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The Database Marketplace 2001: Racing at Full Speed

Carol Tenopir

University of Tennessee - Knoxville

Gayle Baker

University of Tennessee - Knoxville

William Robinson

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Database marketplace 2001

Major players, smaller companies move forward, look globally, and embrace complexity

Racing at Full Speed

By Carol Tenopir, Gayle Baker, & William Robinson

IF YOU'RE NOT A FAN, a car race is a bunch of noisy, overly decorated vehicles running around in circles. From time to time, each car makes a pit stop for maintenance, only to zoom out again and join the circling throng. Occasionally, cars will crash into a wall or, more likely, into each other. At the end of all of this noise and smoke, one car gets the checkered flag and is awarded a trophy as the winner.

Why does the Database Marketplace 2001 remind us of car racing? Although auto racing garners more money and fans, its seemingly out-of-control style somewhat resembles the current state of the database marketplace.

Actually, there's method to the apparent madness of auto racing, based on teams, crews, and an industry that responds to fans' demands for bigger race tracks, faster cars, and more T-shirts and caps. Some drivers stay active for decades; others can withstand the competition and stress only briefly. The database world also must respond to demanding customers, in academic, public,

This is the fifth annual Database Marketplace. This year we have expanded the scope, including profiles for 51 companies. Some 70 products are featured in our charts and graphs or in the narrative that analyzes the industry overall. All these companies see libraries as their major market, with academic, public, special, and school library markets ranked in that order overall. We would like to thank Emily Urban and Ed Poston, graduate students at the School of Information Sciences, UT-Knoxville, for their assistance.

school, and special libraries. In the database world, however, there is not necessarily an end and there does not have to be only one winner.

Big sponsors are major players

In both car racing and in the information industry, large multinational companies are major players. Though we don't yet wear the names of information companies like Thomson and Reed Elsevier on our T-shirts, their brands are on many of

our products. In the last seven years, Thomson purchased Findlaw, Dialog, and Information Access Company, to add to holdings that already included Gale Group, ISI, and Westlaw. Reed Elsevier now owns Lexis-Nexis, Elsevier Science, Bowker, and Cahners Business Information (parent of *LJ*). Thomson and Reed Elsevier are waiting for federal approval of plans to purchase mutually agreed upon parts of the publisher Harcourt General.

The full impact of this dominance by a few hasn't set in. Neither Thomson nor Reed Elsevier has fully taken advantage of the range of content in its diverse holdings to offer fully integrated products. Lexis-Nexis doesn't include the full texts of the hundreds of Reed Elsevier science journals—it doesn't even link to ScienceDirect, Elsevier Science's growing online service.

Thomson's Westlaw offers a gateway to Dow Jones Interactive for news but no link to or integration with Dialog's rich content. Dialog and Gale were a natural marriage because so many Gale titles were already on Dialog, but the company hasn't added many more. It will, however, this year add Gannett newspapers to Dialog's full-text newspaper holdings.

Academic librarians in particular worry about the long-term impact of diminishing competition. When Reed Elsevier and Thomson each announced plans to purchase parts of Harcourt, the Association of Research Libraries (ARL)

Carol Tenopir (ctenopir@utk.edu) is Professor, School of Information Sciences, University of Tennessee (UT), Knoxville, and *LJ's* Online Databases columnist; Gayle Baker (gsbaker@utk.edu) is Electronic Services Coordinator, UT Libraries; and William Robinson (wrobins1@utk.edu) is Associate Professor, School of Information Sciences, UT

launched a campaign to stop the sale. ARL contacted university librarians and sent a letter to the Antitrust Division of the Department of Justice expressing concerns about the impending transaction. The sale would send Harcourt's scientific and textbook holdings, including Academic Press, to Reed Elsevier.

Focusing on their families

To keep a lead in this marketplace race, sometimes these big information conglomerates step back, reassess their strengths, and refocus on their closest relatives. This year, Reed Elsevier announced it will sell Bowker, Marquis Who's Who, and National Register Publishing to focus mostly on sci-tech and electronic distribution.

Smaller companies can benefit from staying within a narrower focus as well. ABC-CLIO sold ARTBibliographies Modern and ABC POL SCI to Cambridge Scientific Abstracts to refocus on history databases—its key business. Encyclopedia Britannica's free version of its complete encyclopedia lasted just over a year; in March 2001 the company laid off almost a third of its workforce to refocus on fee-based products.

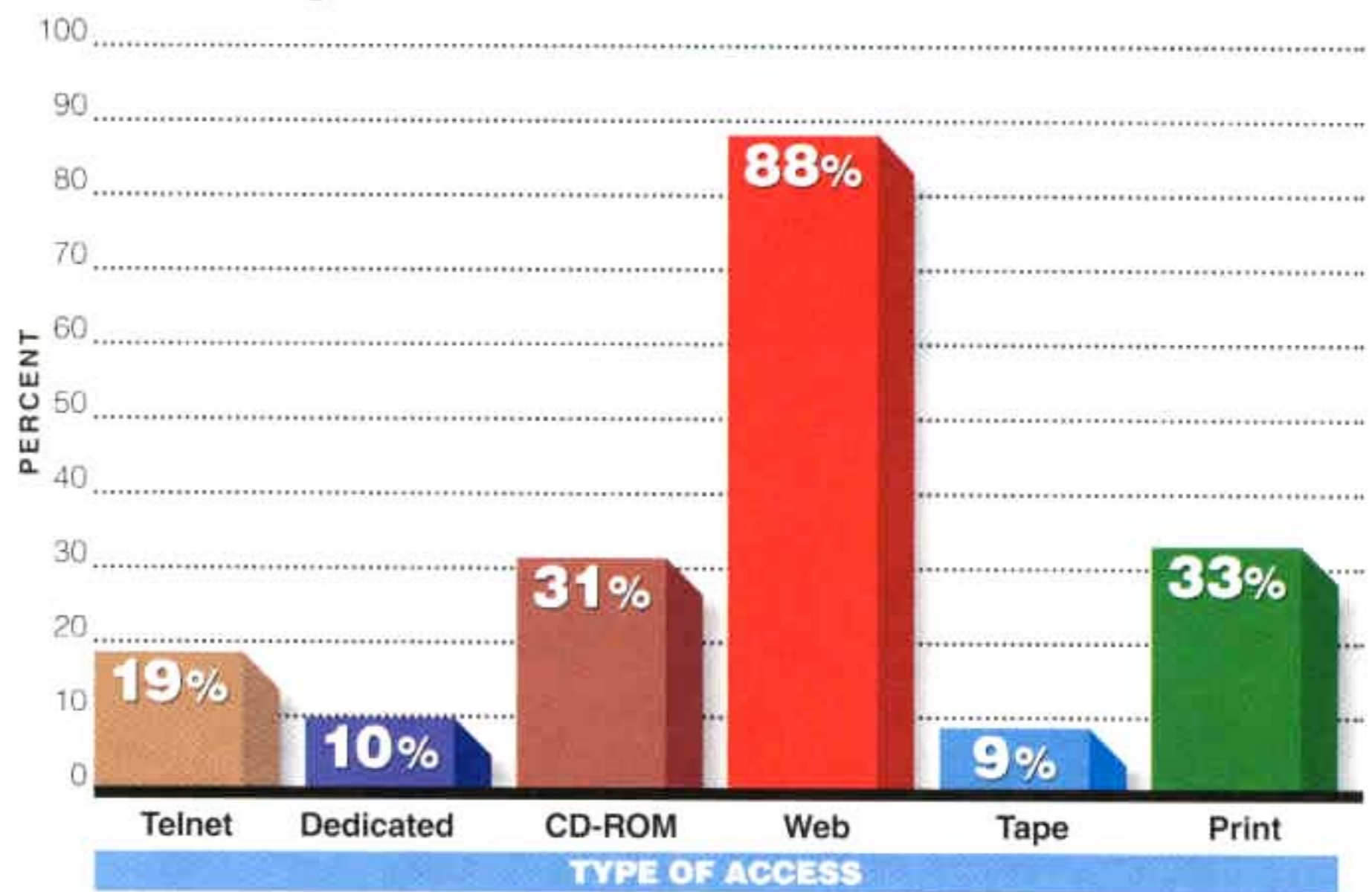
Information companies that know their customers and create products in niche areas tend to do well. This doesn't mean they stand still; successful nonprofits like CAS and OCLC and for-profits like Wilson, Bell & Howell, and SilverPlatter continue to expand holdings and keep up-to-date with technology. They draw on past strengths as they build bigger bibliographic databases, forge full-text linking agreements, expand formats to include PDF and images, and offer a range of pricing options and products that appeal to their core library customers.

Building teams

Just as independent drivers sometimes join larger teams to form alliances, smaller information companies not part of the huge corporations must turn to each other. Teamwork among competitors builds better products while allowing each to maintain its own identity.

Many examples illustrate the range of possible partnerships that cut across types of companies (for-profits and not-for-profits) and geographic borders. Gale Group is partnering with the Winston Churchill Archive and South Hampton University. Johns Hopkins's Project MUSE added nearly 20 participating publishers or third-party partners, IDEAL has over 15 partners, and ABC-CLIO will offer its

CHART 1 The Most Popular Formats Available for Accessing Databases



SOURCE: LJ DATABASE MARKETPLACE SURVEY 2001

books in partnership with both netLibrary and Versaware.

New types of products can emerge from good partnerships. Nature Publishing Group Reference, for example, partners with Scientific American, Grove's Dictionaries, Macmillan, and ingenta to create web-based scientific reference resources. Mergent's agreements with Dun & Bradstreet, Data Monitor, and Mergestat will allow it to offer new business products in 2001.

One of the most ambitious partnerships, BioOne brings together OCLC, Amigos, ARL's SPARC, the American Institute of Biological Sciences, Big 12 Plus Libraries Consortium, and primary publishers to distribute reasonably priced scholarly biosciences journals. This will not be the last such partnership, as all types of organizations are working together to lower the prices and increase access to scholarly journals. PubMed Central, PubScience, and HighWire are similar examples.

Globalization

Just as auto races are regularly held around the world, the information industry is a global enterprise, with increasing cooperation among companies from various places. In April 2001, Wolters Kluwer announced it would acquire SilverPlatter and combine it with Ovid Technologies.

Often mergers include a focus on multiple languages. Dow Jones Interactive and Reuters Business Briefing merged last year to form Factiva, a global company that is expanding its offices and markets in Asia, Australia, and Eastern Europe. Cus-

tomers service is available in several languages. A Spanish SIRS Mandarin web site will be added in 2001, following the 2000 addition of a German version.

SilverPlatter's new version of its WebSPIRS software offers French, German, and Spanish interfaces. CSA introduced versions of its interface in French, Spanish, Korean, and Japanese. EBSCO has purchased translation software to allow users to request real-time translation of articles from English to French, German, Spanish, Portuguese, or Italian.

Technical maintenance and pit stops

Today's race cars depend on high-tech design and a highly trained crew. Similarly, information companies are investing more than ever in hardware, software, design, and customer technical support. They are moving away from a single platform or aggregator model to a complex model of multiple platforms, multiple distribution channels, and multiple interfaces or products to meet a range of customer demands. Wilson has just initiated 24/7 technical support through telephone and the Internet.

The web is clearly the predominant platform, with HTML the most popular delivery format. Older companies are focusing their development efforts on web versions, and newer companies like Paratext, netLibrary, and Northern Light wouldn't be in the business without the web.

Among the old standards in the special library market, the databases on Questel and Orbit can now be searched together on the web with QWEB. Lexis-

Nexis unveiled its new web-based nexis.com system, which replaces Lexis-Nexis Universe. Factiva has worked for more than a year completely redesigning Dow Jones Interactive and Reuters Business Briefing to create a single integrated web system. Factiva.com will be shown for the first time at the Special Libraries Association meeting this summer.

QWEB, nexis.com, and factiva.com are destination products—the companies maintain the systems on their servers and control updates, hardware maintenance, and software fixes. It's difficult enough to retool for the Internet and constantly add new features; technical maintenance for information companies is now further complicated by the demand for products that can be integrated into intranets. All the major aggregators that market primarily to special libraries (e.g., Dialog, Factiva, Northern Light, Lexis-Nexis, and Westlaw) must provide versions of their products for company intranets that allow integration of internal company information with this external information. Several also offer customized development of intranets.

Portals, which are gateways that provide access to both subject-focused proprietary content and relevant web sites, are being developed by many companies. Some of these portals are quite subject-specific and might better be called "vortals" or "vertical portals." One of the first was Engineering Information Village, providing a range of content to engineers. CAB International is partnering with ingenta to develop several portals for specialized communities. Portals such as animalscience.com, nutritiongate.com, and leisuretourism.com mix bibliographic information, full-text journals, and web links.

Gale Group continues to add topics to its Resource Center portals, first introduced last year. Both Facts On File and Paratext introduced web-based reference service portals. Dialog introduced a portal for information professionals and another for business professionals.

Souped-up engines

Drivers, under pressure from fans to go faster, "soup-up" their engines and set new records. Informa-

tion companies must respond to customer desires for more content, bigger databases, and multitype collections. Linking to full text will soon be the rule rather than the exception, as the CrossRef standard has enabled widespread linking. Over half of our respondents either currently offer links from bibliographic to full text or are considering adding links. For example, ScienceDirect provides links not only to Elsevier journals but to journals from many publishers; CAS has added links to all of its databases; CSA provides links to full text, interlibrary loan forms, OPACs, and document delivery services.

Customers clearly want quick and easy access to full texts—but this is not without problems. Prices and subscription terms still vary widely, and users may be stopped by a request for payment when they click on a link. As they renegotiate licensing agreements with more savvy primary publishers, several aggregators are concerned about continued full-text availability. Few mentioned preservation as a concern for the future.

Access to periodical articles is not the only way companies can enhance access to information. Bell & Howell, Gale, and Wilson are among those putting together large collections of information around themes—genealogy, maps, and historical newspaper collections for Bell & Howell, Churchill Papers for Gale, and biographies for Wilson. These megadatabases mix document types to create huge multimedia products.

Giving fans what they want

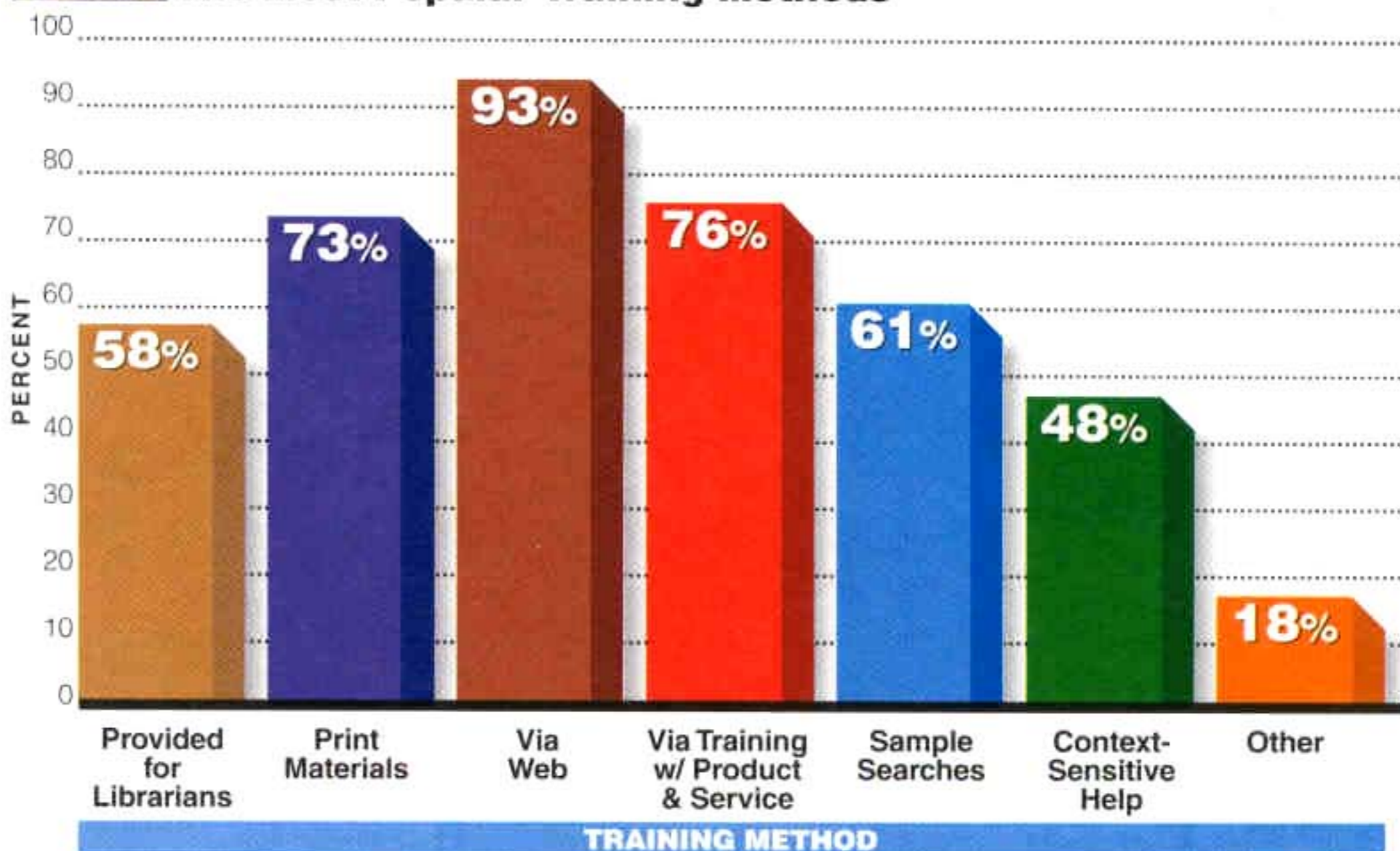
True fans not only want more excitement, they want lower ticket prices. Libraries can find such lower prices by participating in a consortium.

Consortial pricing can be advantageous for both libraries and database companies. Companies like Lexis-Nexis, Factiva, and Elsevier Science find themselves in markets (such as small colleges and schools) that they could never reach before. Billing is simplified for both parties. One downside for libraries is that they relinquish some collection development control and may find themselves with overlapping content in multiple products. Still, the deep discounts outweigh the disadvantages for most libraries.

Beyond the web, there aren't many freebies in the content industry. This year Bowker will launch e-booksinprint.com, a free site that identifies e-books. Northern Light, PubMedCentral, and PubScience all offer bibliographic searching for free. On the other hand, Dow Jones and Excite recently ended their free work.com site and Britannica.com has cut some free content and likely will cut more. As online advertising revenues dip, expect more such contractions.

The best examples of bargains in high-quality information come from an unlikely source—scholarly journals. HighWire Press provides over one-fifth of its 239 journals for free. PubMed Central provides free access to biomedical journals linked to the free Medline indexing. BioOne will bring low-priced biosciences

CHART 2 The Most Popular Training Methods



SOURCE: LJ DATABASE MARKETPLACE SURVEY 2001

journals to research libraries. Project MUSE offers unlimited simultaneous use for a subscribing library. Responding to customer requests (and growing competition), ScienceDirect will allow customers to purchase subsets of Elsevier journals, rather than having to buy all or nothing.

Anything with wheels

If you have cable or satellite TV and tune into the specialized sports stations late at night or on a Sunday between sports seasons, you are likely to find races among just about anything with wheels: trucks, dune buggies,

even dirt bikes. This somewhat parallels the many small or out-of-the-mainstream companies we've added to the database marketplace this year. There is one big difference: most information motorcycles hope to become full-sized race cars.

TABLE 1 Database Services and Systems by Company

Company Product	ABC-CLIO						Alexander Street		
	World Geography	State Geography	American History & Life	American Government	Historical Abstracts	ebook Collection	Amer. Civil War: Letters & Diaries	Exploration Narratives	N. American Women's Ltrs. & Diaries
Access Methods	Web	Web	CD-ROM, web, print	Web	CD-ROM, web, print	Web	Web	Web	Web
TITLES BY CONTENT CATEGORY									
Bibliographic			●		●		●	●	●
Directory									
Encyclopedia	●	●		●		●			
Magazine Full-Text									
Newspaper Full-Text	●	●		●					
Other Full-Text							●	●	●
Statistical									
Other	●	●		●		●			
FORMATS & TECH SPECS									
Type	HTML	HTML	HTML	HTML	HTML	HTML	HTML, SGML, XML	HTML, SGML, XML	HTML, SGML, XML
Online Gateway Available									
Z39.50			●		●	●	●	●	●
Document Delivery		●	●	●	●	●			
TITLES BY SUBJECT									
General						●			
News									
Business									
Law									
Life Sciences									
Scientific, Technical, & Medical (STM)									
Social Sciences	●	●	●	●	●	●	●	●	●
Arts, Humanities			●		●	●			●
Multidiscipline			●		●	●	●	●	●
PRICING OPTIONS									
Pay by Connect Time									
Subscription Concurrent Users			●		●	●			
Subscription Potential Users									
Subscription Flat Fee	●	●		●					
Pricing Based on Full-Time Equivalent (FTE)			●		●	●			
Per Materials Expenditure							●	●	●
Based on Periodical Subscriptions									
Flat Fee Per Search									
Fee Per Record									

place this year, a few aggregators or joint ventures appear to be headed for a crash. InfoQuest's parent company, RoweCom, continues to see its stock prices fall amidst signs of trouble, including customer complaints about performance and defecting salespeople. No one knows how the re-

cent layoffs will ultimately affect the core business of Encyclopedia Britannica.

The dot-com downward spiral is beginning to affect more respected companies, such as the information architecture firm Argus Associates, which folded in March 2001. Although this may be the

fate of some companies in the database marketplace, most profiled here should remain for the long haul. These companies know who they are, know their customers, and are tuning up to keep current with new technologies and a new way of running the information business race.

TABLE 1 Database Services and Systems by Company

Company	CAS					CISTI	CSA	EBSCO	Elsevier	Factiva	
Product	SciFinder	SciFinder Scholar	STN Express with Discover	STN on the Web	STN Easy	CISTI Source	Internet Database Service	EBSCO-host	Science Direct	Dow Jones Interactive	Reuters Business Briefing
Access Methods	Dedicated software	Dedicated software	Telnet, CD-ROM, web	Web	Web	Web	Web	Telnet, dedicated software, web	Web	Web	Web
TITLES BY CONTENT CATEGORY											
Bibliographic	●	●	●	●	●	●	●	●	●		
Directory								●			
Encyclopedia								●	●		
Magazine Full-Text	●	●	●	●	●			●	●	●	●
Newspaper Full-Text								●		●	●
Other Full-Text	●	●						●		●	●
Statistical			●		●						
Other			●		●	●				●	●
FORMATS & TECH SPECS											
Type	ASCII, RTF	ASCII, RTF	ASCII & image, HTML	ASCII & image, HTML	ASCII & image, HTML	HTML	HTML	ASCII, Sc. img, ASCII & image, HTML, SGML, XML, PDF	HTML SGML, PDF	HTML SGML, XML, PDF	HTML SGML, XML, PDF
Online Gateway Available								●	●	●	●
Z39.50	●	●				●	●	●	●	●	●
Doc. Delivery	●	●	●	●	●	●	●	●	●		
TITLES BY SUBJECT											
General								●		●	●
News								●		●	●
Business								●		●	●
Law								●		●	●
Life Sciences	●	●					●	●	●	●	●
STM	●	●	●	●	●	●	●	●	●	●	●
Social Sciences							●	●	●	●	●
Arts, Humanities							●	●		●	●
Multidiscipline						●	●	●		●	●
PRICING OPTIONS											
Pay by Connect Time			●	●						●	●
Subscription Concurrent Users		●								●	●
Subscription Potential Users											
Subscription Flat Fee	●					●	●	●		●	●
Pricing Based on Full Time Equivalent (FTE)							●		●	●	●
Per Materials Expenditure										●	●
Based on Periodical Subscriptions									●	●	●
Flat Fee Per Search					●						
Fee Per Record			●								

Company Profiles

ABC-CLIO

130 Cremona Dr., Santa Barbara, CA 93117; 800-368-6868; 805-968-1911; www.abc-clio.com

In order to focus on history, ABC-CLIO sold

ARTBibliographies Modern and ABC POL SCI to Cambridge Scientific Abstracts. It has entered the world of electronic books, working with Versaware, a digital publishing service provider, to make its new books available simultaneously in both print and online versions, starting with *Encyclopedia of the Vietnam War* and *Encyclopedia of the American Civil War*. Earlier titles may also

be made available online. Its titles also will appear in the netLibrary collection of e-books, and its two major databases, America: History and Life and Historical Abstracts, will appear in Gale Group's History Resource Center. ABC-CLIO is also working with EBSCO Publishing to create World HistoryFullTEXT, a core collection of 150 to 200 history journals.

Factiva	Facts On File	Gale Group		Grove Dictionaries		Nature Publishing			HarpWeek	IDEAL/Academic	ingenta
Factiva Integration	On-line Databases	InfoTrac Web	Resource Centers	Dictionary of Music and Musicians	Dictionary of Art Online	Encycl. of Astronomy & Astrophysics	Encycl. of Life Sciences	Scientific American Archive Online	HarpWeek	IDEAL	ingenta
Web	Web	Web	Web	Web, print	Web, print	Web, print	Web, print	Web	Web	Web, print	Web

TITLES BY CONTENT CATEGORY

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•	•		•					•	•		

FORMATS & TECH SPECS

HTML, SGML, XML, PDF	HTML, PDF	ASCII & image, HTML, XML, PDF	ASCII & image, HTML	HTML, XML	HTML, XML	HTML	HTML	PDF	ASCII & image, HTML, SGML, XML, indexes	HTML, PDF	HTML, PDF
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		•						•		•	•

TITLES BY SUBJECT

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PRICING OPTIONS

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Alexander Street Press
 30 S. Quaker Lane, Alexandria, VA
 22314; 800-889-5937; 703-212-8520;
www.alexanderstreetpress.com

Alexander Street Press, founded in June 2000 by former executives of Chadwyck-Healey, has created new, fully indexed, digital collections of primary sources for researchers in the humanities and the social sciences. The first

two are North American Women's Letters and Diaries: Colonial to 1950 and The American Civil War: Letters and Diaries. Titles to be released in summer 2001 are Exploration Narratives: Encounters with the New World, 1534-1924 and American Film Scripts Online. Indexing is done via SGML. The databases use the University of Chicago's PhiloLogic search engine. In January 2000, several top univer-

sities, including members of the California Digital Library, became "charter customers" of the Alexander Street digital collections.

American Psychological Association
 750 1st St. NE, Washington, DC
 20002-4242; 800-374-2722;
 202-336-5650; www.apa.org

TABLE 1 Database Services and Systems by Company

Company	Johns Hopkins	Lexis-Nexis	Mergent	netLibrary	Northern Light			OCLC	Paratext		
Product	Project MUSE	Database Products	FIsonline	eBooks	Single Point Enterprise Info Portal	Enterprise Subscription to Article Arch.	Special Collection	OCLC FirstSearch Service	Poole's Plus...Digital Index...	Schwann Online	Reference Universe
Access	Web	Telnet, CD-ROM, web, tape, print	Web	Web	Web	Web	Web	Web	Web	Web	Web
TITLES BY CONTENT CATEGORY											
Bibliographic		●						●	●	●	●
Directory		●						●			●
Encyclopedia		●						●			●
Magazine Full-Text	●	●			●	●	●	●	●		
Newspaper Full-Text		●			●	●	●		●		
Other Full-Text		●		●	●	●	●	●			●
Statistical		●	●								
Other		●	●		●	●				●	
FORMATS & TECH SPECS											
Type	HTML, PDF	ASCII, Scanned img., ASCII & image, HTML, XML, PDF	ASCII, Scanned img., ASCII & image, HTML, XML, PDF	Scanned image, HTML, PDF	ASCII, ASCII & image, HTML, XML, PDF	ASCII, HTML, XML, PDF	ASCII, ASCII & image, HTML, XML, PDF	ASCII, ASCII & image, HTML, PDF	HTML	HTML	HTML
Online Gateway Available		●			●	●		●			●
Z39.50		●		●				●	●	●	
Doc. Delivery		●			●	●	●	●			
TITLES BY SUBJECT											
General		●		●	●	●		●	●	●	●
News		●			●	●	●	●	●		●
Business		●	●	●	●	●	●	●	●		●
Law		●		●	●	●	●	●	●		●
Life Sciences	●	●		●	●	●		●	●		●
STM		●		●	●	●	●	●	●		●
Social Sciences	●	●		●	●	●		●	●		●
Arts, Humanities	●	●		●	●	●	●	●	●	●	●
Multidiscipline	●	●		●	●	●	●	●	●		●
PRICING OPTIONS											
Pay by Connect Time		●									
Subscription Concurrent Users		●	●					●			
Subscription Potential Users		●						●			
Subscription Flat Fee	●	●				●	●			●	●
Pricing Based on Full Time Equivalent (FTE)		●						●			
Per Materials Expenditure		●									
Based on Periodical Subscriptions		●									
Flat Fee Per Search		●						●			
Fee Per Record		●				●			●		

The flagship database produced by the American Psychological Association is PsycINFO, a bibliographic database covering psychology and related fields from 1887 to the present. Over 1600 journals are currently indexed and abstracted, as well as books, technical reports, and dissertations. It is available from vendors via the web or through traditional online services. The newest product from

APA is a full-text web-based database of 42 journals, from 1988 to the present, called PsycARTICLES, which will be available to individual members and affiliates. Last year APA changed its pricing model, basing it on the size of an institution's enrollment and the number of faculty, greatly increasing the price for larger institutions and making it less expensive for smaller institutions.

Bell & Howell Information and Learning

300 N. Zeeb Rd., PO Box 1346, Ann Arbor, MI 41806-1346; 800-521-0600; 734-761-4700; www.proquest.com; www.umi.com; www.infolearning.com
Bell & Howell Information and Learning is moving from an information aggregator into product development mode. The company

PsycINFO (APA)		Questel*Orbit		Silver-Platter Info	SIRS Mandarin						HW Wilson
PsycINFO	Psyc-ARTICLES	PlusPat	Trademark Explorer	SilverPlatter Internet Svc.	SIRS Knowledge Source	SIRS Researcher	SIRS Government Reporter	SIRS NetSelect	SIRS Renaissance	SIRS Discover Deluxe	Database Products
Telnet, ded. software, CD-ROM, web, print	Dedicated software, web	Telnet, CD-ROM, web	Web	CD-ROM, web	Telnet, web, tape	Telnet, CD-ROM, web, print	Telnet, CD-ROM, web	Telnet, web	Telnet, CD-ROM, web	Telnet, CD-ROM, web	CD-ROM, web, tape, print

TITLES BY CONTENT CATEGORY

●		●	●	●				●			●
				●	●	●	●	●			
	●			●	●	●			●	●	●
	●				●	●	●		●	●	●
					●	●	●		●	●	●
					●	●	●	●	●	●	●

FORMATS & TECH SPECS

ASCII, HTML	HTML, SGML, XML	ASCII & image, PDF	ASCII & Image	ASCII	HTML, XML, PDF	ASCII, ASCII & image, HTML, PDF	ASCII, ASCII & image, HTML, PDF	HTML, XML	ASCII, ASCII & im., HTML, PDF	ASCII, ASCII & image, HTML, PDF	ASCII & image, HTML, PDF
				●	●	●	●	●	●	●	●
●				●	●	●	●	●	●	●	●
●				●	●	●	●	●	●	●	●

TITLES BY SUBJECT

				●	●	●	●	●	●	●	●
				●	●	●	●	●	●	●	●
●		●	●	●	●	●	●	●	●	●	●
●		●	●	●	●	●	●	●	●	●	●
●		●	●	●	●	●	●	●	●	●	●
●		●	●	●	●	●	●	●	●	●	●
●	●			●	●	●	●	●	●	●	●
●				●	●	●	●	●	●	●	●
●		●	●	●	●	●	●	●	●	●	●

PRICING OPTIONS

●		●	●		●	●	●	●	●	●	●
				●	●	●	●	●	●	●	●
		●		●	●	●	●	●	●	●	●
●	●		●		●	●	●	●	●	●	●

● ● ●

introduced 20 new products this past year, 13 from Chadwyck-Healey. The ProQuest Historical Newspapers project will offer deep back files of the *Christian Science Monitor*, *New York Times*, and *Wall Street Journal*. A new collection of historical maps, based upon a Chadwyck-Healey microfilm collection, is available on the web. XanEdu, announced in summer 2000, is focusing on delivery of course-related content directly to students and faculty, bypassing the library. ProQuest 4.1 was improved with natural-language searching and relevancy ranking similar to search engines, CrossLinks to link to other full-text resources, and downloading formats for bibliographic management software.

■ **BioOne**

Amigos Library Services, 14400 Midway Rd., Dallas, TX 75244-3509; 972-851-8000; 800-843-8482; www.bioone.org; www.amigos.org (Distributed in the U.S. exclusively by Amigos Library Services and abroad by OCLC as of June 2001).

BioOne is a collection of over 40 peer-reviewed electronic journals from scholarly societies in the biological, ecological, and environmental sciences. It became operational on April 2, 2001. It is a joint project by SPARC, the American Institute of Biological Sciences (AIBS), University of Kansas, Big 12 Plus Libraries Consortium, and Allen Press. It aims to bring together a collection of high-impact, reasonably priced scholarly journals in the biosciences for academic and research libraries. BioOne has helped a number of AIBS member societies convert their journals to an online electronic format.

■ **BIOSIS**

Two Commerce Sq., 2001 Market St., Suite 700, Philadelphia, PA 19103-7095; 800-523-4806; 215-587-4800; www.biosis.org

BIOSIS develops databases in the biological sciences and distributes them through third-party vendors. It recently partnered with new distribution vendors for its products: BIOSIS Previews on ISI's Web of Science platform and Elsevier's ScienceDirect platform, Zoological Record through CSA. The production for Zoological Record has been streamlined and will be updated monthly instead of quarterly.

■ **R.R. Bowker**

121 Chanlon Rd., New Providence, NJ 07974; 908-665-3583; FAX 908-771-8784; www.bowker.com

Bowker continued to add new features to its web-based products. In booksinprint.com and globalbooksinprint.com Bowker's Hooks to Holdings software allows direct searching of Z39.50-compliant catalogs. ulrichsweb.com links to publisher URLs, as well as to ISI's Journal Citation Reports. Special "rooms" for Children's and Forthcoming Books in booksinprint.com have specialized search fields and links to related resources. Bowker's future is uncertain, since Reed-Elsevier recently placed a num-

ber of its publishing properties in New Providence on the market—including Bowker, Marquis Who's Who, and National Register Publishing.

■ **CAB International**

Wallingford, Oxon, OX10 8DE UK; 44-1491-83211; FAX 44-1491-829198; U.S. office: CABI Publishing, 10 E. 40th St., Suite 3203, New York, NY 10016; 800-528-4841; 212-481-7018; www.cabi.org

Headquartered in the UK with offices in the United States, CABI produces both CD-ROM and web-based products. Its flagship web-based CABDirect was launched last year. A database of 3.5 million records from the union of CAB ABSTRACTS and CAB Health, with a back file from 1973, it contains links to full-text articles using ingenta-Journals. Books, conference proceedings, and reports are also covered. Partnering with ingenta, CAB International has developed two portals or "online communities"—animalscience.com and nutritiongate.com. They include subsets of CAB ABSTRACTS, as well as full-text conference proceedings and books, links to related, reviewed web sites, a meeting/conference calendar, and e-mail alerts. A new portal, www.leisuretourism.com, debuted earlier this year.

■ **CAS—Chemical Abstracts Service**

2540 Olentangy River Rd., PO Box 3012, Columbus, OH 43210; 800-753-4227; 614-447-2600; www.cas.org

CAS launched a new reference linking service for scientific publishers, the ChemPort Reference Linking Service. It adds free links from references in scientific articles in e-journals of participating publishers to records in CAS databases or Medline at no charge to the publisher. Several publishers, as well as CatchWord, are participating. Citations and links have been added to all CAS databases back to 1999 and are supported by all CAS search interfaces. The CA Lexicon on STN, a new tool to help searchers use concept families to improve recall and precision, was added. SciFinder Scholar 2000 has several new features: table of contents browse, Medline and OldMedline databases, citation linking, and exploration by functional groups in reactions. CAS plans to introduce a new version of STN Express and add new biotechnology search capabilities in SciFinder.

■ **CINAHL Information Systems**

1509 Wilson Terrace, Glendale, CA 91206; 818-409-8005; www.cinahl.com

CINAHL, the Cumulative Index to Nursing and Allied Health Literature, first went online with Dialog and BRS in 1984 and appeared in CD-ROM format via SilverPlatter in 1989. The company provides a web-based document delivery service, CINAHLExpress. It sells access to the database through its web-based service, CINAHLdirect, to individuals based upon membership type (basic or student) and the number of connect

hours. Currently, the database indexes over 1200 journals.

■ **CISTI (Canada Institute for Scientific and Technical Information)**

National Research Council Canada, 1200 Montreal Rd., Building M-55, Ottawa, ON K1A 0S2; 800-668-1222; www.nrc.ca/cisti

The Canada Institute for Scientific and Technical Information (CISTI), a service of the National Research Council of Canada, is known in the United States for its document delivery service, CISTI Source. It recently updated the IntelliDoc system that controls all aspects of the document delivery service. CISTI maintains two databases, CISTI Source Articles and CISTI Source Journals, compiled from the tables of contents of 17,000 journals in the areas of science, technology, and medicine. On March 1, 2001, CISTI launched the Journal Contents Alert service, a new current awareness service. NRC Press, CISTI's publishing unit, also produces 14 journals for NRC, recently making them available electronically on a pay-per-view basis.

■ **CSA (Cambridge Scientific Abstracts)**

7200 Wisconsin Ave., Suite 601, Bethesda, MD 20814; 800-843-7751; 301-941-2506; www.csa.com

CSA has been aggressively adding databases and value-added features to its Internet Database Service (IDS). It continues to be a producer of indexes and abstracts for several titles, including those newly acquired: Aerospace Database (from AIAA), Aqualine, ARTbibliographies Modern, Political Science & Government Abstracts, and Physical Education Index. A new service, BiblioAlerts.com, a collection of over 1500 customized technical reports, is scheduled to be released in 2001. CSA has added numerous links from the records of IDS databases to electronic full-text journals. It also can link to local interlibrary loan forms, OPAC holdings, and preferred document delivery providers. The IDS search interface is also available in French, Spanish, Korean, and Japanese.

■ **The Dialog Corporation**

11000 Regency Pkwy., Suite 10, Cary, NC 27511; 919-462-8600; www.dialog.com

Industry watchers, noting that Thomson databases make up a large percentage of those available through Dialog, have been curious to see what happens to the Dialog online service. Dialog Corporation is now part of Thomson Legal & Regulatory. Its new president and chief executive officer, Roy M. Martin Jr., was the executive VP for Thomson Legal & Regulatory. In addition to the traditional Dialog online service, the company provides several web-based access methods: DialogWeb, DialogClassic, and DialogSelect. A portal for information professionals, Dialog InfoPro was introduced in December 2000. It contains links to documentation, search tools, and various Dialog products, including col-

lections of databases called Industry Centers and general resources for information professionals. This, along with Dialog Power Portal for business professionals, may be a preview of things to come.

■ **EBSCO Publishing**

PO Box 682, 10 Estes St., Ipswich, MA 01938; 800-653-2726; 978-356-6500;
www.epnet.com

EBSCO has made some innovative decisions that may provide an edge over other database providers. It recently became a corporate member of Internet 2, which should make available information products to academic and research institutions connected to the very high-speed research network. EBSCO also has acquired automated real-time translation (ART) software to translate dynamically full-text articles from English to French, German, Spanish, Portuguese, or Italian. It announced several new full-text databases, including BioMedical FullTEXT and Health Business FullTEXT Elite. The Academic Search Premier database has 2810 full-text titles, with 2030 being peer-reviewed. EBSCO plans to expand its back files, increase the linkages, and add new titles.

■ **Elsevier Science**

655 Ave. of the Americas; New York, NY 10010; 212-989-5800;
www.elsevier.com

The ScienceDirect interface is the gateway to not only the electronic format of Elsevier journals but also a delivery platform for Elsevier databases (Ei Village, Embase, etc.) and electronic reference resources. It also facilitates linkages among these products. Some non-Elsevier publishers have also made their journals available in this interface. Elsevier announced new pricing models for ScienceDirect titles by bundling them in subject groups, making ScienceDirect more attractive to libraries only interested in a subset of Elsevier titles. The ScienceDirect Portal, centered around Scirus, a new web-based scientific search engine, launched earlier this year. The company plans to expand the e-journal back files, starting with titles in chemistry and followed by those in mathematics and economics.

■ **e-psyche**

2425 Ridgecrest Dr. SE, Suite 149, Albuquerque, NM 87108;
505-262-7607; www.e-psyche.net

e-psyche is a new psychology database. It was founded by John Kuranz, developer of Management Contents, and Dennis Auld, developer of ABI/Inform, along with Access Innovations/Data Harmony. The database indexes and abstracts almost 4000 journals. Citation indexing is to be an additional feature. Distribution partners are CSA and EBSCO.

■ **Factiva, a Dow Jones & Reuters Company**

PO Box 300, Princeton, NJ 08543-0300; 800-369-7466; www.factiva.com

At the end of 2000 Factiva opened corporate headquarters in New York City. The company, created by the merger of Dow Jones In-

teractive and Reuters Business Briefings in 1999, was involved in several new ventures in 2000. It created the Factiva InfoPro Alliance Portal (www.factiva.com/infopro) as a free aid to professional searchers and recently announced the CI Center, a competitive intelligence portal, and a joint venture with Fuld & Co. Another free service, Work.com (www.work.com), a joint venture with Excite@Home to provide business information and news, recently ended.

■ **Facts On File**

11 Penn Plaza, 15th fl., New York, NY 10001-2006; 800-322-8755;
www.factsonfile.com

Facts On File, Inc., not to be confused with the news digest service with a similar name (which was sold off in the 1990s), publishes reference and curriculum-based resources primarily for junior high school libraries on up. In addition to being available in print and/or CD-ROM, an increasing number of the company's titles are also available on the web (Facts On File On-line databases). Subject areas covered are science, history, religion, geography, sports, and multicultural studies. There is a collection of electronic resources specifically for the lower grades. In addition, their Internet titles include a career guidance resource and a collection of government and business forms. Recent web-based titles are updated and expanded versions of CD-ROM or print resources: American Indian History & Culture and Timelines On File On-line.

■ **Gale Group**

27500 Drake Rd., Farmington Hills, MI 48331-3535; 800-877-4253;
248-699-4253; www.galegroup.com

Gale Group has been aggressively adding content to its databases, with more than 600 new periodicals. InfoTrac OneFile, introduced in 2000, has 20 years of back files and contains 6100 titles, with over 2600 full text. Several new Resource Center portals have been introduced: Business and Company Resource Center, Gale Student Resource Center, Health and Wellness Center, and History Resource Center. The History Resource Center and the Literature Resource Center will be updated with new material. Gale also launched Total Access 2.0, allowing users to search several different resources (library OPAC, Gale Group databases, third-party databases, Z39.50 catalogs, free web resources) through a single interface.

■ **Grove's Dictionaries, Inc.**

345 Park Ave. S., 10th fl., New York, NY 10010; 800-221-2123;
212-689-9200;
www.groveref.com

Grove's Dictionaries, Inc. produces two of the top reference works in art and music and recently made them available on the web as the Grove Dictionary of Art Online and the New Grove Dictionary of Music and Musicians, 2d Ed. Its other new web-based product is the New Grove Dictionary of Opera Online. Future plans include adding searching functionality across these titles. Grove's Dictionaries is part of the Macmillan Publishing Group and the Holtzbrinck Publish-

ing group. (See Nature Publishing Group Reference)

■ **HarpWeek**

2116 Owls Cove Lane, Reston, VA 20191; 703-264-9862;
www.harpweek.com

HarpWeek provides the page images of *Harper's Weekly* from 1857 to 1912, with indexing for every article, illustration, and advertisement. It was initially offered as a set of several CD-ROMs with a complex interface. After a visit to the Electronic Text Center at the University of Virginia, the staff converted the data into a web-based resource that is now used at several colleges and universities. Instructional resources are provided, with substantial guides for Women's/Gender Studies and Literary Studies. There are also several free web sites dealing with special topics in American history during the 1800s.

■ **Highwire Press**

1454 Page Mill Rd., Palo Alto, CA 94304-1124;
www.highwire.stanford.edu

When it began in 1995, Stanford University Library's HighWire Press had as its mission to "foster research and instruction by providing a more direct linkage between the writers and readers of scholarly materials." The first electronic publication was the *Journal of Biological Chemistry*. Partnering with scholarly societies and university presses, it now produces 239 electronic titles in STM areas, with over 50 of them free. The press recently chose the Semio Tagger software to generate XML metadata automatically to organize and improve access to its online journal articles.

■ **IDEAL/Academic Press**

525 B St., Suite 1900, San Diego, CA 92101; 800-894-3434;
www.idealibrary.com

IDEAL, the International Digital Electronic Access Library, offers web-based access to journals, reference titles, and databases from Academic Press, W.G. Saunders, Churchill Livingstone, Baillière Tindall, and Mosby. IDEAL participates in CrossRef and provides users with Link In, a tool to access articles directly. Over 15 access providers have links to IDEAL. Expanded licensing options now include access to all journals for a consortia or institution, with pricing based upon currently held print subscriptions or on a title-by-title license. Users from a nonlicensed site have the option of pay-per-view for articles. IDEAL also provides flexible pricing for smaller organizations, industrial institutions, and developing countries.

■ **Information Quest (RoweCom, Inc.)**

5838 Edison Place, Carlsbad, CA 92008; 800-422-3223; 760-431-7474;
www.informationquest.com

Information Quest is a web-based service consisting of a searchable database of citations from over 22,000 journals. Other features include an e-mail current awareness service and document delivery via e-journal.

UnCover, or the British Library. Journal titles in Information Quest are divided into different libraries: General Resources, Arts & Humanities, Business, Social Sciences, Physical Sciences & Mathematics, Chemistry, Life Sciences, Technology, and Medicine. RoweCom stock has had some difficult times on the NASDAQ, and the company has seen several departures, including Dan Tonkery, president of the Faxon academic and medical division, who left to be EBSCO's director of development.

■ **Infotrieve**

10850 Wilshire Blvd., 8th fl.,
Los Angeles, CA 90024;
www.infotrieve.com

At the end of 2000, Infotrieve, the "Article Store," announced its Virtual Library platform, combining a free database of article citations from over 35,000 journal titles, free table of contents alerts, document delivery (including e-journals from several publishers), and cataloging. The service automatically checks local catalog holdings for an article and notifies users if the article is already available in their library. Infotrieve recently announced an agreement to provide two-way linking of content with CatchWord.

■ **ingenta, inc.**

44 Brattle St., Cambridge, MA 02138-
0222; 888-263-5720; 617-395-4040;
www.ingenta.com

ingenta, inc., a public/private partnership with the University of Bath in the UK, earlier this year bought CatchWord, creating an e-journal service with over 4500 e-journals from over 140 publishers. Last year ingenta bought Carl Corp's UnCover; the UnCover database of citations to over 18,000 journals has helped ingenta become a formidable force in document delivery. It is working to integrate the searching of the UnCover database fully with the e-journals, as well as a new current awareness service. Articles will be delivered to customers either by electronic journal, FAX, or Ariel. Searching will continue to be free, while articles may be acquired by subscription (electronic), deposit account, or "pay-per-view."

■ **ISI**

3501 Market St., Philadelphia, PA
19104; 800-336-4474; 215-386-0100;
www.isinet.com

ISI, no longer known as the Institute for Scientific Information, has been active in linking to full-text articles and databases from other publishers on the web. ISI Links, the Web of Science full-text links program, has added several new publishers. BIOSIS Previews is now available through ISI and uses the ISI Links technology. Linkages from the Web of Science to the Journal Citation Reports (JCR) Web have also been created, and bidirectional linking has been implemented between JCR Web and R.R. Bowker's ulrichsweb.com. ISI added Web of Science Proceedings to its product line. Initially, it will cover ten years of proceedings and conference papers.

■ **JSTOR**

120 5th Ave., 5th fl., New York, NY
10011; 212-229-3700; www.jstor.org

In 1995, JSTOR, short for "journal storage," was launched to save shelf space in libraries by offering an alternative online full-text site for full runs of scholarly journals. Initially funded by the Andrew W. Mellon Foundation, this nonprofit has grown to over 100 journals, some of which have back files to the 1600s. There is a lag time between the most recent year archived in JSTOR and current issues, called a "moving wall," usually a few years. Two new collections of journals were recently announced: JSTOR Ecology & Botany Collection and JSTOR General Science Collection.

■ **LINK, Springer-Verlag**

Tiergartenstrasse 17, D-69121, Heidel-
berg, Germany; 49-6221-487-910;
www.link.springer.de

LINK is Springer's library of online e-journals, book series, databases, and software. The service is divided into subject libraries: Chemical Sciences, Computer Science, Economics, Engineering, Environmental Sciences, Geosciences, Law, Life Sciences, Mathematics, Medicine, and Physics and Astronomy. Several document formats are used—PDF, HTML, and LaTeX. Multimedia articles also include audio and/or video formats, with some having interactive molecular structures. The LINK service has twice (in 1999 and 2000) won the Prix Moebius given in Germany for innovative multimedia products.

■ **Lexis-Nexis Group**

PO Box 933, Dayton, OH 45401-0933;
800-227-9597; 800-346-9597;
www.lexis-nexis.com

nexis.com is the new web-based replacement for Lexis-Nexis Universe. It uses SmartIndexing, an automatic indexing technology to categorize and organize the database. The service indexes URLs found in articles, has a subject directory, a power search option (allowing use of old system commands), and search forms for end users. Another new service is Veracity, providing real-time, customizable news for the business web site market. Lexis-Nexis is focusing on potential customers in human resources, public relations, and law enforcement. Its plans include launching publishing tools for intranet, extranet, and Internet sites.

■ **Mergent, Inc. (formerly
Moody's Investor Services
Financial Information
Services)**

60 Madison Ave., 6th fl., New York,
NY 10010; 800-342-5647;
212-413-7601; www.fisonline.com

Mergent publishes the *Moody's Manuals*, staples in business reference collections, and produces the electronic version of Moody's, FISonline. The service provides business and financial research information on 10,000 U.S. public companies, over 15,000 non-U.S. public companies, and 17,500 municipal entities, as well as extensive corporate and municipal bond, UTT (unit invest-

ment trust), and dividend information, in addition to excellent company history data. FIS Company Archives, with information on over 4000 companies no longer in existence, was recently added to the service. Other new databases are FIS Insider Trading and FIS Institutional Holdings. FISonline also includes a real-time business newswire from the News Alert service and a real-time feed of SEC EDGAR documents, going back to 1993. Mergent plans to offer private company information from Dun & Bradstreet, industry information from Data Monitor, and merger information from Mergerstat.

■ **Nature Publishing Group
Reference**

345 Park Ave. S., New York, NY
10010; 800-221-2123; 212-726-0205;
www.groveref.com

Nature Publishing Group Reference, a division of Nature Publishing Group, is also affiliated with Scientific American and with Grove's Dictionaries and Macmillan. It has partnered with ingenta, Inc., to create portals for scientific encyclopedias, with hyperlinked cross references and links to relevant external web sites. In January 2001, the first title, Encyclopedia of Astronomy and Astrophysics, went online. The Encyclopedia of Life Sciences (ELS) is expected to be fully online in spring 2001. The company also offers Scientific American Archive Online, with the complete text and graphics from *Scientific American* from 1993 to the present. (See Grove's Dictionaries, Inc.)

■ **netLibrary**

3080 Center Green Dr., Boulder, CO
80301; 800-413-4557;
www.netlibrary.com

netLibrary has been one of the most successful sellers of e-books, with a collection of over 30,000 titles from several publishers. It has answered the concerns of publishers and authors with its digital rights management technology and continues to add new publishers and material. Its pricing model covers the cost of the book, plus an annual access fee to meet maintenance and other costs. The company has been quite successful working with consortial purchases. This past year netLibrary focused on providing libraries with training and marketing assistance and plans to offer a new online catalog tool this year. netLibrary recently divested itself of Peanut Press, one of the largest sellers of e-books for PDAs.

■ **NewsBank, Inc.**

5020 Tamiami Trail N., Suite 110,
Naples, FL 34103; 800-762-8182;
www.newsbank.com

NewsBank gained prominence with electronic indexes on CD-ROM for its collections on microfiche, mainly newspapers. NewsBank's coverage of local and regional newspapers is unique, although selective. A portion of its newspaper and periodical collections is available through NewsBank InfoWeb. The company recently announced an exclusive agreement to create a web-based *Chicago Tribune* Historical Archive, covering 150 years.

■ **Northern Light Technology, Inc.**

1 Athenaeum St., Cambridge, MA 02142; 800-804-6533; www.northernlight.com; www.nlresearch.com

Northern Light integrates content from multiple web-based sources: public web sites, full-text online journals, and news. This past year it introduced the SinglePoint business enterprise information portal and RivalEye, a tool for competitive intelligence. Among the titles added to its fee-based content are *The Economist* and the *Washington Post*. The Special Collection contains more than 50 million pages of full-text documents from more than 7000 sources, including business and trade publications back to 1995, local and regional newspapers, live feeds from 50 U.S. and international newswires, and stock quotes. The company plans to expand its SinglePoint customer base.

■ **OCLC**

6565 Frantz Rd., Dublin, OH 43017; 800-858-5878; 614-764-6000; www.oclc.org

OCLC aims to transform WorldCat from a bibliographic database and online union catalog to a globally networked information resource of text, graphics, sound, and motion. The first elements of this new WorldCat will be introduced this year. The delayed migration to the new FirstSearch service was realized in August 2000. FirstSearch now offers over 70 databases and has been integrated with OCLC's Electronic Collections Online (ECO), a database of over 3000 e-journals.

■ **OneSource Information Services, Inc.**

300 Baker Ave., Concord, MA 01742; 800-554-5501; 978-318-4300; www.onesource.com

OneSource provides comprehensive business and financial information on the web to professionals needing quick access to corporate, industry, and market intelligence. Its BusinessBrowser integrates and formats information from over 25 information providers.

■ **Ovid Technologies, Inc.**

333 7th Ave., New York, NY 10001; 800-950-2035; www.ovid.com

Ovid continues to be the service of choice for the medical community, offering over 90 databases from more than 40 database vendors and more than 60 publishers of electronic journals and books. Last year, it announced Ovid OpenLinks, agreements with several STM publishers for linkages to full text—a software add-on that generates the links from data in the bibliographic record. CrossRef has been added to this service. Full-text journal articles are now available in PDF. There are 26 full-text medical books in Books@Ovid. The search software offers the ability to search multiple files and remove duplicate records from the results. The company's new president and CEO, Dean Vogel, has experience in electronic product development. Ovid's parent, Wolters Kluwer, in April announced it would acquire SilverPlatter and combine it with Ovid.

■ **Paratext, Inc.**

111-M Carpenter Dr., Sterling, VA 20164; 703-318-0285; 703-709-9623; www.paratext.com

Paratext offers a short but varied list of products available or in development. Poole's Plus is the comprehensive index to newspapers, periodicals, books, and government documents of the 19th century. Schwann's Online, introduced in 2000, is the largest single database of North American music recording information. ReferenceUniverse, not available as of this writing, will serve as a finding aid for information in major reference books. The Romanitas Reference Series, a series of full-text, translation, and reference works from Classical Latin Literature, is in development. Paratext also has an agreement to promote WebFeat, a unified search interface for any web-based resources (subscription, free, Z39.50, etc.)

■ **Project MUSE**

c/o Johns Hopkins Univ., 2715 N. Charles St., Baltimore, MD 21218-4363; 800-548-1784; 410-516-6900; www.muse.jhu.edu

Johns Hopkins University Press launched Project MUSE, an electronic collection of journals, primarily in the humanities, the arts, and social sciences, in 1995. It was one of the first collections of scholarly journals to be offered in full text on the web. The number of titles has grown to 167, including ones from scholarly societies and other university presses. Each article title is indexed with Library of Congress subject headings. To aid in citations, page numbers from the print version are embedded in the electronic text. Last fall, a new search engine was implemented with more advanced features and an improved user interface. This year a new collection of journals on medicine and medical history/ethics will be added.

■ **PubMed Central**

National Center for Biotechnology Information (NCBI), National Library of Medicine, NIH Bldg. 45, Room 5AN12, 45 Center Dr., MSC 6510, Bethesda, MD 20892-6510; www.pubmedcentral.nih.gov

PubMed Central, operated by the National Center for Biotechnology Information, a division of the National Library of Medicine, became operational in February 2000. Its purpose is to provide free online access to its web-based archive of life science journal literature. The archive currently has over 15 journals, including the Proceedings of the National Academy of Sciences. It accepts peer-reviewed research papers from publishers in either SGML or XML format. Essays, reviews, and more are included at the publisher's discretion. Publishers usually make their new content available to PubMed Central from a few weeks to a few months after the print version. Originally the site, as proposed by then-NIH director Harold Varmus, was to include preprints. When several publishers opposed the inclusion of non-peer-reviewed research, that plan was shelved.

■ **PubSCIENCE**

Office of Scientific and Technical Information (OSTI), U.S. Dept. of Energy, PO Box 62, Oak Ridge, TN 37831; 888-293-6498; 202-512-1530; www.pubsci.osti.gov

In October 1999, following in the footsteps of NIH and PubMed, the Office of Scientific and Technical Information of the Department of Energy launched PubSCIENCE, a free service to "facilitate searching and accessing peer-reviewed literature in the physical sciences and other energy-related disciplines." The public may access the service through GPO ACCESS. Users may search citations and abstracts of over 1300 journals from 42 publishers. Links to full-text articles are available from some of the publishers; however, users, or their institutions, must make appropriate arrangements to view the full text.

■ **Questel*Orbit**

8000 Westpark Dr., McLean, VA 22102; 800-456-7248; 703-556-7400; www.questel.orbit.com

Headquartered in Paris, with U.S. offices in Virginia, Questel*Orbit has focused on patent and trademarks, resulting in the broadest collection of intellectual property data. In 2000, the company introduced PlusPat, the largest collection of patent data, with over 30 million patent records from 68 patent authorities worldwide. The records are encoded with both U.S. classification and ECLA (European Classification) coding. Patent records from some countries go back several years. Among the new trademark products are Trademark Explorer and BioBrands.com. PATOIS-e, a database of Japanese patent and utility models, is being developed in conjunction with the Japanese Patent Information Organization. The merged databases of Questel and Orbit may be searched on the web with QWEB.

■ **QuickLaw**

PO Box 2080, 1 Gore St., Kingston, ON K7L 5J8; 800-267-9470; 613-549-4611; www.quicklaw.com; QuickLaw America, 1055 Stewart Ave., Bethpage, NY 11714; 888-346-7384; 516-396-7480; www.quicklawamerica.com

The QuickLaw America web-based service offers over 1900 databases for legal research. Collections of federal and state case law, statutes, and regulations are divided by legal topic as well as jurisdiction. The company also has continued to keep up the links in the Internet Law Library (www.quicklaw.com/library/l.htm), which was the U.S. House of Representatives Internet Law Library until it was discontinued in 1999.

■ **Research Libraries Group (RLG)**

1200 Villa St., Mountain View, CA 94041-1100; 650-691-2231; www.rlg.org

RLS's areas of focus for 2000-03 are to create and deliver online resources associated with cultural heritage via the RLG Cultural Materials Alliance, to develop a program for

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long-term retention of digital information, and to facilitate improved resource sharing for interlibrary lending and document delivery at an international level. Databases are available via subscription or, in some cases, on a per search basis, with small discounts for RLG members.

■ **SilverPlatter Information, Inc.**

100 River Ridge Dr., Norwood, MA 02062; 800-343-0064; 781-769-2599; www.silverplatter.com

In January 2001, SilverPlatter announced version 4.3 of WebSPIRS, with improved navigation and fewer windows. During the year 2000 the company had an international focus, implementing French, German, and Spanish interfaces to WebSPIRS 4.11 and adding two databases from INIST/CNRS, the documentation center for the French Research Council: Francis (humanities and social sciences) and PASCAL (science and technology). In a partnership with two of its database vendors, CAB International and INIST/CNRS, SilverPlatter worked on a project for the World Health Organization to provide health-related databases to developing countries. Other new titles include ATLA Religion Database Full-Text and Bibliography of the History of Art. Version 5 of ERL is scheduled to be released at the end of summer 2001. In April, Wolters Kluwer announced it would acquire SilverPlatter and combine it with Ovid Technologies.

■ **SIRS Mandarin, Inc.**

PO Box 272348, Boca Raton, FL 33427-2348; 800-232-7477; www.sirs.com

SIRS Knowledge Source, the online interface for SIRS database products, was given a new look and new features: new tutorial, advanced search tools, record tagging, and more online help. Several SIRS databases were updated with new content. SIRS Net-Select, a new online guide to selected web resources on a variety of topics, has been made available to SIRS Knowledge Source users. The company has recently made efforts to ensure that its products are in compliance with accessibility standards. Integration of its databases into the Mandarin M3 Library Automation System is now a focus of SIRS. It also plans to implement a new curriculum initiative entitled What Citizens Need To Know About Government. Last year the company added a German version of the SIRS Mandarin web site; a Spanish site is coming this year.

■ **Softline Information**

20 Summer St., Stamford, CT 06901; 800-524-7922; www.slinfo.com

Softline provides full-text databases covering journals, newsletters, and newspapers in niche areas—alternative press, ethnic press, gender issues—not usually covered by mainstream database vendors. Its databases are Alt-PressWatch, introduced in 2001, EthicNewswatch and its new back file 1960–1989, and GenderWatch. Last year, Softline entered the school and small public library market with Diversity: Your World,

which was one of *LJ's* Best Reference sources this year.

■ **West Group (Thomson)**

PO Box 6187, St. Paul, MN 55164-0833; 800-328-4880; www.westlaw.com

The Westlaw Web service offers access to over 13,000 legal databases. Recent upgrades have resulted in an improved tabbed interface, lower browser requirements, and improved speed. Users now have a choice of either hourly or transactional pricing. The West Group acquired FindLaw (www.findlaw.com), a popular free legal portal on the web, and will operate it as an independent subsidiary. New tools and services include KeySearch for westlaw.com, a powerful search mode using West's Key Number System. It has entered the wireless PDA market with electronic books and services (www.wireless.westlaw.com).

■ **John Wiley & Sons/ Wiley InterScience**

605 Third Ave., New York, NY 10158; 800-825-7550; 212-850-6645; www.interscience.wiley.com

Wiley InterScience provides web-based full-text access to over 300 journals. Abstracts and tables of contents are available free of charge. In 2000, two online encyclopedias were added to Wiley InterScience Reference Works: Kirk-Othmer Encyclopedia of Chemical Technology Online and Ullmann's Encyclopedia of Industrial Chemistry. The Bold Ideas Online Business Publication Collection, which includes 40 Wiley business journals, was introduced this year. Its four core groups are Business, Management, Accounting and Finance, and Environmental Management.

■ **H.W. Wilson Company**

950 University Ave., Bronx, NY 10452-4297; 800-367-6700; 718-588-8400; www.hwwilson.com

H.W. Wilson full-text databases now offer "real" page images in PDF format—which look like photocopies—rather than a PDF version of the formatted text. The company has enhanced the material in some of its current databases: 26,000 fully indexed images and 25,000 biographies have been added to Wilson Biographies Plus; abstracts and full text from 45 journals have been added to Biological & Agricultural Index. The first part of Readers' Guide Retrospective (1969–83) will be available in summer 2001, with the earlier years (1890–1968) available in 2002. Several new electronic titles are to be introduced in 2001: Public Library Catalog, Electronic Edition and Fiction Catalog, Electronic Edition, both with downloadable MARC records. Wilson now provides customer technical support via both telephone and Internet on a 24/7 basis. Also, the Wilson Web-based tech support page now includes a very helpful feature—an area entitled "WilsonWeb Service Status," with an appropriate status message. Look for a new version of the WilsonWeb service in the fall. It is based upon the Verity search engine and will replace the current ERL-based system. ■