FEDERAL UNIVERSITY OF TECHNOLOGY, MINNA
SCHOOL OF SCIENCE AND TECHNOLOGY EDUCATION

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THEME

ENHANCING SCIENCE AND TECHNOLOGY EDUCATION IN A DWINDLING ECONOMY

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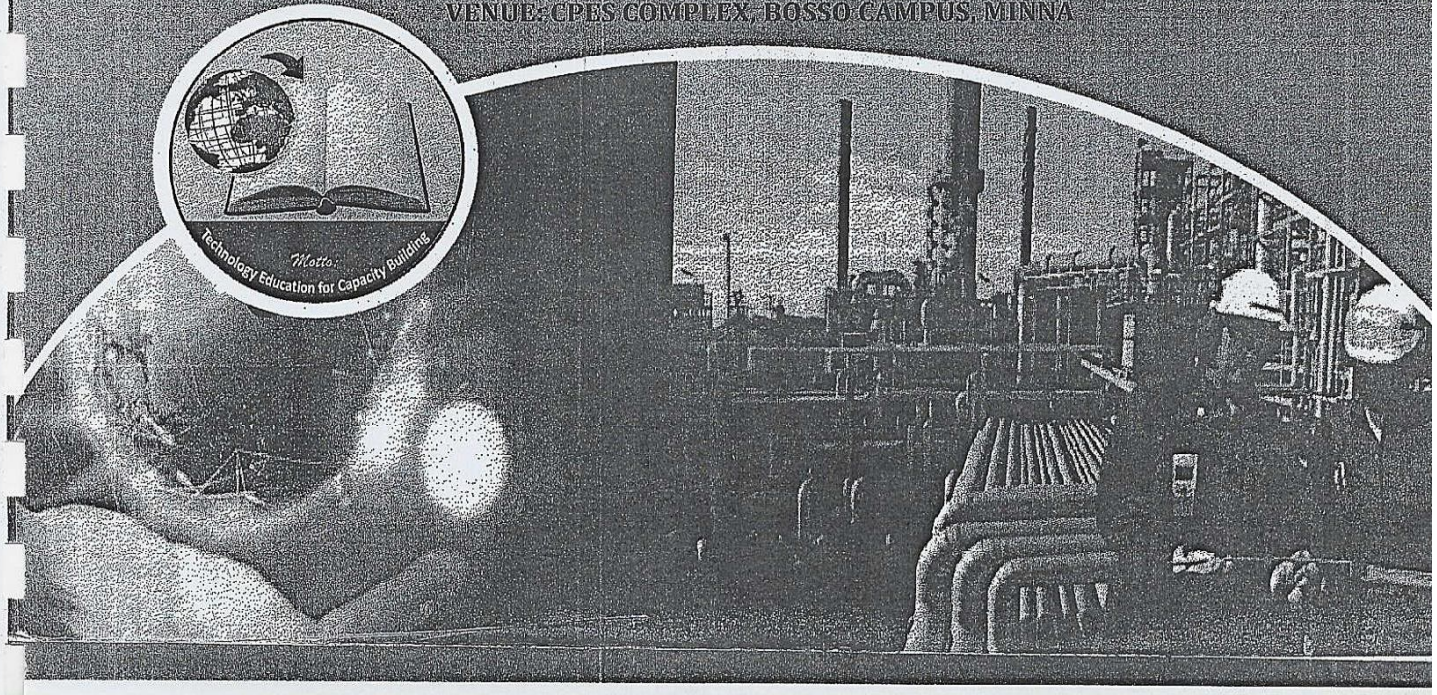

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FEDERAL UNIVERSITY OF TECHNOLOGY, MINNA
SCHOOL OF SCIENCE AND TECHNOLOGY EDUCATION (SSTE)

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THE ROLE OF LIBRARY EDUCATION ON UTILISATION OF LIBRARY RESOURCES AND SERVICES IN FEDERAL MEDICAL CENTRE LIBRARY BIDA, NIGER STATE.

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Abstract
The study investigated the role of library education on utilization of library resources and service in federal medical Centre Bida, Niger state. The research objective is to find out the role of library education on the use of library resources and provision of health information services. Five research questions guided the study. Survey research design was adopted. Out of 1000 clinical staff, sample random sampling technique was used to select a sample size of 100. A structured questionnaire was used for the data gathering. The data was analyzed using frequency, mean, percentage and pie chart for easy interpretation. The findings of the study indicated that 2 out of 6 services were the once available and that majority were satisfied with only 4 out of 11 items listed as perimeter for library resources,

Keywords: Library, Medical Library, Education, Health information, Services.

Introduction

A library is an institution, which engages in the collection, Processing, preservation and dissemination of recorded information in the various formats most convenient to its target users. Akande, (2008), described library as a collection of information materials and the place where the materials are kept for consultation. A collection of information resources like books in room without a systematic organization to ease the retrieval does not make a library. Hence the library is a repository of various forms of recorded information which may be in print and non-print formats such as books, periodical, reference materials, manuscripts, magazines, theses, gazettes etc. Other non-printed materials like microforms, films, magnetic tapes, slides, video tapes and data stored in electronic media like discs, CD-ROMs can also be found in libraries. Therefore, the library then serves as a vital and important channel where information is acquired, processed and disseminated through the provision of appropriate information resources in its various formats such as print and non-print. Ibenne (2010) reveal that libraries are channels of delivering information.

The rigid nature of the traditional role in providing information services to its respective users have been revolutionized by the advancement in information communication technologies. In this study, the researcher view medical library as a collection of print and non-print materials provided to support research and quality service delivery to the patients.

Library materials are acquired in different formats and they are processed, organised and managed to meet user's information needs. For users to have access to these resources and utilised them, proper orientation is needed to be done. Over the year, various terms have been used to denote way of imparting information to library users on how to effectively utilised library resources. Some of the terms used are

reader instruction, user instruction, library orientation, library user education, information skills, user education, library education and information literacy skills. These terms refer to formal and informal ways of enlightening users on how to maximally utilize information resources to acquire library skills.

Therefore library education is a process that is concerned with the whole information process involving the total interaction of the users with the library. Library education cover all the activities undertaken to help users become efficient users of information, identify information need, find, evaluate and select the best information to meet that need. Furthermore, library education programme teaches users on how to make the most effective use of library resources.

There are different types of library among them is special library where medical library fall-in. The quality of service delivery by the clinical staff is a mirage without a quality medical library. Therefore proper guidance through library education is a necessary sine qua non for the clinical staff best use of the library facilities and collections. Library education is very important in exploiting the resources of any library. In medical library, library education is a dynamic tool for changing user's behavior towards exploitation of medical library resources. Library education is important in the medical library due to rapid growth of published materials, lack of awareness of library services and facilities. Others include users ignorance coupled with the fact that users come from different background and culture. Therefore library education is necessary in the medical libraries because of the need for staff to engage in independent studies, staff requires to be taught that ability; only then will they be able to learn on their own. To be able to navigate through the quality of library materials to be searched in various disciplines, the staff should be help. Without library education staff will be unable to make effective use of information that is available and useful.

Library resources are therefore important for clinical staff of Federal Medical Centre Bida for them to perform their function effectively. Basically, library resources are materials that users consult in making vital and relevant decisions and also for problem solving. These resources could be primary or secondary resources. Ojedokun (2007) noted that primary resources are un-interpreted, first hand materials such as records and raw data. In other words, library resources are materials that users make use of from time to time in order to meet their information needs. These resources could also refer to audiovisual materials, such as Audio CD and CD-ROM for data storage which do not depend solely on reading to get their meanings but they convey relevant information.

The Federal Medical Centre Bida (FMCB) was established on April 3, 1997 as a result of an agreement between the Federal Government of Nigeria and the Government of Niger State. Following this agreement, the former General Hospital Bida was upgraded to a tertiary health facility with different departments both in clinical and administrative departments. It runs a residency program for residency Doctors. Hence, the nature of residency training program demands that residency Doctors must do a lot of independent studies on their own. The use of library resources and services is thus indispensable to the residency Doctors and other clinical staff in order to achieve their academic objective.

However, resources of a library can influence its use by clinical staff. Literature has revealed that information availability does not mean accessibility and utilization therefore; medical libraries are to market their resources and service to attract users. (Popoola, 2001).

Afebende and Ebaye (2008) noted that the effectiveness of a library does not depend on only its collection/resources and other facilities, but also on the success of its exploitation and use. While the librarian is concerned with collection and organization of information materials, he also has the responsibility of creating awareness so that users can take full advantage of the acquired materials.

Nwokedi and Ogundare (2005) maintained that one of the major objectives of any library is to ensure that maximum use is made of its resources and services. This is because no matter how rich a library collection may be, it is believed that if the users do not effectively make use of them, the library collection is regarded as a waste. Furthermore, to justify the existence of any library, provision of adequate library resources is necessary so as to attract the potential users of such libraries.

In Nigeria as observed by Emerole and Ogugua (2007) in their library use study, revealed that there is low

patronage of library services as many users have not fully realized the potentials of the library in a technology oriented environment in this information revolution age. In a similar study, Idiodi and Igbinosa (2003) also revealed that library patronage was low because only 20% of the readers use the library the way the library is expected to be used. About 5.36% of the readers do not use the resources of the library at all.

In the opinion of Ojedokun (2000), the increases in the prices of publications, the cost of buildings, storages, preservation and inadequate funding have been a major challenge for traditional libraries in Nigeria. Akinade, (2003) observed that the expectations of people are high when sourcing and retrieving information and when such information needs are not met frustration normally set in and this may drive the user away from the library. In addition to this, Bassey, (2006) posited that satisfying the request of users implies providing the actual information or services that will meet their needs.

Historical background of Federal Medical Centre Bida

The Federal Medical Centre, Bida was established by an agreement concluded on April 3, 1997 between the Federal Government of Nigeria and the Government of Niger State. This agreement culminated in the upgrading of the former General Hospital, Bida into a tertiary health facility. A pioneer Medical Director, Prof P.T Nmadu was appointed on April 1, 1997. As stated above, the Federal Medical Centre, Bida, is located in the premises of General Hospital, Bida which itself was established in 1931 in the EfuEtsuYisa ward of the ancient city of Bida, the second largest town in Niger State after Minna. The immediate catchment area has a population of three million peope and we envisage providing, care fot additional one million domiciled in neighbouring states. The current tertiary health facilities nearest to us are at Gwagwalada about 250km to the east, Ilorin about 350km to the south and Zaria about 500km to the north.

Statement of the problem

Acquisition of library education is particularly indispensible for clinical staff of federal medical centreBida in view of its importance. Unfortunately many clinical staff are generally believed to exhibit poor proficiency in the search, retrieval and use of the library collections. It's then become necessary for a study be conducted to explore the prevailing situation and to proffer credible solution to the situation. The study therefore intends to investigate the level of library education on the use of library resources by the clinical staff of federal medical centreBida.

Objectives of the Study

The major objective of this study is to investigate the roles of library education on utilization of library resources and services by clinical staff of Federal Medical Centre Bida and the specific objectives are:

1. To ascertain the types of available resources in Federal Medical Centre Library, Bida.
2. To ascertain the currency of the available library resources in Federal Medical Centre Library, Bida.
3. To know the level of library education possessed by clinical staff.
4. To investigate the frequency of use of library resource by clinical staff of Federal Medical Centre Bida.
5. To find out the type of services render to users by Federal Medical Centre Library, Bida.
6. To examine the level of satisfaction by clinical staff in the use of library resources in Federal Medical Centre library, Bida.

Research Questions

1. What are the types of available library resources in Federal Medical Centre library, Bida?
2. How current are the available resources in Federal Medical Centre library, Bida?
3. What is the frequency of use of library resources by Clinical Staff of Federal Medical Centre Bida?
4. What is the level of library education you possessed?
5. What are the services render to users in Federal Medical Centre Library, Bida?
6. What is the level of satisfaction of library resources used by Clinical Staff of Federal Medical Centre Bida?

Methodology

The population of this survey research is the clinical staff (Doctors, Nurses, Pharmacist, Health Record Officer, Medical Social Workers, Dentist, Community Health Officer, Radiographer and Medical Laboratorist) of Federal Medical Centre Bida who makes use of library resources. The instrument used

patronage of library services as many users have not fully realized the potentials of the library in a technology oriented environment in this information revolution age. In a similar study, Idiodi and Igbinosa (2003) also revealed that library patronage was low because only 20% of the readers use the library the way the library is expected to be used. About 5.36% of the readers do not use the resources of the library at all.

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3. To know the level of library education possessed by clinical staff.
4. To investigate the frequency of use of library resource by clinical staff of Federal Medical Centre Bida.
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Methodology

The population of this survey research is the clinical staff (Doctors, Nurses, Pharmacist, Health Record Officer, Medical Social Workers, Dentist, Community Health Officer, Radiographer and Medical Laboratorist) of Federal Medical Centre Bida who makes use of library resources. The instrument used

for the study was a structured questionnaire divided into two parts. Part one dealt with the personal-data of the staff which included the profession, sex, marital status, and educational level of the respondents. While section two included items base on research questions and objectives. Sixty (55) item close ended questions were designed to be answered by the respondents.

Table 1: population of the study

S/N	Professions	Total	20%
1	Doctors	156	31
2	Pharmacy	32	6
3	Medical and Social Worker	14	3
4	Nursing Services	256	51
5	Radiographer	12	2
6	Dentist	8	2
7	Community Health Officer	30	6
8	Health Information Officer	56	11
9	Laboratorist	64	13
	TOTAL	**628**	**125**

A stratified sample technique was used to group the respondents into strata's, after which a random sampling technique was used to select a sample of 20% out from each strata's. A total of 125 respondents were selected out from the total population of 628. While distributing the questionnaire it was ensured that none of the respondents was given a questionnaire twice. A total of 125 questionnaires were distributed and were returned. Giving a response rate of 100%.

Frequency tables, simple percentages and mean score are used for the analysis of the results. Any responses that had a percentage score of 50% and above was rated positive and accepted while below 50% was rejected.

Four point scale responses, means score would be use to analyze the data. Values of 4,3,2,1 for (VH) Very High, (H) High, (L) Low,(VL) Very Low was assigned to responses respectively. For the responses on a 4-point scale, mid points mean used was 2.5, any responses that is equal or above the criterion mean was accepted as a positive response and below was rejected. This is because the average of individual mean score is 2.5.

i.e 4+3+2+1/4=2.5

Findings and Discussion

Bio data responses

Table 2: Professions

S/N	Items	Frequency	Percentage %
1	Doctors	31	24.8
2	Nurses	51	40.8
3	Health Record Officers	11	8.8
4	Medical and Social Workers	3	2.4
5	Dentist	2	1.6
6	Radiographers	2	1.6
7	Community Health Officers	6	4.8
8	Medical Laboratorist	13	10.4
9	Pharmacist	6	4.8
	Total	**125**	**100**

The table above shows the different responses of the professions. The results shows that nurses were the highest respondents with (40.8%), followed by doctors with (24.8%) and dentists and radiographer were the least profession with (1.6%), (1.6%) respectively.

Table 3: Sex

S/N	Items	Frequency	Percentage %
1	Male	75	60
2	Female	50	40
	Total	**125**	**100**

The table above shows the demographic differences of the respondents. The results in table above reveal that 60% of respondents were male while 40% were male. This implies that males were the major respondents.

Table 4: Marital Status

S/N	Items	Frequency	Percentage %
1	Married	115	92.0
2	Single	10	8.0
	Total	**125**	**100**

The table above shows the marital status of the respondents. The result shows that 92.0% of the respondents were married while 8.0% were single.

Table 5: Education Level/Qualification

S/N	Items	Frequency	Percentage %
1	MBBS	31	24.8
2	First Degree	33	26.4
3	HND	8	6.4
4	Nursing/Midwives Certificate	44	35.2
5	ND	3	2.4
6	CHEW	4	3.2
7	JCHEW	2	1.6
	Total	**125**	**100**

The table above reveals the qualifications of the respondents. The results shows that 35.2% obtained nursing/midwives certificate which have the highest number followed by first degree and MBBS 26.4%, 24.8% respectively while 1.6% obtained JCHEW.

Table 6: Research question 1: Types of available library resources in Federal Medical Centre Library Bida

S/N	Items	Available	Not Available	Not Decided	Total %
1	Textbooks	125(100%)	----	----	100
2	Dictionaries	125(100%)	----	----	100
3	Online Database	----	125(100%)	----	100
4	Encyclopedia	----	125(100%)	----	100
5	Print Journals	125(100%)	----	----	100
6	E-Journals	17(13.6%)	108(86.4%)	----	100
7	Thesis/Dissertations	108(86.4%)	17(13.6%)	----	100
8	Indexes	17(13.6%)	108(86.4%)	----	100
9	Abstracts	----	125(100%)	----	100
10	Bibliographies	17(13.6%)	108(86.4%)	----	100
11	CD-ROM Database	17(13.6%)	108(86.4%)	----	100

The table above shows the level of availability of library resources. The result reveals that textbooks, dictionaries, print journals and thesis/dissertation were all available at the rates of 125(100%), 125(100%), 125(100%) and 108(86.4%) respectively while online database, encyclopedia and abstracts were not available with 125(100%), 125(100%) and 125(100%) rates respectively.

Table 7: Research question 2: Currency of library resources in Federal Medical Centre Bida

S/N	Items	Current	Not Current	Not Decided	Total %
1	Textbooks	67(53.6%)	58(46.4%)	----	100
2	Dictionaries	125(100%)	----	----	100
3	Online Database	17(13.6%)	108(86.4%)	----	100
4	Encyclopedia	17(13.6%)	108(86.4%)	----	100
5	Print Journals	125(100%)	----	----	100
6	E-Journals	----	125(100%)	----	100
7	Thesis/Dissertations	125(100%)	----	----	100
8	Indexes	17(13.6%)	108(86.4%)	----	100
9	Abstracts	17(13.6%)	108(86.4%)	----	100
10	Bibliographies	17(13.6%)	108(86.4%)	----	100
11	CD-ROM Database	17(13.6%)	108(86.4%)	----	100

Table above shows that majority of the respondents agreed that the following library resources/materials were current: thesis/dissertations, print journals, dictionaries and textbook with 125(100%), 125(100%), 125(100%), and 67(53.6%) respectively while other materials such as online database 108(86.4%), encyclopedia 108(86.4%), e-journal 125(100%), indexes 108(86.4%) abstract 108(86.4%) bibliographies108(86.4%) CD-ROM database 108(86.4) were no current.

Table 8: Research question 3: Frequency use of library resources

S/N	Items	Daily	Twice a Week	Occassionaly	Never	Not Decided	Total %
1	Textbooks	33(26.4%)	64(51.2%)	11(8.8%)	17(13.6%)	----	100
2	Dictionaries	13(10.4%)	27(21.6%)	68(54.4%)	17(13.6%)	----	100
3	Online Database	----	----	----	125(100%)	----	100
4	Encyclopedia	----	----	----	125(100%)	----	100
5	Print Journals	50(40.0%)	58(46.4%)	----	17(13.6%)	----	100
6	E-Journals	----	----	----	125(100%)	----	100
7	Thesis/Dissertations	----	----	----	125(100%)	----	100
8	Indexes	----	----	----	125(100%)	----	100
9	Abstracts	----	----	----	125(100%)	----	100
10	Bibliographies	----	----	----	125(100%)	----	100
11	CD-ROM Database	----	----	----	125(100%)	----	100

The above table indicates the frequency of the usage of library resources. The respondents were asked to rate different library resources against four point scale. The result reveals that textbooks daily usage is 64(51.2%) , dictionaries occasional usage 68(54.4%),print journals twice a week usage 58(46.4%) and daily usage 50(40.0%) while resources such online database 125(100%), encyclopedia 125(100%), thesis/dissertation 125(100%), indexes 125(100%), abstract 125(100%) bibliographies 125(100%) and CD-ROM database 125(100%) were not use.

Table 9: Research question 4: Role of library education in the use of library resources How does library education help you in using the following library resources?

S/N	Items	Very High Level Degree	High Level Degree	Low Degree Level	Very Low Degree Level	Not Decided	Total %
1	Textbooks	34(27.2%)	74(59.2%)	17(13.6%)	----	----	100
2	Dictionaries	61(48.8%)	47(37.6%)	17(13.6%)	----	----	100
3	Online Database	----	----	16(12.8%)	100(80.0%)	9(7.2%)	100
4	Encyclopedia	----	----	----	116(92.8%)	9(7.2%)	100
5	Print Journals	78(62.4%)	22(17.6%)	16(12.8%)	----	9(7.2%)	100
6	E-Journals	----	----	43(34.4%)	73(58.4%)	9(7.2)	100
7	Thesis/Dissertations	28(22.4%)	88(70.4%)	----	----	9(7.2%)	100
8	Indexes	----	----	25(20.0%)	91(72.8%)	9(7.2%)	100
9	Abstracts	----	----	9(7.2%)	107(85.6%)	9(7.2%)	100
10	Bibliographies	----	----	32(25.6%)	84(67.2%)	9(7.2%)	100
11	CD-ROM Database	----	----	25(20.0%)	91(72.8%)	9(7.2%)	100

The above table revealed level at which library education possessed by the respondents help them in the use of library resources. The respondents agreed that only (4) out of 11 items listed that they can make use perfectly with the library education acquired, these include textbooks high degree level 74(59.2%), dictionaries very high degree level 61(48.8%), print journals very high degree level 78(62.4%), thesis/dissertations high degree level 88(70.4%) while online database very low degree level 100(80.0%), encyclopedia very low degree level 116(92.8%), e-journal very low degree level 73(58.4%), indexes very low degree level 91(72.8%), abstracts very low degree level 107(85.6%), bibliographies very low degree level 84(67.2%) and CD-ROM database very low degree level 91(72.8%).

Table 10: Research question 5: Library services available in the library

S/N	Items	Yes	No	Not Decided	Total %
1	Photocopying services	----	116(92.8%)	9(7.2%)	100
2	Loan services	116(92.8%)	----	9(7.2%)	100
3	Indexing and abstracting services	----	116(92.8%)	9(7.2%)	100
4	E-journals services	----	116(92.8%)	9(7.2%)	100
5	Selection dissemination services		116(92.8%)	9(7.2%)	100
6	Current awareness and orientation services	116(92.8%)	----	9(7.2%)	100

The above table reveals responses of the respondents on services offered by the library. The result shows that only (2) out of (6) services listed out as a parameter that were been offered by the library, these includes: loan services with 116(92.8%) and current awareness and orientation services with 116(92.2%) while the rest were not offered such as photocopy service 116(92.8%), indexing & abstracting services 116(92.8%), e-journal 116(92.8%) and selection dissemination service 116(92.8%).

Table 11:
How satisfied are you with the following library resources*

S/N	Items	Very Highly Satisfied	High Satisfied	Satisfied	Not Satisfied	Not Decided	Total %
1	Textbooks	13(10.4%)	35(28.0%)	68(54.4%)	----	9(7.2%)	100
2	Dictionaries	32(25.6%)	16(12.8%)	68(54.4%)	----	9(7.2%)	100
3	Online Database	----	----	16(12.8%)	100(80.0%)	9(7.2%)	100
4	Encyclopedia	----	----	----	116(92.8%)	9(7.2%)	100
5	Print Journals	63(50.4%)	53(42.4%)	----	----	9(7.2%)	100
6	E-Journals	----	----		116(92.8%)	9(7.2)	100
7	Thesis/Dissertations	13(10.4%)	35(28.0%)	68(54.4%)	----	9(7.2%)	100
8	Indexes	----	----	----	116(92.8%)	9(7.2%)	100
9	Abstracts	----	----	----	116(92.8%)	9(7.2%)	100
10	Bibliographies	----	----	----	116(92.8%)	9(7.2%)	100
11	CD-ROM Database	----	----	----	116(92.8%)	9(7.2%)	100

The above table indicates the satisfaction level of library resources by the respondents. The respondents were asked to rate different statements against a four point scale. The result shows that majority were satisfied with just (4) out of 11 items listed such as print journals very highly satisfied with 63(50.4%), thesis/dissertation satisfied with 68(54.4%), dictionaries satisfied with 68(54.4%) and textbooks satisfied with 68(54.4%) while they were not satisfied with others such as online database with 100(80.0%),encyclopedia with 116(92.8%), e-journal with 116(92.8%), indexes 116(92.8%), abstract 116(92.8%), bibliographies 116(92.8%) and CD- ROM database 116(92.8%).

Discussion of the Findings

This study found that the common resources available in the federal medical centre library bida for studied include textbooks, print journals, thesis/dissertations and dictionaries. Other materials such as e-journals, indexes abstracts and CD-ROM database etc are not available (table 6). It was observed that the problem of availability of information resources could be as a result of funding and connections. Availability of information resources is necessary in medical libraries in order to meet information needs of the users, this is probably why Bitagi (2013) stated that the availability of all types and forms of information resources in academic libraries is profoundly basic if these libraries are to meet with the information needs of users in their respective institutions.

Table 9 revealed that there is low level of library education possessed by the respondents which affect the use of library materials. The study also revealed that the major library services concentrated mostly by the federal medical libraries bida are provision of loan services and provision of current awareness services/orientation services (Table 10). This is against Aju and Ape cited in Bitagi and Garuba (2014) which stated that the main business of a library is to acquired, process, store, retrieve, and disseminate information resources for the purpose of reading, studying and research. This study also shows that services such as photocopy services, indexes and abstracting services e-journal services and selection dissemination services are not available. This is against the statement of Rathinasabapathy (2005) which stated that library is an essential asset in higher institutions which helps them to satisfy the educational programs and to advance exploration and studies. Similarly, Sowole cited in Ikenkwe (2014) posited that the quality of services rendered to users or readers in any library reflect the quality of the materials availabl and staff.

Conclusion

The place of library materials in provision of library services and scholarly research visibility and communication has made it important information resources in federal medical libraries. Thus, every federal medical library that is worth its name makes effort to acquire materials for their users. From the study there is problem on utilization of information material due to their lack of availability and the level

of library education acquired by the use. Therefore, there is need to improve level materials acquisition and user education in federal medical libraries Bida.

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