

## News

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### 1. Courses

#### *1.1. International Graduate Summer Schools, Aberystwyth, UK*

Between 24 June and 13 July 1996 two summer schools will be held at the Department of Information and Library Studies, University of Wales Aberystwyth, UK: Electronic Libraries. Faculty will be Lucy Tedd (University of Wales), Ida Flynn (University of Pittsburgh) and Tony Thompson (consultant).

Health Informatics. Faculty will be drawn from consultants, clinicians and professionals at the Centre for Health Informatics, University of Wales.

Applicants should be graduates of a recognised institution of higher education or have had equivalent experience. All instruction is in English.

Fees cover registration, tuition, accommodation and meals, as well as a three-day study tour to relevant institutions elsewhere in the UK.

Fees: £1800 (Electronic Libraries); £2200 (Health Informatics).

The fee does not include transportation to and from Aberystwyth. Applications should be submitted before 1 April 1996.

Further information from: Joyce Wallace, Department of Information and Library Studies, University of Wales Aberystwyth, Llanbadarn Fawr, Aberystwyth SY23 3AS, UK, tel.: (+44) 1970 62 21 57; fax: (+44) 1970 62 21 90; e-mail: [zyo@aber.ac.uk](mailto:zyo@aber.ac.uk).

#### *1.2. Training workshop*

Under IMPACT 2, DG XIII/E has launched several training and education actions as kick-off projects on an experimental basis. Actions have been aimed at the information industry itself as well as all other economic sectors, i.e., users of electronic information sources and services. Projects undertaken have addressed training of trainers, training of information service specialists, stimulation of universities, and training of information intermediaries within SME associations.

As IMPACT 2 ended in December 1995, it is now pertinent to draw conclusions from the projects and make recommendations regarding future training actions, giving due consideration to the overall Community policy and programmes for education and training, such as SOCRATES and LEONARDO (1995–99).

To this end, DG XIII/E will organise a workshop in Luxembourg on 19–20 July 1996 with the objective of defining a strategy for future education and training initiatives concerning electronic information provision.

The workshop has been structured in four sessions. First, the experience gained through the IMPACT projects will be evaluated, followed by an evaluation of the need for this kind of training in the information industry itself, in other industrial sectors and in the educational field. The workshop will end with a critical analysis of which of the needs expressed could be accommodated within the Commission programmes and a discussion of how other needs – not accommodated in these programmes – could be satisfied.

Speakers at the workshop will include:

- Frans de Bruijne, European Commission, DG XIII/E;
- Jose Rebelo, European Round Table of Industrialists and Petrofina;
- Daniel Confland, Ministry of Research and Higher Education, France;
- Prof. Tom Wilson, University of Sheffield;
- Dan Jensen, Danish Employers' Confederation;
- Mona Hillmann-Pinheiro, ABF, Sweden.

The workshop will bring together representatives from:

- European industry;
- European information industry;
- Policy-makers for industrial and educational policy in the Member States and at Commission level;
- Experts representing all levels of education in the Member States;
- Practitioners in the field of training related to electronic information provision, e.g., representatives from the contractors involved in the IMPACT training projects;
- Existing and potential users of electronic information services.

For further information please contact: IMPACT Central Office, European Commission, DG XIII/E, tel.: +352 34 98 12 22; fax: +352 43 01 328 47; e-mail: [impact@echo.lu](mailto:impact@echo.lu).

## **2. Research proposals**

### *2.1. Information Technologies first call for proposals*

The enthusiastic response to the first call for proposals of the new Information Technologies (IT) programme of the Fourth Framework Programme demonstrates Europe's strong R&D activity in the field of information technologies, a necessary step for the transition to the Information Society.

Over 900 proposals were received, as follows:

- 161 proposals for software technologies (ST).
- 181 for technologies for components and subsystems (TCS).
- 92 for multimedia systems (MMS).
- 131 for long-term research (LTR).

- 52 for the open microprocessor systems initiative (OMI).
- 111 for high performance computing and networking (HPCN).
- 88 for technologies for business processes (TBP).
- 93 for integration in manufacturing (LiM).

The total funds allocated to this first call are ECU 322 million.

### *2.1.1 Building the information society*

The IT programme is one of the specific programmes of the Fourth Framework Programme for research and technological development and demonstration (1994–1998). It has a budget of nearly ECU 2 billion for the next four years which will mostly be spent on supporting R&D, training, and disseminating technological competence.

The programme is contributing centrally to the building of the Information Society and aims at improving the competitiveness of all European industry. The current work plan was developed in very close cooperation with industry and users so that a strong market orientation was achieved.

### *2.1.2 Focused calls*

The first call was published on 15 December 1994 and had a closing date of 15 March 1995 (the domains of HPCN and LTR closed on 15 February 1995). The second call for proposals was published on 15 March 1995. The current scheme envisages up to four calls per year with each call having a particular focus. The new programme has a strong market and user orientation and the new rolling system of multiple focused calls enables more flexibility and responsiveness to changes in both technologies and the market.

Contact: European Commission, Directorate-General III – Industry, IT Programme Office, 200 Wetstraat, B-1049 Brussels, Belgium, e-mail: [infodesk@dg13.cec.be](mailto:infodesk@dg13.cec.be); <http://www.ecrc.del/>; <http://www.cordis.lu/>.

## *2.2. Projects on information services for business and industry*

Following the IMPACT Call for proposals for information services for business and industry at the end of 1994, 14 projects have been shortlisted for financial support. A further three projects are on the reserve list. Subject to favourable contract negotiations, the successful projects are expected to get under way before the summer.

The titles of the shortlisted projects and the countries involved are given below. The project coordinator is located in the first country mentioned.

- Steps towards a pan-European trading/financial database (Company information) (UK, Belgium, France, Germany, Ireland, Italy);
- CD-ROMs for small and medium-sized businesses within the plastics transformation industry (Spain, France, UK);
- Broad information dissemination gateways for enterprises (scientific, technical,

- medical) (France, Germany, Italy, Luxembourg);
- PROMONET information dissemination, marketing and communications using World Wide Web (Sweden, Greece, UK);
- A telematics service providing technical information about materials and works in the building sector (Italy, Austria, France, Germany);
- Aufbau einer Europäischen Zulieferer-Kooperationsvermittlung (Belgium, France, Germany, Italy, UK);
- European energy information exchange (oil and gas industries) (UK, France, Greece, Italy, Netherlands);
- Music on demand – A European interactive music information and delivery service (Norway, France, Germany, Netherlands, Spain, UK);
- Information service for the European footwear industry (Greece, Ireland, Spain, UK);
- IMAGE-IN A commercial image reproduction service for visual arts and multimedia (UK, Germany, Ireland);
- Serveur d'Images Numériques d'Archives & Technique de Recherche Audiovisuelle (Belgium, France, Germany, Italy, Luxembourg, Portugal);
- European business publications on-line (Luxembourg, France, Germany, UK);
- Information services for the small boat industry (UK, Denmark, Greece, Portugal);
- Freight information network in Europe (UK, Ireland, Netherlands, Portugal, Sweden).

Further details may be obtained from the following address: IMPACT Central Office, European Commission, DG XIII/E, L-2920 Luxembourg, Luxembourg, tel.: +352 34 98 12 22; fax: +352 43 013 28 47; e-mail: impact@echo.lu.

### 3. Conferences

#### 3.1. Association of Assistant Librarians

The Association of Assistant Librarians Annual National Student Conference is to be held at Loughborough University on 12–14 April 1996.

The main themes to be covered are opportunities in the job market and new developments in Information Technology.

Flyers/posters will be sent to all LIS departments soon.

If you require further information please e-mail the Conference co-ordinator at S.K. Lander-93@student.lut.ac.uk.

#### 3.2. IFLA

Preliminary announcement of the 63rd IFLA Council and General Conference, 31 August–5 September 1997, Copenhagen, Denmark.

## **4. Research organisations**

### *4.1. Information Automation Limited*

The telephone and fax number of Information Automation Limited, Penbryn, Bronant, Aberystwyth, Dyfed SY23 4TJ, Wales, UK, e-mail: [lisqual@cix.compulink.co.uk](mailto:lisqual@cix.compulink.co.uk) has changed.

Please note that, as the result of a new local exchange, our telephone number has changed to: +44(0)1974 25 13 02.

## **5. Internet**

### *5.1. World Wide Web*

#### *5.1.1. Library Schools*

A comprehensive collection of links to library schools in the United States and Canada is available at: URL:<http://www.infi.net/~rdralph/library/schools/>.

#### *5.1.2. Professional Associations*

The Association for Library and Information Science-Education (ALISE) is pleased to announce its WWW homepage: URL:<http://sils.umich.edu/~durrance/ALISE/alise.html>.

The page includes announcements about Association activities, including the ALISE Research Awards Competition, as well as the ALISE Awards program – Professional Contributions to Library and Information Science, Teaching Excellence, and Service to ALISE Awards.

### *5.2. Listservs*

#### *5.2.1. Students on-line*

Library and Information Students and Prospective Students (LISSPS) is a new E-mail group, with 250 members. Non-students are welcome. The discussions so far have covered stereotyping of librarians, schools on the Internet, dress codes in libraries, funding for LIS courses, the work of graduate trainees, the best LIS qualification and interviews for postgraduate LIS courses. To join, E-mail LISSP on [maiser@libris.lib.warwick.ac.uk](mailto:maiser@libris.lib.warwick.ac.uk), with a blank subject line, and the message: subscribe LISSPS. The group also has a WWW page: <http://ukoln.bath.ac.uk/lissps/lissps.html>

Source: LA Record, 1995, 97, no. 6. Ref. No. 426.

## 6. Electronic Publishing

### 6.1. *Electronic Resources Project*

Librarians and researchers who have been struggling with the problem of how to access the growing number of electronic journals on the Internet will be interested in a pilot project at the Faculty of Information Studies, University of Toronto, Canada.

The Electronic Resources Project of the Faculty of Information Studies has mounted a test version of a Web form which permits users to make Boolean searches of full text, author, title and subject fields on individual articles in electronic journals and select and retrieve articles from a list of hits. Search terms are highlighted within the text. Articles have been marked up using SGML (Standard Generalized Markup Language) and loaded into a database using the Open Text retrieval system to provide for public access via the World Wide Web. The test journal is *The Public Access Computer Systems Review*. The URL is: <http://www.fis.utoronto.ca/journals>.

The Library's electronic journal collection of some 30 titles in the field of library, archives and information science has been fully catalogued and is searchable using UTCat, the University of Toronto union catalogue. Using the Web interface, the texts of the journals are accessible through hot links in the bibliographic records. The URL is: <http://library.utoronto.ca:8002/>.

A search on the title *PACS Review* will demonstrate this capability.

For further information: Marte Misiek, Head, Electronic Resources Project, tel: +1 (416) 978 70 60; e-mail: [misiek@fis.utoronto.ca](mailto:misiek@fis.utoronto.ca).

## 7. Library Schools

### 7.1. *Graduate School of Library and Information Studies, McGill University, Montreal, Canada*

#### 7.1.1. *Canadian National Sponsors Chair*

Canadian National has pledged CAN \$500,000 towards a Chair of Information Science in the Graduate School of Library and Information Studies. "This is a marvellous gift which takes us much closer to our goal of creating the Chair", said the School's Director, Andrew Large. The School already has a large bequest from the estate of Ms. Phoebe Pratt, who graduated from McGill's BLS in 1939, that is also earmarked for the Chair.

#### 7.1.2. *Indonesia-Canada Islamic Higher Education Project*

The Graduate School of Library and Information Studies is one of five McGill units participating in the Indonesian-Canadian Islamic Higher Education Project, funded by the Canadian International Development Agency and the Indonesian Government. The five-year project of CAN \$16.6 million commenced in July 1995 and will develop the

academic and administrative structures of the fourteen State Institutes for Islamic Studies distributed throughout Indonesia.

## **8. Programs**

### *8.1. Graduate Diploma in Library and Information Studies*

In January 1996 the first students will be registered in the newly approved, post-master's Graduate Diploma Program at the Graduate School of Library and Information Studies, McGill University. Applicants should have an accredited master's degree in library and information studies, or its equivalent. They will also normally have at least three years professional experience prior to admission. The Diploma has four focal points: continuing education for librarians and other information professionals, providing a flexible educational experience with possibilities for interdisciplinary and distance learning, developing research skills, and facilitating entry into McGill's doctoral program.

Although some candidates may wish to complete the thirty-credit Diploma as full-time students over two terms and one Summer session, others may prefer part-time study to a maximum of five years. Date of entry is flexible and may occur in the Fall, Winter or Summer terms. Up to fifteen credits, or fifty percent of the total, may be taken in other McGill graduate programs, and up to nine credits, or thirty percent of the total, may be taken in graduate programs at other universities. At least one research paper of either six or twelve credits must be taken, or any combination to a maximum of eighteen credits.

The Diploma's primary goal is to assist people in updating, specialising and redirecting their careers for advanced responsibility. A wide range of MLIS graduate should find the program attractive.

All enquiries should be directed to the School at the following address: Graduate School of Library and Information Studies, McGill University, 3459 McTavish Street, Montreal, Quebec, H3A 1Y1, Canada, tel. +1 (514)398 42 04; fax: +1 (514)398 71 93; e-mail: AD27@MUSICA.MCGILL.CA.

## **9. Publications**

### *9.1. UKOLUG Quick Guide*

The UK On-line User Group (UKOLUG) is pleased to announce the following publication: Phil Bradley, *UKOLUG Quick Guide to the Internet*, 76 pages. ISBN: 1 870254 08 2.

The Quick Guide to the Internet is published by the UK On-line User Group – so you can be sure that the help given is objective and reliable. The author, Phil Bradley, has been involved in the electronic publishing industry for the last 8 years. He has worked

for SilverPlatter Information as Head of UK Technical Support and Director of Training and is now an independent consultant. Phil is also on the management committee of UKOLUG and writes, talks and runs training courses on electronic publishing in general and the Internet in particular.

So whether you are completely new to the subject needing guidance or a seasoned professional looking for a reliable reference source, the UKOLUG Quick Guide to the Internet is indispensable.

To order fill out the form below:

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Please send me ..... copies of the UKOLUG Quick Guide to the Internet

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1. UKOLUG Member (#12 for the first copy, #16 for subsequent copies);
2. Non-member in the UK (#16.00 per copy);
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Please invoice me for # .....

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Organisation:

Address:

Telephone number:

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\*Copies of our UKOLUG Quick Guide to On-line Commands (4th edition) are still available.

## 9.2. FID

### 9.2.1. *Towards the global information superhighway: a non-technical primer for policy makers*

ISBN 92 66 00 711 0; FID Occasional Paper No. 11, 68 pages. Price: NLG 40.00 (excl. NLG 20.00 handling charges), free to all FID members. Edited by Forest Woody Horton Jr., Prepared by FID Task Force on Global Information Infrastructures and Superhighways.

The "Primer" is produced as a special centennial publication and is designed to help top and middle level policy-makers who must make information superhighway political, economic, budgetary, social and developmental decisions in their respective countries, whether in government, in institutional settings such as academia or development agencies, in the private sector or elsewhere. While the style of writing is informal and non-technical, our objectives are ambitious:

1. to explain the basic concept of an "information superhighway" in easy-to-understand terms;
2. to identify the issues, risks and opportunities that every traveller on the information superhighway – each private citizen, every organization, every institution, every busi-

ness, all professionals and professional groups, and every nation-state, must confront and deal with early on; and

3. to help develop a “Strategic Information Superhighways Plan”, including an implementing programme, to guide policy-makers in systematically building their own customized responses to the information superhighway challenge, and exploiting the plans for competitive advantage and to improve the quality of life in their respective countries.

The primer has been produced as one of the products of the FID Task Force on Global Information Infrastructures and Superhighways (FID/GIIS) which was established by FID Council in 1994. The Group is co-chaired by Dean Toni Carbo Bearman (USA) and Mr. Jukka Liedes (Finland).

For further information and orders: FID General Secretariat, P.O. Box 90402, 2509 LK The Hague, The Netherlands, e-mail: secretariat@fid.nl; fax: +31 70 314 06 67; tel.: +31 70 314 06 71.

#### 9.2.2. *New roles and challenges for information professionals in the business environment*

ISBN 92 66 00 712 9, FID Occasional Paper No. 12, 100 pages. Price: NLG 80.00 (excl. NLG 20.00 handling charges), 25% discount for FID members. Edited by Karl Kalseth, Virginia Cano and Theresa Stanton. Papers presented at FID Information for Industry Conferences and Seminars from 1993–1994.

This publication offers valuable insights into some of the most frequently posed questions by business information managers and predominant issues in the field at the present time, this publication includes the following articles:

- *How best to find and fulfil business information needs.* By Rogers Bowes.
- *Information Technology changes the way people, our customers, work: How does this change information management?* By Karl Kalseth.
- *Strategic management and information needs.* By Reima Suomi.
- *Defining your information needs: A creative approach.* By Carl-Gustav Rosen.
- *Knowledge-based systems for strategic management.* By Christer Carlson and Pirkko Walden.
- *Innovative products for the benefit of business activities and industry development: What, how, when, to whom? Examples from Mexico.* By Jaimi Pontigo.
- *Executive Information Systems and Information Quality.* By Bjørn Ove Bjørnstad and Karl Kalseth.
- *The virtual library: Practical applications. Examples from the Nordic SR-NET Project.* By Jan Arve Legreid.
- *Reaching out to upper management: What messages do we send and how? What do we get back?* By Ina Brown.
- *A strategic approach to information centre support of business activities.* By Jean Mayhew.
- *Planning of innovative products in the information centre: Forming partnerships.* By Barbie E. Keiser.

- *A strategic approach to information centre support of business activities.* By Jean Mayhew.

For further information and orders: FID General Secretariat, P.O. Box 90402, 2509 LK The Hague, The Netherlands, e-mail: secretariat@fid.nl; fax: +31 70 314 06 67; tel.: +31 70 314 06 71.

### 9.2.3. *Quality management issues: a select bibliography for library and information services managers*

ISBN 92 66 00 710 2, FID Occasional Paper No. 10, British Library R&D Report 6220, 46 pages. Price: NLG 60.00 (excl. NLG 20.00 handling charges); 25% discount for FID members.

Compiled by Penny Garrod and Margaret Kinnell Evans. By FID/QI and the British Library Board.

The bibliography contains information on such issues as Total Quality Management, Benchmarking, Quality Assurance, Quality Management/Quality Issues, Business Process Re-engineering, Performance Indicators/Performance Measurement, Database Quality Measurement, Quality Systems, Self Assessment, SERVQUAL, Statistical Process Control, Training for Quality.

As part of its remit for the British Library funded project: *Best Practice Benchmarking in the Library and Information Sector*, the project team, based at Loughborough University, Department of Information and Library Studies, has produced this select bibliography on Quality Management issues.

The aim of this bibliography is to offer managers and information services a guide to a selection of the literature available. The focus is on current items (with one or two exceptions), considered useful and relevant to library and information managers managing services. However the selection is a subjective one, and is limited by what is readily available and hence accessible to managers.

This is the first publication to be arranged by FID/QI, the Special Interest Group on Quality Issues. Though quality management continues to be of interest to the library and information sector, evidence suggests that practical take-up of quality initiatives is both slow and scattered. Perhaps this bibliography will help to raise awareness and get LIS units started on the long road towards excellence in our rapidly changing and competitive environment. The bibliography is intentionally selective and inevitably biased towards anglophone material.

For further information and orders: FID General Secretariat, P.O. Box 90402, 2509 LK The Hague, The Netherlands, e-mail: secretariat@fid.nl; fax: +31 70 314 06 67; tel.: +31 70 314 06 71.

### 9.2.4. *Marketing Library Services: A Nuts and Bolts Approach*

ISBN 92 66 00 709 9, FID Occasional Paper No. 9, 139 pages. Price: NLG 80.00 (excl. NLG 20.00 handling charges), 25% discount for FID members.

By Barbie E. Keiser and Carol K. Galvin, with editorial assistance of Sharon LaRosa, Editor of MLS: Marketing Library Services.

*Marketing Library Services: A Nuts and Bolts Approach* was first published in 1988. It was created to help librarians understand and apply the major marketing principles in their environment. This manual is a synthesis of thoughts from some of the leading practitioners in both marketing and librarianship and it helps librarians think and work from a *marketing perspective*.

The publication is divided into eight main chapters: Marketing and Survival; The New Reality; Information Needs Assessment; A Top-Down Approach; The Information Audit; Know Thyself; Marketing Opportunity Analysis; The Marketing Mix; The Marketing Plan; Evaluating Your Products and Marketing Plan; and, a Bibliography.

It begins with a conceptual approach to marketing, which leads into a review of the marketing process: Analyzing customers' needs and the marketer's ability to satisfy those needs. Librarians who wish to understand the *why* and *how* of marketing should read all the chapters. Those who want a review of marketing techniques and plans can refer to chapters V and VI; those who want to evaluate their marketing plans and products can turn to Chapter VII.

There are two reasons to concentrate on business information services. First business information services represent a growth area for all types of libraries, and second, given our backgrounds it is a practical way to introduce marketing concepts. However, the marketing principles are applicable to many types of information products and libraries.

For further information and orders: FID General Secretariat, P.O. Box 90402, 2509 LK The Hague, The Netherlands, e-mail: [secretariat@fid.nl](mailto:secretariat@fid.nl); fax: +31 70 314 06 67; tel.: +31 70 314 06 71.

### 9.3. UNESCO documents

*Handling CDS/ISIS. Learning the basic notions of CDS/ISIS information retrieval software systems.* By Isabelle Cache and Louis Lohlé-Tart. Paris: UNESCO, 1994. 75 pages. A manual designed for all those who are starting to use CDS/ISIS and who wish to do so as simply as possible. Ref. No. 477.

*Libraries Serving the Community.* Paris: UNESCO, 1994, 65 pages. Proceedings of a European seminar organized within the framework of UNAL. This was the theme under which representatives from East and West European public libraries gathered in Paris from 28 to 30 January, 1993, to exchange information and experience on activities related to library services for the community, and to familiarize the participants with the UNESCO Network of Associated Libraries and its objectives. Ref. No. 478.

*The Impact of RAMP Studies in the Field of Education.* By Carle Couture. Paris: UNESCO, 1993, 46 pages. An assessment report which forms part of the evaluation of the impact of the Records and Archives Management Programme (RAMP) of the Division of the PGI in Member States. Ref. No. 479.

Send requests for documents to: UNESCO Regional Centres in your area or UNESCO Press Commercial Services, 7, Place de Fontenoy, F-75352 Paris 07 SP, France, tel.: +33 1 45 68 45 64/65/66; fax: +33 1 42 733 007.

#### 9.4. McGill University

The Occasional Paper Series of the Graduate School of Library and Information Studies, McGill University, is pleased to announce the publication of Number 12: *The Printing of Handbills in Quebec City, 1765–1800. A Listing with Critical Introduction ...*, 1995, by Michael Brisebois, xliii, 191(1) pages.

Michel Brisebois, M.Sc., MLIS, the Rare Book Librarian, National Library of Canada, has based his study upon an exhaustive search of the rich printing record of Quebec City. The 1059 items in the listing, along with the critical introduction, analyses and indexes, add a new dimension to our understanding of printing in eighteenth-century Canada.

Orders from inside Canada will be charged CAN \$32.00 per copy. Orders from outside Canada will be charged US \$32.00 per copy. Mailing costs and taxes are included. All enquiries should be directed to the School.

### 10. Software

#### 10.1. Watch-ECHO: data at the click of a mouse

A newly developed GUI (Graphical User Interface) application, Watch-ECHO, brings to the end-user an innovative tool with which to search on-line databases hosted by ECHO, the European Commission Host Organisation. It is based on an application already developed for the CORDIS databases, which has been well received by users. The software is fully compatible with MS-Windows, is easy to install and requires only 4 Mb of base memory.

Watch-ECHO provides access to ECHO's databases via modem, X.25 connection and off-line via the I'M Guide CD-ROM or a local area network (LAN). The application is currently available for TED (Tenders Electronic Daily), I'M Guide (directory of electronic information products and services available in Europe) and I&T Magazine and News Review, and will be extended to other databases hosted on ECHO during 1995. The advantages of using Watch-ECHO include the following:

- an automatic logon procedure to the databases means that access is fully automated;
- queries can be prepared off-line, without incurring data communication charges;
- queries are transformed into syntactically correct query expressions formulated in the CCL (Common Command Language);
- users are able to compare data retrieved from the I'M Guide CD-ROM with its on-line counterpart;
- documents may be defined by the user.

Watch-ECHO can be obtained, free-of-charge, from the ECHO help desk. Alternatively, it can be ordered on-line and will be available for downloading from I'M-Europe, DG XIII-E's WWW (World Wide Web) server. The I'M Guide CD-ROM, in-

cluding Watch-ECHO, can be purchased for the sum of 50 ECU from the IMPACT programme's network of National Awareness Partners (contact details available from the address below).

The development of Watch-ECHO, the I'M Guide CD-ROM and the WWW server illustrated ECHO's increasing emphasis on providing state-of-the-art facilities. It thereby makes a positive contribution to promoting the information society within the framework of the IMPACT programme.

1994 marked an impressive upturn in usage of ECHO, with the number of registered users increasing by 50% over 1993 to a total of more than 22,000. At present, approximately 1000 new individual users are registering per month.

Contact: ECHO, B.P. 2373, L-1023 Luxembourg, Luxembourg, tel.: +352 34 98 12 00; fax: +352 34 98 12 34; e-mail: [echo@echo.lu](mailto:echo@echo.lu).