... to explore

VIRTUALLY YOUR LIBRARY!

NTU Library extends a very warm welcome to all our students and staff for this new academic year. We wish you a fruitful and enlightening year filled with learning, knowledge sharing and wisdom.

To get you started on your voyage of discovery and learning in this wired and wireless university environment, we invite you to explore, uncover and exploit the vast and varied resources and services available in your Library.

Access to the Library’s resources and services is now no longer confined to a physical location...the Library’s presence is felt virtually everywhere on campus and even beyond. The Library and our librarians now come to meet you at a place of your convenience...the virtual environment of the Internet!

The NTU Library’s website is available at: http://www.ntu.edu.sg/library.

Feel free to surf the various webpages on our website...visit the four libraries located on campus...meet our librarians online...check out the privileges accorded to you as a member of the Library...search our webOPAC for the materials you need for your studies, teaching or research...access our collections online...and do much more besides!

To assist you further in your exploration of the Library, we have for you a Library Guide tailored just for your needs. View or download your very own copy here: http://www.ntu.edu.sg/library/pub/guide.htm.

And to keep you informed of the latest happenings in your Library, why not have with you as well the NTU Library Bulletin? It is an excellent source of information, giving you news, views, feature articles, announcements, as well as, guides to the latest resources acquired by the Library. Read the bulletin here: http://www.ntu.edu.sg/library/pub/bulletin.htm.

Do have a chat too with your friendly librarians at the Information Desk. They’ll be pleased to assist you in any way possible in your quest for information, knowledge and answers.

Finally, login to the new university portal, iGEMS, at: http://www.ntu.edu.sg. It is our intelligent gateway to a multitude of educational and media services.

NTU Library is a well-stocked information powerhouse. It integrates and brings online digital library services directly to your desktop and mobile devices as well as into your offices and homes.

Chief Editor
July 2001

NTU Library is driven by technology and powered by knowledgeable, tech-savvy librarians!
World Development Indicators (2000)

Chng Chor Noy
cnchng@ntu.edu.sg

1. Coverage

This CD-ROM is a statistical database providing more than 500 economic and social indicators for 206 countries for the period 1960 to 1998. It also contains all the tables from the World Development Indicators (r HC59.69.S678 1997-) and the World Bank Atlas (r G1046.W927 1983-) publications. This CD-ROM is produced by the World Bank.

2. Retrieving Data

To retrieve data from the database, you may use the Query, Tables or Map Function.

3. Query Function

To do a search, you need to select the country/countries, series and years.

3a. Countries

You can select countries from an alphabetical list, by classification (region, income group or indebtedness), by criteria (up to two can be specified), or by group (group aggregates have been calculated only when there were adequate data). Please see Figure 1 for country selection.
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Aim:
The Bulletin is to keep members informed of library matters: concerning policies, procedures, resources, new services and facilities, as well as user feedback.

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3b. Series
You can choose from an alphabetical list or by category. Please see Figure 2 for Series Selection options by category.

Figure 2: Series Selection by category

3c. Years
Select years from the Years list box.

3d. Results
Click on the ‘Show Data’ button once you have selected the countries, series and years. Please see Figure 3 for a sample result page. You can change the number of digits after the decimal for the data obtained and the database allows you to chart or map the data displayed. You may also save all the search queries you have run.

Figure 3: Sample result screen

3e. Saving records
You can cut and paste or print the results, or you can save the spreadsheet in another format. You may export the data into the following formats - Excel, ASCII, SAS, Access or dBase.
4. Tables Function

The Tables screen offers sets of ready-made tables. The data is drawn from the same database as the Query function but is presented in various, predefined formats.

Figure 4 shows the ‘Quick Reference Tables’. A description of the coverage of this table appears in the left column and its contents in the right column. To obtain the GDP PPP data, simply highlight and double click the item. The data appears as shown in Figure 5. Please note that all tables must be saved in excel format.

![Figure 4: Selecting the GDP PPP data from the Quick Reference Tables option in the Tables Function.](image)

![Figure 5: Data on GDP PPP 1998 from the Table Screen](image)

5. Map Function

On the Map screen, you can select a country and view a set of tables describing it. Figure 6 shows the Map screen for the United States and Figure 6a shows you the data available when you select and view the “At-A-Glance” country table.

![Figure 6: Selecting US from the Map Screen](image)

![Figure 6a: “At-A-Glance” statistics for the US](image)
Alternatively, you can map a series for all countries. To map a series, click on the map icon on the toolbar and then select the data from the list of indicators displayed as well as the year required (see Figure 7).

After selection, click on the ‘Paint map’ box. The map will be colored according to the legend settings. You will see the following screen, as shown in Figure 8, when you map the ‘GNP per capita, ATLAS method (current US$)’ for all countries. As you move the cursor across the map, you can see the series value displayed in the lower left corner. The example in Figure 8 shows the series value for China.

6. AVAILABILITY

This CD-ROM database is available in Library 1. For more information on the database, please contact the Information Desk at 790 6312 or email to resource1@ntu.edu.sg.

EBSCOhost, a comprehensive online full-text database service provided by EBSCO Publishing, offers access to a host of multidisciplinary and scholarly publications designed specifically for academic institutions.

Jean Koh
kohph@ntu.edu.sg
CONTENT

NTU Library subscribes to the following databases:

- **Academic Search Premier**
  Contains nearly 3180 full-text, mostly peer-reviewed journals, including abstracts, full-page images, as well as color embedded images. Subject coverage spans from general to specific areas covering the social sciences, ethnic studies, humanities, education, language and linguistics, arts & literature, medical sciences, computer sciences, engineering and many others.

- **EBSCO Online Citations**
  Provides access to citations of electronic journals and full-text of articles for those journals that the Library subscribes.

- **Computer Source: Consumer Edition**
  Provides researchers with the latest information and current trends in technology.

SEARCH FEATURES

**EBSCOhost** provides simple keyword, natural languages, advanced and expert search features.

To begin, select one or more databases. For example, to search the topic “Genomics”, choose the “Academic Search Premier” database, and click the “keyword search”. If you want full-text articles only, click “limit your search to full-text”. A sample of the articles retrieved is shown below in figure 2.

Do an expert search only if you wish to save your search history for tracking purposes and only if you have a personal account created within **EBSCOhost**.

Other value-added features in **EBSCOhost** include “Company Directory Search” as shown in figure 3 and the “Image Collection Search”, a useful image resource for your projects when you are looking for photos of famous people, places, natural science, maps and flags.

For more information or assistance in using this database service, please contact the Information Desk in Library 1 at tel: 790 6312 or email: resource1@ntu.edu.sg.
Calling all computer and IT students and professionals! eShaman.com (formerly known as ComputerSelect Web) is just the database you need to keep up-to-date in the Information Technology arena!

Updated daily, eShaman.com brings you full-text news and journal articles on the IT industry, experts’ analyses, hardware and software specifications, IT industry company profiles and, product reviews and specifications. eShaman.com also provides glossary content from 2 reference sources: Computer Desktop Encyclopedia and Newton’s Telecom Dictionary. These come in handy when looking up for definitions and terms used in the IT world.

Basically, there are four ways to search the contents in eShaman.com. These four methods are summarized below:

**All Content**
All Content searches return results, if any, from all the searchable content sets on eShaman.com. This provides a quick method for conducting a general search on a specific subject.

**Specific Content Type**
Specific Content Type searches restrict results to a specific category of content, such as product comparisons or vendor profiles.

**Advanced Search**
Advanced Search allows you to further define specific criteria for your search. You can use Advanced Search when you want to retrieve very narrow results, such as articles from a specific publication that fall within a particular date range.

**Related Content**
Related Content links that you see in documents retrieved provide you with access to information related to the document you are viewing.

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**Keyword(s)**
Terms entered in the Keyword(s) text box are searched across the following fields: Title, Publication Name, Author, Summary, Product name, Product Category, and Company Name.

**All Words**
For a broad search, enter your terms in the All Words text box. This results in a search of all fields listed above for Keyword(s) as well as the full-text of documents.
1. Analyst Reports (approximately 700)

Includes opinions and analyses (current 4 to 5 months only) from major IT consultancy firms, such as, Giga Information Group, Hurwitz Group, and META Group.

2. Press Articles (approximately 172,000)

These are articles from approximately 175 IT publications and websites, with a 13 months rolling archive, i.e., articles added in June 2001 will be rolled-off in July 2002. About 85% of the articles available are in full-text. A list of these publications is given at this webpage: http://www1.eshaman.com/production/aboutus/publication_list.html.

3. User Surveys

Includes proprietary surveys of products that have been rated by IT professionals.

4. Vendor Profiles

Contains basic information for over 9,500 companies. Includes company location, revenue, main officers, and products.

5. Product Specifications

Facts and figures detailing products and their compatibility in various environments are provided for over 75,000 products (including 29,000 hardware and 46,000 software).

6. Product Comparisons (approximately 400)

These are tables that enable you to compare and filter all information about products in a particular category.

7. Marketplace

Provides listings of products available for purchase through the eShaman Marketplace.

All the above types of document when retrieved can be saved into a personalized folder in My Workspace within the database or saved as a HTML file (use the keyboard shortcut - ctrl-s). Alternatively, the document can also be printed out.

TARGET YOUR SEARCH
Limit your search to only the following sections:

- All of eShaman's information resources
- OR
- Check all that apply

- Analyst Reports
- Press Articles
- User Surveys
- Vendor Profiles
- Product Specifications
- Product Comparisons
- Marketplace

Figure 3: A search in All Content will retrieve results categorized by each content type

Figure 4: Specific Content Type search allows you to target your search to one or more content types

Search Tips

The following search tips can be applied when doing a Search Site or an Advanced Search:

- **Boolean Operators:**
  - AND (all search terms must appear), OR (any of the search terms must appear), NOT (the search term must not appear)
  
  e.g. wireless application

  By default, Boolean AND is automatically added between search terms. Both “wireless” and “application” must appear anywhere within the document that is retrieved.
NEW RESOURCES

To access eShaman.com, go to this webpage:
http://www.ntu.edu.sg/library/collections/db/lib1/eshaman.htm
or browse through the alphabetical listing of our databases at:

◆ Phrase Search:
“” (putting the search phrase within quotation marks)
e.g. “wireless application”
Retrieves wireless application (side-by-side) as a phrase in a document.

◆ Wild Card:
? (to match a single character anywhere within a word; used mainly for spelling variations)
e.g. gr?yscale
Retrieves both “greyscale” and “grayscale”.

◆ Proximity Operators:
  Wn (within), Nn (near) (where n is the number of words you specify)
e.g. web w5 author
  “author” must appear no more than 5 words after “web”;
  retrieves web author, web authors, web-based authoring,
  web site designed by author, etc.
  e.g. microsoft n5 access
  “microsoft” must appear no more than 5 words before or after “access”, order of the 2 search words is not important.

More information
or assistance in using this database is available at
the Information Desk in Library 1
Tel: 790 6312 Email: resource1@ntu.edu.sg

Reports from Datapro IT Continuous Services are now available from Gartner.com following the acquisition by the Gartner Group. Gartner provides unrivaled thought leadership and strategic consulting services to more than 10,000 organizations worldwide. They have 4,300 associates which include 1,400 research analysts and consultants. Gartner is headquartered in Stamford, Connecticut and 80 offices worldwide.

Gartner.com
Ng Lay Suan
ngls@ntu.edu.sg

Figure 1: Home Page for Gartner.com
The report categories that are subscribed by NTU Library are as follows:

- Core Technologies
- Application Integration and Middleware
- Emerging Trends and Technologies
- Enterprise Management
- Enterprise Networking
- Hardware Platforms
- Mobile and Wireless
- Security and Privacy
- Software Ecosystems

**Simple search:**
Enter your search terms into the search field and click on Go (see Figure 1 on previous page). A Simple Search only searches the title, summary and an extensive set of meta tags.

**Advanced Search:**
Click on Advanced Search. Enter your search terms in the Refine Search field. You may select the attributes such as full text or a knowledge map topic to increase the precision of the results (see Figure 2).

**Tips for better search results:**
- use boolean operators like and, or and not in your search string, for example, security and practice
- use quotes around phrases, for example, “knowledge economy”
- use dollar sign $ for stemming, for example, $communicate
- use asterisk * for partial stemming, for example, relation*

**Online Training**
Gartner.com provides online training on how to conduct searches of their database. Simply click on HELP and select Online Training.

You can choose to view either the video presentation, using Windows Media Player or RealPlayer, or to download the PowerPoint presentation (see Figure 3 above).
The topic area and level of detail of each document is displayed on the Knowledge Map. Placing the mouse over the document’s title will show up red dots on the Knowledge Map to indicate these details (see Figure 4).

Relevancy ranking and content type of the documents are also presented. The ability to modify one’s search to seek for similar or more general documents is also available.

Gartner.com allows for e-mailing of summaries and downloading of documents in one of the following formats like PDF, Microsoft Excel, PowerPoint or Word (see figure 5).

Gartner.com is available campus-wide. For more details, please go to this webpage: http://www.ntu.edu.sg/library/collections/db/lib1/gartner.htm.

If you require additional information or assistance on this database, please contact our Information Desk at 790 6312 or e-mail us at resource1@ntu.edu.sg.
You have used *CCH Asia Electronic Library*, a CD-ROM which consists of the following six publications:

- Hong Kong Tax Manual
- Singapore Employers’ Handbook
- Malaysian Employers’ Handbook
- Doing Business in Asia.

Let us introduce to you now *CCH China*, an online database also known as *China Laws Online* or *cchchina.com*.

This database consists of three *China Commentaries*, namely,

- China Local Business Law Guide
- China Labour and Social Security Law
- China Tax and Customs Law Guide,

and the following *China Laws for Foreign Business*:

- Business Regulations Vol. 1
- Business Regulations Vol. 2
- Business Regulations Vol. 3
- Business Regulations Vol. 4
- China Tax
- China Customs
- Special Zones and Cities Vol. 1
- Special Zones and Cities Vol. 2
- Special Zones and Cities Vol. 3

**China Local Business Law Guide**

This commentary is authored by Dr Jianfu Chen, a senior lecturer in Law and Legal Studies at La Trobe University in Australia and Dr Lijian Hong, a senior lecturer in Asian Languages and Studies at Monash University in Australia.

The former is well-versed in the Chinese legal system and has reported on Chinese foreign investment and trade law for some twenty years. The latter has studied Chinese central-local relations for the past ten years.

This guide provides an outline and analysis of the political and legal framework governing the central-local division of powers in managing economic activities. It focuses on the practical impact on foreign-related businesses.
The table of contents for the section, *Understanding Changing Central Local Relations*, is shown here:

**The importance of central-local relations in China**
- China and its diversity
- Diversity not properly addressed
- Changing landscape of China’s central-local relations
- Practical significance for foreign investors and traders

**Central-local relations in history**
- A brief historical overview of China’s central-local relations
- Modern attempts to institutionalise central-local relations

**Central-local relations under Mao**
- Leninist-style centralism
- A changing and unstable system
- Certain foundations laid down

**Changes in central-local relations in post-Mao China**
- Initial reform in central-local relations
- Reforms and market orientation
- Consequences of the reform
- Reform still to be institutionalised

**Changes and continuity in post-Deng China**
- Reform continued
- Reform reoriented
- Central and western regions as the new focus of economic development
- New tax-sharing scheme institutionalised
- The Central Government reasserts its control
- Implications for foreign investors

**Contemporary administrative divisions**
- Three-tiered system of government
- Relative economic strength and development
- Special categories of government

**China Labour and Social Security Law**
The topics covered in this section are similar to the Singapore Employers’ Handbook.

- Scope of labour law
- Employment and recruitment
- Employment contracts
- Collective contracts
- Wages
- Working hours holiday leave
- Social security
- Labour disputes
- Females and minors
- Occupational health and safety

**China Tax and Customs Law Guide**
- It includes non-discrimination laws and covers many frequently asked questions which arise if someone wishes to establish a business operation in China. It may be interesting to note that females enjoy special protection under the law not just during pregnancy and nursing, but also during menstruation.

**China Laws for Foreign Business**
- **Business Regulations Vol. 1**
  - This volume explains various laws which are relevant to foreign businesses, such as the Foreign Economic Contract Law, Commercial Bank Law and the Insurance Law.

- **Business Regulations Vol. 2**
  - This volume covers laws and regulations on commercial arbitration, intellectual property, labour, as well as laws governing the registration and operation of enterprises and companies in China. In particular, the Arbitration Law, Trademark Law, Patent Law, Copyright Law and Computer Software Protection Rules are covered.

- **Business Regulations Vol. 3**
  - This volume covers the laws and regulations concerning Resources and Environmental Protection, such as the Energy
Conservation Law and the Forestry Law, and laws and regulations governing vehicles and vessels in China, including civil aviation, maritime traffic and the Regulations on the Examination and Approval of Foreign Investment International Freight Agency Enterprises.

- **Business Regulations Vol. 4**

  This volume covers the controls and standards in various aspects of trading, manufacturing and other activities. It includes the Law of Protection of Rights and Interests of Consumers, Advertising Law, laws and regulations concerning product quality control, food hygiene, food labeling, price controls, travel safety, fire safety, the Certified Public Accountant Law and the Law on Lawyers.

- **China Tax**

  This volume covers in detail all taxation-related laws, rules and regulations in China. Of special interest to foreign investors are the sections on tax incentives and preferential tax reduction or exemption.

- **China Customs**

  This volume consolidates all laws and regulations pertaining to customs matters in China, including the Implementation Measures of the Ministry of Foreign Economic Relations & Trade to simplify application procedures for import and export licences, and the Administration Measures on Export Quotas of Textile Products.

- **Special Zones and Cities Vol. 1**

  Preferential tax treatments are available in the four special economic zones, such as a two-year tax holiday. Each zone and city has its own set of policies and regulations pertaining to the establishment of enterprises and investment. Volume 1 covers the special economic zones, as well as, Shenzhen, Zhuhai, Shantou, Xiamen and Hainan.

- **Special Zones and Cities Vol. 2**

  Volume 2 focuses on the Technology Development Zones and describes the type of applications which qualify for preferential treatment in each locality. Cities covered are Beijing, Shanghai, Tianjin and Chongqing.

- **Special Zones and Cities Vol. 3**

  This volume describes the special focus and priorities in the foreign investments for the zones Fujian, Guangdong, Jiangsu, Hebei, Liaoning, Shandong, Zhejiang, Anhui, Hubei, Jilin, Jiangxi, Gansu, Sichuan, Yunnan, Hong Kong, Macau and Taiwan.

For example, Fujian’s focus is on economic and technological exchange with foreign agricultural industries. A foreign investment in this area would be entitled to a preferential tax package for industries with a contract life of ten years or more. In addition, a 15 to 30 per cent tax reduction on enterprise income tax may apply for the next 10 years.

Basic laws for Hong Kong and Macau, and agreements between mainland China and Taiwan are also included in this volume.

**Usage Interface**

Currently, the best way to access China Laws Online is via browsing. Everything is organised in hierarchical order, with hyperlinks for each entry in the table of contents for each level leading to the next level. The search feature however, does not appear to search the lower levels of the hyperlinks (see figure 1 below).

![Figure 1: Sample screen from China Laws Online](http://gemsweb.ntu.edu.sg/igems/)

The contents of the leaves in the hierarchy, i.e., the lowest level of each branch, are available in English as well as in Chinese. Just click on the selection option at the top right of the screen to change the language of the display.

**Access**

*CCH China Online* is accessible via iGEMS  
http://gemsweb.ntu.edu.sg/igems/.

For more information or assistance in using this database, please contact the Information Desk at 790 6312 or email to resource1@ntu.edu.sg.
**Bankscope**

The library now subscribes to the web version of **Bankscope**, a financial database covering 10,500 banks in the world. It provides up to 8 years of detailed financial information, details on ownership, bank ratings, and many more. It is available campus-wide and to access directly to the database, go to: [http://bankscope.bvdep.com/ip](http://bankscope.bvdep.com/ip). More details on Bankscope can be found at this webpage: [http://www.ntu.edu.sg/library/collections/db/lib2/bankscope.htm](http://www.ntu.edu.sg/library/collections/db/lib2/bankscope.htm)

**Ceramic Abstracts**

Good news! **Ceramic Abstracts** is now available online with a Web search format and it can be accessed campus-wide. This database used to be accessible from CD-ROM via GEMS only. **Ceramic Abstracts** is compiled and indexed by Cambridge Scientific Abstracts. Each year, this essential resource adds 10,000 new papers and patents that pertain to the formulation, fabrication and application of ceramics and related materials. It is published in cooperation with the American Ceramic Society. Check out this webpage for more details and access information: [http://www.ntu.edu.sg/library/collections/db/lib1/ceramic.htm](http://www.ntu.edu.sg/library/collections/db/lib1/ceramic.htm)

**INSPEC**

Our Library has recently subscribed to the online version of **INSPEC** via **OVID** and it is available campus-wide. **INSPEC** used to be accessible from CD-ROM via GEMS only. **INSPEC** is an English-language bibliographic information service providing access to the world’s leading scientific and technical literature for physicists, engineers, information specialists, researchers, and scientists. More details of this online database can be found at this webpage: [http://www.ntu.edu.sg/library/collections/db/lib1/inspec.htm](http://www.ntu.edu.sg/library/collections/db/lib1/inspec.htm)

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**Library conducts information searching skills programmes for IHPT students**

The Library was once again invited to run information searching skills sessions for students of EEE and MPE during their respective IHPT 2001 programmes in May. The theme of this year’s in-house practical training for both schools remained focused on technopreneurship.

Akbar Hakim, the Instructional and Research Support Librarian, conducted a lecture on information searching skills for each school. He introduced to students the basic concepts of information literacy and discussed with them the information search process. He also showed students how to develop search strategies and stressed the importance of critically evaluating information sources. The second part of his lecture centred on internet searching. Students were given a comparative understanding of search engines and were also provided with common tips for using these tools when searching for information on the internet.

Workshop sessions, conducted by resource librarians, were then held for these IHPT students to further cement their understanding of the concepts and processes introduced during the lecture. During these workshop sessions, students were given assignment questions where they searched the Library OPAC, subscribed databases and the internet for answers.

**Library wins Best WIT Suggestion of the Year Award!**

At the recent NTU PS21 Award Ceremony held on 28 May 2001, the Library garnered one of the top awards in the 2001 Annual Staff Suggestions Scheme Competition. The SSS submitted by the WITs team, PS Library, won the best WIT Suggestion of the Year Award with their suggestion to improve the procedure of handling matriculation cards found in the Library. The new procedure requires all unclaimed matriculation cards to be forwarded to the Registrar’s Office on the 2nd day after the cards were found. The main benefit to be derived from this improved procedure is that it will increase the likelihood of these lost cards to be returned to their rightful owners as early as possible. Consequently, students need not pay for unnecessary replacement card charges. In addition, a situation whereby a student might be in possession of two matriculation cards at the same time may be avoided.

The Library was also awarded a Merit Award for Individual Suggestion for the SSS submitted by Miss Helen Wong of the Acquisitions Dept. Her suggestion, to have a softcopy of the relevant accounts payable information for her department extracted from the SAP system and converted into an Excel format, has led to time saved and better management of the particular statement.

In the 2001 NTU In-House WITs Convention, the Library WITs team, MARS-21, received the Bronze Award for their project to reduce the time taken to search for stationery items requested.
I had the privilege of flying over to the USA, on a NTU Library sponsored trip, to visit OCLC in Dublin, Ohio from 28 Feb - 1 Mar 2001 and to attend the DRA Users' Conference, “2001: A Taos Odyssey”, from 3 - 7 Mar 2001 in St. Louis, Missouri. Since it was still the winter season there, it was no surprise that near freezing temperatures greeted me in both Dublin and St. Louis!

**OCLC Visit**

During the two-day OCLC visit, I had short discussion sessions with various OCLC staff including Mr Bill Carney and Mr Eric Childress of Metadata Services. They discussed with me the recent changes and future directions of OCLC CORC. I was informed that future directions include adding support for additional protocols such as EAD, FGDC, VRA Core Categories, and TEI; providing non-English support; expanding authority resources; as well as, integrating all of WorldCat’s records into the CORC Resource Catalog.

Picture 2 describes the various ways in which OCLC would be expanding the coverage of resources in WorldCat. Its plan is to make WorldCat a virtual library of traditional and electronic resources, with pointers to the world’s information and means of access to that information for library users. The discussion sessions also gave me a chance to discover how far the other libraries in the United States have progressed in terms of new cataloguing standards, tools, technology and the use of library metadata.
Ms Wei Fu Bender of Asian/Pacific Services, who is our liaison person for OCLC CatCDTM software, discussed with me the issues involved in the OCLC Pinyin Conversion Project and how it affects NTU Library. OCLC, in close cooperation with the Library of Congress and the Research Libraries Group, is converting from Wade-Giles romanization system for Chinese language to the Pinyin system. It is currently offering libraries various conversion services. The Pinyin guidelines prepared by the Library of Congress conform to the practice of the United States Board on Geographic Names (BGN) of connecting or separating the Pinyin syllables. However, this is quite different from the way we use Hanyu Pinyin in Singapore, where the syllables are totally separated. The difference hence gives rise to inconsistency issues that need to be identified and rectified. Besides the Pinyin project, we also discussed the effects of changes in the Library of Congress Control Number (LCCN) format.

Ms Sumie Ota of Technical Processing Department in AsiaLink explained to me the department’s main functions. Staffed by experts in different Asian languages, the OCLC AsiaLink Service offers selection, acquisitions, and cataloging of materials in Chinese, Japanese, Korean, Vietnamese and Russian to libraries.

Mr Robert J. Murphy of Public Relations also gave me a detailed tour of OCLC’s Kilgour Building, named after OCLC’s first president, Mr. Frederick G. Kilgour. It was also an opportunity for me to learn more about the history of OCLC. I was fascinated by the “Product Usability Testing Room”, where OCLC staff would test and interview users while they use OCLC’s newly developed products. Perhaps this explains the user-friendliness of OCLC products and services!

Ms Eliza Sproat of Asian/Pacific Services also brought me to visit the Ohio State University, which has 19 libraries. It was an eye-opening experience simply by touring the different libraries and talking to library staff in the various departments.
**DRA Users’ Conference**

I have heard a lot about the annual DRA Users’ Conference from my colleagues in the Library who have attended it before and I was pleased to have been given the opportunity to experience it myself. It was not only a chance to gain current information on the latest developments in their products but it was also a chance for me to learn about good practices and share experiences with other libraries who are also using the DRA system. There were many breakout sessions to choose from and I enjoyed the many exchanges I had with my fellow conference participants. I also attended the Taos Cataloging hands-on product demonstration and got to find out more about the upcoming features of that module.

Mr Andrew K. Pace, Assistant Head, Systems, North Carolina State University Libraries (NCSU), shared with us NCSU’s experiences in the development of its library website at [http://www.lib.ncsu.edu/](http://www.lib.ncsu.edu/). NCSU has made an impressive effort in customizing the DRA Web2 catalog with many useful features. I was also impressed with the neat and clear presentation of its wealth of services and resources.

Besides gaining more information about the DRA Taos system, I also enjoyed great fellowship with many librarians who were mostly from the United States and who were also from the various types of libraries.

It is reassuring to know that NTU Library has been doing quite well in terms of keeping up with the use of evolving and improving library technology and standards in the international arena. Nevertheless, we must continue to maintain a keen learning attitude for good practices, role models and emerging technologies in the library world. By doing this, it would enable the Library to provide useful and efficient information services, using the best technologies and standards, to its members.

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**OCLC products used by NTU Library:**

1. **OCLC CORC (Cooperative Online Resource Catalog)**
   This is a metadata creation system for bibliographic records and pathfinders describing electronic resources. For more information, please visit [http://www.oclc.org/corc/](http://www.oclc.org/corc/).

2. **OCLC CJK Plus Software (Chinese, Japanese and Korean)**
   This is a Windows-based multi-language support cataloging tool. With this software, nearly 2 million Chinese, Japanese, and Korean (CJK) records in WorldCat, the OCLC[r] Online Union Catalog, and all records in the OCLC Authority File become a librarian’s cataloging resource. For more information, please visit [http://www.oclc.org/oclc/menu/cjk.htm](http://www.oclc.org/oclc/menu/cjk.htm).

3. **OCLC CatME (Cataloging Micro Enhancer)**
   This product allows librarians to do online and offline cataloging of non-CJK titles on their individual Windows 95/98/NT4.0/2000/Millennium PC as well as access WorldCat. For more information, please visit [http://www.oclc.org/oclc/menu/catme.htm](http://www.oclc.org/oclc/menu/catme.htm).

4. **OCLC CatCD**
   This is a Windows-based CD-ROM which provides for cataloging in an offline, stand-alone environment. OCLC CatCD gives librarians access to databases extracted from WorldCat. For more information, please visit [http://www.oclc.org/oclc/menu/catcd.htm](http://www.oclc.org/oclc/menu/catcd.htm).

5. **OCLC FirstSearch**
   This service provides easy to use access to a variety of online databases on the Web. This large database service indexes books, journal articles, films, computer software, as well as Internet and library resources. It provides online access to about 50 databases including Art Index, PAIS, ERIC and MEDLINE. For more information, please visit [http://www.oclc.org/firstsearch/faq/index.htm](http://www.oclc.org/firstsearch/faq/index.htm).

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**NEW STAFF**

Ms Jean Koh joined the Library on 16th April this year. A graduate of the M.Sc (Info Studies) at NTU, she was with the Nanyang Polytechnic Library and Institute of Microelectronics Library before joining us. Her 6 years of experience in academic and research library has broadened her perspective and spurred her on to develop a keen interest in information organisation and research in the IT age. Her work stints include cataloguing, acquisitions, media, website design and maintenance. Ms Jean Koh is currently with the Resource Department. She can be contacted at 790 5215 or email kohph@ntu.edu.sg.
The third annual Internet Librarian International (ILI) 2001 Conference was held in London from 26-28 March. With the kind support of NTU and the Library and Information Technology Association (LITA) (Singapore), I was able to attend the full conference, including one pre-conference and two post-conference workshops. The conference was truly international and the delegate attendance figures reached nearly 400, with 41 countries represented.

The ILI conference is targeted at information professionals who are using, developing and embracing internet, intranet and web-based strategies in their roles as information navigators, webmasters and web managers, content evaluators, product developers, searchers and guides. The focus of the conference was internet technologies, the premier tools for information managers and librarians.

Three parallel tracks ran each day of the conference with a keynote speech delivered at the start of each conference day. The first track covered intranets, portals and knowledge management. It looked at the growing use of intranets and portals to underpin knowledge communities where librarians thrive. The second track, dubbed as the Webwizards’ Symposium, focused on web tools and systems, web design and management, and search engine tools for navigating the net. The third track looked closely at eResources, content management and, eRoles and eLearning. The latter two especially was of particular interest as the papers presented continually reiterated the need for and the development of knowledgeable information professionals and information literate users in this fast changing world of electronic resources.

Keynote speakers during the three day conference included Stevan Harnad, University of Southampton; Steve Arnold, President of Arnold Technologies; and Danny Sullivan, creator of Search Engine Watch. Stevan Harnad discussed the last frontier - the impact blocking financial firewalls of subscription, site-license and pay-per-view charges for refereed articles in scholarly journals that authors and researchers have always donated for free with the sole goal of maximising their impact on subsequent research. He spoke of an initiative he is leading to allow researchers to self-archive their own pre-refereed preprints, make it available to fellow researchers via the internet and in the process, allow institutions to save on electronic subscriptions. The initiative has led to the development of an open source self-archiving software which could be used to create a web-based electronic archive, freely accessible internationally, in each institution.

Steve Arnold spoke on the amalgamation of various technologies into one high impact, personalised communication and application environment. “R Technologies”, where the “R” stands for “relationships” which are the key to “revenue”. During his speech, he predicted that “wireless” would be the next big thing that will revolutionize the work environment and added that the Internet will become a tool for real-time collaboration and not just for publishing.

Danny Sullivan touched on search engine developments, use of human beings, use of off-the-page criteria such as link analysis, as well as, the new monetisation trends like paid links and paid inclusion. He predicted that search engines would
make attempts to improve search refinement, increase usability and provide better specialised information. He foresees the future will bring more vertical portals or vortals (industry or discipline-oriented sites) and additional services (fee-based likely) added to these search engine websites.

Many interesting ideas, concepts and innovative developments were presented throughout the conference. The track on portals had papers on mapping content, people and purpose in academic portals; supporting virtual communities via enterprise portals and gateways; discussions on the technicalities of running a portal; the evolution of portals, vortals and jortals (job focussed information portals); and the development of an enterprise knowledge portal and the Next Generation Library which serves as a research and reference point of access.

The workshops which I attended were equally interesting. The full-day pre-conference workshop looked at emerging internet technologies for information professionals and the session provided me with a good understanding of the technologies that were subsequently mentioned or discussed during the conference. The workshop also highlighted to me the need to develop an internet technologies action plan to help us deal with the likely impact of these emerging technologies on our information users. The other two post-conference workshops which I attended touched on technologies for building client relationships and a half-day session on publishing web magazines, ejournals and webzines.

Delegates to ILI 2001 were also given free access to the London Book Fair 2001 which ran parallel with the conference and took place right next to the conference venue. In addition, the conference also hosted some 50 of the industry’s leading companies and showcased the latest products on offer in the world of library automation and technologies.