

## **Minutes of the Centre User Group Meeting Held on Thursday 12<sup>th</sup> June 2008 in the Lord Clerk Register's room, GRH at 14:00**

**Attendees:**, George MacKenzie (NAS), Bob Phillips (NAS), Denise Cowan (GROS), Helen Ewing (GROS), Dee Williams (GROS), Steve Bruce (GROS), Ken Nisbet (SAFHS), Ann Garven (Genealogist), Angus Mitchell (Genealogist), Anne Cruickshank (Genealogist), Bruce Bishop (SAFHS), Keith Dargie (NAS)

**Apologies:** Duncan Macniven (GROS), Paul Parr (GROS), Gill Amos (GROS), Alison Lindsey (NAS), Alison Horsburgh (NAS), Ewan Steed (Genealogist)

### **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.

1.2 Angus Mitchell wanted clarification on **item 8.2** of the previous minutes (use of the Dundas Room for season ticket holders). He wanted to know if professionals could book the Dundas Room without having a season ticket. It was re affirmed that the Dundas Room was not bookable and was intended for the use of season ticket holders and possibly Assisted Searches. If seats were free then the search room supervisors may book customers into the seats on that day.

### **2. Matters Arising**

Item 2 –cost of dimmer switches in the Dundas Room. Bob stated that he had not completed testing of the dimmer switches. Once complete he will present the purchase and installation costs to the Programme Board for consideration.

Item 4.2 – co-ordination of testing the network. Steve said that testing was underway. Ken Nisbet was the only User group member who had tested the system in room 28. Steve confirmed that if any of the group wanted to test the software they were to contact himself to book a place. [Tel. 0131 314 3541]

Item 5.5 – seat adjustment information has been put in place in the Dundas Room.

Item 8.3 – the product list has been e-mailed to the genealogists.

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

3.1 Keith Dargie explained the role of his department for the ScotlandsPeople project. He then outlined 3 possible scenarios regarding testing of the software and it's impact on the possible opening date.

3.2 A new testing phase begins on Monday 16<sup>th</sup> June for 3 weeks and once the results of the tests have been evaluated the IT team will have a better idea of when the centre could open. It was stressed that it was important to open the centre only once the software had been robustly tested and proved to be fully reliable. If the testing outcome was good then the centre could open by the end of August or

beginning of September. If the testing outcome was moderate or severe then anywhere between the end of October or towards November or December was possible.

3.3 The option of using the pay per view website in the GRH search rooms with the DIGROS system being maintained in NRH was tabled as a means of opening the ScotlandsPeople Centre by the end of August, if the test results were not good. The genealogists and GROS staff did not consider this option to be viable because of the number of complaints that could arise from customers due to the fact that only customers in NRH would be able to see modern day records. GROS raised concerns with the prospect of staffing a two tier system; charging the same entrance fees in both buildings and how fees could be charged without a till system in place. It was reaffirmed that DIGROS could not be implemented into the search rooms in GRH as a temporary measure.

#### **4. Accommodation Works**

4.1 Bob informed the group that work in the Matheson Dome, Adam Dome, Reid Room and shop area is more or less complete with only some minor touching up to be done for the VIP visit on 4<sup>th</sup> July.

4.2 The NRH Dome is scheduled for completion by the end of June. Most of the booths have been installed and the carpet will soon be laid. Furniture will be installed for 3<sup>rd</sup> July.

4.3 By the end of July all accommodation work will be completed.

#### **5. ScotlandsPeoplehub-Update**

5.1 Steve Bruce informed the group that Mark Fleming from GROS will be implementing updates to the hub website from now on. He will be uploading text and images supplied by Steve as well as User Group minutes.

5.2 The latest update will be available from 16<sup>th</sup> June with updates becoming more regular now that there is a procedure in place.

5.3. Mark will also be working on the new website and centre network using information and images drafted and supplied by Steve.

#### **6. Opening Date and options**

6.1 George MacKenzie stated that this was previously discussed during Keith's presentation on software testing. The opening date relies on the success of the forthcoming testing period and a better idea of the likely date will emerge in July.

#### **7. Café and Seminar Facility Updates**

7.1 Dee informed the group that Heritage Portfolio will have a 6 month trial period for operating the café. Heritage Portfolio are hoping to stock the café with some of the fresh baking and produce from their café operated by Ruthven at the Scottish

National Portrait Gallery in Queen Street and therefore the proposal to call the café “**Ruthven at ScotlandsPeople**” was being considered, which would strengthen the brand in terms of quality of produce.

7.2 Heritage Portfolio would like to install an oven to make scones and they also planned to discuss the possibility of cooking bacon rolls with the local Environmental Health Officer. They will be submitting proposals to Dee.

7.3 A storage area for fridges and goods has been identified in the basement of NRH.

## **8. Any Other business**

8.1 Dee mentioned ELISA, the Edinburgh Festival of Libraries, which commences on 8<sup>th</sup> November for one week. ScotlandsPeople and NAS plan to have stands at the opening fair on 8<sup>th</sup> November and then Tristram Clark and Dee Williams have offered talks combined with tours around General Register House and New Register House on 10 and 11<sup>th</sup> November. *[Since the meeting Dee has established that the opening fair on 8<sup>th</sup> November takes place in Adam House in Chambers Street]*

8.2 George Mackenzie mentioned that GROS and NAS would be participating in the ‘Doors Open day’ on Saturday 27<sup>th</sup> September.

8.1 Dee will email SAFHS with a list of their books, which might possibly be sold in the shop if the profit margins and selling prices can be agreed.

**Action:** Book list to be emailed to SAFHS

8.3 Feedback was requested on the proposed product list for the shop, which had been emailed to the genealogists. Anne Cruickshank mentioned that she thought it would be good to stock individual items like mugs, which were unique to the centre and not generally available elsewhere.

8.4 Bruce Bishop wanted clarification that entry to the Historical Search Room would continue to be free. George MacKenzie assured him that this was the case. Clarification of this could be made on the ScotlandsPeoplehub website and perhaps NAS website to avoid confusion.

8.5 Angus Mitchell asked if it would be possible to open the doors before the official opening time of 9:00 am in the case of bad weather. He was informed that this was not possible due to the absence of a waiting area at the centre. If people pre booked there would be no need to arrive early. The only people who would possibly be queuing would be those looking for a free search place. Dee mentioned that the café would be open at 8:30 so people could have a beverage in the café prior to 9:00 am.

8.6 Bruce Bishop mentioned that at Family History meetings some people are still under the impression that they will be able to use the 2 hour free search facility, go shopping then come back and use it the next day. It was stressed again that this facility is intended for first time users only and that use will be monitored. A review taken on its effectiveness will be taken after a few months with the possibility that

time might be limited to one hour if the free access is having a detrimental impact on the Centre. A clearer notice to this effect will be placed on the hub website.

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

9.1 The date of the next meeting has been arranged for Thursday 31<sup>st</sup> July at 2:00 pm in the Lord Clerk Registers Room.