

MINUTES OF MEETING

Title/Subject: Diamond User Committee Meeting #15
Venue:

Diamond House, G53/4

Chairman:

Dr Tom Hase

Time/Date:
Tuesday 27th September 2016
Secretary:

Kathryn Poulter

PARTICIPANTS

DUC members

Peter Wells
 Tom Hase (Chair)
 Amber Thompson
 Alan Dunbar
 Nick Brooks
 Feodor Ogrin
 John McGeehan
 Sam Chong
 Yvonne Grunder
 Gareth Law
 Colin Pulham

Institution

Research Complex at Harwell
 University of Warwick
 University of Oxford
 University of Sheffield
 Imperial College, London
 University of Exeter
 University of Portsmouth
 University of Liverpool
 University of Liverpool
 University of Manchester
 University of Edinburgh

**Diamond Light Source
 representatives**

Alun Ashton
 Isabelle Boscaro Clarke
 Kawal Sawhney
 Andy Dent
 Michael Drakopoulos
 Dave Hall
 Mark Heron
 Burkhard Kaulich
 Chris Nicklin
 Kathryn Poulter
 Bill Pulford
 Rob Rambo
 Chris Markiw
 Thomas Sorensen
 Dave Stuart
 Richard Walker
 Martin Walsh
 Rob Walton
 Jorg Zegenhagen

Data Analysis Software Group Leader
 Head of Communications
 Materials Village Coordinator
 Interim Director, Physical Sciences
 Engineering & Environmental Science Village Coordinator
 MX Village Coordinator
 Controls Group Leader
 Spectroscopy Village Coordinator
 Surfaces & Interfaces Village Coordinator
 Operations Programme Manager
 Scientific IT Software Computing Coordinator
 Soft Condensed Matter Village Coordinator
 User Office Administrator
 VMXi PBS / UAS Project manager
 Director, Life Sciences
 Technical Director
 Life Sciences Coordinator
 Data Acquisition Group Leader
 Physical Sciences Coordinator

Apologies:
 Cecilia Sanchez-Hanke
 Ed Lowe

 Science Operations Coordinator
 University of Oxford
1. INTRODUCTIONS AND OPENING REMARKS

Tom Hase welcomed everyone to the meeting including the 3 new representatives of the DUC.

Apologies were received from Ed Lowe and Cecilia Sanchez-Hanke.

2. MINUTES AND ACTIONS

The Minutes of the meeting held on 22nd March 2016 were approved.

Number	Action	Actionee	Target Completion Date / Status
12.5	Update UAS to allow the PI to receive notification if the end of experiment form has been completed by another member of the team. Cecilia to confirm status.	Cecilia Sanchez-Hanke	Ticket is in JIRA for the UAS system – action closed.
13.2	Website to be updated with the procedure if a “Frequent User” forgets their pass.	Cecilia Sanchez-Hanke	Website update in progress should be available at the end of the week. Action closed.
13.3	To investigate the feasibility of issuing access cards for all users to keep for 2 years. User office to compile additional statistics to aid decision making.	Andrea Strange	This has been investigated, see presentation. Action closed.
13.4	To consider an online survey linked to the beamtime application process to gather feedback on UAS.	Cecilia Sanchez-Hanke	Ticket is in JIRA for the UAS system – action closed.
13.6	User office to update the website regarding the policy for out of hours taxi bookings.	Andrea Strange	http://www.diamond.ac.uk/Users/UserGuide/Before-you-Arrive/Accommodation.html http://www.diamond.ac.uk/Users/UserGuide/Before-you-Arrive/Travel-Options.html Also looking to set up an alternative taxi service with Go Green taxis. Action closed.
13.9	To investigate if cards can be charged up in advance of a visit.	Cecilia Sanchez-Hanke / Paul Barrett	The Point of Sale System that works with User access cards to draw on credit provided by Diamond for the use of ‘on site catering’ is not set up to facilitate third party loading. Action closed.

14.1	Kathryn to organise a representative for EMs to join the committee.	Kathryn Poulter	Ongoing.
14.2	Cecilia to draft a proposal regarding the procedure for changes to visits.	Cecilia Sanchez-Hanke	Ongoing, report will be given at the next meeting.
14.3	Trevor to raise the issue of updating beamline manuals at the BOCC.	Andy Dent	This needs further work and clarification. This should be added to the list of questions that we ask Users for feedback on. Diamond to update at the next DUC meeting – Action ongoing
14.4	To report back to the DUC regarding progress made on I19.	Andy Dent	This report indicates that there is still work in progress however the DUC would like to thank Dave Allen and his team for their hard work in putting this report together – Action closed
14.5	To have a basic user workshop for DAWN, and tutorials published or FAQs.	Alun Ashton	As there was no workshop during the SR User Mtg the team are looking at holding workshops end of this year early next. The new DAWN website has also been launched – Action closed.
14.6	Tom to propose changes to the operation of the DUC meeting for discussion.	Tom Hase	Draft sent for discussion, and will be discussed later in the meeting. Action closed.

The issue of rooms at Ridgeway House was also discussed. Tom has chased Gordon Stewart again for a progress update. The current plan is that a 60 bed new extension plus conference facilities and a bar is in the plan subject to funding on a timescale of 18-24months from financial approval. It was suggested that Paul Barrett give an update at the next meeting.

Action: Paul Barrett.

3. HEALTH & SAFETY

No issues were raised.

4. ESUO REPORT

The ESUO used to meet every 6 months, but now it is only once a year. The next meeting is scheduled for March 2017 here at Diamond.

5. MACHINE REPORT

Richard Walker gave a presentation to update the DUC on developments and performance of the machine.

6. PHYSICAL SCIENCES UPDATE

Andy Dent gave a presentation to update the DUC on the progress on the Physical Sciences Beamlines.

There was some discussion regarding proposals that request beamtime on two beamlines or with Isis. Currently the number of proposals making use of it is in single figures, i.e. 4-5, and 2-3 with Isis. The process is on our website but not broadcast widely. If the two beamlines are on the same PRP it is more straightforward, but it is still a manual process in the UAS.

It was asked whether there was a contingency for 36 element detector on B18? The 9 element has been used on B18, whilst the 36 was on I20 to cover the repair of the 64 element detector. Diamond is looking at alternative contingency plans for this suite of detectors. The 36 element will be back on B18 in January.

7. LIFE SCIENCES UPDATE

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

It was questioned whether the representation on the PRP for B23 needs a review due to the amount of Physical science expts now being undertaken on the beamline. Diamond agreed to review the makeup of this peer review panel. **Action: Dave Stuart/Cecilia Sanchez-Hanke.**

8. USER OFFICE UPDATE

Andy Dent gave a presentation on the User Office.

There was further discussion about users arriving on site without a valid ERA. The DUC gave Diamond a clear steer that a hard line should be taken to improve the situation.

Accommodation continues to be an issue.

Cypher tags are used by Diamond to give a more accurate account of who is in the building at any particular time. However they are not 100% accurate as people can still tailgate and they are unreliable as the batteries fail. It was suggested that Diamond should reconsider the need for cypher tags given the cost. **Action: Paul Barrett.**

Tom Hase reported a User comment from the Materials village regarding the recent move of catering in the evening from the Restaurant to Ridgeway House. This means that the facility for people to buy a sandwich if on the nightshift is no longer available. Additionally there are no sandwiches in the vending machines either, and there are still issues with the vending machines themselves. This is a very important part of the user experience and should be a priority for Diamond to resolve.

Diamond to review the provision and availability of food overnight as this is really important to users, and report to the next DUC. **Action: Paul Barrett.**

Thomas Sorensen gave an update on the UAS (User Administration System)
In order to help set priorities for the development of the UAS, Thomas was asking for:-

- 1) Two volunteers to be a point of contact that Diamond can interact with, ask questions and bounce ideas off. Gareth and Amber both volunteered to help.
- 2) Feedback? What confuses people? What's not there that you need?

There were suggestions regarding a simple traffic light system for people as to what they have/not done, to show where they are in the process.

It was suggested that this could be a question we ask Users in the future, regarding "what more would people like to see in the UAS".

Thomas agreed to give an update at the next meeting. **Action: Thomas Sorensen.**
It was commented that the system has improved significantly over the time it is has been in operation.

A question was raised by Bill Pulford on whether the DUC had heard of "Orcid", to which there was a mixed response. Some universities already use it as do the Wellcome Trust and Imperial.

9. DEVELOPMENTS IN DATA ACQUISITION

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

10. COMMUNICATIONS UPDATE

Isabelle Boscaro-Clarke gave a presentation to update the DUC on the work of the Communications team. They are currently reviewing the 5 year plan for communications, and will share this with the DUC at the next meeting.

David Johns has been leading the project to improve the webpages for Data access and back up and would appreciate DUC members giving some feedback on this.

<http://www.diamond.ac.uk/Users/UserGuide/IT-User-Guide.html>

On the whole it is felt the user community like Diamond News however there are a lot of articles in each issue. A pilot communication will be going out including 3 links with a facilities update, user office update and relevant scientific training and conferences. Feedback is welcome.

SRUM 2016 was recently held, and there were 187 delegates attending. Of these, 112 were Diamond staff, 27 invited speakers, 20 students, 22 standard delegates and 6 exhibitors. The future of the meeting needs to be reviewed as 22 standard delegates is not sustainable, and it may be time to re-think the format and how we can attract more users. The question is given we have 11,000 people with a registered interest in Diamond, how do we engage, now the community is very different?

- John McGeehan commented that from an MX point of view the MX user session at the CCP4 conference gave the information that was needed. Therefore the SR user meeting was not as useful to attend as well. In terms of time pressures & costs users cannot necessarily attend multiple meetings. Perhaps Diamond could do more at the January meeting.
- There are lots of workshops throughout the year that are more focused.
- Others found the cost hard to justify.
- Colin Pulham suggested growing links between academia and industry. The Automotive conference iCar was a very interesting mix of people who would not normally talk to each other.

Isabelle agreed to prepare a proposal for the DUC regarding the User meeting.

Action: Isabelle Boscaro-Clarke

11. FEEDBACK SESSION WITH VILLAGE CO ORDINATORS

Materials

Three responses were received. The first regarding I22 commented that the software support has improved tremendously, however it is hard to get beamtime.

The other two related to I19, one saying that the first visits since the upgrade have been frustrating, but now starting to get some results. The issue was using competitively allocated beamtime for what was effectivity commissioning beamtime.

The second response was regarding data collection being difficult following the hardware changes, and that strategies updated and key learnings from each group shared to benefit the community. This is part of the ongoing improvements on I19.

Soft Condensed Matter

The lack of onsite accommodation was discussed.

More information about setting up collaborations for joint PhD projects was requested. There is a new process coming on line which should be advertised more widely.

One user was appreciative of the software developers coming down to the beamline to give a tutorial on how to use software such as DAWN. It was asked if users could request this assistance in advance. Alun Ashton suggested that users speak to their local contact in the first instance, and the software developer will try to help. Diamond agreed to consider how this approach could be further utilised.

Action: Dave Stuart/Alun Ashton.

Engineering

There was very little response, with two comments about the user meeting relating to cost and making it a later start time. It was also commented how bad the food at Ridgeway is at weekends. It is also hard to check in, if the staff on reception are also serving food.

MX

There were four replies, which were generally all positive. There were a couple of beamline issues, which the PBS is already aware of.

It was requested if Diamond could provide one or two desktop computers at Ridgeway in the same way they are in the Atrium? Diamond agreed to discuss with STFC.

Action: Paul Barrett

Spectroscopy

There was one reply from a user who was not happy about the food moving to Ridgeway, as it was not seen as a benefit to users.

Feedback has been given about the User meeting online, however it was thought to be at the wrong time of year, was expensive and needs a new format. Perhaps a Village meeting would be a solution?

Surfaces & Interfaces

There were a number of comments received back. A common theme was refreshments, the canteen and the provision of decent coffee, as the Diamond House machine is not available at weekends.

A manual for DAWN was requested, as it is not that user friendly yet.

There was positive feedback for the on line claim system, which was thought to be very user friendly

14. AOB

14.1 “How can we use the DUC more effectively”?

Tom Hase led the discussion. The revised agenda was circulated ahead of the meeting, and divides the meeting in two, with the first half on facility updates and the second focusing on the “User Experience”. As we complete the construction of Phase III, Diamond needs to focus on continuous improvement of the user experience.

Users feel they have already provided feedback to Diamond via the End of Expt forms. However the DUC do not see these. One suggestion was to distil the top themes from these forms that can be reviewed and acted on?

Action: Diamond Directors

Communication and engagement with the community as a whole was also discussed. It was suggested that individual members of the DUC could attend the workshops scheduled throughout the year, and also give a presentation on the DUC. A forward look of the workshops scheduled for the next 6 months was requested. **Action: Isabelle Boscaro-Clarke.**

In addition, Diamond agreed to review whether to include the user satisfaction survey in UAS.
Action: Cecilia Sanchez-Hanke.

A user focused newsletter from the DUC was also discussed.
Action: Tom Hase/Isabelle Boscaro-Clarke.

It was agreed that the new agenda would be trialled in the March meeting.

14.2 Policy regarding open access to data

It is currently planned that Diamond staff should be able to make data openly accessible from the Diamond archive by Spring. This process will then be rolled out to users. To enhance the metadata associated with the raw data on the archive, some of the data being harvested by ISPyB on some beamlines should be made available. Further investigation into this use case and its wider usage in Diamond is underway. Additionally, discussions have been undertaken with the PDB deposition site and CCP4 to facilitate the harvesting of MX data collection parameters to improve the ease and accuracy of this metadata with structures being published and deposited.

14.3 Membership

John McGeehan, Feodor Ogrin, Peter Wells and Alan Dunbar have now completed their time on the committee and this is their last meeting. Tom Hase thanked them all on behalf of User Committee and Diamond. An election for new representatives will be held.

Action: Kathryn Poulter.

Meetings in 2017 will be held in March and September, dates to follow.

Annex A: New Actions

Number	Action	Actionee	Target Completion Date / Status
14.1	Kathryn to organise a representative for EMs to join the committee.	Kathryn Poulter	Mar-17
14.2	Cecilia to draft a proposal regarding the procedure for changes to visits.	Cecilia Sanchez-Hanke	Mar-17
14.3	Trevor to raise the issue of updating beamline manuals at the BOCC.	Andy Dent	Mar-17
15.1	Paul Barrett to give an update at the next meeting on the potential extension to Ridgeway House.	Paul Barrett	Mar-17
15.2	To review the PRP panel for B23 given the increase in Physical Science experiments.	Dave Stuart /Cecilia Sanchez-Hanke	Dec-16
15.3	To reconsider the user of cypher tags given the cost.	Paul Barrett	Mar-17
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	Mar-17
15.5	To give an update on the UAS at the next meeting.	Thomas Sorensen	Mar-17
15.6	To prepare a proposal regarding the future of the User meeting.	Isabelle Boscaro-Clarke	Dec-16
15.7	Diamond to consider how assistance at the beamline from the software team can be requested in advance of an expt.	Dave Stuart/Alun Ashton	Mar-17
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	Mar-17
15.9	To provide a summary of the main themes from the End of Expt forms in advance of the next DUC.	Dave Stuart/Andy Dent	Feb-17
15.10	To circulate a forward look of the workshops scheduled for the next 6 months to the DUC.	Isabelle Boscaro-Clarke	Nov-16
15.11	Diamond to review whether to reinstate the user satisfaction survey in UAS.	Cecilia Sanchez-Hanke	Mar-17
15.12	To consider a user focused newsletter from the DUC.	Tom Hase/Isabelle Boscaro-Clarke	Mar-17
15.13	To organise an election for 4 new representatives for the DUC.	Kathryn Poulter	Mar-17