PATENT INFORMATION AND DEVELOPMENT

Document prepared by the WIPO Secretariat

INTRODUCTION

1. Patent documents contain descriptions of scientific and technical concepts as well as practical details of processes and apparatus. Before the full technological value of patent documents can be appreciated, it is necessary to understand why patent documents are published and the role they play in the economic and technical development of a country. Patent documents possess both a legal and a technical significance that is not easy to differentiate. It is thus essential to understand the basic concepts of the patent system in order to fully discuss the technological impact patent documents make.

INVENTION AND PATENT

2. An "invention" may be described as a new solution to a technical problem. The problem may be old or new. But the solution, in order to merit the name of invention, must be a new one, that is, one which has never been thought of before or at least, if thought of by someone, not published by him so that it became accessible to others.

3. The problem must be a "technical" one. The word "technical" has different meanings, depending on the context in which it is used. In connection with inventions, "technical" implies that the invention must be usable in practice, in industry, and that it cannot consist of the mere recognition of a law of nature (such recognition is called a scientific discovery and not a technological invention).

4. An invention—because it is usable in industry—is economically valuable. It enables industry to make new products, or make products more economical (faster, more cheaply), or to improve existing products (by making them more precise, yielding better or faster results when they are used).

5. Inventions are rarely the result of an accidental or an instantaneous stroke of genius. They are usually the result of long, hard thinking and experimentation with the precise aim and hope of arriving at a new solution amounting to an invention. In other words, inventions are usually the result of methodical research.

6. It is not only just but it is also necessary, in order to encourage the investment required for research, that an invention, once made, should be allowed to be used at least for a limited time only by the person who made it (the inventor) or by the enterprise for which it was made (the employer of the inventor). Such exclusivity of use of the invention, for a limited period of time (maximum 20 years, generally speaking), is assured to the inventor (or to his

employer) by law, namely the patent law, but only in the country or territory subject to the law. In return for the grant of a patent, the inventor places the technological information surrounding his invention in the public domain. This is achieved by the industrial property office publishing a patent document.

7. An extremely important aspect, in particular for the users of patent information in developing countries, is the fact that any invention which is not protected in a given country, is considered as being in the public domain in that country. In other words, that invention could be used in the said country for its own technology development without the risk of infringement.

NUMBER OF PATENT APPLICATIONS AND GRANTS

8. According to recent statistics, the number of patent applications which are held in the world each year is well over two million. Those applications result in the granting of more than half a million patents. The number of inventions which are covered by those patent applications and grants is much smaller since each invention gives rise to an average of two to three patent applications in different countries. The number of patent documents published each year, both applications and granted patents, is over two million, in many different languages. Below, statistics are given for the major patenting countries.

Patents	Grants	Applications
Unites States of America	157,496	331,773
Japan	125,880	486,204
Germany	41,585	262,550
France	36,404	160,178
Republic of Korea	34,956	172,184
United Kingdom	33,756	233,223
Italy	19,652	140,915
Russian Federation	17,592	89,429
Netherlands	17,052	144,341
Spain	15,809	202,439
Australia	13,916	80,721
Sweden	13,812	204,173
China	13,356	122,306
Switzerland	12,258	201,571
Canada	12,125	85,926
Belgium	12,122	141,766
Austria	11,266	201,030
Denmark	8,484	200,652
Portugal	6,354	198,700
Greece	6,059	140,540
Ireland	5,916	140,540
Luxembourg	5,901	198,631
Ukraine	5,772	65,917
Mexico	5,527	66,916
Sub-Totals	633,030	4,272,604

9. The above figures are based on WIPO Statistics for 2000. Where a country is a party to an international or regional arrangement, e.g. the PCT or the EPO, the figures include all

international or regional applications in which that country was designated. The sub-total of granted patents given above for 24 countries represents over 94% of the total patents granted by 117 countries and organizations in 2000 (patents granted by the European Patent Office, ARIPO and the Eurasian Patent Organization are not included in the total).

10. There are no exact statistics on the number of patent documents published so far from the beginning of the time when patents were first published. They can, however, be estimated at over 40 million. Normally, only the recent ones are of practical importance for those searching technological information; the older ones are frequently only of historical interest, but maybe also considered as possible sources of ideas which could now be implemented, that means possible sources of business opportunities. Nevertheless, access to the older ones is an absolute necessity for any Industrial Property Office whose law requires it to pass a judgement on the question of whether a given patent application related to an invention is, objectively, new, since such a judgement requires looking at all the existing patent documents likely to disclose a similar invention.

11. By observing these figures the case for the computerization of industrial property offices seems to be evident.

ADVANTAGES OF PATENT DOCUMENTS AS A SOURCE OF INFORMATION FOR TECHNOLOGY ASSESSMENT

12. For technology assessment, patent documents generally convey the most recent information. This is because applicants are in a hurry; usually the applicant who was the first to apply among several persons applying for a similar invention will be granted the patent, whereas the applications of the others will be denied; furthermore, only with a patent in his hand does an inventor have the maximum legal means at his disposal for contesting the use of his invention by others against his will; finally, an inventor with a patent usually can stipulate a higher sales price or royalty for selling or licensing his invention than if he does not, or does not yet, have a patent.

13. Patent documents generally have a fairly uniform structure: the claims give the essence of what is new; the description gives the background to the invention (what was known before the invention, i.e., the “prior art”), and defines the difference between the pre-existent technology and what the invention contributes, as a new matter, as a step forward, to technology development; this means, among other things, and, as distinct from scientific or technological articles, that the reader of patent documents does not first have to familiarize himself with, and adjust his mental processes to the mental processes—different for every author—of the author of a scientific article: in other words, this fairly uniform structure of patent documents makes their reading, once one gets accustomed to it, generally easier.

14. Patent documents generally disclose technological information by describing the inventions in accordance with the requirements of the applicable patent law and by indicating the claimed novelty and inventiveness by reference to the existing state-of-the-art. They are thus sources of information not only on what is new (the invention) but also on what is already known (i.e., the state-of-the-art), and in many cases furnish a history, in summary form, of the technological development in the field to which they relate. Certain patent documents are published together with a search report showing a series of references found while carrying out a documentary search made to establish in a first instance the level of novelty of the claimed invention.

15. Patent documents generally cover most of what is new and most of what is worthwhile knowing about technological development; this is shown not only by the great number of patents but also by the fact that they cover every branch—big or small, relatively simple or sophisticated—of technology. Naturally there are certain inventions, mainly in the field of arms and warfare, which are not or cannot be patented or are patented but not published because their publication could be prejudicial to national security. However, on the whole, such inventions constitute a relatively small percentage of all the inventions made.

16. Patent documents generally contain information which is not divulged in any other form of literature. Thus it is wrong to consider that relevant information contained in patent documents will come to one's notice by other means. An investigation made by the U.S. Patent and Trademark Office shows that as much as 70% of the technology disclosed in U.S. patent documents from 1967 to 1972 had not been disclosed in non-patent literature.

17. Many patent documents contain an abstract. Abstracts allow a general idea to be formed of the contents of the document within a few minutes, and in any case a much shorter time than would be required to read the full text of the patent document (an inventory of Internet sites related to patent information, databases, statistics, etc. is given in Annex I).

18. Patent documents bear "classification symbols." For the purposes of maintaining search files and performing searches for the state-of-the-art, patent offices classify patent documents according to the field or fields of technology to which their contents relate. A number of different classification systems exist. The International Patent Classification (IPC) has been established by an intergovernmental agreement, and is now applied by at least 50 Patent Offices.

19. The main part of the high cost of processing and classifying patent documents for building up search files, and of keeping the classification system up to date, is borne directly by the patent offices which publish large numbers of patent documents; users other than the Patent Office itself thus have access to patent documentation without incurring, in addition to their costs as users, the cost of maintaining, developing and classifying their own patent documentation collections.

20. Patent documents belonging to a given classification subdivision contain a highly concentrated supply of usually technically advanced information on a given technological field.

21. Patent documents bear a date from which conclusions can be drawn as to the age of an invention and to the question of whether the inventions they describe are still under legal protection. If they are no longer legally protected, they can be used without the consent of the patentee.

22. Patent documents mostly indicate the name and address of the applicant, the patentee, and the inventor, or at least one or two of those persons. These indications allow any potential licensee to contact the persons concerned in order to find out under what conditions the technology may be transferred.

23. Patent documents often disclose not only concepts concerning the general utility of the invention, but generally also give detailed information on the possibility of its practical application in industry.

24. Since the technological information contained in patent documents is not secret, it can be freely used to support research and development activities; if a given invention is not protected by a patent in the country of the user (and it is obvious from the statistics that only a minority of inventions are ever protected in the majority of developing countries), the said invention can even be put to industrial application in that country, although the results of that industrial application cannot be exported to another country where the invention is protected by a patent.

25. The above-mentioned specific characteristics of patent documents make them eminently useful sources of technological information, with some clear advantages over other sources of information.

PUBLICATION OF PATENT INFORMATION

26. Each publication of a patent document could be the basis for new technical developments of other inventors. Without publication there would be no chance at all for the public to obtain information about new technical developments. It is therefore understood that informing the public is one of the tasks to be fulfilled by an industrial property office. In the last 30 years an important change has taken place. Most industrial property offices have decided to increase their public information capacity and they have also realized that the task of informing the public might in future be of equal importance to the task of granting patents and registering trademarks and designs.

27. A patent system always had and still has two functions. Function one could be called the "protection function," and function two "the information-function." The fact that a patent gives an inventor exclusive rights in a special field and by doing so limits the possibilities of access to this special technology for other enterprises, is compensated by the information about the newly developed technology which is to be laid open by the inventor. This second function of the patent is not only the main cause for the continuous development of technology but is also of increasing importance for industrial property offices.

28. High quality information systems are created and permanently upgraded and have become one of the main tasks of a national patent organization. For research and development activities this new task might be of more importance than the original main function of a patent office, namely the granting of patents. Information is now one of the main products of national economies.

29. In spite of the advantages and possibilities of patent publications as a source of technological information, its use is unexpectedly low. A test in 1985 dealing with this problem and concerning technology and innovation was conducted in Austria in 1985 and it was found that only 4% of the enterprises used patent literature as an innovative instrument. It is of great interest that the influence of patent information increases in relation to the size of the research and development institution or the enterprise; companies with more than 100 staff have a percentage of 18.5. Enterprises with less than 100 staff used patent literature in only 2-3% of all cases in the first stage of development. This result correlates with a much more intensive patent activity in larger enterprises. Only 5% of the enterprises of this study had 500 and more employees but 55% of the applications originated from this group. The "Info-Institut für Wirtschaftforschung" in Munich carried out another innovation test: patent literature as an innovative instrument was the last of all possible items to be chosen under 10 possibilities.

30. The low utilization of patent information is regrettable, because it is a fact that in the EC billions per year—the British Patent Office spoke of about 20 billion Pounds—are wasted to develop things that are already developed and documented in the description of patent specifications. There is no comparable analysis for Austria but the trend is the same. Forty percent of the patent applications in Austria do not lead to a granted patent, because they do not contain any new aspects. Costs for development and staff could be cut if the relevant patent literature was consulted at an earlier stage in the development.

31. The "*Frauenhoferinstitut für Systemtechnik und Innovationsforschung in Karlsruhe*," Germany, has found out a lot of possible reasons for the low use of patent publications as a source of information. Many users of patent information are not informed about patent literature. It is a general misunderstanding that only basic inventions are protected. This is also one of the reasons why some people expect they have no chance of receiving a patent for their development.

32. People are not aware that also small improvements are disclosed in the descriptions. Even when people know patents as industrial property rights, there seems to be no logical connection between the function of protection and information. A common misunderstanding is that people think they have to pay licenses in any case when they use an invention. They forget that the industrial property right might have expired or that the invention may not be protected in their home country.

33. Without information about the state-of-the-art, the risk is that the same product will be developed a second time. This is an obstacle for technical and economic development and a hindrance to innovation. It is a special task of the national examining patent offices to assist small and medium-size enterprises and to eliminate this innovation obstacle. Therefore the highly qualified information services of the national industrial property offices are especially important in those countries where small and medium-size enterprises dominate. The question is therefore, what kind of services should be offered to them by industrial property offices? We know that knowledge about services and especially about the usefulness of patent information is not very high in these enterprises. Industrial property offices offering information services have to increase the public's knowledge about existing services, as well as knowledge about the usefulness of technical information and about the importance of information concerning trademarks, designs and patents on the market. This is commonly called advertising. There is no use in having an excellent service nobody knows about and which therefore nobody requests.

34. WIPO, the European Patent Office (EPO) and the United States Patent & Trademark Office (USPTO), among others, propose several search possibilities and give access to patent documents available in their collections. This information can be obtained through their Internet sites (see Annex I):

http://www.ipdl.wipo.int/
http://www.european-patent-office.org/
http://www.uspto.gov/

USE OF PATENT INFORMATION

35. The main user groups of patent information are:

- small and medium-size enterprises;
- research and development institutions;
- governmental authorities;
- individual inventors;
- professionals in the field of patents, administrators of technical libraries, patent agents, researchers, producers of data banks;
- educational institutions and university students.

36. The main needs of the users in the field of patent information are:

- knowledge about existing prospective industrial property rights in the country (validity, ownership, ...), particularly to avoid infringement actions;
- knowledge about the state-of-the-art in a specific technology in order to be aware of the latest development;
- assessment of novelty and patentability of own developments with a view to applying for a domestic or foreign industrial property right;
- evaluation of a specific technology and identification of possible licensors;
- identification of alternative technology and its sources;
- location of sources of know-how in a specific field in a given country;
- improvement of an existing product or process;
- development of new products or processes;
- solution of a specific technical problem;
- assessment of a particular technical approach (whether it has been tried before and might be worth pursuing or whether it would lead to wasteful duplication of research effort);
- monitoring of activities of competitors both within the country and abroad;
- survey of the market in order to identify a gap or to discover new trends at an early stage.

WIPO PATENT INFORMATION SERVICES FOR DEVELOPING COUNTRIES (WPIS)

37. One of the principal mandates of the World Intellectual Property Organization (WIPO) is to offer technical assistance to developing countries. This also includes the access to and use of technological information contained in patent documents in order to accelerate the economic, social and cultural development in developing countries. In line with this part of its mandate, WIPO has assisted a number of developing countries and countries in transition in establishing their national industrial property information system by providing expert assistance, training, collections of patent documents, etc. Furthermore, in view of the growing information needs of national industries, R&D community and the business sector of developing countries, WIPO has set-up and has being operating the unique WIPO Patent Information Services (WPIS) for handling individual requests for patent information. The WIPS represents a contribution to development and its success is being proved by the large number of requests received every year.

SERVICES

38. Since 1975, WIPO has been operating a special program to provide users in developing countries with technical information as contained in patent literature. This program is known as the WIPO Patent Information Services for Developing Countries (WPIS). Services under the WPIS are offered free of charge on the basis of contributions made in the main part by some 18 industrial property offices worldwide (Australia, Austria, Brazil, Bulgaria, Canada, Cuba, Finland, France, Germany, Japan, Mexico, Norway, Portugal, the Republic of Korea, the Russian Federation (former Soviet Union), Switzerland, United Kingdom and Venezuela), as well as the European Patent Office. The online searches undertaken by WIPO are courtesy of Derwent Information.

39. Furthermore, industrial property offices of the following countries also provide free of charge copies of their national patent documents: Argentina, Belgium, Chile, China, Czech Republic, Denmark, Greece, Hungary, India, Ireland, Israel, Luxembourg, Netherlands, New Zealand, Panama, Peru, Poland, Republic of Korea, Singapore, Spain and South Africa.

40. The WPIS services include the provision of:

(i) reports on searches and investigations carried out in patent document collections and online databases to establish the state-of-the-art in a specific technology;

(ii) search and examination reports of applications for patents of the African Regional Industrial Property Organization (ARIPO) under the Harare Protocol;

(iii) search and examination reports of applications for patents under the **I**nternational **C**ooperation in the **S**earch and **E**xamination of **I**nventions (ICSEI);

(iv) information on equivalent patent documents and patent literature cited in earlier examination procedures or identified in documentary searches carried out by other patent offices;

(v) copies of individual patent documents.

41. These services have proved to be highly successful, which is reflected in the number of users who regularly ask for information, as well as the number and diversity of requests received. To date, 113 countries and intergovernmental organizations have benefited from WIPO's free-of-charge patent information services. Since the start of the program in 1975, until the end of the year 2002, more than 16,760 search reports were established and transmitted free-of-charge to the requestors from over 99 developing countries and countries with economies in transition, and 14 intergovernmental organizations and countries in transition. Last year (2002) 1,347 search requests (including ICSEI) were received from 36 developing countries, countries with economies in transition to market economies and intergovernmental organizations. These reports also covered special requests for novelty search and substantive examination as to the patentability of patent applications in developing countries as well as special requests for search and examination of patent applications submitted by ARIPO. WIPO has undertaken all the necessary efforts to meet this increasing demand and to augment both the capacities allotted and the diversity of the services. A cumulative survey of the number of requests for the state-of-the-art reports received from each developing country and intergovernmental organization is in Annex II.

42. The program of state-of-the-art based searches carried out in patent document collections and online databases had started in 1975 in cooperation with Austria and was gradually

extended to cover contributions from other donor countries. Agreements for the free-of-charge provision of search reports have been concluded between WIPO and the industrial property offices of the following 16 countries: Australia, Austria, Brazil, Bulgaria, Canada, Cuba, Finland, France, Germany, Mexico, Norway, the Republic of Korea, the Russian Federation (former Soviet Union), Switzerland, United Kingdom and Venezuela. In addition, other offices provide assistance in particular cases, and some reports are provided by WIPO itself. The reports established by WIPO are made after carrying out online searches in Questel-Orbit host computers by courtesy of Derwent Information.

43. In practice, there exists various reasons for searching technological and business information in collections of patent documents and online databases, each of which requires a slightly different approach in the search method used. Some of the search "types" are basically concerned with technological information as such, while others are also directed towards economic and legal questions, such as patent rights and licensing of technology.

44. Within the framework of the WPIS, searches can be carried out which may serve:

– to determine the general state-of-the-art for the solution of a given technical problem as background information for R&D activities and in order to know what relevant patent documents already exist in the field of the research activity;

– to identify alternative technologies which may replace a known technology or to evaluate a specific technology which is being offered for license or which is being considered for acquisition;

– to locate information about published patent documents involving specific companies or individuals, such as applicants, assignees, patentees or inventors;

– to assist in determining the novelty or lack of novelty of the invention claimed in a patent application or a patent already granted, or even of an invention for which no application has yet been filed;

– to locate documents relevant to the determination not only of novelty but also of other criteria of patentability, such as the presence or absence of inventive step, meaning the alleged invention is or is not obvious, or the achievement of useful results or technical progress;

– to identify a member of a "patent family" which could be useful in order to:

- find the countries in which a given patent application has been filed (if published);
- locate the document that is written in a desired language;
- obtain a list of prior art documents or "Reference Cited";
- estimate the importance of the invention by number of patent documents relating to the same invention and being published in different countries or by industrial property organizations.

– to obtain information on the validity (status) of a published patent application or a granted patent, on a given date, under the applicable patent legislation in one or more countries. Such information can assist in making decisions on export, for example, or in the negotiation of license agreements. It can also give guidance on the value attached to a particular patent by the patentee.

INTERNATIONAL COOPERATION IN THE SEARCH AND EXAMINATION OF INVENTIONS (ICSEI)

45. In special cases, WPIS offers substantive examination of patent applications pending in developing countries. The WPIS offers two specific possibilities: a search in the framework of the **I**nternational **C**ooperation in the **S**earch and **E**xamination of **I**nventions (ICSEI) and the search service "Equivalent patent documents and citations (online searches)."

46. ICSEI, which started in December 1983, assists patent offices of developing countries in assessing novelty and inventive step of patent applications filed with them. A necessary prerequisite of using ICSEI is the availability of the complete text of the patent application which should be transmitted to the International Bureau of WIPO in either English, French, German, Russian and in some particular cases, in Spanish.

47. This possibility, which complements the services rendered under WPIS, has been used successfully in more than 1,700 cases by IP offices of a number of countries (such as Argentina, Burundi, Cambodia, Colombia, Cuba, Ecuador, Ethiopia, Ghana, Guatemala, Indonesia, Jamaica, Jordan, Kenya, Lebanon, Lesotho, Libyan Arab Jamahiriya, Republic of Korea, Madagascar, Malaysia, Mauritius, Mexico, Morocco, Nigeria, Philippines, Peru, Sri Lanka, Trinidad and Tobago, Tunisia, Turkey, Uruguay, Venezuela, Viet Nam, the former Yugoslavia and Zimbabwe) and intends to assist industrial property offices of developing countries in examining patent applications pending with them and filed in their respective countries.

48. On the basis of these data, the International Bureau itself can proceed to search online for equivalent patent documents published in other countries or by regional or international patent authorities. In the case that equivalent patent documents were published and patent literature was cited during the examination procedure in other offices (normally in the form of search reports annexed to the published patent applications or as citations listed on the first page of the granted patent), the International Bureau secures copies of both the search reports and patent documents cited therein.

49. The cooperation program with the African Regional Industrial Property Organization in examining ARIPO patent applications has been specifically adapted to the provisions of the Harare Protocol on Patents and Industrial Designs of December 10, 1982, and its Implementing Regulations.

FREE-OF-CHARGE COPIES OF PUBLISHED PATENT DOCUMENTS

50. Since 1984, the WPIS program also provides free full text copies of any published patent or patent application as may be specifically requested by the users from developing countries. In case a requested document is published by a country in a language not familiar to the requester, WIPO endeavors to identify the description of the same invention contained in another corresponding patent document published by another country in English. If no corresponding patent is available in a language familiar to the requester, WIPO seeks to obtain the translation of the abstract in English wherever available.

51. Some 30 countries provide free-of-charge copies of their patent documents; however, the main suppliers of free copies are Austria, France, Germany, Mexico, Portugal, Switzerland, Russian Federation, United Kingdom, European Patent Office (EPO) and WIPO.

Since 1984, the starting date of this copy service, WIPO has received more than 3,180 requests from more than 60 developing countries and more than 60,000 copies of patent documents published by 37 countries have been supplied free-of-charge to the requesters.

PROCEDURES TO BE FOLLOWED FOR SUBMITTING A REQUEST UNDER THE WPIS

52. All requests should be submitted to the International Bureau of WIPO in Geneva and should comply with a certain number of requirements which are to be found in the WIPO information brochure "WIPO Patent Information Services for Developing Countries (WPIS)."

53. In order to facilitate compliance with the said requirements, a printed form is to be used as the first page of the request. Search requests can be submitted in English, French, German, Russian or Spanish.

54. It must also be borne in mind that it depends to a large extent on the quality and clarity of the description, the summary, the drawings (if applicable), as well as the correct spelling of names and the completeness of bibliographic data, whether a search can be carried out and whether satisfactory results can be expected within a reasonable period of time or only after time-consuming investigations.

55. The search is carried out by a competent technical expert, mostly a patent examiner in one of the contributing patent offices. As a rule, this examiner uses the search files of his special field and other documentation available at the patent office library. The search is normally carried out without undue delay. Copies of relevant documents found in the course of the search are annexed to the search report. Sample search requests, and the corresponding search reports, are given in the WIPO information brochure "WPIS," which contains some further guidelines on the formulation of search requests, including sample requests which have been properly formulated as well as the forms to be used when submitting requests to the International Bureau of WIPO.

WIPO PROCEDURE IN PROCESSING A REQUEST

56. Immediately after the receipt of a request, a first evaluation is performed at WIPO on the quality and clarity of the description, the summary of the technological problem on which the report is requested, the drawings (if applicable), as well as whether the search should be limited as to period, countries, languages and symbols of the International Patent Classification. In some cases, the International Bureau contacts the requester asking for complementary information before sending the request to the industrial property office (IPO) of one of the donor countries.

57. Once the evaluation of the request has been completed, it is registered using the following code; for example "AT-1672/MX-125":

AT	1672*	MX	125
Code of the donor country where the search will be performed	Sequential number of searches	Code of the requester's country	Number of search requests received from

	performed by this donor country since it started its contribution	the requesters country

* ICSEI and ARIPO searches are not included in these figures.

58. In case the request is not properly or clearly formulated, the requester is contacted and informed that, in order to process his/her request, additional information is required. Requests may be refused if they relate to sensitive military purposes.

59. After evaluation and registration, the requests are sent to the donor countries' IPOs according to subject, language and geographic preferences pointed out by the donor country. In some cases, requests may have to be translated, in particular in the case of those received in Spanish as the majority of the donor countries' IPOs do not process searches in this language.

60. The dates of receipt at WIPO, and the forwarding to the donor offices of the search requests, are registered, as well as the date of receipt of each search report containing copies of the relevant patent documents mentioned in the report from the donor country. The dates of sending these documents to the requester are also registered in the file for possible future requests, statistics, etc. The search reports and documents mentioned therein are then sent to the requesters with an accompanying letter encouraging them to contact the International Bureau once again should the report not fully meet their needs and/or should they wish to receive additional information on the subject matter of the initial request.

61. A similar procedure is followed when receiving requests for search and examination reports on patent applications under ICSEI or the cooperation program with the African Regional Industrial Property Organization (ARIPO).

62. Requests for information on equivalent patent documents and patent families are processed directly by the International Bureau by online searches in Derwent databases via Questel-Orbit; the information is sent to the requester by fax or via electronic mail immediately. Owing to the cooperation between IPOs of all countries, copies of equivalent patent documents or of the patent families are also received by the International Bureau and sent on to the requester.

63. Requests for copies of individual patent documents are registered and the copies are ordered from the IPOs of the donor countries. It should be mentioned that all countries contribute to this service, but particularly the IPOs of the countries mentioned in paragraph 50, supply an important number of copies of patent documents from their collections.

64. All WIPO Patent Information Services are being computerized to facilitate the handling of requests, accelerate their processing and keep control of every single request.

65. In all cases, requesters of the WIPO Patent Information Service will be advised on whether their requests will be processed. Furthermore, according to the policy of the International Bureau of WIPO, no copies of patent documents, search reports or other

information related to arms, chemical warfare, military technologies, etc. will be furnished within the framework of these free-of-charge services.

CONTRIBUTIONS TO THE OPERATION AND DEVELOPMENT OF THE WPIS

66. The following industrial property offices are providing on a regular basis free-of-charge support to the WIPO Patent Information Services for Developing Countries:

Australia: Since 1985, the Australian Industrial Property Organization has been offering 20 state-of-the-art searches per year in response to requests from the International Bureau of WIPO. Furthermore, they are providing information on the legal status of Australian patent documents, as well as copies of Australian patent documents that WIPO cannot obtain from other contributing offices.

Austria: Since 1975 the Austrian Patent Office has been providing up to 70 reports per year on the state-of-the-art, including search and examination reports under the ICSEI, as well as copies of patent documents contained in its library collection.

Brazil: Since 2001 the National Institute of Industrial Property has been offering 40 state-of-the-art searches per year, including search and examination reports under the ICSEI.

Bulgaria: The Patent Office of the Republic of Bulgaria has been furnishing since 1996 up to 15 search reports annually, including search and examination reports under the ICSEI.

Canada: Since 1985, the Canadian Intellectual Property Office (CIPO) contributes by performing up to 37 search and examination reports per year. This figure includes search and examination reports under the ICSEI program and on patent applications filed with ARIPO under the Harare Protocol. The CIPO also provides copies of Canadian patent documents.

Cuba: Since 2001 the Cuban Industrial Property Office (OCPI) has been offering 50 state-of-the-art searches per year, including search and examination reports under the ICSEI.

Finland: Since 1985, the Finnish National Board of Patents and Registration has been providing 15 state-of-the-art search reports per year, including search and examination reports under the ICSEI.

France: Since 1990, the National Institute of Industrial Property (INPI) has been contributing to the WPIS by preparing up to 24 search reports per year, as well as providing copies of French patent documents and furnishing information on the legal status of such documents. Furthermore, the International Bureau of WIPO has limited free-of-charge access to the INPI computerized databases as available through Questel-Orbit, for the benefit of developing countries.

Germany: Since 1981, the German Patent Office has been providing up to 100 search reports annually, including search and examination reports and on ARIPO patent applications. It also furnishes copies of German patent documents.

Mexico: Since the beginning of 2002, the Mexican Institute of Industrial Property (IMPI) is providing 20 search reports per year. The IMPI also provides copies of Mexican documents.

Norway: Since 1994, the Norwegian Patent Office has been providing up to 25 search reports annually, including search and examination reports under the ICSEI program.

Portugal: Since 1994, the Portuguese National Institute of Industrial Property has been providing a large number of copies of patent documents available in its collection.

Republic of Korea: At the end of the year 2002, the Korean Industrial Property Office announced WIPO that they will take part in the WPIS as a donor country and will contribute with 50 searches per year.

Russian Federation: Since 1988, the State Patent Agency has been preparing a total of 125 search and examination reports per year, including search and examination reports under the ICSEI. Furthermore, the State Patent Agency continues providing copies of Russian patent documents.

Switzerland: Since 1987, the Swiss Federal Intellectual Property Office has been contributing to the WPIS by providing up to 72 search reports annually. This Office continues to provide information on the legal status of Swiss patent documents and copies of the patent documents to the extent that they are contained in its collection of patent documents.

United Kingdom: Since 1994, the United Kingdom Patent Office has been providing up to 50 search reports annually, including search and examination reports under the ICSEI, up to 400 copies of UK patent documents per year as well as information on the legal status of UK patent documents.

Venezuela: Since the beginning of 2002, the Autonomous Service for Industrial Property is providing 25 search reports per year.

The European Patent Office: This office provides information on the legal status of European patent documents and copies of published European patent applications.

67. In addition, other offices have provided assistance in particular cases, especially in furnishing free copies of their national patent documents which were not obtainable from offices contributing regularly to the WPIS.

68. It is important to mention that some of the main users of the WIPO Patent Information Services have developed their own patent information services as it is the case, for example, of Brazil, Cuba, India, Mexico, the Republic of Korea, Venezuela or Viet Nam. In the case of Cuba, Brazil, Mexico, the Republic of Korea and Venezuela, the Cuban Industrial Property Office, the Brazilian Institute of Industrial Property, the Mexican Institute of Industrial Property, the Korean Industrial Property Office and the Autonomous Service for Industrial Property are now offering such services to other industrial property offices. These examples represent the first steps in creating a network that will exchange information and share experiences.

69. It should be mentioned that these Agreements have been flexible, especially in 1994 and 1995, when the International Bureau started receiving an increasing number of requests exceeding the normal contributions of the donor countries. Owing to the generous exceptional contributions of Austria, Canada, Finland, Norway and Switzerland, the International Bureau has been able to process all the requests received until now.

WPIS USERS AND BENEFICIARIES

70. From the start of the Program in 1975 up to December 31, 2002, a total of 16,768 search requests were received from 99 developing countries and countries with economies in transition: Algeria, Argentina, Bangladesh, Barbados, Benin, Bhutan, Bolivia, Botswana, Brazil, Burkina Faso, Burundi, Cambodia, Cameroon, Cape Verde, Chad, Chile, China, Colombia, Congo, Costa Rica, Côte d'Ivoire, Cuba, Democratic People's Republic of Korea, Democratic Republic of Congo, Dominican Republic, Ecuador, Egypt, El Salvador, Ethiopia, Gabon, Ghana, Guatemala, Guinea, Guinea Bissau, Guyana, Honduras, India, Indonesia, Iran (Islamic Republic of), Iraq, Jamaica, Jordan, Kenya, Kuwait, Laos, Lebanon, Lesotho, Libyan Arab Jamahiriya, Madagascar, Malawi, Malaysia, Mali, Mauritania, Mauritius, Mexico, Mongolia, Morocco, Mozambique, Nepal, Nicaragua, Niger, Nigeria, Oman, Pakistan, Panama, Paraguay, Peru, Philippines, Qatar, Republic of Korea, Rwanda, Republic of South Africa, Saint Lucia, Saudi Arabia, Senegal, Singapore, Somalia, Sri Lanka, Sudan, Surinam, Swaziland, Syrian Arab Republic, Thailand, Togo, Trinidad and Tobago, Tunisia, Turkey, Uganda, United Arab Emirates, United Republic of Tanzania, Uruguay, Venezuela, Viet Nam, Yemen, Yugoslavia, Zaire, Zambia, Zimbabwe; 3 countries with economies in transition and 14 international organizations on behalf of users in their members countries: AIDMO, ALADI, ARCT, ARIPO, CEDARE (CED), CDC, ECA, ESCAP, FASRC, IFIA, OAPI, OAU, UNIDO and WHO.[1]

71. From 1975 to December 31, 2002, a total of 15,841 search reports were delivered, which were provided as follows:

Country	No. of search reports
Australia	302
Austria	2,282
Brazil	30
Bulgaria	82
Canada	218

[1] AIDMO Arab Industrial Development and Mining Organization
ALADI Asociación Latinoamericana de Integración
ARCT African Regional Center for Technology
ARIPO African Regional Industrial Property Organization
CEDARE (CED) Center for Environment and Development for the Arab Region and Europe
CDC Caribbean Documentation Center
ECA Economic Commission for Africa
ESCAP Economic and Social Commission for Asia and the Pacific0
FASRC Federation of Arab Scientific Research Councils
IFIA International Federation of Inventors' Associations
OAPI Organisation Africaine de la Propriété Industrielle
OAU Organization of African Unity
UNIDO United Nations Industrial Development Organization
WHO World Health Organization

Cuba	27
Finland	300
France	181
Germany	1,975
Japan	1,396
Mexico	5
Norway	111
Russian Federation	1,369
Sweden	873
Switzerland	1,039
United Kingdom	211
EPO	40

72. In 1,200 cases, the International Bureau itself carried out searches, mainly to identify equivalent patent documents, by using its own access to computerized databases. Additionally, the International Bureau prepared 4,194 preliminary reports as follows (see Annex III):

Year	No. of preliminary reports
1995	121
1996	538
1997	360
1998	426
1999	657
2000	631
2001	849
2002	612

73. Annex II contains a cumulative survey showing the number of requests for state-of-the-art reports and searches for preliminary information equivalent patent documents received by the International Bureau from each developing country since the beginning of the Program in September 1975 (ICSEI examination requests included).

74. From the establishment of ICSEI in December 1983 up to December 31, 2002, a total of 1,701 examination requests were received from 29 countries: by December 31, 2002, 1,496 search and examination reports had been prepared and forwarded to the requesting offices, as follows:

Country	No. of examination requests
Austria	454
Bulgaria	38
Canada	18
Finland	39
Germany	72
Norway	32
Russian Federation	672
United Kingdom	31
Sweden	138
EPO	2

75. Up until December 31, 2000, assistance in examination of ARIPO patent applications had been requested in 794 cases. Since the start of the program in 1984, a total of 665 search and examination reports have been provided by the industrial property offices as follows:

Country	No. of examination reports
Austria	246
Canada	128
Germany	216
Russian Federation	41
Sweden	23
United Kingdom	9
EPO	2

76. In 117 cases, through online searches, patent documents could be identified with priority data provided by ARIPO. The copies of the documents found were sent to ARIPO.

77. The online searches performed by the International Bureau have permitted some industrial property offices to process the back try of patent applications pending in their countries. Through searches in Derwent or other databases it is possible to know if patent applications have been granted in other countries; if it is the case the International Bureau is in the position to provide the IPO with copies of the search report of such applications or copies of the granted patent. This documentation will facilitate the process of such applications in some developing countries.

78. In other cases, the online searches performed by the International Bureau have been very useful for institutions or individual inventors who are searching for basic information related to some products as, for example, some specific pharmaceutical components, some types of valves, plants, etc.

79. The IPO of the following countries have specially benefited of this type of online searches made by the International Bureau: Argentina, Bolivia, Chile, Colombia, Cuba, the DPR of Korea, El Salvador, Guatemala, Jordan, Trinidad & Tobago, Uruguay and Viet Nam. In the case of Mexico, the National University (UNAM) has developed with WIPO's cooperation a patent information center which is providing services to the different faculties or to other institutions.

80. The difference between the search requests and reports provided (927) represents 5.5% of the total and in most cases is due to the fact that additional detailed information was requested from the donor countries or WIPO and was not provided by the requestor. If it is considered that about 180 search reports were being processed by the donor countries, the difference only represents 4.4%.

81. Information on the legal status of patent documents was requested in only a few cases, and the International Bureau was able to provide the information with the help of the contributing offices.

82. In cooperation with the industrial property offices of several donor countries, WIPO has continued to supply free copies of specific patent documents upon request by developing countries. From January 1986, the date at which the International Bureau started to establish a statistical survey on this service, up to December 31, 2002, requests for copies of patent documents were received from the following 64 developing countries: Algeria, Argentina,

Bolivia, Botswana, Brazil, Burundi, Chile, China, Colombia, Congo, Costa Rica, Côte d'Ivoire, Cuba, Democratic People's Republic of Korea, Ecuador, Egypt, Ethiopia, El Salvador, Ghana, Guatemala, Guinea Bissau, Honduras, India, Indonesia, Iran, Iraq, Jamaica, Jordan, Kenya, Lebanon, Libyan Arab Jamahiriya, Madagascar, Malaysia, Mauritius, Mexico, Mongolia, Morocco, Nicaragua, Nigeria, Pakistan, Panama, Paraguay, Peru, Philippines, Republic of Korea, Saudi Arabia, Senegal, Singapore, Sri Lanka, Sudan, Thailand, Trinidad and Tobago, Tunisia, Uganda, Uruguay, United Arab Emirates, United Republic of Tanzania, Turkey, Venezuela, Viet Nam, Yemen, Yugoslavia, Zambia, Zimbabwe, two countries with economies in transition and, on behalf of their member states, from three intergovernmental organizations: ARCT, ARIPO, FASCR.

83. A total of 60,289 copies of patent documents were requested until December 31, 2002, and the International Bureau was able to satisfy virtually all of the requests. Only in very exceptional cases, like in the case of very old documents or of patent documents not published in multiple copies and normally not contained in search files, copies could not be provided. Some requests also referred to patent documents published in languages unlikely to be understood by the requestor. In such cases, the International Bureau attempted to identify and supply copies of the corresponding patents or of the abstracts in the desired languages. The following table shows the main suppliers of copies of patent documents for the years 1994, 1998, 2000 and 2002:

IP Offices major suppliers of copies of patent documents

	1994	**1998**	**2000**	**2002**
Austria	7%	9%	16%	60%
Switzerland	6%	29%	22%	22%
United States of America	34%	26%	15%	–
Germany	<1%	7%	8%	<1%
United Kingdom	8%	6%	7%	<1%
Japan	5%	4%	5%	3%
EPO	26%	4%	4%	<1%
Portugal	6%	3%	2%	–
WIPO	6%	7%	6%	8%

84. Some offices have substantially increased their contribution to the provision of copies of patent documents. The Industrial Property Office of Switzerland provided 1037 copies (of a total of 3634) of patent documents in 1998 and 1698 copies (of a total of 5604) in 1999, 1192 copies (of a total of 5416) in 2000 and 890 copies (of a total of 5158) in 2001. The Mexican Institute of Industrial Property provided (8% of the total) 415 copies in 2001.

85. An important reduction in the number of requests for copies of patent documents has been observed. This is due to the number of documents that can be obtained directly form Internet:

Year	No. of documents requested
2002	1,309
2001	5,211
2000	5,416

An extensive directory of Internet sites containing full text patent documents is shown in Annex I.

86. The International Bureau of WIPO has been informing the users of WPIS about the possibilities of obtaining copies of patent documents in a very quick and simple way via Internet.

STATISTICAL ANALYSIS

87. For comparison purposes in order to show the evolution of the WIPO Patent Information Services, the number of search requests submitted to the International Bureau is reflected in the following table:

Years	No. of search requests
2001 – 2002	2,586
1999 – 2000	2,649
1997 – 1998	1,748
1995 – 1996	1,321
1993 – 1994	646
1991 – 1992	318

88. According to the statements made by the users when submitting their requests, the main purpose for requesting the report was (Fig. 1):

	01-02 (2586) requests	99-00 (2649) requests	97-98 (1748) requests	95-96 (1321) requests	93-94 (646) requests	91-92* (318) requests
a	73%	86%	86%	88%	57%	36%
b	22%	9%	12%	6%	9%	36%
c	4%	<1%	<1%	<1%	<1%	40%
d	<1%	<1%	<1%	<1%	2%	31%
e	<1%	<1%	<1%	<1%	2%	9%
f	<1%	<1%	<1%	<1%	2%	6%
g	3%	4%	<1%	4%	29%	–

*The requestors pointed out several purposes

a: to assist in the decision-making process concerning industrial property proceedings (e.g. filing of a patent application, etc.)

b: to form a basis for developing research and development activities by identifying the solutions already known to a technological problem

c: to assist planning in the use of new technology

d: to assist in overcoming difficulties in certain technological steps of a technology already implemented by the requestor

e: to assess technology and/or equipment to be or being purchased

f: to assess results reached under a current research and development project

g: several intended purposes for the search report requested

89. The distribution shown in the table points out that the main purpose of the search report is to assist IPOs, organizations or individuals in the decision-making process related to industrial property proceedings. In previous studies (1988-1990), the distribution shown in

Fig 1 demonstrated that, for users in developing countries, the legal aspect of patent literature was of almost equal importance as the technical information aspect. This was also significant in view of an earlier analysis established by the International Bureau in the 1980's in which the technical information aspect largely overrode the legal aspect. These changes could be seen as new developments in view of the demands of the users towards the WIPO Patent Information Services and shows proof of an increased use of the WPIS by industrial property offices in developing countries to meet their information needs.

90. The technical fields in which the said requests, for the period 1991-2002, were carried out by contributing offices can be grouped as follows(ICSEI and online searches are not included) (Fig. 2):

Technical field (according to IPC sections)	Percentage					
	01-02	99-00	97-98	95-96	93-94	91-92
A	25	23	26	23	32	23
B	26	23	18	18	19	19
C	16	17	22	22	21	24
E	8	9	8	7	5	6
G	7	8	6	5	5	5
H	6	4	6	5	14	3
Other	12	16	14	20	4	20

A: Human necessities
B: Performing operations, transporting
C: Chemistry; metallurgy
E: Fixed constructions
G: Physics
H: Electricity

91. In most cases, 99% in 2001-2002, three or more patent documents were supplied with the search report, as shown in the following table:

Years	Patent documents
2001-2002	99%
1999-2000	95%
1997-1998	77%
1995-1996	87%
1993-1994	92%

In 21% of the cases non-patent literature was included in the search report in 2001-2002 (ICSEI and online searches are not included):

Years	Non-patent literature
2001-2002	21%
1999-2000	21%
1997-1998	23%
1995-1996	15%
1993-1994	11%

92. The “final users” of the search reports and their share of the total number of such reports are presented in the next table (Fig. 3):

Users of the WIPS search report services

	01-02	99-00	97-98	95-96	93-94
Industrial Property Offices	72%	86%	87%	89%	76%
Research Institutions (Universities, Information Centers, Enterprises)	19%	9%	12%	8%	22%
Individuals	9%	5%	1%	3%	2%

93. From these results it should be noted that in the last two years, universities, information centers, enterprises, and individuals inventors from developing countries, have been requesting more and more the services offered by WIPO.

94. The beneficiaries are distributed by region as follows (Fig. 4):

Users of the WIPS by geographical regions

REGION/YEAR	01-02	99-00	97-98	95-96	93-94	91-92
Latin America	61%	59%	62%	38%	32%	30%
Asia & Pacific	22%	29%	21%	48%	43%	53%
Africa	4%	9%	13%	8%	19%	12%
Arab Countries	13%	3%	4%	9%	6%	2%

95. The users of the services provided by WIPO based on online searches are as follows (Fig. 5):

Users of the online searches service

	01-02	99-00	97-98	95-96
Latin America	65%	82%	74%	51%
Asia	10%	10%	5%	35%
Africa	3%	4%	17%	8%
Arab Countries	22%	4%	4%	5%

96. The International Bureau continuously receives letters and comments from users concerning search reports and other services provided. It should be noted that, in most cases, the technological information submitted with the search report meets the needs of requesters at a high level; only in exceptional cases, the information provided was considered not useful.

97. Concerning the time delay between submitting the request and receiving the search results from the IPOs of the different donor countries, the International Bureau could calculate the following averages:

Years	Requests
1993-1994	646
1995-1996	1,321
1997-1998	1,748
1999-2000	2,649
2001-2002	2,589

Number of donor IPOs and time needed for performing IP searches

TIME/YEAR	01-02	99-00	97-98	95-96	93-94
less than 3 months	8	6	6	6	3
Between 3-4 months	4	3	3	3	5
Between 4-6 months	3	3	3	3	1
More than 6 months	–	1	1	1	1

98. It should be mentioned that in previous studies prepared by the International Bureau concerning this matter (1991), most of the requestors expressed the opinion that the delay was as expected, but about 40% of the users were not fully satisfied, pointing out that the response time was rather long. It is important to note that compared to 1993-1994, the number of donors delivering the search reports within less than three months has doubled.

99. It should also be mentioned that, in several cases, the donor office contacted the International Bureau to obtain complementary information. In these cases, the delay was considerably extended because of the time required to contact the requester and his/her sending of the necessary additional information.

100. The WIPO Patent Information Services are made possible thanks to the generous contributions of Industrial Property Offices of donor countries and with the support of Derwent Information which provides free access to its data bases. The cost of the services (state-of-the-art searches, online searches and copy service), if calculated with an optic of cost-benefit purposes and considering that the cost of a search report (or ICSEI search report) will be between US$1000 to US$1,800, it would be possible to calculate that 17 million dollars had been made available for the benefit of developing countries (Fig. 6).

101. The WIPO Patent Information Services for developing countries have proved to be highly successful, this is reflected in the number of users who regularly ask for information and the number and diversity of requests received. The WIPO Patent Information Services for developing countries should now focus the attention to the development of the national patent information infrastructures in the countries, including some countries with economics in transition, with the objective that national industrial property offices will be in the position to provide their own services.

WIPO'S FUTURE ACTIVITIES IN PROMOTING USE AND DISSEMINATION OF IP INFORMATION

102. Future WIPO activities should provide technical assistance and training to achieve the objective of demystifying industrial property concepts. WIPO activities in respect of the use and dissemination of IP information should be directed towards the establishment and development of a dynamic IP information infrastructure that will serve the needs of national industries, R&D organizations, universities, chambers of industry, trade and commerce, professional associations, organizations and agencies of small and medium enterprises. These activities should be carried out in close cooperation with national IP offices and employing information technologies, internet and existing services, technological information services and networks. WIPO activities shall be developed in three main directions:

(a) to promote and assist the establishment and development of IP information services in all countries, and in particular in developing countries and some countries with economies in transition, to bring IP information closer to the users – R&D organizations, universities, industry, inventors, traditional craftsmen, etc.;

(b) promote and support the development of software and other tools that would facilitate the access to IP information (e.g. Internet based IP information search tools);

(c) maintain and develop the WIPS as part of the worldwide network of IP information services.

103. In respect of (a), WIPO should actively promote and assist all countries, in particular developing countries and some countries with economies in transition, in establishing and developing national IP information services and networks and so bring IP information closer to the users – R&D organizations, universities, industry, inventors, traditional craftsmen, etc. This could be achieved by encouraging these organizations to establish IP information units or focal points within their structures. WIPO and the national IP offices would provide methodological guidance, training and assistance in establishing access to basic documentation, CD-ROM collections and Internet access to patent documentation.

104. WIPO should promote the creation of Industrial Property (IP) Information Services to provide IP information (including patent information) as part of WIPO's Patent Information Services (WPIS). In the last years there have been a number of developments and enhancements to Patent Information Centers, especially in Europe, USA and in some developing countries (for example in Brazil, Cuba, India, Mexico, Morocco). The network of such centers should be expanded to promote the use and dissemination of patent information. The WIPONET should in the future provide an excellent vehicle for such a network.

105. Until the beginning of 1990's patent information services were delivered as one of the services and resources offered by a number of national IP offices and some public libraries. In those libraries (usually technical or university libraries) patent documents were just one collection among many others including Medicine, Natural Sciences, Computing and Engineering, etc.

106. Patent information centers or units should provide, with the assistance of WIPO and national and regional IP offices, the following services:

- access to IP documentation (published applications, granted patents, patent specifications, non-patent literature, registered trademarks, registered industrial designs, etc.), available on CD-ROM or over Internet;
- information and advice on taking out a patent, design or trade mark;
- an enquiry service with the necessary staff to assist the public;
- copying service;
- advise concerning the availability (and the contents) of online patent information services (commercial IP databases, Internet, etc.) and access to such services.

107. Such services should include Internet access, documentation and the most important indexes and search tools, such as those currently available on CD-ROM, such as: ESPACE-ACCESS, CASSIS BIB, IPC-class, First page databases, full-text CD-ROMs, ROMARIN, etc.

108. There has been a rapid change in IP information carriers – from classical "paper" based information to CD-ROM, DVD and Internet-based. IP information services should be equipped and trained to facilitate access to these resources, rather than to maintain paper-based collections.

109. Patent information services, as any other information service, require promotion to gain access to the public.

110. Patent Information Services have to find out the needs of potential users and to identify the professional user groups. Also, patent information services have to publicize their services and reach out to the users. A promotional plan should be developed and implemented. This would lead to an increase in both usage and awareness of the service. A survey of both users and potential users should be undertaken as a first task of any newly created IP information services to establish needs, best location, services to focus on, user groups, etc.

111. IP information services/units should be able to receive visitors and users in a specially arranged open study area with some PCs for consulting CD-ROMs or Internet access. Access to the Internet should be free. The enquiry point should be staffed by at least one patent information specialist. To ensure consistency of approach all staff involved should undergo a special training program organized by WIPO and should maintain regular contacts with the staff of the IP Office to practice and update their skills.

112. Such new services could be attached to existing technical libraries, to information services of chambers of industry and commerce, small business administrations, etc. The IP information services could very well be matched with combined business information services and offer additional services aimed primarily at business users.

113. Coverage of the launch of the IP information services has to be secured by the media, local press, radio and television. The launch of the new name and image is just one key stage in the promotional plan, other activities should include:

- Promotional literature;
- Web site;
- Newspaper advertisements;
- Newspaper editorials;
- Advertisements on walls;

- Organization of seminars, workshop, courses, etc.;
- Visits to key business information and advice services;
- Talks to local business organizations;
- Attendance at promotional events and business seminars;
- Guided tours of the Centers for targeted individuals;
- Weekly mail shots to companies (different sector targeted each week);
- Companies who are registering patents, trademarks, new products, etc. should be identified and targeted;
- Attendance at trade fairs; and
- Radio and television interviews.

114. Information about customers using the services should be gathered. The services/units have to inquire as to where the customers heard about these services and whether they would like further information about them. This customer profile is useful as a promotional tool.

115. Some of the services could be offered free of charge, others could be subject of a service fee.

116. WIPO should actively support the development and use of software and other tools that would facilitate access to IP information (e.g. Internet based IP information search tools). Special attention should be given to reviewing and assessing existing IP information services available and search tools, training in their use, etc.

117. WIPO should support the implementation and expansion of the industrial property information centers in the framework of its WIPO Patent Information Services Program for Developing Countries, which should be expanded to some countries with economies in transition. Wherever possible such services should be decentralized with support being provided through the network of IP information centers. Such services could be established with universities, industrial and commercial associations, industrial centers, etc. which should have, with WIPO's sustained support, the basic documents and tools necessary for the services.

[Annexes follow]

ANNEX I

DIRECTORY OF PATENT INFORMATION IN INTERNET
EUROPEAN PATENT OFFICE

- European Patent Office
http://www.european-patent-office.org/

- EPIDOS. Patent Information
http://www.european-patent-office.org/patinfopro/index.htm

- EPIDOS News Online
http://www.european-patent-office.org/news/epidosnews/index_epidos_search.htm

- European Patent Register Online
http://www.european-patent-office.org/epidos/epr.htm

- EPIDOS-INPADOC. PFS Patent Families. PRS Legal Status Information
http://www.european-patent-office.org/inpadoc/index.htm

- EPO. Patent Information from Japan. PATOLIS (Patent Online Information System)
http://www.european-patent-office.org/patolis/index.htm

- The PATLIB Network
http://www.european-patent-office.org/patlib/index.htm

- The ESPACE CD-ROM collections
http://www.european-patent-office.org/patinfopro/cdrom/index.shtml

- EPO. Corrections to the European patent documents
http://www.european-patent-office.org/correct/index.htm

- European Patent Convention Database. EPO
http://www.european-patent-office.org/legal/epc/index.html

- EPO Patent Attorneys Database
http://www.european-patent-office.org/reps/search.html

- Official Journal EPO
http://www2.european-patent-office.org/search_/search_oj_e.htm

OFFICES OF INDUSTRIAL PROPERTY

- German Patent and Trade Mark DPMA. Deutsches Patent-unt Markenamt
http://www.dpma.de/

- Hungarian Patent Office
http://www.hpo.hu/English/

- Korean Intellectual Property Office (KIPO)
http://www.kipo.go.kr/ehtml/eLikIndex05.html

- Republic of Armenia
http://www.armpatent.org/english/index.html

- Netherlands Antilles. Bureau for Intellectual Property. Register trademarks and patents at bureau for intellectual property. Curacao
http://www.bureau-intellectual-property.org/

- CAIPO. Corporate Affairs and Intellectual Property Office. Barbados
http://www.caipo.org/index2.htm

- Instituto Nacional de la Propiedad Industrial (INPI)
http://www.inpi.gov.ar/

- IP Australia. Patent, Trade Mark and Designs
http://www.ipaustralia.gov.au/

- Osterreichisches Patentamt
http://www.patent.bmwa.gv.at/

- Belgian Ministry of Economic Affairs
http://www.european-patent-office.org/patlib/country/belgium/

- The Benelux Trademarks Office (BTO)
http://www.bmb-bbm.org/

- Servicio Nacional de Propiedad Intelectual (SENAPI) de Bolivia
http://www.senapi.gov.bo/

- OCPI. Oficina Nacional de Propiedad Industrial de Cuba
http://www.ocpi.cu/

- Canadian Intellectual Property Office (CIPO-OPIC)
http://opic.gc.ca/

- Departamento de Propiedad Industrial de Chile
http://www.proind.gov.cl/dpi/000_a_home_page.asp

- Industria y Comercio. República de Colombia
http://www.sic.gov.co/

- United States Patent and Trademark Office (USPTO)
http://www.uspto.gov/

- Industrial Property Organisation
http://www.obi.gr/

- Japan Patent Office

http://www.jpo.go.jp/

- State Intellectual Property Office of P. R. China

http://www.sipo.gov.cn/

- Bureau voor de Industriele Eigendom//Netherlands Industrial Property Office (NIPO)

http://www.bie.nl/index1.htm

- Luxembourg. Ministère de l'Économie. Service de la Propriété Intellectuelle

http://www.etat.lu/EC/spi/

- Instituto Mexicano de la Propiedad Industrial

http://banapanet.impi.gob.mx/Contador/index.html

- Monaco. Division de la Propriété Intellectuelle

http://www.european-patent-office.org/patlib/country/monaco/

- Intellectual Property Office of New Zealand

http://www.iponz.govt.nz/search/cad/dbssiten.main

- INDECOPI. Instituto Nacional de Defensa de la Competencia y de Protección de la Propiedad Intelectual del Perú

http://www.indecopi.gob.pe/

- The UK Patent Office

http://www.patent.gov.uk/

- PRV. Patent- och registreringsverket

http://www.prv.se/

- Swiss Federal Institute of Intellectual Property

http://www.ige.ch/

- Patent Office of the Republic of Bulgaria

http://www.bpo.bg/

- PATENDIAMET. The Estonian Patent Office

http://www.epa.ee/index.htm

- PRH. National Board of Patents and Registration of Finland

http://www.prh.fi/engl.html

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http://www.patentepi.com/

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http://www.ipr-helpdesk.org/index.htm

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http://oapi.wipo.net/

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http://www.cordis.lu/finance/home.html

- CORDIS. IRC Network. The Innovation Relay Center

http://irc.cordis.lu/

- CORDIS. Intellectual Property Rights. Action lines on Innovation Protection Systems within the Innovation Programme

http://www.cordis.lu/ipr/home.html

- EUREKA. A Europea-wide Network for Industrial R&D and Innovation

http://www.eureka.be/ifs/files/ifs/jsp-bin/eureka/ifs/jsps/publicHome.jsp

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http://www.rinno.com/

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[Annex II follows]