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Adoption of Information and Communication Technologies by Brazilian public libraries

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We use this protocol and it's working

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Abstract

This research protocol was used for an academic master's degree research, the objective of which was to analyze the current panorama of Brazilian public libraries regarding the adoption and provision of Information and Communication Technologies (ICTs), from the perspective of the libraries themselves, for the management of its operations and for the provision of information and communication resources and services to its end users. This study is developed in three main phases. In Phase 1, a bibliographic and exploratory research was carried out on public libraries, focusing on the purpose, resources, services, information and communication technologies (ICTs) used, and experiences of adopting these technologies in Brazil and abroad. Sources include databases such as LISTA with FT, Brazil CAPES Theses and Dissertations Catalog, NDLTD and BRAPCI. Phase 2 involved descriptive research using an online questionnaire to identify ICTs adopted by Brazilian public libraries. Invitations were sent by email to libraries registered with the National Public Library System (SNBP). The sample selects five libraries from each macro-region of Brazil, prioritizing the most populous cities according to The Brazilian Institute of Geography and Statistics (IBGE) data. The questionnaire addresses dimensions such as operations management, information resources and services, and communication. In Phase 3, the collected data was compiled, presenting it in analytical and graphical tables. The results were compared with bibliographical research to understand the ICTs adopted by public libraries. The final phase discussed the results in relation to the research objectives, contributions to the field, study limitations, and recommendations for future research, culminating in a final summary. See attached Free and Informed Consent Form (TCLE) and Questionnaire.

Attachments

[Questionário coleta ...](#)

141KB

[Termo de Consentimen...](#)

88KB

Image Attribution

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Guidelines

Procedures for evaluating and approval of research projects by the Research Ethics Committee (EACH/USP) and registration on the "Plataforma Brasil" of the Brazilian National Health Council, adopted in this protocol:

<http://www5.each.usp.br/projetos-cep/>



Materials

- **Email Communication:** Email client or platform, and an email account: For sending and receiving emails. Examples: Microsoft Outlook, Gmail.
- **Survey/Questionnaire Creation and Distribution:** Survey Software: To create, distribute, and collect responses. Examples: Google Forms, SurveyMonkey, Qualtrics, Microsoft Forms.
- **Data Collection and Management:** Spreadsheet Software: For organizing and managing the collected data. Examples: Microsoft Excel, Google Sheets, LibreOffice Calc.
- **Document Creation and Editing:** Word Processing Software: For compiling results into a report. Examples: Microsoft Word, Google Docs, LaTeX
- **Visualization:** Data Visualization Software: To create charts and graphs for your report. Examples: Microsoft Excel, Google Sheets.

Safety warnings

- ! Researchers **MUST** to follow ethical guidelines and standards when they conduct research with human participants, especially when they collect sensitive information using questionnaires or interviews. It's crucial to prioritize participant confidentiality, informed consent, and data protection throughout the research process.

Ethics statement

As this was a research involving human beings, in accordance with Brazilian legislation, the research was submitted by the Researcher to the Research Ethics Committee (CEP) / National Health Council (CONEP) through Plataforma Brasil (<https://plataformabrasil.saude.gov.br>). After deliberation by the EACH/USP Research Ethics Committee, on January 15th, 2024 the Research Project was considered APPROVED. Title of research as registered in "Plataforma Brasil", for reference: "Adoção de Tecnologias de Informação e Comunicação (TICs) por bibliotecas públicas brasileiras para gestão, oferta de recursos e serviços e comunicação com os usuários".

Before start

Prepare the form to collect the data (electronic questionnaire), the Free and Informed Consent Form (to display to participants and get the consent), the list of e-mail addresses to send the invitation and the invitation letter (e-mail message). If it is a research in Brazil with people (human beings), Brazilian law requires the researchers must submit the project to the respective Research Ethics Committee for appreciation and approval, prior to send the invitations to participate. See it in the "Guidelines" section the procedures adopted for this protocol, for reference.

Phase 1

1 **Carry out a bibliographic and exploratory research on the topics:**

- Public Library: purpose, resources and services;
- Information and Communication;
- Informational and communication technologies adopted by public libraries;
- Experiences in the adoption of Information and Communication Technologies (ICTs) by public libraries in Brazil and other countries;

The bibliographic and exploratory research carried out in the following academic databases:

- in the database specialized in librarianship available on the CAPES eResources Portal "Library, Information Science & Technology Abstracts with Full Text" (LISTA with FT) <https://search.ebscohost.com/login.aspx?authtype=ip,uid&profile=ehost&defaultdb=lih>
- in the Catalog of Theses and Dissertations of the Coordination for the Improvement of Higher Education Personnel (CAPES) <https://catalogodeteses.capes.gov.br/catalogo-teses/>
- in the international database of theses and dissertations Networked Digital Library of Thesis and Dissertations (NDLTD) <http://search.ndltd.org/> and
- in the Reference Database of Journal Articles in Information Science (BRAPCI), <https://www.brapci.inf.br/> for review of Brazilian research results literature.

2 **Carry out descriptive research:** apply a structured online questionnaire to quantify which ICTs Brazilian public libraries adopt (using the Google Forms). The invitation to participate was sent via email to libraries registered with the National Public Library System (SNBP), published on the website <http://snbp.cultura.gov.br/bibliotecaspublicas> and which have a contact email provided on that website. The form asks respondents (library managers) to agree to a Free and Informed Consent Form (TCLE). See attached TCLE and Questionnaire.

Sample: select, from among the responses received, 5 (five) public libraries from each macro-region of Brazil (North, Northeast, Center-West, Southeast and South), in descending order of number of inhabitants in the city (starting with the most populous cities), according to official statistics data from The Brazilian *Institute* of Geography and Statistics (IBGE):

<https://www.ibge.gov.br/estatisticas/sociais/populacao/9103-estimativas-de-populacao.html>

The purpose of this criterion based on the number of inhabitants per city is to acquire answers from libraries that have a more comprehensive and significant representation in each macro-region.

Dimensions used to prepare the questions:

- Work operations management
- Information Resources
- Information Services
- Communication channels and activities



Phase 2

- 3 **Compile the data collected through the questionnaire**, presenting the data in analytical tables and also in graphs with a map of Brazil's macro-regions;
- 4 **Connect the factors found and present the results of the research** by crossing bibliographical research with data from Brazilian libraries obtained via questionnaire (sample), in order to enable a greater understanding of which Information and Communication Technologies (ICTs) are adopted by public libraries to manage their operations and offer information and communication resources and services to their users;

Phase 3

- 5 **Discuss the results found.** Prepare a discussion of the results in relation to the research objectives; discuss how the study contributes to the field; reflect on the limitations of the study; make recommendations for future research and close with a final summary.

Protocol references

Ferraz, M. N., & Dumont, L. M. M. (2018). Dimensões essenciais das bibliotecas públicas. *Ciência da Informação em Revista*, 5(1), 11-28. <https://doi.org/10.28998/cirev.2018v5n1b>

Koontz, C., & Gubbin, B. (Eds.). (2013). *Diretrizes da IFLA sobre os serviços da biblioteca pública* (2nd ed., rev.). Direção-Geral do Livro, dos Arquivos e das Bibliotecas. <https://www.ifla.org/wp-content/uploads/2019/05/assets/hq/publications/series/147-pt.pdf>