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The journal is directed to an international readership among librarians in government and international agencies, as well as in universities and research institutions. Librarianship is a key subject in a rapidly changing world. Improved practice will help produce economic benefits, and special attention should be given to problems concerning libraries in Developing Countries.

Articles will be drawn primarily from activities conducted within IFLA. But on occasion the Journal will publish articles on specified topics by non-IFLA contributors. Any reader interested in preparing such an article is invited to submit the paper to the Editor. Material on all aspects of librarianship will be considered eligible for publication.

The views and interpretations in articles published are those of the authors and do not necessarily represent the policies of IFLA or ASpB.

Comments or brief notes responding to Journal articles are welcome and will be considered for publication to the extent that space permits.

Contents

Helmut Burkhardt: Dr. Franz Hodes 1906-1992. - Obituary	143
A. Jack Meadows: Les collaborateurs.	147
René Olivieri: The changing market for scholarly publishers.	155
Derek G. Law: Changing roles in the information chain: a librarian's perspective.	162
Lydia Merigot: Vers une plus grande transparence administrative.	168
Ekkehart Seusing: Basis facts on the Library of the Kiel Institute of World Economics and its information services.	179 AR
Adriaan G.A. Staats: Changing duties - relations between library and information work.	189 AR
Pierre Carbone: Survey of the development of library performance measures in France.	196
Dan Stoica: De l'accès à l'information scientifique et technique: feu vert ou pas?	199

DR. FRANZ HODES 1906 - 1992 - OBITUARY -

By Helmut Burkhardt

Dr. Franz Hodes died on April 19th, 1992 in Frankfurt-on-Main after a long and serious illness. All his life he kept faith with his home town Frankfurt-on-Main. Here he was born on October 2nd, 1906, passed his school-leaving examination and studied geography, chemistry, mathematics and physics at the still young university. In 1932 he graduated and on February 27th, 1933 he received the doctorate degree with a thesis on "The floods in the Elbe-Oder region 1901-1925)".

Franz Hodes soon decided to join the higher library service; for admission he had to undergo a training at the City Library in Frankfurt-on-Main and at the State Library in Berlin and last not least a career examination in October 1934. He first served in the Rothschild Library, then library for newer languages and music and today separate department of the City and University Library Frankfurt-on-Main. On 1st June, 1940 Franz Hodes was appointed a Bibliotheksrat (entrance grade for the higher public library service). From July 1942 to August 1945 were war service and captivity.

In August 1945, Franz Hodes returned back to his old and new department in the City and University Library where he served till February 1947. In those days Professor Dr. H. W. Eppelsheimer was head, both of the City and University Library in Frankfurt-on-Main and of the Senckenberg Library belonging to the university which after breakdown had been attached to the city of Frankfurt-on-Main. Eppelsheimer promoted Franz Hodes as deputy head of the Senckenberg Library. On April 1st, 1947, he took over the management of the Senckenberg Library under the supervisory control of Eppelsheimer.

The return of the Senckenberg Library from reserve stacks in Mitwitz in Upper Franconia and other evacuation places necessitated by World-War II, the gradual reconstruction of the library building in the Senckenberg complex adjoining the Senckenberg Museum and the gradual provision of the library holdings for general use as well as the reopening of inter-library lending within the bizon and beyond the then zonal boundaries fall in that time. The few, thin reports dating back to this time and the reports of older colleagues hardly allow to have an idea of the difficulties they had to contend with. The building was roofless, the upper

floores burnt out and fallen in, only the wet basement stacks and the ground floor were usable to a certain extent. Franz Hodes went at the reconstruction of "his" library, the reincorporation into the general supply of literature and the collaboration of librarians in various associations with spirit of a pioneer and vitality.

In 1957, Franz Hodes' up to that time straight and successful career as a librarian took another turn after he and Eppelsheimer had contrary conceptions on how the Senckenberg Library should be managed and developed, namely as independent library or as department of the City and University Library. Franz Hodes pleaded independence which to a certain extent was finally accepted in the arrangement on the Senckenberg Library in 1972/73. For Franz Hodes the differences with Eppelsheimer had the consequence that in 1957 the later medical historian Professor Dr. G. Mann was entrusted with the management and that he was made a head of a division in the Senckenberg Library.

In this function Franz Hodes retired as Bibliotheksoberrat (senior grade for the higher public library service) on October 10th, 1971.

This didn't, however, finish Franz Hodes' activities as a librarian. Furthermore, he trained young librarians as secondary lecturer and took part in practice-accompanied lessons up to the middle of the 70s. For decades he taught young book-sellers.

Of incalculable importance to whole generations of researchers and, hitherto, not well-known is, however, one field of Franz Hodes' untiring efforts: he, along with the oculist Dr. Thiel (†) from Frankfurt-on-Main, made the whole Senckenbergian archives accessible to science.

Only those who know the nearly illegible handwriting of Johann Christian Senckenberg can estimate the work hidden behind. In addition to the lists of contents of approximately 700 folders with archivalia he provided a personal and correspondence index and a list of places of the archivalia. The documents registered cover the time from the middle of the 17th century to 1912. Due to this work the archives are accessible to historical research and particularly serve the pietism research in the moment. To complete the work at the Senckenberg archives was Franz Hodes' special concern and reason for pride and appreciation.

Under his numerous publications as librarian one paper written with E. Berninger on the early days of the Senckenberg Library is to give special prominence to: "Ad Bibliothecam Joh. Christian Senckenberg", Frankfurt-On-Main 1967. For the first time this paper (as introduction to a book display) also opened the non-professionals' eyes on the treasures of the Senckenberg Library.

As long as it was granted to Franz Hodes he visited the Senckenberg Library, worked there and was concerned about the development of the library. He particularly felt obliged to the Senckenberg Library. The development of the library after 1970 essentially agreed with his ideas. He had wished its development into the central biological library.

But not only his activities for the Senckenberg Library are noteworthy. Franz Hodes contributed greatly to the *Arbeitsgemeinschaft der technisch-wissenschaftlichen Bibliotheken* (Working Group of Technical and Scientific Libraries), later renamed *Arbeitsgemeinschaft der Spezialbibliotheken - ASpB* (Working Group of Special Libraries). After World War II he supported the activities to make the library holdings saved from war utilizable for post-war Germany. The "Verzeichnis von Zeitschriftenbeständen und Serien aus den Gebieten Technik, Naturwissenschaften, Medizin, Wirtschafts-, Rechts- und Sozialwissenschaften" or "TWZ" (List of Serials in the fields of technique, life sciences, medicine, economic sciences, jurisprudence and social sciences) first published in 1951 as manuscript was the main result of these efforts; it had validity and value up to the middle of the 70s. The Kekulé Library and the Senckenberg Library worked out the alphabetical register.

In 1947, Franz Hodes as head of the Senckenberg Library had been elected a member of the working group on its second meeting in Essen. For many years he was member of the Executive Committee and served as vice-chairman, treasurer and member of the advisory board. With Dr. M. Romeiss from the Batelle Institute he organized the VI Meeting of the ASpB in Frankfurt-on-Main. Franz Hodes' winning and kindly personality also contributed greatly to ties of friendship among the members of the ASpB in Frankfurt-on-Main. The ASpB thanked him for his steady action with the honorary membership.

The work at the Senckenberg archives, however, covered only one side of his unofficial work, the other was his bibliographical activities. In particular worth mentioning is the continuation of the International Bibliography of Bibliographies initiated by Hanns Bohatta and the completion of the work on the third volume of the International Bio-bibliography initiated by Max Arnim, a work increasingly engrossing Franz Hodes' attention in view of his advanced age. Franz Hodes felt great satisfaction that he succeeded to complete this work in 1987.

His geographical interests and his official activities (exchange of literature in favour of the Senckenberg Library) relate to Franz Hodes' collaboration with the *Frankfurter Geographische Gesellschaft* (Geographical Society of Frankfurt). He joined the society after its refoundation in 1947. He served as first secretary from 1961 to 1978 and later on, was made an Honorary Member. In 1986 at the 150th

anniversary of the society Franz Hoides was awarded the August-Ravenstein-Medal in recognition of his remarkable contributions to the Frankfurter Geographische Gesellschaft.

After World War II Franz Hodes also turned attention to his concern to familiarize the public with the accessibility of special bookstock and so to open up new perspectives. A most significant contribution is the first international juvenile book display in the Frankfurter Städelschen Kunstinstitut that he organized with Mrs. Jella Lepman of the publication department of the then American Headquarter. Publishers of fourteen nations participated in this book display and opened with it the door to a new, ideologized world after war.

Franz Hodes was a personality engaged civically and in private circles. He joined one of the large parties, was actively associated with his student association Badenia, for which he also wrote a history of the association and with other clubs. Till his illness he lived a very consciously organized life.

We owe Dr. Franz Hodes deep gratitude, appreciation and continuous estimation for his energy and care. We have lost a good and kind colleague who served for the Senckenberg Library, the Arbeitsgemeinschaft der Spezialbibliotheken and the Frankfurter Geographische Gesellschaft far beyond the usual limits. We ever will honour his memory.

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LES COLLABORATOIRES

By A. Jack Meadows

General background

Considerable effort is currently going into the development of computer-supported cooperative work (CSCW). (The term itself was coined in the USA in 1984). CSCW aims to augment group effectiveness by using enabling technology. The two main areas of investigation in CSCW are: 1) group effectiveness in using information technology; 2) what information technology is appropriate.

Group effectiveness in using Information Technology

- 1) Understand the needs of each individual
- 2) Understand how individuals work together
- 3) Understand the organisational context within which individuals and groups work

Requirements of Information Technology

- 1) Interactive communication
- 2) Shared information systems (e.g. databases)
- 3) Support for group activity - often called Group Decision Support Systems (GDSS)

As this list indicates, electronic collaboration between researchers is simple one form of CSCW. Most CSCW studies so far have been carried out in the industrial/business context (especially via EC programmes), but there should be spin-offs for the research community (both in terms of guidelines and groupware). However, such spin-offs have not yet been investigated in any detail.

Networking use

Increasing use

The growth of electronic networks has led to rapid increases in communication

Mr Meadows's paper was delivered at the Seminar "Changing roles in the information chain" organized by the British Library of Political and Economic Science and the International Committee for Social Science Information and Documentation, London, United Kingdom, 30. March 1993.

between researchers. For example, the table below shows the growth in activities by academic scientists in the UK as a result of increased access to JANET from the desk-top. (Similar increases are also under way in the social sciences and humanities.) As can be seen, activities such as analysis of data and word processing, which do not require access to a network, were already well advanced in 1986. The effect of introducing networking can be seen in, for example, the growth in use of electronic mail between 1986 and 1991.

Use of Information Technology by British academic scientists

Computer Activity	% of Scientists involved	
	1986	1991
Collection of data	40	54
Analysis of data	55	72
Graphical display	59	87
Word processing	62	96
Electronic mail	16	70
Electronic data exchange	8	38
Academic bulletin board	1	23
Searching an online database	28	58
Electronic diary	1	17
Personal bibliographic database	20	39
Personal non-bibliographic database	22	39

Studies carried out, especially in the USA, on computer-mediated communication (CMC) - which is itself a branch of CSCW - indicate that there are significant differences in communication habits as compared with traditional forms of communication. This means that the social system that best suits an electronic communication environment may not be the same as that which is appropriate for tradi-

tional communication. For example, there is some evidence that an electronic research 'clique' is not identical with a traditional 'invisible college'.

Changes from traditional to computer-mediated communications

- Content of messages becomes less formal
- Participants are less constrained by group norms
- Lack of user training is often a problem
- Low-level faults in the system affect motivation greatly
- Status differences between participants are reduced
- Encourages the development of research 'cliques'

Informal and formal communication

In terms of traditional channels, there is a clear distinction between informal and formal communication, but one CMC channel can mix both components in a continuous spectrum, as shown in the table below. (It is worth noting that fax is providing a popular intermediate channel between traditional and computer-mediated communication, and may soon become available on personal workstations along with electronic mail.)

Types of CMC in the research community

General discussion	More informal
Work messages	
Newsletter	
Conferencing	
Draft papers	
Abstracts journal	
Referred journal	More formal

Informal electronic communication (e.g. electronic mail, bulletin boards) has dominated research developments until recently: now a move to formal communication via electronic journal has begun. The recent launch of the *Online Journal of Current Clinical Trials* has probably been most reported, but many other initiatives are under way. The title of a new electronic journal is shown below as an example. It is worth noting that current studies at Loughborough suggests that researchers want an electronic journal, at least initially, to resemble as closely as possible the printed journal with which they are already familiar.

The reasons for moving to an online journal can be understood in terms of the deficiencies of traditional journals, listed below. Note that not all of these will be

automatically solved by moving to CMC. For example, it is actually more difficult at present to monitor electronic material than printed material.

Problems of traditional journals

- The failure to publish papers promptly
- Limitations on the lengths of papers
- Proliferation of journals
- The cost of journals
- Difficulty of monitoring the material available

It is worth emphasizing here that these developments are in no way limited to science. Thus the current online availability of an illustrated exhibition catalogue from the Library of Congress in Washington is of importance for research by art historians and museum specialists.

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1. Letter from the Publisher
 2. Retrieval Instructions for Articles
 3. Table of Contents and Abstracts
 4. Editorial Board
 5. Copyright Statement
-

1. Letter from the Publisher

IPCT-J Readers,

Welcome to the first issue of IPCT! It is almost one year ago this week that the idea for this electronic journal was first conceived.

I was hired by Georgetown University in January 1992, in part, to direct the Center for Teaching and Technology (CTT) at the Academic Computer Center. Simply stated, the mission of the Center is to promote the integration of com-

puters and other instructional technology in the higher education classroom. Within that framework is included the vision of tapping the expertise available from scholars throughout the world, to discuss their common interests, to learn from one another, to share their expertise and to pool their experience toward the solution of common problems.

In the course of discussion we decided that a scholarly peer-reviewed journal could be a valuable part of promoting the mission of the CTT. As we continued to articulate this idea, we thought that an electronic journal distribution might be the most immediate and practical way of implementing this goal. To that end, a scholarly discussion group (SDG) was created to help in finding of an editorial board, potential contributors and subscribers. The original list announcement commented on this goal:

Besides creating a forum for the topics of interest noted above, another interest of the CTT is to publish a scholarly, refereed international journal. To that end, the IPCT-L will develop a subscription list and act as a resource to develop the community necessary to review articles and recommend editorial policies as these publishing goals move forward.

It is with pride and a sense of accomplishment on the part of many persons that I announce this first issue of the Interpersonal Computing and Technology Journal.

Limitations

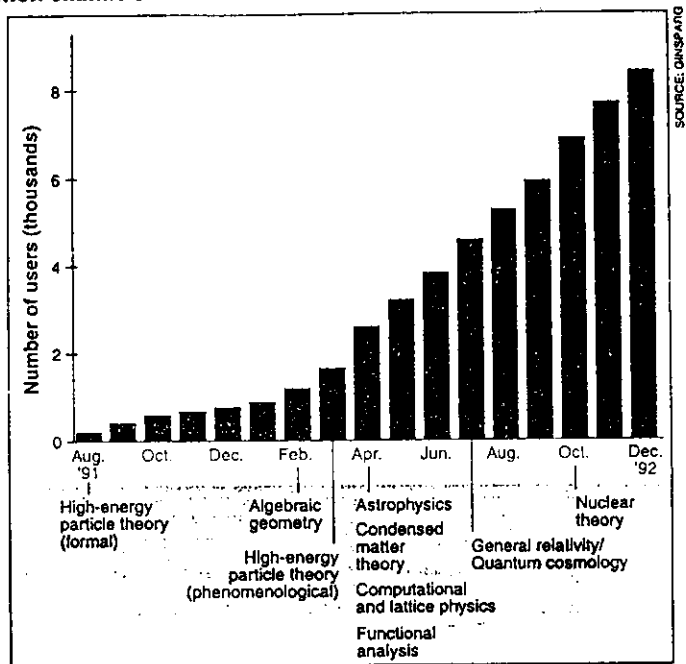
A US investigation of information technology and the conduct of research came up with a list of impediments to the use of CMC by researchers. These relate to the infrastructure, more than to the researchers. Thus, researchers are accustomed to free network access, so how can publishers best charge for their electronic products? Note, however, that the question of the quality of electronic information is very important to researchers.

Impediments to the use of CMC by researchers.

- Issues of cost and cost sharing
- The problem of standards
- Legal and ethical aspects
- Gaps in training and education
- Risks or organisational change
- Lack of an adequate infrastructure
- Quality control

Researchers' concerns

These worries about quality control are worth underlining. For example, pre-prints are increasingly becoming electronic: in the physics community, some researchers are coming to rely primarily on pre-print bulletin boards for publication and information. The growth in this activity is shown in the diagram below. The 'cold fusion' controversy was an instance where most of the discussion went on electronically: since the rise and fall of the topic only spanned a year, the timescale of printed journals was too long. Another concern is access - the current electronic research community consists primarily of American males. There is an important need here to facilitate use by other groups, especially in developing countries. A further problem is one of acceptance. Thus senior academics are often less involved in CMC than their juniors, but they are the people who decide on the funding of hardware/software and the acceptability of different communication channels.



Physicists tap in. As bulletin boards have been added, the total number of users has grown. A dozen more subdisciplines are in the works.

Development of CMC for researchers

Researchers are more interested in information than in the channels which provide the information. However, there is always a pay-off between the value of information and the ease or otherwise of acquiring it, as is shown in the table below. It is clear that ease of access is actually more important for the use than in the relative usefulness of the information.

Hence, the first requirement for electronic communication is that the infrastructure should be immediately available (e.g. a reliable networked workstation on the desk).

Usefulness of information versus ease of access

Information source	Relative usefulness	Frequency of usage (perweek)
Library	8	3
Personal discussions	8	8
Telephone conversations	7	10
Electronic mail	6	15

Given that this infrastructure exists, then from the viewpoint of developing international computer-based activities (e.g. bulletin boards, newsletter, journals), it is necessary to establish next which research topics are both strongly supported and of international interest. For example, some social sciences are strongly supported in France, but are not always widely known internationally. Could electronic dissemination help here? This can be divided down into a series of more detailed questions. The first, again, is - does the relevant social science community have immediate access to workstations either within France, or elsewhere?

In general, it is clear that the rapidly increasing provision of high-speed networks to researchers is facilitating change from printed to electronic distribution of information. The leading publishers of research are therefore now beginning to take electronic disseminations seriously. There is room for new experimentation here, that was not possible with traditional printed channels. But, if it is to broaden the process of research, it must be based on systematic and long-term planning.

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THE CHANGING MARKET FOR SCHOLARLY PUBLISHERS

By René Olivieri

Good strategic planning lies in the art of predicting what is likely to happen and when, rather than just in understanding what is logical or even possible. And the best futurology is still firmly based in history. To understand the behaviour of markets in future then, it is necessary first to examine how they have worked, or not worked in the past.

As a one-time editor in economics, I have watched with more than passing interest that discipline's efforts to come to grips with market imperfections due to asymmetric information, institutional rigidities, and uncertainty. My experience in publishing over the past decade has taught me that the market for scholarly and educational materials is dynamic in ways that often defy prediction.

This is the story of one firm's attempt to come to grips with events of the past decade, and an account of how that same firm is preparing for the future. Blackwell Publishers concentrates primarily on books and journals in the social sciences and humanities. Recently, for reasons given later, we have expanded into certain professional fields such as law, business and computing. We used to publish school books too, but the British government's inept handling of the transition to the new national curriculum (about to be revised yet again) and local school management made it impossible for us to stay in that market.

Ten years ago we were chiefly a prestigious monograph publisher and the books acquisition librarians were our prime customers. We recognised at that time that serials were becoming the chief forum for academic research in many of our disciplines. During the eighties then we grew to become one of Europe's biggest publishers of social sciences and humanities journals (about 130 world-wide at present) many of which we publish on behalf of academic societies.

About the same time it became apparent that a UK-based academic publisher without a strong presence in the American market was not going to be

Mr. Olivieri's paper was delivered at the Seminar "Changing roles in the information chain" organized by the British Library of Political and Economic Science and the International Committee for Social Science Information and Documentation, London, United Kingdom, 30 March 1993.

viable in the future. Not only is America the world's largest market by far for academic books and journals; it is also the most technologically advanced. The largest single concentration of research in most of our disciplines and therefore the most widely-cited authors - many of them European emigrés - is in the States.

At the same time as we were building an American base, another trend was becoming clear. Neither individuals or public libraries have ever been an important source of sales for specialised hardback books. We have always been dependant on academic institutional libraries. Contrary to all economic logic, as academic library book budgets have declined, both the number of new titles published and prices have continued to rise. Clearly, the response of many publishing firms to a decline in unit sales and revenue per title has been to cut costs and push out more titles at higher prices, creating a downward spiral of rising prices and falling volume.

We made a conscious decision not to go down that path, not just for altruistic reasons, but because we didn't think we could turn our company into a sausage factory. Our founder, Sir Basil, one of the outstanding publishers of his time, lived by the motto 'There's always a market for excellence'. We opted for quality not quantity. The number of new titles we publish will be less this year than it was five years ago.

Did this strategy work? Alas, Sir Basil was wrong. There is not always a market for excellence. The difference between the number of copies that can be sold of a good monograph and a mediocre one is not enough to cover the difference in costs. The value we added did not result in higher sales.

The market, from our point of view of course, seems to be insufficiently discriminating. Institutional inertia in the form of standing orders is hard to beat. This may be changing, but as with our publishing for schools, the market has not sorted itself out quickly enough for a medium-size player to hold out.

In response, we decided to change markets. We foresaw that higher education was set to expand not just in Britain but throughout Europe and Asia as well. With governments everywhere determined to bring down public expenditure, the need to provide more cost-effective and flexible courses would bring new publishing opportunities. And as Britain in particular lags well behind most other developed countries in vocational training we entered the business studies and computing fields.

Despite the difficulties of being a small player in a big market, we realised we would have to up the stakes in America. The American-style textbook was taking over in most of our overseas markets. 'If you can't beat 'em, join 'em', we con-

cluded, moving our US offices to the intellectual centre of our universe, Cambridge Massachusetts, and strengthening our American commissioning capacity.

During the past decade then, we have reorientated our books publishing. We are no longer 'author-centred' but 'market-centred'. Our book publishing is now targeted at students rather than libraries. Dear Librarian: please don't turn away. Dear Blackwell author: don't despair. As a company we are in mid-transition. We could not afford the loss of revenue and credibility that would have come from cancelling contracts wholesale so we are still publishing high quality monographs, and doing our best for all our authors.

We still need the librarians' business. And we remain committed to our scholarly reference programme, where the value-added by the publisher is reflected in higher sales per title.

Having just reorientated our books publishing strategy, however, we have not been given much of a chance to catch our breath. Things have begun to heat up on the journals front. During the eighties, what we'd lost in revenues from books we'd gained in journals. The shift in acquisition expenditure in most libraries from books to journals was precisely reflected in our profit and loss account. Even though we'd benefited to some extent from this shift in the market, it wasn't altogether a rational one. Let me explain.

1. The exchange value of the US dollar fluctuates wildly. One year the dollar is strong and overseas libraries take a beating; the next year it is weak and the price of European journals wreaks havoc with US library budgets.
2. Some publishers set very aggressive price increases. In a normal world, they would lose business. In the strange world of periodicals they simply increase their market share at the expense of less hard-headed competitors.
3. A very large proportion of our receipts from journals must go back to editors and societies in the form of royalties and profit shares. Societies invite more and more publishers to bid for their business. The winner could be the publisher who will guarantee them the most income; in other words, the one who is most prepared to risk a high price increase, since pushing up circulation in the present climate means swimming against a very strong tide.
4. Finally, here was this curious phenomenon, we'd seen on the books side: more and more titles being published, resulting in lower subscriptions per title, resulting in turn in higher subscription prices.

None of this is news to librarians but it does put into context the changes we are facing now and it shows, I think, that high quality medium-size book and journal

publishers in the social sciences and humanities have not been making a killing at the expense of librarians. It also shows again how sticky and reluctant to adjust the market is.

Enough crying over spilt milk. Accepting that we do not live in a just world, it is foolish to expect good sense and efficiency to prevail in the future?

Before we can answer this question we need to examine what new forces are beginning to effect publishers and their customers. Let me use Kant's useful distinction between 'sein' and 'sein sollte', between what 'is' and what 'should be': in describing what I think is happening.

The expansion of higher education, in Europe at least, should lead to an expansion in libraries, as well as in student textbook purchases, and to the adoption of new distance and interactive teaching technologies.

Expected Result? Happiness all round: job satisfaction for the librarian; productivity gains for the teacher; wisdom for the student; and profit for the publisher.

Unfortunately, in the UK at least, this equation hasn't reckoned with

- a) the fickleness of a government formally committed in theory to both the expansion of higher education and the free reign of market forces but is mean and interventionist in practice.
- b) ex-polytechnic libraries (where expansion is fastest) which have a fraction of the resources available to older universities.
- c) lecturers so hard-pressed they have no time to think about producing their own materials or about how to make use of advances in technology and teaching methods.
- d) poor coordination within universities in getting resources into the hands of students.
- e) average student spending on course materials falling like a stone.

Actual Result? Unhappiness, confusion and dissatisfaction at all levels.

On the journal front the situation is more complex and more alarming. The technology exists to provide researchers and students with efficient on-line search and individual article/document delivery. Governments are committed to providing the infrastructure in the form of electronic networks, through which vast amounts of information can move at great speed.

Expected Results? Satisfied, happy customers! End users should be able to sift through more information at great speed and extract precisely what they want when they want it.

Unfortunately this shift hasn't occurred: Why?

- a) The end user may not have the expertise or access.
- b) Publishers worry that individuals will not be buying in sufficient quantity or paying enough for each article to make up for lost revenues if electronic delivery displaces hard copy subscriptions.
- c) The organisation, control and completeness of mushrooming databases is far from perfect.
- d) No one has found an adequate means of referring electronic journals.

Actual Result? Confusion, with producers and consumers profoundly ambivalent about the new technology and with governments playing an ambiguous role in between, trying to protect the rights of both.

Publishers may rub their hands at the prospect of getting new income from electronic delivery, but are reluctant to do anything which damages hard copy subscriptions. Librarians and agents - the intermediaries - wonder aloud where they fit in. The consumers are in the most ambivalent position of all. Many of these consumers are authors themselves and belong to professional societies. Many of those societies are also publishers or at least the partners of publishers. Many of the members of these societies are rewarded, monetarily, or much more importantly, in terms of power, prestige, and advancement, through their involvement with specific journals and with those societies. Loyalty to their profession cuts across both loyalty to the institution that houses them and their interests as researchers in getting information quickly and cheaply.

Does this mean that we are caught, that entrenched interest will block progress, that an 'unholy alliance' of publishers and authors will prevail against the allied forces of governments and consumers to stop the relentless march of progress? Not really. I don't think any one in this business believes this will happen.

At the end of the day we - librarians and publishers - are resource providers. The end users are students and researchers. If we don't provide our customer with what they want they will eventually find ways of beating the system.

If textbooks are too expensive or inappropriate, or not available in the library, they have recourse to photocopy machines or used books. The used book market already accounts for a significant proportion of texts sales in the U.S. and it will

come to Europe too. In-house customized publishing need not involve four-colour packages to be effective. On campus publishing will take off in Europe as it has in America.

Similarly, on the journal side if end users prefer 'just in time' delivery of individual articles to 'just in case' archival storage, they will eventually get what they want. And this will happen not as a result of government intervention or changes in the copyright law but because demand creates its own supply; where there is a willing buyer, there is usually a willing seller - at a price of course. End-users, however, and their partners the librarians, will gradually come to recognised that they cannot pay just for the information they use, that the value of a database lies in its quality, comprehensiveness and accessibility. Providing those features will give publishers and agents a continuing role to play.

This began as the story of a particular company. Let me come back to that company and tell you some of the way we as suppliers are responding to this shift in demand.

1. The library supplier B.H. Blackweel Ltd. and its subsidiary Readmore Inc., have formed a new company with CARL systems in America. Calles Uncover is draws on a databse of 13,000 journal titles, (since 1989). 3000 new article citations are added to the database daily and coverage will be extended to 20,000 journals by the end of the year. There is a fixed subscription charge per year for unlimited access to the database via Internet. It is accessible throughout the world and provides fax delivery of documents within 24 hours. It pays copyright fees directly to the publisher.

2. Adonis represents a rather different approach to the problem. A consortium of science publishers, including Blackweel Scientific, has produced a database on CD-ROM of about 400 journals primarily in the biomedical and biochemical disciplines.

3. With Blackwell Publishers, the part for which I am responsible, we have emtered the fray by investing in Legal Information Resources whose managing director is a trained law librarian. This company produces a legal journals index in hardcopy and electronic formats. Its indexing system is unique and all abstracts are written by qualified legal librarians. As do Uncover and Adonis, it provides document delivery. We have already extended the coverage of the index to include European journals and are creating similar new databases in other professional areas such as financial services, pensions, insurance, etc.

Finally, we are investing in computer-based training which has to be ripe for expansion given:

- a) the increasing computer literacy of students and the falling price and greater effectiveness of personal computers.
- b) the proven track record of this kind of teaching particularly with less able students.
- c) the expansion of distance learning and the need to reduce teaching costs.

At the moment the products we have are tutorials on how to use P.C.-based software. We have already sold site licences to US universities and hope to do the same here. It is only a matter of time before we extend our coverage to academic disciplines and providing lecturers with the authoring software and raw material they need to construct their own unique educational programmes.

At heart, despite the lessons of the past, I remain a qualified optimist. Out of this primordial soup practical products are emerging. The new technologies can provide more efficient answers. Publishers and librarians should respond cautiously, waiting for consumer preferences and individual behaviour to catch up. In publishing timing is everything and market adjustment takes time. We are taking a stake in the new technologies. Meanwhile old-fashioned books and journals are unlikely to give up the ghost to the machine.

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CHANGING ROLES IN THE INFORMATION CHAIN: A LIBRARIAN'S PERSPECTIVE

By Derek G. Law

I've been asked to speak today about the changing role of librarians in the information chain, but I want to broaden that a little to talk too about the changing role of librarians. I shall also discuss the ways in which two national initiatives in the United Kingdom present the possibility of significant central funding going into initiatives to hasten some of these changes. Before I really begin I do also want to make it clear that I believe that there is much which will remain stable in the information chain. There will continue to be great paper-based collections in libraries; we will continue to have large budgets for the acquisition of materials; librarians will still have a role in the organisation, management and dissemination of knowledge. Or at least some of them will.

Let me begin properly then by briefly offering my favourite example of why the information chain is beaking down. Researchers have a fixed amount of time for information collection as opposed to research. Yet the volume of information just keeps growing and growing, by perhaps as much as 12% per annum in the case of scientific research. It was said of Thomas Young, the 19th century physician that he was the last man who knew everything. That may have semmed a little unlikely even then, but at least it was a claim which could be made. That is no longer true in even a single discipline. Take the case of Physics, where the literature has grown steadily from roughly 80,000 articles in 1969 to 150,000 articles in 1991 and *Physics Abstracts* is known as the green slime. Just to read all the abstracts would require one to read one hundred abstracts an hour. To cover a single core journal such as *Journal of Applied Physics* requires a researcher to read two articles an hour every working day. This is clearly impossible.

Let me offer you two figures. It has been suggested that even the world's greatest and largest library, whichever one you think that is, contains under ten per cent of the published output of the world. It has also been suggested that even the best

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libraries record in their catalogues less than two per cent of the bibliographically separate items which they hold. Periodical articles, large areas of archives, separately authored chapters of books and so on are not recorded. Thus we have a position where we hold small quantities of the published record, incompletely catalogued and available only to personal callers at times convenient to us.

Networks then provide a powerful vehicle to remedy this situation. We have taken some of the early steps. The buying in of catalogue records to improve control of what we hold; in some libraries the buying in of serials lists to link to the catalogue to give better access there. But perhaps more importantly we have begun to explore and make available the information we do not possess, the 90 odd per cent held elsewhere. It is already clear from the networks that the problem is not one of availability but of superfluity. The fear which begins to be expressed is that these networks offer or may offer unprecedented riches, unconstrained by time or space and bypassing the library completely. However, the library is a complex organism which has survived four thousand years of evolution and I can see several roles in which we have a distinctive contribution to make as the information chain evolves.

Specifically, these are cataloguing, training and quality assurance. There are many other roles and opportunities which I shall touch on when I come to look at national initiatives, but in these we are competitors, whereas in these three I would suggest that we have a distinctive role. Let me look at each of these in turn.

It seems to me ironic that the computing specialists and network engineers have now concluded that there are no real underlying technical problems in setting up the supernetworks such as the NREN and SuperJANET. What is baffling them is how to organise and control the vast quantity of information which washes around it. As one commentator has neatly put it, "what we have is a flea market and what we need is a department store." There are three requirements for the networked information. We need knowbots, knowledge robots, to search the network for relevant information; we need navigation tools to find our way around the networks and we need filtering tools to limit retrieval to relevant information. To put that another way, we need union catalogues, we need directories and we need abstracts and indexes. I would suggest that all of these form part of our professional stock in trade and have done for generations. Much of the work done on these by computer specialists has been inept, why should it be otherwise, but there is a real need for librarians to be much more involved in the design and implementation on these tools.

The second area to look at is training. To learn to use a single major library has never been easy. To learn to use the resources of the world will be orders of mag-

nitude more complicated. The skills of information management and information literacy will become essential to the management of teaching as well as research. But these skills are not innate, they have to be taught and I believe that this is a role which can be developed by librarians.. It almost certainly means some shift of resource away from research and into the infrastructure of training - always difficult to achieve. Part of the answer is generational and it will slowly but surely be recognised that some of the most important research skills are those of information management and as junior researchers gain seniority, the new skills will become more commonly expected. Part is elitism, which will not disappear. Until I was about thirty I thought that all heads of department and even more eminent beings were attractive women aged between 18 and 25. This was simply because most heads of department don't visit the library but send their secretaries and technicians. They are insulated from the pressures which fall on more junior staff and we shall have quite a struggle to convince them that shifting resource into areas such as training and away from departmental budgets will be beneficial.

The third area I want to suggest we can have a role in is quality assurance. The trouble with network publishing is that everyone can do it. One of the great merits of conventional publishing is the implicit and explicit quality assurance. We know what kind of quality and attitudes to expect from a publication from the Adam Smith Institute, as we do from Oxford University Press. Once the markers go, that understanding goes too. Electronic material is also volatile in a way that print on paper cannot be. Library network bulletins are full of sad little tales of discovery. Of the discovery that the latest release of a CD-ROM or a tape from the most reputable of publishers is in some way defective or incomplete, or that the new release of software to control the data has unexpected and rarely beneficial side-effects. That problem can only get worse. Who is to measure the quality of data and the software to manage it? Who is to control and to co-ordinate the sharing of information about what is good, bad and (more commonly) indifferent? In a sense we have done that for years through our acquisition policies and it seems quite a small step to extend that into the electronic world.

In my final section let me then turn to some of the national initiatives in the United Kingdom, which are nudging the system in the direction I have described. First of all there is the Follet Committee which is reviewing the state of libraries in the Higher Education sector on behalf of the Higher Education Funding Council, the body through which state funds are channelled to the universities. It is expected to propose a number of initiatives which will require funding. One of its concerns is how to tackle the issue of the training and retraining of librarians in information management skills. For all the reasons I have been describing it has

reached the conclusion that a key need is to ensure that librarians are better equipped with this new skills and are then in a position to pass this knowledge on.

The next area of concern is the electronic journal. The arrival of the electronic journal has been more often predicted than the second coming, with just as many and varied views of what it would be. In the narrow sense it has arrived in that there are several dozen properly referred electronic journals, although asking anyone to name anything other than Post Modern Culture and Psychology is liable to produce extended silences. Although there seems to me to be real doubt as to whether the electronic journal will reduce costs in any way, I think it likely that the Follet Committee will recommend a significant experiment in this area, perhaps with the support of one of the Research Councils. It may be that we need some fresh thinking here. We seem to be falling into the classic trap of new technologies which is acting as a substitute for the old. What we need is SuperJANET experiments which allow a new style of article to emerge with sound and moving images as well as tables and graphics and illustrations.

The next major area likely to be funded is to do with document delivery. In the British Library's Document Supply Centre at Boston Spa we have a document delivery service which is the envy of the world. However, we are so overwhelmed by it that we have not experimented enough with alternative models. The arrival of commercial players, the changing economics of regional and subject consortia and the possible funding of the database of the major UK research libraries all lead one to suppose that we shall move towards a more distributed model of document delivery and that major experimental services will be funded.

In both of these areas, copyright is seen as a significant stumbling block. Individual publishers keep assuring us that they feel optimistic that change will happen and that mechanisms will be found. This news does not seem to have percolated up - or is it down - to their representatives on official bodies and much work remains to be done. However there is a danger of being over-impressed by the science model of research. The great bulk of material held by libraries is either out of copyright or unpublished and many of the technical and administrative issues can be addressed without touching copyright. For example, most research libraries hold major back runs of older journals and many of these must be duplicated. A programme to digitise these would allow great space savings to be made, as well as making the material more available. To store duplicated runs of journals in expensive space in the centre of any capital city is the economics of the madhouse.

There is likely to be an initiative in the area of creating subject information servers, allowing librarians to bring together some of the roles I described earlier.

Some of this will depend on the creation of network information retrieval tools and that provides a natural link to the JISC, the Joint Information Systems Committee of the Higher Education Funding Councils of England, Northern Ireland, Scotland and Wales.

The JISC has been set up to manage JANET, the Joint Academic Network and also to create and manage SuperJANET, its successor. Its other main activity and one with a large budget line is to create and manage networked services and tools. A large range of these already exist and are very heavily used. I will describe them briefly although the details are less important than the fact that these services attract huge numbers of users

HENSA (Higher Education National Shareware Archive) - stores shareware and public domain software. Based at the University of Lancaster it has over 40,000 accesses a month.

NISS (National Information on Software and Services) based at the University of Bath, holds everything from data to acting as a gateway. It contains such heavily used items as Electronic Yellow Pages and has an experimental WAIS (Wide Area Information Server). Again it is used by tens of thousands of people each month.

NISP (National Information Server Project) / Mailbase. Another great success in introducing whole communities to electronic world, this project based at Newcastle University has developed bulletin boards and mail servers which have been introduced to whole academic communities. This work has been strengthened recently by the decision of the Economic and Social Research Council to appoint an IT Officer attached to the project. His role is to develop training programmes for the social science community and to set up closed mail lists for different groups and in general to encourage use of the new technology and the exploitation of it to the full.

AGOCG (Advisory Group on Computer Graphics) and Multimedia. This is a large and growing area of interest, with many groups involved and a large expenditure in the area. In addition to funding some project work, the JISC funds a co-ordinator post at Loughborough University, which aims to bring all the different groups and agencies together to ensure consistency of approach and minimise duplication.

SGML (Standardized General Markup Language). We fund a support group at the University of Exeter, which is experimenting with different applications of this key standard.

UKOLN (UK Office for Library Networking) is jointly funded with the British Library Research and Development Department. This group at the University of Bath has done important work in helping to define future roles for libraries and librarians. It acts as a focus for discussion as well as being a research laboratory.

In addition to these existing services, the JISC will be asked in April to set aside a major budget line for the creation of networked tools and standards. We hope to begin national level work on areas such as a European Topnode Directory, a national and topic based gophers, SR/Z39.50 standards and so on. None of these acronyms is as important as the fact that we shall be committing resources at a national level to making networked information easier to use and retrieve.

Finally I must mention datasets policy. The huge success of the BIDS (Bath Information and Data Services) ISI service is well known and we have begun the procurement of other datasets. Within a short time the Bath service became the largest ISI database service in the world and currently serves some 3000 users each day. We have a national policy which aims to acquire up to twenty datasets and to make them free at the point of use to mass markets of students. This is a huge topic in its own right but suffice it to say that we have a clear policy and a large budget in order to bring relevant data to every group in higher education.

I have carefully avoided an examination of the role of the library as information compiler and publisher. Some aspire to that but it seems to me a problematic albeit a possible role for most libraries. In any case as I have been trying to demonstrate it seems to me that there is more than enough to be going on with in the way of new challenges.

In sum then, some millions of pounds are available in the UK to create and promote activities over the network. We are dealing with huge masses of data and huge masses of users. Although the ambition may be to provide information at the desktop, there will remain a major role in training, defining networked tools and in providing quality assurance for the data. At the same time the traditional roles of the paper based library will remain. Libraries and librarians are locked into a growth curve rather than a decline as we seek or are given new roles in the electronic information chain.

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VERS UNE PLUS GRANDE TRANSPARENCE ADMINISTRATIVE

Lydia Merigot

Abstract: For a period of the last ten years an evolution of greater administrative transparency has become significant. It can be seen in the adoption of fundamental laws giving the citizens the right for information. The application of these laws is controlled by two independent authorities: The CADA and the CNIL.

This movement towards a greater administrative transparency does not only show in legislative or directed advances but also in measures intending to give better information on administrative activities to citizens.

C'est une vaste sujet, projet même, qui a été proposé et qui peut être envisagé de plusieurs manières: d'une manière "classique" - si j'ose dire - en soulignant l'aspect de recensement et de signalement des publications administratives: comment les documents administratifs sont-ils publiés et quel instruments éventuels permettent de les repérer?

Je ne privilégierai pas cette démarche, certes fondamentale, qui repose sur la collecte et l'inventaire précis d'instruments bibliographiques (fichiers, répertoires ...). Je serai amenée à en parler, mais n'en ferai pas l'objet premier de cette communication. Il m'a semblé en effet plus intéressant de faire le point sur la situation française et de montrer l'évolution politique à cet égard, évolution significative depuis une dizaine d'années.

Le droit à l'information du citoyen, qui n'est pas mentionné dans notre constitution, s'inscrit dans une politique de modernisation et de renouveau du service public. Il modifie en effet singulièrement les rapports de l'administration avec ses usagers.

La confidentialité de l'information administrative - sinon le secret administratif -

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qui était jusque là la règle se trouve bouleversée par une série de lois fondamentales mises en place et contrôlées par des *commissions* appropriées, complétées par des *mesures d'accompagnement*.

1. Les lois fondamentales

1.1 la loi du 17 juillet 1978 voit l'émergence d'un droit nouveau: l'accès au document administratif. Elle s'inscrit dans la tradition française des libertés publiques et aait été esquissée par l'article 15 de la Déclaration des droits de l'Homme "la société a le droit de demander compte à tout agent public de son administration".

Ce nouveau droit était le fruit de sept ans de réflexions, d'études, de travaux, l'idée d'un droit à la communication des documents administratifs apparaissant dès 1971 dans le 2e rapport d'activité de la CCDA (Commission de coordination de la documentation administrative). C'est à l'initiative de parlementaires que sera inséré ce titre intitulé: "De la liberté d'accès aux documents administratifs".

La loi énumère un certain nombre de documents administratifs "tout document détenu par l'administration, et *qui existe*, tous dossiers, rapports, études, comptes-rendus, procès-verbaux, statistiques, directives, instructions, circulaires, notes et réponses ministérielles ... revêtant la forme d'écrits, d'enregistrements sonores ou visuels, de traitements automatisés, d'informations non nominatives".

Tous les documents administratifs sont communicables "qu'ils émanent des administrations de l'Etat (administration centrale et services extérieurs), des collectivités territoriales, des établissements publics ou des organismes chargés de la gestion du service public", par exemple l'ordre des Avocats, le crédit foncier de France, les caisses primaires d'assurance maladie, les caisses de mutualité sociale agricole, les Fédérations de chasseurs. Sont exclues de cette obligation les autorités publiques n'exerçant pas de mission administrative telles les Assemblées parlementaires, les juridictions.

Sont exclus du droit d'accès:

- les informations nominatives figurant dans ces fichiers conformément aux dispositions de la loi n 78-17 du janvier 1978 relative à l'informatique, aux fichiers et aux libertés, qui peuvent être communiqués aux seules personnes concernées,
- les documents juridictionnels.

Un certain nombre de restrictions peuvent également être apportées à l'exercice de ce droit

L'Administration peut en effet refuser d'accéder à une demande de communication:

- lorsque la communication des documents peut nuire au *bon fonctionnement des pouvoirs public*,

lorsqu'elle touche au secret des délibérations du Gouvernement et des autorités responsables relevant du pouvoir exécutif, (le Conseil des Ministres, les conseils et les comités interministériels, les décisions prises par le Premier ministre et les ministres),

pour les documents destinés à nourrir les réflexions des autorités gouvernementales (le rapport Blanchard relatif aux rémunérations annexes en usage dans la fonction publique),

pour les documents préparatoires à une décision de l'administration qui ne peuvent être communiqués qu'une fois la décision finale prise. Cela vaut en matière d'environnement pour les études d'impact sur l'environnement.

- lorsqu'elle porterait atteinte à l'intérêt général,

Cela concerne la défense nationale et la politique extérieure de la France, la monnaie et le crédit public, la sûreté de l'Etat et la sécurité publique.

- lorsqu'elle porterait atteinte aux *intérêts privés légalement protégés* (le secret de la vie privée, des dossiers personnels et médicaux), le secret en matière industrielle et commerciale (secret des procédés, des informations financières, des stratégies commerciales).

- lorsque la loi l'interdit pour protéger la mission de certains organismes (Conseil d'Etat et tribunaux administratifs, Cour des Comptes et Chambres régionales des comptes...)

La demande de communication s'effectue auprès de l'autorité qui la détient, mais exige un préalable indispensable: que ce document ait été identifié.

C'est pourquoi l'article 8 de la loi prévoit que fassent l'objet d'une publication régulière:

- les directives, instructions, circulaires, notes et réponses ministérielles,
- la signalisation des documents administratifs.

La demande doit être faite par simple lettre auprès de l'administration qui détient le document.

Le demandeur a un droit de réponse s'il constate que le document contient des informations inexactes et incomplètes. Il est ainsi possible de rectifier des erreurs, d'ajouter des précisions et même des pièces au dossier.

L'accès peut s'effectuer soit:

- par consultation gratuite sur place
- soit par reproduction de documents aux frais du demandeur "et sans que ces frais puissent excéder le coût réel des charges de fonctionnement".

En cas de difficulté pour obtenir la communication d'un document, il existe un recours contre un refus de l'Administration, qui est représenté par la CADA.

L'article 5 de la loi du 17 juillet 1970 a créé la Commission d'accès aux documents administratifs *qui est chargée de veiller au respect de la liberté d'accès aux documents administratifs* dans les conditions prévues par la loi.

Le refus de communication est notifié à l'administré sous forme de décision écrite motivée; il peut également être tacite: "le défaut de réponse vaut décision de refus"; d'une durée initiale de 2 mois, il a été réduite à 1 mois à la demande de la CADA.

La CADA peut alors être saisie par lettre adressée à son secrétariat, à laquelle est jointe le refus notifié de l'administration et la demande de communication de documents. La CADA statue alors dans un délai de 1 mois sur la demande et émet un avis, qui n'a pas le caractère d'une décision ou d'un jugement. Si l'administration persiste dans son refus, il est possible au demandeur de porter le litige au tribunal administratif par la voie d'un recours pour excès de pouvoir afin d'obtenir l'annulation de la décision de refus.

1.2 La loi n 78-17 du 6 janvier 1978 relative à l'informatique, aux fichiers et aux libertés.

Cette loi est conçue une barrière protectrice contre d'éventuels abus de l'informatique, notamment quant aux risques que l'automatisation de fichiers nominatifs et leur interconnexion entraînent pour la vie privée. Elle établit les règles d'utilisation de l'informatique en même temps qu'elle assure la protection de l'individu.

Il est clairement affirmé que "l'informatique doit être au service de chaque citoyen".

Seuls sont soumis à la loi les fichiers contenant des informations nominatives relatives à des personnes physiques. Une commission nationale de l'informatique et des libertés, la CNIL, est instituée. "Elle est chargée de veiller au respect des dispositions de la présente loi".

Ainsi, avant toute mise en oeuvre de traitements automatisés, il faut lui présenter une demande d'avis ou une déclaration précisant notamment la nature et la durée de conversation des informations collectées, les traitements envisagés et leur finalité.

La loi étudie les différentes phases de la chaîne documentaire concourant à la mise en place d'un système informatisé.

Elle garantit le droit d'accès et de rectification à toute personne concernée par les informations nominatives.

"Le titulaire du droit d'accès peut obtenir communication des informations le concernant. La communication, en langage clair, doit être conforme au contenu des enregistrements". L'article 36 précise également que "le titulaire du droit d'accès peut exiger que soient rectifiées, complétées, clarifiées, mises à jour ou effacées les informations le concernant qui sont inexactes, équivoques, incomplètes ..."

L'exercice de ce droit d'accès est facilité par la mise à disposition de la liste des fichiers au public.

La loi protège également le citoyen dans la constitution des fichiers d'informations nominatives car il est dans l'article 3 "qu'il est interdit de mettre ou conserver en mémoire informatisée sauf accord exprès de l'intéressé, des données nominatives qui directement ou indirectement font apparaître les origines raciales ou les opinions politiques, philosophiques ou religieuses ou les appartenances syndicales des personnes".

Il convient de souligner que les dispositions relatives à la collecte, l'enregistrement et la conservation des informations nominatives sont applicables aux fichiers non automatisés.

1.3 La loi du 11 juillet 1979 s'inscrit également dans un ensemble d'activités administratives et concourt à améliorer les relations entre administrations et le public.

Elle soumet à l'obligation de motivation certaines décisions administratives individuelles défavorables. Son objet est bien de renseigner les individus sur les motifs des décisions défavorables qui leur sont opposées.

Le contenu de la motivation doit être exposé et comporte l'énoncé des considérations de droit et de fait qui constituent le fondement de la décision.

2. La mise en oeuvre de es droits nouveaux. Bilan

Elle repose principalement sur l'action des deux autorités administratives déjà citées, la CADA et la CNIL, instituées par les lois de janvier et juillet 1978.

- la Commission d'accès aux documents administratifs "est chargée de veiller au respect de la liberté d'accès aux documents administratifs, notamment en émettant des *avis* lorsqu'elle est saisie par une personne qui rencontre des difficultés pour obtenir la communication d'un document administratif, *en conseillant* les autorités compétentes sur toute question relative à l'application du présent titre, et *en proposant toutes modifications* utiles des textes législatifs ou réglementaires relatifs à la communication des documents administratifs". Sa composition et son fonctionnement ont été fixés par le décret du 6 décembre 1978.

Cette institution indépendante, composée de magistrats, d'élus, de fonctionnaires de sensibilités différentes, s'efforce depuis 10 ans d'agir dans deux directions: informer l'usager par renseignement téléphonique et par un courrier abondant, et persuader l'administration en ayant une véritable action pédagogique à son endroit. Elle a développé ainsi un réseau de correspondants dans les administrations, les établissements publics avec qui elle entretient des relations régulières, et auprès de qui elle joue également le rôle de conseil.

- Comme la CADA, la CNIL, Commission nationale de l'informatique et des libertés, est une autorité administrative indépendante composée de 17 membres nommés pour 5 ans dont cinq seulement par le pouvoir exécutif; elle n'est soumise à aucune tutelle. Il est clairement dit que "la qualité de membre de la commission est incompatible avec celle de membre du Gouvernement". Elle est chargée de veiller aux dispositions de "la loi relative à l'informatique, aux fichiers et aux libertés" ... "notamment en informant toutes les personnes concernées de leurs droits et obligations, en contrôlant les applications de l'informatique aux traitements des informations nominatives".

Son autorité est par ailleurs nettement affirmée et la CNIL dispose de très larges pouvoirs, car aucun secret ne peut lui être opposé, pas même le secret de la défense nationale.

Instance de réflexion, cette commission joue également une *mission de conseil* auprès des administrations et propose comme la CADA des réformes législatives ou réglementaires, étant elle-même dans certain cas investie d'un *pouvoir*

propre de réglementation, car les techniques mises en cause évoluent très rapidement. Elle en éfine et surtout un véritable *pouvoir de décision* quand elle donne un avis sur la conservation dans des fichiers manuel ou automatisés d'informations relatives aux opinions, à la race et à la religion.

Ces deux commissions jouent un rôle important de **médiation** entre l'administration et l'usager, en s'efforçant de trouver des solutions amiables; si elles n'ont pas le pouvoir de contraindre, elles ont toute latitude de rendre publiques des irrégularités dans leurs rapports d'activité.

L'activité de la CADA s'est considérablement développée depuis 10 ans. Le nombre d'affaires traitées a été multiplié par quatre et a été porté à 2098 en 1989 avec une forte proportion de demandes d'avis (1872) par rapport aux demandes de conseil, ce qui semble indiquer une meilleure connaissance par les administrations et par le grand public de la loi.

La procédure mise en place n'est pas intangible et des améliorations ont été portées soit à partir de règles jurisprudentielles, soit en abrégant les durées de procédure: un délai de un mois suffit désormais pour saisir la CADA.

Il est particulièrement d'examiner quels sont les utilisateurs de cette loi: pour près des trois-quarts, il s'agit de particuliers, dans le cadre d'un conflit avec l'administration, avec toutefois une progression des associations et syndicats (personnes morales de droit public).

Il est également intéressant de constater que les demandes de conseil à la Commission émanent d'institutions décentralisées, régionales ou communales (plus de la moitié des conseils) ou déconcentrées (services préfectoraux). Des différences régionales se marquent nettement, Paris et l'Ile de France représentent 33% des requêtes.

Les interventions de la CADA portent d'abord dans le domaine de l'environnement et de l'urbanisme (20%), de la fonction publique (18%), ainsi que de la santé et des affaires sociales (11%).

L'attitude des administrations s'est certes modifiée et n'est plus seulement défensive vis-à-vis de la transparence administrative. Cette ouverture reste cependant fragile comme en témoigne le nombre important de refus tacites de communication, en particulier de la part des établissements publics.

La CADA toutefois a une autorité morale et une influence accrue sur les administrations, comme peut en témoigner leur empressement à communiquer les documents demandés.

Le rôle joué par la CNIL dans sa vigilance à défendre les libertés et la vie privée des personnes est très important, et se traduit par la mise au grand jour de fichiers souvent égarés ou dissimulés.

Elle a un rôle non négligeable d'observatoire et d'alerte sur l'évolution des pratiques administratives telle la commercialisation, par des organismes publics, des informations qu'ils détiennent, pour des raisons d'efficacité économique, ou la levée du secret médical pour faire progresser la recherche.

Au total le bilan de l'application de ces lois est positif, elles sont de mieux en mieux connues, grâce notamment à l'action des commissions qui développent une politique d'information active auprès de la presse, des media, pour se faire connaître du public et de l'ensemble de l'administration.

Dans cette longue route vers la transparence, il ne faut oublier le rôle du médiateur institué par la loi du 3 janvier 1973. Autorité indépendante et extérieure à l'administration, il était au départ un simple "intercesseur gracieux entre le citoyen et l'administration". Son rôle s'est affirmé et il est devenu une instance de contrôle pouvant contraindre les administrations à modifier leur pratique. Il est également habilité à proposer des améliorations au fonctionnement administratif. A noter toutefois qu'il n'est pas saisi directement, mais par l'intermédiaire d'un député ou d'un sénateur.

3. Mesures d'accompagnement

Il ne suffit pas en effet d'édicter des lois rendant l'administration plus transparente, encore faut-il qu'elles soient connues:

La mise sur vidéotex du Journal officiel répond à ce besoin d'améliorer et d'élargir la diffusion (code d'accès JOEL sur le 36 15 du Kiosque Télétel). Cependant, la publicité des décisions administratives laisse encore à désirer. Les lois et les décrets sont publiés dans le Journal officiel, certains arrêtés ministériels, les décisions du Conseil constitutionnel, un certain nombre d'arrêtés, de circulaires sont publiés dans les bulletins officiels. Cette publication régulière est prévue dans l'article 9 de la loi du juillet 1978 et a été précisée dans le décret du 22 septembre 1979.

"Les documents administratifs émanant des administrations centrales de l'État sont ... publiés dans des bulletins ayant une périodicité au moins trimestrielle et comportant dans leur titre la mention bulletin officiel".

A l'heure actuelle 16 ministères ou secrétariats d'Etat produisent un on plusieurs bulletins officiels, 29 au total. Il faut noter toutefois qu'un tiers des Bulletins offi-

ciels sont publiés sans plan de classement ni table analytique, ce qui ne permet pas de retrouver un texte sur une longue période, car dans ce cas, seul le critère chronologique permet d'accéder aux textes.

Compte-tenu de cette situation, un projet de création d'une banque de données interministérielle des textes des bulletins officiels, accessible par voie télématique est à l'étude par la CCDA.

Les documents administratifs qui émanent du département sont publiés au recueil des actes administratifs du département;

Les documents émanant des autorités municipales sont insérés dans le Bulletin officiel municipal, ou transcrits dans un registre tenu à la mairie à la disposition du public.

Les études et les rapports conduits ou commandés par l'Administration représentent des sources d'information importantes pour le citoyen. Nombre d'entre eux sont recensés dans LOGOS, banque de données produite par la Documentation française, grâce à une collecte pragmatique et active auprès des administrations.

Sous l'impulsion de la CCDA une politique d'édition administrative s'est mise en place dans un certain nombre de ministères, ainsi qu'un souci plus marqué d'organiser la documentation.

La CCDA a également émis des recommandations pour la mise à disposition de guides et de plaquettes d'information à l'intention des usagers élaborés par les administrations ...

Parallèlement, une politique d'information de l'utilisateur a été mise en place en utilisant divers canaux:

- *le téléphone* avec l'implantation des CIRA (Centres interministériels de renseignements administratifs).

9 CIRA fonctionnent en 1991 et répondent téléphone à des demandes précises d'ordre juridique ou administratif, émanant d'un public très varié. L'ensemble des CIRA constitue un service du Premier ministre et les 7 CIRA existant en 1989 ont répondu ainsi à 1 014 867 appels.

- *la télématique*: la production des guides télématiques, outil essentiel d'une modernisation de l'information du public accompagne le renouveau du service public.

Une circulaire en date du 31 janvier 1990 définit un véritable système d'information interadministrative en matière de droits et démarches, à deux niveaux.

Chaque ministère a la responsabilité de définir une politique d'information administrative et produit une banque de données de deuxième niveau dans le champ de ses compétences.

La Documentation française est chargée de produire une banque de données de premier niveau donnant les informations les plus couramment demandées par l'utilisateur. Ainsi, entrant par un point d'accès unique dans ce réseau de banques de données, l'utilisateur pourra interroger le premier niveau, et s'il souhaite avoir des informations plus pointues, sera réorienté par la technique du reroutage vers une base de deuxième niveau.

La CCDA joue un rôle important en veillant à "ce que ce système nouveau et coordonné de production et de diffusion de l'information soit mis en place". Pour tout projet de création ou de transformation de ces banques de données, la CCDA devra obligatoirement donner un avis.

En attendant la réalisation de ce réseau, la Documentation française gère et diffuse le *Guide télématique des droits et démarches VOS DROITS* sur le 3615 du kiosque TELETEL: à partir d'un sommaire de 21 thèmes appartenant à la vie courante (travail, famille, justice, logement, santé ...), et grâce à un accès guidé, l'utilisateur trouve les informations administratives utiles dans sa vie quotidienne.

Rendre l'administration plus transparente pour l'usager passe par la connaissance de ses structures, de leur architecture, de leurs domaines de compétence ainsi que des noms de responsables.

Une version vidéotex du *Répertoire de l'Administration française*, ADMITEL, a donc été réalisée par la Documentation française. Elle permet la mise à jour régulière de ces informations, et une meilleure exploitation et diffusion. Il est ainsi possible de trouver rapidement le nom du responsable d'un service, les coordonnées d'un service à partir de son intitulé ou de ses principales activités.

Le mouvement qui va vers une plus grande transparence administrative, même s'il est limité et par les textes et par leur application, s'appuie sur d'autres mesures sans doute plus restreintes, allant dans le même sens.

La loi du 3 janvier 1979 sur les archives publiques et privées, a pour objet tout à la fois de redéfinir la notion d'archives publiques et de modifier dans un sens libéral les délais de consultation par le public (délai de droit commun ramené à 30 ans).

L'accès aux fiches du casier judiciaire par l'intéressé; plusieurs lois sur l'urbanisme et la protection de la nature prévoyant notamment la consultation d'association d'usagers, et la mise en oeuvre d'études d'impact; la possibilité pour le contribuable d'utiliser une procédure administrative contradictoire, et de connaître les données recueillies par l'administration fiscale préparant certaines décisions; le décret du 28 novembre 1983 "concernant les relations entre l'administration et les usagers". constituent autant de progrès dans l'amélioration des rapports entre l'administration et ses usagers.

Le dialogue progresse certes entre l'administration et le citoyen. Il passe par une avancée de la législation, mais cette logique réglementaire ne suffit pas. L'importance des réalisations accomplies en France est réelle et se poursuit avec les travaux de codification pour s'implifier la règle et la rendre plus accessible: Ce sont également des comportements qui évoluent avec un besoin de transparence accru dans la vie sociale, des consommateurs de plus en plus exigeants qui demandent une information fiable aux fonctionnaires. Ce mouvement irréversible amène un changement des mentalités qui doivent s'adapter aux impératifs européens.

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BASIC FACTS ON THE LIBRARY OF THE KIEL INSTITUTE OF WORLD ECONOMICS AND ITS INFORMATION SERVICES

Ekkehardt Seusing

Abstract: This paper outlines the main characteristics including the acquisition policy of a special library in economics. The emphasis is on the diversity of its information services described in detail. In Germany and world-wide researchers as well as librarians have been relying on the unique services provided by the Library for decades.

In 1966, the function as the Zentralbibliothek der Wirtschaftswissenschaften in der Bundesrepublik Deutschland - ZBW- (National Library of Economics in the Federal Republic of Germany) was transferred to the Library of the Kiel Institute of World Economics, one of the leading institutes of economic research in Germany. Since its establishment in 1914, the Library has developed into one of the largest and most famous libraries for economic literature in the world. As a central subject library it has the nation-wide function to collect, classify, index, and lend economic publications from all countries and in all languages to its national and international clients.

1. Essential qualities

In the 20's Wilhelm Gülich¹ developed the fundamental ideas for a new type of library and he introduced them step by step in the then Library of the Institute für Seeverkehr und Weltwirtschaft (Institute of Ocean-Traffic and World Economics).

Comparing to other libraries the first difference is the Library's organisation by regional units, and not by subjects, i.e. each working group is responsible for all activities in its regional area as mentioned above: collecting, classification, indexing. There are working groups e.g. for Latin America, Africa, the French speaking countries in Europe, South-Eastern Europe, or for international

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organizations such as the EC, the OECD, and the UN.

Another special feature of the Library was its catalogue system consisting of seven different catalogues that were discontinued in 1985 by introducing data processing:

- bibliographical and biographical catalogue of authors
- catalogue of administrative authorities
- catalogue of corporations
- catalogue of geographic units
- subject catalogue
- shelf list of periodicals
- title catalogue

These catalogues base on an indexing system that was developed from 1930 onwards to satisfy the needs of a special library in social sciences. Up to now the Library has its own thesaurus - the "Thesaurus der ZBW" - containing more than 7,000 controlled terms and almost 3,000 regional subjects. The thesaurus is supplemented by roughly 8,000 cross references.

A further characteristic of the ZBW is the indexing of articles in journals and contributions in collected works (such as conference volumes or Festschriften) since topical economic life is more frequently reflected in periodicals than in books. This activity started in 1935 according to the same lines as for monographs. The quality assurance (controlled by the indexers) is given by selecting articles only published in scholarly journals and of long standing interest.

Besides the regional units, the system of catalogues, its thesaurus, and the indexing - the information services have to be mentioned as they form a further pillar of the Library according to Wilhelm Gülich. They will be described in detail further on.

Any damage or loss during World War II was prevented by evacuating the complete stock of the Library into the "Ratzeburg Cathedral" near Lübeck from 1942-1949, after which it was restored to Kiel and housed in former barracks from 1949-1971. The old building of the Institute including the Library has been completely destroyed during the war. In 1971, the Library moved to its present location in the newly constructed wing of the restored Institute's building.

2. Acquisition policy

The acquisition policy of the ZBW concentrates on special literature in economics, including all economic branches and products². The area of collection covers all

aspects of economics, and political economy, as well as a selection in business economics.

In detail the collection includes publications for economic research as follows:

- economy theory
- market theory
- methods in economics
- economy history
- national accounts
- economic policy
- financial policy and the budget
- capital markets and the banking sector
- business cycles
- labor market
- competition policy
- international economic relations
- development and growth economics
- research and development
- regional planning
- natural resources
- transportation
- demography
- social security
- educational economics

Beside these criteria describing the key collection there are overlaps and border areas with other libraries in Germany; e.g. the Library of the University of Cologne has responsibilities within the German special subject fields programme for literature concerning business administration.

Literature on sociology, law, politics, geography, or history belong to the boarder areas and is only acquired when the economic relation is obvious.

The same is valid for publications of inter-disciplinary publications and broad subjects such as family, women, household, children, culture, or environmental questions.

Economic statistics of central and federal states as well as theses form main issues of the Library's collection.

Additionally, the Library is especially interested in reports and statistics published by international organizations, public administrations, economic associations,

chambers of commerce, banks, trade unions, political parties, as well as the publications of research institutes such as working papers, and the annual reports of the most important enterprises.

Special emphasis is laid on non-conventional literature; approximately 60% of the stock belong to the grey literature.

The international field of the collection is reflected in the variety of languages: 43% of the stock are in English, just 25% in German, and 7% in French resp. in East-European languages.

The following indicators should give some statistical information about the importance of the Library. Its holdings amount to more than 2.2 million volumes. 19,200 journals and annual publications are processed per year. Articles from roughly 1,700 journals are regularly indexed, 148 of them from cover to cover.

The card catalogues discontinued - as mentioned above - in 1985 by introducing data processing to the description department contain 9.2 million catalogue cards and are still at the client's disposal.

In 1986 the Library established its own database ECONIS (Economics Information System). The 1992 addition was approximately 64,000 records, including 21,360 monographs, 20,564 journals articles, and 3,608 articles in collected works. At the end of 1992 the clients could refer in ECONIS to approx. 434,000 records, including 155,157 monographs, 140,135 journals articles, and 22,529 articles in collected works³.

3. Information services

It should be stressed that the ZBW has all publications indicated by its different information services in its stock; i.e. the Library is in a position to provide an effective and speedy document delivery system. The Library's holdings are used in different ways by its wide information services.

3.1. Interlibrary loan

Interlibrary loan is an intensively-used traditional service in German libraries. Since the end of the 19th century interlending has become inevitable due to the decentralised system of library affairs) fall under the responsibility of each individual "Land" and, consequently, the political coordination is difficult and not always satisfying. The holdings of the ZBW can be used according to the conditions of the national and international interlibrary loan systems.

3.2 Direct ordering

Another well-established business is the direct ordering service for libraries, research institutes, enterprises, or other organizations. Monographs are sent according to the request. Articles from journals are photocopied, for bound volumes of periodicals or single issues are not mailed.

Private individuals are excluded from this service. They have to order monographs via the interlibrary loan. But they can obtain photocopies from articles in journals or collected works straight from the Library. They only have to send a not specific letter.

3.3 Printed media

3.3.1. Reprint of the card catalogues

The most extensive service is offered by the US-publisher G.K. Hall & Co. through the publication of the card catalogues of the ZBW in book form. From 1966 to 1968 the complete collection of catalogue cards at that time was filmed and published in 207 volumes organised according to the catalogue system of the Library as mentioned above.

Up to that time the Library has become an all-encompassing research center for the social sciences in order to illustrate economic life. The standard and reference works in biology, psychology, science, and philosophy are included, while material such as fiction, memoirs, or popular magazines show the impact of economic factors upon daily life. But times have changed and the acquisition policy of the Library was substantially changed, too, within the last twenty years as mentioned above.

By the way, the volumes of the Hall catalogues can be consulted in many libraries; e.g. in the USA or in Japan (as far as we know by interlibrary loan).

3.3.2. Bibliographies

In 1968 the ZBW became editor of the "Bibliographie der Wirtschaftswissenschaften"⁴ (Bibliography of Economics). Since that point of time the bibliography has held a unique position in the bibliographic control of economics. The extensive coverage of non-English publications, of publications from Eastern Europe, and from the Third World make this bibliography to an outstanding instrument for resesarchers and librarians. Two semi-annual volumes containing 20,000 titles are published, selected from the Library's annual addition of roughly 45,000 bibliographic units. The bibliography has an optimal currency, with volumes published in the year following the date on the cover.

Bibliographies concerning special economic subjects are published in the irregular series "Kieler Schriftumskunden zu Wirtschaft und Gesellschaft" (Kiel Imprint of

Economics and Society). The latest bibliography in this series is a complete list of Herbert Girsch's publications, a former president of the Kiel Institute of World Economics.

Since 1990 the also irregular published "Kieler Bibliographien zu aktuellen ökonomischen Themen" (Kiel Bibliographies of Current Economic Interest) have given lists of literature on economic questions of utmost importance. The latest publications are bibliographical information on "Czechoslovakia - a country and its reforms at the crossroads", Poland - the long way to the market economy", and a "Bibliography on migration - Bibliographie zur Wanderung".

The "Verzeichnis der ausgewerteten Zeitschriften" (List of indexed journals) has also to be mentioned. This irregular bibliography gives the journal coverage for the database ECONIS that has risen to roughly 1,700 journals indexed on a regular basis shortly after publication. A special marking identifies the journals that were indexed from cover to cover.

In cooperation with commercial publishers the ZBW has edited two further bibliographies:

- Bibliography on German unification. Economic and social development in Eastern Germany. November 1989 to June 1992.
- Bibliography on economic transition in Eastern Europe. English and German language titles published in the years 1990-1993.

3.3.3. Other publications

The printed edition of the "Thesaurus der ZBW" consists of two parts. It is a complete list of all controlled terms and all cross references. A separate publication gives the regional subjects. Because of the permanent revision of the thesaurus there are new editions on an irregular basis.

Another special publication of the ZBW is a study concerning the Library's information services and its effects on interlibrary loan in Germany. This performance measurement concentrates on the evaluation of the compound of the collection, of the information services, of the document availability, and of the regional employment in interlibrary loan.

3.4. Selective dissemination of information

3.4.1. Kiel Card Service

Since 1960 the Library has produced quality catalogue cards for libraries, information centres, and private individuals⁵. This service has refined and expanded the Library's services throughout the years. It resulted from the idea of Knut Borchardt in 1960 to make available the Kiel inventory of catalogue cards by increas-

ing their production and sending them out to other libraries. The starting point for this service is the comprehensive collection of the ZBW: The Library offers its extensive cataloguing of monographs and indexing of contributions in journals, annuals, and collected works. The share of grey literature - as mentioned already - amounts to roughly 60% of the holdings. The same criteria for collecting, cataloguing, and indexing are applied to these as to conventional publications, which requires a substantial effort of work that smaller libraries - usually understaffed - cannot afford. The acquisition of grey literature is of great importance, because the most recent results of research are published at first in working papers, reports, etc. Essential information and statistics by government agencies are not published for general use.

The Kiel Card Service gives main entry cards (some with overprinted headings) according to RAK-WB (the German cataloguing rules for research libraries). They include such data elements as main entry, statement of responsibility, place and year of publication, physical description, series statement, notes, and the indexing printed on cards of the international library standard format.

The selection for this card service is mostly made by subjects, regions, or a combination of both. Libraries participating in this specialised information service by subscription receive complete and up-to-date information about the latest literature on any subject area. Twenty percent of the users request cards for articles in journals only. This reflects the traditional documentation activities of the ZBW.

In 1992 there were 74 clients which received roughly 350.000 cards.

3.4.2 Information retrieval

Upon written request the staff of the information department selects relevant titles from the database ECONIS or the card catalogues. A search is mainly done by subject, region, and/or time period; the "Thesaurus der ZBW" serves as basis for a search. On the average twenty titles are provided to the clients requesting a bibliography. The list of the selected bibliographical items from ECONIS is sent to them. Cards selected from the old card catalogues are photocopied and the copies are mailed.

3.4.3. Printed lists

As another specialised information service on demand the ZBW offers printed lists from ECONIS to its clients. The extent of these lists depends on the specific question and the number of items found in the database. A search can be done along the lines as mentioned for the information retrieval.

3.4.4. Economic archives

A written request is forwarded to the Wirtschaftsarchiv (economic archives), if it is impossible to find references pertaining to front-page issues (e.g. current economic or business policy), as topical events are reflected in journals or books with a time lag. Since 1920 the archives have collected newspaper clippings regarding economic and social problems from more than a hundred newspapers and weeklies. More than ten million clippings - systematically arranged by subjects, regions, and time period - are available. For external users, relevant clippings are photocopied and mailed.

3.5. Electronic media

3.5.1. ECONIS online

At present approximately 170 clients are online connected to the database via the X 25-network (e.g. WIN or Datex-P). These search criteria are the same as for other clients of the Library according to the "Thesaurus der ZBW", authors' names, key words from the title or free key words, names of corporations or organizations a.s.o. A combination of two or more of these criteria by using the Boolean logic is possible. In addition codes for languages, countries of publication, or for special kinds of publications such as bibliographies, statistics, or theses may be used.

3.5.2 Magnetic tapes, diskettes

The output from the database ECONIS is not only offered as a printed list or on catalogue cards - as mentioned above - but clients can also order the bibliographic information on magnetic tapes or diskettes.

3.5.3 CD-ROM

"Helecon on CD-ROM" is the combined index of seven major European databases, one of them is ECONIS. The search and retrieval software is easy to use. Authors' names, index terms, key words from the title, and phrases from the text are searchable. Concepts can be combined by using Boolean logic and the results can be both displayed on screen and printed. Search commands can be given in English, French, or Swedish.

3.5.4. Online document ordering

The "Zeitschriftendatenbank" (Serials Database) is a union list of serials in Germany administered by the German Library Institute in Berlin. This database is combined with an online ordering module and the ZBW is one of the suppliers of photocopies of articles in journals within this system⁶. Online access to the Serials Database is via Datex-P. During the online search the client identifies the journal required. The system offers a list of the holdings' locations of the libraries which participate in online ordering. Now the client can decide which library he will ask for the copy. Having completed the online order the client has to mark for a rush

order or a regular order. The request is then stored in the order file of the database. Once a day they are called up by the ZBW via Datex-P. The rush-orders are processed and mailed the same day, the others within ten days.

3.5.5. Fax service

For very urgent demands a fax service is offered to transmit copies of articles or selected pages from monographs.

4. Final remarks

In the past many librarians ignored the use of their collections to a large extent. Wilhelm Gülich, however, changed the library to a modern center for specialised information in social sciences, that nowadays is concentrated on economics. The shift from the conventional library to a progressive library and information center was done by the essential qualities especially developed for a library in social sciences, consisting of its system of catalogues, its thesaurus, the indexing of articles in journals, and the information services developed for the particular interests of economists. The menu of distributing the information is reviewed at regular time intervals for the old and new services have to be economically reasonable.

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CHANGING DUTIES - RELATIONS BETWEEN LIBRARY AND INFORMATION WORK

By Adriaan G.A. Staats

Abstract: The author gives insight into organisation and management of the Central Information, Documentation and Library Department of the Dutch Ministry of Welfare, Health and Cultural Affairs. On the basis of his experience the authors discusses changes in the transfer of information, its effects on the daily work, and he presents some proposals for modifications in the curriculum of training institutes in librarianship and documentation.

Every day, we are all subject to changes in our surroundings. We ourselves are a part of it and sometimes contribute to those changes. This gives rise to an attempt to obtain some insight into the status of the work with which we are occupied: information services based on literature and other documents. In this regard it would seem natural to view matters from the perspective of the developments which can be expected and, if possible, to indicate what, if any, are the repercussions for the respective professional training programs.

I intend to say something about: 1) the organisation in which I work, 2) the management which is concerned with providing information and its organisation, 3) changes and developments. I hope that the reader will regard my remarks as being from the point of view of the shopfloor, which is highly influenced by the local situation. I would like to invite to think with me and to consider which factors are specifically local and which are universal and not tied to local circumstances.

The organisation which I am going to tell you about, is the Dutch Ministry of Welfare, Health and Cultural Affairs (WHCA). It is one of the thirteen ministries in the Netherlands. It was set up in 1982 and is the result of an amalgamation of tasks which were previously the responsibility of other departments. The ministry is led by Mrs. H. d'Ancona who as Minister has special responsibilities for the

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portfolios of Welfare and Cultural Affairs. She is assisted by the State Secretary, Mr. H.J. Simons, who also holds political office, and who has been appointed specially to look after the Health portfolio. Both members of the government are assisted by the Permanent Secretary, the top civil servant, and by four Deputy Secretaries, each of whom responsible for a broad policy field.

It would be taking matters too far to go into more details now, but it can be imagine, that the policy field is rather varied and extends from the restoration of paintings to caring for a good diet, from taking care of people asking for asylum to the policy on orchestras. Today there are about 7000 civil servants working throughout the Netherlands within the framework of the ministry. Today, because procedures have been started are aimed at reducing the number of civil servants. In The Hague and Rijswijk some 2500 civil servants are employed at a central level.

Together they form the nucleus of the ministry. In addition to the Deputy Secretaries there are a number of staff departments, which fulfil a supporting function. By way of example Legislation, Judicial Affairs, Administration and Personnel can be mentioned. One of these central units is formed by the sections, Central Management of Information, Documentation and Library (CMIDL). This department operates under the direct remit of the Permanent Secretary. It is divided up and organised according to the type of work. There are about 60 people, who, on a daily basis, are involved to some degree or other with information services.

1. Press and Information Service Department
2. Editorial Department
3. Department for Information Resources
4. Department of Public Relations and General Affairs
5. Department for Cabinet Ministers' Engagements
6. Main Department for Documentation and Library
 - Documentation section
 - Library
 - Literature Study section

The management is in the hands of a director and a deputy director, who are assisted by a secretariat and a financial assistant.

In brief the respective departments are charecterized as follows:

1. The Press and Information Department consists of a number policy information officers. They have specialised/acquired information in certain policy fields and

support the policy-objectives from the standpoint of information. Furthermore there are project information officers, who are responsible for the campaigns, e.g. alcohol limiting campaigns, healthy eating, information on Aids and so on. There are also 3 media spokesmen, who in the first instance communicate with the press, radio and television, as well passively as actively. The newspaper clipping service is part of this department. In this service, items are selected from the newspapers, documented and distributed by means of collating 2 newspaper cuttings collections each day.

2. The Editorial department is responsible for a number of periodicals which are published by the ministry. The fortnightly magazine "Trefpunt" covers reports from the department. The magazine is sent to the media and the so-called field. The contents consist of news from the ministry concerning new policies and background information on existing policies. The editorial staff is also responsible for internal information and to this end a fortnightly staff newspaper is also produced. In addition they try to ensure that written statements from the department are in understandable language.
3. The Department for Information Resources is responsible for the appearance and production of publications which are published by the department. It advises on designing and sees to it that the style of the ministry is used.
4. The Department for Public Relations takes care of the distribution of ministerial publications to the appropriate target groups. Each year there are about 400 publications. Enquiries from those individual citizens who ask the department for information are answered at the information desk or by telephone.
5. The Department for "Cabinet Ministers' Engagements" looks after the so-called invitation policy. Nearly every public engagement undertaken by the Minister or by the State Secretary has a publicity effect. The department's duties are to ensure that the public appearances have a certain structure and to advise the members of the government in this respect.
6. The Main Department for Documentation and Library collects publications and makes them accessible through an automated system. In addition they provide literature reports.

The library looks after a collection of about 100,000 items and 1500 current journals. They take care of the purchasing and cataloguing of those purchases in the database of the Ministry. The Documentation section provides abstracts of books and journals which have been purchased. These abstracts are entered into the database, from which the documentation magazine is put together once

a fortnight. Internal signalling is done by means of the so-called S(elective) D(issemination) of I(nformation)-SDI-service.

The Literature Study section produces literature reports in response to internal requests. Based on what has been requested, these reports contain information on literature research. The report draws conclusions and makes recommendations (with regard to policy) on the basis of these conclusions.

This summary shows a variety of duties and tasks. Very different to each other, but with one common characteristic: they are all concerned with the transfer of information. I would like to provide the reader with an analyse of job descriptions for comparison. It is concerned with the job of policy information officer and the job of documentalist. Within the organisation these positions are separated from each other. They are performed in very different cultural surroundings.

For instance the informations officer operates in the world of journalism, whilst the documentalist is concerned with books and libraries. The official evaluation is not very different and the question is which demands are made on these civil servants? This can be summarised as follows:

- Acquisition, collection of sources
- Selection
- Adaptation
- Distribution

In my opinion this parallelism can be seen in the editorial staff/journalists. But also between the public relations spokesmen and the librarians. There are, however, differences. The question which lies at the heart of the matter is, are the similarities stronger, more dominant than the differences? And if the answer is yes, what are the criteria on which to make this judgement? Given my own personal experience and my expectations for the future I am not entirely certain that my observations can be called objective.

One noticeable conclusion was drawn from research carried out by the Dutch office for Library Staff and Information Officers (Nederlands Bureau voor Bibliotheekwezen en Informatieverzorging) into the connection of the occupational practice in question.

The conclusion was, that if there was a vacancy in the information sector, 70% of the respondents, felt that graduates from outside the field of work should be appointed. In other words, the idea exists that new functions such as information management, should replace the traditionally trained people. This opinion, conclusion - these are not facts - is sufficient in itself to observe that there should be

some adjustment made in the training, even if it was only to give such an expectation less credence.

Conclusion

Yet, I have to conclude that - from the point of view of the user - the differences between the various information functions are diminishing. For he or she is primarily interested in the result of the work of the intermediaries. Where the information comes from, or from whom, is only of secondary importance. To put it differently, the user wants to ask the question to one person only; to get an answer. Moreover, the user has to be convinced that the information-intermediary does not limit his search for an answer to the discipline he feels at home in. In future the user will call in the help of an intermediary - and I am convinced of this - when he can rely on the fact that the intermediary knows his way to all kinds of sources that can lead to an adequate answer. Such sources may be books, newspapers or magazines, but also lobbyists, statistics and databases. As one of the changes one can observe, I mention the shift from information - gathering to information - mediation. More than ever before, the rapid development of information technology brings a growing need for a guide with it. In the near future, that aspect will get the strongest emphasis.

From the comparison between the various job descriptions it is clear that in the future it will no longer be the differences which count, but the similarities. Interchangeability and flexibility of officials will become a prime requirement. The information intermediary should dispose of good social skills. The conclusion is that the information intermediary should have the following personal characteristics:

- ready to provide service
- friendly
- open
- imaginative
- flexible
- neat and tidy

For knowledge of affairs:

- well acquainted with the content
- technical
- about the environment

I believe that this should be reflected in the curriculum of those institutes providing training in librarianship and documentation.

I would suggest that training institutes should consequently:

1. Focus on communication, both orally and written.
2. Provide insight into information sources, both within society and in organisations.
3. Train people to be all-rounders, no longer limited to specific locations or organisations.
4. Focus on a professional code and ethic. A qualified person can be relied on to make, as far as possible, an objective presentation of information.

Annex

THE POLICY INFORMATION OFFICER

- analyses policy and information requirements,
- prepares (printed) information material,
- ensures contact is made between the media and the Minister or the State Secretary,
- advises on information activities and methods

THE DOCUMENTALIST

- analyses and selects literature in the field of policy,
- makes indicative or informative summaries of the content,
- provides information on policy to internal and external users.
- gives advice on literature purchases.

THE PUBLIC INFORMATION OFFICER

- studies official documents and maintains contacts with the policy sections,
- issues brochures and deals with the correspondence in which information is requested,
- manages the information material: ensures that the information sources and the stores are up to standard.

THE LIBRARIAN

- acquires literature in specific fields of study,
- introduces lending and distribution procedures,
- provides information on and about the material available.

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SURVEY OF THE DEVELOPMENT OF LIBRARY PERFORMANCE MEASURES IN FRANCE

By Pierre Carbone

Abstract: The author gives information on performance measurement under the technical, methodical, and financial points of view in public as well as in academic libraries and documentation centers. He points out differences and common trends, mentions working groups studying on this subject and comes to the conclusion that since the eighties an evolution has begun which will lead to more experimentation and research.

Since the eighties, library evaluation works have progressed in France for several reasons linked to libraries' evolutions. Beyond the institutional distinctions between the different types of libraries (public, academic, and so on), common trends developed.

The mother institutions of libraries (universities, towns, departments, ...) experienced an institutional evolution and became more autonomous. In this context, public service is modernizing its management methods. This change brought the decision-makers to adopt a management view on libraries, and the promotion of evaluation studies.

Inside the libraries, another evolution was beginning, libraries providing a greater variety of services to their users. Near the traditional services (lending), they experienced the explosion and complexity of their products and services, and the increasing of their running costs. For instance, they have to see problems of copyright for audiovisual productions or for photocopies; they have not only to purchase traditional documents but also to buy information, either bibliographic (when they buy notices) or factual (when they search in datafiles); they develop electronic document delivery; they provide the same information by several supports: printed documents, microforms, CD-ROM and so on; with automation, libraries have to pay maintenance of hardware and software, and they are interested in determining the real costs of the services they provide.

This induced an evolution of the librarians' roles and of their tasks. We can recognize three stages in the librarians' evolution: an erudition stage, with a major

preoccupation to the content of documents; a technical stage, with a major specialization of the job and emphasis of experts on procedures and techniques; a responsibility stage with a major preoccupation on choice and major link between contents and procedures. Technically, the gap between the documentation world and the library world reduced, the increasing information bringing nearer documentation and library techniques, managements methods and language. However there is a difference: documentation centers have more preoccupation for costs and developed value analysis, they are product-oriented and provide mainly reference and information; libraries place emphasis on services to a large range of users, mainly by lending, and they develop services evaluation.

Inside the library world, the different types of libraries, mainly public and academic became closer, overcoming institutional barriers. The complementarity between the different categories of libraries created the need for each library to define publicly in collaboration with its mother institution, its role and missions and its place in local, regional, or national network.

If we did observe common trends for the different types of French libraries, the development of library evaluation would not have the same rhythm.

First, university libraries did work on this subject, in the early eighties, because they knew in the same time budget cuts and a change in their institutional situation: they became more integrated in their university and acquired the status of common services of documentation so as to link all the libraries existing in the campus.

The different steps of evaluation studies were as follows: an international conference of AUPELF in Nice in December 1982 about university libraries evaluation; in 1982-1984, development of studies in some libraries about the use of collections, the non-satisfaction of the users, document delivery delays, the automated retrieval services, the cost of photocopies; in 1984-1986, a working group elaborated a "tableau de bord" (log) tested in eight libraries in 1986-1988. Libraries were not obliged to apply this set of indicators, but got accustomed progressively to this method and use it more frequently, their resources being now fixed by a contract policy on the basis of the negotiation of quantified objectives and of evaluation indicators. Generally, evaluation studies in these years are orientated to a better knowledge of the public.

Department mobile libraries (Bibliothèques centrales de prêt) are interested in this subject, they held a workshop in 1990 and established a working group.

Town libraries are less advanced in this domain. The evaluation manual of Nick Moore was translated in French, but has not yet been tested. There are little publications on this subject.

Otherwise, evaluation studies have developed since the first eighties at the National libraries and informatzcion science school (ENSSIB) and in the context of research programs on information science (see publications of Ducasse and Ram-bujhun at Bordeaux, of Salaün at ENSSIB) but there have not been joint programs in partnership between librarians and researchers, yet.

So, library performance measures are not very much developed in France, but with the recent evolutions of all types of libraries there is a real interest, and the situation is maturing for more research and experimentation on this subject.

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DE L'ACCES A L'INFORMATION SCIENTIFIQUE ET TECHNIQUE: FEU VERT OU PAS?

By Dan Stoica

Abstract: This study is a survey on the situation of developing countries concerning the scientific and technical information. The author shows the barriers to information flows. He points out the positive aspects of the work in scientific libraries and he makes suggestions how to improve the situation. This is not an exhaustive study but it gives some points for starting a discussion.

Toute l'étude sur ce thème devrait debiter par une prise de position très nette concernant l'acception du terme "pays en voie de développement". Eh bien ce n'est pas mon intention, vu que cet état de pays "en voie de ..." n'est que transitoire et qu'une image du monde, de ce point de vue, ne peut qu'être en perpétuelle transformation. Cependant, en rapportant le problème dont on va s'occuper à la situation des pays européens qu'on nomme encore "pays de l'Est", je ne m'écarterai pas du thème proposé à l'étude. Connaissant, à travers mes lectures et mes contacts directs, l'état des choses dans plusieurs pays de ce coin du monde, je sais que, traitant de "l'accès à l'information scientifique et technique" en Roumanie, je ne manquerai pas de toucher des aspects communs aux pays de l'Est et, je pense, communs aussi à la plupart des pays dits en voie de développement.

Le préambule consomme - ou, mieux, expédie - on peut entrer dans le vif du problème: l'accès à l'information scientifique et technique. Dès, le début, il faut préciser que le problème en question n'en est qu'un lorsqu'on parle de l'information produite dans les pays avancés, car les produits autochtones ainsi que ceux provenant des cercles de chercheurs des pays se trouvant à un même niveau, plus bas, de développement économique ont toujours circulé sans restriction. C'est un fait que l'on devait à la compétition. Compétition d'abord entre les deux parties du monde qui s'organisaient en blocs socio-politiques, économiques et militaires. Ensuite, cette compétition a fait naître une certaine sympathie des pays en voie de développement non-communistes pour les pays

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communistes. Ces derniers, dans leur effort d'agrandir leur famille, acceptaient avec joie l'union des forces. Ils espéraient "faire le poids", donner la réplique aux pays avancés. C'est cette discrimination acceptée des deux côtés qui a marqué; entre autres, la circulation de l'information scientifique.

Cependant, des barrières ont toujours existé qui ont miné la circulation de l'information. Il serait peut-être convenable de préciser notre acception du mot "barrière", ce qu'on en a déjà dit et le type de barrières qui nous intéresse.

Dans son livre, *Reflet et information* (Moscou, 1973, p. 191), A.D. Ursul distingue plusieurs classes de barrières informationnelles: linguistiques, géographiques, politiques, en fonction de l'âge, historiques, socio-psychologiques, professionnelles, issus du mode d'organisation. Ce n'est pas la seule tentative de classer les barrières qui s'opposent au flux informationnel, mais, dans la plupart des travaux à ce sujet, on retrouve quelques unes de ces classes (barrières linguistiques, historiques, géographiques, politiques et socio-psychologiques), ce qui rendrait légitime mon choix portant sur cette classification. En parcourant la liste de ces classes de barrières, on a aperçu du fait qu'il y en a qui ne sauraient être prises en compte que dans une analyse très approfondie de la question et qu'on pourrait se contenter de ne considérer que les barrières politiques et socio-psychologiques quelle que soit la nature de l'étude que l'on a l'intention de faire. Là, on distingue encore entre "barrières internes" (issus des tares du système politique et social de l'intérieur du pays), et d'autres, que l'on nommera "externes" et qui sont dues à l'ordre politique mondial, au traitement inégal que subissent les nations dans ce qui devrait être le "concerto" mondial, certes avec le premier violon et le second.

Pour ce qui est des barrières internes, après le renversement spectaculaire produit en 1989, elles semblent céder, disparaître. Elles avaient à la base la politique menée par le système communiste et consistaient à imposer le principe selon lequel les créations venant d'au-delà du "rideau" cachaient toujours quelque chose de louche et, donc, qu'il fallait les mépriser ou du moins s'en méfier. Dans les années 50, par voie de "sympathie" - on traitait les premières découvertes que les Américains avaient faites dans le domaine de la génétique de spéculations capitalistes mises au point pour distraire l'attention des gens des problèmes graves qui bouleversaient les esprits prolétariens (slogan courant dans les pays du bloc communiste).

Plus de ça maintenant. Les régimes normaux installés un peu partout en Europe sont fait une place aux idées normales, aux principes de collaboration dans un climat de totale ouverture de tous côtés. On voit aussi de nets progrès en ce qui concerne l'acceptation, c'est-à-dire qu'on est prêt à accepter des nouveautés, ne les

considérant plus comme facteur de trouble social, mais comme source de progrès. On n'est plus réduit à la vision imposée par les politiciens communistes, une vision soumise à l'idéologie qu'on voulait voir triompher coûte que coûte. Les scientifiques peuvent enfin imposer leur vision du progrès, car ils sont de nouveau considérés comme des repères dans l'orientation du développement de la société. Or, personne ne sait mieux que les scientifiques quel est l'importance des contacts, de l'ouverture, de la libre circulation de l'information, en un mot, de la coopération. Même l'idée de compétition épose sur la coopération, si bizarre que ça puisse paraître (certes, il s'agit de ce type de compétition honnête, saine, qui n'est que comparaison de valeurs).

Le problème des barrières internes classe, jetons un coup d'oeil sur les autres, les barrières externes. Mais avant tout, un peu d'histoire:

La mondialisation de la circulation de l'information scientifique n'est plus un concept nouveau. Il date des années 60 quand l'UNESCO, en collaboration avec le Conseil International des Unions Scientifiques, envisageait un programme global d'échange d'information scientifique et technique (UNISIST). En 1976 est adopté le Programme Général d'Information, visant le développement des activités de l'UNESCO dans le domaine de l'information scientifique et technique, de la documentation, des bibliothèques et des archives. L'ONU, à son tour, inscrivait, dans le document final d'une conférence tenue à Vienne, en 1979, la nécessité de réaliser un réseau informationnel international dans le domaine des sciences et de la technique. Le réseau devait être conçu de façon à répondre aux besoins urgents des pays en voie de développement, et capable de donner accès à l'information scientifique et technique aux personnes et institutions engagées dans la recherche afin de leur permettre de prendre les meilleures décisions, pour le développement de leur pays. Par sa manière de fonctionner, le réseau devait permettre d'établir des liens entre les fournisseurs et les utilisateurs de l'information. Dans un tel système, chaque point focal national devait être en possession de l'information sur l'information (pour le pays en question) et il devait également jouir de facilités de communication lui permettant de fournir et de recevoir l'information dans les conditions d'efficacité extrême.

Dans leur article: "Access to technical report literature in developing countries: the NTIS/USAID international information transfer network" (dans *The Use of Information in a Changing World*. Amsterdam, North-Holland, 1984, p. 92-93), J.F. Caponio et J. Frank Post parlent même d'une "coopération régionale". Les Systèmes régionaux d'information - pour lesquels ils s'inspirent d'un certain Martinez - devraient couvrir des nécessités telles que:

- la mise au point de mécanismes pour l'acquisition et le transfert de l'information technique et scientifique au niveau de la région (services bibliographiques communs, compendiums des résultats de la recherche locale, etc.);
- l'identification de la demande et de l'offre des ressources d'information technique (services internationaux, centres de documentation, instituts de recherche, bibliothèques techniques, etc.);
- l'identification des déficiences infrastructurelles auxquelles on doit aussi porter remède (tout cela reviendrait aux agences locales et aux usagers);
- la mise au point d'un réseau d'échange de documents de recherche;
- l'évaluation des expériences dans le domaine de l'organisation des banques de données.

Comme l'on s'y attendait d'ailleurs, le fait de voir l'information devenir un des facteurs les plus influents dans le développement global de la société à engendrer la pensée qu'il fallait mettre au point un "droit international de l'information" qui agisse dans le cadre de la société postindustrielles. La consécration d'un régime juridique de ce genre de coopération humaine serait le dernier trait d'un cadre qui permettrait une évolution normale, équilibrée et enfin globale de l'humanité.

Seulement, ces projets généreux sont encore loin de toucher à leur but. Des intérêts, nationaux ou de bloc, freinent l'évolution des choses.

Il n'est pas rare de voir qu'une université occidentale refuse d'échanger le périodique qu'elle produit sur un domaine, contre celui (couvrant le même domaine) d'une université de l'Est, en motivant que c'est hors de leur sphère d'intérêt scientifique, tout en invitant des scientifiques de cette université de l'Est à donner des cours et à publier des travaux chez eux. On admet donc la collaboration pourvu que ça soit sur le territoire du plus développé. Je ne vais pas mentionner la fuite d'intelligence de l'Est vers l'Ouest par des voies bon marché, car finalement, cela tend à devenir plutôt le problème des pays développés, qui se voient submergés par l'immense vague des immigrants. Je veux seulement dire que, avec un minimum d'effort et un raisonnement stratégique, tout peut s'arranger de façon équilibrée et durable.

Les revues de comptes-rendus critiques autour desquelles se développent des bibliothèques couvrant complètement un ou plusieurs domaines apparentes, ne peuvent être prises en charge que par des instituts ou autres centres de documentation scientifique au budget solide, donc, des pays développés. Des scientifiques du monde entier participent à la rédaction des comptes-rendus. Des scientifiques

des pays de l'Est sont, eux aussi, invités à rejoindre telle ou telle équipe de ce genre et leur travail est très apprécié. Il suffirait donc de soutenir la création d'une de ces revues de comptes-rendus dans un pays de l'Europe de l'Est-en Roumaine, par exemple-et une solide bibliothèque sur une spécialité quelconque prendrait contour et se développerait là où le besoin d'information scientifique et technique de haut niveau est aussi aigu qu'à l'Ouest, mais où l'accès y est dramatiquement difficile. Une intervention de l'UNESCO auprès des gouvernements des pays en voie de développement pourrait décider ces derniers à investir dans une telle entreprise.

Des programmes pourraient être envisager aussi l'amélioration de la situation des bâtiments des bibliothèques qui ont dû subir un traitement affreux pendant presque un demi siècle. Des bâtiments qui font la gloire de l'architecture européenne de diverses époques ont été modifiés dans leur structure, ont été surchargés, mal entretenus. Le malheur qui a frappé la bibliothèque universitaire de Bucarest est perçu comme une chance par certains envieux, car la reconstruction fera accroître le bâtiment et "ils" bénéficieront d'assez d'espace pour leur livres et pour leurs activités. Le malheur a déjà frappé toutes les bibliothèques de cette région de l'Europe. Après avoir vu la bibliothèque Lenine à Moscou, j'ai compris qu'il n'y a pas que le feu qui détruit les édifices grandioses des temps passés. A Iasi, par exemple, la Bibliothèque Centrale Universitaire M. Eminescu finira par s'effondrer sous le poids de ses propres merveilles. Le danger y est plus grand depuis que l'institution a été investie du nom (et des obligations) de bibliothèque nationale de région. Cette fonction prouve la qualité du personnel et du travail effectué. En même temps, elle suppose l'élargissement de la sphère des tâches que cette bibliothèque devra accomplir pour la communauté. Servir les besoins toujours croissants d'information d'un public de plus en plus nombreux, vivant sur un territoire déjà très étendu; cela tient à des conditions de travail que l'on vise à atteindre dans les bibliothèques roumaines. Plus d'espace (et de l'espace bien organisé!) signifie des magasins, des bureaux, des salles pour les catalogues et d'autres pour le public, adaptés a leur emploi. Finalement, c'est l'idée de l'accès a l'information qui est servie et c'est en pensant à cette finalité qu'il faut envisager le problème des bâtiments des bibliothèques.

Comme beaucoup de constructions de bibliothèques font partie du patrimoine national et même du patrimoine mondial, l'UNESCO pourrait collaborer à la sauvegarde de ces monuments. Il ne s'agit pas seulement des travaux de réparation à effectuer, mais aussi de la construction de bâtiments annexes - structures et équipes de la façon la plus moderne- qui puissent prendre en charge le surplus de documents et d'activités des constructions anciennes. On créerait ainsi des partenaires égaux à tous les points de vue pour les bibliothèques et les centres

d'information et de documentation des pays avancés en vue d'une complète exploitation de documents en tous genres dispersés un peu partout dans le monde, au service de tous.

Une idée qui pourrait paraître trop hardie - parce qu'elle l'est justement - serait celle de tenter d'inclure, dans un système juridique international concernant les bibliothèques et la circulation de l'information, le régime de "dépôt légal régional", visant l'accumulation d'information sur un domaine dans une certaine bibliothèque-pilote. Celle-ci devrait couvrir des tâches tenant au traitement des documents, et aussi dans le sens de les signaler et de les faire circuler. La spécialisation stricte de certaines bibliothèques du monde - surtout des bibliothèques scientifiques et techniques - ne mettrait pas en danger leur existence, pourvu qu'elles élargissent, diversifient et modernisent la sphère des services qu'elles tiennent à la disposition du public.

Voici déjà quelques bons siècles qui ont prouvé que l'ordonnance de Montpellier - que les contemporains de François l'ont du prendre pour une fantaisie royale - fonctionne au bénéfice de la culture universelle. Pourquoi une "fantaisie" semblable, issue de l'IFLA et de l'UNESCO, ne marcherait-elle pas en cette fin de siècle et de millénaire?

Enfin, les bibliothèques et techniques des pays comme la Roumaine pourraient participer à des programmes internationaux de traitement des documents et de l'information en offrant, pas leur spécialistes et leur collaborateurs des milieux scientifiques, des services de catalogage et de classification que les maisons d'édition pourraient apprécier. Certes, l'exemplaire traité sera retenu par la bibliothèque qui verrait ainsi ses services pleinement récompensés.

... acquisition de documents suivie de leur mise à la disposition du public. On aurait tort de ne pas parler, dans ce même cadre, du prêt interbibliothèques, et non pas de celui interne - déroule convenablement parce que surveillé et dirigé par une des institutions du réseau national; le prêt international, voilà le problème. Et c'est un problème lié à d'autres qui tiennent aux services des postes et télécommunication, aux services des douanes et même à d'autres services dont on a dû mal à deceler la nature. On voit les liens entre bibliothèques affaiblies par le fonctionnement d'autres institutions. Il y a aussi des causes internes que j'espère on voie de disparition, car elles tiennent à la situation économique générale: les bibliothèques roumaines, par exemple, ont toujours été très réceptives aux appels venus d'ailleurs. Seulement, dans les cas où il s'agissait de documents dont la circulation est contrôlée par la loi du patrimoine national, on essayait d'en envoyer

une photocopie. Mais, là encore: il y avait un problème: pour faire des photocopies il faut une photocopieuse: du papier, de l'encre ...

Les problèmes des autres semblent tenir exclusivement aux facteurs externes (postes, transports). Des documents envoyés en bateau des Etats-Unis pour la Roumanie risquent de mettre plus de 4 à 5 mois jusqu'à la destination, ce qui rend impossible le retour dans le cadre du délai de 30 jours, mondialement accepté. Ce type de problème me paraît des plus difficile à résoudre. Il est à supposer que, même à l'époque de la livraison automatique des documents, un certain nombre de livres, d'une certaine catégorie, devront toujours faire l'objet du prêt international "à l'ancienne", ce qui veut dire continuer la collaboration avec les postes et les services de transport. C'est en partant de là que je pense utile une intervention de l'UNESCO auprès des facteurs soupçonnés de contribuer à une circulation normale de l'information pour les sciences. L'Union Postale internationale ne pourrait-elle pas être sensibilisée à cet égard pour qu'elle contrôle le régime du prix des expéditions concernant la circulation de l'information scientifique?

Avant toute conclusion, il convient de faire une remarque sur le régime privilégié qu'ont connu les bibliothèques scientifiques et techniques de la Roumanie (et de pays au destin comparable) par rapport aux bibliothèques universitaires (encyclopédiques), de sciences humaines, économiques et sociales, et aux bibliothèques publiques. Même pendant la période noire du régime communiste, ce genre de bibliothèques ont constamment progressé - à petits pas, il est vrai - car la nature neutre des domaines qu'elles couvrent ne pouvait poser de problèmes quant à la politique du moment. Aussi, sans leur porter aide: less a-t-on abandonnés à leur destin, ce qui n'était déjà pas mal. Développées autour de centres de recherches réputés, ces bibliothèques ont pu maintenir leur fonds à jour surtout par voie d'échange. Et pourtant, il y a toujours manqué quelque chose et surtout la possibilité d'investir pour améliorer le fonctionnement et l'administration. Les normes élaborées par l'IFLA ont toujours été observées de près, mais toute a été fait "à l'ancienne", faute moyens.

En guise de conclusion, je vais revenir sur l'idée qu'il faut voir dans les problèmes des bibliothèques des pays en voie de développement - comme la Roumanie et les autres pays de l'Europe de l'Est - des problèmes qui concernent l'avenir de la circulation mondiale de l'information. Ce sont des problèmes pratiques et pas de problèmes issus des visions préhistoriques et des mentalités vieilles des professionnels de cette partie du monde. J'ai présente ici ceux que je tiens pour être les problèmes les plus graves et pour lesquels j'ai essaye d'esquisser des solutions

envisageables. Ces solutions pourraient représenter l'effort commun à tous ceux qui rêvent d'un système idéal de circulation de l'information.

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