

MINUTES OF MEETING

Title/Subject: Diamond User Committee Meeting #13

Venue: Diamond House, G53/4

Chairman:
Dr David Lawson

Time/Date: Tuesday 22nd September 2015

Secretary:
Kathryn Poulter

PARTICIPANTS

ADDITIONAL DISTRIBUTION

DUC members

David Lawson (Chair)
John McGeehan
Peter Wells
Tom Hase (Chair)
Sam Chong
Amber Thompson
Liane Benning
Rob Lindsey
Alan Dunbar

Institution

John Innes Centre
University of Portsmouth
Research Complex at Harwell
University of Warwick
University of Liverpool
University of Oxford
University of Leeds
University of Manchester
University of Sheffield

Diamond Light Source representatives

Alun Ashton
Isabelle Boscaro Clarke
Rob Rambo
Andy Dent
Michael Drakopoulos
Dave Hall
Mark Heron
Sue Judge
Burkhard Kaulich
Chris Nicklin
Kathryn Poulter
Bill Pulford
Trevor Rayment
Kawal Sawhney
Dave Stuart
Vince Kempson
Martin Walsh
Rob Walton
Jorg Zegenhagen

Data Analysis Software Group Leader
Head of Communications
Soft Condensed Matter Village Coordinator
Physical Sciences Coordinator
Engineering & Environmental Science Village Coordinator
MX Village Coordinator
Controls Group Leader
User Office Manager
Spectroscopy Village Coordinator
Surfaces & Interfaces Village Coordinator
Operations Programme Manager
Scientific IT Software Computing Coordinator
Director, Physical Sciences
Materials Village Coordinator
Director, Life Sciences
Deputising for Technical Director
Life Sciences Coordinator
Data Acquisition Group Leader
Physical Sciences Coordinator

Apologies:

Nick Brooks

Feodor Ogrin

Joe Hriljac

Cecilia Sanchez-Hanke

Imperial College, London

University of Exeter

University of Birmingham

Scientific Operations Coordinator

1. INTRODUCTIONS AND OPENING REMARKS

Dave Lawson welcomed everyone to the meeting

Apologies were received from Nick Brooks, Feodor Ogrin, Joe Hriljac & Cecilia Sanchez-Hanke.

2. MINUTES AND ACTIONS

The Minutes of the meeting held on 17th March 2015 were approved.

12.1 – The procedure for multi-disciplinary beamtime applications for Diamond and ISIS is now available on both websites. Tom Hase asked how one would know which instrument has the highest competition in order to choose the right facility to submit to? Trevor replied that if in doubt, please ask.

12.4 – A letter outlining the concerns over lack of accommodation space at the Ridgeway Guesthouse for Diamond users has been drafted. It was discussed whether the letter would work better jointly between Diamond, ISIS and CLF. DUC members should send any comments to Tom who will complete the letter. **Action: Tom Hase.**

12.5 – It was reported that the End of expt feedback form can be approved by the PI or at least notified that it has been completed via the UAS. It was agreed in the meeting that it would be better to get a notification on an interim basis.

12.8 – Updating of the I20 webpage is ongoing.

12.10 – At weekends we run 2, 12 hour shifts with one EHC per shift, with extra cover if required. From a lone working standpoint, there is an additional member of Diamond always on site accompanying them in the control room. In addition both the Control room and EHC have access to a third person if required in the event of an incident by contacting the RAL security who attend site when requested.

All other actions were completed.

3. ISIS USER COMMITTEE

Following the review of Diamond User interactions, it was suggested that Diamond could engage more with other committees regarding topics such as site access or the guest house. As

a result of the consultation Dave Lawson and Jorg Zegenhagen attended the ISIS user committee, and it was suggested that the ISIS chair be invited to the DUC. Tom Hase agreed to have a Skype meeting with Jon Goff after the respective meetings to discuss.

Action: Tom Hase.

At this point Dave Lawson handed over as Chair of the meeting to Tom Hase.

4. HEALTH & SAFETY

No issues raised

5. ESUO REPORT

Papers were circulated giving a summary of the last meeting. Calypso has now finished, and the ESUO are pushing for TNA to be put into a Horizon2020 call. However this cannot be a user led proposal, but has to be led by a facility, which still needs to be identified (e.g. Diamond). This would be a joint proposal between physical and biological sciences for 13M euros over 3 years. A proposal should be submitted in March and the next ESUO meeting will also be held in March at the ESRF. TNA is also provided via iNEXT, which started on the 1st September, however this is not for general purpose access. It is for specialised access such as mail-in SAXS or fragment screening.

6. MACHINE REPORT

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

7. PHYSICAL SCIENCES UPDATE

Trevor Rayment gave a presentation to update the DUC on the progress on the Physical Sciences Beamlines.

8. LIFE SCIENCES UPDATE

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

Tom Hase asked of the new users, how many are coming to Diamond and how many are remote?

For MX, the majority of data are collected remotely, and we will be rolling out a queuing system to make this easier.

9. USER OFFICE UPDATE

Sue Judge gave a presentation on the User Office and asked for feedback on 3 areas:-

Frequent Users – are those users who are regularly at Diamond for beamtime (1/month?). Access cards are offered to these users but uptake is less than 10%, and we would like more users to keep their access cards.

Sam Chong commented on the fact that having to remember to bring a card could be an issue, and what was the process if you forget? This should be detailed on the website.

Action: Sue Judge.

Tom Hase suggested calling it something else perhaps, e.g. frequent user card.

Amber Thompson suggested a pay back scheme could be a good incentive and that the advantages need to be re-enforced e.g. you don't have to wait for EHCs if on the night shift.

Alan Dunbar suggested that we catch users as they are leaving and let them know they can keep the card? Sue replied that there is a sticker on the badge for those that are eligible.

It was commented that US synchrotron's policy is everyone gets issued a card for 2 years, so perhaps Diamond should consider making it compulsory. Sue agreed to investigate as the cost of the RF tags is quite high, and we would likely lose some over time.

Action: Sue Judge.

Fast Track – Although numbers have increased, there are still users not using Fast Track. Safety and forms have to be completed 5 days in advance. Tom re-iterated his previous comments that if there is no safety form, then there should be no beamtime. Trevor Rayment commented that if you haven't done the safety training, you will not enter site, and the User Office will bring badges when they can (however users without training should expect delays).

UAS – How can we best capture the views of the user community? Dave Lawson is happy to continue to be the point of contact for the community. There was some discussion on gathering feedback and the suggestion made that an online survey on targeted issues could be worked into the applications procedure whilst the experience is fresh in your mind.

Action: Sue Judge.

10. DEVELOPMENTS IN DATA ACQUISITION

Rob Walton gave a presentation to update the DUC on the Data Acquisition team.

Tom Hase raised the point that it was often the little things that impact on the user experience. They probably don't take too long to fix, but can be really annoying to regular users.

11. COMMUNICATIONS UPDATE

Isabelle Boscaro-Clarke gave a presentation to update the DUC on the work of the Communications team. The recent SR User meeting was reviewed, where 285 delegates attended. Of these 121 were Diamond Staff, 52 invited guests, 63 students, 37 standard and 12

exhibitors. Kathryn will circulate the information and it would be helpful if the DUC could send suggestions for next year including plenary speakers and workshop topics?

Action: Kathryn Poulter & DUC

Dave Lawson asked how many people actually turned up to the MX workshop in the Pickavance as it was not well attended (although the numbers were meant to be 73) and therefore the venue felt too big. Isabelle said that it is difficult to monitor staff movement and that this might have made the difference.

Alun Ashton found having a trade stand for DAWN at the User Meeting very useful. A separate workshop could be considered.

A paper was circulated on the Diamond Medal. We have had the go ahead from the Wellcome Trust for this and are also talking with the Royal Society and IOP. The medal will be run on a 3 year rotation, and funding has been almost agreed for the next 5 years.

12. BIG DATA

Mark Heron gave a presentation giving the DUC an update on big data transfer

Tom Hase asked, is there a move to put Data sets to DOI's? Alun said that yes there is the potential to do that.

Martin Walsh raised the issue that some work may be required on the home institute side. Performance has been limited by our site firewall, and there may be the same problem at the other end.

13. FEEDBACK SESSION WITH VILLAGE CO ORDINATORS

Materials

- The issue of out of hour's taxis and claiming expenses was raised. For one user out of hours, there was no taxi waiting and the user had to book a cab themselves. Sue replied that it is clear that trying to find taxis is difficult at the moment, and Diamond is not limiting what it pays for. She will respond to the user directly

Action: Sue Judge

- One student user commented that beamlines can have similar techniques/ data analysis, and can local contacts recommend an expert on another beamline? Andy Dent commented that this does happen, and that Diamond strives towards strengthening inter-beamline communication.
- One user commented that they had 5 days of fantastic beamtime on I13, but then had data transfer issues. Amber to send the email to Mark Heron for investigation.

Action: Mark Heron.

- There was feedback regarding serious issues with the I19 EH2 software. These issues are known and are being worked on.
- Finally there was a comment on B16 Test beamline. Overall the Users always found the beamline fantastic, however they had experienced a slight delay registering users, because of the number. It was asked if there could be guidance on how many people are suitable for a shift? It was agreed that this should be discussed with the beamline scientist in advance of the experiment.

Soft Condensed Matter

Overall there were 7 responses which were mostly positive.

- B23 – development of the cell holder is greatly improved. Beamline staff members, user office and technical support were also given good feedback.
- B22 was also commented on for the excellent support from the beamline staff. One comment was that when operating in low alpha mode they had to stop/start 3 hours earlier due to the switch at the end of the mode. Diamond to review how Users are alerted to the fact that the beamtime could end up to 1 hour early if operating on low alpha mode?
Action: Andy Dent.
- One user wanted more feedback on unsuccessful proposals. Dave Stuart will be contacting that user.

Engineering

Nothing to report

MX

There were 13 responses, mostly very positive, particularly about Diamond staff.

- There were common themes such as robot issues which should be resolved by the introduction of the BART system on all MX beamlines.
- There were comments on the slowness of software processing, which are known issues and are being looked into.
- There were issues with remote users not letting local contacts know what their plans for an experiment are. It was suggested to formalise this by using a word document which could be downloaded via UAS.

- Ad hoc access has been discussed, and a queuing system will be introduced to allow users to access periods of beamtime that become available at relatively short notice (e.g. unused time at the end of user visits) in order to test small numbers of crystals.

Spectroscopy

There was very positive feedback on for I08, I18, B18 staff and the EHCs.

- Users commented that they would like to see the I20 website updated. This is an ongoing action. We have emailed every XAFS user over the summer, and will continue to communicate directly with the user community.

Surfaces & Interfaces

Most concerns were around data acquisition software, potentially due to the availability resources.

- One user wanted more beamtime on the surface and interfaces beamlines
- There were a couple of comments on I07 regarding the need to improve data visualisation tools. This will be addressed with the addition of new resource which is in progress.
- It was asked if Users could pay online for the Guesthouse ahead of arrival time. Similarly could they charge up their restaurant card? Sue agreed to investigate.

Action: Sue Judge.

Some further discussion followed on the User meeting, regarding the target audience and whether the cost, time of year etc. was driving low turnout. One suggestion was to run training workshops on how to do data analysis or sample preparation etc. It was concluded that some thinking regarding the overall structure was still required.

14. DUC Membership

Dave Lawson, Rob Lindsey, Liane Benning & Joe Hriljac have now completed their time on the committee and this is their last meeting. Dave Stuart thanked them all on behalf of Trevor and Diamond. An election for new representatives will be held. **Action: Kathryn Poulter.**

Annex A: New Actions

Number	Action	Actionee	Target Completion Date / Status
12.4	To complete the letter to STFC regarding concerns over the lack of space at the Ridgway guesthouse for Diamond users.	Tom Hase	End Dec
12.5	Update UAS to allow the PI to receive notification if the end of experiment form has been completed.	Cecilia Sanchez-Hanke.	Mar-16
12.8	To update the I20 website with more details of current status and plans.	I20 team /Communications	Ongoing
13.1	Tom to have a meeting with Jon Goff regarding reciprocal attendance at Isis/DLS user committee meetings.	Tom Hase	End Dec
13.2	To clarify the procedure if a "Frequent User" forgets their pass and add to website.	Sue Judge	End Dec
13.3	To investigate the feasibility of issuing access cards for all users to keep for 2 years.	Sue Judge	Mar-16
13.4	To consider an online survey linked to the beamtime application process to gather feedback on UAS.	Sue Judge	Mar-16
13.5	To circulate the Communications update slides so that DUC members can suggest names for workshops and Plenary speakers for the 2016 user meeting.	Kathryn Poulter DUC	End Dec
13.6	Sue to confirm with the relevant user the policy regarding taxis out of hours.	Sue Judge	End Dec
13.7	Mark to investigate the data transfer issues on I13	Mark Heron	Mar-16
13.8	To review the switch over before/after low alpha beamtime	Andy Dent	Mar-16
13.9	To investigate if the guesthouse can be paid for online in advance of arrival.	Sue Judge	Mar-16
13.10	To run an election for 4 new representatives for the DUC.	Kathryn Poulter	Mar-16

Annex B: Completed Actions

Number	Action	Actionee	Status
8.13	To set up a working group to review documentation regarding data back up.	B Pulford	This is continuing in collaboration with our communications team and with other groups at Diamond for a number of areas of computing. http://www.diamond.ac.uk/Users/UserGuide/Data-User-Guide.html Once the structure is in place, we may need some friendly users to assess it.
11.4	Diamond to review whether the rotation axis function should be greyed out or password protected. This is still under review. (instructions to be improved)	D Hall	Closed – to be discussed in the breakout session.
11.9	Diamond to review its communication and contingency plans should another facility wide loss of beam occur.	C Sanchez-Hanke	This has been discussed internally and lessons learnt. The Executive are also reviewing business continuity plans. Complete.
11.12	To ensure that the latest procedures for the PRP are on the website.	K Poulter	Complete
12.1	Trevor to circulate the procedure for multi-disciplinary beamtime applications for Diamond and Isis.	T Rayment	http://www.diamond.ac.uk/Users/UserGuide/Proposals/Multifacility-Access-on-the-Harwell-Campus.html
12.2	To review whether the safety test has to be repeated 6 monthly or if it can be extended.	C Sanchez-Hanke / H&S	Complete. Now extended to 12 months.
12.3	To review in UAS whether it can be made more apparent if the safety training is overdue.	C Sanchez-Hanke	This is in the requirements list for improvements to the UAS.
12.4	A letter to be sent to STFC outlining the concerns over lack of accommodation space at the Ridgeway Guesthouse for Diamond users	D Lawson & T Rayment	Drafted.
12.5	To investigate whether the End of expt can be approved by the PI or at least notification it has been complete.	C Sanchez-Hanke	To be discussed in the meeting A ticket has been put into the system, but the question has been raised if the PIs would like to carry that extra load of work?
12.6	To investigate whether the previous feedback form can be provided for resubmission or amendment.	C Sanchez-Hanke	Trevor reported that the content of the feedback form is very important for Diamond. For this reason it is preferable to use a new form.

12.7	DUC to comment on the STFC computing strategy consultation.	DUC	Complete
12.8	To update the I20 website with more details of current status and plans.	I20 team /Communications	Ongoing
12.9	To provide links to documentation for DAWN and Nexus.	A Ashton	Dawn is http://www.dawnsci.org Nexus main website is http://www.nexusformat.org/ DAWN paper with use cases: http://scripts.iucr.org/cgi-bin/paper?S1600577515002283
12.10	To review the out of hours coverage for EHCs.	T Rayment	Trevor to report
12.11	To review the lighting in the Synchrotron hall at weekends.	IFM	In the Experimental Hall, there are alternate rows of three lights and four lights. Our current lighting operation is that we only operate one row (of three lights) 24/7 with the other row (of four lights) permanently off. We have been operating in this scenario for at least a couple of years (prior to this we were operating all lights during the day and only one row (of three lights) at night). The current mode of operation provides an estimated saving of £50k/yr. The lighting level within the hall will obviously vary with the conditions and time of day outside.
12.12	To prepare a proposal regarding big data management for the next meeting.	M Heron	Agenda item
12.13	To organise an election for a new DUC chair.	K Poulter	Tom Hase elected.

ESUO summary report for DUC13 - September 2015

UK representatives:

- Executive Committee member:
 - Keith Wilson (university of York) – also member of Project Evaluation Committee for BioStruct-X
- Ordinary members:
 - Dave Lawson (John Innes Centre) – DUC chair
 - Mike Hough (University of Essex) – Life Sciences user of BioStruct-X
 - Tom Hase (University of Warwick) – Physical Sciences user of CALIPSO (and Materials rep. on DUC)

Activities since DUC12

ESUO met on 27/28 April at BESSY in Berlin. The main objectives of the meeting were to:

- Hear details about the national communities [Standing item],
- Review the current state of a possible TNA proposal within HORIZON2020,
- Respond to the decision of ANKA to cease external user access.

TNA within HORIZON2020:

Almost all facilities will stop supporting, or judge on a case-by-case basis, TNA access from the end of May – the end date for CALIPSO. A draft call for an Integrating Activity proposal in the next Work Programme 2016-2017 is possible. If confirmed, this would lead to the possibility of a 10M€ proposal (submission deadline of 30/03/2016 and a tentative start date of 01/2017).

- A combined life sciences/physical sciences bid is required – parallel bids would compete with one another and likely fail. This is the steering we are getting from Brussels
- Users would apply directly to the facility with a single application, and the facility claims back the TNA costs from the central pot (the current ‘double application’ procedure through BioStruct-X is not ideal and should be avoided, if possible, in any new proposals). UK representatives question the value and longevity of wayforlight in the revised scheme. Facilities will not award time to TNA users simply to meet quotas - TNA proposals will be judged alongside others on feasibility and scientific merit.
- Users and therefore ESUO can’t lead a bid - as we advised 6 months ago, but were ignored
- We may be able to push through the reported 10M Euro cap if it can be justified, which we expect given the combined bid. Again the feedback from Brussels and Peter Fletcher (STFC) is promising.
- Need to tackle sustainability in any bid - maybe to push for facilities to fully develop their remote access capabilities, where appropriate – could be a JRA (?) and ultimately reduce TNA costs

- A possible role was discussed for ESUO-organized conferences and large European Users conference: regional workshops to attract potential users, to be held either at a synchrotron lightsource or in a region/Country without a lightsource, and a single large European User Conference.

At the end of the meeting it was unclear which facility, or facilities, could be encouraged to host the TNA call. DLS as well as DESSY and/or BESSY were mentioned and strongly supported, and the management committee were tasked with exploring options and apply pressure!

External user access to ANKA

There was a strong discussion regarding the decision of the management of ANKA to limit external user access to the facility. The unprecedented case is that users were not involved in this decision nor informed in advance. A letter from ESUO to ANKA expressing user concerns was sent to support the facility Users organisation and further discussions regarding external user access are now ongoing.

Other ESUO activities

In May, ESUO established a link with the user facilities organisation in the States (NUFO now ARIA). More co-ordinated activities may arise in the future.

CALIPSO funding has finished. Bridging funding has been agreed with the facility directors to continue the support of ESUO and wayforlight. Next scheduled meeting:

- ESUO meeting 9/10 March 2016 at the ESRF

Tom Hase (1st September 2015)