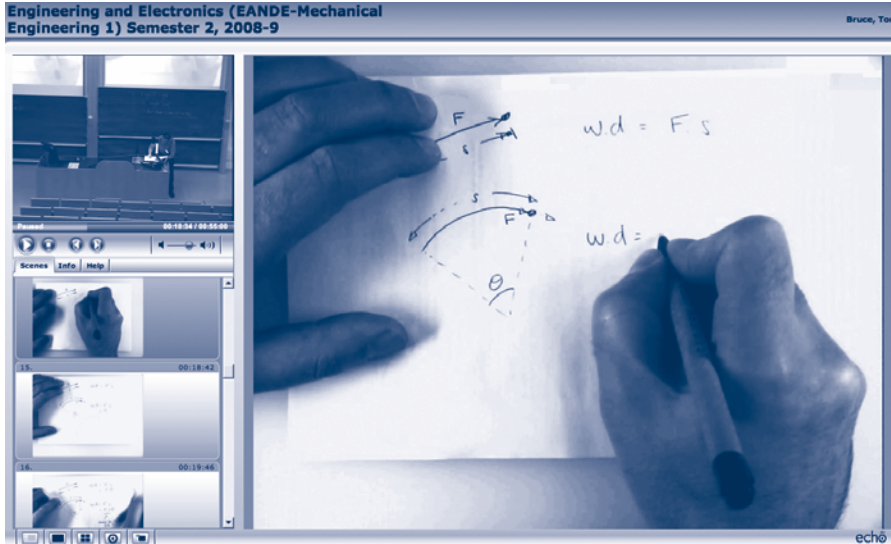


Captured!



... your lecture

Information Services carried out a successful trial of a lecture-capture service in Semester One. The report is now available at http://www.projects.ed.ac.uk/areas/itservices/media/APS019/Lecture_Capture_Pilot_Report.pdf

The pilot covered 11 courses in Appleton Tower and the JCMB at The King's Buildings, involving 18 staff, hundreds of students and 198 individual events (seminars and talks as well as lectures). The technology is designed to add value to lectures by making recordings available to students, particularly aimed at helping those for whom English is not the first language, or who are struggling generally, and for revision.

Reaction to the pilot service was positive: three-quarters of staff said they would like to be able to carry on recording lectures in the future, and students liked the service and found it useful in supporting their learning.

Staff generally found the system very easy – needing only to remember to use the microphone – and some even found the recording helped them to review and refine their lecturing style.

The student view, from Science & Engineering:

I really enjoyed the lecture capture. I found it a modern technique, which worked surprisingly well considering it's the first time you tried it. I was absent for some lectures, and the lecture capture was definitely the best way to catch up on the material, specially since it has the lecturer's verbal explanations, which are so valuable when trying to understand the slides. All in all, I think it's great and definitely hope it will be used more widely!

There is clearly demand, especially from students, for capturing lectures and seminars, but there are overheads. Each series of lectures in the pilot cost several hundred pounds to record, and issues of copyright, intellectual property, performance rights and accessibility would have to be fully resolved before a permanent service could be offered.

Information Services is now evaluating the level of demand for such a service, before deciding if it is the best use of resources. Please let me know your opinions (email Alex.Carter@ed.ac.uk) – by 12th June.

Alex Carter (IS)

contents

Captured! ... your lecture	1
JCMB Learning and Teaching Cluster	2
Major upgrade to server room	2
EXchange SErvice for EDinburgh	3
Office 2007: in 2010	3
Move to SPSS 17	3
Identity Management System	3
Network change may affect some	3
Home help for Macs	3
DataShare service begins	4
IT and Inclusion: 17th June	4
IS Procurement Strategy Project	4
30 years of IT at Moray House	5
e-Science news	5
IS Skills Development Courses	6
HCT postgrads workshop	6
John MacColl at LAMP	6
JISC call for innovation	7
ITPF meets KSC	7
New eLPP Convenor	7
The 2009 Milner Lecture	7
Science beyond Fiction	7
Wolfram Alpha	7
Podcasting and streaming made easy – ready for iTunesU	8
Preview of Main Library!	8
Two Library staff retire	8



New IS service makes podcasting easy: page 8

JCMB Learning and Teaching Cluster

IS staff are working with colleagues in the College of Science and Engineering and Estates & Buildings to create a Learning and Teaching Cluster on level 3 of the James Clerk Maxwell Building, at The King's Buildings.

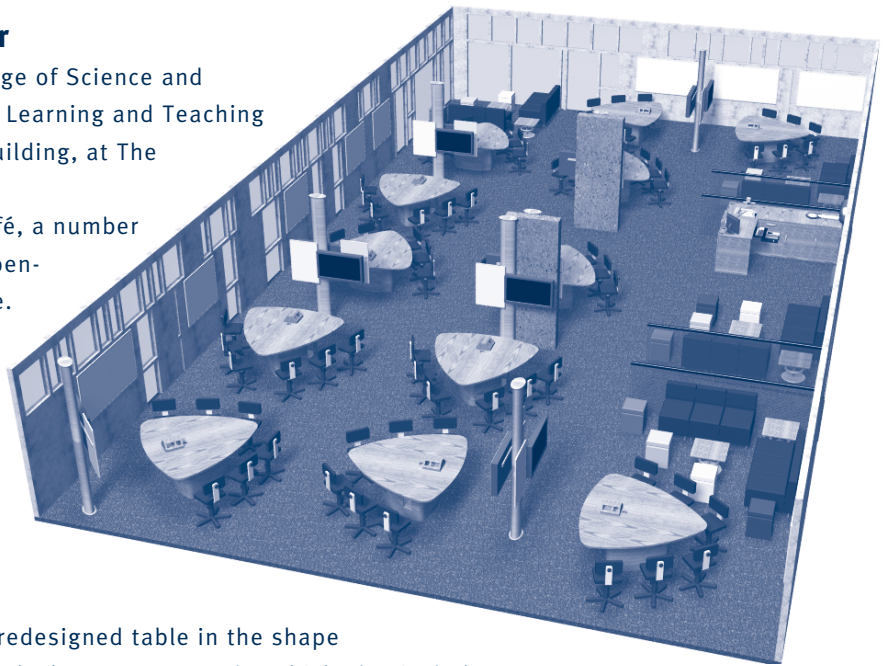
This development will replace the existing café, a number of traditional classrooms and orderly rows of open-access computers with a newly developed space. There will be group study rooms, an enlarged café/study area with open-access computers, and a new Teaching Studio.

IS Audio Visual Technology staff have collaborated with a group of academic colleagues to develop the Teaching Studio, a concept first deployed in Appleton Tower in 2006, and in JCMB in 2007.

The new studio design incorporates a totally redesigned table in the shape of a 'plectrum', and moves the monitor from the desk to a 'totem pole' which also includes a flip chart/white board. This design has been developed to improve the dynamics of the group and to make it easier for tutors to interact with the group as a whole or with part of the group.

In addition removing the monitor from the table has allowed a writing surface to be provided – a desirable feature often mentioned in reviews of the earlier studio designs. A full-size mock-up of the plectrum and totem pole design was 'test driven' by academic staff and student users of the existing teaching studios, with very positive feedback.

This building work is due to be completed ready for the start of next session, the teaching studio then being fitted out during Semester One.



Jim Sheach (IS)

Major upgrade to Server Room in Appleton Tower

A major exercise to create a new, future-proof data communications centre in the Appleton Tower basement, to house University business-critical services, is nearing completion. This is a two-phase project. The first phase was to create a fully functional air-conditioned and power-protected decant area which would accommodate all the existing services from the original server room. The second phase, which is still in progress, is to completely refurbish and extend the old room. This involves a complete strip-out and installation of new

lighting, floor, air conditioning with built-in resilience, protected power and generator backup capability.

The decant of the equipment was not trivial, and was carried out by the Architecture, Network and Telephones/Security Teams in the IS IT-Infrastructure Division over a four-month period, alongside our Informatics colleagues who also had critical services in the room and will continue to have a presence in the final server area.

The scale of the operation was vast: almost 500 individual network connections, linking all the University buildings in the central area to the Internet, have been painstakingly moved and tested. Most of the physical work took place at weekends to minimise disruption – involving elaborate planning across many departments. As well as moving the network infrastructure for 40 critical Windows Servers, the main security hub and all the University's door access controllers were relocated.

We expect the whole project to be completed by the end of July, creating a datacentre with the expansion capability to house University-critical servers and network infrastructure over the next ten years and beyond.

Mike Baillie (IS)



EXchange Service for EDinburgh update

The EXSEED project continues to make good progress, with lots more still to do. Major highlights in the past month include:

- We have installed the test infrastructure.
- We have drafted our Test Strategy.
- We have arranged six machines for client and user-based testing.
- We continue working through migration plans with Desktop Services, User Support, and colleagues at Liverpool University.
- We have drafted a Software Licence grid to show licence cover across all software components.

Next steps include:

- Configure the test infrastructure for testing.
- Finalise and agree test plans from the Test Strategy.
- Recruit testers and agree the pilot user groups.
- Install and configure production infrastructure with sign-off from Microsoft.
- Draft Service Definitions, including the Premium Mobile service, initially around the Blackberry.
- Begin testing.
- Begin technical and user guidance framework.

If you have any questions about the project, please contribute via the project wiki at <https://www.wiki.ed.ac.uk/display/ITS016/>

Stephen Smith (IS)

Office 2007: in 2010

The IS Change Advisory Board has been planning since January for the deployment of Office 2007 in the Windows Supported Desktop this Summer. However, the EXSEED project has asked that this update be postponed until at least February 2010, to allow Exchange 2007 to be developed, tested and implemented in a known environment; any parallel development of Office 2007 and Exchange 2007 would add complexity and undesirable risk to EXSEED's success.

It has therefore been agreed to postpone the rollout of Office 2007 beyond next February, though development and preparation will still continue.

Graham Newton (IS)

Move to SPSS 17

We hope to move to SPSS 17 in the open-access computing labs for the new academic year. For more on what this will involve, taster sessions and discussions, please go to the wiki at <https://www.wiki.ed.ac.uk/x/MxhMAw>

Frances Provan (IS)

New Identity Management System

Information Services is planning to replace the University's Identity Management Service (IDMS), which underpins such crucial facilities as EASE. We have been running workshops with the various communities that use IDMS (thank you to all who attended: everyone brought positive and constructive suggestions!).

We have now digested all the information received to produce the first draft of the Business Requirements Document, which is available on the project website at http://www.projects.ed.ac.uk/areas/itservices/integrated/ITS011/index_table.shtml

Consultation will continue through June. Please put any comments on the project wiki (linked from the url above), or by emailing Anne-Marie.Scott@ed.ac.uk.

Anne-Marie Scott, Tim Gray (IS)

Network change may affect some users

From 1st July 2009, we plan to stop providing a recursive DNS service from cancer.ucs.ed.ac.uk (129.215.200.7, 129.215.166.13) for systems outwith the University of Edinburgh and some associated organisations.

We are obliged to do this (by JANET(UK)) for security reasons, but it should affect only a small number of people – mostly those laptop users and people working from home whose systems are manually configured to use University servers for DNS lookups. Affected systems may have problems accessing the Internet from 1st July, and will need to be reconfigured to obtain their DNS server addresses automatically from whatever ISP or local network arrangement is in use. Please contact your User Services Team for advice if you are affected by or concerned about this change.

Sam Wilson (IS)

Home help for Macs

University PCs and Macs are well supported, and there is ubiquitous help for home PCs, but support for Apple Macs at home has been a bit harder to find – until now.

'fruit' is a local IT company which specialises in support, service, training, repairs and upgrades for Apple computers. fruit comprises a group of Apple professionals experienced in Apple engineering, networks, sales, development, support and project management. If you're looking to upgrade memory or hard drive, improve your Mac's performance or get some training in iWork or iLife you can email the group at info@fru-it.net, or have a look at <http://www.fru-it.net/>

Nick Stroud (IS)





DataShare project ends; DataShare service begins

The Edinburgh DataShare project was funded by JISC to develop models for multi-disciplinary institutional data repositories for UK Higher Education. It was led by EDINA in partnership with the Universities of Oxford and Southampton, and built on the existing informal collaboration of UK data librarians and data managers in DISC-UK – the Data Information Specialists Committee UK.

The DataShare project built on open-access repositories which – like the Edinburgh Research Archive (ERA) – enable research outputs such as working papers and theses to be discovered and downloaded freely over the Internet.

There are significant benefits in depositing your dataset. Researchers consider that access to a publication's primary source data is a big advantage for their own research. Digital repositories facilitate global research collaboration. Sharing data enables the exploration of topics not envisaged by the initial investigator. A dedicated data repository at Edinburgh ensures safe-keeping and continuing access for your dataset, while enhancing its availability and usability as a resource for research, learning and teaching. Funders increasingly encourage researchers to put papers in open-access repositories, and to manage and share data after the research project is finished.

Edinburgh DataShare can assist you to achieve all these advantages by providing a permanent location for your completed and documented dataset, with an open-access metadata record, whether or not the dataset itself is intended to be shared openly. The secure storage and continuing access which it offers can also prevent the accidental loss of invaluable data through file corruption, storage device failure or being 'orphaned' when funding money runs out or key staff move on.

You can find out about the Edinburgh DataShare service at <http://datashare.edina.ac.uk/dspace/>

Anne Donnelly, Robin Rice (IS)

IT and Inclusion: 17th June

How can technology be used to support students with additional support needs in education? Come and find out at Paterson's Land, Moray House School of Education on Wednesday 17th June.

CALL Scotland will be hosting the annual 'ICT and Inclusion' event, featuring an exhibition with nearly 20 of the UK's leading suppliers of software and hardware, and timetabled presentations by suppliers and practitioners working in the field.

This year CALL has linked up with the two JISC Regional Support Centres in Scotland to broaden the scope of the days to include the use of technology in Higher and Further Education, in addition to schools.

There will be opportunities to see and try equipment ranging from new netbooks to systems designed to allow people to use eye-gaze to control a computer.

There will be presentations on such topics as the *Scottish Books for All* database of accessible books and resources; the use of symbols to support learning in a primary school; Access Apps – free software to support learners; and adding speech output to web browsers.

The day is free to attend, but we ask people to register in advance so that we know numbers for lunch. Details are available from <http://www.ictandinclusion.org.uk/>

Allan Wilson (CALL Scotland)

IS Procurement Strategy Project: update

The newly-formed Procurement Review Team met for the first time in May. The team is made up of representatives from each of the six IS Group divisions, the IT Professionals Forum (ITPF) and the Procurement Office:

Applications: Mark Ritchie
 Digital Curation Centre: Florance Kennedy
 Disability Information: Viki Galt
 EDINA & Data Library: Alan Ferguson
 VP's Office: Jo Craiglee
 IT Infrastructure: Chris Adie
 IT Professionals' Forum: Paul Caban
 IT Professionals' Forum: John Smith
 IT Professionals' Forum: Colin Watt
 Library and Collections: Elize Rowan
 User Services: Stephen Vickers
 Procurement Office: Billy Hislop
 Procurement Office: George Reid
 Procurement Office: Karen Bowman
 Project Manager: Dawn Nicholls

Outputs from the meeting have been posted on our new project wiki at <https://www.wiki.ed.ac.uk/display/itprocurement/Home>

Here you can follow our progress and read updates on the latest procurement bulletins and initiatives.

Dawn Nicholls (IS)



Thirty years of computing at Moray House

Hugh Perfect (far right above) – Honorary Archivist at Moray House School of Education – organised an exhibition at the beginning of May to mark 30 years of computing in education: ‘From Mainframe to the Web, 1970 to 2000’. The development of computing at Moray House mirrors the wider use of IT in education. When the then-college’s computer centre opened, its first computer had to be lifted in through a first floor window by a crane. Sinclair computers and Commodore PETs were used in schools, but it was the BBC Micro which made the breakthrough. The Apple Mac introduced the GUI and desktop publishing, and the IBM PC and its clones made computing more affordable. The 1990s brought local area networks and then connection to the outside world through EaStMAN. The exhibition included hardware and software representatives of all these major changes in education IT over 30 years.

(In similar vein, the BBC’s *Digital Planet* programme has visited the world’s first purpose-built computer centre – at Bletchley Park – and put a short video on YouTube to show how things have changed since Colossus was cracking the Enigma codes. This is at <http://www.youtube.com/watch?v=FiCdHIRrD68>)

Nick Stroud (IS)

e-Science news

The following meetings are taking place at the e-Science Institute, 15 South College Street, over the coming weeks. There is no need to register for any of these events, which will be webcast.

Security in distributed systems

The e-Science Institute is hosting a seminar by Prof. Vijay Varadharajan (Department of Computing, Macquarie University, Australia) on ‘Trust and Security in Distributed Information Infrastructures’, at 4pm on 15th June. There are further details at

<http://www.nesc.ac.uk/esi/events/998>

Web 2.0 and e-Research

The e-Science Institute is hosting a public lecture by Prof. Mark Baker (University of Reading) on ‘How Web 2.0 Technologies and Innovations are Changing e-Research Activities’, at 4pm on 16th June. There are further details at

<http://www.nesc.ac.uk/esi/events/960/>

Astronomy

The e-Science Institute is hosting a public lecture by Dr Bob Mann (Programme Director for the e-Science MSc) on ‘Next Generation Sky Surveys’, at 4pm on 7th July. There are further details at

<http://www.nesc.ac.uk/esi/events/993/>

Lee Callaghan (NeSC)

MCN for children with exceptional healthcare needs

A national Managed Clinical Network for children with exceptional healthcare needs is to be launched at the e-Science Institute on 17th June, in a meeting lasting from 10am to 4pm. It is hoped that many parents with an interest, voluntary sector representatives and professionals from across Scotland will join to discuss the aims of the Network and to shape its development.

There are full details at <http://www.nesc.ac.uk/esi/events/995/>

Marit Boot (NeSC)

All-hands Meeting: abstracts invited

‘AHM2009: Past, Present and Future’ takes place in Oxford on 7–9 December; details are at <http://www.allhands.org.uk/>

Authors are invited to submit abstracts by 30th June of unpublished, original work, of not more than three A4 pages, on one of the nine e-Science themes. This year’s meeting is especially encouraging industry collaboration. For full details, please see <http://www.allhands.org.uk/papers>

Anna Kenway (NeSC)

NeSC news

May’s issue of the National e-Science Centre newsletter includes conference reports for ‘The Influence and Impact of Web 2.0 on e-Research Infrastructure, Applications and Users’ (23–27 March), and ‘E-Science: The Changing Landscape’ (16–17 April). There is also news of a fresh NGS logo, a look at the Engage project, an Advanced Services Summer School, and more. The newsletter is at http://www.nesc.ac.uk/news/newsletter/May_09.pdf

Gillian Law (NeSC)

IS Skills Development Courses in June and July

The Information Services eLearning and IS Skills Development team runs free IT courses and short sessions for Edinburgh University staff and postgraduates. We're based at 19 Buccleuch Place in the central area and also run some courses at The King's Buildings.

See alongside for upcoming course dates, and our web pages for further details and bookings: <http://www.ucs.ed.ac.uk/usd/cts/courses/>

Jenni Reeves (IS)

HCT workshop for postgraduates

The University of Sussex is hosting the 11th Human-Centred Technology Postgraduate Workshop on 13th July 2009, looking at interactions between people and technologies, particularly in everyday contexts. There are full details at <http://www.informatics.sussex.ac.uk/events/hctw2009/>

Gareth R. White (Sussex)

John MacColl at LAMP

John MacColl, former Director of the University's Digital Library Division and now at OCLC Research, has suggested some preliminary reading for those who are planning to attend his meeting with the Librarians, Archivists & Museum Professionals Forum (LAMP) on 12th June.

John's talk is on 'The challenges facing librarianship', and the reading material he hopes will stimulate the debate is listed in the 'Meetings' section of the LAMP wiki which is at <https://www.wiki.ed.ac.uk/x/FQIUAw>

The meeting starts at 12 noon and will last a maximum of two hours.

You can book your place through the MyEd Event Booking channel, and are welcome to bring your lunch!

Anne Donnelly (IS)

Date	Course	Venue*
June 2	Introduction to Access Database Management	BP
	2 Creating and Editing Web Pages using FrontPage 2003	BP
	3 WebCT Vista Fundamentals	BP
	3 PowerPoint: Basic Skills for Creating a Presentation	BP
	4 SPSS 3: Changing Data in SPSS	BP
	4 SPSS 4: Changing SPSS Data Files	BP
	8 Creating Accessible Documents (T)	DHT
	9 Excel Introduction: Creating Basic Spreadsheets and Charts	BP
	10 Managing Bibliographies with EndNote	BP
	10 Creating and Editing Web Pages with Dreamweaver 8	BP
	10 Creating Templates and Managing Websites with Dreamweaver 8	BP
	10 WebCT Communication Tools	BP
	11 Making the Most of Your Wiki	BP
	12 Producing a Thesis using Word	BP
	15 Using EDINA Digimap	BP
	15 Introduction to Visualising Data in ArcGIS 9	BP
	15 Working Smart with Excel Hints and Tips (T)	DHT
	16 Creating a Database with FileMaker Pro	BP
	16 PowerPoint Intermediate: Adding Images	BP
	16 PowerPoint Intermediate: Adding Animation Schemes	BP
	17 Introduction to Unix	JCMB
	17 Word Introduction: Creating and Formatting Documents	BP
	17 WebCT Assessment and Assignments	BP
	18 Managing Bibliographies with Reference Manager	BP
	22 Writing for the Web	DHT
	24 Intermediate Unix	JCMB
	24 Wikis: What can I do as an Administrator?	BP
	25 Basic Image Manipulation Techniques using PhotoShop	BP
	25 Using Bookmarks and Cross-References in Word (T)	DHT
	30 Programming in Perl	BP
	30 Introduction to Access Database Management	BP
July 1	Unix Shell Programming	JCMB
	2 Introduction to Wikis	BP
	13 Excel Introduction: Creating Basic Spreadsheets and Charts	BP
	14 Intermediate Access Database Management	BP
	14 PowerPoint: Basic Skills for Creating a Presentation	BP
	15 Word Intermediate: Document Layout and Customisation	BP
	16 Creating Web Pages with HTML	BP
	16 Formatting Web Pages with Cascading Style Sheets	BP
	21 Mail Merge with Word	BP
	21 Managing Bibliographies with EndNote	BP
	21 Creating and Editing Web Pages with Dreamweaver 8	BP
	21 Creating Templates and Managing Websites with Dreamweaver 8	BP
	21 Writing for the Web	DHT
	22 Excel Advanced: Manipulating and Managing Data	BP
	22 PowerPoint Intermediate: Adding Tables, Graphs and Diagrams	BP
	22 PowerPoint Intermediate: Adding Movie and Audio Clips	BP
	23 Introduction to Mac Operating Systems: Mac OS X	BP
	23 Making the Most of Your Wiki	BP
	31 Creating a Database with FileMaker Pro	BP

Venues: BP – 19 Buccleuch Place
 JCMB – James Clerk Maxwell Building, The King's Buildings
 DHT – David Hume Tower

(T) denotes lunchtime taster session – bring your sandwiches!

JISC call for innovation

The current JISC Learning and Teaching Innovation Grant call is out, offering up to £75,000 for one-year projects. There are full details at http://www.jisc.ac.uk/fundingopportunities/funding_calls/2009/05/circular408.aspx

Only one application is permitted from each institution, so I have set up a process for Edinburgh to select its sole bid. If you would like to be considered for this, please let me know as soon as possible (by email to J.Haywood@ed.ac.uk), so that I may choose an impartial selection group to help me choose the one proposal to go forward to JISC.

Please get in touch with ERI or with me if you have any questions about this process or the JISC Call.

We will be looking for projects and activities that fit with the vision, outcomes and principles of the JISC e-Learning programme, and which support innovative approaches to learning and teaching, identify areas of activity suitable for further investment, and enhance the overall educational experience of students throughout the sector.

Each bidder should send me, by 9am on 25th June, an outline proposal of one side of A4, with:

- a short summary of the proposal: objectives, timescale, resources needed;
- an indication of how the proposal directly addresses the JISC call and criteria;
- the aspects that will *excite* JISC reviewers and lead them to rate the proposal as *innovative*.

I will gather a small group of non-bidders to help me choose the single full proposal to be written in time for the 20th July deadline. The result of the internal selection will be emailed to all bidders by 5pm on 26th June.

Jeff Haywood (IS)

ITPF meets KSC

The IT Professionals' Forum will hold its annual meeting with the University's Knowledge Strategy Committee at 2pm on 11th June, in lecture theatre 1, Appleton Tower.

The Knowledge Strategy Committee guides the strategic direction of the University's knowledge management activities. It is convened by the University's Chief Information Officer, Vice-Principal Jeff Haywood, and focuses on the knowledge strategy for the University and the related strategies of IT, learning technologies and libraries. Its activities are documented at <http://www.committee.kmstrategy.ed.ac.uk/>

In order to make the best use of this one-hour meeting, topics are to be planned in advance as much as possible. If you are aware of any problems around IT in the University, please add them to the ITPF wiki at <https://www.wiki.ed.ac.uk/x/8BXbAw>

Neil Brown (Informatics)

New eLPP Convenor

Erin Jackson, Distance Learning Manager in the School of Law, was the sole nominee to take over from Michael Begg as Convenor of the eLearning Professionals and Practitioners' Forum (eLPP). Her nomination has been wholeheartedly and unanimously approved by the eLPP Committee, so she will begin her two-year stint this Summer.

Erin has a wealth of experience working with both learning technologists and teachers in the University. Her full convenor nomination statement can be read on the eLPP site at <https://www.wiki.ed.ac.uk/x/M50-Aw>

Katherine Novosel (SASG, Returning Officer)

The 2009 Milner Lecture

Moshe Y. Vardi (Rice University) will speak on 'And Logic Begat Computer Science: When Giants Roamed The Earth', in this year's Milner Lecture, which is at 4pm on Monday 1st June, in the Informatics Forum, Crichton Street. There will be a Reception afterwards. Full details are provided at <http://www.lfcs.inf.ed.ac.uk/events/milner-lecture/>

Marjorie Dunlop (Informatics)

Science beyond Fiction

The European Commission held the first European Future Technologies Conference in Prague in April, and announced a major initiative to fund high-risk information and communication technology (ICT) research. The aim is to fund the future and emerging technologies which will support future economic growth. The BBC's report is at <http://news.bbc.co.uk/1/hi/technology/8010075.stm>

Nick Stroud (IS)

Wolfram Alpha

A new kind of search engine has arrived on the Web. Unlike Google it doesn't simply point to other people's information, but presents you directly with the information it thinks you want.

Its approach – based on “making the world's knowledge computable” – seems particularly relevant for scientists; it does best with questions around factual data and maths. You can find out how many days you have lived, or review the performance of any stocks and shares you might have – though with a strong American bias. Results can be saved as a PDF file.

You can try Wolfram Alpha, and see an introductory video, at <http://www23.wolframalpha.com/>

Nick Stroud (IS)

Podcasting and streaming made easy – ready for iTunesU

Information Services has launched an easy-to-use service for processing, managing and delivering audio and video. The results can be made available through podcast subscription (via RSS), or embedded in your website like a YouTube video. The service hosts the content for the University's forthcoming iTunesU presence.

Content is processed to high-quality standards from a wide variety of input formats – meaning that users of the service do not need to have any technical knowledge. University of Edinburgh branding is added during processing, producing professional-quality files for streaming or download. Instructions for embedding the processed audio or video are sent by email, so that the content can be easily used in websites, wikis or (coming soon) WebCT courses.

The service can produce video in standard definition, widescreen or High-Definition formats, and audio in a choice of MP3 or MP4.

For further advice and information please visit http://www.media.is.ed.ac.uk/richmedia/podcast_producer.html If you have any further questions, please email media.services@ed.ac.uk.

Information Services is continuing to develop support for all aspects of this service, including the original recording of material; there will be further news of podcasting facilities in future issues of *BITS* and around the University.

Alex Carter (IS)

Get a sneak preview of the redeveloped Main Library!

The contractors are due to hand over the transformed ground floor of the Main Library at the beginning of June, at which point IS can start moving staff and services back in to it ready for its full public opening in July.

Before that, we hope to have it ready for 'taster tours' on the next Open Day, on **Friday 19th June**. If all goes to plan, the cafe will be open – so visitors will be able to get an impression of this 21st century learning space *and* get some refreshments. You will be welcome to drop in between 10am and 4pm.

Fiona Boyd (IS)

Two long-service admin staff retire from the Library



Helen Hamilton

Helen Hamilton joined the Library in 1975, first to work in the shelving bay, and soon moving into the Reading Room and Accounts. She then spent 20 years in the Erskine Medical Library, helping generations of nervous students become doctors. When that Library closed, Helen returned to the Main Library to handle a range of important roles, including Acquisitions and HR.

Sheila Gove came to the University in 1987 as a part-time secretary, becoming the Librarian's Secretary in 1993, first for Brenda Moon, then Ian Mowat and Sheila Cannell. Sheila Cannell, as current Director of Library Services, praised Sheila's exemplary skills in dealing with the foibles of her bosses, understanding the Library system, dealing discreetly with many complex and often confidential issues, all with commitment and loyalty. Her role evolved considerably as the University adopted new technology, and she took it all in her stride. She was crucial to the smooth running of the *Friends of the Library*.

Large gatherings showed their appreciation of both these ladies' hard work over many years, and significant contributions to the Library and to the University, and wished them happy and fulfilling retirements.

Nick Stroud (IS)



Sheila Gove

EDINBURGH BITS

Editor:

Nick Stroud, Information Services.

Published by:

Information Services
The University of Edinburgh

Contributions:

Email: BITS@ed.ac.uk
Telephone: 0131 650 3345

Distribution queries:

BITS is distributed through School offices; please notify changes in requirements to Carla Zaccardelli:

Email: C.Zaccardelli@ed.ac.uk
Telephone: 0131 650 4999

Printed by:

University of Edinburgh Printing Services
<http://www.pps.ed.ac.uk/about/printing/>

BITS on the Web:

<http://www.ucs.ed.ac.uk/bits/>

BITS RSS feed:

<http://www.ucs.ed.ac.uk/bits/bits.rss>

Some acronyms explained:

<http://www.ucs.ed.ac.uk/ucsinfo/acronyms.html>

NB: if you fail to access a URL shown in *BITS*, or if you need information from it in a different format, please email BITS@ed.ac.uk.

Contributions to *BITS* are welcomed.

Copy deadline for July *BITS*:

Wednesday 17th June