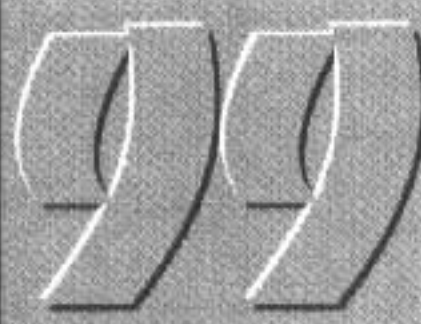




Data Dealers Forging Links

By Carol Tenopir & Jeff Barry

A YEAR AGO, we described the database marketplace as stormy weather: like the worldwide weather phenomenon known as "El Niño," the worldwide database industry was wracked by buyouts, acquisitions, uncertainties, and even some company failures. Just as El Niño was a temporary (although recurring) phenomenon, the database marketplace seems to have settled down this year.

While stormy industry phenomena won't cease in 1999, they may be getting more predictable. We have seen and can expect to see more mergers, joint ventures, realignments, and retuning of products. Rather than stormy, the outlook for 1999 seems to be a year of forging links. Companies of all sizes are bonding both internally and externally in an attempt to build stronger information chains.

Traditional chains

Chain-building is both an act of strength and one of desperation. Links in the traditional formal publishing chain are under attack in an era of the World Wide Web, as universities, libraries, and end users question why they must go through intermediaries to reach information.

The publishing chain begins with authors and ends with readers. Traditional connections require a series of intervening links, including primary publishers, secondary publishers, database

This report, the third annual Database Marketplace survey, analyzes information gathered from 24 companies serving the library market that responded to a survey distributed early in 1999. (In a few cases the 1998 information is used when companies indicated no changes to their products, services, or markets.) These 24 companies collectively distribute and produce information available through 44 separate online, web-based, or CD-ROM systems—a decline from last year, resulting from company consolidations and other factors. In addition to the factual data, the survey requested comments on each company's accomplishments and future plans, key goals and objectives, and opinions about what issues in database distribution will most affect libraries in the future.

distributors, libraries, and document delivery services. Each link provides a value-added service: editing, indexing, distributing, and archiving. In the new model of the web, authors and readers can more easily connect directly without all the intervening links. Organizations with a stake in the traditional model are working hard to make their intervening links so valuable that users will not consider circumventing them.

International links

One way an information company can build value and strength is to become part of a larger parent organization with international reach. The database industry has become more of an international industry, as many formerly independent domestic companies join larger multinational organizations.

In the last few years we have seen notable purchases of major U.S. information companies, including Dialog by M.A.I.D plc; Engineering Information and Lexis-Nexis by Reed Elsevier; and Information Access Company, Gale, the Institute for Scientific Information, and West Publishing by Thomson. This year Wolters Kluwer bought Ovid. Although major offices for each of these remain in the United States, corporate headquar-

ters reside in England, Holland, Canada, and Germany.

It is difficult to predict exactly what these buyouts mean for customers in the United States and elsewhere. Clearly the information industry in a global economy benefits from a global reach, but grandiose generalizations don't predict the impact on a library's monthly bills or availability of new products. Megacompanies worry many customers, because monopolies lessen competition and threaten higher prices. Thankfully, no international Microsoft has emerged in the database world (although Microsoft is rumored to be interested in several major database distribution companies).

To make sure that doesn't happen in scholarly journal publishing, the Association of Research Libraries recently announced its Scientific Communities Initiative through SPARC (Scholarly Publishing & Academic Resources Coalition). SPARC attempts to build alternative links among scholars, universities, and readers by stimulating and accelerating creation of university-based scientific electronic publishing projects.

Recent changes in ownership don't always exemplify the huge multinational buying out the little guy. Consider CARL Corporation. Founded by Ward Shaw in 1988 as the Colorado Alliance of Research Libraries, CARL and its UnCover Company were sold to Dialog's former parent Knight-Ridder in 1995. In February 1999, the Dialog Corporation sold CARL and UnCover back to Shaw. Although some products, such as Dialog@CARL will still be offered in partnership with the Dialog Corporation, CARL and UnCover will now be independent and will reemphasize partnerships with libraries and other companies.

Domestic mergers continue as well. OCLC this year acquired WLN and is wrapping up negotiations with PAIS (Public Affairs Information Services).

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New internal links

Large international companies have taken over many segments of the information industry in the last few years, yet until recently they refrained from making drastic changes within the companies they purchased. That began to change in 1998, as several notable megacompanies realigned internal units. Thomson Corporation has combined three of its companies (Information Access Company [IAC], Gale Research, and Primary Source Media) to form The Gale Group. The new entity is organized by markets served rather than products. A new Corporate Division, headquartered in IAC's San Francisco Bay-area home, will serve special libraries and business end users. The new Library Education group, headquartered in Gale's Michigan home, will serve academic, public, and school libraries.

The Gale Group is launching many new products that integrate the technology and content of their various units. InfoTrac Total Access will draw on information sources including Gale reference books, InfoTrac periodical indexing, a subscribing library's online catalog, other proprietary databases from the subscribing library, and selected information from the Internet. Results are delivered to the user in a single search. The Gale Group School Collection unites materials appropriate for K-12 students; Biography Resource Center puts together Gale and IAC biographical content.

Thomson also formed Thomson Science and Technology, created by the alignment of the Institute for Scientific Information (ISI) in Philadelphia and Derwent Information in London. (Thomson Science and Technology did not respond to our survey.) Derwent's patent specialty and ISI's science indexing and citation services will be used together in new product lines. The companies will not be relocated or merged but will be jointly managed to create new cooperative products and services.

Though Reed Elsevier is the parent corporation for both Lexis-Nexis and Elsevier Science, the two hadn't done much together until this year. ScienceDirect is a new web-based product that will provide content from approximately 1100 Elsevier Science journals using Lexis-Nexis as a "technology partner." Elsevier Science reports products from many different units in this survey, including Ei Engineering Village, Elsevier BIOBASE, EMBASE, and others.

Linking with competitors

Perhaps the strangest type of link is the one between competitors. Companies that compete for the same marketplace have begun to join for specific products or initiatives, while remaining competitors in other areas. R.R. Bowker is partnering with Ingram Book Company to make *Books in Print (BIP)* available on Ingram's I Page web product. Elsevier's ScienceDirect will include by the end of 1999 full texts from other STM publishers in addition to the Elsevier Science journals. The Gale Group's Biography Resource Center will add Marquis Complete Who's Who to its own content.

The boundary between content creator and distributor is also blurring in a web world. Companies such as Hoover's, Bowker, Dun & Bradstreet, and Facts on File were once mainly content creators that distributed their own materials in print format and CD-ROM, usually relying on third-party vendors to distribute their products online. Third-party aggregators such as Dialog, Lexis-Nexis, and Ovid rely on these content creators.

Many database creators were troubled by the intervening link of aggregator between content and their customers. Content creators now see a new way to link directly to their customers, by providing direct web access to their products.

Bowker will release a version of BIP this year. Facts on File World News Digest is now on the web in addition to CD-ROM. FACTS.com offers 20 years of full-text news with weekly updates. There is a link to Dun & Bradstreet's Million Dollar Database at D&B's web site, in addition to the many vendor versions.

Links to full texts

Continuing last year's trend, partnerships are often forged to allow secondary publishers to provide links to primary full texts. Chemical Abstracts Service, for example, provides links from indexing records to primary publishers' web sites through its ChemPort service. OCLC does the same on FirstSearch, and Medlars's PubMed links publishers to MEDLINE indexing records. Ovid's Journals@Ovid Online will provide SGML articles from over 600 journals by the end of this year. Ovid is adding links between full text and citations in EMBASE, BIOSIS, Current Contents, ClinPsyc, PsycLit, and PsycFirst this year to complement the links currently in place from MEDLINE, CINAHL, and PsycINFO.

SilverPlatter introduced SilverLinker this year to provide several ways to link bibliographic information and full text. Links are provided from

TABLE 1: Customer Breakdown by Library Type

	Academic	Special	Public	School
Bowker	26	14	50	10
CARL	80	5	15	
Chadwyck-Healy	85	5	5	
Chemical Abstracts	n/a	n/a	n/a	n/a
Congressional Quarterly	34		31	35
Dialog	n/a	n/a	n/a	n/a
Dun & Bradstreet	20	50	30	
EBSCO	10	20	30	40
Elsevier Science	68	31	1	
Facts on File	22	9	31	38
Gale	n/a	n/a	n/a	n/a
Hoover's	25	40	25	10
Lexis-Nexis	n/a	n/a	n/a	n/a
Northern Light	10	85	3	2
OCLC	39	19	12	2
Ovid	60	40		
QL Systems	20	77	2	1
RLG	70	25	5	1
SilverPlatter	n/a	n/a	n/a	n/a
SIRS Mandarin	10	5	10	75
UMI	n/a	n/a	n/a	n/a
Wilson	26	5	25	44
Where total does not equal 100, the remainder is "other"				

records in SilverPlatter's bibliographic databases to the full text of the article at the journal publisher's web site. In addition, SilverLinker will link to full texts housed by the subscribing library, to the library's journal holdings list, and to document delivery services.

Wilson increased its full-text journal titles by over 80 percent last year and now has full-text versions of many of its popular bibliographic databases. Wilson OmniFile Full Text: Mega Edition provides full text, abstracts, and indexing from Readers' Guide, Business, Education, General Science, Humanities, and Social Sciences indexes as well as full text from other Wilson databases. Subject headings are reconciled across disciplines.

World Wide Web links

The concept of linking is, of course, integral to the web. Web versions of information products are growing more mature, with additional links, better search engines, and more engaging interfaces. This year many information companies are introducing (or have introduced) second or third versions of web products. As in the last two years, web versions are becoming the major focus in the database industry.

Lexis-Nexis Universe provides a web interface for end user access to selected Lexis-Nexis content. Academic Universe is marketed to colleges and universities, while Universe is for corporate customers. SIRS Knowledge Source is a new web interface that links to SIRS Research, SIRS Government Reporter, and SIRS Renaissance databases in addition to other databases.

Dialog has released new and improved versions of several web products aimed at librarians. DialogClassic Web provides an alternative for power searchers who have been using telnet or a third-party telecommunications company to access Dialog. DialogWeb 2.0 improves the web interface for those who do not use the Dialog command language.

Northern Light Technology, a company new to our survey this year, epitomizes the growing web focus and the trend to provide both web content and traditional journals in a single system. Northern Light combines a proprietary web search engine with a Special Collection of commercial full texts, including journal articles and, new this year, the Investext database.

Since web users are accustomed to free web searching, Northern Light charges only when a full text of an arti-

cle is selected. At the 1999 annual meeting of the National Federation of Abstracting and Information Services, secondary publishers admitted that this pricing model makes them nervous. If users expect indexing to be free, the publishers asked, what happens to the secondary publishing industry?

Links with the past

The database industry is traditionally obsessed with currency. Major database providers such as Dow Jones Interactive, Lexis-Nexis, Reuters, and Dialog compete by promising up-to-the-minute updating; database producers such as IAC, Wilson, and EBSCO vie to keep their indexing current with daily updates. Most databases include material only for the last three decades or less.

But scholarship cannot always rely on current information alone. Students and other researchers accustomed to convenient electronic information sources increasingly don't want to go back to print resources for retrospective searching. In some fields, such as the humanities and social sciences, librarians and researchers are asking for backfiles to bring the literature of the past to current students and researchers. These links to past scholarship are being built with both retrospective indexing projects and digitization of primary sources.

In indexing, both H.W. Wilson and Chadwyck-Healey recently launched major retrospective projects that will be enlarged and enhanced this year. Wilson's Art Index Retrospective project will go back to the 1920s. Chadwyck-Healey's Periodicals Content Index provides indexing and tables of contents for thousands of humanities and social sciences journals since 1770. Adding many journal titles, the company aims to index more than 3500 journals.

The Research Libraries Group (RLG) launched Archival Resources, a web-based service that uses its Eureka graphical user interface to provide access to bibliographic information from many archives and special collections of primary materials. Information from the past is not just of interest in the humanities, however; soon STN International will provide online searching of Chemical Abstracts all the way back to its 1907 debut.

Chadwyck-Healey is also providing access to full-text primary documents. The Digital National Security Archive offers 12 different subject collections of U.S. declassified documents from 20th-

century historical events. Even more ambitious primary documents projects will continue this year, like the Digital Vault Initiative, from Bell & Howell Information and Learning, formerly UMI. B&H is digitizing its microform collection, including books, newspapers, journals, magazines, and other materials from the Middle Ages to the present. The materials are online through ProQuest Direct, B&H's online service.

Links with customers

Perhaps the most important but most vulnerable link is that between customer and database company. The companies featured in this report all consider libraries their major market, or at least a major one. They take great pains to forge relationships with librarians. Some of the links damaged last year are being repaired. The Dialog Corporation hopes to put its public relations disaster over the DialUnit pricing scheme in the past. A year after irritating some academic library customers who were told they had to access Dow Jones information through UMI, Dow Jones Interactive is courting new librarians by emphasizing an enhanced library school education program.

Fair pricing is the best way to maintain strong customer relations. Site licensing remains the trend for pricing this year, with a continued emphasis on negotiating with library consortia. Bargains can be found by small libraries in particular that align themselves with a consortium. Database distributors that will work with consortia benefit themselves and their customers. Lexis-Nexis Universe, for example, managed to reach 70 percent of FTE U.S. college students within 18 months by working with consortia.

Links to the future

Database companies and the libraries they serve are working toward a future in which bibliographic information and full texts all will be easily available online. Links to full text have already become routine and are expected by library patrons. This year and next we will see many more integrated products that provide access to commercial databases, full texts, Internet content, and library collections linked together under one interface.

Both software solutions and content are important to this scenario, and several of the database distributors in this survey have products or are developing ones that will help librarians build

more integrated systems through intranets. The Dialog Intranet Toolkit allows librarians to develop their own interfaces to Dialog's content. Dialog will also launch in 1999 LiveIntranet, which allows companies to automatically index and categorize both internal and external knowledge. This product will compete with more established intranet products from OCLC SiteSearch and IAC.

Information products that incorporate multimedia will become more prevalent as well. Bell & Howell Information and Learning already has page image products with text and graphics, and Ovid provides SGML documents with graphics and text. Readers' Guide for Young People will be the first Wilson product to provide page images, due

in mid-1999. The AMICO Library, made available through RLG's Eureka, contains digitized works of art from the Art Museum Image Consortium; over 40,000 high-resolution images are indexed and made available in JPEG format. Dialog has promised audio and video products in 1999, and The Gale Group says video-oriented multimedia products "are not in our 1999 plans" but sometime in the future.

Database companies will be moving toward these new integrated and multimedia products by molding links with international firms, with competitors, with disparate units within companies, with content providers, and with libraries.

For most libraries, the best deal can be made by having a consortia work di-

rectly with a large database aggregator. Many database producers for years have dreamed of dealing directly with their customers rather than placing an aggregator in the middle. The web makes this technologically feasible, but except for large database producers with multiple products (e.g., the Gale Group), it's not cost-effective for them to make thousands of separate deals. By linking with competitors and distributing other's products, database creators can reach libraries directly more cost-effectively.

Ultimately links should not be chains that restrict rather than enable users. If libraries and end users don't get what they want at a price that is fair, chains can always be broken and new, simpler connections can be made.

TABLE 2: Database Services and Systems by Company

	Bowker		Dialog @CARL	CARL		Chadwyck- Healey	Chemical Abstracts			Congressional Quarterly	
	Site License	CD-ROM Local Loads		UnCover	NoveList	Lit. Online	STN International	STN Easy	SciFinder	CQ Weekly	CQ.com OnCongress
Access Methods	Online, CD-ROM Web	CD-ROM, Mag tape	Web	Online, Web	Online, CD-ROM, Web	CD-ROM, Web, Mag tape	Online,Web	Web	Web	Web, Print	Web
PERCENTAGE OF TITLES BY CATEGORY											
Bibliographic	90	80	26	100	100	10	75	84	50		
Directory	10	20	12			10	10	2			
Encyclopedias						10					
Full-Text			55			70	5	5		100	
Numeric			2				10	6			
Hybrids			5								100
Other								3	50		
Document Deliv.	no	no	no	yes	no	no	yes	yes	yes	no	no
PERCENTAGE OF TITLES BY SUBJECT											
General	100	100	7								
News			42								
Business			22				10	6	6		
Law			14								
Life Sci./Med.			15				40	10	10		
Sci/Tech			17				100	78	78		
Social Sciences			9							100	100
Arts & Humanities			9			100					
Multidisc				100	100		10	6	6		
Z39.50 comp.	yes	no	yes	no	yes	no	no	no	no	no	no
PRICING OPTIONS											
Connect time							•				
Subscription- concurrent users	•		•	•						•	
Subscription- potential users										•	•
Flat-fee subscription	•	•		•	•					•	
Flat fee per search	•		•								
Per record								•			
Other											
Prices differ by access method	yes	no	no	no	no	n/a	no	no	n/a	yes	no

COMPANY PROFILES

Bell & Howell Information and Learning

(formerly UMI; see under UMI in charts)
300 N. Zeeb Rd., Ann Arbor, MI 48106-
1346; 734-761-4700. www.umi.com

Longstanding library firm UMI, which started in the library community by providing access to microfilm materials, was on May 3 renamed Bell & Howell Information and Learning by its parent company. UMI will remain as the company's brand for products such as newspapers and periodicals in microform and dissertation publishing. The company has evolved into a distributor of digital information resources. Last year the company announced its Digital Vault Initiative, aimed at digitizing UMI's extensive retrospective microfilm archives. B&H is also expanding its full-text coverage of newspapers and has introduced a digital dissertations program of electronic editions of all dis-

sertations since 1997. The company's online information service, ProQuest Direct, last year added SiteBuilder, which enables libraries to use the ProQuest database to develop course packs and electronic reserves. SiteBuilder supports durable and secure hyperlinks to ProQuest Direct content.

R.R. Bowker

121 Charlton Rd., New Providence,
NJ 07974; 888-BOWKER2.

www.bowker.com

Bowker provides several essential databases to the library community, notably Books in Print (BIP), which can be acquired in several formats: via the web, CD-ROM, and print. BIP also is available through agreements Bowker has formed with database aggregators such as The Gale Group, SilverPlatter, Ovid, and EBSCO. Also, Bowker has worked with library automation vendors

such as DRA and Innovative Interfaces to provide access to BIP through these systems. Other well-known databases produced by Bowker include Ulrich's International Periodical Directory and American Library Directory. The companion product to BIP, Books Out-of-Print, is freely available on the Internet from the company's web site. Bowker is also the official ISBN agency for the United States. Bowker is a business unit of Cahners Business Information, which also includes *Library Journal*, *Publishers Weekly*, and *School Library Journal*.

CARL Corporation

3801 E. Florida Ave., Suite 300, Denver,
CO 80210; 888-439-2275. www.carl.org

In one of the more notable business moves in the industry thus far in 1999, CARL Corp. chair Ward Shaw purchased the company back from Dialog Corp., which is now part of

TABLE 2: Database Services and Systems by Company

	Congressional Quarterly CQ Researcher	Dialog	Dialog Dastar	Profound	Dunn & Bradstreet MDD	EBSCO EBSCOhost	Science Direct	Elsevier BIOBASE	EMBASE	EI Engineering Village	Fluidex
Access Methods	CD-ROM, Web, Print	Online, CD-ROM, Web	Online, Web	Online, Web	Web	Online, CD-ROM, Web, mag tape	Web	Online, Web, Print	Online, CD-ROM, Mag tape	Online, CD-ROM, web, Mag tape	Online, CD-ROM, Mag tape
PERCENTAGE OF TITLES BY CATEGORY											
Bibliographic		n/a	34	n/a		40		100	100	95	100
Directory			24		100	5					
Encyclopedias			3			5					
Full-Text	100		51			45	100			90	
Numeric											
Hybrids						5				80	
Other											
Document Deliv.	no	yes	yes	no	no	yes	yes	yes	yes	yes	yes
PERCENTAGE OF TITLES BY SUBJECT											
General		5				40				1	
News		18	15	80		8				4	
Business		27	45	80	100	8				5	
Law		13				8					
Life Sci./Med.		12	30			8	38	100	100		
Sci/Tech		20	8			8	53			90	5
Social Sciences	100	3	2			8	9				
Arts & Humanities		2				8					
Multidisc						8					
Z39.50 comp.	no	yes	no	no	no	yes	no	no	no	no	no
PRICING OPTIONS											
Connect time			•						•		•
Subscription- concurrent users	•				•			•	•	•	•
Subscription- potential users	•				•			•	•	•	•
Flat-fee subscription	•	•	•	•	•	•		•			
Flat fee per search											
Per record		•	•	•		•		•	•		•
Other											
Prices differ by access method	yes	no	yes	yes	no	yes	yes	yes	yes	yes	yes

M.A.I.D plc. This year CARL also hired a practicing librarian when in March it named as new CEO June Garcia, director of the San Antonio Public Library. Unlike most companies in this article, CARL is both a database provider and a vendor of an integrated library system. However, the company's database products are its strengths. The UnCover system indexes the tables of contents from over 18,000 journals, with free searching. Most document delivery through UnCover is still handled by FAX, but the company is adding more titles via desktop delivery. (CARL is currently involved in a lawsuit in which authors allege that UnCover sold articles without their permission or financial compensation.) CARL provides features to enhance UnCover: libraries may purchase customized gateways that include serials holdings matching and links to electronic journals. Through UnCover's Reveal service, CARL helped pi-

oneer the now growing interest by many vendors in personalized web-based services.

Chadwyck-Healey, Inc.

1101 King St., Suite 380, Alexandria, VA 22314; **800-752-0515**.

www.chadwyck.com

Known primarily for its arts and humanities databases, Chadwyck-Healey expanded last year into the social sciences with the release of its Digital National Security Archive, which contains more than 35,000 declassified documents relating to U.S. foreign policy. In 1998 the company undertook its largest digitization project ever, launching Historical Newspapers Indexes Online, a database of over 20 million entries covering more than 200 years. The popular Literature Online collection was increased 20% by the inclusion of more electronic texts, especially in the coverage of 20th-century poetry.

Chadwyck-Healey also released a new database dedicated to the performing arts. Key developments slated for 1999 include the full images of the *London Times* from 1795 to 1870; a complete reindexing of Literature Online; and release of the Historical Maps Database and International Index to Black Periodicals. Chadwyck-Healey has embarked on a number of new pricing initiatives; in 1998 the company reports that its average prices declined by 40% as it experimented with discounts.

Chemical Abstracts Service

2540 Olentangy River Rd., PO Box 3012, Columbus, OH 43210; **614-447-3600**.

www.cas.org

The principal databases of Chemical Abstracts Service (CAS) are the namesake Chemical Abstracts and the Registry, which contains more than 19 million substance

Elsevier Science		Facts on File		Gale	Hoover's	Infotrieve	Lexis-Nexis	Northern Lt.	OCLC	Ovid	
Geobase	World Textiles	World News CD-ROM	FACTS.com	InfoTrac Web	Hoover's Company Info.	MEDLINE on the Web		nlsearch.com nlresearch.com	FirstSearch	Ovid Online	Local Network Solution
Online, CD-ROM, Web	Online, CD-ROM, Mag tape	CD-ROM	Web	Online	CD-ROM, Web	Web	n/a	Web	Online, Web	Web	CD-ROM, Magnetic network
PERCENTAGE OF TITLES BY CATEGORY											
100	100			100	5	100	100		71.3	100	100
		10	10						8.5		
		85	80	n/a	10			100	2.3	n/a	n/a
		5	10		25				31.4		
					60				12.6		
yes	yes	no	no	no	yes	yes	yes	yes	yes	yes	yes
PERCENTAGE OF TITLES BY SUBJECT											
		5	5				100			4	6
		60	60		25			5		1	2
		5	5		75			48		4	3
		5	5					6		1	2
		10	10			100		14		53	38
100	100							13		16	19
		10	10					9		10	14
		5	5					5		7	10
				100						4	6
no	no	no	no	no	no		no	no	yes	yes	yes
PRICING OPTIONS											
•	•				•	•	•		•	•	•
•	•				•		•				
•	•				•		•				
		•	•	•			•		•	•	•
							•		•		
							•				
	•						•				
yes	yes	no	no	n/a	yes	no	no	no	no	yes	yes

records. CAS offers three services for searching its databases directly: STN International, SciFinder, and STN Easy. In 1999 CAS will release a web version of its full STN search system. Current customers will have immediate access to STN via the web when this product is available. "STN on the Web" differs from the web-based STN Easy in that the new system will allow familiar STN commands for searching. 1998 was the first full year of operation for the CAS-sponsored ChemPort service, which links to the full text of scientific journals and patents. This year CAS plans to extend online searching of its database from 1967 back to 1907.

Congressional Quarterly, Inc.

1414 22nd St. NW, Washington, DC 20037; **800-432-2250**. www.cq.com
Unlike many of the companies in this survey, Congressional Quarterly goes beyond

databases to publish in-depth journalism. *CQ Researcher*, in its 75th year, provides coverage of Congressional politics and current events. CQ.com, the company's web-based legislative tracking service, now offers a "My Customer Area" that allows customers to set preferences and save searches. For over 50 years *CQ Weekly* has been a source of detailed information about activities in Congress. All these resources are now on the web as well as in print.

Dialog Corporation

11000 Regency Pkwy., Suite 400, Cary, NC 27511; **800-3-DIALOG**. www.dialog.com
Dialog has restructured into three divisions: 1) Information Services, 2) Web Solutions and Internet Software, and 3) eCommerce. Information Services focuses on the delivery of interactive information from its online collection, which contains more than nine

terabytes of data. Last year the company launched the DialogClassic web interface to provide Internet access to its command-based Dialog service. This service is an alternative to those who have been accessing Dialog through third-party communication software. Dialog also dropped connect-time for DialUnits, which are based on the use of system resources. Dialog's Intranet Toolkit allows librarians to create their own search screens that contain predefined databases and preset searches. In 1999 the company anticipates the U.S. release of LiveIntranet, which is aimed at corporate users who want to automatically index and categorize both internal and external resources.

Dun & Bradstreet

One Diamond Hill Rd., Murray Hill, NJ 07974; **800-526-0651**. www.dnb.com
Dun & Bradstreet (D&B) is known to most

TABLE 2: Database Services and Systems by Company

	QL Systems	RLG	SilverPlatter	SIRS Mandarin					UMI	Wilson
	QuickLaw	Info. Discovery & Delivery		Discover	Renaissance	Researcher	Government Reporter	Knowledge Source	ProQuest	WilsonWeb
Access Methods	Online, Web	Online, Web	CD-ROM, Web, Mag tape	CD-ROM, Web	CD-ROM, Web	CD-ROM, Web	CD-ROM, Web	Web	Online, CD-ROM, Web, Mag tape	CD-ROM, Web, Mag tape
PERCENTAGE OF TITLES BY CATEGORY										
Bibliographic	5	99	79						100	57
Directory	1		1			2	20	6		
Encyclopedias				25				7		
Full-Text	89		20	74	90	97	80	91	n/a	18
Numeric										
Hybrids	5	1		1						25
Other						1				
Document Deliv.	yes	no	yes	yes	yes	yes	yes	yes	no	no
PERCENTAGE OF TITLES BY SUBJECT										
General		15		100	100	100	100	100	100	15
News	10	5		50		15	10	20		
Business		10	6	1		15	10	7		8
Law	90	5	1	1		3	20	7		3
Life Sci./Med.		5	20	15		15	20	13		10
Sci/Tech		10	4	5		15		5		5
Social Sciences		20	20	5		25	20	13		7.5
Arts & Humanities		25	39	5	100	2	10	30		15
Multidisc		20	10	50	50	10	10	18		10
Z39.50 comp.	no	yes	yes	yes	yes	yes	yes	yes	yes	yes
PRICING OPTIONS										
Connect time	•									
Subscription-concurrent users		•	•							•
Subscription-potential users		•	•						•	
Flat-fee subscription	•				•	•	•	•	•	•
Flat fee per search		•							•	
Per record										
Other				•					•	
Prices differ by access method	no	yes	no	yes	no	no	no	yes	yes	no

librarians for its Million Dollar Directory, which is now available via the web; however, the company also offers many other information products for businesses. D&B is developing new products that integrate with corporate decision support systems, such as enterprise resource planning applications. In 1998 the company separated from the R.H. Donnelley Corporation. A division of D&B is Moody's Investor's Service, which specializes in the debt ratings of companies.

EBSCO Publishing

10 Estes St., Ipswich, MA 01938;
800-653-2726. www.epnet.com

The big news with EBSCO in 1998 was the ceasing of its full-service document delivery operation. Now it links to third-party document delivery vendors. The company's main focus in the online information marketplace is its EBSCOhost suite of databases, which is targeted to all types of libraries. The EBSCOhost reference service consists of a core of proprietary databases, supplemented by third-party databases licensed from other vendors. In 1999, EBSCOhost will offer PDF images, along with ASCII text. The company is developing online user communities that offer user interfaces developed specifically for certain market segments and also partnering to integrate citation and text databases with library catalogs. EBSCO Publishing is part of the EBSCO Information Services Group. Parent company EBSCO Corporation remains a well-known subscription agent for libraries.

Elsevier Science

655 Ave. of the Americas,
New York, NY 10010; 212-633-3766.
www.elsevier.com

At the beginning of 1998 Elsevier Science acquired the publishing and information services assets of Engineering Information Inc. (Ei), including the Engineering Index, Compendex, and Ei Engineering Village. Elsevier Science, the scientific publishing arm of the multibillion-dollar Reed Elsevier group, publishes a multitude of print journals and a wide range of electronic information products. The major development last year in the company's electronic publishing strategy was the release of ScienceDirect, a web-based platform offering the full text of over 1000 Elsevier Science journals. In 1999 ScienceDirect will expand to include other publishers' journals. ScienceDirect OnSite (formerly Elsevier Electronic Subscriptions) provides a local storage solution for libraries to provide electronic access to the company's journals. Elsevier Science also develops a number of secondary online databases such as BIOBASE and EMBASE.

Facts on File

11 Penn Plaza, 15th fl., New York, NY
10001-2006; 800-363-7976, x257.
factsonfile.com

Well known to librarians and users for its digests of news topics since 1940, Facts on File

now offers FACTS.com, which delivers 20 years of full-text news and provides weekly updates. The database has been expanded to include full-text newspaper editorials and an hourly wire service news feed. FACTS.com is the Internet equivalent of the company's Facts on File World News Digest CD-ROM. Facts on File focuses on news, social issues, science, and statistical information. The core database is also available through EBSCO, OCLC, and Winnebago; the company is negotiating with other vendors.

The Gale Group

27500 Drake Rd., Farmington Hills, MI
48331; 800-877-GALE. www.gale.com

One big announcement of the year was the merger of Gale Research, Information Access Co. (IAC), and Primary Source Media—all part of Thomson Corporation—into The Gale Group. Each company has its own strengths: Gale Research's comprehensive literary series, biographies, and directories; IAC's online resources; and Primary Source Media's extensive collection of research materials. The Gale Group is consolidating web delivery to one platform, InfoTrac, which will supplant the SearchBank and GaleNet brand identification. An enhancement to the InfoTrac web interface now offers a greater level of customization and searches that can be saved. The Gale Group also plans to offer InfoTrac Total Access, which combines not only reference resources (such as those from Gale) and periodical sources (like InfoTrac) but also integrates a library's OPAC and other proprietary databases.

Hoover's, Inc.

1033 La Posada Dr., Suite 250,
Austin, TX 78752; 512-374-4500.
www.hoovers.com

Hoover's Online focuses on information produced in-house about nearly 14,000 public and private businesses. While the company started as a content provider, it is quickly developing its web delivery presence. Hoover's also licenses its data to other information providers, including Lexis-Nexis and Reuters, and serves as an information feed for corporate intranets.

Infotrieve

10966 Le Conte Ave., Los Angeles,
CA 90024; 800-422-4633.
www.infotrieve.com

Unlike most companies in this year's survey, the majority of Infotrieve's document-delivery customers are end users rather than librarians. However, the company does market to academic and special libraries. Searching Infotrieve is free, and users pay only for documents that are ordered. Infotrieve provides free web access to MEDLINE with links to document delivery.

Lexis-Nexis

PO Box 933, Dayton, OH 45401-0933;
800-227-4908. www.lexis-nexis.com
A pioneer in offering full-text online retrieval,

Lexis-Nexis continues to maintain one of the world's largest databases, which currently has over two billion documents and over 1.6 million subscribers. Lexis-Nexis focuses on legal, business, and government information. In 1998 Lexis-Nexis made available through its subsidiary Congressional Information Service (CIS), the web-based Academic Universe to over 600 colleges and universities in an agreement brokered by SOLINET. For legal researchers, Lexis-Nexis now offers personal access by credit card. The web-based Lexis-Nexis Universe, aimed at the business professional, offers a variety of customizable features for accessing newspapers, financial data, and other corporate information. Lexis-Nexis is a division of Reed Elsevier.

Northern Light

222 3d St., Suite 1320, Cambridge,
MA 02142; 617-577-0239.
www.nlsearch.com

Northern Light is rapidly expanding its sales and marketing to libraries, particularly corporate libraries, positioning itself as an alternative to more expensive online services such as Lexis-Nexis, Dow Jones, and Dialog. Northern Light features access to over 5400 full-text resources, including journals, trade publications, and market research. Its search engine retrieves items not only from the company's premium collection but also from over 120 million web pages. Northern Light charges users only for the documents that they purchase. To be added in 1999 will be Investext, SEC data, and NTIS reports. Northern Light also has added a real-time, full-text news service that is updated every two minutes.

OCLC Online Computer Library Center, Inc.

6565 Frantz Rd., Dublin, OH 43017-
3395; 800-848-5878. www.oclc.org

Probably the best-known company in the library community, OCLC's online reference service FirstSearch offers a selection of 87 databases, which includes links not just to document delivery but an indicator of the library's holdings. Unlike the web-based products of many companies, FirstSearch is Z39.50 compatible, which enables many libraries to use a library's OPAC interface. While most databases on FirstSearch are provided through third-party agreements, several products are developed by OCLC. Last year, OCLC entered into negotiations for purchasing PAIS, the Public Affairs Information Services database that is already one of the most popular databases on FirstSearch. If these negotiations succeed, it could mean expansion of the PAIS product as well as new combined products. A unique database on FirstSearch is WorldCat, which is the end user version of the extensive catalog of book holdings in libraries.

Ovid Technologies, Inc.

333 7th Ave., New York, NY 10001;
800-950-2035, x344. www.ovid.com
A value-added distributor of databases, Ovid

Library Journal Digital delivers news immediacy.

searchable

archived

linked

come visit
**WWW.
libraryjournal
.com**

LIBRARY JOURNAL
digital

DATABASE MARKETPLACE

specializes in the scientific, technical, and medical (STM) markets. In 1998 Ovid was acquired by the multinational publishing firm Wolters Kluwer for approximately \$200 million. Ovid will remain a stand-alone company but provides an opportunity for Wolters Kluwer to accelerate its electronic publishing ventures. The content of more than 900 journals of Wolters Kluwer in the areas of medicine and science will be integrated into Ovid. In 1998 Ovid launched Journals@Ovid, an SGML database of over 300 journals from 60-plus publishers. Developments for 1999 include multiframe searching and deduping, a process through which duplicate results are removed. Ovid plans to double the number of full-text journals it makes available and to add links between Journals@Ovid and additional bibliographic databases.

QL Systems Limited

275 Sparks St., Suite 901, Ottawa,
ON K1R 7X9; **613-238-3499.**

www.quicklaw.com

Ontario-based QL Systems Limited specializes in Canadian legal, governmental, and parliamentary information. The largest provider of legal information in Canada, it provides access to over 1300 resources. In the past year the company extensively upgraded its computing resources to support its database storage and retrieval requirements. QL Systems is the Canadian distributor of WESTLAW, the comprehensive source of U.S. legal information. A Windows-based software package, QUICKLINK PRO, was released in 1998.

Research Libraries Group

1200 Villa St., Mountain View,
CA 94041-1100; **650-691-2207.**

www.rlg.org

The Research Libraries Group (RLG), a not-for-profit membership organization, offers several online information services aimed at research libraries. Last year RLG introduced its Archival Resources service, intended to be a single point of entry to the world's archival holdings. In July 1999, RLG will become the distribution point for the AMICO library of nearly 40,000 works of art. RLG also has expanded its article citations database CitaDel, which is accessible through RLG's Internet-based Eureka service, via both telnet and web access. For libraries wishing to use Z39.50, access to RLG's Zephyr Z39.50 server is available. RLG also offers access to highly specialized research databases, such as the European Hard Press Books, an online catalog of European works from the 15th century to 1830 that exist in European libraries.

SilverPlatter

100 River Ridge Dr., Norwood, MA
02062; **800-343-0064.**

www.silverplatter.com/usa

SilverPlatter, once just a distributor of CD-ROMs, now offers more than 250 biblio-

graphic and full-text databases ranging from STM to business and general reference. While libraries may still get databases in CD-ROM format, SilverPlatter also focuses on providing a web front-end by either accessing the resources over the Internet using one of SilverPlatter's host servers or by installing the SilverPlatter software and databases on a local server. SilverPlatter does not charge different prices for various methods of access, nor does it charge for use of its software; customers pay only for database access. The company's SilverLinker technology is the model for an increasingly popular method of document delivery. Through SilverLinker, citations in SilverPlatter's bibliographic databases can be linked to the full content, from either the primary publisher as an electronic journal or through a document delivery vendor.

SIRS Mandarin, Inc.

PO Box 2348, Boca Raton, FL 33427-
2348; **800-232-7477. www.sirs.com**

SIRS Mandarin has been providing general reference databases to schools, public libraries, and colleges for over a quarter of a century. In 1998, it launched its SIRS Knowledge Source service, a comprehensive web interface that allows users to search SIRS reference databases either individually or simultaneously. This service also incorporates additional content databases, such as hourly updates of national and global news stories. The SIRS Researcher database, a general reference product, includes selected full-text articles from magazines and newspapers on social and scientific issues. SIRS Discoverer is designed to develop research, reading, writing, language, and basic computer skills for elementary to middle school students. SIRS Renaissance provides information on arts and humanities topics. SIRS Government Reporter provides government documents and legal information.

H.W. Wilson

950 University Ave., Bronx, NY 10452;
800-367-6770. www.hwwilson.com

Long known for its CD-ROM-based products, H.W. Wilson has expanded into the web-based information service arena through WilsonWeb. Unlike some vendors, Wilson focuses more on content creation than database distribution. Last year, Wilson added new databases, increased the number of journals in full text, enhanced existing content, and increased the number of Wilson databases available through information partners. Wilson now offers 49 databases and has expanded its number of full-text journals by 80% from the previous year. Wilson continues to work on multidisciplinary databases, such as Wilson OmniFiles, created by combining content of existing Wilson full-text products with additional periodical content. In 1999 Wilson will be adding images to its databases, first with The Reader's Guide for Young People. ■