

Utilization of Medical Library and Information Resources and Services Towards Promoting “Health for all” Initiative in SOUTH-East Nigeria: The Case of Enugu State

Oluchi C. Okeke (CLN)¹, Eze Jacintha U. (Ph.D; CLN)², Ani T.C.³

Department of Library and Information Science, Enugu State University of Science and Technology, Agbani, Enugu State, Nigeria^{1,2}, Law Library, Enugu State University of Science and Technology, Agbani, Enugu State³

Email: olugod@yahoo.com¹, ezejacy.41@gmail.com²

Abstract

Purpose: This research delved into utilization of medical library and information resources and services towards promoting “health for all” initiative in South-East Nigeria. The main objective of the study was to ascertain the extent of use of library and information resources and services by the users towards providing health services for all.

Design/Methodology/Approach: The descriptive survey research design was adopted for this study. Four (4) objectives and four (4) research questions were formulated to guide the study. Five (5) medical libraries of major teaching hospitals were used for the study with 980 registered users as the study population from where 245 users were sampled using simple random sampling. Observation checklist was used to collect data on resources while questionnaire was used to collect data from the respondents on the services provided.

Findings: Major findings showed that the users of these libraries make extreme use of their resources particularly textbooks; most of the respondents made good use of circulation/lending services, reference services amongst others while others services such as bibliotherapy /playtherapy, information therapy, inter-library loan, translation, digital library document delivery, library 2.0 and UMLS are poorly used. Lack of guide on use, poor funding and inadequate power supply for ICT facilities were found to be factors posing problems to the utilization of information resources and services. Findings further showed that improved funding, organizing user education programmes amongst others are strategies to help alleviate the problems.

Implication: Suggested solution to problems posed against adequate utilization of medical library and information resources include improved funding, and organizing user education programmes amongst others.

Originality/Value: It was recommended that the libraries should provide adequate varieties of resources and services and strategies to enhance their usage, user education and orientation courses and proper user instruction guide on how to use the fact finding tools should also be provided for the users.

Keywords: Medical libraries; information resources; information services; utilization; health information services; Nigeria.

Introduction

Health professionals in any economy need information that is timely genuine and up-to-date in order to provide quality medicare. In other words, they need to be information conscious if the health sector is to continue to make progress (Okoro and Mbagwu, 2008). Information is important in medical training and education in the sense that without proper information, medical training and practice will

soon be obsolete. It is information that gives this group the substantial knowledge and proof that want about anything. The authentic theories and proofs and proof on medical lines are gotten through information. Being informed keeps one abreast of new development in given field as they emerge. Information could be useful and useless at the same time depending on the circumstance in question and the receiver. In the case of medical libraries, the

medical practitioner, researcher, students and other in allied fields who are the patrons of the library need up-to-date information frequently in education programmes, diagnostic procedures and research in various fields of treatment of various ailments (Ajayi, 2004). Graves and Seliq (1986) emphasized the importance of the medical library's role in developing life learning skills in medical students indicating that medicine is an area among many other science in which the expansion of information is critically dependent and its services, enormous.

Information resources and services' utilization in medical libraries have become an important area of research that needs to be extremely explored. Medical library, being a member in the special library family has a lot to offer to its clients as its own quota to nation building. Meanwhile, many definitions have been given of the special library. Okoro (1999) describes it as library established and maintained by corporate organization such as banks, firms, hospitals, research institutes, government agencies, professional associations, etc to serve their members of staff. While Oduagwu (2002) defined the Special Library as a library designed to serve the circumscribed needs of a circumscribed community. The special library is mainly for research and therefore is established in order to improve the research needs of its parent organization. The library also serves as a livewire of these firms/organization in the sense that it documents, acquires and disseminates proper information needed for the daily activities of these organizations. It plans, acquires, selects, organizes, utilizes, maintains and disseminates information materials that are relevant to the organizations' day-to-day activities. According to Cabeceiras (1991), the special library could be divided into three categories or groups. These are those libraries dealing with special subjects, libraries limiting their services to special group of people and libraries whose interest is in special materials rather than books.

The Medical Library belongs to the first group which is the group that deals with special subjects. As a special library, it is established to serve the medical practitioners, medical students and other people who wish to carry out a research in the field of medicine. Good healthcare depends upon the existence of good communication and information network, hence the establishment of medical libraries, (Okoro and Mbagwu, 2008).

Utilization is a stage where the individual use the information and the main function of the utilization stages are to actually use the trial results

and continue or discontinue to use the innovation at a later date, (Omekwu, 2002). Therefore the utilization of information resources and services in Medical Libraries is not far from the description. Utilization of medical information is a communication process which has to be properly observed since it is normally for research purpose. On daily basis, a research is being carried out to ascertain a proof about or to prove something. Since the medical students in community health programmes write their research reports regularly, they usually visit the library to choose topics and as well use library materials to complement the data collected. Doctors also make consultations on materials in the library to help them ascertain a process of aliment diagnosis and treatment or other areas of medicine to achieve good results.

According to Iroka (2004), in 1987 when Siamese twins joined at the pelvis were born in the University of Nigeria Teaching Hospital, Enugu (UNTH), journal articles from the library were consulted to find out how to separate them since that type of Siamese twins was not common. However, the materials consulted according to the report did not give the exact method of separation which helped the surgery to be carried out successfully. Lawyers also come to the library to consult materials on some forensic cases they have in court. Infact, forensic medicine and medical jurisprudence are big areas of specialization for lawyers and doctors today and they need a sound medical library to back them up. For this genuine reason(s) medical libraries should be able to meet up with client's need in terms of resources and services provision. Also, some materials on the traditional medicine of Nigeria have been sought and obtained from the medical library. Since information is the difference between success and failure, lack of access to information has been identified as a major hindrance to effective utilization (Sheba, 1998).

A major objective of every medical library is to provide access to biomedical bibliographies and health information as sources in support of sound medical education, viable research and qualitative healthcare. Preliminary observation and interactions with the users of these libraries suggest that most of these books are not being used. Lack of utilization of these books defeats the purpose of great expenditure on the acquisition of the library resources and does not augur well for research and teaching in these health institutions.

Furthermore, the current trend from manual packaging to electronic digitalization of information

and the use of Information and Communication Technology (ICT) tends to broaden the capacity for utilization of library resources and services by researchers and students. Although Enugu is known to possess some of the best hospitals in the south eastern states of Nigeria and people are normally referred to these hospitals in Enugu for better treatment, the extent to which these medical libraries assist in information delivery to their clientele and as well, assist their parent bodies to successfully carry out their jobs still needs to be examined. This study therefore derives from the need to provide empirical evidence on the extent of information resources and services utilization in medical libraries in Enugu State which has not been extensively explored.

Objectives of the study

The study is generally set to examine the status of medical library information resources and services in medical libraries in Enugu area. Specifically, the study intends to:

1. Determine the extent of users' utilization of library and information resources in medical libraries in Enugu State.
2. Determine the extent of users' utilization of library and information services in medical libraries in Enugu State.
3. Find out the problems associated with the utilization of Information resources and services in these medical libraries.
4. Find out the strategies to enhance the proper utilization of information resources and services in medical libraries.

Research Questions

The following research questions were formulated to guide the study

1. To what extent do users utilize the library and information resources in medical libraries in Enugu State?
2. To what extent do users utilize the library and information services in medical libraries in Enugu State?
3. What are the problems associated with the utilization of Information resources and services in these medical libraries?
4. What are the strategies to enhance the proper utilization of information resources and services in medical libraries?

Literature Review

Information is very important in our daily lives. It can be conceived as anything that adds to our existing knowledge, ideas, skills and experiences positively or negatively that enables us to take decision or react to situation immediately or later at an appropriate period of time. Therefore, information is an important agent in human development. It can as well be conceived as the byproduct of our conscious and unconscious actions and inactions that adds to our existing knowledge, ideas, skills and experiences which enables us respond to a given stimuli instantaneously or at a later period of time as a form of reaction or decision taken or to be taken. The conceptions of information presupposed that it is a strategic resource and tool that all living being, regardless of category; communities, society and nations need to have access to and utilize at all times. This will enable users survive, develop and advance in any type of endeavour.

The need for organization of information resources stems from the need to ease the retrieval of needed information from a mass of them for access and use (Mohammed, 2010). The extent of the relevance and usefulness of a piece of information therefore is contingent upon why and when it was sought for the retrieval, access and use of one type of information, especially when accessed and utilized successfully or not. This often leads to the need to retrieve for another one for use again and again without an end. This brings about the cyclical and chain nature as well as the dynamics of information; Mohammed, in Mohammed (2010).

For this proper and easy retrieval and use of information resources and services therefore, it is necessary that they are organized properly in different types of resources either in printed and non-printed formats without limitation to location, sources and times. Information resources/materials are acquired, processed and carefully stored for use in libraries, information centres, repositories, archives and databases or personal collections.

The utilization of information resources and services starts with the decision on what to acquire for use, how much available for the acquisition of such information resources and services, the extent of its relevance and usefulness to the existing and future needs, and the format and type of information resources and services to be acquired for proper use. Aina (2004) defined information as all published and unpublished knowledge about any given subject. Therefore, it calls for proper selection, acquisition and organization of resources in libraries. It is widely

believed that the proper organization of the library resources facilitates its use. Appropriate materials call for attention wherever they are placed and so does good library resources. It does not need so much awareness to be created before it is utilized.

The concept of utilization of information resources and services

The use of information resources and services in medical libraries depends on the nature of the library. Gavvani and Mohan (2008) stipulated that “lack of medical knowledge and proliferation of health information make patients misinformed. It neither ensures the patients’ safety nor improves patients’ peace of mind”. Nowadays, the information age encounters new diseases and new patients such as “information syndrome and cyberchondriac, whereby a person imagines that he/she has a particular disease because the symptoms match those that are listed on an internet health site”.

As Ranganathan (1931) propounded in his everlasting law of library science, “*Every book its reader*”, any piece of information is useful and miraculous just to its special reader/user which sometimes may either be useless or harmful to others. The story is similar to the old story of the medical students who after studying particular diseases suddenly believe that they have all the symptoms and signs for that certain disease. Iroka (1990) maintains that library orientation is important to new students because they may find themselves in an environment where the library facilities of a medical center do not exist. He further stated that information can be provided in two ways: the library orientation and the library instruction. Library orientation introduces the students/users to the physical plant of the library, its policies and procedures as well as its resources. Library instruction teaches bibliographic skills useful in teaching, research, or practice. In other words, the orientation allows students to be comfortable in the library and then use the library instructions received to make successful use of the library and its related resources. By so doing, automation which is now used in almost all aspects of the library operation will be carried out with ease.

Mclean, Richard & Wardman (2007) explain that the use of medical library has improved the participation of patients in health information formally and informally. Furthermore, patients as consumers and users of medicine and web 2.0 are now writing and publishing their own experiences as well as exchanging such with patient society. Seidman (2008) states “the time we have been spending in the exam

room shadowing clinicians and patients has been invaluable. It is also important that we observe how consumers are using Health Information Technology (HIT) applications in their homes, since for most people more than 99% of the time, they are outside of traditional care delivery settings’. All these are possible since the internet is there for people to use. It is obvious that these tools are increasingly growing in different languages, regions and fields due to social dynamic liberal characteristics of the health information technologies. Medical libraries and the newly coined technologies and other sources and services for medicine and health have become the buzzwords in the health internet culture. In spite of these proliferations, there is no harmony in the utilization of these technologies of health.

In medical librarianship, medicine 2.0 is the science of maintaining and/or restoring human health through the study, diagnosis, and treatment of patients utilizing the web internet based services. When medicine shifts to medicine 2.0 to meet consumers health care needs, medical librarianship consequently should turn to this new direction and take the health information resources and services to new environment that utilizes it.

Information services are those activities which the library engages in as to serve their users well. It involves adopting strategies which not only attract users but also make them use the library. According to Oti (2000), they are those functions the library performs in a bid to serve their users better. This involves information dissemination which is a design mapped out to reach the information needs of various users at their level (Igwebike, 2008). These services are channeled towards yielding fruitful results to information seekers. They are designed in modified form for information seekers. The utilization of medical library resources and services depends solely on the strategies the medical librarians chose to serve their users best. Ilochi (2001) stipulated that the use of library resource in medical libraries depends on the virtual need of the information contained in those resources. This is true since there is always a need for information utilization. This means that every research has a purpose. The clientele needs some information to extract from the material. It entails the medical libraries must be equipped with appropriate resources needed by clienteles of this noble profession so as to enhance their adequate use.

The optimal utilization of information resources in medical libraries and their services require a movement in the health system in the sense

that since new medical developments are always backed up by research, the medical libraries are therefore charged with the provision of such resources and services. To achieve this, an effective team working for collaboration is crucial among information providers, health providers and patients.

Ajayi (2004) carried out a study on "Library Use and Information-Seeking Behaviour of Medical Students". The results showed that most medical students' frequent use of the library is for studying during their course work and that the library has not been seen as the most useful source of information. The recommendations were that problem-based learning should be introduced into the medical education curricular, that advanced library instruction Programme should be made compulsory for all medical students when they are in their senior class as both will make medical students learn to develop information-seeking behavior while still in the school and thereafter.

Echezona (2005) carried out a study on the use of information resources by lecturers in Biological Science in the University of Nigeria Nsukka. The results found out that biological science lecturers need information for teaching and research, prefer research reports, periodicals and textbooks, rely on local and international journals. The researcher recommended the provision of more copies of relevant scientific information which will make accessibility and usability of scientific information easier. Okoro & Mbagwu (2008) carried out a study of "Barriers to Health Information Utilization by Physicians in Federal Medical Centres of Abakaliki in Ebonyi State, Owerri in Imo State and Umuahia in Abia State". The result showed that there is enough information and instruction from the library and that the library environment was un-conducive for serious academic work. It also revealed that lack of library orientation deters its use by these physicians. They later suggested that the institutions involved should provide enabling environment for

their users especially physicians so that their patients would not suffer it.

Popoola & Haliso (2009) did a study on the use of library information resources and services as predictor of the level of resources and services as well as the extent to which these materials and services are used. The result shows that library information resources mostly used by the respondents were journals dissertations, conference proceedings, technical reports, newspapers and magazines, government documental, abstracts and indexes, textbooks, theses and statistical publications.

Research methods

The study was carried out as a descriptive survey using 5 medical libraries thus:- University of Nigeria Teaching Hospital (UNTH), National Orthopedic Hospital (NOH) Enugu, Enugu state University of Science and Technology Teaching Hospital (Parklane), National Psychiatric Hospital, and Federal School of Dental Technology, Enugu. The 980 registered users of this library were the population of the study. Questionnaire was used to collect data from 245 users sampled from the population. The questionnaire was administered with adequate time (two weeks) was given before collection. One hundred and ninety seven (197) copies of the questionnaire were returned (80% return rate) and correctly filled and these were used for the analysis. Data was analyzed using frequency counts and mean scores and presented in tables in line with the research questions

Analysis and Discussion

Research Question 1

What is the extent of utilization of information resources by users in medical libraries?

The data for this research question were collected using a structured questionnaire. The analysis was done to get the mean scores of individual libraries for a clearer picture of the situations.

Table 1: Mean response (X) on the extent of use of the information resources by clients of these medical libraries.

S/N	Libraries resource	UNTH	Parklane	Orthopedic	Psych. Hosp.	Dental Med. Sch.	Overall Mean X	Decision	Rank
1	Text books	3.24	3.43	3.78	3.82	3.50	3.55	Adequately Utilized	3
2	Medical reference Materials	3.30	3.60	3.89	3.65	3.22	3.53	Adequately Utilized	4
3	Medical journals	3.59	3.69	3.94	3.6	3.56	3.69	Adequately Utilized	1
4	Medical bulletins	3.59	3.86	3.22	3.65	3.53	3.57	Adequately Utilized	2
5	Other serials	3.12	3.51	1.89	1.41	3.73	2.73	Adequately Utilized	6
6	Index Medicus	3.41	3.86	2.00	1.47	3.48	2.44	Not Adequately Utilized	7
7	WHO Formulary	3.18	3.60	3.94	2.77	1.27	2.95	Adequately Utilized	2

To ascertain the extent at which users make use of the above resources of the medical library, it was found out that textbook (3.55) medical reference material (3.53) medical journals (3.69), medical Bulletins (3.57), other serials (2.73) and WHO formulary (2.95) were

highly used by users since their means are above 2.5 while Index Medicus (2.44) was used at a low at a low extent which is far closed to 2.5, the acceptance rank.

Research Question 2

What is the extent of utilization of Information services by users in medical libraries?

Table 2: Mean responses (X) on the extent at which users use the following Information services in their medical libraries

S/N	Information Services	X for UNTH	X for Parklane	X for Orthopaedic	X for Psych. Hosp.	X for Dental	Overall Mean X	Decision	Rank of items
1	Current Awareness Services (CAS)	1.76	2.50	4.00	2.28	2.56	2.72	Highly utilized	8
2	Selective Dissemination of Information (SDI)	1.94	2.77	3.89	1.94	2.32	2.57	Highly utilized	9
3	Biblio-therapy/Play-Therapy	1.24	2.66	1.00	4.00	1.46	2.07	Poorly utilized	11
4	ICT	3.29	2.97	2.00	3.41	3.42	3.02	Highly utilized	5
5	Circulation/Lending	3.35	2.86	4.00	2.53	3.12	3.17	Highly utilized	1
6	Reference	3.65	2.60	3.67	2.50	3.16	3.12	Highly utilized	2
7	Cataloguing	3.35	2.66	3.89	2.77	2.82	3.10	Highly utilized	3
8	Indexing /Abstracts	2.88	2.83	3.11	2.88	2.97	2.93	Highly utilized	6
9	Medical Research	3.06	2.71	3.78	2.71	2.90	3.03	Highly utilized	4
10	Recreation /leisure	2.24	2.71	2.89	3.94	2.68	2.89	Highly utilized	7
11	Inter library loan	1.82	2.83	1.44	1.88	1.62	1.92	Poorly utilized	13
12	Document Delivery	1.88	2.71	1.18	1.47	1.57	1.76	Poorly utilized	16
13	Translation	1.53	2.66	1.41	2.00	1.46	1.81	Poorly utilized	14
14	Domination	1.94	2.29	1.88	3.18	1.49	2.16	Poorly Utilized	10
15	Library 2.0	1.88	2.37	1.65	1.06	1.46	1.68	Poorly utilized	17
16	Unified Medical Language System (UMLS)	1.94	2.14	1.44	1.00	1.55	1.61	Poorly utilized	18
17	Digital library	1.88	2.57	1.00	2.12	1.46	1.81	Poorly utilized	14
18	Information therapy	1.94	2.23	1.53	2.94	1.46	2.02	Poorly utilized	12

Key: X - Mean

To ascertain the extent at which the users of these medical libraries make use of the above information services, it was revealed that circulation/lending (3.17), Reference services (3.12) cataloging (3.10), Medical Research (3.03), ICT (3.02), Indexing/Abstracting (2.93), Recreation/leisure (2.72), SDI (2.57), were used at a great extent while Documentation (2.16)), Biblio-therapy /Play-therapy

(2.07), Information therapy (2.02), Inter library loan (1.92), Translation (1.81), Digital library (1.81), Document delivery (1.76), library 2.0 (1.68) and UMLS (1.61) were not used at a high extent since their means are below 2.5, which is the acceptance axis.

Research Question 3: What are the problems associated with the utilization of information resources and services in these medical libraries?

Table 3: Mean responses(X) on the problems affecting the use of information resources and services in medical libraries in Enugu State.

The analysis here was done collectively and not by individual libraries. The items which scored less than 2.5 were rejected as problems while those which scored 2.5 and above were regarded as problems associated with the utilization of information resources and services in the libraries.

S/N	Items	SA	A	D	SD	Σf	N	X- Mean (Σf/N)	Decision	Rank
1	Library is not spacious	25	22	73	77	389	197	1.98	Reject	12
2	Library is not conducive	21	30	50	96	370	197	1.88	Reject	14
3	Lack of resources relevant for work	19	48	70	60	420	197	2.13	Reject	10
4	Non availability of services	23	36	54	84	392	197	1.99	Reject	11
5	Lack of guide on use	20	126	48	3	557	197	2.83	Accept	1
6	Lack of access to tools	27	31	32	107	372	197	1.89	Reject	13
7	Inadequate personnel	29	28	24	116	364	197	1.85	Reject	15
8	Poor funding	44	88	41	24	546	197	2.77	Accept	2
9	Lack of electronic devices for work	47	52	33	65	475	197	2.41	Reject	7
10	Lack of professionals	48	28	46	75	443	197	2.25	Reject	8
11	Improper handling of tools	42	58	37	60	476	197	2.42	Reject	6
12	Lack of up-to-date resources/services	26	54	43	74	426	197	2.16	Reject	9
13	Inadequate power supply for ICT facilities	38	82	34	43	485	197	2.50	Accept	5

Key: SA – Strongly agree; A – Agree; D – Disagree; SD – Strongly disagree; Σf – Summation of frequency of scores; R – Reject; A – Accept

The results presented in table 3 show that the major problems encountered in the utilization of information resources and services in medical libraries are lack of guide on use with a mean of 2.83, poor funding which has a mean of 2.77, followed by inadequate power supply for ICT facilities with a mean in medical libraries?

of 2.50. To the users, the rest are not problems at all since they are not up to the acceptance axis.

Research Question 4: What are the strategies to enhance the proper utilization of information resources and services

For this research question, data from the users of the five libraries was analyzed collectively.

Table 4: Mean responses on the Strategies to enhance the proper utilization of information resources and services in medical libraries.

The items which scored less than 2.5 were to be rejected while those which scored 2.5 and above were regarded as strategies to enhance the utilization of information resources and services in the libraries.

S/N	Items	SA	A	D	SD	N	\bar{X} ($\Sigma f/N$)	Decision	Rank
1	Provision of access tools like indexes, abstracts bibliographies etc.	94	86	15	2	197	3.38	Accept	7
2	The use of ICT facilities to enhance the accessibility of resources	92	86	19	0	197	3.37	Accept	9
3	User education programme to be introduced to clientele which could be in form of pamphlets to guide them on how to use the library resources	86	100	7	4	197	3.36	Accept	10
4	The inclusion of other services to encourage utilization as well as encourage personal write ups cum projects	84	105	7	1	197	3.38	Accept	7
5	Provision of resources that will be relevant to work	94	96	3	4	197	3.42	Accept	4
6	Provision of adequate services	98	93	4	2	197	3.46	Accept	3
7	Provision of up-to-date resources	106	84	6	1	197	3.50	Accept	2
8	Provision of adequate personnel for the library	98	84	9	6	197	5.59	Accept	6
9	Provision of adequate funding for our libraries	123	64	10	0	197	3.57	Accept	1
10	The provision of a standby power supply like generators in event of power failure	84	93	48	2	197	3.32	Accept	11
11	To make the library cum its environs conducive for clientele	98	67	20	120	197	3.27	Accept	12
12	Proper arrangement of the library so as to create enabling spacious environment for users.	84	91	12	10	197	3.26	Accept	13
13	Librarians to form the habit of attending to their clients properly by giving them what they want at the appropriate time to avoid users; impatience	107	68	19	3	197	3.42	Accept	4
14	The authorities to make sure they employ professionals in the field of librarianship so as to be able to give first hand information and services to users	80	72	25	20	197	3.08	Accept	14

Key: SA; Strongly agree; A- Agree; D-Disagree; SD-Strongly Agree; N – Number of respondents

The results presented in table 4 show that the first strategy for enhancing utilization of information resources and services in these medical libraries is provision of adequate funding for our libraries with a mean of 3.57. Meanwhile all the respondents accepted that all these strategies listed are good for enhancing utilization of information resources and services in their medical libraries.

Discussion of findings

On the extent of users’ use of information resources, it was discovered that the users of these libraries make extreme use of their resources particularly textbooks. Other resources like the index are also used at a high rate. It does not mean that other resources are not being used; rather the users try their best in the use of these resources. It was ascertained that the users prefer medical journals and bulletins more as they use them higher than the rest.

Concerning the extent of utilization of information services, it was discovered that the users of these library make great use of the services given to them by their librarians. It was discovered that circulation/lending, reference, cataloging and medical research are being used by the users mainly. It was also observed that most services that could have been employed by all health /medical libraries is being neglected. The Bibliotherapy / play therapy which is a healing by book process is being neglected and observed mainly in the Parklane hospital to some extent.

It is pertinent to know that from the result of this study, all the medical library users of UNTH and Parklane agreed that they make high use of the available resources. These resources include textbooks, Medical reference material, medical journals, medical bulletins, other serials, Index Medicus and WHO formulary, on the individual medical library usage. But on the over all, all these are being used properly Index Medicus which is poorly used. Although the users general assertion was that they do not use Index Medicus as they were supposed to, other medical libraries like UNTH and Parklane used it highly. The researchers opine that librarians should help advertise their Index Medicus, it could be by pasting some extracts on the notice board or some write ups from it. User education will also have a long way of helping users in the use of these resources as it could be as a result of no knowledge of how to use them. Ogunshye (1987) agrees to this when he asserts that use education causes behavioural and development changes which can be observed in attitude towards knowledge and its utilization. Ajayi (2004) also opined that advanced library instruction programme (LIB.001) should be made compulsory for all medical students when they are in their senior class and that emphasis should be on the use and importance of indexes and Biological Abstracts. In line with what the findings revealed, this will achieve a result. The researchers from the results discovered that the users particularly students were not given assignments, essays on these resources hence the poor usage.

Extent of utilization of information services

The results of the study show that most of the respondents made good use of circulation/lending, reference, cataloguing, medical research, ICT, indexing/abstracting, recreation/Leisure, current awareness Services and Selective dissemination of

Information. Other services such as Documentation, Bibliotherapy /Playtherapy, Information Therapy, Inter-library loan, translation, Digital Library Document delivery, library 2.0 and UMLS are poorly used. Meanwhile the researcher observed that Parklane library and Psychiatric hospital library make good use of Bibliotherapy /playtherapy though it is generally ranked below 2.5 based on their mean responses from the other libraries. Also, Information Therapy is highly used at Psychiatric hospital library alone. The researcher also observed that these services are being delivered in one way or the other with users being ignorant of it, and remarks that the librarians should make users know what they are doing at any given time. The users know what they need from the librarians, it is now left for the librarian to give them those services and at the appropriate time including letting the user know the services they are given for what he/she waited. This is supported by Akiwunmi (1986) when he opined that the services so provided by the librarians should correspond as closely as possible to the needs of the users.

The researchers opine that the library staff be sent on training from time to time to acquire more skills in order to offer better services to library users. This will in turn attract users because the medical library will now be identified with leading edge of medical development and always offer services consistently skillfully than expected. This backs Edem and Ani (2007) statement that “quality services to a large extent depend on the organizational patterns adopted by the library”.

Problems associated with the utilization of information resources and services

From the findings of the study the following factors were deduced as problems: lack of guide on use, poor funding and inadequate power supply for ICT facilities. These factors indicate that serious attention should be made in these medical libraries to correct the identified problems. The reason for under utilization and sometimes non-use of library resources and services are also attributed to lack of skills on the part of staff, poor power supply and lack of funds to maintain the already existing facilities. The researcher found out that despite the changes in the health information environment, problems associated with lack of skills abound. This finding was supported by those of Trivedi in Uwenwa (2010) who opined in a study on computer and internet use by healthcare

professionals in a rural medical college in India that staff training and retraining are imperative because without training, the vast amount of electronic health information resources would be under used. The researcher found out that the Head of Department (HOD) of these medical libraries have skills required to satisfy the users. More so, the respondents noted that lack of funds to maintain the existing facilities of their library is a problem. The researcher also gathered in an interaction with some users during the course of administering the questionnaire that the library has no money to make major repairs of the common facilities like ceiling fan, air conditions, Photocopy, etc due to poor funding. Their assertion was on the grounds that if adequate funding is given to these libraries, maintenance will not be a problem because money is at hand.

Lack of guide on use also poses a problem which may bring impatience by clientele thereby depicting Ranganathan's 4th law of Library Science- "Save the time of the user" When a user cannot get what he/she wants in the library, impatience sets in. It is the work of the librarian to meet such client to find out what he/she wants. This implies that user instruction is needed to counsel such users. Though these medical libraries do their library orientation, but it is not enough. Most users of the library admitted going to the library to only read their private books, because they do not understand how to use library catalogue. Others say they prefer browsing through the shelves to get the book they want because it is faster that way. To achieve a good result on the utilization and avoid users' impatience, advanced library instruction programme (LIB.001) should be made compulsory for all medical students when they are in their senior classes as opined by Ajayi (2004). Failure to use the library properly and skillfully wastes library resources, and also the time of professional and teaching staff as opined by Afia in Nwokedi (2006).

The problem of poor power supply is another thing that should be properly looked into and critically examined. It is pertinent to know that the general power supply to Nigerians is very poor and epileptic. This hinders the usage of medical libraries as most facilities cannot function without light. The inadequate power supply also cause lack of necessary technology to access the online resources. This tally with Nworu and Enwerezor (2006) who opined that availability of power supply is a major structure required in any library, aside motivated/dedicated

staff. Afolabi (2010) listed motivational tools as on-the-job training, paying remunerations on time, promotions, and commendations among others. He noted that if members of staff are motivated properly, they will deliver even with no supervision because they know what they will obtain from delivering good jobs.

Strategies for enhancing utilization of information resources and services in medical libraries

This research question sought to find out the strategies for enhancing the utilization of information resources and services in medical libraries. It was discovered that all the items listed as strategies to enhance the utilization of information resources and services in medical libraries were accepted by the respondents and rated positive. Strategies such as provision of access tools like indexes, abstracts, bibliographies, etc. by the library; use of ICT facilities to enhance the accessibility of resources; introducing user education programmes to clientele which could be in form of pamphlets to guide them on how to use the library resources; the inclusion of other services to encourage utilization as well encourage personal write ups and projects; the provision of resources that will be relevant to work by the library. Also, provision of adequate services; up-to-date resources for users; adequate personnel and funding of libraries and standby power supply. The superior staff should motivate their subordinates; the library and its environs should be made conducive for clientele; attending to their clients properly and employing professionals in the field of librarianship so as to be able to give first hand information and services to their users. Furthermore, there should be training and retraining of library staff to deliver professionally as opined by Afolabi (2010) that special librarians should be given special training in order to deliver special duties.

Conclusion and recommendation

Since the findings have shown that the users of the medical libraries studied have interest in utilizing available information resources and services, the libraries should endeavour to provide adequate varieties of resources and services and strategies to enhance their usage. User education and orientation course should be included in the medical school's curriculum. More so, proper user instruction guide on how to use the fact finding tools should also be provided for the users of these medical libraries. Then a tour to the physical library facilities will to some extent boost the confidence of the users when they

are using the library resources and its services. Medical libraries as a matter of fact and urgency should endeavour to market their library resources and services through notice boards, posters, bills, fliers, bookmarks, etc thereby bringing awareness to their users both current and prospective of the information resources and services available in the libraries.

Medical libraries should endeavour to maintain their ICT infrastructures as they have great potentials in this information age. Partnerships, networking and consortia should be formed among these medical library or other existing medical libraries as this will add and improve the libraries collections of information resources and services and thus foster their patronage.

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