

MINUTES OF MEETING

Title/Subject: Diamond User Committee Meeting #3

Venue:	Diamond House, Boardroom.	Chairman: Dr Joanna Collingwood
---------------	---------------------------	---

Time/Date:	Wednesday 8 th September 2010	Secretary: Kathryn Poulter
-------------------	--	--------------------------------------

PARTICIPANTS

ADDITIONAL DISTRIBUTION

DUC members

Stuart Clarke
 Bill Clegg
 Joanna Collingwood
 (Chair)
 Ian Hamley
 Malcolm McMahon
 Peter Moody
 Pagona Papakonstantinou
 Emyr MacDonald

Institution

University of Cambridge
 University of Newcastle
 University of Warwick

 University of Reading
 University of Edinburgh
 University of Leicester
 University of Ulster
 University of Cardiff

Diamond Light Source representatives:

Andy Dent
 Sarnjeet Dhesi

 Gwyndaf Evans
 Susan Judge
 Fred Mosselmans

Nick Terrill

Kathryn Poulter

Christoph Rau (for Steve Collins)
 Trevor Rayment
 Chiu Tang

Richard Walker
 Martin Walsh
 Patrick Wilson

Physical Sciences Coordinator
 Surfaces & Interfaces Village
 Coordinator
 MX Village Coordinator
 User Office Manager
 Spectroscopy Village
 Coordinator
 Soft Condensed Matter Village
 Coordinator
 Science Division Project
 Controller
 Materials Village Coordinator

 Director, Physical Sciences
 Engineering & Environmental
 Science Village Coordinator
 Director, Technical Division
 Life Sciences Coordinator
 Head of Communications

APOLOGIES

Keith Meek
 University of Cardiff

 Johan Turkenburg
 University of York

 Dave Stuart
 Director, Life Sciences

 Steve Collins,
 Materials Village
 Coordinator

1. INTRODUCTIONS AND OPENING REMARKS

Joanna Collingwood welcomed everyone to the meeting.

Apologies were received from Keith Meek, Johan Turkenburg, Dave Stuart and Steve Collins.

2. MINUTES AND ACTIONS

The Minutes of the meeting held on 12th February 2010 were approved.

Action 2.3 – It was agreed that some guidance should be added to the website prior to the closing date for this round of proposals on 1st October. If possible, members of the DUC should provide input to this during the User meeting. A more detailed guidance note would be put together in time for review at the PRP meeting at the end of Nov/Dec.

Action: Sue Judge

Action 2.5 – An update on the Offline Labs would be addressed in the talk later in the meeting.

Action 2.7 – No suggestions for keynote speakers were received, however there are some potential names for next year.

All other actions were completed.

3. ESUO

Joanna Collingwood reported that, as chair of the DUC, she was now acting as the UK representative at the European Synchrotron User Organisation. The ESUO is collecting data on the needs of the SR user communities in support of maintaining Transnational access and current EU funding. Joanna would welcome input on how best to collect this data, as there is not long to respond, with the next meeting scheduled for 19th November. This will be raised in the Plenary meeting at the User meeting later today.

4. USER REPRESENTATIVES REPORT

Malcolm McMahon led this item which discussed issues raised by Users.

- i) “There remain some difficulties with multi-site BAGS (resourcing equipment, one-day travel limits) and a few User Office and computing glitches.”

Sue agreed to look into the issue of reimbursement for “on the day travel”, and if necessary ensure that the guidelines are clearer to avoid any confusion.

Action: Sue Judge.

Pucks are currently sent to one group in a BAG however geographically it is difficult to coordinate sample preparation. It would be very helpful to have pucks/tools for individual sites. Kathryn Poulter reported that there was a project in progress to procure additional Pucks and tools, which will be available from Run 5 (end Nov-10).

- ii) “It is not possible to check in to Ridgeway House until 2pm. For those arriving on the day of beamtime and intending to work a night shift this is a particularly raw deal as they have only about 4 hours to get some rest before starting experiments. If DLS is going to move to shift operation this issue would be compounded.”

Discussion followed as to whether part of Ridgeway house could be run on a different timescale, in support of night shift requirements. Currently it is possible to request a late checkout from Ridgeway house following a night shift, so the suggestion was made as to whether early check in was possible. Sue agreed to discuss this with Ridgeway House.

Action: Sue Judge

- iii) Soft condensed matter

The first comment was positive feedback for the B23 team: - “The assistance and guidance that have been provided by Giuliano and his B23 team has been very professional and immensely helpful to us, both when at Diamond and away and we look forward to our next beam time.”

- iv) Usernet

One user commented that the Usernet is still confusing, in particular logging in. Sue Judge confirmed that this area has been revamped, and so Users can only log in with their FED ID and password. It was also noted that there is a facility available to allow resetting of the password.

- v) MX Beamline schedules

The issue was raised that the MX schedules are not currently available online with the other beamlines, and that the MX schedule seemed to be finalised and communicated to users relatively late, making planning for beamtime more difficult.

Gwyndaf confirmed that the MX schedule was now done at least 2-3 months ahead. However they didn't want to schedule too much further ahead than this as flexibility was lost. The MX schedule would also be put on the website.

Action: Sue Judge.

- vi) Vending machines

It was noted that users were still having issues with the vending machines. However Diamond are not getting feedback from the supplier that there are issues. Sue has put phones by the

machines to try and capture feedback, but this has not resolved the issue. It was suggested that a written record was put by each vending machine to try and progress.

Action: Sue Judge.

vii) Allocating time for biological SAXS samples.

The issue was raised “Often, for this type of sample, only a few, short, measurements are required to obtain useful information; however the allocation of time appears to be in 1 day shifts and, when I have applied in the past for a group of projects, I have been told that this is not allowed. While it may be difficult to schedule short shifts, BAG allocations of 1 day (or less) would be particularly useful.”

Nick responded that in the next AP, the team had 4 groups visiting in 3 days, however automation needed to be improved before this can realistically be offered (not before Oct 11). A solution scattering BAG would need to compete for beamtime with other users on I22.

viii) Other issues/feedback

Peter Moody reported that generally in his community users were getting great results and everything in general was working well.

5. FEEDBACK FROM VILLAGE COORDINATOR BREAKOUT SESSIONS

i) Surfaces and Interfaces

Sarnjeet reported that there was a lack of comments from users to be discussed in this session. Perhaps this was due to Users already having given feedback on their end of experiment forms, or a lack of time as the request for feedback was made in August.

It was suggested that the purpose of the DUC was outlined in the e-mail, and that the DUC minutes were also sent. Comments could be raised anonymously and additionally positive feedback was also appreciated.

Action: Sue Judge/Joanna Collingwood.

It was suggested that a summary of comments from the end of experiments forms from the village would be useful in advance of the DUC for discussion in this session. Trevor said that these comments are reviewed at the Beamline Operations Co-ordination Committee (BOCC), and agreed that Diamond would consider how best to communicate the output of the BOCC to the DUC. This needs to be in place in time for the next DUC meeting.

Action: Sue Judge

ii) Macromolecular Crystallography MX

Gwyndaf reported that the MX workshop had been held in May and there had been a good turnout. This was held in conjunction with a BAG training session, and it was intended that 2 BAG training sessions would be held per year. There was still the aim to hold a workshop with

the next CCP4 workshop in Jan-11 and it was likely that an MX workshop would be held at the next user meeting.

iii) Materials

Christoph provided feedback on the following items:-

- a. It was felt there was still some improvement to be made in the flow of information from users to beamlines staff and GDA support.
- b. Additionally it was felt there were some differences between beamlines regarding GDA support. However users were happy with the hardware, and dedication of the beamline teams.
- c. When working on the night shift, it would be good if users could be checked into rooms on the other side of Ridgeway House to the nursery. It was commented that this should be possible, but should be requested at check in.

iv) Soft Condensed Matter

Nick commented that the issue raised earlier in the meeting regarding BAGS had been discussed. The main obstacle to this was developing the hardware on the beamline for automation to enable this. It was hoped to develop methods in the next Allocation Period. B21, Phase III funded beamline, is designed to be automated for high throughput.

Discussion also focused on how the Village overlaps with Isis, and integration with people who have beamtime at both facilities.

v) Engineering

Malcolm/Chiu reported on the three operational beamlines in the Engineering and Environmental village. I15 - user operation resumed after DCM upgrade producing stable beam. I11 - no major problems and discussion had focused on upcoming plans for the beamline. I12 has now had first users using white beam mode and the DCM is being commissioned, producing mono beam. A workshop of Earth, Space and Planetary Science is being held in November, details are on the Diamond website.

vi) Spectroscopy.

Joanna reported that the status of the 3 beamlines in the village was reviewed. There was some discussion regarding I20, as this beamline is still not operational. The team have faced significant technical challenges, particularly with the DCM, however were hoping to take 1st user before Christmas. I18 has a number of upgrade projects in progress and may need a six week block for installation of a new optical table (shutdowns are never more than 4 weeks) e.g. Apr 2011 onwards. B18 took its first user in April 2010 and is currently offering 40% user time already, with some users from I20 moving to B18. It is progressing excellently.

It was suggested that the time allowed in the agenda for these items is sufficient, however if more feedback was provided, then additional time in the agenda would be required.

6. OFFLINE LABORATORIES

Trevor Rayment gave a presentation to update progress on the offline laboratories.

Trevor informed the DUC that the system for Users applying for use of the offline laboratories should be in place by Christmas 2010. A draft website is expected to be available by the end of September, with a list of equipment to search. The system will be trialled on the DUC, starting with spectrometers. When it is launched, the community will be notified by e-mail.

Trevor commented that the Chemistry labs will be moving nearer the walkway, in order to accommodate limited closely controlled work with active materials.

Sue Judge explained that Diamond needed to monitor who was on site, and to ensure that the relevant health and safety training had been undertaken before granting access.

Peter Moody raised the issue as to whether non-specialist consumables would be made available by Diamond. Trevor commented that these would be free at point of use, for the time being. Further feedback on progress with the offline labs would be provided at the next meeting.

Action: Trevor Rayment

7. MACHINE UPDATE REPORT

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

Stuart Clarke asked whether it was typical for the RF to cause the most trips at other Synchrotrons. Richard responded that it was a common cause.

8. PHYSICAL SCIENCES REPORT

Trevor Rayment gave a presentation to update progress on the physical sciences beamlines.

The issue of oversubscription of some beamlines was discussed, and whether the numbers were unique proposals or included recycled proposals. It was commented that if the PRP detect such proposals, they ask Diamond to speak with the PIs. In particular I06 is oversubscribed. Trevor commented that as I10 BLADE comes online and then the I09 soft x-ray end station and also I05 ARPES (Phase III), the situation should improve.

9. LIFE SCIENCES UPDATE

Martin Walsh gave a presentation to update progress on the Life Sciences beamlines.

10. USER OFFICE REPORT

Sue Judge gave a presentation to update progress in the User Office.

Beamline software was discussed, as in general this receives the lowest rating. Sue commented that the systems are being constantly improved, in particular copying of data which gets many comments. A data dispenser system is currently being trialled to improve the situation.

The issue of insufficient Wi-Fi access in Ridgeway house was raised. Sue responded that RAL are responsible for security at Ridgeway House, however Diamond had requested that cables were provided in all rooms by default. Wi-Fi is available in the Dining area/lounge but requires a FED ID for access.

The question of what percentage of users fill in Experimental report forms was raised. Sue commented that currently not as high a percentage were being received in part due to less chasing from the User office. Trevor stated that the deadline for reports was being changed from 2 to 6 months after the experiment, in order to give Users more time to analyse data and tie in with the calls for proposals. An e-mail will be sent out to Users informing them of this.

Action: Sue Judge

The User Office would like an automatic reminder sent out when a report is due, however this is waiting for IT effort.

Action: Sue Judge.

Trevor commented that it may be in people's interest to send in a report, so that the Peer Review Panel are informed of progress. So far Diamond has been relatively relaxed, however in the future; no experimental report may mean no beamtime in the following Allocation Period. Failure to publish results of beamtime already received has been given as a reason for rejection of proposals.

It was commented that the Diamond live updates screen in the breakfast room in Ridgeway House is not always operational during runs, and that this has been an ongoing (if intermittent) problem.

Action: Sue Judge.

The information pack in the rooms at Ridgeway House is supposed to include a feedback form, however they have not been available recently, and their past availability was unclear.

Action: Sue Judge.

11. COMMUNICATIONS REVIEW

Patrick Wilson gave a presentation to update the DUC on the recent communications review.

There was some discussion around the external website for Diamond and that it serves many audiences. The point was raised whether the gateway for users should be more obvious? The external website has been modified to make it easier for users to find the essential information and Sue commented that we are working hard on the Usenet to improve it from the Users perspective.

A suggestion was made regarding outreach that Diamond could provide access for groups such as Scouts which could earn them a badge.

The Annual report was discussed. In future it was requested if more than one author could be credited for a co-written article. Trevor responded that the process for requesting information from Users and the development of the Annual report would be reviewed. The aim was to publish the next report in June 2011.

Joanna commented that the IoP have presentations for primary and secondary education that can be used as an outreach pack, and whether Diamond could provide something similar for Users to have as a standard resource for outreach activity? **Action: Patrick Wilson.**

12. AOB

There was no AOB.

Annex A: New Actions

Number	Action	Actionee	Target Completion Date / Status
3.1	To add some guidance on the website/Usernet for new applicants on key points for writing a proposal for this proposal round.	Sue Judge	ASAP
3.2	To put together a more detailed guidance note in time for review at the PRP meeting.	Sue Judge	End Nov/Dec
3.3	To look into the issue of reimbursement for “on the day travel” and if necessary ensure the guidelines are clearer to avoid any confusion.	Sue Judge	Next meeting
3.4	To request whether early check in at Ridgeway House is a possibility, and make this an option for users.	Sue Judge	Next meeting
3.5	To make the MX Schedule for AP8 available on the website.	Sue Judge	October 2010
3.6	To put a written record by each vending machine to try and capture feedback.	Sue Judge	October 2010
3.7	To include the DUC minutes with the e-mail sent to the User community requesting feedback (can be anonymous and also positive).	Sue Judge/Joanna Collingwood	December 2010
3.8	To consider how best to communicate the output of the BOCC to the DUC for discussion in the break-out sessions between DUC members and their Village Coordinators	Sue Judge	Next meeting
3.9	To provide further feedback on progress with the offline labs at the next meeting.	Trevor Rayment	Next meeting
3.10	To inform users that the deadline for Experimental reports is being extended from 2 to 6 months.	Sue Judge	October 2010
3.11	To implement an automatic reminder to be sent to users to complete an Experimental Report.	Sue Judge	Next meeting
3.12	To review the operation of the information board at Ridgeway House.	Sue Judge	December 2010
3.13	To raise the issue with Ridgeway house of no feedback forms in the room information packs.	Sue Judge	December 2010
3.14	To provide educational material for outreach to Primary/secondary schools.	Patrick Wilson	Next meeting

DUC



Doc No: DUC Meeting 3

Issue: 2

Date: 15th November 2010

Page: 10 of 10