Letting the light in – updated website design - page 2

New app for your fieldtrip map - page 5

Little china dolls - page 9

60 second interview - page 13
Editorial

Welcome to issue 7 of BITS. Editor Dawn Ellis is away from the office this month, so I’ll be letting you know about some highlights of this issue.

As the weather has brightened up outside, we’ve been preparing to ‘let the light in’ on the University website, too. After several years of the current design, it’s time for a refresh. Read more on pages 2 and 3 about the drive to modernise the University website, with a lighter and brighter feel, in time for the start of the new academic year.

Turn to page 5 to discover the free mobile mapping and data collection app that is proving popular with lecturers and research staff, and read a fascinating account from Sandi Phillips on page 9 of how she created her own toy story with 3,500 dolls. Page 10 provides our regular roundup of what is happening in the fast-paced world of social media, and page 13 features ‘60 seconds with’ Libby McCue, who joined IS late last year as IS Management Accountant.

After 6 years of hard work, the Main Library Redevelopment Project has been successfully completed. The popularity of the building has soared and we’re delighted to see users enjoying the redeveloped space. Many IS staff have also been on the move to both new and familiar spaces – find out on page 12 where these teams are now based and what staff think of their new locations.

Happy reading and have a lovely summer.

Susan Watson
Divisional Administrator, IS User Services Division

Strategy and Planning 2013/14

Jo Craiglee

Towards the end of 2012 the University changed its planning process, switching focus from one year plans to three year plans. In order to focus on this new planning requirement, we parked the writing of the IS strategy to focus on the three year plan, whilst recognising that these are in fact two aspects of the same thing.

The consultations we carried out informed the three year plan and identified those major areas on which we needed to concentrate.

The IS Plan can be found on the Strategic Plan wiki. We presented our Plan under the three headings of ‘Run’, ‘Grow’ and ‘Transform’. Using this structure, we developed a number of business cases focusing on the strategic requirements for each. A short summary of each business case is included in the Plan. IS Directors, informed by the strategic plan consultations and subsequent meetings with Colleges and Support Groups, prioritised the business cases and agreed to move forward with IT Headroom, Research Data Storage & Management and IT Infrastructure in anticipation that these will be funded in 2013/14.

Our focus is now on the IS Strategy and we aim to produce a draft document in the next 3 months. Updates will be posted on the wiki.

http://edin.ac/12PANrf

Green light for research data storage and management plans

John Scally

We have received the go-ahead to proceed with our plans to establish a service for the secure storage, management, sharing and preservation of research data in the University. This will build on the enabling work that has been done over the past few years, which has included: introducing an institutional policy, agreeing an 18 month roadmap, running training and awareness raising sessions, and establishing a governance structure. This has involved the formation of a RDSM Steering Group, with university-wide representation, which is chaired by Professor Peter Clarke (Physics), as well as an RDSM Implementation Group, which is chaired by Dr John Scally (Library and University Collections).

Due to the delay in receiving the go-ahead, the initial tasks over the coming weeks will be to revise the original timescales for service conception and delivery, commence procurement for the high-capacity storage and run comparisons with progress made in other institutions worldwide.

A fuller report will be provided for the next edition of BITS.

News highlights

UWP team shortlisted for Holyrood award

Dawn Ellis

The University Website Programme team was thrilled to be shortlisted for the Holyrood Connect ICT Team Award 2013.

We were shortlisted in recognition of the collaborative and proactive approach taken by Information Services staff to support the University’s web publishing community of more than 800 editors and publishers, from technical assistance and development to training, guidance on writing content and interpreting web analytics.

Also shortlisted for the Award, which commends the achievements of public sector ICT professionals in Scotland, were the Edinburgh City Libraries and Information Services ICT Team and Aberdeenshire Council.

The winner of the award is the Scottish Government.
Letting the light in

There’s a new look for the new academic year for the University of Edinburgh website.

This design refresh brings space and clarity to the content, improving the user experience along the way. It modernises the feel of the website, introducing a lighter, brighter approach designed to reflect the University’s commitment to excellence in innovation.

The new-look pages have more space and use lines and touches of accent colours to bring it alive for visitors. With pages now crisp, airy and inviting, the text and content have room ‘to breathe’ and stand out from the background.

The University Website Programme (UWP) and Communications and Marketing (CAM) teams have worked together to test whether the design conveys the University’s values – accessible, stimulating, global, innovative, excellent and influential – to visitors and how it compares to our peers in the sector. Users felt that the new design was a better reflection of four of these six brand values and overall they rated the new design second out of five when asked to compare it with both our existing website and the websites of three other leading universities.

The site refresh is the first step towards more enhancements and will inform the next phase of the University website’s development, bringing a responsive website that works well on mobile phones and tablets.

What does it mean for web publishers?

UWP and CAM have been working with local site managers to make the transition successful and will continue to give all web publishers help and guidance on how to use the new look to the best advantage.

Guidance will also be provided for sites not published in Polopoly but which currently mimic the University design. Colleagues may want to update to the new look.

Keep up to date on progress via the Polopoly and Tech Peer group mailing lists and the Polopoly Support wiki. You can also check progress on the UWP website.


Clearer local identity

Subsites have deeper, stronger local banners. It’s a chance to use more vivid and eye-catching images that clearly define the focus of the school, department or unit. Each banner will have the unit’s name but there’s also the option to include linked text at the top of the banner going to the parent school or colleges with which the unit is connected.

It’s an additional way to help visitors understand the relationships between the myriad parts that make up our complex organisation.

Improved accessibility and usability

The contact button has enhanced visibility and context; it has a closer visual association with the school or unit and new link titles, which can be used to give visitors more information.

Time-saving features

The global footer has a new addition for staff, students and alumni – a MyEd login button. More than 125,000 searches were made on the University website last year for MyEd and EASE.

Better signposting

The new design helps users understand where they are in the website; it associates the site navigation with the site banner by using red to highlight the users’ location, and uses blue to associate the right-hand navigation with the section title.

Clearer orientation within the central website

The top level navigation has a stronger emphasis.

Clearer routes across the website

The key navigational tools that visitors can use wherever they are on the website are now grouped together.

Better signposting

Section titles are bolder and stronger, making it easier for visitors to rapidly identify the context of the page.

Pages are easier to scan

A number of changes have been introduced to make content pages clearer and easier to scan, for example the new darker subheading.

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Use your **MindGenius**

Kevin Brogan

Based around the concept of mind-mapping, the MindGenius application allows the user to capture large amounts of disparate information and gives them the ability to view content from different viewpoints.

Under our new MindGenius license paid for by those nice people in IS Applications, current University staff and students are entitled to download take home licenses direct from the company.

To activate the license please contact the IS Helpline (IS.Helpline@ed.ac.uk) to obtain the required code. Personal copies are also available at a reduced rate by using discount code MGSITUC.

http://edin.ac/1GLxt60

**MindGenius**

**IT service to all disabled staff**

Viki Galt

Information Services is pleased to be offering a service to all disabled University staff which helps them to identify assistive software, hardware or standard IT solutions. We also have a small pool of loan equipment. The service has been running successfully for over 8 months. For access to the service, please contact the IS Helpline at IS.Helpline@ed.ac.uk or call 0131 651 5151.

http://edin.ac/2Ze7lY

**Working from home**

James Jarvis

If you work from home, you can find everything you need to know about accessing key services from the IS website ‘Working from home’ section. Access your email, eDiary, MyEd and your files from home, so you can work flexibly whilst still keeping your conscience ‘green clean’.

http://edin.ac/11C7ObF

Funded support for **AQMeN data management**

Robin Rice

New funding from the Economic and Social Research Council (ESRC) for a £4 million research initiative over four years is set to continue this relationship.

New mobile mapping and data collection app Fieldtrip GB, developed by EDINA to support teaching, learning and research, allows users to view quality base mapping and capture data in the field. It’s completely free – both to download and to use.

Key benefits:

- Access high quality background maps that provide rich detail in both urban and rural environments
- Save maps to phone to view them offline (when no data connection is available)
- Create custom data forms to collect the data you need to support your research
- Export your data for use in GIS or Google Earth.

Available for iPhone and Android devices, Fieldtrip GB was launched in April this year and has proved popular amongst both lecturers and research staff.

http://fieldtriptgb.blogs.edina.ac.uk/

**Hiberlink - enabling Time Travel for the Scholarly Web**

Muriel Mewissen

EDINA has begun a two-year study to investigate how web links in scientific and academic articles fail to lead to the resources being referenced. The Hiberlink project, with international input from the Los Alamos National Laboratory (LANL), will assess the extent of ‘reference rot’ across online scholarly work.

Increasingly, web-based scholarship includes research links to resources such as datasets, websites and videos which evolve over time, unlike traditional scholarly articles. The ‘rot’ occurs when the original version is no longer available.

The goal for Hiberlink is to identify practical solutions to integrate into the publication process and the project is working with academic publishers to help preserve web-based resource access for future generations.

http://edin.ac/2J8cu10

**AQMeN data management**

Robin Rice

Funding for the Data Librarian to help develop and monitor AQMeN’s data management framework marks an exciting development in a longstanding collaboration.

The Data Library and Applied Quantitative Methods Network (AQMeN) Research Centre have previously collaborated on projects including the 2008 scoping study on Quantitative Methods Capacity Building in Scotland, and the Data Library hosting AQMeN’s interactive website for three years.

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**Fieldtrip GB - the free data collection tool that fits in your pocket**

Addy Pope

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http://edin.ac/2J8cu10
A new CRC internship programme

Serena Fredrick and Ruth Honeybone

The Centre for Research Collections (CRC) has piloted an exciting new internship programme to teach and develop skills in the archive and conservation disciplines, providing valuable experience of working in a higher education institution. Our first two 10-week internships, within the Lothian Health Services Archive (LHSA) team, were a great success, with positive outcomes for both the interns and the LHSA collections they worked with.

A further conservation internship is already underway, with a focus on preventive treatment of a recent acquisition of Hamish Henderson material. We’ll also be hosting two EmployEd interns over the summer.

http://edin.ac/ZcmTKv

Responsive routes to reader contentment

Elize Rowan

Behind-the-scenes innovations are speeding up access to a wider range of books and journal articles.

- Reader-driven acquisition of e-books
  Greatly increasing the availability of e-books, this new approach makes thousands of additional titles available through the Library catalogue. Usage data is analysed to determine which titles are purchased direct via publishers such as Elsevier and Wiley. With third party suppliers such as EBZ, a purchase is triggered once a title has been accessed a set number of times by readers. It’s a seamless service for the readers but saves academics’ time and effort by removing the need to submit individual purchase requests. At other universities, this has proved to be a very popular, quick and efficient way to give readers access to the content they need.

- RAB - Request A Book service for students
  A new book fund and the introduction of a streamlined process means we can now satisfy book requests from students more quickly and make efficient use of the available funds and staff time. More than 400 requests have been received via the online request form since the start of Semester 1, with 90% of these resulting in e-book or print book purchases.

- On-demand journal articles
  We are investigating new ways to set up on-demand purchasing from a range of publishers so readers can get immediate access to articles from current and back issues of journals which we do not have in our collection. E-journal data usage data is also being analysed to identify relevant backfile purchases where there is high demand for un-owned content. We have also funded a number of Open Access subscriptions including Biomedical Central; Faculty of 1000; Biology and Medicine; and Public Library of Science.

Request a Book Service:
http://edin.ac/10sA4ed

Nature Journals agreement

Access is now available to most current journals from Nature Publishing (excluding Palgrave journals). All titles can be found via Searcher, the Library Catalogue and the e-journals list.

- Conservation intern Charlotte researched and undertook new treatments on a small collection of parchment documents.
- Archive Intern Fiona developed a cataloguing system for part of the photographic collection.

A journey of (re)discovery: the Funk Projects at New College Library

Christine Love-Rodgers

The Funk Projects at New College Library have been running for over five years now and are set to continue until 2016. Gifted by an American alumnus, the Funk donation supports library projects in the key areas of security, preservation and access.

One of the most significant strands of the project is Special Collections cataloguing. So far over 20,000 rare books have been catalogued with over 250 unique items found. Collections now catalogued include incunabula, early Bibles, Hebrew collections and all of the New College theses.

Currently in progress is the Hymnology collection of hymns, psalms and sacred poetry, many of which include manuscript notes and doodles providing very personal evidence of the importance of these items to the lived religion of the original owners. The ‘Z’ collections, Dumfries Presbytery Library and Longforgan Free Church Ministers libraries form part of the current cataloguing work. Surprises have included a fascinating volume of seventeenth century botanical illustrations.

Images from unique items are being made available in the University of Edinburgh image collection, and rare books are regularly on display in a new display case funded by the Funk donation in the entrance to the library – why not come over and have a look?

Behind the scenes, vital work on book cleaning, boxing and collection moving continues, helping to improve security and fetching times.

The Funk donation has already helped us to provide excellent reading room facilities, and secure and fit for purpose Special Collections stacks. By 2016 we are aiming to have catalogued the majority of New College Library Special Collections printed books.
IS Communications Framework

Susan Watson

The IS Communications Group recently published an IS Communications Framework to help promote good communications by all IS staff. The document, endorsed by the IS Directors, is intended to provide a framework enabling effective communications to be implemented, evaluated and continuously improved; help staff identify appropriate channels for communications; encourage knowledge exchange; provide feedback mechanisms which can be used to develop IS services; and exemplify good practice in communications.

As communications change over time the framework will also evolve, particularly as we move towards integrating social media channels further into our day-to-day practice.

The framework is publicly available to all, although primarily intended to provide guidance for IS staff.

http://edin.ac/13MdXXH

The future of Learning & Development in Information Services

David J Anderson

IS has had a dedicated Learning and Development (L&D) post for several years now, as part of the positive commitment of IS to invest in a full programme of staff development. There is now a central L&D function established (and expanding), with an ongoing development calendar as well as projects which focus on specific areas that have an impact on the business, such as the Leadership and Management Roadmap, Induction, and Mentoring. We also have a dedicated full time Support Groups Learning and Development Advisor, Bea Young.

Following the retirement of Bette Johnson, we’ve taken the opportunity to review our L&D provision and examined how we might integrate more fully with the central function, providing consistency in a full programme of staff development. There is now a central L&D function established (and expanding), with an ongoing development calendar as well as projects which focus on specific areas that have an impact on the business, such as the Leadership and Management Roadmap, Induction, and Mentoring. We also have a dedicated full time Support Groups Learning and Development Advisor, Bea Young.

Investing in our IS Helpdesks

Pam Clouston

During the Summer, IS Helpdesk staff will benefit from one hour per week of dedicated training time in order to upskill on new services coming next session and refresh on current services. This investment of time in training will enable Help Services to offer improved levels of service to users in the new 2013/14 Session.

Libraries will remain open, but Helpdesk services will instead open at 10.15am on their training day. Helpdesk services in the Main Library will open as normal.

For up-to-date library opening hours please see: www.ed.ac.uk/is/library-opening

A different perspective in Collections Management – my own toy story

Sandi Phillips

I was awarded a scholarship for an MA in Preventive Conservation and as part of the course I did a six-week work placement with Edinburgh Council Museums department. This entailed a condition report for the dolls from the Museum of Childhood stored in the Council Collections Centre. I handled around 3,500 dolls from around the world – wooden, composition, china, cloth and plastic – from the early 1800s to the 1990s. There were even quirky ethnographic dolls made from bones!

As part of my research for my degree I gained a fascinating insight into historical social culture and compare this to trends in science; how newly available materials dictated the mass production of dolls.

The course helped me develop my understanding of the practicalities of correct packaging and preventative conservation, new skills I can apply in my current post as Collections Management Assistant.

Library launches its image collections online

Norman Rodger

Over the last ten years the University Library’s Digital Imaging Unit has been producing high quality images of material held in the University’s collections. Now, for the first time, staff, students and the wider public can access them online.

The collections display highlights of the resources principally from within Special Collections and include examples of:

- Architectural Drawings, including William Playfair’s originals of Old College
- The catalogue photographs of photography pioneers Hill and Adamson
- Oriental manuscripts including the World History of Rashid Al-Din, and the Chronology of Ancient Nations of Al-Biruni, from AD14
- The Walter Scott Image Collection, based primarily on the visual materials and rekas contained in the University Library’s Corson Collection
- The University of Edinburgh - people, places and events.

Around 12,000 images are freely accessible to all. We also offer images through commercial services such as Archivision and the Amica Library. Access to these is restricted to students and staff of the University. This restriction also applies to Edinburgh College of Art collections. All images are displayed using LUNA software.

http://images.is.ed.ac.uk
EUSA gets (even more) social with students

Rory M. I. Pennman

Summer is a welcome break for many, and for the Marketing Team at Edinburgh University Students’ Association, it’s our opportunity to regroup and prepare for the busiest time of the year!

This month we launch a brand new website, designed by creative agency Hillside. The site will be an important information resource for students, reflecting the activities EUSA create to enhance students’ time at Edinburgh University but also providing the platform necessary for social media consolidation, ensuring that these channels make more impact than ever before.

EUSA’s reach on Facebook, Twitter and YouTube has been giving us the flexibility to communicate the breadth of messages required in an ever-changing environment. Instagram have been giving us the flexibility to communicate the breadth of messages required in an ever-changing environment.

Many University staff manage social media presences independently of each other and so Shawn Coulman of Student Recruitment and Admissions felt there would be a great benefit in creating an opportunity for those people to come together to share their ideas and experiences and generally feel supported by each other.

A mailing list of people known to be managing social media presences was compiled and contacted in the spring and on Friday 8 March a first meeting was held in the Main Library. Shawn, who established and is coordinating the group, introduced his hopes for the group by sharing his own ‘social media journey’. This was followed by a presentation by Nicola Osborne, EDINA Social Media Officer, on current use of social media across the University which led to wide-ranging question and answer session.

Finally those attending split into smaller groups to discuss the University’s social media guidelines and other current social media issues.

Based on feedback to the first meeting a regular community ‘meet up’ will take place bimonthly in a Main Library meeting room. A (closed) Facebook group has also been established for ongoing discussion and networking.

For further information or to join the mailing list, please contact: shawn.coulman@ed.ac.uk

Launch of New Community for Social Media Staff

Nicola Osborne, Social Media Officer, looks at what is happening in the social media space

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Relocation

Many IS Staff have been on the move recently.

**BITS** asked them for their first impressions of their new office locations.

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**IS HR is generally very happy with our accommodation..... if it wasn’t for needing an oxygen mask to climb the steep circular stairs and the Alice in Wonderland doors which are taller at one side than the other due to the obviously sloping floors!”**

Mary Allison, HR Advisor, IS

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**Everyone seems to have settled in well at 24BP. For me, it feels more or less like SBF still on the 3rd floor, and in a similarly-located office, with the same desk layouts and the same colleagues close by. The main difference is fresh paintwork and carpets etc, but we’ve not escaped the sloping floors and wonky doorframes, but it adds some character to the place!”**

Claire Maguire, Knowledge Management and Strategy Officer, IS

---

**A busy start to the year in terms of relocations where IS have now taken occupation of their new sites. A big thanks to all IS colleagues, for all of their hard work and effort (and sometimes patience) whilst these relocations take place. This involved the relocation of 270 colleagues between the four sites.**

Gregor Cunningham, Facilities Manager, IS

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**Very pleased with how light the area is and like using the booths for quick meetings and the cloud printers are great.”**

Irene McGowan, Head of Consultancy Services (MVM), IS

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**“The new office is great, I’ve got more space, and an equipment store (no more climbing over boxes and stuff just to get to my chair!), a great view of George Square gardens, if you squint. It’s the packing and unpacking that gets me. Most of my colleagues got by with 2 to 3 crates but I had 42, which might be the answer to life, the universe and everything, but it’s the reason I won’t be moving again!”**

Andy Pryde, Media Producer/Service Manager, IS

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**One really useful aspect of the new offices is having the various teams in Applications Division close to one another, this facilitates improved and easier face to face communication when project issues arise. Environmentally, the new technology in each of the meeting rooms should reduce the need for printing, and the screens allow documents to be viewed and edited during meetings.”**

Tim Gray, Project Manager, IS

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**Main Library Lower Ground Floor: User Services Division, Library and University Collections & Facilities Team 2-5 Buccleuch Place: Desktop Services & Architecture teams 21 Buccleuch Place: Multimedia & Communications teams 1st Floor: IS Skills & Web Integration Team 2nd Floor: University Website Programme 3rd & 4th Floor: Dalhousie Land 3rd & 4th Floor: IS Applications Development Services, Production Management & Project Services teams**

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**The new office is great, I’ve got more space, and an equipment store (no more climbing over boxes and stuff just to get to my chair!), a great view of George Square gardens, if you squint. It’s the packing and unpacking that gets me. Most of my colleagues got by with 2 to 3 crates but I had 42, which might be the answer to life, the universe and everything, but it’s the reason I won’t be moving again!”**

Andy Pryde, Media Producer/Service Manager, IS

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**I like being around students, and feeling like you’re doing something for people that will impact their lives.**

Libby McCue, IS Management Accountant

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**60 seconds with: Libby McCue**

IS Management Accountant

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Libby has been working in a new role in IS for eight months, having previously worked for Fife Council.

**What is your role at the University?**

My job as IS Management Accountant is a new one. It’s a function that used to be partly embedded centrally and partly done within IS Corporate Services, but now it’s been taken out of both areas and sits with me.

**How are you finding the role so far?**

It’s really interesting. Because it’s a completely new role, it takes a wee while to develop it and make the relationships – it’s not as if there are a prescribed set of duties that you’re walking into – you have to feel into it as you go along. But after eight months I’ve found my feet, I think! My aim is make finance more accessible and understandable for everyone in IS.

**Has it been a good transition?**

Absolutely – the Directors have been fantastic, really supportive, and central finance management accounting section are just great. They’re always on hand for any help I need, and I sometimes go and sit in with them; they’ve been fantastic. Generally around here, I’ve been surprised how welcoming everyone’s been. It’s very friendly.

**You’re new to the HE sector – how do you find it compares?**

Yes – before I came here I worked for Fife Council, based in Glenrothes. It’s completely different – it’s unbelievable! All the government departments are dealing with massive funding cuts – millions of pounds of funding being cut, so everything is about working out how you can save money. Here, we’re actively trying to grow – we’re much more of a business – so it’s been a big mind shift for me.

**Why did you decide to come and work for the University?**

My first job was actually in Further Education, and I really liked that. I like being around students, and feeling like you’re doing something for people that will impact their lives. I like the environment.

My husband’s also now a student here – he’s a mature student studying geology, which is why we moved to Edinburgh. Absolutely – the Directors have been fantastic, really supportive, and central finance management accounting section are just great. They’re always on hand for any help I need, and I sometimes go and sit in with them; they’ve been fantastic. Generally around here, I’ve been surprised how welcoming everyone’s been. It’s very friendly.

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**What do you enjoy doing outside work?**

I spent most of my time with my 12-year-old daughter, taxiing her about! I also go out with people from work. When we moved to Edinburgh from Fife, that was the biggest change – the quality of time we’ve got with family now. There’s also a lot more to do in Edinburgh – we frequently go up the Crags together, or go out shopping. So it was a big move but I’m really glad we did it.
Exhibitions

Main Library
Exhibition Gallery

Edinburgh 300: Cradle of Chemistry
2 August – 2 November 2013
Monday to Friday 10am – 5pm &
Saturday 10am – 1pm

Inspired by the tercentenary of the School of Chemistry, the exhibition offers a fascinating journey into the birth and development of Chemistry as a modern independent science at the University of Edinburgh. Founded in 1713, this is one of the oldest Schools of Chemistry in the world. To date, there have been 14 holders of the Chair, including notable figures of Science and the Scottish Enlightenment such as William Cullen and Joseph Black (discoverer of carbon dioxide).

The exhibition will showcase impressive objects and materials, ranging from the first uses of balances in analysis to main achievements and discoveries such as strontium, carbon dioxide, chemical structure and many more. Moving beyond the charting of the School of Chemistry’s contribution to science, the exhibition will also consider its impact on economic issues of both Scottish and global significance.