

## **Minutes of the Centre User Group Meeting Held on Tuesday 29<sup>th</sup> April 2008 in the Lord Clerk Register's room, GRH at 14:00**

**Attendees:** Duncan McNiven (GROS) , George McKenzie (NAS), Bob Phillips (NAS), Gill Amos (GROS), Denise Cowan (GROS), Helen Ewing (GROS), Dee Williams (GROS), Steve Bruce (GROS), Alison Horsburgh (NAS), Alison Lindsay (NAS), Ken Nisbet (SAFHS), Ann Garven (Genealogist), Angus Mitchell (Genealogist), Anne Cruickshank (Genealogist), Hannah Little

**Apologies:** Paul Parr (GROS), Dave Brownlee (NAS), Bruce Bishop (SAFHS), Ewan Steed (Genealogist), David Sellar (Lord Lyon)

### **1. Previous Minutes of 5<sup>th</sup> February**

1.1 The minutes of the last meeting were accepted as a true record of the meeting.

### **2. Matters arising from last meeting**

Item 4.4 - Lighting levels in the Dundas Room. Bob informed the group that lighting levels are far higher than the design standards. A set of dimmer switches will be assessed in the next 2 weeks although they are likely to be expensive to purchase and install. A proposal will be submitted to the Programme Board once the costs are known.

**Action:** Bob to confirm costs for installing dimmer switches to the Programme Board

Item 12.1 - Information from Genealogists for the network. The Genealogists were asked if they could come up with some suggestions with regards useful information for the centre network that would enhance visitor's knowledge.

### **3. Programme of Works**

3.1 Bob informed the group that the building works internally in General Register House were on target to be completed by the end of May. The NRH Dome was due to be completed by the end of June.

3.2 A glass lantern was broken in the reception area and has been sent back to Huddersfield for repair.

3.3 Original paintwork was discovered in the alcove where the George III statue will be situated. A section of it for viewing will be preserved behind glass.

3.4 Installation cabling work for the telephone network will take place mid to the end of May and this work will affect night visits but not day visits. Work is also being carried out in the Dundas Room over the bank holiday weekend when the building is closed to customers.

3.5 Angus Mitchell expressed his admiration for the work undertaken in the garden area and the possibility was raised of locating another bench in the vicinity for visitors to sit and view the gardens.

#### **4. ScotlandsPeople Network and ScotlandsPeoplehub & Testing**

4.1 Gill mentioned that two developers were working on the computer search system testing at the moment and that regular updates were being made. Gill confirmed that the screens were not the final versions and that her team were assessing comments made by testers and in turn, reviewing the design of the screens as appropriate. A second computer for testing will soon be available.

4.2 Steve Bruce (Tel. 0131 314 4541) was asked to co-ordinate bookings for the testing of the software in room 28.

**Action:** Steve Bruce to co-ordinate testing of the screens

4.3 A connection to an internet payment provider has been set up.

4.4 Gill confirmed that because the internet booking side was not deemed crucial to the opening of the centre, it had been decided to leave this feature to be completed after the centre opens.

4.5 It would not be possible to confirm an opening date until load testing has been carried out and the system proved. It was acknowledged that a situation similar to the Terminal 5 debacle at Heathrow must be avoided. It might be possible to confirm an opening date by the end of May or at the next Executive Committee meeting. *[DN. Now moved to 9<sup>th</sup> June]*

4.6 Dee mentioned the problems encountered updating the ScotlandsPeoplehub website with no resources available to make any amendments. She emphasised the need to use this website as a forum to keep customers informed about progress on the Centre, particularly as the opening date approaches, and confirmed how she hoped that resources would be allocated for the task. The site was recently updated to say that the opening would be in the summer of 2008 and that online booking would not be available till later in the year. However regular updates are needed which include photographs and progress to date. These minutes should also be made available on the website once finalised.

#### **5. Search Rooms and Bookings**

5.1 Dee showed plans of the Search Rooms produced by R.R.Donnely with colour coding showing how the computers and printers are linked.

5.2 Signage will be in operation to confirm when a seat is occupied to stop people logging into the system when the person has only temporarily logged out of the system for a break.

5.3 Those that have pre-paid will go direct to their search room (Reid Room or Matheson Dome) otherwise customers will go to the Adam Dome for seat allocation. Customers will mingle with those looking for free taster sessions so it was proposed that a queuing system be put in place much like the ticket system in operation in NRH though there won't be a waiting area. The system will be in place to stop people jumping the queue.

5.4 It was stressed that it would be desirable for regular customers to pre-pay for their seats to avoid unnecessary queuing in the Adam Dome especially in the first few days. Ken Nisbet offered to spread the word to the Family History societies so that as many people as possible do this. This point would also be emphasised on the ScotlandsPeoplehub website.

5.5 Ann Garven stated that the seat instruction sheet produced a few weeks ago is not yet in place in the Dundas room. This information sheet will be placed into the instruction folder at every desk when the centre opens.

**Action:** Denise Cowan to ensure seat adjustment information is available in Dundas room

5.6 Ann Garven regretted the ending of the practice of leaving belongings in lockers overnight and the removal of lockers for the NRH corridor outside the Dundas Room. New lockers will be put there with vision panels in the doors as a security measure. These lockers must be emptied every night.

## **6. Local Family History Centres**

6.1 George Mckenzie reported that local family history centres linked to the ScotlandsPeople network would be available at a future date but that the current priority was to open the ScotlandsPeople centre.

6.2 George confirmed that future collaboration could see local authority archives available in the centre either on the network or on the 'white list'.

## **7. Café Update**

7.1 Dee stated that no compliant tenders had been received and therefore NAS was negotiating with café contractors to operate the facility. The main problem was that it was not possible to predict the footfall so it was difficult to estimate potential profits. It is hoped to have a 6 month trial with a contractor and then re-evaluate from there.

7.2 It was pointed out that customers will no longer be allowed to eat their own lunch in the café area once it operated by the contractor.

7.3 Due to the lack of a double sink, food cannot be prepared on the premises so the café will be restricted to selling soup, sandwiches, baked potatoes, cakes, etc.

## **8. Any Other business**

8.1 Angus asked if there would be any information available before the centre opens. It was pointed out that the ScotlandsPeoplehub website was intended to be used for this purpose but problems with available resources had to be addressed.

8.2 It was clarified that the Dundas Room would not be bookable in advance online. The Dundas Room is intended to be for Professional searchers with season tickets or possibly assisted searches.

8.3 Shop contents. Dee stated that there is a list of shop contents but that it had not been approved. Dee agreed to email the book list to Centre User group for comments.

**Action:** Dee to email product list to attendees  
*[DN. Done and comments received]*

## **9. Date of Next Meeting**

9.1 The next meeting has been arranged for Thursday 12<sup>th</sup> June 2008 at 14:00 hours in the Lord Clerk Register's room in General Register House.

9.2 Please note that the induction loop system in the LCR will be made operational for the meeting so could everyone please speak clearly.