framework. Keyword systems (either KWOC - Keyword-out-of-context or KWIC - Keyword-in-context) are good examples of systems with no framework or index structure. Exploitation of keyword systems is a product of the "computer age" and today this technique forms the basis of countless computerized bibliographic systems. Through the use of Boolean logic (AND,OR and NOT) it is possible to develop complex and sophisticated systems for searching data bases using keyword systems. <3>

A related problem concerns the depth of indexing that is to be attempted. This is primarily a question of how many access points are to be provided to the record. Use of keyword systems allows the relatively easy expansion of the number of access points according to the significance of the item being indexed.

The requirement that the system must be able to accomodate material in either French or English poses some additional questions. Should enquiries be possible in either language that would retrieve all relevant documents in the data base without regard to the language of the original source material? Would it be adequate instead to have to query the system in BOTH English and French in order to retrieve in both languages? Several officers commented in interviews that since the Department of External Affairs is a bilingual service (or at least is supposed to be) its members should be able to form a query