



Reconstructing info services

Europe is in the middle of a major change in its economic structure. The perestroika in the European Community involves the changing of practices and structures for business and also later in the home. A major firm may spend a third of its budget on information systems. Its goal would be to define products desired by potential customers and create a customer address database that will respond to the product and also be able to collect customer comments to refine the product even further.

Many private companies as well as the public sector are often faced with a dilemma. Their financial structures are not supple enough to be able to replace fixed cost information (journals, books) with open ended costs of online information. User-friendly front ends, a network of information brokers or the creation of new overlapping, specialized information infrastructures (with a mixture of human and information networks) are possible ways forward to respond to a single European market. These systems will not come on the market spontaneously: it is up to the users in each sector to both define what they would ideally want (by writing a wish list) and to explain exactly what problems they would like to see overcome. For example, what sort of infrastructure is needed for job and development agencies to encourage job mobility, initiate cross-market collaboration and ensure innovation? Only when the potentiality is clearly defined can the relevant European bodies help create the necessary information infrastructure.

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A legal framework for info services

A conference attended by 300 participants and jointly organized by the European Commission and the Council of Europe, was held in Luxembourg on 27-28 March to help elaborate a harmonized legal framework in Europe on the eve of the Single Market. The following factors were advocated for this legal framework:

Computer crime.

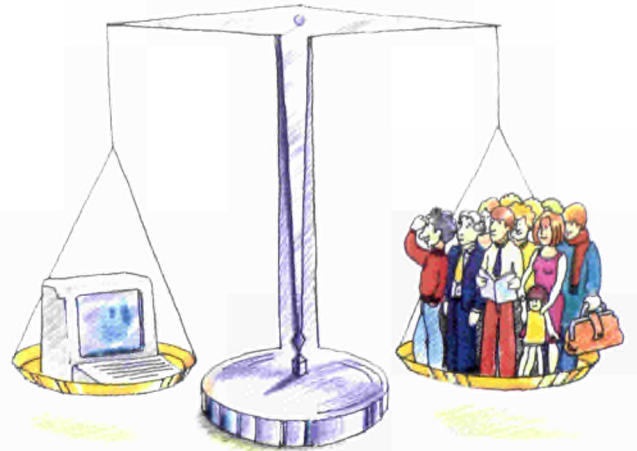
A coherent international definition of computer related crime is required; the report of the Council of Europe constitute an important step in that direction. All Member States of the Council of Europe and the European Community should seek to make their legislation conform to the minimum list of the guidelines of national legislations in the report or a more binding solution should be opted for. The transfrontier nature of computer related crime makes it important to harmonize substantive penal law and criminal procedural law.

Further studies are required on the question of admissibility of computer-generated material in criminal proceedings. Information and awareness initiatives concerning computer related crime should be undertaken. The necessity of taking a penal law approach should also be reviewed in the light of Article 10 of the Data Protection Convention.

Data protection

The Commission announced its intention to propose to Council a Directive on personal data protection within the coming months. The conference reached the following conclusions on the subject:

All Member States of the Council of Europe including the 12 EC States which have not yet done so, should adopt data protection legislation. The adoption of data protection laws at the national level is sine qua non of ratification of the Data Protection



Convention of the Council of Europe. The Convention should be ratified by all States.

Given the specific requirements of personal information flow within the internal market, including collection and storage of personal data by Community institutions themselves, the adoption of a specific Community instrument was encouraged by the conference. In addition to general rules for the public and private sectors, specific sectors should be regulated by specific instruments. The conference noted how developments in eastern and central Europe provided an important role for the Council of Europe in the field of data protection.

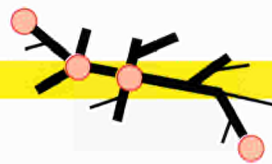
Contractual techniques can help promote equivalent protection and help complete the legal framework for data protection and transborder data flow.

Access to public sector data

The conference noted the importance to the market of public sector data as elaborated in the Commission Guidelines for improving the synergy between public and private sectors. In view of the different ways and purposes for which

such data was originally collected and the different conditions for access to such data already in force, a harmonized, clear legal framework that will ensure the legitimate transfer for private sector commercial exploitation was necessary.

The following proposals were expressed: Public files including personal data may be transferred from the public to the private sector if their original purpose does not change. Public files including personal data which data subjects have been obliged to submit should not be transferred to the private sector for other than their original purpose without the data subjects' permission. Personal data voluntarily submitted may be transferred from the public sector to the private sector for other than their original purpose; the data subjects should have the right to have their own personal files deleted or not allow their files to be used. Statistical public sector files may be transferred to the private sector for commercial exploitation provided there is no de-anonymisation of the data.



Researchers network under way, Gigabit backbone planned

The international researchers have been provided with a pilot Europe-wide network infrastructure. Financed mainly by the European Commission, the project of Eureka COSINE (Cooperation for Open Systems Interconnection Networking in Europe) comes under the ESPRIT programme with the remainder of funds coming from COSINE States.

The contract with the Dutch PTT Telecom provides for 12 months of pilot operation after the five month commissioning period which started November 1989. PTT Telecom is responsible for establishing, operating and managing the service in cooperation with other European telecoms administrations while technical aspects are managed by to RARE, the European association of users and providers of research networks.

The Pilot International X.25 Infrastructure (IXI) Backbone Service is the first major implementation of the Eureka COSINE project. The research networks will be connected to the Backbone via 64 kbit/sec access points, with the possibility for a later upgrade of 2 Mbit/sec. Countries having direct or indirect access include Austria, Belgium, Luxembourg, Denmark, France, Germany, Ireland, Italy the Netherlands, Portugal, Spain,

Sweden plus Finland, Iceland and Norway, Switzerland, the United Kingdom and Yugoslavia.

At the Council of Administration meeting of RARE, held in Brussels in July 1989, plans for European networking at high speed (2 megabit/sec and beyond) were discussed on the basis of strategy reports. A proposed "European High Speed Networking Initiative" proposes a high speed backbone that would link national, regional or disciplinary high speed networks. Data rates of 2 Mbps are feasible across Europe right now, says the report. Active planning should start immediately to define such an infrastructure and its evolution to 140 Mbps within a few years and to the Gigabits/sec range by the end of the decade.

A number of scientific communities such as high energy physics and aerospace research, have the capabilities and needs of such high speed networks right away. A earlier meeting, held in Brussels, confirmed that a large variety of scientific and industrial users would benefit immediately from the availability of higher bandwidth data communications facilities.

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SOAC reviews IMPACT, debates IMPACT-2



Director General M. Carpentier (centre) chairs the SOAC.

The 7th meeting of the Senior Officials Advisory Committee (SOAC) on 29 March, which was preceded by an informal session to discuss the IMPACT-2 programme, heard a presentation by the chairman of the IMPACT evaluation committee giving a clear appreciation of the first year's activities of the IMPACT programme. Mr. John Martyn told SOAC that the major general finding of the report was that insufficient awareness among the Community at large of what the Commission was actually doing in regard to information market development. A wider dissemination of the Information Market Observatory (IMO) reports was needed. It was agreed that the IMO should not only observe the market but detect gaps and deficiencies, that it should be carried out in conjunction with the private sector and be published online.

On the Legal Advisory Board, a greater dissemination of the LAB's work and improved follow up in terms of action of the LAB's analysis and recommendations was desirable. Its composition should be reinforced and a set of priorities should be established.

On the recommendation of SOAC, it was agreed to hold a workshop on synergy between public and private sectors to exchange experiences on the implementation of the guidelines published by the Commission.

On the awareness action line, it was agreed that the role of

ECHO, the European Commission Host Organization, was important and necessary. A number of provisional conclusions were reached. ECHO should continue to operate experimental services ("pump priming activities") and those public services that the private sector did not wish to take over. Experimental services should remain free of charge until they were ready to be taken over by the private sector. The Commission should examine what databases could be offered to the private sector. ECHO's services should be offered in all Community languages to promote the dissemination of awareness throughout the whole Community. These provisional conclusions should be examined in depth in relation to the general policy for disseminating Community online information.

The importance of IMPACT pilot/demonstration projects was recognized but efforts were needed to speed up procedures. Delegates supported the general need for a unifying strategy by which two or three sectors or themes would be chosen. These would be governed by criteria such as where there was real or potential need for information, where there was need of a European dimension, or the creation of infrastructure for optimum use of services.

The evaluation report would be submitted to Parliament and the Council.

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Informationsmarkt
Mercado de la Información

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Latest IMPACT projects signed

New IMPACT projects in Standards Information and Image Banks are being finalized with the Commission.

The project entitled **European standards harmonization and structure** sets out to create a Document Type Definition for European standards, using a test file of European standards in the construction field. This definition will enable standards, including text, graphics, mathematical formulae, images and tables to be published in bibliographic or full text form according to an agreed format. It will facilitate the production of a range of information products from a single source and will prepare the way for a future integrated standards database management system. The Association Française de Normalisation will lead the project in partnership with the Centre Scientifique et Technique du Bâtiment (France), the Deutsches Institut für Normung, the British Standards Institute, and MID information logistics group of Germany as partners.

The **Narcisse** project aims at creating a very high-resolution image bank of the art treasures of Europe's major museums. This will be composed of scanned images of X-rays, photographs and other documents, associated with a multilingual text database, relating to their art holdings. The museums possess some one and a half million reference images which are essential for conservation, authentication and research. However, they are often not easily able to be consulted in their present form because of their fragility or sensitivity to light or handling. The image bank will provide a means of direct consultation but will also serve to produce a pilot optical disc for wider distribution. The project is led by the Laboratoire des Musées de France in association with museums and institutes in Portugal, Italy, FR Germany and Denmark.

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Using standards

ELP, the working group of European Librarians and Publishers, have issued a joint recommendation encouraging publishers, librarians and booksellers to engage themselves in the application of standards for messaging and trade. The recommendation lays particular emphasis on OSI, X.400 and the Edifact standards. Participation in standardizing bodies should complement the practical application of existing standards.

Local computers should be adapted to X.400 systems and Edifact conversion from and to local applications should be studied in practice. Another major task is investigating whether bibliographic descriptions can be converted into Edifact items and functional subsets should be standardized. Application software should be

developed to support this user group format. Experience from an ongoing German project on OSI communication between libraries and booksellers could be included.

ELP recommends that publishers, libraries and booksellers stage a joint European effort to explore the potential and technology of combined use of X.400 electronic mail and Edifact messages in their common world of information.

ELP is an independent advisory body of librarians and publishers set up at the request of the European Commission at the time of the DOCDEL programme.

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Effective strategic management

Those interested in creating a European strategy for the Information Market should turn to an article in the new journal, **Technology Analysis and Strategic Management**, where Prof Michel Godet typifies manager personalities as ostrich, firefighter and look-out man. Very few fall into the latter class, he says. Prof Godet gives ten commandments to facilitate a prospective approach for strategic action.

1. Illuminate present action in the light of possible, multiple and uncertain futures
2. Adopt a global and systemic vision
3. Take into account qualitative factors and the strategies of

- the actors - the limits of modelling
4. Make use of the lesson of the past and do not underestimate factors of inertia
5. Interpret information in the light of power games
6. Mistrust received wisdom
7. Count on social change to allow technological change
8. Change structures and behavioural patterns
9. Mobilize the company's intelligence
10. Consider methods as tools for thought and communication .

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Bibliographies workshop

A workshop on National Bibliographic Services was held in Luxembourg on February 12th 1990. This was one of the activities requested at the Forum on libraries held last March to prepare for the implementation of the plan of action. The workshop was aimed at stimulating ideas for fundable projects in the context of action line 1, part 1, of the plan which deals with national bibliographies and national union catalogues.

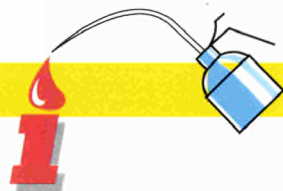
Mr Peter Lewis, former director general of Bibliographic Services of the British Library assisted the Commission in the preparation and running of the workshop which was organized in two sessions. The first session was devoted to a discussion of the main issues faced by national bibliographic services. The second session concentrated on ideas to improve these services. Proceedings of the workshop are in preparation.

Una banca dati di successo

PRATEL una banca dati disponibile sulla rete italiana Videotel e creata con il contributo comunitario non solo permette l'incontro tra capi commessa e subcontraenti nel bacino tessile Pratese, ma sarà usata a livello nazionale ed europeo quale modello per le Piccole e Medie Imprese tessili e no. A diciotto mesi dalla concessione del contributo comunitario la banca conta 2000 inserzionisti e 600 utenti, cifre ben superiori a quelle contrattuali.

Il bacino tessile Biellese ha già iniziato ad allacciarsi alla banca dati pratese e la SEAT/STET ne sta studiando l'estensione all'intero settore tessile nazionale. L'EFIM/DATA conta di trasferire il modello logico della banca in questione nel Mezzogiorno e la Commissione delle C.E. potrebbe esportarlo verso altre regioni europee meno favorite.

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I-50047 PRATO (FI)



Standards neglected, says report

Of the 80 000 national standards in force in western Europe, several thousand in the electronic and information technology area have been harmonized through the efforts of the joint European standards organizations CEN/CENELEC. This impressive achievement however is not reflected at the industry level where standards need to be applied for the Single Market after 1992.

A study of 350 people in 17 EC and EFTA countries indicated that the market for standard information amounts only to 125

million Ecu, equivalent to only 0.85 Ecu per technical employee. Tools exist to enable industrial organizations to help exporters familiarize themselves with European standards, but few firms apparently know of them or use them. Gavel, the consortium of 16 consultant associates that formed to prepare the study, has now established itself as a permanent organization.

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Knowledge transfer of ECHO projects

European hosts and others can learn how to make their databases more easy to use at a knowledge transfer meeting organized by the European Commission, DG XIII-B. Two innovative projects, developed under the IMPACT programme and which have been successfully implemented on ECHO will be explained at the meeting in Luxembourg, 18 June, 1990.

• Access to information using natural languages.

• Access to information by human voice interrogation. Participants will receive documentation describing the two projects and the difficulties encountered.

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Med din gratis ECHO diskette kan du prøve alt det, du altid har villet prøve online, men aldrig har turdet!

Har du haft lyst til at prøve ECHO, men ikke haft en kontrakt eller et password? Måske har du ikke adgang til det lokale netværk (DATAPAK), eller måske har du ikke et modem til din PC?

NU har du chancen for at prøve ECHO uden formaliteter eller ekstra udstyr. ECHO tilbyder dig en gratis diskette, der vil vise dig alt om online-søgning, mens du sidder behageligt hjemme eller på kontoret. Disketten giver en præcis simulering af, hvordan man kobler sig op, formulerer en søgning, og den vil også demonstrere, hvordan søgesproget CCL kan bruges til at finde værdifuld information fra databaser som DIANEGUIDE, BROKERSGUIDE og TED, Tenders Electronic Daily.

Denne brugervenlige, menustyrede diskette, der kan fås til MS-DOS systemer, giver dig også praktisk vejledning om datakommunikation og om hvordan CCL bruges hos andre databaseværter.

Er du interesseret? Bestil dit eksemplar i dag paa nedenstående kupon, og send den omgående til:

ECHO
Postboks 2373
L-1023 Luxembourg
Tlf: +352 488041
Fax: +352 488040
Telex: 2181.

5"1/4 tomme diskette
3"1/4 tomme diskette

Engelsk Fransk Tysk
 Italiensk Spansk Portugisisk
 Hollandsk Dansk Græsk

NAVN:

EVT. FIRMA:

ADRESSE:

.....

.....

Networks for a Single Market

The large single market of 1992 will bring the free movement of goods, services, capital and people. But how will the communicate? European Member States have highly developed communications systems and networks. Unfortunately many are designed mainly for national users and interconnection, for example, between videotex systems is difficult.

The Commission has therefore proposed that Member States, the European Parliament and industrial sectors concerned discuss together a number of specific proposals to enable the Commission to prepare a strategy for establishing European-wide networks. The Commission has asked for political support from Member States with the appointment of a person responsible for coordinating work on the establishment of Europe-wide networks.

Specific priorities include:

Establishment of interconnected networks

The national integrated services digital networks (ISDN) will have to be interconnected. A Europe-wide videotex network is needed to replace incompatible national systems. Europe also needs to catch up with the USA by creating Europe-wide electronic document interchange services that will be applied by the public sector, such as customs, and the private sector for the exchange of contracts and invoices in standard computerized format.

Eliminating physical barriers

Projects are envisaged on police cooperation (to combat drugs traffic and other crime), common customs management in order to fight fraud and the development of compatible computerized health care systems.

A more efficient transport infrastructure

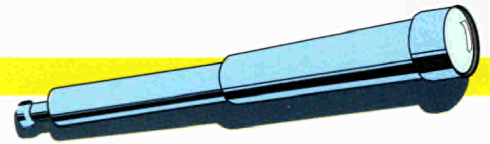
Coordination problems in Europe cause delays in aircraft departures; resultant costs may be several thousand million Ecus. While in the USA three times the volume of European traffic is controlled from 20 centres, Europe has 42 centres. A road traffic and safety information system would help combat the alarming increase of road accidents and improve road traffic management, in conjunction with a European high speed rail network.

Energy networks

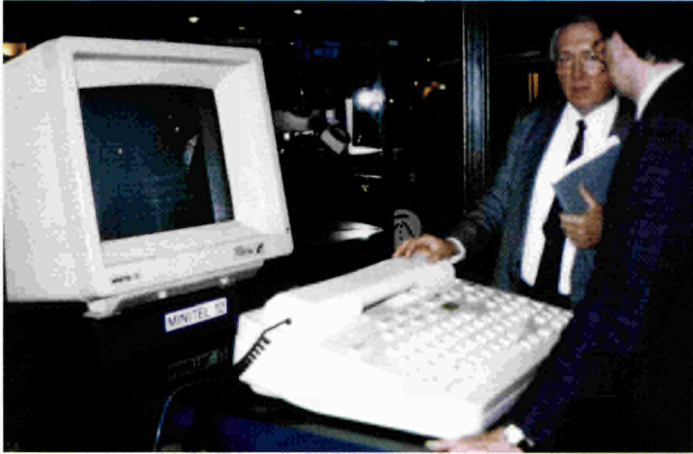
Priorities should be to set up natural gas transmission networks in Greece, Portugal, interconnections in Ireland, United Kingdom and France, connections between Italy, Corsica and Sardinia and between Spain and Portugal and Spain and France.

Training

The Commission's priority is to consolidate the networks set up under the different programmes like COMETT, ERASMUS and LINGUA. Specific projects should be undertaken in the fields of vocational training and distance learning.



Nine out of ten videotex terminals are in France



Le 15 février, France Télécom a célébré le 5 000 000 ème minitel.

France is the giant in the European videotex world. Although not the first create videotex system in Europe, France, through a distribution policy of free or cheap terminals, had the largest installed base of 5.2 million terminals by February 1990. FR Germany and UK followed next but with only 163000 and 155000 terminals respectively. Exact statistics that are comparable are hard to come by. The figures given in this article are the best that were available at the time of going to press.

National policy

European videotex systems which were created in the 1970s and early 1980s were set up on national lines; each country had its own policy for technical standards, networks, terminal distribution, subsidy to information providers, tariffication.

The general objective, however, of all the systems was the same: to provide a way as cheap and simple as the telephone to distribute quickly changing information such as public transport timetables, directories, bank accounts, catalogues, short messages.

Three main standards can be found inside the Community:

CEPT 1, derived from the German BTX specifications

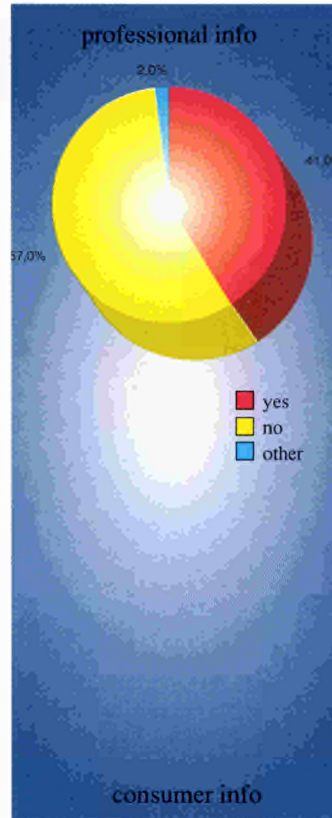
CEPT 2, derived from the French Télétel specifications

CEPT 3, derived from the UK Prestel specifications.

Professional or consumer information?

Besides the problems of incompatibility between national

videotex systems, a range of other barriers can be added for the European user: language, separate billing, lack of user assistance. As response is slow and printing or downloading is not possible, videotex systems are not considered suitable for professional use. The European User Panel came up with the following response about obtaining professional information from videotex:



Provision of services

Despite the much smaller number of terminals, the German and the British videotex system is well provided in services. Germany with 5000 services compares with

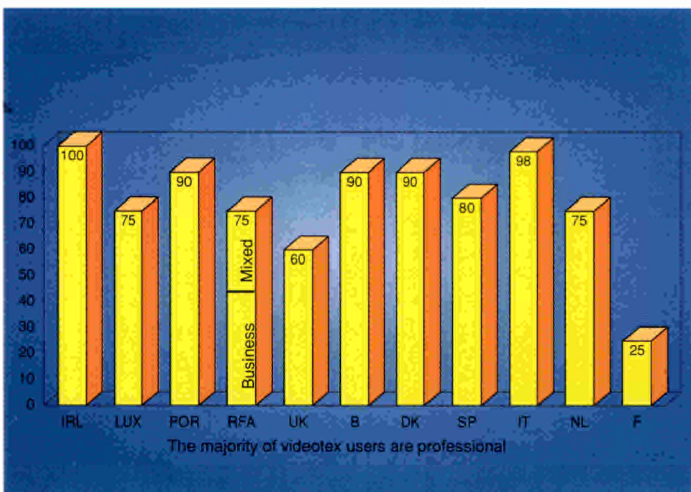
12400 on the French system. The high cost of a terminal, complications of billing and the catalogue of services discourage all but business use. The French videotex system has the smallest percentage of professional services.

Only one in four French users is business oriented (the opposite of the European norm). But French policy is now aimed at capturing more professional users as they spend four times as much time at the terminal 228 minutes/month vs 60 minutes/month. Special "professional kiosk" telephone numbers give access without contracts to more expensive database services. With these professional services - costing from 7 to 78 ECUs/hour - between a half and three quarters of the user's phone bill goes to the information provider, the rest to France Telecom.

In France a survey estimated that in 1988 three out of four small or medium sized enterprises are equipped with a minitel, compared with only one in two in 1986.

European wide kiosk services

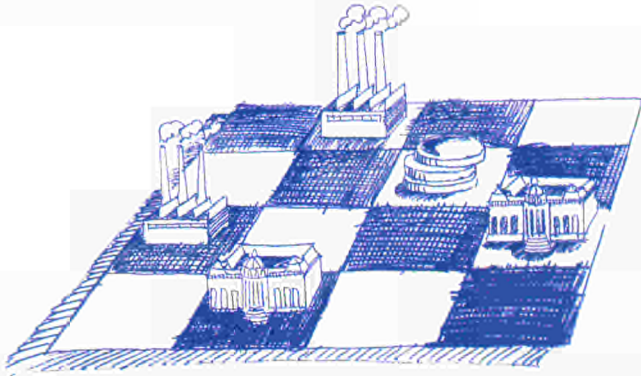
The European User Panel was asked if it would use kiosk services (access direct, without formalities of contracts and billed with the telephone). The response was positive for ASCII (classical database access via networks) (52% yes) marginally less positive for videotex kiosk (49%) but rather less enthusiastic about audiotex (recorded voice output) (22%). The figures for kiosk services beyond the Community were markedly less enthusiastic.



Country	System name	Launch date	CEPT	Gateways (projected)
Belgium	Videotex	3-86	2,3	F,UK(NL, FRG, I)
Denmark	Teledata	84	1,3	UK,(FRG, F, Norway)
FR Germany	Bildschirmtext	9-83	1	F, L (CH, NL)
Spain	Ibertex	6-87	1	F, (P, I, FRG)
France	Télétel	83	2	Most via Minitelnet
Ireland	Videotex access service	12-87	1,2,3	
Italy	Videotel	3-86	1,2,3	F
Luxembourg	Vidéotex	10-86	1	F, FRG, CH
Netherlands	Viditel	83	1	(FRG)
Portugal	Serviço Público Videotex	1-89	1,2,3	FRG (F,UK,ES)
UK	Prestel	9-79	3	(F)



Sites in Europe



EuroSite, a free database organized by Plant Location International, gives information to help companies select a site for manufacturing, warehouse, research or European head-quarters. It consists of three files: property, location, and research.

Property lists European industrial sites and buildings; location contains data at national, regional, city/community level. The national data includes the political, economic and monetary situation, social legislation, labour climate, financing, incentives and depreciation policies, taxation and labour availability. Regional and city/community information covers comparative information on communications, population, industrialization and employ-

ment, educational, medical, recreational and cultural facilities, hotels and banking. EuroSite's research section displays such topics as high technology, bio-technology, R & D parks, distribution centres and cooperation between universities and industry.

EuroSite's NUA (Network User Address) is 0311040400020. Set speed to 300, 1200 or 2400 baud, full duplex, odd or even parity. Agencies offering sites may advertise on the database against payment.

Contact: EuroSite
Industrial research park
(NOH)
De Tyraslaan 111
B-1120 Brussels
Tel: +32 2 268 0030
Fax: +32 2 268 7348

Alexis

Alexis ist ein modernes Kommunikations- und Informationssystem, das die Hans Soldan GmbH in Zusammenarbeit mit der Bundesrechtsanwaltskammer für die Anwaltschaft entwickelt hat. Mit dem Mailboxsystem ist ein Instrumentarium geschaffen, das die Kommunikation per elektronischer Post - Electronic Mail -, Telex, Teletex, bedingt per Telefax, direkt von ihrem Schreibtisch aus ermöglicht und Verbindungen zu nationalen und internationalen Datenbanken herstellt.

Die von **Alexis** den Juristen angeboten bedeutendsten Datenbanken bzw. Host's sind:

- **Juris** (das juristische Informationssystem)
- **Alexis-Register** (das elektronische Handelsregister (ECOD ATA))
- **CELEX** (europäisches Gemeinschaftsrecht)

- **BIS** (Bertelsmann-Informationsservice - u.a. Patentdatenbanken)
- **Creditreform** (Wirtschaftsauskünfte)
- **DIMDI** (Asylrecht, medizinische Datenbanken, Umweltschutz)
- **Deutsches Schuldnerregister** (in Vorbereitung)
- **Genios** (Wirtschaftsdatenbanken)
- **Lexis, Nexis** (amerikanische Rechtsdatenbank)
- **RDB** (Österreichische Rechtsdatenbank)
- **STN** (Patentdatenbanken, Naturwissenschaften).

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Euro DB pour sociétés belges

Les données du serveur belge **Euro DB** sont disponibles sur les supports les plus variés: listings, étiquettes, disquettes pour PC, bandes magnétiques. Elles sont également accessibles en ligne via un simple terminal ou PC et une ligne téléphonique. Lié au réseau Geonet, Euro DB comprend un système de messagerie électronique et deux bases de données, **RCC** and **Origin**.

RCC, le Registre Central du Commerce, contient des informations sur plus de 750 000 com-

merçants actifs - personnes physiques ou morales - en Belgique. **Origin** reprend des informations sur les 750 000 acteurs économiques belges: toutes les sociétés commerciales et tous les assujettis à la TVA. Cette banque de données est alimentée par différentes sources officielles.

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In vitro database



The emphasis on methodology arises as this information is often inadequately presented in scientific literature.

Invitox will also monitor the use of its guidelines, in order to obtain feedback on the usefulness of a method, associated difficulties and successful modifications for use of all users of the database. The development and evaluation of systems can also be followed. The producers of the database hope that it will contribute to the standardization of in vitro methods and to their more general acceptance in the fields of toxicology and toxicity testing. Provided sufficient funds are obtained, **Invitox** will provide its services free of charge.

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The **Invitox** database provides in-depth technical information on the toxicology and toxicity of in vitro methods. Scientists who are developing such methods are asked to donate information on their techniques. This is used to produce detailed guidelines which will enable others to carry out a given procedure without the need to refer to further sources.

For SMEs

One of the biggest and often unrecognized problems of small and medium sized enterprises (SMEs) is lack of information. Even where the lack is understood, it is another matter of knowing where to look for the right information. The Commission's DG 23, the former SME Task Force, has therefore published a short brochure **Data banks**

of interest to SMEs (CO-53-88-326-EN-C) providing summaries of European Community information most likely to be of use plus contact names of database hosts.

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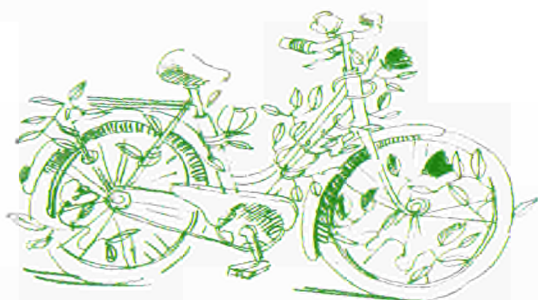
Questel patents

The full text of EPAT, the European patents and patents application database, has now been made available in both French and English. The file is updated weekly and contains some 340 000 documents. FPAT contains all patents applied for and

published in France since 1966 as well as special medicament patents since 1961.

Contact: Télésystèmes Questel
83-85 bd V Auriol
F-75013 Paris
Tel: +33 1 45 82 6464

Biotech on BIKE



Profiles of organizations involved with biotechnological research and production are contained in the database, BIKE, Biotechnologie-Informations-Knoten für Europa. Companies, universities, research institutes, consultants, organism collections and government bodies in FR Germany, East Germany, Switzerland and Austria are included together with

addresses, R&D or product information, sales, employees and contact names. References to grey literature and abstracts are in German and English.

Contact: DataStar
Plaza Suite
114 Jermyn St
London SW1Y 6HJ
Tel: +44 1 930 7646

Facts on the city

Cityfax is a Telekurs service that delivers to customers a fax sheet with news of the financial markets. The main indicators of the London market is given with indicative currency rates, main

movements of equities, and London alpha stocks. The service is updated every 15 minutes.

Contact: Cityfax
Tel: +44 1 256 6143

Bases on Eurobases

The full text of all press release material filed online by the European Commission's Spokesman's Group in Brussels is now available as a database, RAPID. It contains 7 500 documents, mainly in English and French versions and some in German. It is updated daily, two hours after the noon press conference in Brussels.

Hitherto reserved for use by European officials, the bibliographic database of the Central Library of the European Commission in Brussels, is now open for public access. ECLAS, the European Commission's Library Automated System, contains

90 000 records and is growing at a rate of 7 000 records per year. The contents are made up of 18 000 European Community official documents, EUR reports, non legislative COM documents and European Parliament documents; 9 000 publications of other intergovernmental organizations; 35 000 items from commercial, academic and government presses; 12 000 periodical articles; 1 500 theses and 4 600 statistical publications.

Contact: Eurobases
200 rue de la Loi
B-1049 Brussels
Tel: +32 2 235 0001

Infotrade

Infotrade with its three databases, **Bisnes, Profile information** and **ECV 1992** is a Belgian host aimed at the business and commercial sector and the developing Single Internal Market.

Contact: Infotrade
A Gossetlaan 32a
B-1720 Groot Bijgaarden
Tel: +32 2 466 64 80
Fax: +32 2 466 69 70

Fast access to patents

DataStar's SPBM, Current Patents Fast-Alert service, offers five to ten day access to American, European and international patents and patent applications. Informed summaries and bibliographic data are provided for key pharmaceutical

therapeutic areas and updated weekly.

Contact: DataStar
Plaza Suite
114 Jermyn St
London SW1Y 6HJ
Tel: +44 1 930 7646

Investext and Dun's

Investext database comprises over 150 000 company and industry reports from 67 of the world's leading investment banks and research firms. more than 1 000 new reports are added each week. The reports can be used for collecting competitive intelligence, tracking industry trends, performing financial and marketing analysis.

The **Dun and Bradstreet** collection of European company info-

mation, in 14 separate country databases, includes company name, address, telephone, classification codes, number of employees, sales and profit figures and senior management names.

Contact: DataStar
Plaza Suite
114 Jermyn St
London SW1Y 6HJ
Tel: +44 1 930 7646

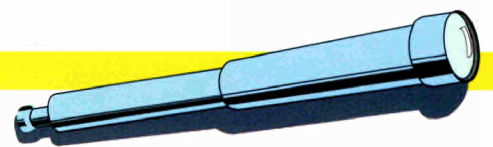
Turning grey black and white



Grey literature is defined as literature that cannot readily be acquired through normal book-selling channels and which is both difficult to identify and obtain. many conference papers, research reports, discussion and policy documents fall in this category. The SIGLE, database, System for information on grey literature in Europe, is one way to track down such documents. Produced by compiling entries

from a number of national bibliographic centres, SIGLE covers reports, theses, monographs and conference proceedings in sciences (30% by volume), technology (32%), social sciences (23%) and biology and medicine (15%). It is available on Blaiseline, Sunist and STN.

Contact: Blaiseline
2 Sheraton St
GB-London W1V 4BH



Database production

For profit sector produces more European databases

The share of the for-profit sector in database production keeps on growing in the European Community, according to figures released by the Commission's Information Market Observatory. An analysis of 947 databases identified in 1988 (not including videotex services) showed that although the non-profit sector still predominates in database production with 493 databases, the for-profit sector is growing and now represents just under half of all production (48%). The non-profit sector is mainly present in the production of bibliographic databases and statistical time series. The for-

profit sector predominates in the full text and numerical databases. Two thirds of reference (ie bibliographic and referral) databases come from the non-profit sector and two thirds of the source (factual) databases come from the for-profit sector.

In contrast to the USA, the EC still relies more on the non-profit sector for databases; the USA produces twice as many databases and only 17% comes from the non-profit sector. The US produces about the same number of reference databases (543) but three times as many source databases (1520).

Type of DB	Non-Profit	For-Profit	Total
Biblio	231	56	287
Referrals	121	115	236
Full Text	45	124	169
Text/num.	42	86	128
Statistics	23	16	39
Other num.	31	57	88
TOTAL	493	454	947

Little competitive sales of databases

Out of the 947 databases, 800 (84%) are offered on only one host. Very few databases are distributed on more than three hosts.

Most EC produced databases are available within the EC (834); a significant number are only found outside the EC (113). Some are found both inside and outside the EC. About 20% of total database production is exported, 141 databases are on

US hosts and a further 71 in other areas, mainly in Switzerland.

Only 6% of the 947 ASCII database analyzed are aimed at the general public; half are targeted on specific sectors of economic activity such as agriculture, chemistry, metal manufacturing, building, banking or transport. A further 43% cover all sectors of economic activity.

On how many hosts is each database offered?									
<i>in EC</i>									
Number of Databases	1	2	2	3	15	36	88	800	
Number of hosts	11	7	6	5	4	3	2	1	
<i>in US</i>									
Number of Databases	1	2	3	1	6	5	11	22	56
Number of hosts	13	11	10	9	8	7	6	5	4
									3
									2
									1

Country variations

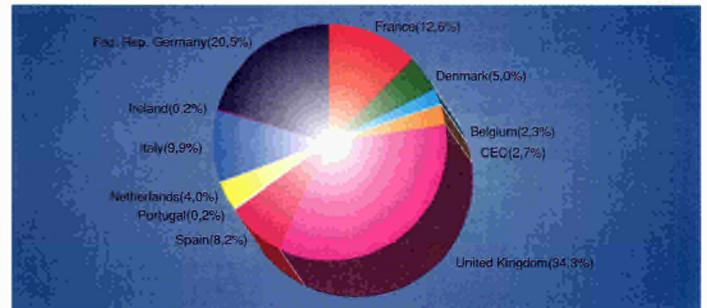
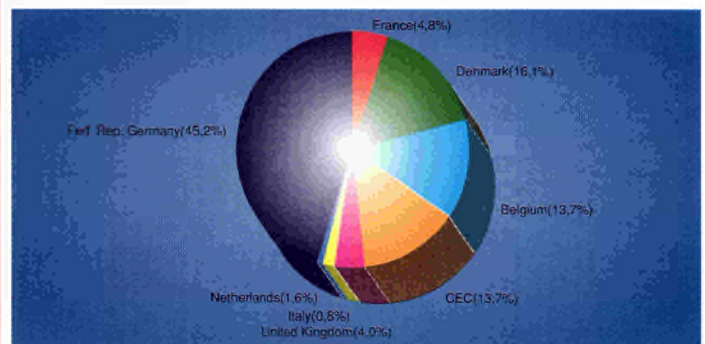


Table of production per country

One in three of all EC databases is produced in United Kingdom; France and FR Germany together also produce another third. Very few databases come from the peripheral states of the Commu-

nity (Ireland, Greece, Portugal). The United Kingdom has the most important for-profit sector and also produces more source databases (44%).

Linguistic choice



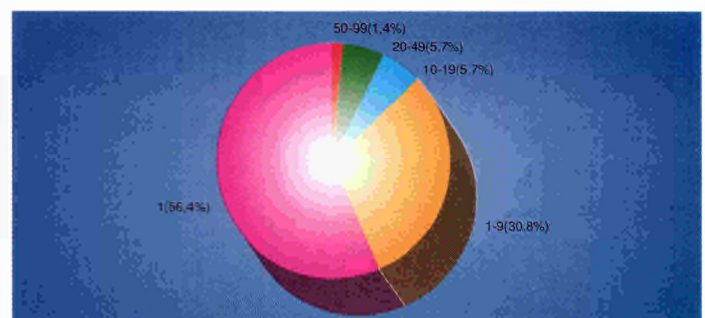
Production of multilingual databases

Nine out of ten databases (87%) are in one language only. Belgium, Germany, Denmark and the EC institutions make an effort at multilingual offerings. English

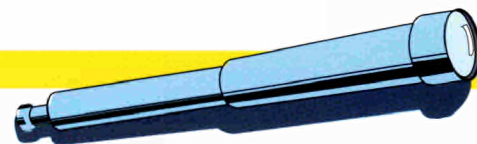
is the choice for half of the databases (497 or 52%), 18% are available in French, 21% can be searched in German and 27% use another Community language.

Hosts

Most hosts still have few databases



Number of databases on EC hosts



	Domestic	EEC	USA	Other	Total
Belgium	17	4	0	9	30
Denmark	47	4	0	4	55
F.R.Germany	187	16	32	20	255
France	115	14	14	16	159
Italy	99	25	26	26	176
Luxembourg	0*	24	0	2	26
Netherlands	29	1	0	0	30
Portugal	2	0	0	0	2
Spain	80	0	0	1	81
United Kingdom	235	24	25	12	296
Cumulative total	811	112	97	90	1110

Of the 211 hosts enumerated by the IMO, 119 have only one database to offer. Only 15 hosts distribute more than 20 databases and only three have 50 or more databases.

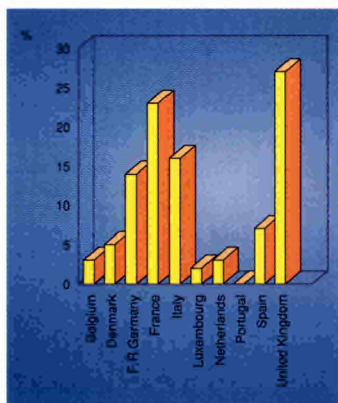
Of the cumulative 1110 databases available on EC hosts, only 187 are produced outside the EC; 97 are produced in the USA and 75 come from international organizations. The level of intra-EC trade is limited. No more than 112 databases (about 10%) are made available on a host outside the country of origin of the database.

As for the databases offered on the EC hosts, there are slightly

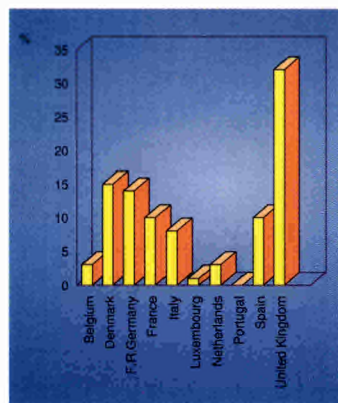
more reference databases on hosts (60%) than their percentage production (55%) and 57% of databases offered come from the non-profit sector compared with 52% of EC database production.

By contrast, in the US 73% of databases on US hosts are source databases; 80% of the 3078 databases on US hosts originated in the for-profit sector (in line with US database production).

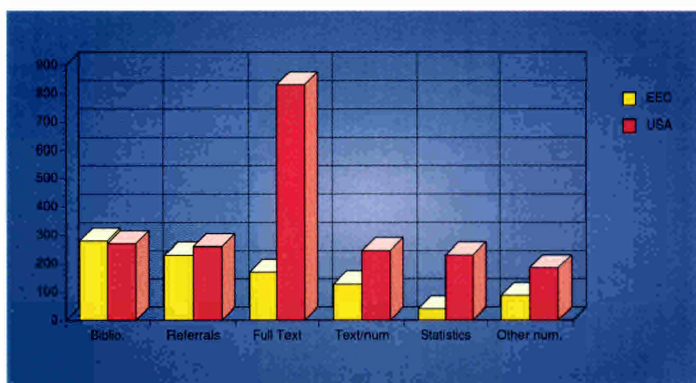
Four countries have hosts with 80% of the database offerings: UK (27%), FR Germany (23%), Italy (16%), and France (14%). A third of hosts are British.



Proportion of databases hosted per country



Distribution of hosts in EC



Databases production in the EC and USA

Conclusions

Both in the US and in EC countries, few databases are offered from outside their country of origin. The EC supply seems more targeted towards information specialists than towards end-users in trade and industry. The EC is developing along similar lines to the US but far more databases are bibliographic

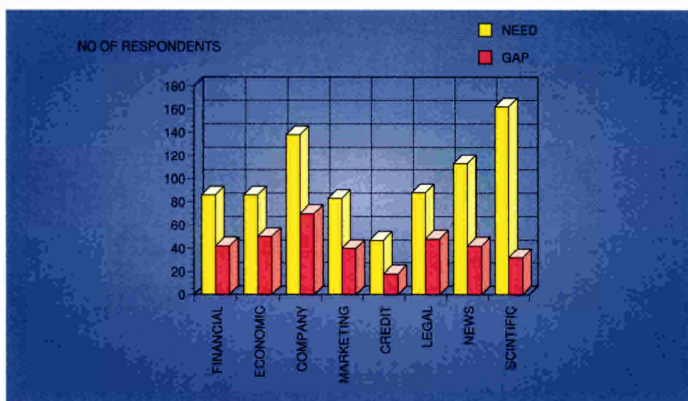
and come from the non-profit sector.

The common market in production and distribution of databases is far from a reality.

Contact: Mr. Serge Lustac
CEC, DG XIII-B
L-2920 Luxembourg

User Panel

Large gaps still in information needs of panel



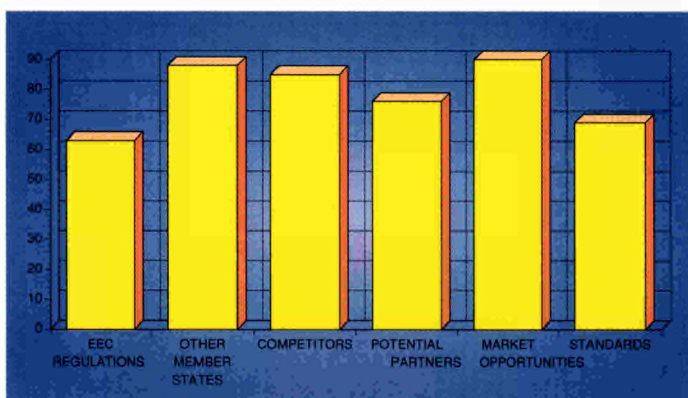
Perceived needs and gaps in information

The European User panel confirmed that there were consistent needs for information across all major categories of information. But they found that there were large gaps in the supply.

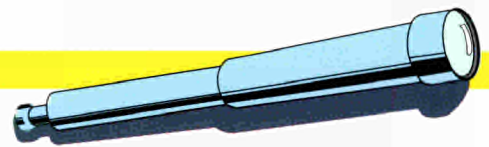
The User panel, set up by the European Commission to indicate major user trends in the information services market, responded to a questionnaire that information was especially needed in scientific, company, news and legal information. Financial, economic, marketing

and credit information was also required. The gap between needs and supply was most marked in company, economic and financial information.

Panel members were asked what, with the creation of the internal market after 1992, were the most important gaps in coverage of information services in their country. Information about market opportunities was most needed, followed by information about other Member States, information about competitors, or potential partners, informa-



Most important gaps in information services for 1992



tion about standards and information about EC regulations.

Most respondents indicated that they had a budget of less than 10 000 Ecu on information and documentation. The average, taking into account some users with more than 1 million Ecu to spend, was 237 562 Ecu. An increase in their budgets of between 5 and 10% is expected in 1990.

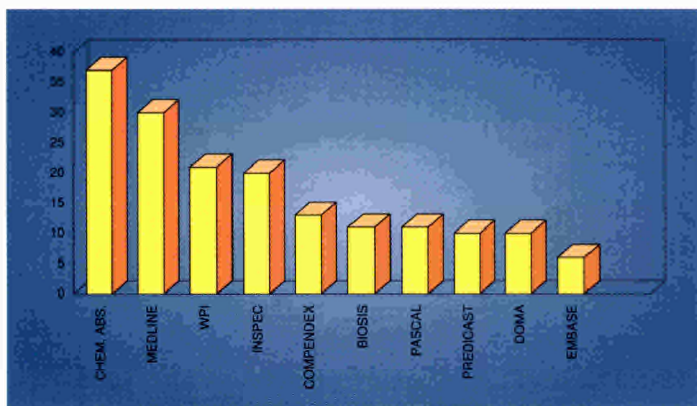
Three-quarters of expenditure on information goes on printed publication; 13% for online information, 2% on CD-ROM and 8% on "other". Information from their own country and other EC countries was considered most important, followed by non-EC Europe and non European. only one in four respondents knows roughly how much money is spent by their organizations on scientific, market, legal or other types of

information. (39% is spent on information from their own country, 27% from EC countries, 15% from other European countries and 19% non European).

The majority of users (42%) subscribe to between one and five hosts but the average works out at 13 hosts. On average 65 databases are searched.

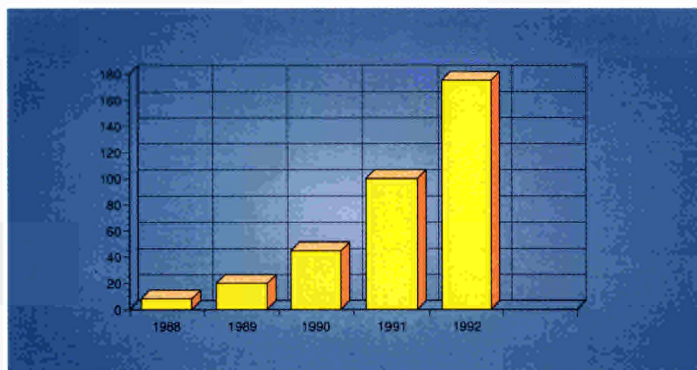
Two out of five respondents indicated that they accessed new hosts in 1989. The main reason was to try new databases or services. Pricing was not a major reason. The majority of the panel cancelled at least one contract with a host, some two, mainly because of little usage.

Contact: Mr. Serge Lustac
CEC, DG XIII-B
L-2920 Luxembourg



Most frequently used databases

Personal computer fax cards

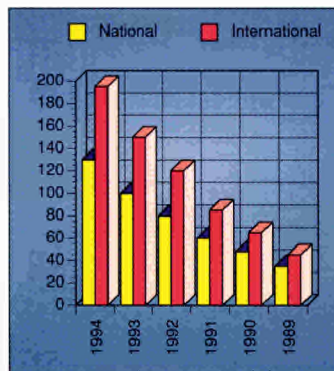


The arrival on the market of cheap fax cards for desk top personal computers will cause the fax market to take off in Europe, according to a report, **Image communications service, Europe**. Annual shipments are expected to more than double to 45 000 units worth \$100 million, reaching 175 000 units worth \$500

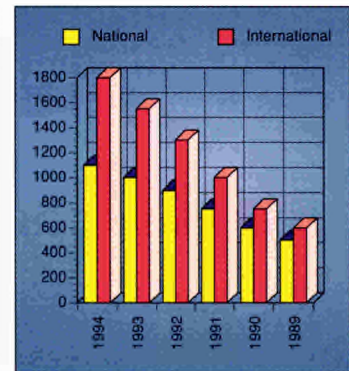
million in 1992. The BIS Mackintosh study puts this expected growth down to falling prices of fax cards from the USA.

Contact: BIS Mackintosh
Napier Rd
GB-Luton LU1 1RG
Tel: +44 582 405678
Fax: +44 582 454828

High growth in Email



E.C.



USA

Between now and 1994 revenues from electronic messaging in Europe and the United States is likely to increase by 330%, according to a forecast by BIS Mackintosh. The report, **Electronic messaging information service**, says that current revenues of \$640 million could reach \$2.1 billion by 1994. This spectacular growth is predicted to result from widespread implementation of X.400 based services which ensure interchange of messages between different systems. This would set the

scene for the development of a vibrant market for value added network services (VANS), with strong growth forecast for Electronic Document Interchange (EDI). The VANS market has drawn the interest of major computer manufacturers but greater revenue is expected for service provision than hardware.

Contact: BIS Mackintosh
Napier Rd
GB-Luton LU1 1RG
Tel: +44 582 405678
Fax: +44 582 454828

Business information for 1992

A comparative study of how business organizations in the Netherlands and Great Britain are informing themselves on 1992 has been prepared by City University information science post graduate, Zena Cumberpatch. Eight organizations including directors and trade union groupings were taken in both

countries and interviews centred on business information and related topics.

Contact: Ms Zena Cumberpatch
7 Warmington Rd
Herne Hill
GB-London SE24 9LA
Tel: +44 1 274 8216

How much do telecoms cost the PTTs ?

Ovum have published a study on **Cost-based tariffs for telecommunications: the position in Europe**. Putting together figures sometimes obtained on the understanding it would be used anonymously, the authors conclude that there is a general trend to cost-based tariffing but it is clear that many telecoms administrations have a long way to go. "In the meantime," they say, "the countries which they serve suffer substantial economic loss through inefficient pricing of telecommunications." Four steps are recommended to move more quickly to cost based prices.

- remove telecoms administrations from political control

- operate each communication service as an anonymous profit centre
- introduce competition for services where cost-based tariffs are desired
- develop a full cost allocation system within the telecom administration.

The report covers various leased line configurations and packet-switched data networks.

Contact: Ovum Ltd
7 Rathbone Street
London W1P 1AF
Tel: +44 1 255 2670
Fax: +44 1 255 1995

Mutations dûes à l'information

La revue, **Technologies de l'information et société**, vise à promouvoir la diffusion en langue française de recherches concernant les relations entre les nouvelles technologies de l'information et l'évolution des sociétés. Dans une édition récente qui était consacrée aux dix ans de vidéotex, Thierry Vedel a analysé la façon dont le

jeu de télécommunications, le jeu industriel et le jeu de médias se sont mutuellement influencés dans les programmes de vidéotex européens.

Contact: TIS
Université de Liège
7 bvd du Rectorat
B-4000 Sart Tilman
Tel: +32 41 56 30 71
Fax: +32 41 56 29 83

Monopol und Dienste

Gerhard Otto, der Autor des Buches, **Entmonopolisierung der Telekommunikation-Netzträger-schaft und >Dienstleistungen< der Deutschen Bundespost nach Art. 37 EWG-Vertrag** kommt im Rahmen einer Auslegung und Abgrenzung der Begriffe Dienstleistung, Ware und Handel zu dem Ergebnis, dass das Telekommunikationsangebot nicht mehr dem Dienstleistungssektor, sondern dem freien Warenverkehr zuzuordnen

ist. Die DBP stellt im Sinne des EWG-Vertrags ein Handelsmonopol dar und daher erfordert die wirtschaftliche Freiheit in diesem Bereich erheblich weitergehende Deregulierungsschritte als es die nationalen Regelungen derzeit vorsehen.

Kontakt: Nomos Verlag
Baden-Baden
Postfach 610
Tel: +49 7221 21040

East west information flows

"The common European House needs more than one telephone," writes Willy Brandt in the preface to **Europe speaks to Europe**. Based on the contributions of a conference held near Frankfurt in 1988, many of which have gained in topicality and others are set in higher relief, the book covers such media as

television exchange and interactions, data exchange from databanks, COCOM and US export controls and international regulations and law.

Contact: Pergamon Press
Headington Hill Hall
GB- Oxford OX3 0BW
Tel: +44 865 64881

Computer junkies or microholics

Computer dependent people, who may spend at home and at work 40, 50 or 70 hours per week before a computer screen "prefer to talk to computers than to people; they will logon almost before talking to anyone." A study, **Computer addiction? a study of computer dependency** by Margaret A Shotton divides dependents into networkers, workers using commercial programs and explorers who program in an investigative or self-educational way.

pomorphize both for entertainment and to escape from social relationships.

The effects of dependency are not all negative. In many ways they are similar to other hobbyists of cars, radios and aeroplanes. A comparison between the personality of a computer dependent and a sculptor was striking, except says Shotton, "one mode of living was considered acceptable, even admirable, whilst the other was not."

Contact: Taylor and Francis
Rankine Road
Basingstoke
GB- Hamps RG2 0PR
Tel: +44 256 840 366
Fax: +44 256 479 438
Telex: 858540

Networkers tended to view the computer as a toy, a tool for fun, workers saw it as a more serious means to increase competence and explorers tended to anthro-

Benefits of CAT

Benefits of computer aided translation to information managers and end-users is a series of lectures extending over two days and presented at three different locations. The lecture will include a description of existing systems, as well as a discussion of the nature of texts best processed and technical and human problems associated with

CAT. The lectures will be given in Washington 14-15 June, Brussels, 25-26 June and London on 28-29 June 1990.

Contact: Major N. July
Etat-Majeur de la Force
Aérienne
Coordinateur AGARD
Rue d'Evere
B-1140 Brussels
Tel: +32 2 243 4923

Computer aided trade

This year's **Compat '90** European computer aided trade conference and exhibition to be held in Madrid 29-31 May 1990 will focus on all aspects of electronic document interchange, EDI, and take a look forward into the business world of the

1990s and the 21st century.

Contact: Compat '90
Blenheim Capric
Alcala 74
E-28009 Madrid
Tel: +34 1 276 0822
Fax: +34 1 577 7536
Telex: 47877

Multi-media

Multi-media information, 15-18 July, Churchill College Cambridge aims at promoting serious discussions between researchers, information providers and users, especially in relation to merging data in the form of text, numeric, graphics, sound and still and moving

images using such technologies as CD-I and DVI.

Contact: Ms Karen Merry
Multi Media conference
British Library R & D
2 Sheraton Street
London W1V 4BH
Tel: +44 71 323 7050
Fax: +44 71 323 7251

Expolingua

The international exhibition for languages, translations and international communication will be held at the Messe Frankfurt 14 - 18 November 1990.

Contact: Messe Frankfurt
P O Box 970 126
D-6000 Frankfurt a/M 1
Tel: +49 69 75750
Fax: +49 69 7575 6950

Patents and Innovation

Patinnova '90 is the first European conference on patent and innovation. The theme of the programme to be held in Madrid 22-23 May 1990 is strategies for the protection of innovation.

Contact: Mrs Maria Gasca Elosegui
OEC
Plaza de la Encarnación 2
E-28013 Madrid
Tel: +34 1 247 7042/36
Fax: +34 1 542 7549

Information '90

The **Information '90** conference, 2-4 October in Prague, Czechoslovakia, will evaluate recent developments and evaluate legal and economic aspects of information services and user education. The main theme involves topics relating to

international cooperation in information services.

Contact: Ing. Jiri Král
House of Technology
Gorlého nám 23
CS-11282 Praha 1
Telex: 122410

How do you find out what online databases are like? Will they be useful for you? What sort of databases are available? What's a real online search like?

The easiest way is to connect up your **computer** to the **telephone** via a **modem**. Then dial direct to ECHO (if you don't have access to the data network).

Two direct dial numbers in Luxembourg at your disposal are:

+352 436428

Set your software to 300 bits/sec, 7 bits, 1 stop bit, half duplex.

+352 420347

Set your software to 1200 bit/sec, 7 bits, 1 stop bit, half duplex.

Now which database?

With ECHO you have a choice of several databases with public passwords.

TRAINE : A training programme to teach you Command Command Language.

DIANEM : A menu driven version of the inventory of 900 European databases.

BROKER : A listing of 800 information brokers or consultants, who offer a service of database searching.

DOMIS : a listing of 250 services and systems of information on materials.

EUREKA : Information on 250 projects funded under the Eureka programme.

JARE : Text of the Jusletter publication on European law.

TREND : Text of Trend Monitor with analysis of telecommunications, and media market.

And don't forget to try out.....

IM : Full text of Information Market newsletter.

Some things it's best to know:

Once you have received the message from the ECHO computer,

THIS IS ECHO; PLEASE ENTER YOUR CODE:

enter one of the above public passwords, depending on which database you wish to access. For example, IM

The ECHO computer will then confirm that you have access to the database and will ask you what you want to do next with a question mark:
?

Here's the commands you should use:

FIND to ask if a term exists in the database. For example, if you are in the Information Market database, you could ask:

FIND Impact programme

ECHO might reply

1.00 Hits: 14

If the computer replies that the number of occurrences of "impact programme" is a large number (14), ask another question, such as

FIND intelligent interface

ECHO replies

2.00 Hits: 8

You can also find where both Impact programme and intelligent interface occur together by asking

FIND 1 and 2

or

find Impact programme and intelligent interface

ECHO will reply

3.00 Hits:5

If this is a satisfactorily small number you can then ask

SHOW

To leave the ECHO computer at

the end of the session, type **STOP**

For more information send us the coupon below.

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	Information Market Observatory
	Overcoming technical, legal and administrative barriers
	Improving the conditions for transmitting and accessing information
	Improving the synergy between public and private sectors
	Launching of pilot/demonstration projects
	Promoting the use of European information services
	Action in favour of libraries



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