

MINUTES OF MEETING

Title/Subject: Diamond User Committee Meeting #5

Venue:

Cosener's House

Chairman:

Dr Joanna Collingwood /
Prof. Bill Clegg

Time/Date:

Tuesday 6th September 2011

Secretary:

Kathryn Poulter

PARTICIPANTS

ADDITIONAL DISTRIBUTION

DUC members

Stuart Clarke
Bill Clegg (Chair)
Joanna Collingwood
(Chair)
Karen Edler
Emyr MacDonald
Keith Meek
Peter Moody
Pagona Papakonstantinou
Johan Turkenburg

Institution

University of Cambridge
University of Newcastle
University of Warwick

University of Bath
University of Cardiff
University of Cardiff
University of Leicester
University of Ulster
University of York

**Diamond Light Source
representatives:**

Steve Collins
Andy Dent
Sarnjeet Dhesi

Gwyndaf Evans
Susan Judge
Vince Kempson

Fred Mosselmans

Ben Peacock
Kathryn Poulter

Trevor Rayment
Dave Stuart
Chiu Tang

Nick Terrill

Martin Walsh
Patrick Wilson

Materials Village Coordinator
Physical Sciences Coordinator
Surfaces & Interfaces Village
Coordinator
MX Village Coordinator
User Office Manager
Head of Accelerator
Operations Group
Spectroscopy Village
Coordinator
UAS Team Leader
Science Division Project
Controller
Director, Physical Sciences
Director, Life Sciences
Engineering & Environmental
Science Village Coordinator
Soft Condensed Matter Village
Coordinator
Life Sciences Coordinator
Head of Communications

APOLOGIES

Malcolm McMahon
University of Edinburgh
Karen Hudson-Edwards
Birkbeck College
Ian Hamley
University of Reading

1. INTRODUCTIONS AND OPENING REMARKS

Joanna Collingwood welcomed everyone to the meeting, and congratulated Bill on being elected the new Chair of the DUC.

Apologies were received from Malcolm McMahon, Ian Hamley and Karen Hudson-Edwards.

2. MINUTES AND ACTIONS

The Minutes of the meeting held on 1st February 2011 were approved.

Action 4.7 – It was requested that in order to chase up feedback from PIs for the DUC meeting, it would be helpful to have lists of contact details for users, specific to a village.

Action: Sue Judge

Action 4.9 – Onsite dewar storage. A working group has been set up within the MX team and Gwyndaf will report on progress at the next meeting.

Action: Gwyndaf Evans

Action 4.10 – A manual process for implementing a smaller minimum shift period is being trialled on a small scale, and will be automated in the future.

Action: Sue Judge/Bill Pulford

Action 4.11 – Investigations into the reimbursement of dewar shipping costs are ongoing.

Action: Gwyndaf Evans

Action 4.14 – The PRP lists were updated in February but are now being reviewed again due to panel changes and will be updated on the web shortly.

Action: Sue Judge

Action 4.15 – The food allowance budget will be reviewed in Oct/Nov and take into account that there has been some price rises.

Action: Sue Judge

Action 4.16 – The visitor network is being investigated, and will be looked at in more detail during Bill's next beamtime in October.

Action: Bill Clegg / Sue Judge

All other actions were completed.

3. ESUO

Joanna Collingwood reported that representation on the ESUO was continuing, as chair of the DUC, and as the UK representative. The blanket cover for funding for transnational access to European facilities has now ended. However, some key areas of Life Sciences (MX & SAXS and x-ray microscopy) were successful in obtaining further funding from 1st Sept under BIOSTRUCTX for 4 yrs.

At this point Joanna handed over as Chair to Bill.

4. HEALTH & SAFETY

Bill firstly thanked Joanna for all her work on behalf of the DUC.

There was a short discussion about Health and Safety information that concluded all the necessary information was currently available.

5. USER REPRESENTATIVES REPORT

There were few issues raised by Users.

- i) There was a request from Karen Hudson-Edwards that more information on I20 be made available. Specifically when will users get beamtime? Trevor responded that an e-mail will be sent out shortly, and there would be more details in his presentation.

Action: Sue Judge.

- ii) The issue was raised that when a User's beamtime is cancelled, the message received is "it is not Diamond's policy to reschedule beamtime, please apply again".

Trevor responded that this is Diamond policy, otherwise we would have to hold beamtime back to cover such contingencies. The reality is that Diamond will try to make beamtime available to compensate if possible. If users are unhappy with a decision then they should contact the relevant Director.

- iii) Joanna commented that there were a number of issues with the Publications database, which make it difficult to use. Additionally the interface with the proposal system broke down one week before the proposal deadline.

Sue responded that the database had been worked on and she would see if the points Joanna has raised were addressed in the new release.

Action: Joanna Collingwood/Sue Judge

- iv) One user commented that they were concerned about the programme for the User meeting, and that there was little content suitable for Chemists. It was suggested that Bill feedback that ideas for the next SRUM would be welcomed.

Action: Bill Clegg

- v) Stuart Clarke raised an issue regarding a particular beamline. It was suggested that this was discussed offline directly with Trevor/Dave.

6. FEEDBACK FROM VILLAGE COORDINATOR BREAKOUT SESSIONS

- i) Soft Condensed Matter

It was reported that there had been a general lack of feedback from Users to Keith. Within the village there are now 3 operational beamlines and B21 is under construction. The Pilatus 2M is installed on I22 and generally operating well. We have had both positive and some negative feedback re grid shape which for some users gives potential for loss of data.

Ian Hamley expressed a desire to stand down so a new rep is required for Soft Condensed Matter probably from IR/CD with Keith agreeing to stay on for another year.

ii) Engineering

Stuart Clarke reported that all operational beamlines were running well in the Engineering and Environmental village, and thanked the Scientists. They had discussed how we attract more users, in particular EU users to Diamond as well as retaining existing users.

iii) Surfaces and Interfaces

Karen Edler reported that there had been no feedback from users. There were some specific comments on I07 regarding data reduction software improvements to be discussed with the beamline directly. It was commented that the Chemistry labs, Technical staff, UO were all good.

iv) Spectroscopy.

Joanna reported that there had been concerns from I20 users who applied for beamtime in the April round and that communication could have been improved as they still did not know in August the status of their applications. B18 is absorbing users from I20 and is running well. I18 is also operating well.

v) Macromolecular Crystallography MX

Gwyndaf reported that there had been further discussion on the Publications database following Joanna's comments. It has been agreed to restructure the MX village web pages, to keep users informed on what's happening on the beamlines, by having a central access point.

Action: Gwyndaf Evans

The issue was raised as to whether 2 DUC meetings a year were required – see section 14.

vi) Materials

Steve reported there was concern regarding the lack of feedback to reps, and that it would be easier for reps to contact users if they had e-mail lists for all expt teams, not just the PI. It would also be useful to get feedback from those users who did not come to the User meeting as to why they did not attend.

7. PHASE III UPDATE REPORT

Trevor Rayment gave a presentation to update the DUC on Phase III.

Stuart Clarke asked what advantage the long wavelength MX beamline offered. Dave replied that current beamlines can't go close to the absorption edge of lighter elements. This beamline, will be optimised to work at low energies (down to the sulphur K edge) with the sample in vacuum. This will open up the possibility to solve biological structures using the inherent anomalous scattering from sulphur (protein) and indeed phosphorous (nucleic acid/DNA).

The decision on the final Phase III beamline will be made at the October SAC. After that, new beamlines will have to be funded via collaborations.

8. MACHINE UPDATE REPORT

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

Bill Clegg asked whether the changes to the RF cavities would be transparent to users. Vince responded that it should be; however, the changes would give Diamond more flexibility to increase beam current.

9. PHYSICAL SCIENCES REPORT

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

10. LIFE SCIENCES UPDATE

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

11. USER OFFICE REPORT

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

There was discussion regarding the vending machines and whether they were failing or empty. Sue will take this up again with the supplier. **Action: Sue Judge**

Karen Edler raised the issue that for sequential experiments, you are only able to use the cashless system in the last one. Sue reported this has hopefully been resolved.

It was requested that Sue identify the recent changes to the publications database.

Action: Sue Judge.

There was some discussion regarding moving collection of access cards by Users from the User office to the main gate.

Peter Moody asked whether this would result in increased manning of the main gate, particularly at peak periods. It is unlikely this would be increased.

Stuart Clarke raised the issue that there is a mismatch between what the safety training presentation tells you and the questions asked. Diamond needs to make sure all answers are available in the training material. Sue replied that the presentation has now been modified to reflect the video.

Karen asked whether Diamond responds to users who have filled in the questionnaires. Sue replied that if a response in the End of Experiment form has been graded poor or v poor, then these are reviewed at an internal meeting, and a response is always sent to the user.

For the satisfaction surveys, Sue will always investigate the major issues.

The point was raised whether the DUC can use these statistics to pick up major issues to consider. Diamond currently has an internal review process for these issues, and it has previously been decided not to bring these issues to the DUC.

12. New User Administration System

Ben Peacock gave a presentation outlining the project to develop a new User Administration System for Diamond.

Feedback would be appreciated from all representatives on their thoughts about the existing system both positive and negative. Additionally any volunteers from the DUC or suggestions of users who could be involved with the User Group for the project would be appreciated. Sue will send out a request for feedback and nominees. **Action: Sue Judge**

13. STFC Consultation

The documentation on the STFC website was discussed. It was commented that Life Sciences is poorly represented on the Science Board. Additionally that PALs has been very influential on Diamond's behalf. Bill agreed to co-ordinate a draft response for comment.

Action: Bill Clegg

14. AOB

According to the terms of reference, membership of the DUC should be a 3 year term, with an absolute max of 4 years. Based on this, approx 1/3 of representatives should "retire" each year, but not both reps from a village. It was agreed that, given there were new reps in both Spectroscopy and S&I village, members of the other 4 villages should retire. It was agreed that these would be:-

- MX – Johan Turkenburg
- SCM – Ian Hamley
- Materials – Emyr MacDonald
- Engineering – Stuart Clarke

Bill thanked these members for their contribution to the DUC. It was requested that the process of electing new representatives should be started in consultation with the Chair.

Action: Kathryn Poulter

It was agreed that it would be better to hold the DUC just after the next User meeting, to review feedback from the meeting and provide input to the planning for the next. Additionally that two meetings a year are still required. Consequently, the next meeting should be scheduled for 6 months time i.e. March 2012.

Action: Kathryn Poulter

Annex A: New Actions

Number	Action	Actionee	Target Completion Date / Status
4.7	To contact PIs to obtain feedback on recent visits. Sue Judge can provide lists of contacts.	DUC Reps	Next meeting
4.9	Draw up plans and implement onsite dewar storage and tracking facilities.	Gwyndaf Evans	Next meeting
4.10	Implement a smaller minimum shift period to enable easy scheduling of time periods <8hrs.	Sue Judge/ Bill Pulford	Next meeting
4.11	Investigate reimbursement of dewar shipping costs if remote access means no travel or subsistence is used	Gwyndaf Evans	Next meeting
4.14	To update the PRP lists on the website	Sue Judge	End Feb
4.15	To review the allowance for food.	Sue Judge	End March
4.16	Bill to send details regarding accessing the DLS visitor network from Ridgeway House to Sue, who will follow up and report back to the next meeting.	Bill Clegg / Sue Judge	Next meeting
5.1	Sue to update users on the current status of I20.	Sue Judge	End Sept
5.2	To clarify whether the issues raised by Joanna with the Publications database have been addressed in the latest release, and what the most recent changes have been.	Sue Judge/Joanna Collingwood	End Sept
5.3	To request ideas from Users for the next SR meeting.	Bill Clegg	End Oct
5.4	To restructure the MX village web pages	Gwyndaf Evans	Next meeting
5.5	To review the operation of the vending machines	Sue Judge	Next meeting
5.6	To send feedback and suggestion of volunteers for the new UAS project to Sue Judge.	DUC Reps	End Sept
5.7	To co-ordinate a draft response to the STFC consultation.	Bill Clegg	14 th Oct
5.8	To start the process of electing new representatives for the DUC.	Kathryn Poulter	End Nov
5.9	To organise the next meetings for March & Sept 2012.	Kathryn Poulter	End Nov

Annex B: Completed Actions

Number	Action	Actionee	Status
3.2	To make a more detailed guidance note on applying for beamtime available on the website.	Sue Judge	“Do & Don’ts” updated with some comments from PRP. Complete
3.11	To implement an automatic reminder to be sent to users to complete an Experimental Report.	Sue Judge	Automatic reminders are not setup for experimental reports. Also setup for reminders on notification forms, end of experiment form and satisfaction forms. Complete
4.1	To give a presentation on Phase III at the next DUC.	Trevor Rayment	Complete
4.2	To clarify which statistics include Industrial use.	Sue Judge	This will be in Sue’s presentation. Complete
4.3	To make Welcome Packs available on the beamlines	Sue Judge	Information contained in the Welcome Pack is on each beamline in a plastic wallet. This is updated at the start of each run with any new information. Requesting that EHCs check and inform UO if any information is missing when packs are updated. Complete.
4.4	To add the number of forms completed to the statistics.	Sue Judge	This will be in Sue’s presentation. Complete
4.5	To give an update on the next phase of build of Ridgeway House.	Sue Judge	No current plans for phase 3. Diamond looking into allocations for 2012 and beyond.
4.6	To send a link to the schedule to the DUC	Sue Judge	Schedule on external web under Quick Links http://www.diamond.ac.uk/Home/ForUsers/academics.html
4.7	To contact PIs to obtain feedback on recent visits.	DUC Reps	Next meeting
4.8	To contact users on I20	Sue Judge	Users contacted with an update in March and an update will be going out again in August. Complete
4.9	Draw up plans and implement onsite dewar storage and tracking facilities.	Gwyndaf Evans	Next meeting
4.10	Implement a smaller minimum shift period to enable easy scheduling of time periods <8hrs.	Sue Judge/ Bill Pulford	Investigations ongoing.
4.11	Investigate reimbursement of dewar shipping costs if remote access means no travel or subsistence is used	Gwyndaf Evans	Next meeting

4.12	To investigate the reasons for travel expense limits per day and report back	Sue Judge	Investigated this and restriction no longer applies. Mileage rates have been increased from April. Complete
4.13	To review feedback given to unsuccessful users from the PRP.	Sue Judge	Panel were advised to give better and more complete feedback to users. Completed
4.14	To update the PRP lists on the website	Sue Judge	PRP was updated for February. It is now being reviewed again due to panel changes and new panel list to go on once finalised with Trevor Ongoing.
4.15	To review the allowance for food.	Sue Judge	Still 80-85% of funds still being used. The shorter experiments are the ones which appear to run out. Will look into possibility of increasing the daily amount to £15 in the next budget review in Oct/Nov. Software to be updated end March.

4.16	<p>Bill to send details regarding accessing the DLS visitor network from Ridgeway House to Sue, who will follow up and report back to the next meeting.</p>	<p>Bill Clegg / Sue Judge</p>	<p>Bill has sent the information to me.</p> <p>E-mail sent to Bill & Ali 5/8/11</p> <p>I went over to the Ridgeway with Bill. Below are our findings</p> <p>The programs/applications that do not work include these:</p> <ul style="list-style-type: none"> - connection to the user data storage at \\data.diamond.ac.uk {Access to this service when not on a diamond network e.g. DLS-Vis must be through nx, Bill confirmed access to nx is possible from both the wired and wireless networks} - FTP connections to a server in Newcastle {Again, Bill connected his laptop under VPN to the Diamond FTP server using wired and wireless service at Ridgeway, it is possible that his institution's firewall is blocking this service} - remote desktop connection to my office PC in Newcastle {We could not try this out as we have no reference to his remote machine, but suspect the same as above} <p>If you can email me details of when the user is expected at Diamond again, I can make sure we offer him assistance to establish the causes of these issues, or you could ask him to email me before his next visit as part of your response.</p> <p>couple of actions from this:</p> <ol style="list-style-type: none"> 1. To review the documentation to users to ensure that it is clear that nx has to be used and advise about accessing establishment network and pcs. Latter through VPN or similar. Bill can you take this on please? 2. To review the networks available at Ridgeway (STFC Guest, STFC Vis, STFC Staff & DLS Vis) and reduce the options to a single network. Ali can you take this on please? <p>Complete for mtg</p>
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4.17	To inform the DUC when Marketing sheets are available.	Elizabeth Shotton	Available via website under:- http://www.diamond.ac.uk/Home/industry/techniques.htm <u>1</u>
4.18	To e-mail DUC requesting feedback on the SRUM programme.	Kathryn Poulter	Complete
4.19	To agree the process for the Young Investigator Award for the SRUM.	Dave Stuart/ Trevor Rayment	Complete
4.20	To request nominations to stand as Chair of the DUC.	Kathryn Poulter	Complete
4.21	To update the Terms of Reference of the DUC.	Kathryn Poulter/ Joanna Collingwood	Complete