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DIPLOMA IN LIBRARY MANAGEMENT (IM120)

(IML290) LIBRARY FIELDWORKS

**“REPORT OF LIBRARY INDUSTRIAL TRAINING AT PERBADANAN
PERPUSTAKAAN AWAM JOHOR (PPAJ)”**

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DECLARATION



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DECLARATION FORM

ASSIGNMENT / PROJECT

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ASSESSMENT TITLE : **REPORT OF LIBRARY INDUSTRIAL TRAINING AT PERBADANAN PERPUSTAKAAN AWAM JOHOR (PPAJ)**
ASSESSMENT TYPE : **INDIVIDUAL**

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ABSTRACT

This report describes my industrial training experience at the Johor Public Corporation Library (PPAJ) as part of the Diploma in Library Management (IM120) program. The objective of this training was to gain practical experience in a public library setting and apply the theoretical knowledge acquired during the program. Under the guidance of Encik Afzan bin Mohamed, an Assistant Librarian at PPAJ, I completed my training by working in five different library units. This experience allowed me to connect with library users of all ages and provided valuable insights into the daily operations of a public library.

Keywords: Industrial training, Library management, Public library, Practical experience, Library units

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CHAPTER 1: INTRODUCTION OF ORGANIZATION

1.0 BACKGROUND OF INFORMATION AGENCIES

INTRODUCTION

We are required to undergo industrial training during the industry where the library type is one of the requirements for us to complete our learning as one of the students enrolled in the Diploma in Library Management (IM120) programme. This is one of the requirements for us to be able to graduate from the programme. We have the option of using any one of these four distinct varieties of libraries: an academic library, a public library, a national library, or a special library.

This industrial training is being provided so that students will have the opportunity to gain experience working in the library, which is representative of the type of work that would be expected of the students. Because it is a public library, I have decided to carry out my industrial training there. The library's name is the Johor Public Corporation Library (PPAJ). I was interested in witnessing an environment of employment that needed employees to connect with users of all ages, therefore I decided to complete my industrial training at public libraries.

This decision was based on my desire in experiencing such an environment. While I am participating in this industrial training, I am also given the opportunity to put into practice all of the theoretical information that I have gained over the course of the three semesters that I have spent studying at the Merbok Branch of the Universiti Teknologi Mara (UiTM). Encik Afzan bin Mohamed, who works as an Assistant Librarian for the Perbadanan Perpustakaan Awam Johor (PPAJ), was the one who kept an eye on me while I was there. During this period of industrial training, I have successfully placed five different units.



Figure 1 PPAJ building

HISTORY OF PERBADANAN PERPUSTAKAAN AWAM JOHOR (PPAJ)

In accordance with the provisions of the PPAJ Act of 1982, the Perbadanan Perpustakaan Awam Johor (PPAJ) was created in August of 1984. At that point in time, the company had not yet began conducting its business operations. When it first started providing services to customers, the library was located on the eighth floor of the Sultan Ibrahim Building in the Bukit Timbalan neighborhood of Kuala Lumpur. This establishment was the very first of its kind. During that historical period, the library had a relatively restricted collection, and only government officials were permitted to borrow books and other items from the library. The services that were provided were also relatively restricted. The only persons who were permitted to check out books from the government library were those who worked for the government.

In January of 1986, however, this was not the situation at all. The PPAJ has been extended all the way to the ancient State Government building, which is located on Jalan Gertak Merah. This extension began at the Sultan Ibrahim Building and finished at the building. putting forth an effort to do so from that vantage point. The Public Library Association of Johor (PPAJ) has been successful in living up to the responsibilities that are associated with the function it plays as an institution that offers public library services to the residents of Johor.

The incumbent Menteri Besar of Johor, YAB Dato' Hj Abdul Ghani Othman, officiated over the opening of PPAJ's new home on Jalan Yahya Awal on July 27, 2008, which coincided with the organization's move to its new location. The opening of the new home took place on the same day. The new location of PPAJ was officially opened on the same day that the organization moved into its new space. The event was conducted on the road that is commonly referred to as Jalan Yahya Awal. The People's Public Access Journal (PPAJ) took the initiative to change itself into a public library that included an atmosphere that was distinct from the vibe that is typically associated with the atmosphere of a library's environment. PPAJ's new library has an atmosphere that is conducive to reading and learning.

An enticing lounge area that doubles as a cafeteria is made available to visitors so that they can examine contemporary newspapers and magazines while they relish a meal while making use of this facility. visitors can also take advantage of the fact that this amenity is offered to them. In addition to this, PPAJ places a large emphasis on the development of new collections in the hope that it will be able to meet the requirements of people who come from a variety of different walks of life. This is done in the hope that PPAJ will be able to meet the needs of people who come from a variety of different walks of life.

PPAJ was also involved in the construction of a science center, which was carried out in collaboration with Petrosains. Because of this partnership, the Public Policy and Administration Journal (PPAJ) is currently the first public library in the world to incorporate a science center into the library itself. Petrosains presents a comprehensive variety of scientific and mathematics courses that are presented in a style that is both entertaining and innovative. This is done in an effort to fight the popular idea that science and mathematics are subjects that can only be learned in a formal school context.

VISION

The vision of Perbadanan Perpustakaan Awam Johor (PPAJ) are, “The library as a platform to encourage the community to learn, improve and develop lifelong learning and information retrieval capabilities”.

MISSION

The mission of Perbadanan Perpustakaan Awam Johor (PPAJ) are, “To provide easy and relevant access to information to support lifelong learning efforts and to assist in efforts to cultivate a reading culture”.

OBJECTIVE

The objective of Perbadanan Perpustakaan Awam Johor (PPAJ) are, “To be a lifelong information and learning center”.

SERVICE HOUR

During the usual days:

DAYS	OPEN	CLOSE
SUNDAY	9 AM	4.30 PM
MONDAY	9 AM	4.30 PM
TUESDAY	9 AM	4.30 PM
WEDNESDAY	9 AM	4.30 PM
THURSDAY	9 AM	3 PM
FRIDAY	CLOSED	CLOSED
SATURDAY	9 AM	4.30 PM

Table 1: Service hour

During Ramadhan:


PERBADANAN PERPUSTAKAAN AWAM JOHOR

MAKLUMAN

WAKTU PERKHIDMATAN KAUNTER
Bulan Ramadan
2023/1444H

SILA AMBIL MAKLUM WAKTU OPERASI ADALAH SEPERTI BERIKUT :

HARI	MASA
SABTU - RABU	9:00 PAGI - 4:30 PETANG
KHAMIS	9:00 PAGI - 3:00 PETANG
JUMAAT : TUTUP	

PERPUSTAKAAN AKAN DITUTUP PADA CUTI UMUM DAN HARI KELEPASAN AM



TERIMA KASIH ATAS KERJASAMA SEMUA

Tel : 07 - 227 9261 / Faks : 07 - 227 6471
Email : ppaj@johor.gov.my • Laman Sesawang : <http://ppaj.johor.gov.my> • Facebook : <http://facebook.com/jahelibrary/>

Figure 2: Service hour during Ramadhan

LIBRARY SERVICE

- Reading areas: Perbadanan Perpustakaan Awam Johor offers comfortable seating arrangements where patrons can read and study in a quiet and conducive environment. The reading areas may have various seating options, such as cosy armchairs, long tables with chairs.
- Computers: The library provides public access computers equipped with essential software and internet connectivity. These computers enable patrons to conduct research, browse the internet, access online resources, and even prepare documents or presentations.
- Wi-Fi: Perbadanan Perpustakaan Awam Johor offers free wireless internet access throughout the library premises. Patrons can connect their own devices, such as laptops, tablets, or smartphones, to access online resources, research materials, or download e-books.
- Reference desk: A dedicated reference desk is staffed by knowledgeable librarians who are ready to assist patrons with their information needs. Patrons can approach the reference desk to ask questions, seek guidance in locating specific resources, or receive help with research inquiries.
- Study rooms: Perbadanan Perpustakaan Awam Johor provides private or group study rooms equipped with tables and chairs. These study rooms offer a quiet and focused environment for individuals or groups of patrons to engage in collaborative work, discussions, or intensive study sessions.
- Printing and photocopying: The library facilitate printing and photocopying services for patrons who need hard copies of documents, research materials, or study resources. Patrons may use this photocopier by requesting assistance from library staff.
- Meeting rooms: Perbadanan Perpustakaan Awam Johor offers meeting rooms that can be booked for group discussions, presentations, or workshops. These rooms are equipped with necessary amenities such as projectors, whiteboards, and audio-visual equipment to support interactive sessions and knowledge-sharing activities.
- Digital resources: The library provides access to a wide range of digital resources, including electronic databases, e-books, e-journals, and online resources. Patrons can utilize these resources to conduct research, access scholarly articles, explore digital collections, or enhance their learning experience.

- Children's section: Perbadanan Perpustakaan Awam Johor features a dedicated section for children, designed to foster a love for reading and learning. The children's section offers age-appropriate books, interactive displays, storytelling spaces, and engaging activities to encourage young patrons to explore and develop their literacy skills.
- Cafeteria: Perbadanan Perpustakaan Awam Johor has include an on-site cafeteria. This provides patrons with a convenient space to take a break, enjoy refreshments, or socialize while visiting the library.

1.2 ORGANIZATIONAL STRUCTURE

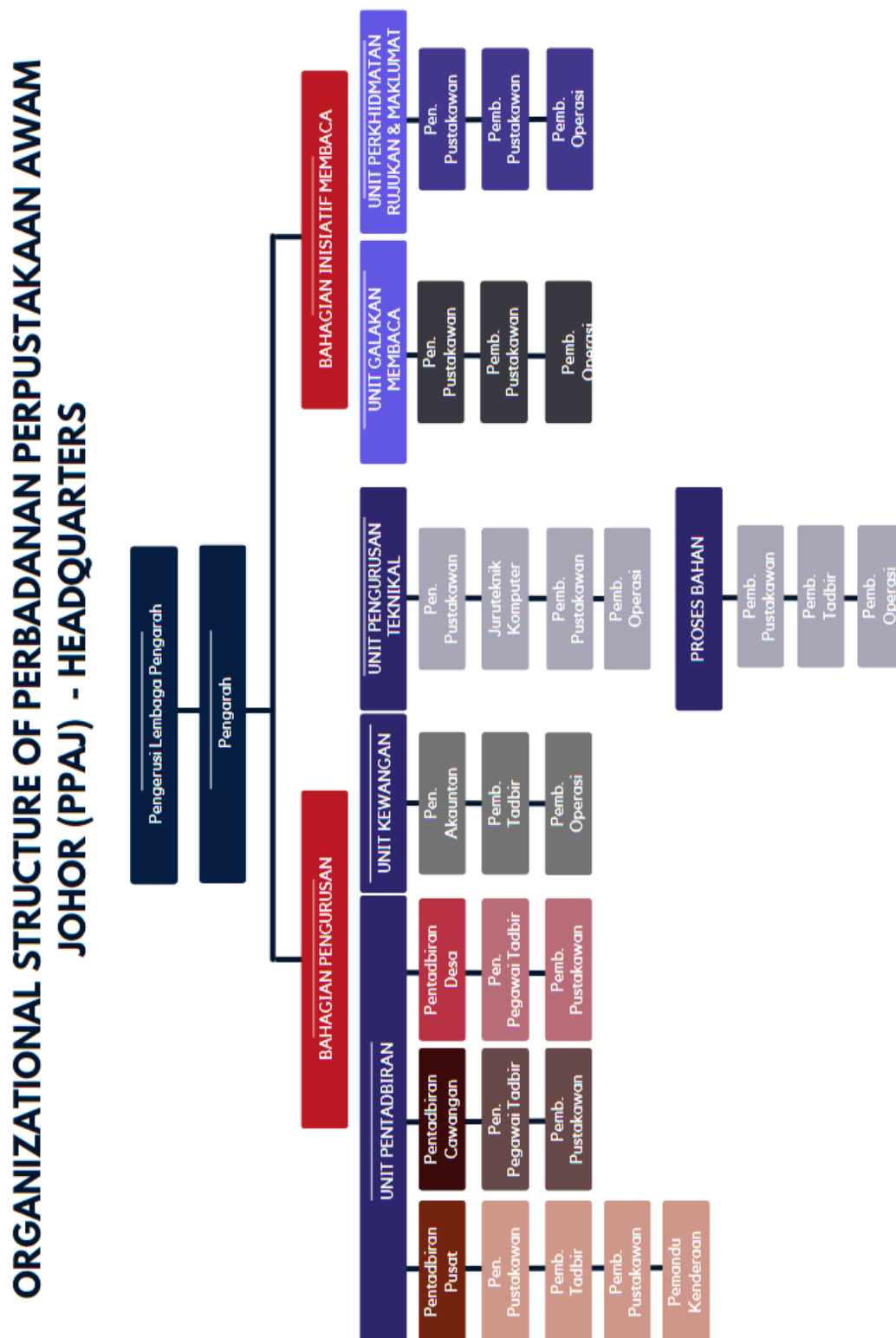


Figure 3: PPAJ organizational structure

Organizational structure is a fundamental system that exists in every organization, including public libraries. It defines how the organization is set up and how specific activities are directed towards achieving its goals. The Perbadanan Perpustakaan Awam Johor (Public Library Corporation of Johor) also follows an organizational structure to ensure effective functioning and service delivery.

At the top of the hierarchy is the Chairman of the Board of Directors, who provides leadership and guidance to the organization. Underneath is the Director, responsible for overseeing the overall operations of the public library system. The organization is divided into two main divisions: The Management Division and the Reading Incentive Division. Let's delve into the structure of each division.

Within the Management Division, we have the Administration Section, which handles the administrative tasks of the public library. The Central Administration unit consists of positions such as Assistant Librarian, Administrative Assistant, Library Assistant, and Driver. These individuals play vital roles in supporting the smooth running of the library's administrative functions. Similarly, the Branch Administration unit and the Rural Administration unit have Assistant Administrative Officers and Library Assistants who contribute to the administrative tasks at their respective locations.

The Financial Unit is responsible for managing the financial aspects of the organization. This unit includes an Assistant Accountant, Administrative Assistant, and Operations Assistant who work together to ensure proper financial management and accounting procedures are followed.

The Technical or Cataloguing Management Unit focuses on organizing and managing the library's collection. This unit comprises positions such as Assistant Librarian, Computer Technician, Library Assistant, Operations Assistant (Processing Materials), Administrative Assistant (Managing Materials), and Operations Assistant (Managing Materials). They work collaboratively to ensure the cataloguing, processing, and organization of library materials are carried out efficiently.

Moving on to the Reading Initiatives Division, it consists of two units: The Reading Incentive Unit and the Reference and Information Services Unit. The Reading Promotion Unit comprises an Assistant Librarian, Library Assistant, and Operations Assistant. Their primary objective is to encourage and promote reading among library patrons through various initiatives and programs. On the other hand, the Reference and Information Services Unit includes an Assistant Librarian, Library Assistant, and Operations Assistant who provide valuable reference and information services to library users.

This organizational structure ensures clear roles and responsibilities, effective communication, and streamlined operations within the Perbadanan Perpustakaan Awam Johor. By having well-defined divisions and units, the library can provide quality services to its patrons, ranging from administrative support and financial management to technical cataloguing, reading promotion, and reference services.

In conclusion, organizational structure plays a crucial role in shaping the operations and services of public libraries. The Perbadanan Perpustakaan Awam Johor follows a hierarchical structure that enables efficient management and delivery of library services to cater to the needs of its patrons. With dedicated individuals in various positions, the library strives to create an environment conducive to learning, research, and reading enjoyment for all.

2.1 DEPARTMENTAL STRUCTURE



The organizational structure of Perbadanan Perpustakaan Awam Johor (PPAJ) is designed to ensure efficient management and effective implementation of its services. The structure can be observed in the provided graphic, where two main divisions, namely the Public Library Management Division and the Reading Initiative Division, form the backbone of PPAJ's organization.

Within the Public Library Management Division, several sub-divisions have been established to streamline and coordinate various aspects of library operations. The Central Administration Unit plays a crucial role in overseeing the overall administration and strategic planning of PPAJ. It is responsible for developing policies, managing resources, and ensuring smooth coordination between different units.

Another important sub-division is the Branch Administration Unit, which focuses on managing and supervising the operations of different branches of the public library system. This unit ensures that each branch operates effectively, maintains quality services, and meets the needs of library users in their respective areas.

The Rural Administration Unit is responsible for extending library services to rural areas, ensuring access to knowledge and resources for communities located outside urban centres. This unit plays a vital role in bridging the digital divide and promoting literacy among underserved populations.

The Finance Unit handles financial matters, including budgeting, accounting, and financial reporting for PPAJ. It ensures that resources are allocated appropriately, financial records are maintained accurately, and financial decisions are made in compliance with relevant regulations.

The Technical Management Unit focuses on the technological aspects of library operations. It is responsible for maintaining and upgrading library systems, managing digital resources, and providing technical support to library staff and users. This unit plays a critical role in leveraging technology to enhance library services and improve user experiences.

Within the Reading Initiative Division, two important sub-units exist: The Reading Incentive Unit and the Reference and Information Services Unit. The Reading Incentive Unit is dedicated to promoting reading habits and literacy among the community. It organizes reading programs, competitions, and events to encourage reading engagement and foster a love for books.

The Reference and Information Services Unit focuses on providing accurate and timely information to library users. It assists patrons in accessing reference materials, conducting research, and utilizing various information resources available in the library. This unit plays a vital role in supporting lifelong learning and research activities within the community.

In summary, the organizational structure of Perbadanan Perpustakaan Awam Johor (PPAJ) consists of the Public Library Management Division, comprising several sub-divisions, and the Reading Initiative Division, encompassing the Reading Incentive Unit and the Reference and Information Services Unit. This structure ensures efficient management, effective delivery of services, and promotes the mission of PPAJ to provide access to knowledge, literacy, and lifelong learning for the community it serves.

DEPARTMENT FUNCTION

- **Public Library Management Division**

- ***Central Administration Unit***

As a Central Administration Unit in PPAJ, they are tasked with a few works. One of the functions of Central Administration Unit are to be responsible with developing and managing the library system's budget, overseeing accounting and financial reporting, and ensuring compliance with financial regulations. They are also need to do the planning and policy development. This unit may be involved in strategic planning, developing policies and procedures for PPAJ operations, and ensuring that the library system operates in accordance with relevant laws and regulations. Next, this unit act as a Human resources management which may oversee recruitment, hiring, and training of library staff, as well as managing employee benefits and performance evaluations. Last but not least, this unit responsible on technology infrastructure and support which they may oversee the library system's technology infrastructure, including hardware, software, and networking, and provide support and training to PPAJ library staff and users.

VISION

"The Library and the Administration Department support its patrons with day-to-day administrative operations that keep the library functioning smoothly"

MISSION

"The Library and the Administration Department responsible for documentation of library staff employment, payment of invoices for supplies and services rendered to the library, creation, and maintenance of library facilities"

The following are the PPAJ staff responsible for operating this unit:

Name of the staff	Positions in unit
Afzan Bin Mohamed	Assistant Librarian
Rahimah Bte Hasim	Clerk
Norayati Bte Johari	Clerk
Azimah Bte Abu Bakar	Assistant Librarian
Mohd Fazli Azmal Bin Mohd Jamil	Driver
Shazlan Bin Md Said	Driver
Hilmi Bin Kamarudin	Driver

Table 2: Unit of central library administration

- ***Branch Administration Unit***

As a Branch Administration Unit in PPAJ, there are a few of task that they need to do. For example, the branch administration unit is responsible for overseeing the work of branch

managers, who are responsible for the day-to-day operations of individual library branches. Next, this unit is responsible for managing the budget for each branch, ensuring that resources are allocated appropriately to meet the needs of each community. Other than that, this unit are needed to work with branch managers to plan and implement programming that meets the needs of the communities served by each branch. They also need to develop policies and procedures for all branches within the library system to ensure consistent operations and services across all branches. Last but not least, this unit in PPAJ were responsible for engaging in outreach and advocacy efforts to promote the library system and its services to the community.

The following are the PPAJ staff responsible for operating this unit:

Name of the staff	Positions in unit
Mohd Khairulannuar Bin Mohd Dzumri	Assistant Administrative Officer
Marhatida Bte Mohamad Daud	Assistant Librarian

Table 3: Unit of branch library administration

- **Branch Administration Unit**

As a Rural Administration Unit, they are responsible to handle a few works regarding the Rural Library. There are a few functions of rural administration unit, which include them to reach out to members of the community who may not have easy access to the library, such as those living in remote areas. This can involve setting up bookmobiles or providing resources and services to schools and community centres. Next, they are needed to manage the library's resources and ensure that they are distributed equitably throughout the community. They also need to facilitate community engagement and involvement in the library. This can involve organizing events and programs that are relevant to the needs and interests of the community, such as workshops on job hunting or literacy programs for children. Last but not least, this unit will make sure that the rural library can provide access to technology and digital resources, such as computers and online databases. This can be especially important for rural communities that may not have easy access to these resources otherwise.

The following are the PPAJ staff responsible for operating this unit:

Name of the staff	Positions in unit
Mohd Faiz Bin Mohd Elham	Assistant Administrative Officer
Samsudin Bin Mohd Jaffar	Assistant Librarian

Table 4: Unit of rural library administration

- **Financial Unit**

In PPAJ they also have a Financial Unit which are responsible to develop and manage the library's budget, including estimating revenues and expenses, identifying priorities, and

allocating resources. They also are needed to maintain accurate financial records, tracking expenditures and revenues, and preparing financial reports. They are responsible in preparing financial reports that summarize the library's financial performance and status, including balance sheets, income statements, and cash flow statements. Other than that, this financial unit are important because they manage grants received by the library, ensuring compliance with grant requirements, and reporting on the use of grant funds.

The following are the PPAJ staff responsible for operating this unit:

Name of the staff	Positions in unit
Faueziah Bte Md Lani	Assistant Accountant
Razliah Bte Mohd Aya	Clerk
Nadiah Bte Md Noh	Clerk
Nur Aqilah Bte Abdul Ghani	Operational Assistant

Table 5: Unit of financial

- **Technical Management Unit**

In PPAJ the Technical Management Unit, are recognized as one of the most important and the core of organizations. This unit are responsible for organizing the library's collection by creating bibliographic records and assigning subject headings and call numbers to items. This unit also works with the library's selectors to acquire new materials for the collection, and to manage the ongoing development and weeding of the collection. Next, technical management unit also handles the library's electronic resources, including databases, e-books, and e-journals, ensuring that they are properly licensed, accessible, and searchable. Last but not least, they are responsible on preservation and conservation. They are important so that they can ensure the long-term preservation and conservation of the library's collection, including the maintenance of physical materials and the digitization of fragile or rare items. This shows that the unit play a critical role in ensuring that the library's collection is organized, accessible, and properly maintained, and that the library is able to meet the needs of its patrons through a range of technical services.

VISION

"The Library and the Administration Department responsible for documentation of library staff employment, payment of invoices for supplies and services rendered to the library, creation, and maintenance of library facilities"

MISSION

"The Library and the Cataloguing Department provide indexing of the PPAJ libraries' materials, control existing catalogue's records, and manage general database for the effective retrieval process"

The following are the PPAJ staff responsible for operating this unit:

Name of the staff	Positions in unit
Azli Bin Jajuli	Assistant Librarian
Maslinda Bte Samingan	Assistant Librarian
Afiqah Bte Ariffin	Assistant Librarian
Ismail Bin Mahmud	Computer Technician
Mohd Khairi Bin Hussein	Assistant Librarian
Diana Bte Ahmad	Assistant Librarian
Mohd Isyham Bin Perang	Assistant Librarian
Mohd Khairi Bin Kasbi	Operational Assistant
Zahrah Bte Md Tahir	Assistant Librarian (Material Process)
Jamil Bin Kudiron	Clerk (Material Process)
Tahir Bin Md Noh	Operational Assistant (Material Process)

Table 6: Unit of technical management

❖ **Reading Initiatives Division**

• ***Reading Incentive Unit***

The Reading Incentive Unit in PPAJ were responsible on encouraging reading habits among library users, especially children and young adults. The unit typically offers programs and activities that motivate and reward readers, such as reading challenges, book clubs, book discussions, and literary contests. This reading programs can be an effective way to promote literacy, develop reading skills, and increase reading frequency. They can also help create a positive and engaging atmosphere in the library and build a sense of community among library users. From my observation, Reading Incentive Unit also work with local schools, community organizations, and literacy groups to develop and promote reading initiatives and collaborate on outreach activities. Additionally, this unit are responsible for tracking and reporting reading statistics and program participation to library administration and funding organizations.

VISION

“To offer its patrons various inspirational programs”

MISSION

“To provide technology and physical services to library users, staff, and the community with every age level by conducting effective programs”

The following are the PPAJ staff responsible for operating this unit:

Name of the staff	Positions in unit
Linda Bte Sulaiman	Assistant Librarian
Najidah Bte Othman	Assistant Librarian
Syed Mohd Shahir Bin Syed Ali	Operational Assistant

Table 7: Unit of reading incentives

- **Reference Information Services Unit**

In PPAJ, the Reference Information Services Unit works to provide assistance to library patrons seeking information on various topics. This unit typically offers reference services, such as answering reference question that came from wide range of questions from library patrons. These questions could be related to general knowledge, research topics, or specific queries about library resources. Sometimes when the patron require more in-depth research assistance can approach the Reference Information Services Unit for help. The unit can assist with finding relevant materials, navigating research databases, and conducting online searches. Next, this unit also responsible for managing the library's reference collection. This includes acquiring new materials, maintaining the collection, and ensuring that the collection remains up-to-date and relevant to the needs of library patrons. Last but not least, the staff in this unit were to help patrons make the most of the library's resources, the Reference Information Services Unit may create user guides and tutorials on various topics. These may include research strategies, tips on using library databases, and information on specific resources.

VISION

“The Library and the Reference Department entertain, inform, and inspire users with our best collections”

MISSION

“The Library and the Reading Encouragement Department offer its patrons various inspirational programs”

The following are the PPAJ staff responsible for operating this unit:

Name of the staff	Positions in unit
Saiful Bin Abdullah	Assistant Librarian
Zainab Bte Othman	Assistant Librarian
Rosmarlina Bte Omar	Assistant Librarian
Mayzura Bte Muhammad	Assistant Librarian
Faiz Bin Idris	Operational Assistant
Ali Bin Abu Bakar	Operational Assistant

Table 8: Unit of reference information services

CHAPTER 3: INDUSTRIAL TRAINING ACTIVITIES

On the 12th of February 2023, my partner and I came in to the Perbadanan Perpustakaan Awam Johor (PPAJ) building, where we were required to report our supervisor's comments about our internship to Encik Afzan bin Mohamed, an assistant librarian who was in charge of managing the requests for internships and providing briefings to practical students. As soon as we walked through the door, we were told to go into the meeting room so that Encik Afzan could give us an orientation to our internship. We were provided with a timeline that details the rotation of units that we would be working on as well as information regarding the nature of the work that will be performed by our team.

Encik Afzan led the two of us on a tour of the library once our supervisor had finished briefing us both on the current situation. Encik Afzan took us on a tour of the entire Perbadanan --Perpustakaan Awam Johor (PPAJ) building, during which he introduced us to all of the staff members and librarians working there. We are necessary to participate in the internship for a period of no less than six weeks in order to fulfil the necessary requirement that is specified in the rules governing industrial training. My partner and I are required to rotate across all five of the library's units once every week or two in order to gain a variety of information, experience, and insight into the scope of our job in the library.

During our time working in this library, my friend and I received instructions from our supervisor, Mr. Afzan, to carry out the shelving process in the Chinese and Indian Language Division. Mr. Afzan also stated that every morning every staff member has to carry out this shelving activity before the staff enter their unit. As intern workers, we are required to perform the shelving process in the part that has been directed and we are also allowed to assist in other parts. Throughout my time working as an intern worker, I have done this shelving process in the Chinese and Indian Division, the Comic Division, and the Children's Collection Division.

FINANCIAL UNIT (12 FEBRUARY 2023 – 16 FEBRUARY 2023)

On my first day of internship, I was assigned to work at the Financial Unit. I also was told that I would be working in the Financial Unit for one week. When I first arrived there, I was first introduced to Puan Faueziah which is the head of that unit and also an Assistant Accountant. After that, I was also introduced to the other two staff which is Cik Nadiah and Pn. Razilah. Before I was given any task, they told me beforehand that there are not much that I, as an intern student can do since most of the document, they handle are confidential and they are not affording to make any mistake while handling all those financial documents.

First thing first, I was tasked to stamp a document using a specified stamp. I was instructed to stamp a financial document which is a payment vouchers from suppliers to PPAJ using “*Cop Bayaran Jelas*”, “*Cop Terima Bil Kewangan*”, and “*Cop Terima Pihak Pentadbiran*” stamp. After that, I was assigned by Cik Nadiah to insert the approval letter by the superiors which is Encik Afzan the Assistant Librarian, Pn. Faueziah the Assistant Accountant, and Pn. Ungku the Director into the voucher letter. The reason why I had to insert the approval letter is that for every transaction are needed to be approved at the superiors. At the end of the day, all of the transaction whether for books, maintenance, and many more will be presented to the board of directors.

For the rest of the week, I started my day by arriving at PPAJ by 8 sharps in the morning. Usually, all staff are needed to shelves the books. Shelving works include inserting the books that are returned from the patrons into shelves, rearranging books that have been removed by patrons and placed in the wrong shelf, and also make sure that the call number are in the correct number order. The reason why we need to do this shelving process every day to ensure that the books can be retrieve by patrons and staff easily. After all the books are done being returned to its place, only then the staff can start their work at their assigned department.

The other work that I do while I was assigned under Financial Unit are putting a labeling on file that contains payments voucher. The labeling process may look simple and easy but it is one of the important process since the financial voucher need to be kept in a correct order depending on when the voucher transactions and approval. This labeling will make sure that the documents can be retrieve easily since there is thousands of financial vouchers that needed to be documented each year. The label needs to place at the spine of the file and seal it with a transparent sticker. After that, I put the file back at the designated shelf.

Other work that I was assigned to do is compiling documents into the file “*Senarai cek untuk ditandatangani oleh pegawai atasan bagi tahun 2022*” This tasked were made to keep track of each check that has been used by PPAJ and for which publisher did the check goes. Another task that I received while working under this unit are, making a tagging using a colored paper which is a header sheet. The tagging is needed to be glued to the main pages. The tagging contains the name of PPAJ branches. While I was working on Financial Unit, I was also tasked to run an errand which is to send money box and cash book to the circulation counter, sending document and taking the superiors signature from the administration.

In conclusion, my internship experience at the Financial Unit of Perbadanan Perpustakaan Awam Johor (PPAJ) provided me with valuable insights into the intricacies of financial management within a public library organization. Despite the limitations imposed on me as an intern, I was able to contribute to the unit's operations by carrying out tasks such as stamping documents, inserting approval letters, and assisting with file labelling. Additionally, engaging in daily book shelving activities helped me understand the importance of maintaining an organized library collection. Overall, this internship opportunity allowed me to gain practical knowledge and develop a deeper appreciation for the financial processes involved in the efficient functioning of a public library.



Figure 5: Labeling the file



Figure 6: The financial voucher



Figure 7: Stamping the financial voucher



Figure 8: Cutting the label that need to be stick on file



Figure 9: Labeling file with the Branch Library name



Figure 10: Finished product

TECHNICAL MANAGEMENT UNIT (19 FEBRUARY 2023 – 02 MARCH 2023)

On second week, I was instructed to work under Technical Management Unit. First thing first, we met Pn. Afiqah which is one of the assistant librarians that work in the Technical Management Unit. We met Pn, Afiqah and started the shelving process at Children's Collection. While we were shelving, Pn, Afiqah briefed us regarding the work that we will be doing in Technical Management Unit or its other name, Cataloguing Unit. After that, she told us that call number that they were using at the Children's Collection are the Toronto Style since it is very simple due to the system that were using a simple alphabet arrangement. Pn. Afiqah also introduced us to other unit staff which is, Pn. Rose, Pn. Zaharah, Pn. Diana, and Encik Tahir.

The work that we are needed to do at the Cataloging Unit are Accession Management (AM). We were tasked to put accession number that were generated by the system that is used by this library which is WILMU or its full name Integrated Library Management Utility. This process was the last step that will be held before sending all the books to all branch library and the rural library. The accession number are generated after we keyed in the control number. I was instructed to generated the accession number from the WILMU system and I needed to wrote the number at the header first pages of the book or at the title page. When all of the book with the same title were written with their own accession number, the book will be put at the warehouse, ready to be packed and send out.

Next, Pn. Afiqah also taught us about Bibliographic Organizations (BO). She started explaining to us the process of making a call number for each title of books. She also said that after she finish making a call number, she would also consult with other head of the unit which is En. Azli. Pn. Afiqah also said that we were able to do the call number by ourself if there is time. However, we are unable to that since Pn. Afiqah are required to go to another place. The only time that we use the Bibliographic Organizations are when we need to check the price and the book publishers so that we can make the accession number. We also need to refer to the BO when we need to sticker a colored sticker at children's book.

Other work that we are tasked to do are gluing the due date form and card catalog pocket. This process only required to do for the rural libraries book since the rural libraries are not as modern and equipped with the technology as modern as the main libraries and branch libraries. From this situation, the main library needs to make sure that the books that were needed to send to the rural library are equipped with the due date paper and the card catalog pocket. The due date paper is needed so that the librarian can write down the date of returning

the book. The card catalog pocket was needed to hold the card catalog of the book. When patron borrow the book, the librarian will keep the card to track which book are being borrowed.

Next, we were also tasked to stick a label for the rural library's books. In this process, there is two sticker that we are needed to stick on the books which is the call number and the price. The sticker that contains call number and the author name are needed to be stick on the book spine. While the price sticker which contains the price of the books and the publisher house need to be stick at the back of cover page which is under the card catalog pocket. The reason why we need to stick the call number sticker that contains call number and the author name is to make the patrons and librarians retrieve the books easily. The price sticker is needed so that when the book was damaged, then the patrons will know how much they needed to pay. After the call number sticker were done being put at the spine, the sticker was sealed with the transparent sticker that is much bigger than the sticker. It is to protected the call number sticker from being peeled by the patrons or damaged. This sticker process all can be known as sticking a parable.

Last but not least, we were also learning how to prepared the books for the main library. Mr. Khairi has ordered me to stick a parable to the main library books. The main library parable or the stickers are way different from the rural library's parable. For the main library, we have to make sure that the label or sticker which contains information regarding the books and the barcode are match with the book's accession number. The main libraries books do not need due date or the price sticker since every detailed can only be found when we scan the barcode.

In conclusion, my experience working in the Technical Management Unit provided me with valuable insights into cataloguing and managing library collections. From generating accession numbers to affixing labels and stickers, I learned the importance of meticulous organization and attention to detail. This experience broadened my understanding of the behind-the-scenes work that goes into maintaining an efficient library system, and I developed skills that will be valuable in future endeavors.



Figure 11: Me doing an Accession Management

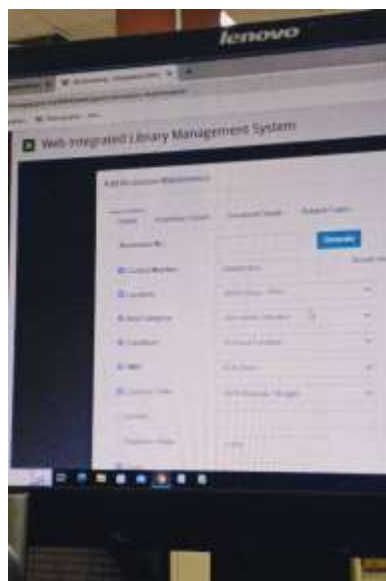


Figure 12: Me doing an Accession Management



Figure 13: Me doing an Accession Management



Figure 14: Me writing an accession number on the title page



Figure 15: Puan Afiqah showing us how to do bibliographic process



Figure 16: The books after I finish sticking the call number



Figure 17: Putting on transparent sticker to seal the call number



Figure 18: The process of sticking call number on rural libraries books



Figure 19: Me sticking a transparent sticker:



Figure 20: Book and the call number sticker



Figure 21: Sticking due date paper and card catalogue holder



Figure 22: Finished product of gluing due date paper and the card catalogue holder



Figure 23: Me and my intern partner, Nurin

NO	NAMA	SAKTI
1	NESLINDA SANINGRAH	21
2	ADY JARLI	21
3	AFRIAN ARIFIN	23
4	AFRIAN ARIFIN	20
5	MUHAMMAD ARIYAT HUSYIN	11
6	DELIA ARNOLD	12
7	MOHD ZUTYEN PELANG	17
8	ZARINAH MD. TARIK	20
9	JANIS KADIRY	10
10	BUNYARINI OMAR	29
11	TARIS MD. NUR	

Figure 24: Organization chart of the unit



Figure 25: Sticking call number on main library books



Figure 26: Station where we gluing due date paper and card catalogue holder for rural libraries books

REFERENCE INFORMATION SERVICES UNIT (05 MARCH 2023 – 09 MARCH 2023)

In our fourth week, on 5 March 2023 until 9 March 2023, I was assigned to work under the reference information services unit. On my first day in the unit, I was introduced to Mr. Saiful, the head of the unit. Then I met with the staff of the unit, namely Mr. Faiz and Mrs. Zainab. First thing, Mr. Saiful has explained to me about all the work scope in this unit. The unit does not have an office, instead the unit is placed in the circulation counter to make it easier for them to connect with the patron who wants to ask what questions regarding the material in the library.

Among the experiences I have received during my time in this unit is preparing newspaper materials. This newspaper consists of several types and brands for example there are three languages of newspapers and different types of publications. This newspaper is not only available for our patron but also provided for the reading of our director, Puan Ungku Akmal. At the beginning of the receipt of this newspaper, as staff in this unit we need to record the total amount in the logbook so that the financial unit can calculate the total price of the newspaper received by the library each month. Then, the newspaper spine for the patron party will be attached with a stapler and sealed with adhesive tape. Each set of newspapers will undergo the same process and will be stamped using PPAJ's stamp. Finally, this newspaper will be arranged on the table. Newspapers belonging to the director will be placed in our unit and will be taken by her secretary.

I have also learned to use the WILMU system or more specifically the "Counter Service" system. By using this system, we will be able to run the lending, returning, renewal, and batch renewal processes. The membership registration process also uses this process. I understand that the former patron had to pay to become a membership. As such, the system has been abolished and membership registration has now become free. Registration of membership can also be done online. This registration can also be done in our unit which is only required to scan QR code to register. Then, we will verify the personal information of this patron through our system.

As someone that is working at circulation counter, there would always be a returning and lending process. For the lending process, I needed to key in the patron identification number or their identification number into the system. If they are not registered yet then they are needed to register first, and if they are already registered then I would need to proceed by scanning the book barcode and stamp the returning date at the due date paper that can be found at the back of the book. Last but not least, I needed to run the book spine into the detection security and circulation system machine which known as Dialog ID Library. For the

returning process, I do not need to ask the patron id number, I just need to scan the book barcode and check whether the patron has already returned all the books that they borrow in the system. All borrowings will be 2 weeks long only, and 5 – 7 days for reference materials. I also learned about the process of renewal books face to face and online. Mr. Saiful also explained that the majority of their patrons prefer to renew their loans through online methods. The process of renewal books in is simple i.e. I just have to get the identification number of patron and renew the desired book. I also have to tell the patron about the new date of the return of the book.

For patron that are late in returning their books they need to pay 20 cents for each book and per day. In this unit, I also learn how to collect fine and payments. For example, when the patron needs to pay for their fines, I am needed to fill in the bills paper. All payments regarding fines, and receipt of payment must be recorded in the paper. In the paper, I have to get the full name of the patron, the identification number and the amount of the fine. Finally, after I received the payment, I had to get the signature of the patron and the money had to be placed in the money box. If the amount of the fine is large for example, the patron has removed or damaged a book worth RM70, then I need to do the same process but the head of the unit should issue an official receipt. At the end of the day, Puan Zainab will count the money and the amount will be written into the next cash book sent to the financial unit.

Another experience I have received during my time in this unit is that I have learned to record the relevant information and interact with questions online. For example, our counter circulation is located in front of the entrance. We as staff of the unit need to record the number of patrons, their race and ethnicity (Malay, Indian, and Chinese), and age categories (children, adolescents, adults, and the elderly). This was done so that we could calculate the statistics of visitors on a daily basis. In addition, we are also required to record the use of locker into the log book. Once I'm done recording the information into the logbook, I need to give the locker key to the patron. We will also always receive calls from patrons regarding borrowing and return questions, regarding activities carried out in the library. If the patron wants to deal with the administration or wants to make a visit, we will pass the call to another unit.

In addition, I also learned to make visitor statistics. At the end of the month, the staff of the unit must make a visitor statistic. The required statistics have been divided into several sections, namely statistics by race, statistics by age category, statistics by day, statistics by month, and annual statistics. All these statistics will initially be recorded using a pen and eventually incorporated into Microsoft Excel. At the end of the year, the statistics will be sent to the central administrative unit to be recorded and adopted by the PPAJ.

In conclusion, my internship experience in the Reference Information Services Unit at Perbadanan Perpustakaan Awam Johor (PPAJ) provided me with valuable practical knowledge in handling newspaper materials, utilizing library systems for lending and returning books, managing membership registration, collecting fines and payments, and recording visitor statistics. Through these tasks, I gained a deeper understanding of the essential processes involved in providing efficient library services and engaging with patrons effectively.



Figure 26: Logbook for the receipt of newspapers



Figure 27: We need to fill in the quantity of newspaper for each publishing



Figure 28: Record where we need to write how many visitors that we will receive on that day



Figure 29: Fine and payment paper



Figure 30: The stamp that we need to stamp on patron's newspaper



Figure 31: Finished product after stamping and sealing the newspaper spine



Figure 32: Me with the head of unit, Mr. Saiful



Figure 33: One of our patron's cat



Figure 34: Visitors from kindergarten



Figure 35: Visitors from Academy Johor Darul Takzim (JDT)



Figure 36: My station at the circulation counter

NO	NO. KAJIAN	NO. KAJIAN	NO. KAJIAN	NO. KAJIAN	NO. KAJIAN
1	1				
2	2				
3	3				
4	4				
5	5				
6	6				
7	7				
8	8				
9	9				
10	10				
11	11				
12	12				
13	13				
14	14				
15	15				
16	16				
17	17				
18	18				
19	19				
20	20				

Figure 37: Statistic work counter

PUBLIC LIBRARY MANAGEMENT DIVISION (12 MARCH 2023 – 16 MARCH 2023)

In the last second week or fifth week, on March 12 to March 16, I was placed in the Administration Office or its official name of the Public Library Management Division. As I mentioned above, this unit is divided into three divisions, namely central administration, branch administration and rural administration. When I arrived at the unit, I was introduced to Ms. Fieda, Mr. Samsudin, Mr. Faiz, Puan Azimah, Puan Rahimah and Mr. Anwar. I understand that Mr. Samsudin and Mr. Faiz are staff for the administration of the rural library while Mr. Anwar is a staff member for

The experience I have received during my time in the unit is that I am able to manage the pay slip letter for the branch library. I have received instructions from Ms. Fieda to insert employee pay slip from various PPAJ branches into envelopes bearing logos and branch addresses. I am also required to ensure that each envelope already labeled has the correct pay slip.

In addition, during the 5 days I was in this unit, I was instructed to do statistics for the branch library, and the rural library. Among the statistics I managed to manage were the statistics of 2020, 2021 and 2022. As we all know in 2020, we have been hit by a pandemic that causes every facility to close. Therefore, I was instructed to refer to the statistics of 2019 and subtract the number of visitors in 2019 by 6 percent to get statistics for 2020. This process took a long time since I had to do this statistic on a monthly basis. Therefore, during my stay in this unit I have spent time preparing statistic documents for branch libraries and rural libraries.

In addition, during my time in this administration unit, I have also learned how to communicate with outsiders online. I also learned how to greet and call from another unit to another unit. As we already know calls from outside parties will be welcomed by the unit first. Sometimes the circulation also makes the mistake of sending a call for another unit to our unit, or we have to connect our line to another unit. As a result, Ms. Fieda has taught me how and how to do the existing office phone number in PPAJ. If the caller has more inquiries, they can email to PPAJ: ppaj@johor.gov.my or can fax to: 07 2278421.

UNIT	UNIT NUMBER
Circulation Counter	300
Cataloging Unit	1902
Financial unit	1302
Reading Incentive Unit	Just leave messages to our secretary

Table 9: Code that we need to pass the call to another unit

In my point of view, my experience in the Administration Office of the Public Library Management Division was both insightful and valuable. Working alongside Ms. Fieda and other staff members allowed me to gain practical knowledge in various administrative tasks. Managing pay slip letters for the branch libraries improved my attention to detail and organizational skills. Compiling statistics for the branch and rural libraries taught me the importance of data analysis and provided me with a comprehensive understanding of library usage trends. Additionally, learning effective communication techniques, both online and over the phone, enhanced my professional skills. Overall, my time in the Administration Office broadened my perspective on the operational aspects of managing a public library and equipped me with transferable skills for future endeavors.

Category	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Male	10	15	20	25	30	35	40	45	50	55	60	65	480
Female	5	10	15	20	25	30	35	40	45	50	55	400	
Children	2	4	6	8	10	12	14	16	18	20	22	24	168
Adults	8	11	14	17	20	23	26	29	32	35	38	41	312
Grand Total	25	40	51	62	75	88	101	114	125	138	155	168	1060

1. 1

Figure 38: Visitors statistics for year 2021

| Category | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Total |
|-------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Male | 10 | 15 | 20 | 25 | 30 | 35 | 40 | 45 | 50 | 55 | 60 | 65 | 480 |
| Female | 5 | 10 | 15 | 20 | 25 | 30 | 35 | 40 | 45 | 50 | 55 | 60 | 400 |
| Children | 2 | 4 | 6 | 8 | 10 | 12 | 14 | 16 | 18 | 20 | 22 | 24 | 168 |
| Adults | 8 | 11 | 14 | 17 | 20 | 23 | 26 | 29 | 32 | 35 | 38 | 41 | 312 |
| Grand Total | 25 | 40 | 51 | 62 | 75 | 88 | 101 | 114 | 125 | 138 | 155 | 168 | 1060 |

Figure 39: Year 2021 statistics for rural library

| Category | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Total |
|-------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Male | 10 | 15 | 20 | 25 | 30 | 35 | 40 | 45 | 50 | 55 | 60 | 65 | 480 |
| Female | 5 | 10 | 15 | 20 | 25 | 30 | 35 | 40 | 45 | 50 | 55 | 60 | 400 |
| Children | 2 | 4 | 6 | 8 | 10 | 12 | 14 | 16 | 18 | 20 | 22 | 24 | 168 |
| Adults | 8 | 11 | 14 | 17 | 20 | 23 | 26 | 29 | 32 | 35 | 38 | 41 | 312 |
| Grand Total | 25 | 40 | 51 | 62 | 75 | 88 | 101 | 114 | 125 | 138 | 155 | 168 | 1060 |

Figure 40: Statistics form for community library by 1 month

| Category | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Total |
|-------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Male | 10 | 15 | 20 | 25 | 30 | 35 | 40 | 45 | 50 | 55 | 60 | 65 | 480 |
| Female | 5 | 10 | 15 | 20 | 25 | 30 | 35 | 40 | 45 | 50 | 55 | 60 | 400 |
| Children | 2 | 4 | 6 | 8 | 10 | 12 | 14 | 16 | 18 | 20 | 22 | 24 | 168 |
| Adults | 8 | 11 | 14 | 17 | 20 | 23 | 26 | 29 | 32 | 35 | 38 | 41 | 312 |
| Grand Total | 25 | 40 | 51 | 62 | 75 | 88 | 101 | 114 | 125 | 138 | 155 | 168 | 1060 |

Figure 41: Statistics form for community library by 12 months



Figure 42: PPAJ envelope for the central library to put in the pay slip



Figure 43: My work station in administration office

READING INCENTIVE UNIT (19 MARCH 2023 – 22 MARCH 2023)

In my last week at PPAJ, from 19 March to 22 March, I was required to work under the Reading Incentive unit. On my first day in this unit I was introduced to Mrs. Najidah and Mr. Syed. Puan Najidah also explained to me about her usual tasks. He also suggested that the unit was set up to keep the reading culture running. For example, when we receive visitors, we will provide gifts especially books as a way to promote reading culture. This unit will also oversee the reading encouragement activities carried out by the branch library and the rural library.

Among the tasks and experience I received during my time in this unit was to calculate the quantity of books and books issued by PPAJ in the unit. The purpose of this activity is to calculate the inventory of this UIN. These books placed in this unit are sample books from the catalog unit. This book will be used as a gift to outside parties if there is a visit activity. Most of the books from this catalogue unit will be presented to the head of the visit as an example of the teacher leading the visit from the school. This is done so because of the limited number of books. While books that will be distributed to the participants are usually books published and produced by PPAJ.

In addition, I have also participated in preparing gifts or goodies for tour participants. I was told that this unit did not receive any payment from the visitors. Therefore, all the prizes provided are allocated by the special library for the participants of the tour. Apart from books, sweet meals such as chocolate and sweet, boxed drinking water and bread are also placed in gift envelopes. We will receive calls or bookings from outside parties and they will inform staff of the number of participants. Only by then we can start preparing this gift. Among the visitors we have received during our industrial training are the football team from Johor Darul Takzim Academy (JDT), secondary school students, kindergarten students and many more.

Then, another experience I can receive during my time in this unit is that I can learn about how to record invoices and official documents for newspaper subscriptions. This managed invoice involves not only the central library but also the branch libraries. As staff in this unit, we are required to calculate the total magazine subscription from the branch library and make records on a monthly basis. Then, this document will be attached together with a proof of payment invoice from the retail party. Once you have finished compiling this document and put it on file, it will be sent to the financial unit.

I also was able to learn from Mrs. Linda, the head of this unit, regarding the reading encouragement programme conducted by the branch library. As the main office of the reading encouragement unit, they need to see the proposals highlighted by the branch library. I understand that the branch library under the leadership of PPAJ needs to submit a proposal

as well as the budget amount required to perform any reading encouragement activities. Upon approval, the branch library can request a refund of the budget. As a central unit for reading encouragement activities, their staff need to record every activity carried out under the name of PPAJ.

In my point of view, my time at PPAJ's Reading Incentive unit was both enriching and informative. Working alongside Mrs. Najidah and Mr. Syed allowed me to gain firsthand experience in promoting a reading culture and organizing reading encouragement activities. I appreciated the emphasis placed on providing books as gifts to visitors, showcasing the limited yet valuable resources available. Being involved in calculating book quantities and managing inventory highlighted the importance of efficient record-keeping. Additionally, learning about the process of handling invoices and official documents for newspaper subscriptions provided valuable insights into the financial aspects of the unit's operations. Overall, this experience has deepened my understanding of the efforts required to sustain and promote reading initiatives within an organization like PPAJ.



Figure 44: Book where we need to wrote what letter that we just put in the file, this book will be send to the financial and administration office



Figure 45: Report on receipt of newspaper for each month for year 2022



Figure 46: Report on receipt of newspaper for each month for year 2023

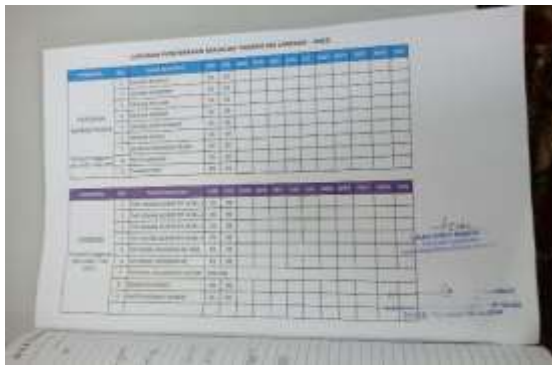


Figure 47: Magazine acceptance report for each branch library



Figure 48: Wrapping goodies or souvenir for our student's visitor



Figure 49: Finished product of souvenir

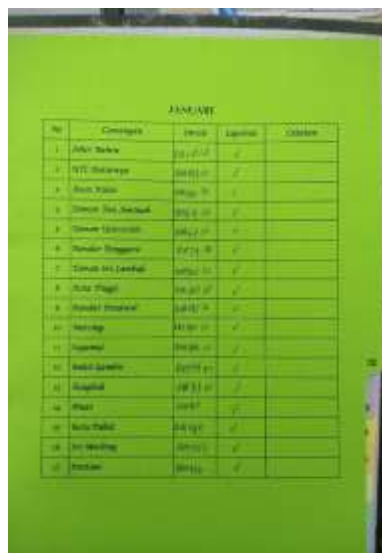


Figure 50: Record of total price of magazine for each branch library for January



Figure 51: Gift for the head of visitors



Figure 52: Homemade bread for our visitors



Figure 53: Our visitors



Figure 54: Pn Linda giving a talk regarding how the library put the book section



Figure 55: Pn. Linda explaining regarding how our library use the call number



Figure 56: Pn Afiqah showing our visitors our technical service spaces



Figure 57: Pn Linda showing our visitors our comic collection

CHAPTER 4: LESSON LEARNT

On the 12th of February 2023, my partner and I arrived at the Perbadanan Perpustakaan Awam Johor (PPAJ) building to commence our industrial training activities. We were instructed to report to Encik Afzan bin Mohamed, an assistant librarian who managed internships and provided briefings to practical students. Upon entering the building, we were directed to the meeting room where Encik Afzan conducted an orientation session for us. During the orientation, we received a detailed timeline outlining the rotation of units we would be working in and an overview of the tasks we would be involved in.

Encik Afzan then took us on a comprehensive tour of the entire PPAJ building, introducing us to the various staff members and librarians. As part of the internship requirement, we were expected to complete a minimum of six weeks of training, rotating across all five units of the library on a weekly or bi-weekly basis. This rotation allowed us to gain a diverse range of experiences and insights into the different aspects of library operations.

In my internship journey, I had the opportunity to work in different units of the library, starting with the Financial Unit from the 12th to the 16th of February 2023. Upon joining the Financial Unit, I was introduced to Puan Faueziah, the head of the unit and an Assistant Accountant, along with two other staff members, Cik Nadiyah and Pn. Razilah. Given the confidential nature of the financial documents handled by the unit, I was informed that my involvement would be limited. However, I was entrusted with tasks such as stamping payment vouchers using specified stamps and inserting approval letters from superiors into the voucher letter. These tasks were essential for ensuring proper documentation and approval of financial transactions within the library.

In addition to the financial responsibilities, I also participated in the daily shelving process carried out by all staff members before starting their assigned duties. This involved inserting returned books into their respective shelves, rearranging misplaced books, and ensuring correct call number sequencing. The shelving process played a crucial role in maintaining an organized library collection for easy access by both patrons and staff. Apart from the Financial Unit, I also assisted in shelving books in the Chinese and Indian Language Division, the Comic Division, and the Children's Collection Division throughout my internship.

From the 19th of February to the 2nd of March 2023, I worked in the Technical Management Unit, also known as the Cataloguing Unit. On my first day, I was introduced to Pn. Afiqah, an assistant librarian in charge of the unit. She familiarized me with the shelving process at the Children's Collection and provided an overview of the unit's responsibilities.

The main tasks in the Technical Management Unit revolved around Accession Management (AM) and Bibliographic Organizations (BO). I was responsible for generating accession numbers using the library's Integrated Library Management Utility (WILMU) system and inserting them into the books. I also learned about the process of creating call numbers for books and the importance of consulting with the unit head, En. Azli, for quality assurance.

Additionally, I participated in tasks such as gluing due date forms and card catalog pockets for rural libraries, sticking labels containing call numbers and prices on rural library books, and affixing parable stickers to main library books. These tasks required attention to detail and meticulous organization, contributing to the efficient management of the library's collection.

From the 5th to the 9th of March 2023, I joined the Reference Information Services Unit. Mr. Saiful, the unit head, welcomed me and introduced me to the staff members, Mr. Faizal and Ms. Azura. The unit's primary responsibility was to assist library patrons in locating and accessing information. I was assigned to the circulation counter, where I learned how to operate the WILMU system for lending, returning, and renewing books. I also assisted patrons in locating books within the library and provided general information about library services.

During my time in the Reference Information Services Unit, I was exposed to various customer service situations and had the opportunity to interact with a diverse range of library users. These interactions honed my communication and interpersonal skills and allowed me to understand the importance of maintaining a welcoming and helpful environment for patrons.

In addition to assisting patrons, I was involved in preparing newspapers for patrons and the library director. This task included cutting out relevant articles and organizing them according to their respective sections. I also learned how to retrieve books from the shelves based on patrons' requests using the paging system. These experiences deepened my understanding of the circulation process and the importance of accurate record-keeping.

Throughout my industrial training, I also had the opportunity to observe and learn from the librarians and staff members in the other units of the library. I observed the Administrative and Public Relations Unit, where I learned about the library's administrative procedures, event management, and public relations activities. The unit's staff members were responsible for maintaining the library's website, updating the library's social media platforms, and handling administrative tasks such as document management and record keeping.

Additionally, I visited the Rural Libraries Unit, where I learned about the initiatives taken by PPAJ to extend library services to rural areas. The unit aimed to provide access to reading materials and knowledge to communities in remote locations. I observed the process of cataloging and packaging books to be sent to rural libraries, as well as the distribution logistics involved. This experience gave me valuable insights into the efforts made by PPAJ to bridge the gap in access to information and promote literacy among underserved communities.

The final unit I had the opportunity to observe was the Acquisition Unit. Here, I learned about the process of acquiring new books for the library's collection. I observed the unit head, Mr. Adnan, as he reviewed book catalogs, selected relevant titles, and initiated the purchasing process. I also learned about the importance of budgeting and managing the library's collection development funds to ensure a diverse and up-to-date collection.

In conclusion, my industrial training experience at PPAJ provided me with valuable insights into the operations of a public library and the various units involved in maintaining an efficient library system. I had the opportunity to work in the Financial Unit, Technical Management Unit, and Reference Information Services Unit, where I learned about financial management, cataloging, and customer service, respectively. These experiences enhanced my understanding of the importance of attention to detail, organization, and customer service in a library setting. I am grateful for the opportunity to apply my academic knowledge in a real-world setting and for the guidance and support provided by the staff and supervisors at PPAJ. This industrial training experience has prepared me for future endeavors in the library field or any other profession that requires similar skills.

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APPENDICES



Figure 59: Top view of library from level 3



Figure 60: Historical book



Figure 61: Shelving process



Figure 62: Books in cataloguing unit



Figure 63: Shelving process at Chinese and Tamil section



Figure 64: Talk regarding an Asian Canadian Pioneer



Figure 65: A talk show from Universiti Teknologi Malaysia (UTM)



Figure 66: Briefing about internship from Mr. Shah



Figure 67: Malaysian Classic Malay Script Reading Programme



Figure 68: Merchandise from Dewan Bahasa dan Pustaka



Figure 69: Tentative program of Malaysian Classic Malay Script Reading Programme



Figure 70: View of PPAJ on second level



Figure 91: Farewell party for us



Figure 82: Pn Linda extending gift to us due to the absent of the director



Figure 73: Circulation counter



Figure 74: Tamil and Chinese books section



Figure 75: Shelving process at Children's Collection



Figure 76: Cataloguing unit



Figure 77: Reference Collection



Figure 78: Reading area



Figure 79: Tadarus room and discussion room



Figure 80: Virtual reality tour



Figure 81: Free food



Figure 82: Service hour of Smart Petrosains