

ECHO CHANGE OF ADDRESS

PLEASE NOTE THAT OUR NEW ADDRESS, TELEPHONE AND FAX NUMBERS WILL CHANGE COMMENCING MID-NOVEMBER TO:

**AIRPORT CENTRE
5, RUE HÖHENHOF
LUXEMBOURG-
SENNINGERBERG.
TEL.: +352-349811
FAX: +352-34981234**

OUR FREE-PHONE SERVICES WILL NOT BE AFFECTED.

ECHO Archaeology

In the last issue of ECHO News we published an article entitled "ECHO Archaeology" (2/91, page 9). What we didn't do was to identify the lady in the photograph. She is of course Ms Ariane Ijjon, the founder of ECHO.

In this issue:

Libraries p. 3

TED p. 4

Service: CORDIS p. 6

User assistance p. 8

Videotex p. 9

Hosts p. 10

Mercado en España p. 11

Presentation of ECHO project results

IMPACT INFORMATION DAY - 6 NOVEMBER 1991



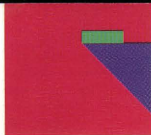
Based on the success of the Knowledge Transfer Workshop held in October 1990, during which demonstrations were given of a number of projects carried out under the IMPACT (Information Market Policy Actions) programme, a second Meeting is scheduled for 6 November 1991, to be held at the European Commission, Luxembourg. Status reports will be given on two advanced information access projects demonstrated last year – NLA and MAX. NLA (Natural Language Access) enables non-experienced users to formulate questions in "natural" (i.e., spoken) language (see enclosed leaflet and article page 2). MAX, a "talking robot" or interactive voice system, with which the enquirer can carry on a limited dialogue, is the culmination of a research project involving speech recognition and speech output. A completely new project, MIM (Multilingual Interrogation Mock-up), will be presented. This demonstrates multilingual database interrogation, in which full-text databases can be accessed using languages other than the original database language.

Further papers will deal with the European Commission Host Organisation's presence in all operational European videotex systems, and its contribution towards multilingual information distribution, in particular through the medium of the I'M Guide, a comprehensive directory of European information services. The results of three pilot and demonstration projects (probably TECDOC, Mediterranean Atlas and DISNET) developed by commercial firms from the private sector will also be featured.

In presenting results of the IMPACT 1 programme, the Information Day will demonstrate the active role played by the CEC in developing the European information services market, as well as illustrating ECHO's activities in promoting electronic information services through innovative experiments.

For further programme details and participation information, please contact:

**ECHO
B.P. 2373
L-1023 Luxembourg**



I Improved Natural Language Access to I'M Guide

With the ever increasing development and improvement of Natural Language Access (NLA) and voice input/output, it is difficult to think of easier ways of accessing and gaining accurate results from the mass of complex information contained within a database.

ECHO is making continuous progress within these two fields, and has just completed work on upgrading the software used for NLA. Messages aimed at assisting the user during a search have been improved, and it is hoped that they are now more clear and concise than before.

Information retrieval via Natural Language Access has solved the many problems linked to data and document retrieval. Within "normal" search techniques, it is necessary to have a basic knowledge of the structure of the database, its content, and search strategies (i.e. Common Command Language - CCL). The development of an "interface" which provides "natural" access to I'M Guide enables any user, experienced or otherwise, to formulate questions in three languages (the database is currently available in English, French and Italian), and in his/her own words.

How can I access? - Simple!

Once the prompt "THIS IS ECHO; PLEASE ENTER YOUR CODE" appears on the screen, you just have to enter the password "NATURAL" in order to access I'M Guide database using the natural language version. The option to use NLA is also available if you access ECHO via the temporary password (issued on request by the help desk - see ECHO News 2/91, page 2) or the public password "ECHO". Once any one of these passwords has been accepted by the system, all you have to do is to choose the language in which you wish to ask your questions, and away you go!

A Access to ECHO via IXI

ECHO can now be accessed via IXI (International X.25 Infrastructure), a backbone which links public packet switching networks and private research networks across Europe.

This is of particular interest to all our users, especially those within the academic sector. The IXI NUA (Network User Address) for ECHO is:

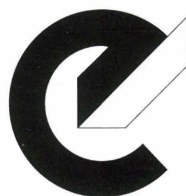
2043703004.

This is a full IDN (International Data Number) which means that users of some networks will need to dial 0 BEFORE the NUA is entered.

Please note that this NUA should be treated as an international number since the routing by the network is the same as that for an international call. However, it does not generate an international call charge.

For further information regarding access to the IXI network, contact your local PTT or ask the ECHO help desk.

P Poolkey change for EURISTOTE



The EURISTOTE database contains around 12 500 theses and studies of subjects relating to different areas of Community policy (e.g. European institutions, competition law, external relations). In addition, the database lists information concerning 5 700 professors and university researchers studying the many diverse elements which contribute to the construction of Europe.

EURISTOTE has recently undergone a couple of minor but important

changes. Firstly, the database can no longer be accessed using the poolkey "ET90". Instead users must use "EURI" as the new poolkey. Secondly, the data are far more frequently updated. Once a week, new data are added and/or existing data are revised, meaning that the information contained in the database is even more up-to-date than before. Information can be retrieved using the CCL (Common Command Language). If you've not yet taken a look at this database, now's the time to do so!

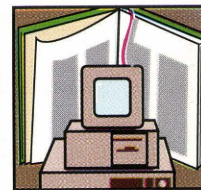
Is anybody there?

We're sad to say that so far response to the questionnaire included in issue 2/91 of ECHO News (ECHO USER SURVEY) has been very poor.

As far as any public service is concerned, questionnaires are vital in terms of customer satisfaction and feedback, and ECHO is no exception. However, for the person completing the questionnaire, it can be regarded as yet another piece of paper waiting in an "in" tray to be dealt with, and as such is undoubtedly last on the list of "things to do".

Here at ECHO we cannot stress enough how important it is for us to hear what you think of the services we provide, and the contribution we make to the information market in general. Added to this, we would like to know what you would like to see from ECHO in the future, and how things may be improved. However, we want to avoid bombarding you with sheets and sheets of questionnaires - we'd like to make it easier for you. To this end, we've invented a "paperless" questionnaire. You will soon have the option to access this online, and we'd appreciate your input (judging by the numerous suggestions left on Max's "commentary" lines we should soon be flooded with answers!). Please use this new facility - we look forward to hearing from you!

ECHO: un service pour les bibliothèques



Le rôle innovateur que joue le serveur de la Commission dans le marché de l'information électronique, peut être particulièrement mis à profit par le monde des bibliothèques, afin de rester les instruments de référence qu'elles sont et de permettre aux bibliothécaires de s'initier ou mieux, de mettre à jour leurs connaissances dans ce domaine en mutation constante.

Par une série d'actions et de services décrits ci-dessous, ECHO entend offrir toutes ses compétences afin que les bibliothèques puissent utiliser au mieux les services d'information électroniques:

1 Introduction aux services d'information électronique:

Dans le cadre du programme IMPACT (Information Market Policy Actions), ECHO explique et démontre lors de séminaires organisés conjointement avec les associations et groupes professionnels de bibliothécaires, lors d'expositions spécialisées, lors de conférences :

- I les nouveaux services d'information: bases et banques de données, les différents types de support, les coûts, etc.
- I leur accessibilité: les réseaux, les serveurs, les passerelles, les langages d'interrogation, les interfaces, etc.
- I les sources: la collecte d'information, les producteurs de bases de données, ...

Le tout est replacé dans le contexte même des sources traditionnelles utilisées dans la bibliothèque afin de démontrer la complémentarité et la similitude des nouveaux services d'information.

2 Journée complète de sensibilisation et de démonstration:

Cette journée est organisée pour les acteurs de l'information (bibliothécaires, documentalistes, courtiers en information, ...). Elle vise à expliquer pratiquement toutes les possibilités de l'information électronique et les principes généraux de la recherche en ligne par une démonstration concrète des bases offertes par ECHO.

3 Formation de base à la recherche en ligne:

Cette formation est destinée aux intermédiaires qui devront pratiquement effectuer les interrogations de bases de données. Elle dure normalement deux jours et les exercices pratiques y jouent un rôle primordial: c'est pourquoi cette formation s'adresse à de petits groupes et qu'elle se fait si possible sur le lieu de l'activité (bibliothèque, université, ...). La formation consiste en un apprentissage du langage d'interrogation LCC, Langage Commun de Commande qui permet d'enseigner les principes et les stratégies de l'interrogation de bases de données; le but est de permettre aux intermédiaires d'utiliser activement ECHO ainsi que tous les autres serveurs européens.

4 Matériel didactique:

Toute une série de brochures introductives et d'outils didactiques sont distribués dans les neuf langues communautaires. Ils permettent aux bibliothécaires de mettre à jour leurs connaissances des nouveaux services d'information. Trois types de matériel sont offerts en ce moment:

- I une série de brochures explicatives sur: les bases de données, le langage d'interrogation, le videotex, etc.
- I une disquette d'auto-apprentissage à l'interrogation en ligne, au moyen d'une simulation de sessions réelles
- I des cassettes vidéo qui introduisent les principes de l'interrogation en ligne par des exemples concrets.

5 Accès aux bases de données:

Pour illustrer les avantages de l'information électronique tout comme pour renseigner sur les multiples activités des institutions communautaires, ECHO donne gratuitement accès à une vingtaine de bases de données qui méritent toutes de figurer au rayon des outils bibliographiques de référence d'un service aux lecteurs (le Reference Service

des Anglo-Saxons). En effet, on y trouve entre autres l'M GUIDE, le seul répertoire complet au niveau européen des services électroniques (bases et banques de données, CD-ROM, etc.), les serveurs, les producteurs de bases de données, ...

6 Service permanent d'assistance aux utilisateurs (HELP DESK):

Pour répondre aux questions de toute sorte, de la connexion aux nouvelles bases de données en passant par le Plan d'Actions pour les Bibliothèques (programme communautaire spécifique pour les bibliothèques géré par la DG XIII/B), ECHO propose son service d'assistance multilingue. Des experts qui connaissent l'ensemble du marché de l'information soit vous donneront une réponse directe, soit vous indiqueront où trouver l'information recherchée. En effet, ECHO joue un rôle-pivot entre les différents acteurs du marché de l'information: producteurs, utilisateurs, serveurs, courtiers, ... tout en les faisant bénéficier des résultats des projets-pilote.

7 Transfert de résultats et perfectionnement/mise à jour:

Régulièrement des journées et des séminaires sont organisés pour les spécialistes du domaine (en particulier, les bibliothécaires) afin de les tenir au courant de l'évolution des produits, des services et des accès. C'est l'occasion pour ces spécialistes non seulement de se rendre compte de nouvelles technologies, mais aussi d'évaluer, avec ceux qui les développent et les utilisent, la possibilité de les utiliser dans leur travail quotidien. La prochaine réunion est prévue pour le 6 novembre à Luxembourg (veuillez voir page 1) et y seront discutés, entre autres, les résultats de l'indexation automatique multilingue comme la distribution de bases en ASCII riche (y compris le grec moderne).

8 Passerelle vers les autres services d'information:

De par son rôle de sensibilisation du marché tout comme son rôle d'instrument de mise au point (banc d'essai pour de nouvelles bases, de nouvelles interfaces intelligentes, etc.), ECHO entretient des contacts privilégiés avec les acteurs du marché de l'information. La somme des expériences et des informations récoltées est une mine d'information à la disposition des bibliothécaires et documentalistes:

- I l'M GUIDE: outil qui permet d'identifier les nouveaux services et/ou de prendre contact avec les producteurs
- I toute question relative aux différents types d'accès à l'information électronique, les pré-requis, le matériel, les standards, etc.
- I information continue sur le marché: par ECHO News, contacts directs lors de séminaires, lors d'expositions, par téléphone
- I ayant des contacts directs et neutres avec les serveurs et producteurs de bases de données, nous servons de relais avec les utilisateurs existants et potentiels.

9 Assistance:

Aux bibliothèques ou de centres de documentation n'ayant pas encore accès aux bases de données en ligne, nous leur prêtons assistance et prodiguons conseils dans leur processus d'informatisation de l'accès à l'information. A cet effet, des spécialistes des différents aspects du domaine vous aideront, dans votre langue, à mieux comprendre le marché actuel de l'information électronique et vous apporteront l'aide d'un organisme neutre en ce qui concerne les services existants et futurs.

10 Conclusion:

Quel que soit actuellement le niveau d'informatisation de votre bibliothèque ou de votre centre de documentation, ECHO met à votre disposition l'ensemble des services et des outils décrits ci-dessus. Prenez contact avec notre service d'assistance pour approfondir avec nous le ou les points qui ont retenu particulièrement votre attention.

TED PRO ECHO

The TED database consists of:

- **A file containing current tenders which are loaded daily (poolkey TD92)**
- **Archive files containing data which correspond to the year of their publication (poolkeys TD86-TD91). This means that TD86 contains all tenders published during 1986.**

Now that we're fast approaching 1992 it seems logical that the archive version of the coming year should be known as TD92: the poolkey presently used to access the current version of the database.

Therefore, TD92 will soon be known as TEDA (i.e. "TED Actual" or "Tenders Electronic DAily"). A gradual change will take place, and will be effected in three stages:

1 From 1 October 1991, users will be able to access the current database using either TD92 or TEDA.

2 From 1 December 1991 users will only be able to access the TED database using the poolkey TEDA. If the command BAS TD92 is employed, a message will automatically appear on the screen which will read: "For the current version of TED, please use the new poolkey TEDA or the database name TED."

3 From 1 January 1992 the poolkey TD92 must be used to obtain the archive version of TED (publication year 1992).

The use of the name TED (instead of poolkey TD92) will not be affected. It is suggested that users should change the poolkey from TD92 to TEDA (if an automatic logon procedure is used) during the months of October/November 1991.

If users have any queries regarding these changes, the ECHO help desk team will be happy to provide assistance.

USING THE ARCHIVE VERSIONS

The forthcoming change of the database's poolkey provides the opportunity to recap on some useful details regarding the TED archives. Mention the word "archives" and one immediately thinks of dark, cold, musty rooms containing row upon row of old documents. Well, some archives are not quite so depressing, and the information contained in them is a lot easier to find - take, for example, the archive version of the TED database.

TED is the online version of the Supplement S to the Official Journal of the European Communities. Both the online and the printed version detail some 100 - 200 tenders daily and appear every Monday - Friday. Tenders remain on the present-day version (TEDA) until the deadline for receipt of tenders has expired. After this date, the documents no longer appear on the current version of the database. Contract awards are cleared after three months and pre-information (which announces plans for forthcoming calls for tender) after one year.

However, this does not mean that the user will no longer be able to access these tender notices, and this is where the archive files step in. Archive files span the years 1986-1991, and can be accessed using the poolkey relevant to their year of publication - e.g. TD86, TD87, etc. The files contain all tender notices which were published from 1 January to 31 December of each corresponding year. Documents retained are in English only.

POOLKEY CHANGE

The archive files from 1986-1990 are now complete, and the archive file for 1991 is constantly being filled. Each Wednesday, once the current files have been loaded, the archive file for 1991 is filled with all the tender notices which were published during the previous week. As the archive version is built in parallel with the current version of TED, there is naturally a small overlap with some of the data.

If you are simply looking for a contract, the current version of the database should be used. However, many questions can be answered with the help of the archive versions, e.g.:

- Which countries have obtained a contract award for EDP material?
- What prices have public authorities paid for buses for use as public transport in each country?
- During the last year, how many tenders have come from Spain?
- In the past, which companies preferred open and/or restricted procedures?

Identifying contract partners

Contract awards are of especial interest for sub-contracting, but also for potential cooperation within future calls for tender.

Define your profile

If you are defining a search profile you may be interested to estimate how many documents can be found per year. In this case,

the last complete archive version may be used to obtain an indication. Should you wish to conduct the same search in all the archive files, simply use the SAVE command, e.g. SAVE WOOD. You can then enter another archive file and reprocess the search with the command F SAVE=WOOD.

TED CODE LIST NOW AVAILABLE

All tender notices appearing in the TED database contain different types of codes. The most important are the country and classification codes, simply because users will always need to know which regions produce which products. In addition, there are seven codes describing legal aspects such as the:

- type of document
- regulation of procurement
- awarding authority
- awarding criteria
- nature of contract
- type of bid
- type of procedure.

Using these codes will mean that far more precise results can be obtained.

All the codes are available online in their most recent form. A list of the different types of procurement regulations can be obtained by using the command:

D RP=\$.

As well as online listings, a printed version of the codes is now available. This "code list" details all the country, classification and legal codes available. If you would like to obtain a copy, please fill in the coupon below and return it to ECHO. Please remember to indicate in which language you wish to receive the list.

N.B.: The finalisation of the internal market of 1992 may mean that the legal codes will be slightly modified. Therefore, this code list is only to be regarded as an indication, and the most recent version of the codes is always available online.

I WISH TO RECEIVE A COPY OF THE
TED CODE LIST.

LANGUAGE
REQUIRED :.....

NAME :.....

ADDRESS :.....

POSTCODE :.....

COUNTRY :.....

Please return to :

ECHO
B.P. 2373
L-1023 Luxembourg

36 14 ECHO14:

Le Marche des services d'information sur Minitel!



Les minitelistes français peuvent dorénavant accéder à ce service videotex que vient d'ouvrir ECHO en France.

Son objectif est de contribuer aux actions d'ECHO visant à sensibiliser ceux-ci à l'utilisation des services d'information et en particulier à la recherche d'information sur support électronique (en ligne ou non) avec pour but ultime d'atteindre une meilleure compétitivité et réactivité du tissu socio-économique.

En effet la France se distingue parmi les pays occidentaux par son utilisation très faible des banques de données ASCII en ligne (1100 en Europe), qui constituent pourtant un gisement d'information à forte valeur ajoutée.

36 14 ECHO14 permet d'accéder aux rubriques d'information suivantes:

Nouvelles du marché européen de l'information:

L dernières nouvelles dans ce domaine

L calendrier des activités d'ECHO, organigramme de la DG XIII-B, publications et documentations, "infomercials" (possibilité pour les producteurs et les serveurs de mettre de la publicité sur leurs services), description des banques de données européennes (EC 1992, INFO '92, TED, JUSLETTER, SCAD...),

Introduction à l'utilisation de l'information électronique:

L problématique de l'information, la production de l'information,

ECHO:

L présentation d'ECHO, description des banques de données d'ECHO

L courrier électronique

L possibilité de commander en ligne des brochures d'information, des cassettes vidéo.

Les services videotex concernant l'Europe, ou offerts par la Commission des Communautés Européennes:

Soulignons que les difficultés qu'a dû surmonter ECHO pour implanter ce service **7 versions linguistiques (bientôt 9)** et 3 standards dans le cadre de cette initiative télématique européenne, expliquent la sobriété de la présentation des écrans.

Ainsi par exemple:

L pour simplifier la mise à jour, la correspondance écran par écran dans chaque version devrait être strictement respectée.

L Le service est proposé en français dans les 3 normes:

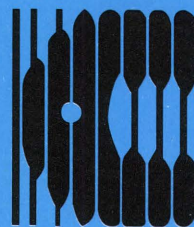
- CEPT1 au Luxembourg
- CEPT2 en France
- CEPT3 en Belgique.

Accès: 36 14 ECHO14
Tarif: 0,308 FF/minute.

Contact:

Mr F. Mattioli
CCE - DG XIII
Bâtiment Jean Monnet
Rue de Gaspéri
L-2920 Luxembourg.

Tel.: +352 4301-2881.



C O R D I S

**If you can't say
"articulatory-
acoustic
correlations in
coarticulatory
processes", say
"RTD-
ACRONYMS"**

* Accor-An ESPRIT II project

Sometimes dismissed as "jargon" or "buzzwords", acronyms have become inevitable in daily life because they are extremely useful. A text or a discussion on the implementation of Community RTD policy would be unmanageable without them. Continuing our in-depth guide to the databases now available on CORDIS, we present the **RTD-Acronyms** database, a useful online reference work soon also to be published in book form.

Comprehensive acronyms database

The RTD-Acronyms database is a glossary of acronyms relevant to Community RTD activities. These easily remembered code words, developed at source to condense complex descriptive names, represent programmes, projects, organisations, computer systems,

installations and other items. The database includes true acronyms (words formed from the initial letters of a name) and abbreviations which can be pronounced as words (e.g. CORDIS, SKIDS, ROCOCO, SPECTRE) plus abbreviations that cannot be pronounced as words (RTD, HDTV, CSTG, MKBS) and codes whose elements are not taken from the subject's title (SESAME, STRETCH, EURYDICE).

Database content is continually extended as new acronyms are identified. Currently, acronyms are obtained by the CORDIS service from Community documents, publications and other sources dealing with Community RTD activities.

Entries are in English, and normally concern acronyms encountered in English language texts, though these are not necessarily derived from English language titles or expressions. Occasionally, separate entries are included for different language versions of an acronym (for instance, JRC and CCR). Excluded are technical abbreviations of the type found in textbooks or technical dictionaries, and many non-EC acronyms whose descriptions may be found elsewhere.

Complete information

The following table of fields indicates what information is available to users of the CORDIS RTD-Acronyms database:

- L ACR (Acronym): The acronym.
- L DAC (Description of Acronym): The title or the expression from which the acronym is derived.
- L DEN (Description in English): When the title in the DAC field is not in English, this field contains an English translation.
- L CAT (Category): The category of item represented by the acronym. This may be a programme, sub-programme, project, initiative, committee, organisation, association, computer system, database, facility or other.
- L SIC (Subject Index Classification): The CORDIS subject index codes for the relevant RTD category.
- L ORI (Originating Body): The authority responsible for the item named. Either European Communities, Commission, European Parliament, Court of Justice or external.

L SER (Commission Service): Commission DG or service involved.

L PGA (Programme Acronym): The Community programme within which the subject is located.

L GEN (General information): Additional, free-text information relating to the acronym.

L UPD (Update): The date the record was created or last updated.

Efficient information retrieval

Two search methods are provided. The first makes use of the standard Common Command Language (CCL) as described in the ECHO user manual. This is suitable for those users who need a powerful and flexible information search and retrieval facility. The second method employs a straightforward menu interface – records may be selected by searching for the acronym itself, the acronym category, the Commission service or the programme acronym. This method is suitable for the casual or occasional user who does not require knowledge of CCL commands and conventions, but nevertheless demands ease of access and fast results.

Your desktop copy

The hardcopy RTD-Acronyms dictionary, listing entries alphabetically and by category, is scheduled for release in November 1991. It serves two purposes: Firstly it provides a handy (need we say, "easy to use"?) desk reference, though of course this can only be correct to the date of printing, and is not open

to the electronic update carried out routinely on the RTD-Acronyms database; secondly it is intended to help familiarise individuals with the database activity in order to generate feedback on its content and utility.

User response/Service improvement

Suggestions for additions, corrections and updates are received with pleasure. These may be addressed to the CORDIS acronym research staff via the ECHO help desk (take care, the address has changed – see below!). A phonecall or fax message ensures that your own key RTD-acronyms are considered for rapid addition to the more than 1 700 records already available. Those who responded to an earlier request will note that many suggested acronyms are now being incorporated into the database. More will be added as the information is processed.

Help desk

For further information on the RTD-Acronyms database and documentation on the CORDIS service, contact the ECHO/CORDIS help desk team.

Competition!

It has been suggested that a free lunch is available to the person providing the best list of useful acronyms, or who points out the most glaring errors or omissions in the current RTD-Acronyms database. Above all, make sure your team gets its acronyms up on the little green screen!

I am interested in registering as a CORDIS user and wish to receive registration forms

Please complete reply form

Name.....

Job/Function.....

Organisation/Company.....

Address.....

City.....Country.....

Are you an ECHO user? If so please provide your User Reg. No. 0000 [] [] [] [] []

ECHO Customer Service B.P.2373 L-1023 Luxembourg

New GRIPS features

New SHOW option

Users of the CCL most certainly use the SHOW command (abbreviation "S") as a tool to view documents retrieved from a database. But what happens when a specific breakdown of results for a particular search is needed, e.g. a breakdown of tenders by country?

A new SHOW option is now available called "REPORT=STAT", which will solve this problem, and save a lot of valuable research time into the bargain. First a search must be executed, so let's imagine that you want to search in TED for calls for tender on wooden furniture (Using the classification code 4670).

N.B. As the data in TED are updated daily, the same results cannot be expected, even if you conduct the same search in exactly the same manner.

Therefore you enter:

F CC=4670

The system replies:

1.00 NUMBER OF HITS IS 157

This means that there are 157 tenders listed in the database which have been coded under the category of wooden furniture by the database producer. If you now want to see how many tenders there are per country just enter:

S REPORT=STAT;F=CY;SAMPLE=157

The system will ask you if you wish to view these statistics in ascending/descending order, or whether you wish to have them listed by occurrence. The pre-set option (marked with a "+" sign) "ascending" allows you to view statistical data which have been sorted from the lowest to the highest figures. The "descending" option will produce the opposite results (highest to lowest ranging data). The "occurrence" option prompts the system to list a breakdown of how many times certain data appear within the system. For example, you can see from the results opposite that 43 records (from the total of 157 found) concerning wooden furniture

originate from GB (United Kingdom). The following options will now appear on your screen:

```
SEQUENCE =
1+ASCENDING
2 DESCENDING
3 OCCURRENCE
```

You may choose to have the statistics sorted by country, therefore you type:

3

and the system will give you the following results:

```
RECORDS: 157 GROUPS: 13
TOTAL: 157 MISSING: 0
VALID: 157 INVALID: 0

OCC % TERM +
43 27.39 GB
37 23.57 FR
26 16.56 ES !
12 7.64 DE !
11 7.01 IT !
9 5.73 BE !
6 3.82 US !
5 3.18 PT !
3 1.91 DK !
2 1.27 GR !
1 0.64 NL !
1 0.64 NO !
1 0.64 SE !
***END OF SHOW***
```

This table indicates that, on the day of the search, the majority of tenders dealing with wooden furniture come from the United Kingdom, France and Spain.

These results have been obtained by entering the option **REPORT=STAT** after the "S" command. Remember, it's important to indicate by which field you would like the system to list the report (e.g. country, classification code) and the number of records you wish to include in the report.

So the command:

S REPORT=STAT;F=CY;SAMPLE=157

will provide you with a report of the field CY (country) for a sample of

157 records (all records found). Of course this command is not limited to TED. You can use it in all ECHO databases and find out:

- L In which country is the largest number of databases on environmental aspects available?
- L Which headings in Jusletter contain information on public procurement?

Happy searching!

New option for the FIND command

Not so long ago, a truncated word used in conjunction with a FIND command gave you a list of all terms which could originate from the word you wished to find (in other words a multi-meaning "meaning" list). For example, if you typed:

F COMPUTER\$

the system replied:

```
1.01 23 COMPUTER
1.02 12 COMPUTERIZED
1.03 11 COMPUTERS
```

FIND NOT COMPLETED, HIT CR TO CONTINUE

You typed:

<CR>

and the system produced the overall result:

2.00 NUMBER OF HITS IS 35

As many of our users prefer to see the result directly, we have changed the software so that the result is now immediately shown.

However, the multi-meaning "meaning" list is still useful for search purposes and can still be obtained by entering FSEL (for FIND SELECT).

Simply type

FSEL COMPUTER\$

and you will obtain the multi-meaning "meaning" list as before.

Any questions? Ask the help desk!

New ECHO videotex service opens doors to European information market

European information services under-utilised compared with those of the United States! Involvement of the private sector low compared with its US counterpart! Do the decision makers in European industry and commerce really want to remain in this underdog position in an era when information is of strategic importance for economic and social development?

The manufacturing and service industries are information dependent. A thriving information service can provide the basic ingredients for the healthy functioning of Europe's democratic systems. Such were some of the messages imparted by Mr Frans de Bruine, Director of Directorate-General XIII/B (with responsibility for developing the European information services market), at the official opening of the new ECHO videotex service in Brussels on 30 May.

To date, the tendency has been for videotex services to cater predominantly for national markets, a situation which has arisen from the lack of standardisation and compatibility between the various national systems. There is clearly an opportunity here for ECHO to contribute towards standardisation. The Commission, through the medium of the ECHO videotex service, aims to intensify awareness among potential users of the advantages of accessing by electronic means the vast information resources available based on activities throughout the European Community member states and beyond. The opportunity also exists for users to disseminate information far beyond national frontiers.

Those present (including members of the Belgian press) were first given a resume by Mr de Bruine of DG XIII/B activities, information services in general, the current situation of the information market and plans for coming years. The action lines of the IMPACT (Information Market Policy Actions) programme were summarised as a precursor to Mr Axel Szauer's presentation on the role of ECHO in stimulating greater awareness of information services.

In keeping with ECHO's objectives within the framework of the programme, a completely new and extensive group of potential users can be reached. The tremendous success of videotex in France, with more than 6 000 000 subscribers, and Germany, with currently 300 000 users, indicates the magnitude of the audiences attainable.

The content of ECHO's videotex service was demonstrated by Mr Roland Haber, who explained that more than 150 pages (or frames) have been produced giving information in the following categories:

L Details on DG XIII (tasks and people) and on ECHO

L Glossary (basic explanations of electronic information industry technology, e.g., CD-ROM, ISDN, audiotex, videotex)

L Programmes (EC information industry programmes such as FRAMEWORK, VALUE, SYSTRAN)

L EC '92 databases (a present listing of 7 databases relevant to the European Single Market).

To permit rapid access to information, the service provides addresses and contact names for the above. An ordering service enables brochures and training material (diskettes and videos) to be ordered by videotex. Messages may also be transmitted directly to ECHO. Interaction with the user is encouraged in the form of questions and comments - feedback on whether the information is attuned to the public's requirements, whether it is useful.

An important additional feature is that the service offers private sector hosts the opportunity to advertise their databases, CD-ROM products, etc. This multilingual service extends access to the European market beyond national borders, as ECHO has now opened its service in France, Germany, Ireland, Belgium, Luxembourg as well as Spain (see article opposite). It is planned during 1991 to open a similar service in almost all remaining member states in their national videotex systems, making the same information available in 9 countries in the native language of each country. (UK and the Netherlands will follow later, as their systems are being substantially modified at present, followed by Greece.)

The main objectives set by the Commission in introducing this new service in 9 countries can be summed up as: creating awareness among potential users of the value of electronic information services, thereby accelerating the development of a European information market and, secondly, gaining experience of the feasibility and economic viability for a commercial sector European company to advertise successfully in the European videotex services. Results of the latter will be communicated to industry.

The Commission invites those interested to use the service and to communicate their impressions to ECHO.

Contact:
ECHO
B.P. 2373
L-1023 Luxembourg

Acceso a la paginas videotex de ECHO español

Los usuarios españoles de videotex pueden acceder por el Nivel 031 de IBERPAC y NRI *2160234014# a las páginas de información de ECHO.

Los usuarios podrán encontrar en estas páginas información sobre el Mercado Europeo de la Información (MEI), una introducción al uso de la información electrónica, información sobre las bases de datos y servicios ECHO, información sobre la CEE, así como una lista de direcciones útiles del mercado español de la información.

Los usuarios pueden solicitar documentación diversa sobre el mercado de la información, desde un directorio de todas las bases de datos de la Comunidad hasta una introducción a los servicios en línea.

From Bavaria to Basque!



Two different hosts, two different countries, different methods, same objectives – to educate and to provide the user with high

quality information. This article takes a look at GBI (Gesellschaft für Betriebswirtschaftliche Information mbH) in Germany and SPRI in Spain to study the role they play within the information world.

Initially known at a national level, GBI has now branched out to provide an international information service. GBI is both a database host and database producer, specialising in German business information. Founded in 1978, GBI started with the grand total of one online database, BLISS, the economic literature search system. GBI now hosts some 60 databases. The company's growth can only be seen as a reflection of the needs of the German market for the valuable databases it provides.

GBI offers highly structured online and offline information regarding German and international business details such as:

- L Company profiles
- L Balance sheets
- L Ratios and rankings
- L Information pertaining to "management know-how", e.g. references to market studies and management literature, as well as that which deals with economics and social science.

Many of GBI's databases specialise in information from many countries from the East and West of Europe. Here are just a few samples of the numerous databases offered by GBI:

ADVERTISE – International business contacts:

This database details offers and requests from companies regarding worldwide cooperations, e.g. product import or export, know-how transfer and joint ventures. Each

online document contains a short company profile, a detailed description of the organisation and the name of a contact person. It is updated weekly and is multilingual.

BfAI – Bundesstelle für Aussehandelsinformationen (BfAI):

This full-text database contains detailed analyses of foreign markets and industries. This includes information on trends and current figures, along with details on foreign currencies, customs duties and legal systems. It is only available in German and is updated daily.

Worldwide Companies (WWC):

Such comparative financial data on an international level are rare. This database contains numeric information detailing company profiles, balance sheets, statements of income and 20 ratios of the largest worldwide companies. The data and figures are standardised and the database contains information from 40 countries which yields a total of 7 000 balance sheets. It is available in both English and German, and is continuously updated.

GBI also offer a series of European company databases, which detail profiles of companies within Belgium, Italy, Luxembourg, the Netherlands, Poland and Finland. These databases provide contact addresses and additional information such as products, number of employees and sales. They also detail parent companies, subsidiaries and import/export activities.

On the whole, GBI databases comprise over 2 000 000 units of company information, over 30 000 market studies and analyses and over 500 000 references to European and German language publications.

Searches are facilitated by the use of "SUDOK", a retrieval system particular to GBI, which allows both the beginner and the experienced user to obtain quick results from the databases.

Aside from GBI's activity as a database host and producer, the organisation also offers consulting services in the fields of database produc-

tion, information retrieval, advertisement analyses, competition and market surveillance, as well as information brokering. The organisation has established a joint venture with **INFOMAT**, and is now a gateway to **FT-PROFILE** (see ECHO News 1/91), **CREBON** and **GLOBAL SCAN**.

For further information, please contact:

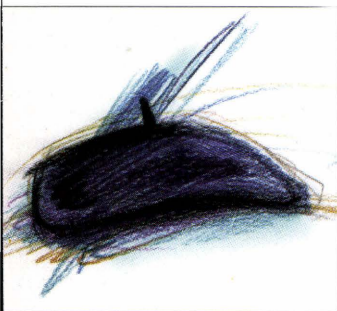
Ms M. Groß,
GBI,
Freischützstraße 96,
Postfach 81 03 60,
8000 München 81.

Tel.: +49-89-9570064
Fax: +49-89-954229.

We now move from Bavaria in Germany to the Basque country in Spain, where we look at the aims, activities and results of the **SPRITEL** programme, which was launched by **SPRI (the Basque Regional Development Agency)** in 1988.

Through SPRITEL, SPRI aims to provide companies, information brokers and private database users with the knowledge of exactly what can be achieved through the use of telecommunications. Until the birth of this programme these facilities were underutilised within the Basque region. In order for the above aim to be achieved, SPRI is prepared to educate the Basque business community in how to use information services and, more importantly, why such services are vital for the success of their business ventures.

SPRI is geared towards advising and assisting the user to such an extent that, through the programme, professional and inexperienced users alike are assisted with the use of techniques such as database access, electronic mailing systems and many other applications. All this is diffused from a small network, with three access points in different cities acting as gateways. The SPRITEL network uses the Telefonica (Spanish PTT) substructure: Iberpac and leased lines. SPRI emphasises user-friendliness, and high on its list of priorities is the fact that all these services must be brought to the user with maximum ease.



Users can employ a wide range of terminals in order to access SPRITEL: ASCII-TTY, VT100, all three different types of

European videotex terminals and personal computers with communications software. The last option is the one which is chosen by 95% of users, and SPRITEL provides a diskette with software which emulates VT100, along with videotex terminals for a PC-compatible or Macintosh. This equipment is considered the most suitable and can be supplied on request by SPRI, free-of-charge, on a temporary loan basis.

There is a wide range of information services available to the user, and listed below are a few examples of exactly what can be obtained from SPRI:

EUSKOM: Electronic mail and electronic conference system provided by SPRITEL

IBERLEX and **PUBLIBOE:** "Spanish State Gazette" and governmental tenders

INFO '92: EEC database containing recommendations for the European Market

INFOTAP: Intelligent gateway to the many worldwide databases

N.B. By the end of this year 70% of electronic information will be accessible from this small network.

After gaining all the relevant material and equipment (if needed), users may enter the network by simply dialling a number which will enable them to connect to the PAS (SPRITEL Access Point) of the nearest city. The access point then routes the call through the X.25 network or through leased lines. In some cases, individual contracts are not required.

A help desk team is available for advice and assistance, and SPRI runs training courses, seminars and demonstrations to publicise the range of domestic and international services available to the user.

As a result of the continuing efforts of SPRI, 8 small telematic services have been established through

grants supplied by the SPRITEL programme. Always on the look-out for new services, SPRI wishes to encourage information suppliers who hope to operate in Spain. To date, SPRI services 2 500 end users. For further information, please contact:

Mr R. Beitia
Programa IMI-SPRITEL,
Gran Vía 2,
4 Bilbao 48001.

Tel.: +34-4-4236319
Fax: +34-4-4243591.

Remember: You don't have to wait for ECHO News to appear in order to obtain information on other database hosts. I'M Guide, produced and hosted by ECHO (on behalf of the CEC) contains information on CD-ROM products, gateways and information brokers. It is available online and a short form version is available in printed form.

ECHO y el mercado de la información en España

En Este artículo presentamos algunas reflexiones sobre el mercado de la información electrónica en España y el papel que ECHO, en el marco del programa IMPACT, quiere jugar en su desarrollo.

Empecemos señalando porqué, en nuestra opinión, el mercado español es especialmente difícil. De entrada, hay que constatar que es un mercado incipiente, sobre todo comparado con otros países de la Comunidad, con una carencia manifiesta de "cultura de la información".

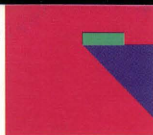
El acceso a la información electrónica no es fácil para un usuario neófito, puesto que necesita contratar una línea con Telefónica para la transmisión de datos, saber cómo funciona un modem y el tipo de norma que necesita, conocer cómo parametrizar el programa de comunicaciones, aprender un lenguaje de búsqueda de información, y además conocer la lengua y la estructura de la información a la que desea acceder. ¡Demasiado para un nuevo usuario!. No es que la inversión sea costosa, sino que a cada paso necesita algún profesional que le oriente. En con-

clusión, una oferta demasiado dominada por los aspectos técnicos.

La situación no es tan dramática a medio plazo. Se están creando nuevas empresas de tecnologías de la información, y los empresarios, universitarios, abogados, investigadores, funcionarios públicos, y otros profesionales que trabajan en el sector terciario empiezan a ser conscientes de que en un gran mercado europeo la información es un arma estratégica de primera necesidad, tan necesaria como cualquier otra materia prima. En el mercado español se va a realizar una evolución sustancial en los próximos años. Por un lado habrán un mayor número de profesionales, con la consiguiente calidad de los servicios. Por otro, mayor oferta, como lo demuestra la apertura al público de ciertas bases de datos que provienen de la administración pública, y de empresas privadas. La apertura de IBERTEX va permitir elevar la cultura de la información en la sociedad española, y además, poco a poco, los usuarios se van a acostumbrar a pagar por este tipo de servicio, pues comprobarán los beneficios que su uso comporta.

Pasemos a explicar el papel que ECHO quiere jugar en el desarrollo del mercado de la información en la Comunidad, como está previsto en el programa IMPACT.

SENSIBILIZAR a los ciudadanos europeos de que la información les va a aportar grandes beneficios tanto personales como profesionales, por medio de charlas, documentos de divulgación, salones, material didáctico, mailings sectoriales y una ayuda telefónica para iniciar a los nuevos usuarios. En colaboración con Cámaras de Comercio, Universidades u otros organismos públicos pretende llegar al mundo empresarial, a los universitarios, a los profesionales de la información y, en general, al conjunto de la sociedad. En ésta línea el mes de Junio se han abierto 150 páginas videotex que explican qué es eso de la información electrónica, cómo acceder a la información, y una serie de direcciones útiles en España, con nombres y apellidos, que pueden ayudar a introducirse en el uso de éste tipo de servicios. FORMAR a los nuevos usuarios en el uso de la información electrónica.



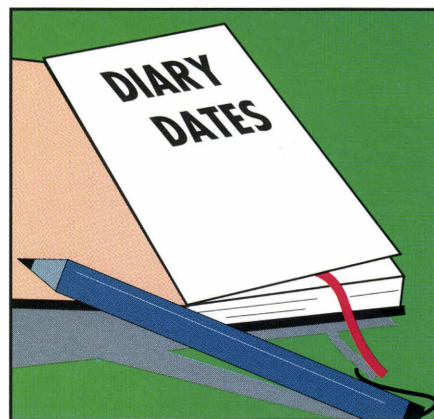
ECHO permite acceso gratuito a unas 20 bases de datos, así además de formarse en la interrogación de bases de datos se ofrece información comunitaria. El acceso a estas bases se puede hacer por menús en castellano, incluidos los ficheros de ayuda, o por el CCL, lenguaje de búsqueda documental de las bases ECHO. ECHO publica toda una serie de documentos de divulgación para que los nuevos usuarios se familiaricen con estos servicios.

INFORMAR con bases de datos multilingües de orientación, como el Inventario del mercado de servicios de información de la Comunidad Europea, de investigación y desarrollo, como CORDIS, de industrias de la lengua, como Eurodicautom, con bases de datos sobre economía e industria, así la base de datos TED le permite conocer cada día todos los contratos públicos de obras públicas y suministros de la Comunidad y de los países del GATT. Algunas de éstas bases están completamente en castellano.

INNOVAR con sus proyectos, por el que se estudian nuevos servicios y se transfiere ésta experiencia al mundo empresarial.

Así los ciudadanos europeos pueden acceder a "MAX", un servicio audiotex, donde un usuario puede interrogar por teléfono una base de datos, o interrogar una base en el lenguaje que Usted emplea todos los días (en lenguaje natural).

ECHO va a continuar su labor de sensibilización del mercado, con el único objetivo de crear un verdadero mercado europeo de la información, y en la medida de sus posibilidades contribuir a que en España en el plazo de tres o cuatro años varias empresas españolas facturen más de 500 millones de PTAS y en el que haya, por lo menos, 1 millón de usuarios de servicios comerciales de información electrónica (información en línea, videotex, audiotex, CD-ROM).



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

- Luxembourg **BUREAUTC '91**
22-25/10/91
- Madrid **SIMO' 91**
15-22/11/91
- Pisa: **BIBLIOTEXPO '91**
27-29/11/91
- Paris **EDUCATEC '91**
11-14/12/91
- London **IOLIM '91**
10-12/12/91

Database days:

Brussels: 17-18/10/91
N.B. The course will be conducted in Dutch only.



I would like to order the following videos:

- ECHO short (without CCL)
 - ECHO long (with CCL)
 - TED
- each 15 ecu*

- Language:
- English
 - French
 - German
 - Italian
 - Spanish
- format:
- VHS
- System:
- 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
(cost price 15 ecu)

.....(Lang.)

Name.....

Organisation.....

Street.....

City.....

Country.....

Payment must be made on receipt of an invoice from the Office for Official Publications of the European Communities



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