



A time for entrepreneurs

Barriers have divided Europeans for too long. This last year has been a remarkable one for changes. In the telecommunications field, the barriers that existed between national systems have been highlighted in **Information Market**. The barrier factor representing the percentage a user has to pay extra for crossing a national frontier varied from 40% to 200%.

With a Single European Market approaching in just over two years time, such barriers as well as problems of standards, homologuization of equipment, could obviously not continue. The announcement on this page of the Community Directives creating a new telecommunications environment in Europe is a welcome step. Some years ago, users may have doubted whether such radical changes could be brought in to revive an industry dominated by monopolies. Then the practice of the American market seemed far distant.

Europeans need no longer feel that such new horizons are impossible. The European market is becoming a New Frontier of opportunity. The Directives clear the way for pan European value added services of a type not seen before on this Continent. To make such a market become a reality requires a breed of entrepreneurs who can seize what is happening. If they do the Single Market for information services could soon become a reality.

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A new era for telecommunications has dawned with the publishing of two Community-wide Directives for the liberalization of the telecommunications sector. Together, the Directives - which have force of Community law - open the way for a single market in this sector. Unlimited opportunities of the telecommunications industry, for business users and for the individual consumer as the range of services expands, are made possible on a Community basis by the harmonization of conditions of use and access.

One Directive, based on Article 90 of the Community's Treaty of

Sunrise for European telecommunications

Rome, relates to the right of independent undertakings to offer new services on telecommunications, limiting the right of monopoly of national telecoms administrations. The second Directive on Open Network Provision (ONP), facilitates access of private companies to public networks and certain public telecommunications services.

Up till now the telecoms industry has often found it difficult to provide new or alternative services on the existing national networks due to the existing monopoly rights of the telecoms administrations. These vary from country to country. The Article 90 Directive limits the exclusive rights which can be given to the telecoms monopolies, confining them to the control of the basic network and voice telephone system. Future independent suppliers will now have a guaranteed right of access to the national

networks for new and developing services. The provision takes immediate effect for all value-added services. The resale of leased line capacity may be restricted until the end of 1992. The Directive is a modification of the text agreed by the Commission in June 1989.

The ONP Directive was adopted by the Council of Ministers at its meeting on June 28. Working in parallel with the Article 90 Directive, the ONP directive lays down principles for creating a European market by harmonizing technical interfaces, the conditions for supply and usage and proposes harmonized tariff principles. These were just the sort of barriers which made pan-European telecoms and information services impossible in the past. Technical harmonization will be achieved in close collaboration with the European Telecommunications Standards Institute, ETSI.

Protection of personal data in a Single Market

Citizen's information rights in a Single European Market will be strengthened by a Communication to the Council adopted by the Commission on 18 July on the initiative of Vice-Presidents Filippo Maria Pandolfi and Martin Bangemann. The Communication deals with the protection of personal data and information security.

A single market of information in Europe, while essential for the socio-economic development of the Community, also involves a number of risks for both the individual and for the economic and strategic interests of information users. Personal data is increasingly being required in economic transactions and social welfare

policies. They may range from simple names and addresses to data including financial, medical or family questions. Protection from possible abuses, especially in view of the interlinking and transfer possibilities offered by computer based telecommunications needs to be assured.

The Commission's Communication to Council includes six proposals providing an overall framework to insure a high level of protection.

1. A Directive aiming at establishing throughout the Community a high level of **data protection**, on the basis of the internationally acknowledged principles of the



relevant 1981 Council of Europe Convention and taking into account more recent national legislations in line with current technological developments.

Strict conditions based on the individual's information and consent, are being set for the processing and transfer of personal data both in the public and in the private sectors. The individual

continued on page 2



has also the right of access to information concerning him or her and rectification or erasure of erroneous information. Special protection is provided for sensitive data such as racial origin, political opinions, religious beliefs, philosophical convictions, trade union membership, health and sexual behaviour. The directive should help prevent distortions to information flow and provide adequate protection for personal data exported to other countries.

2. A **Recommendation** in favour of negotiations for the Community's adherence to the **Council of Europe Convention**, which has already been ratified by seven Member States. This will allow the Community to establish official contacts with non Community countries who are parties to the Convention, including east European neighbours.

3. A **Resolution** with a view to extending protection to any kind of **personal data public sector files** which do not fall within the scope of Community law.

4. A **Declaration** asking for the application of the same protection principles to the **personal data held by Community institutions and bodies**.

5. A specific, **sectoral Council Directive** with the view to adapting the general data protection principles to the needs of the specific telecommunications applications in a way as to promote, throughout the Community, homogeneous legal provisions and compatible technical standards.

The widespread introduction of

public digital telecommunications networks in the Community will allow, in particular with the implementation of the Integrated Digital Services Network (ISDN) and the new digital mobile services, vastly enhanced telecommunications services. To be fully accepted by Europe's citizens, these services will require a high level of personal data protection, meeting the specific requirements of the new digital telecommunications environment.

6. A **Decision** in the field of **information systems security**. Given the vulnerability of modern societies depending on electronically-processed and transferred information, the protection of information through security measures has become a central policy question and a major concern worldwide. The key issue is to provide effective and practical security for information held in an electronic form to the general users, administrations and the business community without compromising the information interests of the public at large.

The Commission is thus proposing to Council an action plan including: developing an information security strategy framework; analyzing solutions for immediate and interim needs; accelerating specifications; standardization and verification at Community level; integrating technological and operational developments for economically and operationally sound solutions; and integrating information security provisions at different parts of an information system.

This plan constitutes the first comprehensive information security plan worldwide.

Two more IMPACT projects signed



Two projects to improve information systems for road transport operators have been signed as part of the IMPACT programme. They will aid the more efficient use of space in trucks by helping operators to locate freight waiting haulage and also announcing available space on vehicles.

The first project, led by Wolters Kluwer International Services NV of Brussels, will expand a purely electronic system to include facilities for negotiating and concluding a contract between the transporter and sender of goods. Contract and transport documents will be furnished in the local languages required and the system will include payment guarantees through verification of customer credentials.

The second project, named **Osiris**, will concentrate on the interconnection of independent transport information services. The object is to provide an information system for independent transport operators, covering freight exchange, messaging and settlement procedures. Initially the project, led by GE Information Services Ltd, London will connect the separate systems of Saritel in Italy and the Transport Bourse of Deutsche Verkehrsverlag. The project will comply with Open Systems Interconnection (OSI) standards and is intended subsequently to provide gateways to other information systems in this field.

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Museums and hi tech

A meeting on museum information systems on 23- 24 April in Luxembourg brought together officials from European ministries of culture, museums, hi technology experts in imaging systems and academics. The proposers of the IMPACT project **Narcisse** (Network of Art Research Computer Image Systems in Europe) which is involved in creating high resolution image banks for art treasures with such complementary information as X-ray photos and documents, helped organize the meeting.

The main purpose was to increase the understanding of current work being carried out in this field and to discuss harmonization aspects. Standardization and compatibility issues concerning image capture

and storage formats, compression techniques, search and retrieval, and image transfer protocols were discussed. Building on the work carried out by ICOM, the International Council of Museums, a great deal of harmonization concerning documentary fiches, multilingual nomenclature and thesaurus should be possible.

Three working groups covered the basic structure of common multilingual documentary fiche for museums, common procedures for image capture and storage, and procedures for image interchange, distribution and copyright.

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Mercado de la Información

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Vans on the move

The total European market for value added network services (VANS) will rise from \$2889 million in 1988 to \$7319 million in 1994, according to a report by Frost and Sullivan. Strong growth is expected in the largest single market, the UK, where the telecoms liberalization is the most sweeping, up from \$919 million in 1988 to \$2125 million in 1994. The second largest market, France, could grow from \$616 million to \$1725 million, helped by the government's contribution to development funding. Strong growth is expected in markets such as Italy, expected to be worth \$703 million by 1994 and Scan-

dinavia with a projected \$468 million.

Text and data VANS will retain 90% of the total market but mobile VANS with a market of \$86 million will grow strongly to \$285 million. Video and image VANS will grow even more quickly rising from \$56 to 334 million in 1994. Voice VANS will be fourth place in 1994 with \$232 million. Business markets will still cover 90% of the total market.

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La información telemática

El pasado 6 de Julio se celebró en Madrid el I Foro Europeo de la Información Telemática, con la participación de 200 profesionales españoles del mundo de la información telemática. Durante el acto D. Vicente Parajon Collada, Director General Adjunto de la Dirección General XIII, Telecomunicaciones, Industrias de la Información e Innovación, realizó un análisis de los progresos de IMPACT I (plan de acciones para la creación de un mercado de servicios de la información) y presentó las líneas de acción del programa IMPACT II.

D. Jacinto Garcia Palacios, Con-

sejero Delegado de Matra Iberica, presentó una ponencia sobre el "Presente y futuro del Mercado de la Información".

D. Andrés Bujosa Roger presentó públicamente el Club de la Información Telemática, que con el apoyo de la Comisión de las Comunidades Europeas pretende favorecer la expansión del Mercado de la Información.

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Videophone rings 11 times

Most people pick up the phone by the third ring, modems don't ring at all but videophones ring eleven times on average before they are answered. While many people make an immediate grab for the phone, the first reaction of many people to the videophone ringing, according to a study, is to rearrange the papers on the desk and check their hairstyles. The report

Integrated image communications predicts a continued rapid rise in facsimile, especially those systems that can integrate communications and processing systems to avoid clutter on the desk and simplify networking.

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Overview of the videotex market in 1989

With over 86 million connect-hours in 1989 and an installed base of 5 million minitels, France is by far and away the most important European videotex market. The annual growth in the number of calls (23%) is greater than the growth in time spent online in connect hours at 17%.

The Federal Republic of Germany's Btx had about 200 000 users who make an estimated 1 to 1.4 million connect hours per month. Subscriptions were growing at a rate of 32% in 1988.

For other countries estimations of the videotex market vary enormously from our table, which is based on figures of FLA Consultants. In the United Kingdom, for example, competition between private videotex networks obfuscates the statistics.

The table gives a semi-official figure but other estimates range from 90000 to 300 000 users with monthly connect hours put at 200 000.

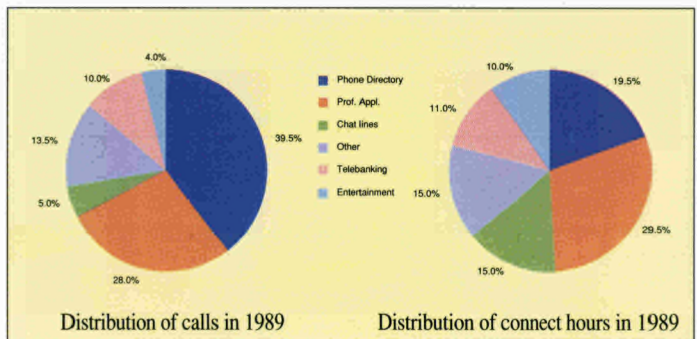
In Italy different sources put the number of users at 70 - 80 000 (a threefold increase over 1988) with the installed base of terminals at 100 000. Estimates of the monthly connect hours range from 176 000 to 208 000.

The Netherlands has a monthly traffic of between 60 to 71 000 connect hours with an estimated user population of 24 000. Spain has more than double that at between 52 and 55 000 users with an estimated 40 000 connect hours. Belgium's 6500 users make a monthly connection of between 18 and 25 000 hours.

Usage

The electronic telephone directory remains the most heavily used service (four out of ten calls in 1989 but only two out of every ten connect hours). Telebanking and professional applications make up 10% and 28% respectively of calls (and 11% and 29.5% of connect-hours).

Entertainment and chat lines are a small proportion of the calls (4% and 5%) but keep people long enough on the line to make-up 10% and 15% of the total connect-hours. Most small and medium sized companies (85%) are now equipped with minitels.



Users on networks in 1989

COUNTRY	NETWORK	NUMBER
FRANCE	TELETEL	5 062 000
FR.GERMANY	BILDschirmTEXT	194 827
G.B.	PRESTEL	90 000
SPAIN	IBERTEX	55 000
NETHERLANDS	VIDITEL	23 500
BELGIUM	VIDEOTEX	6 400
DENMARK	TELEDATA	4 100
PORTUGAL	SERVICO PUBLICO VIDEOTEX	730
IRELAND	VIDEOTEX ACCESS SERVICE	1 700
LUXEMBOURG	VIDEOTEX	333
TOTAUX		5 585 763

Sources: FLA Consultants: "Guide de connexion au réseau TELETEL Français", avril 1990 - "La lettre de TELETEL" - "Bildschirmtext Magazin" - Note: There are other videotex services in some countries.

Revenue in France

The special access facilities or kiosks on Télétel which allow users access to information service without signing a contract with the information provider have shown strong growth. The kiosk facilities recorded 34 million connect hours in 1989.

Revenue redistributed to information providers increased sharply by more than 31% due in large measure to the recently opened professional service with higher value added.

International connections

Despite technical incompatibilities, language problems and lack of support, international traffic is growing on Télétel. In 1988 10 000 connect-hours were recorded on the minitelnet gateway. The traffic has increased threefold

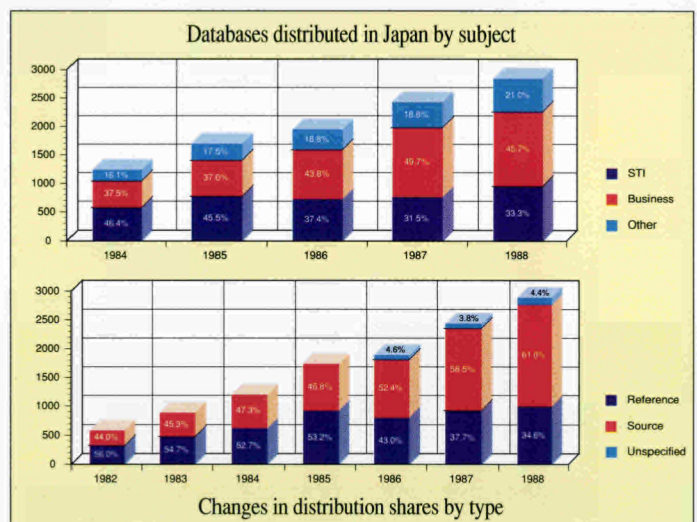
in 1989 and is expected to triple again to 100 000 connect-hours in 1990. The opening of the gateway between Italy and France was largely responsible for the boost to 27 000 connect hours in the first quarter of 1990.

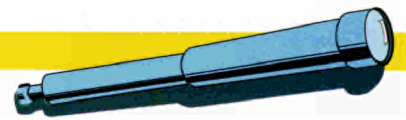
Japanese databases go for business

Nearly half (45.7%) of databases distributed in Japan in 1988 covered business information, according to a recent report on the Japanese Database Industry published by the Database Promotion Center, Tokyo. Four years previously, scientific and technical information (STI) held the same percentage of the

market; now STI has fallen to practically the same percentage occupied by business information in 1986.

Full text or source databases are now twice as common as reference databases, a trend in common with the USA and Europe.





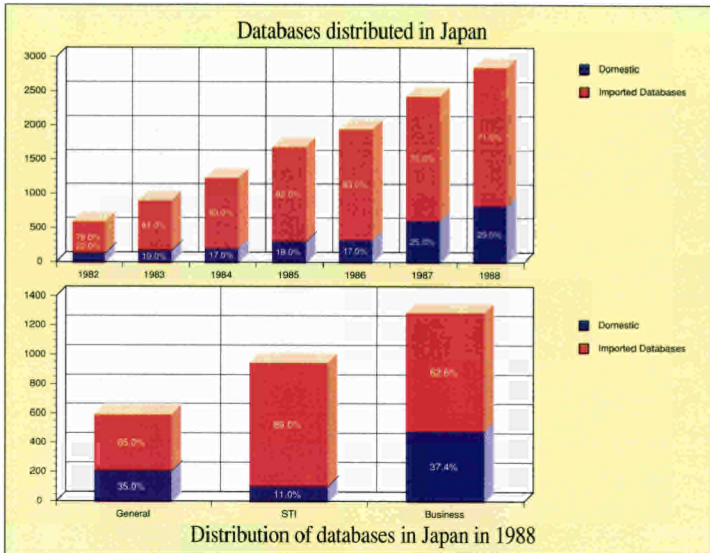
The survey covers databases in electronic form including online, videotex, floppy discs, tapes and CD-ROM. The share of domestic production in the cumulated

supply is estimated at 30 % only. However, according to DPC, over 82% of the revenue for database services comes from domestically produced databases.

Half the number of databases produced in Japan is for business use such as economic, business or financial information. One third deals with general information such as travel, tourism, leisure, news, politics and legal matters. The share of scientific and technical databases

produced in Japan amounts to 18%.

Contact: IMO
CEC, DG XIII-B
L-2920 Luxembourg



Scientific information predominates in imported databases in Japan while business information predominates in domestic production. The surge in business databases can be explained by the fact that STI, although of strategic

importance for research, is aimed at only a small sector of the economy while business databases generate more revenue and don't encounter the same language barriers.

"Poor use" of Japanese databases

The European Association of Japanese Information Agencies, **Eurajin**, at its recent meeting in Sweden, has expressed concern at the sluggish growth in the use of Japanese databases in Europe. This will have negative implications for European industry.

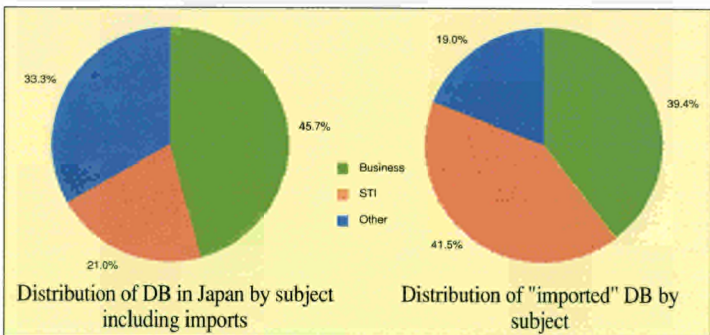
encouraging the Japanese database industry to participate more in international database events and adopting pricing structures more in line with current international practices. Existing software that can search Japanese language databases from standard QWERTY terminals should be adopted.

Poor uptake of Japanese sources is often due to lack of awareness of Europeans of the potential value for European research and industry and its accessibility. Insufficient promotion and marketing from both European and Japanese agencies is also a factor.

The Third international conference on Japanese Information in science, technology and commerce will be held by INIST at Nancy on 15-18 May 1991.

Measures to improve the situation should include strengthening existing centres of expertise, providing more information on Japanese information in Europe,

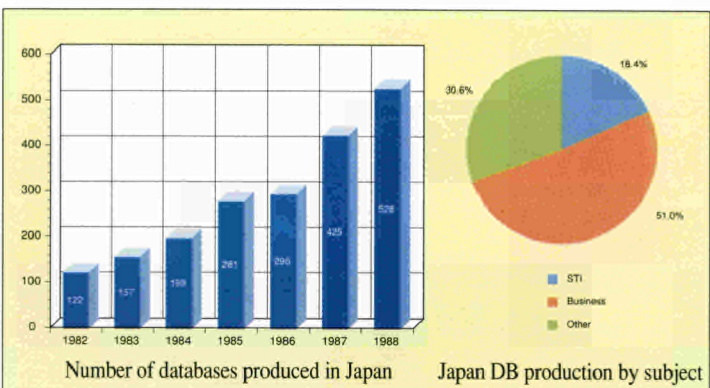
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INIST/CRNS
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Japanese database production

Local production of databases has increased fourfold since 1982. In 1988 the domestic production amounted to 528 of which may be

440 were online. That is half the number of online databases produced in the European Community.



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Experiences of innovation

The Commission's innovatory database host organization, ECHO, has been trying out a number of new techniques that should make it easier for non expert users to solve their information problems. The multilingual experiments

were initiated by the Commission under the IMPACT (Information Market Policy ACTIONS) programme. The results of the experiments will be shared with the European information industry at a Knowledge transfer meeting in Luxembourg on 29 October.

Natural language project

Knowing where to find information is the first step to finding the right answers to information question. The Commission has therefore placed great importance on access to the information services inventory, **Dianeguide**. Besides being available in paper form, **Dianeguide** is an up-to-date online database. ECHO has instigated a menu-driven form to make it accessible to more people.

A new experiment to bring **Dianeguide** to anyone who can

type at the computer is now under way. Following a tender, the Commission asked the French firm of GSI-ERLI to develop for ECHO a system that will allow a question to be put in any of three languages (French, English or Italian) about details of the database's descriptions of 1000 databases and their computer host services. An artificial intelligence system analyses the question and offers answers that seem either close or related to the question posed.

Business opportunities by fax

How would you like to arrive at the office in the morning and find a fax listing new businesses opportunities? It might contain full details about people who want to buy equipment or services that your company is involved in and just needs you to write offering them the right price and delivery dates.

Such a service is now possible with **TED Fax**. Tenders Electronic Daily, TED, gives daily updated calls for tender.

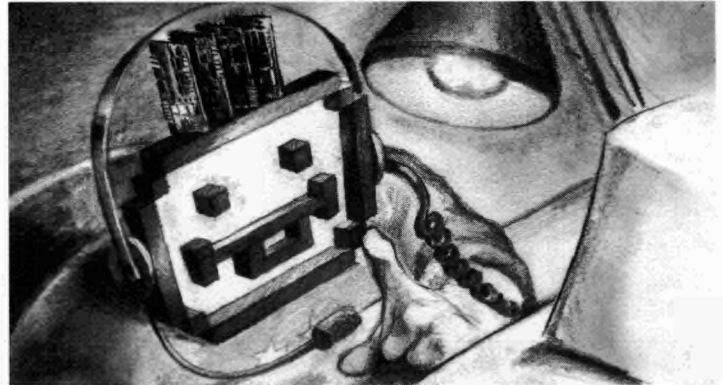
This is how it works. You write to ECHO, the European Commission Host Organization, and complete a form giving a profile of your company. You take out a subscription to **TED Fax** and the ECHO staff place your details in

the database together with your fax number. When a public tender, in any country you define, wanting goods or services that you offer, appears in the daily updated TED database you automatically receive a notification on your fax machine.

You can ask for just the title of the tender, a summary, or the full details. The rest of the business operation is up to you.

To help persuade you that **TED Fax** will bring you new business, ECHO is offering 20 FREE trial faxes with short forms of tenders of interest. Companies that wish to take advantage of this offer should fill out the coupon below. Try it now!

Max replies to your queries



A telephone call is often the easiest way for people to find information. How can they telephone a database? The Commission asked a number of firms if they could solve this problem. The AEG tender was finally chosen by the Commission (DG XIII-B) to provide a computer based system where the any inquirer can follow a dialogue with a computer. The inquirer can speak any of three languages and the computer can both recognize a small vocabulary from all sorts of speakers and pronounce the answers from a database.

The inquirer simply dials up a telephone number and follows the instructions from computer named Max. Max can speak out a series of titles of subjects from which information can be given. The caller can select any one of these topics which include

- news about ECHO,
- the ECU exchange rates,
- European Community programmes or institutions,
- terms in information technology
- the addresses of the Commission's press and information offices.

Some of the words may not be as clear as a human voice and Max can repeat phrases that are not understood. Max asks callers to speak slowly and clearly, as he is not yet attuned to all the varieties of the human voice. He can understand numbers and several other words such as HELP, CONTINUE, STOP, REPEAT, YES, NO and SPELL.

For several months 30 users per language have been trying out these services on ECHO and have given us their comments both favourable as well as constructive criticism.



The results of these projects and users' reactions will be given at a Knowledge Transfer meeting, to be held on 29 October in Luxembourg to interested parties so they can make full use of the experience in their own services. If you would like to attend fill out the coupon below to receive an invitation.

To Mr. J. Goederich, DG XIII-B, L-2920 Luxembourg
Tel: +352 4301 4858 Fax: +352 4301 2847

- Please send me details about:
- Natural language
 - Speaking Computer Max
 - DGXIII-B /ECHO Knowledge Transfer meeting

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Company

Address

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Tel Fax.....

To ECHO, P.O. Box 2373, L-1023 Luxembourg.

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Minitel de poche



L'emulateur minitel de la société Giddap, comprenant un logiciel, un modem, un coupleur acoustique et une interface imprimante, convertit le Portfolio en écran 60 X 10 lignes mode graphique. L'accès aux services Télétel est possible par moyen du coupleur acoustique. La saisie des pages peut être faite soit en format minitel avec les graphiques, soit

en format ASCII qui permet l'exploitation du contenu avec l'éditeur de texte incorporé au Portfolio.

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ComNet in the Netherlands

At present more than 53000 users access the ComNet videotex system in the Netherlands and the number is growing from one to three thousand per month. Services include shopping, sport, music news, science, environment, weather and a chatline.

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Biorep in print

The biotechnology database, **Biorep** giving details of research projects in the European Community is now available in paper form as a single volume. The inventory is a useful means for identifying trends in biotechnological research for the benefit of funding or policy purposes and to avoid duplication, to further contacts among researchers and to encourage the concept of Laboratory Without Walls, and to provide coordination between national and European bodies in the field.

Some 4520 projects are listed,

some relating to thematic research. For the latest, up-to-date information about projects the online version of **Biorep** is accessible on ECHO. New additions to the inventory are easily found in Info files on **Biorep**.

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Interconnected networks

The two British telecoms companies, Mercury and British Telecom have agreed to interconnect their data networks.

Customers of one service will be able to access services on the other: 167 networks in 80 countries in total.

Les actualités dans Info92

Le menu d'accueil de la base de données du marché unique, **Info 92** d'Eurobases contient une nouvelle option: **Actualités**, comprenant le choix entre **les chiffres** avec une page de données chiffrées sur l'état d'avancement concernant les 282 mesures reprises dans le Livre Blanc; et **les événements** donnant les événements récents et à venir du Conseil, du Parlement européen et les dates d'entrée en vigueur des mesures

communautaires. Les données dans **Actualités** sont fréquemment mises à jour, jusqu'à deux fois pendant la même journée, dépendant de la communication de nouvelles informations depuis la source.

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rue de la Loi 200
B-1049 Brussels
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Across the Channel

A number of Britons are connecting to the successful French minitel videotex system to access some of the thousands of services. The service offered by Aldoda International comprises software for a personal computer to emulate a minitel and a low price data connection across the Channel. The software is based on the American Videotel programme,

which connects minitel enthusiasts in North America. Minitelnet subscriptions are sold as pre-paid connect time in various denominations, from which the cost of the accessed services can be deducted.

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European archaeological database

A project to establish a European database with the common heritage and history of the European peoples has been launched by Niederrheinisches Museum of Duisberg. The system should be an optical database/disk system which includes a high storage rate and the ability to store documents, photos, maps, film speech. The output should be available to many kinds of users.

European archaeological institutes, (prehistory, classical archaeology, Roman provincial archaeology, medieval archaeology, industrial archeology, industrial archaeology, archaeometry), European political institutions and computer firms are requested to make propositions about the project.

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European archaeological institutes, (prehistory, classical archaeo-

Videotex français pour tous les européens

Le **Guide de connexion au réseau Télétel français** par Béatrice Riou a pour but d'expliquer comment les autres européens de la Communauté européenne (sauf la Grèce) peuvent accéder au réseau depuis leurs systèmes vidéotex. Les explications, avec points de contacts locaux, adres-

ses des distributeurs de minitel, les coûts de connexion, sont faites dans la langue ou les langues du pays de l'utilisateur.

Contact: FLA Consultants
27 rue de la Vistule
F-75013 Paris
Tél: +33 1 45 82 75 75
Fax: +33 1 45 82 46 04

CEPT say networks 96% successful; Users say 19% fail

Measurements made and analysed by the European telecom operators, CEPT, of the X.25 data networks indicates that only about four out of a hundred international calls fail. However, a recent survey by users, using slightly different definitions, claims that 19 out of a hundred calls fail and 14 of them are due to telecoms problems.

The measurements by CEPT were conducted over the last year and involved international calls from all the Community countries (except Greece) and the Nordic countries. Over 3 million measurements were made by CEPT and analysed according to agreed procedures. Figures varied slightly between countries but the overall proportion of international calls handled successfully by networks was in excess of 96%. Measurements were based on details of each call registered in the networks for charging purposes. This indicates whether the call was successfully delivered and completed normally. The survey does not deal with problems that might be encountered before the user connects to the network. CEPT says data traffic is expected to increase by 30% every year for the next few years. Regular reports on quality of service in Europe will be published.

An annual user survey carried out by Eusidic, the European Association for Information Services, indicated that 19% of international calls failed, compared with 24.2 in 1989. Failure for telecoms related reasons was put at 14.3%, compared with 18% last year. This survey covered a larger range of potential problems compared with the CEPT analysis. Failures could relate to computer hardware or software, switchboard problems, telephone lines and too much traffic at the node, as well as being thrown off the network without asking.

The biggest noted improvement in telecoms related problems came from Britain where failures for telecoms reasons were 14% this year compared to 25% in 1989. Sweden (9%), Finland (15%) and Norway (9%) all registered improvements. Spain with 29% failure and Italy with 34% indicated that little progress is being made in those countries.

A total of 773 calls to France failed from all over Europe because of network problems in France. These 773 calls were omitted from the survey. Their inclusion or exclusion significantly alters results. (If they were included, the overall failure rate for 1990 would amount to 25% of calls with 19% due to telecoms related problems.)

The major factor for failure was calls being disconnected without asking (14% of all failures), followed by busy local nodes in X.28 dial-up (13.4%), no response from local data network (13%) and data network congestion (10%).

The survey was conducted by members of Eusidic and online user groups who monitored 10630 data calls from 5 to 9 March. Most of the calls originated in Sweden, Britain, Finland, Spain and Norway. Other countries were poorly represented.

Contact: CEPT CAC/PN
General Directorate of P&T
Anker Heegaards Gade 4
DK-1503 Copenhagen V
Tel: +45 33 93 33 77 ext 332
Fax: +45 33 93 77 95

Eusidic
9a High Street
Calne,
GB-Wilts SN11 0BS
Tel: +44 249 814 584
Fax: +44 249 813 656

Who's who in UK info

The second edition of **Who's who in the UK information world** contains not only an alphabetic list of information people from Aanonson to Zoro willing to share their personal information but

indexes of employing organizations and their activities.
Contact: TFPL
22 Peter's Lane
GB-London EC1M 6DS
Tel: +44 71 251 5522

Commission's informatics architecture

With scores of both local and central databases the European Commission is an information factory responding to policy needs in many areas: EC law, single market implementation, statistics, budgets and fund management, agriculture, fishing customs, competition, econometric models, R & D, social programmes and others. The challenge to accelerate the construction of new and redesigned information systems while riding the innovation cycle of new hardware and software technology is outlined in the fourth edition of **Guidelines for**

an informatics architecture, prepared by the Commission's DG IX. The Commission is coming to the end of the second stage of a three step plan to move from centralized and vendor dependent systems to open architectures, based on emerging standards, that will respond to the needs of multilingual and often graphics communications in the 1990s.

Contact: Mr. Ted Rijke
DG IX-F Informatics
200 rue de la Loi
B-1049 Brussels
Tel: +32 2 235 1120
Fax: +32 2 235 9297

How the Danish organize their market

An English language guide to the organization and control of the information market in Denmark has been prepared by the Danish Committee for Scientific and Technical Information, Dandok. **The specialized information market, its organization in Denmark**, (Dandok notater nr. 11), does not primarily deal with where to get information in Denmark but the guidelines for cooperation between different types of centres, exchange of data

between different decentralized systems, fixing of prices and international cooperation. It summarizes the legal framework for the specialized information market, national policy and public sector structures and private sector initiatives as well as the Nordic and European cooperation.

Contact: Dandok
H C Anderson Boulevard 40
DK-1553 Copenhagen V
Tel: +45 33 11 43 00
Fax: +45 33 32 35 01

Spanish data

In 1989 the average main line digitalization level in the Spanish Telefónica network was less than 20%. By the end of 1993, 4574 of the 8051 Spanish exchanges should be digital and there should be 206 trunk exchanges compared to just 51 in 1988. In order to achieve digitization of the transmission systems, Telefonica aims to install over 28000 kilometres of land and underwater optical fibre cable by 1992 in various projects and especially in connection with

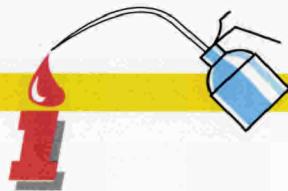
the Olympic Games and the World Fair. A report, **Telefónica, a strategic analysis and assessment**, describes these changes in Spanish telecoms.

Contact: Telecommunications Research Centre
The Old Granary
The Street, Boxgrove
GB-Chichester,
W Sussex PO18 0ES
Tel: +44 243 531197
Fax: +44 243 531590

Finding brokers

The European Information Researchers Network, **EIRENE**, has published its directory of brokers in nine European countries. It gives full details of contacts and services including specialized areas of expertise.

Contact: EIRENE
First Contact Ltd
224-32 St John St
GB-London EC1V 4PH
Tel: +44 71 490 5519
Fax: +44 71 490 4610



Eurotech Capital

Eurotech Capital est un projet pilote de la Commission (DG XVIII) visant à promouvoir le financement par des capitaux privés de projets transnationaux de haute technologie. Le label Eurotech Capital peut être octroyé à toute entité financière acquérant des participations dans les sociétés, de préférences petites et moyennes, qui réalisent des projets transnationaux, tels que tous les projets issus des programmes de recherche et développement communautaires (BRITE, EURAM, ESPRIT) ou d'un programme de R&D européen (Eureka, ESA). En outre, un projet peut également

être considéré comme un projet de haute technologie s'il constitue un progrès significatif par rapport à la technologie existante. Il donne droit à une contribution financière et accès aux bases de données, **Eurotech Projects**, contenant des informations techniques sur les projets transnationaux, recherchant des apports en fonds propres, et **Eurotech Data** sur les situations technologiques, les brevets et les marchés potentiels.

Contact: M R Liberali
DG XVIII, CCE
L-2920 Luxembourg
Tél: +352 4301 6261
Fax: +352 4301 6322

Boom in electronic books



When the pocket calculator was first introduced in the UK in the early 1970s, they were seen as specialist tools for scientific calculation or as executive toys. By 1978 5.3 million pocket calculators were sold annually in the UK, 70% standard models and only 20% scientific models. None were products of slide rule manufacturers.

The handheld electronic book is now becoming popular for dictionaries, spelling checkers, travel phrasebooks and other functions. What are publishers to do? According to a report by the

British Library by Tony Feldman, **The emergence of the electronic book**, publishers have three options: promote licensing of suitable properties to gain subsidiary rights contributions; seek partnerships with companies active in HEB; or start an independent HEB publishing company and contract out specialist processes to consumer electronics firms. The least they can do is properly inform themselves about HEB.

Contact: British Library Publications
Boston Spa
GB-Whetherby,
Yorks LS23 7BQ

Managing computer security

Security for information systems does not only involve access to computers but physical protection of the site, buildings and the data centre. Steve Watt's **Computer security manager** includes chapters on these themes as well as personnel, computer systems and communications. The loose leaf

style book also deals with security policy and selling security to management.

Contact: Elsevier Science Publications
256 Banbury Road
GB-Oxford OX2 7DH

Enseignement assisté par ordinateur

L'édition 1990 de l'annuaire de **L'Enseignement assisté par ordinateur** regroupe 85 sociétés spécialisées (concepteurs, réalisateurs, producteurs, diffuseurs), 57 éditeurs de didacticiels, 28 producteurs de services télématiques éducatifs, 19 producteurs de vidéodisques de formation, 22 concepteurs de langage auteur.

L'annuaire présente aussi les organismes publics et de recherche, les sources d'information spécialisées.

Contact: A Jour
11 rue du Marché-St-Honoré
F-75001 Paris
Tél: +33 1 42 96 67 22
Fax: +33 1 42 20 07 75

Scanning without reading

An automatic scan and delivery service of a daily newspaper has been launched by **Profile**. **Email Alert** and **Fax Alert** offer a daily delivery of a user's required news articles from the morning's **Financial Times** database. The result is delivered either by electronic mail or fax.

Extel cards, containing financial and corporate information of leading companies are now accessible online on Profile.

Contact: Profile
79 Staines Road West
Sunbury-on-Thames
GB-Middlesex TW16 7AH
Tel: +44 932 761444

Competition has improved services, says Oftel director

The British government's review of the telecoms duopoly (British Telecom and Mercury) in November should have as an objective to produce improved value for money for customers of the telecommunications industry, says Sir Bryan Carsberg, director general of Oftel. In his annual report, Sir Bryan says that the experience in the UK has shown that the power of competition has clearly improved things for the customer. He cites improvements in prices, quality of basic tele-

coms, the variety of products and value added services.

Besides the annual report (price £12.25), Oftel, the Office of Telecommunications, the telecoms user watchdog, produces a number of **Technical Updates**, a newsletter, **Oftel News**, with comments on policy and innovations and occasional statements and reports. Readers who would like to be added to the mailing list, free of charge, should return the coupon below.

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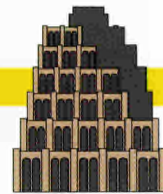
Name

Company

Address

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Language use data

Computer based and machine readable data on written and spoken language is a critical requirement for the European language industry. There are numerous applications for such data: research and development in computational, theoretical and applied linguistics, lexicology and lexicography. A number of organizations are therefore participating in conducting a survey of this market.

Apart from the Commission (DG XIII-B), the following organizations have agreed to participate: the Association for Computers and the Humanities, the Association for Computational Linguistics (data collection initiative), the Association of Literary and Linguistic Computing, the European Association for Lexicogra-

phy, the Modern Language Association, the Scientific Commission on Computational Linguistics of the International Association for Applied Linguistics, the Text Encoding Initiative, the British Speech and Language Technology Club, the Rutgers and Princeton Universities Planning Group for the Development of a Centre for Machine-readable Texts in the Humanities, the International Association for History and Computing, the European Science Foundation.

Copies of the questionnaire can be obtained from Ink.

Contact: Ink International
PO Box 75477
NL-1047 AL Amsterdam
Tel: +31 20 164 591
Fax: +31 20 163 851

Language engineering directory

The Commission (DG XIII-B) has initiated the creation of a Language Engineering Directory. A worldwide survey of activities in the field of language engineering being carried out by Ink International covers all organizations developing or researching technologies for the computer based processing of natural language. The resulting products range from spelling checkers to extensive machine translation systems, from electronic dictionaries to computer aided language learning systems or voice mail systems for the office environment to speech recognition systems for battle tank applications.

The first part of the survey was carried out in 1988-9, resulting in a listing of some 600 organiza-

tions in both public and private sectors with their products or research projects. The database containing this information is installed at the Commission. In 1990 the survey will focus entirely on commercial products. The results will be included in a Language Engineering Directory which will be published at the end of 1990 and may also be made available online.

Organizations marketing any commercial products in the field of language engineering are asked to supply details of their products.

Contact: Mrs. K Sprangers
Ink International /LED
P O Box 75477
NL- 1070 AL Amsterdam
Tel: +31 20 164 591

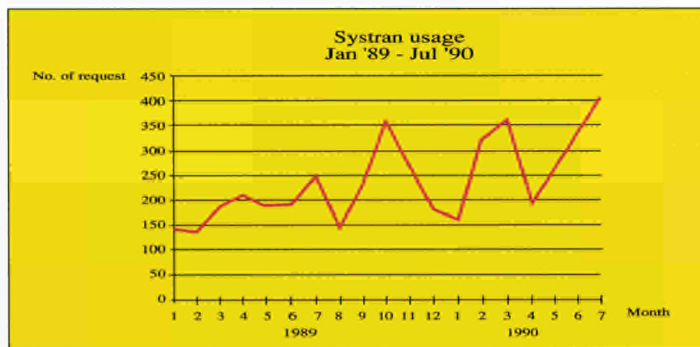
Sesame: a door open on other languages

How can you show Davanagari, Arabic, Chinese, Georgian languages on a computer screen? **Sesame Bulletin** is a publication aimed at people who are concerned with computer language applications requiring special character sets. Developments in one language are can often be applied in other areas. The editorial policy of the publication is to try to break down barriers to provide relevant information for

everyone with special language needs. Recent issues deal with issues raised by multilingual character sets in libraries, problems of Chinese writing, multilingual software, computer coding of character sets.

Contact: Sesame Computer Projects
8 Avenue Road
GB- Harrogate,
N Yorks HG2 7PG
Tel: +44 423 888432

Systran doubles in use



The Commission's officials are translating twice as many texts as a year ago. Many documents are requested as an aid by the Commission's translation services, but the most of the requests come directly from officials requesting raw translation so they can read a document in another language. Five years ago 3000 pages were translated by SYSTRAN; the figure is now 24000 pages.

A third of all translations are requested from French to English, followed by English to French (25%), French to German (12%), English to German, French to Italian, English to Italian, French to Dutch, English to Spanish and English to Portuguese. Development on an English to Greek system on SYSTRAN has already started.

Contact: Mr. Ian Pigott
DG XIII-B, CEC
L-2920 Luxembourg
Tel: +352 4301 2903
Fax: +352 4301 3909

The average document is 6 1/2 pages long and SYSTRAN returns the document in 12 minutes.

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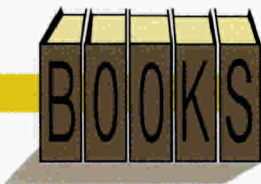
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Hinksey Hill
Oxford OX1 5AU, UK
Telephone +44 (0)865 730275

Olympia 2, London December 11 - 13 1990



Library research

According to a recent survey conducted by the IFLA Office for International Lending, the amount spent by national libraries on research varies from £895,000 in Canada to £1800 in Sri Lanka; however, 19 libraries out of 48 who replied spent nothing on research. Whereas Poland indicated 43 full time researchers, the UK indicated only 3, although much staff time is devoted to supporting and encouraging research. Results of the survey can be found in the new **International Journal of Information and Library Research**.

An evaluation of several packages of full text retrieval software by benchmark tests, conducted by the UK Inter-University Software Committee, is reported in **Free text retrieval systems**. The investigation included various tasks using 117 electronic mail messages, a complete Shakespeare play, six books of Homer in the original Greek and a 500 record bibliographic tape in MARC format. Three packages were selected for detailed comparison: Basis, BRS/search and Status.

Contact: Taylor Graham Publishers
500 Chesham House
150 Regent Street
GB-London W1R 5FA

Managing Euroinfo

Information management for European business in the 1990s together with policy and technological infrastructure aspects will be dealt with at a **Pan European information management conference** to be held in Lisbon, Portugal on 18-19 October. The impact of IT on structures and human

performance as well as strategic management of information and concepts will be covered.

Contact: Aslib
20-24 Old Street
London EC1V 9AP
Tel: +44 71 253 4488
Fax: +44 71 430 0514
Telex: 23667

IDATE: key technologies

The 12th international conference of IDATE on **Key technologies, experiences, new concepts** will be held at Montpellier 14-16 November 1990. It will cover optical media, broadband, satellite radio communication, voice synthesis and recognition and

a range of new results of the European research programmes.

Contact: IDATE
Bureau du Polygone
F-34000 Montpellier
Tel: +33 67 65 48 48
Fax: +33 67 65 57 19

Paperless trading

EDI '90, 30 October - 1 November 1990 in London, the paperless trading conference and exhibition, now in its fourth year, will cover single market issues, infrastructure, legal and audit considerations as well as putting the benefits of

EDI to the board.

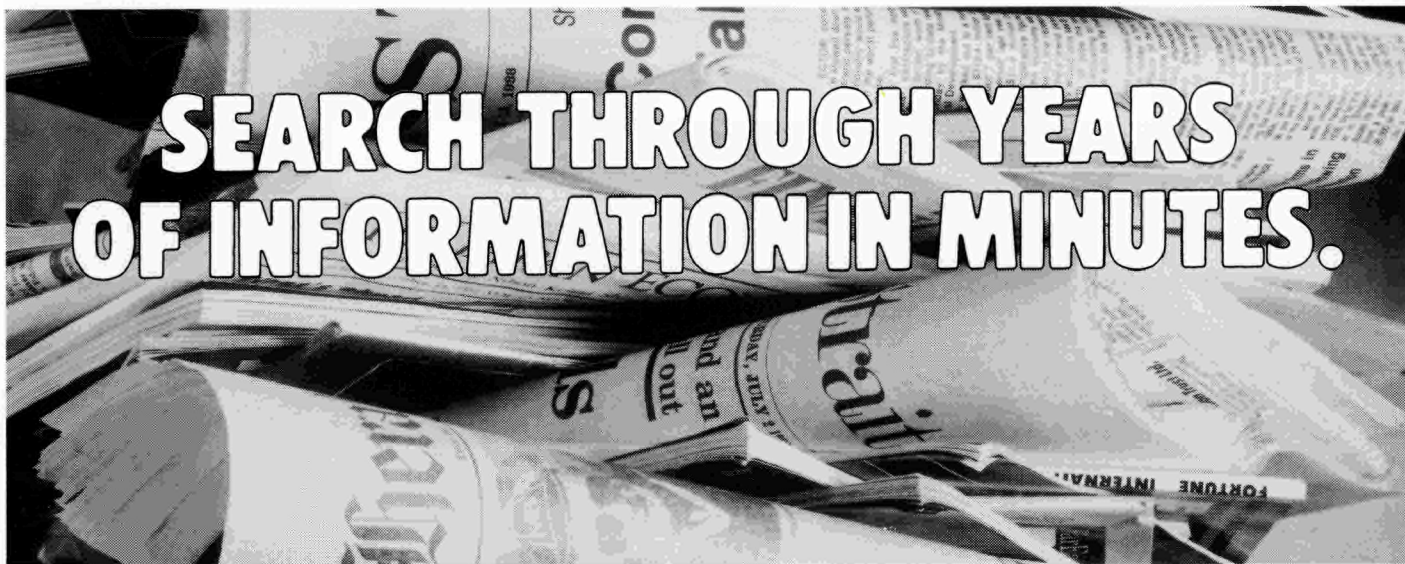
Contact: Blenheim Queensdale
6 The Piazza
3 Devenhurst Place
Heathfield Terrace
GB-London W4 4JD
Tel: +44 81 742 2828
Fax: +44 81 742 2801

Computer comms

The tenth **International conference on computer communications** to be held in New Delhi, 5-9 November 1990 will cover communication aspects of expert systems, man machine interfaces, office and factory information systems, robotics, security, standards, videotex plus sessions on information impact on society,

data transmission, and networking.

Contact: Ms Saroj Chowla
ICCC 90 Secretariat
CMC Ltd
A-5, Ring Road
South Extension Part-1
India - New Delhi 110049
Tel: +91 11 683 0087
Fax: +91 11 684 4652
Telex: +81 (31) 66082



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Free inquiry service on the European information



The European Commission (DG XIII-B) is implementing the first European Community-wide free phone system to help citizens find the answers to questions about the European information market.

Negotiations are under way with telephone administrations in all Member States to open lines to a Help Desk in Luxembourg. These reverse charge services allow European citizens to ask about

general questions on the information market in Europe, what information services are available, how do you connect to a database, and the European Community's IM-PACT programme.

On direct lines or on switchboard extensions which permit a 0, dial:
From Belgium 118456
From France 05906956
From Germany 0130823456
From Luxembourg 08003456

Read IM BEFORE it arrives in the post!

Readers who want to find out as soon as possible the latest news about the information scene in Europe, now have a formidable competitor to **Information Market** newsletter. It's **Information Market Online**, a full text version of the newsletter available on ECHO, the European Commission Host Organization. The online version is often available

before you get your copy in the post.

So if you want to steal a march on the other readers of IM, get connected to ECHO and access IM with a free password! You can trace the developments of key themes in the European information market from several years back in the database.

impact programme 1989-90, Information Market Policy ACTIONS

	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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