Original article

The Effect of Staff Attitude on the Level of Students' Utilization of Library Resources in Edo State College of Nursing Sciences (EDOCNS)

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Abstract

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Introduction: The present study assessed the frequency of library use, level of utilization of library resources, and staff attitude displayed towards nursing students in Edo State College of Nursing Sciences (EDOCNS).

Methods: The study undertook a cross-sectional design using quantitative research. A structured questionnaire was the instrument for data collection, and copies were administered to 100 respondents sampled from 300 students in the Nursing and Midwifery department. A stratified random sampling technique was adopted to select fifty in The Nursing department and 50 students in the Midwifery department. Percentage, mean, and standard deviation were used in data analysis, and regression analysis was used to test the hypothesis that staff attitude has a significant effect on the level of nursing students' utilization of library resources at EDOCNS.

Results: The study revealed that most nursing students utilized the library once a week (26%) for reprographic purposes (mean score of 3.1). Generally, nursing students utilized library resources at a low level (Average mean of 2.3), and that library personnel displayed a negative attitude toward nursing students (Average mean of 2.2). The study showed that negative staff attitude has a significant (R^2= 0.469, β= 0.13, t = 1.88, p= 0.13) effect on the level of nursing students' utilization of library resources at EDOCNS.

Conclusion: The study indicated that library staff displayed a negative attitude toward nursing students, which has led to the low utilization of library resources; thus, recommending training for all library staff on service delivery to library users at EDOCNS.

Introduction

Library is the heart of any institution. It is bestowed with the task of providing quality service to its patrons. The library is customer service-oriented and provides information that enhances students' educational performance in learning and research. Therefore, it is safe to say that no institution is complete without a library and its services.

The library is a collection of information resources, both in print and electronic format, which can be easily accessible to users to meet their various needs. The library is bestowed with the task of acquiring, processing, organizing, storing,

preserving, disseminating, and accessibility of information resources in various formats to the library clienteles. The library is one of the foremost sources of information for nursing students, which explains why most institution maintains a supportive library (1). Libraries found in higher institutions, primarily in nursing colleges, are medical libraries tailored to serve the information needs of faculty, staff, and students, following the aim of the Nursing and Midwifery Council of Nigeria, the governing council of the nursing profession in Nigeria.

Utilization of a library is the practical and total use of available library resources for problem-solving and ascertaining a particular set goal. The importance of information resources is in their utilization and how they can improve users' knowledge base (2). Utilizing library resources refers to the degree to which available library resources such as electronic books, textbooks, journals, computer systems, library databases (MEDLINE, HINARI, and the like), internet facilities, and library services are used by nursing students to fulfill their desired needs to enhance educational performance. The utilization of library resources refers to the extent student nurses utilizes available information resources available in the library to satisfy their information needs. The extents to which nursing students will utilize library resources depend on the effective communication and attitude displayed by library staff (3).

Attitude is an internal state of a person's feeling or thinking about a particular object or event. It is a person's behavior towards a particular event. Attitude is an opinion that predominantly expresses one's judgment of a particular set of realities, an assessment of the circumstances preserved to him (4). Similarly, a person's Attitude toward an issue or entity can be judged by his/her behavior in a situation involving the entity or issue (5). Attitudes can be positive or negative, but either way, both attitudes can be result from internal or external factors. Negative attitudes are poor behaviors, such as poor listening, harsh language or tone, irresponsible behaviors, and delayed service provision to customers. In contrast, positive attitudes are good behaviors such as good listening, swift customer response, empathy, politeness, and patience; both affect customer satisfaction (6).

Staff attitude is the behavior displayed by library staff towards patrons needing resources to satisfy their various information needs. Library staff attitude towards their job must be positive to achieve the stipulated goals of the parent institution.

Library staff displaying a positive attitude remains the primary tool of the library in marketing its services and resources to the library clientele. Portraying poor attitudes towards users and work is a danger to the library's effective functioning of the library thus hindering the library from meeting it primary objectives of fulfilling the information needs of its users. Failure of library staff to show a positive attitude towards users and their jobs can make any academic library irrelevant as patrons are likely to search for alternate sources to fulfill their information needs, specifically in this internet era. The extent to which nursing students will utilize library resources relies on communication by library staff of available resources in the library (7).

Various theories have been designed to describe staff attitude and how it affects customer service. Among which was the theory of cognitive consistency by Collins. The theory was based on employees' consistency in their jobs. The psychologist believed that if employees are consistent, for instance, in providing quality services to customers, automatically, the organization will maintain the same quality of service and positive attitude to their customers, thus, leading to customer service satisfaction (8).

Edo State College of Nursing Sciences (EDOCNS), formally known as the State school of Nursing, Benin, was established in 1954 by the then western region Government to train Nurses to satisfy the medical and health needs of the people, but the institution lost accreditation in 2012. However, on the 25th of October 2021, the school received a two-year provincial accreditation from the Nursing and Midwifery Council of Nigeria (NMCN) to re-open the nursing and midwifery Programs (9).

Preliminary observation by the researcher revealed that nursing students at EDOCNS need to make adequate use of the library resources; another observation was in the area of Library staff attitude, such as failure to communicate effectively with users, chiefly as service-oriented personnel.

Moreover, domestic studies have been done on the effective utilization of library resources by the nursing students' and employees' attitudes (2, 3, 4, 5, and 6). However, no studies have been carried out to link staff attitudes to the level of students' utilization of library resources, chiefly in Nigeria. An investigation of the effect of staff attitude on the level of students' utilization of library resources would aid library staff in determining how best and most efficient information services will be provided to ensure optimal satisfaction of nursing and

midwifery students. This study attempts to bridge the knowledge gap. Thus, this study investigated the effect of staff attitude on the level of students' utilization of library resources at EDOCNS.

Purpose

This research aims to ascertain the effect of staff attitude on the level of nursing students' utilization of library resources at EDOCNS. The specific objective of this research is to ascertain the following:

1. The frequency of students' use of the library at EDOCNS.
2. The level of students' utilization of library resources at EDOCNS.
3. The attitudes staff displayed towards students' at EDOCNS.

Hypothesis

Staff attitude has a significant effect on the level of students' utilization of library Resources in EDOCNS.

Methods

The study undertook a cross-sectional design using quantitative research. The research was a descriptive survey to ascertain staff attitude and its effect on students' utilization of library resources at EDOCNS. EDOCNS is situated on limit road, Benin City, Edo state, in the southern region of Nigeria. The population of the study is 300 students at EDOCNS consisting of 100 students each in the first and second cohorts in the Nursing department and 100 students in the first cohort in the Midwifery department. Using Taro Yamene's sample size formula (n= N/(1+N (e) 2 where: n signifies sample size, N signifies population under study, and e signifies margin error) to determine the sample size (10). A sample size of 100 respondents was selected. A stratified random sampling technique was adopted in selecting fifty students in the Nursing department (25 students each in first and second cohorts) and fifty students in the first cohort in the Midwifery department because, at the time of this study, the Midwifery department had only the first cohort. The research instrument used was a closed-ended self-structured and validated questionnaire. The questionnaire included respondents' demographic information, frequency of library use, level of utilization of library resources, and attitude displayed by library staff towards students. The researcher administered the questionnaires between July and August, 2022. The questionnaire was designed to include options (Daily Once a week, thrice a week, monthly, occasionally never) and a 4-1 Likert scale (High, Average, Low, and Non-use) and (Strongly agreed, Agreed, Disagreed, and Strongly disagreed).

Three experienced librarians in a medical library and a sociology lecturer in a nursing college reviewed and approved the questionnaire to determine its validity. The reliability of the questionnaire was confirmed using Cronbach's alpha of 0.85, indicating high reliability. Out of the 100 questionnaires administered to the nursing and midwifery students, 100 (100%) were filled, returned, and found usable for data analysis.

The data were analyzed at the first stage using Microsoft Excel to determine the percentage, mean score, and standard deviation. Regression analysis was used to test the hypothesis. The decision was based on a mean score of 2.5. This implied that any statement with a mean score of 2.5 and above was agreed/high, while any statement with a mean score below 2.5 was disagreed/low.

Results

Table 1. Respondents' characteristics

Gender	Frequency	Department	Frequency	Cohort	Frequency
Female	65 (65%)	Nursing	50 (50%)	First	75(75%)
Male	35 (35%)	Midwifery	50 (50%)	Second	25(25%)
Total	**100**	**Total**	**100**	**Total**	**100**

Table 1 revealed more female nursing students (65%) while 35% were male, with equal frequency distribution (50%) as regard department and more students in the first cohort (75%) and 25% of students in the second cohort.

Table 2. Frequency of students' use of the library at EDOCNS

S/N	Frequency	Number(%)
1	Daily	5 (5%)
2	Once a week	26 (26%)
3	Thrice a week	4 (4%)
4	Monthly	16 (%)
5	Occasionally	25(%)
6	Never	24(24%)
	Total	**100(100%)**

Table 2 exposed the frequency of nursing students' use of the library. From table 4, most of the respondents utilized the library once a week (26%), and others used the library occasionally (25%), monthly (16 %), daily (5%), and thrice a week (4 %). 24% of the respondents have never used the library.

Table 3. level of students' utilization of library resources at EDOCNS

S/N	Library Resource	High (4)	Average (3)	Low (2)	Non-use (1)	Mean	Standard deviation	Decision
1	Textbooks	10	16	54	20	2.2	1.8	Low
2	Journals	2	4	50	44	1.6	1.2	Low
3	E-books	4	20	40	36	1.9	1.5	Low
4	Databases	4	18	44	34	1.9	1.5	Low
5	Internet	20	30	30	20	2.5	2.1	High
6	Computer	32	22	34	12	2.7	2.4	High
7	Reprographic services	52	18	22	8	3.1	2.7	High
8	Online public access catalog (OPAC)	20	18	44	18	2.4	2.0	Low
	Grand Mean					**2.3**		**Low**

Table 3 represents the level of nursing students' utilization of library resources at EDOCNS. Most of the respondents utilize reprographic services (3.1), computers (2.7), Internet (2.5), OPAC (2.4), textbooks (2.2), e-books and databases (1.9), finally journals (1.6). This indicated a low level of utilization of library resources.

Table 4. level of students' utilization of library resources at EDOCNS

S/N	Library staff attitude	SA (4)	A (3)	D (2)	SD (1)	Mean	Standard deviation	Decision
1	Communicate effectively to me the available Resources in the library	8	30	18	44	2.0	1.8	Disagreed
2	Polite towards me anytime when I come to utilize the library resources	4	28	22	46	1.9	1.6	Disagreed
3	Assist me when I need to utilize library resources	12	30	28	30	2.2	1.9	Disagreed
4	Display Professionalism in terms of service delivery	8	28	24	40	2.0	1.8	Disagreed
5	Compassionate towards me when I need information as regards the right library resources to utilize in order to meet my needs	8	28	26	38	2.1	1.8	Disagreed

Table 4. level of students' utilization ... (continued)

S/N	Library staff attitude	SA (4)	A (3)	D (2)	SD (1)	Mean	Standard deviation	Decision
6	Ensure I am satisfied with the services provided by the library	8	28	26	38	2.1	1.8	Disagreed
7	Encourage me to utilize the library resources when they politely approach me.	56	24	8	12	3.2	2.9	Agreed
	Grand Mean					**2.2**		**Disagreed**

Table 4 indicated that items 1,2,3,4,5, and 6 had a mean score below the benchmark score of 2.5, indicating a negative attitude. Item 7 had a mean score of 3.2, indicating that library staff encourages users to utilize library resources when they politely approach users.

Table 5. The effect of staff attitude on the level of students' utilization of library Resources at EDOCNS

Variables	Std. error	Beta (β)	T	P	R²	Remark
Constant	0.923		0.742	0000	0.469	
Staff Attitudes	0.401	0.13	1.88	0000		Significant
Dependent Variables: Level of students' utilization of library Resources						

* Significant at the 0.05 level.

Table 5 indicates that staff attitude significantly affects level of nursing students' utilization of library resources at EDOCNS (R2= 0.469, β= 0.13, t = 1.88, p<0.05). The model shows that staff attitude could explain 46.9% variation (R2= 0.469) in students' utilization of library resources at EDOCNS. The model further shows that staff attitude negatively (P= 0.13, p<0.05) affects level of students' utilization of library resources in EDOCNS.

Discussion

The study found that most students utilized the library once a week mostly for reprographic services neglecting other library resources and that the library staff displayed a negative attitude by failing to communicate effectively to nursing and midwifery students the available resources in the library and they are not polite towards nursing and midwifery students anytime they come to utilize the library resources, which has resulted in a low level of utilization of library resources at EDOCNS.

The study was limited to a particular institution due to a lack of funds and might not apply to other institutions. However, the strength of this study is the ability to explore a new area of study and show the effect of staff attitude on the level of utilization of resources by students at EDOCNS.

This study discovered that most nursing and midwifery students at EDOCNS use the library once a week, while others utilize the library occasionally. This corroborates with Alokluk (11), which revealed that students used the library weekly. Furthermore, in earlier research, Prasannath (12), showed that most students occasionally used the library.

The study research also indicated that nursing and midwifery students utilized mostly the reprographic service, computer, and internet facilities, neglecting other library resources (textbooks, databases, e-resources, journals, and OPAC), revealing that the purpose for using the library was mainly for reprographic services indicating that the nursing students do not see the library as a provider of information resources but rather a cybercafé. This refuted Tofi (3), who discovered that nursing students in Benue state school of Nursing and Midwifery highly utilized library resources except for computer and internet facilities. In general, there is a low utilization of library resources by nursing students at EDOCNS. This contradicted the findings of Agboola and Bamigboye (13) in their study, which revealed a high level of utilization of library resources by university students in Nigeria.

The study's findings showed negative attitude library staff display towards nursing students, such as failure to communicate effectively to nursing and midwifery students the available resources in the

library and not being polite towards nursing students anytime they come to utilize the library resources. Besides, the library failed to assist nursing students when they needed to utilize library resources and did not display professionalism in terms of service delivery. This is results from a poor attitude towards their job and needs to understand that the library provides services thus a customer service-oriented job. This is in line with Adamu et al.'s (14) research reported that library staff displayed a nonchalant attitude towards their duties as information providers, thus leading to the absence of human relations with users, such as unfriendliness and poor communication and lacked passion for the job. In addition, in their research, March and et al. (15) indicated negative perceptions of the library by nurses in River State University teaching hospital due to poor library and information services. These attitudes discouraged users from utilizing the university library and information resources. The study revealed polite approach toward users encourages nursing students to utilize the library resources. These findings are in line with related research by Oden & Owolabi (16), which revealed a positive attitude of library staff towards users resulting in quality services.

The study reported that staff attitude significantly affects students' utilization of library resources at EDOCNS (R2= 0.469, β= 0.13, t = 1.88, p=0.13). The model shows that staff attitude could explain 46.9% variation (R2= 0.469) in students' utilization of library resources at EDOCNS. The model further shows that staff's negative attitude significantly (P= 0.13, p<0.05) affects students' utilization of library resources at EDOCNS. This indicated that nursing and midwifery students' low utilization of library resources was somewhat a result of the library staff's poor attitude. This is in line with Hales's study (17), which stated that negative attitudes produced low morale staff or low productivity, while positive attitudes provided increased productivity, high morale staff, and motivated responses from users.

Conclusion

The study discovered that library staff displayed a negative attitude towards nursing and midwifery students at EDOCNS, leading to the low utilization of library resources. This study's implication is that negative attitude affects quality service delivery. Based on the findings, the following recommendations were made and, if implemented,

can significantly affect the library and other similar Libraries:

1. Training for all library staff on service delivery to library users.
2. The library staff should communicate effectively to users the resources available in the library via selecting dissemination of information (SDI) and current awareness service (CAS) and also via social media platforms.
3. The library staff should be polite and friendly towards users, especially when the users seek assistance in utilizing the library resources.
4. Library management should come up with strict disciplinary actions against library staff with a negative attitude toward users to serve as a warning to others.

Declarations

Conflicts of Interests

The researcher had no conflict of interest in this article.

Ethical statement

Approval was obtained from the EDOCNS research committee. The purpose of the study was described to the participants before administering questionnaires the participants gladly accepted to participate. No financial incentive was given to the participants of the study. The discretion of the responses from participants was maintained. The data gotten from the questionnaire were used for the intended purposes and without any intervention or partiality.

Authors' contributions

The author was solely responsible for designing, running, and writing all parts of this study.

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