

Relocation of 1992 IMPACT Information Day

Last year's IMPACT Information Day held in Luxembourg proved immensely successful, attracting more than 300 international delegates and well over 1 000 requests for the conference proceedings.

In recognition of the UK's holding the six-month presidency of the European Council, it has been decided this year to organise an IMPACT Information Day at Olympia, London, on the **8 December 1992**. This choice of date and venue coincides with IOLIM '92, the UK's major information services exhibition and conference, thus enabling attendees to maximise the opportunity to participate in both the industry and the IMPACT events.

It is intended that future IMPACT Information Days will rotate through the Member States holding the presidency at the time of the event.

This year's programme will include a press conference as well as presentations on the present status of IMPACT 2 (Information Market Policy ACTIONS) programme, whose central theme of **INFO EURO ACCESS** reflects the efforts geared towards "improving the accessibility of information at the European level for all interested parties". Up-to-date information will be provided on **IMPACT 2** Calls for proposals and project selection.

For full details of the programme content, please contact:

IMPACT Central Office
CEC, DG XIII/E
L-2920 Luxembourg

Tel.: +352-34981-222
Fax: +352-4301-2847.

For freephone numbers

please consult

the next article

IMPACT : un pas supplémentaire vers un marché européen des services d'information.

IMPACT

Pour mettre en évidence le programme IMPACT 2 (1992-1995) et le rendre plus visible, la Commission a adopté comme thème stratégique central: "l'amélioration de l'accès à l'information au niveau européen pour toutes les parties intéressées". Ce thème, résumé par le concept d'**INFO EURO ACCES**, permettra d'aborder les problèmes spécifiques du marché de l'information au niveau européen, en accord avec le principe de subsidiarité. Dans un premier temps, il s'agira de bien définir ce concept de "INFO EURO ACCES" et d'envisager toutes les conséquences pratiques: ainsi, une partie de la première année du programme IMPACT sera consacrée à cet aspect.

Un Bureau Central d'information pour IMPACT a été mis en place par la Commission dans le but de faire mieux connaître le thème INFO EURO ACCES et d'augmenter la participation aux activités du programme IMPACT par le plus grand nombre possible d'organisations.

Les demandes d'information sur le programme IMPACT peuvent se faire soit sur appel téléphonique auprès du Bureau Central IMPACT du lundi au vendredi entre 8h00 et 18h00, soit par écrit à l'adresse suivante:

IMPACT CENTRAL OFFICE
DG XIII/E
Bâtiment Jean Monnet
L - 2920 LUXEMBOURG

Tel.: +352-34981-222
Fax: +352-4301-2847.

Les services d'appel gratuit à disposition dans les différents pays membres sont les suivants:

- Belgique 078118437
- Danemark 80010737
- France 05906937
- Allemagne 0130823337
- Luxembourg 08003337
- Pays-Bas 060223137
- Royaume-Uni 0800899237

Après l'opinion favorable du Comité consultatif du Programme IMPACT, la Commission a mis en place le programme de travail pour l'année 1992 doté d'un budget total de 10 MECUs. Ce programme de travail décrit les orientations générales ainsi que les différents domaines d'activités retenus. Ce document existe dans toutes les langues communautaires et est disponible auprès du Bureau Central pour IMPACT.

Une des premières actions entreprises dans le cadre du programme de travail pour l'année 1992, a été le lancement d'un appel aux propositions: un dans le domaine des services d'information interactifs et multimedia et d'un appel d'offre, pour la formation de formateurs. Prochainement, la Commission lancera un autre appel aux propositions dans le domaine des Systèmes d'Information Géographique. Pour obtenir de plus amples informations, adressez-vous au Bureau Central.

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New ECHO data

Information Market Partners (I'M Partners) database

Introduction

During 1992, the Commission has developed a database of organisations and individuals offering expertise in the information services market and consequently of relevance to activities undertaken within the framework of the **IMPACT 2** programme. This development was in keeping with a request from the **Senior Officials Advisory Committee (SOAC)** in the course of **IMPACT 1**.

The new database created was originally entitled Experts-Guide. The new name, **Information Market Partners**, has been chosen to represent more accurately the wider concept whereby the database contains a listing of organisations/individuals, who:

- offer expertise in the information market by providing a service or consultancy;
- constitute a pool of potential contractors for CEC activities related to the development of the information services market.

In addition, when the database is made accessible to the general public, it will assist external users in identifying potential partners for joint projects. The database is also useful as a mailing list for information related to the **IMPACT 2** programme.

The I'M Partners database:

- contains entries on organisations/individuals in all Member States;
- will be accessible to all interested parties.

Content and Scope

The sources of data entered in the I'M Partners database have included **IMPACT 1** Calls for proposals and

tenders, articles in journals and individual contacts. For example, more than 1 300 company names became available from **IMPACT 1** Calls, with an additional 300 names derived from other sources (predominantly as follow-up to an article in **XIII Magazine**). All these companies have been contacted in order to update their data and classify their activities according to an alphabetical list, which is translated in the database into a thesaurus. Space is also provided for a free-text description of the company's activities. The responsibility for the validity of the data lies with the parties concerned rather than with the Commission.

Companies are first classed as providers of services, consultancy or both. Entries are then categorised under the following main headings: general, information science, information technology, electronic publishing, legal aspects, information systems, management and financial aspects, with many sub-categories listed.

Access to the database

It is intended that the database will be made available to the general public in October 1992, for example, those interested in obtaining contacts whom they may consult for expertise or with whom they may collaborate. When invited to check their database entry, companies are asked to confirm agreement to their data being accessed by the general public. Access to all users external to the CEC will be by public password (without the requirement to sign a user contract).

The content of the database, which is available in English only, is updated weekly. The information contained may be retrieved using the Common Command Language (CCL) and online assistance is provided in the form of **INFO files**.

If you wish to have an entry placed on the database, a form may be obtained from the **ECHO help desk**.

UNESCO databases soon to be hosted on ECHO

In order to test the commercial viability of three of its databases, UNESCO (United Nations Educational, Scientific and Cultural Organisation) has agreed with the CEC to host **UNESBIB**, **DARE** and **INDEX TRANSLATIONUM** on ECHO for an experimental test phase.

As with all ECHO databases, they will be complimented by a series of **INFO files** which offer invaluable information on how to obtain the best results from the databases, along with information on their content, structure, producer etc.

The three databases are:

UNESBIB: containing 46 000 bibliographic references to documents and publications issued by UNESCO. This will be the first database from the set of three to be launched, and will be available during October 1992.

DARE: listing 4 650 research institutes and information services as well as 4 500 periodicals in Social Sciences world-wide.

INDEX TRANSLATIONUM: containing 500 000 bibliographic references to translated books from about sixty countries in the fields of literature, science, social sciences and art and education since 1979.

UNESBIB will be accessible for the users of the ECHO main menu by selecting **USER GUIDANCE DATABASES** (option no. 2) and then by choosing the **UNESBIB** option.

CCL (Common Command Language) users may access the database in the usual way, i.e. by making a selection after the **BASE** command or by simply entering **BASE** followed by the database poolkey at the question mark (?) prompt.

The first database to be launched, **UNESBIB**, will be available for those preferring to use the CCL under the poolkey **UBIB**.

For further information, please contact the ECHO help desk, either by using the free-phone numbers or by dialling:

+352-34981-200.

Databases!

Employment and Industrial Relations in Europe (EMIRE) now available on ECHO

The **EMIRE** database is compiled of a series of national glossaries for each European Community Member State. Each defines the terminology of the industrial relation structures for its respective country, giving an introduction to the national employment law and industrial relations systems through concise explanations of specialist terms and their contexts. Entries are cross-referenced throughout and texts include statistical tables and bibliographies.

The database is produced by the **European Foundation for the Improvement of Living and Working Conditions**, and the glossaries are published in English in cooperation with **Sweet and Maxwell** of the UK and the **Office for Official Publications (OPOCE)** in Luxembourg.

In order to test its market viability the database is currently available free-of-charge on ECHO and in English only. However, other language versions will soon be available. A series of **INFO files** will assist new users in finding their way around the database and your comments may be forwarded to us via the EMIRE online questionnaire.

If you require further information regarding the database you may either contact **ECHO** or:

The European Foundation for the Improvement of Living and Working Conditions

Loughlinstown House
Shankill Co. Dublin, Ireland

Tel.: +353-1-2826888
Fax: +352-1-2826456.



No postage, no packing but online questionnaires!

To rid users of unwanted piles of paper, to diminish mailing costs and to receive prompt replies, ECHO now offers the possibility of completing questionnaires concerning the services we offer **online!**

Designed to gain the maximum amount of information and requiring the minimum effort from our users, the ECHO questionnaire consists of ten simple questions (in the form of multiple choice and free-text – please see below). ECHO's role within the IMPACT (Information Market Policy ACTIONS) is to act as a test-bed for monitoring the likes, dislikes and preferences of all concerned with the information market and this is reflected in the questions featured. Users may answer questions on the following subjects:

- The use of the menu version
- The user-friendliness of the menu
- The consultation of the online INFO files
- The quality of the online INFO files
- Connection to ECHO
- The use of I'M GUIDE
- The stoppress message
- General comments

Users of the new ECHO menu system are given the opportunity to complete this questionnaire before disconnecting from the ECHO host. When the user selects the option to disconnect from the system, the option to participate in the questionnaire will automatically be displayed on the screen. The user may then complete the questionnaire.

Users of the CCL (Common Command Language) are able to gain access to the questionnaire by typing:

CALL GENQUEST

at the question mark (?) prompt.

Answering the questionnaire

Multiple choice questions are answered by typing the number corresponding to the choice you wish to make, which is executed by pressing the **ENTER** or any equivalent key. If you wish to stop answering the questionnaire during the multiple choice section you can do so by typing a full-stop (.) and by pressing the **ENTER** or any equivalent key.

Free-text questions may be answered in the language of your choice. A certain number of lines are available on which you should type your answer. If the text has not filled all the available space you must type a full-stop (.) at the beginning of a new line. Pressing the **ENTER** or any equivalent key will execute the command and the next question will automatically appear. If you wish to stop answering the questionnaire during the free-text sections you can do so by typing the word **END** at the beginning of a line and by pressing the **ENTER** or any equivalent key.

Remember that you may stop answering the questionnaire at any time. If you choose to leave the questionnaire without having completed the ten set questions the system will automatically display the following message:

DO YOU WANT TO DISCONTINUE THE QUESTIONNAIRE Y/N

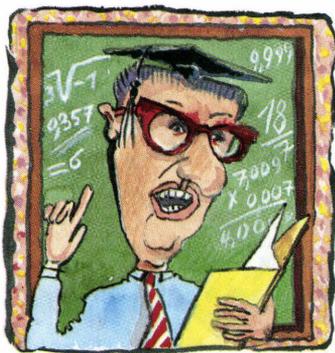
If you are sure that you have finished, simply type **Y** (abbreviation for YES). If you wish to continue type **N** (abbreviation for NO) and press the **ENTER** or any equivalent key to execute the command. The system will return you to the point at which you left the questionnaire.

The questionnaire has been designed to be as user-friendly as possible, but as always we welcome your comments regarding its structure and content! It is hoped that the implementation of such a questionnaire will provide us with the necessary feed-back required by any public service, so that we can monitor your likes and dislikes and act accordingly.

This new feature is already proving to be a great success. We would like to thank all users who have already answered it and look forward to receiving completed questionnaires from those who have not yet answered.



Updating via an online questionnaire – a new feature for EURISTOTE



EURISTOTE is an online directory of over 10 000 theses and studies, both current and completed, which have been conducted since the early 1950s. The work covers the different areas of Community policy, e.g. competition law, external relations and the European institutes. The database also lists information on over 5 000 professors and university researchers who are studying the construction of Europe (sorted by university, institute, discipline, specialisation, etc.).

EURISTOTE is an invaluable source of information for those interested in European integration or for those who wish to contact people or organisations who have conducted research in this area.

To facilitate the registration and/or the correction of data concerning the professors, the researchers and the institutions featured in EURISTOTE, an online questionnaire has been made available for use with the database.

Users should not feel apprehensive about leaving information via online questionnaires, as the system works independently from the input data – only ECHO can implement the changes indicated in the questionnaire.

Rules for completing the EURISTOTE questionnaire are exactly the same as those detailed in the article entitled **"No postage, no packing, but online questionnaires"**, which can be found on page 3. However, the type of questions asked will be different.

If you have further queries, please contact the ECHO **help desk**.

MAX – enriching the EC pavilion in Sevilla

How many times do you use a telephone each day? Chances are that we all take the telephone for granted. Receiving information via a telephone is perhaps the easiest and quickest way of doing so, and it was for this reason that the **"Voice Input Output" (VIO)** project was launched by the CEC, with the aim of showing how information could be disseminated to the user by the easiest means possible – the telephone.

VIO is probably best known to ECHO users as **MAX**, the talking robot developed by **AEG** of Germany and installed at ECHO in Luxembourg. Since MAX's launch, positive and indeed negative feedback from users has enabled major improvements to be made to the system, and the clarity with which MAX delivers his replies to user's questions is continually becoming less "computerised" and more "humanised".

The World Expo in Sevilla prompted all concerned with the VIO project to develop an application which would allow MAX to understand and reply in Spanish. To mark this special event, MAX was programmed to give information on subjects ranging from the EC pavilion, the EC and its institutions to electronic information services and Community programmes. Corresponding texts were programmed in English, French and German, and the VIO system in Luxembourg was partitioned to allow the services to run simultaneously – one in Luxembourg and the other in Sevilla. Extensive tests on the system were carried out before the opening of the Expo, and the four languages were soon up and running with the VIO system connected to the PSDN (IBERPAC network) in Sevilla, allowing the system to be maintained and the services to be updated.

Statistics obtained during the first months of the Expo are highly encouraging and already almost 25 000 calls have been registered on MAX, with the Spanish application receiving the highest percentage. It appears that most users called MAX out of curiosity and simply wanted to hear the sound of his voice. Since most of the callers were not used to MAX, and therefore did not know how to handle his instructions, a vast majority did not provoke any feedback and terminated the conversation by "hanging up".

During the first month of the Expo, MAX came across many different accents and tones of voice. However, despite the evident problems this posed, MAX performed considerably well. It must also be remembered that MAX requires the user to speak clearly and concisely at all times, something which cannot always be guaranteed.

The presence of MAX has greatly enriched the EC stand in Sevilla. Approximately 15% of the visitors selected a topic of interest and listened to what MAX had to say on a chosen subject. For obvious reasons, the Spanish application was most used, and it is expected that the number of calls will steadily increase during the next few months of the Expo. If you plan to visit this event, do stop by the EC Pavilion and say "hello" to MAX!

NOTE:

The texts which are delivered by MAX in French, German, English and now Spanish are processed by ECHO and optimised by use of a special software programme. Much effort has recently been expended by ECHO not only with the preparation of the application for Sevilla, but also in upgrading the French version so that MAX's pronunciation and understanding of the language is of a higher quality. We welcome all feedback from users, and if you have any comments to make concerning MAX or any other ECHO services, please contact us at the address below, or, if you prefer, you may leave your comments via our new online questionnaire (please see page 3).

ECHO
B.P. 2373
L-1023 Luxembourg.

Tel.: +352-34981-200
Fax: +352-34981-234.

MAX free-phone numbers no longer available

ECHO regrets to announce that MAX free-phone numbers will no longer be available as from **1 October 1992**. However, MAX can still take your calls if you dial the following numbers:

+352-349415 (English language version)
+352-349416 (German language version)
+352-349417 (French language version)
+352-349418 (Spanish language version).

Language no object!

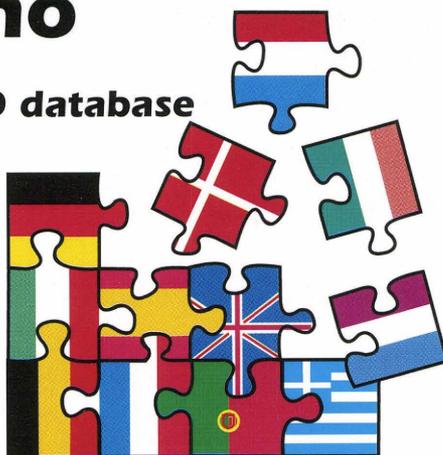
The TED database in all languages

From the very beginning of its existence, EC policy has always been to maintain the equal treatment of all countries in all official languages. (The principle of non-discrimination – article 7 of the EC-Treaty). Some important political decisions may only be taken if all Member States are in agreement, and similarly, all important texts, including the **Official Journals C, L** and the **Supplement S** are published in all nine languages on the day of their release. EC texts are of direct importance to the general public: regulations on production safety, proposals on data protection or information on public Calls for Tender can all be of major importance to any company – whether large, medium-sized or small enterprises. One must never assume that the entire European public has a perfect understanding of a second language.

The production of TED

Texts intended for publication in the Official Journal are written in one language and then translated into the other remaining eight languages. Similarly, Calls for Tender intended for publication in the Supplement S and the TED database are submitted by the national authority in one of the official languages of the EC and are then translated by the producer (**Office for Official Publications**). The TED database contains all language versions of one Call for Tender which have been released on the day of publication.

The tender notices are published unshortened in the original language of the document. The translations to other languages are summaries of the most important details of the tender notices (**Directive 88/295/EEC, article 9, paragraph 6 and Directive 89/440/EEC, article 12, paragraph 9**). These regulations have existed since 1988 and 1989, but in order to make them more readily known, the producer decided to avoid complication by notifying the user as to whether or not the original document language is authentic.



For some weeks, regular users of TED will have noticed that a new feature has appeared in the title (TI) field which indicates the origin of the language of the document. The following explanations will focus on this feature in more detail and will also provide general assistance on how to operate the different language versions of the TED database.

Viewing documents in TED – an example

The user, having executed a search in TED for a product of his/her choice, wishes to view only the title of the document. This can be done by typing:

F=TI

The system replies:

1.00/000001
TI: UK-Glasgow: folders and index tabs
1.00/000002 ECHO: -TED /COPYRIGHT ECHO
TI: NL-Meerssen: roadworks (Only the original text is authentic)
1.00/000003
TI: UK-Chester: construction work 1.00/000004
TI: F-Colmar: fire fighting and rescue vehicles (Only the original text is authentic)

The user is now interested in one document and wishes to view the full text. He/she will type:

S R=3;F=ALL

to view the complete text of document no. 3.

The user is now interested in the fourth document. On viewing, the user

notices that: **"ONLY THE ORIGINAL TEXT IS AUTHENTIC"**. As the document originates from France the original language is French. If the user has a basic understanding of the French language the original text may be viewed by first changing the output language. This is done by typing:

DEF TL=FREN

The user may view the shortened version of the document in the desired language by typing:

S R=3;F=SHORT

1.00/000004
TI: F-Colmar: Vehicules d'incendie et de secours ; DT: 920909 18 00
ND:27066-92; JO S 139; PP. 0040; PD: 920721
TD: 3 - AVIS DE MARCHÉ;
NC: 2 - FOURNITURES;
CY: FR
AB: Objet du marche: Marche no 92/07: vehicules d'incendie et de secours normalises.
Lot 1) 2 porteurs routiers, 19 t,
lot 2) 2 porteurs 4 * 4, 19 t,
lot 3) 4 equipements de bras hydrauliques,
lot 4) 2 cellules grande capacite eau.

Once an output language has been defined using the DEF command (**DEFINE** command), the documents will continue to be presented in the chosen language as long as the user remains working in the database. If the user now wishes to revert to the English version the language must be changed by typing:

DEF TL=ENGL

Remember that a list of available commands may be obtained by typing:

INFO TDLANG

Language flexibility in the TED database

By default, after a **BASE** command, the English language version of a database is always given. However, experienced users may already be aware of the language flexibility available on ECHO. Changing the language in which you are working is done by using the CCL command **DEFINE**, in combination with either **TL** (Thesaurus Language) or **FL** (Free-text Language), depending on how the language is to be changed.

It is strongly recommended that you choose the language in which you

wish to search directly after the **BASE TED** command, e.g.

DEF TL=FREN;FL=FREN

Where TL indicates the output language and FL the language in which you will search. After typing this command, your search may begin. When and if you find a document which has been summarised in one language and which needs to be consulted in its original language, only the output language needs to be changed. Typing:

DEF TL=SPAN

will allow you to view the Spanish version of the same document. You may then continue to use the Spanish output version or change to the French by typing:

DEF TL=FREN

NOTE:

As the language in which you interrogate the database remains unchanged during the search you are still able to search using French search terms. However, it is not possible for you to search with Spanish search terms if the output language only is in Spanish, as the search language will remain in French.

If, however, you also want to search in the Spanish language you must first delete your current search by typing:

DEL S=ALL

Points to remember:

1. When logging on to TED choose the TL and FL languages.
2. If, during a search, you want to view one text in another language change the TL only.
3. You may always review your current TL and FL settings with the **DEF?** command.

Languages for users of TED Profile

Users of the TED profile service will normally choose to receive texts in their mother tongue or indeed the working language of their company. However, ECHO can offer the same language flexibility in the profile service as is offered online. When a full-text document is ordered it is normally sent to the client in his/her native language. If, however, you would prefer to receive the original document language simply inform ECHO, and this will be arranged.

Wichtige Nachricht an alle ECHO-Kunden in Deutschland

Im Zuge der Vereinheitlichung der Postleitzahlen ist geplant, noch in diesem Jahr ein neues System von Postleitzahlen einzuführen. Die bisherigen Buchstaben O und W entfallen dann, dafür werden neue Nummern eingeführt. Bitte helfen Sie uns, Ihre Anschrift entsprechend zu korrigieren: Teilen Sie uns Ihre neue Anschrift mit, sobald Sie Ihre neue Postleitzahl kennen. Benutzen Sie am einfachsten den beiliegenden Adresszettel, auf dem Ihre derzeitige Adresse angegeben ist.

TED and Jusletter – working together!

Are you interested in not only using TED, but also in keeping up-to-date with the changes occurring in the legislation of public procurement? If so, you may do this by either referring to **ECHO Facts for Users**, by checking online with the CCL command **INFO TDNEWS** or by contacting your nearest **Euro Info Centre**.

If you are interested in obtaining references to legal documents in their original language the **CELEX** database offered by Eurobases (see ECHO News 1/92) will be of great interest.

Another alternative is to use **Jusletter** which is hosted on ECHO. The database contains articles on all types of EC law, ranging from proposals via regulations to court decisions. Jusletter is updated bi-weekly. To obtain information regarding legal changes to tenders in TED the following search may be used:

F PUBLIC PROCUREMENT

followed by

S F=ALL

to view the full documents, or

S F=TI

to view the titles and select only those texts which are of interest.

You may limit your search by publication date in the DT (Date) field by typing:

F DT>920910

This command will select all documents with the publication date (DT) after 10 September 1992. As you can see, using the databases in this way will be worthwhile, and it is advisable for you to check Jusletter once per month, using the command:

F PUBLIC PROCUREMENT and DT>921001.

News on the TED Profile Service

During the second half of this year two important changes are planned for the TED Profile Service:

1. Distribution via Commercial Agents

Five years ago ECHO started to combine the automatic profile searching facility available in TED with a telex device. Today this service is also offered via telefax, and is known as the TED Profile Service. The main aim of this application was to develop and demonstrate a distribution technology which could be used by any commercial host. The service was developed to be used in conjunction with the TED database as the information it contains is of key importance to the EC.

Since the test phase of the profile service has long passed, the producer of TED (the Office for Official Publications) has decided to offer this service to Commercial Agents, situated in different countries (not necessarily Member States) who will define and enter profiles on behalf of interested parties.

At the time of going to press three agents have already signed for contracts, with more under negotiation. If your company would also like to become a distributor for the TED Profile Service, please contact:

Mr John Mortier

Office for Official Publications of the EC
2, rue Mercier
L-2985 Luxembourg

Tel.: + 352-49928-2563

Fax: + 352-490003.

2. Testing mailbox access

The possibility of extending the TED profile service to include electronic mailbox is currently being evaluated. The service is planned to be open to all mailbox addresses which fulfill the **X.400** standard. We are currently looking for test users who are willing to simply exchange messages for

testing the technical links between ECHO and different countries. For this phase we would like to invite users from all countries to send a small test message to ECHO – we hope to receive at least one text per country! Once the technical links are working reliably and the interface between the TED Profile and the mailbox output is designed we will select various test users who may have their profile stored and executed during the test phase.

If you are interested in participating in one of these phases or have comments or suggestions to make regarding X.400, please send a mailbox to the following X.400 address:

c=de;a=dbp;p=geonet;o=echo;s=mueller;g=patrick

If you are uncertain whether your mailbox has an X.400 address please contact your mailbox administrator. We look forward to hearing from you!

Literature on Public Procurement

Regular users of TED will certainly be aware that Public Procurement is a highly specialised area. In order to provide an overview of existing legislation, the **Office for Official Publications** is currently revising a booklet consisting of some 100 pages entitled "**Public Procurement and Construction – towards an integrated market**" in all EC languages.

Regional and national publications may be obtained from private editors. Users in France may be interested to know that a book on public procurement was published under the title "**Les marchés publics européens**" in the series "**Que sais-je**" no. 2625. This book covers not only EC legislation, but also EC control mechanism and compares public procurement in France, Great Britain, Italy and Germany.

We would be grateful to receive details on other useful publications offering information on public procurement, and references will be provided in forthcoming issues of **ECHO Facts For Users**. Please send a brief description and reference to the **ECHO help desk**.

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B.P. 2373
L-1023 Luxembourg.

Tel.: +352-34981-200
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Information brokers and the I'M Guide database

Introduction

I'M Guide is fast becoming a regular feature in **ECHO Facts For Users**. Since this new, more comprehensive version of the **DIANEGUIDE** database has become available, its evolution has been closely monitored and reported upon in a number of issues of this publication.

In previous issues coverage has been given to the sheer amount of data contained in the database, language facilities and data collection procedures. For each product featured in I'M Guide (e.g. **CD-ROM, CD-I, image banks** etc.), the user is able to obtain details on the contents, subject coverage, updating frequency, size, medium on which the service or product is available, etc. as well as information on the organisations producing and offering the products, e.g. information producers, host services and information brokers. Therefore, the database has been structured around two main subject categories: **databases**, i.e. electronic information products and **organisations**, i.e. database producers, hosts and brokers. Before interrogating I'M Guide the user must decide for which subject he/she wishes to search. This article aims to focus on the information brokers featured in the database, and on how this section of I'M Guide can be used to its maximum capacity.

Brokersguide + Dianeguide = I'M Guide

Brokersguide and Dianeguide existed as independent databases hosted on ECHO for a number of years before becoming known as I'M Guide. It seemed only fitting that since the two databases were used in such close collaboration, and both had the same aim (to assist users in finding their way around the European electronic information services market) it was decided that the two should be merged, the information contained in each upgraded and presented as a whole, known today as I'M Guide.

The broker information featured in I'M Guide lists which organisations, private

enterprises, sectors of public organisations and individual consultants charge fees for their brokerage activities and conduct searches in publicly available databases for a client not wishing or able to find out information for him/herself. This must not be confused with the services offered by those listed in the Information Market Partners database (see page 2) who differ in that they provide **general expertise** on information technology and services. Nonetheless, companies and/or individuals providing services, consultancy and brokerage may be listed in both.

Any organisation or individual having to discover a completely new field of information which may only be relevant to just one work project may appreciate the assistance which may be obtained by using an information broker. Time and expenditure will certainly be saved.

The different sections of the database (databases, organisations, brokers) work harmoniously together. For example, a user should first select the subject of interest, find out the name of a database relating to this subject and from there find the name of an information broker dealing with the subject and the database of his/her choice.

First, the user should select the I'M Guide database, and the following will appear on the screen:

```
*****
*           I'M GUIDE           *
*****
```

You can begin your search using the CCL, but if you need more information on I'M GUIDE, please type : INFO IM92

NOTE:

The contents of the search featured below are fictitious.

The user wishes to find out information on medicine and intends to use the services of an information broker in order to do so. However, having no knowledge of what is in the database,

the user will first ask the system to list what it contains regarding this subject, and will do so by typing, at the ? prompt

D MEDICINE

1.01 236 MEDICINE
1.02 1 MEDICINES

etc.

the user has found the subject of interest, and selects **MEDICINE** by typing:

F 1.01

The system replies

2.00 NUMBER OF HITS IS 236
?

The user has already consulted the info files (**INFO IM92**), and is familiar with the field labels used in the database. Therefore, after having chosen the subject, the user decides to view the names of the databases which relate to toxicology:

S F=NA

2.00/000001 ECHO: -IM
GUIDE /COPYRIGHT ECHO
NA : MEDLINE

The user decides that the **MEDLINE** database is worth consulting and wishes to find out if any of the information brokers featured in I'M Guide work with the database. This query can be solved by typing:

F DBBR=MEDLINE

3.00 NUMBER OF HITS IS 3

The system has found three brokers working with the MEDLINE database, but the user wishes to limit the search even further by specifying which host he/she wishes the broker to use. This is done by typing:

F HOSTBR=DIMDI

4.00 NUMBER OF HITS IS 336
?

The user will then merge the various search strategies and the results will be obtained:

F 3 AND 4

5.00 NUMBER OF HITS IS 3
?

The user will then select the complete field by typing:

S F=ALL

5.00/000001 ECHO: -IM
GUIDE /COPYRIGHT ECHO
CN : Medical Information Ltd.
CTBR: PHARMACOLOGY, MEDICINE, CHEMISTRY
ORTY: Information broker
LA : ENGL; GERM
ADDR: Valley Way
Lytham St Anne's
United Kingdom
CY: United Kingdom
TEL: + 44-111-123568
FAX: + 44-111-982534
CP: Mr G. Smith-Jones
DBBR: CA; BIOSIS; MEDLINE
HOSTBR: ECHO; DIMDI
COMP: Medical Information Ltd. is an information service specialising in the fields of pharmacology, medicine and chemistry.

Data collection

It is foreseen that data concerning information brokers will be collected by the network of national partners situated in all Member States. To date, the I'M Guide database contains details on over 1 000 information brokers. Those organisations or individuals already listed as such in the I'M Guide should have already received a letter asking them to indicate whether there are any changes to be made to the information concerning their entry.

If you are an information broker and are not yet listed in the database, but would like to be included, please fill in the coupon below and return it to:

ECHO
B.P. 2373
L-1023 Luxembourg

Your tool for keeping up-to-date with the information market

I'M GUIDE
I'M GUIDE
I'M GUIDE
I'M GUIDE

cn company name:

dep department:

ctbr controlled terms for describing main activities:

la languages spoken:

addr complete address:

cy country (ISO standard):

tel telephone:

tlx telex:

fax fax number:

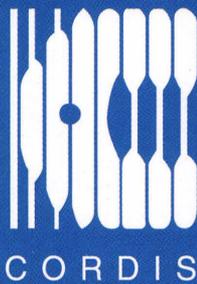
cp contact person name:

cptel telephone number of contact person:

hostbr list of hosts used by the broker, if possible use acronym from I'M Guide:

sy starting year of activity:

comp company description in free text:



Achieving objectives – the CORDIS service

■ Are there any charges for use of CORDIS? ■

At present there are no subscription or usage charges for CORDIS. However, the Commission reserves the right to introduce a fee at some time in the future. Should this happen, users would be advised well in advance. The telecommunications costs for the link to the ECHO host must of course be borne by the user.

■ I am an ECHO user. How do I get access to CORDIS? ■

Contact the CORDIS help desk to receive an Annexe to your ECHO User Agreement. We will give you access under your current ECHO password and send you a full set of CORDIS Manuals.

■ How can CORDIS be searched? ■

Many of our questions are about how to search the databases. The databases can be searched using the menu or the CCL. The examples given in this article show how to search using the CCL.

Files and fields

Details of files and field names are found in the CORDIS User Manuals. When you are online you can refer to the CORDIS INFO files for information on field lists. These exist for all CORDIS databases.

To display the full field list for **RTD-NEWS**, type the command:

INFO NEFIELDS

For general information on CORDIS, type the command:

INFO CORDIS

■ The CORDIS help desk ■

The CORDIS help desk answers questions on CORDIS from the obvious to the obscure by phone, fax or mail. We are located in the ECHO offices in Luxembourg.

Our recent User Survey showed that ECHO users would like to have more information about CORDIS, and this article attempts to provide this. We have selected some of the most common questions received by the help desk and provided the answers.

After some general questions we will focus on three databases: **RTD-Programmes, RTD-Projects, RTD-News**. Other databases will be covered in future articles.

The **CORDIS** help desk is based at ECHO in Luxembourg. You can contact us during office hours on the ECHO free- phone numbers or directly on **+352 34981 240**.

■ What is CORDIS? ■

This is the first question asked by many callers, including some ECHO users.

CORDIS is the Community Research and Development Information Service. It was launched in 1990 under the Community's VALUE programme with the following objective:
"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."

In practice CORDIS is a group of easily searchable databases containing RTD (Research & Technology Development) information. These cover all Community-funded RTD Programmes, over

15 000 Projects within these programmes and abstracts of more than 50 000 publications arising from Community activities. Official documents and the many acronyms used in these programmes can also be looked up, together with the latest news of RTD developments. The **Results** database contains details of results from both Community funded and national research, whilst the **Partners** database can be used to find research partners.

■ Who can access CORDIS? ■

In accordance with Commission policy CORDIS access can be given to users in any Community Member State or EFTA country. For the time being it is not available world-wide, but a register of names of interested people is kept, so that they can be contacted should there be a change of policy.

There is no restriction on the type of user. Public bodies, private companies of all sizes, research institutions, information brokers and private individuals are just some of our users.



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

Name

Organisation/Company

Address

City

Country

Are you an ECHO user? if so please provide your User Reg. No. 000

ECHO/CORDIS Customer Service, B.P. 2373, L-1023 Luxembourg.
 CORDIS-L fax (+352) 34 98 1248

This will give you a list of all Info Files related to CORDIS.

■ The RTD-Programmes database ■

How can I obtain information on Research and Development programmes?

The RTD-Programmes Database contains records for Community-funded programmes, i.e. key information on programme objectives, start and end dates and funding. You can also see from the **NPJ** field how many projects are included for a particular programme in the RTD-Projects database.

The **ACR** (Acronym) field contains the official acronym used for the programme.

To display a list of all programme names in alphabetical order type the command:

D ACR=\$

If you already know the name of the programme in which you are interested, e.g. **ESPRIT 1**, type the command:

F ACR=ESPRIT 1

This finds the record relating to the **ESPRIT 1** programme.

If you want to search for programmes on a specific subject, e.g. the environment, type the command:

F ENVIRONMENT

By looking at the **ACR** field, you will then be able to see which programmes deal with the environment. Details of the programme objectives and content are described in the **OBJ** and **GEN** fields.

■ The RTD-News database ■

How do I find out about Community initiatives in the RTD field?

The latest information on new initiatives, calls for proposals and all Community RTD activities are found in RTD-News.

For example, if you would like to know whether anything new is happening in the field of energy simply type the command:

F ENERGY

This will find all references to energy, including calls for proposals, legislative actions and events.

You can restrict your search to one category. The category information is held in the field **CAT**. To find Calls for Tender only, type the command:

**F ENERGY AND
CAT=TENDER**

You may have already made this search and wish to limit your search to the latest records e.g. your last search took place at the end of June and now you want to see what has been added or changed since then. To do this type the command:

**F ENERGY AND
CAT=TENDER AND (ETD
>= 1992-07-01 OR UPD >=
1992-07-01)**

This will select records which have been added or changed from 1st July 1992 onwards.

If Calls for Tender are on RTD-News, do I still need to read the Official Journal?

You can still refer to the Official Journal for full details, but all RTD-related items from the **Official Journal Series C** and **L** will be summarised in the RTD-News database. This differs from the **TED** (Tenders Electronic Daily) database which publishes tenders announced in the **Supplement S** to the Official Journal.

■ The RTD-Projects database ■

Can I find out who is currently involved in Community projects?

You can find this information in RTD-Projects. This database includes information on Prime Contractors and Partners.

Often users are interested to discover who is involved in Community RTD projects in their own country, e.g. a Danish company may want to find out if the Prime Contractors or Partners of a particular project are in Denmark. The **ACY** field will tell the user in which country the Prime Contractors and Partners involved in all projects are situated. In this case the command:

F ACY=DK

will prompt the system to find this information.

Now you may want to limit this search to your area of interest, for example

"Aeronautics". To restrict the search to projects in the field of aeronautics, type:

**F ACY=DK AND
AERONAUTICS**

Many people want to check entries for their own companies. In a large company this can be an alternative way of finding what your colleagues are doing. To check your own company's involvement in projects, you can search by your own company name, for example "**MY COMPANY**"

F MY COMPANY

This will find all projects which mention "My Company"

■ How can documents be read? ■

The **SHOW** command can be used to view the contents of the record(s) found. This shows the standard set of fields i.e. the most important fields pre-defined by the system. To view all fields, type the command:

S F=ALL

To obtain a summary of the record, type:

S F=SHORT

Alternatively you can name the fields you wish to display, for example:

S F=ACR;OBJ;GEN;NPJ

The documents can be printed or downloaded if you start your printer or open a file within your software system before executing the **SHOW** command.

■ Any other questions ■

If you have any other questions concerning CORDIS, please contact the CORDIS help desk on the ECHO free-phone numbers, or directly:

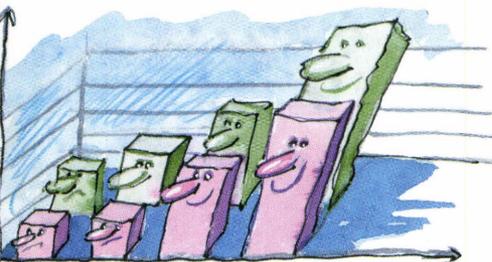
**Tel.: +352-34981-240
Fax: +352-34981-248.**

To receive a password for CORDIS please complete the reply coupon and return it to us at the address shown on the coupon.

RTD-NEWS and RTD-PARTNERS MANUALS

The RTD-NEWS and RTD-Partners manuals are available and have been mailed to all CORDIS users.

Statistics for Europe - EUROSTAT



The undertaking of important decisions is not only based on qualitative information but also on quantitative data. The successful operation of the single market, now slowly emerging, requires endless analysis of statistical data – that which comes from all 12 Member States and beyond.

In much the same way that people need to communicate on an everyday basis using vocabulary, the business world needs to communicate with figures. Numbers, however, can be deceiving and a list of figures may be interpreted in many different ways, e.g. requests for statistics relating to the production of shoes may appear simple enough, yet one country may include the production of the industry only, whilst another may also include the hand-craft sector. The addition of such data into a statistical table may place one country far ahead of another in terms of profit, yet in reality this may not be the case. Statistics have to be standardised!

The European Community, through **EUROSTAT**, aims to construct a European system of statistics, as all the figures used by each of the Community institutions must come from all Member States. As a focal point for the national statistical systems, EUROSTAT receives data within a standardised framework formulated jointly with the Member States. In this way it harmonises the methodology, nomenclature and concepts of data so that discrepancies can be avoided within national systems and they can be made comparable.

Data availability

Realising the high value of the data it provides, EUROSTAT has ensured that statistics can be obtained from all possible sources. It offers a remarkable

range of information products including diskettes, publications, magnetic tape, CD-ROM and of course online.

The databanks produced by EUROSTAT are disseminated by private hosts such as **WEFA** and **GSI-ECO** and the CEC's own commercial host organisation **EUROBASES** (see ECHO News 1/92)

through which a small percentage (i.e. the most important) of data of general interest such as social and economic indicators are disseminated. Whilst EUROSTAT produces some seven databanks, the three largest: **CRONOS**, **REGIO** and **COMEXT** will be featured in this article.

The databanks

Figures pertaining to the industrial, agricultural, social statistics, national accounts, external trade and general statistics can be found on **CRONOS**. The databank includes some 1.5 million time series and macroeconomic series which in total amounts to around 120 000 indicators per Member State. This information places Europe (EUR 12) in a world context with data on the United States, Japan and other trading partners. Some series date back as far as the 1950s. The data are either annual, half yearly or monthly.

REGIO satisfies the need for information pertaining to the main aspects of economic and social life in the various regions of the Community, with comparisons made within a Member State or between Member States. Data are collected following the three levels specified in the **NUTS** classification where level 1 is by country and levels 2 and 3 are regional entities, the names of which will of course vary per country. The database has become a vital source of information if details on Community regional policy are required, and it can be used as a barometer with which to measure the allocation of Community funds.

COMEXT consists of data relating to external trade conducted by the Member States along with approximately 200 third countries allowing the Community's main trading partners

to be monitored. Information on imports and exports is expressed in both values and volumes, with more than three million possible combinations available each month. COMEXT contains statistics on external trade covering the last three years in the form of quarterly data as well as monthly figures for the last 18 months. Since March 1991, a great part of these data (some 650 megabytes) have been published monthly on CD-ROM. Printed publications in the form of books ensure that any interested party may have access to statistical information without having to use electronic retrieval methods. Such publications may be examined in any one of the press and information offices located throughout the 12 Member States before being purchased.

As Community policies develop, the importance of the work undertaken by EUROSTAT increases. Harmonisation of statistical data and the ability to compare statistics of the production and trade not only between Member States but also their main competitors is invaluable in our ever-changing times. Thanks to the continuing work of EUROSTAT access to this type of information has been made possible.

For a complete list of EUROSTAT data please contact:

EUROSTAT INFORMATION OFFICE

Bâtiment Jean Monnet
Rue Alcide de Gasperi
L-2920 Luxembourg

Tel.: +352-4301-4567
Fax: +352-436404.

or

EUROSTAT

Data-shop
Rue de la Loi 120
B-1949 Bruxelles

Tel.: +32-2-2951504
Fax: +32-2-2950125.

Access to ECHO via EuroKom

EuroKom has recently implemented a direct access path to ECHO. This means of access is currently free-of-charge and provided via **IXI** (International X.25 Interconnection).

Access procedure:

1/ If using the full-screen menu system



a/ Select the "Utilities" option from the main menu

b/ At the \$ prompt type "ECHO" and press carriage return or an equivalent key

c/ You will be connected to the ECHO host, at which point you should enter the temporary, public or your personal password

d/ When logging off from ECHO, you will be returned to the EuroKom host, at the \$ prompt. Type "POP" and press the carriage return or an equivalent key to return to the Main Menu.

2/ If you are not using the menu system:

a/ When the Mail/Conferencing prompt appears type "CALL MONITOR" and press the carriage return or an equivalent key

b/ Proceed as above.

NOTE:

It is expected that EuroKom will add further enhancements in the future (including the ability to save an ECHO

session and download this into EuroKom), users should note that their EuroKom connect charge is still accumulating whilst they are connected to ECHO. In the third quarter of this year, EuroKom will be introducing a new charging structure to cater for inter-mail activity and external database consultation. This new charging structure will include a special (lower) rate for consultation of external databases such as ECHO.

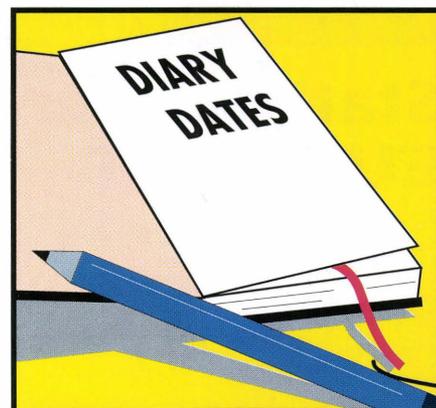
For information on how to connect to ECHO via EuroKom, please contact:

EuroKom
Ave. de la Joyeuse Entrée, 1
B-1040 Brussels

Help desk tel.: +32-2-2303647
Fax: +32-2-2800132.

EuroKom Dublin
Belfield
Dublin 4
Ireland

Help desk tel.: +353-1-2830555
Fax: +353-1-2838605.



ECHO will be represented at the following exhibitions

Rome	A.I.B	18-20/11/92
London	IOLIM	08-10/12/92

PLEASE NOTE:

Measures have been taken in order to ensure that **ECHO Facts For Users** is mailed to all our clients as soon as possible. We are well aware that in recent months this has not been the case, and would like to apologise to all our readers for any inconvenience this delay may have caused.



I would like to order the following videos:

ECHO short (without CCL) TED

ECHO long (with CCL) 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, format: 5 1/4" 3 1/2"
(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.
ECHO Customer Service P.O. Box 2373 L-1023 Luxembourg

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