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*Original Research Article*

## Information Seeking Behavior of Nurses in Central Hospitals in Delta State

Aminu U. Momoh\*, Osaheni Oni and Francisca Oshionebo

Auchi Polytechnic, Auchi, Edo State, Nigeria

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This is a survey of the information seeking behavior of Nurses in Central Hospitals in Delta State. The study examined areas, ways the nurses need and acquire information as well as problems they encounter in the process. The study employed descriptive survey method. The population of the study consists of 380 nurses cut across three central hospitals in the three Senatorial Districts that make up the State. A questionnaire was used as the instrument to obtain data from respondents. The study revealed that most of the nurses need information in the area of diagnosis, drug therapy, and health development/current medical treatment. The study also showed that most of the nurses studied, acquired their information search and use knowledge/skills from friends and colleagues, health treatment manuals, computer/information training program, and practical and self-training. The major problems faced by the nurses when seeking for information are frequent power outage, lack of information search skills, high cost of Internet access, inadequate materials in the library and no nearby library. Based on the findings the study concluded that the nurses need information to carry out their duties in the area of diagnosis and drug therapy as well as other areas for effective nursing practice. Based on the findings, the following recommendations were made: effort should be made by the Hospital Management Board to ensure that nurses are regularly trained and expose to modern technologies that would enable them perform their duties well. Nurses should use other information channels such as the library and the Internet to meet their information needs rather than rely largely on their colleagues.

**Key words:** Information seeking behavior, Search skills, Nurses, information needs, search skills.

### INTRODUCTION

Generally speaking, the concept of information is closely related to notions of constraint, communication, control, data, form, instruction, knowledge, meaning, mental stimulus, pattern, perception, and representation (Wikipedia, 2014). Information seeking involves the search, retrieval, recognition, and application of meaningful content (Kingrey, 2002).

According to Kingrey (2002), this search may be explicit or implicit; the retrieval may be the result of specific strategies or serendipity; the resulting information may be embraced or rejected; the entire experience may be carried through to a logical conclusion or aborted in midstream, and there may be a million other potential results. Information seeking has been viewed by Pendleton and Chatman (1998) as cited by Kingrey (2002), as a cognitive exercise, social and cultural exchange, discrete strategies when confronting uncertainty, and as a basic condition of humanity in which all individuals exist. In fact, they were of the view that information behavior may be a more appropriate term, rather than information seeking, to be describing the multi-faceted relationship of information on the lives of human beings, a relationship that can include both active searching through formal information channels and a variety of other attitudes and actions, including skepticism and ambivalence.

According to Heyden (2007), the term information seeking behavior has been used in the research literature about scientists and researchers since the 1950's. He went further to state that the current emphasis on user needs has prompted librarians to investigate the concept of information seeking behavior, drawing upon models from the disciplines of psychology, sociology, and communication theory. Understanding the process of information can help to answer questions such as: What should the library and information skills curriculum encompass? What specific skills and processes should be taught? What the appropriate teaching methods are? And what is the relationship of the library and information skills curriculum to the academic curriculum? (Heyden, 2007). Examining the strategies, processes, successes and failures that students use and experience when searching for information, can evolve into library and information skills curriculum which guides the students towards information literacy. Whether viewed procedurally as a discrete series of tasks, or holistically as one vein in the body of existence, information seeking defies efforts to bend it to a model or scheme for the purpose of explication. However, one basic, if clumsy, means of describing the phenomenon exists in noting changes in an individual's thoughts, feelings, and

actions during a single problem solving experience (Kingrey, 2002). With the exponential growth of medical resources available online and other sources, health sciences libraries and other sources of information are better able to reach practicing clinicians at the point of care. With the resources now available on the patient units, librarians have the opportunity to focus on the information needs of practicing nurses, who represent a large segment of the clinical patron base. As a greater emphasis is placed on evidence-based practice, it is important to remember that nurses are integral to the delivery of health care and directly accountable for their practice (Wozar&Worona, 2003).

Nursing professionals need a wide variety of health information to meet their clinical and educational needs. Due to time constraints, many health care professionals prefer to obtain information from sources that are convenient, easy to use, and reliable. Professional colleagues and other health care providers, especially physicians, are favorite resources for nursing information. Print materials are another group or preferred sources of information, including nursing textbooks and journals (Dee & Stanley, 2005). Most nurses work in hospitals, and the majority of hospital employees are nurses. They are responsible not only for following physicians' order and performing routine duties, but also for maintaining a constant surveillance of their patients, especially in a critical care unit. Nurses also gather and transmit information from the patient's family to other health care providers and sometimes even between the patient and patient's family. Hospital nurses are responsible for coordinating all care of the patients in their charge (McKnight, 2006). As nurses follow and carry out physicians orders, performing routine duties, maintaining constant surveillance of their patients, especially in a critical care unit, gather and transmit information from the patient's family to other health care providers, there is the need to study their information seeking behavior, which helps them to carry out their duties. In a nutshell, this study shall attempt to investigate the information seeking behavior of nurses in Central Hospitals in Delta State, Nigeria.

### Statement of the Problem

Nurses are key elements in the delivery of health care services to the general public, in that they assist doctors in performing routine medical duties in the hospitals. In spite of the fact that we are in the era of information explosion, nurses seem to find it difficult to meet their information needs. This may be due partly to the fact that nurses do not use most of the information resources available to them. Most of the information nurses use when seeing patients is obtained from their memory and unfortunately, some are out of date or wrong (Ajayi, 2005). Do the nurses know the areas, ways they need and acquire information and what are the problems they encounter while seeking for information?

It is on this note, this study attempts to identify the areas and ways nurses in Central Hospitals in Delta State need and acquire information for their professional work as well as the problems they encounter while seeking information.

### Objectives of the Study

1. To identify the areas the nurses in Central Hospitals in Delta State need information.
2. To discover the ways they acquired their information search and use knowledge/skills.
3. To find out the problems the nurses experience when seeking information.

### Research Questions

The following questions were answered in this research work.

1. Which areas do nurses in central hospital in Delta state need information?
2. What are the ways nurses in central hospital in Delta state acquired their information search and use knowledge/skills?
3. Problem nurses at Central Hospital in Delta state experienced when seeking for information?

### Review of related literature

#### Areas Nurses Require Information

Wherever they are situated, nurses work within the health care industry and promote the health of their patients'. Nurses provide direct patient care in hospitals (which account for two out of three nursing jobs), take care of hospitals' daily regimen of recording patients' vital signs (such as blood pressure), and ensure that medications (including intravenous fluids and other treatments) are administered properly (Universumusa, 2008). The aforementioned indicate some of the area nurses are engaged in order to carry out their duties, and therefore, they require information on these areas to carry out the tasks involved in these areas. According to the State of New Jersey (2004), nurses perform the duties required to take care of clients; carry out medical orders prescribed by a licensed physician that require an understanding of elementary nursing. Examples of work perform by nurses which required care for clients as enumerated by the State of New Jersey (2004) include: Assist in the physical examination of clients, take and record temperature, pulse, respiration, and blood pressure, and collect specimens for laboratory analysis; administer first aid to clients in instance of sudden illness or accident until a physician arrives; chart client care and treatment measures on the appropriate forms; administer treatments under physician's orders; assist with the setup of equipment used for oxygen therapy; assist in preoperative and postoperative care and specialized psychiatric treatment and treatment associated with developmentally disable clients; assist in the use of catheters, colostomy irrigations and douches tube feedings, and application of binders and bandages. Unlike doctors, who generally work to cure a specific ailment, nurse's concern themselves with a patient's entire wellbeing. Nurses observe and examine patients, sometimes recommending that a physician investigate a particular problem. They spend time consulting with patients about their diet, hygiene, and the best to administer patient's medications (Universumusa, 2008).

Nursing professionals need a wide variety of health information to meet their clinical and educational needs. Due to time constraints, many health care professionals prefer to obtain information from resources that are convenient, easy to use, and reliable. Professional colleagues, and other health care providers, especially physicians, are favorite resources for nursing information (Dee and Stanley 2005). In addition, Dee and Stanley (2005) posited that print materials are another group of preferred resources of information, including nursing textbooks and journals. Cogdill (2003) carried out a study on information needs and information seeking in primary care and reported that nursing practitioners most frequently used consultations with their primary supervising physicians, drug reference manuals, and textbooks to answer information needs

that arose as a result of patient encounters. McCaughan, Thompson, Cullum, Sheldon and Raynor (2005), reported that nurses also sought information from commercial representatives and sponsored 'nurse advisor'. According to them, information from commercial representatives and sponsored 'nurse advisor' is valued and seen as readily available – possibly reflecting their highly proactive and personalized approach to targeting nurses with information. Ajayi (2005) examines the information seeking behavior and information needs of professional nurses at Obafemi Awolowo University Hospital Complex, Ile – Ife, Nigeria, and the adequacy of the information sources used, and find out that the nurses were aware of their needs for current information for effective professional practice. Attending meetings, seminars, conferences, etc., library facilities, colleagues and computers were sources capable of supplying most of their information needs.

### **Ways Nurses Acquire Information Search and Use Knowledge/Skills**

The library and information science research community have carried out a substantial body of work examining health professional's information need, information seeking and use. Traditionally, printed materials such as books, journals held in libraries and colleagues were physicians' main sources of information. However, with the increase in the space of health care research and the introduction of computers and the internet, many new electronic information resources and systems are now available. The availability of computers and especially the internet have provided the possibility of intermediate access to the most recent and reliable results of clinical research on everyday medical practice (Ajuwon, 2006). The occasional participation by the librarian in patient round with nurses and other clinical staff can engender trust in the relationship between the librarian and the clinical team. The shift change is an important time for information exchange, as it represents one of the few opportunities for face-to-face interaction among the various participants. Once the value of the librarian's contribution is recognized, it is possible to encourage online inquiries (Rocco, 1998) as cited by (Williams & Zipperer, 2003). In these ways, according to Williams & Zipperer (2003), the information gained with the assistance of the medical librarian will allow care to be tailored to unique patient needs; will equip the nurse to provide more complete answers to patient questions, and will arm the nurse with tools to become a more informed, confident team member prepared to respond knowledgeably about patient safety issues. In addition, librarians can provide point-to-point dissemination of information, watch communities of practice for information pearls, and monitor the literature and other sources of information for nursing staff whose busy schedules and lack of easy access to the internet may keep them from effectively using tools to keep them current, aware, and proactive (Williams & Zipperer, 2003). Nurses constantly sought information from people, patient record systems, monitoring, and other computer systems, and notice boards. They sought information verbally (in both oral and text media) and through their senses of sight, smell, sound, and touch. Nurses sought information from their colleagues, they read nurses' notes in the patients' charts, they take report from their patients' previous nurses, give a report to the nurses who are about to care for their patients, and often asked other nurses for social and logistic information (McKnight, 2006).

The internet is another way nurses acquires information search and use knowledge skills. Information access, argued

by Pakenham-Walsh, Priestley and Smith (1997), is the sine qua non of the professional development of all health works – the most vital asset of any health care system, and the development of the internet has brought hope that access to health information might one day become universal. Access to online databases gives users the opportunity to retrieve a wealth of relevant and up-to-date information. Every day, health related books, research, and other articles are retrieved from the internet, which led to the worldwide information revolution. Several studies have explored the use of the internet to obtain clinical information for patient care by medical practitioners in diverse health institutions across the globe. For example, a 2004 study of resident physicians' adoption of information technology in Pennsylvania, United States by Parkh, Nazarian and Lin (2004) as cited by Ajuwon (2006), showed that 98% of respondents used the internet and two-thirds used it for health related purposes. Similar studies from the United States by Andrew and Pearce (2005) as cited by Ajuwon (2006), also reported that physicians sought information from the internet for patient care. Similarly, findings from New Zealand studies by Cullen (2002) as cited by Ajuwon (2006), showed that a greater proportion of General Practitioners (GPs) and Family Physician (FPs) have access to the internet and the majority used it for patient care. Ajuwon (2006) in her study of the use of the internet for health information by physicians for patient care in a teaching hospital in Ibadan, Nigeria reported that the majority (65.3%) of the respondents relied on the internet for information because it has a lot to offer.

### **Problems Nurses Experienced when Seeking Information**

McKnight (2006), reported that nurses encountered barriers to information acquisition in both manual and computer systems. The most common problem in manual systems was illegible handwriting. Electronic records systems eliminated the difficulties of handwriting interpretation. However, navigability of electronic systems presented another set of barriers to finding information. Nurses often needed to look back over a patient's record for a period of time so that they could be aware of any important changes. Golz and Fitchett (1999) reported that some of the reference materials readily available at nursing stations are inadequately maintained and may contribute to errors. Traditionally, nurses rely on interpersonal contact and personal experience more than either print or online resources to resolve questions about patient care. While this method may often provide correct information, it may not necessarily reflect the most current thinking or be consistent with the evidence. Even if resources are convenient and free of charge, such as the National Library Medicine's access to MEDLINE, nurses report barriers to using the Web due to lack of administrative support and negative attitude towards computers. Sitzia (2002) study of the barriers to research utilization by nurses, reported that nurses identified the lack of searching skills and knowledge as well as critical appraisal skills. A study by Upton (1999) on "attitude towards, and knowledge of, clinical effectiveness in nurses, midwives, practice nurses and health visitors", reported that the ability to locate and critically appraise research articles was the lowest-rated competency identified in the study. According to Ajuwon (2006), due to funding constraints, paper-based libraries in Nigeria are no longer able to meet the needs of users as new books and current journals are few and in some cases not available at all. Also, most of the libraries in Nigeria, particularly health science libraries, have few, if any subscriptions to online journals and databases. From the

above account, it is very obvious that the issue of fewer or non-availability of books and medical journals in health science libraries in Nigeria will affect the information needs and seeking habits of nurses.

In another development, one of the problems experienced by nurses when seeking information is the issue of access to the internet facilities. According to Ajuwon (2006), internet access is still a major challenge in Nigeria because the majority of people (nurses inclusive) cannot afford the high cost of personal computers and connection fees. This has compelled most Nigerians to access the Internet via cyber cafes. Access to the Internet at home is not a common phenomenon as it is with cell phones. Cyber cafes are popular in Nigeria because access to the Internet is fee-based irrespective of where the service is used. Unfortunately, users of cyber cafes have several constraints, including high cost of access, lack of privacy, and the fact that these cafes are typically rowdy. Other problems, according to Ajuwon (2006), including the fact that several cafes do not install the necessary software (e.g. Adobe Acrobat Reader) on their computers, which makes it difficult for users to download or open documents/articles in Portable Document File (PDF) format. In some cases, the computers do not have USB ports; some cafes have only a few computers with functional floppy disk drives.

As a result, downloading from the Internet into USB storage device (flash disk) and or floppy disk becomes impossible. There is other evidence that access to Information and Communication Technologies (ICTs) themselves remain a problem. Ondari-Okemwa (2004) carried out a survey of 46 sub-Saharan countries to discover the impediments to providing access to "global knowledge" in sub-Saharan Africa. Respondents suggested that unreliable electricity supply and high cost of ICTs were significant barriers to accessing online information. Similarly, a study of electronic information resources at the University of Agriculture Library in Abeokuta, Nigeria, revealed that constraints of resources were principally infrastructural; specifically, a lack of computer terminals and power supply outages (Oduwale & Akpati, 2003).

## Methodology

This is a study is a descriptive survey, and therefore descriptive survey design was employed. This method was considered best by the researchers because it deals with the current status of the information seeking behavior of nurses in Central Hospitals in Delta State. This position of the researchers is in conformity with the view of Egbule and Okobia (2001) who stated that the descriptive survey study usually deals with the current status of an area of study. The population of this study consists of all the nurses in the Central Hospitals in Delta State of Nigeria. This is made up of a total of 1,520 nurses. Though there are 25 central hospitals in Delta State, only three will be used – one from each senatorial district. They are General Hospital, Ughelli in Central Senatorial District; General Hospital, Agbor in Northern Senatorial District, and General Hospital, Warri in Southern Senatorial District. There are 380 nurses in these hospitals and the entire 380 nurses will be used for the study. This is because the population for the three hospitals is not too large. This is in conformity with the position of Iwuama, Ohen, Ogbemor and Onwuegbu (1992), who stated that it is possible to study the entire population, especially when the population is few, enough fund and time. This study falls into this category. The research instrument used for this study is the questionnaire method. A questionnaire entitled: Information Seeking Behavior of Nurses Questionnaire (ISBNQ) was used. The questionnaire is divided into two parts (A and B). Part A contains information on the personal data of the respondents. Part B contains information on research questions that will help to examine the areas the nurses need information, ways they acquire their information search and use knowledge/skills, and problems they experience while seeking information. The data obtained from the questionnaire were analyzed using descriptive statistical analysis to generate frequencies and simple percentages.

## Result and interpretations

**Table 1:** Response rate of the Respondents

Hospital	Number of questionnaire	%	Number of questionnaire returned	%
Central Hospital, Ughelli	131	35	129	34
Central Hospital, Agbor	103	27	102	27
Central Hospital, Warri	146	38	143	38
Total	380	100	374	99

**Source:** Delta State Hospital Management Board, Asaba (2014)

Table 1 presents the response rate of the respondents. It shows that out of 380 copies of the questionnaire administered to all the nurses in the three central hospitals used, in Warri Central Hospital 146 (38%) copies of questionnaire were administered and 143 (38%) were duly completed and returned, while three copies were lost at the process. In Ughelli, 131 (35%) copies were administered and 129 (34%) were completed and returned while two copies were lost. In Agbor, 103 (27%) were administered and 102 (27%) were completed and returned with only one lost. The study recorded a high response rate of 99% with six losses in all.

**Table 2:** Gender Distribution of Respondents

Gender	Number of Respondents	Percentage
Male	32	9
Female	342	91
Total	374	100

**Source:** Fieldwork (2015)

Table 2 shows the gender distribution of respondents with female 342 (91%) and male 32 (9%). This clearly shows that there are more females in nursing profession than male in the area under study.

**Table 3:** Highest Qualifications of the Respondents

Highest Qualification	Number of respondents	Percentage (%)
Bachelor degree (B. Sc)	41	11
Registered Nurse Certificate	295	79
Others	38	10
Total	374	100

**Source:** Fieldwork (2015)

Table 3 shows the highest qualification of the respondents. Thus: 295 (79%) registered nursing certificate ranked first and 41 (11%) B.Sc. in nursing ranked second. This shows that there are more nurses in central hospitals in Delta State with registered nursing certificate than those with B.Sc and other qualifications.

### Research Question One:

Which areas do nurses in central hospital in Delta state need information?

**Table 4:** Areas Nurses in the Central Hospitals in Delta State need information

Information Areas	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	No	%	No	%	No	%	No	%	No	%
Diagnosis	255	68	62	17	36	10	21	6	374	100
Drug therapy	245	66	76	20	47	13	6	2	374	100
Continuing professional development opportunity	215	58	91	24	25	17	43	12	374	100
Referral	199	53	40	11	79	21	56	15	374	100
Psycho-socio information about patient	201	54	124	33	15	4	34	9	374	100
Patients convalescence	205	55	111	30	38	10	20	5	374	100
Medical information on the Internet	170	46	58	16	26	7	120	32	374	100
Health development/current medical treatment techniques	231	62	106	28	23	6	14	4	374	100
Epidemiology	215	58	111	30	32	9	16	4	374	100
Prognosis	187	50	155	41	7	2	25	7	374	100

**Source:** Fieldwork (2015)

Table 4 shows the areas nurses need information. It is obvious from the table that 255 (68%) of the respondents strongly agreed that they need information for diagnosis. It is also clear from the table that 245 (66%) of the respondents strongly agreed that they need information in the area of drug therapy. This study corroborates with the study of Cogdill (2003) who carried out a study on the information related behavior of nursing practitioners and revealed that most nurses frequently need information related to drug therapy and diagnosis. However, it was also seen from the table that 231 (62%) of the respondents strongly agreed that they need information in the area of health development and current medical treatment techniques. The finding is in conformity with the work of

Ajuwon (2006) who stated that the availability of information resources such as computers and the Internet provided easy access to recent and reliable results of clinical research on everyday medical practice which nurses can access for improvement and also acquire some knowledge of current medical treatment techniques.

#### Researches Question two

What are the ways nurses in central hospital in Delta state acquired their information search and use knowledge/skills?

**Table 5:** Ways Nurses acquire their Information Search and use Knowledge/Skills

Resources	A few times a week or more		At least once a month		Once every few months		About once a year		Total	
	No	%	No	%	No	%	No	%	No	%
Information search and use knowledge/skills										
Health/treatment manuals	277	74	64	17	7	2	26	7	374	100
Reading of information technology books	136	36	27	7	53	14	158	42	374	100
Try and error	171	46	98	26	48	13	57	15	374	100
Practical/self-teaching	197	53	69	18	76	20	32	9	374	100
Computer/information training programme	213	57	82	22	16	4	63	17	374	100
Friends/colleagues	286	77	57	15	25	7	6	2	374	100

**Source:** Fieldwork (2015)

Table 5 shows the ways the nurses acquire their information search and use knowledge/skills. Thus: 286 (77%) of the respondents strongly agreed that friends/colleagues are the major way they acquire their information search skills. This is closely followed by health care treatment manual with 277 (74%), with computer/information training programme ranking third with 213 (57%), and practical/self-teaching 197 (53%). This finding correlates the study of McKnight (2006), who submitted that nurses got their information skills from colleagues, and nurses' notes in the patients' charts they read.

The finding also aligned with the opinion of Pakenham – Walsh, Priestley & Smith (1997), who stated that computer and the information training programme would enable nurses develop Internet search skills which is a sine qua non and vital asset to any healthcare system development.

### Researches Question three

Problem nurses at Central Hospital in Delta state experienced when seeking for information?

**Table 6:** Problems Nurses encounter while seeking Information

Obstacles to information search skills	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	No	%	No	%	No	%	No	%	No	%
Lack search skills	287	77	61	16	17	5	9	2	374	100
Lack computers	126	34	84	23	66	18	98	26	373	100
No time	106	28	91	24	99	27	78	21	374	100
High cost of Internet access	282	75	57	15	14	4	21	6	374	100
No nearby library	266	71	68	18	22	6	18	5	374	100
High cost of information resources	257	69	77	21	6	2	34	9	374	100
Frequent power outages	292	78	66	18	11	3	5	1	374	100
Slow Internet response	215	58	86	23	26	7	47	13	374	100
Inadequate materials in the library	277	74	54	14	26	7	17	5	374	100

**Source:** Fieldwork (2015)

Table 6 presents the problems nurses encounter when seeking information. Thus: 292 (78%) of the respondents strongly agreed that power outages are one of the major problems they faced when seeking information. This finding agrees with Oduwole & Akpati (2003), who stated in his study that power supply outages in Nigeria is one major problem with information accessibility. However, the majority of the respondents also strongly agreed that lack of search skills 287 (77%); high cost of Internet access 282 (75%); inadequate materials in the library 277 (74%), and no nearby library 266 (71%) are some of the problems they encountered when seeking for information. This finding is in conformity with the study of Ajuwon (2006) who stressed that due to funding constraints, many libraries in Nigeria are no longer able to meet the need of users in terms of providing new and recent materials. Ajuwon further stated that Internet access is still a major challenge in Nigeria as majority of the people, including nurses cannot afford the high initial cost of personal computers and connection fees. The finding also agrees with the submission of Sitzia (2002) who reported that nurses identified the lack of search skills and knowledge as a barrier they faced when seeking for information.

### Findings from the study

The findings resulting from the study are:

- Most of the nurses need information in the area of diagnosis, drug therapy, and health development/current medical treatment.
- Most of the nurses studied, acquired their information search and use knowledge/skills from friends and colleagues, health treatment manuals, computer/information training program and practical and self-training.
- Most of the nurses strongly agreed that frequent power outages, lack of search skills, high cost of Internet access, inadequate materials in the library and no nearby library are some of the major problems militating against them when seeking for information.

### Conclusion

Based on the findings of the study, the following conclusions were reached. The study showed that nurses need information to carry out their duties of diagnosis and drug therapy as well as information on health development/current medical treatment. It was seen from the study that the majority of the nurses got their information search and use knowledge/skills from their friends, /colleagues, health treatment manuals, practical and self-training, and computer/information training



program. However, the majority of the nurses strongly agreed that power outages, lack of information search skills, high cost of Internet access, inadequate materials in the library are some of the obstacles preventing them from seeking information. There is this popular saying that knowledge is power and a man that is not properly informed is deformed. And as such, nurses should try as much as possible to leap frog any barrier that would prevent them from having access to information resources. By so doing, they would be abreast with the latest and reliable information in their profession, which will ultimately enhance their services to the patients.

## Recommendations

- Effort should be made by the Hospital Management Board to ensure that nurses are regularly trained and expose to modern technologies that would enable them perform their duties optimally.
- Government and the Hospital Management Board should ensure that well stocked library are established in various hospitals to meet the information needs of nurses and other staff of the hospitals.
- Government should do everything within her disposal to solve the problem of the epileptic power supply situation in the country, while the Hospital Management Board should provide and ensure that the alternative power supply is constantly maintained and functioning.
- Government and Internet service providers should come together in dialogue and proffer solution to the high cost of Internet access that is preventing more than half of the citizenry including nurses from having access to current and more reliable information resources.
- Nurses should use other information channels such as the library and the Internet to meet their information needs rather than rely solely on their colleagues.

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