

# BITS

## MAGAZINE

Issue 9, Spring 2014

Sharing news and stories across Information Services and the University



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**SUBMISSION DETAILS**

If you would like to submit an article, or tell us about some news, please email: [BITS@ed.ac.uk](mailto:BITS@ed.ac.uk)

The deadline for submissions for the next issue of **BITS** is **Friday 6 June 2014**.

To keep up to date with IS news:  
[www.ed.ac.uk/is/news](http://www.ed.ac.uk/is/news)

**FSC LOGO**



## Editorial

How can one magazine contain information on "The "Pig's Cup", a trophy awarded for the best pen of pigs, alongside insight in to some of the tasks of our Art Collections curator, Neil Lebeter who can show you how to safely fingerprint a sculpture? It's easy when it is created by a team from the Information Services Division of the University of Edinburgh.

Our cover feature centres on highlights from IS colleagues' involvement in this year's Innovative Learning Week which took place in February. Online treasure hunts, medieval manuscripts workshops, print making, Library Pecha Kucha sessions, were just some initiatives which demonstrated that there is no end to the enthusiasm, dedication and creativity of our Information Services colleagues.

In this issue you will also find an update on MOOCs, one year on, where Amy Woodgate tells us that just a year ago we started with 6 massive open online courses, we now have 14, and are projecting to deliver up to 30 courses by mid-2015! Broader online activity continues to be supported and encouraged with the introduction of a social media training course, and a new helpful policy on employee use of social media along with a reminder of the existence of a dynamic group of colleagues in the social media community who will soon be celebrating their 1st birthday party. Talk to Shawn Coulman for more information on this group.

Cookie management and news of the return of a wandering blue Blob artwork provide more food for thought or simply entertainment and distraction. What is certain is that you will be amazed by at least one article in this jam-packed edition.

Enjoy.

A handwritten signature in black ink, which appears to be 'Dawn Ellis'. The signature is written in a cursive style and is enclosed within a hand-drawn oval shape.

**Dawn Ellis**

Director, University Website Programme

## News highlights

### Students win iPads in IS Student Survey Prize Draw

David Findlay



Bryan MacGregor presents Zoey Rush, a second year Social Anthropology student, with her new iPad.



Francesco Palazzo, a 2013 Biomedical Sciences graduate from Edinburgh, delighted with his new iPad.



Bryan MacGregor,  
IS User Services  
Division Director

We are trying continually to improve our services and so we really value feedback from our users. This survey was especially helpful as the number of respondents exceeded 4,000 with an impressive spread of undergraduates and postgraduates from all schools. We will be reviewing the results in the coming months and addressing the main issues raised.

Two lucky students each won an iPad in the prize draw after taking part in the latest IS Student Survey. Information gathered from the survey is being used to help improve IS services, and has been made available to other University academics and administrators to inform future planning.

## Top Priority Service Review

David Smyth

The concept of a “priority level” for services has been in place for the past 4 years and we have had a clearly defined list of our high priority services. This has allowed us to put in place consistent availability monitoring, service outage alerting and set a clear order for recovery of services in the event of a disaster.

With the increasing portfolio of services the University is providing, there has been pressure to extend this list of priority services. As a result, the Information Technology Committee (ITC) has put in place a Top Priority Service Review Group to review the priority services on an ongoing basis and ensure there are appropriate processes in place to manage this.

The group, which comprises representatives from each of the Colleges and Support Groups, has been working over the past few months to produce a clear definition of what a top priority service is, develop a communication strategy to ensure there is a consistent and clear message to the community and review the current services to ensure our highest priority services have been correctly identified.

The Group will be formally reporting to ITC in June 2014 on the status of the work and confirming the Top Priority services in place at that stage.

## New IT support for MVM

Bryan MacGregor

User Services Division introduced a new support pool to its Operational Services section in March. The pool consists of IT support staff from the College Office and its Learning Technology Section, School computing officers and IS support staff previously allocated to 2nd line support for MVM users.

The new regime is responsible for local IT support and is organised into four teams based at the College’s sites at Little France, Western General Hospital, Easter Bush and in the Central Area covering Teviot buildings, George Square north and Kennedy Tower at Royal Edinburgh Hospital.

This revised setup was established following a request from this College to review IT services and resourcing to ensure that levels of service were acceptable and to identify and address levels of duplication. Local School management continues to set the local direction and priorities with Information Services providing increased staff development opportunities and the adoption of acknowledged best practice in service management.



# Innovative Learning Week

**Serena Fredrick**

Photos provided by Serena Fredrick and Dong Ning Deng

## **During Innovative Learning Week (ILW) this year, Information Services staff shared their expertise and gave an insight into their personal favourite items from the collections.**

Library and University Collections and User Services Division organised 11 events during the week, including an online quiz and staff also assisted with a couple of events organised by academic colleagues. In total over 200 students engaged with our staff and services, either by attending one of the events, or by participating online.

The first event of the week on Monday morning was a drop-in session in the Main Library foyer, where students were invited to ask any questions they had about the library or our services. This event was also repeated on Tuesday over lunchtime. Library Academic Support team staff were on hand to answer all enquiries; these events were very popular, with a number of students attending with enquires about our services.

In two Library Pecha Kucha sessions, 13 staff gave five-minute presentations on their favourite item from the collections. This was a fun and different way to present some highlights from the collections to staff and students, and other colleagues. All of these quick talks were recorded and will be used to promote our services.

There were behind the scenes tours of the Main Library, the Centre for Research Collections and New College Library. The Main Library tour offered the opportunity to see some of the library functions like the book sorter, and one of the large storerooms housing some items from the University's art and musical instrument collections. Three rooms were opened up for the Centre for Research Collections tour, where attendees visited our Digital Imaging Unit to see some of the photography work done on the Collections, our Conservation Suite, and one of the Rare Books storerooms. At New College Library visitors were given a tour of the closed stack areas and a chance to have a peek at the ranks of Bibles, incunabula and other rare books. All areas are not normally open to the public.

Three careers talks attracted a large number of students to hear about how staff had got into their chosen library career and offer advice on how students can establish themselves in the sector. A surprising number of colleagues admitted that they got into their career by accident, or at the least by a non-traditional path!

Our Library Online Treasure Hunt posed ten questions over the course of the week, with each question focussing on a different aspect of our online services or collections. The idea was to engage students and to raise awareness of some of the lesser known and used services and collections. Prizes went to the first five sets of correct answers from students, and also the first set from a staff member – our first-place winner was delighted to receive a £50 voucher.

Staff from the Centre for Research Collections were also involved in a Medieval Manuscripts Workshop and a Print-Making Day which were co-ordinated by staff from one of the colleges.



One postgraduate  
blogged afterwards:

**So I thought, this sounds cool – innovative presentation style, sort of a TED-like event. I was impressed with the offerings, things I literally had no idea were in the possession of the library.**

Over the course of the week we received a lot of positive feedback about our events; from students finding out about all of the services and collections, from staff who found out more about what goes on behind the scenes, but also from other colleagues who were intrigued to find out more about what other people do. Whilst some of the events weren't as well attended as we'd hoped for, it was still an incredibly worthwhile series of events. Innovative Learning Week appears to be growing in popularity and establishing itself as a permanent feature of the academic calendar. We shall look forward to planning more innovative events for next year!

Innovative Learning Week ran from 17 – 21 February with almost 300 events across the University.

**See the ILW2014 video at: [www.ed.ac.uk/innovative-learning](http://www.ed.ac.uk/innovative-learning)**



Amy Woodgate, Project Coordinator,  
Distance Education Initiative & MOOCs

ILW provides the whole University with an opportunity to think about learning in new ways; as a learner, an educator and a department that supports both. This year we led on a few staff-focused events which were well attended and based on the feedback we are set to develop more ILW-inspired events all year round, e.g. Using MOOCs content, SecondLife and Wikipedia in teaching – there is definite interest in it being more than once a year! The MOOCs session was also held on Collaborate, meaning people from all over the University could join in, making the session more diverse and rewarding for all.



Student Molly Robinson,  
writing in the ILW blog:

I had the opportunity to learn about and leaf through some of the most interesting and beautiful books and manuscripts I have ever set eyes on. If you're interested in old books, then the library has got their hands (and their white gloves) on some real gems.



## Web focus

### Who ate all the **cookies**?

**Lucy Janes**

Hundreds of cookies have disappeared from the University web estate in the past two years, thanks to the work of web publishers and the University Website Programme (UWP).

A cookie is a small file, downloaded when a user accesses a website, which can track their activities and saves the information so it is remembered the next time the user goes to the website.

New EU regulations came into full effect in May 2012 to ensure that websites told users when and why they were installing cookies and gave them an opt-out option.

Third-party web services often also set privacy-invasive cookies, so a big task for web publishers over the past two years has been to replace all the code from third-party services - such as YouTube, Twitter and Google maps - with new code created by the UWP cookie-compliant widgets.


Once a month the UWP looks at selected areas of the website to check for cookies and supplies the information to site managers in along with any additional suggestions for improvements.

Over the past year fewer cookie-setting services have been added to the website. For example, in May 2013 we found more than 300 instances of third-party services being used that could set privacy-invasive cookies; by December 2013 we found only 88 instances.

Updates to the cookie audit tool used by the UWP mean that anyone in the University will be able to use it to review the cookie audit results for their websites.

See the cookie guidance on the UWP Support wiki:

**[bit.ly/cookie-guidance](http://bit.ly/cookie-guidance)**



### Look out for **phish-y** emails

**Susan Graham**

Treat messages asking you to log in to University systems with suspicion, particularly if the messages contain a link to the log in page in question.

Fraudsters regularly send out emails claiming that there are problems with accounts or log in details, and asking individuals to log into those accounts to resolve the problem. Their aim is to take you to a fake log in page, which the perpetrators will use to capture your log in details and gain access to your account.

Instead of following the links in these messages, use your browser to navigate to the appropriate log in page.

Advice on dealing with phishing attacks is available on the IS website at:

**<http://edin.ac/1pUEQjT>**

### **EASE-Y** website log ins

**Susan Graham**

If you run a website outside Poloply and need access restrictions, either to view or edit the pages, use EASE authentication to control log ins. This gives users the benefit of a single sign in, while also ensuring that security measures are maintained over time. The IS Helpline can advise on using EASE authentication.

**[IS.Helpline@ed.ac.uk](mailto:IS.Helpline@ed.ac.uk)**

### Wiki access for **Alumni**

**Barry Croucher**

Following discussion with Alumni Services, Information Services is pleased to announce that Alumni of the University of Edinburgh are now entitled to free WiFi via eduroam while on the University campus.

By registering to use WiFi, Alumni are able to connect to a computer, or other internet enabled device (e.g. smartphone, tablet or eReader), to the University of Edinburgh secure wireless network, and can access the internet via one of our wireless access points which are spread right across the University campus.

**<http://edin.ac/1cTXmTN>**

## Project focus

### Palimpsest explores Literary Edinburgh

Nicola Osborne



A new AHRC-funded collaborative project between the University of Edinburgh's Department of English Literature, School of Informatics, EDINA, and the University of St Andrews Human Computer Interaction Research Group began in January.

The team will be using literary methods, text mining, visualisation and georeferencing to explore a large range of literary texts about Edinburgh, providing new perspectives on how the city is portrayed and imagined.

In addition to interactive tools to explore these texts, the project will be organising a range of imaginative events based around Edinburgh's literary cityscape, including writing and storytelling competitions which will be open to the wider community.

<http://palimpsest.blogs.edina.ac.uk/>

Image by Bing Liu,  
map © National Library of  
Scotland (<http://maps.nls.uk>) and  
Satellite Imagery © 2012 Google.

### Trading Consequences launches innovative research tools

Nicola Osborne

The two year Trading Consequences project, which was funded under the prestigious Digging Into Data challenge, has recently concluded with the launch of innovative new web tools for exploring nineteenth century commodity trades which are accompanied by a White Paper.

The team, from the University of Edinburgh School of Informatics, EDINA, St Andrews Human Computer Interaction Research group at the University of St. Andrews, York University in Canada, and the University of Saskatchewan, have been investigating the use of text mining techniques in combination with data visualisations to explore very large collections of texts relating to nineteenth century trade.

A unique database of traded commodities and related georeferenced locations extracted from over 7 billion words of historical text can be explored through a web interface and interactive visualisations that are enabling researchers to ask new questions and discover unexplored patterns in historic trading across the British Empire.

<http://tradingconsequences.blogs.edina.ac.uk>

### Fostering Open Access understanding across Europe

Lorna Brown

Since February 2014, the Digital Curation Centre (DCC) has been involved in a new European Commission consortium project alongside other UK universities, including the University of Glasgow and the Open University, and research organisations across Europe.

This two year project, known as FOSTER, will especially target young researchers within the European Research Area and will focus on developing skills and training in open access, open data and open science. The aim is to help researchers to understand what research materials are available to them and the type of use and reuse that are permitted within Horizon 2020.

The DCC will be helping to establish a European-wide training programme on open access and open data which is to be delivered using a variety of approaches, including seminars and elearning, as well as developing training toolkits which will be available for reuse.



## Libraries

### What's new in the Library

Positive feedback has been received from students following an innovative event held earlier this year to promote the library collections. 'What's new in the Library' presented a week of events highlighting new additions and developments in the library collections.

**"Searcher Discovery Service is amazing and helps me find resources outside my area"**

**"Access to so many historical journals online is incredibly helpful"**

### New Academic Support Librarians



Earlier this year, Caroline Stirling and Christine Love-Rodgers took over the role of Academic Support Librarian for the School of Social and Political Sciences formerly held by Shenxiao Tong. Caroline is leading on information skills teaching in the School whilst Christine is focussed on collection development and budgetary management. You can keep up-to-date via their twitter or blog:

**Twitter:** @SPSLibrarian

**Blog:** <http://libraryblogs.is.ed.ac.uk/spslibrarian>

### Eurostat microdata access for empirical research

The University has recently received approval as a Eurostat recognised research entity. This represents the first step for staff and students to gain access to significant Eurostat microdata files such as the Labour Force Survey (EU LFS), Statistics on Income and Living Conditions (EU-SILC), and other surveys on education, health, transportation, enterprise innovation etc. for empirical research. The data is available on request from the Data Library. [datalib@ed.ac.uk](mailto:datalib@ed.ac.uk)

## University 'Blob' returns from Bristol

Neil Lebeter



Photos by Stuart Whipps

Visitors comment:

**The Blobs are like buttons, planets and explosions!**

A significant work from the University's Modern and Contemporary Art Collection has recently returned from loan in Bristol, where it was part of the Flatlands exhibition by Scottish artist David Batchelor.

Known primarily for his sculpture, Blob 5 (blue) 18.02.11 was chosen for the Collection as it straddled both the 2D and 3D elements of Batchelor's work. The paint is applied so thickly that an almost lunar surface appears on the slick aluminium backing.

Seen by over 2,500 visitors in less than 3 months, the loan served as valuable promotion for the Art Collection, and the University more generally, to a national audience receiving a great deal of press attention and visitor comments:

"The Blobs are like buttons, planets and explosions!"

"How are the Blobs made? I want to touch them!"

We aim to collect works that reflect the artistic output of the University. Pieces are acquired from graduating ECA students, through the ECA Collections Purchase Prize, staff of ECA, past and present, and also artists, like Batchelor, who have exhibited at Talbot Rice Gallery.

<http://edin.ac/1pUKTF1>

## New Self-Request Service

Pam Clouston

In response to demand from our users, a new online system has been introduced which enables most users to place requests for books which are out on loan, through the Library Catalogue.

The Catalogue shows when a book is charged (on loan). The option to request the item is available in the 'Actions' box on the right hand side of the screen. Where requests are permissible, the request process may be completed.

When ready for collection, requests are available from the home location of the item, on open shelves for self-collection at most Libraries, and may then be borrowed on self-issue machines by the requester. The 'Requested items for collection' shelves will be located in the HUB (Main Library) or near the Reserve shelves, at other Libraries, highlighted with bright yellow tape.

Items which have been requested may be viewed in users Library record through the 'My Account' tab in the Library Catalogue.

[www.ed.ac.uk/is/self-requests](http://www.ed.ac.uk/is/self-requests)



## It's art, **but not as we know it**

**Neil Lebeter - Art Collections Curator**

It can be a bit of a cliché to say that no two days are the same in a job, so at the risk of falling into this trap; no two days are the same. I manage the University's Art Collection. One day I can be negotiating with a student how to safely fingerprint a sculpture, the next working with scaffolders on an installation.

At the moment a lot of my work is focussed on incorporating the collection into teaching and research. We have recently set up an MSc elective in partnership with History of Art and the Talbot Rice Gallery based around the collection; this will welcome its first students next academic year. I also pursue new acquisitions to the collection, which we do from the ECA Degree Shows and also from contemporary artists who are working or have previously worked with the University.

This is my first role within an academic institution and I am particularly enjoying working with staff and students to gain new perspectives on our culturally rich collection of art works.

**Blog:** [uoartandarchives.tumblr.com](http://uoartandarchives.tumblr.com)

**Twitter:** @UoEArtArchives

**http://**[edin.ac/1pUKTF1](http://edin.ac/1pUKTF1)

## The secret Wunderkammer of New College

**Charlotte Johnson, Liz Louis**



A project that involves all the different types of work related to collections management is, I daresay, daunting for anyone who has just started on a Museum and Gallery studies course.

After two months, Charlotte and I have created an inventory of all the objects in the strong room of New College Library, counting over 200 items eventually to be made available to researchers. The objects now await archival packaging and in-depth research. What do Lithuanian Neolithic tools (at least we think that's what they are) have to do with a Bible which Dr Andrew A. Bonar had accidentally dropped in a holy well in Samaria? Or with a casket made of silver, purple velvet, and raspberry-coloured silk? Some of the objects are surprising and strange, others are beautiful pieces of craftsmanship, but they all hide fascinating stories waiting to be told.



## The Making of **Dolly**

**Clare Button**

Thanks to generous continued funding from the Wellcome Trust, the project to catalogue animal genetics archives has entered a second two-year phase.

This phase focuses on the vast collections from the Roslin Institute, as well as scientists such as Professor Grahame Bulfield (former director of Roslin) and Professor Sir Ian Wilmut, (best known for leading the team which cloned Dolly the sheep in 1996). There is even a 'pig's cup' - a trophy awarded for the best pen of pigs!

These collections reveal the personal, scientific and institutional histories underpinning Edinburgh's crucial role in animal genetics and breeding research over the last century, as well as surrounding ethical and political issues.

**[www.archives.lib.ed.ac.uk/towardsdolly](http://www.archives.lib.ed.ac.uk/towardsdolly)**

**[www.wellcome.ac.uk](http://www.wellcome.ac.uk)**

# MOOCs

One year on..

Amy Woodgate

This year sees the start of activities to improve visibility and increase community engagement with the Edinburgh MOOCs, building on the success of the initiative last year.

Our initial offering of six MOOCs – Massive Open Online Courses - in January 2013 has more than doubled, with 14 courses now announced and projections for 25-30 courses by mid-2015. More than 640,000 sign-ups have been received across the 14 courses, with seven courses currently live and seven to launch over the coming months.

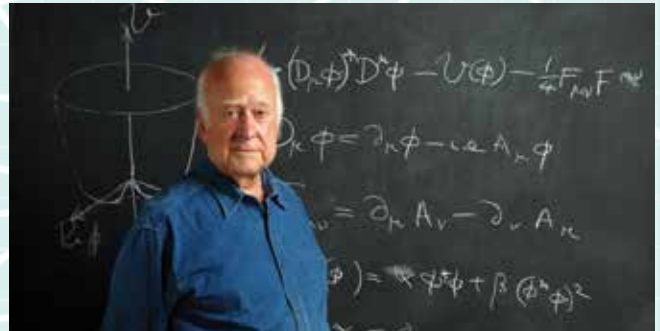
To date, we have seen over 300,000 learners actively participate on our courses from over 200 countries across the world. A total of 39,419 statements of accomplishment have been distributed and this is predicted to double over the next month. All six first-wave courses have run twice with Introduction to Philosophy due to run its fourth iteration in September 2014.

2014 marks the start of MOOC+ activities:

- opening up our course content as open educational resources to improve visibility
- increased local community engagement and outreach, with a strong emphasis on Edinburgh student involvement
- encouragement for activity innovation.

Enthusiasm for MOOCs is ever-growing: over 60 academics and 50 student teaching assistants from all three Colleges have already engaged with MOOCs directly, with more eager to participate, and we look forward to supporting the further expansion of our online learning community.

Community has been core to the success of the initiative: MOOCs provide an opportunity to engage with those we would not ordinarily be able to reach, including Daniel, a



severely autistic teenager who credits Edinburgh academics with helping his condition, and a new PhD student from Kazakhstan choosing Edinburgh after being inspired by her E-learning and Digital Cultures MOOC experience.

We currently offer MOOCs across diverse subjects including Astrobiology, Clinical Psychology, Equine Nutrition, Music Theory and Philosophy.

Others currently in consideration include History, Politics, Football, Scottish Music, Biomedical Engineering, Nutrition and Poultry.

If you have any questions or are interested in developing a MOOC, please contact Amy Woodgate (Project Coordinator):

[online.learning@ed.ac.uk](mailto:online.learning@ed.ac.uk)

## New University CMS

The University Website Programme is working closely with IS Applications and Communications and Marketing to develop a Drupal content management system for the University.

The project will deliver:

- a new web content management system to replace the current Polopoly service
- new website navigation and content structures, optimised for popular screen sizes and web browsing devices
- a design framework to shape a more consistent user experience across the University's whole online estate.

The first websites will move into the new system in summer 2014 with further migration taking place in a phased approach and through 2015.

[www.ed.ac.uk/website-programme](http://www.ed.ac.uk/website-programme)





# IT Systems - what's new for Information Services

## Adam Wadee

IS Applications runs a rolling three year planning process to identify and prioritise the IT systems development needs of the University community. We will provide **BITS** articles focussing on a specific area of activity highlighting key current and future projects. This edition focuses on projects being undertaken by and for Information Services. Strategic projects are currently underway to improve the IT systems and services delivered by IS, including:

A review and consultation on an updated **Video and Media Service** showed a strong case for increased investment in video and multimedia to support future learning, teaching and communications. Following consultation with key stakeholders across the University, a business case highlighting the vision for the new service and costs has been submitted for funding as part of the 2014/17 planning process.

A new mobile version of **MyEd** will be available for the start of the 2014/15 academic year, which will include mobile specific channels such as map/locations and lab PC availability.

Library and University Collections and IS Applications have started a project to procure a 'next generation' **Library Management Platform** which will be able to manage print,

electronic, subscription and local materials, whilst being fully integrated into enterprise systems such as the Identity Management System and Finance (eFinancials). We are now working with Procurement to specify the functional requirements for the Invitation to Tender.

The **Management Information Reporting Service (BOXI)** has been upgraded to the new SAP Business Objects 'BI suite', delivering a range of reporting and analytical tools to meet business needs, such as the Web Intelligence (Webi) reporting tool and a new data discovery and visualisation tool called Explorer.

A major upgrade to the **Wiki Service** has been completed, offering improved performance, new features such as drag and drop for attaching files, and improved editing. Annual upgrades are now planned to keep the wiki service secure, stable, responsive and functional.

Information on current IS projects is available on the Projects Website at: <https://www.projects.ed.ac.uk/portfolio/isg/13-14>

If you have any questions please contact Adam Wadee (IS Portfolio Manager) [Adam.Wadee@ed.ac.uk](mailto:Adam.Wadee@ed.ac.uk)

## Putting personas to work

### Lucy Janes

How to get into the minds of website users is a key focus for the University Website Programme.

Over the past few months we've been working with the Student Experience Project to organise workshops and offer support to help site managers create personas, keep them 'alive' and put them to good use.

Personas are a user-centred design tool that help us develop more user-friendly websites and services. They help teams to agree and focus on their target audiences and generate empathy as people try to complete a task playing the role of a persona. They bring you closer to your users and create a shared understanding of the audience.

Building on previous persona projects, the University Website Programme has worked closely with the Student Experience Project and other staff and teams around the University to develop a 'family' of personas who represent distinct groups of undergraduate students in the pre-arrival and induction stages.

See the personas: [www.bit.ly/edinburgh-personas](http://www.bit.ly/edinburgh-personas)

Come to a UWP Persona training course: <http://edin.ac/1ISxZH4>

### Aihua – is very ambitious



Aihua is an 18 year-old Biological Sciences student based at King's Buildings.  
She is from Shanghai and lives in a **private flat** with friends. Her family are funding her studies.  
She uses **social media** to keep in touch with home and follow EUSA events.  
She looks for  **reassurance** by asking questions face to face.

#### Overall goals

- Get the best education for the money
- Improve job prospects
- Settle in and make friends

#### Key tasks

- Complete immigration/documentation
- Register as a student
- Set up a bank account and pay fees
- Find out about induction events
- Register with the police and a doctor
- Visit the International Office

#### Top questions

- What visa information do I need to complete?
- What do I need to do to register?
- How do I pay my fees?
- How do I register with the police/doctor?
- Where is the International Office?

**Social vs academic:** SocialAcademic

**Contact hours:** 20 hours40 hours

**Customer vs self service:** Customer serviceSelf service

**Money worries:** LowHigh

**Social media use:** LowHigh

### Sean – likes to socialise



Sean is a 17 year-old philosophy student on central campus.  
He is from Edinburgh and lives at home with his parents. He is the first in his family to go to university.  
He uses multiple **social networking** platforms for sourcing information and arranging his **social life**.  
He is **diagnosed dyslexic** but unlearnt.

#### Overall goals

- Enjoy the university experience
- Keep in touch with friends
- Know which classes to turn up to

#### Key tasks

- Find out about induction events
- Find out about clubs and societies
- Register as a student
- Get timetable for classes
- Get disability support

#### Top questions

- What events can I go to in Freshers' Week?
- What clubs can I join?
- What do I need to do to register?
- Which classes do I need to go to?
- Will my dyslexia be a problem for me?

**Social vs academic:** SocialAcademic

**Contact hours:** 20 hours40 hours

**Customer vs self service:** Customer serviceSelf service

**Money worries:** LowHigh

**Social media use:** LowHigh



## Social Media

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



## New policy on employee use of social media

**Nicola Osborne**

In late September Human Resources finalised a new social media policy which articulates appropriate social media behaviour for all University of Edinburgh staff.

The new policy encourages the use of social media by staff but highlights appropriate and responsible use of these tools, explicitly including best practice guidance regarding protecting reputation and relationships, ensuring respect of confidential information and ensuring account security.

The social media policy stands alongside existing University of Edinburgh policies, regulations and conditions of employment. Helpfully this policy also provides clear procedures to follow in the event of any potential breach of any of the social media or related policies.

It is strongly recommended that all staff take the time to read this new policy in order to guide appropriate usage of both professional and personal social media activities.

The policy can be viewed via the HR website or directly:

<http://bit.ly/1fBHW9j>

## New Social Media training course

**Lizzie Cass-Maran**

The University Website programme has recently piloted a training session on 'Introduction to Social Media'. Aimed at those new to social media, or unsure about their approach to an official presence, the course offers an overview to relevant legislation, best practice, and strategy, with signposting of where to go for more in-depth help. Sessions are open to all staff.

The next course runs on 15 May 2014 in the Main Library. Booking is now available via MyEd.



Feedback from attendees of the pilot session included:

**Very useful overview. Good reassurance I'm thinking about the right things or reminders of ones I hadn't considered.**

**Examples of common pitfalls were helpful.**

**A good course for beginners.**



In the year since it began our Social Media Community has continued to develop positively, with the bimonthly meet ups well attended by staff from across the University.

A new wiki has also been created by the group for information and links relating to social media <http://bit.ly/1kqwPSX>

To find out more about the group and meeting join the mailing list: <http://bit.ly/1fBJydf>

## Conferences



### One last dance at the **Excelsior Ballroom**

16 – 18 May 2014

**Serena Fredrick, Sarah Richardson, Anna Hawkins and Colette Bush**

This May we will host a special weekend of events as part of the Scotland-wide Festival of Museums. Between 1938 and 1959, St Cecilia's Hall was known as the Excelsior Ballroom, one of Edinburgh's most popular dance halls, which is set to be revived for one memorable last dance!

Our packed Festival weekend of 1940s themed events will include thought-provoking talks on teaching and research at the University during the era, specifically in the areas of Genetics, Geology and Natural History. Seminars on the developments being made in Edinburgh in the medical and technology fields will run alongside sessions in publishing, art techniques and musical instrument development.

We will also be running craft workshops where visitors will have

the opportunity to make iconic fashion items from the 1940s, including jewellery and textiles, as well as hearing more about the culture of 'make do and mend'.

Events will take place at St Cecilia's Hall, the Main Library and Edinburgh College of Art. Students are currently helping to research the history of the dance hall and will be involved in organising the events.

The Festival of Museums runs from Friday 16 May – Sunday 18 May. To find out more about our plans follow us @OneLastDanceFoM on Twitter.

<https://twitter.com/OneLastDanceFoM>

<http://festivalofmuseums.com>

## Obituary Bette Johnston, former IS Learning & Development Specialist

The untimely death of Bette Johnston on 25 February 2014 shocked and saddened her former IS colleagues.

Amongst the many tributes from staff, several themes recur – supportive, humorous, kind, empathetic, positive and caring.

She wanted staff to achieve their full potential so that would make her very proud - she couldn't ask for a better epitaph.



One colleague contributed the following:

I am grateful that someone like Bette was there for me when I needed the help and guidance to break free and apply for other positions within the University. She was kind, patient and supportive at a time when I was at a low ebb. I won't forget that. These days I love my work and regard it as the best job I've ever had, in no small part thanks to Bette.



## Secret lives of IS Staff

Staff in Information Services have lots of hidden talents... can you guess who lead the following 'secret lives'?

### Dog crazy

Although I used to be scared of dogs, I'm now nuts about them and dog-watch in the Meadows on my way to work every day. I'm always amazed by the skill of guide dogs (especially a lovely old guy called Mac who lives on my street) that I now sponsor my own guide dog puppy, Gismo; an adorable black Labrador cross who's just 6 weeks old and about to embark on his training. Can't wait for his next progress 'pupdate'!

### An expert house builder

My love of all things digital isn't confined to the workplace... Just before Christmas my partner and I decided to bake and photograph our kitchen table sized Pac Man inspired gingerbread "house" to enter into the Great Shelter Gingerbread House competition. The geeky spoils were shared with colleagues and then, to our delighted surprise we found out in February that we'd won the "18 and over" prize! A delicious victory which we hope inspired a fair few donations to Shelter.

All will be revealed in the next edition of **BITS**.

If you have a secret life you would like to share, email your teaser (maximum 80 words) to **BITS@ed.ac.uk**

### Last issue's secret lives:

An orchestral musician with a private pilot's licence: Martin Jones  
An IT professional who has fought for her country: Shona Matchett  
A commander who lives for the weekend: Marc Jennings

## Feel Good at Work Week

Dawn Nicholls

The Healthy Working Lives Group are planning a 'Feel Good at Work Week' for 12 – 16 May 2014.

The week will include a host of local activities designed to promote mental and physical wellbeing, so be sure to mark it in your diaries. Details of activities will be advertised on the IS Healthy Working Lives wiki. If you have any suggestions for activities and/or would like to be involved please contact: [is\\_hwl@mlist.is.ed.ac.uk](mailto:is_hwl@mlist.is.ed.ac.uk)

[www.wiki.ed.ac.uk/display/ISHWL](http://www.wiki.ed.ac.uk/display/ISHWL)

# WALK & TALK

## Walking Meetings

Angi Lamb



**"All truly great thoughts are conceived by walking."**

Friedrich Nietzsche

Consider scheduling regular walking meetings to help lead a longer healthier life. Just 30 minutes of walking 5 days a week will meet the NHS recommendation of walking 10,000 steps per day. A changed environment can help inspire new ideas and stimulate creativity.

Google 'walking meetings' to see suggestions of how to structure a walking meeting.





## 60 seconds with: Paul Clark

Head of College IT, MVM



**I'm quite a sporty person. I try and cycle to work, and I'm signed up to do a 50-mile bike ride in the summer.**

**Paul was taken on in a brand new role in November last year. Employed by IS, but working for the College, he has a desk in the Main Library, and one at Little France.**

### **Tell us a bit about your role.**

As part of an IT review they completed in CMVM last year, the role of Head of College IT was created to help steer the IT direction of the College, to primarily develop and deliver a three-year rolling IT strategy. It's great to be part of the ambitious overall strategic plans the College have moving forward.

### **Where did you work before joining the University?**

After graduating from Napier, I first worked for a small IT firm down in the Borders, then joined the police in 2007 as a developer. In the six years I was with the Police, I went through 4 management restructures and my last role was as a "Service Delivery Manager", managing a team of 24. We were responsible for managing every aspect of IT support for 24/7 policing operations; it was a very interesting job. When they moved from regional policing to national policing, I suspected that another restructure was imminent and was going to involve a lot of financial constraints moving forward. I also felt it was time for something new. I saw this job come up and it seemed a perfect fit for the experience that I'd gained over the past 10+ years.

### **You worked three years in the private sector and six years in the public sector – how are you finding the transition to HE?**

All jobs involve stakeholders, customers, business requirements, pressures, priorities, and it's about communication and managing expectations no matter what job you do. It's nice to work for a place where there's a real budget though! In an IT environment, you usually have to invest heavily the first few years when you make a change to start to realise the business benefits. I wouldn't say that wasn't happening in my old job, but there's much more autonomy here – although I haven't spent any real money yet, it looks like that opportunity is there, which is very different from the public sector.

### **What can people expect from the three-year strategy?**

I've been trying to immerse myself in the University to find out how the business model works for not only the College, but the entire University (someone told me "I've been here 34 years, good luck!"). The first thing I'm doing is developing an IT portfolio, to help articulate how IT works (and costs!) within the College at present. I have to understand the 'as-is' first, then write what the 'to-be' could be. From what I've seen, there are exciting times ahead and expect the strategy to reflect this.

### **What do you like doing outside of work?**

I'm quite a sporty person. I try and cycle to work, and I'm signed up to do a 50-mile bike ride in the summer. I swim, I play football and basketball, and I'm just back from a snowboarding holiday. I like to enjoy life, go away with my wife whenever I can. There've been a lot of things happening in both our lives to make us realise you have to try and live life to the full, and that's what I try and do.

## New Policy on Employee Use of Social Media

This new Human Resources policy articulates appropriate social media behaviour for all University of Edinburgh staff.

The policy highlights appropriate and responsible use of social media tools, including best practice particularly around protecting reputation and relationships, ensuring respect of confidential information and ensuring account security.

It is strongly recommended that all staff take the time to read the new policy:

**<http://bit.ly/1fBHW9j>**

## New Introduction to Social Media Course

This new course is aimed at those new to social media, or unsure about their approach to an official presence. The course gives a comprehensive introduction to key considerations including legislation, best practice, and where to get more detailed help and support.

The next course runs on 15 May 2014 in the Main Library.  
Booking is now available via MyEd.