

Scottish Family History Service Project – 'ScotlandsPeople'

User Group Meeting – Lord Clerk Register's Room, General Register House, 05/04/05 @ 14.00

Present: Duncan Macniven (Chair) Ron Bell (RB), Gill Amos, Gordon Munro, Eddie Turnbull (ET), Chris Reekie, Helen Ewing (GROS), Alison Horsburgh, Susan Corrigall, Jenny Cutts, Joanna O'Rourke (secretary), Dave Brownlee (DB), George MacKenzie (GPM) (NAS)

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

Action Point Summary: JOR=2, RB=11, ET=1, DB=1, DM=1, GPM=1

Agenda Item	Outcome	
1. Introductions, matters arising	Duncan welcomed the group and members introduced themselves. The minutes of the last meeting on 1 st February 2005 were approved.	
2. Update on progress (Duncan Macniven)	Duncan updated the group on progress on the project since the last meeting and the following points were noted:- <ul style="list-style-type: none">• That the new joint website was currently being tested and would be launched towards the end of April.• That there was a delay in the accommodation element of the project due to the need for further clarification of the tenders.• That there were some encouraging examples of local family history-related developments.	

Agenda Item	Outcome	Action By
<p>3. Electronic services and payment methods</p> <p><i>(see SFHS, outline system description paper, 31 March 2005.doc)</i></p> <p>Ron Bell (GROS)</p>	<p>Ron Bell stated that input was required from the User Group to refine the outline system description document that would be used to develop the internal system. It was noted that it might not be possible to achieve all the requirements in the short term and that the intention was to prioritise the requirements.</p> <p>The group considered Ron's paper and the following points were agreed:-</p> <p><u>Booking</u></p> <ul style="list-style-type: none"> • That booking would be possible by email, letter, telephone or in person or on the internet • That user names could be retained/re-used by customers • That seat allocation would be done automatically online but staff would be able to amend this on request when customers arrived. • That a booking confirmation email would be sent out almost instantaneously • That discounted multiple bookings on non-consecutive days should be possible • That users would be able to change their passwords • That consideration would be given to the periods for which passes could be issued e.g. monthly, quarterly <p><u>Payment</u></p> <ul style="list-style-type: none"> • That it was probably simplest to use cash values and not credits • That costs would be clearly displayed 'up front' • Purchase of credit (whether in cash values and/or actual credits) to be possible in advance – for example when booking a seat <p><u>Searching</u></p> <ul style="list-style-type: none"> • That the internal system was intended to look similar to the online system • That we would add the mother's maiden surname as a search field where appropriate. • That searching over a span of years with a range of plus or minus 5 years would be investigated • That the possibility of using soundex for forenames should be investigated • That the screen advising how many records had been found for a search was not required. • That the number of search returns would be limited to 1,000. • That the search criteria would be shown on the results screen • That the system would automatically sort results by surname and then forename but that it was desirable to allow sorting by other criteria 	<p>For info.</p> <p>For info.</p> <p>For info.</p> <p>For info.</p> <p>RB</p> <p>For info.</p> <p>ET/DB</p> <p>RB</p> <p>RB</p> <p>RB</p> <p>For info.</p> <p>RB</p> <p>RB</p> <p>RB</p> <p>RB</p> <p>RB</p> <p>RB</p> <p>RB</p> <p>RB</p> <p>RB</p>

Agenda Item	Outcome	Action By
3. Electronic services and payment methods <i>(continued)</i>	<u>Output products</u> <ul style="list-style-type: none"> • That the location of microfilm/fiche within the campus was still being considered although the long-term aim was to get rid of them once all the digital images were of a proper standard • That the high volume of printouts produced and the resources required to sort them was likely to be an issue 	Ongoing Ongoing
4. Enhanced services for professional users <i>(see Enhanced services for professional users, 31 March 2005.doc)</i> Susan Corrigan (NAS)	The group considered Susan's paper on suggested enhanced services and the following points were made:- <ul style="list-style-type: none"> • That enhanced services need not be restricted to professional users • That the marketplace idea was unlikely to be of interest • That ASGRA members might find the suggestion of meeting rooms useful but that there might be limited demand • That the idea of an annual pass might be less attractive to professional users with availability of discounted access for shorter periods of time • That having a greater quantity of lockers generally was of greater interest than the provision of long-term lockers • That SFHS library resources should be open to all customers regardless of status. • That the facility to link to other organisations from the internal searching system was likely to be of interest • That the ability to sell publications in the SFHS shop was likely to be of interest to other organisations. 	
5. Other SFHS sources Duncan Macniven	It was noted that the primary aim of the project was to improve access to the resources held by NAS, GROS and CLL but that there was obvious potential to form links with complementary organisations such as the National Portrait Gallery and the Royal Commission on Ancient and Historical Monuments in the future and that NAS/GROS had already begun to explore these options. It was agreed that further collaborative efforts with local family history societies would be of mutual benefit. It was further noted that other NAS sources – such as Kirk Session records and sasines - would be added to the SFHS system after digitisation, though this was a long-term project. Angus Mitchell raised the issue of the current location of electoral rolls and it was agreed that Duncan and George would discuss the issue with Martyn Wade, the National Librarian.	For info. For info. DM/GPM
6. AOCB	The following matters were raised:- <ul style="list-style-type: none"> • That there would be a paper on library resources for the next meeting • That furniture samples would be available for the group to inspect at the next meeting • That the SFHS information website would not be launched until the accommodation contract had been let. • That no further progress had been made on the issue of charging 	For info. For info. JOR Ongoing
7. Date of next meeting	It was suggested that it would be useful to have a further meeting in approximately 2 months time and the date of 21 st June was provisionally agreed. Joanna agreed to send out a meeting invitation [so done].	JOR