

## MINUTES OF MEETING

**Title/Subject:** Diamond User Committee Meeting #16

**Venue:** Diamond House, G53/4

**Chairman:**  
Dr Tom Hase

**Time/Date:** Tuesday 21<sup>st</sup> March 2017

**Secretary:**  
Kathryn Poulter

### PARTICIPANTS

#### DUC members

Tom Hase (Chair)

Amber Thompson

Neil Telling

Nick Brooks

Arnaud Basle

Tim Knowles

Sam Chong

Gareth Law

Colin Pulham

Ed Lowe

Laura Spagnolo

Andrew Thomas

#### Diamond Light Source representatives

Alun Ashton

Paul Barrett

Isabelle Boscaro Clarke

Laurent Chapon

Andy Dent

Sofia Diaz Moreno

Dave Hall

Mark Heron

Carina Lobley

Chris Nicklin

Kathryn Poulter

Bill Pulford

Rob Rambo

Cecilia Sanchez Hanke

Kawal Sawhney

Alistair Seibert

Thomas Sorensen

Dave Stuart

Richard Walker

Martin Walsh

Rob Walton

Heribert Wilhelm

#### Institution

University of Warwick

University of Oxford

University of Keele

Imperial College, London

University of Newcastle

University of Birmingham

University of Liverpool

University of Manchester

University of Edinburgh

University of Oxford

University of Glasgow

University of Manchester

Data Analysis Software Group Leader

Commercial Manager

Head of Communications

Director, Physical Sciences

Physical Sciences Coordinator

Spectroscopy Village Coordinator

MX Village Coordinator

Controls Group Leader

User Office Manager

Surfaces & Interfaces Village Coordinator

Operations Programme Manager

Scientific IT Software Computing Coordinator

Soft Condensed Matter Village Coordinator

Scientific Operations Coordinator

Materials Village Coordinator

Senior EM Scientist

VMXi PBS / UAS Project manager

Director, Life Sciences

Technical Director

Life Sciences Coordinator

Data Acquisition Group Leader

Engineering & Environmental Science Village Coordinator

**Apologies:**

Yvonne Grunder

Jorg Zegenhagen

University of Oxford

Physical Sciences Coordinator

**1. INTRODUCTIONS AND OPENING REMARKS**

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

Apologies were received from Yvonne Grunder and Jorg Zegenhagen.

**2. ESUO REPORT**

Diamond is hosting the next meeting of the EUSO which is tomorrow, the 22<sup>nd</sup> March. Funding for transactional access is continuing both for Physical and Life Science.

**3. MACHINE REPORT**

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

Richard confirmed that all trips are counted in the statistics, regardless of the length of time the beam is off for.

The DDBA installation is the biggest change that has been carried out to the Diamond storage ring and is a positive step towards Diamond II. Tom Hase asked if any beamlines were affected by the upgrade. The only beamlines to see an affect were I02 and I03, which are the adjacent beamlines. The reduction in flux was more than expected, but has now been recovered as the cause was an alignment issue. J02 insertion device is being installed now.

**4. PHYSICAL SCIENCES UPDATE**

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

Tom Hase commented that it was good to see the I19 mono upgrade going ahead.

A discussion point in the closed session was regarding software sometimes being released too early. The DUC felt that the emphasis needs to shift to software only being released when it is ready, and for information to be clearer about what functionality is available and consequently which experiments are possible.

The upcoming project to permanently install the magnet on I06 was discussed regarding whether there are plans to modify the access route e.g. could the PEEM be run during the day and remote access overnight.

Colin Pulham asked whether the I11 LDE was working well or if it too early to judge. Laurent commented that there is a lot of interest, particular for battery research, and that they had their first publication. The quality of proposals is high and additionally LDE gets a lot of press coverage, however there are insufficient publications to judge scientific impact yet.

## 5. LIFE SCIENCES UPDATE

Dave Stuart 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 27<sup>th</sup> September 2016 were approved

Tom Hase welcomed the new Village Co-ordinators Sofia Diaz-Moreno and Heribert Wilhelm to the meeting as well as Carina Lobley (UO Manager) and Paul Barrett (Commercial Manger).

Number	Action	Actionee	Target Completion Date / Status
14.1	Kathryn to organise a representative for EMs to join the committee.	<b>Kathryn Poulter</b>	Complete - Laura Spagnolo has joined the Committee.
14.2	Cecilia to draft a proposal regarding the procedure for changes to visits.	<b>Cecilia Sanchez-Hanke</b>	Ongoing
14.3	Trevor to raise the issue of updating beamline manuals at the BOCC.	<b>Andy Dent</b>	Complete. This has been raised and discussed at various beamline meetings. Will always be an ongoing task. If there are specific comments, please feedback.
15.1	Paul Barrett to give an update at the next meeting on the potential extension to Ridgway House.	<b>Paul Barrett</b>	Diamond is pushing this issue at board level with STFC and has offered to contribute towards the funding. Jane Tirard is arranging a meeting with STFC to review room allocation between facilities. Pressure from our users would be helpful. Tom Hase will draft a letter and circulate for comment.
15.2	To review the PRP panel for B23 given the increase in Physical Science experiments.	<b>Dave Stuart /Cecilia Sanchez-Hanke</b>	Complete - Chris Walton from Leeds has accepted

15.3	To reconsider the user of cypher tags given the cost.	<b>Paul Barrett</b>	Paul reported that cypher tags are the only way we know who is in the building for H&S. However the system can be hard to use and so we are reviewing options.
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.	<b>Paul Barrett</b>	<p>Paul reported that the facilities are run by STFC so we can influence but not control. Two weeks ago a new contractor took over catering and Ridgeway, and we are working with them directly.</p> <p><b>Action: Tom Hase</b> to pass on any catering feedback to Paul.</p> <p><b>Action: Paul Barrett</b> to set up a solution to receive feedback in real time e.g. email.</p> <p>The vending machines have been reorganised and are believed to be better. However DUC members have still had issues.</p> <p>Paul to provide a further update at the next DUC.</p>
15.5	To give an update on the UAS at the next meeting.	<b>Thomas Sorensen</b>	Complete - Agenda item
15.6	To prepare a proposal regarding the future of the User meeting.	<b>Isabelle Boscaro-Clarke</b>	Complete – User meeting for 2017 cancelled.
15.7	Diamond to consider how assistance at the beamline from the software team can be requested in advance of an expt.	<b>Dave Stuart/Alun Ashton</b>	Investigating adding a button in UAS that asks “Do you want data analysis help/attendance/contact”. A number of the Scientific software team are also point of contact or direct beamline support for experiments.
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.	<b>Paul Barrett</b>	Ongoing
15.9	To provide a summary of the main themes from the End of Expt forms in advance of the next DUC.	<b>Dave Stuart/Andy Dent</b>	Complete – summary of feedback provided.
15.10	To circulate a forward look of the workshops scheduled for the next 6 months to the DUC.	<b>Isabelle Boscaro-Clarke</b>	Complete.
15.11	Diamond to review whether to reinstate the user satisfaction survey in UAS.	<b>Cecilia Sanchez-Hanke</b>	Complete - Additional question to be added to end of expt form.

15.12	To consider a user focused newsletter from the DUC.	<b>Tom Hase/Isabelle Boscaro-Clarke</b>	Ongoing
15.13	To organise an election for 4 new representatives for the DUC.	<b>Kathryn Poulter</b>	Complete

## 8. HEALTH & SAFETY

Nothing to report

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

Tom Hase raised one point that the presentations were very helpful, and that he was not sure that users are fully aware of all the planned upgrades that are happening in the future. In MX, users are updated via BAG training, their local contact, and at the January user meeting. There was a discussion about how this information could be communicated to users in a more uniform manner. The beamline webpages should be the first place to look for such information, and these need to be kept current. It might also be helpful to have a communication regarding major improvements coming in the next 6 months, and new capabilities.

Tom/Isabelle/Carina to discuss possible options for communications and how it might fit in with the current communications calendar.

**Action: Tom Hase/Isabelle Boscaro-Clarke/Carina Lobley.**

## 10. UAS UPDATE/DISCUSSION

Thomas Sorenson gave a presentation to update the DUC on the progress of the UAS system.

There was feedback from one user who was keen to be able to download a safety document and circulate to all those on the expt. Thomas commented that this point had been raised and is on the “to do” list.

Laura Spagnolo commented that Rapid access at eBIC is still done via the old system. Thomas Sorensen said that they are looking at the process and how it can be accommodated in the UAS. Dave Stuart commented that in future this would be moving to the BAG access process.

## 11. USER OFFICE UPDATE/DISCUSSION

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

Arnaud Basle commented that it would be helpful if regular visitors or BAGs only had to complete an experiment feedback form at the end of a run. Carina said this would be looked into.

There was a request for the User office to be on call at the weekend. However, the process is currently that any issues at the weekend should be dealt with by the EHCs, and there is no reason to change.

## **12. UPDATE ON KEY ISSUES & VISION IN DATA ACQUISITION A& ANALYSIS**

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

The biggest challenge for both teams is the volume of work and balancing the larger projects with the smaller developments.

Arnaud Basle commented that from the MX point of view Synchweb and pipelines are great, there is little improvement that could be made, however GDA could improve. There are little changes that would make a big improvement.

Beamline control software is the biggest single gripe that users have, and the challenge is to try and raise the average score.

Dave Stuart commented that over the last 2-3 years, the data acquisition team has suffered from chronic recruitment issues. Some time ago, Diamond reorganised the Controls and Data Acquisition groups to try to enable more focus on being responsive. Diamond will continue to systematically analyse progress made and lessons learnt to ensure efforts are directed towards the most beneficial developments.

## **13. COMMUNICATIONS UPDATE**

Isabelle Boscaro-Clarke gave a presentation to update the DUC on the work in the Communications team and upcoming events. The User Meeting will not be happening this year. It was suggested that Webinars might be a good way for the DUC to communicate, and could be targeted by Village.  
**Action: Isabelle Boscaro-Clarke.**

Following on from earlier discussion it was suggested that a bi-Monthly email could be sent, covering technical upgrades and UAS updates.

Isabelle put up the list of meetings as per Action 15.10, and Tom asked the DUC to volunteer for one each.  
**Action: Tom Hase.**

## **14. FEEDBACK SESSION WITH VILLAGE CO ORDINATORS**

**MX** – Not a huge volume of feedback and most were happy with their experience. One specific response was about access to processed data, which has been communicated to Dave Hall. Another was a concern raised about remote data collection and timely handing over of control. Dave confirmed that for the start of the next run, there would be a dialogue in place to close GDA to prompt this.

**Soft Condensed** – A few responses received, and Nick also attended the B23 user meeting. One comment was that everything is great. A further comment suggested having a small buffer space for use before or after beamtime. Carina Lobley commented that most villages have a data room for such occasion, but these need to be clearly advertised.

**Materials** – 5 responses were received, and those relating to I19 were discussed offline. One point raised was data transfer and the time taken between users switching which is often delayed. This needs to be smoother and easier where possible.

**Engineering** – One response received which was regarding user equipment for I15, which Heribert Wilhelm has responded too. DAWN improvements were discussed and the suggestion made for integrating a Rietveld analysis into DAWN. Alun Ashton has does some preliminary investigations, but this is still at the early stages

**Surfaces & Interfaces** – Overall 6 responses received, and the main issues were to do with software. This is being addressed in different ways on the beamlines, and I07 now has a dedicated person looking at improving the situation.

There was discussion on the proposal submission process, and that the time between submission and beamtime could be too long. Additionally around accommodation and as far as possible ensuring its onsite or at least 1-2 members of the team are here.

**Spectroscopy** – Two responses were received and one of these praised the out of hours support received. The other had experienced software issues, where the software failed and it affected their experiment. I18 has benefited, but also suffered from being the first in the rollout of the mapping project. Looking to the next run, there should be an improvement in performance.

**EM** – 5 responses were received, and all the issues raised are already being addressed by actions discussed earlier in the meeting around peer review and rapid access. Overall, this is a happy user community.

## 15. AOB

The next meeting will be held at Diamond House on the 26<sup>th</sup> Sept 17.

Tom Hase has completed his 2-year term as chair, and so a new DUC Chair needs to be elected from the current standing members. Kathryn will coordinate the election.

**Action: Kathryn Poulter.**

**Annex A: New Actions**

<b>Number</b>	<b>Action</b>	<b>Actionee</b>	<b>Target Completion Date / Status</b>
14.2	Cecilia to draft a proposal regarding the procedure for changes to visits.	<b>Cecilia Sanchez-Hanke</b>	Sept-17
15.1	Paul Barrett to give an update at the next meeting on the potential extension to Ridgway House.	<b>Paul Barrett</b>	Sept-17
15.3	To reconsider the user of cypher tags given the cost	<b>Paul Barrett</b>	Sept-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.	<b>Paul Barrett</b>	Sept-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	<b>Paul Barrett</b>	Sept-17
15.12	To consider a user focused newsletter from the DUC. This could also cover technical upgrades and UAS updates.	<b>Tom Hase/Isabelle Boscaro-Clarke /Carina</b>	Sept-17
16.1	Tom to draft letter regarding extension to Ridgeway and circulate for comment.	<b>Tom Hase</b>	Jun-17
16.2	Tom to gather all feedback on catering/Ridgeway and pass on to Paul Barrett.	<b>Tom Hase</b>	May-17
16.3	Paul to set up a solution to receive real-time feedback on the vending machines.	<b>Paul Barrett</b>	Jun-17
16.4	To take forward the idea of village user meeting and the use of webinars.	<b>Isabelle Boscaro-Clarke</b>	Sept-17
16.5	Tom to coordinate the DUC attendance at the upcoming workshops at Diamond.	<b>Tom Hase</b>	May-17
16.6	Election for a new chair	<b>Kathryn Poulter</b>	June-17

**The next meeting will be Tuesday 26<sup>th</sup> September 2017**