

MINUTES OF MEETING

Title/Subject: Diamond User Committee Meeting #17
Venue:

Diamond House, G53/4

Chairman:

Dr Tom Hase / Dr Nick Brooks

Time/Date:

 Tuesday 26th September 2017

Secretary:

Kathryn Poulter

PARTICIPANTS

DUC members

 Tom Hase (Chair)
 Amber Thompson
 Neil Telling
 Nick Brooks (Chair)
 Arnaud Basle
 Tim Knowles
 Colin Pulham
 Yvonne Grunder
 Ed Lowe
 Laura Spagnolo

**Diamond Light Source
representatives**

 Alun Ashton
 Paul Barrett
 Laurent Chapon
 Andy Dent
 Sofia Diaz Moreno
 Aiveen Finn
 Dave Hall
 Mark Heron
 Vince Kempson
 Carina Lobley
 Chris Nicklin
 Kathryn Poulter
 Keith Ralphs
 Rob Rambo
 Andy Richards
 Kawal Sawhney
 Martin Walsh
 Heribert Wilhelm
 Jorg Zegenhagen
 Peijun Zhang

STFC representatives

 Neil Phimister
 Adam Bamford

Institution

 University of Warwick
 University of Oxford
 University of Keele
 Imperial College, London
 University of Newcastle
 University of Birmingham
 University of Edinburgh
 University of Liverpool
 University of Oxford
 University of Glasgow

 Data Analysis Software Group Leader
 Commercial Manager
 Director, Physical Sciences
 Physical Sciences Coordinator
 Spectroscopy Village Coordinator
 Scientific Communications Manager
 MX Village Coordinator
 Controls Group Leader
 Head of Accelerator Operations Group
 User Office Manager
 Surfaces & Interfaces Village Coordinator
 Operations Programme Manager
 Acting Group Leader - GDA
 Soft Condensed Matter Village Coordinator
 Head of Scientific Computing
 Materials Village Coordinator
 Life Sciences Coordinator
 Engineering & Environmental Science Village Coordinator
 Physical Sciences Coordinator
 Director of eBIC

 STFC
 STFC

Apologies:Sam Chong
Gareth Law
Andrew Thomas
Dave Stuart
Richard WalkerUniversity of Liverpool
University of Manchester
University of Manchester
Director, Life Sciences
Technical Director**1. INTRODUCTIONS AND OPENING REMARKS**

Tom Hase welcomed everyone to the meeting. Apologies were received from Sam Chong, Gareth Law, Andrew Thomas, Dave Stuart and Richard Walker.

2. UPDATE ON RIDGEWAY HOUSE

Neil Phimister and Adam Bamford attended the DUC on behalf of STFC to give an update on the present situation with Ridgeway House. The main points were:-

- Baxter Storey have taken over the contracts for Ridgeway and Catering services on site.
- There is a need to refocus on User services.
- A User steering group has been set up to include representatives from all the facilities on site, to deal with issues arising. Carina Loble and Paul Barrett are representing Diamond.
- Additional rooms have been made available at Ridgeway for Diamond/Isis.
- Evening and weekend food service will move back to R22.
- Presently investigating the option of microwaveable meals for vending machines.

Ridgeway expansion.

- A proposal is under development for a 60 room expansion of Ridgeway. Funding needs to be found, and we also need to finalise the business case.
- Diamond have agreed to contribute to the required funding.
- Need to be ready with the plans and planning permission ready to start for when the funding is available.

There was discussion around providing timely feedback to Baxter Storey. Carina answered that there is now a question added to the end of expt form to ask for feedback on facilities. This can be passed on directly or via the steering committee.

Colin asked if the KPIs for the contractor could be shared with the DUC, showing accountability to users, and progress. STFC agreed to do this.

At this point Tom Hase handed over as Chair of the meeting to Nick Brooks.

3. MACHINE REPORT

Vince Kempson gave a presentation to update the DUC on developments and performance of the machine.

Nick Brooks asked, in terms of being able to feed back to the user community, what is the key benefit of Normal Conducting (NC) Cavities? Vince confirmed that two NC cavities are required to replace one Super Conducting (SC) cavity. So SC cavities are more efficient in beam terms, however the operational issues are severe when they fail. We have four in total, with only two installed at present. Should one fail, it is a minimum of two weeks down time to replace, and it is extremely difficult, time consuming and expensive to get them repaired. Hence, a mix of the two types will help operations.

4. PHYSICAL SCIENCES UPDATE

Laurent Chapon gave a presentation to update the DUC on the progress on the Physical Sciences Beamlines.

5. LIFE SCIENCES UPDATE

Dave Hall gave a presentation to update the DUC on the progress on the Life Sciences Beamlines.

6. MINUTES & ACTIONS

The minutes of the DUC meeting on the 21st March 2017 were approved

Number	Action	Actionee	Target Completion Date / Status
14.2	Cecilia to draft a proposal regarding the procedure for changes to visits.	Transferred to Carina Loble	Carina confirmed that a policy was being developed, and would be sent round to the DUC for comment, in parallel with Directors.
15.1	Paul Barrett to give an update at the next meeting on the potential extension to Ridgway House.	Paul Barrett	This was discussed in item 2 of the meeting with STFC.
15.3	To reconsider the user of cypher tags given the cost	Paul Barrett	Paul confirmed that at the moment there is no alternative. Action closed

15.4	Diamond to review the provision and availability of food overnight (Ridgeway and Vending Machines) as this is really important to users, and report to the next DUC.	Paul Barrett	As confirmed in item 2, evening meals will return to R22. Diamond are working with Baxter Storey on vending to provide microwavable meals, as long as the price is reasonable. Machines are being restocked Mon-Sat.
15.8	Diamond to investigate if one or two desktop computers can be provided at Ridgeway in the same way they are in the Atrium	Paul Barrett	STFC have agreed to do this and Diamond have supplied the PCs.
15.12	To consider a user focused newsletter from the DUC. This could also cover technical upgrades and UAS updates.	Tom Hase/Isabelle Boscaro-Clarke /Carina	This will be discussed during the Comms update.
16.1	Tom to draft letter regarding extension to Ridgeway and circulate for comment.	Tom Hase	Complete
16.2	Tom to gather all feedback on catering/Ridgeway and pass on to Paul Barrett.	Tom Hase	Complete
16.3	Paul to set up a solution to receive real-time feedback on the vending machines.	Paul Barrett	Discussed in Item 2.
16.4	To take forward the idea of village user meeting and the use of webinars.	Isabelle Boscaro-Clarke	This will be covered in the Comms presentation
16.5	Tom to coordinate the DUC attendance at the upcoming workshops at Diamond.	Tom Hase	Complete – agreed that this was a good way to get feedback from users.
16.6	Election for a new chair	Kathryn Poulter	Complete

8. HEALTH & SAFETY

Nothing to report

9. REVIEW OF ANY SPECIFIC USER COMMENTS/UPDATE FROM PART ONE

Nick reported that there had been a long discussion about Ridgeway House accommodation and catering. In summary, it sounds hopeful that in a 2-3 year timescale, provision of rooms would be increased, pending funding.

STFC had agreed that there had been teething problems moving to a new contractor, however they were trying to resolve and amongst other actions, had set up a Steering committee with key stakeholders (Diamond and Isis etc.) to aid communication. STFC had agreed to share the

contractors KPIs with the DUC, and DLS reps on the steering committee will ensure this happens.

Action: Carina Lobley/Paul Barrett

10. USER OFFICE UPDATE/DISCUSSION

Carina Lobley gave a presentation to update the DUC on the progress of the User Office

Of the 1000+ end of experiment forms received in the last 6months, only 14 graded the success of their experiments as poor/v poor.

- 4 sample was not good
- 5 beamline didn't have the right equipment
- 3 catastrophic failure – mono fail etc
- 2 were communications between users/beamlines

Tom Hase asked whether there was any merit looking at the “OK” responses e.g. the 3s? It was also asked what the statistics were on average for each category. Andy commented that this is something that has previously been reported and could be reinstated. It was agreed that the statistics and comments to be presented at the next meeting should be reviewed

Action: Carina Lobley

Colin Pulham asked if it could be considered changing the proposal submission deadline so that it does not fall on a Sunday. Following discussion about various options, DLS agreed to review internally and come to a conclusion.

Action: Carina Lobley.

The question in the UAS asking for feedback on accommodation/food is going live in the UAS today, and this can also be passed on to Baxter Storey.

11. UPDATE ON KEY ISSUES & VISION IN DATA ACQUISITION & ANALYSIS

Alun Ashton gave presentations to update the DUC on the progress of the software & IT teams and their work.

Neil Telling commented that feedback from users in general seemed to indicate that remote access worked well, however onsite and GDA applications could be more variable. It was asked if GDA developers could spend a day work shadowing so that they can see how the GDA is being used and make this a standard part of the process for updating the software. Alun mentioned that at present the GDA team is understaffed and this makes things difficult.

Mark Heron commented that the software group process are aligned so that there is one process for submitting tickets. These are moved into a “work in progress” category so it is clear what we are working on. We also now have a mechanism to review and deal with older tickets.

It was observed that the archiving system has improved over the last 12 months.

12. COMMUNICATIONS UPDATE

Aiveen gave a presentation to update the DUC on the work in the Communications team and upcoming events.

The Governance leaflet was reviewed. It was agreed that this is a very helpful document, but perhaps needs another name. There was discussion about having an online version that could then have links to the various committees via the website. Aiveen agreed to circulate the next draft for comment.

Action: Aiveen Finn

A new webinar series, in part to take over from the User meeting, will be starting on Friday 29th Sept. At the moment this will be live only. The event has been advertised to PIs in a relevant field in the first instance, and currently there are 70 people registered.

Any feedback would be welcome on format and ideas for topics, and Diamond will see how the series progresses. It was discussed that people might want to dip into talks they do not know about, and perhaps they should be advertised more widely. Laurent agreed, but we also need to test the technology as well. The series will begin small, and roll out from there.

A user-focused email was discussed. It was agreed that it should be quarterly, and perhaps be issued either side of the DUC meeting. Aiveen agreed to help finalise the communications, but the content needs to come from the DUC.

Action: Nick Brooks

Laurent mentioned that more villages were having away days, and that it might be good in the future to have Users involved with parts of these meetings. Laurent to discuss with Nick how the DUC can interact with the new Science structure and away days.

Action: Laurent Chapon/Nick Brooks

13. FEEDBACK SESSION WITH VILLAGE CO ORDINATORS

MX – The MX representatives received a lot of feedback, of which the majority was positive. Late checkouts at Ridgeway have already been discussed with the User Office. There was some discussion around more auto filling of information when users log their publications. Carina replied that until the database information has been cleaned, we are not able to autofill due to accuracy issues.

Soft Condensed – All comments received were very positive. There was a short discussion on the need for the user office autoreply saying that “your email has been received”. However, it was agreed that despite volume of email, this was something that should be kept.

Materials – There were some comments associated with I19, in particular some user communities find the software difficult. As mentioned in his presentation, Laurent stated that resource would be specifically provided in the short term to resolve this issue.

Now that data is being collected quickly, and the processing is relatively slow, users are asking for more, shorter visits as for MX.

Laurent stated that the I19 User Working Group would be restarted in March, and part of its remit would be to look at access models as well as defining priorities for software development.

There was a question regarding the possibility of block booking rooms at Ridgeway before all participants had finished safety testing, to ensure everyone had rooms. At the moment a room cannot be booked without a name. Nick and Carina agreed to discuss this issue offline.

Action: Nick Brooks/Carina Lobley.

Engineering – reported positive comments. A number of comments were requesting the use of eqpt e.g. trolley, and the advice should be to talk to the PBS on the beamlines, and they will be able to tell you the best course of action.

Regarding the questions on Industry, one or two users said a conference would be good to create new links.

Surfaces & Interfaces – there was little village specific feedback. There was support for joint workshops with industry and there were also comments about the progress made with the Data evaluation software.

Spectroscopy – Comments on catering and accommodation have already been covered. There was a request for more feedback from the PRP. At other facilities you are given a score relative to the cut off point for the beamline. Carina commented that this could be done, but each of the 12 panels think differently. Laurent agreed that Diamond would review internally.

Action: Laurent Chapon/Dave Stuart

The length of the allocation period was discussed, as there were comments to both shorten and lengthen. Diamond finds the Allocation period of 6 months – is a good compromise, as getting 12 panels together twice a year is a significant challenge.

There was a lot of enthusiasm for joint Diamond / Industry meetings to target industrial applications. Many positive comments, no how, but keen.

Laurent agreed we should invite the industrial team to be part of the discussion, and consider how we structure such events.

Action: Laurent Chapon

EM – There was positive feedback for the catering and accommodation, and for the staff. The main challenge is that the user base is varied in terms of expt, knowledge and expertise. Some ask for remote access, so that they then ship samples and load grids and drive microscope remotely. Other users are doing more tomography projects and require more flexibility.

It was agreed that there need to be more communication to users regarding what they can expect from their microscope – e.g. what detectors are available. **Action: Peijun Zhang**

14. AOB

Membership – this was the last meeting for both Tom Hase and Sam Chong, and we thank them for all their efforts on the DUC. An election for new representatives will be required.

Action: Kathryn Poulter

Meeting dates – Kathryn will circulate potential dates for 2018 meeting in March and September.

Action: Kathryn Poulter

Annex A: New Actions

Number	Action	Actionee	Target Completion Date / Status
14.2	Carina to draft a proposal regarding the procedure for changes to visits, and circulate to DUC for comment.	Carina Lobley	Mar-18
17.1	Steering committee to ask for the KPIs for Baxter Storey from STFC, so that progress can be demonstrated.	Carina Lobley/Paul Barrett	Dec-17
17.2	Carina to review the statistics that are presented at the DUC and refresh.	Carina Lobley	Mar-18
17.3	Review the proposal submission deadlines so that it is not a Sunday. Carina will draft a proposal for internal review.	Carina Lobley	Mar-18
17.4	Aiveen to circulate the next draft of the "Governance Leaflet".	Aiveen Finn	Oct-17
17.5	To coordinate drafting a template and content for a quarterly DUC communication.	Nick Brooks	Feb-18
17.6	Discuss how the DUC can interface with the new Science villages and away days.	Laurent Chapon / Nick Brooks	Dec-17
17.7	To review block booking of rooms at Ridgeway House., when participants on an expt have not completed their safety test.	Carina Lobley/Nick Brooks	Dec-17
17.8	To review internally the statistics that could be supplied as feedback from PRP to users.	Laurent Chapon /Dave Stuart	Mar-18
17.9	To consider opportunities for engagement with Industry via joint DUC/Industry conferences.	Laurent Chapon	Mar-18
17.10	To draft guidelines on what to expect from your microscope.	Peijun Zhang	Mar-18
17.11	To organise an election for two new members.	Kathryn Poulter	Mar-18
17.12	To confirm meeting dates for 2018	Kathryn Poulter	Nov-17

The next meeting will be Tuesday 13th March 2018