2021

EVALUATION OF THE USE OF UNIVERSITY LIBRARY RESOURCES AND SERVICES BY THE STUDENTS' OF LEAD CITY UNIVERSITY: A CASE STUDY OF NURSING STUDENTS

Omeiza Victor Jatto
Lead City University, Ibadan, jatto.victor@lcu.edu.ng

Bakare Oluwabunmi D.
bakare.oluwabunmi@lcu.edu.ng

EVALUATION OF THE USE OF UNIVERSITY LIBRARY RESOURCES AND SERVICES BY THE STUDENTS' OF LEAD CITY UNIVERSITY: A CASE STUDY OF NURSING STUDENTS

Jatto Victor Omeiza

Library Officer

Lead City University Library, Ibadan, Nigeria

Email: Jatto.victor@lcu.edu.ng

Bakare Oluwabunmi D. (PhD)

Head of Department

Library and Information Science

Lead City Universtiy, Ibadan, Nigeria

Email: bakare.oluwabunmi@lcu.edu.ng

ABSTRACT

The study was designed and conducted to evaluate the use of university library resources and services by nursing students of Lead City University, Ibadan. Descriptive survey design was use for this study and the population all nursing students was approximately 500 as at the time of this study, 20% of the population (100) was used. Close observation and a structured questionnaire were used with 100% return rate. Data collected were analyzed using descriptive statistics (frequency counts and simple percentages). The findings shows that minority (14%) of the respondents don't use the library on daily basis, among all the library information resources, textbooks command that highest level of patronage, accessibility and user satisfaction followed, reference resources, then newspapers. On the factors that discourages usage of the Library, resources and services, slow internet connection ranked the highest (92%) followed by library closing hours with 84% agreement, then insufficient charging points (82%), epileptic power supply accounted for 72% and lack of book borrowing service (circulation) accounted for 70%. Study however recommend constant and frequent in-house evaluation of the Library resources and services, start operating an open system where users can borrow books, conduciveness of the library environment should be of paramount interest to the library management.

Word Count: 203

Key Words: Evaluation, Library, Resources, Services, facilities.

INTRODUCTION

Nursing students are inevitable users of the library whose profession requires in-depth study, vigorous clinical processes, research works and various assignments. They often use the library as their second class and the library information sources as their intellectual backbone when the need arises. The library cannot afford to take the nursing student for-granted not only as a library user but because of the sensitivity of the profession itself to the society. Librarians have no options than to evaluate their services as well as their collection on a regular interval to make informed decisions as to selection and acquisition of relevant information for all the categories of users the library seeks to serve coupled with justified services. Evaluation is seen as an important part of modern life (Dahler-Larsen, 2020). Evaluation is   a logical determination of a subject's merit, worth and significance, using criteria governed by a set of standards. It can assist an organization, program, design, project or any other intervention or initiative to assess any aim, realizable proposal, or any alternative, to help in decision-making; or to ascertain the degree of achievement or value in regard to the aim and objectives and results of any such action that has been completed (Dahler-Larsen, 2020; Alkin, & Vo, 2017). To buttress the definition, Mokhtar, Shaifuddin, Yu, Saman, & Baba, (2018), sees evaluation as performance measurement that is a very crucial managerial discoveries on which decisions are based. They defined it as the process of systematically assessing effectiveness against a predetermined norm, standard or expressed goal or goals. Evaluation often includes recommendations for constructive action. Thus, evaluation is a qualitative measure of the prevailing situation. It calls for evidence of

effectiveness, suitability, or goodness of the programme. It is the estimation of the worth of a thing, process or programmes in order to reach meaningful decisions about that thing, process or programme (Manichander, 2016).

From the foregoing, evaluation within the context of a University library could be explained as the act and art of taking statistics of library usage, compiling a check list of acquired information resources, directly observing the physical use of materials and comparing records, as well as operations with world standard practices (Ugal, 2011; Li, Y., & Liu, 2019)

It is very clear that one major aim of setting up any university or any institution of higher learning is to create an atmosphere that promote learning and conduct of researches in all fields of human endeavors for a better life and improved living. In lieu of this, universities or higher institution of learning comes up with academic curriculum or a designed program of studies with proper provision of all the necessary facilities so as to meet these goals, aims, objectives, mission and vision. it is as a result of this that every of the facilities in the higher institution of learning is seen as an integral part of the university system. The Academic library as it is popularly called is undoubtedly the most significant of them all (2011; Li, Y., & Liu, 2019). According to Anunobi and Okoye, (2008) A very established library is necessary to all academic institutions. It is very useful in supporting teaching, learning as well as research activities in the university and is expected to offer standard information resources to its users. The crucial drive of academic libraries is to support teaching, learning and research in ways consistent with, and complementing of the institution's mission and goals. Furthermore, library resources and services should be sufficient both in quality and quantity, depth, diversity and currency to support the institution curriculum. This results to the reason university libraries are often considered as the most important resource centre of an academic institution of higher learning (Motiang, 2014). This lend credence to the reason every higher education institution considers the library as a central position on the campus. Little wonder that as soon as these universities were established their libraries were established simultaneously and the libraries are seen as the heart of the university as no other single non-human factor is as closely related to the quality of infrastructure for university education as the library. Thus, the university library is an inevitable companion, a dependable collaborator and a trusted source of information resources for researchers, students and the university community at large. The place of a library, as the central hub upon which research, teaching and learning activities revolves in an academic environment cannot be overemphasized (Yinka, 2017). An academic library is undoubtedly the nerve centre of any higher institution of learning, its effectiveness has a pivotal role to play in the overall achievement of the academic institution's vision and mission put together. With the invaluable position of the academic library we can now infer that good academic institution will produce good undergraduate students of which the Nursing students aren't an exception. However, from the aforementioned authors injunctions we all know that this is not in any way possible without a standard library and library services that needs to be evaluated as often as possible so as to weigh whether the library is performing her primary functions well or not. It is on this premise that this study intends to evaluate the use of the University library resources and services by Nursing students of the Lead City University.

Statement of the problem

As evaluation is the process and its main aim is to determine the merit, worth, or value of something in addition to considering the roles of potential nurses to the society at large, nonetheless academic libraries should engage in it often in order to keep herself abreast of the latest information sources and services that will serve the nursing student better. Therefore, as an indispensable tool or factor for a quality university output playing a sacrosanct role in the academic productivity of nursing students, there is the need for a consistent evaluation of library products and services in all ramification to ensure quality output of these set of students to the academic environment as well as to the outside world so that their expertise cum competence would not be questionable. As extant literatures have shown that the quality of academic programs and university turn-outs is now a national concern of which the quality of library resources goes a long way in determining the accreditation of any discipline within the University. Then, the onus lies on the management of various academic libraries to embark on an evaluative process of which the University of Lead City University is not left out. Furthermore, if quality is in doubt then the position of library is subject to series of questioning and probing; the major thing to probe in the library is the library collections and its services because both works hand in hand. it is on the preceding that the study intends to investigate the evaluation of the use of university library resources and services by the students of lead city university using the nursing student as a case study.

Research objectives:

The general objective of the study is to evaluate the use of university library resources and services by the students of lead city university while the specific objectives are to:

1. Ascertain the frequency of the use of library by the students of Nursing at Lead City University
2. Find out the availability/adequacy of the library resources for students of Nursing at Lead City University
3. Determine the accessibility of the library resources to students of Nursing at Lead City University
4. Determine user' level of satisfaction with the services rendered.
5. Determine the constraints/problems to effective use of library resources by the students of Nursing at Lead City University
6. Suggest practical ways to improve use of the library by the students of Nursing at Lead City University

Research question:

The study seeks to provide answer to the following questions:
1. How frequent do the students of Nursing at Lead City University use the University library?

2. To what extent are resources available or adequate in the University library for students of Nursing at Lead City University?
3. To what extent are the resources in the University Library accessible to students of Nursing at Lead City University?
4. To what extent are the students satisfied with the services and facilities provided?
5. What are the constraints to effective use of library resources by the students of Nursing at Lead City University?
6. In what ways can the use of the library be improved among the students of Nursing at Lead City University

Significance of the study

At the end of the study, the outcome will give an accurate situation of things as far as nursing students are concerned on the condition of the library's collection in meeting their information need, the indices that encourages or discourages the use of the collection so also the effectiveness of the services rendered by librarians with the use of the collection. It will add to existing knowledge by seeing evaluation from users stand points thus creating an atmosphere for improved collections and services by the librarians as well as the library management. Finally, it will help the library as the hub of academic excellence to position herself strategically well by taking necessary steps in making the department of Nursing the cynosure of all eyes when it comes to having access to recent databases domicile within the discipline.

Review of Related Literatures

The role of a university library to the parent institutions are to acquire information resources to support learning and teaching process in the University; to provide resources necessary for research and to meet the requirement of faculties; to cooperate with other university libraries with a view of developing a network of academic library resources which will be at the disposal of all students and lecturers; to open the door to a wide range of resources that lie beyond the borders of one's own field of specialization; to bring information resources to the door step of students and scholars together under conditions which encourage reading for pleasure, self-discovery, personal growth and sharpening of intellectual curiosity (Udoaku & John 2013).

A constant concern of academic institutions has been to improve the customer satisfaction in university libraries. The service quality within academic library context is pivotal for satisfying customers by meeting the customers' needs to create loyalty amongst customers Ajibero (2004) asserts that if during accreditation exercise most University libraries scored less than 70%, while other components scored 100%, that program will not get full accreditation. This explains that the quality and effectiveness of an academic program of a university are measured in part by the quality of the library resources and services. Looking at the high value placed on an academic library and its services by the Nigeria University Commission (NUC), evaluation of the library is an inevitable exercise that the library management must frequently engage in if effectiveness and relevance will be achieved.

The essence of this evaluation process will ensure that the library will not become just a dumping place for information especially in this era of Information Communications Technology (ICT) where library now has many competitors. Frequent evaluation will help library have a competitive advantage over its competitors and improved the essence of its overall existence. In the year 2001, Popoola asserts that it is important that libraries should move from being a store house of information sources as availability does not stimulate usage but that the library should engage in services that will stimulates primary demands for their products as well as services. It is imperative to know that library is more of a service oriented organization and service orientation organizations have identified that users are the most critical voice in assessing the service quality. At the same time, it is essential to identify what is the meaning of service quality to the users as this will be very important in assessing the service quality to be carried out effectively in academic libraries (Adeniran, 2011). According to Slizyte and Bakanauskiene (2007), performance measurement is another name for evaluation and it is the comparison of the actual levels of performance with pre-established target levels of performance.

On the necessity and importance of evaluation Chieme, Obio and Nkamnebe (2014) affirmed that the library being the most essential pillar of any academic institution need utmost attention to avoid total collapse of the entire University community which in turn leads to a collapsed nation.

Mokhtar, Shaifuddin, Saman, & Baba, (2018) asserts that Service orientated organizations among which we have library identified the user as the most critical voice in assessing the service quality. Also, Nicholson (2004) asserts that librarians need to consider the users' viewpoint on their experiences instead of focusing only on the performance of the system. Some fundamental reasons for which library must be evaluated includes that fact that evaluation helps the library to justify its reason for existence; It may be used to assess how well the library and information system contributes to achieving the goals of parent constituents; It can be used to convince institutions that the library needs the same relative share of institutional budget especially in the third world countries; It can identify areas where improvement is needed; it can identify what a library is yet to accomplish and to communicate what we do, how well to do it and what is needed to accomplish the task; or better still it helps to provide evidence that the expectations of a variety of stakeholders are being met, also it helps to measure how good is the library; to highlight the improvement factors on library services; and to enhance library expectation. Pindlowa (2002) cited by Ugah and Chilaka (2011) opined that the quality of academic libraries is connected with institutional products and services as libraries are service organizations which is supposed to contribute meaningfully to the research and academic productivity of their parent organization. Therefore, the quality in the content of a library should often be treated as priceless as the quality of service provided in the library so as to weigh its significance in contributing to fulfilling the vision and mission statements of the institution in which the academic library is domiciled. Sinikara (2006), A librarian in the University of Helsinki outlined four models of evaluation in his study which consists of external evaluation organization, self-assessment, peer-review with its evaluation visits and public evaluation reports. In her study she noted that lot of homework remains to be done after the evaluations

process as this procedure is supposed to be continuous process. Udoaku and John (2013) highlighted two types of evaluation, macro and micro evaluation. They affirmed that Macro evaluation tries to answer the questions that x-ray how well the library system is performing and determine ways to improve on it in the nearest future. On the other hand, micro-evaluation is analytical as it seeks to diagnose and find out what is wrong with a system. It tries to determine why the system performs at the present level and what may be done to increase the performance level in future. Therefore, an evaluation of effectiveness is an evaluation of user satisfaction as regards the provision of library products and services. Such evaluation should determine how well an information service satisfies the need of its users (Udoaku and John ,2013).

Conclusively, it is a must for library to justify her reason for existence and continuous evaluation is the key because it will keep the library abreast of its faults, failures, progress and successes in addition to creating an avenue for improvement base on the International standards. From the discussion above, it becomes imperative that library and information systems require the exercise of performance evaluation from which the resulting data can be used to justify their existence. It also shows the need for betterment of library products and services as a vivid probe into the predominant situation under which library and information systems of developing countries exist using the products and services provided for undergraduate students at the Department of Nursing Lead City University as a case study. It also authorizes the crucial role that evaluation and the resulting data could have in addressing the major problems faced by the University library in meeting the information needs of undergraduate students at the Department of Nursing Lead City University. It is on these bases that this study intends to embark on an evaluation of the use of university library resources and services by the undergraduate students of the department of nursing Lead city university.

Methodology

This study was conducted in Lead City University Library, Ibadan, Nigeria. Descriptive Survey research design was used for this study. The population of the study consist of all the undergraduate nursing student from 100 level to 500 level totaling 500 students as at the time of the study. 20% of the study population was sampled in accordance with Gideon (2018) who suggested that a sample could range from 15% to 30% of the total population. Convenience sampling technique was used as the respondents were the ones that were found in the library during the time of this study. A structured questionnaire was administered to the respondents in the library and collected on the spot. The data generated was analyzed using descriptive statistics (simple percentage).

INTERPRETATION OF DATA, DISCUSSION, SUMMARY CONCLUSION AND RECOMMENDATION

Table 1. Table of demographic information

Options	Frequency	Percentage (%)
Male	22	22

Female	78	78
Total	**100**	**100**
Level		
200 Level	36	36
300 Level	44	44
400 Level	6	6
500 Level	14	14
Total	100	100

From table 1 above, 78% of the respondents were female while 22% were male. Also, majority of the respondents (44%) are in 300 level followed by 200 level which accounted for 36%, while 14% of the respondents are in 500 level and the remaining 6% are in 400 level.

Table 2: Table of frequency of use of the Library

Options	**Frequency**	**Percentage (%)**
Daily	14	14
Weekly	8	8
Twice per week	22	22
Thrice per week	28	28
Undecided	28	28

From Table 2 above, the percentage distribution of respondents that are not sure of their frequency of library use and those that use the library thrice per week is 28% each, 22% of the respondents uses the library twice per week, 14% use the library daily while 8% use the library on weekly basis.

Table 3: To ascertain the extent of availability of library resources

s/n	Resources	**Options/Frequency & Percentage**				
		Always	Sometimes	Rarely	Never	Total
1	Textbooks	46 (46%)	48 (48%)	2 (2%)	4(4%)	100
2	Journals	6 (6%)	32(32%)	32(32%)	30(30%)	100
3	Reference Materials	46(46%)	40(40%)	6(6%)	8(8%)	100
4	Newspapers /magazines	30(30%)	20(20%)	16(16%)	34(34%)	100
5	Online journals	10(10%)	44(44%)	18(18%)	28(28%)	100
6	E-books	14(14%)	38(38%)	24(24%)	24(24%)	100
7	Grey literatures	14(14%)	18(18)	18(18%)	48(48%)	100

From table 3 above, almost all the resources are very much available. However, according to the aggregate responses of the respondents, information resources (textbooks and reference materials) enjoys over 80% percentage rate of availability, while newspapers and magazines are

averagely available with 50% responses. Moreover, both online and print journals , E-books as well as Grey literatures availability were below average as over 50% of the respondents says they are either rarely or never available.

Table 4: To ascertain how accessible Library resources are

s/n	Resources	Options/Frequency & Percentage				
		Highly Accessible	Moderately Accessible	Accessible	Not Accessible	Total
1	Textbooks	(56%)	(32%)	(12%)	Nil	100
2	Journals	(46%)	(26%)	(18%)	(10%)	100
3	Reference Materials	(40%)	(34%)	(20%)	(6%)	100
4	Newspapers /magazines	(58%)	(28%)	(12%)	(2%)	100
5	Online journals	(14%)	(40%)	(38%)	(8%)	100
6	E-books	(20%)	(46%)	(24%)	(10%)	100
7	Grey literatures	(16%)	(46%)	(18%)	(20%)	100

From table 4 above, showing the level of accessibility of the library resources, the aggregate response of the respondents shows that all the library resources listed were accessible as textbooks, newspapers and magazines enjoys a high level of accessibility with 96% and above responses. However, E-books, online journals and Grey literatures though moderately accessible but the high accessibility rates is a call for concern.

Table 5: satisfaction of students with the services and facilities in the library

s/n	Resources/Facilities and Services .	Options/Frequency & Percentage				
		Very Satisfied	Satisfied	Not Satisfied	Undecided	Total
1.	Textbooks	(48%)	(34%)	(10%)	(8%)	100
2.	Journals	(14%)	(56%)	(12%)	(18%)	100
3.	Reference Materials	(16%)	(56%)	(12%)	(16%)	100
4.	Newspapers /magazines	(32%)	(48%)	(4%)	(16%)	100
5.	Online journals	(18%)	(32%)	(34%)	(16%)	100
6.	E-books	(20%)	(38%)	(22%)	(20%)	100
7.	Grey literatures	(34%)	(30%)	(38%)	(18%)	100
8.	Ventilation/air conditioning	(12%)	(50%)	(32%)	(6%)	100
9.	Reading tables and chairs	(44%)	(52%)	(4%)	Nil	100
10.	Internet services (wifi)	(16%)	(36%)	(32%)	(16%)	100
11.	Photocopying	(24%)	(26%)	(28%)	(22%)	100

12.	Serenity	(24%)	(42%)	(20%)	(14%)	100
13.	Librarians receptiveness	(34%)	(42%)	(18%)	(6%)	100
14.	Library security personnel	(18%)	(34%)	(28%)	(20%)	100
15.	Opening and closing hours	(26%)	(42%)	(30%)	(2%)	100
16.	Weekends services	(16%)	(44%)	(30%)	(10%)	100
17	Lighting	(26%)	(62%)	(4%)	(6%)	100
18.	Reference Services	(32%)	(26%)	(30%)	(12%)	100
19.	Circulation Services	(20%)	(34%)	(24%)	(22%)	100

From table 5 above, to ascertain the level of satisfaction of respondents with Library services and facilities. The aggregate response of the respondents that were very satisfied and satisfied shows that more than average (50% and above) of the respondents were satisfied with the services, resources and facilities of the library. However, respondents in their responses show lack of satisfaction and indecision (40% above) with facilities like library security personnel, serenity, photocopying, internet connections, and ventilation. Furthermore, library services like circulation, reference, weekends services, Library closing and opening hours also are areas of concern as a little close to average of the respondents were not satisfied with them. Moreover, a little close to average of the respondents were not satisfied with Library resources like Grey Literatures, E-books and online. For Grey literatures, more than average of the respondents were not satisfied with them.

Table 6: Limitations to effective use of the university Library.

		Options/Frequency & Percentage				
s/n	**Facilities**	Strongly Agree	Agree	Disagree	Strongly Disagree	Total
1.	In-conducive reading space	(38%)	(30%)	(22%)	(6%)	100
2.	Irrelevancy of the collections	(28%)	(24%)	(24%)	(24%)	100
3.	Lack of ventilation	(28%)	(30%)	(28%)	(12%)	100
4.	Slow internet connection	(66%)	(26%)	(4%)	(4%)	100
5.	Noise and disturbance by library users	(30%)	(34%)	(30%)	(6%)	100
6.	Stealing of library user's properties	(8%)	(36%)	(17%)	(22%)	100
7.	Inadequate Information materials	(28%)	(42%)	(22%)	(8%)	100
8.	Opening and closing hours is too short	(56%)	(28%)	2(4%)	6(12%)	100

9.	Unfriendly attitudes of librarians	(32%)	(22%)	(32%)	(14%)	100
10.	Bad library rest rooms	(36%)	(26%)	(28%)	(10%)	100
11.	Insufficient charging points	(58%)	(24%)	(14%)	Nil	100
12.	Epileptic power supply	(16%)	(56%)	(20%)	(8%)	100
13.	Users were not educated on how to use the library.	(26%)	(30%)	(36%)	(8%)	100
14.	The library has no guide to direct users to appropriate sections of the library.	(10%)	(40%)	(44%)	(6%)	100
15.	Little/No assistance from the library staff	(28%)	(28%)	(36%)	(8%)	100
16.	The library is not organized	(6%)	(30%)	(50%)	(14%)	100
17	Lack of book borrowing services	(44%)	(16%)	(8%)	(32%)	100

From table 6 above, on the limitation to effective use of Library resources, facilities and services. Summarily, looking at the level of strong agreement and agreement, except for the two options (The library is not organized and Stealing of library user's properties) all other options, were far above average (55% and above) as factors that limit users from using the Library.

Discussion of Findings

From table 1 one above, it's not a surprise that majority of the respondents were female while the minority were male. This is a general believe and is widely accepted that Nursing profession is a female dominated career. (Evans, & Frank, 2003; Barrett-Landau, & Henle, 2014).

From the same table, majority of the respondents were 300L students followed by 200L, 500L then 400L nursing students. This is in consonance with the findings of Hassan, (2016) that 200, 300 and 400 students regularly patronized the Library.

On the frequency of library use, a minority (14%) of the respondents used the library on daily basis, meaning that theirs is apathy on the side of library users. This finding agree with Onifade, Ogbuiyi and Omeluzo (2013) whose study established that students do not maximise the use of library resources provided for them as majority of them do not use the library on a regular basis.

On the frequency of use of the library resources, Textbooks enjoys greater usage compared with journal publications, Reference materials are often used while newspapers were used on an average level, and so is the case of Online journals which almost 50% seldom use, E-books are averagely used while grey literatures (past projects, conference papers e.t.c.) are not always used.

Collectively, both use and non-use are on an average frequency, although textbooks and reference materials enjoys a high percentage of use, both physical and online journals as well as e-books and grey literatures all suffers non-use by the respondents. This however corroborates the findings of Odu (2017) on user apathy towards library resources and service: a case study of the university of calabar library. It was found that for a period of four years there was a gradual decline in the level of patronage of the library and that the level of usage of library resources and services dropped from 28.0% in 2012 to 26.8 % in 2013, 24.8 % in 2014 and to 20.4% in 2015.

On the accessibility of information materials to users, textbooks and newspapers enjoys high accessibility while others are only accessible on an average frequency, this means that except for physical textbooks and newspaper, other information resources were only a little more than averagely accessible while grey literatures were not accessible at all.

Looking at the level of satisfaction derived from the library resources and facilities, although collectively, they enjoyed a moderate level of satisfaction but its only Textbooks that really commanded a high level of satisfaction. This corroborates the findings of Hemavathi, and Chandrashekara, (2018) who found that 91.5% of their respondents found the library textbooks to be excellently useful but only 18.75% of the respondents founds the journals to be excellently useful.

On the factors that discourages usage of the Library, and Library resources, slow internet connection ranked the highest (92%) followed by library closing hours with 84% agreement, then insufficient charging points (82%), epileptic power supply accounted for 72% and lack of book borrowing service (circulation) accounted for 70%. This findings complemented the findings of odu (2017) who found that insufficient seats was ranked highest as the most pertinent reason why student are not using the library, followed by attitude of library staff towards users, power supply was also found to be significant. Futhermore, in this study, it was found that noise and disturbance in the library happened to be one of the major causes of discouragement to library use with 64% agreement. This however negates the opinion of Odu (2016) that serene, quiet and conducive environment offered by the library is an additional strength the library possesses in the world of research, teaching and learning as scholars, researchers and studious students needed to be engulfed in an atmosphere bereft of disturbances to be able to exercise their creative power and energy looking for outlets of expression. In the case of the library opening hours, this study found that 84% of the respondents were not happy with it. This however negates the findings of Motiang, (2014) who carried out a study on evaluation of user satisfaction with library services at the University of Limpopo, Medunsa campus (Medical University of Southern Africa), he founds that 59% of the respondents were satisfied with the library closing hours.

Summary of Findings
It is obvious that throughout the universe, nursing profession is widely believed to be feminist profession even in the Nursing School. The findings of this study corroborates that assertion as female respondents far outnumbered the males.

A minimal percentage (14%) of the respondent uses the library on a daily basis, this could be as a result of the later discoveries in the factors that discourages usage of the library.

Accessibility of the Library information resources is very crucial to usage, although majority of the information resources enjoys a little more than average accessibility but there are still issues with the level of accessibility especially with grey literatures, e-books, online journals etc. except for textbooks and newspapers.

On the level of satisfaction, there are huge gaps to be bridged between optimum satisfaction and satisfaction.

Combining the general options, the percentage distribution of agreement to the discouraging factors to the use of library and library resources far outstand the percentage distribution of disagreement, this means the Library as a growing organism still have a very long way to go in satisfying its users information needs by equipping the Library with necessary resources and facilities.

Conclusion

Conclusively, going with Ranganathan's traditional five laws of Library, coupled with the contemporary system of Library management, Lead City University Library is a growing organism and cannot be underrated in terms of the avalanche of the information resources in her holdings, the quality of staff as well as the big space it occupies in the University system physically and academically. However, there is an urgent need for improvement if the outcome of this study were to be generalized then there is need for a revisit on the Ranganathan five laws of Library which summaries all the aspects of Librarianship because of the position the Nursing students holds not only in the institution but also in the health sector.

Recommendations

Based on the findings, the following recommendation are hereby made to better the service and plant the Library in the heart of student.

- Constant in-house evaluation of the Library resources and services is necessary for an effective and impactful Library system
- The Library should start operating an open system where users can borrow books (circulation services)
- The Library management should work on the conduciveness of the Library environment for proper ventilation
- The Library rest rooms should be given serious attention
- The internet system of the Library should also be treated with all seriousness
- More charging point should be provided for charging of phones, laptops and other gadgets
- Library means different things to different people, the need of every user should be anticipated and properly taken care off
- Library orientation should be organized if possible within the Library settings
- The Library closing and opening hours should be reviewed

- A mature system of curbing noise making should be initiated, it is not possible not to talk in the Library but some libraries have different place for different activities. Section for group discussion, chatting or talking should be carved out to reduce disturbance.
- Librarians should go for training both in-house and outside the University
- OPAC should be fully implemented for easy access to the information resources in the Library holdings.
- Finally, a suggestion box should be placed conspicuously to entertain suggestion from Library users.

References

Adeniran, P. (2011). User satisfaction with academic libraries services: Academic staff and students perspectives. *International Journal of Library and Information Science*, *3*(10), 209–216. Retrieved from http://doi.org/10.5897/IJLIS11.045

Agarwal N. K. (2010) Evaluation of Information Services in the Library: Areas identified by Graduate Students.

Ajibero M. I. (2004) Proceedings of Scaulwa 2003 Conference: Do not support and Sustainability: The Experience of University Libraries in Nigeria.

Akinlade O. J. (2000) Nigerian Media Libraries Challenges for the 21st Century. Nigerian Libraries.

Alkin, M. C., & Vo, A. T. (2017). Evaluation essentials: From A to Z. Guilford Publications.

Anunobi, C. V. and Okoye, I. B. (2008) The Role of Academic Libraries in Universal Access to Print and Electronic Resources in the Developing Countries" *Library Philosophy and Practice (e-journal). 189. https://digitalcommons.unl.edu/libphilprac/189*

Argyri, P. : Kostagiolas, P. and Diomidous, M. (2014), A Survey on Information Seeking Behaviour of Nurses at a Private Hospital in Greece. Researchgate. Doi doi: 10.3233/978-1-61499-423-7-127 ·

Barrett-Landau, S., & Henle, S. (2014). Men in Nursing: Their Influence in a Female Dominated Career. Journal for Leadership and Instruction, 13(2), 10-13.

Bawden, D. (1990). User-Oriented Evaluation of Information Systems and Services, Aldershot: Gower..

Dahler-Larsen, P. (2020). The evaluation society. Stanford University Press.

Evans, J., & Frank, B. (2003). Contradictions and tensions: Exploring relations of masculinities in the numerically female-dominated nursing profession. *The Journal of Men's Studies,* 11(3), 277-292.

Gashaw Kebede (1999). Performance Evaluation in Library and Information Systems of Developing Countries: A Study of the Literature. Retrieved from https://www.researchgate.net/publication/228779953

Gideon, V. O. Research Methods simplified. Lagos: Terry Publishers, 2018.

Hemavathi, K. N., & Chandrashekara, M. (2018). User satisfaction on library resources and services in Law College libraries in Mysore, Karnataka. International Journal of Library and Information Studies, 8(1), 309-318.

Ifidon, (1999). Essential of African University Library Management, Lagos: Nigeria: National Press.

Issa, Olanrewaju, A (2009) . Practical guide to project writing for students in polytechnics, colleges and universities. Offa: wumi press, Pp. 53-60.

King and Bryant, (1991). The Evaluation of Information Services and Products, Washington, D. C., Information Resources Press

Mokhtar, W. N. H. W., Shaifuddin, N., Yu, H., Saman, W. S. W. M., & Baba, N. (2018). *The*

Motiang, I. P. (2014). An evaluation of user satisfaction with library services at the University of Limpopo, Medunsa campus (Medical University of Southern Africa). Arabian Journal of Business and Management Review (OMAN Chapter), 3(11), 41.

Motiang, I. P. (2014). An evaluation of user satisfaction with library services at the University of Limpopo, Medunsa campus (Medical University of Southern Africa). Arabian Journal of Business and Management Review (OMAN Chapter), 3(11), 41.

Nkamnebe, E. C., Udem, O. K., & Nkamnebe, C. B. (2014). Evaluation of the use of university library resources and services by the students of Paul University, Awka, Anambra State, Nigeria. Library Philosophy and practice, 0_1.

Odu, J. O. (2017). User apathy towards library resources and service: a case study of the University of Calabar Library, Calabar, Nigeria. *Global Journal of Educational Research*, 16(1), 37-45.

Onifade, F. N., Ogbuiyi, S. U and Omeluzor, S. U., 2013. Library resources and services utilization by postgraduate students in a Nigerian private university. *International Journal of Library and Information Science*, 5, (9): 289-294.