

Meeting Minutes

Meeting date: 3rd March 2020

Organiser: Dee Williams

Meeting name: Search room user group meeting

Attendees: NRS: Iain Ferguson, Dee Williams, Alison Lindsay; User group: Janet Bishop, Bruce Bishop, Ken Nisbet. Mark Hancocks from Storm ID.

Apologies: Val Wilson and Emma Williamson.

1. Previous notes and introductions

- 1.1 The previous notes for the meeting held on 26th November 2019 were accepted.
- 1.2 Item 5.1 covered the issue of bikes being secured to the railings alongside the approach pathway. NRS had arranged for signs to be mounted on the railings asking people not to park their bikes.
- 1.3 Item 5.2 covered the condition of the part of the entrance door in New Register House that is touched when customers enter the building. Cleaning staff had been instructed to regularly clean this part of the door.
- 1.4 Item 5.3 covered the wet floors in the customer male toilet in New Register House. Cleaning staff had been asked to clean the floors earlier in the morning but they had confirmed that this could not be guaranteed.
- 1.5 Item 5.4 referred to the condition of the front steps of New Register House. Regular cleaning should now be in place.
- 1.6 Mark Hancocks from Storm ID explained that their appointment involved looking at how customers use search interfaces for accessing the records available on ScotlandsPeople as well as the different types of personas that use the website.

2. Centre software

- 2.1 Searches using 'name variants' continue to return results that are not always helpful to the researcher but it is not expected to be fixed in the near future. Use of wildcards is recommended.
- 2.2 Work is underway that will allow ScotlandsPeople search room users to order a certificate for an adopted person from their computer terminal. Note that this facility will not be available online.

- 2.3 Problems persist with the loading of re-scanned images so a backlog of around 3 months exists.

Dn. This problem has been resolved and the images are now being uploaded in batches even with the home working arrangement

- 2.4 Searches in the minor record set continue to return results for marriage searches whereby more than two entries are displayed. Customers are not charged extra for viewing the images because no charges are applied to duplicate entries. This issue isn't deemed a priority and won't be addressed in the near future.
- 2.5 Access to divorce entries continues to be restricted due to the personal data that is included within some record sets. The search system is unable to differentiate which record sets include the additional information.

3. Search rooms & environment

- 3.1 The roll out of the printer replacement project is planned to take place during late March/April 2020.

Dn. No date now known following the closure of the search rooms due to Covid-19 outbreak

- 3.2 The printer project might make it possible for the computer located in the Dundas search room, that is dedicated to virtual volumes, being linked to a printer within the search room. Will know more once the project re-starts.
- 3.3 Notices have been placed by printers asking customers to check whether they have picked up the correct prints.
- 3.4 The season tickets holders felt that the Dundas search room was not be properly vacuumed because some debris had remained the following day.
*Dn. NRS raised a call to ask that the cleaning be improved.
Season ticket holders to report to Iain/Dee if poor cleaning remains an issue.*
- 3.4 Cleaning of keyboards was raised. NRS explained that cleaning of the keyboards located in the ScotlandsPeople search rooms was taking place every 4 weeks and that action was being taken to repeat this action in the Historical and Legal search rooms. Antibacterial wipes were available at the Supervisor desk for customers to wipe down their keyboard, mouse and screen to prior to beginning their research. This action was recommended to maintain hygiene.
- 3.5 NRS IT staff were in the process of making alterations to the system to ensure that all customer searches and related information was automatically wiped when they logged out.
- 3.6 Storm ID explained how they were reviewing the NRS catalogue to make it more intuitive to use.

4.0 Planned record releases

- 4.1 NRS was keen to release virtual volumes in the coming months. NRS staff were also in the process of indexing prison registers so it was hoped that a collection for one prison could be released.

*Dn. Following the closure of the search rooms
NRS was working to progress this work*

- 4.2 NRS confirmed that there were no plans to digitise the 1939 identity register due to the complication whereby information can only be released if that person has died thereby proof of death is required.
- 4.3 NRS planned to progress the indexing of the 1921 Census but no update was available.

5.0 AOB

- 5.1 No other issues were raised.

Dee Williams
Head of ScotlandsPeople Customer Services
8 April 2020