

Notes of the Search Room User Group meeting held on 26th November 2019 in meeting room 1, New Register House at 13:30 Hours

Attendees

Dee Williams (NRS), Iain Ferguson (NRS), Alison Lindsay (NRS), Janet Bishop (JB, ASGRA and genealogist), Bruce Bishop (BB, genealogist), Val Wilson (VW, ASGRA & Genealogist), Emma Williamson (NHS NSS).

Apologies: Ken Nisbet (KN, Genealogist)

1. Previous minutes of 6th August 2019

1.1 The notes of the last meeting were accepted.

2. Centre software

2.1 Over the last few months an essential technical upgrade has been taking place that is scheduled to be completed during January 2020. This work won't have an impact on any of the existing customer services.

2.2 JB had asked whether a feature could be added such that the address fields for orders could be manually cleared. It is not possible to add this feature to the current version of ScotlandsPeople but this will be requested as a feature for the new version of ScotlandsPeople that is planned to be released by 2022.

2.3 NRS are currently exploring whether it is possible to only offer the option to order a certificate for a modern day birth, death or marriage when the image has already been loaded on to ScotlandsPeople. This would allow customers to know at a glance whether they are better contacting the local registrar for a copy of the official certificate for the event.

Dn. NRS to confirm whether image and option to order can be linked

2.4 An issue had been raised whereby it wasn't possible for search room users to readily order an extract for an adopted person because the index entry didn't include an option to 'Order Certificate'. NRS confirmed that there are no plans to change the current process for adopted persons.

3. Search rooms

3.1 New printers are due to be installed in the search rooms to replace existing printers early January 2020. There will be 2 printers for customer use located in each of the Reid, Dundas and the Legal search rooms. In the same manner as existing, printers will also be available to supply customers visiting the Historical search room.

3.2 BB asked why it hadn't been possible to connect the virtual volumes computer to a local printer? Now that a Common Operating Platform was in the process of being established for the computer network, there was a possibility now that this might be possible.

Dn. NRS to check again whether a printer can be linked to the virtual volumes computer located in the Dundas search room.

- 3.3 The genealogists reported that some customers have accidentally picked up the wrong prints. It was suggested that a print tray placed adjacent to the printer with a notice saying along the lines 'Please place here all prints that don't belong to you' might encourage customers to check their prints. NRS agreed to install print trays beside the printers.

Dn. NRS in process of arranging for print trays

- 3.4 It was suggested that a larger size font on the print copies that detail the person and seat number might help. However, since the meeting it has transpired that such a change isn't readily implemented due to the impact on the size of the print image.

4. Records

- 4.1 NRS was still working to release either the Kirk Session, Prison Register type records or the 1945 valuation rolls. No further details are available.

5. Any Other Business

- 5.1 Concerns were raised with regards the bikes that are locked to the railings around General Register House. The handle bars are near to head height in some instances and there was an occasion when a bike fell in front of a pedestrian. NRS agreed to look into whether notices could be placed on the railings to ask people not to lock their bikes on to the railings.

Dn. NRS to enquire whether signs can be mounted on the railings

- 5.2 The condition of the inner front door to New Register House was raised. The part of the door pushed by customers was reported to be generally tacky to touch. NRS agreed to ask whether a plate or improved cleaning regime could be introduced.

Dn. NRS to enquire whether a brass plate can be installed on the door

- 5.3 The floors in the customers toilets in New Register House were often very wet around 9am when the search room opens. NRS was asked whether the floors could be washed earlier in the day so that they are dry when customers are admitted into the building?

Dn. NRS to enquire whether the toilet floor cleaning regime can be changed

- 5.4 The condition of the front steps of New Register House (NRH) was raised as an issue. Sometimes bird excrement is left lying. NRS agreed to check existing arrangements.

Dn. NRS to check their existing arrangements for cleaning the front steps of NRH

Date of Next Meeting

- 6.1 The date of the next meeting will take place on Tuesday 3rd March 2020 at 13:30 in meeting room 1, New Register House.

Dee Williams
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29 November 2019