

Powerless, but not helpless

November brought us the beginning of Winter, and two electricity failures in the George Square area.

The first power-cut was due to a fire at the Scottish Power substation close to Middle Meadow Walk (this affected much of south Edinburgh). The second was due to problems in a University substation, which closed the Main Library and other nearby buildings for several hours. Classes were cancelled and there was a loss of some IT-based services, notably the student email system.

As a result of these power losses we are reviewing and improving our service resilience, especially from Appleton Tower where many central IT servers are located. For example, in December we will install a backup generator that will activate if power is lost, taking over from UPS power that protects servers for the first few minutes. This generator will require some real-time testing in early 2008 to ensure that it functions correctly.

We are ensuring that our processes are in good order to evacuate buildings safely, particularly when external contractors are on site. There will be a general review of the communications process that can be put into action following sudden power loss and similar emergencies. We are exploring options using a combination of email, the web and text messages to mobile phones to maximise coverage of affected staff and students.

We regret the disruption that resulted from these power failures, and will work hard together to improve the quality of our information and the resilience of our services.

*Jeff Haywood
(VP Knowledge Management / CIO)*

Mind Your Es and Qs!

It's there in my InBox, lurking – an inanimate collection of electronic data that will make my heart sink or my blood boil. Email is a fantastic medium for communication, but how many of us take the time to think about how effectively we use it?

As a Student Support Officer I often find myself steering students towards the 'Netiquette' guidelines published by Information Services. A recent email exchange reminded me that the rules of Netiquette are always worth revisiting, no matter who you are or how long you have been using email. The first, most important tip is: "... you aren't talking to computers: you are communicating with people!"

This doesn't just mean trying not to hurt feelings; you also need to ensure that the content and tone of a message are appropriate for all the people who might see it. A single mouse-click, and a message can be around the world in the proverbial blink of an eye, and the repercussions can last for years (remember Jo Moore!).

Freedom of Information means that anything you put in writing could be seen by students, in email as in their file. You shouldn't put anything in email that you wouldn't say in front of a student – any more than you would criticise a colleague in their presence.

This is just the tip of the Netiquette iceberg, but get Rule Number One right and the rest will follow. There is lots of good advice 'out there' and, like so many things, practice makes perfect.

The IS Netiquette Guidelines are at <http://www.ucs.ed.ac.uk/ucsinfo/netiquette.html>

Send: The How, Why, When and When Not of Email by Shipley and Schwalbe is published by Canongate; see <http://www.canongate.net/Send>
Marjorie Drysdale (Politics)

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Business Objects upgrade

IS is working on a project to implement 'BOXI', the latest version of Business Objects (BO), which is a powerful Web-based reporting tool.

The main objective is to migrate all current BO/WebI applications to new software, in a phased approach by business area, throughout 2008. An early roll-out of the BOXI software is being provided to the EUCLID project in December, to support its Admissions module.

During the switch-over, the old and new software will be available in parallel for a short period. In the case of Registry's NESI-dependent universes, the old version will be retained until September 2008, to support reporting from NESI until it is replaced by EUCLID.

Users will see some differences in the interface and functionality, so basic and advanced training courses will be delivered online as part of the migration. Further details on the timetable and impact for current users will be provided by business area as migration plans for the different applications are firmed up.

Jill Nicoll (IS-Apps)

VLE project update

The next-generation VLE project has started on its information gathering process. The first stage is to document the functionality being used in the different VLEs currently in operation around the University.

The activities of the project are being made as open and transparent as possible by means of a project wiki site. This can be accessed by anyone with an EASE account at <https://www.wiki.ed.ac.uk/display/VLEprojectwiki>

We welcome your comments and feedback as the project progresses.

Catherine Gillespie, Stephen Vickers (IS-Apps)

Launch of University's new wiki service

The new central wiki service was launched last month. Staff and students can now request a wiki space to support teaching, research or administrative activities in the University.

If you are considering the use of a wiki, the first step is to ask yourself "Do I need a wiki?": like all IT tools, wikis are not an answer in themselves; they require good implementation if they are to solve a problem or provoke something new.

Wikis are good at facilitating collaboration, but usually only if the activity *requires* collaboration, or there are incentives for collaboration. Wikis are often at their most powerful when they facilitate collaboration across organisational boundaries.

If you are certain that a wiki is what you need, then you can get one simply by filling out the wiki request form on the IS Applications Division website. The Service Management section will then set up your wiki space.

See <http://www.mis.ed.ac.uk/services/wiki/>

We have set up over 80 new wikis in the past few weeks. Those with public access are visible to everyone from the wiki *Dashboard*, which is the first page you come to when you log in at <https://www.wiki.ed.ac.uk/>

Here you can view a comprehensive list of published wikis available in the 'UoE Wiki Catalogue', as well as a 'Help and Guidance' section for instructions on how to get started.

Wikis are not complicated technology, but they are *different* technology. If you are interested in learning more about wikis and how they can be used for collaborative work, the eLearning and IS Skills Development team is running half-day Wiki Workshops in Buccleuch Place. You can view dates, description and book online at <http://www.ucs.ed.ac.uk/usd/cts/courses/>

We welcome feedback and suggestions about the new wiki service via <https://www.wiki.ed.ac.uk/display/CONF25/7.+Your+Feedback>

Liza Zamboglou (IS-Apps)

Software News

Mac OS X Leopard

The new version of Apple Macintosh OS X, codenamed 'Leopard', was launched on 26th October. Existing hardware covered under the University's site licence will be eligible for an upgrade to Leopard – but Leopard is not suitable for large-scale deployment at present. As new Apple Macintoshes now ship with Leopard pre-installed, your support team will endeavour to support the operating system on a best-efforts basis until a managed solution is available.

If you intend to buy a new Apple Mac, or have a query regarding OS X, your support team will help you make the right decisions for your requirements.

James Jarvis (IS-ITI)

SPSS code renewal

It's coming to the time of year when SPSS will start telling you its code is running out. Don't panic! – the codes should last well into the new year. The relevant information is at <http://www.ucs.ed.ac.uk/usd/stats/spsscodes.html>

New codes will be sent to your School or Unit if they pay for your copy of SPSS; otherwise contact Software Services at is.software.codes@ed.ac.uk. (Please note: the office closes on 21st December until 7th January.)

Frances Provan (IS-ITUS)



Main Library Redevelopment

Without a doubt, anyone working in the Main Library these past few months has been aware of the noisy but vital repairs to the external stonework. This phase of the overall project is likely to be the most disruptive in noise terms, and its end is now in sight. A lot of the scaffolding has already been removed.

Meanwhile, rapid progress has been made on the fifth and sixth floors: windows have been replaced, new services installed, internal walls built, and floors prepared for the new book stacks. Furniture for the redeveloped Library is on display outside the cafe on the first floor, and anyone is welcome to try it out.

The Ground Floor plans are still to get final approval from the City Council, and there is still detailed design work to do for the Helpdesk, cafe and Exhibition Room. The intention is to clear this floor so that building work can begin in late Spring; the Helpdesk will be moving up to the first floor at Easter. The University has recently approved the funding required for the first and second floors.



Student petition

Students used Facebook to petition the University to suspend building work during exams. This would be difficult and expensive, so the Library has put in place as many other measures as possible – from free earplugs to alternative study space – to assist revision (<http://www.lib.ed.ac.uk/news/071127examstudy.html>).

Student art

In a more temporary upgrade, the Student Art Society has livened up the Library's entrances through the scaffolding, with art primarily on the theme of books and libraries. The students did this as part of Student Charities Week for children's charities.

King's Buildings enters the frame

The King's Buildings Learning Resource Centre has come a step closer, with the appointment of a Design Team and the establishment of a Strategic Project Committee. The two major Library projects can therefore move forward in tandem, and perhaps even finish about the same time.

Sheila Cannell (IS-L&C)

New 'Graphics Lab' launched in CMVM

The Learning Technology Section's former Medical Illustration Unit has changed its name to Graphics Lab, to reflect more accurately the broad range of high-quality graphic design and large-format printing services we provide.

If you want your research posters to stand out from the rest, your publicity brochures, newsletters, flyers and reports to ooze quality, or your websites to be contemporary and eye-catching, come and see us and discuss your needs. We have talented staff located in George Square, the Royal Infirmary and the Western General, so we are conveniently located close to you.

Graphics Lab prides itself on providing a one-stop-shop for all your graphics needs, including:

- Large format (A0+) poster design, printing and encapsulation (lamination);
- Design, organisation and management of graphics work for printing (e.g. brochures, booklets, leaflets, newsletters and flyers);
- Logo and corporate identity creation;
- Illustrations and diagrams for teaching, research and publicity;
- Website design and maintenance;
- Scanning and digital printing.

Please visit the website for a full list of contact details and information on services, at <http://www.lts.mvm.ed.ac.uk/graphics/>

For more information contact graphicslab@ed.ac.uk or 503296.

large format poster design & printing
print design & management
web design & maintenance
logos & corporate ID
illustrations & diagrams
scanning & digital printing

www.lts.mvm.ed.ac.uk/graphics

Julie Robinson (Medical Illustration, CMVM)

Information Services committed to continual improvement

University joins professional Service Management forum

The University has joined the IT Service Management Forum (itSMF), one of the key bodies in the continuous development and promotion of best practice in IT Service Management.



The itSMF provides an accessible network of industry experts, information sources and events to help address IT Service Management issues and assist in achieving the delivery of high quality, consistent IT services, both internally and externally. Its work is fully described at <http://www.itsmf.co.uk/>

Key people in five IS divisions have become members:

- Bryan MacGregor (IT User Services)
- Graham Newton (IT Infrastructure)
- Colin Watt (Library and Collections)
- Mark Wetton (Applications)
- Robert Gormley (Library User Services)

If you'd like to know more about itSMF, please contact Robert.Gormley@ed.ac.uk.

Service Management training and certification

Information Services is developing a suite of training courses to support its constant efforts to identify best practice in Service Management.

ITIL, the Information Technology Infrastructure Library, is the subject of a one-hour, high-level overview that has been presented to various audiences, including the IT Professionals' Forum. Although ITIL developed out of an IT environment, this presentation demonstrates the wide applicability of the ITIL principles to Service Management in general (these principles have been used very successfully to set up an after-school club, for example).

Robert Gormley of the IS Library User Services Division is developing three non-consecutive half-day sessions for people who would like further knowledge and training. Initial course dates are expected in January 2008.

The first session will cover frontline operational topics, the second, changes and transitions, and the third, more strategic topics. The sessions will build on each other, so attendance on earlier sessions will be a pre-requisite for attendance at later sessions. Together the sessions will offer a basis for self-study towards the Foundation Certificate in IT Service Management.

To support this self-study approach, service management 'clinics' are planned, and e-learning materials are being investigated.

The three-day classroom foundation course still has its place and a formal tender process has begun to appoint a training partner. Pricing and availability of

Foundation courses accredited by examination board will be announced after the tender is complete.

To find out more about the training and certification available, please email Robert.Gormley@ed.ac.uk.

Success in Service Management exams

35 IS staff will be attending the three-day ITIL Foundation course in Service Management. The course culminates in an examination accredited by ISEB, the Information Services Examination Board of the British Computer Society. We are delighted that 26 IS staff and nine College staff have already passed this exam.



Three IS staff, Colin Watt (IS-L&C), Bryan MacGregor (IS-ITUS) and Robert Gormley (IS-LUSD), have passed the Manager's certificate in IT Service Management, the latter receiving a rare distinction. These successes reinforce the continuing improvement in IS services to the University.

ITIL is a Registered Trade Mark of the Office of Government Commerce in the UK and other countries.

Bryan MacGregor (IS-ITUS)

Help in making IT more accessible

The 'IT Directors Guide to Accessible IT' has been published by the Worshipful Company of Information Technologists. It outlines the business case for making IT more accessible, and provides case studies and examples of assistive technologies available.

The Guide is available for free download from <http://www.wcit.org.uk/News/AccessibleIT>

Wilma Alexander (IS-LUSD)

Website Project's staff survey reveals trends in online behaviour

October's survey of staff online activity was well supported, with around 350 colleagues taking part.

As anticipated, the survey revealed that a small number of activities undertaken on the University website were significantly more popular than any others. The top six tasks rated as most important by University staff attracted 50% of votes.

The number one task, finding contact details, was almost twice as popular as any other. It collected more votes than the 40 least popular tasks combined.

Read more about the survey and download a copy of the report at <http://www.ed.ac.uk/websiteproject/latestnews/0711nov/071105staff-survey-report.html>

For more information and the latest news see <http://www.ed.ac.uk/websiteproject/>

Neil Allison (CAM)

News from the Data Library

EDINA's Geology Digimap service

The Library (with support from the Data Library) has subscribed to the EDINA *Geology Digimap* service which provides access to geological maps and data from the British Geological Survey (BGS).

Geology Digimap maps can be viewed online and printed. Data can be downloaded so that the maps you view can be downloaded to your computer for use in a GIS system or image processing software.

The following data are available:

- 1:625,000 solid and drift geology;
- 1:250,000 solid geology and linear features;
- 1:50,000 solid and drift geology, mass movement, artificial ground and seven separate linear feature layers;
- the BGS lexicon of named Rock Units.

Edinburgh users must register with their EASE username. For further information

- about registration, visit <http://edina.ac.uk/digimap/access/>
- about the service, visit <http://edina.ac.uk/digimap/description/geology.html>

Agricultural Census data

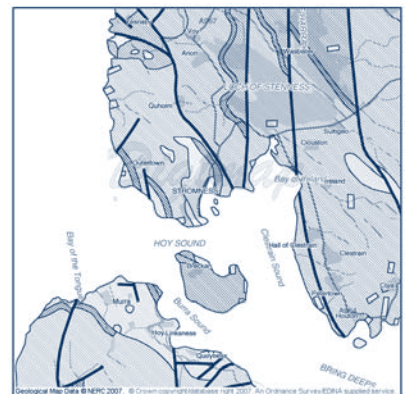
2005 and 2006 grid square data for Scotland and Wales are now available through the EDINA *Agcensus* service: see <http://edina.ac.uk/agcensus/>

Landmap

From August 2007 the *Landmap* service from MIMAS has been offered subscription-free to the whole of UK Higher and Further Education. The Landmap service provides access to orthorectified satellite image mosaics of Landsat, SPOT and ERS radar data and a high resolution Digital Elevation Model (DEM) for the British Isles. These data are now available in formats that are readily accessible to users of Geographic Information Systems (GIS), image processing and desktop publishing software.

Edinburgh users must register with their EASE username. For further information see <http://www.landmap.ac.uk/>
For assistance with any of the above data please contact the Data Library (email datalib@ed.ac.uk).

Stuart Macdonald (IS-EDINA)



Freedom of Information: Five Key Points

IT contracts, the computing science curriculum and computer usage costs are examples of the diverse freedom of information requests that information technology areas of the University have received.

Freedom of information entitles anyone from anywhere in the world to request any information held by the University. There are exemptions which allow material to be withheld, but only in certain specific circumstances. The majority of the 280 requests the University has received were answered without complication by remembering five key points:

1. You have a maximum of 20 working days to answer any request for information.
2. If a request concerns your area and information that can be released, avoid complications by following the procedures, available at <http://www.recordsmanagement.ed.ac.uk/InfoStaff/FOIstaff/FOIguidance.htm#RequestHandling>
3. Contact your local freedom of information practitioner if you want to refuse any request, are unsure about any aspect of the request, or if it does not relate to your area of work. A list of practitioners is available at <http://www.recordsmanagement.ed.ac.uk/internal/practitioners/PractitionersList.htm>
4. Create clear and professional information, as all work documents and emails could be released under an information request.
5. Make your information accessible to other staff, so they can find it if needed to answer a request when you are away.

By following the five key points you will ensure that the University meets its legal obligations, continues to provide assistance to enquirers and preserves its positive experience of the Act. The five key points are available at <http://www.recordsmanagement.ed.ac.uk/InfoStaff/FOIstaff/FOIIndex.htm>

Further information about freedom of information is available from the Records Management Section; contact us at recordsmanagement@ed.ac.uk.

Kiara King (Records Management Section)

IT training in December

Information Services runs free IT courses for University staff and postgraduates. Most are held at the IS Skills Centre at 19 Buccleuch Place; some run at The King's Buildings. Course synopses, later dates and online booking forms are available at <http://www.ucs.ed.ac.uk/usd/cts/courses/>

Date	Course	Venue*
Dec Mon 3	WebCT Vista Fundamentals	GS
Tue 4	Advanced Access Database Management	GS
Tue 4	Excel Advanced: Manipulating and Managing Data (Part 1)	GS
Tue 4	Editing Web Pages with Contribute	GS
Wed 5	Managing Bibliographies with EndNote	GS
Wed 5	Creating Web Pages with HTML	GS
Wed 5	Formatting Web Pages with Cascading Style Sheets	GS
Thu 6	Excel Introduction: Creating Basic Spreadsheets and Charts	GS
Fri 7	WebCT Vista Fundamentals	GS
Fri 7	Introduction to wikis	GS
Mon 10	Introduction to wikis	GS
Tue 11	Excel Advanced: Manipulating and Managing Data (Part 2)	GS
Tue 11	Creating and Editing Web Pages with Dreamweaver 8	GS
Tue 11	Creaing Templates and Managing Websites with Dreamweaver 8	GS

* Venues: GS – George Square area, JCMB – The King's Buildings

Featured Course: Introduction to Wikis

Now that the University's central wiki service has been launched (see page 2), why not come on our Introduction to Wikis course and find out more about them? This half day course provides a general overview of wikis, looking at how they can be used for collaborative work, and explores issues to consider when using this tool. It also looks at the use of wikis in education. The next courses are running in the afternoons of 7th and 10th December.

Taster Sessions

Further dates of our popular one-hour 'taster' sessions for staff and postgraduates are now available for booking on MyEd.

Sessions take place from 1pm to 2pm in the Wolfson Teaching Room in the Main Library, George Square as follows:

7 Dec: Creating a table of contents in Word

12 Dec: How to animate your slides in PowerPoint

For more information about the taster sessions, and the content covered by each, see <http://www.ucs.ed.ac.uk/usd/cts/courses/coursesanddates.html>

Jenni Reeves, Shona Matchett (IS-LUSD)

Training in Finance Procedures and Systems

The Finance Department has updated its training programme. Courses are listed on our website and can be booked via MyEd.

The courses cover a wide range of topics, including Financial Procedures, Budgeting, Forecasting, Your Finances, and Systems procedures and processes. Please come along to one of our training courses to find out more. Courses are offered as either 'hands on' or presentations, and have been targeted to meet the requirements of:

- Staff involved in processing financial transactions (<http://www.finance.ed.ac.uk/finweb/training/Financialprocessingcourses.cfm>)
- Non-Research Budget Holders (<http://www.finance.ed.ac.uk/finweb/training/Coursesforbudgetholders.cfm>)
- Research Budget Holders (<http://www.finance.ed.ac.uk/finweb/training/Coursesforresearch.cfm>)
- All Staff (<http://www.finance.ed.ac.uk/finweb/training/Coursesforallstaff.cfm>)

For further information about content, or to book, please see <http://www.finance.ed.ac.uk/finweb/training/>

If you would like anything to be added to the programme please contact E.Welch@ed.ac.uk.

Finance Department Courses: Jan–March

Jan 14	Electronic Transfers Introduction
16	Managing Non-Research Budgets
21	eFinancials – Intro and Hierarchies
23	Managing Your Research Budget
24	Introduction to Webfirst
25	eFinancials – POs, GRNs
31	eExpenses
Feb 13	eFinancials – Sales Invoices
14	Your Finances
19	eFinancials – Journals and Reports
27	General Principles of Financial Management
28	Introduction to Webfirst
29	eExpenses
Mar 10	Your Finances
12	Intro to Corporate Finance Systems
19	Forecasting
20	Introduction to WebFirst

Liz Welch (Finance)

eLearning Professionals and Practitioners Forum Event

'eScript: the growth of a successful online learning environment'

The eScript learning environment was developed as a collaborative initiative by the AHRC Research Centre for Studies in Intellectual Property and Technology Law, based in the School of Law, and the Learning Technology Section (LTS) in the College of Medicine and Veterinary Medicine.

eScript currently supports online learning activity within different contexts:

- the LL.M programme in Innovation, Technology & the Law by distance learning;
- short-term CPD programmes;
- on-campus teaching in the School of Law.

The evolution of eScript over four years reveals a fascinating interplay between teaching approaches, programme development and technical innovation. This interplay is explored in the eLPP event. Representatives from the AHRC Centre and LTS will present and encourage discussion on some of the key issues faced in the development and ongoing stability and sustainability of the eScript environment; development of learning communities; negotiating the balance between teaching style, technical constraints and user habits; scalability; and the growth towards complete self-administration for course organisers.

This event will be of interest to anyone involved in eLearning activity in the University, those with an involvement or interest in Online Distance Learning, and teachers interested in the interplay of pedagogy and technology.

Tuesday 11th December 2007:

12:00 – 1.30pm Brenda Moon Room, Main Library, George Square
1.30 – 2.15pm networking over tea and coffee in Exhibition Room
Bookings can be made via the MyEd Events Booking Channel.

Michael Begg (Convenor, eLPP Forum)

BCS meeting: discrete element modelling

This month's local British Computer Society talk is concerned with software for simulating the performance of equipment and processes with particular regard for using parallel computing. It will be held at the Royal Scots Club, 29/30 Abercromby Place EH3 6QE, on 5th December at 6.30pm. All are welcome. Further details are at <http://www.edinburgh.bcs.org/events/071205.htm>

David Muxworthy (BCS)

National e-Science Centre News

The latest issue of the National e-Science Centre's newsletter includes reports on Chris Date's visit to NeSC and his seminar on *Data and Knowledge Modelling for the Geosciences*, Douglas Armstrong's lecture on *Building a Better Fly Brain*, news of the 2008 Winter and Summer Schools, a new dedicated National Grid Service page, High Throughput Computing week, and lots more. The November 2007 NeSC newsletter is at <http://www.nesc.ac.uk/news/newsletter/November07.pdf>

Gillian Law (NeSC)

Multimedia Teaching Lab awards 2007–2008

The Centre for Excellence in Multimedia Language Learning at the University of Ulster aims to develop appropriate teaching methods that fully engage students in their own learning through the integration of Communication and Information Technology into classroom teaching. The Centre invites proposals for the development of projects that would facilitate language teaching and learning in a multimedia laboratory; proposals are welcome from individuals as well as teams.

Successful applicants will receive an award of a maximum of £3,000, depending on the scope of the project. This funding may be used to develop course materials or create software, for example. To apply, please visit http://www.arts.ulster.ac.uk/lanlit/cetl/news/2007/mmlt_award_info07-08.html

'Workshops to Go': call for bids 2007–2008

The HEA Subject Centre for Languages, Linguistics and Area Studies is inviting proposals for this year's 'Workshop to Go' programme; this year's key themes include assessment, supporting new staff, and engaging with employers. The successful applicant will be required to produce a training pack and run two regional training sessions for HE staff. Participants at the workshop will then be expected to 'cascade' the training within their institutions. There are details at <http://www.llas.ac.uk/news/newsitem.aspx?resourceid=2848>

Wilma Alexander (IS-LUSD)

Collections Calendar can still help with Christmas!



The calendar costs £8, and is available from the Main Library (Helpdesk and Special Collections), other site libraries, the University Giftshop, Blackwells Bookshop, and by mail order from <http://www.giftshop.ed.ac.uk/>

Andy Grout (IS-L&C)

John MacColl moves to OCLC



John came to Edinburgh via Glasgow, Aberdeen and Abertay, and after nine years here he is moving to St Andrews to become OCLC's European Director for Programs and Research. OCLC is the Online Computer Library Center, presenting itself as "a worldwide library cooperative".

John was appointed as Director of SELLIC, intended as a flagship learning centre at The King's Buildings, but perhaps too far ahead of its time, and certainly of its funding. (We are all delighted that the concept is now

moving ahead, even if the name is not.) John then took over the Digital Library Division, where his skills – in networking, intelligence, finding out and thinking about what is going on, working out the best ways to move the library and the digital library forward – have been invaluable.

Sheila Cannell (IS-L&C)

Extra Library opening in Winter Vacation

All IS sites, including all libraries, close at 5pm (some earlier) on Friday 21st December, and open again at 9am (Main Library 8:30am) on Thursday 3rd January.

The Main Library will be open for two days between Christmas and New Year, on Thursday 27th and Friday 28th December, from 10:30am to 5:30pm. Access will be by valid Library card only, with no new registrations possible, as these will be self-service days. There will be access to open collections on all floors (including Reserve), study space, computers and printing facilities, self-issue machines, return of borrowed items, photocopying, and self-service refreshments. There will be computing support on the

4th floor, otherwise there will be no staffed services. We hope that users on these days will take a few minutes to complete the short survey available at the entry point, to help our planning for future years.

Change in Library opening hours on 14th and 21st

Owing to essential electrical works at Appleton Tower affecting services, the Main Library will close at 5pm on **Friday 14th December**; Helpdesk services will end at 4:50pm. The Libraries at The King's Building Campus (Darwin, Robertson and JCM) will also close at 5pm on that day. On **Friday 21st December** most Library sites will close at 5pm; the three Libraries at The King's Buildings Campus will close at 4pm.

Pam Clouston (IS-LUSD)

IS-Apps: Applications: Director Simon Marsden
 IS-DCC: the Digital Curation Centre: Director Chris Rusbridge
 IS-EDINA: EDINA and the Data Library: Director Peter Burnhill
 IS-ITI: IT Infrastructure: Director Brian Gilmore
 IS-ITUS: IT User Services: Acting Director Bryan MacGregor
 IS-L&C: Library and Collections: Director Sheila Cannell
 IS-LUSD: Library User Services: Acting Director Richard Battersby

Librarian graduates



Arnot McDonald, Senior Library Assistant in the Scottish Studies Library, graduated on 10th November at McEwan Hall after completing an HNC in Library and Information Science.

Nick Stroud (IS)

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NB: if you fail to access a URL shown in *BITS*, please email BITS@ed.ac.uk.

Contributions to *BITS* are welcomed.

Copy deadline for January *BITS*:

Tuesday 11th December