

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

**Attendees:** George MacKenzie (NAS), Paul Parr (GROS), Denise Cowan (GROS), Dee Williams (GROS), Ken Nisbet (Genealogist), Ann Garven (Genealogist), Angus Mitchell (Genealogist), Bruce Bishop (SAFHS), Keith Dargie (NAS), Alison Lindsay (NAS), Alison Horsburgh (NAS), Ewan Steed (Genealogist), Gill Amos (GROS), Helen Ewing (GROS)

**Apologies:** Duncan Macniven (GROS), Steve Bruce (GROS), Anne Cruickshank (Genealogist), Bob Phillips (NAS)

### **1. Previous Minutes of 29<sup>th</sup> April 2008**

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

### **2. Matters Arising**

Item 2 – The cost of dimmer switches for the Dundas room were still unknown.

### **3. ScotlandsPeople Network-Update**

3.1 Keith Dargie confirmed that it would be possible to open with 36 place introductory taster sessions on Monday 25<sup>th</sup> August now that the applications were available for use. It was agreed that a staged opening was sensible being that the system was currently unable to cope with large numbers of consecutive users.

3.2 Customers will be able to book a taster session until General Register House is fully open. No additional staff would be made available for this interim arrangement.

3.3 The public will be helping ScotlandsPeople to test the system in terms of functionality. In the meantime, GROS will continue to test the system and the results of the load tests would be reported to the Executive Committee once all test results were available.

3.4 It was confirmed that for modern day records it was necessary to search across five year periods to prevent the public browsing the records. For historic records, the search system was in the process of being amended such that it was possible to search across any size of search period up to the date for modern day records. However, the system may request that the search criteria is altered if the system finds too many results.

3.5 A problem related to a search for an Old Parish Register was highlighted whereby nothing was found for a specific search, however, it was pointed out that the current database was incomplete and that the complete set would be loaded prior to the 25 August opening date.

3.6 Control of usage by customers of the introductory taster sessions was discussed. The fact that customers may attempt to go to the taster sessions on a regular basis was acknowledged. However, there was a need to balance the requirement for the system to be fully tested against possibly having an empty Adam Dome area.

3.7 Once General Register House was open then the system would not allow customers to book twice into a taster session. The possibility of requesting a form of identification was suggested.

3.8 It was confirmed that customers would need to pay for prints and electronic saves.

#### **4. ScotlandsPeoplehub - Update**

4.1 The Hub website was being updated with any new information and the opening of the building on the 4<sup>th</sup> July by Her Majesty had been added.

4.2 The Hub website would be completely updated once the General Register House was fully open such that it more closely mirrored the system available at the Centre.

#### **5. Opening Date and Options**

5.1 The opening date would be dependent of the test results and could only happen once it was possible for around 200 users to consecutively access the system.

#### **6. Any Other Business**

6.1 It was suggested that a message should go on to Talking Scot to make people aware that the Centre would be opening for taster sessions on the 25 August.

6.2 The access arrangements for the NAS garden entrance were confirmed together with the barred access via the Reid staircase to ensure that NAS customers deposit any bags or coats in their cloakroom.

6.3 It was confirmed that assisted searches are expected to take place in the Dundas room because the desks in the Matheson Dome could not be adapted to accommodate two people looking at one screen. Statistics looking at the use of this service will be maintained to assess the popularity of the service. Concerns were raised that the assisted searches may disrupt customers working in the Dundas room, however, this would also require to be monitored.

6.4 Customers sitting in the Matheson Dome or Reid room will be able to order fiche or film which they will look at through the reader located in these search rooms. It will still be possible to order 3 fiche a day for the adoption register.

6.5 It was confirmed that customers will not be able to book a seat in the Dundas room unless they have a season ticket.

6.6 It was noted that customers were leaving their bags and coats in the café area to reserve seats. It was agreed that signage would be used to inform customers not to leave their belongings in the café area.

**Action:** Signage to be put in café area asking customers not to reserve seats

6.7 It was agreed that customers should not be using mobile phones in search rooms and anybody caught using a mobile phone will be asked to leave the search room.

6.8 It was reported that some customers share terminals and chat to each other during their search session. It was confirmed that search rooms are not silent areas and that conversations between customers will need to be tolerated.

6.9 Concerns were raised that the lower charges were encouraging all types of people to New Register House. It was confirmed that this was part of the social inclusion agenda of the government and that new comers were welcomed.

6.10 The café would open once the opening date for General Register House was known. Progress had been made on the installation of the Belfast sink and the location of the store for café goods.

6.11 Doors open day was taking place on the 27 September and it was hoped that the work to rule by staff would not disrupt the event.

6.12 NAS was planning to use the seminar facility in NRH for educational visits for the schools.

6.13 It was confirmed that family history societies are striving to join up for evening visits to meet the increased costs, which meet the overtime costs.

## **7. Date of Next Meeting**

9.1 The date of the next meeting to be arranged once the computer system was fully tested and an opening date known.