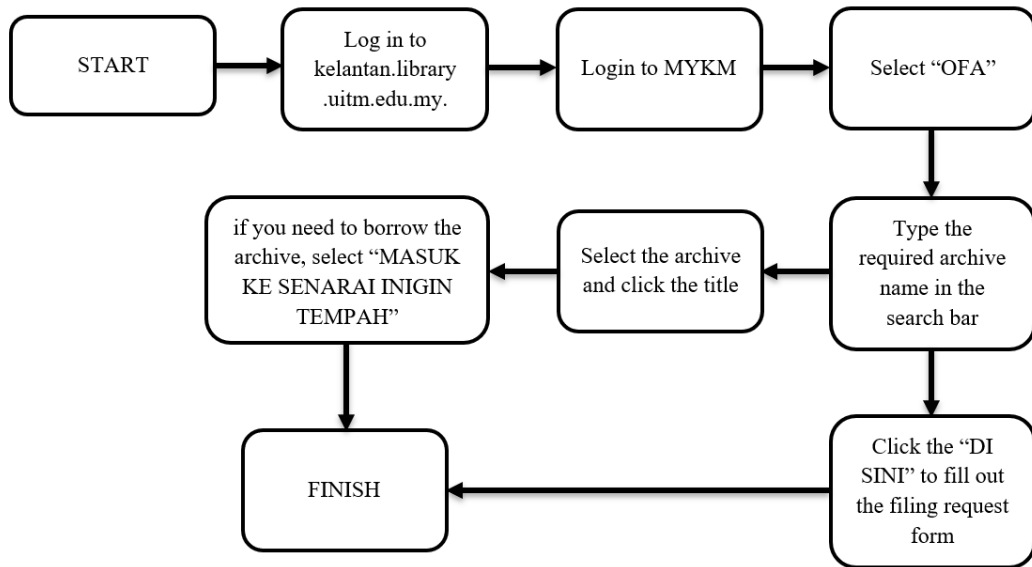


Figure 89 Flowchart of archive search at OFA

First, open the website <https://kelantan.library.uitm.edu.my/>, then select the MYKM menu..

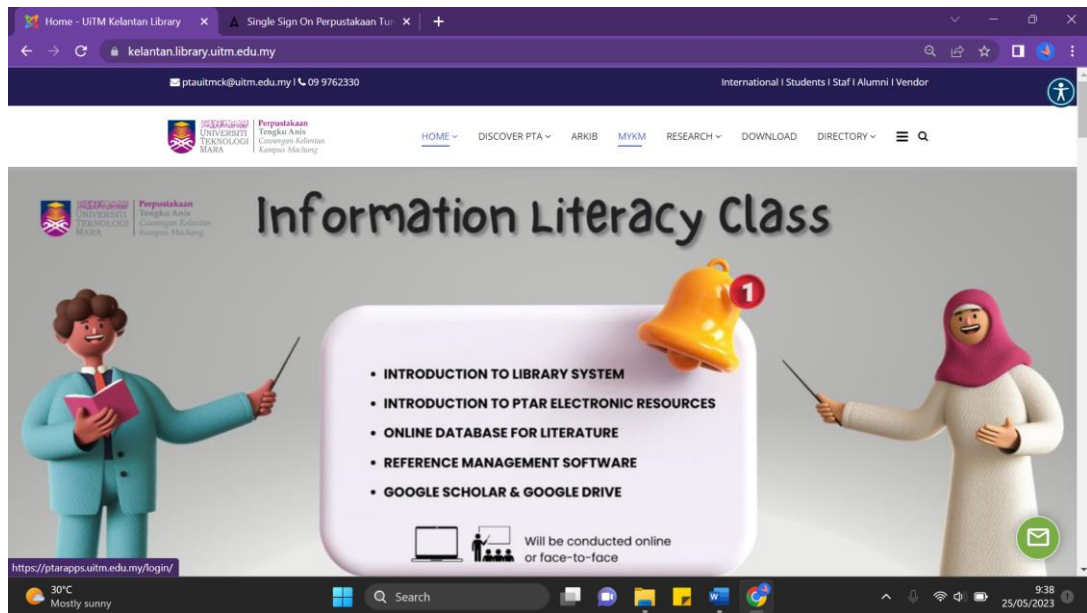


Figure 90 Finding archives in OFA (1)

The UiTM Digital Library page will appear, then log in using the student/staff ID. Then the MyKM page will appear. Scroll down until you find the OFA menu, click "click more".

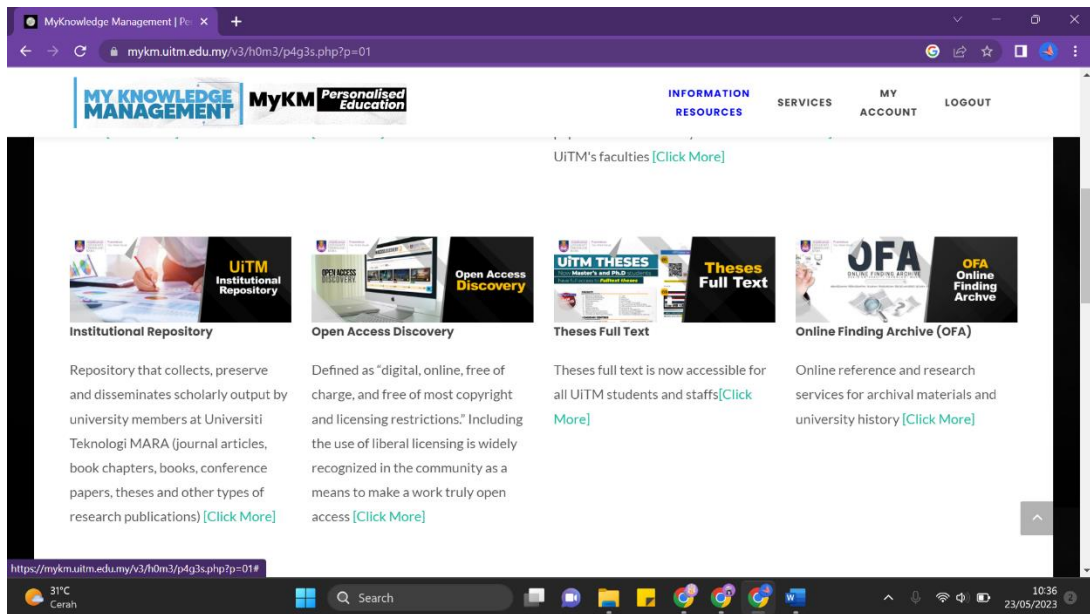


Figure 91 Finding archives in OFA (2)

The OFA main page will then appear. Users can go directly to the search bar in the middle of the page to search for the archive they need. For example, "UiTM is the defending champion of Shell Eco Marathon Asia 2015".

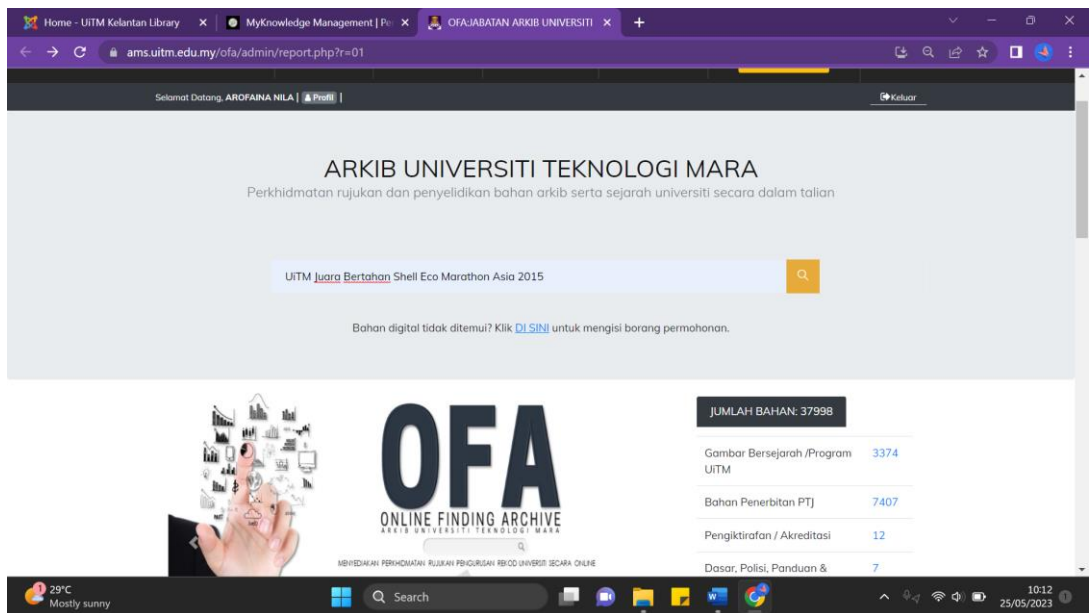


Figure 92 Finding archives in OFA (3)

After typing and clicking the search icon, the search results will appear as shown below.

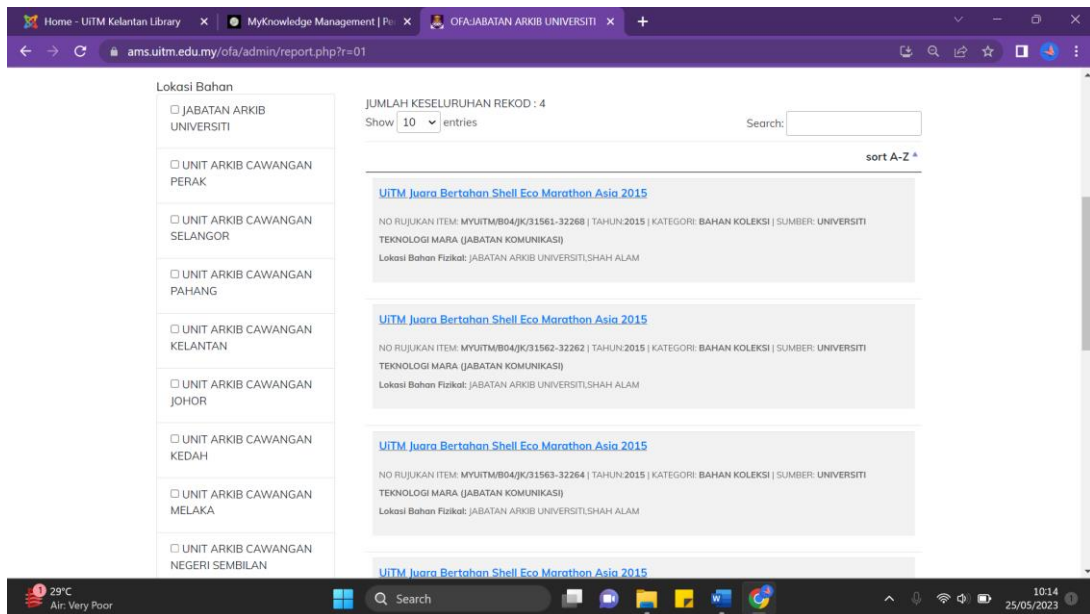


Figure 93 Finding archives in OFA (4)

Users can select one of the files and click on its title. Then an archive image will appear as shown below. If you want to borrow, you can place an order by clicking "MASUK KE SENARAI INGIN TEMPAHAN".

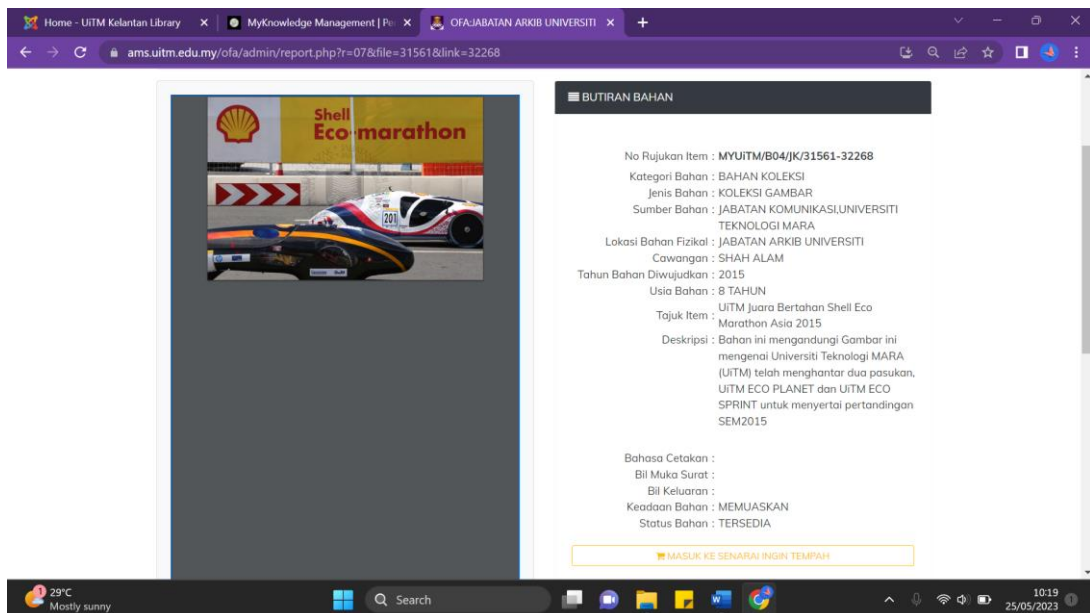


Figure 94 Finding archives in OFA (5)

However, if the user cannot find the archive needed, the user can return to the main page, then there is a sentence "Digital material not found? Click [DI SINI](#) to fill out the request form." which means that users can click the word "[DI SINI](#)" to fill out the request form for the required material as shown below.

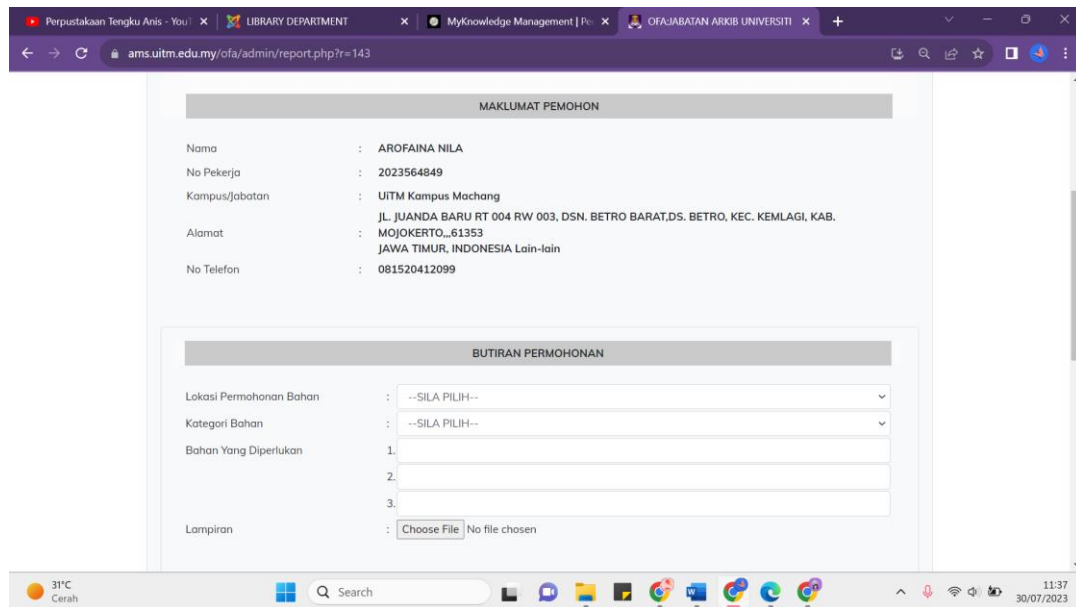


Figure 95 Finding archives in OFA (6)

The existence of the PTA Branch Archives Unit is important because it has a major role in the preservation of library materials, both from PTA Machang Campus itself and university-owned materials. Walker (in (Gorkin, 2005)) argues that preservation is a managerial and financial consideration that is then applied to slow down damage and extend the use or usefulness of library material collections with the aim of ensuring the availability of access to collections on an ongoing basis. Library materials are objects that contain important information that can be utilized by users for a long time. Not infrequently there are also library materials that are available in limited quantities, even though the library materials are needed by many parties. Therefore, the existence of an archive unit is very important so that the library materials owned by PTA Machang Campus are preserved and maintained.

### 3.1.3 Tasks

#### 3.1.3.1 Flipbook: Unique Culture in Indonesia

**Time** : April 13, 2023 – April 25, 2023

**Unit** : Corporation and Collaboration Unit

**Activity** : Make a flipbook about unique culture in Indonesia



*Figure 96 Ritual Ma'nene (1)*

This flipbook assignment was given on April 13, 2023, which coincided with the provision of material related to Basic Units & Strategic Planning and Organizational Administration. Student interns were asked to create a flipbook about unique cultures in Indonesia.

After a few days of searching for cultures in Indonesia on Google, students decided to choose the Ma'nene Ritual. Students argue that the Ma'nene Ritual is included in a unique culture because there are rarely countries other than Indonesia that have the ritual of 'waking up' the dead. After deciding to use the Ma'nene Ritual, students searched for some literature on Google Scholar that discussed the Ma'nene Ritual and I finally found 3 literatures.

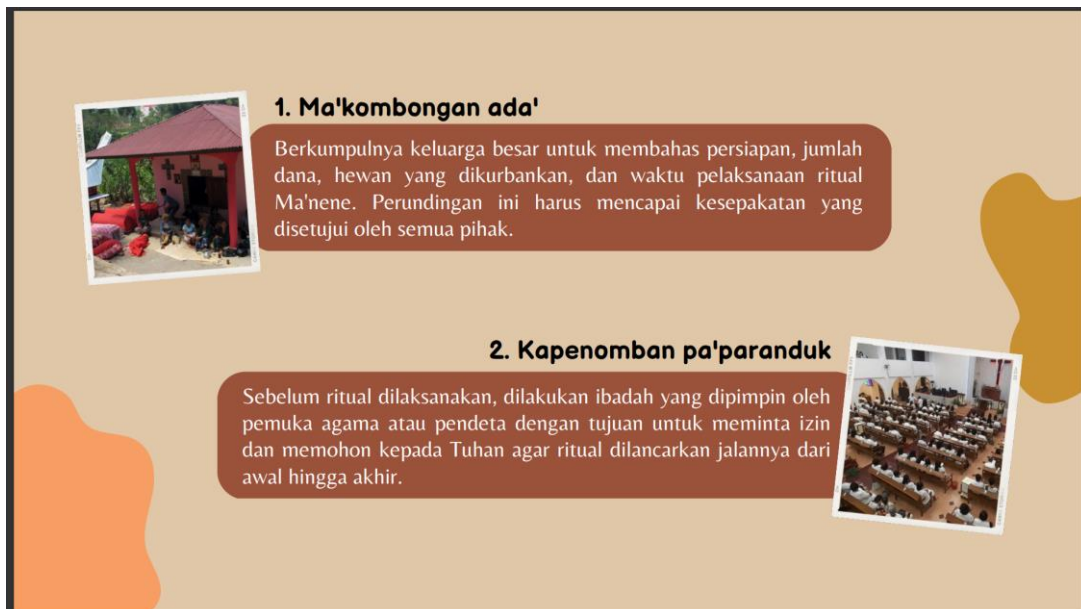
After searching and finding literature, students then look for templates for presentation slides in the Canva application. Students look for presentation templates that are in accordance with the theme that students will make, namely death. However, after searching for a while, students did not find the right template at all. Finally, students decided to look for a simple template with a brown color tone. Later students will look for photos of the Ma'nene Ritual on the internet to become

decoration material in the presentation slides.

Then students began to make a list of topics that students would include in the presentation slides. Students chose the history, brief description, and procession of the Ma'nene Ritual. After determining what things students will discuss, students begin to work on the discussion one by one. Starting from the history of the Ma'nene Ritual, where this ritual was born from a person named Pong who helped a corpse lying in the forest by cleaning it from dirt, putting on good clothes, and burying it properly. Unexpectedly, the spirit of the corpse came to see him a few days later to thank him and repay him. The spirit helped Pong's life by providing for Pong's crops and rice for the rest of his life. From this incident, he concluded and taught his descendants that we who are still alive must honor the dead so that our lives will prosper. From there it finally became a routine ritual which was given the name Ma'nene Ritual. Then in the short description, students write the definition of Ma'nene Ritual which comes from the word "grandmother" which means ancestor or elder.

In more detail, Ma'nene Ritual is defined as an activity to commemorate and clean the bodies of ancestors who have died hundreds of years ago (Bululangkan & Rinding, 2020). This ritual is usually performed every three or four years in August, because it coincides with the completion of the harvest period of agricultural products. This ritual is performed by the Toraja tribe. However, currently only a few areas in Tana Toraja perform this ritual, one of which is Rinding Allo. Then the next discussion is the Ma'nene Ritual procession, namely Ma'kombongan ada', Kapenomban pa'paranduk, Manta'da, Ma'pakande ada', Umpasun bombongan, Ma'bungka liang, Ma'kassa'I, Massomba tedong, Manglokko' tedong sola bai, Ma'pakande nene', Mantutu', and finally Kapenomban pa'paupu.(Tahir et al., 2020).





*Figure 97 Ritual Ma'nene (2)*

After writing a detailed explanation of the Ma'nene Ritual in Microsoft Word, students went to the Canva application to edit the presentation slides to match the theme. Students arrange the pictures to fit the slide. In addition, students also create columns that will later be filled with explanations related to the discussion of the Ma'nene Ritual that students have previously written in Microsoft Word. After everything is ready, students begin to insert the discussion points into the slide and organize the text so that it is not too little or too much. In editing the text, students also edit the pictures so that they blend and match the writing with the decoration.

After all the editing is done, students check from the beginning whether there are explanations that are lacking or the arrangement of images in the presentation slides is not correct. After feeling that everything is right, students save the edits in flipbook format to check whether the student's work is correct or not. Then students collect the results of student work in the form of Canva links together with other internship students to WhatsApp Groupchat with the PTA librarian at Machang Campus.



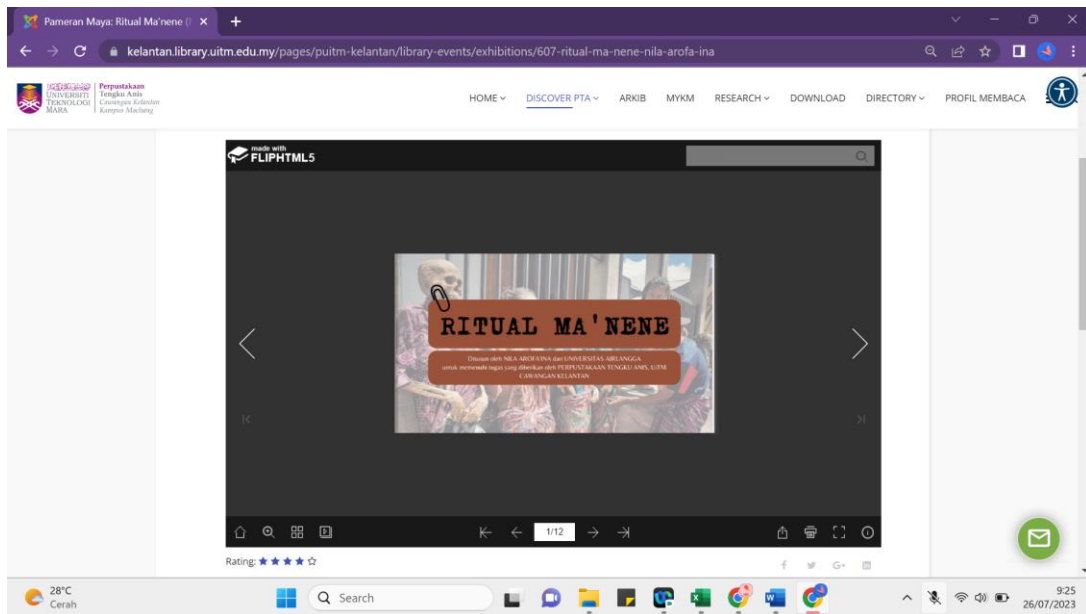


Figure 98 Ritual Ma'nene (3)

In June 2023, the flipbook we made was finally uploaded on the online exhibition, precisely the PAMERAN MAYA located on the official website of PTA Machang Campus.

### 3.1.3.2 Flipbook: Humanizing Technology

**Time** : Sunday, May 7, 2023 - Sunday, June 11, 2023

**Unit** : University Reference Resources Division

**Activity** : Make a flipbook with the theme Humanizing Technology



Figure 99 Humanizing technology (1)

The interns received this assignment after receiving material at the University Referral Resource Unit with Dr. Muslim Ismail. He asked the interns to form two groups for this assignment. The first group consisting of Amalia Lestari, Della

Kartika Sari, Nadya Ananda, and Syahril Ulya received the topic Humanizing Library. While the second group consisting of Annisa Nana Nadhea, Dewi Nauliafajrin, Saya Nila Arofa'ina, and Siti Safingah received the topic Humanizing Technology.

Group 2 first discussed what would be covered in the Humanizing Technology flipbook. The discussion was conducted online, but students could not attend because there were interview activities for Information and Special Groups courses. Students only read the results of the discussion which wrote that students got a part to describe the explanation related to the urgency of humanizing technology. Students then searched for scientific literature on the internet that discussed the urgency of humanizing technology. The search for scientific literature took a while because it was difficult to find scientific literature that mentioned the urgency of humanizing technology. Finally, students collected some literature that was somewhat relevant to the urgency of humanizing technology and compiled it. After that, students moved the explanation related to the urgency of humanizing technology to the slide presentation link that had been provided.

However, there was a miscommunication. The flipbook that group 2 interpreted the content to be related to the explanation of humanizing technology should write about scientific articles that discuss humanizing technology. The group immediately revised the flipbook. Group 2 found six articles that discussed humanizing technology, namely The Problems of Humanising Technological Education, Post Human Encounters Humanising the Technological, Humanising Text-to-Speech Through Emotional Expression in Online Courses, Humanising Technology: Smartphone Usage in the Learning Environment, The Use of Technology by the Elderly, and Recent Trends in Assistive Technology for Mobility.

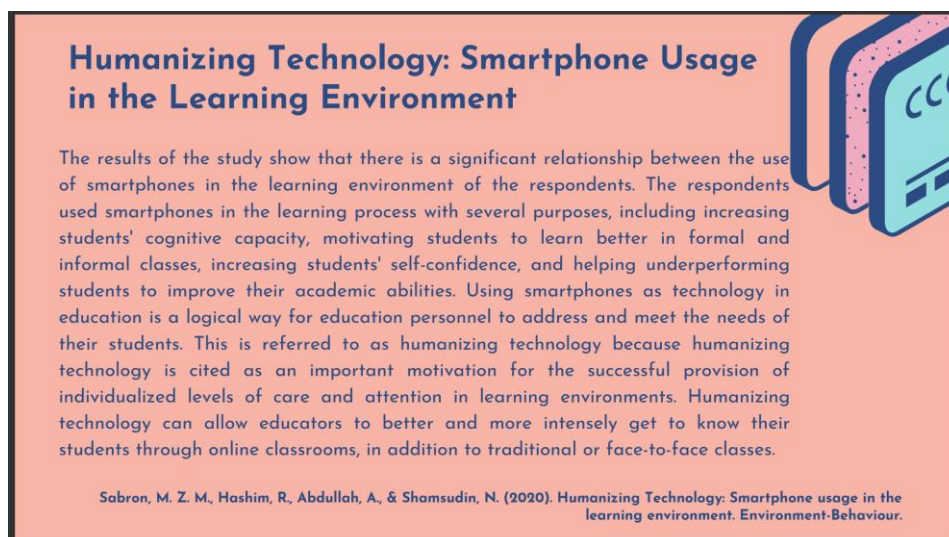


Figure 100 Humanizing technology (2)

Then group 2 immediately divided the task with details of one person discussing one article, then the other two articles were discussed by two people each. In each article, group 2 simply wrote down the results of the research that had been conducted by the researcher who wrote the article. After that, group 2 moved the summary results to the presentation slide in Canva. After everything was done, the group collected this flipbook.

### 3.1.3.3 Book Review Challenge

**Time** : Tuesday - June 6, 2023 to Friday June 22, 2023

**Unit** : User Services Unit

**Activity** : Make a PTA book review video

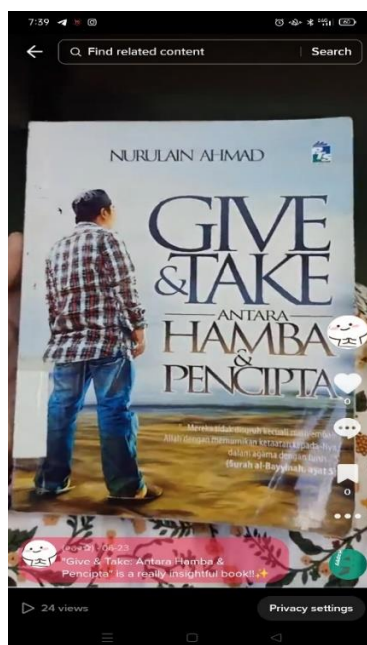


Figure 101 Book review challenge

This assignment was given by Nordelina Zulkarnain, head of the Library Services division. Student interns are asked to conduct a book review using one of the collections of library materials owned by PTA Machang Campus. The book review will later be made into a video to be uploaded on each intern's TikTok account.

To make it easier, students chose a Malay-language book entitled "Give & Take: Antara Hamba & Pencipta" written by an author named Nurulain Ahmad in 2011. In the book review, students discuss the identity of the book (title, author, year of publication, publisher, number of pages), synopsis of the book, and recommendations for people to read this book. The things that students will discuss in the video, students write first in Microsoft Word as a video script.

As the title suggests, this book explains the relationship between man and his creator, Allah SWT. The author explains about the purpose of Muslim life in the world, which is to worship Allah. To achieve this goal, humans are obliged to do various practices and will face several challenges. He also explains the afterlife, the life of humans after the world. Nurulain includes some true stories related to some of the subchapters. This will make it easier for readers to imagine the implementation of the theories that have been explained. Nurulain wrote this book in a coherent and easy-to-understand language. However, it would be better if illustrations are added to some parts to make it more interesting and not boring. This book is recommended for Muslims to read because the explanations given really add insight related to religion.

After that, students took a video. Students took this video on the train while on their way to Malaysia for session 2 of the face-to-face internship. Students took videos of the view from the window when the train was running and videos of themselves reading the book. A few days later after taking the video, students edited the video by making one video of the pieces. Then students record their own voice as a voice over, by reading the script that students have made before. After matching the duration of the video with the duration of the voice over, students added background music to make the video look more alive.

After everything is done, students upload the video on TikTok and submit the video link with other friends to the head of the Library Services Division.

### 3.1.4 Others

#### 3.1.4.1 Meet and Greet with Academic Advisor and Faculty Supervisor

**Time** : Tuesday – May 2, 2023

**Unit** : -

**Activity** : *Meet and greet with Academic Advisor and Faculty Supervisor*



*Figure 102 Meet and greet with faculty*

At the beginning of their internship at PTA Machang Campus, each intern was assigned one academic advisor and two faculty supervisors. All three are lecturers from the College of Computing, Informatics and Mathematics. The coordinator of the internship program from the faculty stated that the academic advisor is an academic advisor who will assist internship students if there are problems regarding academic matters. Then the faculty supervisor is a lecturer who monitors student internship activities, such as collecting logbooks, monitoring the making of internship reports, and so on. The student's academic advisor is Siti Aishah Mokhtar. While the student's faculty supervisor is Assoc. Prof. Ts Dr. Ghazali Osman and Noor Azreen Alimin.

Finally, when we came to UiTM Machang Campus, on May 2, 2023, there was a "Meet and Greet with Academic Advisor and Faculty Supervisor" activity. This activity was carried out at the HRD ACADEMY which is located in the university building near the PTA at Machang Campus.

The activity began with the opening by the head of the Faculty of Information Management, Dr. Nor Erlissa Abd Aziz. Followed by remarks from several lecturers. Then each of the internship students were asked to come forward to introduce themselves. After introducing themselves, students were shown who their academic advisor and faculty supervisor were.

After the self-introduction session, internship students were asked to go to their academic advisor and faculty supervisor to open a small chat as a closer self-introduction. After a short chat, we took a photo together.

#### 3.1.4.2 Interview for Conversion Report Assignment

**Time** : PSOI : May 11, 2023

INAPSI : May 14, 2023

JIP : May 24, 2023

IKK : May 30, 2023

PDB : June 23, 2023

**Unit** : -

**Activity** : Interview for PSOI, INAPSI, JIP, IKK, and PDB Course Conversion Report assignments.



*Figure 103 Interview for PTA's Strategic Planning*

The first course that required an interview was Information Organization Strategic Planning (Perencanaan Strategik Organisasi Informasi/PSOI). In this interview, interns need data related to the strategic planning of PTA Machang Campus and other libraries which will later be compared between the two strategic plans. There were 3 senior librarians to answer the questions asked by the interviewers, namely Norfitriah Mat Seman, Dr. Muslim Ismail, and Nordelina Zulkarnain.

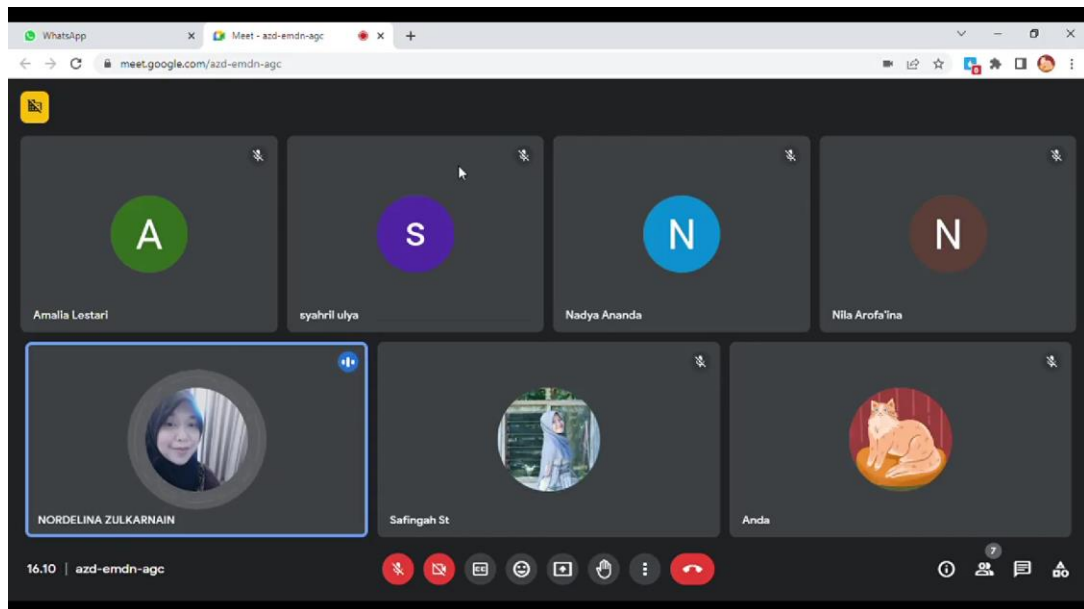
Adjusting to the needs and objectives, in this interview the interns asked questions such as human resources involved with strategic planning, the contribution of the resource persons to the strategic planning process, the urgency of

the formation of strategic planning, matters of consideration and priorities in strategic planning, the process of formulating strategic planning, the suitability of strategic planning with the vision and mission of the organization, the influence of ICT in the formulation considerations, obstacles in the preparation of strategic planning and how to overcome these obstacles, what things need to be developed for the next strategic planning, and how PTA Machang Campus ensures that the strategic planning prepared later can be applied until 2025 (the current strategic planning is for 2020-2025).

The second course that required an interview was Information and its Psychological Aspects (Informasi dan Aspek Psikologinya/INAPSI). In this interview, interns needed data related to the involvement of psychological aspects in the interaction between library users and librarians at PTA Machang Campus. This interview was conducted face-to-face in Anggrek Meeting Room with Nordelina Zulkarnain as the interviewee.

Adjusting to the needs and objectives of the interview, the interns asked questions related to what private information of the library is owned by PTA Machang Campus, who can access the information, whether there has been a leak of the information, what things are done by PTA Machang Campus to protect the information of the library users, how to foster the trust of the library users to PTA Machang Campus, whether the six main areas of PTA Machang Campus are one of the ways to build trust with the library users, what ethics need to be considered by the library users when visiting PTA Machang Campus, and to what extent the library policy is oriented to the library users.



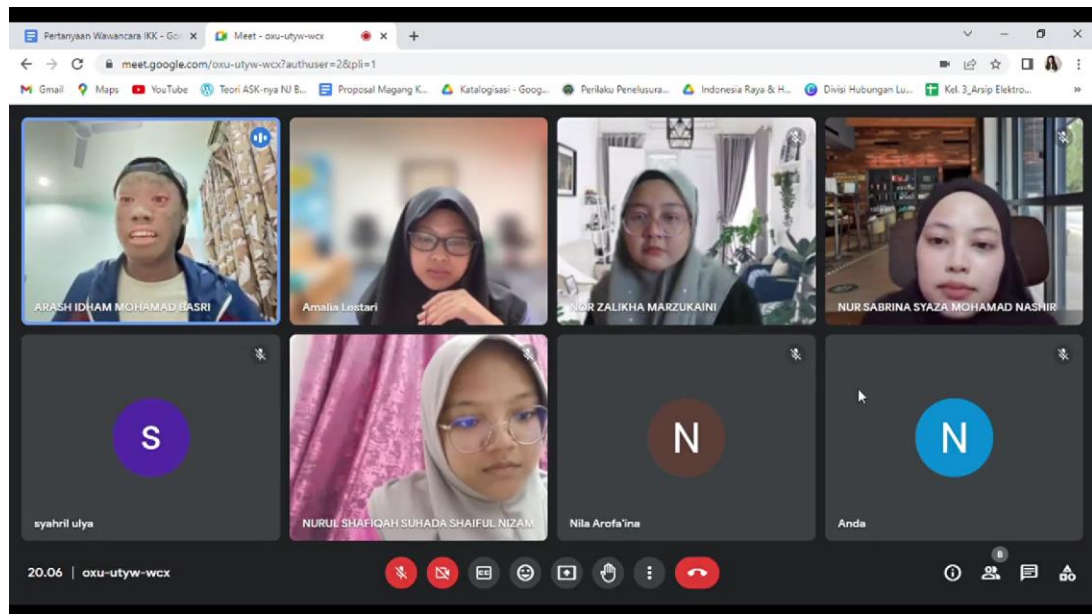


*Figure 104 Library Information Networking Course Interview*

The third course that requires interview activities is the Library Information Networking (Jejaring Informasi Perpustakaan/JIP) course. In this interview, interns need data related to union organizations or collaborations that are participated in by UiTM libraries and librarians. This interview was conducted online through Google Meet with the interviewee, Nordelina Zulkarnain.

Adjusting to the needs and objectives of the interview, interns asked questions related to what collaboration organizations were followed, the date of joining the organization, the reasons for joining the organization, the benefits gained after joining, the programs held by the organization, the contribution of UiTM libraries and librarians in the organization, organizational best practices, experiences gained and then applied at PTA Machang Campus, challenges faced while joining the organization, advantages and disadvantages of joining the organization, plans for Machang Campus PTA to be realized related to collaboration organizations, evaluation of participation in the organization, the use of ICT in the running process of the organization, the role of the organization in helping Machang Campus PTA provide transformative services that adapt to technological developments, and how PTA contributes to the organization in supporting the network society..





*Figure 105 Information and Special Groups Course Interview*

The fourth course that required interview activities was the Information and Special Groups course. In this interview, interns needed data related to the utilization of PTA Machang Campus by students with disabilities. This interview was conducted online through Google Meet with the interviewees being four students with disabilities from UiTM Machang Campus, namely Arash Idham Mohamad Basri, Nor Zalikha Marzukaini, Nur Sabrina Syaza Mohamad Nashir, and Nurul Shafiqah Suhada Shaiful Nizam.

According to the needs and purpose of the interview, the questions that the interns asked the interviewees were their identity, a description of their illness, their academic and social life, whether they have ever received discriminatory treatment, whether they have ever visited the library, how they access PTA Machang Campus, what is their purpose in coming to the library, what are their activities in the library, whether they have experienced difficulties and were assisted by the librarian, and whether the online services of PTA Machang Campus helped them.

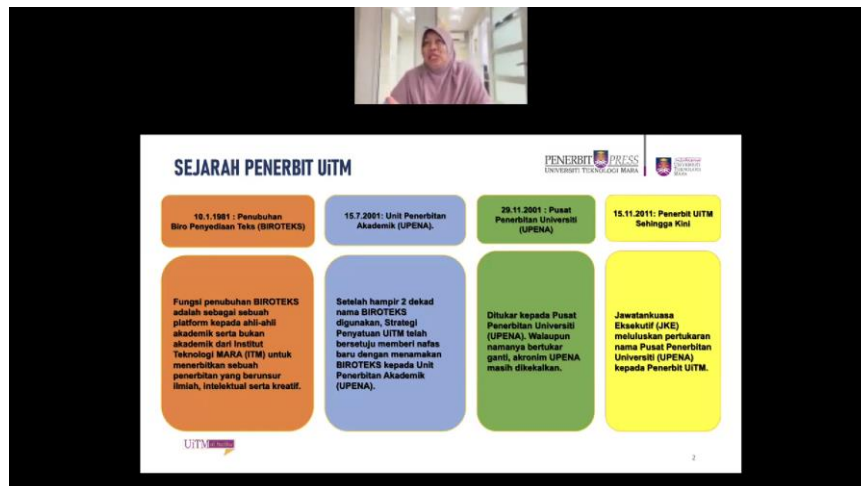


Figure 106 Book Publishing and Distribution Course Interview

The fifth course that requires interview activities is the Book Publishing and Distribution course. In this interview, interns need data related to the book publishing and distribution process carried out at UiTM Publisher/UiTM Press. This interview activity was conducted online via WebEx with the interviewees being employees of UiTM Press.

Before the internship students asked interview questions, UiTM Press had first presented the book publishing and distribution process carried out at UiTM Press, so that some of the questions that the internship students would ask had been answered. After the UiTM Press made a presentation, the new interns asked several questions, including things that were considered in the book publishing process, obstacles while being a publisher, where the manuscripts were obtained, the book marketing process, whether UiTM Press also publishes e-books, copyrighting books, royalties for authors, and organizations that are followed related to the publishing business in Malaysia.

### 3.1.4.3 Visit to Perbadanan Perpustakaan Awam Kelantan (PPAK) and Library Tengku Anis Kampus Kota Bharu (PTA KKB)

**Time** : June 14, 2023

**Unit** : -

**Activity** : Visit to Perbadanan Perpustakaan Awam Kelantan (PPAK) and Library Tengku Anis Kampus Kota Bharu (PTA KKB)



*Figure 107 Visit to PPAK*

The first place the interns visited during their library visit was Perbadanan Perpustakaan Awam Kelantan (PPAK). Upon arrival, interns were directed to enter the PPAK hall for the "Raudah Sakeenah Kelantan: Sepancar Sinar, Segunung Harapan". The book was written by Zaharah Sulaiman. The book contains stories related to the experiences of six people who became women fostered by Raudhah Sakeenah Kelantan (RSK). These six people are people who have experienced sexual violence. Human beings who are victims of sexual violence certainly need care and assistance from others because it is not uncommon for them to receive insults and inappropriate words. This book is proof that victims of sexual violence are not ignored. There are still many noble-hearted people who want to reach out to help them.

After the book launching activity was over, the interns went around briefly on the ground floor of the library, precisely at the children's corner to look at the collections in the corner. Then before moving on to the next location, the interns took photos with the PPAK librarian.



*Figure 108 Visit to PTA KKB*

The next place the interns visited was the Tengku Anis Library at the Kota Bharu Campus. The library only has one floor, and the room is not too large. When they arrived, interns immediately entered through the front door with a security gate. Because the room is quite small, after going through the security gate, students can immediately see the general reading room, general reading/reference bookshelves, Library Community Engagement, IT Room, and staff offices. The interns conducted a mini library tour to see the condition of PTA Kota Bharu. During the mini library tour, students read several books with other interns. Afterward, the interns were directed to the upper floor for lunch and then prayer.

#### 3.1.4.4 Sharing Session about Academic Writing

**Time** : June 22, 2023

**Unit** : -

**Activity** : *Sharing session* “Navigating Research in Digital Era: Tricks and Tools from Conceptualization to Writing”



Figure 109 Sharing session about academic writing

This scientific writing sharing session was organized by the School of Information Science, UiTM Cawangan Kelantan at the PTA Seminar Room, Machang Campus. The resource person of this sharing session was Assoc. Prof. Filmor J. Murillo, MDC, one of the keynote speakers at GSISS 2023. The sharing session was attended by several students; us, interns from Airlangga University; and several lecturers from the College of Computing, Informatics and Mathematics.

As the title implies, this sharing session discussed tips and tricks for conceptualizing and writing scientific articles in the digital era. As we know that in

today's digital era, all human activities are facilitated by technology, one of which is in scientific writing activities. As an academic, it is important for us to have the ability and proficiency in the field of academic writing, so that the process and results obtained can be useful for ourselves and others. Therefore, it is important to have a strategy and direction for pre- to post-writing scientific articles, one of which is by utilizing technology in the digital era.

The message from the speakers is that when we are going to write scientific papers, do not assume that we are the best writer than anyone else. Consider that this scientific writing activity is a journey, where later we will meet problems, other people, and of course experience. Writing a research paper starts with a question. You can ask yourself the question, what is it that you are interested in? Do not make research with topics that are not familiar to us, it will only spend time in vain; then whether the results of the research will be able to produce findings and have an impact on our institution; and are there empirical and accessible data sources?

Then on tools, we must be able to utilize tools, especially 'places' for us to write research articles properly and correctly. For example, the most common tools are Microsoft Office and applications for citations. In Microsoft Office such as Microsoft Word, there are graphs/charts available in various formats. We must be able to use them appropriately. Pie charts for trends, bar charts to see the highest and lowest data, tables for specifications, and so on. In the application for citation, generally what people use is Mendeley. Writers must understand how to do citations and put bibliographies in scientific articles.

## **3.2 Special Project**

### **3.2.1 CSR Programme: Vitamin Ilmu Bersama PTA di SMK Pangkal Meleret**

**Time** : Working : April 13, 2023 – May 7, 2023

Performance : May 8, 2023

**Unit** : -

**Activity** : Preparation and performance at CSR Program: Vitamin Ilmu Bersama PTA at SMK Pangkal Meleret, Machang





*Figure 110 Presentation material of CSR Program with SMK Pangkal Meleret*

This assignment was given after providing material on Basic Units & Strategic Planning and Organizational Administration. Student interns are asked to participate in the " Vitamin Ilmu Bersama PTA: Corporate Social Responsibility (CSR) Program with SMK Pangkal Meleret" activity. Corporate Social Responsibility (CSR) atau tanggung jawab sosial perusahaan adalah bentuk bentuk partisipasi dan kontribusi terhadap kegiatan sosial dan kegiatan lain di dalam dan di luar perusahaan dengan dengan tujuan mengurangi kesenjangan sosial di daerah sekitar, mengembangkan lingkungan mensejahterakan kehidupan masyarakat, serta meningkatkan dan membangun ekonomi agar lebih yang lebih baik dan berkelanjutan (Hermawan et al., 2023).

In this activity, the student interns will fill the sharing session agenda by sharing knowledge with SMK Pangkal Meleret students about academic libraries in Indonesia.

After receiving the assignment, the interns discussed to determine who was in charge of this activity. After some discussion, the interns decided that Amalia Lestari and Dewi Nauliafajrin were in charge. A few days later, Amalia as one of the PICs divided the tasks to fill the sharing session presentation slides. Students were assigned to work on the profile video section, the number of libraries, the number of collections, the organizational structure, and the facilities at Universitas Airlangga Library.

First, students look for Universitas Airlangga profile videos on YouTube and upload them on the presentation slides that have been provided. Then for the number of libraries, students look for photos of the front of Campus A, Campus B, and Campus C

Libraries of Universitas Airlangga to be placed on the presentation slides. On the number of collections, students look for the number of collections of library materials in the Unair Library on the official website of the Unair Library. The organizational structure of the Unair Library management is the same, students also look for it on the official website of the Unair Library. Then on the facilities in Unair Library, students look for photos on Google and personal documentation/friends. Students arrange the placement of photos of Unair Library facilities so that they can be seen clearly by the participants later.

After the interns made presentation slides and had many discussions related to our participation in the CSR Program later, finally on D-1 of the activity, the interns conducted a rehearsal to prepare for the interns' appearance tomorrow. According to the division of tasks, Siti Safingah and Annisa Nana Nadhea simulated to become MCs, Amalia and Dewi simulated to become presenters, Syahril and Della simulated to host games, and students with Nadya Ananda became operators and timekeepers.



*Figure 111 CSR Programme with SMK Pangkal Meleret*

In accordance with the division of tasks in the CSR Program, students and Nadya Ananda became operators. Students prepared presentation slides, checked videos, checked music sound, and so on. The CSR Program started with the inauguration of the NILAM program by PTA Machang Campus and SMK Pangkal Meleret. This was followed by a short break. After the break, the student intern session began. First, the MCs (Siti Safingah and Annisa Nana Nadhea) entered the room. When they entered the room, I played the dryer music which was traditional Indonesian music instruments. Then Safing and Nana started to MC with self-introduction and a bit of small talk.

Afterward, the MC introduced us, the internship students from Indonesia, who were also fellow MC students. The student interns entered accompanied by traditional Indonesian music but from different regions. After the song died down and the interns took their respective positions, the interns began to introduce themselves. After the introductions, the sharing session began. Amalia Lestari and Dewi Nauliafajrin conducted a sharing session using slide presentations that students operate. Amalia Lestari and Dewi Nauliafajrin talked about elementary school libraries, high school libraries, and Airlangga University libraries in Indonesia. The sharing session was quite interactive.

After the sharing session, students played a quiz game guided by Della Kartika Sari and Syahril Ulya. The quiz given was about elementary and high school libraries in Indonesia, as well as about Airlangga University Library which had been presented in the previous sharing session. Students who win the quiz will get a prize as an appreciation. The CSR Program was closed with a book review from several students of SMK Pangkal Meleret, hosted by Nordelina Zulkarnain. Finally, the event was closed with a closing speech from the MC and a group photo.



### 3.2.2 CSR Programme: Jalinan Kasih Bersama Anak-anak Yatim Rumah Anak Yatim

#### Lilbanat Darulnaim

**Time** : Working : June 11, 2023 – June 16, 2023

Performance : June 17, 2023

**Unit** : -

**Activity** : Preparation and performance at CSR Programme: Jalinan Kasih Bersama Anak-anak Yatim Rumah Anak Yatim Lilbanat Darulnaim



*Figure 112 Discussion about CSR Programme in Lilbanat Darulnaim Orphanage*

We were asked to participate in the CSR Program again. The difference is that this time, the CSR Program was launched by the faculty and held at the Lilbanat Darulnaim Orphanage, but still collaborates with PTA Machang Campus. First of all, we discussed with the librarian of PTA Machang Campus, what activities could be done in the program and did the division of tasks. I was assigned to accompany Siti Safingah as the MC. After discussing with the Machang Campus PTA librarian, we continued to discuss with the faculty and other committees to discuss the job descriptions of each division, the needs of the event, and the event rundown.

In the next discussion with the Machang Campus PTA librarian, we were asked to suggest games that could be done with the orphans. After discussing for a while, we decided to make a game of finding objects hidden in a picture within 10 minutes. I proposed to name the game "Find Me". Then we started looking for pictures that would be suitable for children aged <12 years and >12 years. After finding two pictures that we thought were suitable, we printed out 20 copies of each picture. Then we held another discussion with the whole committee online through Google Meet to discuss each agenda in the event rundown.



*Figure 113 CSR Programme Jalinan Kasih Bersama Anak-anak Yatim*

The CSR Program Jalinan Kasih with Lilbanat Darulnaim Orphans was held. We departed together from UiTM Machang Campus at 08.45 AM. Once there, we unloaded the items needed throughout the program. Afterwards, everyone lined up in the courtyard of the Orphanage and did morning exercises together. After that, we took a short break. Then we went straight to the place where the activities with the orphans were held, which was in a kind of hall next to the house. We waited for the children to gather while preparing the equipment and materials needed during the activity.

When the children gathered, the activity began with introductions guided by Norfitriah Mat Seman. In this activity, we had a short chat and question and answer session with the orphans. Then the activity continued with the "Find Me" game guided by Siti Safingah and accompanied by me. The children were asked to sit in groups, the first group was children aged <12 years and the second group was children aged >12 years. Once the situation was conducive, Safingah began to explain the rules of the game. Then directed me and two other colleagues to distribute paper containing pictures to later look for hidden objects in the picture. The game started with a duration of 10 minutes. After the time was up, the papers were collected. The papers were checked to see who could find the most objects in the picture. The examiners were me, Della, Dewi, Nadya, Nana, and Amalia. While waiting for the "Find Me" papers to be checked to see who found the most objects in the picture, the activity was filled with "Wheel of Dreams". In this activity, the property is a round cardboard box containing numbers. Later each child will spin the wheel, and if it stops at a number, participants will be given questions that have been provided by the committee, then given questions related to their dreams.

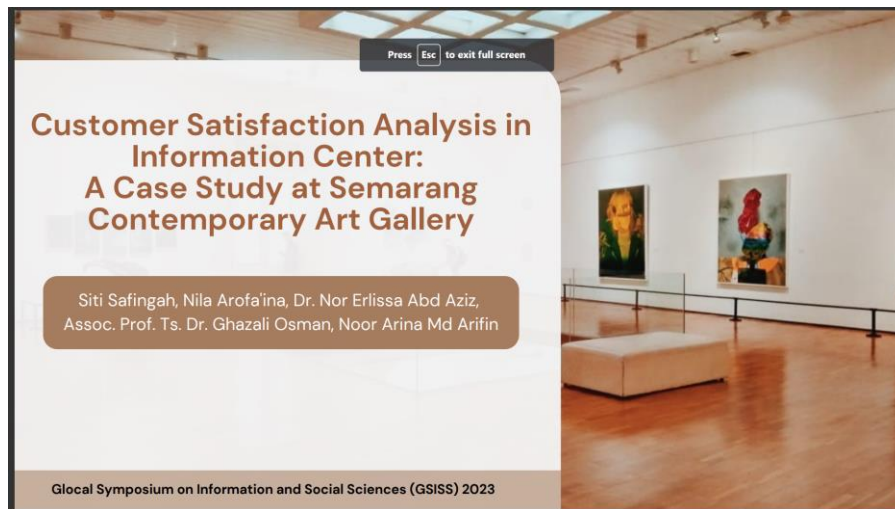
After the activities with the orphans were finished, we were directed to go upstairs to help clean the books in the small library there. The books and shelves were full of dust which made it a bit difficult for us to clean. Once everything was clean, we were directed to go downstairs and get lunch. We had lunch together on the terrace of the house. After everything was done, we packed up our equipment and headed back to UiTM Machang Campus.

### 3.2.3 Glocal Symposium on Information and Social Sciences (GSISS) 2023

**Time** : June 20, 2023 and June 21, 2023

**Unit** : -

**Activity** : Preparation and presentation in GSISS 2023



*Figure 114 Presentation material for GSISS*

Student interns were instructed to participate in the Glocal Symposium on Information and Social Sciences program. In this participation, student interns formed two groups that were equated with the humanizing technology flipbook group.

Glocal Symposium on Information and Social Sciences or abbreviated as GSISS is a collaborative activity between the College of Computing, Informatics & Media with the Faculty of Law, Faculty of Administrative Sciences and Policy Studies, and Tengku Anis Library. This year, GSISS raised the theme "Information and Social Science: Challenges and Opportunities in the Digital Age".

Initially, the group will create a women-themed article with the title "Empowering Women, Empowering Us: Library Service Based on Social Inclusive for Solving Gender Based Online Harassment". After discussing the theme and title, the interns began to look for scientific articles related to the article that the interns would make. Students get articles about the category of gender-based online sexual violence. After that, the internship students consulted the lecturer regarding the title of the symposium paper that the internship students had made. However, it turns out that the title of the internship student has a discussion that is somewhat off the theme of GSISS itself.

After consulting with the lecturer and conducting discussions, the interns agreed to change the theme to disability and also change the title of the paper to "Information

Gap for Disabilities: Library Role". Then the intern students immediately discussed the outline of the paper, from introduction to discussion. Internship students also discussed GSISS papers with Norfitriah Mat Seman.

Students conduct searches and searches for articles related to the title of the student group's paper, specifically students are looking for articles about why people with disabilities find it difficult to get a job. Students also look for data on the comparison of the number of workers with disabilities with normal workers. Finally, students found several articles about the difficulty of getting a job for people with disabilities and an e-book containing data comparing the number of disabled workers with normal workers. After obtaining relevant articles, students began working on the student part, namely why people with disabilities find it difficult to get a job.

It turned out that interns experienced miscommunication with UiTM lecturers, that GSISS should be done individually, but there was an error in the delivery of information to interns which made interns form groups for interns' participation in GSISS. After a lengthy discussion, it was decided that each group should be split into two, which meant that there were four groups and two new articles had to be added. Nila Arofa'ina and Siti Safingah became the new group that had to create new articles.

Because the date of the lecturer's discussion was very close to the deadline for submitting the paper, it was finally decided to use the internship student's coursework that had the potential to be used as a symposium paper and had never been published. Initially, Nila and Safingah used the cyberchondria theme. However, because Nila and Safingah were not familiar with the topic, finally the intern students changed to the theme of customer satisfaction with the title "Customer Satisfaction Analysis in Information Center: A Case Study at Semarang Contemporary Art Gallery". The title is a fieldwork report on the Information Services course that has never been published on any platform.

Nila and Safing began to dissect and process the contents of the report in such a way that it could be 'transferred' to the symposium paper. The student interns did not equalize the overall content of the report, but also added explanations from the latest references that we searched on the internet, specifically Google Scholar. In the paper, in the introduction section, interns discuss why customer satisfaction is an important aspect in the running of an information center. In the findings section, interns discuss gallery profiles, customer satisfaction levels, and factors that affect customer satisfaction. Then in the discussion section, internship students discuss the concept of

customer satisfaction, factors that affect customer satisfaction, methods of measuring customer satisfaction, best practices from Semarang Contemporary Art Gallery, and strategies to increase customer satisfaction. In the conclusion section, interns write the conclusions of the article we made as a whole.

After the article was finished, the interns translated the article from Indonesian to English. In addition, we made presentation slides with the help of Annisa Nana Nadhea. After the translation and slide presentation were completed, students submitted both tasks via GSISS e-mail.



*Figure 115 First day of GSISS 2023*

GSISS was held over two days. On the first day, after the opening, there were presentations from three keynote speakers. The first was from UiTM, Assoc. Prof. Dr. Nasir Ismail. Second from Airlangga University, namely Imam Yuadi, S.Sos., M.MT., Ph.D. Third from CSPC, namely Assoc. Prof. Filmor J. Murillo, MDC. After each keynote speaker made a presentation, there was a break for breakfast together while preparing for the presentation of session 1. After breakfast together, the first session symposium paper presentation began. The first presenter discussed about "The Engagement of Non-Digital Library Resources among Undergraduate Students of School of Information Science, College of Computing, Informatics, and Media, Universiti Teknologi MARA (UiTM)". The presentation continued until the 8th presenter. Then paused with a break for lunch and prayer. Then the presentation resumed starting at 02.00 PM with the 9th presenter who discussed about "Knowledge Audit: A Bibliometric Analysis". My group and Safing got their turn as the 19th presenter with Safing coming forward as the presenter. The first day of symposium paper presentations concluded with the 20th presenter discussing "Social Engineering

and Cyber Threats: Exploring Techniques, Impacts and Strategies". After all presenters had come forward, the MC closed the activity.

GSISS continued the next day starting at 08.00 AM. It started with breakfast until 09.00 AM. After that, the presentation was done by the first presenter who discussed about "The Impact of Social Media Addiction on Academic Performance among University Students". Presentation activities were only carried out in one session because on the second day there were only 9 presenters. The presentation was closed with the 9th presenter who discussed "The Importance of Information Skill in Digital Age". Afterwards there was a break for lunch and prayer. After the break, we returned to the room for the closing ceremony.

The closing ceremony began with speeches from several faculty heads. Then followed by a presentation summary by the chief moderator. Then followed by a speech from the rector of UiTM Machang Campus. After that, awarding was done for the 3 best papers and 3 best presenters. One of our colleagues, Annisa Nana Nadhea, became one of the best presenters. After the awarding for best paper and best presenter, the next session was the giving of mementos from UiTM Machang Campus to the internship students from Universitas Airlangga, souvenirs for the keynote speakers, and gifts from UiTM Machang Campus to Universitas Airlangga and vice versa, from Universitas Airlangga to UiTM Machang Campus.

The closing ceremony then ended with a closing speech from the MC followed by a group photo and teatime.



## **CHAPTER 4**

### **CONCLUSION**

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

Internship students have applied the knowledge gained during college at the internship site, for example when shelving books, binding books, entering subjects in the Institutional Repository, searching for scientific articles using information search strategies, and so on. Hard skills and soft skills possessed by internship students are also well applied, such as the application of the ability to use Microsoft Office, cooperation, critical thinking, and time management.

#### **4.2 Personal Through and Opinion**

Internship students feel that PTA Machang Campus really accepts students well and is always total when sharing the knowledge, they have. In daily interactions, librarians at PTA Machang Campus are always friendly and have good manners that make interns comfortable and easy to adapt to.

#### **4.3 Lesson Learnt**

During the internship period, students learn to be more disciplined and have good time management. This is due to the way the librarians of PTA Machang Campus always work deftly.

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

According to the interns, PTA Machang Campus is still a library that is not disability friendly. Even though there are many students with disabilities at UiTM Machang Campus. As an information institution, PTA Machang Campus should provide access (physical and information) to the entire academic community of UiTM Machang Campus, including students with disabilities. Therefore, it is possible for PTA Machang Campus to provide physical accessibility to a more disability-friendly library.

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## LOGBOOK REPORT

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**WEEK** : 1

<b>DATE</b>	<b>EXACT NATURE OF WORK DONE</b>	<b>SUPERVISORS REMARKS</b>
April 9 <sup>th</sup> , 2023	Easter Sunday	
April 10 <sup>th</sup> , 2023	<b>Online Internship: Registration</b> <ul style="list-style-type: none"><li>Continued the registration activity assisted by Madam Lai See May</li><li>Doing registration course assisted by Madam Noor Arina Md Arifin</li></ul>	
April 11 <sup>th</sup> , 2023	<b>Online Internship: Get to Know PTA</b> <ul style="list-style-type: none"><li>Held the first online meeting with the PTA librarians. There is Madam Norfitriah Mat Seman, Madam Nor Azrina Hasbullah, Cik Sazlina Saleh, Dr. Muslim Ismail, Sir Mohd Ridzuan bin Ramli, Sir Mohd Zailani bin Mohd Zin, etc.</li><li>Got acquainted with PTA, about vision and mission, librarians with their tasks, units, and facilities. The library's vision is to establish UiTM as a Globally Renowned University of Science, Technology, Humanities, and Entrepreneurship. Then the mission is to lead the development of agile, professional Bumiputeras through state-of-the-art curricula and impactful research. There are 24 librarians at PTA.</li></ul>	

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**WEEK** : 1

	<p>They are divided in 5 section and each section have 2 units. The 5 section is library management that have policy &amp; strategic planning and corporate &amp; collaboration unit, university reference resources that have electronic resource and printed resource unit, library service that have research support and user services unit, digital library that have digital learning and repository system unit, and university archive that have records management and archive management unit. Every units have 1 to 3 sub-units. The facilities at PTA is circulation counter, personal space, IT room, seminar room, praying room, etc.</p>	
April 12 <sup>th</sup> , 2023	<p><b>Self study: Looking for information about PTA</b></p> <ul style="list-style-type: none"><li>• Doing some search in Perpustakaan Tengku Anis' website, about the history, organization chart, events, pictures of library department, staff directory, etc.</li></ul>	
April 13 <sup>th</sup> , 2023	<p><b>Online Internship: Quality and Strategic Planning Unit</b></p> <ul style="list-style-type: none"><li>• Learn about Quality and Strategic</li></ul>	

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**WEEK** : 1

	<p>Planning Unit under the auspices of the Library Management Section</p> <ul style="list-style-type: none"><li>• This unit is handled by one chairman (Madam Norfitriah Mat Seman) and three staff (Sir Mohd Ridzuan bin Ramli, Madam Amesutiny binti Mohd Subry, and Sir Nik Mohd Faizal bin Ibrahim)</li><li>• This unit is responsible for some things. First is strategic plan and quality, this sub-unit has responsibility to planning for improve the quality of PTA and make sure that PTA always have a good quality, plan and manage data collection and EIS information, and plan and carry out audits of work processes and work performance. Second is organizational management, this sub-unit has responsibility to plan and manage about administration, organizational development, human resources, and achievement of KPI and PS. Third is governance, this sub-unit has responsibility to managing the PAB governance, appointment of AJK, main meeting, and MoU/MoA. Sixth is training, this sub-unit has responsibility to competencies of the</li></ul>	
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**WEEK** : 1

	<p>staff. They arrange schedule for staff's training. There are 3 types of training that all staff must participate, its general training, special training, and IT training. Seventh is human resource, this sub-unit has responsibility to managing the data of PTA staff.</p> <ul style="list-style-type: none"><li>• Got 2 tasks. First is have a participation in CSR Programme and second is make a flipbook about unique culture in Indonesia.</li></ul>	
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**WEEK** : 2

<b>DATE</b>	<b>EXACT NATURE OF WORK DONE</b>	<b>SUPERVISORS REMARKS</b>
April 16 <sup>th</sup> , 2023	<p style="text-align: center;"><b>Self-study: Review about Information Organization Strategic Planning</b></p> <ul style="list-style-type: none"><li>• Reviewing course material "Information Organization Strategic Planning"</li><li>• Strategic planning for information organization is really needed so that an information institution such as a library can have clear direction and goals for the future of their library. If the library does not have a strategic plan, the library will run aimlessly so that the library will be stuck and will not develop in a better direction.</li><li>• Related to this material, Perpustakaan Tengku Anis already has a strategic plan, there is even a special sub-division that takes care of strategic planning to turn the Perpustakaan Tengku Anis into a library that will always develop in a better direction from time to time.</li></ul>	
April 17 <sup>th</sup> , 2023	<p style="text-align: center;"><b>Self-study: Learn about CSR Programme</b></p> <ul style="list-style-type: none"><li>• After being given the task to fill in</li></ul>	

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**WEEK** : 2

	<p>the CSR Program activities at SMK Pangkal Meleret, I am looking for information about the program on the PTA's website.</p> <ul style="list-style-type: none"><li>• CSR Program stands for Corporate Social Responsibility Program. This program is carried out by corporate companies in Malaysia (eg library) supported by the Ministry of Women, Family and Community Development.</li><li>• The CSR Program is a social project that acts as a bridge between corporations and second parties to organize activities that are beneficial to both, especially the second party.</li><li>• Before it was carried out with SMK Pangkal Meleret, the CSR Program was carried out together with SMK Hamzah last year.</li></ul>	
April 18 <sup>th</sup> , 2023	<p><b>Self-study: Do task of making a flipbook (1)</b></p> <ul style="list-style-type: none"><li>• Search for the culture that I will use for my flipbook task on Google.</li><li>• Decided to choose Ritual Ma'nene because this Ritual is one of the unique culture in Indonesia. It's quite rare to find a country other than Indonesia that has a ritual of</li></ul>	

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**WEEK** : 2

	'awakening' people who have died.	
April 19 <sup>th</sup> , 2023	<p><b>Online Internship: Learn about Corporate and Collaboration Unit</b></p> <ul style="list-style-type: none"><li>• Learn about Corporate and Collaboration Unit under the auspices of the Library Management Section, same as Quality and Strategic Planning Unit.</li><li>• This unit is handle by one chairman (Madam Norfitriah Mat Seman) and two staff (Mohd Hazrie Mat Nawi and Sazlina Saleh).</li><li>• This unit is responsible for corporate communication, corporate relation, and marketing &amp; publicity. Corporate communication means that this unit should manage the library's publishing, printing, marketing, and promotion. Corporate relation means manage the relation between PTA with external parties and coordinating users complaints and feedback. Marketing &amp; publicity means manage the promotion of PTA via mass media or social media dan manage the main exhibition of PTA that usually published in their website.</li></ul>	

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**WEEK** : 2

	<ul style="list-style-type: none"><li>• Some of the programs they upload in website is E-BULETIN, BULETIN IQRA, and PAMERAN MAYA.</li><li>• Convey the progress of CSR Programme. We decided that the PIC is Amalia Lestari and Dewi Nauliafajrin.</li></ul>	
April 20 <sup>th</sup> , 2023	<p><b>Self-study: Do task of making a flipbook (2)</b></p> <ul style="list-style-type: none"><li>• Looking for some literature on Google Scholar that discuss about Ritual Ma'nene and I found 3 literatures.</li><li>• Looking for canva's template that related to my topic. I did not found the template, so I choose a general template and search some Ritual Ma'nene pictures to be included in presentation slide.</li></ul>	

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**WEEK** : 3

<b>DATE</b>	<b>EXACT NATURE OF WORK DONE</b>	<b>SUPERVISORS REMARKS</b>
April 23 <sup>rd</sup> , 2023	<p style="text-align: center;"><b>Self study: Doing Flipbook Assignment</b></p> <ul style="list-style-type: none"><li>• List the topics that I will insert in presentation slide. I choose history, short description, and procession of Ritual Ma'nene.</li><li>• List some points that I will write in my 4 topics. First, history, I write about history of Ritual Ma'nene in its entirety. Second, short description, I write about description, goals, time, and place where the ritual is usually held. Third, procession, I write the first step until last step of Ritual Ma'nene.</li></ul>	
April 24 <sup>th</sup> , 2023	<p style="text-align: center;"><b>Self study: Doing Flipbook Assignment</b></p> <ul style="list-style-type: none"><li>• Edit presentation slides to match the theme. I arrange the pictures until match with the slides.</li><li>• Insert the points that I have wrote yesterday to slides and set the text so that it's not too little or too much.</li><li>• Make sure the content is complete. The slides is variative, interesting,</li></ul>	

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**WEEK** : 3

	<p>and not boring.</p> <ul style="list-style-type: none"><li>• Link of flipbook: <a href="https://intip.in/FlipbookRitualMane">https://intip.in/FlipbookRitualMane</a> <a href="#">ne</a></li></ul>	
April 25 <sup>th</sup> , 2023	<p><b>Self study: Doing CSR Programme Assignment</b></p> <ul style="list-style-type: none"><li>• Re-check the flipbook</li><li>• Give the flipbooks to internship leader and the internship leader give our flipbooks to Cik Hazrie and Cik Sazlina.</li></ul>	
April 26 <sup>th</sup> , 2023	<p><b>Self study: Doing CSR Programme Assignment</b></p> <ul style="list-style-type: none"><li>• Amalia and Dewi as PIC distributed the tasks for CSR Program. I got Universitas Airlangga Library introduction.</li><li>• The content in Universitas Airlangga Library introduction is profile video, number of libraries, facilities, number of collections, organization structure, and the facilities in Universitas Airlangga Library.</li><li>• Search the profile video of Universitas Airlangga Library and download the video in high quality,</li></ul>	

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**WEEK** : 3

	so the viewers can see the content clearly.	
April 27 <sup>th</sup> , 2023	<b>Self study: Doing CSR Programme Assignment</b> <ul style="list-style-type: none"><li>• Search the pictures of Universitas Airlangga Library in Google, my friends pictures of library facilities, and my personal pictures of library facilities.</li></ul>	



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**WEEK** : 4

<b>DATE</b>	<b>EXACT NATURE OF WORK DONE</b>	<b>SUPERVISORS REMARKS</b>
April 30 <sup>th</sup> , 2023	<p><b>Self study: Meet and Greet with PTA Librarians, Library Tour, and Learn to do Shelving the Books</b></p> <ul style="list-style-type: none"><li>• Meet and greet with PTA Librarians in seminar room. We as internship student do first, tell about our name, age, address, semester, and university. Then PTA librarians do after us, tell about their name, age, and division. After tell about ourselves each other, we do a short sharing session.</li><li>• We do the library tour led by Madam Nordelina Zulkarnain. We visiting several rooms in PTA, such as IT room, book shelf, circulation zone, etc.</li><li>• After doing the library tour, we learn how to shelving the books with internship librarian. We were taught how to read the call number, because they are using LCC and we in Indonesia using DDC. They also tell us how to quickly tidy up the books on the bookshelf. Librarian also tell us that shelving the book usually they do at 08.00 – 08.30 AM. Me and my friends as</li></ul>	

## LOGBOOK REPORT

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**WEEK** : 4

	internship student should do that too.	
May 1 <sup>st</sup> , 2023	International Labour Day	
May 2 <sup>nd</sup> , 2023	<p><b>Offline Internship: Meet &amp; Greet with Academic Advisor &amp; Faculty Supervisor, and Learn about OPAC UiTMCK</b></p> <ul style="list-style-type: none"><li>• Shelving and tidy up the books at 08.00 – 08.30 AM.</li><li>• At 10.00 AM, FIM invite us to coming to Meet and Greet with Faculty Information Management that located in HRD Academy room. The meeting leaded by Dr. Erlissa Nur Aziz.</li><li>• Greeting speech do by some lecturers as an opening session. Then me and my friends as internship student do the introduction, we tell about our name, age, faculty, major, and semester. After we introduce ourself, Dr. Erlissa tell us who is our academic advisor and faculty supervisors. My academic advisor is Mrs. Siti Aishah Mokhtar. Then my faculty supervisors is PM Ts Dr. Ghazali Osman and Mrs. Noor</li></ul>	

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**WEEK** : 4

	<p>Azreen Alimin.</p> <ul style="list-style-type: none"><li>• After we do the introduction, Dr. Erlissa told us to come to each academic advisor and faculty supervisor and do a little talks. Last, each internship student and their academic advisor with faculty supervisors take a photo together. After that, we back to library.</li><li>• We learn about OPAC UiTM with Madam Nordelina Zulkarnain and we show her about our OPAC UNAIR. So we learn about OPAC UiTM and Madam Nordelina learn about OPAC UNAIR. We tell and share about OPAC at each university.</li></ul>	
May 3 <sup>rd</sup> , 2023	<p><b>Offline Internship: Library Services Unit</b></p> <ul style="list-style-type: none"><li>• Shelving and tidy up the books at 08.00 – 08.30 AM.</li><li>• Library Services Unit has responsibilities to circulation of library materials in PTA. Some of the circulation activities is borrowing-returning books, extending loans, paying fines, etc.</li><li>• In general, PTA using LIBSYS as library system. This unit using this</li></ul>	

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**WEEK** : 4

	<p>system too for services to user.</p> <ul style="list-style-type: none"><li>• LIBSYS have some menus that can help services unit. There are member records (registration, temporary member, cancellation, etc), collection updates (check-out, check-in, renewal, and late fee collection), reservation (recall or follow-up), management reporting (member history, online searches, self check-in, etc), and many more.</li><li>• Sir Hamka and Encik Mohd Zalani taught us how to enter a list of books borrowed or returned by user into the system. For borrowed, we open menu "check-out", then enter the member ID, and scan the books barcode in barcode scanner. For returned, we should open menu "check-in", then enter the member ID, then scan the books barcode in barcode scanner. If the user is late to return the book, there will be a message at computer that the user must pay a fine.</li></ul>	
May 4 <sup>th</sup> , 2023	Wesak Day	

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**WEEK** : 5

<b>DATE</b>	<b>EXACT NATURE OF WORK DONE</b>	<b>SUPERVISORS REMARKS</b>
May 7 <sup>th</sup> , 2023	<p><b>Offline Internship: Learn about Cataloging Unit</b></p> <ul style="list-style-type: none"><li>• Shelving and tidy up the books at 08.00 – 08.30 AM.</li><li>• This unit is handled by one chairman (Dr. Muslim Ismail) and five staff (Mustazim Bin Mustapa, Hamizul Bin Hussin, Che Hasnan Bin Che Idris, Maizatul Akmal Binti Muhammad, and Ahmad Ameruddin Bin Fauzi)</li><li>• This unit has responsibilities to printed resource which is they must plan and coordinating resources of printed materials, managing the process of purchasing printed material resources, managing the cataloging and classification of library materials, managing gift or exchange library materials from internal or external agency in UiTM, managing intellectual properties, managing balances and material possession, managing assessment of release of resources, and managing the syllabus of materials.</li><li>• They help lecturers in UiTMCK to publish their research because</li></ul>	

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**WEEK** : 5

	<p>citation is important for them.</p> <ul style="list-style-type: none"><li>• For the purchase of journals and books, there must be meeting between head of library and rector. The purchase of journals and books must comply with the given budget.</li><li>• In the end of year, they binding the old magazine. The red binding is Malaysia magazine and the blue binding is from abroad.</li><li>• Student can not request the books or other library material they need. All purchases of library material depend on the decision of the librarian meeting.</li></ul>	
May 8 <sup>th</sup> , 2023	<p style="text-align: center;"><b>Offline Internship: CSR Programme's Day</b></p> <ul style="list-style-type: none"><li>• According to the distribution of tasks in CSR Programme, me and Nadya Ananda became the operator. We preparing the presentation slides, check the videos, check the musics sound, etc.</li><li>• Our session is started. First, MC (Safing and Nana) enter the room, I play the music background. Then Safing and Nana start to MC-ing. After that, all of the intership student enter the room and I play the</li></ul>	

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**WEEK** : 5

	<p>music background. They introduce themselves to all participants as internship student from Universitas Airlangga, Indonesia.</p> <ul style="list-style-type: none"><li>• After introduction, the sharing session is started. Amalia and Dewi do the sharing session with presentation slide that operated by me. We tell them about elementary and highschool library in Indonesia and about Universitas Airlangga library.</li><li>• Last, we do the game session using Quizziz leaded by Della and Syahril. The qusetions are about elementary and highschool libraries in Indonesia, also about Universitas Airlangga Library which were presented in the sharing session eralier. Student who won the quiz got a gift by PTA.</li></ul>	
May 9 <sup>th</sup> , 2023	<p><b>Self study: Do Internship Report</b></p> <ul style="list-style-type: none"><li>• Shelving and tidy up the books at 08.00 – 08.30 AM.</li><li>• Do the internship daily logbook and “Training Activities” chapter in internship report.</li></ul>	
May 10 <sup>th</sup> , 2023	<p><b>Offline Internship: Learn about</b></p>	

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**WEEK** : 5

	<p style="text-align: center;"><b>Branch Archive Unit</b></p> <ul style="list-style-type: none"><li>• Shelving and tidy up the books at 08.00 – 08.30 AM.</li><li>• Archive unit has responsibilities to managing university archives, maintenance and destruction of archives, and university archival research and reference center.</li><li>• Archive unit managing by Madam Alina Binti Hussin, Encik Muhamad Nazari Bin Muhamad Nor, Encik Mohd Waqiyudin Bin Mohd Dzulkifly, Puan Syamsilawati Binti Dahari, and Encik Zul Abdullah</li><li>• There are 13 types of important university records, MoU, UiTM main meetings, annual reports, UiTM report and financials records, UiTM long term plan, UiTM contract documents, staff/students rules, maps/plans, staff/students personal files, historical pictures of UiTM, PTJ publishing materials, accreditation (program, course, quality, and safety), policy, guidelines, and UiTM legislation, and main circular UiTM.</li><li>• The flow of submission of important university record: first, assesement of important record by PTJ based on</li></ul>	
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**WEEK** : 5

	<p>13 types of university important records. Second, PTJ fill in the record transfer form. Third, PTJ sent the letter of record submission to JAU along with the form. Fourth, PTJ received a reponse letter of receipt of materials from JAU. Fifth, JAU do the materials review. Sixth, JAU registers materials into AMS. Seventh, digitization of materials. Eight, materials ready to consulted or borrowed through OFA (Online Finding Archive).</p> <ul style="list-style-type: none"><li>• Archive unit have a schedule for destroying archives, which is once every 25 years.</li><li>• After we learn about records, we learn about archives. There is Encik Zul who have responsibilities to maintenance the library materials. Usually he does the binding to repair damaged library materials. There are many types of binding, such as leather binding, pamphlet binding, loose binding, and stationary binding.</li><li>• Encik Zul taught us how to make and binding a book. He gave us one book for one internship student. First, we should prepare the tools</li></ul>	
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**WEEK** : 5

	<p>and materials. The tools is gullotine, drilling, blocking press, needle, cutter, scissors, straight edge, hammer, bone folder, compsing stick, plate mate cutter, and strawboard. The material is book, thread, glue, headband, tape, Mull, paper, cardboard, and gold foil.</p> <ul style="list-style-type: none"> <li>• The first step is we should tidy up the books. Then the left side of the book is given 5 small holes with the same distance using a punching machine. Second, books are neatly and tightly sewn using available needles and threads. Third, glue the left side of the book so that there are no gaps. Fourth, the books are clamped using weights so that there is no wind in the books. Fifth, we cut strawboard using gullotine. The book-making session continued the next day because the internship hours were over.</li> </ul>	
<p>May 11<sup>th</sup>, 2023</p>	<p><b>Offline Internship: Learn about Branch Archive Unit and Interview</b></p> <ul style="list-style-type: none"> <li>• Shelving and tidy up the books at 08.00 – 08.30 AM.</li> <li>• Prepare the interview session with Madam Norfitriah Mat Seman. The interview discuss about strategic</li> </ul>	

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**WEEK** : 5

	<p>planning in PTA. We ask her about strategic planning in PTA and how staff do the implementation. The result of interview will be processed and analyzed to become an assignment report for the Information Organization Strategic Planning course, which must comply with the learning achievement criteria.</p> <ul style="list-style-type: none"><li>• Continue the work of the book that was interrupted yesterday. First, we cut the book cover which is about 2 cm larger than the actual length and width of the book. Second, we glued the inside of the book cover and then attached it to the strawboard and cardboard. Then left to dry. During the drying process, we attach paper, mull, and a small book cover to the left side of the book to serve as decoration. When all the glued materials are dry, the book and cover are glued and then affixed and pressed using a weight so that there is no wind inside the book. Finally, the name on the cover of the book uses gold foil which is printed with an ink machine (blocking press).</li></ul>	
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**WEEK** : 6

<b>DATE</b>	<b>EXACT NATURE OF WORK DONE</b>	<b>SUPERVISORS REMARKS</b>
May 14 <sup>th</sup> , 2023	<p><b>Offline Internship: Jamuan Raya and Interview about Information and Psychological Aspect</b></p> <ul style="list-style-type: none"><li>• Shelving and tidy up the books at 08.00 – 08.20 AM.</li><li>• Attend the Jamuan Raya Fakulti. We eat, talk to each other, and take some photos together.</li><li>• Doing interview about Information and Psychological Aspects with Madam Nordelina Zulkarnain. We ask her about privacy online, user trust, transpersonal psychology, and information security. The result of interview will be processed and analyzed to become an assignment report for the Information and Psychological Aspects course, which must comply with the learning achievement criteria.</li><li>• Said goodbye to the librarians because the first session of the physical/offline internship was over.</li></ul>	
May 15 <sup>th</sup> , 2023	<p><b>Offline Internship: Visiting UiTM Kampus Puncak Perdana</b></p> <ul style="list-style-type: none"><li>• Being speakers with internship partner at mini sharing session with</li></ul>	

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**WEEK** : 6

	<p>Fakulti Pengurusan Maklumat in UiTM Kampus Puncak Perdana. We talk about our life in Malaysia, plans after graduate, and the difference between Indonesia and Malaysia in education, food, culture, habits, etc.</p> <ul style="list-style-type: none"><li>• Visiting oral history class in Fakulti Pengurusan Maklumat. See the result of assignments about oral history made by students. The themes discussed are famous figures, art, transportation, etc.</li><li>• Visiting Perpustakaan Tun Abdul Razak in UiTM Kampus Puncak Perdana.</li></ul>	
May 16 <sup>th</sup> , 2023	<p><b>Self study: Do Internship Report</b></p> <ul style="list-style-type: none"><li>• Do the internship daily logbook</li></ul>	
May 17 <sup>th</sup> , 2023	<p><b>Self study: Do Internship Report</b></p> <ul style="list-style-type: none"><li>• Do the internship daily logbook</li></ul>	
May 18 <sup>th</sup> , 2023	<p><b>Self study: Discuss about Our Tasks and Do Tasks</b></p> <ul style="list-style-type: none"><li>• Discuss about our task that we got from PTA, Faculty, and our university. From PTA we should do book review, make a flipbook about humanizing technology, and make a</li></ul>	

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**WEEK** : 6

	<p>paper for GSISS Seminar. From faculty we make mini research about difference between PTA and Indonesia library, and make a paper for iRISE with the theme is about knowledge management for improve information technology. From our university is make report for 7 courses that each report must comply with the each learning achievement. The 7 courses is Information and Psychological Aspects, Library Information Network, Electronic Archive, Information Technology Comparative Study, Information Center Space Design, Information and Special Group (more towards people with disabilities), and Books Publicity and Distribution.</p>	
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**WEEK** : 7

<b>DATE</b>	<b>EXACT NATURE OF WORK DONE</b>	<b>SUPERVISORS REMARKS</b>
May 21 <sup>st</sup> , 2023	<b>Self Study: GSISS, Individual Mini Research, and Training Activities</b> <ul style="list-style-type: none"><li>• Discuss about GSISS theme with my group. We choose theme about woman with the title of the paper is “Empowering Women, Empowering Us: Library Service Based on Social Inclusive for Solving Online Harassement Gender Based”.</li><li>• Choose the theme for my individual mini research. I decided to write about the facility where in Universitas Airlangga Library there is a facility called “Ruang Belajar Individu (rubelin)” but in PTA Library no facility like that.</li><li>• Fill up training activities chapter in my internship report</li></ul>	
May 22 <sup>nd</sup> , 2023	<b>Self Study: GSISS and Course Report</b> <ul style="list-style-type: none"><li>• Search some articles about our GSISS paper's theme. I got articles about category of online harassement gender based</li><li>• Do the Electronic Archive course report, I fill the introduction section</li></ul>	

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**WEEK** : 7

May 23 <sup>rd</sup> , 2023	<b>Self Study: Individual Mini Research and Course Report</b> <ul style="list-style-type: none"><li>• Make a paper framework for my individual mini research, from introduction to discussion. Also search some articles related to my paper</li><li>• Continuing my Electronic Archives course report, I fill the discussion section. I write description about Unit Arkib Cabang PTA and how to find and use archive that have uploaded in OFA (Online Finding Archive)</li></ul>	
May 24 <sup>th</sup> , 2023	<b>Self Study: GSISS, IRISE, and Course Report</b> <ul style="list-style-type: none"><li>• Change the theme of the GSISS paper to "Information Gap for Disabilities: Library Role" because our lecture said that our first theme is more related to law study.</li><li>• Discuss about GSISS paper framework, from introduction until discussion.</li><li>• Discussion about IRISE paper and distribute the task. I got task to fill the fiqh technology, advantages and disadvantages, and conclusion. Also make the video concept.</li></ul>	



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**WEEK** : 7

	<ul style="list-style-type: none"><li>• Come to Ruang Belajar Individu in Airlangga University Library to do the mini observation for my paper.</li></ul>	
May 25 <sup>th</sup> , 2023	<p style="text-align: center;"><b>Self Study: Interview, GSISS, Course Report</b></p> <ul style="list-style-type: none"><li>• Interview with Madam Nordelina Zulkarnain about Library Information Networking. We ask her about library and librarian networking in Malaysia (collaboration, organization, etc), the advantages and disadvantages of join the organization, etc.</li><li>• Discuss about GSISS and iRISE paper with Madam Norfitriah Mat Seman.</li><li>• Fill the introduction section in Library Information Networking course report. I write about background, report questions, objectives, and benefits (theoretical and practical)</li></ul>	

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**WEEK** : 8

<b>DATE</b>	<b>EXACT NATURE OF WORK DONE</b>	<b>SUPERVISORS REMARKS</b>
May 28 <sup>th</sup> , 2023	<p style="text-align: center;"><b>Self Study: Course Report</b></p> <ul style="list-style-type: none"><li>• Continuing to fill the discussion section in Library Information Networking course report. I Write about Persidangan Pustakawan Universiti dan Negara (PERPUN), Persatuan Pustakawan Malaysia (PPM), analyze the collaboration forms in libraries and librarians in Malaysia, and comparison of collaboration between Malaysian libraries and Indonesian libraries.</li><li>• Also fill the closing section in the course report, write about conclusion and suggestions</li></ul>	
May 29 <sup>th</sup> , 2023	<p style="text-align: center;"><b>Self Study: Course report</b></p> <ul style="list-style-type: none"><li>• Continuing the Electronic Archives course report in discussion section. I write about 15 Rekod Penting Universiti and how archivist change the physical archive to digital archive and upload the archives in AMS (Archive Management System)</li><li>• Also fill the closing section, write about conclusion and suggestions</li></ul>	

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**WEEK** : 8

May 30 <sup>th</sup> , 2023	<b>Self Study: Course Report, Flipbook Task, and Interview</b> <ul style="list-style-type: none"><li>• Learn about Information and Special Group (people with disabilities) and make the interview questions</li><li>• Discuss about the flipbook task. I got the urgency of humanizing technology section</li><li>• Interview with 4 UiTM students who are people with disabilities. There is Arash who have problem with his skin, Sabrina who can't walk because have a problem with her bone/joint and soles of her feet, Zulaikha who have finger more than normal people, and Shafiqah who have one foot more longer than normal foot. We ask them about how they do their daily activities in campus, people's perspective about them, and how they do their activities when they are in the library</li><li>• Do the Information Center Space Design course report. I create and tidy up the framework report</li></ul>	
May 31 <sup>th</sup> , 2023	<b>Self Study: Course report</b> <ul style="list-style-type: none"><li>• Do the Information Center Space Design course report. I search for</li></ul>	

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**WEEK** : 8

	<p>articles that related to my report. I will write about PTA building concept, PTA interior and furnitures, technology application, design in human perspective, and how PTA adapts to the trends of the 21<sup>st</sup> century information center space design.</p> <ul style="list-style-type: none"> <li>• Fill the introduction section in Information Center Space Design. I write about background, report questions, objectives, and benefits (theoretical and practical)</li> <li>• Fill the discussion section in Information Center Space Design. I write about PTA building concept, PTA interior and furnitures, technology application, design in human perspective, and how PTA adapts to the trends of the 21<sup>st</sup> century information center space design.</li> </ul>	
<p>June 1<sup>st</sup>, 2023</p>	<p style="text-align: center;"><b>Self Study: Course Report, Internship Report, and Book Review Challenge</b></p> <ul style="list-style-type: none"> <li>• Continuing the discussion section in Information Center Space Design</li> <li>• Do the Information and Special Group course report. I create and</li> </ul>	

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**WEEK** : 8

	<p>tidy up the framework report</p> <ul style="list-style-type: none"><li>• Do the internship report. I write the report based on the units in PTA that we have studied. This report is different with my Training Activities. The training activities written based on the day, but this internship report based on the units in PTA</li></ul>	
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**WEEK** : 9

<b>DATE</b>	<b>EXACT NATURE OF WORK DONE</b>	<b>SUPERVISORS REMARKS</b>
June 4 <sup>th</sup> , 2023	<p><b>Self Study: Individual Mini Research and Flipbook about Humanizing Technology</b></p> <ul style="list-style-type: none"><li>• Construct the main idea of each paragraph. In the introduction, I will discuss one of the problems in the libraries which is noise and its effects, the importance of comfortable facilities for the users, and the importance of Individual Study Spaces in the libraries. In the theoretical framework, I will include the theory of personal space and territoriality. In the discussion, I will discuss the facilities in PTA and Campus B Library of Universitas Airlangga and the differences between, one of which is the individual study room, then connect it with the theory of personal space and territoriality, and the benefits of Individual Study Room.</li><li>• Search for scholarly articles that discuss the urgency of humanizing technology on Google Scholar, Emerald Insight, or directly from the Google searchbar.</li></ul>	

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**WEEK** : 9

June 5 <sup>th</sup> , 2023	<p><b>Self Study: GSISS and Flipbook about Humanizing Technology</b></p> <ul style="list-style-type: none"><li>• Looking for articles about why it is difficult for people with disabilities to get a job and data comparing the number of normal workers with disabled workers from various sectors. I found several articles that discussed the difficulty of getting a job and one ebook that wrote data on the number of normal and disabled workers.</li><li>• Continuing to search for articles and continue to refine the search keywords so that the articles found match what I need. In addition, I also conducted searches related to the urgency of humanizing technology on several websites.</li></ul>	
June 6 <sup>th</sup> , 2023	<p><b>Self Study: Book Review Challenge</b></p> <ul style="list-style-type: none"><li>• Planning for the book review video. For the video, I intend to record a video while on the train. For the voice, I will do a voice over that will be accompanied by an instrumental song. For the book review, I will discuss the title, author's name, publisher, synopsis, and the reason why I recommend this book.</li></ul>	

## LOGBOOK REPORT

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**WEEK** : 9

June 7 <sup>th</sup> , 2023	<b>Self Study: Book Review Challenge</b> <ul style="list-style-type: none"><li>• Took a video of the scenery while the train was running and took some videos with scenes of me reading a book.</li></ul>	
June 8 <sup>th</sup> , 2023	<b>Self Study: Book Review Challenge</b> <ul style="list-style-type: none"><li>• Read the rest of the chapters in the book for my book review.</li></ul>	



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**WEEK** : 10

<b>DATE</b>	<b>EXACT NATURE OF WORK DONE</b>	<b>SUPERVISORS REMARKS</b>
June 11 <sup>th</sup> , 2023	<p><b>Offline Internship: Learn about Institutional Repository and Flipbook about Humanizing Technology</b></p> <ul style="list-style-type: none"><li>• Learned about how to assign subjects to unpublished articles in the Institutional Repository. First, we had to log in as PTA Staff. Then go to the Manage Deposits section. A list of articles that have not been given a subject will appear. One person chooses one article title, then it is immediately processed. How to determine the subject can be based on the title, abstract, and keywords of the article. For example, an article with the title " Transkrip temubual bersama Lucian Francissca Peter mengenai pengalaman beliau sebagai penyanyi dan komposer lagu ". Then the subject is oral history; learning and teaching. Research; Music; and Music as a profession.</li><li>• Discussing what activities will be carried out and the division of tasks for the CSR Program with orphans at the Lilbanat Darulnaim</li></ul>	

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**WEEK** : 10

	<p>Orphanage. I was assigned to be the MC to accompany Safing.</p> <ul style="list-style-type: none"><li>• There was a miscommunication regarding the flipbook. We were supposed to look for articles that discussed humanizing technology, but instead we made a flipbook that discussed humanizing technology theoretically. Therefore, we immediately revised the flipbook. Each group member got 1 article to work on individually and 1 article to work on together.</li></ul>	
June 12 <sup>th</sup> , 2023	<p><b>Offline Internship: CSR Programme and GSISS</b></p> <ul style="list-style-type: none"><li>• Discussed through Google Meet with the CSR Program committee regarding the progress of the task</li><li>• There was a miscommunication between us (interns) and the faculty who is the GSISS committee. The individual mini research assignment given yesterday was supposed to be for the GSISS paper, which each student intern would later present. After discussion with consideration of time and other things, it was decided that one group (4 people) was split into two, meaning that one group contained 2 people. Then we</li></ul>	

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**WEEK** : 10

	<p>had to make 2 more papers.</p> <ul style="list-style-type: none"><li>• Safing and I became a group. We decided to talk about cyberchondria, which is the excessive anxiety that a person experiences after finding out about their health condition, or in today's era commonly referred to as self-diagnose.</li><li>• We started looking for articles that discussed the phenomenon and drafted the paper outline.</li></ul>	
June 13 <sup>th</sup> , 2023	<p><b>Offline Internship: Learn about Branch Archive Unit</b></p> <ul style="list-style-type: none"><li>• We learned about the archive digitization process with Puan Syamsilawati, Encik Waqiyyudin, and Encik Nazari.</li><li>• The first step is upload the data in AMS on the Penerimaan Bahan Arkib menu. We entered data such as student name, date of admission to UiTM, date of graduation from UiTM, file category, and so on. After all the data has been successfully saved, a pop up of Material Reference No. will appear which must be recorded in the upper right corner of the archive folder.</li><li>• The second is cleaning the archives.</li></ul>	

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**WEEK** : 10

	<p>The tools are prepared in advance, namely masks, plastic gloves, rags, scissors, cutters, staple removers, and bone folders. The archives to be cleaned were also prepared. Before starting the cleaning, we used masks and plastic gloves first to make it more comfortable and safe. The steps were to wipe the archives with a cloth until clean, then cut the ropes that bound the files, then straighten the papers if there were folds using a bone folder, and remove the staples on the paper using a staple remover. In cleaning the archives, we had to make sure that none of the files were missing.</p> <ul style="list-style-type: none"><li>• The third is scanning the files on the scanner. Previously, we had to plug in a flashdisk as a place to store the scanned files. Multiple sheets of paper of the same size can be scanned simultaneously. For files that contain the same information, only one of the papers can be scanned. After scanning, we have to write down the date and time when we scanned the file, along with the number of files we have scanned. After that, we check and watermark</li></ul>	
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**WEEK** : 10

	<p>them on the computer using Adobe Acrobat Pro.</p> <ul style="list-style-type: none"><li>• Fourth, entering some more data in AMS in the Archive Material List section for later review by the Head of PTA Cawangan Archive Unit, whether the archives listed are suitable for graduation or need to be revised. We entered some data such as the storage tempo of the archive, the year the archive was released, the condition of the archive, the name of the student, student ID, faculty code, and so on.</li><li>• The next steps are at the discretion of the staff of the Cawangan Archivist Unit.</li></ul>	
June 14 <sup>th</sup> , 2023	<p><b>Offline Internship: Visit to PPAK, PTA Kota Bharu, and Kampung Laut</b></p> <ul style="list-style-type: none"><li>• The first institution we visited was Perbadanan Perpustakaan Awam Kelantan. The first activity we did there was to attend the RSK book launch event "Sepancar Sinar, Segunung Harapan". During the event, the author talked about the content of the book, the challenges faced, and other things related to the</li></ul>	

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**WEEK** : 10

	<p>book. After the book launch, we did a little library tour guided by one of the librarians at PPAK. During the library tour, we only visited several reading rooms in PPAK.</p> <ul style="list-style-type: none"> <li>• The second institution we visited was PTA Kota Bharu Campus. There we did our own library tour. The library is quite small, consisting of only one floor filled with several sections such as the service counter, LCE, staff office, several bookshelves, IT room, and general reading room. We also took a short break for prayer and lunch there.</li> <li>• After visiting the two libraries, we refreshed ourselves by visiting the Sea Village. To go there, we used a boat because we had to cross the river. Once there, we took pictures together, visited the old mosque, colored batik, and shopped for Kelantan specialties, namely serunding, dodol, etc.</li> </ul>	
<p>June 15<sup>th</sup>, 2023</p>	<p style="text-align: center;"><b>Offline Internship: CSR Programme and GSISS</b></p> <ul style="list-style-type: none"> <li>• Had further discussions related to CSR. We were asked to create a game for the participants during the</li> </ul>	

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**WEEK** : 10

	<p>CSR Program. After discussing, we chose a game with the title "Find Me". Later, participants will be given a picture paper and they are instructed to find hidden objects in the picture with a time span of 10 minutes. After the discussion, we printed 20 sheets of pictures.</p> <ul style="list-style-type: none"><li>• Regarding GSISS, after my discussion with Safing, we decided to change the topic from cyberchondria to user satisfaction. We did this because we were more familiar with the topic than cyberchondria. We immediately drafted the paper outline and started writing the paper content.</li></ul>	
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**WEEK** : 11

<b>DATE</b>	<b>EXACT NATURE OF WORK DONE</b>	<b>SUPERVISORS REMARKS</b>
June 18 <sup>th</sup> , 2023	<p><b>Offline Internship: Learn about Kataloging Unit</b></p> <ul style="list-style-type: none"><li>• We learned how to create RDAs for books and upload magazines in LIBSYS.</li><li>• First for books, staff log in to LIBSYS, then go to the Cataloguing menu, click maintenance, then select update title. In the Accn No. column, enter the accession number located on the book, then click submit. RDA cataloging will appear. Check and fill in some missing fields, such as ISBN, language, author's name, title, sub-title, editor, and so on. After all is done, click Leader. In the Record Status column select new, in Record Type column select Language material, in the Bibliography Level column select Monograph/item, in the Encoding Level column select Full level, in Descriptive Cataloguing column select ISBD, then submit. Then go to Tag 880. In the Date Entered column select the current day, in the Date/Pub Status column select Single Known Date (no copyright</li></ul>	



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**WEEK** : 11

	<p>but no year) or Publication date and copyright (no copyright), in the Place of pub to Language column fill in according to the information contained in the book, in the Cataloguing Source select Others, then Submit. Then return to RDA Cataloguing and click Submit. After all is done, put the RDA stamp at the top of the book.</p> <ul style="list-style-type: none"><li>• For magazines, staff log in to LIBSYS. Then go to Issue Management and click on Registering Issue. In the Serial field, type the name of the magazine, then click Submit. Then click on the title of the magazine located at Machang Campus. Then on the Schedule List, select the date the magazine was released. Then on Receipt Details, edit Period, Date Received, Location, then click Submit. Then on the next list, click Confirm. Finally, at the bottom of the Schedule List there is a Control No. which must be recorded in the upper right corner of the magazine.</li></ul>	
June 19 <sup>th</sup> , 2023	<b>Offline Internship: Learn about Digital Library and GSISS</b>	

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**WEEK** : 11

	<ul style="list-style-type: none"><li>• We continued the activity of entering subjects on articles that have not been published in the Institutional Repository.</li><li>• Next, we had a rehearsal to prepare for tomorrow's GSISS presentation.</li><li>• I helped Safing to make a script for the presentation and practice the presentation.</li></ul>	
June 20 <sup>th</sup> , 2023	<p><b>Offline Internship: First day of GSISS</b></p> <ul style="list-style-type: none"><li>• I came to GSISS as a participant with 5 of my friends. While 3 of my other friends became presenters.</li><li>• The event opened with a presentation from the keynote speaker. There were three keynote speakers. The first was from UiTM namely Assoc. Prof. Dr. Mohd Nasir Ismail, second from Airlangga University namely Imam Yuadi, S.Sos., M.MT., Ph.D, and third from CSPC Philippine namely Assoc. Prof. Filmor J. Murillo, MDC.</li><li>• After the presentation of the three keynote speakers, there was a pause for the preparation of presentations from the participants.</li><li>• After the break, the presentation of</li></ul>	

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**WEEK** : 11

	<p>the first presenter began. The first presenter discussed the engagement of non-digital library resources among students. For the first day, there were 20 presenters. The symposium paper presentations concluded with the last presenter discussing social engineering and cyber threats.</p>	
June 21 <sup>st</sup> , 2023	<p><b>Offline Internship: Second day of GSISS</b></p> <ul style="list-style-type: none"><li>• I came as a participant with 7 of my friends. While 1 friend became one of the presenters.</li><li>• The presentation opened with the first presenter discussing the impact of social media addiction on student academic performance. On this last day there were only 9 presenters. The last presentation was closed with a discussion on the importance of information skills in the digital era.</li><li>• Afterwards, there was a break to prepare for the closing ceremony</li><li>• The closing ceremony began with speeches from several heads of faculty, followed by a presentation summary from the chief moderator,</li></ul>	

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**WEEK** : 11

	<p>then continued with a closing speech by the Rector of UiTM Cawangan Kelantan. Afterward, awarding activities for the 3 best presenters and 3 best papers. One of our friends, Annisa Nana Nadhea, became one of the best presenters. After that was the awarding of prizes for internship students from Universitas Airlangga, giving souvenirs to the keynote speakers, and giving mementos from UiTM to Universitas Airlangga and from Universitas Airlangga to UiTM. The closing ceremony ended with a group photo session and tea time.</p>	
June 22 <sup>nd</sup> , 2023	<p><b>Offline Internship: Seminar, Book Review, and Course Report</b></p> <ul style="list-style-type: none"><li>• Creating a script for the voice over in the book review. As planned, I wrote about the title, author's name, publisher, year published, synopsis, and why I recommend this book.</li><li>• We attended a sharing session themed "Navigating Research in Digital Era: Tips, Tricks and Tools from Conceptualization to Writing" with resource person Assoc. Prof. Filmor J. Murillo, MDC. This</li></ul>	

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**WEEK** : 11

	<p>sharing session was very useful, especially in terms of scientific writing.</p> <ul style="list-style-type: none"><li>• I completed the missing data for the needs of the course report, namely requesting the workflow of the archive and cataloging unit, making questions to ask the library users related to the Information and Psychological Aspects course, and photographing several library facilities for report documentation.</li><li>• In the evening when it was quiet, I recorded the voice over for the book review video and edited the video on the spot.</li></ul>	
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**WEEK** : 12

<b>DATE</b>	<b>EXACT NATURE OF WORK DONE</b>	<b>SUPERVISORS REMARKS</b>
June 25 <sup>th</sup> , 2023	<b>Self study: Course Report</b> <ul style="list-style-type: none"><li>• Checking the materials for the course report, whether there are still missing materials such as PTA photos, interviews, or others. Nothing is missing, the materials for the course report are complete.</li></ul>	
June 26 <sup>th</sup> , 2023	<b>Go home (Kota Bharu – Kuala Lumpur)</b>	
June 27 <sup>th</sup> , 2023	<b>Go home (Kuala Lumpur – Indonesia)</b>	
June 28 <sup>th</sup> , 2023	<b>Break</b>	
June 29 <sup>th</sup> , 2023	<b>Self study: Do Internship Report</b> <ul style="list-style-type: none"><li>• Make a daily schedule to divide the time for working on internship reports and course reports so that the work process is more organized.</li><li>• As a result, in the morning after breakfast, I will make a list of which reports I have to work on and divide the time between working on reports, praying, eating, and other activities.</li></ul>	

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**WEEK** : 13

<b>DATE</b>	<b>EXACT NATURE OF WORK DONE</b>	<b>SUPERVISORS REMARKS</b>
July 2 <sup>nd</sup> , 2023	<b>Self study: Do Internship Report</b> <ul style="list-style-type: none"><li>Working on the Electronic Archives course report. Replaced the archive digitization documentation photos with clearer photos, from my own work when practicing face-to-face archive digitization. Because the documentation that I put before was not of good quality.</li></ul>	
July 3 <sup>rd</sup> , 2023	<b>Self study: Do Internship Report</b> <ul style="list-style-type: none"><li>Working on logbook reports for previous days of face-to-face internship practice</li></ul>	
July 4 <sup>th</sup> , 2023	<b>Self study: Do Internship Report</b> <ul style="list-style-type: none"><li>Continue working on logbook report</li><li>Working on the report for the Information and Special Groups course. First of all, I made an outline in the report, what I will discuss. In the report I will write about the introduction (background, problem formulation, objectives, and benefits of writing the report), discussion (location of PTA, students with disabilities in PTA, access of students with disabilities</li></ul>	

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**WEEK** : 13

	<p>to PTA, and recommendations for PTA services for students), and closing (conclusions and suggestions).</p> <ul style="list-style-type: none"><li>• Searching for some scholarly literature on Google related to people with disabilities for reference in making the report.</li></ul>	
July 5 <sup>th</sup> , 2023	<p><b>Self study: Do Internship Report</b></p> <ul style="list-style-type: none"><li>• Submitting logbook report to faculty supervisor</li><li>• Transcribed interviews with students with disabilities at UiTM Machang Campus as data for the report.</li><li>• Highlighting some of the answers expressed by the interviewees (students) that I might be able to include in the report.</li><li>• Creating the background, problem formulation, objectives, and benefits of writing the report for the Information and Special Groups course.</li><li>• Write the first part of the discussion, which is the location of PTA Machang Campus.</li></ul>	
July 6 <sup>th</sup> , 2023	<p><b>Self study: Do Internship Report</b></p> <ul style="list-style-type: none"><li>• Searching for additional literature</li></ul>	



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**WEEK** : 13

	<p>for Information and Special Groups course report</p> <ul style="list-style-type: none"><li>• Continue writing the discussion on students with disabilities at UiTM Machang Campus (name, age, faculty, semester, illness, etc.), and disabled students' access to PTA Machang Campus.</li><li>• Working on training activities. Writing down the activities in detail and including documentation of the activities I did.</li></ul>	
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**WEEK** : 14

<b>DATE</b>	<b>EXACT NATURE OF WORK DONE</b>	<b>SUPERVISORS REMARKS</b>
July 9 <sup>th</sup> , 2023	<b>Self study: Do Internship Report</b> <ul style="list-style-type: none"><li>• Continue working on training activities. Write down in detail the activities I did in each activity and include documentation as evidence. Looked for theories related to the activities I did.</li></ul>	
July 10 <sup>th</sup> , 2023	<b>Self study: Konsultasi</b> <ul style="list-style-type: none"><li>• Went to campus (Universitas Airlangga) to consult with Mr. Imam (internship supervisor) regarding the presentation schedule of the course conversion report.</li><li>• Met with the lecturer of Electronic Archive course to submit the Electronic Archive course report. The lecturer told us to add one more chapter in the report discussion, so we had to make revisions.</li><li>• Made a list of names of internship students and courses taken for course conversion purposes.</li></ul>	
July 11 <sup>th</sup> , 2023	<b>Self study: Do Internship Report</b> <ul style="list-style-type: none"><li>• In accordance with the orders of the lecturer of the Electronic Archives</li></ul>	

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**WEEK** : 14

	<p>course, I revised the report, by adding a chapter in the form of a comparison of the PTA Branch Archive Unit with the Airlangga University Archives. In the chapter, I wrote that the comparison lies in the position of the archive unit in each university, the digitization system, and the classification system used.</p>	
July 12 <sup>th</sup> , 2023	<p><b>Self study: Do Internship Report</b></p> <ul style="list-style-type: none"><li>• Working on the conversion report for the Information Center Space Design course. I made the report as in other course reports, namely opening, discussion, and closing. In the introduction, I will write the background, problem formulation, objectives, and benefits. In the discussion section, I will write about the environment in PTA, PTA furniture, application of technology in PTA, building safety and health in PTA, design in the perspective of psychology, human dimensions, 21st century information center space design, PTA best practices related to space design, and problems faced by PTA related to</li></ul>	

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**WEEK** : 14

	<p>space design and their solutions.</p> <ul style="list-style-type: none"><li>• Make an outline on each discussion in the course conversion report</li><li>• Searching for literature related to the report that I will make</li></ul>	
July 13 <sup>th</sup> , 2023	<p><b>Self study: Do Internship Report</b></p> <ul style="list-style-type: none"><li>• Searching literature for the Information Center Space Design course report</li><li>• Make the introduction section</li><li>• Compile the discussion section, starting from the PTA environment to building safety and health at PTA.</li></ul>	

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**WEEK** : 15

<b>DATE</b>	<b>EXACT NATURE OF WORK DONE</b>	<b>SUPERVISORS REMARKS</b>
July 16 <sup>th</sup> , 2023	<b>Self study: Do Internship Report</b> <ul style="list-style-type: none"><li>• Making powepoints for the presentation of the course reports on Library Information Networking, Information and Special Groups, and Information Center Space Design.</li><li>• I included a little bit of theory and its implementation in PTA in each discussion.</li><li>• Used a unique presentation template from Canva to keep the slides from getting boring.</li></ul>	
July 17 <sup>th</sup> , 2023	<b>Self study: Do Internship Report</b> <ul style="list-style-type: none"><li>• Come to campus to consult the presentation schedule for the course conversion report.</li><li>• Discussions will continue on Thursday in the evening as the lecturer who is the conversion team leader is unable to attend the meeting.</li><li>• Started compiling the Book Publishing and Distribution course report. I made the report as in other course reports, namely opening,</li></ul>	

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**WEEK** : 15

	<p>discussion, and closing. In the introduction I will write the background, problem formulation, objectives, and benefits. In the introduction I will write the profile of UiTM Press, the types of works published by UiTM Press, the process of publishing and distributing UiTM Press books, and the obstacles faced by UiTM Press during its time as a publisher. Finally, the conclusion and suggestions.</p> <ul style="list-style-type: none"><li>• Searching for references on Google Scholar and collecting lecturers' materials for work reference.</li></ul>	
July 18 <sup>th</sup> , 2023	<p><b>Self study: Do Internship Report</b></p> <ul style="list-style-type: none"><li>• Working on the book publishing and distribution course report. First, I worked on the introduction, which is making the background, problem formulation, objectives, and benefits of writing the report.</li><li>• Followed by working on the discussion of the report, namely the profile of UiTM Press, the types of works published by UiTM Press, and the process of publishing and distributing UiTM Press books. I</li></ul>	

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**WEEK** : 15

	also looked for additional references for the discussion section because there were some missing.	
July 19 <sup>th</sup> , 2023	<b>Self study: Do Internship Report</b> <ul style="list-style-type: none"><li>• Continue working on the book publishing and distribution course report, namely on the subchapter of the book publishing and distribution process at UiTM Press. Then worked on the subchapters of the obstacles faced by UiTM Press during its time as a publisher.</li><li>• Continue working on the closing section, namely conclusions and suggestions.</li><li>• Completed the logbook report for the previous days.</li></ul>	
July 20 <sup>th</sup> , 2023	<b>Self study: Do Internship Report</b> <ul style="list-style-type: none"><li>• Making a course report on Information and its Psychological Aspects. By the time we returned to Indonesia after Session 1, I had already done half of the report. This time, I slightly revised some of the subchapters in the discussion that I had done before because I got additional data, namely from the users.</li></ul>	

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**WEEK** : 15

	<ul style="list-style-type: none"><li>• Working on the parts that have not been done yet, namely in the discussion section, namely the library users' perceptions of PTA librarians at Machang Campus and in the closing section, making conclusions and suggestions.</li></ul>	
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**WEEK** : 16

<b>DATE</b>	<b>EXACT NATURE OF WORK DONE</b>	<b>SUPERVISORS REMARKS</b>
July 23 <sup>rd</sup> , 2023	<p><b>Self study: Do Internship Report</b></p> <ul style="list-style-type: none"><li>• Working on chapter 1 which is introduction. I wrote about the description, history, location, operating hours, vision, mission, philosophy, goals, client charter, services, facilities, collections, and organizational structure of PTA Machang Campus.</li><li>• Working on chapter 2, which is the structure and function of each division in PTA Machang Campus. In the departmental structure, I matched the picture with the organizational structure in chapter 1. In the departmental functions, I wrote down the functions of each unit in the five divisions in the Machang Campus PTA management.</li><li>• Categorized the activities for chapter 3, which is training activities. In the all units category, the activities were introduction to PTA Machang Campus and shelving the books. In the category of each unit, the activities are our activities in each unit of PTA Machang</li></ul>	

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**WEEK** : 16

	<p>Campus such as Archives Unit, Referral Resources Unit, Library Services Unit, and so on. In the tasks category, the activities are the tasks given during the internship, namely making flipbooks and book review challenges. In the other activities category, activities are meet and greet with faculty, interviews for course conversion report assignments, mini sharing sessions with FIM students at UiTM Puncak Perdana, visits to PPAK and PTA KB, and scientific writing seminars with Assoc. Prof. Filmor J. Murillo. In the special project category, the activities were CSR Program with SMK Pangkal Meleret, CSR Program with orphans, and GSISS.</p> <ul style="list-style-type: none"><li>• Worked on training activities in the category of all units and each unit. In the category of all units, the introduction to PTA Machang Campus and books shelving have been completed. In the category of each unit, only the categories of Library Management Division and PTA Branch Archives Division were completed.</li></ul>	
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**WEEK** : 16

	<ul style="list-style-type: none"><li>• Adding explanations related to the implementation of the theory that relates to each activity we do. For example, in the Basic &amp; Strategic Planning and Organizational Administration Unit, the appropriate theory is strategic planning theory. Then in the Corporate and Collaboration Unit, the appropriate theory is the theory of collaboration and information marketing.</li></ul>	
July 24 <sup>th</sup> , 2023	<b>Self study: Do Internship Report</b> <ul style="list-style-type: none"><li>• Continuing training activities in the category of each unit, starting from University Referral Sources. I did not forget to add the theory appropriate to each unit.</li><li>• Working on training activities in the tasks and other activities section. In the task category, everything was done. In the other activities category, only meet and greet activities, PPAK &amp; PTA-KB visits, and sharing sessions with FIM students from UiTM Puncak Perdana.</li></ul>	
July 25 <sup>th</sup> , 2023	<b>Self study: Do Internship Report</b> <ul style="list-style-type: none"><li>• Working on training activities in the</li></ul>	

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**WEEK** : 16

	<p>other activities and special projects categories. In the other activities category, continued what was not completed yesterday, namely interviews for course conversion reports and scientific writing seminars with Assoc. Prof. Filmor J. Murillo</p>	
July 26 <sup>th</sup> , 2023	<p><b>Self study: Do Internship Report</b></p> <ul style="list-style-type: none"><li>• Had an online meeting via WebEx with Madam Nofitriah Mat Seman to report the progress of the internship report.</li><li>• Received some feedback on my internship report, such as line spacing between paragraphs, color consistency for tables, and adding content to some training activities.</li><li>• Made revisions to the report as instructed by Madam Norfitriah Mat Seman.</li></ul>	
July 27 <sup>th</sup> , 2023	<p><b>Self study: Do Internship Report</b></p> <ul style="list-style-type: none"><li>• Presented the conversion reports for the Information and Special Groups, Information Center Room Design, and Library Information Network courses.</li><li>• Continued to revise the sections that</li></ul>	

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**WEEK** : 16

	Madam Norfitriah Mat Seman had instructed us to revise yesterday.	
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**WEEK** : 17

<b>DATE</b>	<b>EXACT NATURE OF WORK DONE</b>	<b>SUPERVISORS REMARKS</b>
July 30 <sup>th</sup> , 2023	<b>Self study: Do Internship Report</b> <ul style="list-style-type: none"><li>• Completing each training activity with related social science and library science theories.</li><li>• Changed the location of one of the training activities, the Flipbook of Unique Cultures in Indonesia, which was originally in the Assignment section, was moved to Special Project.</li><li>• Translating the contents of the internship report into English</li></ul>	
July 31 <sup>th</sup> , 2023	<b>Self study: Do Internship Report</b> <ul style="list-style-type: none"><li>• Create table of contents, list of images, list of tables, and list of attachments</li><li>• Organizing spaces, margins, and other technicalities in accordance with the provisions of the internship report format</li><li>• Attach the logbook to the internship report</li><li>• Submit the internship report to PTA, faculty, and supervisor</li></ul>	