



UNIVERSITI TEKNOLOGI MARA (UiTM)
CAWANGAN NEGERI SEMBILAN, KAMPUS REMBAU
FACULTY OF INFORMATION MANAGEMENT
BACHELOR OF INFORMATION SCIENCE (HONS) LIBRARY MANAGEMENT (IM244)

IMC690 - INDUSTRIAL TRAINING

PETRONAS RESOURCE CENTRE,
LEVEL 4, TOWER 1, PETRONAS TWIN TOWERS
KLCC 500088, KUALA LUMPUR

PREPARED FOR:

SIR ZAILAN BIN ENDIN

PREPARED BY:

ARNIEZA ZANIRA A/P ZAMANI
2020993451

GROUP: N5IM2447B

IMC690 - INDUSTRIAL TRAINING

1ST MARCH 2022 – 31ST JULY 2022

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KAMPUS REMBAU**

2022

DECLARATION

I hereby declare this report is my original work unless otherwise indicated or acknowledged as referenced work. I also declare that the report is only prepared for my academic requirement, not for any other purpose. I also acknowledge with UiTM regulations related to plagiarism and aware that disciplinary action (which may include a maximum penalty of dismissal from the University) can be taken against me if I am found to be an offender.

Signed by

Arnieza Zanira A/P Zamani
2020993451

Date of Submission: 8 August 2022

ABSTRACT

Industrial Training a student placement in an industry or outside organization for a period of five (5) months. It is required for student Semester Seven (7) to completing their studies in Bachelor of Information Science (Hons.) Library Management. This student has chosen to perform her Industrial Training at PETRONAS Resource Centre, Kuala Lumpur which takes five (5) months and along the journey she was assigned to conduct a case study for Special Project and daily recorded her activities during five (5) months training. This report consists of five (5) chapter regarding to the guidelines given which is Introduction, Organization Information, Industrial Training Activities, Industrial Training Reflection and Conclusion.

ACKNOWLEDGEMENT

I would like to express special thanks to myself because I was successfully completed my Industrial Training for five (5) months at PETRONAS Resource Centre, Kuala Lumpur. I have fully committed during my practical period in term of work and responsibilities as intern. Many challenges I have faced when doing this practical, but I was grateful that I made it and end this industrial training and received positive feedback from all PRC Staff.

Next, I would like to thank all PRC Staff by giving me this opportunity to joined and had an experiences to gain knowledge as librarian at PRC. A big thanks to the PRC Chief Librarian, Puan Haslinda who always making sure our internship journey smooth and thanks to the Manager, En. Ahmad Munawar and Puan Laili Ashikeen that very helpful and willing to share some tips on working environment and as a librarian. Not to forget for other staff member that expose me to the real industry as librarian, giving me chances to work on few projects and assisting them in preparing, creating and boost my confident level. Puan Nur Amirah, Puan Nurshamsinar, En. Supian, En, Sahar, En, Megat, Cik Farhana, Cik Nadia, Puan Lily and PROTÉGÉ GEES, Evie and Dyana and lastly my intern partner Safwan Rabani very helpful.

Last but not least, big thanks to my family and friend who give me support during my practical at PRC. Not to forget, lecturer for subject IMC690 Sir Zailan Endin helping in internship placement and guidelines for this subject. Next, to my supervisor Sir Faizal in making sure my practical going smoothly and well prepared for the presentation and making time to come visit me and Safwan at PRC.

TABLE OF CONTENT

CONTENT	PAGE
DECLARATION	i
ABSTRACT	ii
ACKNOWLEDGEMENT	iii
TABLE OF CONTENTS	iv - vi
LIST OF APPENDICES	vii
LIST OF ABBREVIATIONS	viii
CHAPTER 1 : INTRODUCTION	
1.1 Introduction to Industrial Training	1
1.1.1 Objective of Industrial Training Report	1
1.2 Introduction to Organization	2
1.2.1 Background of PETRONAS Resource Centre	2 - 4
1.2.2 Collection Overview of PETRONAS Resource Centre	4
1.2.3 Organizational Structure of PETRONAS Resource Centre	5
CHAPTER 2 : ORGANIZATIONAL INFORMATION	
2.1 Department Structure	8
2.2 Resource Development and Organisation (RDO) Unit	9
2.2.1 Information Resource Development	10 - 11
2.2.2 Information Record Management	12
2.2.3 PETRONAS Resource Centre Collections	13
2.2.4 PETRONAS Resource Centre Online Databases	14 - 15
2.2.5 PETRONAS Resource Centre Integrated Library System	15
2.3 Information Research and References (IRR) Unit	16
2.3.1 Information Services	17
2.3.2 Promotional	18 - 20
2.3.3 Event Spaces	20 - 21

CHAPTER 3 : INDUSTRIAL TRAINING ACTIVITIES

3.1 Industrial Training Schedule	23
3.2 Training Activities Resource Development & Organization (RDO)	24
3.2.1 Cataloging and Classification	25
3.2.2 Acquisition	25
3.2.3 Knowledge & Record Management	26
3.3 Training Activities Information Research & References (IRR)	26
3.3.1 News Digest	227
3.3.2 Circulation & Readers' Advisory	27
3.3.3 Document Request Service	28 - 30
3.3.4 Event Space	31 - 32
3.3.5 Maintenance & Facilities	33 - 34
3.3.6 Desktop Research	34
3.3.7 Design Creations	34 - 35
3.3.8 Internal Events	35
3.4 Special Project	36
3.4.1 Introduction	36
3.4.2 Objective	36
3.4.3 Library Mobile App	36 - 37
3.4.4 Conversational Search	38
3.4.5 Conclusion	38

CHAPTER 4 : INDUSTRIAL TRAINING REFLECTIONS

4.1 Application of Knowledge, Skills and Experience in Undertaking the Task (Knowledge Gained)	40
4.1.1 Technical Skills	40
4.1.2 Communications Skills	40
4.2 Personal Thoughts and Opinion	41
4.2.1 How to enhance library services to remain its relevancy.	41
4.3 Lesson Learnt	41
4.3.1 Work-Life Balance	41
4.3.2 Problem Solving	41
4.3.3 People Relationships	41
4.4 Limitations and Recommendations	42
4.4.1 Limitations	42
4.4.2 Recommendation to PETRONAS Resource Centre	43

CHAPTER 5 : CONCLUSION

5.1 Conclusion	44
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REFERENCES

APPENDICES

LIST OF APPENDICES

APPENDIX

Appendix A Offer Letter

Appendix B Self Declaration Form

Appendix C Letter of Indemnity & Undertaking

Appendix D Student Secrecy Agreement

Appendix F PETRONAS Poster Creations and Designs by Intern

Appendix H Practical Training Logbook

LIST OF ABBREVIATIONS

ABBREVIATION

RDO	Resource Development Organisation
IRR	Information Research and References
AV	Audio-Visual
DRS	Document Request Service
DSS	Digital Signage System
HCI	Human Capital investment
HDMI	High-Definition Multimedia Interface
OPAC	Online Public Access Catalog
PEKA	PETRONAS Corporate Knowledge Assets
PLC	PETRONAS Leadership Centre
PRC	PETRONAS Resource Centre
PRCB@PRSB	PETRONAS Resource Centre Bangi
PS4	PlayStation 4
QR	Code Quick Response Code
UiTM	Universiti Teknologi Mara
VPN	Virtual Private Network
VR	Virtual Reality

Chapter 1:

Introduction

CHAPTER 1 : INTORUDCTION

1.1 Introduction to Industrial Training

Industrial Training are required for completing subject IMC690. Industrial Training offers pre-professional work experience with specific assignments and responsibilities. This paper requires a 480-hour equivalent paid or unpaid work placement in an approved industrial site under the supervision of an experienced Information Professional. During the industrial training, the student is expected to contribute to workplace activities and to meet the same work production and responsibility demands as the organization's regular employees. An Industrial Training programme is tailored to a student's specific career interests and will increase their marketability after graduation.

Objective of Industrial Training Report

The objectives of the Industrial Training are:

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

1.1 Introduction to Organization

Introduction to Organization is about the background of PETRONAS Resource Centre and will be shared the collection overview of the organization.

1.1.1 Background of PETRONAS Resource Centre



Figure 1.1
PETRONAS Logo

PETRONAS Resource Centre or PRC is PETRONAS Corporate Library that aims to promote and enable information and knowledge discovery, value creation and collaboration and talent development in PETRONAS Group Wide. Through PRC diverse resources and innovative services, PRC aim to enrich the lives of their users through efficient access to variety of business-related information and information resources in many different media and formats. Next, PRC also aim to innovative corporate destination and a site for research, learning and recreation, as well as a place where talents come together to network, exchange ideas and collaborate. Moreover, PRC ARE striven to be both a cornerstone of PETRONAS community and a gateway to explorations of the information world.

For history part of PETRONAS Resource Centre, PRC was first setup up in 1974, at the Prime Minister's Department in Jalan Dato' Onn, having gone through several transformations and relocations, transpiring from being the administrator of information resources in the early years to a Digital Library in the 90s at its many locations and now as an Innovative Resource Centre, at its current one being at PETRONAS Headquarter in the Twin Towers.

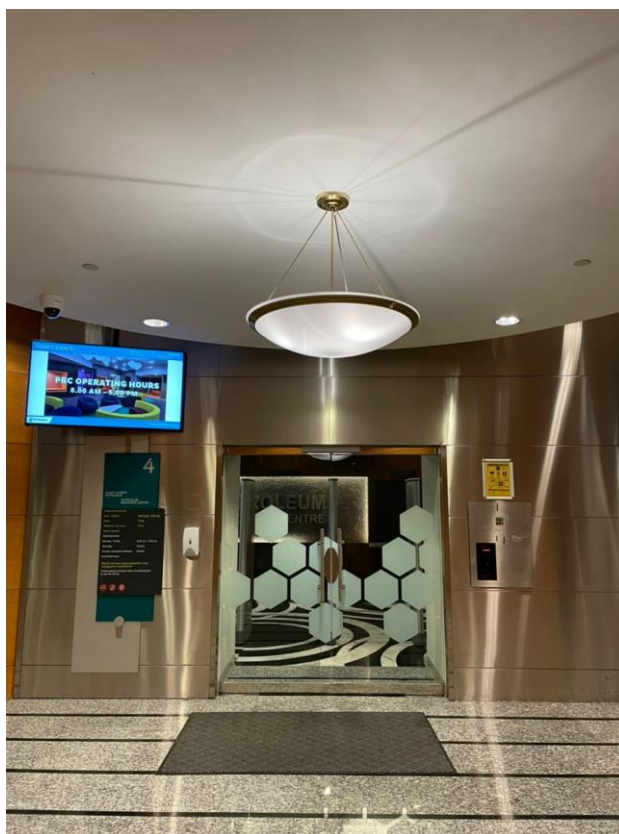


Figure 1.2

PETRONAS Resource Centre Entrance

PETRONAS Resource Centre was located at Level 4, Tower 1, PETRONAS Twin Towers, Kuala Lumpur. PRC serving all PETRONAS staff Groupwide across the globe. PRC act as a strategic information partner with the primary roles of providing reliable business intelligence information and efficient information research and reference services to PETRONAS.

PRC Also have another branch in Bangi, named PETRONAS Resource Centre (PRCB@PRSB). PRC also has set up a new library same area with PRCB which is PETRONAS Leadership Centre (PLC). Both branches are focused on serving PETRONAS Staff with research, learning collection. Currently PRC, PRCB and PLC operating hour are on Monday – Friday from 8.00 am to 5.00 pm. Closed on Saturday, Sunday, and Public Holiday.



Figure 1.3

Bookshelves at PETRONAS Leadership Centre (PLC)

PETRONAS Resource Centre (PRC) serve their user by physical and available via online since they serve PETRONAS Staff. It easy for them to stay connected with user via PETRONAS official platform, Microsoft Teams. Moreover, Staff of PETRONAS Group Wide across the globe can have access to many information resources in PRC via our digital platforms. MyPrecise is PRC official platform where it has many information and services for such as Library Database, News Digest, Room Booking and many more.

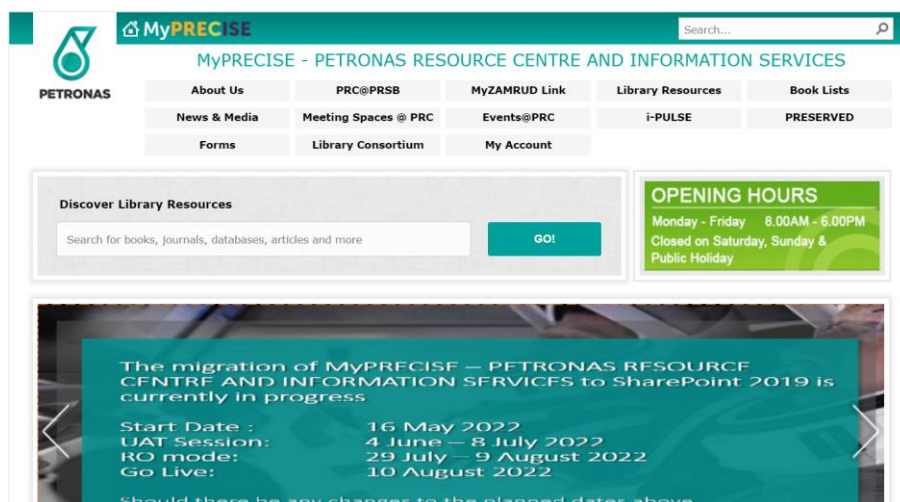


Figure 1.4

MyPrecise Official Website



Figure 1.5

Music Dome Space at PRC

1.1.2 Overview of Collection at PETRONAS Resource Centre

PRC offer variety of information resources which includes hardcopy books, e-Resources such as eBooks, e-Journals and e-Newspapers on oil & gas and energy industry, renewable energy, business intelligence online services and databases. Other than that, PRC also have a full collection of core industrial standards, technical papers both internal and external and reference on other related subjects such as health & safety, leadership and management, human resource, recreation, and others.

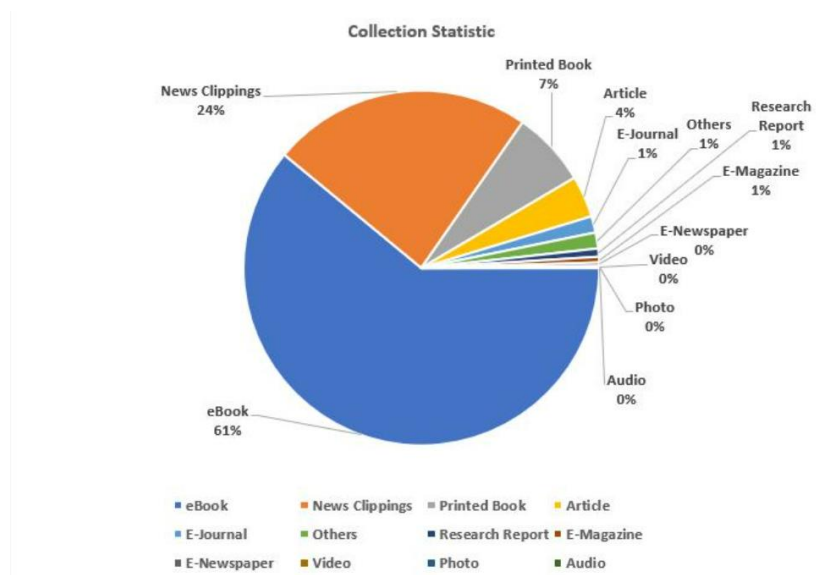


Figure 1.6

PRC Collection Overview

1.2.3 Organizational Structure

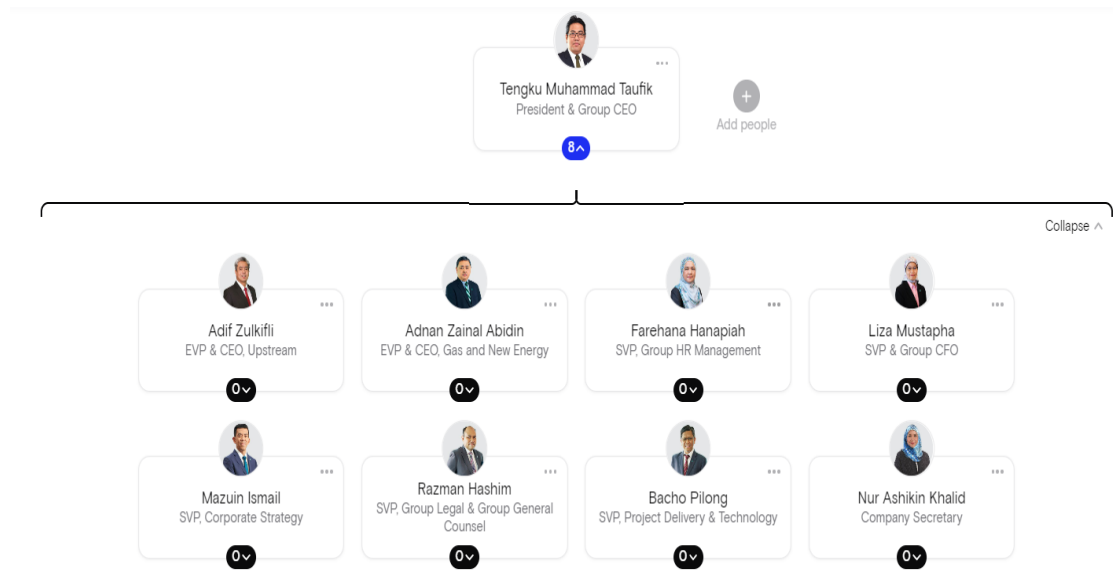


Figure 1.7

PETRONAS Organizational Structure

Chapter 2: Organization Information

2.1 Department Structure

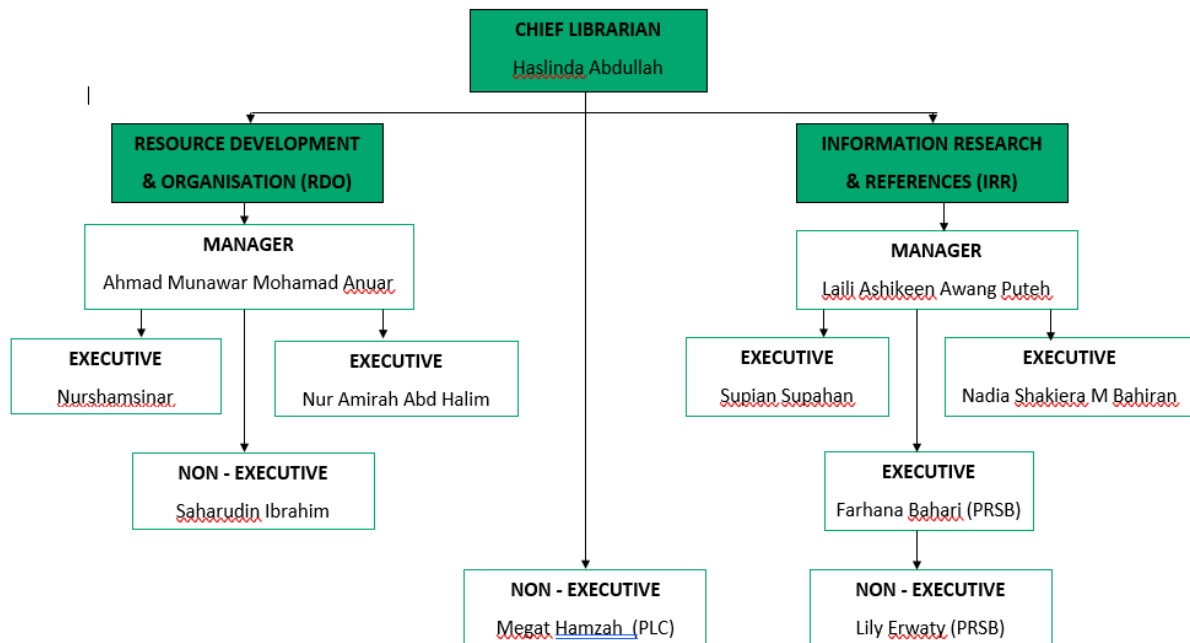


Figure 2.1

PETRONAS Resource Centre Organizational Structure

PETRONAS Resource Centre or PRC have two (2) unit which is Resource Development & Organisation (RDO) and Information Research & References (IRR). Based on the departmental structure, the current Chief Librarian is Haslinda Abdullah. The Chief Librarian is responsible to monitor and directs resources toward the fulfillment of the organization's mission, values, and strategic priorities. From my point of view, PRC chief librarian are clearly has set the goals for PETRONAS Resource Centre in order to make the library stay relevant in this digital era.

Next, for Resource Development & Organisation (RDO) Unit are managing by PRC manager Ahmad Munawar Mohamad Anuar with two (2) executive and one (1) non- executive. Alongside with Manager for Information Research & References (IRR) is Laili Ashikeen Awang puteh with three (2) executives at PRC and executive, non-executive at PRSB. Lastly, is Non-executive staff, Megat Hamzah are being assigned at PLC.

Other than, PRC staff they also recruited a PROTÉGÉ-GEES and intern which rings total of two (2) Gees and two (2) Intern.



Figure 2.2

PRC Staff Members Free Style Raya 2022



Figure 2.3

IRR Team with Intern



Figure 2.4

All PRC Staff, Gees & Intern

2.2 Resource Development and Organisation (RDO) Unit

Currently RDO Unit staff total is four (4) include the Manager Ahmad Munawar, two (2) Executive, Nur Amirah Halim and Nurshamsinar, with one (1) Non-Executive, Saharudin Ibrahim. RDO Unit responsible in creating, managing and stored PRC collection for internal and external used. The main task in RDO Unit is Information Resource Development and Information Record Management. It also responsible on administrative task because RDO Unit Staff are basically will be more dealing with vendor and providing information for sharing information to the users.

2.2.1 Information Resource Development

The Administration task will be done by the non-executive staff with the assistance from other Staff and Gees such as Planning and budgeting for information resources groupwide, Procurement, Subscription management, Vendor management, Contract management and Payment management. Administration tasks need to be done because it is to make sure all the services offered can be utilize to all PRC User without any issue. Since nowadays, PRC are toward to Digitalization collection, RDO Unit have a big responsibility to ensure all the subscription and digital collection are up to date and in line with latest trend.

2.2.2 Information Record Management

Task for Information Record Management are more related to the processing of information in PRC. All of the collection will be process either for physical or digital collection. The processing of information is to make sure all of the information provided are suitable for PETRONAS Staff and meets their standards. Here is the list of task:

- Cataloging of library resources
- Preservation of PRC material then related with PETRONAS
- Indexing
- Corporate Knowledge Management

PRC not only serve their user with physical and digital collections beside that, PRC also provided a services on research based on requested from other department from PETRONAS Groupwide. For Example, Group Strategic Communication or GSC has requested to make a benchmarking on Brands and Awards from another Oil & Gas Company. PRC will gather all information and share with GSC once it completed and sometimes it will be continuously.

Cataloging of Library Resources in PRC have been done in physical and digital. The cataloguing process will be done by following the rules of Resource Description and Access (RDA) and Anglo-American Cataloging Rules (AACR2) to ensure consistency and in accordance with library international standards. The classification in PRC materials involve with the call number and subject heading to ensure the materials are easily retrieve in bookshelves or online catalog, i-Pulse.

2.2.3 PETRONAS Resource Centre Collections

As a corporate library, PRC serve their user with a material that fit with all PETRONAS Staff for work requirement especially in conducting research. The materials provided are divided into subject that related To PETRONAS.

1. Oil & Gas

A material that related to Oil & Gas as PETRONAS main business is Oil & Gas. The collection includes printed book, electronic materials and online resources.

2. Energy

Subject Energy are currently popular among PETRONAS Staff for them to conduct research since PETRONAS are led to create a sustainability business in local and international industry. Subject Energy such as Transition, Zero Emissions, Wind Energy etc.

3. Management (Human Resources)

Management materials are related with the Human Resources. One of guideline for PETRONAS Staff on working management, managing staff and step on how to be a great leader.

4. Engineering, Chemical, Drilling & Geology

This subject available for PRC Collection and one of favourite topic among PETRONAS engineers because they need a reference to work on research or case study.

5. Information Communication Technology (ICT)

Collection for subject under ICT are basically introduce user on application, software, and hardware also IT Skills for enhancing work performance.

6. Leisure Reading (Religion, Poem & Other)

PRC also provide a leisure collection such as religion book, poem, short story and more. It is for leisure reading for PRC user.

2.2.4 PETRONAS Resource Centre Online Databases

PETRONAS Resource Centre provide online database for their user to easily retrieve information and collection provided via online. For Online Database, PRC have an OPAC called i-PULSE. i-PULSE is a One stop Search Engine that enable users to search for library collections from PETRONAS Groupwide Libraries, including printed and non-printed by specific library location, year, material types, format and etc.

Next, PRC provide PRESERVED known as PRESERVED (PETRONAS Resource Centre Repository Services & Electronic Documents) is PETRONAS institutional digital repository, an online digital archive that serves as central collection and storage of PETRONAS Corporate Knowledge Assets (PEKA).

Lastly Open Access for collection such as Article, Journals, Ebook and etc. Open Access required VPN when accessing at home and all of the database has been subscript by PRC. List of Database and Electronic Resources:

- AAPG Datapages
- ACS Publications
- Banking Information Source
- Ebrary Electronic Books

- Energy & Power Source
- E-Prints in Library & Info. Science
- ERIC
- GeoScienceWorld
- International Bibliography of Social Sciences (IBSS)
- Lexis® Malaysia
- Lyell Collection
- Nexis®
- OnePetro
- ProQuest ABI/INFORM
- ProQuest Accounting & Tax
- ProQuest Asian Business & Reference
- ProQuest Business Collection
- ProQuest Dissertations & Theses Global
- ProQuest Entrepreneurship
- ScienceDirect
- Springer for Research & Developments

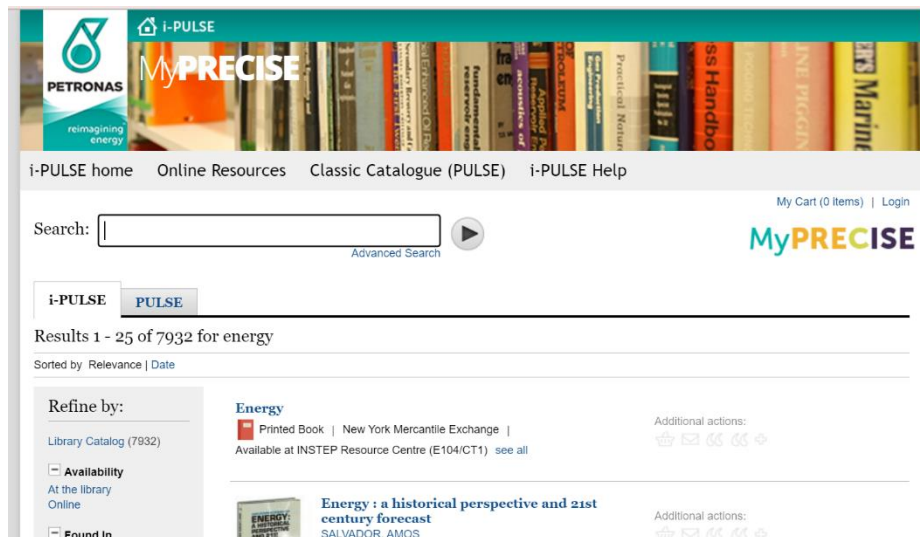


Figure 2.5

i-Pulse



Figure 2.6

PRESERVED

Online Databases	<p>MyPRECISE > Library Resources > Digital Resources List</p> <p>Digital Resources List PETRONAS Resource Centre Digital Resources</p> <p style="text-align: center;">A - B - C - D - E - F - G - H - I - J - K - L - M - N - O - P - Q - R - S - T - U - V - W - X - Y - Z</p> <div style="border: 1px solid #ccc; padding: 5px;"> <p>AAPG Datapages Last Updated On: 17 June 2022</p> <div style="display: flex; align-items: center;"> <div> <p>Connect to Database</p> <p>Full-text access to publications of the American Association of Petroleum Geologists and related publications produced by other societies concerned with geology and petroleum exploration.</p> <p>More Info</p> </div> </div> <div style="display: flex; justify-content: space-around; margin-top: 5px;"> PETRONAS ONLY GROUP-WIDE ACCESS </div> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <p>ACS Publications Last Updated On: 23 October 2019</p> <div style="display: flex; align-items: center;"> <div> <p>Connect to Database</p> <p>Full-text of all scientific journals published by the American</p> </div> </div> </div>
Open Access	
SUSROI	
Reading List	
Learning Materials	
PETRONAS Research Report and Publications	
Recent	

Figure 2.7

Online Database

2.2.5 PETRONAS Resource Centre Integrated Library System

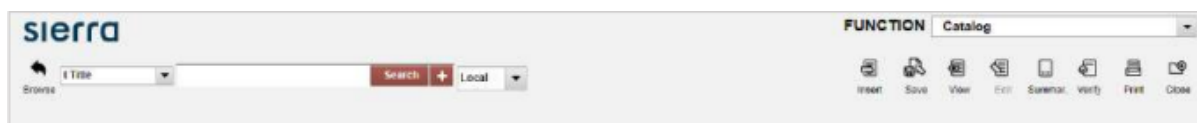


Figure 2.8

Sierra Integrated Library System

PRC using Sierra Integrated Library System to support its library functions which includes e-resources management, cataloging, circulation, acquisitions, holds, fines, data statistics and other library administrative functions. Sierra can be accessed through installation of desktop software or browsed through software browsers and required VPN access of PETRONAS internal network. In PRC, Sierra is most sought for circulation, cataloging, and new users' registration, Renewals and Statistic views.

2.3 Information Research and References (IRR) Unit

2.3.1 Information Services

IRR Unit responsible in providing any information in physical or digital access to their user in multiple platforms.

1. Document Request Service (DRS)

#	ASTM	Test Method
1	D445	Standard Test Method for Kinematic Viscosity of Transparent and Opaque Liquids (and Calculation of Dynamic Viscosity)
2	D2270	Standard Practice for Calculating Viscosity Index from Kinematic Viscosity at 40 °C and 100 °C
3	D1500	Standard Test Method for ASTM Color of Petroleum Products (ASTM Color Scale)
4	D4052	Standard Test Method for Density, Relative Density, and API Gravity of Liquids by Digital Density Meter
5	D5293	Standard Test Method for Apparent Viscosity of Engine Oils and Base Stocks Between -10 °C and -35 °C Using Cold-Cranking Simulator
6	D93	Standard Test Method for Flash and Fire Points by Cleveland Open Cup Tester

Figure 2.9

List of Standard Request

The Document Request Service (DRS) delivers copies of journal articles, book chapters, Standards and Technical Papers for Staff of PETRONAS. All Items requested should be clearly related to the research and work functions at PETRONAS. This service is

provided to support work related activities and may not be used to request materials for personal non-work-related research, or for recreational reading.

2. Proxy Borrowing Request

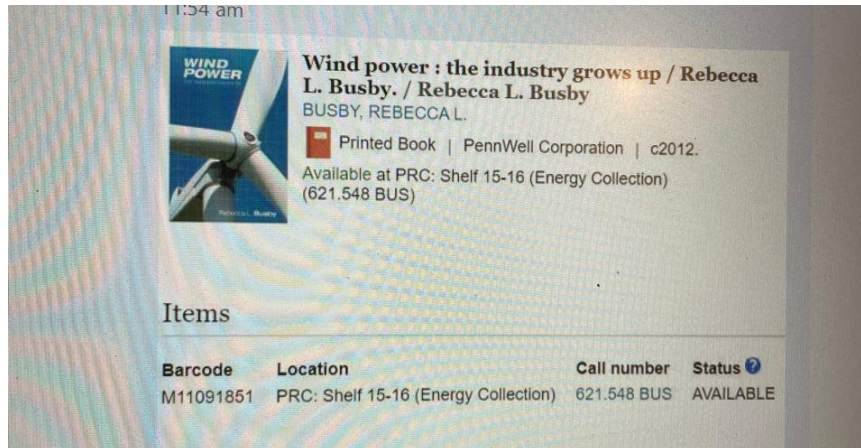


Figure 2.10

PETRONAS Staff Circulation Request

Circulation is limited to Staff only. However, staff may authorise a currently enrolled intern as a proxy to check out library materials in their name. The authorising party is responsible for all materials checked out and will be sent all overdue or recall notices and bills for charges concerning such materials.

3. Information Packaging

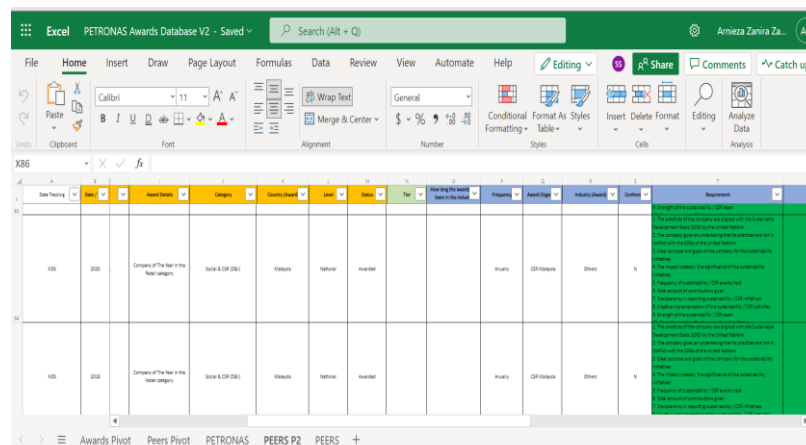


Figure 2.11

Desktop Research for Award Benchmarking

Information Packaging is one of the services that PRC will provide an information requested by other department at PETRONAS for their research purposes or benchmarking. IRR Staff will gather all the information from trusted sources and deliver to the requester.

4. News Digest

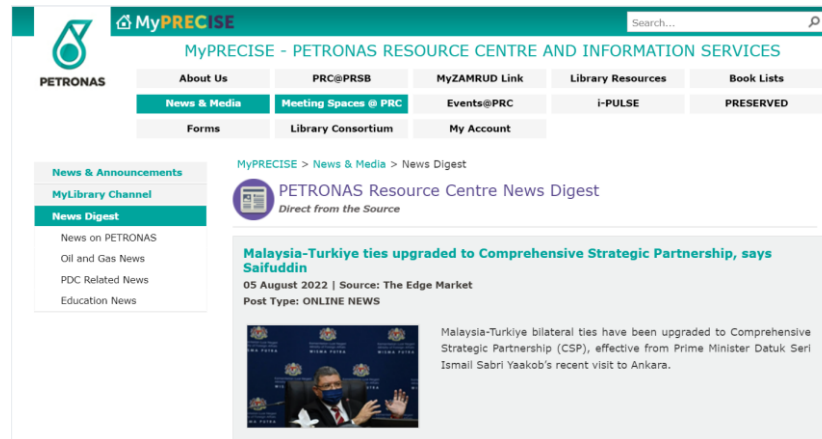


Figure 2.12

News Digest Platform in MyPrecise

News Digest is a platform where PRC provide latest or current news related to PETRONAS business. News Digest is an initiative for PETRONAS Staff to retrieved latest news on daily hour except for Saturday, Sunday, and Public Holiday. News Digest will be published in MyPrecise on 11.00 a.m every day.

2.3.2 Promotional

In IRR Unit, they responsible in promotional activities for every week through MyPrecise and MyLibrary Channel. PRC will promote their upcoming event, services, facilities, and other current information that related to PETRONAS business. The promotional activities will benefit on increased usage, increased value in the organization, education of users and changed perceptions.



Figure 2.13

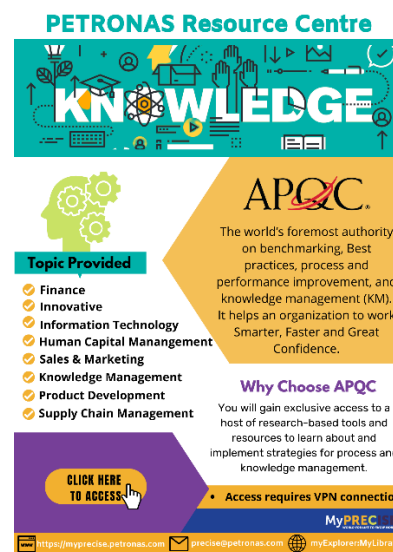


Figure 2.14

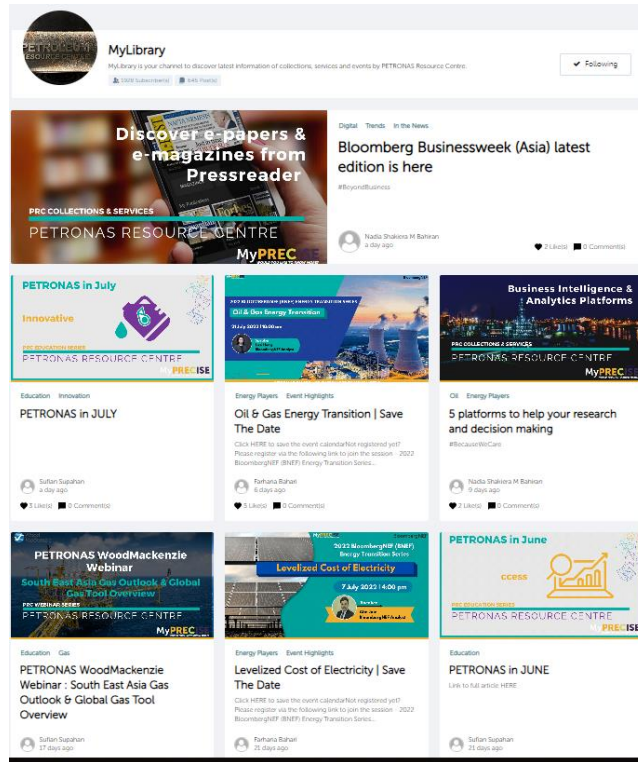


Figure 2.15

MyLibrary Channel

2.3.3 Meeting Room & Event Spaces

Below are the name and picture of Meeting Room and Space at PRC where user can used for events, meetings, discussions. It can be in online or physical or video shooting sessions. With a conducive space together with the latest ICT facilities and equipment prepared by PRC.



Figure 2.16

Meeting Room 2



Figure 2.17

Meeting Room 5

Meeting Room 2 are available for 15 pax with the size of Medium (405.76 ft) and facilities provided are Wireless Presentation via Polycom Pano App, 86" SMART Board and

AV System. For Meeting Room 5 is available for 12 pax with the size of Medium (360.38 ft) and it comes with 70" Touch Screen Display.



Figure 2.18

Design Thinking Suite 1 & 2

Design Thinking Suite is suitable for Workshop because of the design and arrangement of high table and chair. It is available for 40 to 100 pax with the size of Large (767.48 ft). The facilities provided is Wireless Presentation, 86" SMART Board, 65" Touch Screen Display and AV System.



Figure 2.19

IT Media Lab

IT Media Lab can fit 36 pax with the size Large (1,045.93 ft) and facilities provided is a Wireless Presentation, 86" SMART Board, 3 x 55" Display Screen and AV System with 4 Microphone.



Figure 2.20

Collaboration Space

Collaboration Space is the open space available at PRC and also one of the favourite spaces among PRC user because it has “Chill Vibe” with the decoration with colourful bean bags. This space is available for 100 pax with the size of Large (1,058.10ft). It come with Wireless Presentation, 86” SMART Board, 65” Touch Screen Display and AV System with 3 Microphone.



Figure 2.21

Recharge Area



Figure 2.22

Recharge Area (Foosball & PS4)

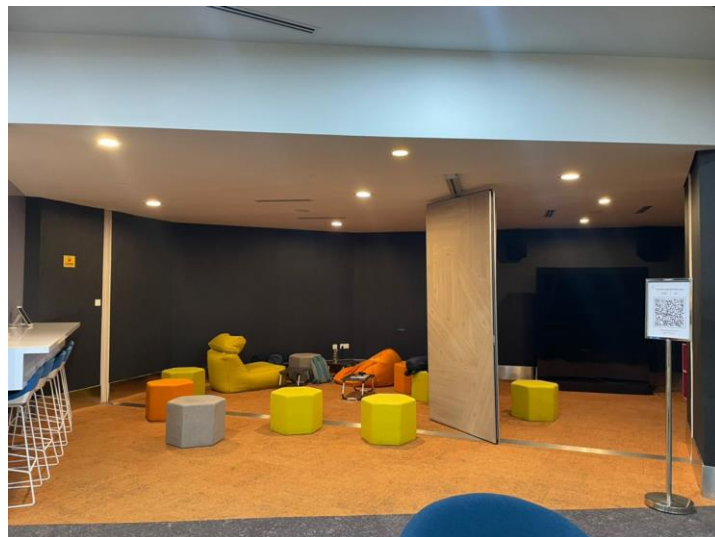


Figure 2.23

Recharge Area (VR Space & Ipad Space)

Recharge Area is the space for user to De-stress and Recharge because in this area, PRC provide a recreation facility including board games, virtual reality (VR), foosball and even PlayStation 4 (PS4) . Other than that, this area also can be one of the areas for internal event or photoshoot because of decoration that bring positive experiences.

All of meeting room and spaces at PRC have the rules & regulations set by PRC to make a safe environment.

Chapter 3:

Industrial Training

Activities

CHAPTER 3 : INDUSTRIAL TRAINING ACTIVITIES

3.1 Industrial Training Schedule

I have been given a Schedule for two (2) unit in PRC so that I can learn and experiences from both unit during my industrial training at PRC. Below are the schedule for five (5) months in PRC.

Period/Working Days		& Unit	Remark
Start	End	Arnieza Zanira A/P Zamani	Supervisor:
7-March-22	31-March-22	IRR: News Digest & Integrated Library System	1. Cataloguing : NAH
1-April-22	25-April-22	RDO: Cataloguing	2. Circulation & Readers' Advisory: SS
25-April-22	19-May-22	IRR : Circulation & Readers' Advisory	3. IRR Bangi / PLC: FB
20-May-22	14-June-22	RDO: Knowledge and Record Mgt	4. Integrated Library System & News Digest: NSMB
15-June-22	9-July-22	IRR: PRC Bangi / PLC	5. Acquisition : NAH
9-July-22	31-July-22	RDO: Acquisition	6. Knowledge & Record Mgt : NAH

Note: Approximately 24 days for each unit i.e. from 7th March until 31th July 2022

Figure 3.1

Industrial Training Schedule

These are the schedule that have been give to me to take part on two (2) Unit at PRC. Along my Industrial Training, I have experiences and gain new knowledge from both unit which I was being assigned to do librarian task, assist PRC Staff and do research for PRC users.

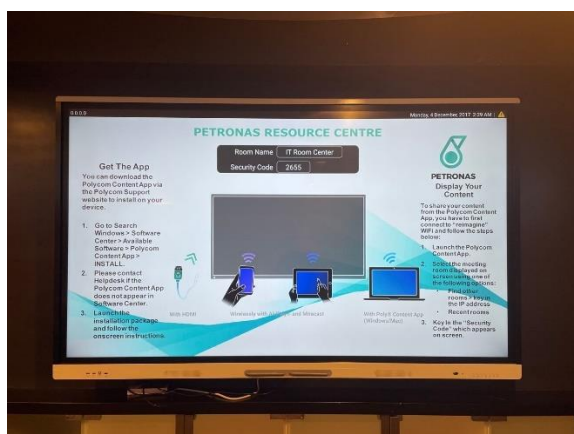


Figure 3.2

IRR Task on Technical



Figure 3.3

RDO Task

3.2 Training Activities Resource Development & Organization (RDO)

3.2.1 Cataloging and Classification

Cataloging and Classification activities has been done when the intern are placed under RDO Unit with the observation from Nur Amirah Halim. The intern are given to catalog 20 item per day or more (if possible). Cataloging and classification activities will be marks on the intern performance on achieving weekly target.

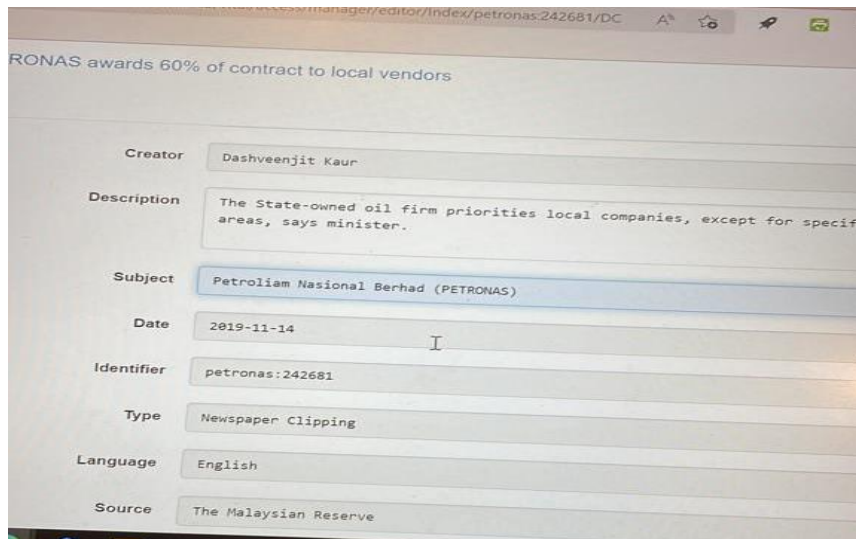


Figure 3.4

Catalog item in PRESERVED

No.	Title	Type (Article, photo, video, etc.)	Location (Item / Vital)	Date	Uploaded by	Status	Date Upload	Subject
38	Health Say on Gender Diversity: Doreen Nadia Khairina				DWNA	Completed	18/7/2022	DAI
39	A Conversation on Gender Diversity: Excerpts from the IWD Panel Session	Article	Vital	2021	WAN	Completed	19/7/2022	DAI
40	PETRONAS Fuels Women Empowerment Through Leadership Roles	Article	Vital	2021	WAN	Completed	19/7/2022	DAI
41	Suhana Sidik: How work-life choices fuel her professional and personal passion projects	Newsletter	Vital	2021	JAA	Completed	19/7/2022	DAI
42	Health Say on Gender Diversity: Techmazed Teacher	Newsletter	Vital	2021	JAA	Completed	19/7/2022	DAI
43	Redefining the Role of Women in a Man's World	Newsletter	Vital	2021	JAA	Completed	19/7/2022	DAI
44	Inspiring Women Series - Nur Hadeen Madros	Newsletter	Vital	2021	JAA	Completed	19/7/2022	DAI
45	Innovate to Enrich Lives PSM 16 Podi' Learning Expedition to India Part II	Article	Vital	2022	JAA	Completed	19/7/2022	Digital
46	Nurturing talents in robotics with the Petrosains RETH Challenge	Article	Vital	2022	JAA	Completed	19/7/2022	Digital
47	SAP ERM: New Ways of Working and Real Time Data Transaction	Newsletter	Vital	2022	JAA	Completed	19/7/2022	Digital
48	Phurthari: Innovative Solution to Explosive Delivery	Article	Vital	2022	JAA	Completed	19/7/2022	Digital
49	SAP ERM: New Ways of Working and Real Time Data Transaction (video)	Video	Vital	2022	JAA	Completed	19/7/2022	Digital

Figure 3.5

Cataloguing Item List

The intern's task under RDO Unit is cataloguing. The intern was assigned by Amirah Halim, she is PRC Cataloger and also responsible in PRC Finance Management. The intern was assigned to catalog item for electronic resources by uploading on PRESERVED. Alongside, item to be catalog are based on subject given such as Agile, Digital, Yayasan PETRONAS. Intern have done cataloguing various types of materials such as Newspaper Clipping, Images, Video, Newsletter, Article and Reports. All of the material are gathered from PressReader, PETRONAS Channel and other sources with subject that related to PETRONAS.

3.2.2 Acquisition

No	Title	Description	Publication year	Category	Price (RM)	Book image	Location
1	Business Made Simple: 60 Days to Master Leadership, Sales, Marketing, Execution, Management, Personal Productivity and More	ISBN: 978-1400203819 Author: Donald Miller Publisher: HarperCollins Leadership	2021	Business	54.00		
2	Continuous Sales Improvement	ISBN: 9781693955211 Author: Lofholm, Eric Publisher: MKMP	2021	Business	99.87		

Figure 3.6
Book List for Purchasing

3.2.3 Knowledge & Record Management

Knowledge & Record Management activities, I was assigned to assisted on PRC Asset Management Project, Overview HCI Budget and Labelling PRC Asset.



Figure 3.7

Meeting with Vendor

Above are the picture of me and Puan Nur Amirah meeting with vendor on discussing about digitalization of PRC Asset such as Microfilm, Microfiche, Tape, Cassette, Diskette and etc. I provide the collection for vendor to recognize and identify the budget for PRC. We discussed on the type, amount, time and budget.

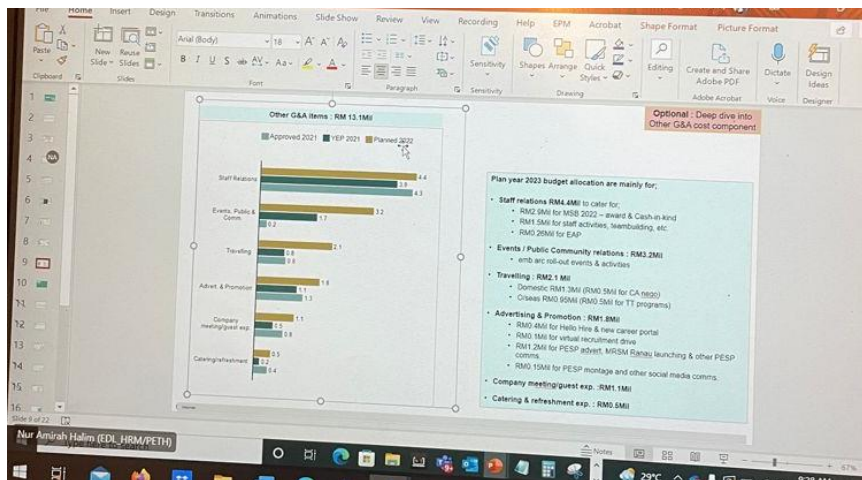


Figure 3.8

HCI Budget Overview

I was assigned to assist Puan Nur Amirah on preparing Chart on HCI Budget Overview or 2022.

No	Item	Call No	Location	Status	Next Action	Remark / PIC	Date
Quick Fix							
1	Orange Chair 1		Quick Fix	Used		AZ	6/16/2022
2	Orange Chair 2		Quick Fix	Used		AZ	6/16/2022
3	Blue Chair 1		Quick Fix	Used		AZ	6/16/2022
4	Blue Chair 2		Quick Fix	Used		AZ	6/16/2022
5	Red Chair 1		Quick Fix	Used		AZ	6/16/2022
6	Table		Quick Fix	Used		AZ	6/16/2022
7	Cabinet		Quick Fix	Used		AZ	6/16/2022
8	Flower Pots		Quick Fix	Used		AZ	6/16/2022
9	Rubbish Bin		Quick Fix	Used		AZ	6/16/2022
10	Frame 1		Quick Fix	Used		AZ	6/16/2022
11	LAN Wire		Quick Fix	Used		AZ	6/16/2022
IT Media Lab							
	IT Media Lab		IT Media Lab			AZ	6/16/2022

Figure 3.9

Master list – PRC Asset Management

Above are the Master List of PRC that currently be used. The purpose of this project is to make a labelling to all of the asset for PRC record and to avoid loss and also misplaced item.

2.3.4 Stock Take



Figure 3.10

Stock Take

Stock Take activities has been done at Confidential Room, within 2 months we manage to clear all of this item and moved a Counselling Room for weeding process. Scanning collection that have barcode using Barcode Reader.

	Barcode	Status	Remark	ISBN/ISSN					
1									
2414	M10394920								dyana
2425	M10408806								
2426	M10408765								
2427	M10408749								
2428	M10344802								
2429	M10408814								
2430	M10642917								
2431	M10363381								
2432	M10404862								
2433	M10404200								
2434	M10405141								
2435	M10363795								
2436	M10363357								

Figure 3.11

List of Call Number

Above are the list of collection that has barcode to be keep as PRC Collection Asset at Archived. PRC also will confirmed to digitalize the collection.

3.3 Training Activities Information Research & References (IRR)

3.3.1 News Digest

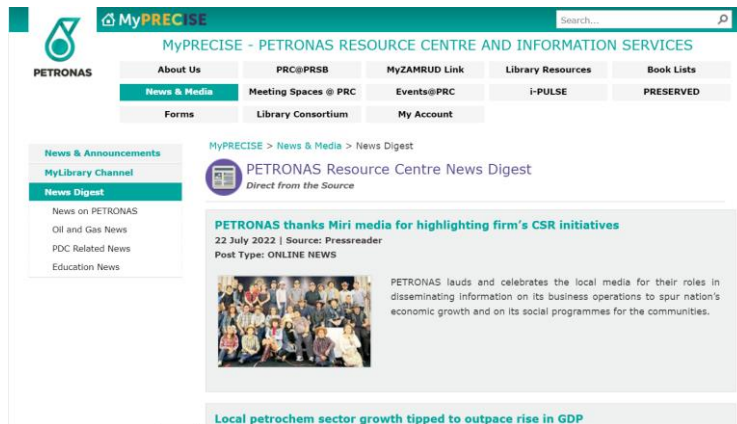


Figure 3.12

News Digest

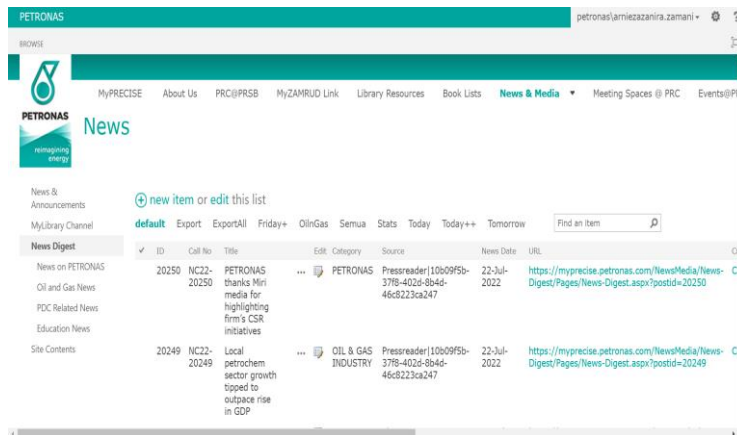


Figure 3.13

News Entry List

Performed News Entry every morning from 8.30 am to 10.00 pm. Create news entry for subject that related with PETRONAS such as PETRONAS, Oil & Gas, Energy, Education, Human Resource, Digital, Sustainability and other news like economic growth, health and etc. News entry will be upload at MyPrecise and share to all PETRONAS Staff through email.

3.3.2 Circulation

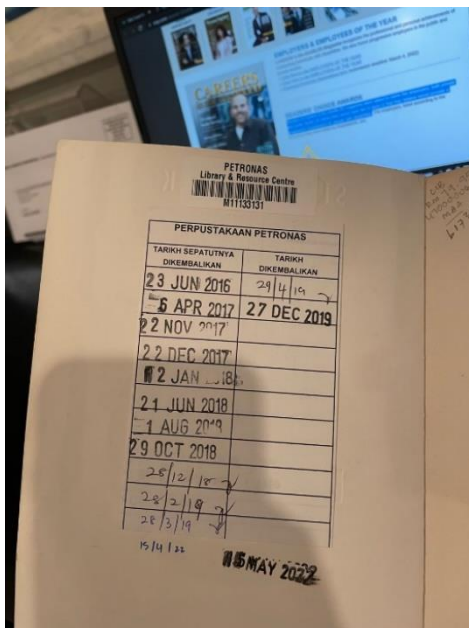


Figure 3.14

Check Out Process

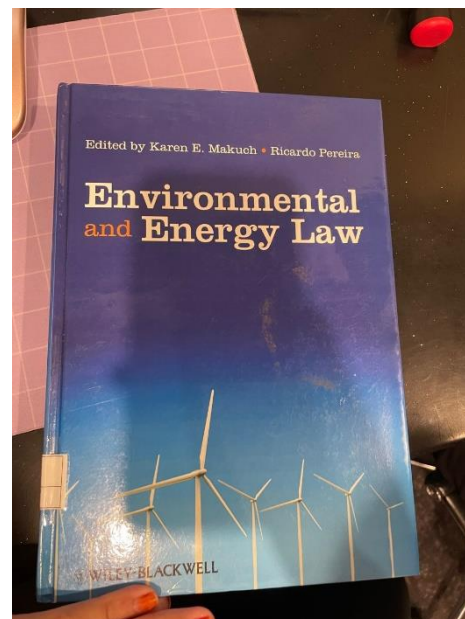


Figure 3.15

Circulation Process

Assisting PRC user on borrowing book and go through process of circulation.

3.3.3 Document Request Service

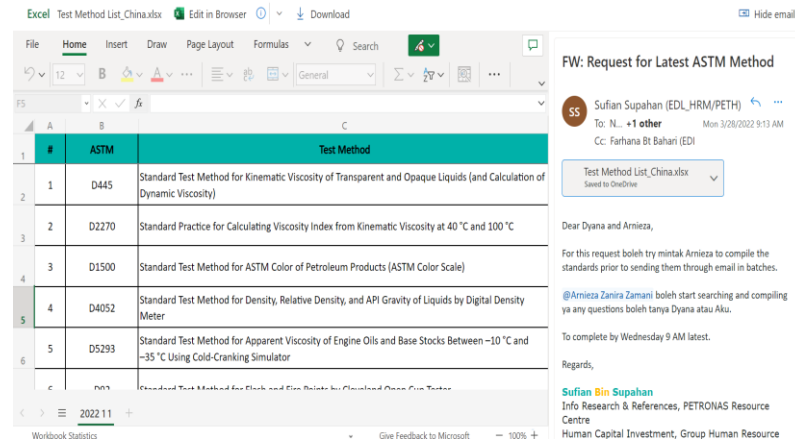


Figure 3.16

List of Standard requested

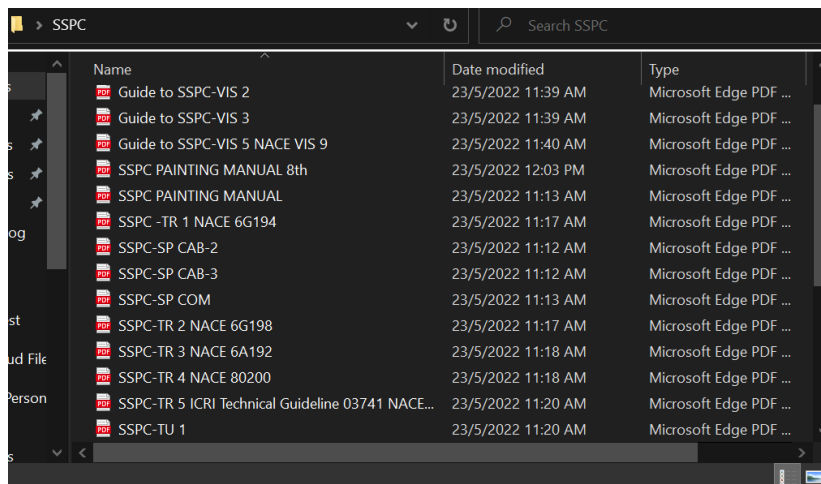


Figure 3.17

SSPC Standards

Assisting IRR Team on preparing standard for PETRONAS Staff in local and international. Download the standard at Library Database such as IHS Markit and SSPC. Next, I will compiled all the standard based on user request in OneDrive then shared IRR team for them to forward the file to the requester.

3.3.4 Event Space



Figure 3.18

Event Arrangements

Being experiences to make an event arrangement based on plan given by PRC User. Above are the event arrangement for HCI Integrity Event. I was one of the committee members in preparing Integrity session. During the industrial training, I managed to work on event management such as arranging placement, advise user for suitable space, manage connections and AV system.



Figure 3.19

PRC Tour

Above are the picture of user comes visit PRC Spaces. I assisting them to find a suitable places for their upcoming event. Next, I also giving some advise on planning event at PRC and alongside promote our services and facilities. Also told them about PRC rules and regulations.



Figure 3.20
HCI Integrity Event

3.3.5 Maintenance & Facilities



Figure 3.21
Broken Lamp at Café Area



Figure 3.22
Sliding Door Rail

For maintenance & facilities will be doing once I recognized any damage such as broken lamp, AV system, and other damage that can be issue under HSE for unsafe working area. I will raised maintenance attention ticket by calling Tenant Care the KLCC maintenance and facilities Department and follow up with them until their staff come and repaired.

3.3.6 Desktop Research

Date	Company	Award Name	Category	Year	Region	Country	Industry	Other
2022	Company of the Year in the Oil & Gas Industry	World & OIP (OS)	Worldwide	Nation	Awarded		Analy	OIP Awards
2021	Company of the Year in the Oil & Gas Industry	World & OIP (OS)	Worldwide	Nation	Awarded		Analy	OIP Awards

Figure 3.23

List of Brands & Awards

Name	Date modified
Award Details (1)	25/3/2022 4:50 AM
Award Details (2)	5/4/2022 3:48 PM
ICOTA	18/3/2022 6:07 PM
Link award gsc	24/6/2022 4:58 PM
nacra 13.4	13/4/2022 2:13 PM
Winner-of-MSOSH-OSH-Award-2019	7/3/2022 3:32 PM

Figure 3.24

Record of Award details

I had an opportunity to assist in preparing information pack for Group Strategic Communication on gathering information of Brands & Awards in Oil & GAS industry. The purpose of this desktop research is for PETRONAS to benchmarking other company in winning awards both local and international. During working on this desktop research, I have faced many challenges such as limited information, blocked page, finding accurate information and etc. But, with the support and tips shared by PRC Staff I managed to go through all the challenges and increase my performance on this project and get positive feedback from IRR staff.

3.3.7 Design Creations



Figure 3.25

Poster Creation by Intern

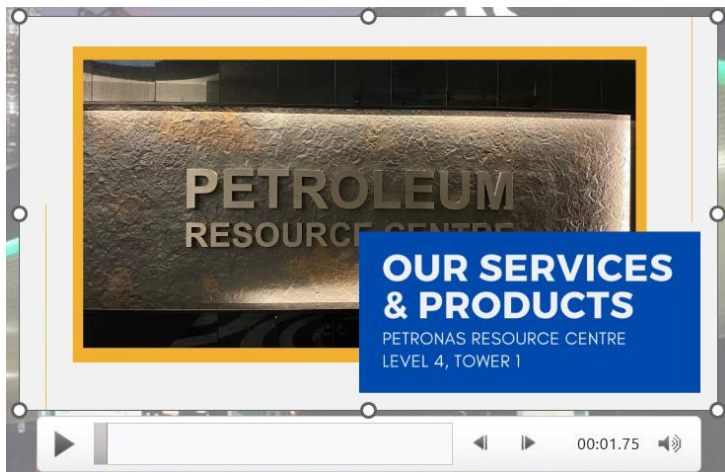


Figure 3.26

Video created by Intern



Figure 3.27

Poster on DSS

I had an opportunity to prepared poster, header, thumbnails & video for PRC event and promoting library services. In IRR Unit, I will weekly prepare the webinar event poster and upload at MyPrecise and MyLibrary Channel. Other than that, I have given opportunity to create poster for new library online database, PressReader on FAQs. Besides, I also create and design poster for PRC Raya and uploaded to Digital Signage System (DSS) in AppSpace system. Not to forget, I am preparing promotional poster for Library digital service for both branches PRC and PLC.

3.3.8 Internal Events

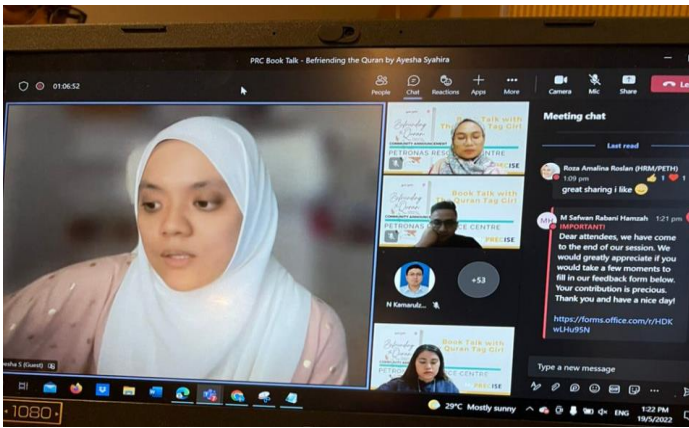


Figure 3.28

Book Talk Event

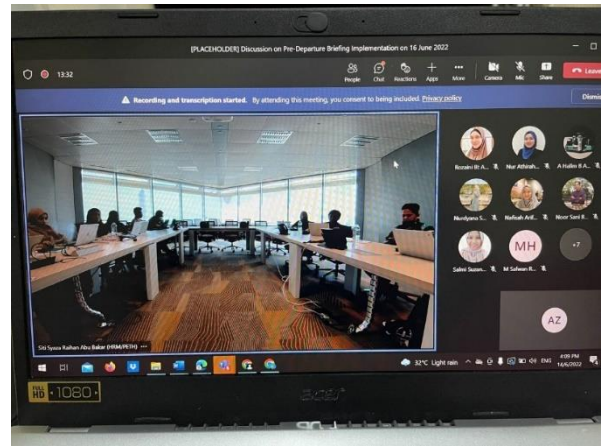


Figure 3.29

PESP Event



Figure 3.30

Webinar Event

3.4 Special Project

3.4.1 Introduction

The special project has been assigned by the Chief Librarian, Puan Haslinda on preparing a case study on Latest Trend in Information Retrieval. As for PRC references to know what the latest trend are and what can they implement for their user on retrieving information at PRC. Since currently PRC are moving to digital collection, they want the intern to provide a recommendation for the latest trends in information retrieval.

Information retrieval is the activity of obtaining information resources relevant to an information need from a collection of information resources. It is one of the most important functions of a library, because it meets the demands of required information of a user. In this era of digitalization, there is so many way to retrieve an information.

Based on my searching, the latest trend in information retrieval at the library is Library Mobile App and Conversational Searching Skills. Library Mobile App is one of the initiatives for the library on proving their services in a application that can be seen and used at everywhere and anytime. For the Conversational Searching Skills are the skill on searching information with the method of Free-Text languages.

3.4.2 Objective

The objective for this case study is to provide recommendations to PETRONAS Resource Centre on implementing the latest trend in information retrieval to enhance PRC services and continue library relevancy.

3.4.3 Library Mobile App

With the advancement of mobile technology, the number of mobile applications for information seekers has increased dramatically. The mobile app is used by everyone, from children to adults, to find information. According to a report from an American monetization company, people now spend two hours per day using apps. As a result, mobile apps consume 86 percent of mobile users' time.

A library Mobile App is a computer program designed to run on mobile device such as smart phones and tablets which are usually available through application distribution platform which originated in 2008 some of the apps are free and some are chargeable. It usually helps users to access internet easily. Below are the list of benefit of Library Mobile App:

1. **Greater Reach:** As there are millions of smart phone users the libraries can reach the greater number of audiences.
2. **User Friendly Aid:** Mobile Apps are simple to find and use. They are simple to use in operation. Users do not need to login every time they connect to the internet or open the app. Once a user has downloaded and logged into an app, they do not need to login again; they are automatically logged in whenever they want to use the app, such as Gmail or other apps. Users no longer need to remember their username and password. This saves the users' time.
3. **Saves the time:** When users browse a website, they must type the website name each time, whereas in a mobile app, clicking on the app connects them directly to the browser. The dissemination of information is faster than desktop computers, laptop computers, and other forms of electronic communication because it provides information in real time.
4. **Compatibility:** Although websites are available to browse the OPAC, the mobile app provides the same information in a more convenient and cost-effective manner. Yes, mobile devices are less expensive than desktop and laptop computers. Even on a mobile device, a webpage can be viewed, but the font and screen size are inconvenient. Mobile applications, on the other hand, are designed with mobile and tablet screen sizes in mind. As a result, the app's visibility has been adjusted to the mobile size, and it will be very easy to use.
5. **Limitless access:** The information can be accessed by the users as many times as they need. This is more convenient for quick reference of information and avoids unnecessary storage of information in devices.
6. **Personalized setting:** Users can configure and view the apps in their own unique and comfortable manner. It meets the needs and preferences of the user. Users can build a personalised bookshelf of their favourite e- books and e- journals in their subject area.
7. **Interactive:** Mobile apps are interactive; whenever the internet is connected, notifications appear in the Smart Phone, and the app notifies users of app updates or other information.

3.4.4 Conversational Search

The use of complete sentences and other natural-sounding phrases and verbal units in search queries, as well as how those queries are interpreted by search engines using artificial intelligence algorithms, is referred to as conversational search. A conversational search system takes complex grammatical sentences and can use context from previous interactions to provide more useful and comprehensive results. The advantages of Conversational Search:

1. **Easy searching:** People are more likely to trust recommendations when they can have conversations about the solutions they need and the problems they face. This is because conversations lead to a better understanding of the obstacles they face and more useful solutions. This means you can create more targeted content to promote your products. Forget about robotic jargon this is a more human approach to curating product-specific content.
2. **Reduces search effort:** Conversational search allows users to quickly and easily sift through various options, increasing the efficiency of online shopping and reducing content fatigue.
3. **Improve personalization with zero-party data:** Conversational search implies that AI understands the words user use as well as the context in which they were used to reflect a similar tone in conversation, giving the user the impression that the library knows them.

3.4.6 Conclusion

As the conclusion, these two latest trends in information retrieval are vey useful nowadays since today we are more towards to technology and PRC should prepare a services that can make great user experiences as well as make the library to stay relevant.

Chapter 4:

Industrial Training

Reflection

4.1 Application of Knowledge, Skills and Experience in Undertaking the

Task (Knowledge Gained)

During five (5) months Industrial Training at PETRONAS Resource Centre or PRC the intern have gained new Knowledge, Skills and Experiences with the guide from PRC Staff members that help me learn a lot of new things.

4.1.1 Technical Skills

The intern learned a technical skill when she was dealing with Room Booking User and recognized any damage at PRC Area. A technical part is the AV System, Application and Facilities. Next, she also learned how to solve problem on Microphone sound, Blank Display Screen, Polycom Pano App Connection which is give me experiences on new skill that she can used in future.

4.1.2 Communications Skills

During Industrial Training, the intern a able to polish her communication skills since it weaknesses in communicating with people. The intern learned on how to approach people in professional way since user at PRC is a PETRONAS Staff Groupwide. Besides that, boost confident level by taking a chance to deal with one of PETRONAS Staff from Switzerland. The intern assists him on technical issue at DTS 1 and continue assisting him for next 2 days for his workshop event. Other than that, the intern also be able to communicate with PRC user every day since she was at the counter and had a chance to communicate via MS Team for circulation process.

4.2 Personal Thoughts and Opinion

Personal thought and opinion are based on the intern experiences during her industrial training at PRC. The intern has been taught and experience in library field work for five (5) months. The industrial training has given a positive impact and create personal thought on how to enhance library services to remain its relevancy. Since the intern are exposed with the PRC User by assisting them, she knows that even a private library still needs to be relevant and stay up to date to serve people who need help in seeking information.

4.2.1 How to enhance library services to remain its relevancy.

PETRONAS Resource Centre or PRC is a corporate library, or it can label as special library because it serves only for PETRONAS Groupwide. Based on the intern observation PRC already provide a huge of collection and great services to their user because the number

of their collection is about a million and all of their services are very useful but even there is a ton of collection and a great service still PRC do not meet user satisfaction.

Talking about user satisfaction, it related to demand. The more PRC provide, the more demand they get from user. For example, as mentioned in Chapter 3 PRC Room Booking are come with Polycom Pano App run as wireless display screen and it also have high tech on camera which it can detect human voice. Yet, there are user are not satisfying PRC services, they demand for different features of display and camera. Other than, room booking issue, PRC user always requests new services such as photocopy, scanning, locker, Hardware loan and etc.

From the observation, the intern has thought that PRC still need to enhance their services to remain its relevancy. It either add new services or enhancing existing services in order to meet user satisfaction and alongside it can attract PETRONAS Staff to utilize all PRC Services in supporting their working environment.

4.3 Lesson Learnt

4.3.1 Work-Life Balance

PETRONAS works in a highly competitive environment where time constraints are frequently a barrier to task completion. This required the intern to take time away from work to complete the tasks, which interfered with a productive personal life. As a result, the intern learned how to manage her time while balancing work and personal life by creating a timeline for tasks to be completed and adopting a method for maintaining task due dates.

4.3.2 Problem Solving Skills

During the industrial training, PRC encourages their interns to use critical thinking and problem-solving skills when performing tasks that are outside of their learned theories and studies. To solve tasks, the interns had to collaborate with others and seek advice from a variety of people, including non-PRC staff in the Human Capital Investment department. With the help from PRF Staff member, the intern are able to make problem solving whenever she faced any difficulties and challenges.

4.4 Limitations and Recommendations

For the past five (5) months, the intern has recognized a limitation during industrial training at PETRONAS Resource Centre which makes the intern having a difficulty to working on task given from the PRC Staff.

4.4.1 Limitations

The limitation is accessing to library resources. PRC are not advising the intern to apply PETRONAS laptop at ICT Department and yet it results of difficulties for the intern to access to their library resources. For example, for 5 months practical at PRC, the intern cannot access to their Library Integrated System, Sierra because of the VPN install are not working even the ICT cannot fix the problem since they are train to solve IT problem for PETRONAS laptop only.

Other than that, the intern was assigned to E-book Review, it needs the information from Ebscohost to search for the eBook under subject energy transition. Even the VPN cannot connect to the library resources and to solve the problem, the intern needs to do eBook review with two different laptop as per attached below.

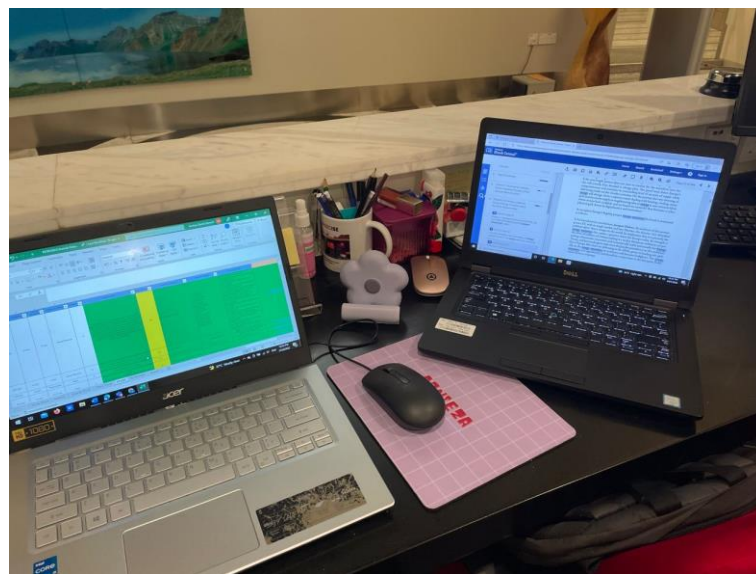


Figure 4.1
Intern IRR Task

4.4.2 Recommendation to PETRONAS Resource Centre

The intern would like to recommend to PRC on preparing and advise next intern to apply PETRONAS Laptop as it easier for them to do their task and accessing to internal space and library resources. Maybe PRC can create an account for intern gaining access to key sites in the PRC such as Sierra and PRESERVED A centralised account can be used repeatedly, even if interns change in PRC, and allows executives to monitor the growth and progress of intern tasks with a single account.

In conclusion, the recommendation had been voice up to PRC staff member, and the intern hope the will apply this recommendation in future for easier their works also bring great experiences to the next intern.

CHAPTER 5 : CONCLUSION

Following a 5 month industrial training at PETRONAS Resource Centre, there is a lot of new knowledge that can be learned and I get to understand completely on how this firm plays an important role in the industrial field, especially in Librarian task and responsibility that have been assigned to me by PRC staff about the working and technical aspect is a very meaningful knowledge to me in order to prepare myself before stepping into the real work environment on the job.

I hope that with the implementation of the Industrial Training, there will be no more strange feelings when the students begin working after they have completed their course. The PRC staff is extremely helpful and friendly. They exposed me to a lot of terms of reference and procedures related to the process of my work. Aside from that, the exposure to other PRC Branches, meeting atmosphere, and so on provide me with useful knowledge. The exposure that I received at this firm can provide a picture of a real-life situation, the task and responsibility that some people on the field would endure.

Finally, students' participation in industrial training like this can demonstrate and strengthen students' identities in undergoing training in the library field, while also making work tasks as a practical platform of education. Aside from that, the format report that students must complete after undergoing industrial training can train each student in preparing a technical report that is complete, compact, and in the correct order, which can be used as important knowledge when they face a real situation later. This is consistent with the UiTM goal of producing a high-quality, partially professional workforce in this country.

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APPENDIX