

Access and Use of Library Resources and Services by Staff of Abu Teaching Hospital Tudun Wada Zaria

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ABSTRACT: The importance of library resources and services in teaching hospitals cannot be overemphasized. This study was carried out to access and use of library resources and services by staff of ABU Teaching Hospital Tudun Wada Zaria. Its specific objectives include: to find out the various types of library resources and services available in teaching hospital Tudun Wada Zaria, to determine how medical libraries of ABUTH Tudun Wada provide library services to their users, to find out how medical staff of ABUTH Tudun Wada access information resources in medical libraries, to identify problems hindering access to library resources and services by staff of teaching hospital Tudun Wada Zaria. The research used was based mainly on survey method. Questionnaire was the only instrument used for data collection. Frequency counts and percentages were used to analyze the data collected. Its findings show that current awareness services (CAS), inter-library loan, online reference services, unified medical language system (UMLS), medical research services, selective dissemination of information (SDI), library websites/portal services are frequently used library and information services provided in medical libraries. Hence, the study concludes as it recommends that: full range of health information resources should be made readily available to medical doctors/staff in teaching hospital in Tudun Wada, Zaria as well as effort should be made to train library staff in order to improve on the library services rendered to library users as it will aid accessibility and utilization.

I. INTRODUCTION

Medical libraries are considered as special libraries, as their clientele and services are directed towards specific communities and subjects respectively. They are also called special libraries because of the specific resources they house, i.e. health information resources. Abubakar, (2007) defined medical information as those facts, materials or news communicated to people, which

help them in the attainment of complete physical, mental and social wellbeing. Saying this, the medical library is a *sine qua non* in any medical institution as it provides the health information needs of the user community. It should therefore be able to filter information from the available maze of information, package them for effective use and as such become for the users, a source of rapid access for the retrieval and transfer of information and a focal centre which emphasizes the importance of information and knowledge towards the resolution of human health needs (Dadzie, 2005)

The medical libraries according to U.S. National Library of Medicine in Adesoye & Amusa, (2013) are libraries found in hospitals, medical schools, and in medical or health associations. These libraries, continued the author, are designed to assist physicians, health professionals, medical students, patients, consumers and medical researchers in locating health and scientific information to improve, update, access and evaluate health care services. The objectives for setting up the library include collection development in terms of resources and services, selection processes, library orientation cum instruction, and above all, the organization of these library resources (Adeogun, 2006). It shouldn't be enough to have a collection of textbooks, periodicals, etc with no effective library services. Providing adequate resources and services help in the delivery of actual information to the information seekers. The information needed could neither be provided through resources or services. The Medical Library Association (MLA) standards for health sciences and hospital libraries indicated that medical library resources and services must take cognizance of providing Knowledge-Based-Information resources for quality health care services. (Adewale, Omolola, & Sunday 2013).

The medical library belongs to the first group of special libraries which is the group that deals with special subjects. As a special library, it is established to serve the medical practitioners,

medical students and other people who wish to carry out a research in the field of medicine. Good healthcare depends upon the existence of good communication and information network, hence the establishment of medical libraries (Okoro & Mbagwu, 2008). Information resources according to Webster's encyclopedic dictionary (1974) are those materials that give information seekers the accurate and or actual thing needed to know about. Therefore, library resources are those information materials found in a library which are charged with the provision of current and retrospective information services to information seekers.

These resources are text or print resources, internet or World Web resources and human resources. Medical text or print resources provide information or knowledge in printed format such as books, journals and grey literature. Books have been in existence and use for centuries now and are regarded as traditional sources of health information. They form the core collection of medical libraries and that of personal collection of the doctors. Medical journals are primary sources of health information as they contain authors own reports of their own studies. The knowledge contained in them represents the most recent in the field Ajuwon, &Olorunsaye, (2009). Medical libraries are known for stocking these journals for doctors, who in addition also subscribe to the journals for their personal collection.

Grey (or gray) literature is another resource utilized by doctors for extracting health information. Essentially, non-commercial official and administrative documents make up grey literature (Ojo&Akande, 2005). Another resource utilized by doctors to acquire health information is the internet. The internet resources also referred to as electronic resources give doctors unlimited opportunity as they may use it for literature searching, accessing online journals and books, searching for patient specific information, professional association updates, consultation with colleagues, e-mails and prescription/patient orders. The internet has made abundance of health information handy for use by doctors just at the click of the mouse within seconds or minutes. Most prominent among the internet resources heavily used by doctors today are the electronic databases. These electronic online databases facilitate doctor's access to medical literature in books, journals, newspapers, unpublished materials and other relevant sources. Another information resource routinely used by doctors is 'human' source. This covers all those staff contact for health information, and normally includes: specialty consultants, senior colleagues, informed peer and drug information

pharmacists. This they do through face-to-face communication, e-mail or telephone contact (Dadzie, 2005).

Similarly, according to Ifijeh, & Isiapkona, (2013) in medical libraries, books could be in reference forms- like medical dictionaries- which give the meaning of most medical words, encyclopedias-which give detailed information about words and event; gazettes – which give information on periodicals including journals and newspapers; the physicians' desk reference (PDR) book- which is a commercially published and contains a compilation of manufacturers' prescription guideline updated annually. This is designed to provide physicians with full legal mandated information relevant to drug prescription.

WHO model formulary is also another resource – which is a list of essential medicines that serve as a guide for the development of national essential medicine list updated and revised every two years by WHO expert committee on selection and use of medicines. The library collections could also be in serials forms which include Pamphlets, medical Journals, medical magazines, the medical annual, current medical reference, the Nigerian medical practitioner, and other medical publications. Non-book materials are other materials in the library which as the name implies are not books. These include charts, maps, cassettes, diskettes, CD-ROM, micro card, microfiches and other microforms. All these contain vital information necessary for research and use. There are also the Electronic resources of the library accessed through computers and the internet which has been a wonder working tool in the case of research.

It is well known that the pace of rapid information generation is higher in health, than any other sector. This has resulted in the availability of vast range of health information resources and services, that it seems there are almost too many potential information sources for medical staff to locate information, efficiently (Madu,2009). Today, channeling this information is the major concern of global health bodies and governments. This is more so with Millennium Development Goals (which are mostly health related) in focus. It is certain that this has resulted in the provision of funds and other resources by global agencies like World Health Organization to ensure that health information flows down from their sources of generation to medical doctors for use especially in developing countries. The open access policy is an example of this. What is not certain however are how available, accessible these resources are to the medical staff in the teaching hospitals in teaching

hospital Tudun Wada Zaria, and into what use they put the information so extracted. However, it is in the light of this that this study was carried out.

II. STATEMENT OF THE PROBLEM

The importance of the library lies in the accessibility, awareness and exploiting of resources by users. However, the medical Library faces a critical challenge especially in responding to the new demand of the 21st century with growing demographic growth linked with a lack of adequate resources, access and appropriate usage of library resources.

Library sources both print and online are platforms containing rich sources of information that are current, topical, available and accessible. Access and utilization of library resources by medical libraries is exciting and challenging in all facets of their services and functions. Today, medical libraries are required to provide quantitative and qualitative information sources and services to health care professionals in medical institutions.

However, it has been observed that medical professionals don't even make use of the medical library as they ought to. This is very disturbing because of the characteristic of the profession which rely on current information and best practices, making the library an inevitable media to salvage it from obsolescence of print resources when compared to what is obtained on-line. Medical libraries are now faced with the challenge of responding to the online information needs of medical professionals and those who are working to improve the health of citizens.

Upon this background, it becomes pertinent to assess the access and use of medical library sources and services by staff of ABU Teaching Hospital Tudun Wada Zaria. It is tempting to ask whether library sources and services are available in the library. If not, are there efforts to develop them? This investigation is necessary to determine whether they exist or not, and if they do, are users aware of their availability, access and use?

1.3 Research Questions

The following research questions were formulated to guide the study.

1. What type of library resources and services are available in teaching hospital Tudun Wada Zaria?
2. How do medical libraries of ABUTH Tudun Wada provide library services to their users?

3. How do medical staff of ABUTH Tudun Wada access information resources in medical library?
4. What are the problems hindering access to library resources and service by staff of teaching hospital Tudun Wada Zaria?

Research Design

The design used for this study is the descriptive type. The main purpose of using this design is to describe the characteristics of the population in the study. Survey design was adopted in this study because it is considered useful and appropriate to collect data from a population that is too large to be observed directly and to obtaining information that cover personal and social facts, and attitudes. The survey research is also used to assess a situation with a view to correcting inadequacies or effecting improvements (Olorunsaye, 2008).

Research Population

Population according to Popoola, (2008) is the group of interest to the researcher, the group to which the result of the study will ideally generalize. Therefore, the target population for this study was all staff of ABU Teaching Hospital Tudun Wada Zaria.

Sample and Sampling Techniques

Sampling is the procedure used to select the sample or sub-set of the population to be studied. There are two basic distinctions in sampling theory; there is the probability and non-probability sampling. In the probability sampling techniques every unit of the target population has an equal and calculable chance of being selected, while the non-probability sampling does not ensure equal representation. Each sampling procedure falls under various categories; for probability sampling there are the simple random, systematic, stratified and multi stage/cluster samplings. Also, under the non-probability sampling includes the purposive, accidental, snow ball and quota sampling. The researcher employed only the simple random and purposive sampling techniques to sample out respondents.

The researcher selected 100 respondents from the entire population using simple random sampling. In simple random sampling methods, it gives sampling units equal chances of being selected. That is, their chances of being selected do not depend on the selection of other units. The ultimate purpose of simple random sampling is to ensure that a set of elements is drawn from the study population in such a way that the statistics

computed from the sample data will accurately portray the population from which the elements were selected and it also provided a means by which the degree of errors can be estimated.

Research Instrument

Both primary and secondary sources of data collection were used to obtain information. These involved series of consultation of related documents and records. Other devices used in this study were questionnaire which comprises of four (4) sections: section “A” seeking for demographic data of the respondents and section “B” sought to elicit information on the types of library Information Resources available in Medical Libraries as well as the services provided by medical libraries. Section C: solicits for information on ways in which Library resources and services accessed by users in Teaching Hospital Tutun Wada Zaria, while section D: Looked at the problems affecting the accessibility to library resources by staff in Teaching Hospital Tutun Wada Zaria.

Validity and Reliability of Instrument

This is to prove that the items on the questionnaire are correct. The questionnaires draws for this study are therefore subjected to fact and content validity. This help to determine the extent to which the items on the instrument covered relevant area to be measured. These instruments used for the study were presented to be supervised for necessary correction and amendment before taking it for administration.

Omekwu, (2010) stipulates that measurements of reliability concern the degree to which a particular measuring procedure gives equivalent results over a number of repeated trials. For the reliability of the instrument a test retest exercise was conducted in ABUTH Zaria, which was not part of the study sample nor study area. This was done according to the statement of

Walts&Ibegulam (2006) when he opines that a pilot study is best carried out on a smaller scale than the blending study, but under the same condition five (5) copies of the questionnaire were distributed to the selected staff as pilot study on the access and use of library resources and services by medical staff of Teaching Hospital Tutun Wada Zaria, which were completed and returned. Computer statistical package (SPSS) was used for data analysis including the formation of frequency distribution table to enable the researcher confirm the reliability of the instrument.

Procedure for Data Collection

The researcher administered the instruments to the respondents with the help of three trained research assistants. This was done by giving the research assistants detailed instructions on how to carry out the data collection. The questionnaires were distributed and collected back immediately to ensure a high return rate.

Method of Data Analysis

The data collected from the field were analyzed based upon the research questions and objectives of the study adopted. A statistical technique of simple frequency distribution and percentages was used to comprehend and analyze the data to differentiate respondent responses using frequency distribution table.

Findings of the Study

This section presents the results of the data collected on the access and use of library resources and services by medical staff of teaching hospital Tutun Wada Zaria. One hundred (100) questionnaires were distributed among the respondents and ninety-seven(97) were successfully returned. Thus, analysis was based on the completed and returned questionnaire in terms of percentages of frequency of all the total number of the respondents.

Table 4.2.7 Shows types of Library Information Resources in Medical Libraries

Statement	Strongly Agreed	Agreed	Disagreed	Strongly Disagreed	Undecided	Total
Text Books, Conference Proceedings, Project/Thesis	64(65.9%)	33(34%)	0(0%)	0(0%)	0(0%)	97(100%)
Reference Sources, periodicals, journals, Newspaper/Magazine	57(58.8%)	38 (40%)	0(0%)	0(0%)	2 (2.1%)	97(100%)
Medicine Online (MOL)	49(50.5%)	46(47.4%)	0(0%)	0(0%)	2(2.6%)	97(100%)
Abstracts and	48(49.5%)	45(46.4%)	0(0%)	0(0%)	4(4.1%)	97(100%)

Indexes						
Medical Text Online	32 (33%)	35(36.1%)	30(30.9%)	0(0%)	0(0%)	97(100%)
Medicine Net-com (e-encyclopedic dictionary)	53 (43%)	40 (40%)	2 (2.1%)	0(0%)	0(0%)	97(100%)
Directories, Manuals and Handbooks	43(44.3%)	0(51.5%)	0(0%)	0(0%)	4 (4.1%)	97(100%)
CD-ROM/ Online Database	50(51.4%)	29(29.9%)	5(5.1%)	0(0%)	13 (13.4%)	97(100%)
National Library of Medicine (NLM)	47(48.5%)	40(41.2%)	8(8.2%)	2(2.1%)	97(100%)	97(100%)
Medical Web Catalogue Cambridge	32(39.1%)	39(40.2%)	0(0%)	26(26.8%)	97(100%)	97(100%)
Computer	40(41.2%)	44(45.4%)	10(10.3%)	3(3.1%)	97(100%)	97(100%)
The Harvard Medical Web Cambridge	41(42.3%)	12(12.4%)	15(15.4%)	29(29.9%)	97(100%)	97(100%)

The findings above show the various types of library information resources in medical libraries. The result gathered indicated that significant number 64(65.9%)of the respondents strongly agreed with text books, conference proceedings, project/thesis, 57(58.8%) out of the whole respondents strongly agreed on reference sources, 49 (51.6%) of the respondents strongly agreed with medicine online (mol), 48 (50.5%) of the respondents strongly agreed with abstracts and indexes,35 (36.1%) of the respondents agreed with medical text online. 53 (43%) of the respondents

strongly indicated medicine net-com (e-encyclopedic dictionary), 43(44.3%) of the respondents strongly agreed with directories, manuals and handbooks. Also CD-Rom/ online database had 50 (51.4%) respondents who strongly agreed, 47(48.5%) of the respondents strongly agreed with National Library of Medicine (NLM), Medical Web Catalogue Cambridge had 39(40.2%) responses, 44(45.4%) of the respondents are of the view of computer while the Harvard Medical Web Cambridge had 41(42.3%) supporters respectively.

Table 1. Rating of respondents on Library and information services Provided in medical libraries

Statement	Strongly Agreed	Agreed	Disagreed	Strongly Disagreed	Undecided	Total
Selective Dissemination of Information (SDI)	49(50.5%)	38(39.2%)	0(0%)	0(0%)	10(10.5%)	97 (100%)
Indexing and abstracting	26(26.8%)	40(41.2%)	16(16.5%)	10(10.3%)	5 (5.1%)	97 (100%)
Current awareness services (CAS)	64(66%)	31(32.9%)	0(0%)	2(2.1%)	0(0%)	97 (100%)
Inter Library Loan	47(46.5%)	45(46.4%)	0(0%)	0(0%)	5 (5.2%)	97 (100%)
Online Reference Services	53(54.7%)	42(43.3%)	0(0%)	0(0%)	2(2.1%)	97 (100%)
Reference Services	52(53.6%)	35(36%)	10(10.4%)	0(0%)	0(0%)	97 (100%)
Unified Medical Language System (UMLS)	39(40.2%)	51(52.6%)	4 (4.1%)	0(0%)	3 (3.1%)	97 (100%)
Biblio-therapy, Play-therapy and Information therapy	45(46.4%)	44(45.3%)	8 (9.6%)	0(0%)	0(0%)	97 (100%)
Circulation/Lendi	36(37.1%)	55(56.7%)	6 (6.2%)	0(0%)	0(0%)	97(100%)

ng services)
Medical Research	54(55.7%)	40(41.2%)	0(0%)	10 (10.5%)	3 (3.2%)	97 (100%)
Online Services	28(28.9%)	40(41.2%)	8(8.2%)	0(0%)	21(21.6%)	97(100%)
Library Websites/Portal Service	46(47.4%)	15(14.3%)	20(20.6%)	4(.43%)	11(11.3%)	97(100%)
Bibliographic Database Services.	30(30.9%)	31(32.6%)	10(10.3%)	10(10.3%)	16(16.5%)	97(100%)

Table 4.2.7 above was used to measure and analyze the acceptance of the respondents on library and information services provided in medical libraries. The result gathered revealed that 49 (50.5%) of the respondents strongly agreed selective dissemination of information (SDI), 40 (41.2%) of respondents indicated indexing and abstracting, 64(66%) of the respondents strongly agreed current awareness services (CAS), inter library loan had 47 (46.5%) of the respondents, 53 (54.7%) respondents strongly agreed with online reference services, 51 (52.6%) of the respondents

strongly agreed with unified medical language system (UMLS). 45 (46.4%) of the respondents strongly agreed with Biblio-therapy/play-therapy. Again, 55(56.7%) of the respondents supported circulation and lending services, 54 (55.7%) of the respondents revealed medical research services, 40(41.2%) of the respondents said online services, 46 (47.4%) of the respondents agreed to library websites/portal services while 31(32.6%) of the respondents indicated bibliographic database services.

Table 2. Rating of respondents on the ways of accessing Library resources and services

Items	Frequency	Percentage (%)
Manually	23	23.7%
Electronically	31	32%
All of the above	43	44.3%
Total	97	100

The above analysis revealed that majority 43 (44.3%) of the respondents access library resources and services both manually and

electronically followed by 31 (32%) of the respondents who indicated electronically while manually had 23 (23.7%) responses.

Table 3. Rating of respondents on the Problems hindering access to library resources and services by staff of Teaching Hospital Tutun Wada Zaria

Statement	Strongly Agreed	Agreed	Disagreed	Strongly Disagreed	Total
Materials available no sufficient	70(72.2%)	12(12.4%)	15(15.4%)	0(0%)	97(100%)
Obsolete library resources	64(67.4%)	31(32.6%)	2(2.1%)	0(0%)	97(100%)
Problem of power outage	80(82.6%)	15(14.3%)	0(0%)	2(2.1%)	97(100%)
No orientation on how to use the library	34(35.1%)	31(32.6%)	2(2.1%)	30(35.1%)	97(100%)
Inadequate library services	45(46.3%)	49(50.5%)	2(2.1%)	0(0%)	97(100%)
Incompetency of staff	22(22.7%)	32(39.1%)	0(0%)	43(44.3%)	97(100%)
Lack of modern information technology	34(35.1%)	36(37.1%)	6 (6.2%)	21(22.1%)	97(100%)
Information scattered in too many sources	39(40.2%)	51(52.6%)	4 (4.1%)	3 (3.1%)	97(100%)

The table above shows the above was used to measure and analyze the problems hindering access to library resources and services by staff of Teaching Hospital Tutun Wada Zaria. The results gathered indicated that 70 (72.2%) of the respondents said materials available no sufficient, 64 (67.4%) of the respondents strongly agreed with the view obsolete library resources, problem of power outage had 80 (82.6%) supports, 34 (35.1%) of the respondents said they hardly use the library resources due to lack of orientation, 49 (50.5%) of the respondents agreed on inadequate library services, 50 (51.5%) of them agreed on inadequate working capital, 49 (50.5%) of the respondents also strongly agreed on absence of self-confidence. Also, lack of modern information technology had 36 (37.1%) and 51(52.6%) of the respondents said is due to information scattered in too many sources. However, 43 (44.3%) of the respondents strongly disagreed that incompetency of staff is never a hindrance to access to library resources and services.

III. CONCLUSION

The availability and use of adequate health information resources by medical staff will no doubt improve the level of health care delivery and wellness of the populace of Nigeria. The findings and their interpretations in this study had revealed that staff needs to make use of health information resources for a range of purposes, yet these materials are not adequately available as should be.

However, if the recommendations made are implemented accordingly, health information resources will be highly available for staff to meet up their information needs. With this the researchers had established the health information resources available to staff in a teaching hospital setting, involving staff of all ranks and specialties and their health information utilization pattern. This comprehensive extent was lacking in reviewed projects. Therefore, the vacuum identified from the literature reviewed proceeding this study may have been so filled by the researchers.

IV. RECOMMENDATIONS

Based on the findings of the study, it is highly recommended that

1. Full range of health information resources should be made readily available to medical doctors/staff in teaching hospital in Tudun Wada, Zaria. This could help to meet the array of purposes for which they utilize the resources for effective healthcare delivery.
2. There is need to train library staff in order to improve on the library services rendered to

library users as it will aid accessibility and utilization.

3. The parent body should provide adequate funds to medical libraries to enable the library Funds from agencies such as Tertiary Education Trust Fund (TETFUND) meet for libraries should be used judiciously to develop the library.
4. There is for regular weeding in the library to remove obsolete library resources, arrange properly information resources that are scattered to for easy access and use.
5. There is also need to provide an alternative for power outage.

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