

**THE INFLUENCE OF ADMINISTRATIVE INDICATORS ON THE PROVISION OF LIBRARY SERVICES IN THE UNIVERSITY TEACHING HOSPITALS OF SOUTH-SOUTH NIGERIA**

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**ABSTRACT**

*The study examined the influence of administrative indicators on the provision of library services in the University Teaching Hospitals of South-South Nigeria. The study formulated two specific objectives, two research questions and two null hypotheses for the research direction. It used an ex-post facto research design. The study population was 504 library personnel. The sample size was 403 representing the 80 per cent of the target population. The census sampling technique was used in selecting the south-south zones of Nigeria. The instrument developed by the researcher and used for data collection was titled "Administrative Indicators on Provision of Library Services Questionnaire (AIPLSQ), with a reliability coefficient of 0.86 on Cronbach's Alpha. The data collected were subjected to ANOVA statistics (item by item analyses), which the mean and standard deviation was used to answer the research questions and f-value was used to test the null hypotheses at .05 level of significance. The results indicated significant influence of quality planning and quality staffing of administration on provision of library services in University Teaching Hospitals of South-South Nigeria. The study concluded that proper manipulation of administrative indicators (quality planning and quality staffing) would provide effective library services among Teaching Hospitals in the study area. It was recommended that university teaching hospitals should endeavour to embrace quality planning and quality staffing as management functions in order to run effective administration for higher productivity in the study area.*

**KEY WORDS:** Administration, Quality Planning, Quality Staffing, Library Services, University Teaching Hospitals

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**Introduction**

Library administration is globally recognized as the demonstration of management activities that requires planning, controlling, organizing, coordinating, supervising and funding in order to achieve systemic library services to the people. Library administration connotes the application of management ideologies into library setting to ensure that the goals of the organisation are successfully achieved. However, the types of library infrastructure and quality manpower may determine the successes or failures of the administration in responding to the provisional needs of the people in any setting, including the hospitals. Singh and Pandita (2012) observed that in practice, the concept of current library administration seems to be influenced by developments in other areas and particularly in the field of business administration known as the economy. In attempt to explain the concept of economy in library administration, Gorman (2010) maintained that population growth has over the years provided more potential users to the library services due to the increasing flow of materials and personnel, as balanced against the traditional slowness with which public support is given to public activities in order to manage the infrastructure and people alike. Besides, the primary role of any medical library therefore, is to provide

qualitative patient-information to all health care workers, doctors, nurses, clinical psychologists, social workers, medical students and researchers alike.

The professional Librarian should be the head of administration of hospital libraries who delegate responsibilities to other personnel in order to achieve the goals and objectives of the libraries. Similar to other organisations, the International Federation of Library Associations (IFLA) (2012) stated that the management role of a professional hospital librarian involves organizing the documentation systems and processes of the library for optimum use. The author identified the management of library structures to include the library facilities (both physical and digital environments), the material resources (both physical and digital), and the pedagogical programs and services (both physical and digital). Notably, the management of human resources may also be part of this role—recruiting, selecting, training, supervising, and evaluating which helps to contribute to the mission and goals of the hospital.

There are dimensions of library administrations in recent times compared to the olden days. Kumar (2001) identifies two types of library administrations that seem to be emerging: the administration that deals with certain kinds of library activity, such as board relations, personnel, and budgeting; and the one that deals with certain level of activity, such as planning and organising of libraries and information centres. Lawrence and Tam (2002) asserted that under the former, for example, cost accounting would be included almost completely, even the detailed activities involved in keeping cost records. The authors explained that under the latter, activities in the cost accounting involve planning, organising and personnel that would be labelled as administration. Hence, the administration of medical libraries covers the performance management responsibilities and/or functions such as provision of basic health information documents in the form of books, journals, and in computer readable form like microfilms; recruitment of professional staff to serve the users towards ensuring that the goals of the smooth running of the hospitals are achieved (Ezeibe, 2019). The effective management of the libraries in every teaching hospital is to support the teaching and research programmes of the College of Health Sciences in Universities by encouraging and promoting independent study among the medical students as well as other field of medical professions.

The components of libraries administration such as quality planning and quality staffing are considered as variables in this study. Quality planning involves setting up the foundation that would help provide the improvement of the library services to users. Udoh (2008) established that quality planning of the library services is an essential aspect of effective management that requires the ability of administrators to have insight and be able to formulate quality objectives and procedures, towards meeting the research, reading and knowledge expansion needs of the library users. Hence, with quality planning of the library in teaching hospitals, doctors, nurses, radiographers, medical laboratory scientists and other visitors might take advantage of the opportunity to explore various information systems and structures for individual and collective benefits. Farah (2013) in a study on the factors that influence quality service delivery in public libraries in Kenya found that adaptation of technology through quality planning influenced quality library service delivery. The quality planning tends to exposes the activities of staffing in the hospital libraries.

Staffing is a critical organisational function which consists of the process of acquiring, deploying, and retaining a workforce of sufficient quantity and quality to create positive impacts on the effectiveness of the organisation (Ezeibe, 2019). Ezeibe (2019) stated that in organisation including teaching hospitals; it is people that supply the talent, skills, knowledge and experience to achieve the organisational goals and objectives. The author iterated that in fact the performances and administrative success of the hospitals anywhere in the world is largely depends on the quality of its people. Ifidson (2000) noted that quality

staffing process subject to attracting quality workforce (recruitment and selection), developing quality workforce (orientation, training and career development) and maintaining quality workforces (retention and turnover, performance, appraisal, compensation and benefits and labour management relations).

It is observed that no matter how sophisticated a medical library administration is, how distinguished its collection may be, or how large its acquisition and budget without adequately trained staff to carry out the services, the library will fall short of fulfilling its mission to provide users with understandable, useful, and useable physical and intellectual material resources it holds (Ezeibe, 2019). Oluchi, Eze, Eze and Asogwa (2017) carried out a research on library resources and services in teaching hospital in Enugu state found that even though some of the required resources and services were available and provided in the medical libraries, without the availability of quality staffing, these services will be lacking in the management competency. Thus, administrative indicators such as quality planning and quality staffing may have influence on the provision of library services in the university teaching hospitals in the study area.

Library services remarkably advance the purpose of providing qualitative information to medical students and researchers alike. Obaka, (2004) highlights the following as services of a medical library: giving of a thorough orientation of the library to the user, teaching basic library skills, emphasising the importance of customer services and the mission of the library, providing feedbacks and new services to be added among others for improvement. The author articulated that medical libraries should provide relevant information to researchers especially in medical fields that will alleviate the poor condition and health care practices in the hospitals. This entails that medical libraries is one of the greatest basic need for effective hospital teaching and learning.

The administrative activities of medical library administrators calls for concern especially in areas such as planning, controlling, organising, staffing, supervision, coordinating, funding. Yet, the problem of this study is that poor experience of administrative functions regarding quality planning and lack of quality staffing has negatively manipulated the provisions of library services to be ineffective in University Teaching Hospitals of South-South Nigeria. This has instigated the curiosity of the researcher to verify the influence of administrative indicators on the provision of library services in the University Teaching Hospitals of South-South Nigeria. Nevertheless, findings of this study when published would be of benefits to library administrators, heads of units, library staff, medical students, doctors and researchers in related fields for them to recognise the relevance of quality planning and quality staffing in the successful running of libraries in the teaching hospitals on the issue of library service inadequacies and incompetence.

***The specific objectives of this study are to:***

- 1) Examine the influence of quality planning on the provision of library services in the university teaching hospitals of South-South Nigeria.
- 2) Ascertain the influence of quality staffing on provision of library services in the university teaching hospitals of South-South Nigeria.

**Research Questions**

The following research questions were postulated:

- 1) What is the influence of quality planning on provision of library services in the university teaching hospitals of South-South Nigeria?
- 2) What is the influence of quality staffing on provision of library services in the university teaching hospitals of South-South Nigeria?

**Null Hypotheses**

The following null hypotheses were formulated and tested at .05 level of significance:

- 1) There is no significant influence of quality planning on the provision of library services in the university teaching hospitals of south-south Nigeria.
- 2) There is no significant influence of quality staffing on the provision of library services in the university teaching hospitals of South-South Nigeria.

### **Method**

The study adopted an ex-post facto research design. The design was considered suitable because the variables under study are assumed to have occurred and could not be manipulated in the process of the study. Marilyn and Goes (2011) stated that this is considered appropriate for the study because the subjects are already assigned to or classified into various levels of the variables whose effect are being investigated and cannot be altered. The study was conducted in South-South of Nigeria. South-South of Nigeria occupies the southern belt of Nigeria and was created during the regime of President Ibrahim Babangida. It comprises six states namely Cross-River, Akwa Ibom, Rivers, Bayelsa, Delta and Edo States. It is located between latitude 4° and 6° north of the equator and Longitude 6° and 8° east of the prime Meridian with a landmass area of 84,547sqkm with population approximately 31 million people of more than 40 ethnic groups, speaking 250 different dialects and sub-divided into one hundred and forty (140) local government areas (National Population Census, 2006). The population for this study consists of all the 504 library personnel (71 librarians, 210 library officers, 223 library assistants) respectively in the four teaching hospitals (the field work by Ezeibe, 2019). A sample size of 403 library personnel representing 80 per cent of the target population was used.

The census sampling technique was used to select the four teaching hospitals in the area. The research instrument designed by the research was titled “*Administrative Indicators on Provision of Library Services Questionnaire (AVPSQ)* derived from the finding of the reviewed literature related to the study. The instrument had three sections, A, B and C. Section A obtained personal information on the bio-data of the respondents, Section B elicited data from the variables of administrative indicators, while Section C consisted items on provision of library services. The instrument was structured based on a four point rating scale responses of Strongly Agree (SA), Agree (A), Disagree (D), and Strongly Disagree (SD). The face validity of the instrument was ascertained by 2 experts in Library and Information Science, while 1 expert was from Educational Measurement and Evaluation, all in Faculty of Education, University of Uyo, Uyo. They checked for accuracy of items and suitability of scale to ascertain the consistency in measurement. The instrument was subjected to internal consistency test with the Cronbach Alpha statistics that generated 0.86 coefficients, through a trial test on 30 library personnel. This study used mean and standard deviation of item by item analysis to answer the Research Questions, while ANOVA f-value was used to test the Null Hypotheses at 0.05 levels of significance. The bases for the decision of the research questions conclusion using the midpoint of 2.5; any item with a mean value of 2.5 and above means that the respondents has agreed on influence while those with a mean score less than 2.5 means that the respondents disagreed on influence.

### **Results**

The result of data analyses of this study are presented in tables 1 to 4.

#### **Research Question 1**

What is the influence of quality planning on the provision of library services in the University teaching hospitals of South-South Nigeria?

**Table 1: Mean and standard deviation of the respondents on the influence of quality planning on provision of library services in the University Teaching Hospitals**

S/N	Item	Mean	SD	Remarks
1.	Each service provided by the medical library has it objective	2.76	1.05	Agreed
2.	Medical Library decides in advance on every service provided	2.69	0.76	Agreed
3.	Medical Library acquires information prior to the mounting of academic programme	2.61	0.75	Agreed
4.	The Librarian plans ahead of time for users' services	2.54	0.78	Agreed
5	There are written objectives for each service provided	2.57	0.94	Agreed
Cluster Mean		2.63	0.86	Agreed

*Source:* Field survey data from the respondents, 2016.

Table 1 shows that the mean response of the library staff regarding the influence of quality planning on the provision of library services in University Teaching Hospitals of South-South Nigeria is agreed. As in table 1, the mean scores of the respondents are as follows: item 1 (Mean = 2.76), item 1 (Mean = 2.69), item 3 (Mean 2.61), item 4 (Mean = 2.54), item 5 (Mean = 2.57) and the cluster mean = 2.63 respectively. The result indicates that the respondents have agreed on all the items that there is influence of quality planning on the provision of library services in the University teaching hospitals of south-south Nigeria.

#### Research Question 2

What is the influence of quality staffing on the provision of library services in the University teaching hospitals of South-South Nigeria?

**Table 2: Mean and standard deviation of the respondents on the influence of quality staffing on provision of library services in the University Teaching Hospitals**

S/N	Item	Mean	SD	Remarks
1.	Medical Library is well staffed with professionals to man the affairs of the Library	2.77	0.80	Agreed
2.	Staff are trained/retrained to acquire working skills	2.50	0.99	Agreed
3.	Qualified medical Library staff are appropriated deployed to jobs so as to achieve high productivity	2.72	0.84	Agreed
4.	Medical Library staff readily provide assistance to users	2.72	0.73	Agreed
5	Medical Library has qualified staff to provide services to users	2.58	0.86	Agreed
Cluster Mean		2.66	0.84	Agreed

*Source:* Field survey data from the respondents, 2016.

Table 2 shows that the mean response of the library staff regarding the influence of quality planning on the provision of library services in University Teaching Hospitals of South-South Nigeria is agreed. As in table 2, the mean scores of the respondents are as follows: item 1 (Mean = 2.77), item 1 (Mean = 2.50), item 3 (Mean 2.72), item 4 (Mean = 2.72), item 5 (Mean = 2.58) and the cluster mean = 2.66 respectively. The result indicates that the respondents have agreed on all the items that there is influence of quality staffing on the provision of library services in the University teaching hospitals of south-south Nigeria.

#### Testing of Null Hypotheses

##### Hypothesis 1

There is no significant influence of quality planning on the provision of library services in the University Teaching Hospitals of South-South Nigeria.

**Table 3: ANOVA Statistics test of Influence of quality planning on the on the provision of library services in the University Teaching Hospitals**

	Sum of Squares	df	Mean Square	F	p-value
Between Groups	277.679	2	138.839		
Within Groups	255.571	400	11.826	11.015	.000
Total	532.250	402			

\*\*Significant,  $f(2, 400) = 11.02$ ,  $p < .05$ , 2-tailed.

Table 3 indicates statistical significant influence,  $f(2, 400) = 11.02$ ,  $p < .05$ , 2-tailed. This result implies that there is statistical significant influence of quality planning on the provision of library services in the University Teaching Hospitals of South-South Nigeria. The hypothesis is rejected. The Scheffe Post-Hoc comparison is shown in Table 4.

**Table 4: Scheffe Post-Hoc Multiple Comparisons of library attendant, library officers and librarian interaction effect on the provision of library services**

(I) Library Personnel	(J) Library Personnel quality planning	Mean Difference (I-J)	Std. Error	p-value
Library attendant	Lib officer	-3.78*	.18	.000
	Librarian	-8.50*	.17	.000
Library officer	Lib attendant	3.78*	.18	.000
	Librarian	-4.71*	.18	.000
Librarian	Library attendant	8.50*	.17	.000
	Library officers	4.71*	.18	.000

\*The mean difference is significant at the 0.05 level.

The result in Table 4 shows statistical significant difference between the mean of each groups of respondents at .05 level of significant, two tailed test. As in table 4, the mean values for the three groups of library personnel quality planning indicates that the responses increases (from library attendants to library officers to librarian), so were the provision of library services become difficult regarding quality planning with the administrative officers in the University Teaching Hospitals of South-South Nigeria. Yet, the result also shows that each group in the test exerts influence on the provision of library services in the study area independently and differently.

#### Hypothesis 2

There is no significant influence of quality staffing on the provision of library services in the University Teaching Hospitals of South-South Nigeria.

**Table 4: ANOVA Statistics test of Influence of quality staffing on the on the provision of library services in the University Teaching Hospitals**

	Sum of Squares	df	Mean Square	F	p-value
Between Groups	287.679	2	148.839		
Within Groups	265.571	400	12.826	12.01	.000
Total	542.250	402			

\*\*Significant,  $f(2, 400) = 11.02$ ,  $p < .05$ , 2-tailed.

Table 4 indicates statistical significant influence,  $f(2, 400) = 12.02$ ,  $p < .05$ , 2-tailed. The hypothesis is rejected. This result implies that there is statistical significant influence of

quality staffing on the provision of library services in the University Teaching Hospitals of South-South Nigeria. This The Scheffe Post-Hoc comparison is shown in Table 4.

**Table 4: Scheffe Post-Hoc Multiple Comparisons of library attendant, library officers and librarian interaction effect on the provision of library services**

(I) Library Personnel	(J) Library Personnel quality staffing	Mean Difference (I-J)	Std. Error	p-value
Library attendant	Lib officer	-3.18*	.18	.000
	Librarian	-8.50*	.17	.000
Library officer	Lib attendant	3.78*	.18	.000
	Librarian	-4.71*	.18	.000
Librarian	Library attendant	8.50*	.17	.000
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### Discussion of Findings

Finding of this study indicated significant influence of quality planning on the provision of library services in University Teaching Hospitals of South-South Nigeria. It is postulated that quality planning is essential factor to give effective management of the provision of library services for university teaching hospital in the study area. The finding of this study is in line with the study of Ezeibe (2019), which revealed that any organisation including teaching hospitals; it is people that supply the talent, skills, knowledge and experience to achieve the organisational goals and objectives. The author iterated that in fact the performances and administrative success of the hospitals anywhere in the world is largely depends on the quality of its people.

Finding of this study indicated significant influence of quality planning on the provision of library services in University Teaching Hospitals of South-South Nigeria. It is postulated that quality planning is essential factor to give effective management of the provision of library services for university teaching hospital in the study area. The finding of this study is in line with the study of Farah (2013), which found that adaptation of technology through quality planning influenced quality library service delivery as well as exposes the activities of staffing in the hospital libraries.

### Conclusion

The study concluded that administrative factors or indicators such as quality planning and quality staffing could be manipulated to provide effective library services in the University Teaching Hospitals in South-South Nigeria. This is because the primary role of libraries in the teaching hospitals therefore, is to provide qualitative workers-patients' information to all health care givers and receivers (doctors, nurses, clinical psychologists, social workers, medical students and researchers) in related fields of endeavours as well as patients. Therefore, with quality planning and quality staffing as administrative factors, the library services would be successful and capable of increasing the productivity of usages and benefit achieve the hospitals goals and objectives in the study area.

**Recommendation**

It is recommended as follows:

- 1) The university teaching hospitals' management should implement library services that would meet the information needs of doctors, nurses, pharmacists, medical laboratory scientists and other Para-medicals in order to reveal the benefit of quality planning towards achieving the goal and objectives of the medical services in South-South Nigeria.
- 2) The University teaching hospitals in South-South Nigeria should endeavour to set up strategies for quality staffing policies of recruitment into the library system in order to benefit from the library management competencies for higher productivity in the hospitals.



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