



اَبُو سَيِّدِي تِكْنُوْلُوجِي مَارَا
UNIVERSITI
TEKNOLOGI
MARA

UNIVERSITI TEKNOLOGI MARA

**SCHOOL OF INFORMATION SCIENCE
COLLEGE OF COMPUTING,
INFORMATICS AND MEDIA**

**DIPLOMA IN INFORMATION MANAGEMENT
(IM110)**

INDUSTRIAL TRAINING REPORT

PREPARED BY:

SHAHA BINTI AZNAN (2022719743)

PREPARED FOR:

NORFITRIAH MAT SEMAN

4th FEBRUARY 2024 - 28th MARCH 2024

DECLARATION

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

Signed by,

Student's Name **SHAZA BINTI AZNAN**
Student's ID No **2022719743**

Date of submission: **1/8/2024**

ABSTRACT

This report outlines the industrial training experience of interns at the Tengku Anis Library, Universiti Teknologi MARA (UiTM) Kelantan Branch, aimed at enhancing students' practical skills and knowledge in their respective fields. As a pivotal academic hub for UiTM students in Kelantan, the library offers valuable exposure and training opportunities in library and archive management. Through this training opportunity, participants gained practical insights into library and archive management, including cataloging, circulation services, digital library operations, and records management. This abstract highlights the importance of industrial work practice in providing students with hands-on experiences and new knowledge in their respective fields.

Keywords: *Industrial training, Tengku Anis Library, Universiti Teknologi MARA, library management, archive management, cataloging, circulation services, digital library, records management.*

TABLE OF CONTENT

NO.	CONTENT	PAGES
	Declaration	1
	Abstract	2
	Table of Content	3
	Acknowledgement	8
	List of Tables	4
	List of Figures	4 - 7
1.0	Chapter 1: Introduction	9 - 15
2.0	Chapter 2: Organizational Information	16 - 34
3.0	Chapter 3: Industrial Training Activities	35 - 65
4.0	Chapter 4: Learning Outcomes and Achievements	66 - 70
5.0	Chapter 5: Recommendations and Conclusions	71 - 74
	References	75
	Appendices	76 - 81

LIST OF TABLES

NO.	CONTENT	PAGES
Table 1	Contact Information of Perpustakaan Tengku Anis (PTA)	10 - 11
Table 2	Opening Hour of PTA	11

LIST OF FIGURES

NO.	CONTENT	PAGES
Figure 1	Location of PTA	11
Figure 2	Official Logo of PTA	11
Figure 3	Organizational Chart of PTA	17
Figure 4	Management of PTA	18
Figure 5	Departmental Structure and Function	19
Figure 6	Starcor	24
Figure 7	Carrel Desk	24
Figure 8	Grammarly Corner	25
Figure 9	Discussion Room	25
Figure 10	IT Room	26
Figure 11	IT Zone	26
Figure 12	Seminar Room	27
Figure 13	Lavender Room	27
Figure 14	Prayer Room	28
Figure 15	Student Locker	28
Figure 16	Customer Service Counter	29

Figure 17	OPAC Zone	29
Figure 18	Printing Services	30
Figure 19	Digital Library & Organization Administration Unit	31
Figure 20	Archival Unit	32
Figure 21	Library Services	33
Figure 22	Cataloging Unit	34
Figure 23	Assigned shelf	37
Figure 24	Book shelving	37
Figure 25	Virtual Tour	38
Figure 26	Virtual Exhibition Slides	38
Figure 27	Preparing the board	39
Figure 28	Designing the information	40
Figure 29	Printing and laminating process	40
Figure 30	decorate the board	41
Figure 31	Exhibition board before	41
Figure 32	Exhibition board after	42
Figure 33	Tadarus Al-Quran	43
Figure 34	Book review	43
Figure 35	IR login	44
Figure 36	Display after login	44
Figure 37	Heading Selection	44
Figure 38	Subject Selection	45
Figure 39	Deposits	45
Figure 40	Details of Item	45

Figure 41	Libsys login	46
Figure 42	Updating title and enter accession number	47
Figure 43	Tagging to be filled	47
Figure 44	Rda view on OPAC	47
Figure 45	Books to be processed	48
Figure 46	Identification stickers	48
Figure 47	Entering ID number for circulation	49
Figure 48	Entering accession number	50
Figure 49	Scanning the item	50
Figure 50	Stamping the return date	51
Figure 51	Check-in process	51
Figure 52	Recording transaction on the record books	52
Figure 53	Receipts to be sent to UiTMCK Treasury Unit	53
Figure 54	Student's fine payment	53
Figure 55	Box of students' files	54
Figure 56	Tools for objects removal	55
Figure 57	Objects removal from files	55
Figure 58	Uploading files to AMS	55
Figure 59	Archive room	56
Figure 60	Appraisal process	57
Figure 61	Disposed files	57
Figure 62	Disposal process	58
Figure 63	Destroyed files	58
Figure 64	Sticking the RFID	59

Figure 65	Registering RFID tagging	59
Figure 66	Drilling machine	60
Figure 67	Tools used	60
Figure 68	Sewing process	61
Figure 69	Making book covers	61
Figure 70	Cutting and gluing	61
Figure 71	Aligned the paper board	62
Figure 72	Standing press	62
Figure 73	Gold blocking	62
Figure 74	Title stamping	63

ACKNOWLEDGEMENT

In the name of Allah, the Most Gracious and the Most Merciful. Praise be to Allah, the Creator and Sustainer of the universe, who has bestowed upon me the blessings and fortitude to accomplish this endeavor. May peace and blessings be upon His Final Prophet and Messenger, Muhammad, who serves as an exemplary guide for all of humanity.

First of all, I would like to express my sincere gratitude and reverence to everyone who contributed to my training experience. Special thanks to Tengku Anis Library, for the opportunity given to me and for accepting my application for an industrial program. I would also like to thank all the staff in each department for their guidance and supervision during my stay. I express my gratitude to the entire team for affording me the chance to enhance my professional skills and knowledge. The training has provided an invaluable learning experiences, and I am grateful for the opportunity to contribute to the team's organization.

CHAPTER 1: INTRODUCTION

1.0 INTRODUCTION

Engaging in an Industrial Training or Internship program is an essential component for undergraduate students, particularly those in the Information Management field, at Universiti Teknologi MARA (UiTM). This requirement is particularly significant for final-year students as it offers them a practical immersion into their chosen discipline before completing their diploma. Students actively participate in educational and training programs catered to their academic interests during this time, interacting with a variety of organizations like libraries and archives. This initiative aims to introduce students to the intricacies of real-world organizational dynamics while offering them invaluable practical experience. Students gain valuable knowledge about professional practices and develop crucial skills that will be useful in their future careers by actively participating in the day-to-day activities of these agencies. This report attempts to provide an overview of the various tasks that participants completed at Tengku Anis Library (PTA), which is housed within the Universiti Teknologi MARA Campus Machang, as part of their Industrial Training.

Spanning from 4th February 2024 to 28th March 2024, this training period provided participants with a comprehensive understanding of their field by exposing them to diverse roles within the organizational framework. Throughout this duration, participants navigated through various units, assimilating knowledge and honing their skills in a dynamic learning environment.

1.1 Background of Organization

The library at UiTM Kampus Machang, located in Kelantan, was established in 1985 at the temporary Kijang Camp campus before relocating to the permanent Bukit Ilmu campus in 1996. Its inauguration took place on 15 July 2008, officiated by Sultan Ismail Ibni al-Marhum Sultan Muhammad IV, the monarch of Kelantan at that time. Renamed in honor of the former queen of Kelantan, Tengku Anis Ibni al-Marhum Tengku Abdul Hamid, the Perpustakaan Tengku Anis UiTM Kampus Machang serves as a vital resource hub, supporting various educational, research, and knowledge development endeavors through its extensive services, diverse collections, advanced technology, and up-to-date information sources.

1.2 Location of the Organization

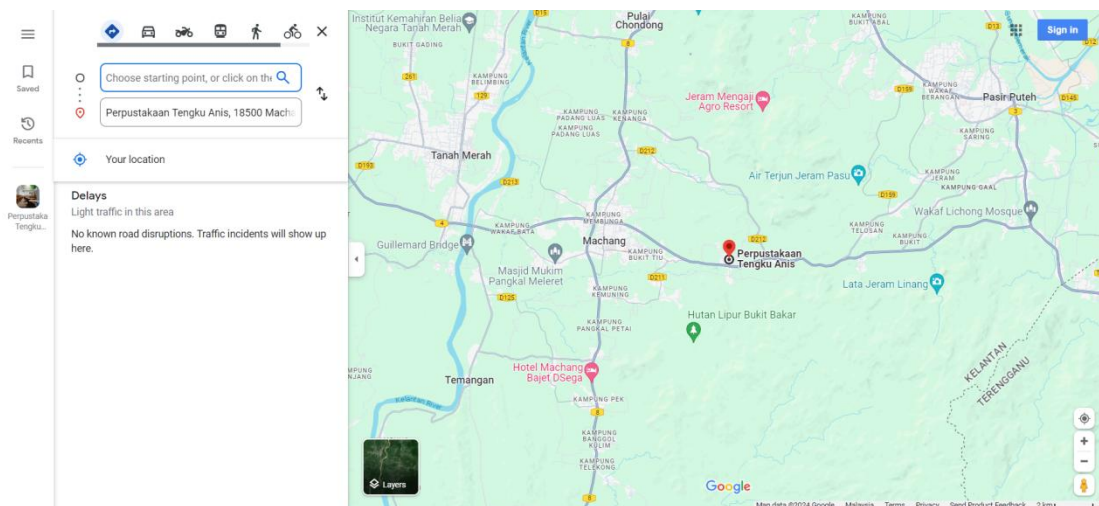


Figure 1: Location of Perpustakaan Tengku Anis (PTA)

1.3 Official Logo of Perpustakaan Tengku Anis (PTA)



Figure 2: The Official Logo of Perpustakaan Tengku Anis (PTA)

1.5 Vision and Mission of Perpustakaan Tengku Anis (PTA)

Vision:

Make UiTM an excellence-based university of excellence and academic excellence to lead the dynamic of bumiputra in all world-class professional fields to be born competitive, global and ethical graduates.

Mission:

A catalyst for knowledgeable UiTM citizens through the access to comprehensive, relevant and up-to-date information and quality facilities to meet the needs of teaching, learning and research.

1.6 Objectives of Perpustakaan Tengku Anis (PTA)

1. Providing Services to empower UiTM's library service delivery system as a center of excellence of information that has always remained relevant, referred to and respected.
2. Extending comprehensive, up-to-date and relevant sources of knowledge covers a variety of physical and virtual accessible formats.
3. Provides a conducive environment for teaching, learning and research.
4. Improve the latest information technology and communication facilities that are focused on customer needs.
5. Empowering human capital through PERDANA culture among UiTM citizens.
6. Enhance relationships and cooperation with outside organizations in industrial network activities.

1.7 Client Charter

Ensuring the highest standards of service excellence, Perpustakaan Tengku Anis (PTA) remains steadfast in its dedication to fostering optimal study, research, and teaching environments. Embodying this commitment, the Perpustakaan Tengku Anis client charter delineates their unwavering focus on elevating service quality across six key domains.

1. Providing Customer Friendly Services.
2. Indicate the new titles of Library collections to customers weekly.
3. Inter Library Loan Materials are provided within three (3) weeks from the date of application.
4. Validate the date of implementation of the Information Skills Class within three (3) working days.
5. Ensure electronic library services in the website operate 24/7.
6. Ensure the University archive material reference application is available within (7) working days.

1.8 Contact Information of Perpustakaan Tengku Anis (PTA)

Name	Perpustakaan Tengku Anis
Address	Perpustakaan Tengku Anis, Kampus Machang, UiTM Cawangan Kelantan, Bukit Ilmu, 18500 Machang, Kelantan Darul Naim, Malaysia.
Officer In Charge	Norfitriah binti Mat Seman Email: norfitriah@uitm.edu.my Telephone: 09 976 2339
Customer Services (Telephone)	09 976 2336 09 976 2337
Consultation Services (Telephone)	09 976 2338 09 976 2336

Social Media	<p>Facebook: https://www.facebook.com/ptaitmkelantan/</p> <p>Twitter: https://twitter.com/ptaitmkelantan</p> <p>YouTube: https://www.youtube.com/perpustakaanengkuanis</p> <p>Telegram: https://t.me/Update_PTA</p> <p>Instagram: https://www.instagram.com/ptaitmkelantan/</p> <p>TikTok: https://www.tiktok.com/@ptaitmkelantan</p>
--------------	--

Table 1: Contact Information of Perpustakaan Tengku Anis (PTA)

1.9 PTA Opening Hour

DAY	OPEN	CLOSE
Sunday - Wednesday	8.30 A.M	10.30 P.M
Thursday	8.30 A.M	3.15 P.M
Friday & Saturday /Public Holiday	CLOSE	

Table 2: Opening Hour of PTA

1.9 Rules and regulation of Perpustakaan Tengku Anis (PTA)

1. Users are required to display ID cards at all times.
2. All bags are allowed due to inspection.
3. Please refer to the zoning system.
4. No outside food allowed.
5. Taking out reference materials from library premises without permission is prohibited.
6. Misused of library computers are not allowed.
7. Tearing or damaging of library books is strictly prohibited.
8. Vandalism of library property is strictly prohibited.
9. Users are not allowed to remove or change the arrangement of any furniture in the library.
10. Seats in the library may not be reserved since they are limited.
11. Wearing slippers are not permitted to enter the library.
12. Helmets & caps are not allowed to be brought and use in the library.
13. 'Dating' or sitting exclusively with your partner from different gender is strictly prohibited.
14. Library will not be held responsible for the loss of any personal belongings of the users.
15. Short pants, leggings & sleeveless shirts are strictly prohibited inside the library.

CHAPTER 2:
ORGANIZATIONAL
INFORMATION

2.0 ORGANIZATIONAL STRUCTURE

Regarding one of the organizations, organizational structure is crucial. It allows for the identification of the variations in each employee's responsibilities. Additionally, seniority and lines of authority can be easily identified by the organizational structure, which also demonstrates roles, responsibilities, and divisions. The Tengku Anis Library was headed by Mrs. Alina Binti Hussin@Hussein who plays the roles of the Deputy Chief Librarian, alongside four other senior librarians: Mrs. Norfitriah Binti Mat Seman, Dr. Muslim Bin Ahmad, Mrs. Nordelina Binti Zulkarnain, and Mrs. Rosmariyati Binti Abd Rahman (PTA Kota Bharu Campus). The remaining staff members were responsible for maintaining the library's operational framework. The official organizational structure of Perpustakaan Tengku Anis for the year 2023/2024 is shown below (Figures 3 and 4).

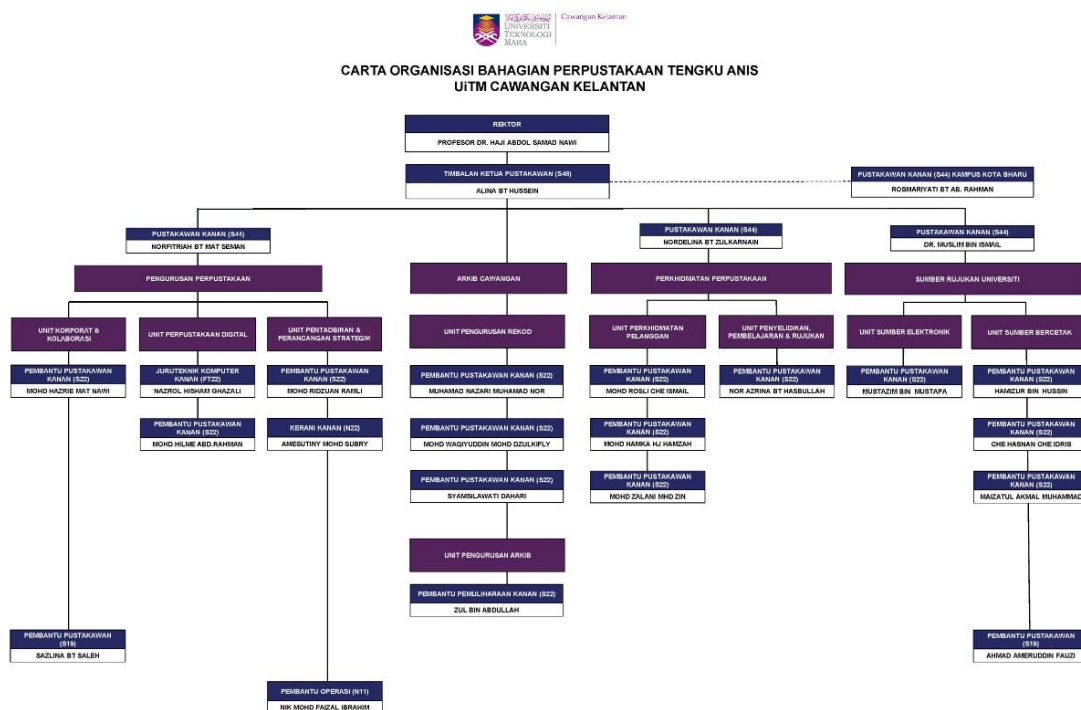


Figure 3 : Organizational Chart of Perpustakaan Tengku Anis (PTA)



Figure 4: Management of Perpustakaan Tengku Anis (PTA)

2.1 Departmental Structure and Function

The departmental structure refers to the arrangement of employees according to their specialized roles within an organization. This arrangement enables the organization to operate efficiently by assigning specific responsibilities and roles to each department or unit. At Perpustakaan Tengku Anis (PTA), a specific structure is in place to maintain functionality within each department or unit. Each department or unit is led by its leader, spanning from top management to lower management levels.

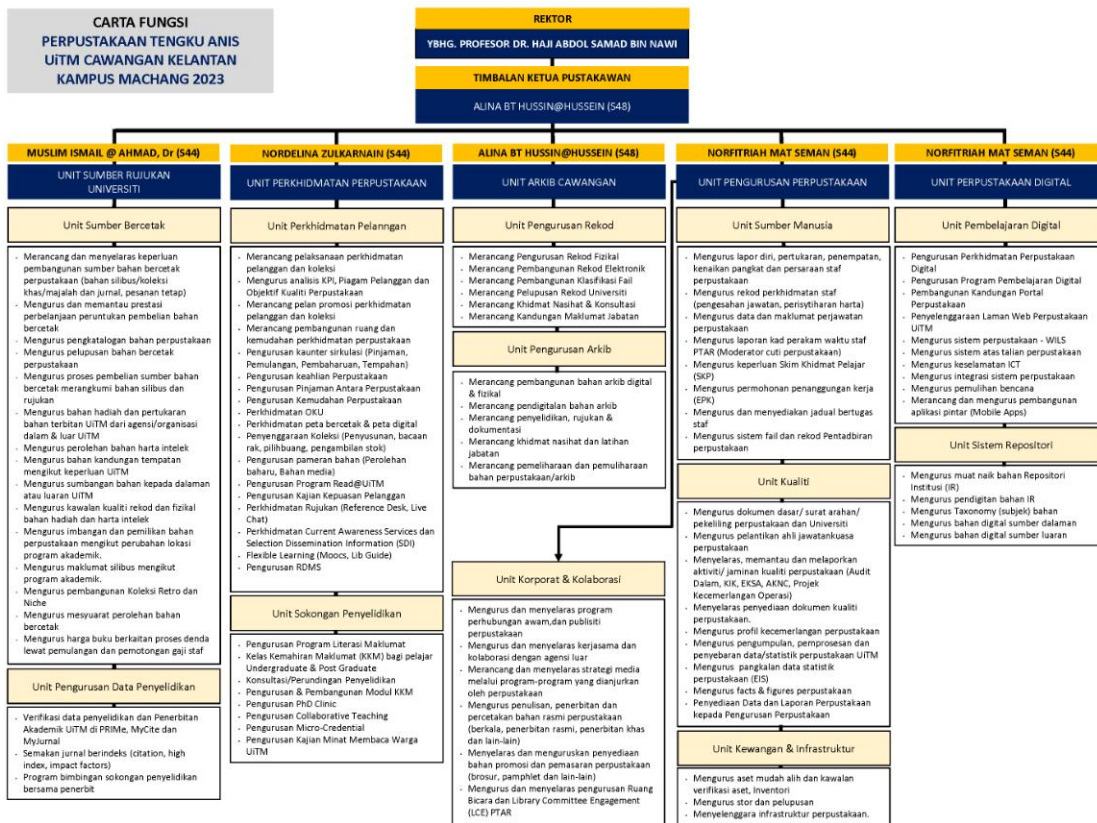


Figure 5: Departmental Structure and Function

2.1.1 Digital Library Section & Corporate Communication

This unit is led by Mrs. Norfitriah Mat Seman and this unit is responsible for:

Corporate Communication Unit

- Managing and coordinating the library's public relations and publicity programs.
- Managing cooperation and collaboration with external agencies.
- Planning and coordinating media strategy through programs organized by the library.
- Managing the writing, publication, and printing of official library materials.
- Coordinating the preparation of promotional and marketing materials for the library.

Human Resources Unit

- Managing self-reporting, exchange, placement, promotion, and retirement of library staff.
- Managing staff service records such as confirmation of position and property declaration.
- Management of library staffing data and information.
- Managing PTAR staff time card report.
- Managing the needs of the Student Service Scheme.

Quality Unit

- Managing the policy documents, instructions, and circulars of the library and the University.
- Managing the appointment of library committee members.
- Coordinating, monitoring, and reporting activities/ library quality assurance such as internal audit, KIK, EKSA, and more.
- Coordinate the preparation of library-quality documents.

Finance & Infrastructure Unit

- Mobile assets management and asset verification control.
- Managing storage and disposal.
- Maintaining the library's infrastructure.

2.1.2 Department of University Archives

This unit is led by Mrs. Alina Hussein and this unit is responsible for:

Records Management Unit

- Planning physical records management.
- Planning the development of electronic records.
- Designing File Classification Development.
- Planning the disposal of university records.
- Planning advice & consultation services.

Archives Management Unit

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

2.1.3 Library Services Unit

This unit is led by Mrs. Nordelina Zulkarnain and this unit is responsible for:

Customer Service Unit

- Plan the implementation of customer service and collections.
- Planning the development of library service space and facilities.
- Circulation counter management such as for loans, returns, renewals, and reservations.
- Library membership management.
- Interlibrary Loan Management.
- Library Facility Management
- Managing the materials exhibition such as new acquisitions and media materials.
- Managing Customer Satisfaction Surveys.
- Reference Service (Reference Desk, Live Chat).
- Responsible for flexible learning like Moocs and Lib Guide.
- Managing RDMS.
-

Research Support Unit

- Information Literacy Program Management.
- Managing information Skills Class (KKM) for Undergraduate & Post Graduate students.
- Responsible for consultation/ Investigation Negotiations
- UITM Citizens Reading Interest Study Management

2.1.4 Organizational Administration & Strategic Planning Unit

This unit is led by Mrs. Norfitriah Mat Seman and this unit is responsible for:

Printed Resource Unit

- Planning and coordinating the library's print resource development needs such as special collection materials and magazines.
- Manage and monitor the performance of expenditure allocation for the purchase of printed materials.
- Manage the cataloging of library materials.
- Manage the disposal of printed materials.
- Manages the process of purchasing printed material resources, including syllabus materials and referrals.
- Managing gifts and exchange materials.
- Managing the acquisition of intellectual property materials and local content material according to the requirements of UiTM.
- Managing record and physical quality control.
- Taking care of building Retro and Niche Collections.
- Managing meetings for procurement of printed materials.
- Managing book prices related to late return fines and staff salary deductions.

Research Data Management Unit

- Verify inquiry and publishing data of UiTM academics on PRIME, MyCite, and MyJurnal.
- Indexed journal review (citation, high index, impact factors).
- Research support mentoring program with publishers.

2.1.5 Library Planning & Development Unit

This unit is led by Dr. Muslim Ismail and this unit is responsible for:

Digital Learning Units

- Management of Digital Library Services, Digital Learning Programs, and Development of Library Portal Content.
- Maintaining UITM Library Website.
- Managing the library system (WILS).
- Managing the library's online system, ICT security, and library system integration.
- Designing and managing the development of smart applications (Mobile Apps)

Repository System Unit

- Responsible for managing material uploads on Institutional Repository (IR).
- Managing the Taxonomy (subject) of materials.
- Managing the digital materials of internal sources and external sources.

2.2 Facilities Available at Perpustakaan Tengku Anis (PTA)

Several facilities are available for use by UiTM Machang staff and students at Perpustakaan Tengku Anis, including:

2.2.1 Star Corner



Figure 6 : Starcor

2.2.2 Carrel Desk



Figure 7 : Carrel Desk

2.2.3 Grammarly Corner



Figure 8 : Grammarly Corner

2.2.4 Discussion Room

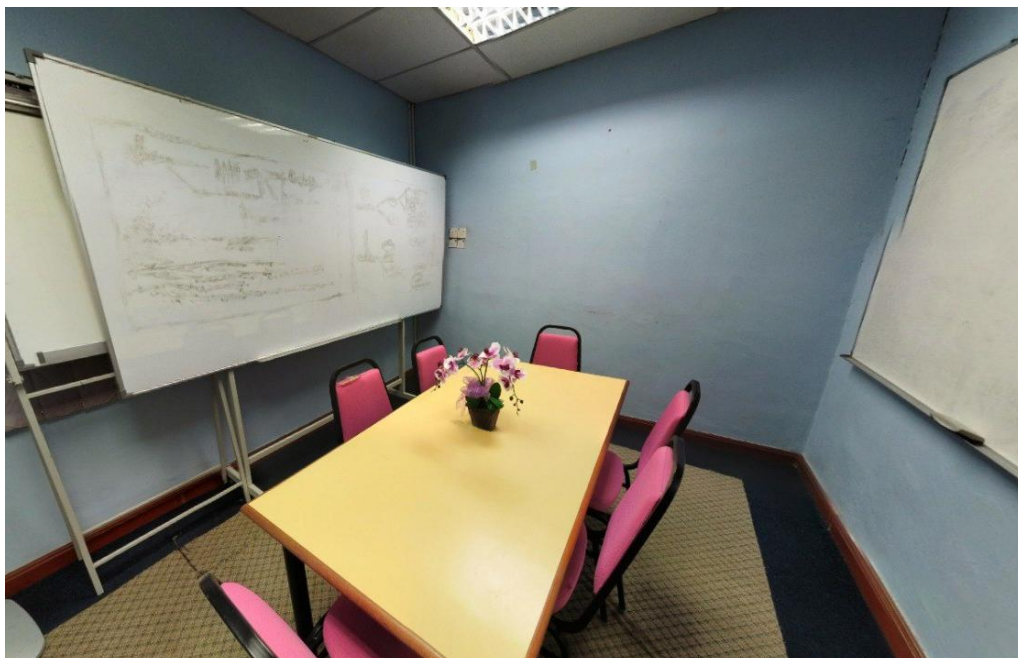


Figure 9 : Discussion Room

2.2.5 Ixara Room (IT Room)



Figure 10 : IT Room

2.2.6 IT Zone



Figure 11: IT Zone

2.2.7 Raflesia Room (Seminar Room)



Figure 12: Seminar Room

2.2.7 Lavender Room (Dining Room)



Figure 13: Lavender Room

2.2.8 Prayer Room



Figure 14: Prayer Room

2.2.8 Student Locker

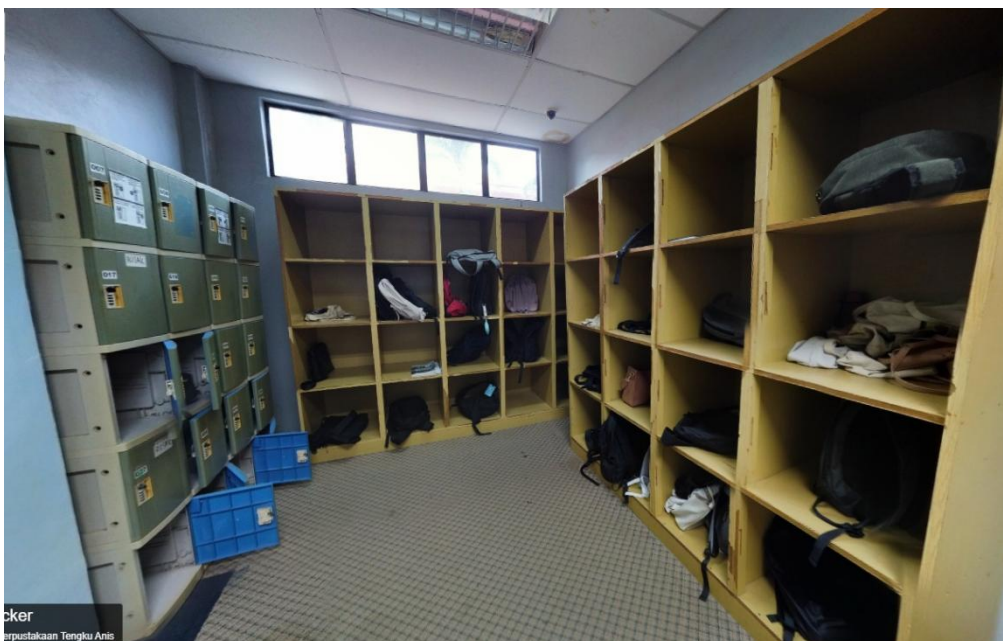


Figure 15: Student Locker

2.2.8 Customer Service Counter



Figure 16: Customer Service Counter

2.2.9 OPAC Zone



Figure 17: OPAC Zone

2.2.9 Printing Services



Figure 18: Printing Services

2.3 Services Available at Perpustakaan Tengku Anis (PTA)

Some services available at Perpustakaan Tengku Anis are:

1. OPAC
2. Mobile App
3. E-KKM
4. Live Chat with librarian
5. Book renewal
6. ILL / BDS Service
7. MyKM
8. Online payment
9. Orientation
10. Research Guide

2.4 Explanation of the student's assigned department or unit within the organization

During my two months of industrial training at Perpustakaan Tengku Anis (PTA), I followed a schedule given by Mrs. Amesutiny. This schedule assigned me to different departments and units on various days or weeks. Each assignment had specific roles and responsibilities designed to offer a thorough understanding of library services. Here's a detailed breakdown of each department and its respective units:

2.4.1 Digital Library & Organization Administration Unit

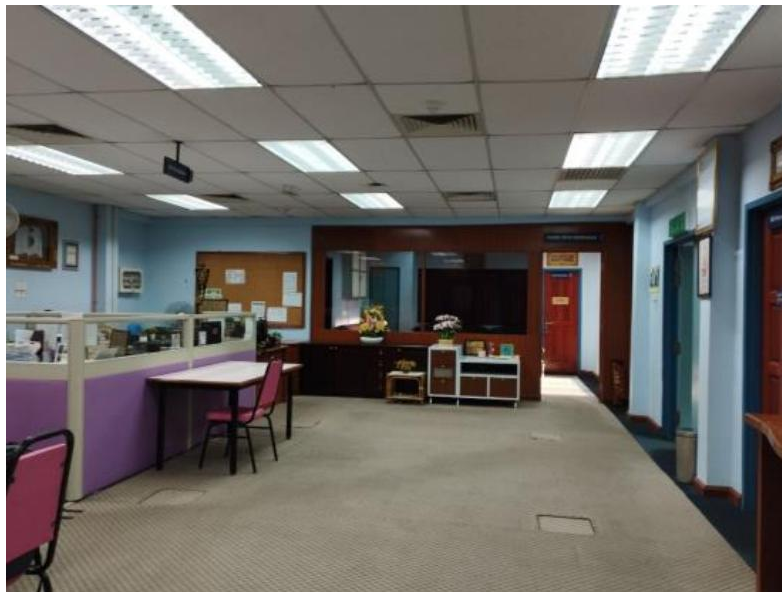


Figure 19: Digital Library & Organization Administration Unit

From February 5th to 15th, 2024, my first assignment was at the Digital Library & Organization Administration Unit, led by Mrs. Norfitriah Mat Seman. This unit offered a comprehensive understanding of digital infrastructure management and administrative functions. In the Corporate & Collaboration Unit, I observed the cultivation of partnerships within and beyond the library, highlighting the significance of outreach activities. The Digital Library Unit provided insights into the development and maintenance of digital collections, ensuring their accessibility and usability for users. The Administration & Strategic Planning Unit gave me an appreciation for the administrative foundation of the library, covering budgeting, personnel management, policy development, and strategic planning. This experience deepened my understanding of the diverse aspects of library administration.

The purpose of the position was to assist in handling corporate relations with internal and external parties, manage customer complaints and feedback, oversee media coverage and meetings, market library information through print or video media, and manage the main exhibition to ensure orderly conduct based on current guidelines.

2.4.2 Archive



Figure 20: Archival Unit

From February 18th to February 26th, 2024, I was assigned to the Department of Administrative Organization & Branch Archives. This department is led by Deputy Chief Librarian, Mrs. Alina Hussein, who oversees the University Archives, managing the administration and online access to various library materials, collections, and repositories. Their primary focus is identifying, digitizing, and preserving cultural, historical, academic, educational, communal, and civic information resources. During my assignment, I worked in three units within this department: the Digital Application Unit, the Records Management Unit, and the Conservation Unit. Mrs. Alina Hussein supervised this division, supported by librarian assistants Mr. Mohd Waqiyuddin Mohd Dzulkifly, Mr. Muhamad Nazari Muhamad Nor, Mr. Mohd Ridzuan Ramli, and conservation assistant Mr. Zul Abdullah.

In the Records Management Unit, I observed the meticulous organization and maintenance of institutional records, ensuring compliance with legal and regulatory requirements. Through activities like records appraisal and classification, I learned the importance of efficient records management systems in preserving institutional memory.

2.4.3 Library Services



Figure 21: Library Services

From February 27th to March 7th, 2024, I spent ten days of my training in the Library Services department, where I gained valuable insights into two specific units: Customer Service and Research, Education, and Reference.

In the Customer Service Unit, I worked alongside Mr. Rosli Che Ismail, Mr. Hilme Abdul Rahman, Mr. Hamka Hj Hamzah, and Mr. Zalani Mhd Zin. Our main goal was to ensure a smooth experience for library patrons, which included assisting users, addressing inquiries, issuing materials, and using the WILS/Libsys7 library management system to streamline circulation processes. Meanwhile, in the Research, Education, and Reference Unit, Mrs. Nor Azrina guided me. This unit focused on helping patrons with their research needs. I learned to conduct information literacy sessions, facilitate access to various research materials, and navigate different databases and online resources proficiently. The use of reference management software and academic search engines highlighted the unit's dedication to providing users with the essential tools for scholarly research.

2.4.4 Planning & Development of Library Resource Unit / Cataloging Unit



Figure 22: Cataloging Unit

From March 10th to 25th, 2024, I was assigned to the Planning & Development of Library Resource Unit/Cataloging Unit. The officers involved were Mrs. Syamsilawati Dahari, Mr. Hamizur Hussin, Mrs. Maizatul Akmal Muhammad, Mr. Che Hasnan, and Mr. Ahmad Ameruddin, each responsible for different tasks.

During this period, I explored the complexities of managing both physical and digital library resources. The Printed Resource Unit highlighted the importance of effective cataloging and organization of printed materials through classification, indexing, and metadata assignment. Utilizing established cataloging systems such as the Library of Congress Classification (LCC) with RDA, the unit focused on ensuring seamless retrieval of materials for users.

In the Research Data Management Unit, I acquired essential skills in curating, preserving, and disseminating research data. This included developing data management plans and ensuring compliance with data sharing policies and standards. The unit emphasized the importance of meticulous data organization and documentation, and I gained practical experience with data repository platforms and metadata standards, navigating the evolving landscape of research data management.

CHAPTER 3:
INDUSTRIAL
TRAINING
ACTIVITIES

3.0 INDUSTRIAL TRAINING ACTIVITIES

This practical training was conducted for two months at Perpustakaan Tengku Anis, UiTM Machang, Kelantan. The training program involved various departments such as Digital Library & Corporate Communication, Department of University Archives, Library Services Unit, Organizational Administration & Strategic Planning Unit, and Library Planning & Development Unit, each with specific roles and tasks. Supervised by Mrs. Norfitriah Mat Seman, the training commenced on February 4, 2024, and finished on March 31, 2024.

During the training, practical students had the opportunity to engage in specific tasks related to the operations of Perpustakaan Tengku Anis (PTA). This practical experience enriched the comprehension, enabling student to apply theoretical knowledge to actual situations. Through active engagement in these exercises, students were able to understand the library's general operations and organizational framework.

3.1 Detailed description of the tasks, projects, and activities undertaken during the industrial training

3.1.1 Book Shelving and Yassin Recitation

Practical students are required to perform shelving as part of their daily routine beginning 8 a.m. to 8:30 a.m. every morning. The library has assigned a call number, and each book in the trolley needs to be arranged in that order. At the PTA, the classification system used is the Library of Congress Classification (LCC). Meanwhile every Thursday morning, all staff at PTA will read Yassin before continuing their work.



Figure 23: Assigned shelf for practical students



Figure 24: Book shelving

3.1.2 PTA Virtual Tour

One of the activities done as an intern is a virtual and physical tour around the library by Ms. Sazlina Saleh. The tour around the PTA acts as an invaluable orientation for several reasons. By knowing a comprehensive overview of the library's layout, facilities, and resources, new interns will be familiar with the physical space and can navigate it efficiently. This familiarity contributes to a smoother workflow and enhances the overall experience.



Figure 25: Virtual Tour

3.1.3 Virtual Exhibition Slides

Another task that needed to be completed while working at the Corporate Communication Unit was Exhibition Slides. Exhibition Slide titles were chosen by Mrs. Norfitriah Mat Seman before we worked on the slides using the Canva app. Various sources were used to complete the slides before it's being checked by Ms. Sazlina Saleh and published in PTA's virtual exhibition.

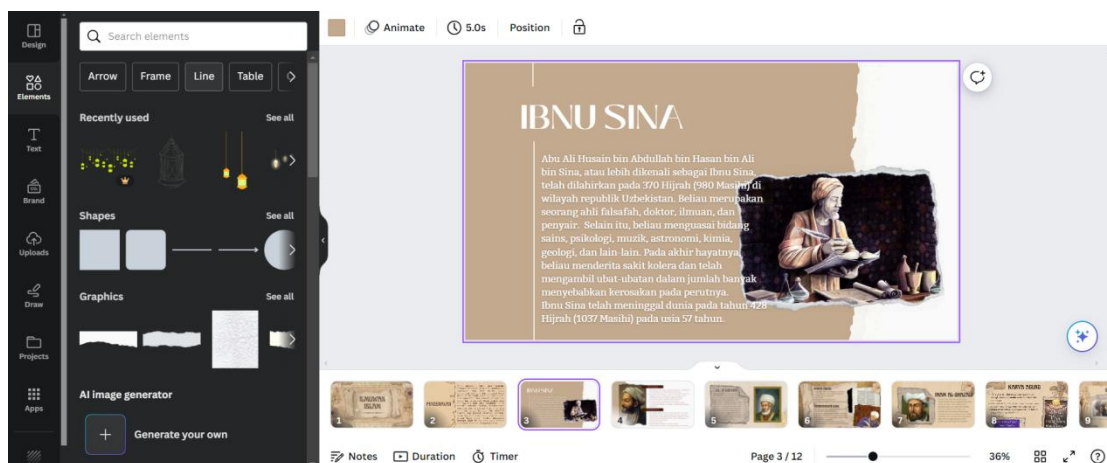


Figure 26 : Virtual Exhibition Slides

3.1.4 Special Project : Ramadhan Exhibition

During my tenure at PTA for two months, I undertook a distinctive special project involving the adornment of the exhibition board, aligning with the significance of the holy month in Islam, namely Ramadan. Collaborating with another intern, our primary objective was to curate and present the information pertinent to Ramadan. Initially, we conducted thorough research to gather relevant materials. Afterward, the design was utilized on the Canva platform. Visually engaging slides that encapsulated the essence of Ramadan were then printed on A3-sized papers. Finally, we meticulously embellished the exhibition board, ensuring it resonated with the profound cultural and religious significance of the occasion.

Several books pertaining to this sacred month have also been arranged and displayed on the shelves. These books cover a range of topics relevant to the significance, practices, and traditions associated with this particular period. Such thoughtful decoration adds to the ambiance of reverence and reflection and provides visitors with valuable resources to deepen their understanding and observance of Ramadhan. Additionally, it serves as a reminder of the cultural and spiritual significance attached to this time, fostering a sense of connection and reverence among those who engage with the library's collection.



Figure 27 : Preparing the board for Ramadhan Exhibition



Figure 28: Designing the information on Canva



Figure 29: Printing and laminating process



Figure 30: Preparing to decorate the board



Figure 31 : Exhibition board before



Figure 32 : Exhibition board after

3.1.5 Tadarus Al-Quran and book reviewing

With the arrival of the sacred month of Ramadan in Islam, staff members at PTA dedicate approximately an hour and a half to engage in the Tadarus session, a collective Quranic recitation and study session. This ritual takes place at the designated Star Corner, with Dr. Muslim assuming the leadership role in guiding the group through the recitation of Quranic verses. Following the recitation, participants engage in discussions aimed at extracting lessons and insights from the verses studied.

Moreover, as part of their responsibilities, all staff members are assigned book review tasks after the Tadarus session. This involves critically analyzing the content of selected books, and delving into their themes, messages, and relevance to individual and collective learning objectives. This holistic approach not only fosters spiritual enrichment through Quranic study but also promotes intellectual growth and knowledge sharing within the organizational context.



Figure 33 : Tadarus Al-Quran led by Dr. Muslim

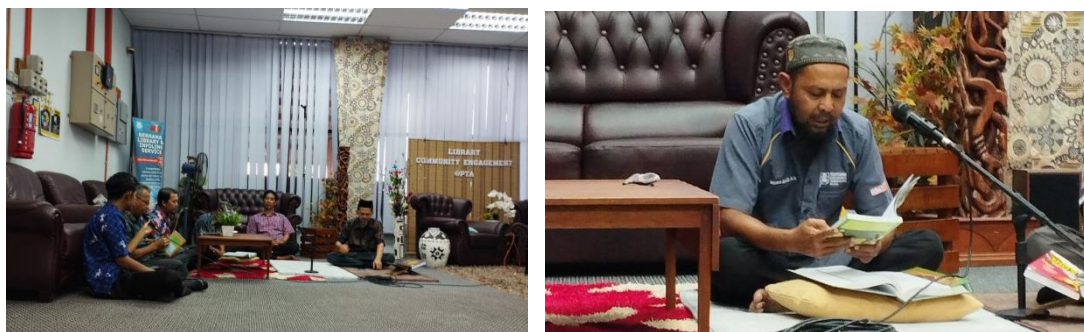


Figure 34: Book review by staff

3.1.6 Uploading items to Institutional Repository (IR)

IR or Institutional Repository is an archive to collect, store and preserve the intellectual results of academic institutions in digital form. Participants in Industrial Training first use the UiTM Kelantan admin account to log in to the UiTM Institutional Repository. Once the type and subject have been determined, they can select one of the titles and click deposit.

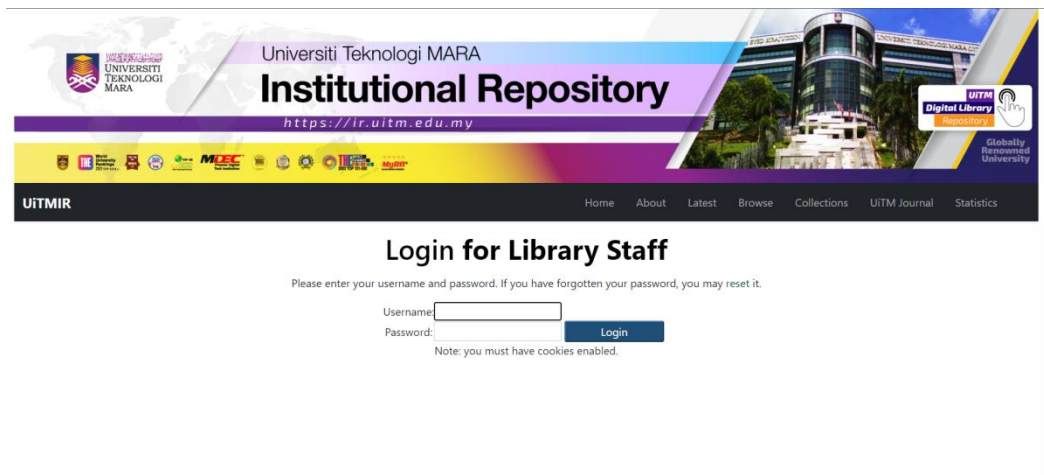


Figure 35 : IR login view

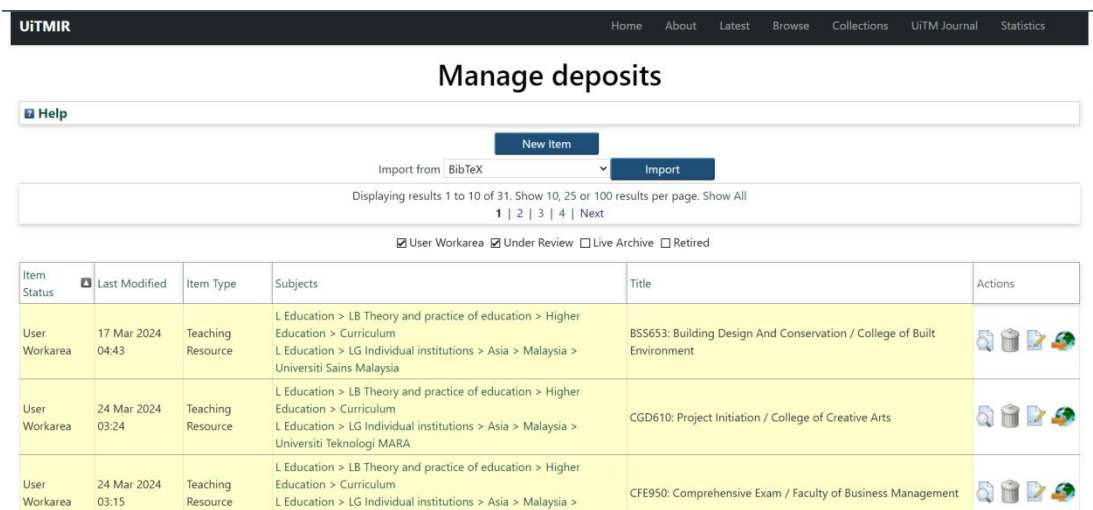


Figure 36: Display after login



Figure 37: Heading Selection

Edit item: BAB140: Arabic Language for Tourism II / Academy of Language Studies

[Type](#) → [Upload](#) → [Details](#) → [Subjects](#) → [PTAR Additional](#) → [Deposit](#)

[< Previous](#) [Save and Return](#) [Cancel](#) [Next >](#)

Subjects

[Remove](#) Curriculum
[Remove](#) Universiti Teknologi MARA

Search for subject: [Search](#) [Clear](#)

- A General Works
- B Philosophy, Psychology, Religion
- C Auxiliary Sciences of History
- D History General and Old World
- E History America
- F History United States, Canada, Latin America
- G Geography, Anthropology, Recreation
- H Social Sciences
- J Political Science
- K Law
- L Education
 - LA Education (General)
 - LA History of education
 - LB Theory and practice of education
 - Blended learning. Computer assisted instruction. Programmed instruction
 - Child study
 - Cognitive learning. Thinking skills. Critical thinking
 - College and university teachers
 - Community colleges
 - Computers in education. Information technoloov

Figure 38: Subject Selection

UiTMIR

[Home](#) [About](#) [Latest](#) [Browse](#) [Collections](#) [UiTM Journal](#) [Statistics](#)

Deposit item: BAB140: Arabic Language for Tourism II / Academy of Language Studies

[Type](#) → [Upload](#) → [Details](#) → [Subjects](#) → [PTAR Additional](#) → [Deposit](#)

For work being deposited by its own author: In self-archiving this collection of files and associated bibliographic metadata, I grant UiTM Institutional Repository the right to store them and to make them permanently available publicly for free on-line. I declare that this material is my own intellectual property and I understand that UiTM Institutional Repository does not assume any responsibility if there is any breach of copyright in distributing these files or metadata. (All authors are urged to prominently assert their copyright on the title page of their work.)

For work being deposited by someone other than its author: I hereby declare that the collection of files and associated bibliographic metadata that I am archiving at UiTM Institutional Repository is in the public domain. If this is not the case, I accept full responsibility for any breach of copyright that distributing these files or metadata may entail.

Clicking on the deposit button indicates your agreement to these terms.

[Deposit Item Now](#) [Save for Later](#)

Figure 39: Deposits

BAB140: Arabic Language for Tourism II / Academy of Language Studies

UiTM, Academy of Language Studies (2018) BAB140: Arabic Language for Tourism II / Academy of Language Studies. [Teaching Resource] (Unpublished)

Official URL: <https://aims.uitm.edu.my/>

<h3>Abstract</h3> <p>This course is an extension of the Arabic Language BAB130 course and it is offered only to students of the Diploma in Tourism Management. It focuses on the learning of the Arabic Language for communication in the tourism industry. In this course, students are exposed to terminologies, phrases, sentences, dialogues and clippings as well as cultural elements that are directed to dealings / transactions / communication and activities in tourism.</p>	<h3>Download</h3> <p> Text 90155.pdf Download (100kB)</p>																					
<h3>Metadata</h3> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td>Item Type:</td> <td colspan="2">Teaching Resource</td> </tr> <tr> <td>Creators:</td> <td>Creators</td> <td>Email / ID Num.</td> </tr> <tr> <td></td> <td>UiTM, Academy of Language Studies</td> <td>UNSPECIFIED</td> </tr> <tr> <td>Subjects:</td> <td colspan="2">L Education > LB Theory and practice of education > Higher Education > Curriculum</td> </tr> <tr> <td></td> <td colspan="2">L Education > LG Individual institutions > Asia > Malaysia > Universiti Teknologi MARA</td> </tr> <tr> <td>Divisions:</td> <td colspan="2">Universiti Teknologi MARA, Shah Alam > Academy of Language Studies</td> </tr> <tr> <td>Keywords:</td> <td colspan="2">Syllabus, academic, UiTM</td> </tr> </table>	Item Type:	Teaching Resource		Creators:	Creators	Email / ID Num.		UiTM, Academy of Language Studies	UNSPECIFIED	Subjects:	L Education > LB Theory and practice of education > Higher Education > Curriculum			L Education > LG Individual institutions > Asia > Malaysia > Universiti Teknologi MARA		Divisions:	Universiti Teknologi MARA, Shah Alam > Academy of Language Studies		Keywords:	Syllabus, academic, UiTM		<h3>ID Number</h3> <p>90155</p> <h3>Indexing</h3> <p> </p> <h3>Statistic</h3> <p>1.0 0.5</p>
Item Type:	Teaching Resource																					
Creators:	Creators	Email / ID Num.																				
	UiTM, Academy of Language Studies	UNSPECIFIED																				
Subjects:	L Education > LB Theory and practice of education > Higher Education > Curriculum																					
	L Education > LG Individual institutions > Asia > Malaysia > Universiti Teknologi MARA																					
Divisions:	Universiti Teknologi MARA, Shah Alam > Academy of Language Studies																					
Keywords:	Syllabus, academic, UiTM																					

Figure 40: Details of Item

3.1.7 Cataloging Process

The person in charge of this task, Mr. Hamizur Hussin, gave me instructions on how to use the system to catalog library materials in accordance with RDA standard cataloging guidelines. It can offer recommendations for cataloging digital resources using RDA, assisting users in locating, recognizing, choosing, and obtaining the information they require.

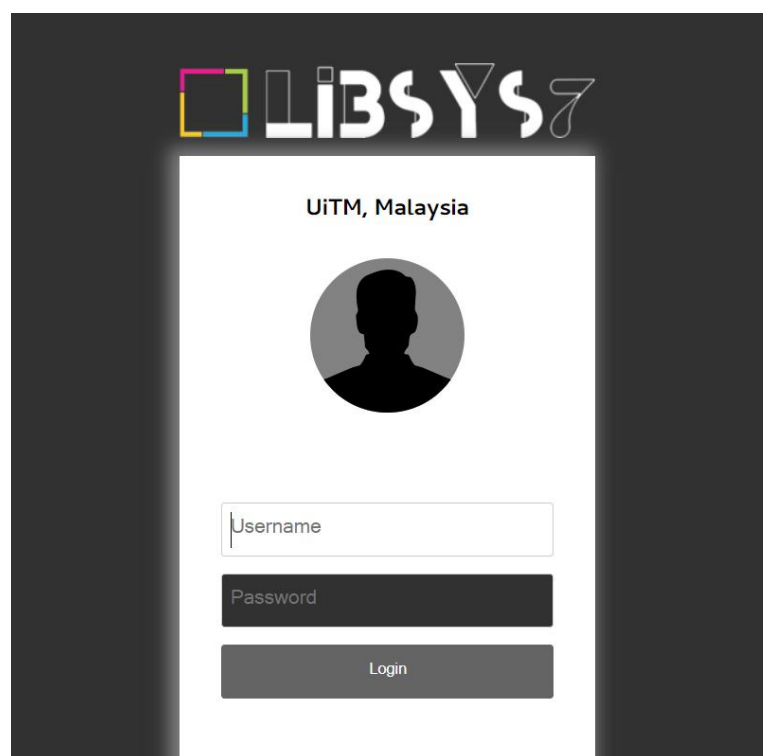


Figure 41: Libsys login



Figure 42: Updating title and enter accession number

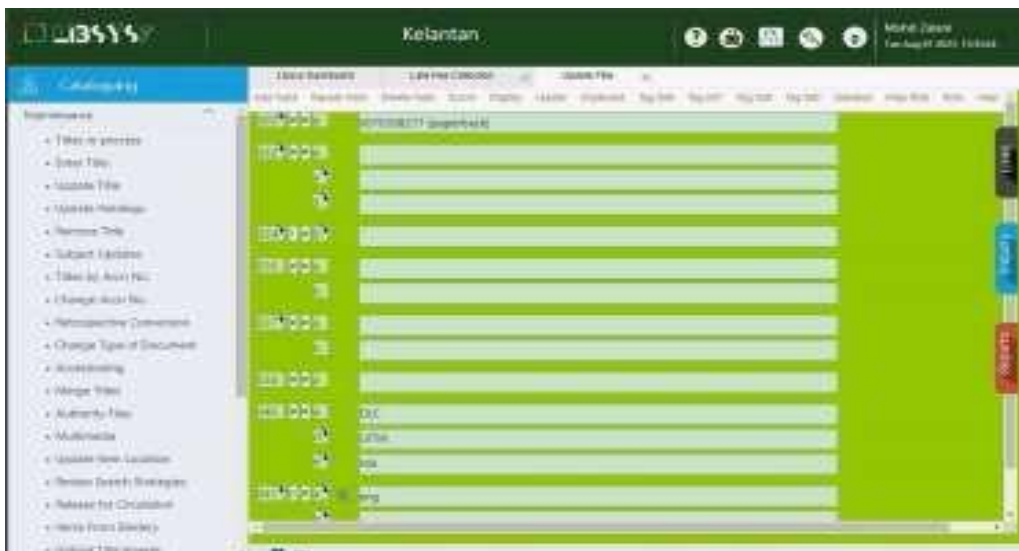


Figure 43: Tagging to be filled

111 RESEPI HERBA AROMA ISTIMEWA / Chef Hanieliza

[Search In LSNet](#) | [Google](#) | [BookFinder](#)

No image

Linear
AACR II
Review

ISBN : 9789674118143 (paperback)

Cataloging Source : DLC UTM rda

Language Code : MALAY

Call No. : TX714 .H36 2016

Main Entry-Personal Name : Hanieliza, Chef

Title Statement : 111 RESEPI HERBA AROMA ISTIMEWA / Chef Hanieliza

Production, Publication, Distribution, Manufacture, and Copy : Batu Caves, Selangor PTS Publishing House Sdn. Bhd 2016

Physical Description : vii, 232 pages : colour photographs : 26 cm

Content Type : text rdacontent

Media Type : unmediated rdamedia

Carrier Type : volume rdacarrier

Summary, Etc. : Rasai keenakan enam jenis herba yang diadun dalam 111 respi dan semuanya dihimpunkan dalam sebuah buku. Herba-herba yang digunakan senang didapati dan pasti menambahkan lezatan dalam masakan.

Subject Added Entry-Topical Term : Cooking (Herbs); Cooking, Malaysian; Cookbooks

Document Type : Books

Accn No. : 100138 (Reference) (BOK)

Shelf Browse

No image

No image

No image

f
t

Add to Cart

Copy Details

Figure 44: Rda view on OPAC

3.1.8 RDA Process

When new books are acquired, it is imperative to commence with their meticulous documentation, beginning with the book's identification and allocation of a call number. Afterward, the Resource Description and Access (RDA) process ensues, involving the entry of the ISBN and call number into the library's integrated system, such as WILS (Web Integrated Library System). Following this, barcodes and call numbers are printed to be affixed to the respective books. This systematic approach ensures efficient cataloging and accessibility of the library's collection.



Figure 45: Books to be processed

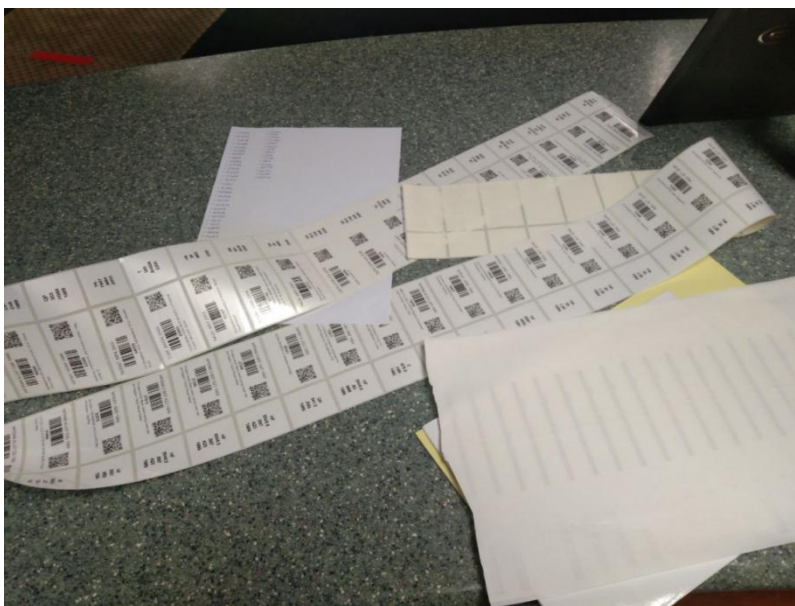


Figure 46: Identification stickers

3.1.9 Circulation Process

Through borrowing and returning library materials, the user participates in the circulation process. Along with managing holds and fines, it covers the processes for checking out, renewing, and returning items. The check-in, check-out, renewal, reservation, and fine processes are a summary of the circulation procedures. The Web-Based Integrated Library System is also known by the acronym WILS.

To check-out the book, the librarian will open the WILS System, enter their ID Staff, and click on the "Circulation" and "Check-out". Next, they will fill in the user's ID and scan or key in the accession number. Lastly, they will stamp the book return date. The book will also be scanned using RFID Reader to turn off the security. The following illustrates how the systems are used for the circulation process:

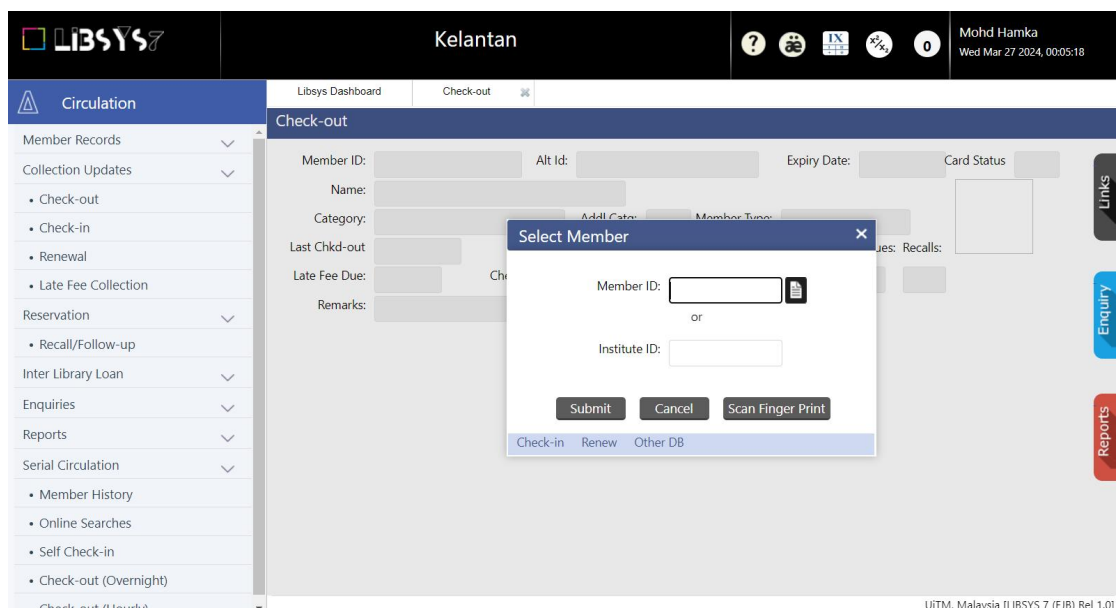


Figure 47: Entering ID number for circulation

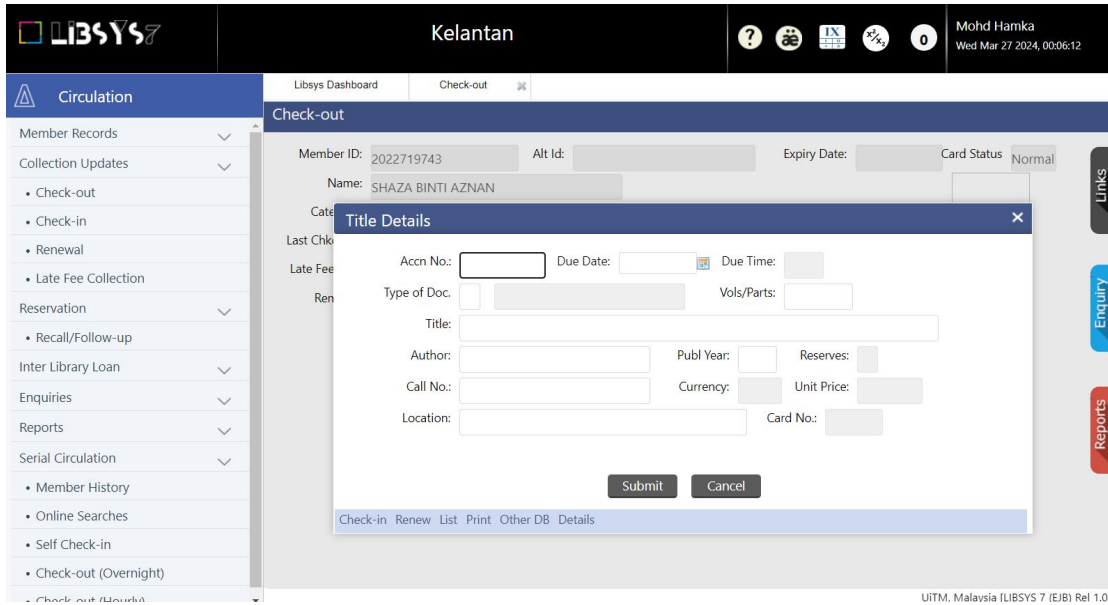


Figure 48: Entering accession number

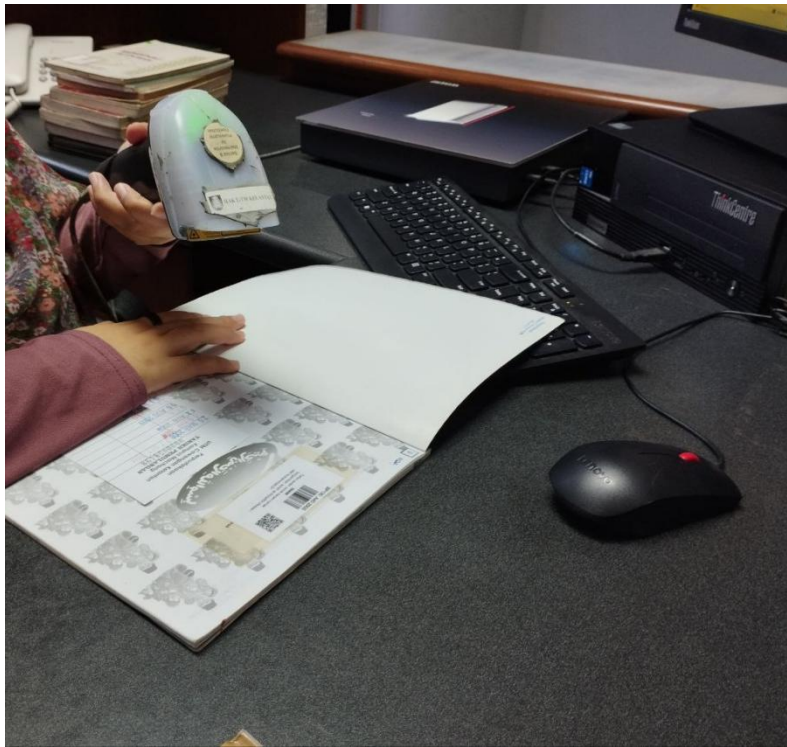


Figure 49: Scanning the item



Figure 50: Stamping the return date

The screenshot displays the LIBSYS 7 web interface for the 'Check-in' process. The top header shows the library name 'Kelantan' and the user 'Mohd Hamka' on 'Wed Mar 27 2024, 00:16:14'. The left navigation menu includes 'Circulation' and 'Check-in'. The main form area contains the following fields:

- Accn No.: [input field]
- Lost/Withdrawn?: Normal (dropdown)
- Damaged?:
- Delayed: [input field]
- Late Fee: [input field]
- Reserve: [input field]
- Currency: [input field]
- Unit Price: [input field]
- Title: [input field]
- Author: [input field]
- Call No.: [input field]
- Addl ID: [input field]
- Location: [input field]
- Due Date: [input field]
- Time: [input field]
- Chkd-out on: [input field]
- Time: [input field]
- Txn No.: [input field]

Buttons for 'Submit' and 'Cancel' are located at the bottom of the form. On the right side, there are vertical buttons for 'Links', 'Enquiry', and 'Reports'. The footer text reads 'UiTM, Malaysia [LIBSYS 7 (E)B] Rel 1.0'.

Figure 51: Check-in process

3.1.10 Printing Payment Process

Users can also get printing services from Perpustakaan Tengku Anis. Students and staff can easily print their documents, assignments, study notes, and much more with the aid of this service. Additionally, it may encourage patrons to use the library's other resources in addition to its printing services. Additionally, users only need to use the self-service kiosk to print; after that, they must pay at the counter. Following the completion of payment, employees must enter the transaction into the records book, attach the receipt to a piece of paper to be sent to the UiTMCK Treasury Unit, and photocopy the receipts so that they are kept solely as proof within the Perpustakaan Tengku Anis organization.



Figure 52: Recording transaction on the record books



Figure 53: Receipts to be sent to UiTMCK Treasury Unit

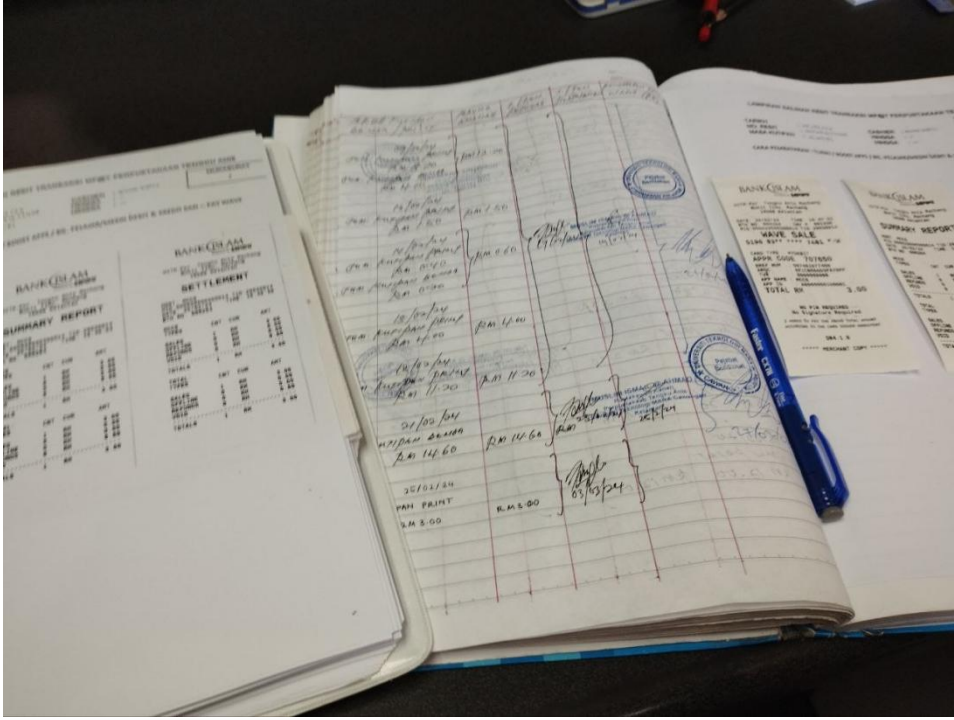


Figure 54: Student's fine payment

3.1.11 File Processing

One of the responsibilities within the Archive Unit involved organizing and preparing students' files for scanning. Under the guidance of Mr. Mohd Waqiyuddin, I was tasked with handling a total of 27 files. The initial step involved meticulously removing paper clips, staples bullets, and treasury tags from every document to ensure their pristine condition before scanning. Once this cleaning process was completed, the files were carefully placed back into the box for subsequent entry into the Archival Management System (AMS) website. Subsequently, each file was uploaded to the AMS and tagged with its relevant metadata before proceeding to the scanning phase.

Following the registration of metadata, the scanning process commenced, focusing on essential documents such as examination slips, offer letters, student personal information, transcripts, and more. This phase was vital before proceeding to the watermarking process. The watermarked files will then be secured with password to avoid editing on PDF files by unauthorized person. Upon the completion of all necessary procedures for every file, the box was safely stored in the archive room.



Figure 55: A box filled with students' files



Figure 56: Tools for foreign objects removal



Figure 57: Foreign objects removal from students' files

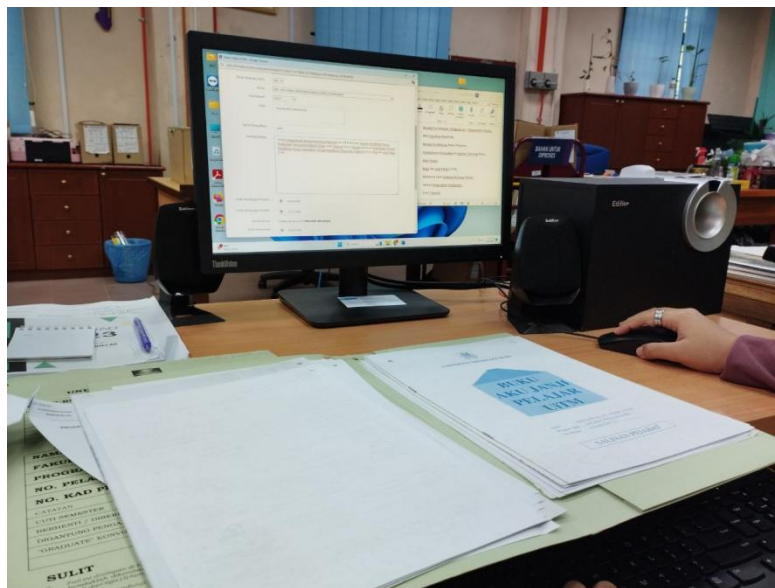


Figure 58: Uploading students' files to the AMS and assigning the metadata



Figure 59: Archive room where the non-active files kept

3.1.12 File Disposal

Another crucial task within the Archive Unit involves managing file disposal as necessary. This process entails collaboration with Mr. Mohd Waqiyuddin and Mr. Mohd Ridzuan, where we commence by conducting an appraisal to assess which files should be disposed of. This evaluation includes identifying documents such as outdated letters, financial receipts, historical payment records, invoices, and student files, among others. Afterward, utilizing a heavy-duty paper shredder machine, we securely destroy these documents to maintain confidentiality and adhere to data protection protocols of the disposed documents.



Figure 60: Appraisal process



Figure 61: Files that will be disposed



Figure 62: Files disposal process



Figure 63: Destroyed files

3.1.13 Sticking RFID strips to books

The implementation of RFID strips is an initiative to enhance book security, preventing unauthorized removal. The RFID strips, supplied by WISERF, feature advanced technology specifically designed for library security systems. The process begins by discreetly placing the WISERF RFID strips in the center of the book spine. Once the strips are in place, the book's RFID tag is registered on the WISERF device by entering the accession number into the software. Finally, the RFID gates are activated to sound an alarm, alerting staff if books are taken out without permission.

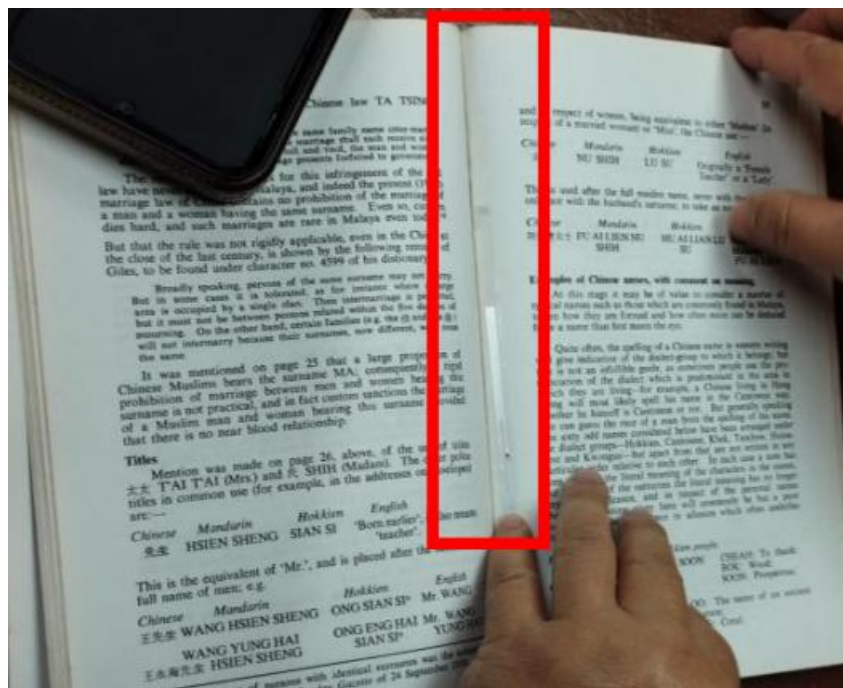


Figure 64: Sticking the RFID

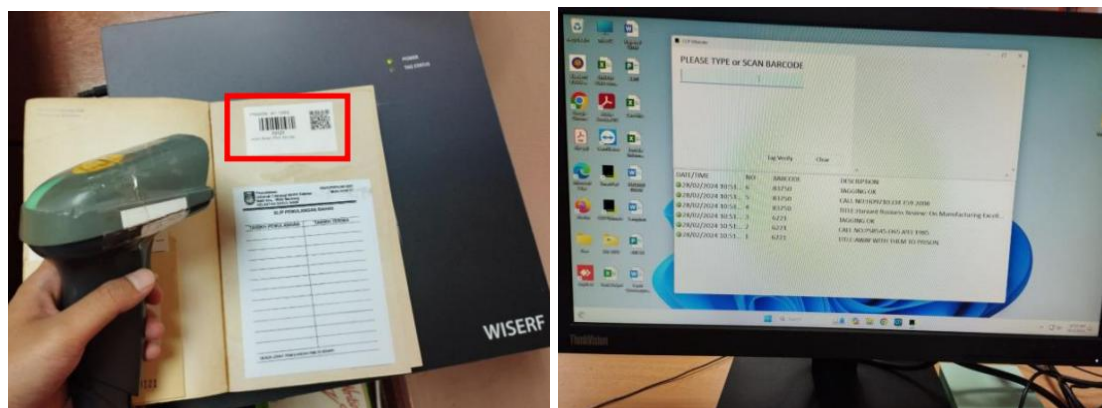


Figure 65: register the book RFID tagging on the WISERF device

3.1.14 Conservation unit

Binding involves stitching, bonding, or splicing printed paper sheets to create books, magazines, brochures, and other reading materials. Library bindings are specifically designed to meet the needs of library services, ensuring the durability of books for circulation, loan, and reference. Proper binding is crucial for user satisfaction, influencing factors such as the ease of opening the book flat, the clarity of the printed text, and the width of the margin between the text and cover. Under the guidance of Mr. Zul Abdullah, I learned how to cut, bind, and complete the entire book using the leather binding process (Proses Penjilidan Kekulit).



Figure 66: Drilling machine



Figure 67: Tools used

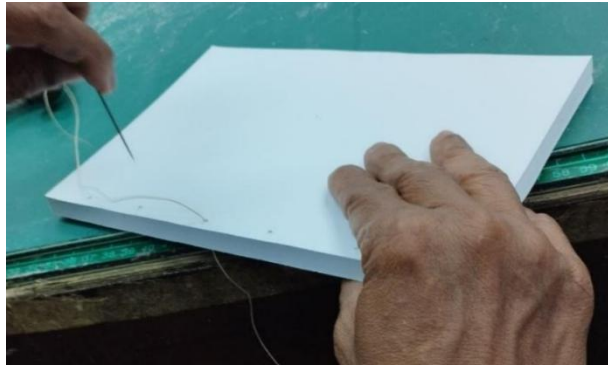


Figure 68: Sewing process



Figure 69: Making the front and back cover for book

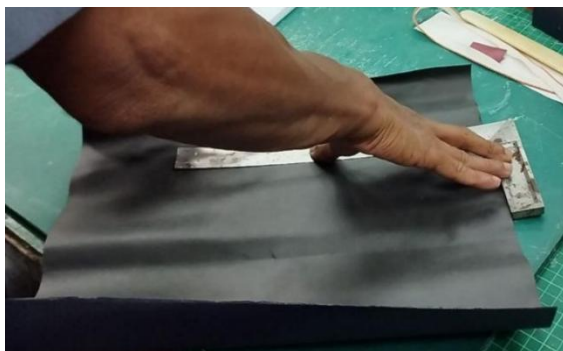


Figure 70: Cutting and gluing

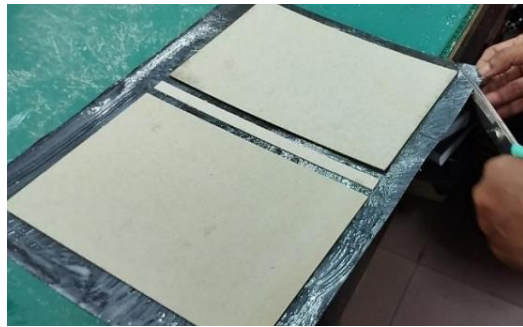


Figure 71: Aligned the paper board



Figure 72: Place the book in the standing press once the book and cover have been adhered to.



Figure 73: Find the alphabets (gold blocking) for the book title and blocking press



Figure 74: Stamping the book title

3.1 Explanation of the skills, knowledge, and competencies applied or developed during the training period

3.1.1 Skills

1. Information Literacy

- **Research Skills:** Developed the ability to effectively search for and retrieve information from various databases and catalogs.
- **Evaluation Skills:** Learned to critically evaluate sources for credibility, relevance, and accuracy.

2. Technical Skills

- **Digital Tools:** Gained familiarity with digital repositories, online databases, and e-resources platforms.
- **Library Management Software:** Acquired hands-on experience with web-based integrated library systems (WILS) and other digital tools for managing library operation system, such as Libsys7

3. Customer Service

- **Patron Engagement:** Improved skills in engaging with the library community through outreach activities, promoting library programs, and encouraging participation.
- **Communication Skills:** Enhanced ability to interact with patrons, understand their needs, and provide appropriate assistance.

3.1.2 Knowledge

1. Library Operations

- **Collection Development:** Understanding the principles and practices of selecting and acquiring library materials to meet the needs of the community.
- **Preservation Techniques:** Gained knowledge of methods to preserve and maintain library materials for long-term use.

2. Information Systems

- **Database Management:** Acquired knowledge on how to manage and utilize electronic databases for research and information retrieval.
- **Digital Libraries:** Learned about the creation, management, and accessibility of digital library collections.

3. Literature and Information Sources

- Subject Matter Expertise: Gained deeper insights into various subjects and how to access reliable information on these topics.
- Reference Services: Improved knowledge of providing reference services, including using reference tools and sources effectively.

3.1.3 Competencies

1. Critical Thinking

- Developed the ability to analyze information needs and provide solutions that best fit those needs.
- Enhanced decision-making skills through evaluating and selecting appropriate resources.

2. Professional Ethics

- Learned the importance of maintaining confidentiality and adhering to ethical standards in all library practices.
- Developed a strong sense of responsibility and integrity in managing information and serving the community.

3. Teamwork

- Gained experience working collaboratively with colleagues on various projects and tasks.
- Developed interpersonal skills necessary for effective teamwork and collaboration within the library.

CHAPTER 4:
LEARNING
OUTCOMES AND
ACHIEVEMENTS

4.0 Learning outcomes, personal growth, skills enhancement, and professional development

During my extensive five-month industrial training at Perpustakaan Tengku Anis, UiTM Machang, spanning from March 1, 2023, to July 31, 2023, I had the invaluable opportunity to apply and refine a wide array of skills, including theoretical knowledge, leadership, and communication abilities. Throughout this period, I actively engaged in fulfilling assigned duties, gaining practical experience and insight into the intricate operations of the library.

At Perpustakaan Tengku Anis (PTA), tasks were allocated across various departments, offering me profound exposure to the collaborative efforts essential for the organization's seamless functioning. Recognizing the pivotal role each department plays in delivering exemplary services to its primarily student and UiTM staff clientele underscored the significance of my contributions and provided me with a holistic understanding of organizational dynamics.

Furthermore, my training encompassed the development of technical competencies such as cataloging skills, principles of customer service ethics, and management of diverse document types, including Institutional Repository (IR) materials. These competencies are poised to serve as invaluable assets in future endeavors within the library domain.

Active involvement in PTA initiatives not only enriched my learning experience but also afforded me insights into the intricacies of program inception and execution, from conception to fruition. Undertaking special projects and program planning presented multifaceted challenges, fostering hands-on experience in human resource management, strategic scheduling, and adept problem-solving.

In navigating unforeseen tasks and challenges, I honed my collaborative, communicative, and analytical skills, enhancing my capacity to

contribute effectively within dynamic organizational environments. This comprehensive training experience has equipped me with a robust skill set and a deeper appreciation for the multifaceted nature of library operations, positioning me for success in future professional endeavors.

4.1 Personal Thoughts and Opinion

As an intern at Perpustakaan Tengku Anis, I have had the opportunity to delve into the intricacies of library operations and witness firsthand the vital role it plays in serving the academic community. This internship has proven to be a valuable educational experience, providing insights that transcend mere theoretical understanding by immersing participants in practical applications within a professional work environment.

The organized training program that the library staff has offered has been one of the most noticeable features of my internship. Under the guidance of Mrs. Norfitriah Mat Seman and Mrs. Amesutiny Mohd Subry, I've had the privilege to engage with diverse library departments, each presenting unique challenges and perspectives. From Corporate Communication to the Cataloging Unit, I have garnered a comprehensive insight into the multifaceted roles essential for the efficient functioning of the library. Furthermore, the practical exposure acquired during this internship has facilitated the seamless integration of theoretical concepts acquired through academic studies into real-world applications. Every task I have performed has offered a chance for me to improve my abilities and advance my career, whether assisting patrons at the Customer Service Unit or organizing resources at the Archival Unit. This hands-on experience not only strengthened my understanding of library science but also provided me with transferable skills that will be very useful in my future career.

Furthermore, the inclusive environment fostered at Perpustakaan Tengku Anis has made my internship experience truly rewarding. Colleagues have

been supportive and helpful in imparting their knowledge, fostering a positive learning atmosphere where inquiries are welcomed and teamwork is highly appreciated. As I progressed in my education, this internship has provided me with a sense of community within my professional community. I am grateful for the opportunity to work for such a dynamic and progressive company, and I look forward to using the knowledge and skills I have acquired here in my future endeavors.

4.2 Examples of successful projects, accomplishments, or challenges overcome

4.2.1 Successful projects

The special project titled "EXHIBITION BOARD: RAMADAN KAREEM" was assigned to me by Mrs. Norfitriah Mat Seman during my two-month internship. Initially, the project was challenging due to the need to verify and correct information related to Ramadan to ensure its accuracy. From March 1st to March 12th, 2024, I accelerated my efforts, driven by my desire to complete the project thoroughly.

I am pleased to report that the project was a success. With the help of another intern, Izyan, that collaborated with me, along with the support of the library staff, I managed to get it done. Their guidance and advice were invaluable, helping me navigate the project's complexities.

4.2.2 Accomplishments

i. Cooperation:

I developed strong cooperation skills by working closely with other staff members on various programs and activities during my industrial training. Activities requiring teamwork, such as the "Musafir Ilmu: Ride to Bukit Keluang" program and others, facilitated effective interaction with colleagues and enabled me to contribute meaningfully to these events.

ii. Communication Skills:

Effective communication is essential for productive discussions among colleagues and for addressing issues that arise within an organization. Strong communication skills are necessary for upper management to guide and interact with lower-level staff, and two-way communication is often required to enhance overall performance. I particularly honed my communication skills while completing the "Ramadan Kareem" Exhibition Board for a special project, where I consulted and collaborated with staff who provided guidance and advice.

4.2.2 Challenges overcome

I believe that there were a few challenges I encountered during my industrial training at Perpustakaan Tengku Anis (PTA) with the use of PTAR mobile applications. The reason for this is that in order to access the library, we must scan the QR code provided. However, some patrons may experience difficulties using the apps. For instance, some students experience issues with mobile apps or scans, requiring them to enter their matric number at the counter.

CHAPTER 5 :
RECOMMENDATIONS
AND CONCLUSIONS

5.0 Suggestions for improvements in the industrial training program & recommendations to enhance the information management practices

After closely observing and actively participating in the industrial training program at Perpustakaan Tengku Anis, several recommendations come to mind for improving both the training program itself and the information management practices within the organization. Fundamentally, I suggest that Perpustakaan Tengku Anis develop comprehensive orientation materials tailored for us students as new trainees. These materials should provide detailed insights into the library's operations, policies, and procedures, to ensure that we begin our tenure with a thorough understanding of our responsibilities and the library's expectations. By streamlining the onboarding process in this manner, the PTA can enhance efficiency and cohesion among trainees, fostering a more productive learning environment.

Furthermore, it would greatly benefit the training program if all staff members engaged in collaborative efforts to train us or, at the very least, offered insights into their respective roles and responsibilities within the library. Such interactions would not only facilitate knowledge transfer, but also promote a sense of connection and teamwork among staff and new interns. Encouraging all staff to share their expertise and experiences can enrich the learning journey for new interns and contribute to a more comprehensive understanding of this library's operations.

In addition to improving the training program, enhancing information management practices is crucial for optimizing library operations. Regular database maintenance is paramount in ensuring the smooth functioning of systems such as the WILS system, which I observed experiencing occasional breakdowns during my internship. These disruptions not only impeded workflow but also hindered tasks such as book verification and other essential activities. Therefore, I recommend implementing a structured maintenance schedule to address such issues promptly, minimizing downtime and maximizing system reliability.

Moreover, the organization should consider investing more in user education initiatives to empower library patrons such as students and lecturers with the necessary skills and knowledge to utilize library resources effectively. For instance, offering tutorials and informational sessions can enhance user experiences and promote a culture of lifelong learning within the UiTM community. Educating users on information literacy and research techniques can have a ripple effect on various aspects of the library's operations, including the utilization of its website and subscribed databases such as Emerald Insight, Web of Science, and others. When users are equipped with the skills and knowledge to navigate these platforms effectively, they are more likely to explore and utilize the digital resources available to them. As a result, it increased usage of the library's website and subscribed databases and also demonstrates the library's relevance and value in providing access to valuable digital resources.

In summary, the industrial training experience has provided valuable insights into both the strengths and areas for improvement within the library's training program and information management practices. By developing comprehensive orientation materials, fostering staff collaboration in training efforts, prioritizing database maintenance, and investing in user education initiatives, the organization can enhance efficiency, effectiveness, and user satisfaction, positioning the library for continued success in fulfilling its mission.

5.1 CONCLUSION

In conclusion, this internship at Perpustakaan Tengku Anis has been an invaluable experience that has enriched my understanding of library operations and management. Throughout this period, I have gained insights into various aspects of library functions, including corporate communication, digital library management, archival processes, customer service, and cataloging processes.

One key finding from this industrial training experience is the importance of effective communication and collaboration among different departments within the library. Through hands-on involvement in various tasks, I have learned the significance of coordination and teamwork in ensuring smooth operations and service delivery.

I also gained a better understanding of the role of technology in Perpustakaan Tengku Anis such as OPAC and WILS system, particularly in improving information access and user experience. The digital library management aspect of the internship has highlighted the need for continuous adaptation to technological advancements to meet the evolving needs of these library patrons.

This internship experience has given me a thorough grasp of library management, arming me with indispensable practical skills pertinent to my field of study. I am appreciative of the chance to further my professional development throughout this internship period, and I am assured that the knowledge acquired will prove invaluable as I progress in my career pursuits.

REFERENCES

Google. (n.d.). Google maps.

<https://www.google.com/maps/dir//18500+Machang,+Kelantan/@5.7594223,102.1925278,12z/data=!4m8!4m7!1m0!1m5!1m1!1s0x31b68fe72a166f6f:0x2a935a1fe3d6933f!2m2!1d102.2751117!2d5.7593716?entry=ttu>

Home. UiTM Kelantan Library. (2024, March 20).

<https://kelantan.library.uitm.edu.my/>

Library (perpustakaan tengku anis). Universiti Teknologi MARA Cawangan Kelantan. (n.d.). <https://kelantan.uitm.edu.my/index.php/en/library-perpustakaan-tengku-anis>

Web, A. (2023, August 1). Carta Organisasi PTA. UiTM Kelantan Library.

<https://kelantan.library.uitm.edu.my/pages/puitm-kelantan/organization-chart-pta>

Kelantan. (2023, August 28). Virtual tour PTA Kampus Machang. UiTM

Kelantan Library. <https://kelantan.library.uitm.edu.my/pages/virtual-tour/machang>

Wils.uitm.edu.my. (n.d.). <https://wils.uitm.edu.my/libsys7/>

APPENDICES

1.0 Industrial Training Schedule

PROGRAM LATIHAN INDUSTRI UNTUK PELAJAR PRAKTIKAL PERPUSTAKAAN TENGGU ANIS UTM CAWANGAN KELANTAN 04 FEBRUARI – 27 MAC 2024				
NAMA : SHAZA BINTI AZNAN (2022719743)				
TARIKH	AKTIVITI	PERINCIAN TUGASAN/PROS ES	PEGAWAI TERLIBAT	UNIT/SUB-UNIT
04 Feb 2024 / Ahad (1 hari)	Lapor diri dan Suai kenal bersama staf		Pn. Alina Hussein (Timbalan Ketua Pustakawan) Pn. Norfitriah Mat Seman (Pustakawan Kanan)	Taklimat Pengenalan Perpustakaan
05 – 15 Feb 2024 / Isnin – Khamis (8 hari)	Unit Perpustakaan Digital & Komunikasi Korporat Pn. Norfitriah Mat Seman (Pustakawan Kanan)		Cik Sazlina Saleh (Pembantu Pustakawan)	Unit Institusi Repositori & Komunikasi Korporat
			En. Mohd Hazrie Mat Nawi (Pembantu Pustakawan Kanan)	Unit Komunikasi Korporat
			En. Muhamad Azim Bin Suhaimi (Pembantu Pustakawan Kanan)	Unit Institusi Repositori
			En. Mohd Hilman Bin Mohamad (Juruteknik Komputer Kanan)	Unit Sistem Maklumat
18 – 26 Feb 2024 / Ahad – Isnin (7 hari)	Bahagian Arkib Universiti Pn. Alina Hussein (Timbalan Ketua Pustakawan)	18 – 20	En. Mohd Waqiyuddin Mohd Dzulkifly (Pembantu Pustakawan Kanan)	Unit Arkib & Manuskrip
		21 – 22	En. Muhamad Nazari Muhamad Nor (Pembantu Pustakawan Kanan)	Unit Arkib & Manuskrip
		25/2	En. Mohd Ridzuan Ramli (Pembantu Pustakawan Kanan)	Unit Arkib & Manuskrip
		26/2	En. Zul Abdullah (Pembantu Pemuliharaan Kanan)	Unit Pemuliharaan

27 Feb – 07 Mac 2024 / Selasa – Khamis (8 hari)	Unit Perkhidmatan Perpustakaan Pn. Nordelina Zulkarnain (Pustakawan Kanan)		Pn. Nor Azrina Binti Hasbullah (Pembantu Pustakawan Kanan)	Unit Penyelidikan, Pembelajaran & Rujukan
			En. Ahmad Ameruddin Fauzi (Pembantu Pustakawan)	Unit Perkhidmatan Pelanggan
			En. Mohd Zalani Mhd Zin (Pembantu Pustakawan Kanan)	Unit Perkhidmatan Pelanggan
			En. Mohd Hilme Bin Abdul Rahman (Pembantu Pustakawan Kanan)	Unit Perkhidmatan Pelanggan
			En. Mohd Rosli Che Ismail (Pembantu Pustakawan Kanan)	Unit Perkhidmatan Pelanggan
10 – 14 Mac 2024 / Ahad – Khamis (5 hari)	Unit Pentadbiran Organisasi & Perancangan Strategik Pn. Norfitriah Mat Seman (Pustakawan Kanan)		Pn. Amesutiny Mohd Subry (Kerani Kanan)	Unit Pentadbiran Organisasi
			En. Nik Mohd Faizal Ibrahim (Pembantu Operasi)	Unit Pentadbiran Organisasi
			En. Mustazim Mustapa (Pembantu Pustakawan Tertinggi)	Unit Pentadbiran Organisasi
17 – 25 Mac 2024 / Ahad – Isnin (7 hari)	Unit Perancangan & Pembangunan Perpustakaan Dr. Muslim Ismail @ Ahmad (Pustakawan Kanan)		Pn. Syamsilawati Dahari (Pembantu Pustakawan Kanan)	Unit Sumber Bercetak
			En. Hamizur Hussin (Pembantu Pustakawan Kanan)	Unit Sumber Bercetak
			Pn. Maizatul Akmal Muhammad (Pembantu Pustakawan Kanan)	Unit Sumber Bercetak
			En. Che Hasnan Che Idris (Pembantu Pustakawan Kanan)	Unit Sumber Elektronik & Projek RDA
			En. Mohd Hamka Hj Hamzah (Pembantu Pustakawan Kanan)	
26 – 27 Mac 2024 / Rabu – Khamis (2 hari)	<ul style="list-style-type: none"> Mohon sediakan laporan bagi setiap tempat/lokasi praktikal dan serahkan satu salinan kepada Ketua Timbalan Pustakawan 			

2.0 PTA Programs Involvement

i) **PROGRAM MUSAFIR ILMU: "RIDE TO BUKIT KELUANG,"** held on March 6th, 2024, was organized by Perpustakaan Tengku Anis UiTM Cawangan Kelantan in partnership with the Academy of Contemporary Islamic Studies (ACIS) and the UiTM Bikers Club.



ii) “PROGRAM WADAH ILMU: TANYALAH USTAZ SIRI 1” took place on February 26, 2024, organized by Perpustakaan Tengku Anis, UiTM Cawangan Kelantan. The event was broadcast live on the Tengku Anis Library YouTube Channel at:

<https://www.youtube.com/watch?v=-YGOtShVNkg>



iii) "AUTHORS TALK @PTA": AKU DIA & KOPI event hosted by the Tengku Anis UiTM Kelantan Branch Library is scheduled for March 10th, 2024 (Sunday), from 3:00 p.m. to 4:00 p.m. It was livestreamed on the Tengku Anis Library YouTube Channel at:

<https://youtu.be/MPEBL10wBWQ>



3.0 Log Book