The Network of National Awareness Partners

Important announcement:

Until recently, interested users of the TED (Tenders Electronic Daily – please see page 6) were able to obtain a "rolling" password, valid for one month only, from the ECHO help desk. This password served as a stop-gap between the time required for users to register for use of the database and for the password administration.

The current and archive versions of TED (Tenders Electronic Daily) will now only be available to those users who have registered with ECHO. In order to obtain access, each user must sign a USER AGREEMENT form (contract) and an ANNEXE which is attached to this form. A personal user identification code (password) will then be issued.

A sub-set of the data has been taken from the current TED database and is now accessible online via the rolling password which can still be obtained from the ECHO help desk. Interested users of TED will therefore be given the opportunity to access this database before obtaining their personal user identification code. The test database will not be updated, but will serve as an example of what may be obtained from the current and archive files of TED.

If you have further questions or queries, please address them to:

ECHO
B.P. 2373
L-1023 Luxembourg

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

in anticip-
ation of the
forthcoming festive
season, we would like to
wish you all a Merry Christmas
and also a very happy New Year

Introduction

An endless stream of requests for participation in numerous awareness activities within the 12 Member States flows into the offices in Luxembourg on a weekly basis. Last year alone, the Central Support Team (CST), which also operates ECHO, participated in a total of 172 activities, all of which placed a considerable demand on human and financial resources. The events were not a direct result of an active marketing campaign in this area, but a genuine interest in and need for the information disseminated by the CST regarding the European electronic services market. Positive action in this area had to be taken, as many requests for awareness activities could not be answered.

Past experience gained from the IMPACT 1 programme and that of the CST during more than ten years of awareness activities proved the need for a decentralised approach. Far more events could be arranged if a fully operational European-wide network of "multipliers" existed.

A first group of National Awareness Partners (NAPs) has been established taking into account the previous experience of the Central Support Team in close collaboration with the Member States' representatives for the IMPACT programme. During this selective process, special attention was paid to organisations which were already active in similar awareness activities on a national level and it is hoped that they will gradually become well-known for the activities which they will undertake in their role as National Awareness Partners.

CEE, XIII/57

The provision of advice, awareness material, coordination and of course initial training will be provided by the Central Support Team. In addition, ECHO will continue to act as a visible tool to support this network for practical purposes.

Continuing and enlarging the efforts of the Central Support Team, the NAPs will launch national awareness campaigns aimed specifically at the main target groups comprising SMEs, libraries, universities and the like. The focus of these campaigns will be to reach, directly or indirectly, as many end users as possible. The creation of such a network will result in decentralisation, meaning that the specific needs of each Member State will be tackled at a national level. It is foreseen that once the network is operating successfully, central support will be diminished gradually.

Why National Awareness Partners?

The objective and benefits of such a network are to extend awareness of professional electronic information services and their benefits to potential users. This will undoubtedly contribute to the central theme of the IMPACT programme (INFO EURO ACCESS – improving the accessibility of information at the European level for all interested parties) from the user side.

To date, a number of benefits are expected from such a network:

▪ An increase in the potential user population throughout Member States

▪ Activities will be tailored to the specific and individual needs of each Member State with national and/or regional characteristics taken into account

▪ Useful exchange of experiences in the domain involving various Member States

▪ Direct feedback through the network, thus facilitating follow-up.

National Awareness Partners and their tasks

It is expected that the NAPs will:

▪ Offer advice to the CEC in the form of awareness campaigns in their respective country/region

▪ Carry out, jointly with the CEC and the Central Support Team in the initial stages, awareness activities towards selected target groups. This will involve

the distribution in the various forms of information relating to the electronic information market

▪ Distribute information which will be provided by the Central Support Team concerning, amongst others, the IMPACT programme

▪ Provide the CEC with continuous reports and feedback on the results of the various awareness campaigns.

How does the CEC propose to fulfil its position and stimulate the activities of the NAPs?

Training the National Awareness Partners (NAPs)

The NAPs will receive initial help and guidance from the Central Support Team on the IMPACT programme in general and on the ECHO databases and services specifically. The CST will also provide course material, details on the IMPACT programme and various joint activities – i.e. awareness courses, exhibitions, workshops and seminars. The success of this venture depends on close collaboration between the NAPs, the CST and the CEC. Electronic mail (E-mail) will be used in order to exchange information and resolve queries in the most efficient way.

In order for the network to operate successfully, regular meetings for all NAPs will be organised as a platform for exchange of experience and discussion of future activities. Awareness material such as brochures, videos, training diskettes, etc. will be distributed by the NAPs and adapted where necessary to suit specific national needs.

A first group of NAPs has been chosen and in September 1992 a meeting was held in the Commission buildings in Luxembourg with a second scheduled for 16 December 1992. The current list of National Awareness Partners is featured in this issue of ECHO Facts for Users (please see page 5).

NOTE:
The NAPs are not to be considered as a replacement for the ECHO help desk, and a specific questions regarding ECHO and the host services offered should be addressed to:

ECHO
B.P. 2373
L-1023 Luxembourg

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

The Union Catalogue – EUROLIB-per

The development of a European library – is this possible? The EUROLIB project is an initiative of the European Parliament to improve collaboration between libraries. The objective of the project is to contribute actively to the development of documentation and information pertaining to European integration. Such a library is soon to be established via a decentralised network of existing libraries, which will, as a first step, combine the resources of all the networks involved and establish a system of inter-library loans.

The foundations for this network have been laid with the establishment of the EUROLIB-per database, which is soon to be open to ECHO users as from January 1993. The database currently includes periodicals only, all of which are possessed by the EUROLIB libraries.

The database will address three types of users:

▪ The libraries within the EUROLIB-per group

▪ Libraries which are allowed to order material

▪ Normal online users who use the database as a consultation catalogue

The database is first a tool for improving the Inter-Library Loan (ILL) with regard to ordering articles possessed by the libraries in the EUROLIB group. The ordering of articles is only open to the EUROLIB and associated libraries. It can also be used for cross-referencing titles and for simply finding out where certain material can be found. The INFO files which accompany this database give in-depth details on all the libraries concerned with this project, including useful information such as opening hours and working days.

Where possible, data are searchable via their individual International Standard Serial Number (ISSN), which is attributed to each document by the International Serial Data System (ISDS) and its national agencies. The ISDS is a UNESCO (United Nations Educational Scientific and Cultural Organisation) agency.

Members of the EUROLIB group are currently:

- European Investment Bank
- College of Europe
- Council of Europe
- Court of Justice
- Commission of the European Communities
- European Parliament
- European University Institute
- Council of Ministers
- European Institute of public Administration
- Court of Auditors
- Centre Europeen pour le Developement de la Formation Professionnelle (CEDEFOP)

If you require further information on the EUROLIB-per database, please do not hesitate to contact ECHO.

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

Calling all Prestel Users!

Users of British Telecom's PRESTEL service are now able to access the ECHO videotex pages from PRESTEL's main menu by typing:

*ECHO#

ECHO's pages of information not only include details on some of the ECHO services, but also information regarding the structure of DG XIII (Information Technologies and Industries, and Telecommunications) EC databases which are not hosted on ECHO and programmes and projects in DG XIII. Companies within the Information Market sector are also invited to advertise their services via the INFOMERCIAL pages.

NOTE:
PRESTEL is only accessible to users registered with British Telecom. Further information can be obtained from them in the United Kingdom by telephoning:

0800 200 700

(this number is only valid when dialling from the United Kingdom).
For further details on ECHO videotex pages, please contact the ECHO help desk:

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

XIII Magazine online is now multilingual!

The online version of the XIII magazine database has undergone structural changes and the full-text articles are now available in English, French, Italian, Spanish and German.

The database has been restructured into two parts:

- Full-text (where articles are taken from the MAGAZINE section)

  e.g. **F SO=MAGAZINE**

- News Review which comprises articles taken from the supplement section of the magazine. This section is available in English only

  e.g. **F SO=NEWS REVIEW**

The language in which the database is searched depends on the language selected by the user at the opening menu. If the user wishes to change the language he/she may do so by choosing the CCL option within the menu and by typing the following command at the ? prompt:

DEF TL=SPAN

(to search in the Spanish language).

Searches may also be carried out in the following way:

- by using the Controlled Terms (CT)

  e.g. **F CT=CD-ROM**

- by searching in the index of European Programmes

  e.g. **F EP=RACE**

- by searching in free-text

  e.g. **F AGRICULTURE TELEMATIQUE**

If you have further queries and/or questions, please call the ECHO help desk.

NLA (Natural Language Access) and MIM (Multilingual Interrogation Mock-up) to be withdrawn

ECHO regrets to announce that as from 1 October 1992, NLA and MIM will no longer be available. The two services have already proved how databases can be interrogated not only in natural language, (whereby the user will present a query to the system in the same way as if it were spoken), but also that a database may be interrogated in a language which is different from the data it contains. It is hoped that the success enjoyed by these two services will continue to grow in a commercial environment. Although no longer accessible online, information on both NLA and MIM is still available from the ECHO help desk.
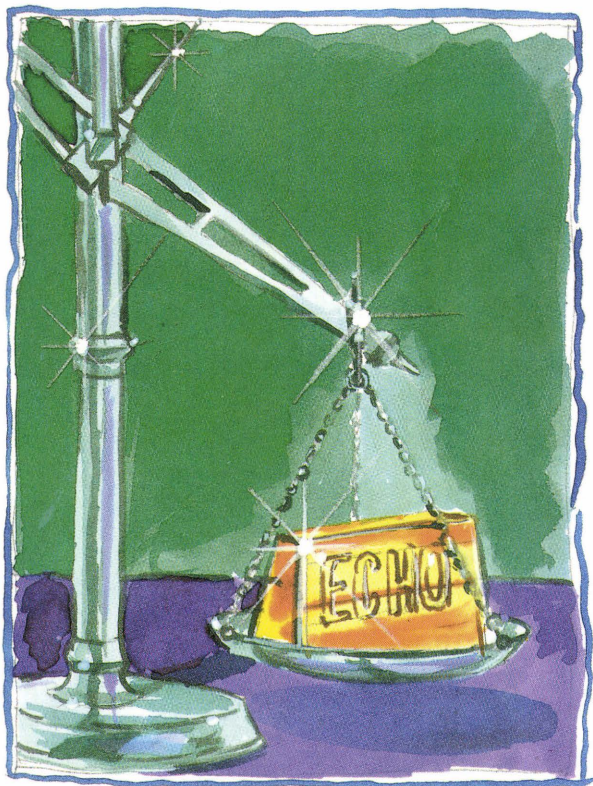
ECHO
B.P. 2373
L-1023 Luxembourg

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

What do you think of ECHO?

– an analysis of the online questionnaire

The feedback received via the questionnaire concerning the services ECHO has to offer has been astounding. We are pleased to report on the findings so far and will keep readers informed in future issues of ECHO Facts For Users.

The first question put to the users concerned the use of the menu. Results obtained from this particular multiple choice section show that 35% of ECHO users use the menu version. It must also be taken into consideration that a vast majority of the users who responded to this questionnaire used the menu system with which to con-nect to the questionnaire.

A staggering 81% of users agreed that the menus implemented on the ECHO system are easy to use. This was encouraging news to ECHO, as one of main aims is to provide user-friendly access methods to information.

The third question deals with the INFO files – an important feature not only in all our databases, but also in our

services (e.g. INFO ecu). Statistics have already confirmed that the INFO files are well used, and the answers received in the questionnaire served yet again to exemplify this. The INFO files are undoubtedly an important feature on all ECHO databases and services. The quality of the information provided in these files was evaluated by the users in the fourth question and, not surprisingly, the results obtained were highly encouraging.

Now to more technical matters. The fifth question dealt with how users connected to ECHO. It appears that the vast majority of users access the system via the national data network (X.25/PSDN).

The users were also asked to comment on the use of the I'M Guide database. It appears that the database is primarily used to assist users in finding out details on a particular database and to obtain further information on the producers of such databases. It appears that the vast majority find I'M Guide useful for all the reasons for which it is intended – to become better acquainted with the information market as a whole.

The penultimate question dealt with the STOPPRESS message. This message is seen by every user when he/she logs on to the system, and its main purpose is to keep users informed of the changes which occur to the system, new databases, exhibition announce-ments etc. All those who answered the questionnaire appreciated its usefulness, proving that ECHO has once again answered the needs of its users.

The last question gave the users the opportunity to leave general com-ments. All those received, whether

positive or negative, will be taken into account by ECHO and acted upon in the future.

Judging by the amount of responses, many users prefer this method of answering questionnaires than the conventional manner, therefore we look forward to the continuation of online questionnaires and, more importantly, we look forward to receiving replies from those who have not yet answered.

ECHO User Meeting December 1992

ECHO is pleased to announce that its annual User Meeting will be held during IOLIM/CD-Rom '92, at the Hilton Olympia, Kensington Suite, 380 Kensington High Street, London, on Wednesday 9 December 1992 at 10.30 hrs. This year's schedule will comprise presentations on ECHO, EUROBASES, CORDIS and of course the IMPACT programme. All ECHO users in the UK and Ireland should have received a written invitation to this meeting. However, if ECHO users from other EC countries and beyond are interested in attending, please do not hesitate to let us know.

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

IMPACT Information day relocated to Luxembourg

The IMPACT Information day (please see ECHO Facts for Users October issue), which was scheduled to take place on the 8 December 1992 in London, has now been relocated to Luxembourg for technical reasons. Further details concerning its new date and venue may be obtained from the IMPACT Central Office:

Tel.: +352-34981-222
Fax: +352-4301-3-2847

Current list of National Awareness Partners

BELGIUM

CNDST (Centre National de
Documentation Scientifique et
Technique)
Bibliothèque Royale Albert 1er
4 Boulevard de l'Empereur
B-1000 Brussels

Contact: Mme I. Clemens / M.
H. Steffens

Tel.:+32-2-5195640
Fax:+32-2-5195679.

DENMARK

Dansk Diane Center
Sigurdsgade, 41
DK-2200 Copenhagen

Contact: Mr Alex Gorski

Tel.:+45-3181-6666
Fax:+45-3582-1655.

FRANCE

AF 2I (Association Française des
Intermédiaires en Information)
43 rue la Bruyère
F-75009 Paris

Contact: Mr Libmann

Tel.:+33-1-45-82-75-75
Fax:+33-1-45-82-46-04.

GERMANY

Technologie-Vermittlungs-
Agentur Berlin e.V.
Informationsdienste
Kleiststrasse 23-26
D-W 1000 Berlin 30

Contact: Mr Jürgen Allesch / Mr
A. Häsing

Tel.:+49-30-21-000-314
Fax:+49-30-31-08-07.

Institut der Deutschen
Wirtschaft (IW)
Gustav-Heinemann-Ufer 84-88
D-W 5000 Köln 51

Contact: Mr Th. Einsporn / Mr
Werner Meyer

Tel.:+49-221-37-65-516
Fax:+49-221-37-65-556.

GREECE

National Documentation Centre
48 Vas Constantinou Avenue
GR-11635 Athens

Contact: Mr Filippos
Tsimpoglou, Mrs Lela Poulakaki

Tel.:+30-1-72-42-172, +30-1-72-
49-029
Fax:+30-1-72-46-824 or +30-1-
72-12-729.

IRELAND

EOLAS
The Irish Science and
Technology Agency
Glasnevin
Dublin 9
Ireland

Contact: Dr Barry Harrington

Tel.:+353-1-37-01-01-2303
Fax:+353-1-37-90-82.

ITALY

ENEA
Viale G. Ercolani 8
I-40138 Bologna

Contact: Mr Lesca / Mr Gazzotti

Tel.: +39-51-49-81-11
Fax:+39-51-49-82-55.

AIB (Associazione Italiane
Biblioteche)
c/o Biblioteca Nazionale
Centrale
Via del Castro Pretorio, CP 2461
I-00100 Rome

Contact: Mr Giordano /
Mr Claudio Di Benedetto

Tel.:+39-55-24-11-51
Fax:+39-55-23-42-482.

LUXEMBOURG

Euro Info Centre Luxembourg
Chambre des Métiers du
G.D. de Luxembourg
2, Circuit de la Foire
Internationale
L-1347 Luxembourg

Contact:
Mme Marie-Andrée Haas

Tel.:+352-42-67-67-230
Fax:+352-42-67-87.

NETHERLANDS

NBBI (Nederlands Bureau voor
Bibliotheekwezen en
Informatieverzorging)
Burg. van Karnebeeklaan 19
NL-2508 GM 's-Gravenhage

Contact: Dr F.J. Andriessen / Dr
J. de Vuijst.

Tel.:+31-70-360-78-33
Fax:+31-70-361-50-11.

PORTUGAL

LNETI (Laboratorio Nacional de
Engenharia e Tecnologia
Industrial)
Centro de Informaçao Tecnica
para a Industria
Azinhaga dos Lameiros à
Estrada do Paço do Lumiar
Edificio A
PT-1699 Lisboa Cedex

Contact: Mrs Ana Maria
Ramalho Correia

Tel.:+351-1-716-51-41 ext. 2074
Fax:+351-1-716-47-32.

SPAIN

Club de la Informacion
Telematica (STI)
Paseo de la Castellana, 180
E-28046 Madrid

Contact: Mr Andres Bujosa / Mrs
Ana Martinez

Tel.:+34-1-359-69-45
Fax:+34-1-359-60-22.

UNITED KINGDOM

Aslib (The Association for
Information Management)
Information House
20-24 Old Street
GB-EC1V 9AP London

Contact: Ms S. Jespersen

Tel.:+44-71-253-44-88
Fax:+44-71-430-05-14.

Scottish Enterprise Tayside
Enterprise House
45 North Lindsay Street
GB-DD1 1HT Dundee

Contact: Mr Jonathan H. Cape

Tel.: +44-382-23-100
Fax: +44-382-30-55-76.

University of Dundee
Centre for Continuing
Education
GB-DD1 4HN Dundee

Dr Peter Gregor

Tel.:+44-382-23-181 ext. 4914
Fax:+44-382-21-057.

Prepare yourselves for the Common Market!

An overview of important enhancements to TED planned for 1993

For many years the magic date of 31 December 1992 has been quoted as "the" date for the opening of the Common Market. When seen in the context the liberalisation of Public Services, TED plays an extremely important role. The publication of Calls for Tender has long been a tradition on a national and regional level and it is clear that a Common Market in the EC will not succeed without the liberalisation of Public Procurement. Though Calls for Tender which amount to a sum of money below a certain threshold will be of particular interest on a national level, those which are above this threshold will certainly be of interest to all EC countries. With this policy in mind the EC established, during the seventies, two main directives which cover the supplies and the construction areas. The Council has decreed that supply contracts which exceed 200 000 ECUs and works contracts exceeding 5 Mio ECUs must be made known to all EC companies under the same conditions. These older directives define traditional contracting awards which are well-known to TED users.

The most important changes for 1993 will include two main sectors of public procurement: Services (for traditional authorities) and tenders issued by utilities for sectors which, to date, have been excluded.

The services directive

Whilst the two older directives cover material goods (supplies and construction), other areas have so far not been liberalised by a specific directive. The new services directive will allow for equal competition from all sides. The directive for the new sector of services was adopted by the EC council some months ago. All Member States must, however, bring these laws and administrative provisions into force to comply with the Directive before 1 July 1993. The services will cover areas such as publicity, research studies, informatics, education and transport with a contract value exceeding 200 000 ECUs. Besides the known procedures (open, restricted, negotiated) a new type of procedure covering "design competitions" will be introduced for dealing with services in the area of architecture. Service tenders exceeding a value of 750 000 ECUs must be preceded by a pre-information. Tenders will be published in TED in all Official EC languages, the original text being authentic.

The new regulation does not require major changes in the structure of the TED database as the vast majority of the codes are already in existence. The Nature of Contract (NC) code already includes:

1 construction contracts
2 supply contracts
3 mixed contracts
4 services contracts

Today, only a few service contracts are published, most of which are submitted for publication by the EC institutions themselves. The new codes, following the new directive, will be indexed within the database under NC=4 – the most suitable code!

The changes to the TED database in light of these new directives will come constantly rather than from one day to the next. Therefore, even if the structure of TED were adjusted in order to include these services, users cannot expect to see all service contracts within the database from 1 July onwards. Due to adoption delays on a national level and the time needed to become acquainted with the new services a gradual increase of service tenders can be expected. However, some countries may even publish tenders of this nature before the 1 July 1993 (indeed some even do so today).

Those users who are interested in the legal background should note that the directive concerning the liberalisation of services was published as 92/50/EEC in the Official Journal, Series L, Nr. 209 on 24 July 1992 (please contact the Office for Official publications of the EC, the national distribution offices or your nearest Euro Info Centre to obtain a copy). However, all will be revealed on the TED database in the summer of 1993!

The utilities directive

Previously known as "excluded sectors", a second directive now covers awarding authorities working in the sectors of:

- water
- energy
- telecommunications
- transport

NOTE:
This directive was covered in the TED corner section of ECHO News (1/91).

Given that these four basic services are privatised in some countries and not in others, due care and attention was given so that there was no discrimination between countries. Therefore it was decided that if an authority is

entitled to special or exclusive rights in one of these sectors for the public then they will be forced by the new directive to publish Calls for Tender. The proposed directive has been amended, and the new directive will come into effect as from 1 January 1993.

All three Natures of Contracts (NC 1, 2 and 4) may come under new regulations, e.g. the renovation of a railway station (construction), the supply of telephone cables (supply) or a research study on the consumption of energy (service). Contracts may cover all types of services (provided that the Council's proposal is accepted – JO C 31/12/91) and goods from the Awarding Authorities in the above-mentioned sectors. The threshold levels have been fixed to 5 Mio ECUs for construction contracts (as usual), for 400 000 ECUs for general supplies and 600 000 ECUs for telecommunication supplies. If you wish to obtain a copy of the latest directive you may order it through the same channels as described above. The reference for the utilities directive is: 90/531/EEC from the Official Journal L, issued on 29-10-1990.

New coding system envisaged

EUROSTAT provides the Community with a consistent set of nomenclature (NACE Rev. 1, CPA), for the purpose of the Single market. They also assure comparability of data from other nomenclatures (such as the CPC UN Central product classification). The product classification currently used in TED is a mixed NACE/NIPRO coding system which is mainly based on customs classification. The advantages of using these codes are that data in different EC databases (e.g. tenders within the TED database and statistical data from EUROSTAT) can be compared. However, the new services directives now means that services are poorly represented in the customs or activities' classification codes. The CPA is considered to be more suitable than the NACE/NIPRO codes, however, this new coding system still awaits approval from the Council. Once this has been agreed and the necessary changes introduced in the production system, TED will be indexed with the new codes, which will work in parallel to the existing coding system. ECHO will make the new coding system widely available and a transition period will run so that users of the database will become familiar with the new codes and the old ones will be withdrawn. The old and new coding systems are largely compatible – i.e. the first four digits currently used in the NACE/NIPRO codes for TED are more or less the same as those planned for

the new, six digit, CPA coding system. It is hoped that the new digits will allow users to further refine their search strategies. The new coding system is likely to come into effect during the second half of 1993. You will be kept informed of important changes in this section of ECHO Facts for Users and via the ECHO stoppress message which is automatically shown to all ECHO users at the logon to the ECHO system.

Important notice for awarding authorities:

A focus on EPHOS: European Procurement Handbook for Open Systems

TED, as the official source for EC information, is used by both suppliers in public procurement AND Awarding Authorities. Therefore, ECHO wishes to draw all Awarding Authorities' attention to a handbook which will undoubtedly assist them in their daily work in identifying which standards exist in the area of information technology.

A significant milestone, both in standardisation and in the practical implementation of the single European market, was reached in Brussels recently with the launch of EPHOS, the European Procurement Handbook for Open Systems. EPHOS is a guide through the highly technical maze of standards and specifications for procurement officials responsible for buying information technology and communications equipment. It is initially designed for public sector procurement and will progressively effect government orders worth billions of ECUs, giving the electronics industry the benefit of consistent European procurement requirements.

The public authorities, and therefore public procurers, clearly have a leading role to play in pursuing open standards. This was recognized by the Council of Ministers in their 1987 decision which makes it obligatory for public purchasers in all Member States to refer to European standards, pre-standards, international standards or draft international standards for data and information exchange and system interoperability requirements.

However, not all public procurement officers are technical experts. EPHOS is therefore not a legislative text. It is a practical handbook in the form of a reference guide with the emphasis not so much on the standards themselves but on their relevance to the procurement process. It will provide the

background to applicable standards in each relevant procurement domain, with references as required and standard clause formats for inclusion in documentation for Calls for Tender.

As announced in XIII Magazine News Review Nr 1/92 (Page 10), the first EPHOS Handbook is now available in English, Dutch and Portuguese (other languages to follow soon). You may order a copy at the Office for Official Publications of the EC or through local representatives.

Reference:

CEC – DG Telecommunications and Information Industries, and Telecommunications
Report Version 7.0 - 1992
EUR 14021 ISBN 92-826-3736-0

EPHOS is also publishing a quarterly News Letter and a bimonthly Gazette which can be obtained from:

XCOMS InternationalL
Rue D'Argoussart 54
B - 1301 Bierges

Tel + 32 10 41 11 72
Fax + 32 10 41 17 42.

Journals in Public Procurement

Following our request for titles of publications dealing with public procurement (see ECHO Facts for Users, June issue, page 7) we are happy to provide you with details on two more journals concerning the various aspects of public procurement.

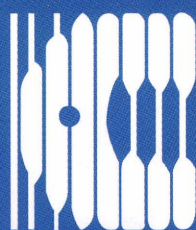**1. Public Procurement Law Review**
This journal covers English language articles on the legal background of public procurement. The monthly journal is published by:

Sweet and Maxwell,
South Quay Plaza,
183, Marsh Wall, London E14 9FT, UK

**2. EC Public Contract Law/
Droit Européen des Marchés Publics/
Europäisches Vergaberecht**

This review, like its counterpart, covers legal aspects but mainly focuses on the EC Member States. The bi-monthly issue appears with a three-column layout with the same texts in English, French and German. Sample copies and subscription may be obtained from:
EC Public Contract Law, Sales Department, Am Buschhof 5, D - W Bonn 3.

Questions and answers

CORDIS

In the October edition of ECHO Facts for Users, we gave examples of some of the questions answered by the CORDIS help desk, concentrating on the Programmes, Projects and News databases. In this issue we look at RTD-Publications.

■ The RTD-Publications Database ■

What does the RTD-Publications database contain?

Details of over 56 000 publications arising from Community RTD are held in the RTD-Publications database (formerly known as EABS). Bibliographic details include the title, author, general reference information such as publisher, language(s) available and the related project, programme or Commission Service.

Can I find programme-related information on RTD-Publications?

Yes, the field PGA contains the programme acronym of documents relating to specific programmes. For example, to find all publications related to the ESPRIT 2 programme, type:

F PGA=ESPRIT 2

How can I find publications related to computing standards?

You can make a search using your own terms; for example, you can enter the command:

F COMPUTING STANDARDS

This would find records including the phrase "computing standards". To make the command more general, in order to find more records, you can search for all records containing words starting with "comput" and words starting with "standard". To do this, type the command:

F COMPUT$ AND STANDARD$

This may find a number of records. In order to see whether you are interested in the records, you can display the titles and the abstract, using command:

S F=TI;AB

Supposing the fourth record is of interest, you can then look at the full details of this record:

S F=ALL;R=4

Is the author's name enough with which to find a publication?

Often you may have an idea of the author of the publication for which you are looking.
If you know that a publication was written by someone called Michael Roberts, you can search the AU (Author) field to see if it contains the name "Roberts". As the name could be written in different ways, with or without the full first name for example, it is simplest to search as shown here for text which includes the word "Roberts".

F AU=$ROBERTS$

How can I find publications on a particular topic?

If you know that the title has something to do with air conditioning you can search on the title field:

F AIR CONDITIONING/TI

This will find any titles containing the phrase "air conditioning".

■ The Online ordering service ■

How do I order publications found in RTD-Publications?

A useful facility within RTD-Publications is the online-ordering service. When you have found a record (or records), check the OP field which will tell you whether the publication can be ordered online.

S F=OP

OP = Can be ordered online

In this case it can be ordered, and you can use the ORDER command to have the document sent to you:

Type the command:

ORDER

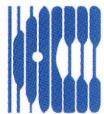The system will then give the message

SUPPLIER   =

You should type:

CEC

The system will then ask

LABEL FOR ADDRESS=NO

Press enter to confirm the default answer "NO" if you want your

registered user address to be used. If you want to use a different address, type YES and enter the address information requested. The system asks for a name, first and second address lines (e.g. for company name and department), street, postal code, town and country.

**NA =
Ms C.Customer**

**IN1=
Any Company SA**

**IN2=
Computing Dept**

**ST=
1 rue Josy Welter**

**ZP=
L-1234**

**TW=
Luxembourg**

**CY=
L**

The system then displays the date by which your order must be accepted by the supplier. This is set at 4 weeks from the order date and should not normally be changed. In practice orders are normally processed well within this timescale:

UNTIL=30.10.92

Press enter to continue.

The system asks whether the order is urgent; the default is NO. If it is urgent, type YES, otherwise press enter:

URGENT=NO

If a document is available as Microfiche and you want to receive the Microfiche version, you can amend the next prompt to read "Microfiche" instead of "Hardcopy":

**FORMAT=HARDCOPY
MICROFICHE**

Finally you are prompted to enter any additional relevant information:

REMARK=

For example, if a publication is available in different languages you can specify which language you need here.

When you have pressed enter, the order is complete and your order

number will be shown on the screen, together with the quantity ordered:

ORDER=15 PROCESSED; QN=1

Make a note of the order number so that you can use it to check up on the progress of the order.

I ordered a publication recently and it has not arrived. How can I check details of the order I made?

INFO ORDER will give you a one-line summary of your order including its status. Initially the status is "ORDERED". Once the order has been received and read by the supplier the status changes to "RECEIVED". Finally the order is either "ACCEPTED" and will be despatched to you, or it may be "REJECTED" for some reason, e.g. the publication is not available. For further information on rejected orders, you should contact the CORDIS help desk.

I have ordered a publication twice by mistake. How can I cancel one of the orders?

The command **SHOW ORDER** can be used to show full details of your order. If for some reason you decide to cancel an order, for example order number 131, you can do this by typing the command:

DELETE ORDER=131

NOTE:
The **DELETE** command can only be used to cancel orders with the status "Ordered". Once orders have been received by the supplier you cannot cancel them through the system.

If you have any questions on RTD-Publications or any aspects of the CORDIS Service, please contact the CORDIS help desk on the ECHO free-phone numbers, or directly:

**Tel: +352-34981-240
Fax: +352-34981-248
E-mail X400:
C=DE;ADMD=DBP;PRMD=GEONET
;S=CORDIS-HELPDESK
Postal address: ECHO/CORDIS
Customer Service, B.P.2373,
L-1023 Luxembourg**

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

CD-ROM Evaluation help needed

A CORDIS CD-ROM is being developed to complement the existing online service. The CD-ROM will contain complete data from all the CORDIS databases and has been designed as an alternative to the online service for those users who either have difficulties with online access or prefer to consult the database at leisure using a PC.

The CORDIS team would like to evaluate the CD-ROM from a user point of view and is looking for volunteers to participate in an assessment of this product. They would receive a prototype copy of the CD-ROM together with an appraisal form.

If you have the necessary equipment to run a DOS-based CD-ROM, and are willing to help us, please write to the CORDIS help desk, using the address or fax number given.

I'M Guide database
Easy searching in the I'M Guide database

Searching for sub-sets of data in a database as vast as the I'M Guide may prove complicated business, but if the following examples are taken, users should be able to find the results they require in seconds.

The structure of the I'M Guide database revolves around three main data areas: databases, organisations (including producers) and information brokers. In order to find out how many databases are currently listed in I'M Guide, the user may type:

F PRTY=$

1.00 NUMBER OF HITS IS 4990

Nearly 5 000 databases listed in the database? How will the user be able to find out which ones particularly deal with the environment? – Simple!

F 1 AND ENVIRONMENT

2.00 NUMBER OF HITS IS 85

That's much easier! The user now wishes to limit the search further by finding out how many of the databases selected in the first search step feature information in the Italian language. This will be done by typing:

F 1 AND LA=ITAL

3.00 NUMBER OF HITS IS 172

The combination possibilities are endless and can be achieved with any number of search steps.

To date, there are 3398 organisations listed in the database, 440 of which are situated in the United Kingdom. How is this information obtained?

F ORTY=$

1.00 NUMBER OF HITS IS 3398

?

Once this has been established, a combination can be made:

F 1 AND CY=GB

2.00 NUMBER OF HITS IS 440

How do we find information brokers?

F ORTY=BROK

1.00 NUMBER OF HITS IS 961

This tells us that there are currently 961 brokers listed in the database
How many reside in the United Kingdom and speak German?
To answer this question, type:

F 1 AND CY=GB AND LA=GERM

2.00 NUMBER OF HITS IS 11

How many of the 961 brokers listed deal with the subject of patents?

F 1 AND CTBR=PATENT$

3.00 NUMBER OF HITS IS 121

As with all the search steps covered in this article, the combination possibilities are endless. Uncomplicated search steps can result in vast amounts of pertinent information. Why not try for yourself?

NOTE:
The following examples are for use with the CCL only. The same search steps may not necessarily produce the same results as shown in this article.
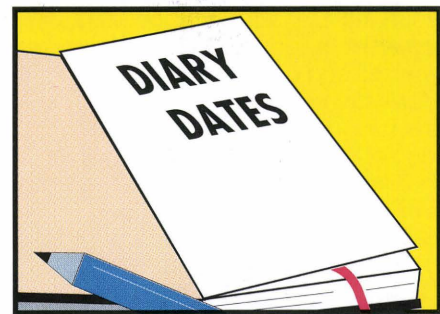
ECHO

I would like to order the following videos:

☐ ECHO short (without CCL)   ☐ TED

☐ ECHO long (with CCL)   each 15 Ecu

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

I would also like to receive the new ECHO Manual:
(cost price 10 Ecu)

             ☐ Yes   ☐ No

I would in addition like to order the CCL training diskette, 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