The team returned from a 2-week visit to digital libraries in the U.S with valuable information gathered from the discussion sessions with the various institutions active in digital library development. In addition, the contacts made during the trip would be useful for future international collaboration and exchange of ideas.

In brief, the programme was coordinated with the kind assistance of the Office of Public Affairs, United States Embassy, Singapore.

The institutions visited were:

**Washington**
- The Institute of Museum and Library Services
- The Library of Congress
- The National Science Foundation

**Virginia**
- Virginia Tech

**Pittsburgh**
- Carnegie Mellon University Library

**Michigan**
- University of Michigan Library

**San Francisco**
- San Francisco Public Library
- Stanford University Library
- University of California at Berkeley, Digital Library

**Los Angeles**
- University of California at Los Angeles Library

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From left to right: Mr Foo, Mrs Wong, Mrs Loh, Mrs Chew & Ms Ng
Behind the camera lens: Mr Koh
Main Objectives of the Trip

The main objectives of the study mission were:

a. to identify services and related technologies that can enhance our digital library initiatives

b. to determine and understand the role of digital libraries in the context of Internet2 and NSF-initiated International Digital Library Project

c. to source for digital contents through establishing partnership or collaboration with leading academic and research libraries

d. to identify a suite of network-based library services that will support remote learning via networked distance learning

Overall, we managed to cover the objectives with the various institutions and we feel that NTU Library’s direction in the digital initiatives is very much in line with what our counterparts are doing in the U.S, for example:

a. the development of a personalisation and selective dissemination of information feature based on user profile

b. interactive online chat with the reference librarian for a personal touch

c. the development of an intelligent search engine to consolidate and prioritise search results from various online & CD-ROM databases, OPACS, e-publications and selective websites

d. the online submission of theses by students

e. the use of object oriented library system to cater for access to a repository of multimedia resources

f. use of CORC metadata for the cataloguing of digital resources

g. the building up of local digital archives for web access as well as for preservation

Highlights of the Trip

Firstly, we were impressed by the rich content of historical digital archives found at the Library of Congress, University of Michigan and the University of California libraries. They
have done well to make these valuable archives available digitally and freely to the world. These initiatives are mainly project based and supported by private funding or from organizations such as the National Science Foundation.

Secondly, the Carnegie Mellon University and the University of Michigan have strong digital and IT division under the umbrella of the Library which liaises with the traditional library branches in their projects. They do a lot of research work on digital library developments on their own.

Thirdly, Carnegie Mellon has also taken the initiative to develop a set of performance measures for measuring the effective use of their digital resources. This is important for evaluation reports on the trend of use of the library’s digital resources, its effectiveness and impact on the users.

Fourthly, the Stanford University and University of Michigan have an impressive reference area setup, with the traditional reference tools co-existing with pcs for access to electronic resources. The use of dual monitors to guide users at the reference counter at Stanford is also an impressive idea.

Fifthly, the Library of Congress is experimenting with a 24/7 collaborative online reference service with a number of university libraries.

Lastly, most of the libraries we visited have beautifully furnished and spacious reading areas. In Stanford University Library, they have also made provision for network points at the reading tables and even casual seating areas for users to connect their laptops.

Conclusion

The team generally felt that the trip was an eye opener and also helped pave the way for future interaction and collaboration with our international counterparts. We intend to explore further some of the good ideas gathered from the trip for our digital initiatives. Lastly, the team is grateful to the University for the opportunity to make this trip.
Snapshots of the Trip...

With staff of the University of Michigan Library.

Ms Leena Lalwani, Associate Librarian, Arts and Engineering cluster (3rd from the left); and Ms Judy Wilhelme, Serials Acquisitions Librarian (4th from the left).

Having a most sumptuous lobster meal at the Red Lobster restaurant at Ann Arbor, Michigan.

With our escort on the trip, Ms Joyce Meadows (seated 1st from the left).

With the library staff of the Carnegie-Mellon University in Pittsburgh.

Ms Erika Linke, Associate University Librarian for Access Services (seated 1st from the left); Ms Denise Troll, Assistant University Librarian for Information Technology (seated 4th from the left); and Ms Gabrielle Michalek, Head, Digital Library Initiatives (seated 2nd from the right).
Standing tall in front of the University of California at Berkeley Library.

With Mr Roy Tennant (1st from the left), Manager – eScholarship Web & Services Design, University of California Digital Library in Oakland, CA.

Don’t worry, be happy! Waiting for the airport bus to catch the next flight to Detroit, Michigan after our meeting at the Carnegie-Mellon University Library.

Yummy! Celebrating with Ms Joyce Meadows on Chinese take-away food at the Hotel Del Capri in Los Angeles on the final day of our trip.

Bon Voyage.
Technology is revolutionizing how knowledge is created, disseminated, captured, stored, accessed, used and preserved. Increasingly, businesses, governments, educational institutions, the general public and many other sectors of society recognize that access to knowledge is the primary key to success and even survival.

(HKUST Library, June 2000)

Hosted by Hong Kong University of Science and Technology (HKUST), the 3-day seminar on Knowledge Management: Methods and Systems, from 19 - 21 June 2000, was OCLC Institute’s first Asian program. US-based OCLC (Online Computer Library Center) is the largest information services provider in the world. Its educational division, OCLC Institute, is dedicated to promoting the evolution of libraries and information services by providing information professionals with opportunities for advanced education and knowledge exchange.

This seminar brought together speakers Mr Erik Jul, Executive Director of OCLC Institute, Dr Lee Hwa-Wei, Visiting Distinguished Scholar of OCLC Institute and Dr Paul Poon, University Librarian of City University of Hong Kong. It was well attended with more than 150 participants, many from China, Japan, Korea, Macau, Malaysia, Singapore and Taiwan. Mrs Puah Boon Nia, Head of Cataloguing Department and her principal assistant, Ms Wendy Ong, represented NTU Library in the seminar.

Through various sessions, keynote speaker Mr Erik Jul expounded on the background, motivations and definitions of knowledge management, and the intersection of this increasingly popular management trend with the Web revolution and digital knowledge resources. The focus was on threats and opportunities for libraries. Included in his discussions were interesting topics such as:

- Is knowledge management the new librarianship?
- What are the key components of knowledge management?
- What are the characteristics of knowledge resources, systems, and processes that comprise knowledge management?

He explored how technology and systems enable knowledge management users, libraries and librarians to interact with knowledge resources in new and different ways. Concerns raised include:

Wendy Ong
wendy@ntu.edu.sg
What functionality must knowledge management systems provide?

What performance standards must knowledge management systems achieve?

How do leading systems attempt to meet functionality and performance requirements?

Mr Jul also led participants through a case study to explore the requirements of a knowledge management system, looking at various aspects such as analysis, design, implementation, testing and evaluation.

Dr Lee Hwa-Wei, who spoke on Libraries in the Digital and Networked Knowledge Age discussed at length the characteristics of the knowledge age, the impact of technology in threatening or creating new opportunities for libraries and librarians, and the changing context in which libraries exist.

Dr Paul Poon’s presentation, entitled Collaborative Efforts in the Knowledge Management Age: Hong Kong’s Experience, started with a general background on knowledge management and an overview on the role that knowledge management plays in the New Economy. He observed that university libraries, being knowledge centres, have been responding proactively to the challenges brought about by the knowledge management age with their collaborative efforts. His discussion focused on the joint projects initiated by the university libraries in Hong Kong.

At the close of the seminar, two interesting information sharing sessions were held by participants whose companies have been engaged in knowledge management activities to a significant extent. The sharing of their experiences added a practical insight into what was learnt over the past few days. The seminar ended with a lively and spontaneous discussion between the participants and a panel formed by the three speakers and Ms Min-min Chang, University Librarian of HKUST.

It was however not all work and no play during the seminar. Participants enjoyed the warm hospitality of all of the HKUST staff. A welcoming tea reception was held on the first evening of the seminar at the 7th floor Council Chamber Foyer where the full-length glass walls command a spectacular panoramic sea view posing as the backdrop to the campus. Participants were also escorted to an interesting library tour conducted in English, Mandarin and Cantonese.

The highlight of these extra-curricular activities was a scrumptious seminar dinner and a guided tour of the University before the dinner. The HKUST campus with its magnificent sweeping natural and architectural beauty won the admiration of all. The company round the dinner tables was as enjoyable as the food itself; it was also a good time for librarians from various countries to get to know one another and share experiences in the library and information world.

It was a fruitful time spent at the seminar - invaluable knowledge acquired, friends made and places visited. Hong Kong is in so many ways similar to Singapore but yet there are notable distinctions too; likewise, HKUST is very similar to NTU, yet, they are each unique in their own way. We begin to appreciate all the distinctions along with the familiar.

Pictures from left to right:
Mrs Puah & Ms Ong with seminar speakers - Mr Erik Jul, Dr Lee Hwa-Wei and Dr Paul Poon.

Mrs Puah & Ms Ong with Ms Min-min Chang, University Librarian of HKUST and Ms Linda Li, Librarian of South China Sea Institute of Oceanology, Chinese Academia of Sciences.

At the seminar dinner: Mrs Puah with Ms Wang Xiaolei, Cataloguing Librarian of HKUST Library, Ms Peggy Chung, Librarian of Education Department, Hong Kong, and Ms Linda Li.
A Letter of Appreciation

from OCLC

Plaque presented by OCLC to the University in appreciation of the Library’s contributions as a founding member of the CORC Research Project
On 2 August 2000, NTU Library and the Library & Information Technology Association (LITA) (Singapore) jointly organized a workshop on OCLC (Online Computer Library Center) CORC (Cooperative Online Resource Catalog). It was conducted in the NTU Library Instruction Room. More than twenty librarians from Kent Ridge Digital Labs Library, Nanyang Polytechnic Library, National Institute of Education Library, National Library Board, National University of Singapore Medical Library, Ngee Ann Polytechnic Library, SAFTI Military Institute Library and Singapore Press Holdings Library, attended the one-day workshop.

Librarians around the world are using CORC to select, describe, maintain and provide guided access to electronic resources available on the Web. CORC’s automated tool set is built on state-of-the-art technology and international standards including HTML, RDF/XML, Java, MARC, Dublin Core, and Unicode. This has enabled librarians to use the various functions in CORC to create records in MARC and Dublin Core formats, link authority control, maintain URLs, apply OCLC WebDewey, assign subject headings, and build pathfinders.

The workshop opened with a welcome address by Mr Lim Hong Too, President of LITA (Singapore). This was followed by a presentation on OCLC Electronic Information Management Strategy by Mr Andrew Wang, Director of OCLC Asia Pacific.

Ms Tsai Shu-En, Senior Library Services Executive of OCLC Asia Pacific, then proceeded with the online hands-on training of CORC. Participants were introduced first to the major functions available on CORC’s four searchable databases:

- CORC Resource Catalog (bibliographic records)
- CORC Authority File
- CORC Pathfinder Database
- WebDewey Database (an enhanced version of the Dewey Decimal Classification)
Participants were taught how to conduct searches as well as create and edit records on the Resource Catalog. They also viewed for the first time the various pathfinders available in CORC. Ms Tsai then went on to show how one could view, create and edit a catalogue record in MARC, Dublin Core, Dublin Core HTML, and Dublin Core RDF (Resource Description Framework).

In the final session of the workshop, professional staff from NTU Library’s Cataloguing Department - Mrs Puah Boon Nia, Ms Wendy Ong and Ms Goh Su Nee - shared their CORC experiences with the participants.

A summary of the information sharing session

NTU Library joined OCLC CORC in July 1999 as one of its founding members. The primary aim was to collaborate with institutions internationally to create a high-quality, library-selected database of Web-based resources, which would be of value to our users. It was also a wonderful opportunity for us to learn how to use Dublin Core in metadata creation. In addition, participation in CORC has allowed us to introduce Singapore and Asia’s Internet resources to a global community.

Presently, NTU Library has catalogued subscribed e-journals and online databases on the Web, Singapore and Asia-related Websites, Websites on Chinese Overseas, and Web resources selected by our own resource librarians and listed on the Subject Guides pages in the NTU Library Website. Other issues discussed included cataloguing tools and standards adopted by NTU Library for the cataloguing of Web-based resources in CORC, framing of our workflow, editing of exported CORC records into our local system and problems faced so far.

NTU Library staff and speakers from OCLC.

From left: Mrs Wong Chin Choo, Deputy Librarian; Mr Andrew Wang, Director of OCLC Asia Pacific; Mr Foo Kok Pheow, Librarian; Mrs Hazel Loh, Head of Media Resource Library; Mrs Puah Boon Nia, Head of Cataloguing Department; Ms Tsai Shu-En, Senior Library Services Executive of OCLC Asia Pacific; Mrs Koh Siew Kee, Ms Goh Su Nee and Ms Wendy Ong, all Assistant Librarians.
Feedback

“The sharing session was extremely helpful to those who are considering joining CORC. The issues presented served as guidelines for those interested and are evaluating to see if they are ready to jump onto the bandwagon. I would include CORC in my wishlist of value-added services to our users. CORC allows libraries to organise and present Internet resources to users via the OPAC. This is definitely very useful as users are able to retrieve more relevant information from one access point.”

Mrs Chew-Ooi Lian Ping, NIE Library

“It was a very informative and interesting workshop. I’ve learnt what other libraries are doing and what is available in the market.”

Ms Koh Bee Lian, Singapore Press Holdings Library

“From the workshop, I got to know how OCLC offers the cataloguing of Internet resources as a co-operative effort. This is a very useful service. Obviously, there is no need to duplicate the effort in cataloguing Internet resources. I would recommend CORC to the Library provided the effort involved in integrating CORC records with the Library’s OPAC is not an issue.”

Mr Sim Kwang Khiang, Singapore Press Holdings Library

Judging from the responses of the participants, it was indeed an insightful workshop for many of them.

Comming your way....GEMS II

GEMS has been on the scene for less than 2 years but there are already plans to enhance its features to be more user friendly and versatile based on expansion of user clients on campus, feedback and emergence of new technology in the market.

What is in store will be a definite plus to the existing GEMS. In brief, we’ll revamp the interface using a Web-based and thin client approach so that there is minimal or transparent installation by the users. Users can look forward to a new and refreshing look with more personalisation options and interactive updates on subscribed resources. Then there will be a single point of access to local as well as global resources using a powerful search engine which can consolidate and rank results from various data sources in one listing. Users will therefore not be required to go into different databases to do their searches. GEMS II will also aim to incorporate more useful Intranet and external links on the main screen for users to access without the need to go to other websites to find resources. Finally, there will be a multicast feature to enable broadcasting of videos to registered groups at designated times so that users need not be at the same venue to watch the video. This is especially useful for student groups required to review the same video programme for their lessons outside their tutorial time.

GEMS II is targeted to be ready in the first quarter of 2001 together with the completion of the renovation of Library 1. So, do look forward to more gems coming your way!
Mr Vernon Lee, who was attached to the Resource Dept, has left the Library in mid-October 2000. Vernon started working at the Cataloguing Dept when he first joined the Library and was mainly involved in the cataloguing of e-journals project. We thank him for his contribution and wish him every success in his future endeavours.

Library Renovation & Relocation of Collections

Dear NTU Staff and Students

The Library will be undergoing a major renovation to refurbish Library 1 as a research library and Library 2 as a lending library. Massive renovation works will begin on 15 Sept 2000 and is expected to last for a period of 5 months. In preparation for this event, the Library will be relocating its collections, shelves and furniture from 4 Sept 2000. The Library will try its best to maintain its services during this period and keep all staff and students updated of the developments as the renovation progresses.

Your kind understanding and support are greatly appreciated. Thank you.

Mrs Wong-Yip Chin Choo, Deputy Librarian

Book Relocation

Work to refurbish Library 1 as a research library and Library 2 as a lending library started on 11 September 2000. The initial step of the 5-month-long project involved the relocation of the book collections. The task of moving over 300,000 volumes of books between the two libraries was completed on 12 Oct 2000.

<table>
<thead>
<tr>
<th>Collections</th>
<th>New Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>CJK (books, journals &amp; reference)</td>
<td>Level B1</td>
</tr>
<tr>
<td>Reserve (red-spot) books</td>
<td>Level B2</td>
</tr>
<tr>
<td>Open shelf books (A – HE)</td>
<td>Level B1</td>
</tr>
<tr>
<td>Open shelf books (HF – QA 299)</td>
<td>Level B3</td>
</tr>
<tr>
<td>Open shelf books (QA 300 – Z)</td>
<td>Level B4</td>
</tr>
<tr>
<td>Abstracts &amp; Indexes</td>
<td>Level 4</td>
</tr>
<tr>
<td>CIP</td>
<td>Level 4</td>
</tr>
<tr>
<td>Calendars</td>
<td>Level 4</td>
</tr>
<tr>
<td>Periodicals (p A – p Z)</td>
<td>Level 2</td>
</tr>
<tr>
<td>Projects</td>
<td>Level 4</td>
</tr>
<tr>
<td>Reference</td>
<td>Level 4</td>
</tr>
<tr>
<td>Standards</td>
<td>Level 4</td>
</tr>
</tbody>
</table>

Goodbye

Mr Vernon Lee, who was attached to the Resource Dept, has left the Library in mid-October 2000. Vernon started working at the Cataloguing Dept when he first joined the Library and was mainly involved in the cataloguing of e-journals project. We thank him for his contribution and wish him every success in his future endeavours.
A Letter of Appreciation

Dear Kim Lian

As my “partner in crime” in plundering the online resources over the last eight months of the preparation of my new book *Internet and E-Commerce Law* which will be published by Pearson Education Asia, you must be happy to hear that all the work has been finalised - including the final proofs.

More important to you, of course, you will probably have a well-deserved rest from my persistent demands and queries, emails and telephone calls including personal visits to the library on anything connected with cyberlaw... I promise that all my references to The Dow Jones, Lexis-Nexis, Reuters Business Briefing and the innumerable sources and items that I have requested for and got you bogged down continuously will cease...

To come to the main point of my writing, I cannot summon up enough words to express my gratitude for your unfailing, constant and insuperable help and hard work in tracing, substantiating and scouring the mountain of materials which went into the writing of the book.

No one but me will ever be able to understand the amount of work that went into searching and organising the mass of data that was so instrumental for a writing on a new ‘virtual subject’, cyberlaw. Readers of the 50 or so pages might think and assume that I must be a diligent and systematic author to uncover all the details, even the most trivial, in putting up a picture of the emerging legal landscape. How utterly wrong they would be!

I hope that my humble acknowledgement in the book of your contributions will demonstrate my debt to you.

I must also thank Akbar and the Library at large for providing an expanding breadth of resources, both material and more important, human. If proof is required of the changing role of a library in the burgeoning new age, surely my experience will serve that purpose. Hopefully, the Library will continue along the same path and accelerate the training of all the staff to make online services more readily available. Thank you again.

Best wishes
Dr Assafa Endeshaw

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**“The Library wishes you ...**

**MERRY CHRISTMAS ...**

**SELAMAT HARI RAYA PUASA ...**

**and ... HAPPY NEW YEAR!”**
Touted to be THE database for Asian economic information, the CEIC database provides accurate, timely and comprehensive economic data covering 14 countries in the region. Over 90,000 raw data series are provided, based on official publications or records obtained directly from issuing sources.

**Timeliness**

The database is updated immediately upon the release of official statistical publications and press releases in domestic newspapers.

In addition, there is also a number of direct release arrangements between CEIC and certain issuing sources of statistical information. Daily updates are run on the client workstations.

**Database Coverage**

- The CEIC DRI Asia database covers Australia, China, India, Korea, Pakistan, Singapore, Taiwan and Vietnam.
- The CEIC Non-Asia database covers Brazil, Germany, Italy, Mexico, Japan, Turkey, UK and USA.
- The CEIC Daily database consists of daily data such as the stock exchange indices, deposit rates, interest offered rates, and foreign exchange rates.

**Example of data series available**
Monthly, quarterly or annual data are available, some from as early as 1946 and depending on the country and data series selected.

The following sector information is available for most of the countries covered in the database:

- National Accounts
- Production and Productivity
- Sales, Orders, Inventories and Shipments
- Construction and Properties
- Government Finance and Debt
- Labour Market and Demographics
- Consumer
- Inflation
- International Trade
- Price
- Monetary
- Interest Rates and FOREX
- Investment
- Transport and Telecommunication
- Tourism
- Business and Economic Survey
- Financial and Capital Market

**Data Manipulation**

Data may be retrieved and viewed in tabular or graphical format and may be printed or downloaded into Excel spreadsheets.

There are functions available for data manipulation, such as the index function to change the base year of data for a number of countries for comparative analysis.

The currency for any table may also be changed. Similarly, there are functions to convert quarterly series to annual series.

Access to the **CEIC** database is available in Library 2, during office hours only.

Please refer to the Information Desk (Tel: 790 6312 / Email: resource2@ntu.edu.sg) if you require more information or assistance in using the database.
This newly subscribed database incorporates many of the sources of the former Research Bank. It provides in-depth and timely information, from over 500 financial analysts and brokers, on investments, companies and industries in North America, Europe, Asia/Pacific, Latin America, Africa and the Middle East.

Investext Plus enables users to monitor industry trends, track company financials and research merger and acquisition opportunities. It is accessible from this webpage http://www.ntu.edu.sg/library/collections/db/lib2/investext-plus.htm.

The coverage of this database is from 1996 and it presently holds more than 400,000 reports. 5,000 new reports are added every week. Full reports are made available in pdf format.

Fundamental company information from Mergent FIS (formerly Moody’s Investors Service), such as annual and quarterly financial statements, peer group comparisons, credit ratings, key business ratio and stock price information are available. The database also contains search reports from more than 190 trade associations worldwide, with industry-specific product and market data.

An interesting feature that has been made available in Investext Plus is Infomark. This feature allows users to create links from their documents to Web pages within the database. Lecturers, for example, may create course packs for their students which incorporate certain articles from Investext Plus as essential readings.

An improved feature in the search interface of Investext Plus is the availability of the wildcard search. Users now do not need to type the full source name in order to retrieve reports from a particular source.

More details and assistance in using Investext Plus and Infomark can be obtained from the Information Desk (Tel: 790 6312 or Email: resource2@ntu.edu.sg) in Library 2.
PERC Ups Your Research

When your research needs a little perking up,
Try PERC

Political and Economic Risk Consultancy

Don’t apply yesterday’s knowledge to today’s research.
PERC’s risk reports keep you updated on key trends and issues shaping the countries of Asia.

The site features

ASIAN INTELLIGENCE REPORTS
No fuss, no frills. PERC’s point-and-click environment gets you straight to timely topics - corruption, business costs, nationalism, and foreign investment trends and more.

MONTHLY COUNTRY RISK UPDATES
If Asia is a restless, ever-changing entity, get to the heart of things with these updates.

Find out how and why business risks are changing.

Discover quickly if money politics is taking a negative turn in Taiwan, get into the swing of reforms in the Philippines, or identify Malaysia’s biggest vulnerabilities...

COMPARATIVE COUNTRY RISK REPORT
Graphical and tabular data on socio-political risks present you with the latest economic forecasts.

Happenings Highlights
Speed over to PERC. You’ll come away with insights on:

How prevalent are cartels and state-owned companies?

Is there a proliferation of red tape?

Would political change be good or bad for business?

What about protectionist tendencies?

Stay wired and researching.
Point your browser to http://asiarisk.com today.

Got a query? Send it to resource2@ntu.edu.sg or call our Information Desk @ 790 6312.
The series of CD-ROMs are self-paced instructional materials which users may refer to learn about various aspects of the insurance industry.

1. Basic Principles & Practice of Insurance
   This CD-ROM includes tutorial-style computer based training programs and multiple choice computer-based testing programs for the following modules: Insurance Practice, Legal Aspects of Insurance and Modern Business Practice.

   a. Insurance Practice
   This module is designed for anyone seeking an introduction to the world of insurance and covers the following topics – Introduction; Insurance; Development of Insurance; Classes of Insurance; the Insurance Market Place; Proposals and Policies; Underwriting and Claims; and the Supervision of Insurance.

   b. Legal Aspects of Insurance
   This module is meant as an introduction to the important legal principles that govern the transaction of insurance. It covers the following topics - the Legal System; the Legal Personality; Agency; Torts; Contracts; Utmost Good Faith; Insurable Interest; Proximate Cause; Indemnity; and Subrogation and Contribution.

   c. Modern Business Practice
   This module is designed for anyone starting a career business. It covers the following topics: Introduction; Internal Communication; External Communication; Financial Communication; Communication Technology.

2. Commercial and Personal Lines
   This CD-ROM includes tutorial-style computer-based training programs and multiple choice computer-based testing programs for the modules Commercial General Insurance, Personal General Insurance, and just computer-based training program for Private Medical Insurance.

   a. An Introduction to Commercial General Insurances
   This section is targeted at people seeking an introduction to the world of commercial general insurance. It covers the following topics:
• Module 1 - Introduction & Principles.
  Insurance Market; Risk Improvement and Loss Prevention; Basic Insurance Principles; and an Introduction to Property Insurance.

• Module 2 - Fire, Theft and Engineering.
  Fire and Perils Insurance; Theft, etc. Insurances; Engineering Insurance; and Business Interruption.

• Module 3 - Liability, Vehicle and Reinsurance.
  Liability insurance; Commercial Vehicle Insurance; and Reinsurance.

b. Personal General Insurance
This section targets at people seeking an introduction to the world of personal general insurance. It covers the following topics:

• Module 1 - Household Insurance.
  The Personal Insurance Market; Household – Buildings; Household – Contents; Household – Additional Covers; and Household – Exclusions.

• Module 2 - Other Personal General Insurance.
  Travel Insurance; Private Motor Insurance; Personal Accident Insurance; and Permanent Health Insurance.

• Module 3 - Life, Reinsurance & Marketing.
  Life Assurance; Pensions; Marketing; and Reinsurance.

c. Introduction to Private Medical Insurance
The target audience is anyone seeking an introduction the world of private medical insurance (PMI).

3. Technical Insurance
This CD-ROM contains tutorial-style computer-based training programs for the modules Motor Insurance, Liability and Liability Insurance (tutorial, reference and testing), Principles and Practice of Management, and a multiple choice computer testing program for Motor Insurance.

a. Motor Insurance Tutorial
This module is targeted at people seeking an introduction to the principles and practice of motor insurance and covers the following topics - the History and Development of Motor Insurance; Legislation, including the Road Traffic Act 1988; Policy Covers and Documentation; Risk Assessment, Rating and Underwriting; Motor Cycle Insurance; Commercial Motor Insurance; Claims; and Fleet Rated Risks.

The course menu comprises - Operation and Regulation; Cover and Underwriting; Underwriting and Renewal; and Claims Procedures and Ethical Considerations.

b. Liability and Liability Insurance
Targeted at people seeking an introductory tutorial and reference tool covering the important principles, terms and cases applicable to liability insurance.

Topics covered are - Legal Liabilities; and Liability Insurance Practice.

c. Management in Insurance
This module is meant for anyone new to a management role in insurance. Topics covered are - Introduction; Planning and Budgeting; Control; Human Resource Management; and Interpersonal Skills.
Global Researcher consists of 2 CD-ROMs - SEC and Worldscope.

The SEC database provides current and historical financial data, company summary information as well as abstracted or extracted data on over 12,000 U.S. companies taken directly from key SEC filings (10-Ks, 10-Q, Proxies, etc.).

The Worldscope database contains comprehensive company reports and key corporate information on over 22,500 publicly quoted companies worldwide (approximately 10,300 US and 14,200 non-U.S. companies).

How to search in Global Researcher:

The SEC and Worldscope databases share similar search features. The following 12 yellow buttons allow you to perform extensive searches.

- Search by: Company Name
- Search by: Ticker
- Search by: Full Text
- Search by: Officers’ names
- Search by: Auditor’s Name
- Search by: Auditor’s Report
- Search by: Stock Exchange
- Search by: Indices
- Search by: Current Outstanding Shares
- Search by: Status
- Search by: Currency
- Search by: Template
- Search by: Companies with Preliminary Data
- Search by: Fiscal Year End
- Search by: Updated Companies

Search by:
- SIC Codes
- Description of Business
- Industry Group/Class
- Dow Jones Industry Group
- Product Segment
- SIC-UK 92 Code
- CSO Code
- NACE Code - Rev. 1
- NAF Code
- WZ (93) Code

Search by:
- Key Financials
- Assets
- Liabilities
- Income Statement
- Cash Flow Data
- Profitability Ratios
- Asset Utilization Ratios
- Leverage Ratios
- Liquidity Ratios
- Growth Rates
- User Defined Variables...

Search by:
- WS Company Number
- CUSIP Number
- SEDOL Number
- Valor Number
- ISIN Number
- Load a Company Set

Search by:
- Country
- City
- Geographic Segment
- World Regions

Search by:
- Auditor’s Name
- Auditor’s Report

Search by:
- Current Outstanding Shares
- Number of Shareholders
- Current Market Capitalization
- Number of Employees

Search by:
- Status
- Currency
- Template
- Companies with Preliminary Data
- Fiscal Year End
- Updated Companies

Ng Lay Suan
ngls@ntu.edu.sg
Information on companies available from Global Researcher:

- Company Summary - Address; Ticker; Description of Business; Company Status; Location of Incorporation; Auditor’s Report; Exchange; CUSIP; and Current Outstanding Shares.
- Financial Statements - Balance Sheet; Income Statement; and Cash Flow.
- Preliminary Release Data Items - Net Income; Sales/Revenue; Cash Dividends Declared; Earnings Per Share; Common Shares Outstanding; and Pre-Tax Income.
- Financial Ratios
- Consensus Earnings Estimates
- Officers and Directors
- Ownership Data - 13D Data; 13F Data; and Insider Ownership.
- Filings and Full-Text Information - Exhibits; President’s Letter; Management Discussion; and Footnotes to Financials.

A sample income statement of a company from Global Researcher Worldscope.

For additional details and guide notes to Global Researcher, check out this website:
http://www.ntu.edu.sg/library/collections/db/lib2/grguide.doc

For more information and assistance in using these two databases, please call our Information Desk in Library 2 at 790 6312 or email us at resource2@ntu.edu.sg.
This database provides back issues of some 117 core scholarly journals starting from the very first issues and many of which date from the 1800s. There is usually a gap of 2 to 5 years between the most recently published issue of any journal and the date of the most recent issue available in JSTOR. This gap is called the ‘moving wall’ in JSTOR.


The list of journals available in JSTOR can be viewed at http://www.jstor.org/about/content.html.

**Accessing JSTOR**
This database is available campus-wide and via GEMS workstations. You may access JSTOR at this URL http://www.ntu.edu.sg/library/collections/db/lib2/jstor.htm.

**Using JSTOR**
You may either browse the journals or search the database.

**Browsing**
Journals available for browsing are arranged in broad subject groups (see Figure 1). Select the subject and followed by the title and issue. The contents page of the issue will then be shown (see Figure 2).
Searching
There are 2 levels of searching - basic and advanced (see Figures 3 & 4). You may also do cross-disciplinary searches by selecting several journals in one search.

Saving & Printing
You may save or print articles accordingly in JSTOR as they are available in pdf format.

If you need more information or require assistance in using the database, please call our Information Desk at 790 6312 or email to resource2@ntu.edu.sg.
Jupiter Research is provided by Jupiter Media Metrix, a merger between Jupiter Communications, a worldwide authority on strategic analysis of Internet Commerce businesses and Media Metrix, a company which specialises in Internet measurement.

The Product

Jupiter Research assists users to assess market trends, identify revenue models, evaluate success criteria, develop data strategies, analyse competitive landscapes, assess the value of partnerships and acquisitions, prioritise new product development initiatives, analyse industry adoption trends, benchmark against key players and anticipate customer demands (see Figure 1).

Two main types of reports are available in Jupiter Research:

1. Vision reports (see Figure 2)

These are in-depth research reports of 25 to 40 pages long. They contain an executive summary; landscape - an analysis of key players in vertical markets; outlook - which covers case studies and an analysis of the situation; mandate - a judgment by the analysts on the direction that the industry is heading; and the report methodology.

2. Concept Reports

These reports are released more frequently, are shorter in length - about 3 to 4 pages, and are more focused. Key questions on a particular topic are discussed with supportive key research findings. Related sites on the topic are also provided.
The Library subscribes to all the premium services which Jupiter Research provides, such as Content & Programming, Digital Commerce, Online Advertising, Commerce Infrastructure, Site Operations, Broadband & Wireless and Web Technologies.

We also subscribe to these standard services: Digital Television, Net Markets, B-to-B Marketing, B-to-B Infrastructure, Customer Service, Site Operations, and Site Performance, as well as services covering these industries - Financial Services, Retailing and Travel.

Access to statistical data, such as up-to-date Jupiter forecasts, valuable user demographics and survey data, are also available through the Jupiter data library, JupData.

**Access**

Jupiter Research is available on the web, accessible from anywhere within the NTU Intranet.

The URL is: [http://dnstni.ntu.edu.sg/cgi-bin/jup.pl](http://dnstni.ntu.edu.sg/cgi-bin/jup.pl)

**Note:** The “Ask Jupiter” option is not available as our subscription does not cover access to analysts in Jupiter Research.

Please contact the Information Desk in Library 2 at 790 6312 or email resource2@ntu.edu.sg if you need further information or assistance in using the database.
Comindex

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The Library has recently received v.9 (2000/2001) of the Comindex database.

Coverage

Comindex provides bibliographic information for more than 35,600 articles from 78 key international journals and annuals from the communications field.

Searching

You may search using the author or title fields. Before doing any search, you have to select first the set of journals to search. (See Figure 1)

After you have selected the set of journals, the Search Specification screen appears. (See Figure 2). Select a search key - by author, by title or by year - and type in your search string. Press the F2 key to start the search.
The list of hits will then appear. To get more details of a particular record, highlight the record and hit the enter key. A sample full record is shown below. (See Figure 3)

You may edit your search by moving back to the Search Specification screen (See Figure 4)

Press the Enter key to go to the Search Type box. Use the arrow keys to select the option you require to edit your search. Then press the Enter key again and edit the search string accordingly. To start this edited search, press the F2 key.

**Saving Records**

Records retrieved may be saved as a text file.

**Availability**

Comindex is available in Library 2.

For more information on the database, please contact the Information Desk in Library 2 at 790 6312 or email to resource2@ntu.edu.sg.
WHATT (World Hospitality and Tourism Trends) Databases and e-Journal provide information on hospitality and tourism topics. It is now available online in the hospitality and tourism web portal, WHATT, which is maintained by the Hotel & Catering International Management Association (HCIMA).

How to Access

- The URL of the WHATT web portal is http://www.whatt.net.
- You will need to register first before you can access the WHATT Databases and e-Journal.
- Click on the register button and complete the registration form.
- As part of the registration process, you will be required to answer two questions:
  - Are you a current ingentaJournals user?
  - Do you presently access via Direct Login?
  
  Please click Yes for both questions.
- You will next enter your own username and password and you should then be registered.

  - Please take note of your username and password as you will be required to use these each time you access WHATT.

- WHATT Databases and WHATT e-Journal are available under the Premium Services section in the web portal.

WHATT Databases

- Current Awareness database
  
  This covers some 200 journal titles. Only citations and abstracts are given.

  - World Trends database
    
    This database covers 14 journal titles from IngentaJournals List. Only selected articles are available in full image.

  - Research Register database
    
    This provides abstracts of researches on hospitality and tourism topics.

How to Search

- The search template of the WHATT Database is easy to use. (See Figure 1)
- For each search, you can only select one database at a time.
- The search results will display the title, journal, subjects and date of publication of each article retrieved. (See Figure 2)
- By clicking on the Expand icon of a selected article, the abstract will be displayed in the column on the right-hand side of the page.

How to Save

- You may save the search results in 2 formats - citation or full detail.
- Results may also be copied, pasted and saved as a Word document or alternatively, they may be saved as a html file.
WHATT Databases - Search

Use the WHATT search form to search for items in one of the three hosted databases. Simply enter your term and click the appropriate search button. Additional functionality is available in each database and this is listed in the lower section of this page.

![Search screen of WHATT databases](image1)

Figure 1: Search screen of WHATT databases

![Sample screen showing results of a search done on the Current Awareness database](image2)

Figure 2: Sample screen showing results of a search done on the Current Awareness database

If you need assistance or more information on WHATT Databases, please call the Information Desk at 790 6312 or email to resource2@ntu.edu.sg
Yearbook Plus of International Organizations and Biographies is a CD-ROM database produced by the Union of International Associations. It provides quick and easy access to information on some 30,000 international governmental and non-governmental organizations. This title is available at the Information Desk in Library 2.

Content

This CD-ROM consists of:
- Yearbook of International Organizations Infobase
- Who’s Who in International Organizations (Biography) Infobase
- International Organization Publications and Resource (Bibliography) Infobase

The information about an organization may include some or all of the following:
- Organization Number
- Organization Name
- Main Address & Secondary Address
- Founded/Established
- Aims
- Structure
- Languages
- Staff
- Finance
- Activities
- Events
- Publications
- Information Services
- Members
- Consultative Status (IGO Relations, NGO Relations)
- Date on which information was last received

Sample record from the Yearbook of International Organizations Infobase.
Features

Search fields: Differs according to the infobase. Examples of search fields: Name, Contact, History, Secretariat, Activities, Aims, Languages, Finance, Members, Events, Status, Year of Foundation, Type, Keyword, Subject, Career and Hobbies.

Search Features

Indices, Boolean Operators, and Truncation.

Printing/Saving: Yes.

Other Features

Bookmark, Note and Highlighter functions.

For more information, please contact the Information Desk in Library 2 at 790 6312 or email us at resource2@ntu.edu.sg.

Sample record from the Who’s Who in International Organizations (Biography) Infobase.

Sample record from the International Organization Publications and Resource (Bibliography) Infobase.
Library’s subscription to the Web of Science replaces, from 1995, the CD-ROM versions of the Science Citation Index and the Social Sciences Citation Index. These databases provide access to multidisciplinary, high quality research information from the world’s leading professional science and social sciences journals. Citation databases contain the bibliographies, or reference lists, of the articles indexed.

Features

- A full record in the Web of Science has a Cited References and a Times Cited link. The Cited References link provides a list of items cited by the author(s) when they wrote their papers. The Times Cited link provides a list of citing papers and shows the number of times that the paper was cited.

- Another unique function is Related Records. Two records are said to be related if they share at least one identical cited reference. A Related Records search is able to uncover relevant research that cannot be found by traditional subject or author searching.

Full Search Options

- A General Search searches for articles based on what you know about subject matter, author(s), publication, or author address(es).

- A Cited Reference Search finds articles from source journals that have cited a book, a patent or another article. Through a cited reference search, you can discover how a known idea or innovation has been confirmed, applied, improved, extended or corrected.

Web of Science is updated weekly and is accessible via http://wos.isiglobalnet2.com/

PROLA is The American Physical Society’s Physical Review Online Archive. Currently, it contains an electronic copy of all Physical Review journals from 1985 through 1996.


Check http://prola.aps.org/ for news on what material are being added to the Archive.