



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

IMD310: INDUSTRIAL TRAINING

INDUSTRIAL TRAINING REPORT

PERPUSTAKAAN DR. ABDUL LATIFF,
UNIVERSITI KEBANGSAAN MALAYSIA KAMPUS KUALA LUMPUR,
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CDIM110 – DIPLOMA INFORMATION MANAGEMENT

MAC 2024 – JULY 2024

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**REPORT SUBMITTED IN FULFILLMENT OF THE REQUIREMENT FOR INDUSTRIAL
TRAINING (IMD310), INFORMATION SCIENCE STUDIES, UNIVERSITI TEKNOLOGI
MARU KELANTAN**

MAC 2024 – JULY 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 also declare that no part of this report has been published or submitted for publication except where due to reference or acknowledgement is made explicitly in text, nor has any part been written for me by another person. I confirm that I have read and understood the UiTM regulations with regards to plagiarism and will be penalized by the university if found guilty.

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Date of submission: 2/1/2025

ABSTRACT

This report summarizes my experiences from 22 July 2024 until 13 September 2024 where I am involve in my industrial training program at *Perpustakaan Dr. Abdul Latiff*, located in *Universiti Kebangsaan Malaysia Kampus Kuala Lumpur*, where I had the opportunity to learn about the operations and processes involved in library management. Throughout my training, I participated in various activities, including observing daily operations, assisting employees with tasks, and learning about safety protocols.

I gained valuable insights into how the library functions and the importance of teamwork in achieving goals. I also discovered the significance of technology in improving efficiency and productivity. This experience not only enhanced my understanding of the industry but also inspired me to consider a future career in this field.

Overall, this training was an eye-opening experience that taught me practical skills and reinforced my interest in pursuing further education related to library management. I am grateful for the support of my mentors at *Perpustakaan Dr. Abdul Latiff* and look forward to applying what I learned in my future studies.

Keyword: Industrial Training, Library Management

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Next, I would like to thank my supervisor in the industry, Cik Mariati Embong and her assistant, Cik Fazwani Binti Abdul Kadir as well as the entire staff of *Perpustakaan Dr. Abdul Latiff* for giving me the opportunity to gain new experience. I am very grateful for being given guidance and moral support throughout this industrial training period. With guidance and help I was able to gain knowledge and experience to prepare myself before entering the world of work.

Not forgetting my faculty advisor, Madam Siti Aishah Binti Mokhtar. I am very grateful for his encouragement and help. Without his guidance, I may not have been able to complete the report on time.

Finally, I would also like to convey my appreciation to my family and friends. I am indebted to them for their invaluable encouragement, love and help. Their sacrifice and support have been the foundation of my success.

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CHAPTER 1 INTRODUCTION

1.0 INTRODUCTION

1.1 Background of The Industrial Training Program

Industrial training must be undertaken by all fourth-semester students in the Diploma in Information Management at UiTM. The duration of the program is two months, during which students are placed in government organization or private company. These placements aim to provide a early picture of the workplace environment and responsibilities. For my industrial training, I was placed at the *Perpustakaan Dr. Abdul Latiff*, where I gained valuable experience in managing a library.

1.2 Purpose and Objectives of The Report

The purpose of industrial training is to give students like me a chance to learn about how real businesses operate and to gain hands-on experience in a specific field. It helps us understand the connection between what we learn in class and how it applies in the workplace. During this training, we get to see professionals in action, learn about different jobs, and even try out some tasks ourselves. This experience not only builds our skills and confidence but also helps us explore potential career paths.

1.3 Significance of industrial training for students of Diploma in Information Management

Industrial training is really important for students studying for a Diploma in Information Management because it helps us connect what we learn theoretically with real-world situations. During the training, we get to see how information is managed in actual businesses, which makes our lessons come alive. This experience not only improves our technical skills, like using software and organizing data, but also teaches us valuable soft skills such as teamwork, communication, and problem-solving. By working alongside professionals, we learn about the expectations of the workplace and how to handle challenges that arise in a job

CHAPTER 2 ORGANIZATIONAL INFORMATION

2.0 Organizational Information

2.1 Overview of the organization



Figure 1: Perpustakaan Dr. Abdul Latiff

Universiti Kebangsaan Malaysia was born from the aspirations of nationalists to uphold the Malay language as the language of knowledge. The effort for a national university was proposed in 1923 by the writer Abdul Kadir Adabi as a measure to fight British colonialism. This nationalist character became a Malay intellectual at the time but encountered British oppression. However, the nationalists were never daunted and in 1969, the movement grew again. The Sponsoring Committee (English: Sponsoring Committee) chaired by Syed Nasir Ismail, a Malay intellectual, was established to prepare a report to propose the establishment of UKM. Other members of this committee included Mahathir Mohamad, and Mohd Rashdan Haji Baba, who later became UKM's first Vice Chancellor. In addition, Dr Syed Husin Ali is also one of the founders of this university.

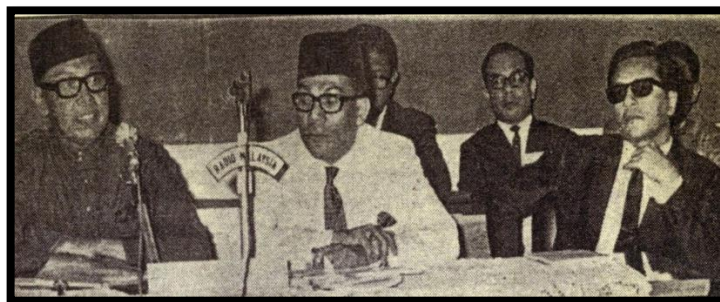


Figure 2: Congress of Universiti Kebangsaan

Perpustakaan Dr. Abdul Latiff (PDAL) or formerly known as *Perpustakaan Perubatan* (PP) was established in 1974. The library building has 3 floors with an area of 3716 square meters. In 1972, the library began with a collection of medical materials at the *Perpustakaan Pusat Universiti Kebangsaan Malaysia* in Jalan Pantai Baru, Kuala Lumpur to meet the needs of 44 first-time pre-medical students at the Faculty of Science on the campus. On 27 May 1974, the medical collection of 3,452 copies including books and journals was moved to the 1st floor of the temporary building block of the *Kompleks Fakulti Perubatan* in Jalan Dr Abdul Latiff, Kuala Lumpur when the pre-clinical medical course was started in the temporary campus. On November 7, 1977, the library once again had to move to a permanent building on the site of the MAA building within the Faculty of Medicine campus. On March 13, 2000, the slogan "*Perpustakaan Penjana Generasi Maklumat*" was created by KMK MISSION (now known as KIK MISSION) and used as the slogan of the UKM Library.

On November 25, 2005, the Opening Ceremony of *the Perpustakaan Dr. Abdul Latiff* was officiated by Y. Bhg. Prof. Dato' Dr. Mohd Salleh Mohd Yasin (Vice Chancellor of Universiti Kebangsaan Malaysia) located in Lecture Hall 1, UKM Campus Kuala Lumpur. The Inauguration Ceremony for the Naming of the Library Dr. Abdul Latiff was held in conjunction with UKM's 35th founding anniversary. The library has received suggestions from academics to change the name of the library to *Perpustakaan Dr. Abdul Latif*. Dr. Abdul Latiff is a local figure, the first Malay doctor in the field of medicine.

Now, *Perpustakaan Dr. Abdul Latif* provides services to support the teaching, learning and research process at the Faculty of Health Sciences (1991), the Faculty of Dentistry (1996) and the Faculty of Pharmacy (2008). The main objective of its establishment is to build a collection of materials and provide information services in the field of Medicine, Health and Dental Sciences are compatible with the purposes of teaching, learning and research at UKM Kuala Lumpur Campus. PDAL's 3-storey building with an area of 3716 square meters provides approximately 400 reading places.



Figure 3: Faculties that is assisted by library

2.2 Organizational Structure



CARTA ORGANISASI PERPUSTAKAAN UKM

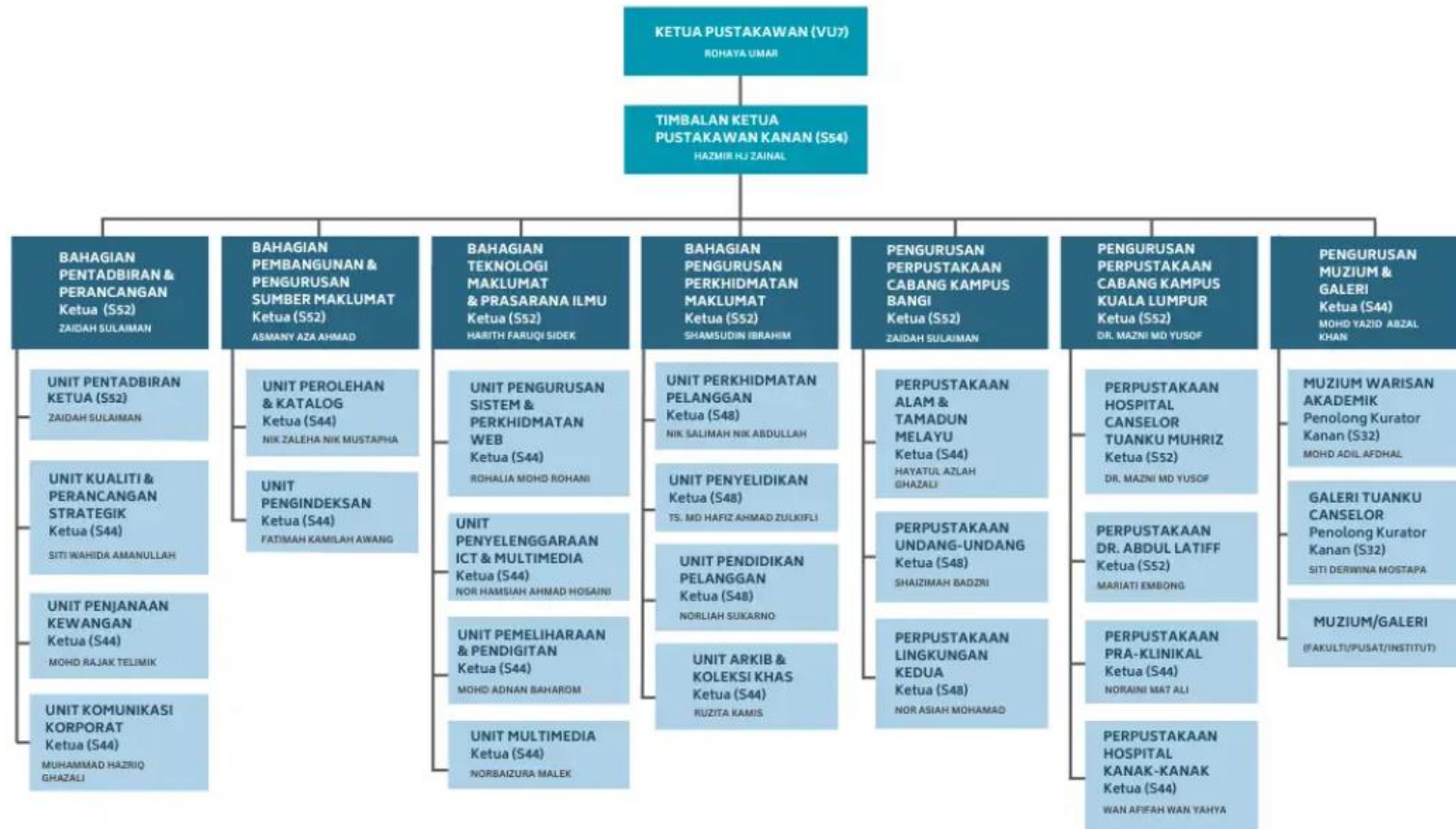


Figure 4: Organizational Chart

2.3 Departmental Structure

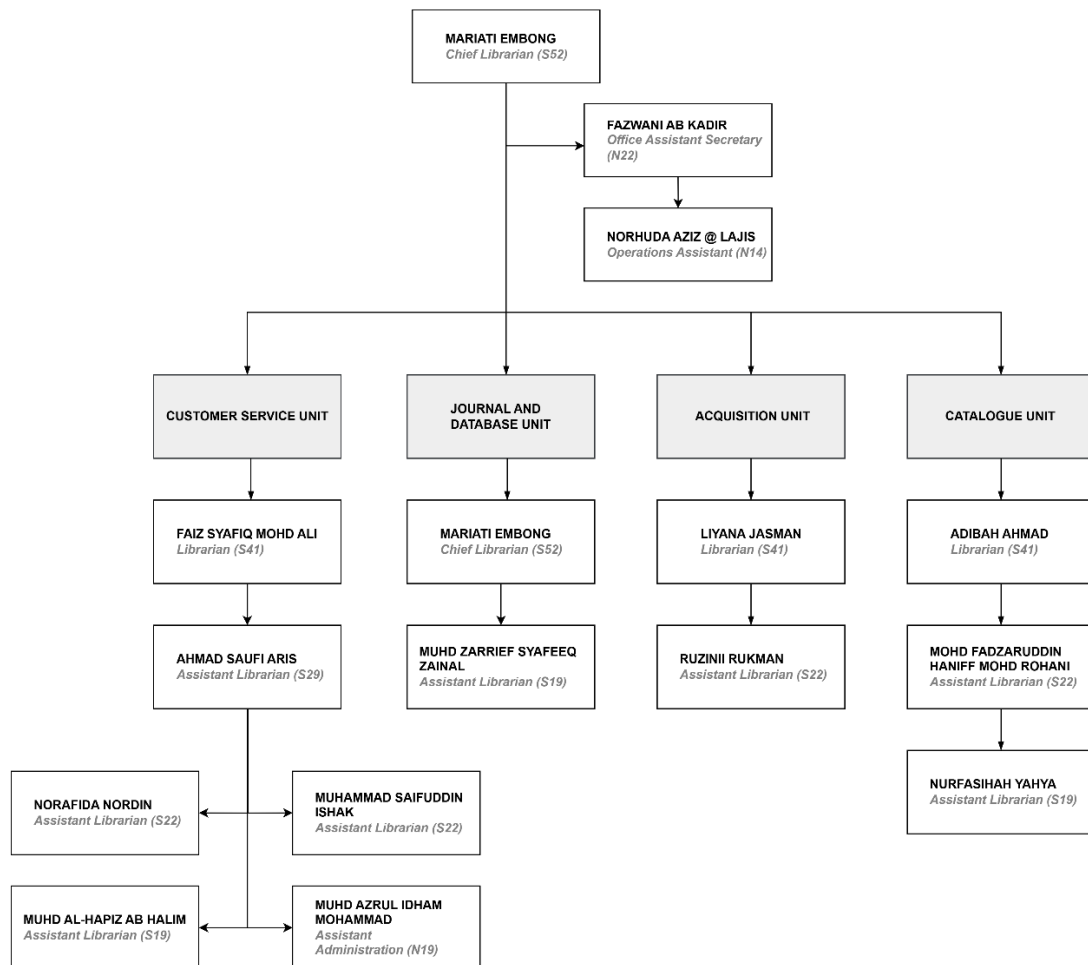


Figure 5: Departmental chart

The departmental structure in *Perpustakaan Dr. Abdul Latiff* is divided into 4 units, namely the customer service unit, journal and database unit, acquisition unit and catalogue and index unit. This department is headed by Chief Librarian Miss Mariati Embong. During my time at this department, I have learned that many changes has happened to the structure of the library organizational chart. For instance, catalogue and indexing unit was at first two main units before a lot of its staff members are transferred to other departments or other UKM branch libraries.

2.4 Departmental Function

Table 1: Departments of Perpustakaan Dr. Abdul Latiff

Acquisition Unit	<ul style="list-style-type: none"> • Obtain reading material through purchase or gift. The acquisition unit is responsible for sourcing reading materials that support the educational and research needs of the university community. identifies and selects relevant materials for purchase, ensuring that they align with the curriculum and faculty requirements. This process involves evaluating potential resources, negotiating prices with suppliers, and placing orders. • Coordinating and managing financial allocation for procurement of collection materials. The unit allocates funds for purchasing new materials based on established budgets, ensuring that spending aligns with institutional priorities. This involves tracking expenditures, processing invoices, and ensuring compliance with financial policies. The unit must maintain accurate records of all transactions related to acquisitions. • They use a different approach when buying a book. They will open a tender to suppliers that will purchase the book from the stock and then the library will purchase the book from the suppliers.
Catalogue and Index Unit	<ul style="list-style-type: none"> • The unit is responsible for the initial stages of material management such as receiving material. This involves accepting various types of resources, including books, journal articles, theses, and other educational materials from the Acquisition Unit. The items will then be appraise. Each item is assessed for relevance and quality. This process ensures that only appropriate and valuable resources are included in the library's

	<p>collection, aligning with the academic standards of the institution.</p> <ul style="list-style-type: none"> • For the cataloging part, the unit will systematically organize these materials using standardized cataloging practices. This involves creating bibliographic records that include essential details such as title, author, publication date, and subject classification. The use of classification systems in this library is different with other academic library. <i>Perpustakaan Dr. Abdul Latiff</i> uses the National Library of Medicine (NLM) classification on its material.
Journal and Database Unit	<ul style="list-style-type: none"> • Manage serials subscription materials. • Manage subscribed databases.
Customer Service Unit	<ul style="list-style-type: none"> • Provide friendly and informative counter service and book circulation. • Promote and manage applications regarding information services. • Record all activities carried out in the library throughout the year. • Report any damage found in the library

2.5 The Student's Assigned Department or Unit Within the Organization

During my industrial training, I was placed in every unit in the library organization accordingly. During my 8 weeks industrial training, I was supervised by every head officer of each unit. The table below shows which unit I am placed with the time I spent with the units during my industrial training.

Table 2: Industrial Training Period

Date	Unit/Task	Action
22 July 2024 – 31 July 2024	Introduction of Library	Cik Mariati Embong
	Acquisition Unit	Puan Liyana Jasman Puan Ruzini Rukman
1 August 2024 – 10 August 2024	Catalogue and Index Unit	Cik Adibah Ahmad Encik Mohd Fadzaruddin Puan Nurfashihah Yahya
12 August 2024 – 16 August 2024	Journal and Database Unit	Cik Mariati Embong Encik Mohammad Zarrief
19 August 2024 – 30 August 2024	Customer Service Unit	Encik Faiz Syafiq Encik Ahmad Saufi Puan Norafida

CHAPTER 3 INDUSTRIAL TRAINING ACTIVITIES

3.0 INTRODUCTION

I was assigned a variety of duties and responsibilities as part of my industrial training at the *Perpustakaan Dr. Abdul Latiff* with the goal of providing the greatest opportunity for hands-on experience. Book cataloging, library item repairs, promoting new books, participating in library events, and many other tasks were covered. As a result, engaging in this kind of activity greatly advanced my understanding of workplace dynamics and served as just the beginning of resolving my own professional issues.

3.1 Detailed Description of The Tasks, Projects, and Activities Undertaken During the Industrial Training

3.1.1 *Semakan Bahan Bacaan Asas Fakulti 2024*

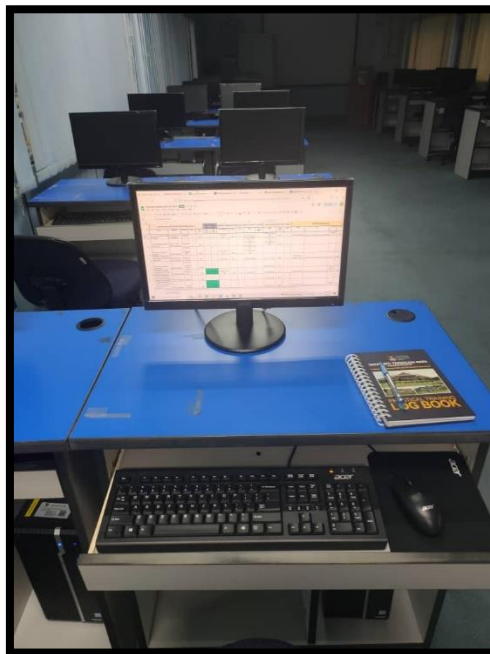


Figure 6: *Semakan Bahan Bacaan Asas 2024*

- Listing basic reading review books for students via Excel table.
- Books reviewed are from faculty manual from past year.
- Tasked the find books bibliographical information such as books ISBN number, when did the book published, latest edition of the book, is the book is at the library, the book availability and such.

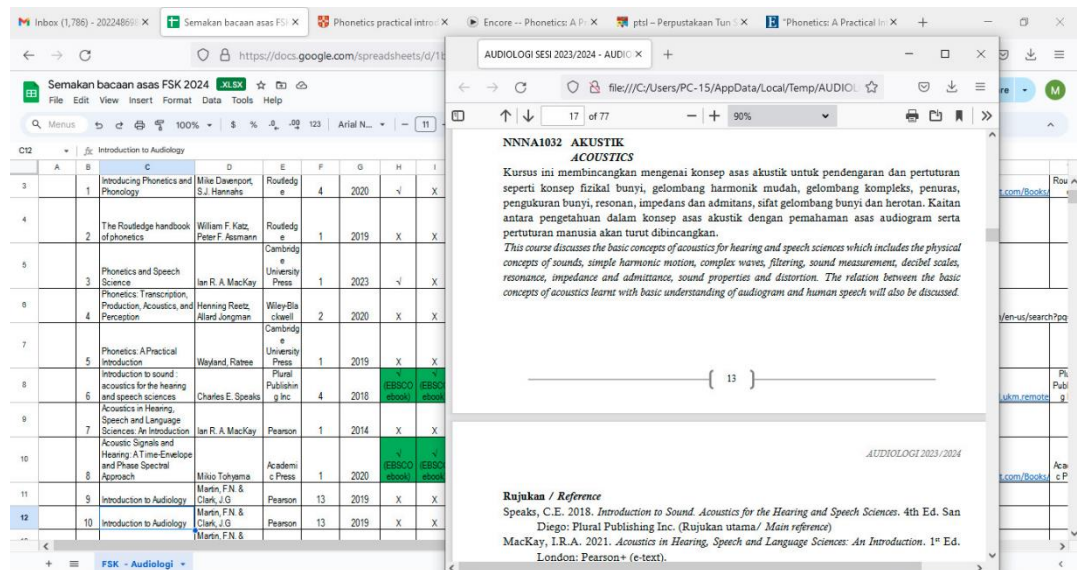


Figure 7: Semakan Bahan Bacaan Asas Fakulti

- 250 books were managed to be listed.

3.1.2 Promote New Books



Figure 8: Poster promoting new general reading books

- Create a poster promoting a selection of new general reading books in the library
- Using Canva as the foundation of the poster.

3.1.3 Purchase Approval Application Work Paper

- Update the Purchase Approval Application Work Paper to JPKICT (*Jawatan Kuasa Perolehan ICT*) to obtain approval for the purchase of electronic reading materials (e-books).
- Update the list of e-books to purchase and their value in the paperwork.

3.1.4 Book Circulation



Figure 9: Book Circulation

- In charge of book circulation process.
- Books can also be borrowed using a self-service lending machine.
- Manage late book return fines.

3.1.5 Involvement in The National Day Exhibition



Figure 10: Preparation for National Day

- Tasked to print out a picture of landmarks of every state.
- Draw and paint the map of Malaysia literally on a table and putting the picture of landmarks on top of it.
-



Figure 11: Putting landmarks picture upstraight

- Assist in building a replica of KL Tower made out of plastic bottles.
- Create presentation slides which contains information of every landmarks in each state. Slides are then displayed on television.



Figure 12: National Day Exhibition

3.1.6 Room cleaning

- Sanitize and purify rooms and areas in library using sanitizer.

3.1.7 Book Repair



Figure 13: Repairing Book using tape

- Find books that need to be repaired in the library then put them in a special trolley to bring them to the workshop.
- Books that have been selected will be sorted according to the level of damage which are major repair and minor repair.
- Books that needed major repair are like missing pages and ripped paperback or hardback are sent to *Perpustakaan Tun Seri Lanang*, main branch library for major repair.
- The books with loose spine are mended by using a specific glue created by *Unit Penjilidan* of *Perpustakaan Tun Seri Lanang* which is called Just Easy Glue Dispenser (JEGD).



Figure 14: Just Easy Glue Dispenser

- Books with minor issues are repair by using Filmoplast P tape and Filmoplast P90 tape.

3.1.8 Sorting Books



Figure 15: Sorting books that have been returned

- Books that have been returned are put in a trolley where they are being sorted first before putting onto shelves.
- Books are sorted according to the National Library of Medicine (NLM) Classification. It is used for the arrangement of library materials in the field of medicine and related sciences used internationally.
- Technically, the library books call number begins with QS until QZ and WA till WZ.
- Then, the books that have been sorted are then brought to bookshelves which is located on the third floor. The procedure sorting the books is to place the book based on the range of call numbers that has been marked in front of the shelves.

3.2 Explanation Of the Skills, Knowledge, and Competencies Applied or Developed During the Training Period

As part of my industrial training practice, I gained a number of technical skills, including the ability to operate design software tools and techniques including Canva and Excel Microsoft. These tools were also applied to the creative and technical design of promoting, which then further enhanced both my creative and technical development.

Events I am involved in, including Hari Kebangsaan Celebration play a role in my development as an event manager. These experiences equipped me to plan, organise and execute events, to design information and to manage presentations, all of which ultimately fostered a deeper understanding of how large-scale events can be accomplished.

Furthermore, my interpersonal skills were also improved by communicating with users of the library as I guided them how to access information on and offline. This experience also developed my teamwork skills and my professional communication as work on the events and exhibition with my assigned team.

Lastly, I trained my time management and multitasking skills by managing multiple tasks, from designing visuals to troubleshooting problems. I managed to develop a good sense of prioritization of tasks, sticking to deadlines and producing quality work for a variety of tasks.

CHAPTER 4

LEARNING OUTCOMES AND ACHIEVEMENTS

4.0 INTRODUCTION

While at the *Perpustakaan Dr. Abdul Latiff*, valuable skills, knowledge, and experiences that I gained significantly shaped my personal and professional growth in a deep manner. Experiential learning through the internship offered me the opportunity to carry out a variety of tasks and projects and, in turn, to enhance not only my technical, design and administrative abilities but also develop my collaborative ability in a work context.

4.1 Reflection on the Learning Outcomes Achieved During the Industrial Training

The training taught me exactly what to do in the workplace in terms of task management, teamwork, and being punctual. Through undertaking tasks, for example, helping with at promoting, maintaining and repairing books, and engaging with customers, I was able to improve my multitasking and problem-solving skills. What is more, this experience also gave me the opportunity to work closely on real-life problems and by that the opportunity to have the experience to quicklearn to adapt to situations under pressure while generating high quality work.

4.2 Discussion of Personal Growth, Skills Enhancement, and Professional Development

4.2.1 Personal Growth

My personal development was greatly aided by my industrial training. My ability to multitask was enhanced by managing several tasks, such as helping with administrative tasks and carrying out my assigned responsibilities. Because a faceprint system for tracking attendance pushed me to be more efficient with my time, I also learnt the

importance of being on time. I gained more confidence in professional settings after overcoming my introverted tendencies to adjust to the workplace and improve my interpersonal and communication skills.

4.2.2 Skills Enhancement

Design Skills: Using Canva to help me create promotional materials like banners, posters, and backgrounds taught me how to design effectively. This improved my comprehension of design concepts.

Communication Skills: My ability to collaborate with others and interact with clients has improved. Maintaining constant contact with supervisors ensured that the final deliverables met their needs.

Time Management: Dealing with a range of tasks under pressure to meet tight deadlines gave me the experience to cope with priorities in a work plan managing quality and within timetabled deadlines.

4.2.3 Professional Development

Collaboration and Workplace Dynamics: I've also learnt how to plan my actions in a public service to accomplish goals and get around standard workplace procedures. In relation to events such as Sambutan Hari Kebangsaan, the endeavour improved management as well as my team performance.

Task Ownership: I learnt the value of accountability by taking charge of tasks like distributing promotional materials. Adaptability and

Problem-Solving: Managing technical problems under time pressure helped me become more flexible and come up with workable answers.

Client-Oriented Approach: As a result of my ongoing interactions with customers, I have gained insight into the necessity of aligning work with their needs. This will help my office better receive and fulfil customer feedback and produce results that meet their expectations.

4.3 Successful Projects and Challenges Overcome

One of my own major accomplishments was creating the exhibition for Sambutan Hari Kebangsaan 2024, which ultimately met the event's requirements and received favourable feedback.

CHAPTER 5 RECOMMENDATIONS AND CONCLUSIONS

5.0 Recommendations and Conclusions

5.1 Suggestions for Improvements in the Industrial Training Program

5.1.1 Mentorship

With a more organized mentoring program, students would benefit from more detailed instructions and assignment feedback. Similar to training, regular supervisor meetings might include improved performance statistics and more detailed feedback.

5.1.2 Exposure

Students' knowledge of the organisation and the depth and breadth of their abilities and understanding will both grow when they have the opportunity to work in different areas of the department or office. Richer training and increased modularity can result from changing their modules.

5.1.3 Project-Based Learning

Students will have more opportunities to take charge of parts of projects from start to finish as project-based learning becomes more widely used. This will help them become more confident and better equipped to organize and carry out procedures on their own.

5.2 Recommendations for the Organization to Enhance the Information Management Practices based on The Student's Observations and Experiences

5.2.1 Centralized Digital System

Digital information management could be improved by setting up a centralised system of digital storage and retrieval. Access to this system by authorized personnel should be straightforward and not infringe on security and data integrity. It would increase the general efficiency and save paper documents and items bibliographic data.

5.2.2 Staff Training on ICT Tools

Regular training on new ICT tools and apps will boost employee productivity and reduce their demand for technical assistance. Operations would run more smoothly if staff members had autonomy over basic technical issues.

5.2.3 Improved User Practices

To better serve the community, the library should prioritize user education by providing information literacy classes and creating user-friendly guides for its resources.

5.3 Summary of the Key Findings and Insights from the Industrial Training

Experience

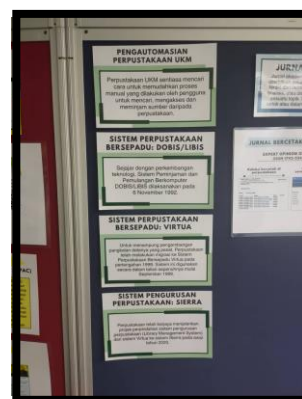
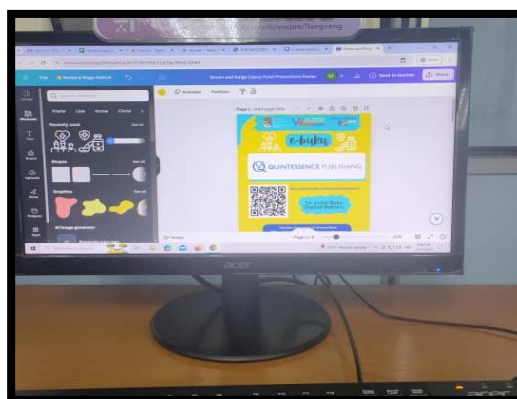
During my industrial training at ****Perpustakaan Dr. Abdul Latiff****, I gained valuable hands-on experience across various units of the library, including the acquisition, cataloging, journal and database, and customer service units. Over the course of eight weeks, I was actively involved in numerous tasks such as cataloging new materials, managing book circulation, and promoting library resources through creative materials designed using Canva. I also participated in significant events like the National Day Exhibition, where I helped create informative displays and presentations. This experience allowed me to develop essential skills in time management, communication, and teamwork while enhancing my technical abilities in design and database management. One of the key challenges I faced was adapting to the fast-paced library environment and managing multiple responsibilities simultaneously; however, I overcame this by prioritizing tasks effectively and seeking guidance from experienced staff. Overall, my training not only deepened my understanding of library operations but also fostered personal growth and professional development, preparing me for future endeavors in the field of information management.

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Appendices



INDUSTRIAL TRAINING REPORT

