

NEWSLETTER FROM STN

Introducing the winners of the 2004 FreePint award for Best Customer Service

At the risk of repeating ourselves, we are proud to introduce the STN Agency UK/Ireland team who won this accolade at the end of last year.

The award was presented to the agency staff (l to r: Maddy Marley, Jan Davies and Ann Ennis) by Loyd Grossman OBE (right) at the International Information Industry Awards Dinner in London on 1 December 2004 with William Hann (Managing Editor, FreePint, left) looking on.

Many of you will already have met us, but those that haven't may be interested to see the faces behind the voices at the STN Helpdesk. If you haven't used the Helpdesk this may be because you don't have any problems. However, we don't provide this service just to solve problems, we are always pleased to hear comments and suggestions for STN features and products.

Updates and training opportunities:

STN International is committed to providing a world-renowned online search service second to none. To this end, it is a developing system, with regular updates to databases and software products. Do you already subscribe to the electronic newsletter STNewslines to keep up to date with developments? This is available from http://www.stn-international.de/self_service/fsa.html#. We do not intend to repeat information here, but plan to draw your attention to items of local interest.

For example, your local agency offers a number of public training courses, and can arrange tailored training either at our Cambridge offices or at your own site. See http://www.rsc.org/is/stn/stn_tr.htm for full details, including workshop descriptions.

There's still time to register for the following:

<u>April</u>	<u>Venue</u>
12 th – Citation searching	London
13 th – Tracking Generics	London
13 th – Inpadoc family and legal status searching	London
<u>May</u>	
11 th – Report & Analysis Tools in Express v 7.01	Manchester
12 th – STN Basics Next Steps	Cambridge
17 th – STN Basics	Cambridge
18 th – Advance substance & subject searching in Chemical Abstracts	Cambridge
<u>June</u>	
7 th – STN Basics	Cambridge
8 th – Basics for Chemists	Cambridge
9 th – Structure searching	Cambridge
21 st – Biomedical searching	Cambridge
22 nd – Patent searching	Cambridge

New FIZ e-Seminars

Web-based seminars that bring professional training to your desktop

FIZ e-Seminars are live and interactive, and asking questions of the presenters is positively encouraged! You can participate in the e-Seminar training individually at your desktop computer, or with colleagues in a meeting room, thus bringing the expert skills of the presenters right to your own office.

The schedule for e-seminars in English during April and May is as follows:

Pharmaceutical Substances April 14, 2005 14.00 pm (BST)

INPADOC - Family SDI April 21, 2005 14.00 pm (BST)

Introduction to Biosequences on STN April 26, 2005 14.00 pm (BST)

Searching Patent Fulltext Files on STN May 03, 2005 14.00 pm (BST)

Descriptions of each seminar content can be found at:

http://www.stn-international.de/training_center/e_sem/e_desc.html#ps

This also where you go to register for a seminar.

Some of you may already be familiar with CAS e-seminars. The format will be similar, but these European-held seminars will be at a much more convenient time for us, and in addition there will shortly be a local phone number to call. Thus this service offers you a very cost-effective and time-saving way of learning, for the investment of just one hour of your time at an e-seminar. Register now, and please give us your feedback after the event.

STN User Meetings: London 6 July and Manchester 7 July

Ever felt a bit isolated? Wonder what other online searchers are doing? Then come and meet some, and some STN staff at the same time! The User Days take an informal format, during which several speakers, including colleagues representing the STN partners, present updates on files and features. There is also the option to ask us in advance to run through a search technique online. Perhaps you've discovered something you'd like to share with the STN User community? Then your input would be most welcome. Please contact us in confidence to discuss details in advance of the User Days.

Contact us:

If this newsletter inspires you to get in touch, remember that you can contact us in one of several ways:

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Visit STN Agency UK at www.rsc.org/stn Visit STN at www.stn-international.de/

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Science Park, Milton Road, Cambridge CB4 0WF**

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