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Assessment of Nursing Students' Level of Satisfaction With Library Services In Selected Universities In Edo State

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ABSTRACT

This study was necessitated by an attempt to find out the nursing students' level of satisfaction with library services in selected universities in Edo State. Descriptive survey research design was adopted. The population of the study comprised all the 100 to 500 level Nursing undergraduates in selected universities. Accidental sampling techniques was used to draw a sample size of two hundred (200), one hundred and nine three (193) copies were retrieved and analyzed using simple percentage, mean and standard deviation. The findings revealed that majority of the respondents use library loan services (52.3%), user-education services (56.5%), electronic services (50.3%) and photocopying/reprographic services (50.8%). Furthermore, it was discovered that majority of the respondents were satisfied with user-education (mean score 2.53), photocopying/ reprographic services (mean score 2.60) but expressed dissatisfaction with other library services with the mean score of less than 2.5. Finally, findings revealed that out-dated-library materials, unfriendly attitude of library staff to users, lack of awareness of the range of services libraries offer, library that do not subscribe to recent electronic databases, inadequate seats and reading tables, erratic power supply affecting the use of electronic library resources, books that are not always found in the right shelves according to subject area were challenges respondents' face in using library services. Recommendation were made for improvement in awareness of the range of services libraries offer so as to enhance full utilization of library services; provision for reliable and stable alternative power supply to enhance students' use of electronic resources among others.

Keywords: Library services, User satisfaction, Academic libraries, Nursing undergraduates.

Background to the study

The library can be referred as an institutional asset and a knowledge repository with the responsibility to put together all activities of collection, processing, organization, storage and dissemination of information resources in print and electronic format for the purpose of meeting the needs of users. The relevance of libraries in the Nigerian educational system cannot be overemphasized. This is as a result of the association of library with education which is an instrument of societal transformation. According to Daluba & Maxwell (2013), Library is associated with education and education is a societal instrument of change which consequently, affects the social, political, economic, scientific and technological changes. However, recent transformation in information handling methods by librarians proposes the ideological and sociological view point, that the library is an institution or organization that provides access to information based resources. Academically, the library stands for an organized mandate to select, acquire, process, store, retrieve and disseminate information resources that will aid research,

moral and educative instructions and ensure the development of the universe, socially, technologically and otherwise. A university library or any other library attached to an institution of higher education is an integral part of the higher education system that exists to support the goals of its parent organization in order to provide support services for the formal educational programmes as well as resources for research and for generation of new knowledge.

According to Oyewusi and Oyeboade (2009), the primary purpose of university libraries is to support teaching, learning and research in ways consistent with the institution's mission and goals. Academic libraries have been described as the "heart" of the learning community providing a place for students and faculty to conduct their research and advance their knowledge. As regard this, several objectives exists that support the vision and mission statements of the parent organization. These objectives of academic libraries as noted by Ifidon (2009) include:

i.   Provision of information resources for undergraduate instruction, term papers and project as well as for supplementary reading.

ii.   Provision of information resources in support of faculty, external and collaborated researches.

iii.   Provision of information resources in support of post-graduate research.

iv.   Provision of expensive standard work especially in the professional disciplines.

v.   Provision of information resources for personal self development.

vi.   Provision of specialized information on the region within which the university is situated.

Academic libraries serve as the fulcrum which the intellectual activities of tertiary institutions hinge on. As regard this, academic libraries provide services such as: Circulation of materials, shelf management, user education programmes, provision of information services, and operation of the Online Public Access Catalogue (OPAC), exhibitions and displays, reader's enquiry services, Selective Dissemination of Information (SDI), Current Awareness Services (CAS), trainings and internet services, bibliographic services, Indexing services, abstracting services, access to electronic resources and document delivery services.

According to James and John, (2018), academic libraries are centers for learning on campus, and provide expanded informal learning space for the students. Libraries should provide resources for preparation for exam, research projects, group projects, seminars etc. Resources in

the library should be used for collecting review of literature for research purposes. Library gives a sense of scholarship with interactive and collaborative learning. Library should help students to engage optimally with the ever-changing information environment and should serve as an easy access for gathering recent information about new technologies and advancements. Library services are the activities that libraries and their personnel render to meet the information needs of their users. Library services are viewed as varied activities that is rendered to library users for effective and efficient patronage and given the required information for research work. Such services are core and traditional library services (Popoola & Haliso 2009). In order to get satisfactory service, Morgan (1995) is of the opinion that it is vital that the views of the service users are sought to help inform the debate about the library's performance. The provision of information resources and services in academic libraries is procured to meet the information needs of the students. Medical library services were investigated to conform to the International Federation of Library Associations & Institutions (IFLA, 2006) guidelines which advocate for high standards in the provision of library services.

Today, nurses deal with a very complex, dynamic and ever-changing system while performing a wide range of health care service, in order to cope with these changes, nursing undergraduate students need adequate information resources and services that may help to improve their learning theoretically as well as in clinical practices.

Nursing students' are often prepared for an anticipated career in nursing. The transition from student to nurse is a phase experienced by all students as they leave the academic world to a world in which they must apply what they have learnt in serving human kind. In order to prepare nursing students to integrate into the discipline of nursing, the library has an important role to play, hence, the provision of quality library resources and services to the nursing students should be ensured. Nugent, (2009) in his study on the extent of use of library resources by nursing students in Indonesia discovered that 6.6% of respondents did not visit the library and 45.3% visited but did not use library resources. They claimed that they had little time for the library because they are more clinically oriented. Onuoha and Subair, (2015) viewed library use among undergraduates in Federal Universities in South-West, Nigeria and found out that most of the respondents used the library on daily basis for the purpose of using and borrowing of library materials, internet facility, photocopying and current awareness service.

Furthermore, Onyekweodiri and Agbo, (2015) investigated the extent of library utilization by students of veterinary medicine in two federal universities in south-east zone of Nigeria. The study revealed that library resources required by these students' ranges from newspapers, magazines, current awareness services, journals and online resources related to veterinary medicine. Hence, library services in both institutions under study were inadequate resulting to student's apathy to the use of library. Also, in a study conducted by Lateef, Omotoso, & Fagbola, (2016) on Students' Use and Evaluation of College Libraries in Crawford University revealed that students use their libraries sparingly; they use the libraries less for references and other academic purposes but more for relaxation in between lectures and to discuss with mates and friends. However, the respondents rate the information resources, services and facilities of the libraries as fair. It is important for any information professional working in an academic library or any other library to know the real needs of the user community (Gunasekera, 2010). Nursing professionals need a wide variety of health information to meet their clinical and educational needs. Due to time constraints, many health care professionals prefer to obtain information from resources that are convenient, easy to use, and reliable. Professional superiors, colleagues, and other health care providers, especially physicians, are favorite resources for nursing information. Print materials are another group of preferred resources of information, including nursing textbooks and journals. Other reports, however, indicate an underutilization of the available nursing literature with a reduction in textbook use and minimal reliance on print journals. Findings from Marshall, Morgan, Klem, Thompson, and Wells, (2014) revealed that use of library resources showed consistently positive relationships with changing advice given to patients, handling patient care differently, avoiding adverse events, and saving time.

Dee and Stanley (2005) conducted a study on information seeking behaviour of nursing students and clinical nurses and its implications for health science librarians. The study revealed that nursing students and clinical nurses were most likely to rely on colleagues and books for medical information, while other resources they frequently cited included personal digital assistants, electronic journals and books, and drug representatives. Significantly more nursing students than clinical nurses used online databases, including CINAHL and Pub Med, to locate health information, and nursing students were more likely than clinical nurses to report performing a database search at least one to five times a week.

It is crucial to assess the library service of a university from the student's point of view and at the same time to determine the user needs. The university should become increasingly sensitive to the student's requirement from a library and offer services and tailoring those services to meet the interest of the students. Hence, a need to assess the level of satisfaction with library services by nursing students in two selected universities in Edo State, Nigeria.

Statement of the problem

Library users especially undergraduates have different views of library services and the effectiveness and efficiency of a university library is based on how its services satisfy users. The Nursing undergraduates are among the different categories of users of the university libraries and are an example of those who majorly use the library and its information and physical resources for academic purposes. Today's practice of Nursing is extremely information-intensive. Generally, Health science professionals depend heavily on varied information sources and resources to make intelligent and informed choices for education, patient care and management and research protocols. For this reason, these students' need to be occasionally assessed to find out the level of satisfaction derived from their use of library services.

Objectives of the Study

1. To find out the types of library services used by nursing students in the selected institutions.
2. To investigate the extent of use of library services by nursing undergraduates.
3. To investigate the level of satisfaction nursing students derived from use of library services.
4. To find out the challenges nursing undergraduates face in their use of library services.

Research Questions

1. What are the types of library services used by nursing students in the selected institutions?
2. What is the extent of use of library services by nursing undergraduates?
3. What is the level of satisfaction nursing students derived from use of library services?
4. What are the challenges nursing undergraduates face in using library services?

Methodology

For the purpose of this study, the researcher adopted the descriptive survey research design because it helps to reveal the opinion of large population.

Population of the Study

The population of this study comprises all undergraduates in the Department of Nursing in University of Benin with the total number of six hundred and twenty five students (625) and Ambrose Alli University with the total number of one thousand two hundred and ninety three (1293) students respectively.

Sampling Technique and Sample size

The study adopted the accidental and proportionate sampling techniques. The population proportionate to size technique was used to determine sample size for each of the two universities giving 135 for AAU and 65 for UNIBEN consisting two hundred (200) of the entire one thousand nine hundred and eighteen (1918) populations of nursing undergraduates in the Department of Nursing in both universities. Accidental sampling technique was used by the researcher to administer the research tool to the respondents on the basis of first come first served.

Research Instrument

Data collection exercise was gathered from only primary sources with a questionnaire titled Level of Satisfaction "Nursing Undergraduates' Derived from Use of Library Services (LSNUDULS)". It contained structured questions design to elicit information from respondents in line with the stated objectives of the research.

Method of Data Analysis

The data obtained from retrieved copies of questionnaire were analyzed using simple percentage (%), frequency counts, mean and standard deviation.

Table 1: Analysis of Returned and Unreturned Questionnaire

S/N	Returned/Unreturned Questionnaire	Frequency	Percentage (%)
1.	Returned Questionnaire	193	96.5
2.	Unreturned Questionnaire	7	3.5
	Total	**200**	**100**

Out of the two-hundred (200) copies of the questionnaire administered, one hundred and nine three (193) were filled and returned, to produce 96.5% return rate.

Findings Related to Demographic Characteristics of the Nursing Students

This section describes demographic characteristics of 193 nursing students in terms of their age, level of study and gender of the respondents. The data collected was tabulated and analyzed to obtain frequency and percentage distribution, table 1.

Table 2: Frequency and Percentage of Nursing Students in Regard to their Demographic Characteristics

S/ N	Demographic characteristics	Frequency (f)	Percentage (%)
1	**Age (Years)**		
	15 – 20	79	40.9
	21 – 25	101	52.3
	26 – 30	13	6.80
2	**Level of study**		
	100 Level	28	14.6
	200 Level	33	17.1
	300 Level	41	21.2
	400 Level	45	23.3
	500 Level	46	23.8
3	**Gender**		
	Males	38	19.7
	Females	155	80.3

Table 2 shows respondents' level of study. From the table, it can be seen that 28 (14.6%) respondents were in their first year of study, 33 (17.1%) respondents were in their second year, 41 (21.2%) respondents are in their third year, 45 (23.3%) respondents were in their fourth year, while 46 (23.8%) respondents were in their fifth year of study. It can therefore be concluded that majority of the respondents were either in their fourth year or fifth year of study. The table further revealed that 38(19.7%) respondents were male, while 155(80.3%) respondents were females. This implies that there were more females than males among the respondents. This finding corroborates with the societal belief that is based upon the traditional image of the nurse as female. With this, nursing profession that is a supportive discipline to medicine is generally perceived as a sex- role occupation exclusive to females. Although the evolution of males into

nursing profession has increased over the years but still the profession is dominated by females while the males constitute the smaller number of the nursing population. From these results, it can be concluded that majority of the respondents were within the ages of 21 – 25 years.

Research Question 1: what are the types of library services used by nursing undergraduates?

Table 3: Library services used by nursing undergraduates

S/N	Library services	Frequency	Percentage (%)
1	Library loan services (borrowing of books)	99	51.3%
2	Inter-library loan services	17	8.81%
3	User-Education services	109	56.5%
4	Consultancy services	27	13.9%
5	Current Awareness Services (CAS)	24	12.4%
6	Selective Dissemination of Information (SDI)	14	7.25%
7	Information literacy services	33	17.1%
8	Indexing and abstracting services	18	9.33%
9	Electronic services	97	50.3%
10	Referral services	32	16.6%
11	Translation services	9	4.66%
12	Photocopying/reprographic services	98	50.8%
13	Reference and information services	47	24.4%
14	Internet services	59	30.6%
15	Bindery services	23	11.9%

Table 3 shows the library services used by nursing undergraduates' in the academic libraries under study. From the analyses, the table shows that 99 (52.3%) respondents use library loan services (borrowing of books), 109 (56.5%) respondents indicated that they use User-Education services, 97 (50.3%) respondents indicated that they use Electronic services, and 98 (50.8%) respondents indicated that they use Photocopying/reprographic services. It can therefore be concluded that the library services mostly used by nursing undergraduates' are Library loan

services (borrowing of books), User-Education services, Electronic services, and Photocopying/reprographic services.

Research Question 2: What is the extent of use of library services by nursing students?

Table 4: Mean rating of the extent of use of library services by nursing students (N=193)

S/N	Extent of use of library services	Vey High Extent	High Extent	Low Extent	Very Low Extent	Mean	Standard Deviation
1	Library loan services (borrowing of books)	2 (1.04%)	37 (19.2%)	41 (21.24%)	19 (9.84%)	2.22	0.27
2	Inter-library loan services	_	_	13 (6.74%)	4 (2.07%)	1.76	0.10
3	User-Education services	11 (2.84%)	49 (25.39%)	21 (10.88%)	28 (14.50%)	2.39	0.39
4	Consultancy services	5 (2.59%)	6 (3.11)%	9 (4.66%)	7 (3.67%)	2.33	0.48
5	Current Awareness Services (CAS)	_	1 (0.52%)	15 (7.77%)	8 (4.15%)	1.71	0.17
6	Selective Dissemination of Information (SDI)	_	_	9 (4.66%)	5 (2.50%)	1.64	0.14
7	Information literacy services	4 (2.07%)	1 (0.52%)	11 (5.67%)	17 (8.81%)	1.76	0.55
8	Indexing and abstracting services	_	3 (1.55%)	12 (6.22%)	3 (1.55%)	2	0.17
9	Electronic services	15 (7.77%)	27 (13.99%)	37 (19.17%)	18 (9.33%)	2.40	0.38
10	Referral services	2 (1.04%)	15 (7.77%)	9 (4.66%)	6 (3.11%)	2.41	0.31
11	Translation services	1 (0.52%)	_	3 (1.55%)	5 (2.50%)	1.63	0.53
12	Photocopying/reprographic services	8 (4.15%)	38 (19.69%)	36 (18.65%)	16 (3.29%)	2.4	0.3
13	Reference and information services	7 (23.32%)	29 (15.02%)	10 (5.18%)	16 (3.29%)	2.44	0.41
14	Internet services	7	12	7	33	1.88	0.65

		(3.63%)	(6.22%)	(3.63%)	(17.09%)		
15	Bindery services	3(1.55%)	9(4.66%)	3(1.55%)	8(4.15%)	2.30	0.51

Table 4 shows the mean rating of extent of use of library services by nursing undergraduates. From the analysis in the table, it shows that to a low extent respondents agreed to use Library loan services (borrowing of books), Inter-library loan services, User-Education services, Consultancy services, Current Awareness Services (CAS), Selective Dissemination of Information (SDI), Information literacy services, Indexing and abstracting services, Electronic, services, Referral services, Translation services, Photocopying/reprographic services, Reference and information services, Internet services and Bindery services.

Research Question 3: What is the level of satisfaction nursing students derived from use of library services?

Table 5: Level of satisfaction nursing students derived from use of library services (N=193)

S/N	Level of satisfaction	Highly Satisfied	Satisfied	Dissatisfied	Highly Dissatisfied	Mean	Standard Deviation
1	Library loan services (borrowing of books)	4 (2.07%)	44 (22.79%)	8 (4.15%)	45 (23.32%)	2.07	0.50
2	Inter-library loan services	1 (0.52%)	1 (0.52%)	11 (5.69%)	4 (2.07%)	1.94	0.27
3	User-Education services	21 (10.88%	35 (18.13%)	34 (17.62%)	19 (9.84%)	2.53	0.39
4	Consultancy services	3 (1.55%)	4 (2.07%)	10 (5.18%3	11 (5.69%)	1.89	0.44
5	Current Awareness Services (CAS)	1 (0.52%)	3 (1.55%)	13 (6.74%)	7 (3.63%)	1.92	0.30
6	Selective Dissemination of Information (SDI)	_	1 (0.52%)	5 (2.50%)	8 (4.15%)	1.5	0.26
7	Information literacy services	3 (1.55%	5 (2.59%)	14 (7.25%)	11 (5.69%)	2	0.42

8	Indexing and abstracting services	_	3 (1.55%)	13 (6.74%)	2 (1.04%)	2.06	0.13
9	Electronic services	17 (8.81%)	13 (6.74%)	34 (17.62%)	33 (17.09%)	2.14	0.54
10	Referral services	1 (0.52%)	6 (3.11%)	12 (6.22%)	13 (6.74%)	1.84	0.38
11	Translation services	2 (1.04%)	_	6 (3.11%)	1 (0.52%)	2.33	0.38
12	Photocopying/reprographic services	9 (4.66%)	59 (31.61%)	12 (6.22%)	18 (9.33%)	2.60	0.30
13	Reference and information services	8 (4.15%)	9 (4.66%)	17 (6.74%)	15 (6.74)	2.20	0.49
14	Internet services	8 (4.15%)	13 (16.06)	10 (5.18%)	28 (14.51%)	2.01	0.61
15	Bindery services	3 (1.55%)	7 (3.63%)	8 (4.15%)	5 (2.59%)	2.35	0.39

Table 5 shows the mean rating of level of satisfaction nursing undergraduates derive from use of library services. The data analysis shows that majority of the respondents expressed their satisfaction with the use of user-education services and photocopying/reprographic services but showed dissatisfaction with the use of library loan services (borrowing of books), Inter-library loan services, Consultancy services, Current Awareness Services (CAS), Selective Dissemination of Information (SDI), Information literacy services, Indexing and abstracting services, Electronic, services, Referral services, Translation services, Reference and information services, Internet services and Bindery services is library services. Therefore, it can be concluded that nursing undergraduates' only derive satisfaction with the use of user-education services and photocopying/reprographic services among all other services in the library.

Research Question 4: What are the challenges nursing undergraduates face in using library services?

Table 6: challenges nursing undergraduates face in using library services

S/N	Challenges	Frequency	Percentage (%)
1	Lack of competent staff	84	43.5
2	Photocopying/ reprographic service is expensive	75	38.9
3	Out-dated-library materials	157	60.6
4	Unfriendly attitude of library staff to users	111	57.5
5	Poor internet services	135	69.9
6	Ignorance or lack of awareness of the range of services libraries offer	122	63.2
7	The library does not subscribe to recent electronic databases	113	58.5
8	Poor state of serials	79	40.9
9	Inadequate seats and reading tables	103	53.4
10	There is always too much noise in the library	91	47.2
11	Lack of knowledge on how to search for library materials	88	45.6
12	Lack of ICT skills to use electronic resources	67	34.7
13	Erratic power supply affects the use of the electronic library resources	99	51.3
14	Books are not always found in the right shelves according to subject area	105	54.4
15	Distance to the main library is a major barrier	93	48.2

Table 6 shows the challenges nursing undergraduates' face in using libraries services. From the table, it could be deduced that majority of the respondents agreed to out-dated-library materials, Unfriendly attitude of library staff to users, poor internet services, Ignorance or lack of awareness of the range of services libraries offer, The library does not subscribe to recent electronic databases, Inadequate seats and reading carrels, Erratic power supply affects the use of

the electronic library resources and Books that are not always found in the right shelves according to subject area but disagree to lack of competent staff, Photocopying/ reprographic service is expensive, Poor state of serials, There is always too much noise in the library, Lack of knowledge on how to search for library materials, Lack of ICT skills to use electronic resources and distance to the main library is a major barrier. From the results, it can be concluded that the challenges as indicated by majority of the respondents include; Out-dated-library materials, Unfriendly attitude of library staff to users, Poor internet services, Ignorance or lack of awareness of the range of services libraries offer, The library does not subscribe to recent electronic databases, Inadequate seats and reading tables, Erratic power supply affects the use of the electronic library resources, Books are not always found in the right shelves according to subject area.

Discussion of Findings

From the analysis of the demographic variables, it was discovered that females are more than males among the student respondents. This finding supports the empirical documentation of Yang, Gou, Shiau, Hu, and Shih (2004) and Saritass, Korodag, Yildirim (2009). They noted that Nursing has been stereotyped as a female dominated profession since the time of Florence Nightingale, worldwide. It was also discovered that majority of the respondents are within the ages of 21-25 years. Further analysis shows that majority of respondents were in 500 level.

The library services used as indicated by majority of the Nursing undergraduates' are Library loan services (borrowing of books) 99 (52.3%), User-Education services 109 (56.5%), Electronic services 97 (50.3%) and Photocopying/reprographic services 98 (50.8%).

It was discovered from the analysis that the extent to which Nursing students use Library loan services (borrowing of books), Inter-library loan services, User-Education services, Consultancy services, Current Awareness Services (CAS), Selective Dissemination of Information (SDI), Information literacy services, Indexing and abstracting services, Electronic, services, Referral services, Translation services, Photocopying/reprographic services, Reference and information services, Internet services and Bindery services is low. This is in line with the findings of Agboola (2010) and Tommy (2009) which revealed that libraries always have low patronage because they are not adequately equipped to effectively provide the range of services entrusted on them. Also the result obtained from the findings of Onyekweodiri and Agbo (2015) revealed

that the extent of utilization of library services by students were inadequate resulting in student's apathy to the library. Nnadozie (2008) found out that most students do not make effective use of academic libraries because of lack of user-education. He stated that it should be the concern of librarians to train the users in maximizing their use of the library. Furthermore, the wrong perception of the library services by the nursing undergraduates may have resulted to the low extent of use of library services.

Findings from the level of satisfaction nursing undergraduates' derived from the use of library services as revealed in this study shows that students are satisfied with User-Education services and Photocopying/reprographic services. In line with the findings of this study, Patrick, Aghojare and Ferdinand (2015) found that users' were satisfied with user-education services, photocopying and scanning services. This also confirms the findings of Motiang, Wallis and Korodia (2014) where respondents were requested to indicate their level of satisfaction about the photocopying services. The results revealed that. 63.52% of the respondents were satisfied with the photocopying services. On the contrary, the findings of Oyelekan and Iyortsuun (2011) and Ezeala and Yusuf (2011) revealed that users' of library services were dissatisfied with library orientation and photocopying services.

Finally, findings from the challenges nursing undergraduates' face in using library services as indicated by majority of the respondents revealed that out-dated-library materials, unfriendly attitude of library staff to users, Poor internet services, Ignorance or lack of awareness of the range of services libraries offer, the library do not subscribe to recent electronic databases, Inadequate seats and reading tables, erratic power supply affecting the use of the electronic library resources, books that are not always found in the right shelves according to subject area are major barriers. Similar to these barriers were also found in the studies of Oyedun (2013) and Adegbore (2010).

Conclusion

Student's satisfaction is an important indicator of the quality of library services and it is of paramount importance that use of academic library contributes to academic excellence of nursing students. The findings of the study have important implications for library service delivery to nursing and health sciences students. The satisfaction of all services provided in the

university library can be effective in their viewpoints about their educational performance in order to create motivation and promote educational quality.

Recommendations

The following recommendations are made based on the findings of the study:

- There is need to improve on the awareness of the range of services libraries offer so as to enhance full utilization of library services;
- Management should make provision for reliable and stable alternative power supply to enhance students' use of electronic resources;
- There is need for library staff to improve on their attitude towards users as well as in rendering of library services;
- All effort should be made to acquire current books, periodicals and reference materials for the library since outdated materials affects the use of library services and subscription to electronic databases in health sciences/provision of internet services which will aid the use of library in searching for materials;

- The management should ensure that the library has an annual budgetary provision to facilitate the operations of their services;
- Finally, library management should annually evaluate users' satisfaction in order to have feedback from users on how well the library is meeting their information needs and to ascertain if there is need to create more awareness or re-package the services/resources.

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