

Knowledge transfer of ECHO projects

Interested people from the European information service market will have the opportunity of learning how to make data-bases more easy to use at a 'knowledge transfer' meeting organised by the European Commission, DGXIII-B. Two innovative projects, developed under the IMPACT (Information Market Policies Actions) programme and which have been successfully implemented on ECHO will be explained and demonstrated at a meeting to be held in Luxembourg on 29 October, 1990. The projects in question concern :

- Access to information using natural language
- Access to information by human voice interrogation.

Those present will receive documentation describing the two projects and the experiences made by ECHO

(See also Diary Dates)

Database sheets:

Technical sheets for the EURODICATOM, JUSLETTER, and I' M files are now available. These will be distributed to all registered ECHO users in due course. Technical sheets for other ECHO databases are under production and will also be mailed automatically to all registered ECHO users in a few months.

New training file available

A new training file has recently been developed and will shortly be available to users in all Community languages.

The above is an upgraded and improved version of the existing **TRAIN** database and for the moment exists in the German language version only. More news regarding the availability of the other language versions will be provided online.

Free phone help-desk service:



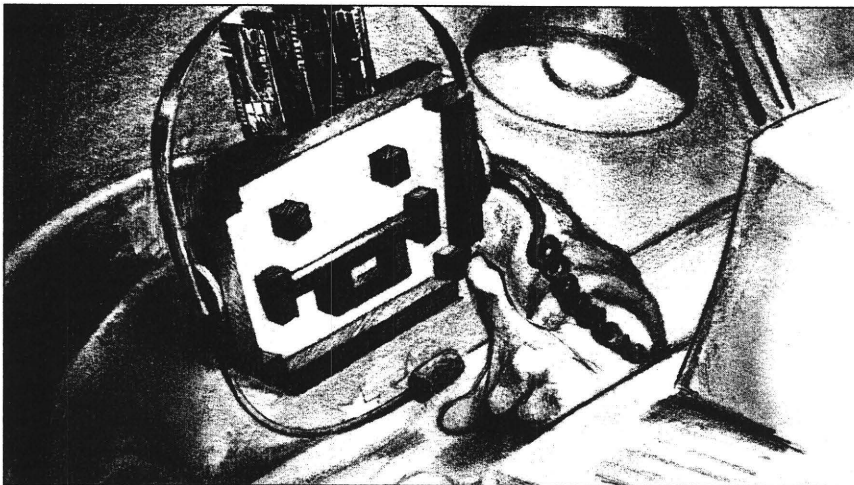
ECHO is pleased to announce the operation of its FREE-PHONE Help-Desk service. Individuals no longer have to be concerned about costly telephone calls to ECHO, since all incoming calls will automatically be charged to ECHO. The service is currently available in four countries and only with the following numbers:

BELGIUM : 118456 **FRANCE:** 05906956
GERMANY: 0130823456 **LUXEMBOURG:** 08003456

Free phone numbers in other Community countries will be communicated as soon as the negotiations with the relevant PTT administrations have been successfully concluded.

This FREE-PHONE service is available to everybody regardless whether they are ECHO users or not. It is another indication of ECHO's efforts to contribute to the development of the information market in the Community, and falls within the framework of the IMPACT - Information Market Policy Actions - Programme.

Free phone to Max, ECHO'S talking computer:



A FREE-PHONE service is available now to individuals wishing to talk to "MAX", the speaking computer of ECHO. The numbers to use are:

	ENGLISH DIALOGUE	GERMAN DIALOGUE	USER COMMENTS
BELGIUM	118435	118434	118437
FRANCE	05906935	05906934	05906937
GERMANY	0130823335	0130823334	0130823337
LUXEMBOURG	08003335	08003334	08003337

Users wishing to comment on the system may use the number indicated in the **USER COMMENTS** column. "MAX" has been developed under the IMPACT programme. Free phone numbers for other Community countries will be communicated as soon as they are available.

Max is politely guiding you through a number of services including Community programmes, press offices, ECU exchange rates and of course also some news on ECHO.

A reference card is available on request. Ask the ECHO help desk via telephone or mailbox.

New Opening Menu

a) Registered users :

From October onwards, every registered ECHO user will automatically receive a general 'opening menu' screen directly following the logon routine. The information displayed in the menu will appear in the language of the user as stipulated during the registration procedure.

Registered users will, should they require it, have the possibility of bypassing or deleting the opening menu as it forms part of the START command and hence, is user definable.

b) Published passwords :

Of the ten public passwords currently available, only one will be operational in the near future. From October onwards, users will logon with one password, i.e. **ECHO**.

The language choice will then be effected on the first screen after the successful logon. Following that, a menu will appear which will provide an option of selecting the databases currently available with published passwords. The opening menu will exist in all EEC languages, however, databases will be limited to language versions currently available.



We have attached to this newsletter a sample search of TED Menu.

The sample search is in English only and should give to TED customers a first impression of how menusearching could improve the user friendliness.

To all other ECHO users this sample shows how in general a menu works. They will find the same basic approach in other databases available to all ECHO customers.

Menu versions of databases and their language availability are mentioned in our article "Menu files" on page 5.

Training diskette

Due to the overwhelming success and demand for the CCL off-line training diskettes, we regret to inform all users that from September onwards the Diskette will no longer be distributed on a free of charge basis. Future orders will be charged for at a rate of 15 Ecu per diskette requested.

DOCUMENTATION - New brochures now available

- A recently produced publication on the IMPACT (Information Market Policy ACTION) programme highlighting its major aspects is now available for general distribution. (Languages available: DE, EN, ES, FR, and IT).
- The **BROKERSGUIDE** file is now at your disposal in printed form. Copies are available free of charge and in the **English** language only.
- A '**Knowledge Transfer**' brochure featuring information on projects concerning access to information via natural language and human voice interrogation e.t.c. can be ordered free of charge via the Helpdesk. (Languages available: DE, EN, ES, FR, and IT. Other languages only in typed form).

(See cover article on knowledge transfer)

Q M

QUESTION MARK

The history and development of CD-ROM:

Introduction:

The developments of new information and communication technologies, and particularly the application of computers to the process of creating information products have opened opportunities to access, present and distribute these products to customers in many different forms.

Currently, a specific information product can be published and distributed on paper or film, and via electronic media (eg. magnetic and optical media) or any value-added network (PDN-Public Data Network, Videotex, ISDN-Integrated Services Digital Network, etc.).

Optical media are used for archiving and dissemination of information or as working memory for computers, depending on the characteristics of the medium.

CD-ROM, the basics:

CD-ROM stands for Compact Disc-Read Only Memory, and was jointly defined by Philips/Sony in 1985. CD-ROM discs have the same physical format as their predecessors, the CD-Audio discs. They are 4 3/4" in diameter and recorded on one side only.

However, instead of sound they contain up to 550 MB of information each, in machine readable form, and are played in dedicated computer peripherals, the CD-ROM drives. This mass storage

capacity is the equivalent to four hundred 1.2 MB diskettes, or 200 000 A4 pages of text approximately.

CD-ROM is primarily being used as publishing medium for the distribution of databases and machine readable data. It is an inexpensive, high density mean of distributing relatively static, non-volatile data and has created new opportunities to enlarge the potential market for publishers and information providers.

CD-ROM, the standards:

The physical format for CD-ROM resulted from an agreement between Philips and Sony. The complete specifications are published in the Yellow Book and distributed to licensees.

The logical format was defined in 1986 by a group of industry representatives who made the so-called High Sierra proposal. This proposal led to the ISO Standard 9660, a worldwide standard for Volume and File Structure of CD-ROM for Information Interchange. An additional software module, the MSCDEX (MS-DOS CD-ROM Extensions), eliminates hardware dependency and the 32 MB file size limitation of MS-DOS based systems.

The SCSI - Small Computer System Interface is the most common drive controller for CD-ROM. Such an interface card must be

inserted into the backplane of the computer before the CD-ROM drive can be cabled.

CD-ROM, compared to other media:

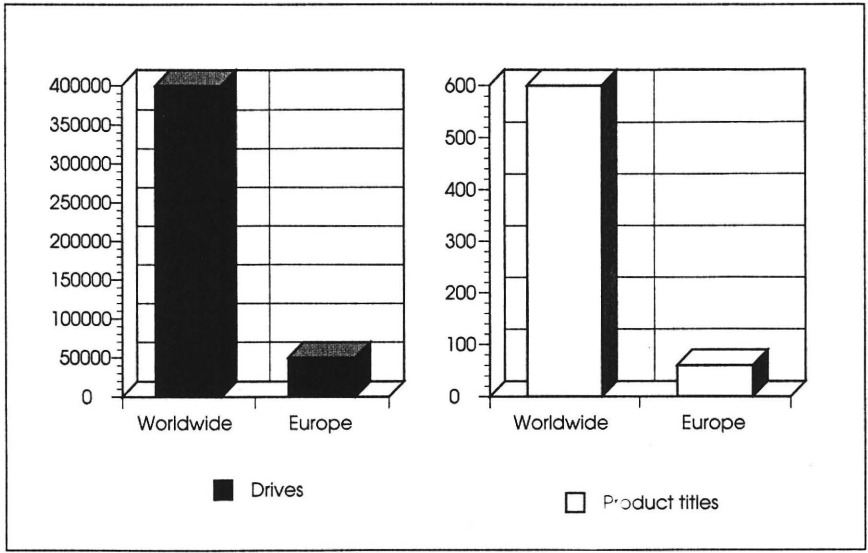
The CD-ROM is thus a standard delivery media. Moreover it has further advantages for electronic publishing purposes. The cost per 'bit' stored is less expensive than other traditional publishing media, microfiche, on-line databases, and paper.

The replication price is also lower. Additionally, CD-ROM enables to improve information accessibility when it becomes unmanageable by traditional means, and has proved to be a secure medium for information delivery as it is read-only and has low error rate. The limitations of CD-ROM are the relatively high access/seek time (200-500 ms), and low data transfer rate (1.2 Mbps). Although CD-ROM is much slower than a typical hard disk the actual performance of CD-ROM based systems should be evaluated in terms of application performance rather than expressed in terms of systems' capabilities.

CD-ROM versus on-line:

CD-ROM has created new publishing opportunities and consequently has contributed to the enlargement of the potential market. When CD-ROM first





appeared there was a fear of competition with traditional on-line information services. Time has proved that on-line and CD-ROM based products have, on the contrary, some complementarity.

CD-ROMs are best suited to distribute non-volatile, relatively static data subject to frequent consultation and high usage rate. On-line based services are most appropriate for fast changing, real time updated information delivery, and cope better with occasional needs.

Some market analysis predict for the North America electronic information revenues, a market growth on CD-ROM based products from 2 % in 1988 to 13 % by 1993, and a decline of the interactive on-line based ones from 80 to 71%, over the same 5 year period. This should be seen as an overall market growth rather than CD-ROM being taking slices from the on-line market.

The complementarity of the two markets is best documented with the examples of Dialog Inc. and H W Wilson Co. (USA). The Wilson Disc for instance is an integrated CD-ROM system that allows both CD-ROM and on-line searching at a single subscription price.

CD-ROM, the applications:

Being a typical electronic publishing medium, CD-ROM main applications are in areas such as corporate internal publishing, education and training, reference/value-added (eg. encyclopaedia) and database publi-

shing, and software dissemination. CD-ROM is particularly suited for in-house publishing of technical documentation, and catalogue dissemination, as a substitute for paper and microfiche/film, and whenever the access to non-perishable information is intensive.

CD-ROM, the market:

Five years after the first announcement of CD-ROM this technology is no longer a risky technology. Although the market did not develop as the earliest optimistic analysis forecasted, it has doubled annually and reached some US\$ 600 m by the end of 1989. This figure covers hardware and products for both in-house and commercial publishing. In-house applications have a market share probably greater than 50 %.

The number of CD-ROM players worldwide was 400 000, approximately and the number of commercial products/titles was around 600, by the end of 1989.

Europe produced only some 10 % of the commercial titles available worldwide, and the number of drives installed in Europe was around 50 000, by the end of 1989.

Several reasons why the European CD-ROM market is lagging behind the USA are indicated: for example, the high drive prices, the relatively low PC penetration in European business and professional sectors, and language barriers.

Main subject areas of published CD-ROM titles, by decreasing order of importance, are: libraries, thematic cartography, general reference, financial, medicine/biology and law/public policy.

CD-ROM, the production:

To produce a CD-ROM title, various activities have to be performed: for example data preparation, pre-mastering, mastering, and replication. These tasks are usually performed by specialised companies. Systems integrators do data preparation, pre-mastering, and plant production. Replication facilities produce the master disc and stamp the plastic discs.

Tools and systems are available for in-house data preparation and pre-mastering tape production.

Recently, CD-PROM ('P' for programmable) systems were launched in the market, allowing for in-house production of limited quantities of discs. However, when there is a need for a significant number of copies a master disc must be produced and hence, an industrial plant for replication is recommended.

CD-ROM, the future:

CD-ROM paved the way for the development of multimedia interactive applications and products. Such products integrate text, data, sound, graphics, still images, animation, and video in a single package for delivery. CD-I (Interactive) is among derivatives prompted by CD-ROM.

It is a Philips/Sony standard (Green Book) specifying a self contained multimedia system that allows simultaneous, interactive presentation of video, audio, text and data. The CD-I player is a stand-alone 'information appliance' which can easily be connected to future domestic (TV and Hi-Fi) appliances and to a computer as well.

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During the last...
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What a...
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will...

ΠΡΩΤΗ ΕΚΔΟΣΗ ΤΗΣ DIANE- GUIDE ΣΤΑ ΕΛΛΗΝΙΚΑ

Το ECHO στην προσπάθειά του για διαφανή και πολυγλωσση πληροφόρηση του Ευρωπαϊκού κοινού, υλοποίησε και θα διαθέσει στο εγγύς μέλλον την τράπεζα πληροφοριών DIANEGUIDE στα Ελληνικά. Υπενθυμίζουμε ότι η εν λόγω τράπεζα πληροφοριών διατίθεται ήδη, μέσω δημοσίου δικτύου, σ' όλες τις επίσημες γλώσσες της κοινότητας εκτός των Ελληνικών.

Η διαβίβαση αρχείων στα Ελληνικά απαιτεί μια κωδικοποίηση των χαρακτήρων στα 8 bits. Μ αυτό τον τρόπο επιτυγχάνεται η μετάδοση κειμένων που περιέχουν Ελληνικούς και Λατινικούς χαρακτήρες.

Αυτή η ιδιαιτερότητα απαιτούσε σημαντικές αλλαγές τόσο για το Σύστημα Διαχείρισης Τραπεζών Πληροφοριών, όσο και για το σύστημα διασύνδεσης με το δημόσιο δίκτυο.

Επιλύοντας τα παραπάνω προβλήματα, η DIANEGUIDE θα είναι λειτουργική στα Ελληνικά αρχές Νοεμβρίου.

Οι βασικές αρχές της νέας αυτής υλοποίησης θα είναι παρόμοιες όπως στις ήδη υπάρχουσες πολυγλωσσες εκδόσεις της DIANEGUIDE : ορισμένα πεδία μιας εγγραφής θα προσφέρονται στα Ελληνικά όπως η περιληψη μιας εγγραφής ή οι ελεγχόμενοι όροι και ορισμένα πεδία σ' άλλες γλώσσες όπως ονόματα οργανισμών ή ονόματα τραπεζών πληροφοριών.



Η παρούσα στήλη θα σας ενημερώνει τακτικά για την νέα αυτή έκδοση. Στο επόμενο τεύχος θα σχολιάσουμε τον τρόπο εργασίας στην Ελληνική DIANEGUIDE και το πρότυπο μετάδοσης Ελληνικών χαρακτήρων.

NEW Greek version of the Dianeguide

ECHO is finally able to announce that the Greek version of the Dianeguide will be up and running in autumn.

For our avid Greek fans that would like to test out the above please watch out for messages signalling the arrival of this new language version directly after the logon procedure. All comments would be greatly appreciated!

Los Servicio de ECHO en español

ECHO ofrece una amplia gama de información y de servicios en Español, así como en las otras lenguas comunitarias, entre la que destacamos:

- La documentación sobre:
 - Bases** de datos y servicios ECHO,
 - Inventario** del mercado de servicios de información de la Comunidad Europea,
 - Acceso** a la información a través de videotex y microordenador,
 - CCL/LCC** Pocket Guide,
 - Manual** de utilización para la formación en CCL.
- Una disquette de formación CCL en Español.
- La clave de acceso pública DIANESP para conocer en línea to das las bases de datos y distribuidores de bases de datos de la Comunidad Europea
- La base de datos TED (los contratos públicos de de mas de 80 países) es accesible en Español por menu o por CCL: **Por CCL** con DEF TL=SPAN;FL=SPAN,

Por menu con CALL TEDS. Existe la posibilidad de recibir automáticamente los contratos públicos que le interesen por Telex, Fax o Correo Electrónico.

- Una presencia activa de ECHO en España (seminarios ECHO, participación en salones y otros actos).
- Un servicio de ayuda a los usuarios en Español.

Si usted desea conocer más en detalle las bases de datos ECHO o sus servicios póngase en contacto con

José Pastor
ECHO
B.P. 2373
L-1023 Luxemburgo

Tel. +352 448041
Fax +352 488040

o utilice el correo electrónico (mailbox) al conectarse a ECHO.



MENU FILES

A) The **EUREKA** file is now accessible in **menu** format. After the base command, simply enter the following to select the menu version:

CALL EUREKA

Please note that for the time being only one language version is available , i.e. English.

B) **Language availability of 'Menu' files:**

Database Language versions
EN/FR/DE/IT/ES/PT/DK/NL/GR (*)

TED

EN/FR/DE/IT/ES/PT/DK/NL/GR

BROKERSGUIDE : EN

DIANEGUIDE :

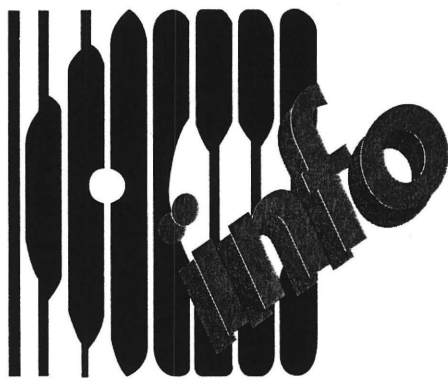
EN/FR/DE/IT/ES/PT/DK/NL/GR

EURODICAUTOM

EN/FR//DE/IT/ES/PT/DK/NL

EUREKA : EN

(*) Language versions in order of presentation: English; French; German; Italian; Spanish; Portuguese; Danish; Dutch; Greek



CORDIS A NEW SERVICE IN PREPARATION

A new public electronic service using a number of databases is under preparation by the Commission to be offered by ECHO. This initiative named CORDIS (Community R&D Information Service) is addressed to all those who are interested in the Community Research and Technological Development activities. To better understand the reasons for such a service one has to ask a few questions.

How easy is it for an organisation or an individual to become familiar with the multitude of Community Programmes and different opportunities of assistances in technical and scientific developments? How easy is it to do this by correspondence or by spending many hours on the telephone just to locate someone who could be of help? How many can afford to travel to Brussels to collect the information, to meet the right people, and to ask the right questions.

It is not that information does not exist or that ways to obtain it are lacking. Starting with the Commission Offices in every country, there are the Official Journals in every Community language, the hundreds of people to assist in human networks engaged by the Commission, the conferences and workshops organised, and the private or public organisations producing added-value information for different groups in their country.

While one may wish to have most of the reference information concentrated under one source with the ability to select the information needed before he proceeds with more in-depth investigations, such a service does not exist today.

Electronically stored information provides exactly such a possibility, along with the option of selectivity and the tools to do this. In addition, such an approach provides

an excellent archiving medium and cost-effective approach to make changes and keep information up-to-date, while the geographic proximity of user to the source has little bearing.

Organised as one of the VALUE Community Programme activities (DGXIII/Directorate C) the objective of CORDIS is "to disseminate public information on and about all Community RTD activities, for the purpose of enhancing awareness on these activities, assist interactions and cooperation among individual programmes and their participants, and help promote coordination with similar RTD activities in Member States."

The service will begin its operation with three out of a number of databases planned; one describing Community programmes (RTD-PROGRAMMES), the second providing summaries of individual projects and activities under these programmes including the organisations who participate (RTD-PROJECTS), and the third will incorporate the EABS database which has been in operation for more than ten years and includes abstracts of documents and reports generated from Community scientific and technical projects.

In addition, a menu-assisted Front-End will include information which should help the user to query these databases. It will also include other information of a background nature pertinent to what is found in the databases, as well as announcements of a general interest such as Calls for Proposals and Tenders.

Within a year other databases will be added providing information on R&D results and prototypes, Commission proposals for new programmes and initiatives, contact persons in the Member States, providing different types of services and information

related to Community RTD activities. Smaller databases should include collections of acronyms and lists of organisations that might be interested in partnerships before a Call for proposals.

When the service opens formally, sometime before the end of 1990, those wishing to subscribe will have to obtain registration forms from ECHO. They will in return be provided with user documentation and their password. For existing users of ECHO, the service will not be open automatically to them. They will need to confirm their interest in using the service before being allowed to access it. This is because usage of CORDIS will need to be closely monitored. Such monitoring becomes necessary because of requirements by the Council which approved the VALUE programme, but also because the service needs feedback in the process to decide its direction in the future. Special announcements and instructions will be provided to ECHO users as to what they need to do in order to access the CORDIS service.

Initially, the service will be free of charge to users, other than communication costs. However, depending on its load, the service may, in the future, require to levy a usage charge to offset some of its operational costs.



The information in the databases will be in English as the widest used language in the scientific community. Most of the data is contributed from the Commission services and CORDIS assures consistency in presentation and the operational environment through which the information will be available.

The service will be available centrally, to begin with, and ECHO has been chosen as the host organisation during its first phase.

ECHO, already involved in various aspects of the Information Market activities of DG XIII has the infrastructure and the operational experience to provide this service in its preliminary phase until a more permanent environment is identified within the Commission. In parallel, a number of organisations are involved in data collection and preparation, development of user documentation, design of promotional material and providing technical expertise in various developments such as user interfaces.

Various service elements have been under test already at ECHO with the help of about 30 organisations involved in information dissemination themselves in Member States.

DG XIII which is responsible for the VALUE programme and the CORDIS service, has been in cooperation not only with Commission services such as DG XII (Research), but also with DG VI (Agriculture), DG VII (Transport), DG XI (Environment), DG XIV (Fisheries), DG XVII (Energy) and TFHR (Education and Training), which contribute to this service as well as DG IX (Commission Informatics Directorate), for technical support.

It is the intention that the service becomes operational in November and this newsletter will provide, from now on, up-to-date information on CORDIS for the benefit of the ECHO users.

ECHO - responding to the needs of the European information

ECHO was originally set up as a non-commercial host organisation in order to support the introduction of European data networks. Following some recent changes in policy, it has also taken on an increasing rate the complementary task of acting as an "awareness unit" for European information services as a whole.

The IMPACT programme, in which ECHO plays an integral part, aims at setting up a common information services market in Europe. Directly concerned by one of its seven lines of action, ECHO participates in the "Promotion of the use of European information services".

The European Commission Host Organisation provides objective information in the form of multilingual directories about services available from Community information suppliers. The **DIANEGUIDE** is a recognized point of departure for finding online information in Europe and comprises the most complete guide to European databases, CD-ROM and other information sources. A number of training databases aimed at helping the online user and an off-line training diskette are also available.

ECHO also endeavours to create and demonstrate new systems to make information access easier e.g. Users may ask "natural language" questions to obtain information in the Dianeguide file.

The talking computer Max can answer the callers' enquiries over the telephone, ECHO also acts as an outlet for 'innovative' services e.g. S.D.I. (Selective Dissemination of Information) services via fax and telex.

General guidance and training for users is now provided by a strengthened international help desk. In addition, awareness campaigns for the use of Community information services are undertaken on a regular basis.

TRAINING COURSES

The aim of the ECHO courses is essentially to train and orientate potential clients of the European information market.

Over recent months, ECHO training seminars have also

experienced a shift in emphasis to reflect the ever increasing "awareness" role of the organisation.

There are currently three types of courses being offered. A brief description of the contents of each follows below:

1) Information day.

'Information Day' seminars are designed to inform participants of the existing European Information Services market. Participants are made aware of the various ongoing activities within the communities for the development of this market, (the IMPACT programme can be seen as one such example). Current projects and programmes are discussed and information is given regarding ECHO's role within the activities of the Commission of the European Communities (CEC). These seminars are open to all potential users of electronic information services.

2) Introductory Courses to Online Searching.

These courses give an introduction to the basic techniques of online searching using the CCL (Common Command Language). CCL is sponsored by the CEC and is seen as a first step towards a user friendly retrieval language.

After having participated in this course, the trainees will be able to apply their knowledge of CCL to the numerous existing retrieval languages used by other database hosts, or else follow more specialised subject or host oriented courses offered by commercial organisations. This course will give information regarding the best training possibilities already in existence, including the training packages available from ECHO. The courses are open to all potential online users.

3) Database day:

This course is designed for ECHO clients and non-clients alike who are interested in more detailed information regarding ECHO databases and services. Participants will be introduced to search techniques existing within the specific ECHO files. Some knowledge of the CCL or other information retrieval languages is essential for successful participation in this course, although those present are provided with a short summary of various commands and their functions at the beginning of the course.

ECHO Training

ECHO will be organising a series of CCL training courses and Information days in various towns throughout Europe over the coming months.

If you would like to become familiar with the retrieval technique of the CCL (Common Command Language), or, would simply like to know a bit more about ECHO and the European Information Market, please contact the ECHO Help-desk for further details on how to register at the following address:

ECHO Help-desk
B.P. 2373
L- 1023 Luxembourg
LUXEMBOURG G.D.

Tel: +352-48 80 41
Fax: +352-48 80 40
Tlx: 2181 eurol lu



COURSE DATES AND LOCATIONS:

Information Days :

Munich 15/10/90 (DE)
Hambourg 02/10/90 (DE)
Paris 22/01/91 (FR)

Introductory Courses to Oline Searching :

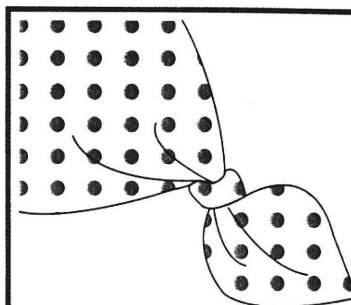
Copenhagen 10/10/90 (DA)
Munich 16/10/90 (DE)
Hambourg 30/10/90 (DE)
Paris 23/01/91 (FR)

Database Days:

Copenhagen 11/10/90 (DA)
Paris 24/01/91 (FR)

(XX) course language

**FOR FREEPHONE
NUMBERS SEE
FRONTPAGE**



DIARY DATES

ECHO will be represented at the following exhibitions over the coming months:

Grenoble	TEC 17-20/10/90
Brussel	ESPRIT WEEK 12 - 16/11/90
Madrid	SIMO 16 - 23/11/90
London	IOLIM 90 11-13/12/90

TED presentation :

Hambourg
CH. OF COMMERCE
31/10/90

Ask the ECHO helpdesk for availability of tickets

Knowledge Transfer meeting

Luxembourg 29/10/90

This meeting is open to all persons wishing to know about the two innovative projects of DGXIII-B. The projects concern advanced access methods to information, namely Natural Language Access and human voice interrogation. For further information contact Mr. J. Haux at ECHO.

I would like to order the following videos:

- ECHO short (without CCL) TED
 ECHO long (with CCL) each 15.- ECU

Language:: English format:
 French VHS
 German
 Italian System:
 Spanish Pal
 Secam

I would also like to receive the new ECHO Manual
(cost price 10.- ECU)
 Yes No

I would in addition like to order the CCL training diskette

.....(Lang.)

Name.....

Organisation.....

Street.....

City.....

Country.....

..

A cheque of.....ECU is included.
(no delivery without cheque)

ECHO

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Editor: Bernice Sweeney

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