

Curtailed access in Main Library building

The Redevelopment Project moves up a gear this month. The Special Collections Reading Room will be closed from 26th May to 29th September, as will the reading room at the Library Research Annexe, and there will be a new way in for personal visits to the Support Teams. The details are on page 2.

Sheila Cannell (IS-L&C)

The new Website

The University launched its new website on 29th April, based on a completely new web publishing system. This was the culmination of a great deal of effort by staff from many areas of the University, and is a visible sign of a tremendous achievement behind the scenes. You can read about this in the regular Project update on page 5.

The overall response to the new site has been very positive. However, a few websites around the University had problems related to linked resources on the previous University site. For example, several online forms stopped working. These facilities were restored as quickly as possible, but we regret the interruption to service and apologise for inconvenience caused.

Jeff Haywood (VP-IS & CIO)

Hard drive survives almost the ultimate test...

When Space Shuttle *Columbia* broke up on re-entering the atmosphere in February 2003, the data from an experiment on Xenon were thought to be lost. But the hard drive was found – and the data recovered! <http://www.sciam.com/article.cfm?id=hard-drive-recovered-from-columbia&sc=rss>

Angela Lamb (IS-Apps)

The new eDiary service for staff is here!

Information Services established an eDiary service for students in 2006. After solving a few problems, the staff service is about to be launched.

The project team has worked with software suppliers and College partners to provide a solution which best meets the requirements of all staff and students in the University. Oracle Calendar was chosen to replace Microsoft Exchange. It is available for all three platforms (Linux, Mac, Windows), and can be deployed on supported and unsupported machines.

The first phase of the project was the provision of a web-only eDiary service to students.

The second phase will be to provide the eDiary Service to those who have not been using Exchange mail or diary services to date, and therefore have no data migration issues. It is likely that for this set of users the new eDiary and associated support mechanisms will become available at the beginning of June. IT User Services (ITUS) will work with this group to bring them into the service in a phased manner.

For current Exchange users, ITUS teams will schedule a phased roll-out, starting by moving email data to Staffmail over a managed period (May to July). This can be done on an individual basis with no impact on colleagues and minimal down-time. Email is by far the largest component of data to be moved, and the second phase of transferring calendar data will happen over a relatively short period, probably towards the end of August – ready for the start of the new session.

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Main Library Redevelopment Project

The IS Helpdesk is now open on the First Floor of the Main Library, after a remarkably smooth transition in April. It will remain there, along with the new HUB – High Use Books collection – until early in 2009, when it will move back to the transformed Ground Floor.

Preparations for that transformation will cause major changes during May. Planning permission has been received from Historic Scotland and the City of Edinburgh Council. Interserve has been appointed as the contractor, and will begin work in parallel with the completion of the redevelopment of the Fifth and Sixth Floors.

The first task will be to strip the Ground Floor right back to the core of the building. All IS staff are being moved out, some elsewhere in the Library, but most to Buccleuch Place once Informatics staff occupy their new Forum. A temporary First Floor entrance is being created next to the George Square Lecture Theatre.

In fact, nothing much will happen in the first half of the month, to minimise the impact on students revising for exams. The Ground Floor will be handed over to Interserve on **19th May**.

Restrictions in Special Collections

The Library will be putting significant effort over the Summer into moving the special collections into the Centre for Research Collections on the new Fifth and Sixth Floors. The end result will be a much better environment for scholarship, and a significant improvement in the Library's curation of the University's intellectual property and heritage, in that our wonderful Special Collections will be housed, catalogued and understood more effectively than at present.

The disadvantage is that we will have to reduce our level of service temporarily to allow staff to put in a major effort to rehouse the stock from the Second Floor and the Edinburgh Research Annexe at the Gyle. The Special Collections and Annexe Reading Rooms will be closed from 26th May to 29th September. For further details on vital access arrangements during the closure period please contact Joseph Marshall, Rare Books Librarian (email Joseph.Marshall@ed.ac.uk).

Thanks to all for patience and understanding as the new Fifth and Sixth floor facilities finally take shape over the Summer months.

Sheila Cannell (IS-L&C)



Scaffolding being erected to create steps up to a temporary main entrance to the Library which will be knocked through into the First Floor. An external lift is to be added for users with mobility difficulties; until it is ready, access is via the west door (see below)

Access to Support Teams in the Main Library

Four IS Support Teams – for Medicine and Veterinary Medicine, Humanities and Social Science, the Support Groups and Undergraduates – are currently based in the Ground Floor of the Main Library, and will move to 1–6 Buccleuch Place in the Summer. The main entrance to the Library closes on 19th May, so personal visitors to these teams will have to use an alternative route.

Most people will come into the Library via the new First Floor entrance and go right along to the western staircase, where they will be able to get down to the Ground Floor and use the telephone at the entrance to the suite of offices to get access to their Support Team. Visitors to Disability Computing Support will need to come past the old main entrance to the Library and along to the western end (overlooking the Meadows), and to the side door, where there will be a door-bell so you can get someone to let you in.

Services will continue uninterrupted during the moves, but whenever possible please contact your team by telephone or email. Details are provided at <http://www.is.ed.ac.uk/itus/>

Bryan MacGregor (IS-ITUS)



The western entrance to the Main Library, for temporary access to the IS Disability Computing Support Team until the external lift at the eastern end is ready

Library to close in redevelopment project

In a project remarkably similar to the Main Library's redevelopment, the National Museum in Chambers Street is currently undergoing a £46.4m redevelopment – described at

<http://www.nms.ac.uk/nm-royalmuseumproject.aspx>

The Library based in the Royal Museum is now closed to the public until the new Research Library opens in November 2010. During the closure period, intending researchers may still be able to consult some material by contacting Library staff (email library@nms.ac.uk, tel 0131 247 4137).

Wendy E. Ball (ELISA Development Officer)

Review of the Library's collections

For the past few months an external reviewer has been leading a team to look at the University Library's collections. The final report was submitted to Library Committee at the end of April, and is now going through a series of consultations with the Colleges. The consultations are due to be completed by mid June, at which point we will start planning the implementation of the recommendations. We would then expect to see the benefits of the review becoming apparent over the coming months.

Sheila Cannell (IS-L&C)



Book Swap Day marks 500 years of printing in Scotland

Over 300 people came to Book Swap Day in Adam House on 1st April. Visitors were encouraged to hand in a book they had enjoyed reading, and take away a book recommended by someone else. Choice was swollen by 500 books donated by publishers. The event was obviously thought to be a great idea by the cross-section of people from all walks of life and of all ages who participated. All types of books were brought along to swap, and new ones enthusiastically taken up. (The leftover books will be donated to the Christian Aid Edinburgh book sale at St Andrew's and St George's church in York Place, 10 & 12–16 May; see http://www.standrewsandstgeorges.org.uk/christian_aid_book_sale.php)

Visitors to Book Swap Day included (left to right) Ian Rankin, Laura Marcus (Regius Professor of English Literature), Tom Devine (Professor of Scottish History), Lorraine Fannin (Director of Publishing Scotland) and Sheila Cannell (Director of the University's Library and Collections Division).

Susanne Gilmour (Publishing Scotland)

Shakespeare Quartos being digitised

Edinburgh University Library Special Collections is fortunate in holding some 30 Shakespeare quartos – Shakespeare's earliest printed editions. The quartos offer the closest known evidence of what Shakespeare might actually have written, and what appeared on the early modern English stage. They are of immense interest to scholars, teachers, editors and theatre directors, yet due to their rarity and fragility, the earliest quartos are not readily available for most to study.

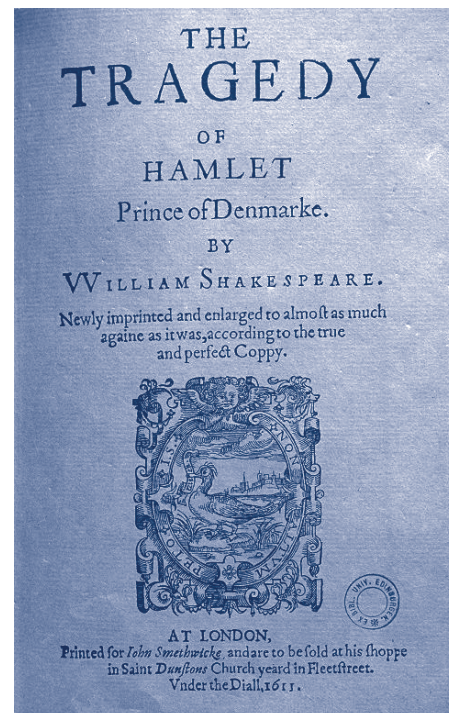
The Library is therefore delighted to be collaborating in the Shakespeare Quartos Archive, a freely-accessible, high-resolution digital collection of the seventy-five pre-1641 quarto editions of Shakespeare's plays.

This joint project – which includes institutions such as the Folger Shakespeare Library and the University of Oxford – is one of five transatlantic collaborations awarded the first JISC/NEH Transatlantic Digitization Collaboration Grants.

As well as making available digital surrogates of the seventy-five quarto editions of William Shakespeare's plays, the Shakespeare Quartos Archive will develop an interactive interface and toolset for the detailed study of the quartos, with full functionality applied to all 32 copies of Hamlet held at participating institutions, including Edinburgh.

Users will be able to overlay text images, compare text side-by-side, search full-text, and annotate and tag images. The prototype will be tested by the Shakespeare Institute at the University of Birmingham. The hope is to apply this full functionality to all the plays in quarto editions.

Andy Grout (IS-L&C)



IRIScotland 2008 – seeking out research metadata from Scotland's repositories

The IRIScotland project built a search and browse service based on the OAI protocol for metadata harvesting (OAI PMH), designed to harvest HE research metadata from all institutional repositories in Scotland.

The project also built a pilot hosting repository, to provide space for smaller institutions which don't have facilities to set up their own repositories. In addition to the technical development, the project explored metadata issues for the Scottish geographic area, and produced good practice guidelines and a draft metadata agreement. JISC has extended IRIScotland's funding to enable it to create a branded access point for the pilot hosting repository – essentially a virtual repository on the web for participating institutions – a major incentive for smaller institutions to make their research output more visible.

Another major output was the IRIScotland Repository Toolkit. Network infrastructural issues have been explored, covering the functional possibilities of an organised and efficient infrastructure, including de-duplication of records, disambiguation, name authority services and enhancement of metadata records.

The good practice guidance for metadata produced by the original project will be further updated, and will include advice on the use and implementation of the

Scholarly Work Application Profile (SWAP). Significant advocacy work is required, which includes promoting both the metadata agreement and its use in the Scottish Common Information Environment, promoting the use of the IRIScotland Repository Toolkit, and following up on a survey of Scottish HE researchers and administrators which took place during the original project.

The project is a collaboration of the universities of Edinburgh, Glasgow, Strathclyde and the National Library of Scotland. Other Scottish universities are participating and providing resources, and IRIScotland also has the assistance of the Scottish Library and Information Council (SLIC), the Scottish Confederation of University Research Libraries (SCURL), and Universities Scotland.

The prototype search service is at <http://www.iriscotland.lib.ed.ac.uk/system/>

The Repository Toolkit is at <http://cdlr.strath.ac.uk/iriscotland/iristk/>

The Draft Metadata Agreement for Scotland is at <http://cdlr.strath.ac.uk/pubs/dawsona/IRISMetadataDraft.pdf>

The Work Package 5 Report and recommendations for the pilot service are available at <http://cdlr.strath.ac.uk/pubs/dunsireg/iriswp5recommendations.pdf>

Philip Hunter (IS-L&C)

Farewell to Athens

You may know that behind EASE, we have been using an authentication system called Athens to enable access to many subscription-based resources such as eJournals. Our subscription to the EduServ Athens service will end on 31st July, when we will be moving to Shibboleth (see following article).

We are currently testing the new login processes, and will publish more detailed information about what the changes mean in practice when the testing is complete – though we are optimistic that this change will be fairly transparent for Edinburgh users.

Marshall Dozier (IS-LUSD)

Hello Shibboleth

For many years the Athens system has been used to guard access to restricted services: intending users have had to register with Athens in order to log in to the data. This has meant people having yet another username and password to remember.

JISC – which provides much of the UK's academic IT infrastructure such as computers, networks and datacentres like EDINA – has decided that a new system based on 'Shibboleth' will be used to authenticate access to its services from 1st August onwards. One advantage of this method is that it trusts institutions to know their own staff (in Edinburgh's case, this is done through EASE – so, one less username and password to remember).

Much of the enabling work for the new system has been carried out in EDINA, and kept to meticulous standards by Sandy Shaw.

What's in a word?

'Shibboleth' is an ancient Hebrew word (for a grain of wheat and similar). Its use in this context is documented in the Old Testament of the Bible (Judges 12, 5-6). The Gileadites had just defeated the Ephraimites in battle and wanted to eradicate as many survivors as possible. The Ephraimites didn't have the 'sh' sound in their language, and when challenged could only say 'sibboleth'. They were promptly slaughtered. Forty-two thousand Ephraimites were caught out in this way, and 'shibboleth' has since become a byword for methods which can distinguish between groups of people. Happily in our modern usage, life does not depend on it – only access to valuable resources.

Peter Burnhill (IS-EDINA)

EDINA news

The latest edition of *Newsline*, EDINA's quarterly newsletter, is now available on the web. *Newsline* carries information on EDINA services and developments; the latest issue is particularly full of varied information, including:

- From Athens to the UK Federation
- Marine Digimap launched
- GeoCrossWalk crosses over to Digimap
- Metadata made easy with Go-Geo!
- Digimap: OS MasterMap to replace Land-Line.Plus
- Land, Life & Leisure enhancements and costs 2008–2009
- New look and features on EDINA website
- Forthcoming Events

Newsline is at <http://edina.ac.uk/news/newsline.html>

Paul Milne (IS-EDINA)

Website Development Project

You will by now have had a chance to explore the beginnings of the new University website. The Project has delivered much more than this suite of redesigned web pages; in the background is a new approach to online publishing.

Benefits of the new web publishing system

A new editorial framework:

improving how we work together:

- Editors working in partnership across the University, reducing duplication and producing better copy.
- Improving content through user research and new editorial systems, better meeting end user needs.
- Trained and supported editors within a collaborative framework, raising standards for University web communications.

The new publishing technology:

supporting collaboration:

- An easy-to-use system enabling more staff to get involved, removing bottlenecks and speeding up publishing.
- Accountability and quality control through editorial management tools, identifying and addressing content errors quickly.
- Raising technical standards for web content suppliers without advanced skills and ensuring we meet accessibility legislation requirements.

Next steps

The work of the Project continues meanwhile – supporting the Phase 1 partners as they expand and refine the new site, and engaging with pilot Schools and departments as they lay the groundwork for a move to the new publishing system.

Dawn Ellis

(Website Development Project)

Anti-terrorist legislation requires policy for removing websites

The University has developed a protocol for the removal of websites.

The Terrorism Act 2006 created a number of new offences, including:

- publishing a statement which encourages acts of terrorism;
- disseminating a terrorist publication.

'Dissemination' includes certain conduct relating to material on the Internet. Home Office guidance defines terrorist publications as "publications the content of which encourages people to engage in terrorism, or provide information that could be useful to terrorists".

In order to comply with the legislation, the University needs to be able to remove or modify offending websites within two working days of receipt of notices issued under this Act.

The University's Computing Regulations state that "Users must comply with the provisions of any current

UK or Scots law". Any University-hosted website which breaches the Terrorism Act may be considered to have breached the terms and conditions under which the University provides computing services to its users.

The University's protocol includes a step-by-step guide and flowchart, outlining who needs to be informed or involved at each stage. These are online at

<http://www.is.ed.ac.uk/policy/website.removal.html>

Action under the protocol may involve blocking access to specific pages, to an individual website, or to a range of websites, some of which might not be covered by the Notice. If a significant amount of the University's website had to be blocked temporarily, a notice would be put on the home page.

In operating the protocol, the University will be mindful of the need for appropriate maintenance of sensitive materials which are held legitimately for learning, teaching, research and educational purposes.

Sara Welham (Student & Academic Services)

Here is the news from the BBC

Information Services puts considerable effort into keeping the University's IT systems safe from viruses, which is just as well as the BBC reports that the number of viruses, worms and trojans in circulation has topped the one million mark – and almost two-thirds of these were created in 2007, so the threat isn't easing up. The report is at <http://news.bbc.co.uk/1/hi/technology/7340315.stm>

The first recognisable email marketing message – later christened 'spam' after a Monty Python sketch – was sent on 3rd May, 1978. Thirty years later, spam makes up as much as 80% of email traffic on the Internet, producing billions of messages every day. Sadly, FBI statistics suggest that people are being tricked out of millions of pounds by the messages, the majority of which are sent via hijacked home computers snared by a computer virus. The BBC has more at <http://news.bbc.co.uk/1/hi/technology/7380788.stm>

The World Economic Forum has looked at the 'network readiness' of 127 countries, and its report shows Europe taking 11 of the top 20 places, with Denmark number one. The UK came 12th. The BBC account is at <http://news.bbc.co.uk/1/hi/business/7338252.stm>

The World Wide Web is 15 (and 19). Although Sir Tim Berners-Lee put the proposal to his boss in 1989, the event that turned it into a worldwide phenomenon took place on 30th April 1993 when CERN decided to put the system into the public domain:

<http://news.bbc.co.uk/1/hi/technology/7375703.stm>

CERN's decision led to there being some 165 million websites in the world today, yet Tim Berners-Lee thinks the Web is still in its infancy, with people only at the beginning of the collaborations it was designed to encourage, and now makes possible: <http://news.bbc.co.uk/1/hi/technology/7371660.stm>

Nick Stroud (IS)

Next Generation VLE Project

Many thanks to everyone who has helped the Project by responding to our request for written submissions; we will be providing feedback on these later in May.

In the meantime if you have any further comments please feel free to continue sending them to us via email (Next.Generation.VLE@ed.ac.uk) or on the project wiki at <https://www.wiki.ed.ac.uk/display/VLEprojectwiki/>

We are running some focus groups with students in early May, and developing a methodology for use in evaluating alternative solutions for VLE services: check the wiki for more details.

We're also featuring at the eLPP meeting on 26th May (see next page), where we will be able to reflect on what it is about our VLE services that is really important.

We value and appreciate your support – thank you!

Catherine Gillespie, Stephen Vickers (IS-Apps)

eLearning Forum looks at VLEs and knowledge strategy

The next meeting of the eLearning Professionals and Practitioners Forum – eLPP – is a double bill.

Project leader **Stephen Vickers** will lead a workshop event arising from the work being undertaken as part of the first phase of the Next Generation VLE Project.

This is a valuable opportunity to reflect on what it is about our VLE services that is important to us. Is it really only a matter of functionality? How can long-term strategic goals be incorporated into the formulation of evaluation criteria? Answers to such questions are essential before we are able to evaluate alternative VLE service solutions.

There is a suggested outline of evaluation criteria on the NextGen VLE wiki – which attendees are asked to look at and comment on before the meeting – at <https://www.wiki.ed.ac.uk/display/VLEprojectwiki/Evaluation+strategy>

Stephen will give a brief update on the status of the project and then outline the proposed framework for developing an evaluation methodology. Small groups will be used to discuss predefined areas on which the evaluation strategy should focus, such as learning experience, course development, course administration, accessibility, support and long-term viability. Groups will be asked to report back on their suggestions for relevant criteria, ranking them in terms of their importance to the University, and any possible measurement methods that can be applied.

The group reports and concluding discussion will provide the NextGen VLE team with valuable data that should inform the development of a methodology for developing a framework for evaluating solutions that is strategically aligned to and informed by users' needs.

Continuing the strategic theme, **Jeff Haywood** – Vice Principal for Knowledge Management – will present an overview of the role of the Knowledge Strategy Committee. This is a great opportunity for Forum members to interact with and receive an update on the workings of the Knowledge Strategy Committee (KSC).

You can book your place at this meeting through the MyEd Event Booking channel.

Full details of this and other eLPP activities can be found at <http://elearningforum.ed.ac.uk/>

Michael Begg (eLPP Convenor)

IT Professionals' Forum seeks new Convenor

The ITPF's first convenor, James Jarvis, is coming to the end of his term of office, and applications are now invited for a replacement.

The IT Professionals' Forum was formed in 2007 by the University following the Kenway Review proposal that a "forum" be established for all computing staff in the University.

The convenor will be elected for one academic year, with the remit of maintaining the Forum, including its format and its management. At the end of the year, the aims and progress will be re-evaluated to determine the future of the group.

The convenor becomes a member of the Knowledge Strategy Committee. There is no official remuneration for this position; the cooperation of management is expected in providing time to undertake the duties.

The convenor will be chosen by members of the Forum in an online election in the first week of June; precise details will be notified to the Forum's mailing list.



Informal applications should be submitted in plain text to **N.Stroud@ed.ac.uk** by **16th May**. Applications should consist of a short manifesto presenting the candidate's vision of the strategic direction and core aims for the Forum, along with any relevant background and experience, and a statement of why the candidate believes (s)he is suitable for the position. All applications will be published simultaneously on the Web, and voting will be by single transferable vote in the online election. A minimum overall total of 200 votes will be required for the election to be valid.

Potential candidates are welcome to discuss the position informally with any member of the current committee, whose details along with further information are on the ITPF website, at <http://www.ucs.ed.ac.uk/ucsinfo/cttees/itforum/>

Nick Stroud (IS)



James Jarvis was the first convenor of the IT Professionals' Forum and with the support of an able committee organised a wide variety of interesting events in the Forum's inaugural year.

The election will use the MyEd online voting system highlighted on page 12.

IS skills development courses – May and early June

Our taught IT courses and short sessions running in May and early June are listed in the table alongside. There is no charge for most University staff and postgraduates. See our web pages for course descriptions and to book – at <http://www.ucs.ed.ac.uk/usd/cts/courses/>

We are running two new courses in May aimed at advanced wiki users, both of which are highly interactive. ‘Making the Most of Your Wiki’ is on 9th May from 9.30–11.30am and examines advanced features and tools such as wiki mark-up, templates, moving pages, page labels and change comments, adding news, RSS feeds, tracking changes, plug-ins and macros.

The second course is for people with administrator rights for their wiki. ‘Wikis: What can I do as an Administrator?’ is on 15th May from 2–4pm and includes creating templates, reviewing themes, changing the logo and colour scheme, creating a left navigation bar, creating user groups, adding/deleting users, editing space permissions, restricting access to certain sections of the wiki and reviewing wiki stats.

Bookings for both courses are via the MyEd Event Booking channel. If you missed these May dates, please check the MyEd channel in the coming months as more dates will be added.

Jenni Reeves (IS-LUSD)

*** Venues:**

BP – 19 Buccleuch Place

JCMB – room 2009a, Kings Buildings

DHT – Ground Floor Conference

Room, David Hume Tower

(T): lunchtime ‘taster’

Date	Course	Venue *
May 1	Basic Image Manipulation Techniques using PhotoShop	BP
1	Excel Advanced: Manipulating and Managing Data (Part 1)	BP
5	Creating Web Pages with HTML	BP
5	Formatting Web Pages with Cascading Style Sheets	BP
5	Using Compare and Merge in Word (T)	DHT
6	Introduction to SPSS	BP
7	Mail Merge with Word	BP
7	Introduction to Access Database Management (Part 2)	BP
8	Managing Bibliographies with Reference Manager	BP
8	Excel Advanced: Manipulating and Managing Data (Part 2)	BP
9	Making the most of your wiki	BP
13	Intermediate Access Database Management	BP
13	PowerPoint Intermediate: Adding Images	BP
13	PowerPoint Intermediate: Adding Tables, Graphs and Diagrams	BP
14	Introduction to Programming in Fortran 95	JCMB
14	Video Editing with Premier Pro	JCMB
15	Email and Diary Management using Outlook 2003	BP
15	Creating and Editing Web Pages using FrontPage 2003	BP
15	Wikis: what can I do as an Administrator?	BP
22	Managing your email: taking control of your Inbox (T)	DHT
23	Discovering RSS (T)	DHT
23	Writing for the Web	DHT
26	Excel Introduction: Creating Basic Spreadsheets and Charts (Part 1)	BP
26	PowerPoint: Basic Skills for Creating a Presentation	BP
27	Advanced Access Database Management	BP
27	Introduction to Wikis	BP
27	Learning to use the Plagiarism Prevention System: TurnItIn	BP
28	Intermediate SPSS: Data, File and Output Manipulation	BP
29	Basic Image Manipulation Techniques using PhotoShop	BP
29	Managing Bibliographies with EndNote	BP
29	Introduction to Blogs	BP
29	Getting sectioned: creating variable page layouts in Word	DHT
June 2	Introduction to Unix	BP
2	Excel Introduction: Creating Basic Spreadsheets and Charts (Part 2)	BP
2	PowerPoint Intermediate: Adding Images	BP
2	PowerPoint Intermediate: Adding Animation Schemes	BP
5	Writing for the Web	DHT
6	WebCT Vista Fundamentals	BP
9	Thinking about using WebCT for the first time? (T)	DHT
10	Using SPSS Commands	BP
11	Creating a Database with FileMaker Pro	BP
11	Creating Web Pages with HTML	BP
11	Formatting Web Pages with Cascading Style Sheets	BP
12	Introduction to Access Database Management (Part 1)	BP
12	Editing Web Pages with Contribute	BP
12	WebCT Vista Fundamentals	BP
16	Intermediate Unix	BP
16	Managing Bibliographies with EndNote	BP
17	Word Introduction: Creating and Formatting Documents	BP
17	WebCT Vista Fundamentals	BP
17	Managing your photographs with iPhoto (T)	DHT
18	Using EDINA Digimap	BP
18	Introduction to Visualising Data in ArcGIS 9	BP

Taster sessions

Our 'taster' sessions run for one hour and focus on specific aspects of the software we use, such as PowerPoint and Word. All sessions take place from 1pm to 2pm. See the MyEd Event Booking channel for locations and booking details.

Please feel free to bring along your sandwiches!

Using Compare and Merge in Word: 5th May

Have your document reviewers ever forgotten to turn on 'track changes' when making changes? Or have you ever had to sort through different versions of a file to find the changes? This session shows you how to use Compare and Merge to highlight changes and merge them.

Managing your email: taking control of your inbox: 22nd May

Paul Hutton from the IT Infrastructure Division will be talking about how to manage your email. This will cover how to organise your mail with folders and filters and other useful tips.

Discovering RSS: 23rd May

What is RSS all about? This session will introduce you to RSS feeds – how to read them and how to find ones that interest you.

Getting sectioned: variable page layouts in Word: 29th May

Want to create a title page, or pages with different numbering? This session shows you how to use section breaks to create a document with different page formatting in different sections.

Thinking about using WebCT for the first time?: 9th June

WebCT is the University of Edinburgh's centrally supported Virtual Learning Environment (VLE) and is used to support learning and teaching activities in many different contexts throughout the institution. This session offers a short demonstration of WebCT for academic and administrative staff who are considering using WebCT for the first time.

Managing your photographs with iPhoto: 17th June

One of the challenges when you've switched to a digital camera is dealing with the large number of photos you take. If you're a Mac user, Apple's iPhoto package can help you import, catalogue and edit your photos. This session will give a brief introduction to the basics of iPhoto and show you how to find the right photo when you need it, and get the best out of it.

Sharing and protecting Excel spreadsheets: 18th June

Have you ever needed to share your spreadsheet so that several people can make changes to it at the same time? Or have you ever wanted to make better use of the 'track changes' and 'comments' features? Conversely, you may have wanted to protect your data to prevent changes being made by others. This session will show you how to do all this and more!

Adobe Acrobat surgery: 30th June

Learn about Acrobat and PDFs. The session is free-format: the topics are up to you – anything from beginner to advanced. Bring along questions and also any files you need help with.

Shona Matchett (IS-LUSD)

More opportunities to improve services

The IS Service Improvement Course has been running successfully from January with 61 staff attending at least the first session. This course is open to all University staff, and 40% of the attendees so far have been from outwith Information Services.

The course uses the ITIL framework, initially conceived for an IT environment but generally applicable to services offered in the University.

Part 1 – The Frontline

This explores the initial point of contact between the service provider and the users, and handling incidents and problems.

8th May 9:10–12:30 (full up)

6th June 09:10–12:30

1st July 1:30–4:45

5th August 1:30–4:45

Part 2 – Making Changes

This covers the art of changing services within resource constraints while maintaining standards and preventing undesirable knock-on effects.

16th May 9:10–12:30 (limited spaces)

17th June 9:10–12:30

15th July 1:30–4:45

15th August 1:30–4:45

Part 3 – The Strategic View

The final part covers strategic management of services, including liaison with the service customers, maintenance of services during expansion, and planning for service continuity and disaster recovery.

26th May 9:10–12:30

26th June 9:10–12:30

1st August 1:30–4:45

27th August 1:30–4:45

The course is designed to build progressively, so for example, attendance at part 1 is a prerequisite for attendance at part 2. There is no obligation to attend later parts.

Further details are available at

<http://www.is.ed.ac.uk/itil/inhouse.shtml>

Booking is available via the MyEd Event Booking Channel.

Robert Gormley (IS-LUSD)

Mark Ritchie takes over Project Services



Mark Ritchie has taken over as Head of Project Services in the IS Applications Division. Mark has over 20 years' experience as a project manager and in systems implementation, with BP, PA Consulting and the University of Edinburgh.

Mark's priorities in his new role are to improve the effectiveness of projects and, in particular, to ensure as far as possible that the needs of all project stakeholders are recognised and satisfied by project deliverables. He takes on responsibility for an exciting and challenging portfolio of projects, including EUCLID integration, University Website and Next Generation VLE.

Mark's previous responsibilities as Head of Development Services are currently being shared by Bill Lee (Development Team Manager in IS-Apps) and Iain Fiddes (Technology Team Manager in Development Services).

There is a taste of the Project Services group at <http://www.mis.ed.ac.uk/who/project-services/>

Simon Marsden (IS-Apps)

Windows disk utility

TreeSize is a powerful and flexible hard-disk space manager for Windows 200X / XP / Vista (32 and 64 bit), showing which folders are the largest on your drives and helping you to recover megabytes. It is described at <http://www.jam-software.com/treesize/>

If you would be interested in buying this utility, please let us know (email is.software.wishes@ed.ac.uk) by 12th May so that we can get the best possible academic discount for a bulk purchase.

Frances Provan (IS-ITI)

Photoshop Express available online

Adobe Photoshop has been the market leader in image-editing software for many years. It's available in highly sophisticated versions for professional image editing and layout, and more recently a scaled-down version has been produced to satisfy the needs of the average user.

There is an accelerating trend to make quite powerful software available over the Internet – "in the cloud". At the same time, more and more web-based image manipulation tools are appearing which offer a lot of the functionality of Photoshop, often at zero cost.

Now Adobe is tackling this challenge by going down the web route itself: it has produced a new version of Photoshop called Photoshop Express which is available online along with 2gb of free storage for your photos.

You can find out about this at <https://www.photoshop.com/express/>

Hugh Dailly (JISC Regional Support Centres)

EUP raises online profile

Edinburgh University Press is the premier scholarly publisher in Scotland of academic books and journals, and one of the

largest university presses in the UK. As part of its commitment to furthering knowledge and making innovative and rigorous scholarship available to the widest possible readership, the Press has launched *EUP Journals Online*. A subscription to this will enable people to:

- view full text of high-quality scholarly journal articles;
- view tables of contents and abstracts;
- pay to view and download an article for a limited time;
- register to receive alerts when new content in your field of interest is available;
- manage citations;
- pay to view and download an article for a limited time;
- build your own library shelf of favourite EUP publications;
- recommend articles to colleagues.

You can find out more at <http://www.eupjournals.com/>

The Press will also be launching www.euppublishing.com in 2008, to enable people to search across both books and journals. To request an email alert when the new site launches, or for more information, send a message to marketing@eup.ed.ac.uk.

Wendy Gardiner (Edinburgh University Press)



Ex-Lab PCs available for Colleges/Schools

As a result of the annual replacement programme in the open-access Computing Labs, IS can cascade a number of three- and four-year-old PCs to Colleges and Schools. Prices are:

- three-year-old base unit: £120
- four-year-old base unit: £75
- TFT monitor (17"): £30
- TFT monitor (15"): £25

Equipment will be supplied on a first-come first-served basis and will be available from the beginning of June. Note: there are a very limited number of three-year-old systems available.

We're afraid we cannot offer a delivery service; any systems purchased will have to be collected.

The specifications are:

Three-year-old system:

HP Compaq P4 dc7100
 Intel P4 530 (3.0 GHz/800MHz/1M)
 1024MB PC3200 DDR400 DIMM (2x512)
 80GB SATA 1.5Mb/s Hard Drive
 Standard Keyboard PS/2 (United Kingdom - UK English)
 USB optical mouse cbt/slvr
 48X/32X Combo Drive
 1.44MB Floppy Drive SFF

Four-year-old system:

HP Business Desktop d530 SFF
 Intel Pentium 4, 3.0GHz hyper-threaded processor
 512Mb dual channel DDR RAM (supplied as 2x256Mb)
 SMART III Ultra ATA/100 40Gb Hard disk
 Standard Keyboard PS/2 (United Kingdom - UK English)
 USB optical mouse
 DVD CD / RW CD-ROM drive
 1.44MB Floppy Drive

Please let us know:

- how many computers your School would like to bid for, and if you require monitors;
- when you need the computers (we would appreciate early collection to allow us to clear our decks);
- the purpose for which they are intended;
- if the PCs will be running the Windows XP managed desktop?

Priority will be given to the replacement of obsolete computers which cannot run the managed desktop.

Please contact Alan Reid (email A.Reid@ed.ac.uk) about purchase and delivery, or Graham Newton (email G.Newton@ed.ac.uk) about the managed desktop or technical considerations.

The final deadline for bids is **Friday 30th May**.

Alan Reid, Graham Newton (IS-ITI)

Cancom replaces Scotsys



The University's local Apple shop has moved from Scotsys to Cancom. It now carries more stock and is open longer (9am–6pm Monday to Friday, 10am–5pm on Saturdays). It will have its own repair facilities in the Autumn, and meanwhile can accept equipment both in and out of warranty for repair by a partner organisation in Clydebank.

The shop is at 95–97 Nicolson Street (tel 0845 686 3100, email edinburgh@cancomuk.com, web <http://www.cancomuk.com/>). There will be a special 'launch day' from 10am to 5pm on Saturday 17th May.

Nick Stroud (IS)

Student placements sought

Development & Alumni currently has a student on a three-month placement from the University of Rennes, France, developing an online database tool. This will be used operationally, and also forms part of the student's degree. This is proving to be very useful for both parties.

Our contact at Rennes, in the Informatics Department of the University's Technical Institute, wonders if anyone else here or in local companies would be interested in taking placements. Our colleague at Rennes will be visiting us on Friday 16th May, and is keen to present their students' skills and talk about work placements.

If this interests you – or if you know of a local organisation that would take such placements – please contact Colin Hunter (email Colin.Hunter@ed.ac.uk) for further details. You could come and see what our student is doing, or we can arrange a meeting with his supervisor.

Alex Hyde-Parker (Development & Alumni)

National e-Science Centre news

The April issue of the NeSC newsletter includes articles on the Campus Grid work being done at Glasgow, on the work of the Oxford e-Research Centre, and on NGS work demonstrating the survival of DNA in the hydrothermal vents of the deep ocean. There are also calls for papers and/or participation in several meetings and conferences.

The NeSC newsletter is at <http://www.nesc.ac.uk/news/newsletter/Aprilo8.pdf>

Katharine Woods (NeSC)

ITPF Summer conference

The IT Professionals' Forum is organising a conference on **24th June**. The one-day event will look at security in computers, data, and networks. Two noteworthy technical speakers from outwith the University will tackle 'Computer Forensics' and 'Network Forensics and Covert Channels Analysis in Internet Protocols', and there will be presentations by senior staff from Information Services and elsewhere in the University.

There will be the usual extensive opportunities to meet and talk with colleagues.

Further details of the Summer conference are on the ITPF website at <http://www.ucs.ed.ac.uk/ucsinfo/cttees/itforum/>

And the Forum is about to elect a new convener: see page 7.

James Jarvis (ITPF convener)

Librarians' Forum meets the Knowledge Strategy Committee

The Librarians', Archivists' and Museum Professionals' Forum meets again on Tuesday 3rd June, from midday to 2pm, for a networking lunch and to hear more about the work of the Knowledge Strategy Committee – KSC. It will also discuss the formation of a committee.

Booking will be available via the MyEd Event Booking channel. Contact clare.whittaker@ed.ac.uk or anne.donnely@ed.ac.uk with any questions in the meantime.

Clare Whittaker (IS-L&C)

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

MyEd's online voting service

MyEd's online voting service has just hosted a successful election for the Sports Union President, and before that the latest EUSA elections. This has grown into a mature and stable service. Important benefits include the reduced need for polling stations and paper forms, and the announcement of the result within minutes. Voters cast their votes in a secure, reliable and accessible environment, and can even update them until polls close.

If you'd like to hold an election via MyEd online voting, IS Applications staff will be happy to get you started with your flavour of election, helping with a communications plan and supporting you through counting votes to announcing the successful candidate.

If you're interested in using the service, get in touch via myed@ed.ac.uk.

Stephen Smith (IS-Apps)

BCS meeting: computer forensics

The last meeting of the British Computer Society's local branch season 2007–2008 will be held on Wednesday 14th May at 6.30pm, when Russell May of AccessData Corp will speak on 'Computer Forensics'. The meeting is open to the public and will be in the Royal Scots Club Hepburn Suite, 29/30 Abercromby Place, Edinburgh EH3 6QE. There are further details at <http://www.edinburgh.bcs.org/events/>

David Muxworthy (BCS)

May public holidays

The University observes the Victoria Day Holiday on Monday 19th May, and May Day on the 20th; most IS staff will be on leave on these days.

The Main Library will be open as usual, the building from 8.30am to 12 midnight, with staffed services for the normal hours.

This is the weekend when the Ground Floor closes for redevelopment, so there may be some disruption as relocated services settle down. The Ground Floor entrance will be closing, to be replaced by a temporary entrance on the First Floor (see page 2.)

Medical and Veterinary site libraries will be open, in some cases with reduced hours; other site libraries are closed on these days.

Full details are provided at <http://www.lib.ed.ac.uk/about/opening/>

Pam Clouston (IS-LUSD)

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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 June BITS:

Friday 16th May