

## News, Trends and Comments

### News

#### **Intellectual property**

One of the most widely covered developments in the library press earlier this year was the action taken by the Online Computer Library Center (OCLC) to register its data base under US federal copyright law. After the decision by the board of trustees on 15 December 1982, selective copyright notifications began to appear both on-line and on various derivative products. The action "is in keeping with the constitutional purpose of copyright legislation which is to foster the creation and dissemination of intellectual works for the public welfare, and to reward creators for their contributions", according to a statement by OCLC trustee Nancy H. Marshall of the University of Wisconsin Memorial Library, cited in the December 1982 number of the OCLC Newsletter, where it is also pointed out that the data base "is a uniquely arranged and augmented compilation of entries which make it a proper subject for copyright protection". There too, OCLC's vice president and corporate counsel, David P. Lighthill, attributes the data base's potential for "depreciation" to "its use without the addition of original cataloging and/or current library holdings data", and claims that copyright protection will help to assure "that unauthorized use does not increase the cost or decrease system performance for authorized users". The Users' Council Task Force on Responsible Use of the OCLC System had previously recommended the development of a code of ethics, tightened contractual provisions, and new pricing mechanisms. The trustees' action was apparently at least partially a reaction to these proposals, but Lighthill suggests that the membership organization may be looking to additional sources of income resulting from the application of license fees to practices not currently authorized by OCLC. The copyright protection now in force pertains - in view of the limitations inherent in the copyright law - only to the period beginning 1 January 1978. Whether the actual information in the data base (as opposed to the compilation of that information on the computers in Dublin, Ohio) remains in the public domain is not certain - though it does seem likely that such would be the only feasible legal interpretation. (The information itself is of course largely supplied by OCLC's member libraries, most of which are public institutions and/or operating with the support of public funds.) At any rate, not all of OCLC's members were completely happy with the move - indeed, many seem to oppose such restrictive measures on principle - and it remained to be seen what further complications would arise. One such has now perhaps already come to the fore. On 21 April, the Chief Officers of State Library Agencies

(COSLA) officially objected to a new OCLC draft contract which embodies certain copyright restrictions. This draft contract has since been taken under review at the request of OCLC. OCLC has claimed that "copyrighting of the data base is only a part - perhaps a minor part - of a wider program of action begun to protect and secure the responsible use of the OCLC system", and including also contract-revision, educational efforts, new monitoring systems and pricing approaches. The June 1983 issue of the OCLC Newsletter carries the text of the Criteria and Policies for Use, Transfer and Sharing of OCLC Records. The utility's main concern now seems to be that its records not, without control, be used "to carry out programs which can be used in substitution for OCLC on-line processes" (with the exception of interlibrary lending).

In the meantime, a new publication in the Canadian Network Papers series ("Ownership of Machine-readable Bibliographic Data", available from the Public Relations Office of the National Library of Canada) addresses the same problem to some extent, without apparently contributing much to its resolution. The Research Libraries Group (RLG), in any event, has chosen to take a clear stand on the side of not seeking copyright protection for the RLIN bibliographic data base "at present", pointing out that such a position "is consistent with RLG's continuing commitment to the unrestrained exchange of bibliographic data". The decision took the form of a reaffirmation by the RLG board of governors, on 22 June this year, of an earlier determination, and was announced in an RLG press release dated 20 July - in which no mention of OCLC occurs, but which states that "RLG works towards the eventual contribution of RLIN records to a general system of sharing among libraries and scholars, regardless of location or network affiliation".

Rising meanwhile always more in the consciousnesses of indexing and abstracting services which produce and sell (in both hard-copy and electronic forms) products based on the output of primary publishers especially in the STM (scientific, technical, medical) realm, and of these publishers themselves, is the question of legal ownership rights to the information involved, and it seems that such considerations and potential conflicts will in the near future constitute a hot topic within the 'information industry'. Things are already beginning to warm up.

### **They come and they go**

Spidel (Société pour l'Informatique) has been phased out as an on-line information retrieval vendor. It had been one of the French contingent of DIANE hosts. Also drying up is Citère (Société Générale), whose CEDIJ group of legal data bases has now been mounted for on-line access by G.Cam - one of the rising stars, presumably. Also up-and-coming in France is GSI-ECO, with help from the national statistical office (INSEE). Its premier offering is the Base de Données Macro-économique (BDM).

### **Looking it up**

From time to time in these pages over the last two years we have given brief indications of the on-line availability of encyclopedias, and

to some extent have followed the ups and downs of this tricky aspect of the computerized information services business. We might now in passing point out that the suitability of the medium to this form of publication, under present conditions, is called into question in a recent article appearing in *American Libraries* (for March 1983, p. 134, 136) by Gordon Flagg. He deals principally, it is true, with the question of the viability of the library market. This is not a market at which most of the producer/vendor activities (for example those of Britannica/MDC, World Book/CompuServe, Academic American/Dow Jones) have been aimed, but the recent agreement between Grolier and BRS (see ISU vol. 3 no. 1/2, p. 81) is a slightly different matter, unless BRS is depending only on the After Dark service to justify its venture. Flagg quotes the executive director of one large US public library as saying that "there's going to be a place for online ready reference, but probably not in the context of an encyclopedia".

### **Downloading**

Soon after pronouncements of a similar sort by certain other database producers (see our previous issue, p. 78, 88), BioSciences Information Service has announced a downloading agreement policy in connection with its on-line files BIOSIS Previews and the Zoological Record, based on a per-record fee paid for the right to store and to 're-use', locally, information extracted from the files. It is not immediately clear what the impact of this development will be on the BITS service, announced only last year by BIOSIS.

### **UKLDS**

In volume 2 number 2 (p. 118), we reported on proposals for a United Kingdom Library Database System - a scheme concerning which much uncertainty then prevailed (and in fact still prevails). The Cooperative Automation Group (CAG) has now taken account of various reactions to the proposals - which were generally positive but raised many specific questions. The CAG Standing Group on Bibliographic Standards has been given the mandate of dealing with the problems of incorporating special materials in the data base, but the CAG is standing firm on its unwillingness to effect implementation of "coherent subject access" to the file. The extent of decentralization to be built into the system is not yet clear, nor is the probable timetable for realizing the project, but determination to push ahead one way or another seems strong.

### **OCLC enhances**

In a bold new venture, the Online Computer Library Center has reached an agreement with IBM whereby the latter will supply a special version of its Personal Computer to be used by libraries as an OCLC terminal - the "model 300", enhanced and "customized" by OCLC-developed software and OCLC-specified hardware modifications. OCLC's president, Rowland C.W. Brown, has stated that this move "is yet another indicator of OCLC's commitment to distributed systems architecture and utilization

of emerging microcomputer technology". Installations are set to begin in 1984. OCLC is also developing what it calls a "micro enhancer" (a software package) for streamlining interlibrary lending functions, and plans, according to Brown, to offer "floppy disks that will enhance the OCLC system through a microcomputer in the library". At the May 23rd-24th Users' Council meeting, two weeks before announcing the deal with IBM, he suggested that his organization would in some respects have to operate "at the cutting edge of new library technology". He also on that occasion stated, incidentally, that OCLC's current copyright stance and published guidelines (see first item above) had been dictated by an effort to determine how it could "support and enhance resource sharing while at the same time protect the economic viability and philosophy that created the database and its value".

If it sounds as though OCLC is firmly determined to play as broad a role as possible in the area of computerization of local library processes (to say nothing of certain other aspects of information technology such as document delivery and even electronic publishing - about which we shall be hearing more soon), this is surely no illusion. The utility has been very active on a number of fronts, but one is almost necessarily left with the impression that its activities were lacking somewhat in coordination and didn't show a clear direction. Perhaps events will demonstrate the wisdom of its seemingly fragmented approach, although for some time it has appeared to have a certain strategy, but had not been able to identify an elegant and efficient set of tactics by which to pursue it. In addition to the above-mentioned schemes, one might here recall the marketing agreement reached not so terribly long ago with regard to the Total Library System (TLS), and that nonetheless OCLC was attempting, shortly thereafter, to make a big splash in the bibliothecal world with its own Local Library System (LLS). On top of this, it began to become clear more than a year ago that OCLC was taking a hard look at the NLM/Lister Hill-developed Integrated Library System (ILS), and now we have yet another offering - the LS/2000, an "enhanced" version of the ILS software developed in cooperation with Online Computer Systems, one of the two firms originally to undertake marketing of ILS (the other being Avatar Systems, whose version was recently implemented by the Library of Congress Loan Division on a time-sharing basis - even though this sort of offering by Avatar is reported to be in violation of the original marketing agreement with NLM). Quite recently, however, a kind of shakedown has occurred. In conjunction with a decision to give up on TLS (whose marketing will presumably revert to the Claremont Colleges, at least temporarily) and to drop LLS as a separate system, OCLC is now putting all its local integrated library automation eggs into the LS/2000 basket. LLS has formed a partial basis for the development of this product, but it essentially is an outgrowth of the OCS version of ILS, incorporating certain elements of the Avatar version (at least for the serials control subsystem). Indeed, OCLC has apparently acquired the rights to both of these versions - giving itself, for the time being anyway, a virtual monopoly on the market exploitation of ILS, although the basic software package remains freely available for purchase from the US government. The first real-world implementation of LS/2000 is set to begin in early 1984, at sites in the USA and the UK. The software has built-in subject-heading and keyword (as well as author and title) indexing capability, and any MARC field may be selected for

indexing purposes. Access is provided to the OCLC on-line data base (union catalogue), and a gateway to other information retrieval vendors will be made available (see below). The system is capable of operating (using MUMPS/MIIS) on a number of varieties of minicomputer, including Data General and the IBM Series One. OCLC has not yet announced which terminal it will designate as "standard", but it shouldn't require much imagination to guess the name of at least one manufacturer which will be among those under consideration to supply this hardware.

### **One fewer "broker"**

While acting to protect the vested interest represented by its huge bibliographic data base, and busy as a bee (no pun on its current model 105 Beehive terminal intended) in the local library automation arena, OCLC has decided to cease (at least for the present) activity in one area. "Affiliated Online Services" was the term used by OCLC to designate its brokerage operation between libraries and the DIALOG and/or BRS on-line information retrieval services. As of 30 June, the utility has discontinued this operation with so far as we know no public explanation except to state that it constituted an exception to its philosophy in terms of relations with regional networks. Now very recently we have learned, however, that the LS/2000 integrated library automation software package (see previous item) will incorporate a "gateway" facility for allowing on-line searching of files mounted on the computers of such vendors as DIALOG and BRS. Just how this will work, and what special features will be involved, is not yet clear, but - interestingly enough - an OCLC spokesman claims that the two developments are unrelated.

### **Distinction**

The Institute of Information Scientists Annual Award was presented on 1 July in Oxford, at the IIS 25th anniversary conference, to Karen Sparck Jones of the Computer Laboratory, Cambridge University. Last year's recipient was Monty Hyams, president of Derwent Publications.

### **Data bases**

The German on-line service INKA is now offering access to the data bases Rheology (coverage from 1976, English-language, annual updates) and Tribology Index (coverage from 1972, English-language, annual updates), both from the Fachinformationszentrum Werkstoffe and the Bundesanstalt für Materialprüfung, and both available since April of this year.

SDC was scheduled to mount, by this summer, the Chemical Economics Handbook, from SRI International, under conditions of limited subscriber access. Bimonthly updates were scheduled.

New on Data-Star this year are SGB, the economics-business data base from the Generale Bankmaatschappij in Belgium (coverage from 1974, abstracts from 1979 onwards, monthly updates), and Excerpta Medica.

The following files have recently come up on DIALOG: Mental Health Abstracts, from IFI/Plenum (file 86, coverage from 1969, monthly updates, available since June), Harvard Business Review (file 122; selected coverage from 1925, full coverage from 1971, full text (no graphics) from 1976; bimonthly updates: available since July), Chemical Exposure, from Oak Ridge National Laboratory, USA (file 138, bibliographic, coverage from 1974, updated annually, available since May), World Affairs Report, from the California Institute of International Studies, Stanford University (file 167, USSR perspective, coverage from 1970, monthly updates, available since August), Information Science Abstracts, from IFI/Plenum (file 202, coverage from 1966, bimonthly updates, available since August), American Men and Women of Science, from R.R. Bowker (file 236, physical and biological sciences only, coverage from 1979, triennial updates, available since June), Electronic Yellow Pages index, from DIALOG Information Services (file 500, indexing files 501-510, re-loaded twice per year, available since July). We note also that Standard & Poor's News Daily (file 133) will disappear on 1 September - at which time Standard & Poor's News (file 132, retrospective to mid-1979) will begin to experience daily updates. As of July, DIALOG has been offering a re-loaded version of the GPO Monthly Catalog (file 66) with three new fields (report number, publication year, document type). Also re-loaded have been CHEMNAME (file 301) and CHEMSIS file 331 (both in June), and CHEMSIS files 328, 329, 330 as well as CHEMZERO (file 300) (all in August) - all with the result of improved ring data and substructure searching; and CHEMLAW (file 197, in July) with the addition of chemical substance multiple access points, and of three new formats. Finally, the earlier announced (see our previous issue) UPI News (files 260 and 261) was delayed by two months and eventually brought on-line in June (file 261 - current) and August (file 260 - backfile).

Economics Abstracts International, from the Economische Voorlichtingsdienst of the Netherlands Ministerie van Economische Zaken, will be made available by the Dutch host organization Building and Town Planning in Rotterdam. This new Euronet host also offers certain files pertaining to the areas suggested by its name.

As of 1 July of this year, Datacentralen has made accessible on its system in Copenhagen the data bank ECDIN (Environmental Chemicals Data and Information Network), from the Joint Research Centre of the Commission of the European Communities in Ispra, Italy.

The Inpadoc file (from the International Patent Documentation Center), already some time ago announced as imminent on the on-line service Pergamon InfoLine, has now, since this spring, become publicly accessible via that system. Also recently brought on-line is Inpanew, a current awareness patent data base derived from the Inpadoc Patent Gazette. The same vendor has, furthermore, now added abstracts to the data base World Textiles, and contracted with the Paint Research Association (UK) for exclusive on-line availability of World Surface Coating Abstracts - which was to be mounted sometime this year, and withdrawn next year from DIALOG.

The Academic American Encyclopedia may now be consulted by users of CompuServe (from which the World Book was recently withdrawn).

BRS has opened the IRCS Medical Science full-text (no graphics) data

base to public access (coverage from 1980, monthly updates).

The Directory of Symbols (of publicly owned companies) has been made available on Dow Jones News/Retrieval.

Engineering Meetings has become accessible also on Can/OLE, and through NRAC (off-line).

#### **Failed effort**

The European Information Providers Association (EURIPA) has at least for the nonce given up the attempt to produce a survey of the information industry in Europe. This had been a long-cherished desideratum of the trade group, but it proved impossible to find a contractor willing to undertake the expense of the research and marketing efforts which the venture entailed.

#### **Tools of the trade**

May 1983 was the announced availability date for the updated edition of the Sociological Abstracts User's Manual. The price is US\$35 plus \$1.50 for postage (apparently, for delivery to any country), and orders should be addressed to Sociological Abstracts Inc., P.O. Box 22206, San Diego, CA 92122, USA.

Contact EIC/Intelligence, 48 West 38th Street, New York, NY 10018, USA, for information concerning the new users' manual for Telegen. Telephone: (212) 944-8500.

For US\$40, you can have the new Laborlaw Users' Manual, available from the Bureau of National Affairs, Data Base Publishing Unit, Room 363, 1231 25th Street NW, Washington, DC 20037, USA.

John Wiley & Sons (Electronic Publishing Division, 605 Third Avenue, New York, NY 10158, USA) has now made available the Harvard Business Review Thesaurus, for the price of US\$50.

Absolutely free for the asking is the Electronic Yellow Pages Mini Search Guide, except for the price of a stamp on your request addressed to Market Data Retrieval, P.O. Box 510, Westport, CT 06880, USA (no telephone orders).

Since earlier this year, a completely new edition of the Online Instruction Manual (Patents) has been available from Derwent Publications (Rochdale House, 128 Theobalds Road, London WC1X 8RP, UK; or 6845 Elm Street, Suite 500, McLean, VA 22101, USA). It is Derwent's instruction manual no. 1C, dealing with the use of the WPI data base on the ORBIT system. It was dispatched in March (though with a January cover-date) to "eligible" Derwent subscribers. The first copy is free (to these recipients); additional copies apparently cost £5 or US\$10 each. The manual contains seventy-eight pages altogether, only one of which is printed upside-down.

Penguin has this spring published its Dictionary of Telecommunications, by John Graham, at £2.50.

**People**

DIALOG Information Services' new marketing manager is Libby Trudell, who comes from the California Library Agency for Systems and Services (CLASS), and had previously been connected with NELINET. She replaces Betty Davis, who late last year left DIALOG to join Pergamon (see our December issue, p. 338). Barbara Gersh had been filling in during the interval.

At its general assembly held during the latter half of May in Vienna, the International Council of Scientific Unions Abstracting Board (ICSU/AB) selected as its new president Jacques Michel of the Centre National de la Recherche Scientifique's Centre de Documentation Scientifique et Technique. Other officers will be Arthur J.C. Wilson (vice president), Dale Baker (secretary) and Joseph Coyne (treasurer). The retiring president is Melvin S. Day. Meanwhile, of course, ICSU/AB has been continuing the process of seriously examining its options for the future - a process which will be rounded out by early 1984, and leading to definite action to be taken at the extraordinary general assembly to be held next June in Philadelphia. As well as certainly more important matters under consideration, a change of name may also be in the offing. (After all, everybody else appears to be doing it; however, it seems that a more fundamental development may be dictating ICSU/AB's deliberations in this regard.)

The new Intelsat (International Telecommunications Satellite Organization) director general will be Richard Colino of the USA, who will take over at the end of the year from Santiago Astrain of Chile, if Intelsat member states approve the selection, for a six-year term, made in June by its board of governors. Intelsat chairman from mid-1983 until mid-1984 will be Robert Séguin of Canada.

The new president of Derwent, Inc. (McLean, Virginia) is Dr. Michael Dixon; the new vice president of marketing is Richard Kurt.

The Fédération Internationale de Documentation is looking for a new secretary general after the resignation and departure, effective 31 July, of Mr. Kenneth R. Brown, who had served in the position for five years.

After a thirty-five-year career with the organization, Alice D. Ball is retiring at the end of 1983 as executive director of the Universal Serials and Book Exchange in the USA.

Ryan E. Hoover has joined the HVC Corporation of Dallas, Texas. Hoover had formerly been connected with the SDC Search Service.

Pauline Angione is leaving the SDC Search Service, where she served as manager of product planning.

Now head of the French on-line service vendor G.Cam is Jean Driol.

Sociological Abstracts has announced the appointment of Greg Payne as director of marketing. Payne comes from PsycINFO, and had previously been connected with Data Courier.

Newly responsible for electronic publishing development at the Times Mirror Company is Janet Wikler. Her former affiliations include McGraw-Hill, CBS Publishing, and Mead Data Central.

The European Information Providers Association (EURIPA) has found a new chairman in the person of Robert Middleton of the Information Technology Group of Thyssen-Bornemisza (Geneva). He replaces Pierre Vinken of Elsevier-NDU (The Netherlands).

Bernard J. Wunder resigned effective 1 March as director of the National Telecommunications and Information Administration (Department of Commerce) in the USA. His successor will be David Markey.

Ronald S. Hagerman has become North American on-line services administrator for INSPEC.

### **Interesting pattern?**

From a brief report in the July 1983 edition of Euronet DIANE News, we note the following figures. Average duration per call to DIANE hosts in the period February-December 1982 increased by only about 9.5%, but "number of segments exchanged per effective call" increased by approximately 30%. It is now the intent, incidentally, to continue the existence of Euronet until end 1985, by which time all countries involved will have their own public packet-switched data networks in operation, and these will all be interconnected.

### **Top of the heap**

The most recent Datapro survey has revealed the Compucorp Omega as the best available stand-alone word processor.

### **New venture**

June 1983 was to see the first, specimen, issue of a new periodical publication from Oryx Press (Phoenix, Arizona), under the intriguing title "Electronic Publishing and Bookselling". The first "regular" issue is scheduled to appear in September. This publication, which claims to be "a newsletter for information professionals in the book trade and information industries", is to appear six times per year, at an annual subscription rate of US\$60 (domestic postage and handling included; \$18 extra for non-US air delivery).

### **Reverse trend in the UK?**

A headline in the news section of Online Review for August 1983 (p. 279) reads: "British home computers grow by 400%". (A glance through the text underneath, however, indicates that the growth figure apparently applies to the market value for 1982 - and not, as the headline suggests, to the size of the machines.)

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## Trends

### **Information to the rescue**

Apparently, the Britons are optimistic when it comes to information's perceived capacity to induce economic recovery. The Library Association is sponsoring in Torquay on 22-23 September a post-conference seminar on the topic: "Access to Information for Industrial Revival", and the 1983 ASLIB Annual Conference is going under the theme: "Information for National Recovery: Needs - Resources - Technology". The Brazilians are also getting into the act after a fashion, with their upcoming Congress of Librarianship and Documentation, "Information and National Development". This is in turn very similar to the theme of the 1984 International Federation of Library Associations and Institutions conference to be held in Nairobi: "The Basis of Information Services for National Development". But the prize for positive thinking probably has to go to the Japanese, who are (within the FID framework, and with UNESCO sponsorship) organizing for April of next year in Tokyo a seminar on "Information as a problem-solving key to the future of mankind". Wishful thinking? Possibly not.

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## Comments

### **The timely flow of information**

In the present issue, we are devoting a large part of this section to what may be called a 'guest comment' (or rather, 'comments'), on a rather specialized area of information provision and transfer. This comes from Mr. Daniel M. Sullivan, president of Frost & Sullivan, Inc., the well known research and analysis firm headquartered in New York City (and which produced the data base Defense Market Measures System (DM2), discontinued last year). These are in fact excerpts from the 'industry keynote address' delivered before the Defense Technical Information Center seminar, "How to Improve the Flow of Technical and Management Information to the User", held in December 1982 at the Naval Research Center in Washington, DC. Mr. Sullivan has been so kind as to make his text available for publication in *Information Services & Use*, and we are taking here the first opportunity for inserting this interesting material. Though the remarks were made in fact eight months ago, they may not have lost much in timeliness.

"About twenty years ago, Dean George Baker of the Harvard Business School gave a most interesting address to a group of alumni in New York, presenting his observations on how Americans have decided which work will be done in the public sector and which work will be done in the private sector. I liked the talk very much because it seemed to sidetrack a lot of emotional ideas based on liberal versus conservative, or Republican versus Democrat, and presented this national decision-making as a sort of pendulum. He observed that we

Americans tend to involve the public sector in that work that has a current need for regulation, and we tend to involve the private sector in that work that has a current need for innovation. He traced many different industries through our history to illustrate his point, including the defense industry.

He observed that throughout our various wars Americans chose to make weapons in the arsenals of the public sector and would have probably continued to do that in World War II if it had not been for the airplane. As we approached World War II the role of the airplane became more and more critical and the need for innovation superseded all thoughts of regulations, and the defense industry was born down in Southern California.

We never returned to the arsenals because the jets followed the pistons, and the missiles followed the jets, and the space program followed the missiles, and then electronics and lasers and anti-submarine warfare and electronic warfare and nuclear warfare all coordinated with advanced computers followed one after the other in a rather frightening sequence.

Innovation is the *raison d'être* for the defense industry. The labor to do the work has been divided. The public sector decides what will be done, and the private sector suggests how to do it and does it.

All defense companies are contractors. A contractor is a special kind of businessman, be he a building contractor, a defense contractor, or just the local electrician, plumber or carpenter. All contractors stand ready to do the work defined by the customers. The definition of that work in defense contracting is the RFP or the IFB. People responding to the IFBs have manufacturing capabilities. Contractors responding the RFPs have innovation and engineering capabilities. Those contractors are at the core.

The RFP is indeed a remarkable document. Taken for granted by all defense contractors, its lack in other industries is, in my opinion, indeed unfortunate. I tried to publish a system of reports that would simulate RFPs, only in other industries. The idea was to look at labor-intensive pockets of work and to carefully describe the input, output and environment that that work took place in and, thus, spell out the parameters of a new machine that would pay for itself by reducing the labor. The idea never took hold, but I still believe it's a good one and lacks just that final polish that stands between a great idea and a good product. Some day I'll make it work.

The point of all this is that the entire American defense industry-DOD relationship is centered on the RFP. I should indeed change the title of this keynote speech to "Information Industry Needs to Write Better Proposals: Better Proposals that Are Solicited and Better Proposals that Are Unsolicited".

The country's world political goals are, of course, the ultimate source. It's the government's job, once elected, to define those goals and the threats to them. It's the DOD's job to convert those threats to the roles and missions of the Armed Forces, and to decide what equipment will be needed to carry out those roles and missions - to decide the 'requirements'. Then all of that pertinent philosophy, in more detail as the line of reasoning gets closer to the action, should be presented in the RFP.

But, everybody knows the old axiom that if you don't know about

the RFP before you receive it, it's too late to bid it. So the information that should flow from DOD to the pertinent contractors must start on any given opportunity almost at the time of the idea, or even at the time of the threat so that industry can present the idea in an unsolicited proposal. American defense must be conducted in a secure gold fish bowl. That's the challenge. If the security system works properly there should be no wall between the government people setting the roles and missions and plans and requirements, and the industry people preparing to respond to the ultimate RFP.

Stated a different way - it must be the objective of the entire American process in the public and private sectors to keep the people in the government with the problem definitions in contact with the people in industry that are the problem solvers.

There are contact people from every contractor whose job is to accomplish this. The problem solvers must spend most of their time solving problems, and not looking for additional problems to solve. This task belongs to others and it's those others, the requirements analysts and the contact people, who must be treated importantly for the important role they're playing - getting the problem solvers into contact with the problem definers at the most opportune time, not too early, but not too late. The effectiveness of the information flow should be measured against this criterion. If it doesn't help the process, it should be discarded.

There are many who feel that the best way to make the conversations between problem solvers and problem finders most meaningful is to provide plenty of organized documentation. Requirements analysts tell me that there are simple impediments to this process. Unreadable copy from poor copying machines, or badly used copying machines, discourage anyone from using the documents. Civil servants and industry people who assume that the public and private sectors are in an adversary role discourage the timely acquisition of the proper documents.

A too rapid personnel turnover in government information centers can cause inefficiencies and misunderstandings. A reluctance to cooperate on the design of such systems as 1634 and its successors set into concrete mistakes that could have been avoided. Insensitivity to the details of what is needed can be extremely frustrating and waste weeks and months - details such as the number of copies and the destination of those copies.

A lack of individual RFP bibliographies and even ad hoc libraries on the major proposals can be time-consuming, frustrating, and result in wrong viewpoints by the proposal writers. (I'm told that Hanscom Air Force Base has an excellent system that could be used as a model.) A lack of timeliness on the release of planning documents such as the RDT&E Descriptors render them relatively useless.

Government people as a group are the horse's mouth. We in industry must know your thoughts, desires, opinions and plans if we're to participate fully in the process. We in industry have the competitive drive to win the contracts for our companies. You in government must focus your entire beings on service. Service that will improve the process. Information should be made to flow out of the government to the pertinent industrial people at the point where it emanates. Please don't create bottlenecks, but, rather, encourage its free flow."

**Code of practice (but not ethics)**

In cooperation with other information-related organizations in the United Kingdom (to wit, the Library Association and ASLIB), the Institute of Information Scientists (IIS) has been seriously attempting to reach agreement on a "code of practice for consultancy in librarianship and information science". A draft document has now been finalized under this title, and it addresses the subject under two headings: 1) objectives, and 2) definitions, followed later by the thirteen articles of the "code" proper.

The document states that the object of the code is "to establish a proper working between consultant and client based upon a clear understanding of the manner in which an assignment will be performed. It is intended to identify and protect the interests of both the client and the consultant." The code "is concerned with both professional and commercial relations, but does not seek to establish ethical standards. It is rather a framework of practice within which the best interests of both client and consultant may be assured."

A consultant "is defined for these purposes as being 'a specialist who gives expert advice on information'". The document recognizes different classes of consultancy: a) advising a client on matters within the expertise of the consultant; b) developing new skills or knowledge on behalf of a client; c) reviewing and evaluating technologies on behalf of a client; d) performing specific professional tasks based on a consultant's specialist knowledge, including staff selection, education and development. "During any particular project one, or more, of these tasks may be performed by the consultant, or by others working under supervision."

There is not sufficient space here to recount the articles of the code in full, but a few points may be interesting to cite.

The consultant "will make clear to the client any areas of knowledge relevant to the assignment which are not at [his] command, and also show an awareness of how such knowledge can be acquired" (article 2). He "will keep proprietary [sic] information and all results specific to the project as confidential, and will not divulge this information without the client's prior consent" (article 4). "Consultants will not sub-contract work without the prior knowledge and agreement of the client, and will remain responsible for the quality and timeliness of work performed by sub-contractors. Consultants shall ensure that at all times sub-contractors will be bound by at least the same terms and conditions of contract as the consultants themselves." (article 5). "The consultant will act in the client's interests in all matters relating to the contract. In particular the consultant will not accept parallel assignments where a conflict of interests is likely to arise without the agreement of the parties involved." (article 7). "Consultants will not offer financial inducements to any third party in an attempt to secure business." (article 9). "Neither party shall seek to recruit members of staff from the other for an agreed period beyond the termination of the contract." (article 10). "Consultants undertake to draw to the attention of the client any religious, moral or other constraints which may influence their ability to complete the assignment." (article 12). The first article of the code, we might note, specifies those matters on which agreement between the consultant and the client (or the client's agent) should be reached before "the commencement of work".

This draft code of practice was elucidated and discussed at a session on "information science consultancy - practice and standards" during the annual conference of the IIS, 28 June - 1 July of this year. A number of reactions to the very idea of establishing a hard and fast code were less than favorable. Even one of the persons involved in the drafting of the document confessed that he had approached the task with a high degree of scepticism. We may note furthermore that the text also contains the sentence: "In the event of an irreconcilable difference between client and consultant, and provided that both have, at the inception of the project, agreed to conform to the code of practice, an arbitrator may choose to regard the code as a basis for determination of the intentions of the parties and the extent to which they have departed from those intentions." One speaker at the session pointed out that he had done some research into codes of consultancy practice already adopted by other professional bodies, and observed that they had virtually never been used as the basis for action against a presumed offender. It was moreover suggested that the IIS shouldn't take upon itself the responsibility of enforcing (or even of propagating) such rules.

Presumably, the three-page document - which was distributed to interested parties at the conference - will be reconsidered in the light of forthcoming comments. The eventual outcome is a matter of conjecture. To us, it seems that no harm - and probably considerable good - can come from the wide discussion of the question of appropriate practice, or even ethics, in such a relatively recent and expanding field as information consultancy. Even traditional librarianship - at least in the USA - has been judged by many of its practitioners to be an appropriate area for the establishment of recognized ethical standards, and this in a presumably non-commercial environment. At the same time, probably most information consultants (and even the users of such services - who were, incidentally, represented at the conference session mentioned) would be reluctant to advocate the necessity for a formal and binding set of professional/commercial rules, even if there were an obvious mechanism for applying them and a clearly qualified authority for defining and enforcing them. Two points concerning the IIS approach give us, by the way, a slight cause for concern. First, the presumption seems to be that a code of practice need not be founded upon any agreed ethical considerations (though in fact the document contains clear ambiguities in this respect). Second, the Institute appears to want to draw a dichotomy between 'information consultancy' and 'information brokerage' (this came out clearly during the conference session, and 'brokerage' was, we infer, excluded as such from consideration in the code), assuming them to be two distinct kinds of activity. Certainly not everyone would agree with this supposition - which is misleading, even though the two terms are not synonymous.

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