

MINUTES OF MEETING

Title/Subject: **Diamond User Committee Meeting #24**

Venue:	G-59 Diamond House	Chairman: Andrea Russell
Time/Date:	Tuesday 11 th July 2023	Secretary: Cecilia Sánchez-Hanke (Remote)

PARTICIPANTS

DUC members (on-site)

Gavin Bell
David Briggs
Charlie Collingham
Matthew Derry
Kevin Edmonds
Hayley Gilbert
Colin Levy
Natash Lukoyanova
Alexander Lunt
Marcus Newton (Remote)
Silvia Ramos Perez
Robin Perry
Reshma Rao
Andrea Russell (Chair)

Diamond Light Source representatives

Gianfelice Cinque
Andy Dent
Sarnjeet Dhesi
Sofia Diaz Moreno
Gwyndaf Evans
Lorna Goldsmith
Dave Hall
Joe Hriljack
Adrian Mancuso
Chris Nicklin
Paul Queen
Martin Walsh

Institution

University of Warwick
The Francis Crick Institute
University of Reading
Aston University
University of Nottingham
University of Cambridge
University of Manchester
Birkbeck EM facility
University of Bath
University of Southampton
University of Kent
UCL – University College London
Imperial College London
University of Southampton

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Apologies: Jamie Blaza Ann Chippindale Enrique Jimenez-Melero Rob Rambo Anna Regouzt Dave Stuart Arwen Tyler	University of York University of Reading University of Manchester Diamond Light Source University College London (UCL) Diamond Light Source University of Leeds
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DUC PRIVATE SESSION:

Welcome to new members and discussions about:

- Discussion with new members to provide input in how to improve the communications with users,
- Comment regarding the feedback survey to be truly anonymous to increase the responses and the subject of the comments.
 - **Action 24.1:** CS-H to modify the survey to remove the requirement for identification of the person responding, but to give an option to be responded to by adding their email at the end.
 - Andrea R, suggested to include in the UAS feedback form the link to the emails from the representatives to establish a direct contact, and open all year long. **Action 24.2** for Lorna Goldsmith, and UAS, to include in the feedback form the link to the emails to the website with representatives. **Action-24.3**, CS-H to update the website with the new representatives emails ASAP. **Action-24.4**, would it be better to have a DUC-rep incoming email that all the representatives have access to?... that way DUC Representatives will only get emails while they are representatives,... No Diamond person will have access to that email, unless they are DUC User representatives. Not dependent of the Web page updates, and can be set up right after the acceptance of the task. – CS-H to confirm if that is possible a generic email DUC-feedback@Diamond.ac.uk-opinions.?

2. Revision of MINUTES AND ACTIONS from the past meeting/s

- The minutes of DUC meeting 23 were approved
- Review of actions

Number	Action	Actionee	Target Completion Date / Status
20.2	To write a letter with ISIS to STFC regarding the need for more accommodation at Ridgeway. Diamond to confirm if this is needed.	Andy Dent	Completed Sept/Oct 2022
Follow up: Action 24.5 CS-H to ask the User office LG to provide a report at the next meeting regarding Ridgeway occupancy and faction of users required to stay off-site.			
21.5	To provide feedback to Mark Heron from the user community regarding software and computing in terms of what we should be doing better or what is missing?	DUC Reps	Completed
22.1	Ask SHE when was the latest update of the User training/test, and if they consider the implementation of a training only for REMOTE users.	Cecilia Sánchez-Hanke	Completed Video redone in the last 6 months Remote induction deemed sufficient as even remote users need to understand where their samples are going
22.2	To review the reporting needed for BAGs and provide examples of what is expected at each stage i.e. 6 month and 2 year reports.	Lorna Goldsmith	Completed
Follow up Action 24.6 Silvia Ramos and David Briggs to consult BAG groups regarding any issues they are experiencing.			
22.3	Update to DUC in how food allowance works, and update in changes and implementation timeline	Lorna Goldsmith	Completed
22.4	To confirm dates for Sept/Oct DUC meeting 2022 (DUC-22)	Cecilia Sánchez-Hanke	Completed
22.5	Provide/post the presentations of the meeting and include them in the DUC web pages	Cecilia Sánchez-Hanke	Outstanding – DUC minutes need to be updated on the website
22.6	On_line meeting for DUC representatives discussions? One or more meetings? Minimum x2, lessons learned + prep for DUC?	Cecilia Sánchez-Hanke	No longer required

3. Chair's report

- **AER** reported on her recent attendance at the Diamond SAC as DUC chair.
 - Diamond II upgrade progressing – AM and DS will update in their presentations
 - Upgrade/replacement of GDA ongoing and may require user feedback.
 - CEO appointment ongoing
- Elections were held for new/additional DUC members using a new nominating procedure (self/other nominate, seconding by Diamond SGLs after confirmation that person is a user, electron online), which seemed to work well.
- Sample environments project is progressing – see the spreadsheet circulated by CS-H. We now need to decide how to make this available to users.
- User feedback/input to the meeting was done by a survey and this generated more responses than previously. See action **24.1** regarding amendments to this survey for the next meeting regarding anonymity and action **24.2** to include User representative contact in the standard Diamond feedback survey completed at the end of a run.
- **Action 24.7 AER** to draft a letter to government regarding the ongoing pay dispute at Diamond.

4. Diamond Life Sciences update – see slides from Dave Stuart

5. Diamond Physical Sciences update – see slides from Adrian Mancuso

6. Diamond's EDI strategy – see slides from Adrian Mancuso

7. Diamond User Office update (Lorna Goldsmith)

- Industrial action resulted in 2 days disruption and there is now continued action short of a strike.
- Power outage on 23/3/22 took the UAS system down for 1 week as a hardware upgrade was required to restore the system.
- The FedID system is to be replaced in March 2024.
- There was a discussion regarding the user feedback survey at the end of beamtime and how low scores were addressed. See **Action 24.2** regarding User representatives contact.
- There was a discussion regarding Ridgeway house **Action 24.5** and a request that LG seek an update from STFC regarding expansion plans **Action 24.8**.

8. CEDARS survey report (Steve Collins)

- This regards the desire to move to open data (making all publically funded data collected at Diamond available)
- Steve explained that the interim plan would include a 3-year embargo period, that users would be able to open their data via Gateway, and that Diamond would automatically create the DOI.
- The system would not be used for BAGs.

9. AOB

- **Paul Quinn** – proposed to have more training at Diamond and asked what mechanisms are best to increase this. There was a discussion about which training is already provided, which needs to be reviewed to inform this discussion further. **Action 24.9** SGLs to send CS-H list of the training provided to users by their groups.

- **CS-H** reminded us that elections to replace some retiring user representatives will be required in **early 2024**. The DUC agreed to use the same mechanism as the most recent elections. **Action 24.10** CS-H to send out call for nominations in January 2024, for elections in February 2024.

10. The meeting closed. DUC 25 to take place in December 2023.

Number	Action	Actionee	Target Completion Date / Status
24.1	DUC Chair writing letter to STFC for Ridgeway house?	Andy Dent/DUC Chair?	
<p>Potential Action: 24.?: Seems that the problem still existing with the accommodation at Ridgeway, because does not seem that there is any “intention of STFC” to build extensions?</p> <p>Note CS_H: I could not hear what AD said in the meeting and what the action is for this. If writing the letter is back in the action plan.</p>			
24.2	DUC Chair to address the User Community regarding what the community needs are for Diamond-II	DUC Chairs	
<p>Potential Action 24 ??. Action email from Chair, addressing the User Community, of Diamond future plans for SSCC – Diamond Scientific Computing. AR pointed out that probably the most important aspects that Users are interested are in this priority:</p> <p>a) Beamline reliable operation – GDA and engineers available if issues</p> <p>b) Get the data and been able to process them accordingly/appropriately</p> <p>c) Archive data properly</p> <p>Action for Chair: Mass email to Users.</p>			
24.3	Mini DUC commission to study what the User community would like to see happening with the BAG-Beamline Allocation Groups-.	Silvia Ramos, David Briggs + CS-H as suport if required	Having a meeting to clarify the strategy to get this moving? Maybe Silvia and David already have clear ideas, and then this will be sorted!
<p>Potential Action 24</p> <p>Mini-DUC commission in getting together to understand the issues with the BAGs – Beamline Allocation Groups- what are the issues. I think I heard that Silvia Ramos and David Briggs will investigate. CS-H Happy to provide logistics if something like a survey is required from Diamond. Unfortunately I do not have access to the data of the UAS, and Lorna Goldsmith will provide the UAS logistics.</p>			
24.4	To review the reporting needed for BAGs -Beamline Allocation Group and provide examples of what is expected at each stage i.e. 6 month and 2 year reports.	DUC mini-Committee to study how to improve BAGs reporting	
24.5	To confirm dates for DUC-25	Cecilia Sánchez-Hanke	December 2023 on going
24.6	Provid improvements in DUC web pages, and update information and presentations	Cecilia Sánchez-Hanke	On going = CSH will keep in contact with DUC with advancements and changes

24.7	On_line meeting for DUC representatives discussions? One or more meetings? Minimum x2, lessons learned + prep for DUC?	Cecilia Sánchez-Hanke	CSH Easy to organize if required
24.8	DUC election for Student representative for Biological and life science.	Martin Walsh	Martin Walsh to nominate a student?
24.9	Feedback from Users a) introduce in UAS Users feedback form the email to the DUC User representatives. b) Make survey anonymous, and find a place at the web place where to include the feedback and resolutions?	a) Lorna Goldsmith b) CSH	LG Action depends on UAS availability to do the change, CSH action will be done for the next survey
24.10	User Office update, DUC to define the stats that Lorna needs to present. CS-H, it would be good that statements from the User Office are supported by statistics, to understand the “size” of the issue.	Lorna Goldsmith	
24.11	DUC representatives to contact users regarding the feedback collected in the survey.	DUC representatives	
24.12	There was talk about the need of Diamond to move towards reporting with KPI's. This was related with the MX Bridge beamline, when Martin Walsh was presenting. CS-H: I am happy to support this initiative. Maybe the DUC can “show” Diamond how to do it!...when asking for the User Office Update, including performance KPIs, Safety KPIs, at the same time that providing the information/Statistics of the Scientific Groups.	CS-H working with DUC representatives	

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What CSH is working in the background:this will not appear in the minutes:

- DUC web pages,
 - Updating information, on going
 - Contacted Comms, Molly Pekarik-Fry, helping and she will be hopefully presenting in the next DUC, what she envisions. We want the DUC to take ownership, and be happy with the pages, I think it can be useful that the younger representatives would like to hear, because they are more up to date.

- Looking into how to include
 - Presentations
 - DUC chair communications to the Users
 - Survey results
 - Surveys
 - Nominations
 - Elections
- Standardizing files to be use
- Producing a timeline for the different processes,
-