

**DEFINITION AND SPECIFICATION OF AN ON-LINE  
CULTURAL INFORMATION SERVICE CENTER**

**APPLICATION DOMAIN: THE "ORIENTAL  
WORLD"**

**PART I:  
USER NEEDS AND REQUIREMENT ANALYSIS**

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## **1. DOCUMENT CONTROL**

### **1.1 ABSTRACT**

The principal goal of this report is to establish :

on the one hand already existing information products and services in the cultural and touristic domain (application field: The Oriental World), and

on the other hand these kinds of information services and products which are the most required and relevant ones for potential user groups.

In order to stress the empirical value of this study, an important effort has been undertaken to request VHF external users and user groups.

For each user group category has been established :

- 1) the existing information products and service and
- 2) the most relevant and required products and services.

The results of this study will constitute the input for the specification of the application of the French partners in the VHF project.

## 2.GENERAL

### 2.1 scope

The application scenario for the French host of the VHF project concerns more particularly the design and implementation of an on-line cultural information service center for the "oriental world" (including especially China and Japan). Before starting the real and factual design of this cultural information center a systematic and in-depth opinion poll has been conducted through two potential users categories.

The **first category** is composed by actors who are involved in different information retrieval activities which are potential interest for the development of the above mentioned cultural information service center. This category includes companies as well as private or public institutions who are actively implied in the collection *and/or* storage *and/or* publishing *and/or* dissemination of information and documents which are relevant for the French application scenario in the VHF project. The relevant information and documents can be distributed by classical means as well as by the means of the new multimedia technologies.

The **second category** is composed by the potential users of the above mentioned on-line cultural information service center as a part of the VHF project and who are supposed to use the VHF technology.

Obviously, the distinction between the two quoted user categories is not a mutually exclusive one.

The main groups that constitute both categories of users are the following ones:

- 1) libraries,**
- 2) publishing and distribution houses,**
- 3) museums,**
- 4) information service centers (= suppliers of contents),**
- 5) audio-visual industry & press,**
- 6) touristic service centers, and, furthermore, all socioeconomic categories of tourists,**
- 7) the educational, academic and research world.**

## 2.2 introduction

To carry on with the objectives globally defined in 2.1, it has been decided to set about some major subdivisions inside the survey so as to adapt the inquiries to the public.

The survey itself is divided into **two main parts**.

The **first part** specifies as exactly as possible what are the **existing** classic and computerized products in the domain of information retrieval.

The **second part** puts the focus on the **needs** for electronic documents in the desk research.

The **inquiry procedure** is based on extensive, directed personal and group interviews. Each with a duration of between one and three hours.

It is mainly a **field work**, the appointments have been fixed by direct dial or by a previous letter following by a direct dial.

We have chosen to conduct our interviews directly with the information service department head who has been assisted, in most cases, by one or more of his/her assistants.

The following topics have been more particularly taken into consideration :

- a) Existing technological solutions and needs,**
- b) Existing information services and needs.**

In order to determine the existing organization and services of information service centers as well as specific needs, desires or expectations, we have based our investigations on the following seven principal tasks :

**1. Identify and describe the products and services supplied by the firm.**

These questions correspond to our first category composed by the users involved in cultural, political, economical information.

**2. Identify and describe the actual work environment of an user.**

**3. Identify and describe the objectives and needs of a user with respect more specifically to electronic information services.**

**4. Identify and describe the actual products and services used by the two categories of users**  
(involved and potential users).

**5. Identify and describe the two user groups' satisfactions with regards to products and services they are presently using.**

**6. Identify and describe the expectations and needs of the user groups with regards to the creation of new electronic services and products and related to the nature and contents of the next services to come.**

## **7. Identify and describe the expectations and needs of the user groups concerning a new interactive service in the "oriental world" information.**

The majority of interviews have been made on field work, face-to-face directly in the company and the documentary centers.

This kind of in-depth interview is a personal interview during which we (the interviewer) asks a broad question and intervenes only to reformulate the respondent's thoughts. This process gave us in addition of the interviews of the sectorial services and documentary services department head, the possibility to visit these centers and companies.

Most of the companies have a classical method of working, some of them begin their computerization, a few have already their program on a private network and on Internet. But all expect, (as we will see after), new forms of interactive services :

- creation of supplementary efficient services,
- clearness and rapidity in information transfer.

They admit they are not completely satisfied with their present information system.

The used process in the survey direction can be resumed as follows :

- general presentation of the project followed by an more or less detailed explanation of the project,

- dialog initiation around the 1st and 2d part of the questionnaire. The open-ended question invites a free flow of thought.

According to the different kind of sectorial companies, the **second part** of the questionnaire (expectations and needs about electronic services) has been more discussed. This conclusion seems to be logic due to the small progress in computerization documentary services inside the companies.

In the first part of the questionnaire, (specifications & environment work), replies seems relatively vague. Some companies do not want to reveal their source of information or their working method.

The analysis of the responses gives us, finally, the possibility to collect quantitative and factual data concerning the input information mass.

## 2.3 users list

### List :

#### **Centre Français du Commerce Extérieur**

10, avenue d'Iéna  
75116 Paris

#### **France 2**

Media and video library  
40, avenue Montaigne  
75008 Paris

#### **Radio France Internationale**

116 av du Pdt. Kennedy  
75016 Paris

#### **Centre Georges Pompidou**

19, rue Beaubourg  
75197 Paris cedex 04

#### **L'Asiathèque**

6 rue Christine  
75006 Paris

#### **Le Phénix**

72 bd. Sébastopol  
75003 Paris

#### **Fenêtres sur l'Asie**

75005 Paris

#### **You-Feng** Editor,

45, rue Monsieur Le Prince,  
75006 Paris

#### **Kailash** Editor,

69 rue St Jacques  
75005 Paris

#### **Editions de la Maison des Sciences de l'Homme**

54, Boulevard Raspail,  
75006 Paris

**Bibliothèque de la Maison des Sciences de l'Homme**

54, Boulevard Raspail,  
75006 Paris

**Ecole des Hautes études en Sciences Sociales**

54, Boulevard Raspail,  
75006 Paris

**Musée de l'Homme** Library

17 place du Trocadéro  
75116 Paris

**Ecole Française d'Extrême Orient** Library

54 av. d'Iéna  
75016 Paris

**CNRS Centre d'Etudes Himalayennes**

1 pl. A. Briand  
92195 Meudon

**Bibliothèque Interuniversitaire** Library

75775 Paris cedex 16

**INALCO-CERPEM** Multimedia Information and Documentation

Department  
Place du MI de Lattre de Tassigny  
75775 Paris cedex 16

**Chambre de commerce franco-asiatique**

94, rue saint Lazare,  
75009 Paris

**Ministère des Affaires Etrangères**

Direction du chiffre, de l'équipement et de la communication 37,  
quai d'Orsay,  
75007 Paris

**CID Diffusion** Academic publication distribution

131, Boulevard Saint-Michel,  
75005 Paris

**Terre d'Aventure** specialized (thematic) offers of voyages and  
sojourns in the Asian continent  
5 rue St Victor  
75005 Paris

### 3. FIRST PART

#### PRESENTATION OF THE SERVICES AND PRODUCTS ACTUALLY AVAILABLE IN THE FIELD OF INFORMATION SERVICES

##### 3.1 The existing products & services

The existing services are composed of different information products, according to the documentation centers of sectional categories :

a) libraries/documentation centers/ educational, academic, researcher world where consultation is made through a "**paper**" **file basic research** (although more and more centers are being computerized). Originally the filing and classification has been made inside the structure.

The classification has been generally created on a classical documentary system : author, titles, key-words, thesaurus system.

Some of these companies also offer to the public some **informational events** : colloquium, seminars, based on a specific problem.

For example : some libraries organize lectures, conferences, exhibition based on cultural themes in order to present and explain problems related to different aspects of cultural patrimonies and techniques of a city, a region, a country ; some more sectorized documentation centers offer information and brainstorming seminars based on specifically commercial and economic problems.

**b)** libraries/documentation centers/ educational, academic, researcher world already computerized where consultation is based on a computerized research.

Different filing and classification are used. Generally, the computerized classification have been thought inside the company. The biggest structures have their own documentary services able to imagine, manage and maintain every day the computerization services. The smallest structure begun to draw up an inside specification according to their needs. They entrust these specifications to an external service company to check and confirm their relevancy. This processing allow to organize inside the structure to put a first computerization serial into operation.

**c)** libraries/documentation centers/ educational, academic, researcher world who offer a computerized consultation of external services : consultation of CD-ROM data banks, mainly from newspapers "Le Monde", "Le Monde Diplomatique", and from the news agency "AFP". Those data banks, ordered yearly, put at public disposal factual information which can be retrieved according to date, key-words, authors, ... Articles are pre-selected from a list which indicates title, date, author, and type of document available.

According to sectorial category of consulted company, other data banks, more specialized, can be available.

Example : The CFCE (Centre Français du Commerce Extérieur) : An offer for classic and electronic services is being developed. In addition to the supplied services in the three documentation centers in Paris, CFCE has created some regional actions to allow a more direct and faster information access (for private person and companies). In harmony with the Centers Régionaux de Documentation Internationale (CRDI), CFCE put at disposition

all information from their office in Paris and from the Economic Expansion Post located abroad. CRDI must manage daily and bring up to date the information, according to the users' needs. Thanks to their work-field, CRDI, like CFCE, are able to:

- answer specific questions,
- give many bibliographic references and documents in order to satisfy the main needs of consultants,
- give access to the specific data base information.

**d)** libraries/documentation centers/ educational, academic, researcher world who offer direct consultations for specific services on Internet.

Some computers are connected to Internet in a restrictive consultation. Basis for economical reasons, often, only internal services are proposed. When the referred company has its own server or services directly connected with the company and available only through a paying subscription.

#### Examples :

\* The Public Information Library (BPI) in Centre Georges Pompidou:

BPI is equipped by 8 desk-top computers which are directly connected to Internet. Consultation of the network is in self-service and total free of charge. However, FTP functions (transfer operation) and e-mail functions are not accessible. Just as printing and file copy on floppy disk are not possible.

The consultation software used is Mosaic in his kiosk version.

On the BPI host, users can find:

- the general presentation of the library,
- the organization chart,
- the time-table of the museum's exhibitions,
- the last edition of "Orient-Express" (a special information service created by BPI),

- the publications,
- the catalogue of the French and foreign libraries,
- etc.

But others data field (like university libraries, newspapers consultation, consultation of maps, diagrams, pictures, etc.) in real-time demand are as well on-line reference.

\* The CFCE (Centre Français du Commerce Extérieur)

Available on Internet and as soon as possible on private networks, the CFCE offer a new concept called: R3I, an International Interactive Information Network. Some services are free of charge, others are booked for private subscribers. The focus of this service is to get a quicker and direct access to the CFCE's documentary fund from a personalized point of view.

14 "spaces" or data fields are accessible. These data fields are mainly based on:

- the collect, analysis, validation, processing, overview, distribution, ... of information,
- some personalized economical watch,
- one forum in order to interact and exchange messages with international internet "surfers",
- some commercial directories,
- etc.

**e) Publishing & distribution houses/audio-visual industry & press** are generally better equipped. They have a wider access to information.

As for the edition company, they have their own files updated according to internal services. But, generally it is possible to reach Internet to get access to various external consultation services.

All "Media" are able to reach a relatively coherent network of information services. They keep privileged relations with services of external documentation through subscription and special

linkages. They can have access to international visual information, almost in real time, (special networks send images filmed by foreign TV companies). Then, they sort out the information bulk and collect those they need to solve a special information problem. This sorting out is precisely their weak point, mainly due to lack of available competent personnel.

As for written information, the research work is done by documentalists who collect the information from national and international newspapers or through data-banks which are accessible via Minitel, or through Internet. Those researches take more time and are more boring, in a working frame with limited time available. Or, also, through direct contact with a center of specialized documentation, like : INA (Institut National de l'Audiovisuel) or AFP (Agence France Presse)

### 3.2 The most important typical documents used

The most frequently used documents according to sectorial categories are:

- a) libraries/documentation centers/ educational, academic, researcher world where consultation is made through a "paper" file basic research : books, newspapers, magazines, dictionaries, essais, directories, repertories, "yellow pages", bibliographies in their entities with or without photos and/or diagrams and/or statistics in order to specify, in a visual way, a situation or a factual event.
- b) computerized libraries/documentation centers/ educational, academic, researcher world where consultation is based on a computerized research : books, newspapers, magazines, dictionaries, essays, directories, bibliographies in their entities but also general summary, summary putting in focus a thematic sector or a definite sector based on original text, press file, thematic file, etc.
- c) libraries/documentation centers/ educational, academic, researcher world who offer computer consultations of external services linked to Internet :  
books, newspapers, magazines, dictionaries, essays, directories, bibliographies in their entities but also access to more specialized services available through external services : original texts of articles published by national or international newspapers, general summary, press-books, thematic files, sectorial files, with bibliographical references indicating nature and length of articles or files (short, editorial, issue date, newspapers name, author, ...).

- e) Publishing & distribution houses/audio-visual industry & press  
:

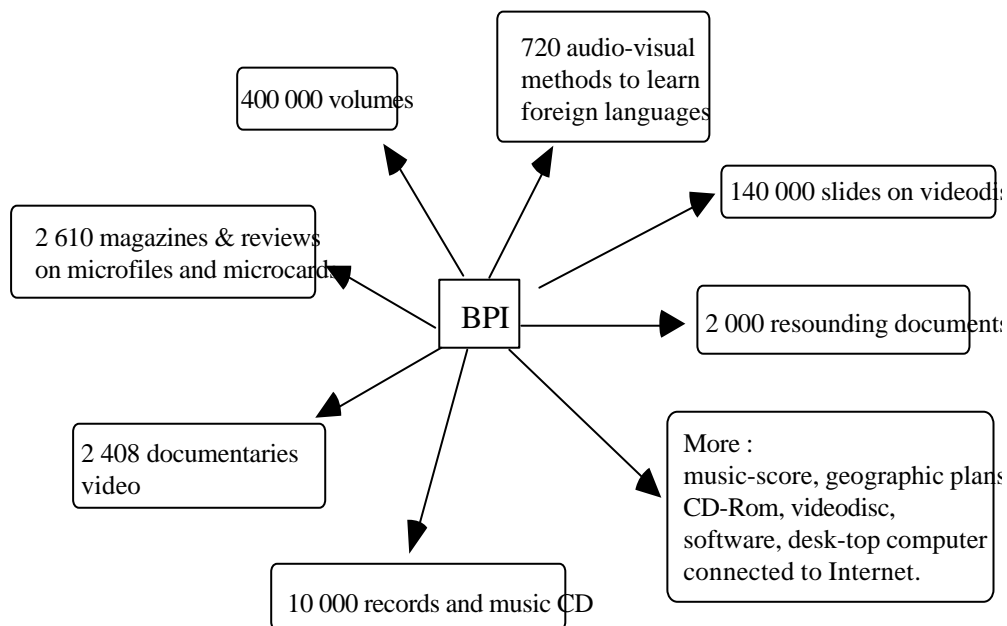
references of books, essays, magazines, consultation of recent newspapers, technical and professional addresses, consultation of data-banks, such as those of "Le Monde", "AFP", "INA" through Minitel or Internet ; also of international data belonging to edition houses, distribution houses, agencies and press houses via Internet. Visual documents accessible from photo agencies, press agencies, private subscription to documentation and video services, media libraries, from TV channels and foreign press agencies. Also through "free-lance" agents, very rare, who offer directly visual documents : photos, and/or documentary video of their own making.

### 3.3 volume of the documentary fund (capital)

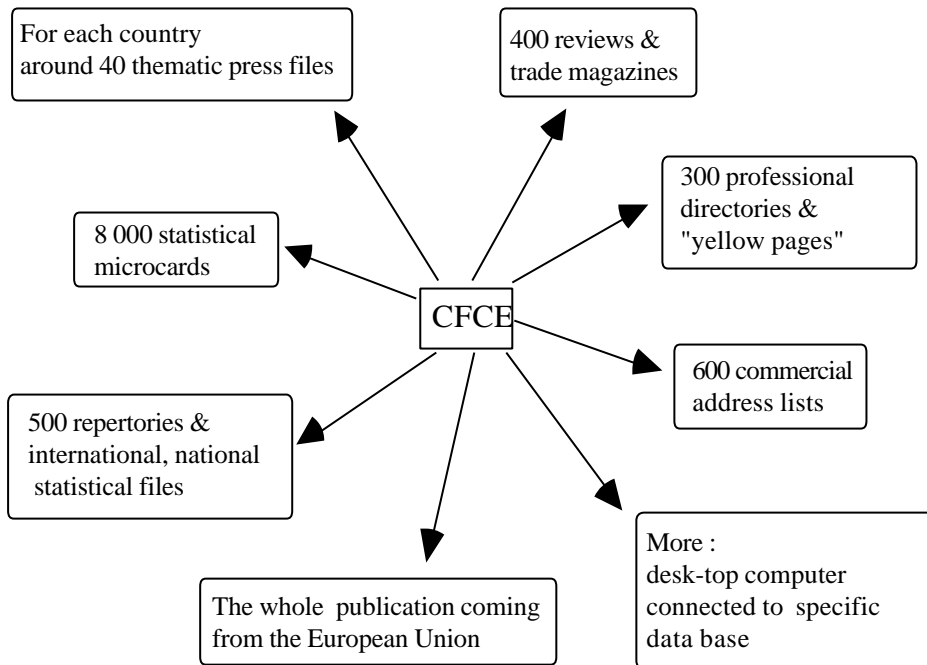
It is obvious that, the documentary fund is extremely dense and sizeable. But it is slowly being put on focus. On the whole, all companies are going to create and organize their own classification system according to the different users.

Examples of an important sizeable, quantifiable and totally computerized documentary fund :

1. Bibliothèque Publique d'Information du Centre Georges Pompidou.

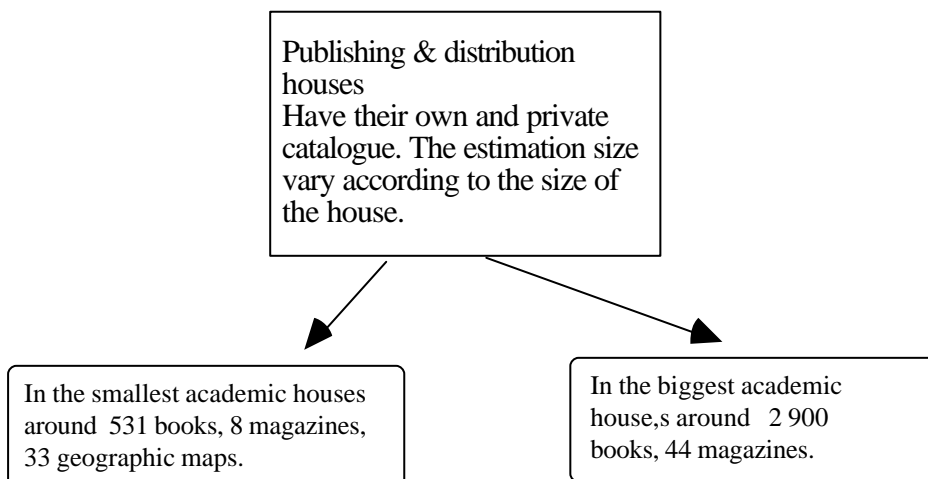


## 2. Centre Français du Commerce Extérieur



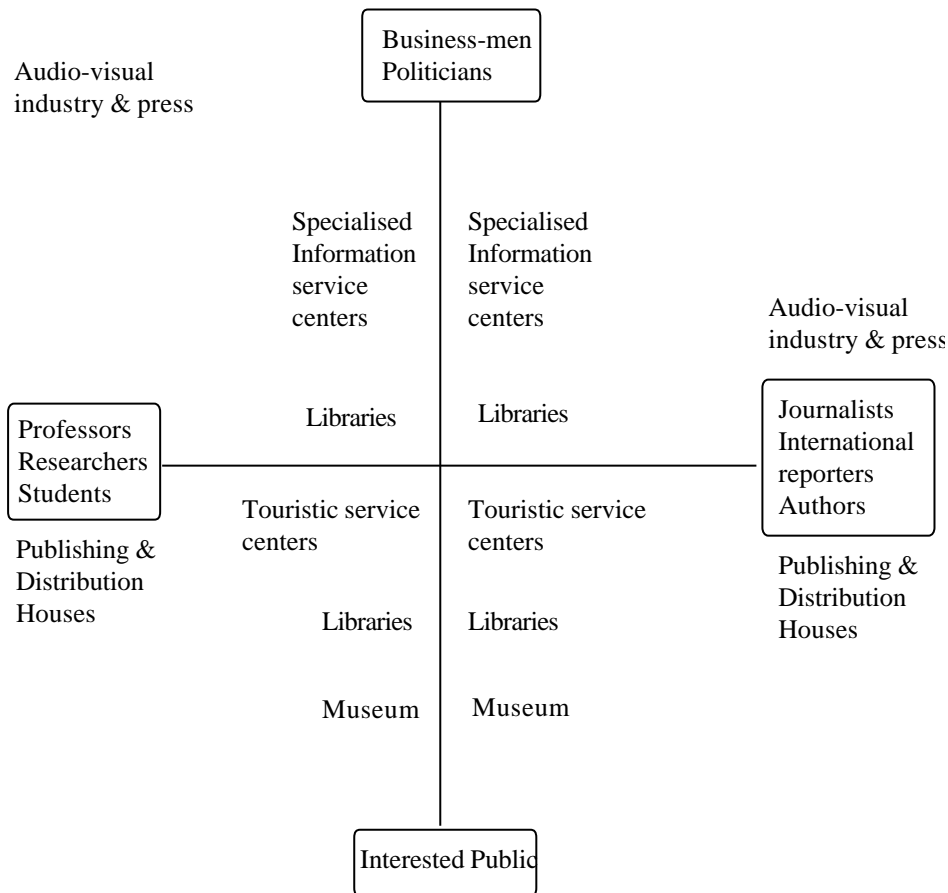
### Example of other non-quantifiable documentary fund :

#### 1. Publishing and distribution houses



### 3.4. Users and Customers

The customers of these companies vary according to their functions and needs :



In a general way, we can say that :

- specialized information service centers are used by businessmen & politicians, by journalists, international reporters, some authors, some professors, researchers & students, hardly ever by interested public ;
- audio-visual industry & press are specially used by businessmen & politicians, journalists, international reporters, very few by professors & researchers ;

- libraries are more or less used by all categories of people ;
- museum are used by journalists, professors, researchers & students, some authors & interested public, ;
- touristic service centers are particularly used by interested public, students, journalists & international reporters, some authors, professors, by a few business-men ;
- publishing and distribution houses are especially used by professors, researchers, journalists, international reporters, some politicians.

### **3.5. information collection/search**

The information collection is dependent on the company development.

The smallest structures have to collect information by their own way, (on the field). More often, people in charge of the information department (classical or computerized) have to go, by their own knowledge, to the information source. A lot of time and money are spend using these methods.

Fortunately, more and more companies use external but specialized information service centers to collect the good information : like different private press services and private communication/observation post services. The biggest companies have had the possibility to create one (or sometimes more) special departments and to employ documentalists.

#### Examples :

1. The Economic Documentation Center inside CFCE is composed of seven documentalists. Each one is in charge of a geographical area and work directly with the geographical, legal or methodological representatives of DAMEX.
2. The big libraries (like BPI) are composed of a real documentation team. This team is able to collect information using different working methods : information bulletin from different

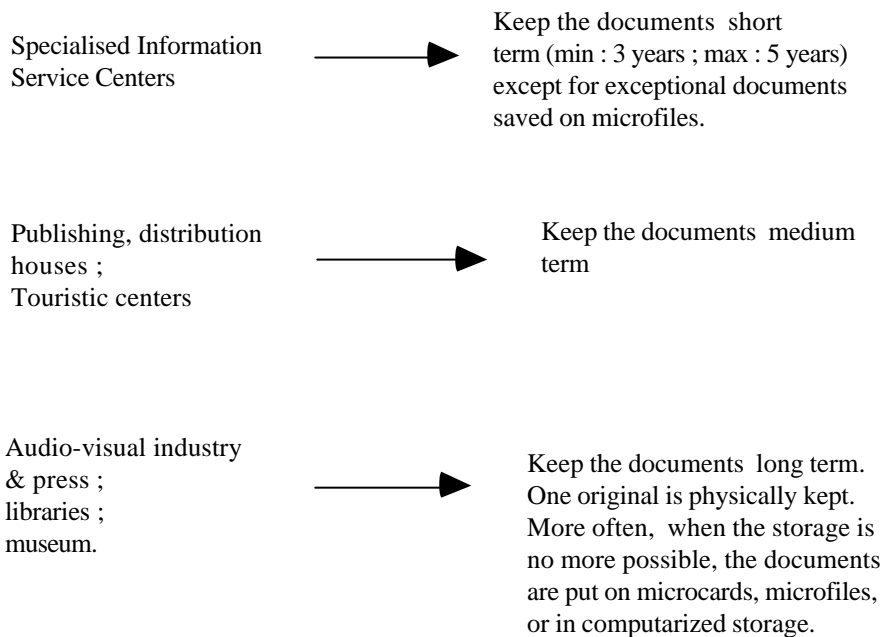
publishing, distribution houses, technological watch on newspapers but also on computers, etc. The smallest libraries (like MSH-INALCO) are composed of a small documentation group. More often, they have no time to practice a good technological watch, they collect information by traditional work way (bulletin, reference, private sources, academic sources, etc.).

As a matter of fact, whatever the size of the institutions and their technology, a large amount of information are collected by word of mouth ; verbal transmission is everywhere considered as the first mean of information in time spending but also in efficiency. In the smaller institutions particularly, most information are sought and collected through informal networks of specialists, termed as "friends". The librarian or the bookseller call upon their "friends" several times a day, wether to find a rare publication or to settle a computer problem. This particular mean of collecting and spreading the information is considered as being as much productive as printed materials. Therefore, although time consuming, telephone is by far the major tool in communication.

### 3.6.information storage and archives

Here again the information storage and archive need different strategies.

These strategies depends on the company's objectives.



### **3.7 information distribution**

As in the collecting of information, telephone also plays a central role in its spreading. In this domain however, telephone is often counter productive : librarians and book-sellers spent a considerable amount of time in answering to various kind of requests : calls by tourists asking about the best season to visit such or such country are numerous. Thus, documentation centers with non sufficient staff to meet their own needs have to play the extra role of switchboard operator in order to re-direct such calls to embassies or travel agencies.

On this point, the availability of basic tourist information within the library web site itself, would both satisfy the tourist and save time for the librarian.

### **3.8. THE EXISTING COMPUTER TECHNOLOGY**

All institutions are, at various degrees, equipped with computers and most of them have built databases. However only the larger public institution are equipped with professional DB software ; libraries specialized on Asia use more common tools, like File Maker or DBase. Nevertheless, the building of databases on computer is generally very recent and costly in terms of time. Many databases only include the recent acquisitions, and not the actual resources.

Many libraries surveyed did not until know use online services, except occasionally the "Minitel" (data page ?), which is considered very costly.

### **3.9 the access to information services and products**

Except for the larger structures with a public vocation and a considerable budget (as BPI or CFCE), documentation centers and libraries are somehow reluctant to publicize their services. Considering their not sufficient means in terms of workforce they fear that a growing demand would totally paralyze their structure, preventing them of fulfilling what they consider to be their priority, i.e. stocking and recording their resources. In many libraries, the procedures involved in the acquisition and record of resources are nowadays so heavy, considering the staff available and the necessity to computerize databases, that almost no time is left for the other tasks of a documentalist, like meeting particular requests of users.

## 4. SECOND PART

### TECHNOLOGICAL OBJECTIVES AND NEEDS TO DEVELOP NEW SERVICES AND PRODUCTS

#### 4.1 introduction

The needs and requirements defined by the several user groups are split up in :

- 1) needs and requirements of supplementary information services
- 2) needs and requirements of supplementary information products

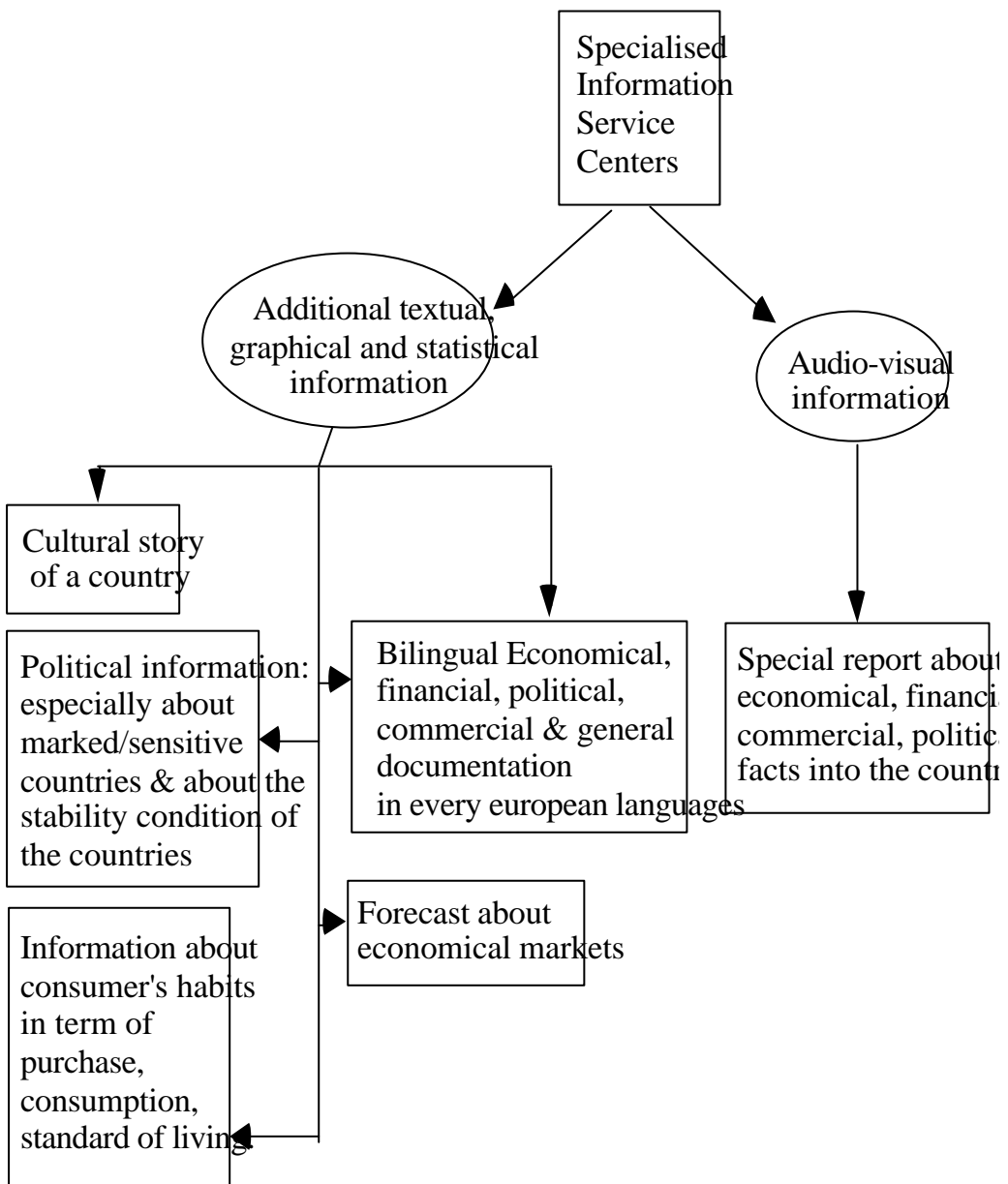
These two quoted types of user needs and requirements have been identified with respect to the following user groups:

- 1) Specialized Information Service Centers
- 2) Audio-Visual Industry and Press
- 3) Specialized book-shops & Tourist agents
- 4) Libraries
- 5) Publishing and Distribution
- 6) Private Companies

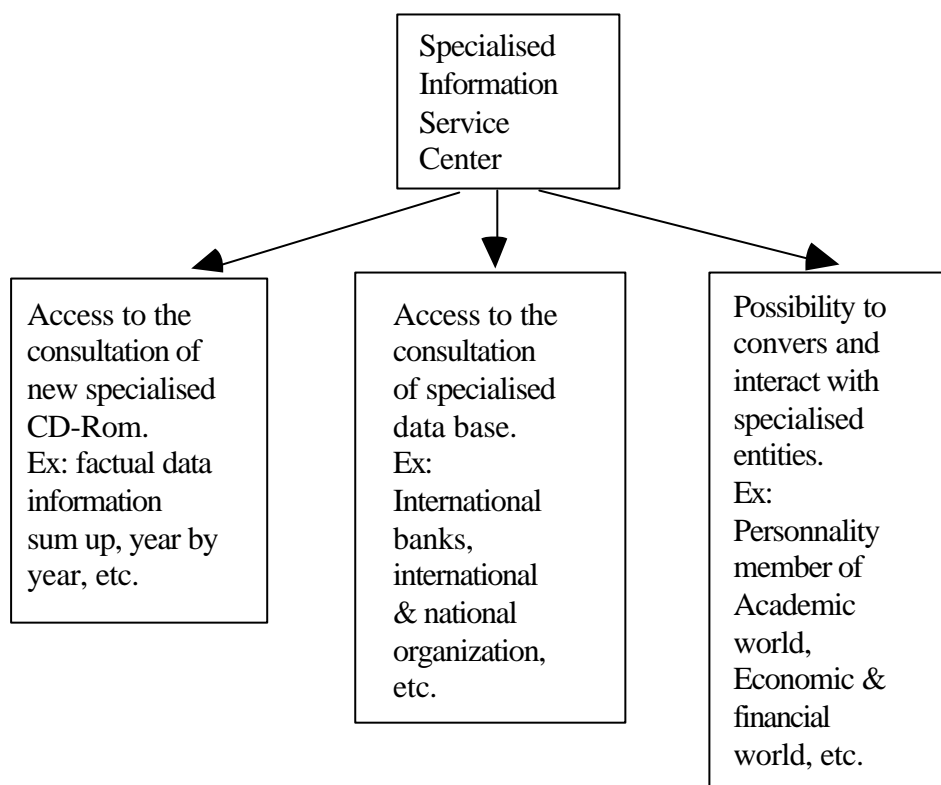
*(In order to reach private users (which are potential users) we asked for some private companies to reply to the second part of the questionnaire.)*

## 4.2 Specialized Information Service Centers

### 4.2.1. needs in terms of supplementary information services.



#### 4.2.2 needs in term of supplementary products



#### 4.2.3. Summary

The possibility to create computer links between their network programs and other computing programs is very interesting for all specialized information service centers, in term of storage space saving and of creation of new external derivatives products.

Example : organization of special colloquium & seminary on definite themes.

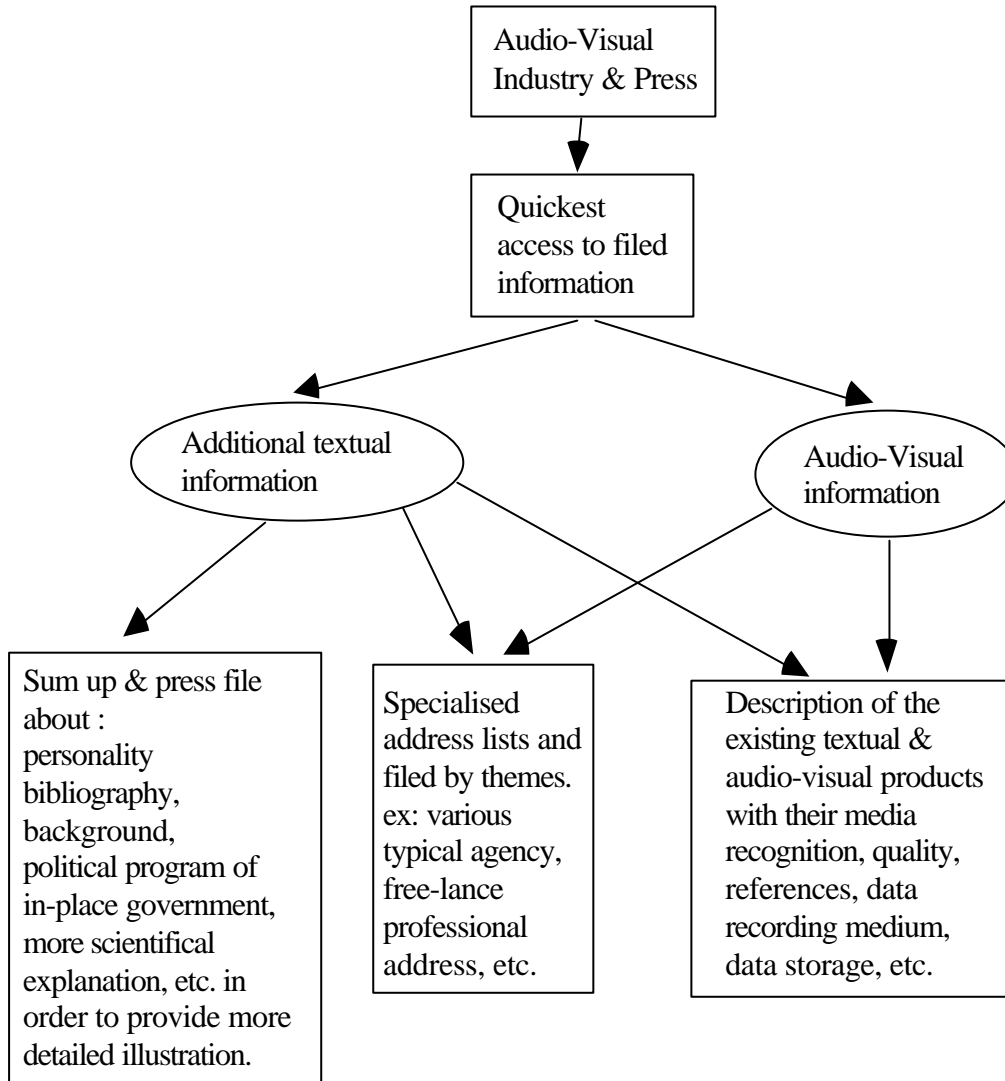
Considering that the process of computerizing databases is still in progress in most French institutions specialized on Asia, very few

would be able in the near future to offer access, whether local or online, to all references of their resources.

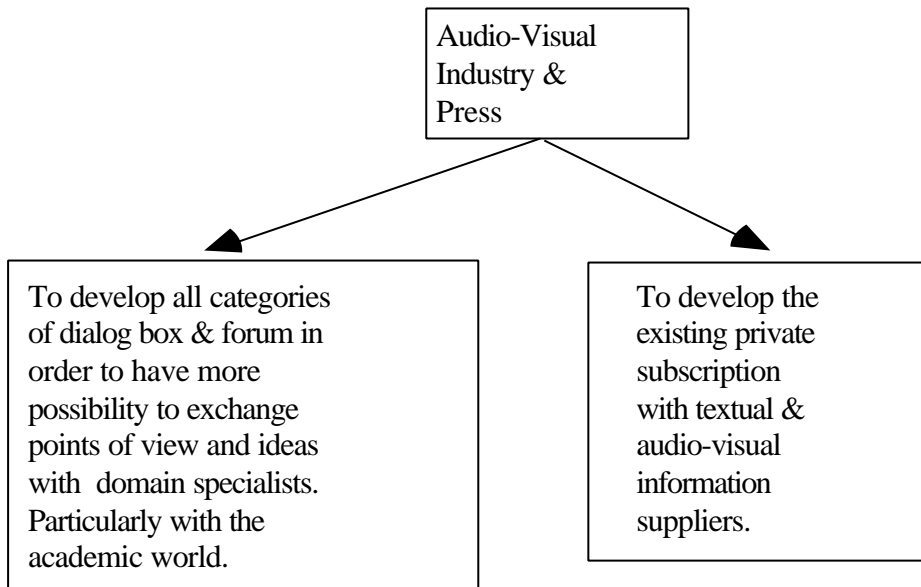
Most information service centers have already their own web and most of them really want to go through with their connections. They expect to have the possibility to open new links between their own sites and others. In order to create a real, complex and efficient information service center.

### 4.3. audio-visual industry & press

#### 4.3.1 needs in terms of supplementary information services



#### 4.3.2. needs in terms of supplementary typical products



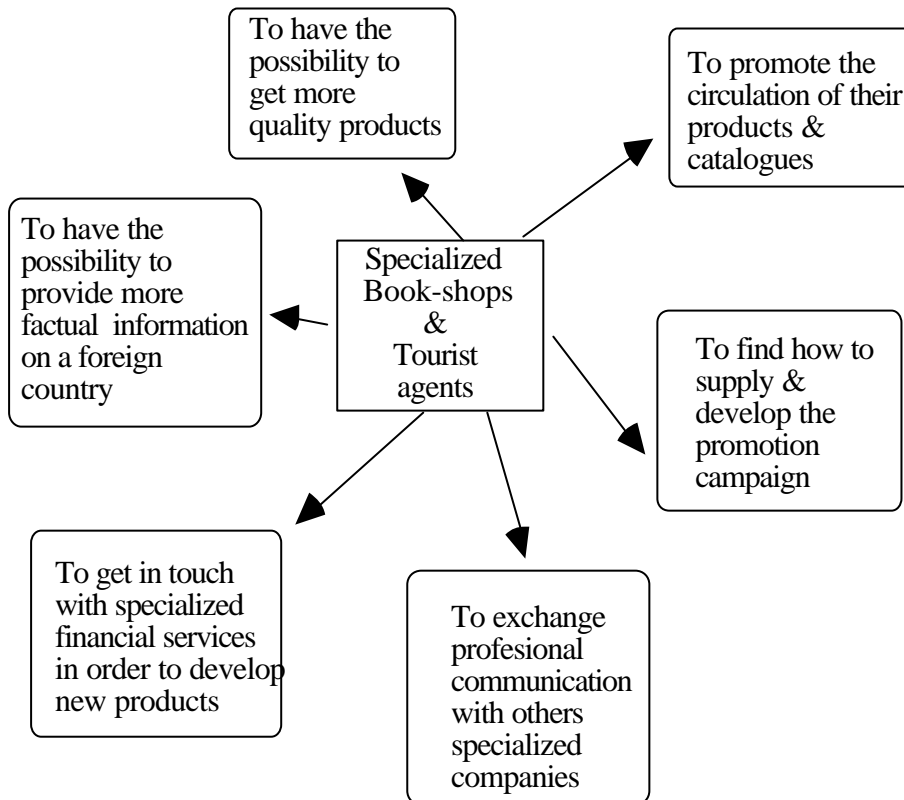
#### 4.3.3. Summary

The main needs for this category are :

- 1) to get more scientific, detailed and selected information by Internet in order to get work time and storage space,
- 2) to have the possibility to know exactly the data recording medium and the quality of this media recognition,
- 3) to establish new relationships with domain specialists in order to get more scientific information.

#### 4.4. Specialized book-shops & tourist agents

##### 4.4.1 needs in terms of supplementary information products



#### 4.4.2. Summary

Specialized publishers like Kailash or l'Asiathèque are firstly attracted by the facility of electronic mail. This would prove time saving in the exchanges of texts with the writers and printers. They also plan to publish their catalogues on the net, but without much expectations : they consider that their customers being so specific, they already reach most of them by conventional means (post). The tourist agent "Terre d'Aventure" was the only respondent to consider that advertising on the net will be fairly productive.

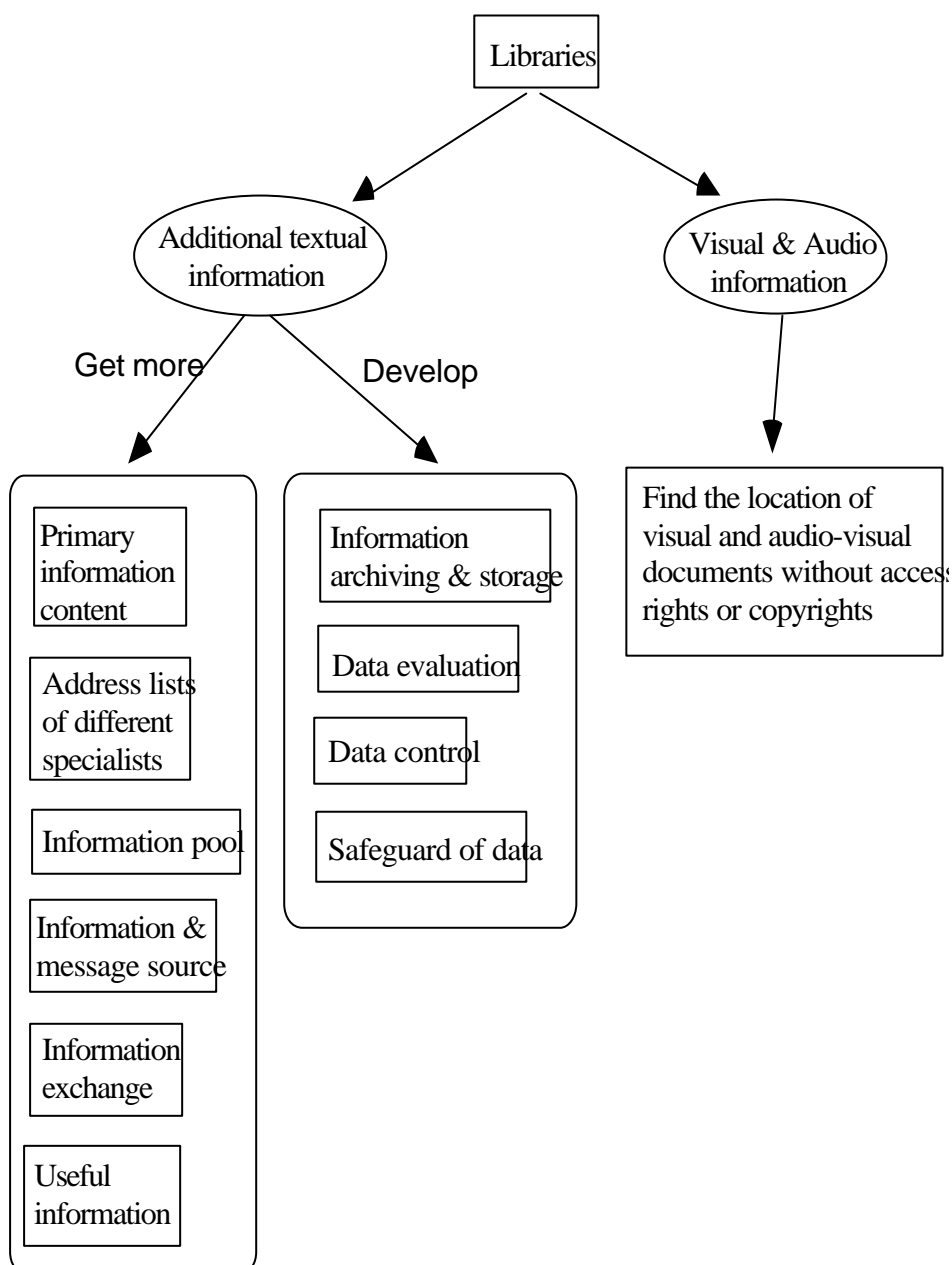
The acquisition of new texts or pictures from web sites is generally considered as a promising facility. However for at least two reasons, this won't be used : specialized publishers get only short benefits on their sales, so they can not imagine buying pictures from an external source. They do not do it by the classical ways, they won't do it by the net, if costs are similar.

Our suggestion that a web site on Asia could offer a list of "specialists" was welcomed by all, including the press. These "specialists" (mainly scholars) represent potential writers for the publishers, but all the more they represent a reliable source of information for the journalists. However they are generally difficult to identify for somebody who is not part of the academic world. From the point of view of public institutions, such a facility will contribute to the better spreading of scientific knowledge, as requested by the general public and government.

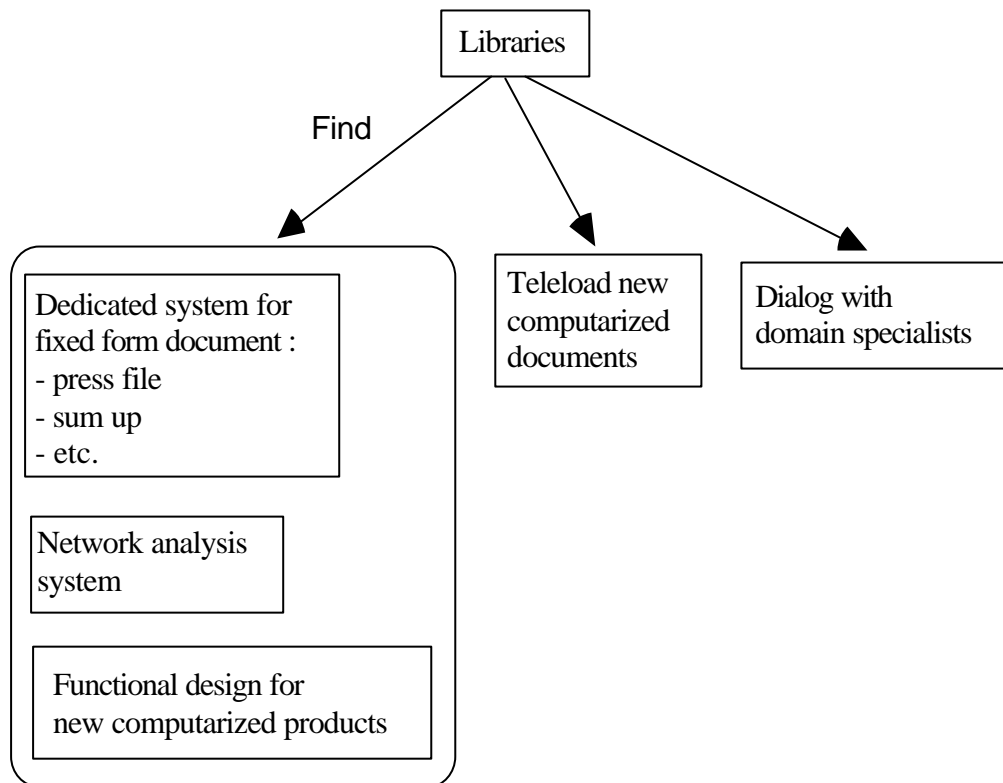
Similarly, the availability of basic information on Asian countries, to the intend of tourists particularly, would save the time of many categories of professionals, whether librarians, booksellers or tourist agents.

## 4.5. libraries

### 4.5.1 needs in terms of supplementary information services.



#### 4.5.2 needs in terms of supplementary products



#### 4.5.3. Summary

Considering that the process of computerizing databases is still in progress in most French institutions specialized on Asia, very few would be able in the near future to offer access, whether local or online, to all references of their resources.

Most libraries plan to establish some links with the web, as this process obviously follows their recent evolution. Many of them however consider that in the present situation they are not ready to go through this step. If they are fully conscious that on line facilities would be directly useful to them, they feel that the implementation

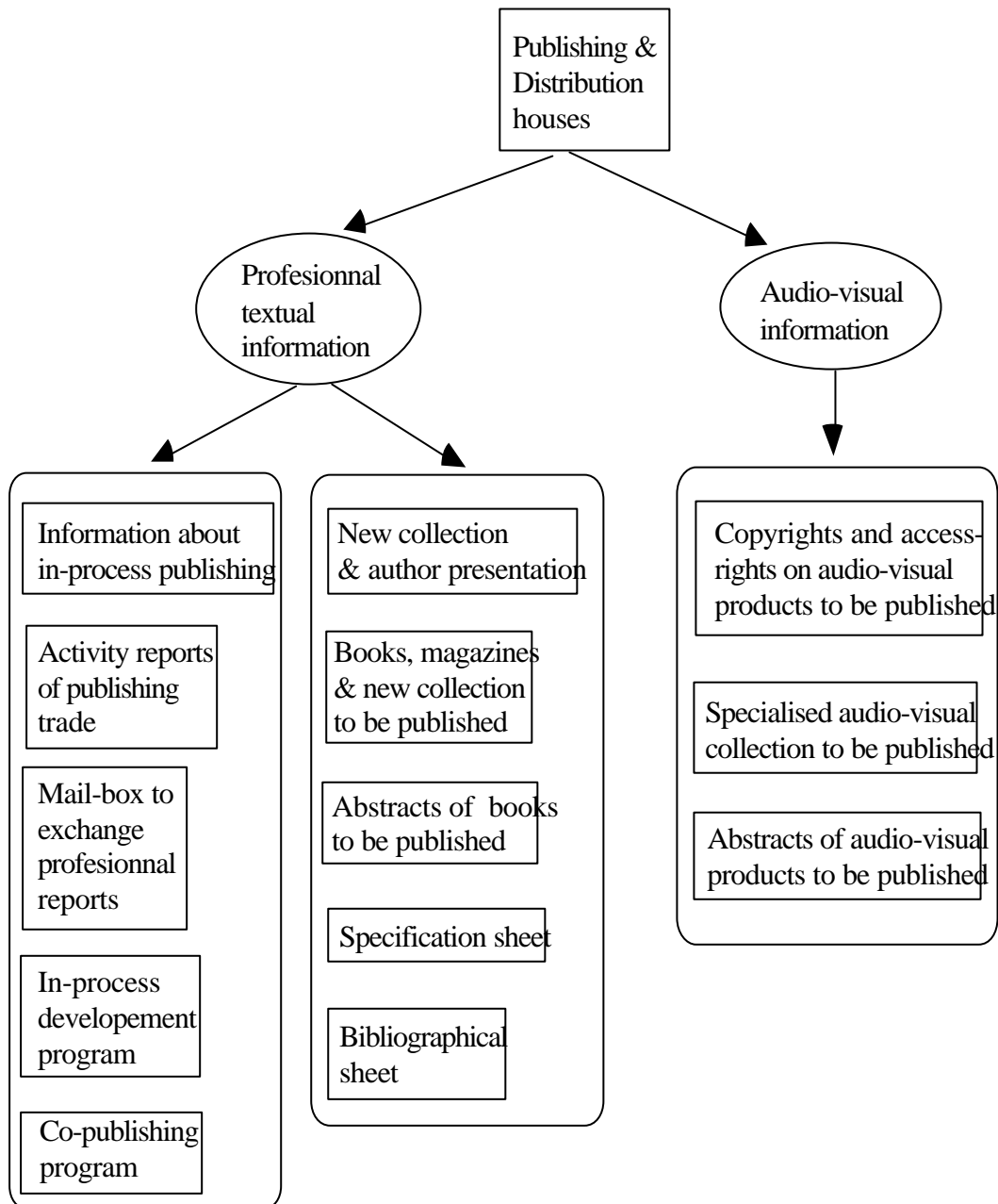
of such a new device would require an amount of work and competence that they are not yet able to provide.

Concerning Internet, our respondents proved prudent and realist. The general expectation pertains to communication between individuals : the web will be firstly used to look for and identify specific kind of people and exchanging simple information. To put it another way, this new device will be mainly used as a super-telephone. The exchange of documents themselves through the web or the use of online editing tools is not considered for the near future, and people have no concrete idea on this point.

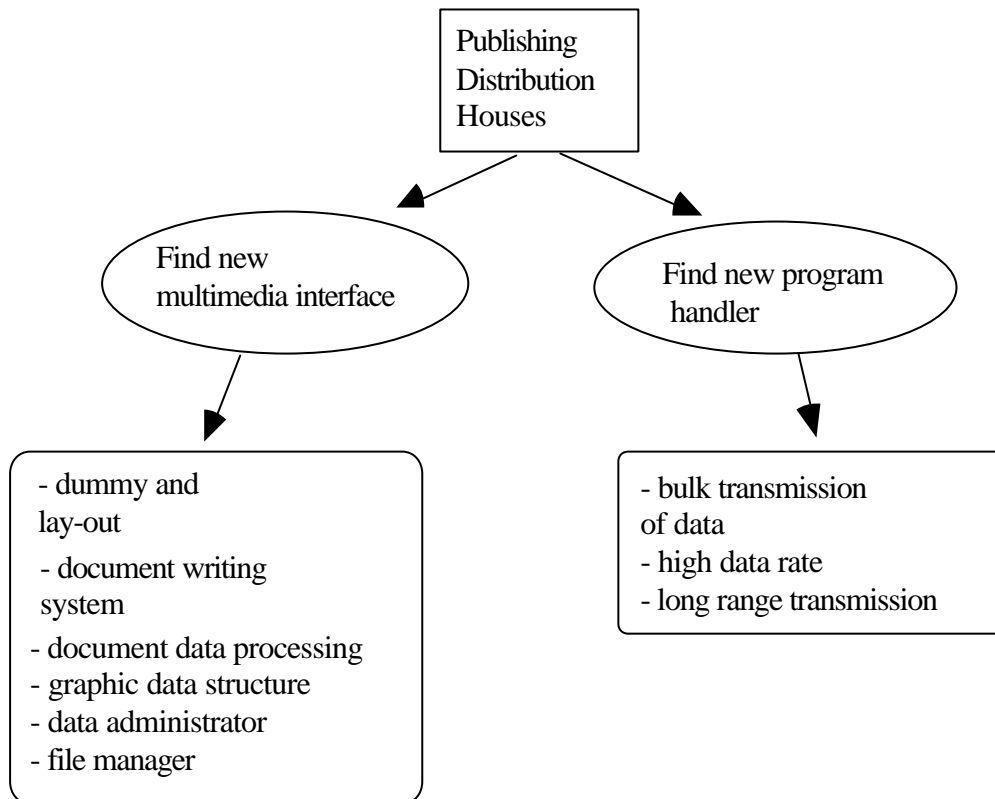
So documentalists in particular, would use the net to get in touch with their counterparts, specially abroad, to go through references databases and, if possible, to offer access to their own references.

## 4.6. Publishing & Distribution

### 4.6.1 needs in terms of supplementary information services



#### 4.6.2. needs in term of supplementary products



#### 4.6.3. Summary

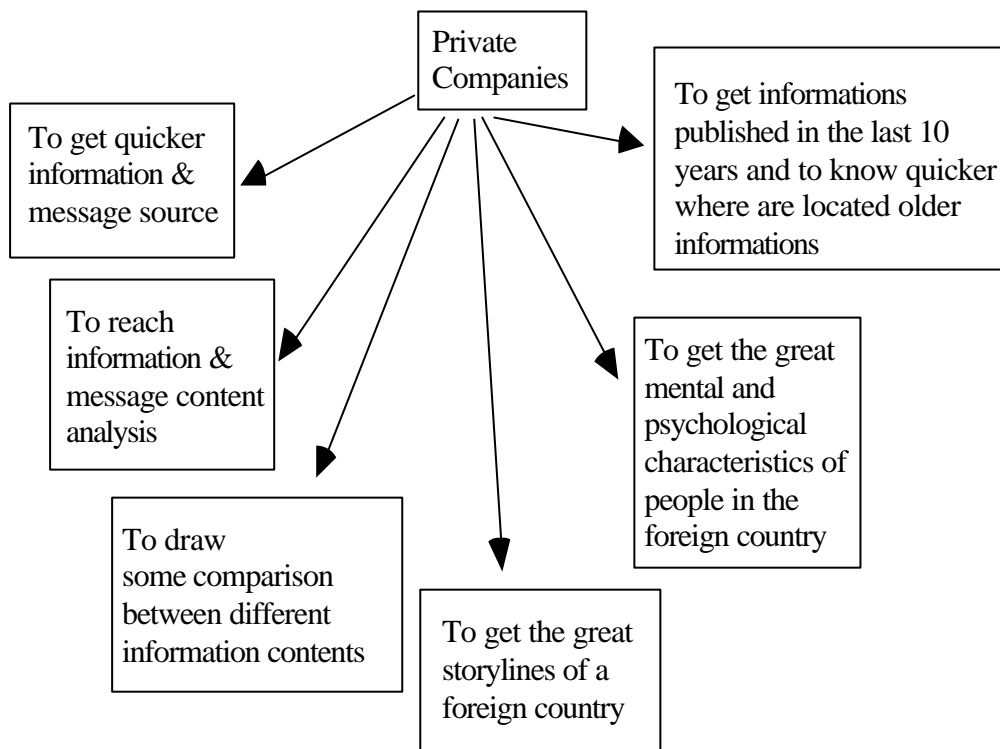
In a general way, we can say that Publishing and Distribution houses want to get all information concerning their professional sector.

That means not only information about the professional products but also information about the new professional technologies. Considering that the information's distribution through Internet is the new way to follow to get in touch with many national and international competition, these companies want to develop (or to create) their own site.

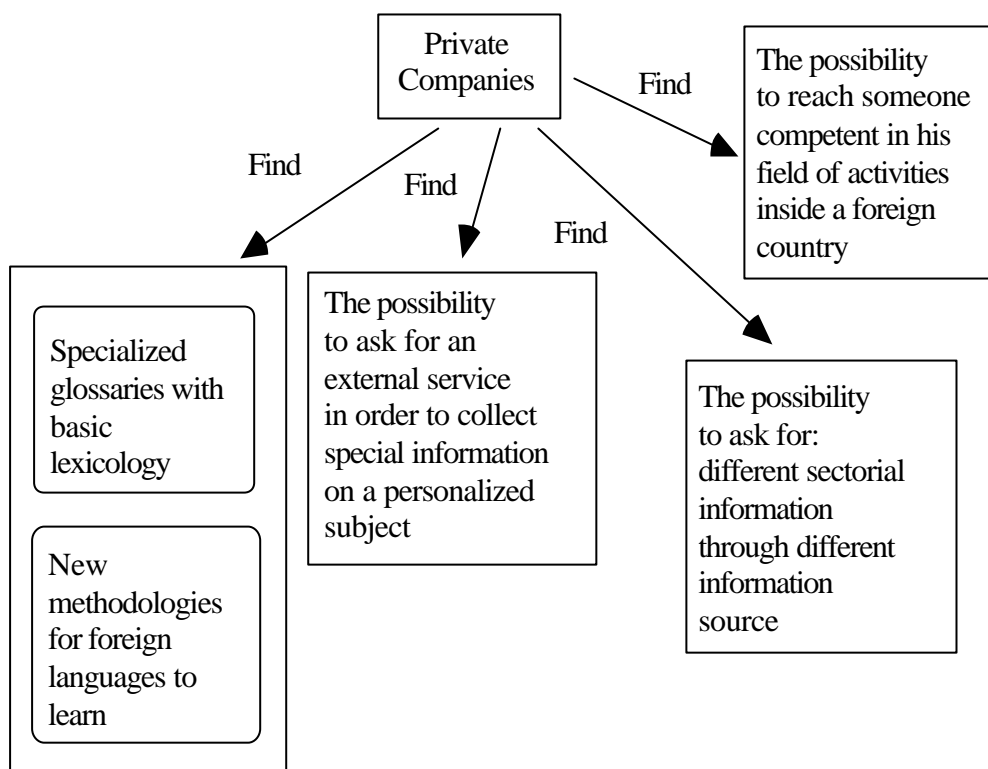
There requirements in matter of new products are specially based on the possibility to get quicker new documents interface.

## 4.7. Private companies

### 4.7.1 needs in term of supplementary typical services.



#### 4.7.2. needs in term of supplementary typical products.



#### 4.7.3. Summary

Generally, very few private companies use Internet. Most of them work in a traditional way. But they want to change their conscientiousness and call upon the services of the new technology communication.

About Internet services, they specially expect :

- the possibility to get in touch with news international services (national & international specialized researchers of information),
- the possibility to find new information products (localization of old press articles, new language methodologies, etc.),
- the possibility to find specific cultural information instead of economical & financial statistical information (easier to find).

## 5. THIRD PART:COMPARATIVE STUDY OF SOME RELEVANT WWW SITES

### 5.1 introduction

In order to precise the application scenario of the cultural on-line information center dedicated to the "Oriental World", a comparative study of some relevant www information sites have been undertaken.

A systematic study of such sites is rather time consuming given the following facts:

- \* there exists a rather important quantity of more or less interesting and well conceived sites dealing with the research and distribution of cultural information concerning the "oriental world";

- \* some sites (which are not at all typical !!) are conceived as a kind of coordination center of other information centers that are physically located in different places;

- \* sites dealing with high diversified information material (texts & graphics, images, sounds, ...) are not always accessible and the communication of non-textual documents is not at all optimal;

- \* different sites dealing with other information contents than the proposed application scenario of the French contribution of the VHF project, possess an **architecture of services** and **propose specific products** that are not proposed by these sites that are, from the point of the view of the content, similar to the projected cultural information center "Oriental World".

Therefore, the study of www sites will be undertaken during the whole period of the VHF project. Two other reasons for this planned continuous activity are the following ones:

- \* the French application scenario for the creation of a cultural information center of the includes an important component of the "coordination" of information stored in physically remotely located sites (especially in the concerned Asian countries)

- \* the exploitation of the French pilot can surely "profit" from the given solutions proposed by more commercially oriented sites on the Internet (cf., for instance, several sites maintained for touristic operators or again sites that propose a kind of a "virtual commercial gallery" such as WANADOO from France Telecom).

## 5.2. Site Description

	<b>SITES DESCRIPTION</b>
<b>IDENTITY</b>	<b>IDENTITY</b>
Server' s name	<i>HOLIDAY WORLD TOURS</i>
Address	
Person responsible for the page	
<b>DESCRIPTION</b>	Hong Kong
Description of the information (nature of the information, contents of the information)	
Structuring of the information	<b>DESCRIPTION</b>
	Tourist tours in Hong Kong and PRC, only Text and images
<b>EXTRA SERVICES</b>	
Newsgroup	
Online buying (or others) services	<b>EXTRA SERVICES</b>
Who's who	
Editing service	reservation and credit card purchase

	<b>SITES DESCRIPTION</b>
<b>IDENTITY</b>	<b>IDENTITY</b>
Server' s name	<i>DRAGON TOUR</i>
Address	
Person responsible for the page	
<b>DESCRIPTION</b>	
Description of the information (nature of the information, contents of the information)	
Structuration of the information	<b>DESCRIPTION</b>
	information on China tourism and travel related areas. (hotels, restaurants and travel agents, attractions)
<b>EXTRA SERVICES</b>	<b>EXTRA SERVICES</b>
Newsgroup	
Online buying (or others) services	booking system for hotel reservations related sites order traveller guide books Reservation by phone
Who's who	Suggestion box
Editing service	

	<b>SITES DESCRIPTION</b>
<b>IDENTITY</b>	<b>IDENTITY</b>
Server' s name	<i>LONELY PLANET</i>
Address	
Person responsible for the page	
<b>DESCRIPTION</b>	Australia
Description of the information (nature of the information, contents of the information)	
Structuration of the information	<b>DESCRIPTION</b>

	<p><u>HOME PAGE :</u></p> <p><u>1. Destinations</u></p> <p>Menu :</p> <ul style="list-style-type: none"> <li>Factual info (Full country name, area, population, people, language, religion, government, head of state)</li> <li>Environment</li> <li>History</li> <li>Economic profile (GDP, World GDP ranking, GDP per head, annual growth, inflation, Major products/industries, Major trading partners)</li> <li>Culture</li> <li>Events</li> <li>Facts for the Traveller (visa, health risk, vcurrency, exchange rate, relative costs of common goods, time, electricity, weights and measures, tourism - number of visitors per year)</li> <li>Attractions</li> <li>Getting There &amp; Away</li> <li>Getting Around (local transports)</li> <li>Bibliography (+Lonely Planet Guides) :</li> <li>On-line Info : Internet adresses related to some of the destinations proposed</li> <li>Travellers' Reports</li> </ul> <p><u>2. Postcards</u></p> <p>A list of selected postcards sorted by theme = interactive service of exchange of information within the travellers community. Links to Newsgroups for more information</p> <p><u>3. On the road</u></p> <p>Travel Photographs and stories</p> <p><u>6. What's new</u></p> <p>Up-to-date information about the destinations proposed</p> <p><u>7. Health</u></p> <p>Advices about health + bibliography and links to Internet adresses providing useful information about health</p> <p>Conclusion : many links from one page to another, repetitive links sometimes, too much advertising but a very wide and interesting site</p> <p>3D page (in " order Lonely Planet " chapter)</p> <p>Maps, photographs</p> <p>Text and their links</p> <p>Forms to be filled in (shopping, suggestion box ...)</p>
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EXTRA SERVICES	EXTRA SERVICES
<b>Newsgroup</b>	Links to newsgroups' adresses
<b>Online buying (or others) services</b>	<p>1. The available product categories are:                      Travel atlases                      City guides                      Journeys travel literature                      Phrasebook &amp; language guides                      Shoestring guides                      Travel guides                      Walking guides</p> <p>A possibility to order through the <u>Netscape Commerce Server</u> or to order through the Fax Order Form.</p> <p>2. Editors and distributors List</p> <p>3. A "Feedback" service : comments, queries, helpful hints or anecdotes about travelling in a public suggestion box.</p>
<b>Who's who</b>	Internet adresses related to some of the destinations proposed
<b>Editing service</b>	Possibility to copy images

	<b>SITES DESCRIPTION</b>
<b>IDENTITY</b>	<b>IDENTITY</b>
<b>Server' s name</b>	<b>ASIA ENVIRONMENTAL REVIEW</b> monthly publication dedicated to the environmental issue and associated markets of the Asia Pacific region
<b>Address</b>	
<b>Person responsible for the page</b>	
<b>Originating country</b>	UK
<b>DESCRIPTION</b>	<b>DESCRIPTION</b>
<b>Description of the information (nature of the information, contents of the information)</b>	text, map The site contains condensed headlines and a summary of developments within the <u>environmental</u> markets and policy in Asia (Japan, China, South Korea, Taiwan, Southeast Asia), taken <u>each month</u> from the journal.
<b>Structuration of the information</b>	
<b>EXTRA SERVICES</b>	<b>EXTRA SERVICES</b>
<b>Newsgroup</b>	Suggestion box
<b>Online buying (or others) services</b>	
<b>Who's who</b>	Related WWW Sites
<b>Editing service</b>	Deliver one free sample ("ms word or text format")

	<b>SITES DESCRIPTION</b>
<b>IDENTITY</b>	<b>IDENTITY</b>
<b>Server' s name</b>	<b>THE EARTH TIMES</b>  Daily newspaper about environnement  Independent international nonpartisan newspaper on the environment and sustainable development, and such interrelated concerns of the international system as population, conflict-resolution, governance, human-rights, trade, and women's and children's rights. Forum for "voices from the field"
<b>Address</b>	
<b>Person responsible for the page</b>	
<b>Originating country</b>	USA or Switzerland ?
<b>DESCRIPTION</b>	<b>DESCRIPTION</b>
<b>Description of the information (nature of the information, contents of the information)</b>	Text (articles, editorials...)
<b>Structuration of the information</b>	Possibility to launch a full text query on articles
<b>EXTRA SERVICES</b>	<b>EXTRA SERVICES</b>
<b>Newsgroup</b>	E-mail service
<b>Online buying (or others) services</b>	
<b>Who's who</b>	
<b>Editing service</b>	

	<b>SITES DESCRIPTION</b>
<b>IDENTITY</b>	<b>IDENTITY</b>
<b>Server' s name</b>	<b>LOUVRE</b> The Louvre museum server
<b>Address</b>	
<b>Person responsible for the page</b>	(Ministère de la Culture) A version in french, portuguese and, soon, in english and spanish.
<b>Originating country</b>	France
<b>DESCRIPTION</b>	<b>DESCRIPTION</b>

<p><b>Description of the information (nature of the information, contents of the information)</b></p>	<p><b>nature of the information</b> text, images, photographs (format vignette ou pleine page) maps</p> <p><b>contents of the information</b> <u>Menu :</u> 1. Magazine 2. Useful information about access conditions, services ... 3. Cultural activities program 4. Publications (a catalogue of the audiovisual and interactive publications, printed publications and where to find them ), data bases (internal data bases for each department : each department data base collects structured, scientific information about each piece of art so that the department directors manage their collection properly. They internal work tools and can only be used by researchers) and internal documentation centers 5. collections : a presentation of the collection of each department with a few numerised masterpieces 6. Information about the history of this monument 7. Partners' list and letter box</p> <p><u>Conclusion</u> The most interesting information is not rough information but only information of bibliographical nature Very academic presentation but remarkable for its concision</p>
<p><b>Structuration of the information</b></p>	
<p><b>EXTRA SERVICES</b></p>	<p><b>EXTRA SERVICES</b></p>
<p><b>Newsgroup</b></p>	<p>basic letter box service (to the cultural department, communication department or to the technical department, only)</p>
<p><b>Online buying (or others) services</b></p>	<p>none</p>
<p><b>Who's who</b></p>	<p>Partners and links to other sites :</p>
<p><b>Editing service</b></p>	



	<b>SITES DESCRIPTION</b>
<b>IDENTITY</b>	<b>IDENTITY</b>
Server' s name	<b>NOUVELLES FRONTIERES</b> travel agency
Address	
Person responsible for the page	
Originating country	France
<b>DESCRIPTION</b>	<b>DESCRIPTION</b>
Description of the information (nature of the information, contents of the information)	text and images  <u>menu</u> 1.info AGENCIES : list and addresses BROCHURES : the commercial catalogues can be ordered (free of charge) on line DESTINATIONS ENFANTS FICHES TECHNIQUES LANGUES ETRANGERES LES PALADIENS (hotel)  3.zoom a selection of products fitting criteria the users ordered before (where, for how much, how ...) Information about the country you want to visit (geography, population, festivals, shopping, eating)
Structuration of the information	Mainly indirect information that brings you to order the catalogues, very few direct information about the tours and countries to be visited (according the request)  Possibility of thematic query (cheap tours, adventure tours, tours with children...)
<b>EXTRA SERVICES</b>	<b>EXTRA SERVICES</b>
Newsgroup	suggestion box service

<b>Online buying (or others) services</b>	yes
<b>Who's who</b>	
<b>Editing service</b>	

	<b>SITES DESCRIPTION</b>
<b>IDENTITY</b>	<b>IDENTITY</b>
<b>Server' s name</b>	<b>ASIA AMERICAN NETWORK</b> Asian American Network is a subsidiary of Asian Business Co-op ABC
<b>Address</b>	
<b>Person responsible for the page</b>	ASIAN AMERICAN ASSOCIATION
<b>Originating country</b>	El Monte, Los Angeles USA
<b>DESCRIPTION</b>	<b>DESCRIPTION</b>

<p><b>Description of the information</b> (nature of the information, contents of the information)</p>	<p><u>AAN and On-line Infotimes</u> present an internet server with :</p> <ul style="list-style-type: none"> <li>- a for-fee web site 1WEB/InfoTimes which provides <b>comprehensive news, business and entertainment services on Taiwan, China and overseas Chinese community</b></li> <li>- It is the first Chinese web site to provide membership-based information services, following the suit of Wall Street Journal, New York Times and USA Today.</li> </ul> <p><b>- E-newspaper online : China Times Web</b> On-Line InfoTimes Inc. is a subsidiary of China Times Publishing Group, consisting of 3 daily newspapers, 3 magazines, a book publishing house, an E-data base and news services, two non-profit foundations, printing plants.</p> <ul style="list-style-type: none"> <li>- Asian American Network currently is the host site for many major on-line information services, include CND, China-net, Critics magazine, AM1600 Radio Station, and Chinese Television Network while it provides its own contents services such as daily news, electronic card and business home pages. AAN also hosts sites like ChinaTelecom, ChinaShanxi that provides in depth information about China.</li> </ul> <p><u>AGREEMENT SIGNED BETWEEN Asian Business Co-Op and China Shanxi Science &amp; Technology Committee</u> : A new web site will soon appearing on the Internet: <a href="http://www.chinashanxi.com">http://www.chinashanxi.com</a>. This is the official economic and technology information release center of Shanxi Province of China.</p> <p>The club Press release Events About us Internet services</p>
<p><b>Structuration of the information</b></p>	<p>Mainly information in the business, communication fields Role of an association A lot of text in chinese</p>
<p><b>EXTRA SERVICES</b></p>	<p><b>EXTRA SERVICES</b></p>

<b>Newsgroup</b>	
<b>Online buying (or others) services</b>	
<b>Who's who</b>	
<b>Editing service</b>	

	<b>SITES DESCRIPTION</b>
<b>IDENTITY</b>	<b>IDENTITY</b>
Server' s name	<b>CHINA TRAVEL SERVICE (USA)</b> parent company, China Travel Service (Holding) H.K. Ltd.
Address	
Person responsible for the page	
Originating country	USA
<b>DESCRIPTION</b>	<b>DESCRIPTION</b>
Description of the information (nature of the information, contents of the information)	1. introduction to the company. Reservation of tours by phone 2. List of tours = program of the tour, tours rates 3. Golden China Tour 4. Dragon's Crown Tour
Structuration of the information	Basic and unfinished
<b>EXTRA SERVICES</b>	<b>EXTRA SERVICES</b>
Newsgroup	
Online buying (or others) services	
Who's who	
Editing service	

	<b>SITES DESCRIPTION</b>
<b>IDENTITY</b>	<b>IDENTITY</b>
Server' s name	<b>CHINESE MALL</b> Online Shopping Mall On Chinese Related Products & Services
Address	
Person responsible for the page	
Originating country	U.S.A
<b>DESCRIPTION</b>	<b>DESCRIPTION</b>
Description of the information (nature of the information, contents of the information)	This Internet mall specialized in Chinese related products and services, aims at providing an Internet shopping, service and business center to all Internet communities. It is also for people interested in opening a store or office in the mall.  <b>Goods on sell :</b> SHOPPING CENTER Books Electronic Dictionary Gallery Arts Herbs Painting SERVICE CENTER Health Investing Language Travel INDUSTRY CENTER Architectural Renderings Translation YELLOW PAGES (Global Business Address)
Structuration of the information	
<b>EXTRA SERVICES</b>	<b>EXTRA SERVICES</b>
Newsgroup	yes
Online buying (or others) services	buying service

<b>Who's who</b>	
<b>Editing service</b>	

	<b>SITES DESCRIPTION</b>
<b>IDENTITY</b>	<b>IDENTITY</b>
Server' s name	<i>CHINA TOURISM : WELCOME TO CHINA</i>
Address	
Person responsible for the page	
Originating country	China
<b>DESCRIPTION</b>	<b>DESCRIPTION</b>
Description of the information (nature of the information, contents of the information)	City hotel reservation travel service communication reference other (xue@public.bta.net.cn)
Structuration of the information	<b>EXTRA SERVICES</b>
<b>EXTRA SERVICES</b>	
Newsgroup	
Online buying (or others) services	
Who's who	
Editing service	

	<b>SITES DESCRIPTION</b>
<b>IDENTITY</b>	<b>IDENTITY</b>
<b>Server' s name</b>	<b><i>CENTRE GEORGES POMPIDOU</i></b>
<b>Address</b>	
<b>Person responsible for the page</b>	
<b>Originating country</b>	France
<b>DESCRIPTION</b>	<b>DESCRIPTION</b>

<p><b>Description of the information (nature of the information, contents of the information)</b></p>	<p><b>Les information pratiques</b>  <b>La présentation du Centre Georges Pompidou</b>                  1.Qu'est-ce que le Centre Georges Pompidou ?                  2.Le Musée national d'art moderne-Centre de création industrielle (Mnam-Cci) Bientôt vous pourrez consulter les catalogues sur ce serveur.                  3.Le Département du développement culturel (Ddc)                  4. La Bibliothèque publique d'information (Bpi)                  Qu'est-ce que la BPI ?                  Visite de la bibliothèque (plan).                  Le catalogue. (documents sur tous supports)AIDE(acces au catalogue)                  Calendrier des manifestations.                  L'Oriente-Express Répertoire de bibliothèques et de centers de documentation.                  Intervidéo Catalogue des films documentaires (Prêt aux Bibliothèques)                  Les publications.                  Semaphore: La base d'images de la Bibliothèque.                  Les responsables de la BPI.                  Et ailleurs ... sur l'Internet.                  5.L'Institut de recherche et de coordination acoustique-musique (Ircam) : super !                  6.Le bâtiment : historique et programme des travaux  <b>Les manifestations en cours et à venir</b>  <b>Les publications</b> : Sélection du catalogue général et parutions récentes                  Publications à paraître                  Diffusion/distribution librairies et bibliothèques                  Bon de commande  <b>Visitez le numéro 1 de la revue Tr@verses</b>  <b>Accès au site de l'association Videomuseum</b>                  Musées et expositions sur l'Internet  <b>Le Cyberia Café au Centre Georges Pompidou</b></p>
<p><b>Structuration of the information</b></p>	

<b>EXTRA SERVICES</b>	<b>EXTRA SERVICES</b>
<b>Newsgroup</b>	letter box
<b>Online buying (or others) services</b>	order the museum's publications service
<b>Who's who</b>	
<b>Editing service</b>	

	<b>SITES DESCRIPTION</b>
<b>IDENTITY</b>	<b>IDENTITY</b>
<b>Server' s name</b>	<b>ASIA WEEK</b> weekly magazine of general information in Asia (Australia, Bangladesh, Brunei, Cambodia, Central Asia, China, The Gulf, Hong Kong, India, Indonesia, Iran, Japan, Laos, Malaysia, Mongolia, Myanmar, Nepal, New Zealand, North Korea, Pakistan, Papua New Guinea, The Philippines, Russia, Singapore, South Korea, Sri Lanka, Taiwan, Thailand, Turkey and Vietnam)
<b>Address</b>	
<b>Person responsible for the page</b>	
<b>Originating country</b>	Hong Kong
<b>DESCRIPTION</b>	<b>DESCRIPTION</b>
<b>Description of the information (nature of the information, contents of the information)</b>	<b>nature of the information</b> text and photos Headlines, full articles, photos, personalities' profile, list of Asia's big corporations and financial institutions, Global Economic Indicators <b>contents of the information</b> <u>MENU:</u> This Week Online : the full edition of the current week issue Newsmap headlines and short articles Archives : past issues and more : Asiaweek agenda, Profiles of Twenty Great Asians, 1975-1995  Comments Offers : FROM ASIAWEEK : <u>Asiaweek 1000 On Disk</u> An electronic listing of Asia's Largest 1000 Corporations. <u>Asiaweek Financial 500 On Disk</u> An electronic listing of Asia's Top 500 Financial Institutions. Credits

<b>Structuration of the information</b>	
<b>EXTRA SERVICES</b>	<b>EXTRA SERVICES</b>
<b>Newsgroup</b>	Suggestion and readers mail box
<b>Online buying (or others) services</b>	<ul style="list-style-type: none"> <li>- Subscribe and Order the magazine service</li> <li>- " Search " to find articles</li> <li>full edition of the current week issue</li> <li>- thematic selection of the information</li> </ul>
<b>Who's who</b>	Pathfinder service
<b>Editing service</b>	



	<b>SITES DESCRIPTION</b>
<b>IDENTITY</b>	<b>IDENTITY</b>
<b>Server' s name</b>	<b>AGENCE FRANCE PRESSE</b>
<b>Address</b>	
<b>Person responsible for the page</b>	Aucun élément de ce service ne peut être réutilisé, recopié, ou diffusé d'aucune manière, sur aucun média, <b>sans le consentement préalable écrit de l'AGENCE FRANCE-PRESSE (AFP)</b> et/ou des autres propriétaires de marque. <b>Ce service est destiné uniquement à un usage privé et personnel.</b>
<b>Originating country</b>	France
<b>DESCRIPTION</b>	<b>DESCRIPTION</b>
<b>Description of the information (nature of the information, contents of the information)</b>	<p>A selection of articles et <u>brèves</u> around the world in French, Spanish and English, sport news, the week's file in German, text, images, infographics</p> <p><u>Menu</u> : maj [31/10/96]</p> <p>1.En vitrine : Une sélection de textes et d'images :</p> <p>En direct de l'AFP : le thème de la semaine Le point de l'actualité mondiale en français, en anglais, en espagnol + info sportive (en anglais) Photos et infographies En Allemand : Thema Der Woche (Le dossier de la semaine)</p> <p>3.Nos pages préférées : Ressources Internet La presse francophone en ligne - Médias francophones en ligne (France : version "texte seul" - version "multi-fenêtres" / Autres pays) - Plus... Quelques ressources journalistiques Les médias allemands (en allemand)</p>

<b>Structuration of the information</b>	<ul style="list-style-type: none"> <li>- des rubriques thématiques, enfin !!!</li> <li>- Interface : 2 choix possibles entre 1 présentation "texte seul" et 1 présentation "multi-fenêtres" dans la rubrique Médias francophones en ligne (3)</li> </ul>
<b>EXTRA SERVICES</b>	<b>EXTRA SERVICES</b>
<b>Newsgroup</b>	renvois à adresses e-mail + Liste de personnes responsables des services à contacter.
<b>Online buying (or others) services</b>	<p>Les articles du thèmes de la semaine (1) sont réactualisé, pour avoir la dernière version, il suffit de recharger.</p> <ul style="list-style-type: none"> <li>- Médias francophones en ligne</li> <li>- Plus... Quelques ressources journalistiques</li> <li>- par contre, pas de service de recherche de news par mot clé ou autre mot.</li> </ul>
<b>Who's who</b>	Ressources Internet : La presse francophone en ligne

<p><b>Editing service</b></p>	<p>- <u>service AFP “à la carte”</u> : vous pouvez également recevoir nos dépêches par courrier électronique. Vous définissez vos centers d'intérêt, l'AFP vous adresse en temps réel toutes les information qui s'y rapportent, selon votre choix :</p> <p>par courrier électronique par télécopie par voie postale.</p> <p>DONC, Boite :</p> <p>Mots-clé, thèmes et toutes précisions utiles (voir ci-dessous):</p> <p>+ AUTRES CRITERES (identité, adresse, Langues, Type d'ordinateur)</p> <p>- <u>Services et produits - descriptifs et contacts</u></p> <p>a. Texte - services de langue : Français   Anglais   Espagnol   Allemand   Portugais   Arabe</p> <p>b. Services spécialisés : Economie et Bourse   Sport   Hippique   Culture   Bulletins   Magazine   Edition</p> <p>c. L'image : Photo   Infographie   Visiotexte</p> <p>d. Les services en ligne : Télématique   L'AFP à la carte   AFP Direct   AFP Direct Sports   L'hébergement sur Internet</p> <p>e. Produits techniques : Logiciels   La chaîne photo</p> <p>+ Liste de personnes responsables des services à contacter</p>
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### 5.3. Summary

A general comparative study of the above described WWW sites, which are relevant for the French application scenario, exhibits the following principal characteristics:

a) Some sites function as **real information coordination and integration centers** (i.e. as centers which propose mainly web pages that link the user to those servers that are relevant for their request. Nevertheless, the possibility of dynamically adaptive web pages implemented by the means of scripting techniques is not yet real operational. The link structure is pre-established. If there exist a dynamic link creation than its semantics is too poor for solving adequately a requested information problem.

b) Other sites function mostly as **information data repositories** (mostly textual information but also graphical and photographic one) that is as a structural and functional "copy" of traditional libraries.

c) The proposed information services and products are, in general, highly classical and standard ones. There **lacks**, obviously, a real and systematic interrogation of the roles that an on-line information center may play as an information gathering, processing and dissemination entity in a professional, academic, cultural or again educative environment.

d) Frequently the proposed information itself (i.e. type and nature of, for instance, cultural, political or historical information) is so irrelevant and boring that it is obvious that there **doesn't exist real information selection criteria nor information quality standards** in the creation of an on-line information center.

e) The "interactive" aspect of the on-line information centers is, in general, extremely reduced and a simple one: the interactive reality of an on-line information center is very far again from what one may hear or read in the so-called well-informed literature

f) There **doesn't exist real electronic publishing services** - even if there exists a high demand of such services, they have yet to be specified and implemented.

## 6. APPENDIX : THE QUESTIONNAIRE

Raison sociale :  Nom : Domaine d'activité : Adresse : Personne contactée : C.A : Cible / Client :
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### IDENTIFICATION/DESCRIPTION DES PRODUITS ET/OU SERVICES QUE VOUS OFFREZ

En terme de services existants	Vos réponses en matière de : Collecte/Stockage/ Edition/Propagation des information
Description des produits et services offerts par votre société à vos clients (médiathèque, bibliothèque classique, informatisée, vidéothèque, etc.)	
Description des types et volumes d'information offertes (quantification des information par spécificité : économique, politique, commerciale, ...)	
Description des types et volumes de documents utilisés (quantification des documents proposés par leur modèle : livres, revues, de presse, dossiers, journaux, ...)	

Description des types et volumes de médias utilisés (quantification des médias utilisés par leur spécificité : vidéos documentaire, vidéos émissions politiques, films, CD-Rom, fichiers informatiques réseau, internet, ...)	
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IDENTIFICATION/DESCRIPTION DE VOTRE ENVIRONNEMENT DE TRAVAIL ACTUEL

En terme de services existants	Vos réponses en matière de : Collecte/Stockage/ Edition/Propagation des information
Identification et Description des méthodes et des outils de fabrication et production utilisés pour vos services (techniques utilisées, méthodes personnelles, aide interne, externe, informatique, recours à des documentalistes, ...)	
Identification et Description des outils de collecte des information (en fonction des documents collectés : textes, vidéos, ...)	
Identification et Description des outils d'acquisition des données (saisie des données : mise sur fichier manuelle, numérisation, informatisation, ...)	
Identification et Description des outils de stockage et d'archivage (indexation thématique, thesaurus, mode de classement, ...)	
Avez-vous un service édition ? Si oui, Identification et Description des outils d'édition de la consultation (édition de la consultation sur place, édition personnelle, spécifique, ...)	
Identification et Description des outils de propagation des information (consultation sur place, type de consultation : recherche, requête, possibilité d'envois, ...)	
Utilisation d'un réseau interne, externe (si oui, lequel, comment, pourquoi)	
Utilisation d'internet (si oui, lequel, comment, pourquoi)	

Utilisez-vous des normes de sécurité par rapport aux information utilisées dans votre service	
Utilisez-vous des standards de conditions de paiement par rapport aux information que vous prodiguez (spécificités par rapport aux documents fournis)	

## OBJECTIFS ET BESOINS DE VOTRE SOCIETE

En terme de services futurs	Vos réponses en matière de : Collecte/Stockage/ Edition/Propagation des information
Objectifs et besoins en matière de nouveaux services et produits d'information	
Objectifs et besoins en matière d'outils de fabrication	
Objectifs et besoins en matière de collecte d'information	
Objectifs et besoins en matière d'acquisition des information	
Objectifs et besoins en matière de stockage et d'archivage des information	
Objectifs et besoins en matière d'outils d'édition	
Objectifs et besoins en matière d'outils de propagation	
Objectifs et besoins en matière d'utilisation de réseau	
Objectifs et besoins en matière d'utilisation d'internet	
Objectifs et besoins en matière de sécurité face à ces information	
Objectifs et besoins en matière de conditions de paiement par rapport à ces information	

A PROPOS DE LA CREATION D'UN ENSEMBLE DE SERVICES INTERACTIFS D'INFORMATION PORTANT SUR LE "MONDE ORIENTAL"

	En matière de : Collecte/Stockage/ Edition/Propagation des information en général	En matière d'utilisation d'un service répondant exactement à vos besoins d'information
Types de services à développer prioritairement par rapport à votre activité		
Description des information les plus intéressantes pour vous		
Avez-vous des opinions sur les solutions technologiques et humaines possibles dans ce domaine		
Quelles sont vos attentes personnelles face à un tel service		
Pourriez-vous vous imaginer participer à ce type de services (en tant que fournisseurs d'information, de maintenance, etc.)		
Seriez-vous intéressés de coopérer dans un cadre approprié avec la MSH et l'Inalco à la mise en place de ce type de services		