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# **Lesotho Nurses' Association Mobile Library Assessment Report: May 2014**

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# Acknowledgments

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We wish to thank Jhpiego Lesotho for their technical and financial support to the Lesotho Nurses' Association (LNA) to allow an evaluation of the Mobile Libraries (MLs) that were supplied by the International Council of Nurses (ICN) in 2006. We would like to thank the team of assessors from the LNA Mabatho Branch, namely, Ms. Mampolai Tsemame, Nthabiseng Ntlama, and Mathuto Mosenene, who participated in collection of data from the health facilities. We would like to express our greatest gratitude the Ministry of Health (MOH) and Christian Health Association of Lesotho hospital management for allowing nurses and nursing assistants to participate as respondents.

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# Background

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Nurses and nursing students in developing countries and remote areas often have little or no access to up-to-date, basic health, nursing, and midwifery information. Improving health services depends largely on providing current knowledge and training to health personnel. The International Council of Nurses' (ICN) and Lesotho Nurses' Association (LNA) mobile libraries (MLs) aim is to help close the gap between nurses' need for information and its availability. The purpose of the MLs, therefore, is to meet the information requirements of everyday work situations and education needs of nurses and midwives where they practice, and thus foster and sustain lifelong learning for nursing professionals stationed away from educational resource centers (ICN Mobile Library, 2006).

The LNA partnered with the International Council of Nurses (ICN) in 2006 to place ICN's MLs throughout the country. The ICN-LNA MLs are composed of reference books on community health, epidemiology, nutrition, communicable diseases, infection control, vaccination, HIV/AIDS and sexually transmitted infections, education, health promotion, management, and nursing practice, secured in boxes in a metal trunk. The scope of the original project was to:

- Deliver updated information to nurses and midwives who had poor access to health information
- Provide teaching and learning materials to nursing schools
- Supplement the training needs of nurses and offer opportunities for continuous learning

The ICN-LNA MLs were placed in seven varied hospitals and nursing schools throughout the country in four districts: Mphahle's Hoek to serve the southern region; two in the northern region to serve Mokhotlong, Botha-Bothe, and Leribe; one in Berea district at Maluti Hospital; and three centrally in Scott, Roma, and LNA Wellness Centre in the Maseru district. However, the LNA reported that over the years there was anecdotal evidence of poor usage of the MLs. In 2012, the LNA approached MCHIP about their desire to conduct an assessment of the current MLs to obtain a snapshot of the current status and make recommendations on how to improve their usage and accessibility for nurses and nursing students.

MCHIP, through Jhpiego Lesotho—with its investment in competency-based learning and equipping frontline health care providers with current knowledge and skills in pre-service and in-service education—and in collaboration with the LNA, embarked on an evaluation of the MLs for the purpose of updating these resources.

# Methods

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An assessment tool (see Annex) was developed to collect data. The activity was undertaken in February 2014 with a plan to interview 10 stakeholders from each facility that hosted a mobile library. The assessment tool assessed location, accessibility, management and control measures, utilization, perceptions of users, inventory, challenges, and recommendations to relevant stakeholders. One limitation to note is that the Botha-Bothe government mobile library was omitted from the assessment because the current LNA office did not know the whereabouts of that mobile library.

The assessors were recruited from the Mabatho Branch in Maseru from a private and government hospital and one health center, and had to meet the criterion of being active members of their LNA branch. The stakeholders who were interviewed consisted of registered nurses and midwives, educators, and nursing assistants. A total of 53 respondents were available for the assessment from Ntsekhe, Scott, St Joseph's, Maluti, Seboche, and Wellness Centre.

# Results

## LOCATION OF MOBILE LIBRARIES

At the LNA Wellness Centre, Maseru, the ML is located in the health facility waiting room. At Ntsekhe and Seboche Hospitals, the MLs are placed in the library that also serves as a boardroom and environmental office respectively. In Maluti Hospital, it is located in the Nurses Tea-Room. In the Scott and Roma Schools of Nursing (SONs), the MLs are located within the school library. A small number of the total respondents (8%) reported either not knowing or not being sure of the location of the ML.

## ACCESSIBILITY

*Is it accessible to all nurses whenever necessary? Yes, No, Not Sure*

FACILITY	YES	NO	NOT SURE
LNA Wellness Centre	4	0	0
Ntsekhe Hospital	6	2	2
Scott SON	6	0	4
Roma College of Nursing (CON)	5	1	3
Seboche Hospital	9	1	0
Maluti SDA Hospital	3	4	3

A total of 15% of respondents do not think the ML is accessible whenever they want to use it because it is locked at night. It should be noted that new nurses often did not know about the existence of the ML, and at Maluti SDA Hospital, the librarian opens the ML only on set days and only for certain hours on those days.

## EXPERT OVERSIGHT

*Is there a librarian present in the institution?*

FACILITY	YES	NO	NOT SURE
LNA Wellness Centre	4 (100%)	0	0
Ntsekhe Hospital	6 (60%)	2 (20%)	2 (20%)
Scott SON	6 (60%)	0	4 (40%)
Roma CON	5 (56%)	1 (11%)	3 (33%)
Seboche Hospital	9 (90%)	1 (10%)	0
Maluti SDA Hospital	3 (30%)	4 (40%)	3 (30%)

In some of the facilities, the ML is managed by LNA Branch Committee members (nurses and nursing assistants) and educators and at the LNA Wellness Centre it is managed by the administration secretary.

## MOBILE LIBRARY USAGE

Respondents who have either used or have been responsible for the ML reported utilization as follows:

CADRE	REPORTED USING ML
Students	12%
Nurse educators	21%
Hospital nurses/assistants	38%
Health centre nurses/assistants	4%
Others	17%
Not sure	8%

### *Perceptions*

- 35% of respondents believe ML resources to be up-to-date while 57% are not sure and 6% think some are up-to-date.
- 83% of respondents believe that the resources are very valuable because they provide them the latest information; are used for reference for nurses who are furthering their studies; are used to prepare clinical presentations to other nurses for continuing professional development (CPD); and provide nurses with additional skills and knowledge on management of emerging diseases.

### *Control Measures Used to Keep a Record of the Borrowed Books*

In most of the institutions, there is a borrower register (64%); 12% use an inventory book, while others keep the ML under lock and key. At the LNA Wellness Centre, borrowers are not allowed to leave the premises with books. The majority of respondents indicated they are not sure if any books have been lost (76%), 18% know that none of the books are lost, and only 6% know specifically of books that had been lost. The action taken for books that have not been returned involves contacting users and asking them to return the books, especially those users who have left the institutions, as their names and where they are working currently are known.

### *Inspection of ML Resources*

1. All institutions have an ML recording book/log book
2. Date of last entry

FACILITY	DATE TAKEN	DATE RETURNED OR TO BE RETURNED
Wellness Centre	30-09-2013	30-09-2013
Ntsekhe Hospital	12-03 2013	19-02-2013 but returned December 2013
Scott SON	24-01-2014	Not yet returned
Roma CON	January 2014	Not yet returned
Seboche hospital	05-02-2014	Not yet returned
Maluti SDA hospital	15-04-2013	Not yet returned and educator has left institution

### *Stock Count of ML Resources*

The inspection of the MLs books was a great challenge because some books were not recorded in the ICN checklist. Initially, in 2006, 85 resource books on a variety of technical subjects were issued. There was a replenishment of 34 more editions in December 2008, making a total of 119 resources. Other institutions, like Ntsekhe Hospital, had purchased additional books. Therefore, the checklists for each facility were different and have not been updated.

FACILITY	LISTED BOOKS IN THE CHECKLIST	NO. OF BOOKS NOT IN ICN CHECKLIST	NO. NOT IN BOXES
Wellness Centre	129	19	18
Ntsekhe	91	20	-
Scott	103	4	-
Roma	98	4	-
Seboche	99	18	22
Maluti	92	9	22

### *Estimated Users by Site since 2006*

FACILITY	STUDENTS	EDUCATORS	HOSPITAL NURSES/NURSING ASSISTANTS	HEALTH CENTRE NURSES/NURSING ASSISTANTS	OTHER USERS	TOTAL
Wellness						8
Ntsekhe	13	0	0	0	4 (1 lab tech and police)	17
Scott	23	11(28 times)	12 (24 times)	0	4	50
Roma	0	10	0	0		10
Seboche	0	0	19	0		19
Maluti	0	15	4	0	1 doctor	20

There is a marked under-utilization of the available ML by nurses and midwives, except for at Scott School of Nursing.

### *Other Observations*

- Both Ntsekhe and Seboche Hospital have rules and regulations and an ML committee.
- Only Ntsekhe has bought additional books for the ML and has an inventory sheet in each box; however, the last book borrowed was on March 12, 2013.
- Seboche has information about the ML posted on every door of the hospital.

# Challenges

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The assessment also found that:

- There was a need for a responsible person to manage the ML books in the boxes provided by ICN.
- Institutions require space or a library in which to locate the ML.
- The ML needs to be open for most of the facility's working hours.
- Books are limited, and more books on specialized subjects are needed.
- Institutions need an ML committee and rules and regulations to be able to manage the MLs.
- A reading space should be provided.
- The time to return books is too short.
- MLs that are placed at Schools of Nursing do not give clinical nurses access to the books.
- All of the MLs need keys and date stamps.

# Recommendations

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The MLs are a rich resource for providing up-to-date information about evidence-based practice in the ever-changing health care system. Therefore, it was important for nurses who have had this privilege to use these resources to provide direction on how the resources must be managed and shared by the whole nursing fraternity.

As the project lead, LNA should:

- Motivate and sensitize nurses to use the MLs.
- Provide electronic libraries to branches.
- Update books more often with new editions.
- Assess or visit MLs more often.
- Provide date stamps and keys for MLs.
- Set fines or penalties for late return or non-return of books.
- Include up-to-date journals in the ML.
- Ensure that MLs are mobile and shared by other institutions and LNA members.

As overseers of the MLs, institutions should:

- Orient new nurses to the ML.
- Encourage or increase awareness about using the ML.
- Assist nursing management to support LNA members or responsible nurses so that MLs can recover lost books.
- Develop ML rules and regulations.
- Motivate nurses to make presentations about the MLs.

Users of the ML should:

- Return books on time and be willing to pay for lost books and penalties.
- Mobilize other nurses to use the ML.
- Be reliable and return books on time.
- Volunteer to assist in the ML.
- Utilize the ML more often.

*Topics for New Resources from Which Respondents Believed They Could Benefit:*

1. Pediatric nursing and HIV
2. TB and HIV integration
3. Management of obstetric and neonatal complications
4. Cervical cancer nursing management
5. Mental health and HIV/psychology
6. Preceptor skills
7. Mentoring skills for new nurse employees
8. Journals on nursing and HIV
9. Clinical supervision skills
10. Conducting research

# Conclusion

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In conclusion, project time and funds allowing, it is recommended that the suggested resources be procured to strengthen the ICN endeavors. However, the team feels that the highest priority support be given to LNA to sensitize its members to utilize the available resources as much as possible. Therefore, we would like to suggest a two-day training workshop/forum on management of MLs, which would include sharing of best practices among facilities.

# Annex

## LNA MOBILE LIBRARIES ASSESSMENT QUESTIONNAIRE

*(The purpose of this questionnaire is to gather data on the locations, inventory and condition of the LNA-ICN Mobile Libraries (ML) placed in institutions to promote access where LNA has members)*

### Annexure

1. Name of Facility: LNA Wellness Centre, Ntsekhe Hospital, Scott SON, Roma CON, Seboche, and Maluti SDA Hospitals
2. Date visited: February 3–7, 2014

### Respondent

3. Designation: \_\_\_\_\_
4. Position: \_\_\_\_\_

### Please tick/circle as appropriate

5. Where is it located in the institution/hospital? \_\_\_\_\_

Library: \_\_\_\_\_ Matron's office: \_\_\_\_\_

Other(specify): \_\_\_\_\_

6. Is it accessible to all nurses whenever necessary? Yes No Not Sure

7. If no, explain: \_\_\_\_\_

8. Is there a librarian in the institution? Yes No Not Sure

9. If No, who is responsible for managing the LNA Mobile Library? \_\_\_\_\_

10. In your view, which group uses the Mobile Library most?

a. Students \_\_\_\_\_

b. Nurse educators \_\_\_\_\_

c. Hospital nurses/assistants \_\_\_\_\_

d. Health centre nurses/assistants \_\_\_\_\_

e. Other (please specify) \_\_\_\_\_

11. In your view, are the books/library resources up-to-date? Yes No Not Sure

12. Which control measures are used for keeping records of the borrowed books? Please explain. .

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13. To your knowledge, are there any lost books? Yes No Not Sure

14. If yes, what action has been taken and by whom? \_\_\_\_\_

15. Are the ML resources/books valuable to your institution? Please explain. \_\_\_\_\_

16. What challenges do you face with regard to the use of the Mobile Library? Please explain. \_\_

17. What recommendations can you make for improvements to the Mobile Library by the following:

LNA: \_\_\_\_\_

The Facility (name): \_\_\_\_\_

Users: \_\_\_\_\_

INSPECTION OF FACILITY AND MOBILE LIBRARY RESOURCES: To be completed by assessors and one in-charge of a ML:

18. Institutional library exists: Yes No Not Sure

19. Physical place of LNA Mobile Library: \_\_\_\_\_

20. ML recording book/log: Exists Does Not Exist

21. Last entry (date) in ML record (book, borrower, date out and date in): \_\_\_\_\_

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22. Stock count of ML resources (take total number of books and other resources) (use list of books for inventory, one per site): \_\_\_\_\_

23. Estimated number of potential users in institution by each group (tally):

a. Students: \_\_\_\_\_

b. Nurse educators: \_\_\_\_\_

c. Hospital nurses/assistant: \_\_\_\_\_

d. Health centre nurses: \_\_\_\_\_

e. Other (please specify): \_\_\_\_\_

24. Any other observations during inspection: \_\_\_\_\_

