

Notes of the Search Room User Group meeting held on 23rd April 2019 in meeting room 1, New Register House at 13:30 Hours

Attendees

Dee Williams (NRS), Iain Ferguson (IF, NRS), Alison Lindsay (AL, NRS), Janet Bishop (ASGRA and genealogist), Bruce Bishop (BB, genealogist), Val Wilson (VW, ASGRA & Genealogist).

Apologies: Lloyd Pitcairn (Genealogist), Ken Nisbet (Genealogist), Emma Williamson (NHS NSS).

1. Previous minutes of 8th January 2019

1.1 The notes of the last meeting were accepted.

2. Centre software

2.1 The search criteria for Old Parish Registers (OPR) have been updated such that parent's names can now be inserted.

2.2 VW highlighted an issue whereby she experienced a long time delay between the purchase of ScotlandsPeople credits and receipt of those credits on her customer account. NRS confirmed that they were aware of this happening and that an email highlighting the potential delay should be received by the customer. VW didn't recall receiving such an email. NRS asked that she contact them the next time it occurs so that they can check whether an email was sent.

2.3 VW reported she was unable to read pdf documents like the 1911 Census Street Indexes because the system was unable to open the documents.

Dn. NRS IT have now fixed this issue and all pdf documents can be opened.

3. Search rooms

3.1 The location of printers to desk locations was highlighted as being an issue in the Dundas search room because some customers walk past a printer to collect their prints. NRS agreed to request a change such that the nearest printer is linked to a desk location.

Dn: NRS have established that additional hardware is required to be installed before the printer configuration can be changed. Installation work is planned on 29 May 2019. Thereafter this issue will be addressed.

3.2 Free wifi is now available in both ScotlandsPeople search rooms. The genealogists reported that it easily timed out and asked whether the time period for access could be increased. NRS agreed to review.

3.3 Following the closure of the front door of General Register House, AL reported that customers for the Historical and Legal search rooms were leaving their bags in the designated locker area, as required.

3.4 The genealogists reported an incident whereby a couple of people walking through a search room had sat down at a computer. It was suggested that NRS reception staff should be more proactive and approach new customers when they

arrive to ensure that they understand what is available. NRS agreed and would speak to their Reception staff.

3.4 The coin operated lockers located outside the Dundas search room have been changed such that they now accept the latest one pound coins.

3.5 NRS is still working to establish whether it will be possible for customers located in the Dundas search room to access the virtual volumes system once the system is upgraded.

Dn: This investigation will be possible once the additional hardware scheduled for installation on 29 May 2019 is installed.

4. Records

4.1 The Highlands and Islands Emigration were released at the end of February 2019.

Dn. The 1940 Valuation Rolls were released during May 2019.

4.2 NRS was still working on the Kirk Session and Prison Register type records.

4.3 NRS did not have a date when the death/burial records for Mount Vernon cemetery would be released by the Scottish Catholic Archives.

4.4 The genealogists asked whether work had commenced on the 1921 Scottish Census. NRS confirmed that this record set had already been scanned and therefore the outstanding work involved the creation of indexes to allow people to readily search the records.

5. Any Other Business

5.1 BB asked whether the ScotlandsPeople website covered naming conventions. IF offered to send a link to the web pages that covered this topic to the group, which is also included below.

[Guides | ScotlandsPeople](#)

5.2 Jane Milne had started with NRS as the new Head of Customer Services Operations.

6. Date of Next Meeting

6.1 The date of the next meeting will take place on Tuesday 6th August 2019 at 13:30 in meeting room 1, New Register House.

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23rd May 2019