

NEWSLETTER

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OCLC PICA acquires FDI

OCLC PICA has acquired the Fretwell-Downing Informatics Group (FDI - Sheffield, UK). As a result, both organisations will strengthen and extend their system development and service infrastructures. The new organisation will be able to offer the best products and services to its customers, at controlled costs and more rapidly.



In the information management solutions market there has been a recent trend of industry consolidation. "A trend in which we too are taking part," says Rein van Charldorp, managing director of

OCLC PICA. "Only by enlarging the scale of our operations, can we make the resource investments needed to stay ahead in the market. Achieving economies of scale will ensure the continuity of our products for the benefit of our customers and their business processes."

FDI will continue to trade under its own name. Both OCLC PICA and FDI are committed to supporting the existing product ranges. The acquisition enables both companies to make use of each others' technology, capabilities and skill sets. It means the new organisation can bring stronger products to market more rapidly. Additionally, even better support can be offered to customers by leveraging the potential of newly acquired local knowledge and service organisations. Moreover, customers' increasing demand for an extended product portfolio can now be better met. OCLC PICA has proved the success of this strategy

with the acquisition of Sisis Informationssysteme (Germany) in July of this year, which has already resulted in a number of new customers being attracted to the combined organisation.

"All our customers world-wide will benefit from this development," says Robin Murray, managing director of Fretwell-Downing Informatics (FDI). "With the combined expertise and product ranges along with an expanded service infrastructure, we will be able to further enhance service levels and offerings to our customers."

FDI has a long history of supplying leading-edge information management solutions to over 250 organisations worldwide. FDI operates from its offices in the UK with a US subsidiary in North America plus additional offices in Australia and Europe. FDI's experience has resulted in a suite of advanced digital library solutions including information portals, library management, resource sharing, document delivery and digital asset integration. The company's freedom by design philosophy is underpinned by a strong software development team and a commitment to interoperability and open standards. This enables FDI components to be built into a total solution or integrated alongside existing technologies. Read more about FDI at www.fdisolutions.com.

1 million questions for reference service

At 6.25 pm local time on September 13, a user of the Vancouver Public Library in British Columbia, Canada asked the 1 millionth question logged on QuestionPoint, the virtual reference desk developed by OCLC and the Library of Congress and the system that hosts Vancouver's service.

QuestionPoint is a network of reference librarians that serves users via the Web. It is bringing the professionalism of librarianship to Web reference assistance and helping librarians move one of their traditional strengths, the face-to-face reference interview, into the digital age. Vancouver's Ask Us A Question service uses QuestionPoint to answer questions for their local



community. They can also refer questions to the QuestionPoint network, which consists of more than 800 libraries in 21 countries. QuestionPoint also provides the platform for many other similar services, like

the UK government-funded Enquire, the national one in Slovenia (Referenčni servis Vprašaj knjižničarja), a service managed by IZUM (Institute for Information Science), and those of consortia like Arbeitsgruppe Rhein-Main (four state and university libraries in Hesse, Germany), GAELIC (Gauteng and Environs Library Consortium in South Africa) and Chasing the Sun: health libraries in the UK and Australia providing out-of-hours librarian support for clinicians seeking urgently needed information.



62 million records in WorldCat

One of the first users of OCLC PICA's library systems in Germany, the Niedersächsische Staats- und Universitätsbibliothek Göttingen, contributed the 62 millionth record to World-

Cat. Entered on October 12, the record was for a Chinese encyclopaedia, *Yi wen lei ju*. Niedersächsische Staats- und Universitätsbibliothek Göttingen, the Göttingen State and University Library, was the first German university library to become a governing member of OCLC in 2000.

The 61 millionth record was added on July 16 by the National Library of Education in Copenhagen, Denmark.

OCLC PICA and TDNet to join forces

OCLC PICA and TDNet, a leading supplier of electronic resource management solutions, are pleased to announce their cooperation in the provision of services to libraries and other institutions. The cooperation involves such fields as marketing, sales and joint development of products and services.

With the initial cooperation between OCLC PICA and TDNet being joint marketing and sales efforts for relevant products, through their respective expertise OCLC PICA and TDNet jointly can better offer and implement a broader, cost-saving solution that adds value to customer and to prospect libraries and information centres.

To ensure the quality and service level, both companies will train each other in their respective products and services. Also they will investigate the set-up of pilot projects.

At a later point in time other fields of cooperation will be investigated such as joint development of products and services. For example, without much technical adjustment already now certain product elements can be incorporated in the other party's products or services.

"In order to build on the current momentum of becoming more customer driven and international," explains OCLC PICA managing director Rein van

Charldorp," we keep looking for more ways to improve our product offer to our customers. One of them is partnerships like the one with TDNet. Thanks to their specialist skills and products, we can better serve our customers in the constantly developing world of electronic content."

Also for TDNet customers, the cooperation with OCLC PICA will be beneficiary. "With OCLC PICA we have a new partner with a very strong reputation, which opens up new opportunities to us," says Asher Sofrin, CEO of TDNet. "Such a partnership with OCLC PICA will further strengthen the product and customer base and upgrade the cost-effective solution that we offer."

Prize for Peace Palace Library

The library of the Peace Palace has won the prestigious website award of the IALL (International Association of Law Libraries). This award was granted because of the excellent e-mail notification service that the library offers its users. This service works with Plinklet and notifies the users of new titles and articles that are entered into the OPAC4 catalogue of OCLC PICA's local library system LBS4.



The IALL selection panel explained its choice for the Peace Palace as follows: "The Peace Palace Library site offers value-added service to its users with up-to-date, customizable alerts based on a very broad international law collection, and is aimed at both law librarians and end users."

The Peace Palace Library has been working with the link resolver Plinklet for a while. Depending on the web page from which one clicks it, Plinklet uses OpenURL to list all relevant links for the user to directly click through to the full text, more books and articles about the same topic, or a web search engine for more useful information on the author, the book, etc. And so the user can also subscribe to e-mail notifications about new titles in the OPAC on the same subject, which resulted in the IALL awarding this library.

Looking back: Digital Futures Seminar

Digital Futures Seminar was held on 25-30 September 2005 by OCLC PICA in collaboration with King's Digital Consultancy Services, Kings College London. The seminar was attended by 30 people from Barbados, Canada, Estonia, Finland, Hong Kong, South Africa, Slovenia, UK and The USA. Covering all areas to be considered when developing a digital project and sustaining access to the content in the future, specific topics included were planning and managing digital pro-

jects, fundraising for digital projects, copyright, creating and delivering digital resources, digitization, metadata and digital preservation. The seminar was a combination of lectures on the theories and practical examples of cases studies, including visits The National Archives, Kew, London and the National Gallery, London. The event was very successful and we hope to repeat the seminar again in Eastern Europe in the spring of next year.

QuestionPoint success in France and Israel

The Bibliothèque nationale de France (BnF) has chosen QuestionPoint for its internal reference service. It's been implemented in 15 departments of the French national library where reference librarians will answer questions related to the speciality of each of their departments.

After setting up its very wide environment, the BnF has organized training sessions for the administrators and reference librarians of each department. The administrators' training has been provided by Manon Barbeau from the OCLC Canada office. A nice example of global cooperation between offices!

The BnF patrons should be able to send questions to their favourite librarians in the second half of November.

Haifa University has chosen QuestionPoint and the 24/7 module for its online chat engine. This is the first reference system running in Israel. No doubt this will generate some interest elsewhere in the country. This is one of the best successes of the new OCLC PICA reseller in Tel Aviv: TELDAN.

More NetLibrary books in Lyon

The Ecole de Management de Lyon is one of the top five most prestigious business schools in France. It has added more than 200 eBooks in the electronic resources of its library. The EM-Lyon has always been a propeller among French business schools in eDocumentation and remote learning. Therefore OCLC PICA is very proud to be associated to the business school in building up its electronic studying environment.

CONTENTdm debut in South Europe

The Universidad de Girona, a member of the Catalunya consortium CBUC, will very soon publish its images and multimedia documents relying on all the functions and features of CONTENTdm.

This is going to be the first CONTENTdm site in Southern Europe! CBUC has always been very close to OCLC PICA and the two organizations and the Spanish reseller, DOC6, keep on setting up the best solutions to the students of Barcelona and its region.

New customer in Germany

The College for Music and Theater in Munich has opted for the library management system SISIS-SunRise. From the beginning of next year, the users of the SISIS-SunRise webOPAC can easily search in the 50,000 holdings of books, sheet music, audio and video materials. At the moment these media are being labelled, so that the library can also start using the loan module relatively quickly. The library works together with the Bavarian Library Union and the system will be hosted by this union.

Visit us at Online Information 2005

Online Information (28 Nov-1 Dec, London) gives you the knowledge to harness information resources for competitive advantage, and information management solutions for improved business performance. You will find OCLC PICA in stand no. 38. You can also visit our special presentations on Tuesday 29 November:

10.00-11.00 NetLibrary update

12.30-14.00 OCLC PICA update by Jay Jordan

15.00-16.00 From the Cradle to the Grave: The Digital Life Cycle

Visit our [Online Information 2005 Webpage](#) for more information about those sessions, their location and how to register.

You are also welcome to drink a glass with us at our Reception on Tuesday 29 November from 6.30-8 pm. Please r.s.v.p. for this at our [Reception Registration Webpage](#), which holds all info about the location.

DIARY

- International Seminar on Collection Mapping, Nov 28-29, 2005, Helsinki
- 8. Internationale Bielefeld Konferenz, Feb 7-9, 2006
- ComInfo, 9-15 Mar 2006, Hannover
- Leipziger Buchmesse, Mar 16-19, 2006
- 95. Bibliothekartag, "Netzwerk Bibliothek", Mar 21-24, 2006, Dresden
- 70th Norwegian Library conference, Mar 22-25, 2006
- ELAG 2006: New tools and new library practices, Apr 26-28, 2006, Bucharest