

## ΕΠΕΑΕΚ Ι – Πακέτο εργασίας 4 : Εκπαίδευση –Επιμόρφωση

### Επιτροπή οργάνωσης εκπαίδευσης-επιμόρφωσης προσωπικού

Πρόεδρος: Χρυσή Κεραμέως- Φόρογλου, Καθηγήτρια Ιατρικής

Μέλη:

Κλωντίνη Ξενίδου - Δέρβου, Βιβλιοθηκονόμος Φυσικής & Πληροφορικής

Μαρία Μπρούμα, Βιβλιοθηκονόμος Χημείας

Δέσποινα Παπαδάκη, Βιβλιοθηκονόμος Φυσικής & Πληροφορικής

Ασπασία Τόγια, Βιβλιοθηκονόμος Γεωπονίας

### Patras Spring Course on the Digital Library

Πανεπιστήμιο Πάτρας, Μάιος 1998.

In cooperation with the Library and Information Service of the University of Patras, a course on the digital library was organised by Ticer from 10-15 May 1998. The one-week course took place at the University of Patras, Greece.

<b>Patras Spring Course on the Digital Library.....</b>	<b>1</b>
<b>Programme .....</b>	<b>2</b>
Sunday, 10 May: welcome .....	2
Monday morning, 11 May: introduction on the digital library .....	2
Monday afternoon, 11 May: strategic planning .....	3
Tuesday morning, 12 May: digital content .....	3
Tuesday afternoon, 12 May: digital content (continued) .....	4
Wednesday morning, 13 May: information technology, Internet and World Wide Web .....	5
Wednesday afternoon, 13 May: information technology, Internet and World Wide Web (continued) .....	6
Thursday morning, 14 May: the environment of the digital library .....	6
Thursday afternoon, 14 May: staff issues.....	7
Friday morning, 15 May: project management and financing .....	8
Friday afternoon, 15 May: what to do back home .....	8
<b>Lecturers.....</b>	<b>9</b>
<b>Participants (last updated 9 July 1998) .....</b>	<b>11</b>
<b>Evaluation (last updated 9 July 1998) .....</b>	<b>12</b>

## Programme

### Sunday, 10 May: welcome

- afternoon      Arrival of participants in Patras
- 21.00 hrs      Welcome dinner at restaurant "Mesogeios" (*Kastellokampos, Rion*)

### Monday morning, 11 May: introduction on the digital library

- 09.00 hrs      Welcome and practical announcements (*H/M 003*)**  
**dr. Catherine Synellis**  
Director of Library Services, University of Patras, GR
- 09.10 hrs      A bird's eye view of the programme (*H/M 003*)**  
**Jola G.B. Prinsen**  
Deputy director, Ticer B.V., NL
- 09.30 hrs      The users and the future role of libraries in the information age (*H/M 003*)**  
the traditional function of libraries  
the changing role  
the relationship between libraries and publishers  
serving the user  
the added value of libraries  
a publishing role for libraries  
**Prof. John S. Mackenzie Owen**  
Senior consultant, Ticer B.V., NL
- 10.45 hrs      Coffee/tea**
- 11.00 hrs      Developing a digital library : the Tilburg experience (*H/M 003*)**  
example of a digital university library  
current situation  
services  
strategy for the next few years  
demonstration  
**Hans Geleijnse**  
Librarian, Tilburg University, Library, NL  
**Jola G.B. Prinsen**  
Deputy director, Ticer B.V., NL
- 11.45 hrs      Coffee/tea**

**12.00 hrs**     **Workshop: the Greek situation** (*H/M 003, B/M 005, B/M 065*)  
own situation  
bottlenecks  
strengths  
state of the technology  
**Prof. John S. Mackenzie Owen**  
Senior consultant, Ticer B.V., NL

**13.00 hrs**     **Lunch** (*University Campus main restaurant*)

### **Monday afternoon, 11 May: strategic planning**

**14.30 hrs**     **Strategic planning for libraries** (*H/M 003*)  
the necessity of a strategic plan  
methods and techniques  
**Hans Geleijnse**  
Librarian, Tilburg University, Library, NL

**15.30 hrs**     **Strategic plans: case studies** (*H/M 003*)  
**Hans Geleijnse**  
Librarian, Tilburg University, Library, NL

**16.15 hrs**     **Coffee/tea**

**16.30 hrs**     **Workshop: strategic planning and wrap-up** (*H/M 003, B/M 005, B/M 065*)  
making a SWOT analysis of a case study  
**Prof. John S. Mackenzie Owen**  
Senior consultant, Ticer B.V., NL

**17.30 hrs**     **End of sessions**

### **Tuesday morning, 12 May: digital content**

**09.00 hrs**     **New distribution models in the information chain** (*H/M 003*)  
changing position of players in the information chain  
authors, subscription agents, publishers, etc.  
new players  
**Prof. John S. Mackenzie Owen**  
Senior consultant, Ticer B.V., NL

**10.00 hrs**     **Coffee/tea**

**10.15 hrs**     **Elsevier Science as the content and service provider in both print and electronic environments** (*H/M 003*)  
the position of Elsevier Science within the global science publishing industry

online technology  
electronic publishing  
benefits of using scientific information electronically  
towards a more informed future

**Paul Snijders**

Account manager, Elsevier Science BV, NL

**11.15 hrs      Coffee/tea**

**11.30 hrs      Researchers as providers of digital content (H/M 003)**

the process of scientific communication

peer review

example initiatives like Psycholoquy and the Physics Eprint Archive

the role of the library

**Prof. John S. Mackenzie Owen**

Senior consultant, Ticer B.V., NL

**12.15 hrs      Workshop: opportunities and threats of digital products (H/M 003, B/M 005, B/M 065)**

**Prof. John S. Mackenzie Owen**

Senior consultant, Ticer B.V., NL

**13.00 hrs      Lunch (University Campus main restaurant)**

**14.15 hrs      A group photo will be taken**

## **Tuesday afternoon, 12 May: digital content (continued)**

**14.30 hrs      Subscription agents: the electronic intermediaries (H/M 003)**

serials software and online connection

current awareness and electronic tables of contents

CD-ROMs and databases

journal consolidation

electronic data interchange

electronic journals

future services?

**Diogenes Kalogerides**

Sales manager, Swets & Zeitlinger, NL

**15.30 hrs      Coffee/tea**

**15.45 hrs      Copyright and licensing (H/M 003)**

what is copyright

which library activities can cause copyright infringements

licenses

negotiating with publishers

**Hans Geleijnse**

Librarian, Tilburg University, Library, NL

**16.45 hrs**      **Wrap-up session** (*H/M 003*)  
**Hans Geleijnse**  
Librarian, Tilburg University, Library, NL

**17.30 hrs**      **End of sessions**

### **Wednesday morning, 13 May: information technology, Internet and World Wide Web**

**9.00 hrs**      **Relevant IT developments** (*H/M 003*)  
state of the art in networking  
client/server architecture  
relevant standards  
homogeneous infrastructure  
**Teun Nijssen**  
Senior project manager, Tilburg University, Computer Centre, NL

**10.05 hrs**      **Encoding formats for electronic documents** (*H/M 003*)  
terminology  
technology  
text encoding formats  
image encoding formats  
HTML, PDF, SGML  
**Teun Nijssen**  
Senior project manager, Tilburg University, Computer Centre, NL

**10.55 hrs**      **Coffee/tea**

**11.10 hrs**      **The Internet and intranets: a technical introduction** (*H/M 003*)  
Internet and intranet  
technical background  
terminology  
WWW  
Java  
**Teun Nijssen**  
Senior project manager, Tilburg University, Computer Centre, NL

**11.55 hrs**      **Coffee/tea**

**12.10 hrs**      **Storage and document servers** (*H/M 003*)  
document servers  
reference and image databases  
storage methods  
examples: Science Server, Decomate  
**Teun Nijssen**

Senior project manager, Tilburg University, Computer Centre, NL

**13.00 hrs**      **Lunch** (*University Campus main restaurant*)

**Wednesday afternoon, 13 May: information technology, Internet and World Wide Web (continued)**

**14.30 hrs**      **Integrating CD-ROMs in the digital library** (*H/M 003*)  
recent innovations in CD-ROM networking  
traditional CD-ROM software  
client/server based CD-ROM solutions  
integrated WWW-based access to the hybrid information environment  
**Herbert Van de Sompel**  
Head of library automation, University of Ghent, Central library, BE  
**Teun Nijssen**  
Senior project manager, Tilburg University, Computer Centre, NL

**15.15 hrs**      **Coffee/tea**

**15.30 hrs**      **Professional communication via your library Web site: an overview of the literature** (*H/M 003*)  
contents and presentation of information  
menu structures  
layout of a WWW-site  
ten rules to which a home page should conform  
organisational aspects of a WWW-site  
**Jola G.B. Prinsen**  
Deputy director, Ticer B.V., NL

**16.15 hrs**      **Workshop: developing your own vision and goals** (*H/M 003, B/M 005, B/M 065*)  
SWOT analysis of your own situation  
where do I want my library to go, considering the things I learned until now?  
**Hans Geleijnse**  
Librarian, Tilburg University, Library, NL  
**Jola G.B. Prinsen**  
Deputy director, Ticer B.V., NL

**17.30 hrs**      **End of sessions**

**Thursday morning, 14 May: the environment of the digital library**

**9.00 hrs**      **Libraries and their changing role...** (*H/M 003*)  
libraries in the context of their parent institution  
changes to organisational structure, jobs and buildings

case studies and best practice

**John Akeroyd**

Director of Learning and Information Services, South Bank University, UK

**10.00 hrs**     **Coffee/tea**

**10.15 hrs**     **Libraries and computer centres (H/M 003)**

the importance of cooperation

cooperation or integration

the Tilburg University case study

the South Bank University case study

**Solke H.J. Veling**

Director, Tilburg University, Computer Centre, NL

**John Akeroyd**

Director of Learning and Information Services, South Bank University, UK

**11.15 hrs**     **Coffee/tea**

**11.30 hrs**     **Library buildings in the digital age (H/M 003)**

architecture and layout

the case of the Tilburg University library

the case of the South Bank University LRC

**John Akeroyd**

Director of Learning and Information Services, South Bank University, UK

**Hans Geleijnse**

Librarian, Tilburg University, Library, NL

**12.30 hrs**     **Discussion (H/M 003)**

**John Akeroyd**

Director of Learning and Information Services, South Bank University, UK

**Hans Geleijnse**

Librarian, Tilburg University, Library, NL

**13.00 hrs**     **Lunch (University Campus main restaurant)**

#### **Thursday afternoon, 14 May: staff issues**

**14.30 hrs**     **Human Resource Management in the digital library (H/M 003)**

human resource management

organisational change

staff training

shifts in staff composition

lessons learned

**Hans Geleijnse**

Librarian, Tilburg University, Library, NL

**John Akeroyd**

Director of Learning and Information Services, South Bank University, UK

- 15.45 hrs**      **Coffee/tea**
- 16.00 hrs**      **Workshop: organisational problems** (*H/M 003, B/M 005, B/M 065*)  
**Solke H.J. Veling**  
 Director, Tilburg University, Computer Centre, NL
- 17.30 hrs**      **End of sessions**

### Friday morning, 15 May: project management and financing

- 9.00 hrs**      **Organising library innovation projects** (*H/M 003*)  
 setting up innovation projects  
 project management  
**Solke H.J. Veling**  
 Director, Tilburg University, Computer Centre, NL
- 10.00 hrs**      **Coffee/tea**
- 10.15 hrs**      **Financing innovation** (*H/M 003*)  
 funding innovation projects  
 costs of innovation  
 the costs of an infrastructure  
 minimizing costs  
**Solke H.J. Veling**  
 Director, Tilburg University, Computer Centre, NL
- 11.15 hrs**      **Coffee/tea**
- 11.30 hrs**      **Workshop: visions, goals, and plans of participants** (*H/M 003, B/M 005, B/M 065*)  
**Solke H.J. Veling**  
 Director, Tilburg University, Computer Centre, NL  
**Hans Geleijnse**  
 Librarian, Tilburg University, Library, NL  
**Jola G.B. Prinsen**  
 Deputy director, Ticer B.V., NL
- 13.00 hrs**      **Lunch** (*University Campus main restaurant*)

### Friday afternoon, 15 May: what to do back home

- 14.30 hrs**      **Follow-up: what to do back home** (*H/M 003*)  
 how can you realise ideas in your own organisation?



how to inform your management and colleagues?

**Jola G.B. Prinsen**

Deputy director, Ticer B.V., NL

**15.00 hrs**

**Ticer B.V. (H/M 003)**

what can Ticer do for you back home?

**Solke H.J. Veling**

Director, Tilburg University, Computer Centre, NL

## Lecturers

The lecturers involved in the course are experts in their fields (library, strategy and information technology). Based on their daily experiences, they will give you practical firsthand information. During their lectures all the aspects that play a role in library digitalization or automation will be approached from a variety of angles.

The lecturers include:

- **Mr. John Akeroyd**, Director of Learning and Information, South Bank University, United Kingdom  
John Akeroyd is Director of Learning & Information Services at South Bank University and also Director of LITC, a research and evaluation centre for the application of IT in libraries and learning centres. His role at SBU includes the management of libraries, IT centres, publishing, media and web services. John has published over 100 papers, almost all on aspects of library technology and has directed a number of national and international research projects. Current interests include NewsAgent, a 'push' technology, Web based services for information specialists, on demand publishing and management systems for the digital library.
- **Mr. Hans Geleijnse**, Librarian, Tilburg University, Library, Netherlands  
Hans Geleijnse (1947) graduated in Dutch Law from the Nijmegen University in 1972. He attended several courses and seminars on journalism, personnel management and academic librarianship. In 1972 he became secretary of the University Council at Tilburg University and in 1983 he was appointed deputy librarian at the Tilburg University Library, combining this job with the chairmanship of the University Council for three years. Since 1989 he has worked as university librarian. Currently he holds the chair of the Programme Management Digital Library Tilburg University. He is a member of the Steering Group of Dutch Innovation Projects SURF, of the Bibliotheksausschuss der Deutschen Forschungsgemeinschaft and of the Board of Ticer. He was and is involved in various European project (Telephassa, Elise I, Elise II, Decomate I, T-ECUP). Currently he is the programme director of the EC funded project Decomate II.
- **Mr. Diogenes Kalogerides**, Sales Manager for Greece and Cyprus, Swets Subscription Service, Netherlands  
Diogenes Kalogeridis (1964) graduated in Greek Law in 1987 from the Aristotle University of Thessaloniki. He continued his studies in International Law and Law of

International Organizations at the European Institute of the University of Amsterdam. Since 1995 he has been working as a Sales Manager at Swets & Zeitlinger for the Subscription Service and covers Greece and Cyprus. He attended several language and computer courses.

- **Mr. John S. Mackenzie Owen**, Senior consultant, Ticer, Netherlands  
John Mackenzie Owen works as a senior consultant for Ticer B.V. During his career, he has worked for academic institutions and in the commercial information industry. In addition to numerous consultancy and project management assignments, he has been senior consultant for NBBI and director of the R&D company of Cap Gemini Innovation in the Netherlands, responsible for product innovation and R&D projects. He has published several well-known studies on innovation in the information chain, information policy and information science. He has conducted strategic studies for the Dutch government, library organizations and major international companies. He is also actively involved in programme development, project evaluation and research activities for the European Commission.
- **Mr. Teun Nijssen**, Senior project manager, Tilburg University, Computer centre, Netherlands  
Teun Nijssen (1952) holds a degree in Informatics from the Institute for Higher Professional Education, Eindhoven, the Netherlands. He has been employed at the Tilburg University Computer Centre since 1978, first as a (Systems) Programmer and a Pioneer Datacommunications, and later, for ten years, as Head of the Configurations Management Department. Since 1992 he has been working as a Senior Project Manager at the Tilburg University Computer Centre. Recent project experiences include EC Project Elise (1993-1995); EC Project Decomate (1995-1996); Prototype Electronic Helpdesk Tilburg University (1995-1996); library and infrastructure projects in Heredia and Sochaguve. He is a kernel member of SURFnet CERT-NL and participates in several SURFnet projects on encryption and multimedia.
- **Mrs Jola G.B. Prinsen**, Manager, Ticer, Netherlands  
Jola G.B. Prinsen finished the library school in 1985. She started working with Excerpta Informatica (the computer science documentation centre at Tilburg University Library) as a documentalist. Since then she has had jobs in the Tilburg University library as head of Excerpta Informatica, and as head of the fee-based information services. In December 1997 she became responsible for the library's public relations and its Web site. Since October 1995, she has also worked with Ticer B.V. At Ticer Jola is responsible for marketing, account management and the organisation of the Summer School. Jola attended several computer and marketing courses as well as a course on Academic Library Management.
- **Mr. Paul Snijders**, Account Manager, Elsevier Science, Regional Sales Office (RSO) Europe, Netherlands  
Paul Snijders (1947) has been a sales executive and account manager at Elsevier Science in Amsterdam with a working experience of 13 years. He is covering different markets throughout the European continent including the complete Eastern Block. He established a business experience of 8 years within the markets of China, Hong Kong and Vietnam. In an earlier profession, he was the head of import & export of Slavic antiquarian and rare literature at the antiquarian bookseller

Martinus Nijhoff in The Hague for 6 years. Mr Snijders completed his academic studies in Slavic Languages & Literature at Amsterdam University and Mass Communication & Science of the Press at Utrecht University.

- **Mr. Solke H.J. Veling**, Director, Tilburg University, Computer centre, Netherlands  
Solke Veling (1947) combines a position as director of the Computer Centre of Tilburg University with that of general manager of Ticer B.V. He graduated in Mathematics at Nijmegen University in 1976. For ten years he was statistician at the Medical Faculty in Nijmegen, followed by two years as head of the Scientific Applications Department of the Erasmus Computing Centre at Erasmus University Rotterdam. Since 1986 he has been director of the Tilburg University Computer Centre and since 1995 general manager of Ticer. He holds the chair in several boards and committees at Tilburg University, in The Netherlands and Europe.

## Participants (last updated 9 July 1998)

This is the final list of participants.

### **Aetopouleion Cultural Centre Library**

Ms Angeliki Fournari, Librarian, Halandri Athens

### **Aristotle University of Thessaloniki**

Ms Despina Aretaki, Librarian, E.U. Framework Programme, Thessaloniki

Mr Christos Barbas, Librarian, Library, Thessaloniki

Ms Eleni Giannitsiou, Librarian, School of Law/Library, Thessaloniki

Ms Georgia Leivana, Librarian, Department of Art History and Archaeology, Thessaloniki

Mr Stergios Mintzaridis, Librarian, Department of Geology/Library, Thessaloniki

Ms Despina Papadaki, Librarian, Departments of Physics and Informatics / Library, Thessaloniki

Mr Pavlos Polanagnostakis, Director, Chemical Engineering Library, Thessaloniki

Ms Maria Sakellariou, Librarian, Literature, Thessaloniki

Mr Christos Spanougakis, Network Manager, Thessaloniki

Ms Fotini Stavrou, Librarian, Department of English Literature, Thessaloniki

Ms Evagelia Tseva, Librarian, General Departm. of Physics and Mathematics, Thessaloniki

Ms Claudine Xenidou-Dervou, Head of the Library, Departments of Physics and Informatics, Thessaloniki

### **Athens College**

Ms Anastasia Tsihla, Librarian, Library, Psyciko

### **Chemical Process Engineering Research Institute**

Ms Zina Kiparissidi, Head of the Library, Library & Information, Thessaloniki

### **Foundation of Mediterranean Studies**

Ms Barbara Kanna, Librarian, Athens

### **Foundation of Research and Technology**

Ms Maria Vargiakaki, Heraklio

### **Harokopeio University**

Ms Ifigenia Vardakosta, Librarian, Kallithea

### **Knowledge S.A.**

Mr Haralampos Pelekis, Computer Engineer, Patras

### **National Technical University of Athens**

Ms Eleni Adamantidou, Librarian, Zographou Athens

Ms Maria Ekonomou, Librarian, Zographou Athens

Ms Vasiliki Karapataki, Librarian, Zographou Athens

Ms Eleni Mylona, Librarian, Athens

**Protogenea Informatics Ltd.**  
Mr Manos Dimitriadis, Managing Director, Athens

**Technical Chamber of Greece**  
Ms Katerina Toraki, Information Specialist, Documentation & Information  
Department, Athens

**Technical Educational Institution of Athens**  
Ms Eleni Mastrogeorgiou, Student, Department of Librarianship, Anthousa Athens  
Ms Marina Tsafou, Professor, Department of Librarianship, Anthousa Athens

**Technical Educational Institution of Heraklio**  
Ms Maria Hetzaki, Librarian, Central Library, Heraklio  
Ms Katerina Voutiraki, Librarian, Heraklio

**Technical Educational Institution of Kozani**  
Mr Athanasios Tozios, Library Director, Library, Koila Kozani

**Technical Educational Institution of Serres**  
Ms Lila Theodoridou, Assistant Professor, Serres

**Technical Educational Institution of Thessaloniki**  
Ms Mary Vlahou-Halkiopoulou, Professor, Department of Librarianship, Thessaloniki

**University of Athens**  
Ms Argiro Frantzi, Librarian, Department of Classic Literature, Zographou  
Ms Ourania Karipidou, Librarian, Philosophy School, Zographou

**University of Crete**  
Ms Panagiota Apostolaki, Librarian, Department of Physics & Biology, Heraklio  
Ms Sevasti Boulala, Librarian, Library, Rethimno Crete  
Ms Kalli Karadaki, Librarian, Rethimno  
Mr Emmanouil Koukourakis, System Librarian, Rethimno Crete  
Mr Grigoris Tzanodaskalakis, System Librarian, Heraklio Crete

**University of Macedonia**  
Ms Kiriaki Balta, Librarian, Thessaloniki  
Ms Panagiota Patragou, Librarian, Thessaloniki

**University of Patras**  
Ms Marina Korfiati, Reference & User Support, Library & Information Service, Patras  
Ms Dimitra Panagopoulou, Reference Librarian, Library & Information Service, Patras  
Ms Eleni Sakkoula, Reference Librarian, Library & Information Service, Patras  
Mr Georgia Vasiliou, Assistant Librarian, Library & Information Service, Patras

**University of Pireus**  
Ms Magdalini Hanopoulou, Librarian, Pireus

## Evaluation (last updated 9 July 1998)

The spring course had 45 participants. At the end of the course, everyone received a questionnaire. 32 questionnaires were returned. Participants spent a considerable amount of time on the evaluation; a lot of suggestions and comments were given, which were all very valuable for Ticer.

## Overall impression

The Patras Spring Course on the Digital Library was a success! 29 out of 32 participants indicated they would recommend the course to colleagues in the field (90 %), the other 3

participants did not fill out this question. 27 people said the summer school was worth its money, 4 had no opinion on this.

### **General remarks**

"All the speakers were very friendly and eager to discuss our problems. The seminar was stimulating and INSPIRING and hopefully of practical profit..."

"I am satisfied with the whole course and with each one of you as a lecturer too. This is not necessarily just a 'compliment', but I really appreciate this course as an important experience for me as a person and as a librarian. I would hope, though, that this 'meeting' will not stop here; would like to consider it as a start for further future meetings/cooperation ..."

"It was a very interesting and constructive course. I was impressed by the whole content & appearance."

"All lectures were interesting"

### **Programme**

People could discover the structure in the programme (28 participants agreed). When asked if the programme was overfull 20 people agreed, 5 disagreed and 6 had no opinion.

### **Contents and presentation of the lectures**

In the evaluation we stimulated participants to discern between the contents and the presentation of a lecture. Although some participants managed to treat contents and presentation as separate issues, the following listing shows that they sometimes are very hard to separate. For privacy reasons, we don't give the names of the lecturers, but the number of their lecture. The numbers correspond with the numbers in the course syllabus. The contents of the following two lectures was rated as the most interesting:

Lecture number	Comments
3.1	very important, crucial topic
1.1	comprehensive introduction

Presentation 5.1 was rated as too commercial.

The presentation of the following lecturers was rated as the best:

Lecture number	Comments
1.1, 4.1, and 6.1	a real "lecturer", very gifted, his enthusiasm is transferred to us
2.1, 3.1, 8.1, and 18.1	analytical and well-structured

Over 10 people indicated that none of the presentations were bad. The lecturer of presentation 5.1 was rated as too commercial and not objective.

The thing that we can learn from the ratings of all lectures is that participants want practical lectures: more cases, more practical experience.

#### **Workshops, group work and discussion sessions**

It is clear that people like these interactive sessions. It helps them to reflect on what they've learnt and to process the information. 16 participants thought we should have more opportunity for discussion. Overall, 84% to 97% of the participants rated workshops as good or even extremely good. The last workshop (on Friday morning) was rated extremely good/good by only 65% of the participants, probably because by that time everyone was exhausted and thinking about going home again!

#### **Lecture room**

31% of the participants thought the lecture room was very good, 56% thought it was good. The rest was neutral.

#### **Organiser's attitude**

84% of the participants indicated that the organiser's attitude was very good; 13% thought it was good.

#### **Materials, notes**

78% of the participants evaluated the syllabus and other lecture material 'very good'; 22% rated it as 'good'.