

INFORMATION TO HIGH-TECH INDUSTRY IN OTANIEMI SCIENCE PARK

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This paper will examine the various types of information media requested from the Helsinki University of Technology Library by a number of small high technology enterprises during the period of 1987-1989. The study is based on the data collected on the special project offering intensified information service by the Helsinki University of Technology Library to industrial firms in the Otaniemi Science Park. The goal of the project was, in addition to fact finding, to train users in small enterprises in efficient utilization of available information sources. During the two year duration of the project all library services have been offered free of charge to the participating enterprises, but from the beginning of 1989 the services will become chargeable. The types of information these high-tech enterprises have requested will be discussed, as well as the retrieval of this information. Also the costs of both online searching and document delivery will be examined. Evaluation and comparison will be made between a fee-based and a non-fee-based information service in order to see whether this affects the patterns of behaviour of the participating enterprises.