
Index

- A** _____
- Abstracting services, 161
 - online, *see* Databases
 - see also* Chemical Abstracts
 - Access to information
 - need for assistance, 286
 - opened by photocopiers, 108
 - within organization, 113
 - by public, 108
 - Accessibility, determines use of information
 - source, 28, 275, 284
 - Adopters of innovations, 65, 144–145
 - Advisory services, new technology, 186, 289
 - Ahistoricism, 284
 - American Library Association, 89
 - American Productivity and Quality Center, 185
 - Apple (computer company), 196
 - Archipelago of information services, 150
 - Archives, 95, 100–107
 - of electronic records, 101–102
 - as part of corporate memory, 280
 - Artificial intelligence, 212–213
 - ASCII, 254
 - Australian Securities Commission, 82
 - Australian Taxation Office, technology
 - strategy of, 58–59
 - Automobile industry, 11, 43
 - Trabant, 11
- B** _____
- Baby boomers, 52
 - Banknotes, as innovation, 44
 - Benefits, economic, from new technology, 181
 - see also* Cost-benefit analysis
 - Boundary riders, *see* Gatekeepers
 - British Library, 274
 - Project Quartet, 108, 117
- C** _____
- California, competitive technology program, 185–186
 - Capitalist system, 1, 6, 22
 - Carrier pigeon, 24
 - Catalogs, library, 118, 234, 256
 - MARC standard for, 256
 - CD-ROM
 - databases, 166
 - products, 118
 - uses, 118–119, 203–204
 - Census data, 52, 119, 274
 - Center for Analysis and Dissemination of Demonstrated Energy Technologies (CADET), 183
 - Center for the Utilization of Federal Technology (USA), 185
 - Centrally planned economy, 11, 23
 - Channels, for information
 - linked to content, 76, 103, 143
 - trend to transparency of, 249–250
 - see also* Information sources
 - Chemical Abstracts, dispute with Dialog Information Services, 89–90
 - Chief information officers, 151, 248
 - Citation analysis, 127
 - Clients, *see* Customers
 - Clippings services, *see* Cuttings services

- Coalition for Networked Information, 292
- Colleagues, as information sources, 149, 160
see also Peers
- Commercialization, R & D outputs, 8, 13, 177
see also Technology transfer
- Communications technology, *see* Information technology; Telecommunications
- Community analysis, of library clientele, 81
- Competitor intelligence systems, 171–173
databases for, 171
sought through NASA, 177
- Competitors, information services, 299
- Computer hardware
defined, 195–196
ergonomics of, 239
monitors, 204
multimedia, 218
printers, 205
range of, 197–198
- Computer languages, 211–213
fourth generation, 212
standards for, 115
- Computer software, *see* Software
- Computers
as garbage generators, 126
mainframe, 50, 197
marketing incongruities in, 49, 50
as supplement of the mind, 193
see also Computer hardware; Information technology; Personal computers; Workstations
- Conferences, as information sources, 159, 160
teleconferencing, 236–238
- Conspectus, ranking system for collections, 127
- Content
information, 21, 248–249
linked to channel, 76, 128
managed by channel, 103
perspective on value, 127
trend to migrate between media, 249, 250
- Context, information, 125, 131
- Convergence
of information specialities, 96
of information types, 100
of products and services, 252
of word processing and printing, 99
- Copying machines, open access to information, 108
- Copyright
of databases, 86
history of, 97
of journals, 290
- Corporate culture, 91, 122
- Corporate strategy, 43, 55–60, 111
development requires information, 175
of information service, 297
see also Information strategy; Management; Technology strategy
- Cost-benefit analysis
applied to information services, 133
applied to information systems, 244–245
- Cost-effectiveness of information systems, 245
- CPU (Central Processing Unit), 199
- Creativity, 4, 37
- Cultural travellers, 300
- Current awareness services, 134
- Customers
as source of innovation, 47, 298
see also Users
- Cuttings services, 161
- Cycles
Kondratiev long-wave, 5, 43
life cycle of information production, 77
product life cycle, 10, 45–46, 59
- D** _____
- Data, distinguished from information, 20–21
- Databases, online, 165–186
access to, 274, 288
for company intelligence, 172
as key service, 165, 170, 274
ownership rights, 88
of patents, 162
range of, 165–166
- Databases, relational, 215
- Databases, software (for PCs), 215
with images, 216
- Decision support systems, 93, 246–247
see also Management information systems
- Defense Technical Information Center (USA), 183
- Demand growth as source of innovation, 43

- Democracy and information flow dependency, 28, 87, 88
and privacy, 108
- Demographics
census data, 52, 119, 274
information services, 274
as opportunity for innovation, 52, 274
- Desk top publishing (DTP), 98–99, 106, 120, 214–215
- Developing countries
information services in, 74
low priority of information services in, 267
technology transfer to, 20
- Dialog Information Services dispute with
Chemical Abstracts, 89–90
- Diffusion of innovations, 6, 64–65, 258, 276, 289
see also Technology transfer
- Digital environment, 95–121
and diffusion, 167
effect on archives (*q.v.*), 101–102
effect on specializations, 100
fluidity of, 105–106
and innovation, 114
and integration, 96
and management practice, 107–115
and repackaging, 102
and repurposing, 102
in telecommunications, 230–231
see also Information technology, impacts of
- Digital information
fluidity of, 105–106, 206
published, 160
repackaging of, 102
- Disintermediation, trend to cut out intermediaries, 250, 282
- Disks, computer, 200–201
- Document delivery systems, for libraries, using fax, 223
- Drucker's signals, 48–54
- E** _____
- Economic data, 175
- Economic growth driven by innovation, 6
- Economic rent, 46, 302
- Economic theory, 6, 27, 83
- Economics of information
as branch of economics, 27
statistical approach, 129, 132
- Electronic data interchange, 100
- Electronic information services, 164–168
see also Databases
- Electronic journals, 98
- Electronic mail
and pattern of communication, 113
on wide-area network, 225, 232–233
see also Internet
- Employees
new, as information source, 149–150, 300
see also Personnel
- Employment, in information sector, 25–26
- End-users, computing by, 256–259
- Engineers
and computers, 256
and informal sources, 149–156
- Entrepreneurs, 40
intrapreneurship, 63
see also Innovators
- Entropy, technological, 252–254
- Ergonomics, 239
- ERIC (Educational Resources Information Center), 184
- Ethernet, 228
- Examples of innovation
banknotes, 44
CD-ROM databases, 167
computer languages, 115, 211
computer operating systems, 207
computers, 49
Conspectus, 127
disinfectants, 179
fax, 222
flashlight, 179
Haber ammonia, 54
just-in-time (*q.v.*), 61
micro-irrigation system, 179
military airplanes, 44
motorcars, 11
mousetrap, 270
online databases, 165
Open University, 59
payment by installments, 61
penicillin, 3
personal computers (*q.v.*), 196, 200
portable computers, 202
shipping industry, 50

Examples of innovation (*continued*)
 teleconferencing, 236–238
 user interface for computers, 209–210

Executive
 information systems, 247
see also Managers

Expert systems, 213

Externalities
 from economies of scale, 88
 in valuing information, 86

F _____

Fax, 222
 use by Australian Securities Commission, 82

Feedback, 38
 in innovation systems, 62–64
 market as, 62
 Sperry's systems, 43
see also System

Fibre optics, 229

File servers, 220

Files (paper), *see* Records management

Financial reporting, 154

Firms, new technology based, 63
see also Organizations; Small firms

Focus groups, of users, 296, 299

Forecasting, technological, 175

Freedom of Information Act, 87

Functional relationships between those connected with innovation, 46–47, 298

Fuzzy logic, 213

G _____

Garbage, 124
 "garbage in/gospel out," 126

Gatekeepers, 17, 55, 94, 153, 155, 295

Geographic Information Systems (GIS), 116, 206

Globalization, of information services, 251, 283

GOSIP (Government Open Systems Interconnection Profile), 208, 255–256

Government information
 Freedom of Information Act, 87
 public access to, 88–89
 public good, 87–90
 for technology transfer, 176–184, 185

Government policies, *see* Policy, government

Government, role in providing information resources, 88
 public good, 87–90

H _____

Hackers, 109

Hardware, *see* Computer hardware

Head-hunting in Silicon Valley, 149
see also Personnel

Hypertext, 216–217, 293

I _____

IBM (computer company),
 venture unit develops PC, 63, 197
 widened market for early computers, 49

Illinois, University of, Information Retrieval and Management Service, 185

Images (pictures)
 comprehension of, 119
 digital storage of, 96, 206
 manipulation on PC, 206, 216

Implementation of innovation, 55

Incremental innovation, 46

Indexing services, 161
 online, *see* Databases

Industrial Application Centers, NASA, 177

Industry policy, 9

Informal
 sources of information, 144–146, 279
 structure of organization, 55

Informants, dead or alive, 73

Informate, automate but with information gain, 110, 116

Information
 costs incurred by user, 23, 270
 defined, 19
 digital (*q.v.*), 95–121
 as garbage, 124
 and innovation, 14, 30–31
 institution-supplied, 85
 as invisible assets (*q.v.*), 30, 90–91
 markets for, 83–86
 market-supplied, 85
 overload of, 28
 ownership of (*q.v.*), 86

- as peculiar commodity, 27, 85, 87, 90, 124
- as public good, 87–90
- published versus unpublished, 107
- valuable buried by valueless, 273, 278
- value of (*q.v.*), 121–135
- see also* Information resources; Information sources
- Information archipelagoes, 150, 195, 219
- Information brokers, 281–282, 291
- Information centers, corporate, 152
- see also* Information services
- Information channels, *see* Channels
- Information content, 21, 248–249
- Information economy, 22, 24–27
 - information society, 22, 27–32
 - United States as, 24
 - see also* Economics of information
- Information explosion, 28, 124
- see also* Overload
- Information flows
 - facilitated by information service (*q.v.*), 273–277
 - in and out of innovating organization, 14–19, 273–277
- Information goods and services, 82–83
 - created by IT, 88, 116–121
 - see also* Markets for information; Information services
- Information handling, trends in
 - convergence (*q.v.*), 252
 - disintermediation, 250
 - end-user computing, 256–259
 - entropy, 252–254
 - globalization, 251
 - interoperability (*q.v.*), 249–250
 - migration of content, 249
 - outsourcing (*q.v.*), 254
 - standards (*q.v.*), 254–256
 - technostress (*q.v.*), 252–256
 - training, 258
- Information literacy, 294
- Information policy, 29
- see also* Information strategy
- Information production, cycle of, 77
- Information products, 82–83
- Information providers (people), 186, 273
- see also* Information services; Information sources; Librarians
- Information resource management (IRM), 90, 112, 128–129, 248
- Information resource systems
 - Defense, 183
 - defined, 176
 - energy (CADDET), 183–184
 - NASA (*q.v.*), 176–182
 - other, 184
 - see also* Technology transfer
- Information resources
 - distinguished from information services (*q.v.*), 79–81
 - distinguished from information sources (*q.v.*), 76–79
 - as profitable investment, 83
 - provided by NASA, 182
 - set-up cost of, 88
- Information sector, economic, 24–26, 82
- Information services
 - advisers on diffusion of innovation, 276
 - advisory services, new technology, 186, 289
 - as bureaucracies, 266
 - client orientation, 296–297
 - compared to information resources (*q.v.*), 80–82
 - competitors of, 299
 - defined, 22
 - electronic, 164, *see also* Databases
 - facilitates innovation, 273–277
 - as filters, 295, 302
 - globalization of, 251
 - impact within organizations, 169, 277
 - includes marketing, 81, 296
 - as innovating organizations themselves, 266, 298–302
 - integrated management of, 150
 - internal versus external, 134
 - as invisible assets, 268
 - involvement in R & D, 170
 - link different parts of organization, 276, 277
 - low use of, 83–84, 285
 - marketing perspective on, 130–131
 - marketing unit as, 174–175
 - need variety of responses, 285
 - noise reduction by, 125
 - outsourcing (*q.v.*) of, 281
 - performance rating of, 133–134, 177
 - priorities for, 134

- Information services** (*continued*)
- principles for design of, 286–297
 - product orientation of, 84
 - as provider of selective information, 275
 - role in information design, 282
 - technology change, effects on, 30, 280–284
 - value of (*q.v.*), 126–135
 - value-adding by, 126, 129–131
 - within organizations, 94, 105, 115, 134–135, 150, 168–176
 - see also* Competitor intelligence systems; Databases; Information resource systems; Libraries
- Information society**, 22, 27–32
- Information sources**
- accessibility determines use, 28, 275
 - advisory services, 186, 289
 - categories of, 146–148
 - concept, 76–78
 - distinct from information resources (*q.v.*), 77
 - distinct from information services (*q.v.*), 79
 - electronic information services, 164–168
 - external, 144–146, 154–168
 - formal, 144–146, 160–168
 - formal versus informal, 144–146, 279
 - informal, 144–146, 155–159
 - internal, 144–146, 149–154, 168–176
 - internal data and reports, 150–154, 275
 - internal versus external, 144–146, 279
 - major, 147–148
 - marketing units as, 174
 - meetings, 159, 160
 - peers (*q.v.*), 149
 - personal, 144–146, 155–159
 - personnel (*q.v.*), 149–150
 - publications, 160–162
 - outside the organization, 154–168, 275
 - reliability of, 278
 - within the organization, 149–153, 168–176, 275
 - see also* Competitor intelligence systems; Databases; Information resource systems; Information resources; Information sources; Journals; Marketing; Patents
- Information strategy of an organization**, 111, 114
- Information systems**
- centralized versus decentralized, 151
 - defined here, 21, 72
 - defined by others, 73, 75
 - and human informant, 73
 - informal, 92
 - knowledge-based, 73
 - mechanistic, 73
 - not just computers, 74
 - organizations as, 92–95, 277–280
 - relation to users, 114, 135, 286
 - security of, 108
 - see also* Information resource systems; Information services; Information technology
- Information systems strategy**, *see* Information strategy
- Information technology**, applications of
- art gallery guide, 217
 - highway toll collection, 225
 - image manipulation, 206
 - paperless storage of documents, 203, 221
 - transport scheduling, 213
 - teleconferencing, 236
 - see also* Examples of innovation
- Information technology**, impacts of
- approach to valuing services, 126
 - creates new information products, 116–121
 - cuts out middle managers, 250, 257
 - effect on employment, 26, 250
 - effect on organizations, 107–115, 238–239, 241, 250, 257–258, 283
 - effects on information services, 280–284
 - effects on project organization, 112–113
 - enables new information products, 88, 301
 - facilitates flexible searching, 287–288
 - induces organizational amnesia, 283
 - measurement of effectiveness, 242, 257
 - needs to match human behavior, 235–242
 - physiological aspects, 239
 - promotes innovation, 74–75, 301
 - psychological aspects, 240
 - role in information systems, 74–75
 - training requirements, 114
 - transforming capability, 74–75, 301
 - users overwhelmed by new products, 252
 - users resist inappropriate I.T., 239

- see also* Computers; Digital environment; Information handling, trends in; Information systems; Personal computers
- Information technology, technicalities of computer hardware and software, 195–218
- definitions, 195
- networking and telecommunications, 219–235
- see also* Computer hardware; Computers; Personal computers; Software
- Information trends, 249–252
- see also* Information handling, trends in
- Infotrends, 249–252
- Innovation,
- adopters of, 65
- definitions, 2–4, 5
- deterrents to, 270
- diffusion (*q.v.*) of, 64
- future information technology environment of, 248–249
- importance to any organization, 265
- importance to firm, 7, 37, 58
- implementation of, 55
- incremental (*q.v.*), 46
- in information services, 298–302
- information services, role in, 273–277, 302–304
- information sources to generate, 147
- as learning, 67
- management of, 47–60, 269
- management more important than technology, 269
- in marketing, 61
- opportunities for, 48–54, 303
- policies, national, 9
- process of, 12–18, 35–67, 271, 303
- promotes profit, 46
- propositions concerning, 268, 278, 281, 284
- requires information, 14–17, 30–31, 48, 273
- research on, 39, 304
- social, 3, 9, 41, 272
- sources for (*q.v.*), 41–47
- special organizations to promote, 184–186
- stages of adoption, 144–145
- strategy, 298–304
- as a system, 38–40
- technological (*q.v.*), 40
- technology, role in, 40, 269
- see also* Examples of innovation; Inputs to innovation; Models of innovation; Signals of change
- Innovators, 4
- character independent of field, 40
- need information, 48, 275
- search for change, 48
- Inputs to innovation, 38, 41–47
- Drucker's signals (*q.v.*), 48–54
- negative, 44
- Inside information, 23
- Institute for Scientific Information, 161, 301
- Intellectual property rights
- of electronic information, 87
- see also* Copyright; Ownership of information; Patents
- Interfaces
- from computer to user, 209–211, 239
- in digital systems, 104
- from information system to user, 73
- see also* User interfaces
- Intermediaries
- information services as, 292–295
- see also* Disintermediation
- Internet, 120–121, 167, 234
- promotes free thinking, 167, 235
- transparency of, 250
- Interoperability, 249, 282
- see also* Transparency of channels
- Intrapreneurship, 63
- Inventions
- distinct from innovation, 3–5
- as input to innovation, 41
- Invisible assets, 90–91, 268
- Invisible college, 155
- ISDN (Integrated Services Digital Networks), 83, 231–232
- I.T., *see* Information technology
- J** —————
- Japan
- fax use in, 222
- firms consider information management essential, 132
- industrial policies of, 141
- journals in, 160
- MITI, 9, 64, 158

- Japan (*continued*)
 patents disputes with USA, 159
 patents engineering, 164
 personal information networks in, 157
- Jones, Barry (Australian politician), 29
- Journals
 copying of, 290
 electronic (*q.v.*), 98
 electronic copies of, 118
 important for manufacturers, 147
 as information sources, 160
- Just-in-time, 61, 105, 120, 282
- K** _____
- King, Donald, on value of information, 132
- Know-how
 personally communicated, 157
 trading of, 62–63, 303
- Knowledge
 distinguished from information, 20–21
 notional, 67
 real, 67
- Knowledge-based information systems, 73
- Kondratiev long waves, 5, 43
- L** _____
- Labor force, 24–25
- LAN (Local Area Networks), 215, 219–222
- Learning
 curve, 45
 as new form of labor, 113, 279
- Less developed countries, *see* Developing countries
- Librarians
 numbers of, 169
 school, 289
- Libraries
 changing role of, 107, 251
 clientele of, 81
 as collections of tools, 293
 cuts to, 133
 differ from archives, 102
 impact within organizations, 169
 marketing of, 130
 within organizations, 169–170
 relation to computing centers, 291
 relation to publishers, 291
 social context of, 266
 special (*q.v.*), 105
see also Library of Congress; National Library of Medicine; State Library of New South Wales
- Library of Congress, 256, 301
- Licensing (of technology), 142
- information service role in, 302
- Life cycle of information production (Levitan), 77
- Linear model of innovation, 8, 13, 42, 269–270
- Literacy, in information use, 294
- Local area networks, *see* LAN
- M** _____
- Mainframe computers, 50, 197
- Management
 analagous to poker game, 59
 of information resources, 248
 of innovation, 47–60, 269
 practice affected by digitization, 107–115
 of projects, 112
see also Information resource management; Managers
- Management information systems, 92, 93, 245–247
 and informal systems, 92
- Managers
 don't like to use terminals, 247
 don't value information services, 132, 170
 of information services, 301
 often ignorant of information, 91
 marketing interest of, 174
 perspectives on innovation, 10–12
 seek "news," 93
 seek opportunities for innovation, 48
 view databases as key service, 165, 170
- Manufacturers, information sources used by, 147, 156, 160
- MARC (bibliographic formats), 256
- Market pull, as source of innovation, 12, 42, 270
- Market research, by information services, 299
- Marketing, 43
 division of organization, 152, 174–175
 of information services, 81, 130
 innovation in, 61
 in innovation process, 60–61, 291

- research, reports of, 276
 - top managers involved in, 174
 - Markets
 - as feedback to innovation, 62–64
 - structural change in, 51
 - Markets for information, 83–86
 - economics of scope in, 90
 - Mass media
 - as information services/resources, 80
 - selectivity of, 80
 - Medium and message, 249
 - see also* Channels; Content
 - MEDLARS information retrieval system, 184
 - MEDLINE database, 184
 - rights to, 88
 - Memory
 - of innovations, 303
 - loss can cause disasters, 280
 - lost by poor record management, 176, 283
 - of organization, 95, 277, 280
 - Message, *see* Content; Information
 - Microelectronics, *see* Information technology
 - Military innovations, 43–44
 - Minicomputers, 197
 - see also* Personal computers
 - Models of innovation, 13–19
 - fusion, 16, 18
 - interactive, 14, 16
 - linear (*q.v.*), 8, 13, 42, 269–270
 - Roberts multistage, 14–15, 272–277
 - science-push, 13
 - systems (*q.v.*), 17, 19, 38–39
 - Mooers law of information retrieval, 28
 - see also* Accessibility
 - Mousetrap (as innovation), 270
 - Multimedia systems, 96, 119, 218
- N** _____
- NASA (National Aeronautics and Space Administration)
 - examples of technology transfer, 179–180
 - as national information resource, 182
 - spinoffs produce economic benefits, 180–181
 - technology transfer by, 176–182
 - Technology Utilization Program, 177–178
 - National information policies, 29
 - National innovation policies, 9
 - National Library of Medicine, 88, 184, 301
 - National Science Foundation (USA),
 - university-industry cooperation in R&D, 186
 - Need to know, as basis for access, 87
 - Networks (of computers), 167, 219–235
 - Internet, 120–121, 167, 234
 - local area (LAN, *q.v.*), 219–222
 - NREN, 167, 234
 - wide area (WAN, *q.v.*), 223–230
 - using public lines, 230–234
 - “New information order” (UNESCO), 30
 - New technology based firms, 63
 - News
 - selection by information service, 295
 - selection by mass media, 80
 - sought by managers, 93, 277–278
 - Newspapers, 161
 - see also* Cuttings services; Mass media
 - Not invented here syndrome, 52
 - NREN (National Research and Education Network), 167, 234
- O** _____
- OCLC (Online Computer Library Center), 86–87, 98, 115, 297, 301
 - OECD (Organization for Economic Cooperation and Development)
 - CADDET information system, 183
 - reviews of innovation policies, 9
 - workforce statistics, 25
 - Office automation, 219–221
 - see also* Information technology, impacts of; Word processing
 - Office Document Architecture (ODA), 98–99
 - Online catalogs
 - client orientation of, 297
 - controversy on ownership of data, 86
 - notable innovation, 301
 - Online searching
 - needs flexible system, 287
 - saves money, 170
 - as service, 177
 - Online services, *see* Databases, online

- Open systems (transferable computer programs), 208, 227
 - Open systems interconnection (OSI, networking standards), 228, 255
 - Open University (U.K.), 59
 - Operating systems (for computers), 206–208
 - MS-DOS, 207
 - multi-tasking, 207
 - multi-user, 207
 - single user, 207
 - UNIX, 208, 210
 - Windows, 210
 - with graphical interface, 210
 - Opportunities for innovation, *see* Signals of change
 - Optical Character Recognition (OCR), 116
 - Organizations
 - adapt to their environments, 65–66
 - changed by I.T., 107–115, 241, 250, 281
 - communication externally, 154, 276
 - communication paths in, 61, 113, 174
 - control of information flow, 241
 - corporate cultures of, 91
 - corporate strategies (*q.v.*) for, 55–60
 - different parts as information resources, 93, 152, 168, 276, 350
 - factors affecting uptake of I.T., 258
 - financial reporting within, 154
 - informal status systems in, 55
 - informal structures in, 94
 - information “islands” within, 150
 - information services within, 134–135
 - as information systems, 91, 92–95, 271–277
 - knowledge held by, 21, 272
 - as learning systems, 279
 - as locus of innovation, 12, 37, 267
 - memory of, 95, 175–176, 277, 280
 - not represented by individuals, 143
 - “organic” structure in, 51
 - power distribution within, 113–115, 242
 - promotion of innovation within, 276
 - records of, 100, 276
 - size of, effect on innovation, 45
 - special, to promote innovation, 184–186
 - structure affects innovation, 45, 51
 - see also* Management; Teams
 - OSI, *see* Open Systems Interconnection
 - Outputs of innovation
 - new products, 38, 60–62
 - see also* Examples of innovation
 - Outsourcing
 - of computer services, 254
 - of information services, 134, 281
 - of market research, 174
 - Overload
 - of information, 28, 124, 283
 - of I.T. products, 252
 - Ownership of information, 86–87
- P** _____
- Packet switching, 223–224
 - Paperless office
 - at American Express, 221
 - at DEC, 203
 - not yet here, 97, 221–222
 - Paperwork Reduction Act, 248
 - Patents
 - databases, 162
 - disputes over, 159
 - as information sources, 162–164
 - Payment by installments (as innovation), 61
 - PC, *see* Personal computers
 - Peers, as information sources
 - external, 155–159
 - internal, 149
 - Penicillin, as innovation, 3
 - Performance indicators, for information services, 133, 181–182
 - Personal computers
 - as catalysts for innovation, 199, 200
 - early history of, 196–197
 - facilitate end-user computing, 253
 - fax card in, 223
 - hardware of, 199–202
 - in LAN, 219
 - input/output for, 204–206, 209
 - mass storage for, 202–204
 - in multimedia systems, 218
 - operating systems (*q.v.*) for, 206–208
 - portable, 202
 - workstations, 220–221, 250
 - Personnel
 - as cultural travellers, 300
 - as source of innovation, 300
 - transfer knowledge, 63, 149
 - Photocopiers, *see* Copying machines

Picture phones, 236
 Pictures, *see* Images
 Poker (card game), analogous to innovation, 59
 Policy (government)
 for information, 29
 for innovation, 9
 for science, 9
 Politicians, impressed by innovation, 8
 Portable computers, 202
 Prices, as information, 22–23
 Printers, for PCs, 205
 Printing, historical effect on society, 96–97
 Privacy
 in digital environment, 117
 legislation, 108
 videophone raises concerns, 237
 Privatization, *see* Government information
 Product life cycle, 10, 45–46, 59
 Product teams, 149, 153
 Productivity
 of firm, 6, 27, 45
 linked to use of information, 287
 of R&D, 132
 Profit, spurs innovation, 46, 290
 enhanced by information resources, 83
 Project champions, 55
 Project Quartet, 108, 117
 Projects, management of, 56
 Protocols, for wide area networks (*q.v.*), 227
 see also Standards
 Public good, information as, 87–90
 Public sector, role in information services, 289
 Publications, as information sources, 160–162
 see also Journals
 Publishing
 affected by information technology, 106
 on CD-ROM (*q.v.*), 119
 on demand, 120
 desk-top (*q.v.*), 98–99
 private, 107
 see also Copyright

R

R&D (research and development), 8, 51
 cooperative between firms, 60

cooperative (government/university/industry), 186
 diffusion of technology from, *see* Technology transfer
 information services have little stake in, 170
 information sources to support, 148, 173
 link to marketing division, 61, 152, 174
 precompetitive, 64, 159
 productivity increases with information, 132
 as source of innovation, 54
 uses computers widely, 256–257
 Records management, 95, 101
 electronic, 176
 importance of, 175–176, 276
 Repackaging of information, 102
 Reports, annual, 154
 Resources, *see* Information resources
 Rothschild, Nathan (financier), 23

S

SAPPHO project, 42
 Scanners, 16, 205–206
 Schools
 as innovation, 51
 innovation in, 271
 Schumpeter, Joseph, 6
 Science-push model, *see* Linear model of innovation
 Scientific and technical information (STI), 183
 Scientific research
 as driver of innovation, 8, 13
 as marketing process, 84, 269
 Scouts, 253
 see also Gatekeepers
 Security, of information systems, 108
 Selection of information, accidental, 29
 Selective dissemination of information, 275, 285
 SEMATECH, cooperative R&D on semiconductors, 187
 Semiconductor industry, 47, 187
 Sentries, 153
 Serendipity
 in innovation process, 141, 271
 in selecting information, 29, 141
 Shipping industry, 50

- Signals of change, 48–54, 273–274
 changes in market structure, 51–52, 274
 demographics, 52, 274
 incongruity, 49–50
 new knowledge, 54, 274
 process need, 53
 public perception, 53
 unexpected, 49
- Size of organization, effect on innovation, 44–45
- Small firms
 difficulties of, 281–282
 may be innovative, 45, 240
 new technology based firms, 63
see also Organizations
- Software
 application, 213–218
 computer languages (*q.v.*), 214
 databases, 215
 desktop publishing (*q.v.*), 214
 graphics-based, 210
 multimedia, 218
 open systems, 208
 operating systems, 206–208
 unbundled, 198
 for word processing (*q.v.*), 214
- Sources, for information, *see also* Information sources
 for general innovation, 41–47
 for innovation in information services, 298–302
see also Inputs to innovation
- Special libraries
 closures of, 105
 surveys of performance, 169–170
- Spinoff (of technology), 176
 benefits of, 180–181
- Spreadsheets (on computer), 216
- SPRINT program
 for technology transfer in Europe, 187
- Staff, *see* Employees
- Standard Generalized Markup Language (SGML), for publishers, 98, 99
- Standards, 254–256
 for computer applications, 218
 for computer communications, 211, 233
 for computer languages, 15
 for digital documents, 98
 for fax, 22
 international organizations, 115, 233, 255
 for library catalogs, 256
 for wide-area networks, 227
see also Protocols
- State Library of New South Wales, 297
- Strategy, *see* Corporate strategy; Information strategy; Innovation; Technology strategy
see also Management; Organization
- Supercomputers, 198
- Suppliers, as sources of innovation, 47, 300
- Sustainable development, requires innovation, 265
- System
 defined, 37
 feedback in, 38
 innovation process as, 38
 organizational perspective, 243
see also Information systems
- Systems analysts, role of, 101
- Systems analysis, 242–245
- Systems model of innovation, 17, 19, 38–41
- T** _____
- Tape, magnetic, as computer storage medium, 202–203
- Tattle-tape systems, for book control in libraries, 127
- Teams, product, 149
see also Organization
- Technological change
 effect on industry structure, 51, 58
 effect on information services, 280–284
 forecasting of, 175
- Technological entropy, 252–254
- Technological innovation, 8, 40
- Technology
 general definition, 194
 may dazzle buyers, 127
 needs to relate to human behavior, 235
 only one part of innovation, 40, 269
 as strategic variable, 193
see also Information technology; Technology strategy
- Technology policy, *see* Technology strategy
- Technology push, as source of innovation, 12, 42
- Technology strategy, of an organization, 57–60, 111, 173

Technology transfer
 benefits evaluated, 180–181
 components of, 142
 as contact sport, 156
 examples of, 179–180
 mechanisms for, 148
 by NASA, 176–182
see also Diffusion of innovations; Information resource systems; Spinoff

Technopoly, 123

Technostress, 239

Telecommunications
 fax, 222–223
 GOSIP, 208, 255–256
 open systems interconnection, 228, 255
 standards for, 233
 for wide-area networks, 228–235
see also Networks

Teleconferencing, 236–238
see also Conferences

Telephones
 transparent channels to user, 249, 282
 universal use of, 237
 videophones, 236

Trabant automobile, 11

Trade journals, 160

Trade secrets, 88
see also Know-how

Training
 importance of, 114, 241, 258
 interactive systems for, 249
 by resident expert, 241

Transparency of channels, 76, 250

Trends, *see* Information handling, trends in

U _____

UNESCO
 attempts “new information order,” 30
 promotes standards, 255

UNIX (operating system), 208
 in local networks, 220

User interfaces (of computers), 209–211, 239

User studies, 31, 81, 117, 131–134, 161
 propositions derived from, 284–286

Users
 data on, 117
 of digital information systems, 114

focus groups of, 296
 judge value of information, (*q.v.*) 135
 power of, 114
 seek control of systems, 286
 as sources of innovation, 54
 stressed by poor information technology, 239

V _____

Value of information, 121–135
 approached through context, 126–128
 approached through technology, 126, 128
 approached through user, 125, 126, 129
 demonstrations of, 131–135
 depends on circumstances, 121
 depends on context, 125
 King’s evaluations, 131–132
 managers’ uncertainty about, 132

Value-adding, by information services, 129–131

Value chain, 53

Videophones, 236

Voice mail, 225–226

W _____

WAN (Wide Area Networks), 223–230
 data sharing on, 224
 file transfer on, 224
 log-in, 225
 media for, 228
 performance (speed) of, 226
 protocols for, 227
 voice mail on, 224

War
 as driver of innovation, 8, 9, 43–44

Wide-area networks, *see* WAN
see also Networks

Wire services (for news), 80

Word processing (WP)
 digitizes information, 116
 Relation to DTP, 98–99
 software for, 214

Work groups, 240

Workforce, proportion in information, 24–25, 28

Workstations, 220–221, 250
see also Personal computers