



Information Market Marché de l'Information Informationsmarkt Mercado de la Información

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The European Community and the United States both produce a similar number of bibliographic and reference databases (about 700) that direct the user to primary information stored elsewhere. The United States, however, produces four times as many source databases providing direct access to primary information.

Info needed fast

The surprising result of three years' work by the British Library and the Scientific Documentation Centre was that on-line searching only produced about 5 per cent of the maximum number of references on a particular subject (see page 8). Other, manual means, card files, bibliographies and indexes, did far better.

Online was considered to be the least complete and the most expensive. Many results were produced quickly but then information needed to be sorted by hand. Manual retrieval was slower but allowed what online still lacks — a human intelligence interface. Leads produced by chance or serendipity uncovered further hits.

That printed books still produce better results than databases is not surprising: lack of data in = lack of data out.

Most information users do not require absolutely exhaustive references. Rather, key information is needed for decision-making. Online does much better here.

Onliners might start to inquire whether their databases and their retrieval software are really up to the job that modern information science requires of them. Online information sources still lack key reference works (including Russian ones). Programmes such as the Commission's efforts to increase intelligent access to major information resources are urgently needed.

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Information Market Services Action Plan agreed by Council

Finance is now assured for pilot and demonstration projects for innovative Community wide information services following the Council of Ministers' approval on 26 July of an Action Plan for a European Information Services Market. Initially implemented for an introductory phase of two years, the plan will have a budget of 15 Million ECU for 1989 and 21 MECU for 1990.

Introducing the programme, Commission Vice-President Karl-Heinz Narjes said that the emergence of a European information market would contribute to speeding up the integration and growth of the European economies. This programme would create new vehicles for locating and using information which are still inadequately exploited. It would benefit those who use or can potentially use — computer-based information at their work: from managers to engineers and workers on the shop floor, he said.

The European domestic information services market industry today employs some 100 000 people, who generate 1.25 billion ECU of annual revenue. Within a decade this revenue should be 10 billion ECU, due to a growth rate of 20 to 30 per cent. This compares with the general economic growth rate of some 2 to 3 per cent.

The aim of the Action Plan is to help set up an internal information services market by the end of 1992 and to stimulate and reinforce the competitive capacity of the suppliers of information services in Europe. It should also help promote advanced information



Visite du Grand Duc Héritier à la DG XIII

Le Grand Duc Héritier Henri s'est vu présenter les activités de la Direction Générale XIII lors d'une visite au bâtiment Jean Monnet, Luxembourg-Kirchberg, le 23 juin. Accueilli par le Vice-Président de la Commission, M. Karl-Heinz Narjes et par le Directeur général, M. Michel Carpentier, le Prince Henri a pu interroger plusieurs bases de données du centre serveur ECHO (European Commission Host Organisation) installé à Luxembourg-Hamm. La base TED, qui répertorie en huit langues toutes les offres de marchés publics dans la Communauté, et qui est mise à jour quotidiennement, a particulièrement retenu son attention. Le Grand Duc Héritier a été impressionné par la remarquable démonstration en direct de SYSTRAN de la traduction par ordinateur d'un texte que le Prince Henri avait lui-même donné à traduire sur-le-champ.

Le programme SPRINT, qui met l'accent sur l'amélioration de l'environnement de l'innovation en général, ainsi que les autres programmes de la DG XIII, RACE et ESPRIT, ont été présentés.

services in the Community and to reinforce joint efforts to achieve internal and external cohesion of the Community with respect to information services, including libraries.

Besides pilot and demonstration projects, the Action Plan envisages the creation of an information market observatory, measures to eliminate technical barriers to a single

(Continued on page 2.)

Para resolver os seus problemas

. . . vease pagina 12

Sending mail fifty times more cheaply

An average letter could be sent for a fiftieth of the cost of a stamp, using a Europe wide ISDN (Integrated Services Digital Network), according to Prof Tjakko Schuringa, European Commission Director for Telecommunications Policy, DG XIII.

An average letter of some 8 000 characters or 64 kbit could be sent in one second using such a network, he told the Eurotelecom conference in Madrid on 19 May. "With an overall tariff of 1.5 ECU per 3 minutes the transmission would cost less than one ECU cent: that's fifty times less than the stamps you pay today." The Council Recommendation on ISDN foresees tariffs reflecting those of the same use of a telephone line and long distance tariffs more in line with actual costs.

Businesses which still concentrate on telex and telephone communication would move over to electronic mail. Presently many do not consider such services appropriate due to high transmission costs, long call set-up times, non-existence of facilities or poor experience with quality or interconnection. When all offices are equipped with word processors, electronic mail may replace all postal services in the business community. The savings on the costs of the envelope, of transporting the

Degree of digitalisation of the telephone network by 1990

-Country	Subscribers (main lines) millions	Degree of digitalisation %		
		Transmission	Switching	
			Local	Long distance
Belgium	4.0	50	29	75
Denmark	3.0	85	23	40
France	27.0	70	70	75
F R Germany	28.6	50	3	22
Greece	4.5	15	15	25
Ireland	1.2	70	65	85
Italy	21.7	45	25	36
Luxembourg	0.2	35	8	10
Netherlands	6.3	95	35	15
Portugal	19.5	70	20	30
Spain	12.2	47	5	45
United Kingdom	20.0	100	42	90

Based on network operators planning; source CEC and CEPT.

letter internally to the mail dispatcher, of the stamp and of bringing the letter to the mail box — substantial costs for big offices — would be reduced.

As business mail is the largest part of postal mail, the transfer will have considerable influence on the revenues of the postal services. Postal authorities should therefore pursue the development of a Europe-wide postal electronic mail service which would transmit electronic mail letters from

the nearest Post Office for delivery to every addressee without tele-connected PC or word processor.

"Proper cooperation between telecommunications administrations and postal authorities seems to be quite urgent in order to provide such combined electronic mail-service Community wide," Mr. Schuringa added.

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ESPRIT II — 158 projets approuvés

158 propositions de recherche et développement dans le domaine des technologies de l'information ont été sélectionnées par la Commission le 29 juillet et approuvées en vue de contrats à négocier. Elles correspondent au quart des 650 propositions soumises au titre du premier appel d'offres dans le cadre d'ESPRIT II, qui a été clos le 12 avril.

ESPRIT II — la deuxième phase du programme ESPRIT (Programme stratégique européen pour la recherche et le développement dans les technologies de l'information) — a été approuvé par le Conseil des Ministres le 11 avril 1988. Il dispose d'une enveloppe financière totale de 3 200 millions d'ECU; comme lors de la première phase du programme, 50 % de ce montant est à la charge du budget communautaire et 50 % à celle des participants aux projets. Dans 148 des 158 projets les petites et moyennes entreprises seront présentés.

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CEC; DG XIII-A
200 rue de la Loi
B-1049 Brussels



Information Market
Marché de l'Information
Informationsmarkt
Mercado de la Información

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Cooperating EuroNet DIANE NEWS

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Commentaires et renseignements à:
Fragen und Bemerkungen an:

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Information market services programme (from p. 1)

market, means of improving access to information services and initiatives in relation to the role of the public sector in the market. An increased role is envisaged for the European Commission Host Organization, ECHO, as an innovative database host.

The Call for Declarations of Interest, launched in July last year, in anticipation of the Action Plan have already brought in over 700 responses. The Commission has had informal contacts with firms with the idea of creating larger scale projects in priority

sectors. The money available will be used for direct support for projects with generally up to 25 to 35 per cent participation costs. Priorities being dealt with in the first round are the following:

- Intelligent interfaces,
- Tourism information,
- Patents information,
- Cooperation between libraries,
- Image banks,
- Road transport information,
- Information on standards.

Specialized information activities “cost-effective”, says report

The effect of Commission-led initiatives in the electronic information sector has been significant with several of the projects having fundamental and far-reaching impact, concludes a report by Butler Cox on the activities of the Commission in the years 1981-5.

The review, which covers the Third Action Plan 1981-3 and the first two years of the Five Year Programme 1984-88, evaluates the performance in implementing the activities at the project level; the process of identifying aims and choosing projects and the choice of projects; the quality and impact of the activities on the specialized information market and the appropriateness of the resources made available for the activities.

Within the period six major activities accounted for over 80 per cent of the available funding:

- Euronet DIANE
- Materials Databanks
- Electronic Publishing and Image Databanks
- Calls for Proposals
- Information for Industry
- Reducing Regional Discrepancies

In regard to infrastructure, the major achievements were undoubtedly those associated with Euronet DIANE, says the report. In Euronet DIANE, the concept of a single European network with location independence and uniform tariffs was established. “Euronet provided the infrastructure essential to the development of a specialized online information market in Europe. It accelerated the introduction of national packet-switched networks by the PTTs and forced those who had not planned to introduce packet switching to do so.”

Similar technical advances were gained through the DOCDEL (Electronic publishing) experiments. These developments have not improved the infrastructure in the fundamental fashion of Euronet, but the projects did

develop techniques in document delivery and electronic publishing to a point where procedures considered impossible in 1983 are commonplace today. The projects resulted in the commercial application of digital-optical document management, micro-computer based composition systems for scientific and technical manuscripts (respecting both industry and official norms), and the successful transition of vector graphics from a design tool to a database technique. The DOCDEL projects have already generated more in commercial spin-offs than the total original investment.

Even in the areas of relatively technological low impact, technological advances have been demonstrated, says the report. Videotex in Agriculture (part of the priority area “Reducing regional discrepancies”) has resulted in the development and specification of a wide range of interactive services aimed specifically at the farming community in the chosen countries.

Indirect benefits of projects

have included increased availability of online service following the proving of new technologies and services; development of standards such as the Common Command Language (CCL) for database interrogation and enhanced skills and market development in Europe.

A measure of the impact of service and user support offered by Euronet DIANE and other measures was the sharp upward trend of the market. By the end of 1983 the service offered more than 500 databases and databanks on some 50 hosts.

Each of the project areas raised awareness of users and suppliers of information services. The Call for Proposals, for example, resulted in over 400 organizations applying for partial funding for projects. Some 80 projects were supported.

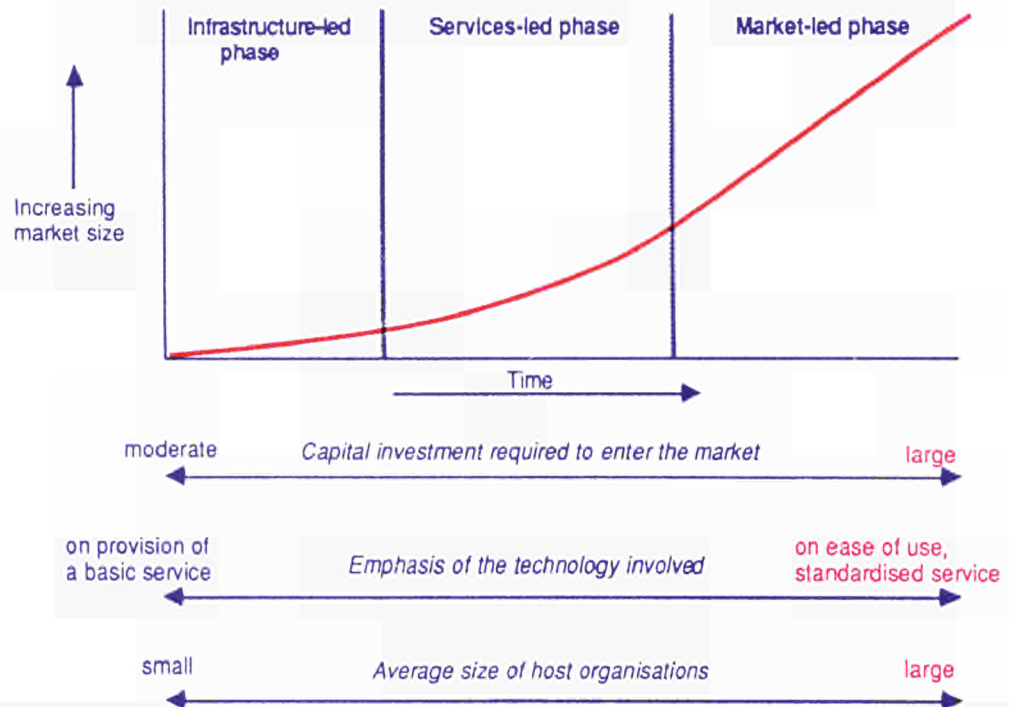
There was a consensus amongst industry participants and objective observers interviewed by Butler Cox on the substantial impact on the development of the supporting infrastructure and technolo-

gies afforded by the CEC projects. There was a more limited impact on the development of information services and as the thrust of activities have become more widely spread, it has become more complex to evaluate what is being achieved.

Butler Cox conclude that the shift which occurred in the information market during 1981-5 resulted in a substantial increase in the level of investment required to have any significant impact on the supply side of the market. In the market led phase activities aimed, like DOCDEL, at streamlining or improving access (primarily by improving the supporting infrastructure and technologies) will be relatively more effective than directly supporting new information services.

With the European electronic information market worth an estimated \$ 581 million in 1983 (and an annual growth rate of 25 to 30 per cent), the expenditures of CEC activities have represented only a small percentage cost effective “seed money”.

A model of the development of the Information Market



Market user panel



As part of its programme to develop a unified European information services market, the Commission has commissioned BIS Mackintosh, a consultancy specializing in the electronics sectors, to recruit a panel of users which will participate in a series of surveys, aimed at monitoring the demand for electronic information services. The areas to be covered include online sources, magnetic and optical media, printed products derived from computerized serv-

ices (SDI), and broadcast services (teletex or datacast).

The survey will investigate issues such as the type of services used by each business sector, analysis of expenditure, market shares of suppliers, user satisfaction, and the uptake of new services.

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Fax: +44 582 454828
Telex: 826818

A reminder about Passwords . . .

ECHO users who access the ESPRIT Information System Data Collections using the public password **IES** should avail themselves of the opportunity to have their own personal ECHO password.

The public password **IES** is being withdrawn in September.

A personal password will give you access to **IES** plus about twenty other databases on ECHO.

Mots de passe . . . un rappel

Le mot de passe public pour accès à la base de données **IES** sur les projets d'Eurêka et d'ESPRIT va être enlevé pendant le mois de septembre. Les utilisateurs de cette base pourront devenir des clients d'ECHO à part entière. Ceci leur permettra d'une part d'obtenir un mot de passe pour l'accès à ces banques de données et d'autre part de recevoir un meilleur support de l'équipe d'ECHO qui sera capable d'entrer en communication avec eux via leur propre mailbox.

Si vous désirez devenir un client ECHO ou si vous voulez juste en savoir plus d'information en ligne, remplissez ce formulaire et nous vous retournerons aussitôt que possible, toutes les informations utiles.

A ECHO, service de clientèle, Boîte Postale 2373,
 L-1023 Luxembourg. Tél: +352 488041
 Telex: 2181; NUA: 270448112

OUI! Envoyez-moi svp une formulaire d'abonnement pour ECHO.

Nom

Adresse

.....

Im Zuge des Programms zur Entwicklung eines einheitlichen europäischen Informationsmarktes hat die Kommission BIS Mackintosh, ein Beratungsunternehmen, das auf den elektronischen Sektor spezialisiert ist, damit beauftragt, eine Gruppe von Benutzern zur Teilnahme an einer Reihe von Schriftlichen Umfragen aufzufordern. Die erfaßten Gebiete sind online-Quellen, auf magnetischen oder optischen Medien gelie-

ferte Produkte, über rechnergesteuerte Systeme erzeugte gedruckte Produkte (SDI-Leistungen) und Fernservice (Teletex oder Datacast). Die Umfragen gehen auf Themen wie die von jedem Geschäftssektor in Anspruch genommene Art von Leistungen, eine Ausgabenanalyse, Marktanteile der Lieferanten, Benutzerbefriedigung, die Aufnahme neuer Leistungen und die Nachfragereaktion ob Preise ein.

ECHO adds safety and reliability newsletter

The European Safety and Reliability Association now have an online version of their newsletter on ECHO. Readers of the **ESRA** newsletter who want to steal a march on their colleagues can probably get to read it before it arrives through the post. It is immediately available on ECHO.

ECHO users who want to take a look at the newsletter can do so easily by typing **ESRA** at the password prompt. All further informa-

tion about reading the newsletter will be given online.

If you want to access the database using your own password, type **ES86** at the base command. Information may be obtained by typing **INFO ESRA** or **INFO ES86**.

The ECHO staff would like to have your comments about the electronic version of the newsletter. Mark your comments to the attention of Mr. Peter Cornelius.

Ruralnet in language versions

Ruralnet is a database prepared by the Institute of Cultural Affairs International in Brussels aiming to consolidate a vast variety of experience in local projects around the world. It enables the user to find out where and when particular localities were faced with similar problems and to see how they tackled them. The database is available in English and French; German

and Dutch versions will be up and running soon.

Ruralnet est la version en ligne d'un guide sur les projets locaux et principalement sur les développements ruraux, depuis 1960 environ. Cette base de données permet aux utilisateurs de trouver des projets dans le monde entier où un autre localité a affronté la même sorte de problème et voir comment il l'a résolu.

L'Observatoire français

Un Observatoire français des industries de la langue a été créé par décision conjointe du Secrétariat d'Etat auprès du Premier Ministre et du Commissariat Général de la langue française. Les missions confiées à l'observatoire incluent les missions suivantes:

1. rechercher, recenser, regrouper, constituer et traiter toutes les données scientifiques, techniques, industrielles et économiques ayant

trait à ces applications,

2. prévoir et éclairer les évolutions du marché, suivre l'état et des opportunités,

3. organiser salons, colloques, expositions et Séminaires pour aider à la connaissance et à la valorisation des réalisations françaises.

Contact: Prof André Abbou
Observatoire français des industries de la langue
61 rue de Vaugraud
F-75006 Paris
Tel: +33 1 42 22 18 88

EDIFACT board meets

An EDIFACT Board for western Europe has been established to oversee the development of standards for messages which companies will use to interchange documents electronically (EDI). Welcoming the Board at its inaugural meeting on 7 June in Brussels, Commission Director General (DGXIII) Michel Carpentier said, he was confident that their work would continue to meet the needs of industry as successfully as it had so far. He emphasized the importance the Commission placed on the developments of international standards for EDI.

EDIFACT (EDI for Administration, Commerce and Transport) is now becoming the required standard for transmitting customs and many other types of officials documents. EDIFACT groups are cooperating in western and eastern Europe and north America.

The UN EDIFACT rapporteur for western Europe, Mr. Ray Walker (photo) said that: "EDI is a win-win situation for the Community. It will reduce trading costs, improve efficiency and allow the introduction of new trading strategies."



The Commission's TEDIS programme includes an awareness programme to make potential users and industries more familiar with the concepts of EDI. TEDIS is also dealing with legal, security and telecommunications issues related to EDI. It also provides the secretariat for the EDIFACT Board and technical and logistical support for its working groups.

EDIFACT standard messages are presently being used within the chemical and electronics industries. Information on EDI can be obtained from national committees on trade procedures or from the TEDIS secretariat.

Contact: Mr. Wakeling
TEDIS
CEC, DG XIII/D-4,
200 rue de la Loi
B-1049 Brussels
Tel: +32 2 236 0029

Product numbering go with EDIFACT

The International Article Numbering Association, EAN, has in conjunction with the TEDIS programme created a sectorial EDIFACT project in the retailing trade to be called EANCOM.

EAN has 38 affiliated organizations and links to some 40 countries. It promotes and coordinates product numbering, bar codes or symbol marking. Within the food industry, for example, 90 per cent of all products carry the EAN code. The system is in-

creasingly being taken up by other merchandise sectors. In all more than 90 000 companies of trade and industry participate in the EAN system.

EANCOM intends to set up an EDIFACT subset for EAN users sending, for example, invoices. Testing on EAN segments will take place in the autumn.

Contact: International Article Numbering Association, EAN
54 Rue des Colonies Bte 8
B-1000 Brussels
Tel: +32 2 218 76 74
Fax: +32 2 218 75 85

IDEA on paper

Two reference reports: **EDI and developing countries** and **Dangerous goods: a major EDI application** have been published by the International Data Exchange Association,

IDEA, are available to non-members.

Contact: IDEA
68 Ave d'Auderghem
B-1040 Brussels
Tel: +32 2 736 9821

Rules to fill a legal vacuum

UNCID, Uniform rules of Conduct for Interchange of trade Data by teletransmission have been developed by the International Chamber of Commerce in conjunction with a group of international and nongovernmental experts. Their aim is to fill the legal gap in conducting business by EDI.

UNCID are voluntary codes which should provide a foundation on which parties can

build a communication agreement, a contract with legally binding effect. The rules comprise 11 articles describing definitions, standards and such procedures as acknowledgment of a transfer, confirmation of content of messages and storage of data.

Contact: ICC
38 Cours Albert 1er
F-75008 Paris
Tel: +33 1 45 62 34 56
Fax: +33 1 42 25 86 63

EDI implementation

The implementation guide is a useful and concise 100 page guide to electronic data interchange and paperless trade. It starts with a chapter conceived for beginners, and goes on to explain the costs and benefits of EDI, use of standards, applications and recent developments. Additional information is given on legal aspects of EDI and such concepts as packet switching, OSI, X.400, EDIFACT are

explained in layman's terms. For those readers seriously considering the EDI, there is a chapter analyzing the various options and the likely benefits. A list of contact addresses (end user groups, trade facilitation bodies) is included.

Contact: Euromatic
68 Ave d'Auderghem
B-1040 Brussels
Tel: +32 2 736 9715
Tel: +32 2 236 0029



The EC
Commission's
data bank

Environmental Chemicals Data and Information Network

Offers easy access for factual data on chemicals and their impact on man and on the environment.

For more information fill in and return to.



I/S DATACENTRALEN af 1959

Retortvej 6-8, DK-2500 Valby, Copenhagen, Denmark
Phone: (451) 46 81 22, Telex: 27122 DC DK

Organisation:
Name:
Address:
Country:
Phone: Telex:

I wish to have more information
I wish to attend a training course
* Preferred country/city:

Material help for engineers

Pinpointing available data on materials is an essential first step for the fabrication of consumer or industrial products. The engineer needs to know such properties as mechanical strength, elasticity, fracture behaviour and corrosion.

Existing materials information services are scattered around Europe. And the work involved in doing a thorough search of the most recent published and test results could be considerable.

The Commission has, therefore, supported the development of a European Materials Information Services Network aimed at integrating these resources. The task is a formidable one. But the aim is to create for the professional end-user a system which is as easy to use as possible, given the different often incompatible databank systems and different data structures.

The more such a system is integrated the more it is useful for a wider range of potential users. It could provide access to a wealth of low-cost information for users working in small and specialized areas. It could help develop advanced engineering concepts, streamlining of safety codes and more thorough evaluation of a material's properties such as corrosion, stress and heat resistance. Such a system could also help identify cheaper replacement materials and provide greater overall knowledge of materials which would have a benefit right across the board for many industries.

Demonstrator Programme

The work towards Materials Data Information Network comprises three types of measures: Central actions, Enabling actions and Supporting actions.

Central actions include the creation of a directory of data information sources: this database, **DOMIS**, is accessible on the Commission's Host, ECHO. The Demonstrator Programme, aimed at multi-purpose test phase and pilot concept for the development of a European system of materials data information serv-

	1. EDUCATION, TEACHING	2. RESEARCH DEVELOPMENT	MATERIALS	PROCESSES	USAGE	3. DESIGN	EARLY DESIGN	LATER DESIGN	4. MANUFACTURING - MFG.ENG	5. PURCHASING
CETIM	•						•	•	•	•
COMETA	•						•	•		•
H-DATA	•		•		•		•			
HTM-DB	•		•		•		•	•		
INFOS	•			•	•				•	
MATUS	•						•			•
MDF-1	•		•		•		•			
PERITUS	•						•	•		•
POLYMAT	•		•		•		•	•	•	•
SOLMA	•		•		•		•	•	•	•
THERMODATA	•		•	•	•		•	•	•	•

ices, constitutes the main activity under these central actions.

The creation of a multilingual dictionary of technical terms and definitions, guidelines for the functional specification of software and standards for uniformity and user friendliness in access form part of the enabling actions.

Supporting actions include economic and cost/benefit analysis, user needs strategies, educational aspects and matters dealing with confidentiality and restrictions of access.

The Demonstrator Programme is a cooperative pilot network integrating 11 European databanks. As a first stage towards an information network, the programme provides essentially two help

areas for the non technical user: a User Guidance System to the databanks and the definition and implementation of common data bank features through an EC Code of Practice.

At this early stage the user can find what sources are available in Europe by interrogating **DOMIS** on ECHO. This identifies materials information sources available and the address and contact person and the way to access the information.

The Code of Practice deals with online access. Not only network connections (X 25, speed and capacity) but terminals and user manuals are defined. At the host level prompts, help and error messages as well as logon procedures are dealt with. Features

at the system and content levels include use of online and offline help, Common Command Language, scope and completeness of records, terminology and abbreviations and units to be used.

A User Guidance System is being developed. This will be initially operated as a centralized toll-free referral service on ECHO and may, at a later stage, be integrated into an intelligent interface facility. This could provide automatic logon procedures, give central user support and deal with user administration such as charging and contracts for use of the databases.

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J Monnet Bldg.
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Tel: +352 4301 3620

the Demonstrator Programme

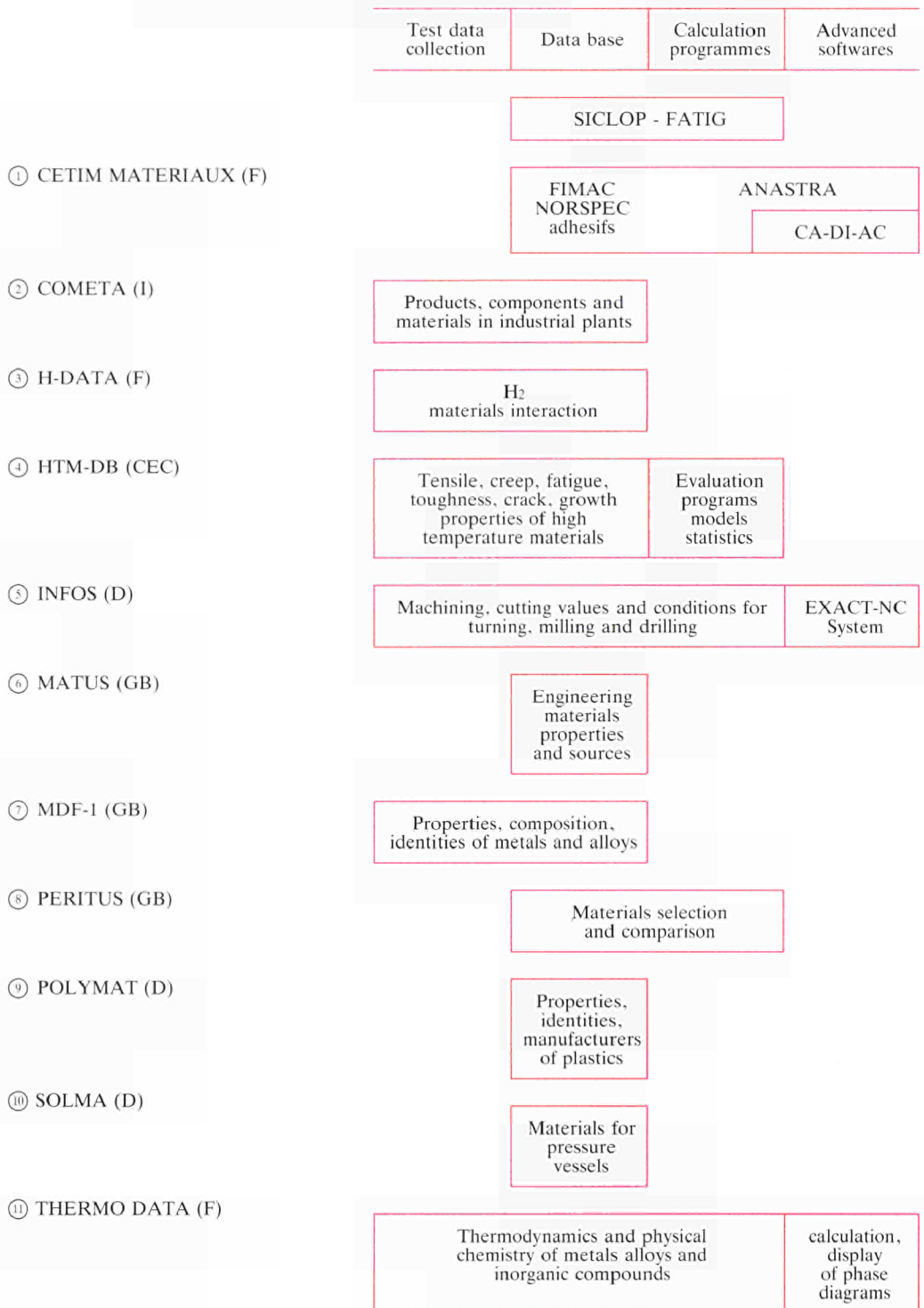
Workshops on Materials Demonstrator Programme

The Commission is organizing a series of workshops to demonstrate to engineers and other interested professionals the capabilities of materials databanks. The workshops will demonstrate the integrated approach to accessing such information and to what extent such systems are complementary. The workshops will be open both to those who are familiar with some of the European materials databases and those who are interested to learn about them.

Luxembourg	6 October 1988
France, Senlis	7 November 1988
France, Paris	8 November 1988
Germany	25 November 1988
Belgium	16 December 1988
Denmark	January 1989
Portugal	5 January 1989
United Kingdom	20 January 1989
Netherlands	February 1989
Greece	3 February 1989
Spain	17 February 1989
Italy	March 1989
Ireland	Not yet fixed

Contact: FLA Consultants
27 rue de Vistule
F-75013 Paris
Tél: +33 1 45 82 75 75

OVERALL PRESENTATION OF THE ELEVEN DATABANKS OF DEMONSTRATOR PROGRAMME



Materials translation service

On-demand translation into English of scientific papers written in most major languages has been introduced by Materials Information Translations Service. Most translations can be completed

within a month. This service is an extension of the present translation service where ferrous, nonferrous and engineered materials series, together listing 25000 items, have been translated.

A **Directory of metallurgical consultants and translators** with details of over 1000 technical and linguistic experts has recently been published. It lists experts by expertise, name and country.

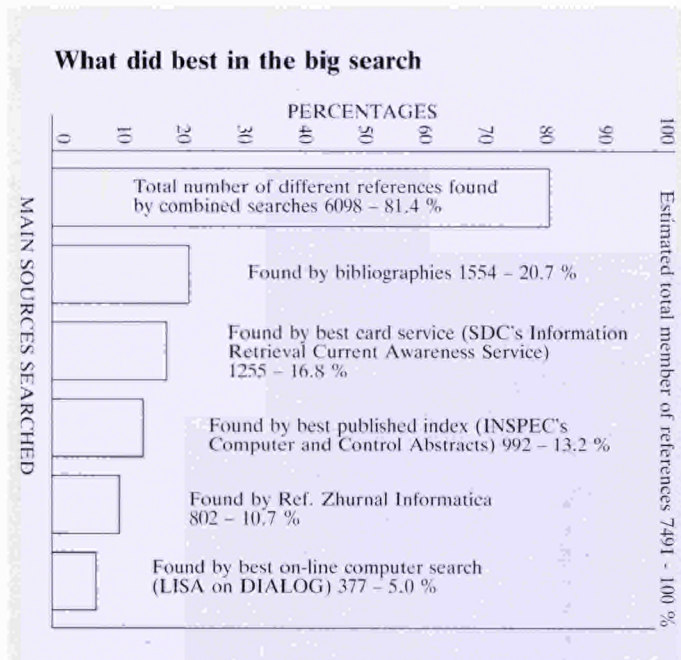
Contact: Institute of Metals
1 Carlton House Terrace
London SW1Y 5DB
Tel: +44 1 839 4071
Fax: +44 1 839 2289
Telex: 8814813

Online comes out worst in exhaustive search

In a recent large scale information retrieval exercise, Scottish researchers deduced that the most expensive method — online — was also the least productive. Human skill searching printed bibliographies — the librarians' traditional method — proved to be the most efficient.

The conclusion comes after analyzing three years' work funded by the British Library R & D Department and the Scientific Document Centre at Dumfermline in Fife, Scotland. The purpose of the project was to locate the world's total knowledge on the costs and economics of different methods of storage and retrieval of information. Over forty sources were searched from the UK, USA, USSR, France, Germany, India, Poland, Netherlands and Hungary. Methods used included searching bibliographies, card files, published indexes, on-line databases, and personal contacts and files. Some 6098 references were found in 10 450 locations. The previous largest collection was about 1000 collated by a German institute.

After bibliographies, the next most efficient method was card files of specialist services, then the main printed indexing and abstracting periodicals. Last came online services



including main US and UK hosts and a number of specialized facilities.

Online searches located only just over a quarter of the references. Card files produced a third and roughly a half turned up using individual published indexes. The main Russian source, *Referativnyi Zhurnal Informatika*, produced fifty per cent more references than all the online services. Most by far of the references were only found in one source (two thirds of 6098

references). This underlines the need to use multiple sources if a thorough job is to be done.

The report **International Bibliographic review on costs and modelling in information retrieval** by Dr. Peter Davison and Mrs. A. Moss of the Scientific Document Centre is British Library's research paper no 37.

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Tel: +44 1 636 1544

Spearhead for 1992



The British Department of Trade and Industry have launched a database to give businessmen comprehensive information on EC measures affecting the Single Market of 1992. Called **Spearhead**, the database includes measures agreed by the European Commission but not enforced, measures under discussion, and proposals which the European Commission has said that it intends to table between now and 1992. The complete text of all relevant EC legislation can be retrieved.

The service on Profile is something of a bargain: the DTI are waiving royalty payments and access will cost only £ 1 per minute. Profile may be accessed through a number of gateways such as Telecom Gold, One-to-One and MercuryLink Mail, ii (intelligent information) as well as directly via PSS.

Contact: Profile
99 Staines Road West
Sunbury-on-Thames
GB-Middlesex TW16 7AH
Tel: +44 9327 85566

Greek Telecoms

OTE, the Greek telecoms agency have notified us of the following changes of address:

1. Technical and accounting matters:

Mr. A. Cocotas
International communications development division
99 Kifisias St
15124 Amarousio
Athens, Greece
Tel: +301 611 8562
Telex: 219797

2. Tests for establishing connections:

Mr. Petrakis
Telex: 210010
Telephone for fault reporting:
+301 865 3799

3. Greek customers and tariffation:

Mrs. Romvou
Telex and data transmission division
99 Kifisias St
15124 Amarousio
Athens, Greece
Tel: +301 611 8824
Telex: 215482

Accesso a 1 000 banche dati

La Cerved, società d'informatica delle Camere di Commercio Italiane, ha iniziato la commercializzazione del servizio della Italcable **Magic on Line** di accesso guidato alle banche dati.

L'accordo tra le due società, prevede uno sforzo congiunto per la diffusione della cultura dell'information on line in Italia.

La Cerved è un leader in Italia nell'informazione economica on line e dispone di una rete telematica che collega, oltre alle Camere di Commercio, tutte le maggiori banche ed alcune centinaia di altri utenti. Per la Cerved l'accordo rientra nel quadro di una politica diretta a permettere ai suoi utenti di integrare

le informazioni economiche ottenibili dalle sue banche dati con informazioni di altra natura (giornalistiche, bibliografiche, tecniche, statistiche, etc.).

E' questo il caso di **Magic on Line** introdotto lo scorso anno dall'Italcable nel quadro di una politica che la società persegue da tempo con la costituzione di un Centro Servizi attraverso il quale viene offerta una serie di servizi a valore aggiunto.

Il **Magic on Line**, che permette l'accesso guidato e facilitato ad oltre 1 000 banche dati di tutto il mondo, viene a costituire una delle più importanti fonti di informazione in linea oggi disponibili in Italia.

Le caratteristiche innovative del servizio sono essenzialmente due: la prima è quella di offrire alla clientela la possibilità di ottenere l'accesso a tutte le banche dati sottoscrivendo un solo abbonamento; la seconda è la funzione svolta dall'Italcable, a favore della clientela, di interfaccia «intelligente», in modo da consentire l'accesso alle 1 000 banche dati senza la necessità di dotarsi di particolari apparati né di conoscere i loro linguaggi.

Contacto: CERVED
Via Appia Nuova 696
I-00179 Roma
Tel: +39 6 793901
Telex: 620061

Cost of non European telecoms

Part of the Commission's study **Research on the cost of non-Europe** (ISBN 92 825 8605 7) also in an abridged version **1992 — the benefits of a single market** (ISBN 0 7045 0613 0) deals with the inefficiencies of the telecoms market.

"The trouble with the EC's emerging information highway is its many national road blocks — and even the problems of incompatible equipment being used in the construction of various sections," says the report. "These barriers take a variety of forms — including divergent norms, generally high tariffs for network users, and the overweening presence of monopoly service suppliers (the Community's (PTTs) essentially dictating in their national enclaves the rules according to which the highway is accessed and used".

The telecom service sector was worth some 61 billion

ECU in 1985, four times more than the equipment market. The US has a service market twice the size of the Community's. European long distance communications vary, sometimes significantly, leading to distortions and affecting the location of databanks and, for example, telebanking services. Restrictions on leased lines create a double brake: first on business activity and secondly on the creation of value added services.

The report estimates that the boost to the economy if the minimum liberalization requirements of the Green Paper are implemented to be 2 billion ECU. The important components of this are the benefits from competition plus economies of scale, resulting from lower equipment costs and leading to lower tariffs. Full network competition would bring additional gains amounting to 4 billion ECU.

Informationen aus Japan

Ein von Euroconsortium angebotener Dienst liefert Informationen aus Japan. Er wird von der Kommission der EG unterstützt, die sich ihrer Politik zur Überwindung der genannten „Handelslücke“ verpflichtet fühlt.

Der Dienst liefert an seine Abonnenten englische Übersetzungen von Zusammenfassungen frisch veröffentlichter, japanischer wissenschaftlicher und technischer Berichte und, auf Anfrage, vom Volltext. Diese Dokumente werden von einem Auftragnehmer

der Kommission in Tokio gesammelt, übersetzt und in Europa verteilt. Wegen der Menge der anfallenden Informationen (ungefähr 900 Dokumente pro Monat) erhält jeder Abonnent eine Teilmenge, die dem Profil seines Informationsbedarfes entspricht. Für eine Startperiode ist der Dienst jedoch völlig kostenlos.

Kontakt: Herr Loll Rolling
DG XIII/B-4,
K.E.G.
L-2920 Luxemburg
Tel: +352 4301 2885

L'information japonaise

Le service offert par EURO-CONSORTIUM a pour but de réduire le «déficit de l'information» japonaise. Le service, qui a l'appui total de la Commission des Communautés européennes, consiste à fournir aux abonnés la traduction en anglais des abrégés des rapports scientifiques et techniques japonais nouvellement publiés et, en demande, les documents entiers. Des documents sont rassemblés par un contractant de commis-

sion à Tokyo, traduits, et classés par les contractants en Europe. Puisque la quantité d'informations est trop grande à assimiler (environ 900 articles chaque mois) les abonnés reçoivent un sous-ensemble défini par le «profil» de leur besoins. Pour une période initiale, le service sera gratuit.

Contact: M. Loll Rolling
DG XIII/B-4,
C.C.E.
L-2920 Luxemburg
Tel: +352 4301 2885

International NUIs

European users can have the benefit of an international Network User Identification (NUI) from the US based Telenet Corporation. The NUI programme provides international support and the advantage of a single bill (without the frustration of signing contracts with PTTs in each country). Customers travelling or located abroad can gain easy local access to international hosts.

Seven countries have been added: Austria, Belgium, Canada, Israel, Italy, Korea and the Philippines. Countries already participating include

Australia, France, Hong Kong, Japan, the Netherlands, Norway, Singapore, Switzerland and the United Kingdom. The programme gives details of foreign network procedures, technical standards and requirements.

Telenet have also signed an agreement with Belgium's RTT to establish an X.400 interconnection between Telenet's Telemail 400 Global messaging service and the Belgian DCS.mail.

Contact: Telenet
12490 Sunrise Valley
Reston,
USA Virginia 22096

US telecoms to Europe better than Europeans'

Internal European telecoms are often of worse quality than those to the United States, according to the **1988 Eusidic survey of public data networks**. In Norway and Spain, for example, nine out of ten calls successfully reached the US. Only six out of ten worked for calls within Europe.

"This year's survey of 5669 data calls originating from Europe showed an overall success rate of 77 per cent for calls destined for the United States, versus an overall success rate of 73.5 per cent for calls purely within Europe," said Mr. Harry Collier, executive director of Eusidic.

"In the countdown to 1992, it seems a little ironic that Europeans — particularly in some countries — enjoy much better data communications with the United States than they do with their European colleagues".

The annual monitoring of public data networks is performed by users across Europe during one week. This year the failure rate was improved on previous years: 25 per cent compared with 29 per cent in 1987 and nearly 31 per cent in 1986.

Contact: Eusidic
9a High Street
GB-Calne, Wilts
Tel: +44 249 814 584

Information industry jobs boom

There has been a brisk expansion of jobs in the information sector in UK, according to a recent report. Over half the positions advertised in certain categories were for new jobs; some 1000 new jobs for information professionals were created in Britain in 1987.

The author of the Aslib report, **Information-intensive management: impact on the employment market**, Prof. Nick Moore, says managers accept more and more the

need for information as a resource to improve their effectiveness. Prof. Moore estimates that there are now 24000 positions for librarians and information officers, 10000 for researchers and analysts, and over 4000 for information systems specialists.

Contact: Aslib
26-7 Boswell Street
London WC1N 3JZ
Tel: +44 1 430 2671
Fax: +44 1 430 0514
Telex: 23667
Gold: 81:CIC1000

Publications on the Law

The computer law and security report is a bimonthly publication published by Solent Legal Exchange Ltd, 35 Guildhall Walk, GB-Portsmouth PO1 2RY Hants. **Privacy laws and business** is a quarterly newsletter monitoring data protection legislation and administrative decisions worldwide. It is published by Mr. Stewart Dresner, 3 Central Ave, Pinner, GB-Middlesex HA5 5BT. **Newsware**, nieuws & informatie over juridische aspecten van de informatietechnologie, is a Dutch newsletter giving information on laws, court cases and literature. It is edited and published by Mr. V A de Pous, Postbus 51005, NL-1007 EA Amsterdam.

Computer crime in the single market

There are strong reasons for international action on the prevention of computer related crime, says a report: **The legal aspects of computer crime and security**, prepared for the European Commission (DG XIII/B). The mobility of information and the resulting mobility of informatic crime are not controllable by mere national solutions. Differences in national laws on preventing such crime could cause "computer crime havens" which would in turn lead to market restrictions and national barriers. Different preventive measures could also affect conditions of competition; existing privacy laws already motivate companies to locate databases in certain countries. Other measures on the audit of computer systems would have a similar effect.

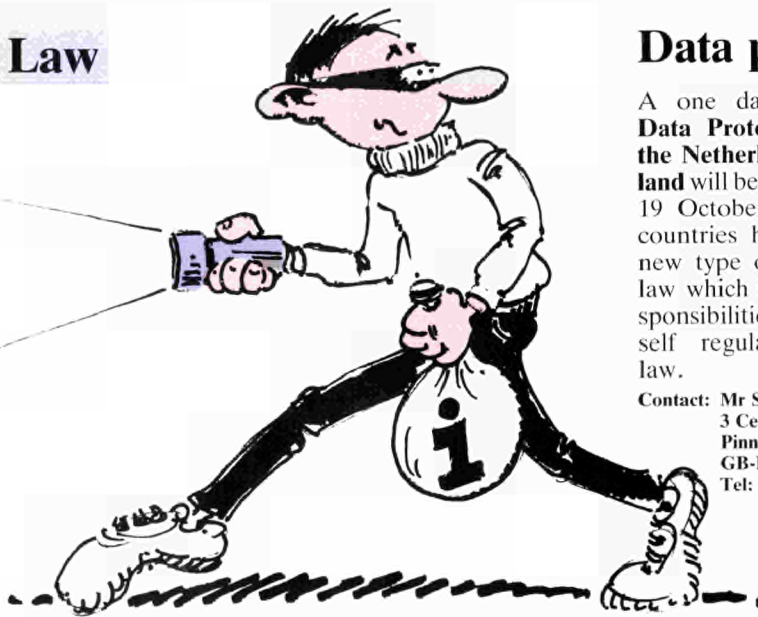
On the other hand, a public acceptance of computer systems in a single European market requires that there be an acceptable European level of security. And from the point of view of economic policy, whether dealing with monetary transactions, company secrets or the use of sea, air, space-control or medical supervisory systems, secure functioning of computer systems is a necessity.

Dealing with computer crime and relevant security issues on an international scale poses a number of legal problems. Crime could involve anything from fraud by computer manipulations to computer espionage, program piracy and copying, sabotage, unauthorized use of computers or access to DP systems and a range of data protection issues.

The report reviews work already carried out by international organizations on the harmonization of civil and criminal law in relation to computer related economic crime and privacy.

In the light of this analysis, the report makes suggestions for further action and deals with issues raised by the international prosecution of computer crime. As an alternative to repressive measures, a chapter is devoted to preventive measures to fight computer crime. These would include security measures, which may be imposed by way of minimum standards and can then be audited and appropriate conduct of DP professionals in terms of ethical codes.

Contact: Mr. George Papapavlou
CEC, DG XIII/B
J Monnet Bldg. B4/18
L-2920 Luxembourg
Tel: +352 4301 4318



Data protection

A one day conference on **Data Protection in Ireland, the Netherlands and Switzerland** will be held in London on 19 October 1988. All three countries have introduced a new type of data protection law which imposes heavy responsibilities on companies by self regulation within the law.

Contact: Mr Stewart Dresner
3 Central Ave
Pinner,
GB-Middlesex HA5 5BT
Tel: +44 1 866 8641

Security "inadequate" amongst network users

Amongst 20 major users of network systems, including six leading banks, only one had an adequate level of security, according to a report partly sponsored by the Commission. More than a hundred aspects of security were checked. Companies are often critically dependent on networks, far more than they realize.

According to the report, **The security of network systems** by Coopers and Lybrand, unless the level of security is improved, the potentially catastrophic effects are likely to act as a barrier to the exploitation of network systems in Europe and ultimately act as a brake to economic development.

The report gives recommendations to users for a systematic, methodical and comprehensive approach to network security and to vendors for the strengthening of product/service offerings. A number of measures could be taken at Community level including education, the development of industry-specific baseline controls and a European focus mechanism for the security of business information systems to provide a counterbalance to the present dominant priorities of the defence/national security community.

Contact: Mr. Alan Stanley
Coopers & Lybrand
Plumtree Court
London EC4A 4HT
Tel: +44 1 583 5000
Fax: +44 1 822 4652

US to monitor all data calls through UK

The secret American National Security Agency is to spend "tens of millions of dollars" to expand its UK station which listens to international telecommunications traffic. According to the investigative reporter Duncan Campbell quoted by Microlink's Newsbyte, the expansion plans call for monitoring of ALL international telephone and data communications by the NSA facility at Menworth Hill, near Harrogate, North Yorkshire.

The British Home Office grants monitoring warrants to prevent prosecution under the Interception of Communications Act for this work. Campbell says 250 to 300 warrants are in force at any time but some of these include blanket warrants. And one of these is sufficient to tap all phone calls in and out of the UK. The question of loss of European commercial secrets to US competitors and other implications of this security work has been raised in the European Parliament.

European aquatics

European marine and freshwater sciences librarians, information scientists and documentalists held a meeting in Plymouth, UK, in April. They agreed to encourage closer collaboration within Europe and wish to identify networks, institutions and individuals who might cooperate and

compile a directory of European marine and freshwater science information resources.

Contact: Allen Varley
Plymouth Marine
Laboratory
Citadel Hill
GB-Plymouth PL1 2PB
Tel: +44 752 222 772

Technologie et 1992

L'Association européenne pour le transfert des technologies de l'innovation et de l'information industrielle (TII) va tenir une conférence: **Le développement technologique des entreprises euro-**

peennes à l'horizon 1992 à Strasbourg, les 24 et 25 Novembre, 1988.

Contact: TII
3 rue des Capucins
L-1313 Luxembourg
Tel: +352 463530

Planning for library action

The Commission (DG XIII/B) has started to consult informally on a draft Plan of Action to encourage library collaboration in the Community. This initiative arises from the Resolution of the Council of Ministers of 27 September 1985. The draft Plan of Action takes into account the findings of the LIB 1 and LIB 2 studies and the orientations given at the Hearing held in February 1987. A discussion document has been distributed broadly to those individuals and organizations throughout the Member States known to have a pro-

fessional interest in the subject. Their comments have been invited.

A second stage of the consultation will involve the organization of a Forum at the end of the year or early 1989, to be held in Luxembourg in order to provide a general platform for discussion on the document. In addition, other meetings may be convened by the Commission to discuss particular aspects of the Plan.

Contact: Ms Ariane Iljon
CEC, DG XIII/B
J Monnet Bldg. B4/13
L-2920 Luxembourg
Tel: +352 4301 2923

World Teleport Association

Vom 12-14. Oktober 1988 findet die vierte Generalversammlung der **World Teleport Association** statt. Eine Ausstellung von Teleports und von Projekten und Ergebnissen der entsprechenden Branchen begleiten die Konferenz. Dr. Karl-Heinz Narjes, Vize-Präsident der Kommission der EG wird am letzten Konferenztag mit an-

deren Vertretern internationaler Institutionen über die Zukunft von Teleports in unterschiedlichen politischen und ökonomischen Systemen diskutieren.

Kontakt: Frau Göttgens
Projektgruppe MediaPark
Köln
Postfach 10 80 20
Augustinerstr. 10
D-5000 Köln
Tel: +49 221 221-2324

Deutsche Datenbanken

Die 1989 Ausgabe des **Verzeichnisses deutscher Datenbanken, Datenbank-Betreiber und Informationsvermittlungstellen** ist jetzt von der Gesellschaft für Mathematik und Datenverarbeitung mbH veröffentlicht worden. Der Hauptteil I enthält Beschrei-

bungen von 278 in der Bundesrepublik erstellten Datenbanken (davon drei Viertel online bei in- und ausländischen Datenbank-Betreibern verfügbar).

Kontakt: GMD
Herriotstr. 5
D-6000 Frankfurt a. M.
Tel: +49 69 6687-364

Interlending

An **International conference on interlending and document supply** will be held in London 14-16 November, 1988.

Contact: Mr. Graham Cornish
IFLA office for international
lending
British Library DSC
Boston Spa, Wetherby
GB-West Yorks LS23 7BQ
Tel: +44 937 546 123



For the info systems manager

A semi-permanent loose leaf binder of some 250 pages which will be updated quarterly is aimed at benefiting the information systems manager and computer services manager. **Networks** provides sections on practical networking, public services including VANS, standards such as OSI and conformance testing. Other sections include one on technology which has a description of circuit and packet switched networks, ISDN,

message switching, LAN technologies, cellular radio, gateways and opto-electronics. Product surveys are also included relating to modems and multiplexors, concentrators and other networking products.

Contact: Networks
Blackwell Scientific
Publications
Osney Mead
GB-Oxford OX2 0EL
Tel: +44 865 240201
Fax: +44 865 721205
Telex: 83355

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Para obter informações de carácter geral (lista de centros distribuidores, intermediários, grupos de utilizadores, contactos com os CTT, etc.), escreva para:

ECHO
BP 2373
L-1023 LUXEMBURGO

Para resolver questões específicas

Telefone + 352 48 80 41
Telex 2181

A equipa de ECHO chamá-lo-á para lhe poupar despesas de comunicação.