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**The Digital Library Development Lifecycle:
A Planning and Development Framework,
Operational Innovations and
Evaluation Models**

Dissertação apresentada como
requisito parcial para a obtenção do grau de
Doutor em Gestão de Informação

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Resumo

Esta dissertação abrange as três fases do ciclo de vida de desenvolvimento de uma Biblioteca Digital (BD): aspectos de implementação relacionados com a mecânica interna de uma BD que têm a ver com a apresentação de resultados; aspectos de planeamento e desenvolvimento de uma BD; assuntos de avaliação de uma BD.

Duas revisões de literatura foram realizadas por forma a alcançar os objectivos da investigação. Uma revisão geral abrangendo assuntos relacionados com bibliotecas digitais tais como iniciativas de bibliotecas digitais (i.e. Norte Americana, Europeia, e outras), e possibilidades acrescidas na gestão de informação de bibliotecas digitais (i.e. assuntos de interoperabilidade, design de interfaces, publicação electrónica, agentes, sistemas electrónicos de gestão de direitos de autor, educação e ensino a distância, e possibilidades de preservação). Uma revisão específica abrangendo directamente os assuntos de investigação desta dissertação. Em primeiro lugar, pesquisa e recuperação de informação, especialmente os assuntos correntes sobre pesquisa e recuperação, estudos sobre as necessidades de informação e métodos de pesquisa, e projectos relacionados. Em segundo lugar, assuntos de desenvolvimento de bibliotecas digitais. Finalmente, avaliação de bibliotecas digitais a par de projectos relacionados que são mencionados.

Diversos instrumentos tais como um Inquérito a Especialistas Chave e questionários foram também realizados. Os primeiros por forma a recolher elementos sobre pesquisa de informação e delinear os requerimentos para um referencial e a última para testar diferentes alternativas de acesso à informação.

Esta dissertação introduziu diversas inovações. A primeira realizou-se na área dos aspectos de implementação, e tendo que ver com a melhoria dos resultados de bibliotecas digitais em termos de satisfação do utilizador e eficiência através da pesquisa combinada de títulos do OPAC com referências da Web, tendo por base um thesaurus. Ainda o aspecto acrescido da utilização de elementos colaborativos para melhorar as preferências dos utilizadores e resultados. A segunda consistiu na identificação dos assuntos chave para o planeamento e desenvolvimento e aspectos

relacionados com cada aspecto chave e sua organização num referencial para desenvolvimento de bibliotecas digitais que possa ser utilizado para o planeamento e desenvolvimento de virtualmente qualquer BD. E o terceiro consistiu na produção de duas metodologias para a avaliação de bibliotecas digitais: uma utilizando o modelo PHIMA-U que permite a comparação de bibliotecas digitais, e permite determinar o que é disponibilizado por cada BD, e o outro utilizando o referencial PUSHEI para a avaliação do planeamento e desenvolvimento através de comparações.

Na sequência do descrito em cima, vários resultados foram produzidos nesta dissertação. Em primeiro lugar, o estabelecimento de protótipos para testar alternativas de acesso à informação: entre três sistemas (i.e. uma abordagem apenas de directório, uma abordagem apenas com OPAC, e uma abordagem integrada) e entre a abordagem integrada com e sem um elemento colaborativo. Em segundo lugar, o planeamento e desenvolvimento de uma BD no ISEGI-UNL utilizando o referencial referido em cima originou o caso da BD do ISEGI-UNL com detalhes. E finalmente, a aplicação na prática do modelo PHIMA-U utilizando a sua metodologia para demonstrar a sua aplicação real a bibliotecas digitais.

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