

Scottish Family History Service Project – ‘ScotlandsPeople’

User Group Meeting – Lord Clerk Register’s Room, General Register House, 01/02/05 @ 14.00

Present: Duncan Macniven (Chair) Ron Bell, Martin Tyson (GROS), Bob Phillips, Alison Horsburgh, Susan Corrigan, Joanna O’Rourke (secretary), Dave Brownlee (NAS) Robin Blair (CLL) (for item 1)

Anne Garven, Kenneth Nisbet, Jean Sanderson, Lorna Munro, Ewan Steed, Anne Cruickshank

Apologies: Angus Mitchell, Paul Parr(GROS), George MacKenzie(NAS)

Action Point Summary: JOR=2, RB=1

Agenda Item	Outcome	
<p>1. Welcome and introductions</p>	<p>Duncan welcomed the group and staff and group members introduced themselves.</p> <p>Duncan outlined the key aims of the project and explained that plans were now sufficiently far advanced to make user input fruitful, but not yet immutable.</p>	
<p>2. Accommodation project</p> <p>Bob Phillips (NAS)</p>	<p>Bob Phillips gave a presentation on the accommodation component of the SFHS project. The following general points were noted:-</p> <ul style="list-style-type: none"> • That the cost estimate at Stage D was £4,376,432 and the pre-tender estimate came to £4,409,049 but that these costs included maintenance work, not linked to the project, at both New Register House (NRH) and General Register House (GRH) • That the overall contract period was 80 weeks • That the contractor for the accommodation works would be selected in March 2005 and that work was provisionally scheduled to start in April 2005 • That the plans included a café for which planning permission had been granted but for which there was currently no funding • That the accommodation work would be phased and that a detailed phasing plan would be made available once the contractor has been appointed • That, due to the ‘A’ listed status of the buildings, there were restrictions that affected things such as access for disabled people and interior paint colours. <p>It was noted that, at this stage, the User Group’s input would be particularly welcome on the following aspects:-</p> <ul style="list-style-type: none"> • Furniture • Signage (internal and external). 	
<p>3. Internet project</p> <p>Martin Tyson (GROS)</p>	<p>Martin outlined progress on the redesigned website which would be the result of the integration of content from www.scottishdocuments.com (wills and testaments 1513 to 1901) into www.scotlandspeople.gov.uk and would mark the completion of the first component of the SFHS – the joining up of separate online genealogy sources.</p> <p>The following points were highlighted:-</p> <ul style="list-style-type: none"> • That the integrated site was almost ready for testing • That a user group composed of users from ScottishDocuments and ScotlandsPeople would be testing the site prior to launch • That the intention was to launch the site around March/April 2005. <p>In response to questions from members, Martin confirmed the following:-</p> <ul style="list-style-type: none"> • That the charging for online services would not change in the short term • That the GROS images would continue to appear in black and white and that the ScottishDocuments images would be in colour. 	

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<p>4. Charging & Service Definition</p> <p>Dave Brownlee (NAS)</p>	<p>Dave provided background on the charging & service definition aspects of the project to date. The key points were:-</p> <ul style="list-style-type: none"> • That the charging aspects of the service had to take account of the existing different approaches to charging by NAS and GROS • That access to the new service within the campus would essentially be free but might be time-limited and limited to a certain number of seats • That the different search rooms might be used for different types of users (short term, long term and professional for example) • That SFHS would charge for additional services such as one-to-one help and high quality printouts <p>Dave stated that, following a GROS/NAS customer survey in 2004, the following were identified as priorities for short-term development:-</p> <ul style="list-style-type: none"> • One-to-one help • High quality printouts • Document transcription • Handwriting help <p>That in the longer term, the following might also be considered:-</p> <ul style="list-style-type: none"> • Genealogy magazine • Orientation Tours • Exhibitions • Seminars <p>Dave stated that, following the survey, work had begun on piloting the one-to-one assistance in GROS in order to get customer feedback prior to developing this service further.</p> <p>It was noted that, at this stage, the User Group's input would be particularly welcome on the following aspects of the SFHS charging & service definition project:-</p> <ul style="list-style-type: none"> • Detailing the charging proposals • Detailing the service offerings • Use of the search rooms 	
<p>5. IT project</p> <p>Ron Bell (GROS)</p>	<p>Ron outlined progress within the SFHS IT project, including the following components:-</p> <ul style="list-style-type: none"> • IT Strategy • Seat booking • Search facilities • Output Products <p>Ron stated that input was needed soon from the User Group specifically to assist in the development of the seat booking, output products and search facilities components.</p> <p>It was agreed that Joanna would circulate a list of the questions that required input from members in advance of the next meeting of the Group.</p>	<p>JOR/RB</p>

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<p>6. Marketing</p> <p>Joanna O'Rourke (NAS)</p>	<p>Joanna gave the group an outline of progress on the marketing aspect of the SFHS plan. The key points noted were:-</p> <ul style="list-style-type: none"> • That marketing was a key part of the development of SFHS and included internal and external communication • That a flexible and friendly brand for the new service had been designed and registered as a trademark • That a marketing plan was in progress • That there would be an information website available for the project at www.scotlandspeoplehub.gov.uk from February 2005 and that this would be updated regularly. User Group members would be informed as soon as this website became available. 	
<p>7. AOCB</p>	<p>There were no further questions from members.</p>	
<p>8. Date of next meeting</p>	<p>It was suggested that it would be useful to have a further meeting in approximately 2 months time and that this might be in conjunction with some representatives from the internal Services Working Group which included representatives of the staff from NAS, GROS and CLL who would operate the new service. Joanna agreed to send out a meeting invitation to group members.</p>	<p>JOR</p>