



Annual Review 2009–2010



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Director's Introduction

This Review of the 2009-2010 academic year reports to our principal funding body, the [Joint Information Systems Committee \(JISC\)](#), and to the world at large. It should give a good overview of what EDINA has been doing. A visit to our website - <http://edina.ac.uk/> - would give a better appreciation: to browse across the variety of online services and to look at the high-quality documentation and the case studies on offer. Many services are open-access; others are free at the point of use for researchers, lecturers and students at UK universities and colleges. All are available with 99% assured availability. An up-to-date summary on 'what EDINA does', its services and current project activities, is in the [Community Report](#), which you can download from the website.

This past year has been eventful, both in what we have achieved and in terms of the general sense of financial uncertainty for universities and colleges in the UK. The latter has meant re-assessment of what EDINA should do to help institutions save money as well as 'enhance the productivity' of their researchers, students and teachers through shared services and infrastructure. EDINA has also been active in supporting the JISC with significant actions to advance the 'open agenda', the focus on discoverability (via the [JISC/RLUK Resource Discovery Task Force \(RDTF\)](#)), examination of potential for cost-saving (via the [SCONUL Shared Services Business Case](#)), and increase of interest in location-based activity. In its role as a JISC national data centre, the volume of designated service activity at EDINA (in terms of institutional uptake, usage and cost-recovery income) has never been higher. However, with clear signs of decrease in the public purse and the prospect of consequent financial restrictions in JISC funding, we have been using this past year to identify the value that EDINA creates for its user communities, as well as how we can increase our efficiency and effectiveness.

We have been delivering online data services for over 25 years, the last 15 in our role as national academic data centre based at the University of Edinburgh. Demand for EDINA's services has grown considerably over the past five years, with over 97% of universities and 66% of colleges within the UK having access to one or more of our services. The number of services and their usage has also grown. Key to this success has been effective inter-working with librarians and other academic support staff who give valuable feedback and who promote our services in the colleges, universities and research institutions; we have recently made a start on meeting the needs of the schools sector. Not so obvious to end-users are the middleware services EDINA provides, such as our essential technical support for the UK Access Management Federation and geo-enabling facilities for the UK's digital library.

More information about our aims and plans for the future can be found in EDINA's [Strategy for 2011-2014](#).



Enhancing productivity of researchers, students and teachers through shared services and infrastructure.



Image © Tom Armitage

*“Standing still is not an option.”
Tim O’Shea,
Chairman of JISC*

The following areas are high priorities for future activity:

- An integrated multimedia service, offering economies of scale and value for money for the academic community
- Contribution to the Resource Discovery Taskforce to develop a shared UK infrastructure
- Leadership in the creation of the UK Spatial Data Infrastructure (SDI), with the UK Location Council, participating in developing the international E-Framework for Education and Research
- ‘Geo-enable’ services across the JISC Information Environment (IE) as well as at EDINA; partner in the development of the academic SDI in Europe; assist UK universities to understand their obligations under the EU INSPIRE regulations
- Provision of the Jorum repository service, for open and licence-restricted educational materials
- Ease and continuity of access to scholarly resources: mobile internet & preservation
- Continue to release middleware and tools to support the UK Access Management Federation for Education and Research and provide technical support for members, including schools
- Consolidate and improve upon existing collaborations, e.g. with [Mimas](#), and build new partnerships

It seems timely to end by quoting Professor Sir Tim O’Shea, the present Chair of JISC, as this also sums up the sentiment at EDINA:

‘Standing still is not an option [...] we are constantly looking to share best practice, build on what we have learnt and look to the future. So we can deliver products and services which consistently add value to the work going on in UK colleges and universities.’¹

P. Burnhill
Director of EDINA

¹ <http://www.jisc.ac.uk/aboutus/annualreview/2009.aspx>

2. Highlights of Our Year, 2009-2010

One event of note, justifying the presence of the Director General of Ordnance Survey (OS), was the [celebration](#) of the [EDINA Digimap service](#), ten years on from its launch in January 2000. With international recognition for its continuous innovation, from its early beginnings as an eLib project back in 1996, this is a service that has changed the way research and teaching is done in higher education. In 2009-2010, users created over 3.5 million maps, and downloaded very significant volumes of data¹.

2009-2010 also saw a major upgrade to the Digimap user interface, called Roam, using new technologies to make much more efficient use of its new feature-rich Geographical Information System (GIS) platform that had been procured and installed: offering 'slippy maps', improved searching and customisation of maps on the fly.

With encouragement from JISC Collections and OS, EDINA invested considerable effort in customising a simplified and cut-down version of Digimap for use in schools, launched successfully as [Digimap for Schools](#) in August 2010.

Multimedia & Education is a fast-developing area. Building on past project and service experience we have been working to offer the definitive academic video, sound and image resource for UK HE and FE: hosting multiple collections licensed or purchased by JISC Collections and aggregating metadata and links to multimedia content held by other collection-owners. This led to the decision by JISC to ask EDINA to combine all the existing collections in the EDINA-hosted services Film & Sound Online and NewsFilm Online with the the newly commissioned collections in the JISC Collections Digital Images for Education project, and the functionality and external collections associated with the JISC-funded Visual and Sound Material Portal Demonstrator project, into a single delivery 'platform', [Mediahub](#) (working title), with an initial service release scheduled for early 2011.

The launch of the [JorumOpen repository](#) in January 2010 to enable sharing of educational materials was a significant achievement for the joint EDINA/Mimas team. Using Creative Commons licences, JorumOpen acts as a showcase for materials produced by UK HE and FE institutions, including those produced under the UKOER Programme managed by JISC and the Higher Education Academy: 6,000 resources had been shared in JorumOpen up to July 2010.

We are now passing the halfway mark in terms of the number of libraries (77) that we anticipate will be represented in [SUNCAT](#), the UK union catalogue of serials, with what is probably over 95% of all serials held in the UK.

¹ Data representing 660,000 km² (an area over 2.5 times bigger than the UK) for the high value, large-scale OS MasterMap Topography and 13.8 million km² (over 56 times bigger) for the OS MasterMap Integrated Transport Network data

"Digimap is providing a priceless service to the education sector."

Lecturer, HE

"I like the new JorumOpen site! So easy to browse."

E-resources librarian, FE



*“Thanks so much for your help. I really can’t emphasise how invaluable it’s been.”
SDSS helpdesk customer*

During 2009-2010, we introduced functionality to enable researchers to link onwards from journal titles to online access to articles, via **tables of contents** services, together with links to **SCONUL Access**, which allows students to apply for reading and borrowing rights at other libraries. Librarians were also helped through automated procedures to assist the UK Research Reserve with de-shelving and print archiving decisions. We were also delighted to play host to Professor Jianyong Zhang, from the National Science Library, Beijing, for a six-month stay to study SUNCAT, PEPRS and the OpenURL Router.

The theme of ‘open’ was very evident in co-hosted events either side of 2009-2010: [Beyond the Repository Fringe 2009](#) in July (following on from the Repository Fringe event in 2008) and [Repository Fringe 2010](#) in September. With an ‘unconference’ feel, this was a showcase for open and repository developments, with internationally renowned keynote speakers. The first [Open Knowledge Scotland](#) event enabled representatives of research organisations and universities to meet with local and national government, to share experiences and ideas on the role of open knowledge in teaching, learning, research and service provision. The Depot, the repository service developed for JISC, went global as [OpenDepot.org](#), for use by researchers worldwide; the [Open Access Repository Junction \(OA-RJ\)](#), which sits behind to re-direct potential depositors, was awarded funds to be re-engineered as a stand-alone re-direct broker for use by other organisations and institutions.

Using web map service technology, we developed [Digimap OpenStream](#), to assist in the uptake of the new OS OpenData Licence datasets made available in April 2010;. This coincided with JISC-funded project work on the development of [ShareGeo Open](#), a repository service for the sharing of geospatial data, as addition to the UK academic SDI. Both are due for launch in early 2010/11.

Of course, not all online content is available under open licences, and an important strategy for JISC and JISC Collections is to secure favourable terms for third-party licensed content, with free-at-the-point of access for authenticated and authorised members of subscribing institutions. For that the [UK Access Management Federation for Education and Research](#) continues to play a central role, with EDINA responsible for managing the metadata underpinning the federation and supplying technical support to its members: the federation now has over 800 members and 1,000 entities, the largest academic deployment in the world. The SDSS Expert Group at EDINA continues its successful collaboration with Internet2 in order to contribute internationally to the development and maintenance of the Shibboleth infrastructure.

Another major priority during the past year was advancing work to help ensure Continuity of Access to Journal Content, for which EDINA is gaining good

reputation nationally and internationally. [UK LOCKSS Alliance](#) has developed as a co-operative organisation, with technical support from EDINA whose aim is to ensure continuity of access to scholarly work, and EDINA acted as the Open Access platform for triggered content for [CLOCKSS](#). With the International Standard Serial Number International Centre (ISSN IC) we were successful in building and testing a prototype for an e-journals preservation registry service. We then won funding to roll this out as international facility, and worked with the major preservation agencies. With JISC Collections, we investigated the security and accuracy of post-cancellation access provision. This was all brought together in the [e-Journals are forever?](#) workshop in April 2010, jointly-organised with the Digital Preservation Coalition and JISC to identify actions needed at institutional, national and international levels.

A recurrent driver in our work during 2009-2010 has been to contribute to the JISC IE and to the programme of work now identified as the [RDTF Vision](#). Its focus is on discoverability, one major aspect of which is greatly assisted by geo-enabling through [Unlock](#), the shared terminology service underpinning geographic searching and geo-referencing, using text mining techniques devised by the [Language Technology Group at the University of Edinburgh](#) to extract place-names from resources and enable collections to be searched by location. This launched an open data gazetteer providing worldwide coverage and including the OS OpenData products in September 2009. The [Go-Geo!](#) geo-data portal service, to which over 300 sites now link, is regarded as a critical component of the UK SDI. Its online geospatial metadata creation tool, GeoDoc, enables creators of geospatial data to document them to a variety of standards-compliant schemas.

The UK SDI has been organised as part of the implementation of the [EU INSPIRE Directive](#) from December 2009. It is formally known as [UK Location](#) and now forms part of [data.gov.uk](#). We are working in partnership with the Scottish Government and the British Geological Survey to develop a pilot geospatial discovery metadata service as a key component of a [Scottish SDI](#), and we work under the auspices of the international E-Framework for Education and Research, founded by JISC and other international partners, in the [Geospatial e-Framework Collaboration](#) with [Landcare Research, New Zealand](#).

Last year was also one of synergy, bringing together deployment of Shibboleth for web services and use in operational SDI scenarios, building upon SDSS work and that taken forward with colleagues worldwide in the [Open Geospatial Consortium \(OGC\) University Working Group](#), chaired by EDINA staff, to build secure OGC Web Services (OWS); laying the foundations to work with vendors of GIS, who aim to modify their client side software to be capable of undergoing the Shibboleth interactions.

e-journals are forever



Image © Tom Armitage

3. Service and Project Reports



Image © Jupiterimages 2006

EDINA has been undertaking innovative research and development.

‘...mission to enhance productivity, quality and cost-effectiveness in research and education, with over twenty-five years of experience and technical expertise in data and online services...’

The EDINA [website](#) reflects our service orientation, set out to display a thematic view of those services. That view corresponds to our main business areas: **Reading & Reference**, with a focus on text and scholarly communication; **Maps & Data**, especially geospatial; **Multimedia & Education**, the latter including a focus on learning and teaching (L&T). To this we add **Middleware & Infrastructure**, with a focus on access management and on interoperability and registries. We are also fostering provision for open-access release of material ‘born digital’ within research and education, as well as ways to ensure continuity of access to the resources required by scholarship.

This online service delivery is supported in three ways. First, we support end-users and librarians and information service with documentation, FAQ, helpdesk and train-the-trainer sessions. Second, we ensure a high level of usability, accessibility and reliability in that delivery, complying with standards and meeting agreed performance indicators. Third, we use our expertise and competence in project activity to advance development and understanding, on behalf of JISC and the wider education and research community.

EDINA exists to add value to the work of researchers and students and of teachers and academic support staff by developing and delivering shared services: both improving quality and reducing overall costs in the sector. Determining what would add value and how to be effective in delivery requires knowledge and understanding. Working where possible with leading university researchers, EDINA has been playing its part in shaping the future by undertaking innovative research and development (R&D). For this we derive synergy and strength from the range of business areas in which EDINA is engaged, leveraging expertise from one business area for successful deployment in another area, i.e. across our geospatial, bibliographic, multimedia and middleware areas.

Most service and R&D activities undertaken in 2009-2010 (described below) were funded by JISC. As shown, many project activities undertaken relate to service activities.

Reading and Reference

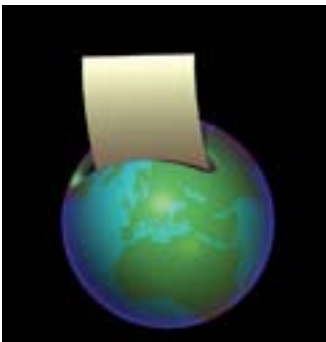
Scholarly Communication Services and Related Projects

SUNCAT in 2009-2010	Related Projects in 2009-2010
<p>SUNCAT is the national union catalogue for serials providing researchers, students and librarians with an easy facility to discover and locate serials held across the UK.</p> <p>New functionality was added, based on R&D work in the D2D Project, which allows users to link through to the full text of articles via the Tables of Contents for over 20,000 of the journals held in SUNCAT. This uses campus single sign-on authentication via UK federation. And for what is only available on-shelf, students (and researchers) can now use SCONUL Access links to find out easily about access and borrowing rights at other university libraries.</p> <p>Starting with the largest libraries, and therefore including nearly all the journal titles held in the UK, the number of research and university libraries covered reached about half-way, a total of 77 with the addition of seven new libraries. Four were from higher education, bringing the total to 50, including all the Russell Group universities; three were additional specialist libraries: Tate Britain, Wiener Library, Institute of Contemporary History and British Film Institute. We began planning ways in which the smaller libraries remaining could register their holdings.</p>	<p>The strategic value of having a national aggregation of serials information is still being explored: SUNCAT is the UK's first dedicated national union catalogue of serials. This is illustrated in assistance given to projects for both print and electronic journal content.</p> <p>Automated procedures were developed to assist the print archiving work being carried out by the United Kingdom Research Reserve (UKRR), enabling UKRR members wishing to 'de-shelve' a particular title to check the holdings of other libraries. This has saved significant time at each library.</p> <p>Experience with the ISSN Register used within SUNCAT provided a quick start to the PEPRS project for its pilot work for an e-journals preservation registry service and for the PECAN scoping investigation into post-cancellation access (see below).</p> <p>The Discovery to Delivery project lasted only a year and ended in July 2009, but it had brought together staff from the Copac, SUNCAT and Zetoc services to develop links and envisage a common framework, as well as enable new functionality (as noted left).</p>

*“SUNCAT is my first choice for serials location checking.”
Librarian, HE*



Image © Getty Images



6,000 users were re-directed to local repositories in a three-month period.

The Depot and OpenDepot.org in 2009-2010	Related Projects in 2009-2010
<p>Following a successful period of redevelopment, the Depot was re-launched as OpenDepot.org. This means that authors wishing to make their work available on an Open Access basis can do so readily, either by being re-directed to their institutional repository or by direct deposit into OpenDepot.</p> <p>The Depot had been commissioned by JISC to support its RepositoryNet Initiative with the objective of ensuring that there was a national open access repository during the interim period while all universities set up their own institutional repository. That project funding ended but consultations within the open access movement indicated that there was a comparable need on a global stage.</p> <p>Depositors that arrive at the Depot who have existing local institutional repository services are quickly alerted to these and referred onwards to them by the Repository Junction middleware (see Related Project Activities). Prior to the launch of OpenDepot, in the last quarter of 2010, about 6,000 users were re-directed to local institutional repository services in 2009-2010.</p>	<p>The JISC-funded Open Access Repository Junction (OA-RJ) project is proving very successful, attracting attention as a deposit broker, assisting potential depositors to ‘do the right thing’ and deposit the authors’ final copy in appropriate institutional repositories. Taking the multi-authored, multi-institutional article as the default – as recommended by SONEX (see below) – assists institutional repository managers, publishers and managers of subject and funder repository.</p> <p>The SONEX group is supported by JISC to foster international collaboration and guide development. Its focus is on deposit opportunities and interoperability between and across repositories: scholarly output notification and exchange. It has defined a set of use case actors and is promoting investigation of use case scenarios by projects internationally. The director of EDINA is one of the four members of SONEX.</p>

Continuing Access Services and Related Projects

UK LOCKSS Alliance and CLOCKSS in 2009-2010	Related Projects in 2009-2010
<p>EDINA has been supporting UK LOCKSS Alliance for two years, asked to take on responsibility for transforming a successful project activity (at the Digital Curation Centre) into a sustainable service. We were successful last year in establishing UK LOCKSS Alliance as a self-governing co-operative organisation, with maintenance funding raised by subscription from its 18 members, and securing a three-year grant from JISC for development and community engagement. The goal is to build capacity and collaborative action to ensure continuing access to scholarly work that universities regard as important and at risk. This includes taking advantage of what is done nationally and internationally. EDINA's role is to provide technical development and programme coordination.</p> <p>EDINA also plays a support role for initiative taken by the University of Edinburgh as one of seven founding libraries in CLOCKSS. Edinburgh is one of the 12 steward libraries in a global network of Archive Nodes. Together with Stanford University Libraries, EDINA acts as a designated Open Access host for 'orphaned' journal content when a trigger event is confirmed by the CLOCKSS Boards. To date three sets of content have been released, to test the readiness of the CLOCKSS system and to make journal articles available under Open Access that might otherwise have been lost to global scholarship.</p>	<p>Phase 1 of the Piloting an E-Journals Preservation Registry Service (PEPRS) project enjoyed good outcome last year, producing a scoping report and prototype that were judged successful by external evaluation, and securing two-year, follow-on funding for Phase 2. The aim is provide librarians and policy makers with information on who is doing what to preserve e-journal content. Working in partnership with the International Standard Serial Number International Centre (ISSN IC) in Paris, PEPRS can check the actions of archival agencies against details of over 66,000 electronic serials held in the ISSN Register. The archival agencies involved in PEPRS thus far include CLOCKSS, e-Depot/KB (National Library of the Netherlands), UK LOCKSS Alliance and Portico, with the British Library set to do so. Towards the end of the year, associated with a presentation at IFLA 2010, there was a flurry of interest from North America, for use of PEPRS for both digitised content and print archiving initiatives. A public beta is scheduled during 2010-2011 with the prospect of a full international service.</p> <p>JISC Collections and EDINA carried out scoping activity last year on the accuracy of post-cancellation access information, and ways to assure end-user access. This was a five-month project called Pilot for Ensuring Continuity of Access via NESLi2 (PECAN), a scoping study which commenced in July 2009. This assessed three facilities: a registry of entitlement ('a subscription database with history'), a locate facility and a secure UK central archive. Further investigation is intended, with focus on infrastructure needed to ensure post-cancellation access to titles covered by NESLi2 negotiations, and on a practical means to implement licence entitlement.</p>

“LOCKSS provides a low-cost practical solution, enabling access to preserved content when needed.”
CEO JISC Collections



Image from morguefile.com

“The Statistical Accounts of Scotland have been of immense interest when researching my family history.”
Statistical Accounts user

Other Bibliographic Services

We first started to serve libraries and their patrons with **SALSER**, the serials catalogue for Scottish academic and research libraries, the year before being designated as a UK national academic data centre. SALSER’s scope is limited to Scotland but includes a much more diverse range of libraries and is well used. During 2009-2010 the frequency of updates from libraries improved and two libraries that were listed by name under Research Libraries – Science and Advice for Scottish Agriculture (SASA) and NHS Health Scotland – have updated their records. There was development work on the redesign of the service interface, for launch in December 2010.

Other earlier services have had to be reviewed in the light of changes in the market. **Land Life Leisure** is a weekly updated digest of press releases, reports and articles in the field of rural information. Last year, Aberystwyth University announced that would cease support of their Land Life Leisure unit which carried out the indexing. However, the subscription base for this niche service remained at around 40 separate university, college and non-academic organisations, including the existing consortium of public libraries in West Wales. During 2009-2010 we carried out the technical work to support community-based indexing, and are encouraged by the contributions from Harper Adams, Pershore, Myerscough and the Royal Agricultural Colleges. Our provision of **CAB Abstracts** as a weekly updated bibliographic database continues as our only other A&I database. Around 250,000 records were added in 2009-2010 from over 9,000 serial titles, books, monographs, technical reports, proceedings, patents and published theses – reaching six million records. Full text provision also increased, with 70,000 items available as of March 2010. **GetRef** – a broker for cross-searching abstracting and indexing services and electronic tables of contents services, and a product from the Xgrain 5/99 JOIN-UP project – was withdrawn during the year.

Our e-book offering, **the First and Second Statistical Accounts of Scotland**, continued as one of the best contemporary reports of life during the agricultural and industrial revolutions in 1790s and the 1830s. Based on contemporary reports of the 938 parishes of Scotland, this is an example of a JISC-funded project that now has a healthy uptake and sustainable future. During 2009-2010 new materials were added to enhance the richness of the published Accounts, bringing together lists of correspondence held in the National Archives of Scotland and the Universities of Edinburgh and Glasgow, material on the original contributors and a link for each Parish to the Gazetteer for Scotland, enabling users to find more information about the parish including entries from Groome’s 19th Century OS Gazetteer of Scotland. Also, during 2009-2010 all schools in Scotland were

given access to this historic resource via the Scottish schools intranet [Glow](#), through subscription by [Learning and Teaching Scotland](#).

Additional Project Activity

The EDINA and Data Library division of the University of Edinburgh's Information Services (IS) department collaborated on the [LAIRD](#) project. The aim of this project, internally-funded by income from [Full Economic Costs \(fEC\)](#), is to investigate two-way linkage between research papers and research data. It builds upon development work for [Edinburgh DataShare](#), a data repository service supported by the Data Library, in partnership with the Library and Collections division, who are responsible for the Research Publications Service, the institutional publications repository. There was also work on [Case Studies in the Life Sciences: Understanding Researchers' Information Needs and Uses](#), funded by the [Research Information Network \(RIN\)](#) and the [British Library](#). This was undertaken at the University of Edinburgh with a team of social scientists and information specialists from the [Institute for the Study of Science, Technology and Innovation \(ISSTI\)](#) and the [Digital Curation Centre \(DCC\)](#). Its aim was to improve understanding of information use and exchange in the life sciences.

EDINA acted as a support partner for the [JISC Programme and Document Repository](#) project led by [Curtis+Cartwright Consulting Ltd](#). This provided consultancy to JISC to develop candidate business processes and a metadata schema for the new JISC repository. The overall aim was to enable JISC to make as much of its project and service outputs as publicly available as possible, all accessible through a single central repository. EDINA led on the definition of the repository metadata schema and documenting user requirements arising from a series of workshops.



Image © 1998 PhotoDisc, Inc.

“Digimap is one of a handful of websites that have transformed my research and teaching in recent years.”
Lecturer, HE



Image © iStock Photos 2009

Maps and Data

Digimap Ordnance Survey Collection and Historic Digimap and related projects

Services in 2009-2010	Related Projects in 2009-2010
<p>Over 150 universities and colleges used the Digimap Ordnance Survey Collection, with increased usage among the 43,000 active registered users averaging 27,000 per month.</p> <p>A new mapping facility, called Roam, was launched at the start of 2009-2010, an update on Digimap Classic which was withdrawn in January 2010. Since its launch uptake has greatly exceeded expectations, with over 3.5 million map views.</p> <p>Users downloaded 660,000 km2 of OS MasterMap Topography data, 13.8 million km2 of OS Transport Network (ITN) data, and over 378,000 data files from other OS data products.</p> <p>Digimap Platform: The new GIS Platform for Digimap introduced during 2008-2009 proved robust in meeting the surge in demand during the start of 2009-2010.</p>	<p>JISC commissioned EDINA to investigate the needs of its user community regarding the potential of the mobile delivery of geospatial services using GPS-enabled mobile phones for research and teaching</p> <p>The project, reported at the geomobile blog, included technical evaluation, user engagement and a range of prototype mobile applications. This has greatly improved technical capability and links to other parts of the academic community investing in delivery of mobile-based content. The study revealed gaps in our current service offerings and helped us identify opportunities for new services.</p>

Services in 2009-2010	Related Projects in 2009-2010
<p>Historic Digimap provides access to OS maps of Great Britain from 1843 to 1996. These are increasing in popularity with 74 subscribing institutions and almost 60,000 sessions across the year.</p> <p>This service also benefited from a major upgrade in its user interface in May 2009 with almost 300,000 map views in the last three months of the academic year.</p> <p>Ancient Roam simplifies discovery and selection of maps available for an area, and there is now a timeline to improve switching between different dates.</p> <p>Town Plan data from Landmark Information Group was also released in May.</p> <p>Work on the new Download facility was completed in 2009-2010, to allow users to extract greater numbers of historical maps in a single request. This has already enabled around 55,000 data tiles to be downloaded.</p>	<p>Walking Through Time is project activity to develop a mobile phone app that combines old historic maps with GPS technology, to allow users to 'walk through time'. Funded by JISC as collaboration with the Edinburgh College of Art, the first phase delivered a prototype that caught the imagination of academics, geographers and historians worldwide. The second phase has concentrated on developing a sustainable platform, to allow the roll out of the application across Britain via the iPhone. Evaluation and testing of a free app took place during the Edinburgh Festival.</p> <p>A related project, AddressingHistory, is creating an online tool to combine data from digitised historical Scottish Post Office Directories with historical maps, many of which have been digitised and made available by the National Library of Scotland, a partner in the project which is aimed at a broad spectrum of users, both within and outwith academia, including local history groups and genealogists. Crowd-sourcing is a particular feature intended to lead to a fully geo-coded version of the digitised directories, as significant added-value.</p>

Digimap for Schools is a new venture to provide OS mapping for teachers and pupils in schools. This offers easy access to a range of current OS maps, including digital versions of OS's famous paper maps, the Landranger and Explorer series, as well as the most detailed OS MasterMap mapping and street-level maps showing street names and road-atlas style maps. The technical development work was completed on schedule in February 2010 for launch in August in support of the initiative by OS with 8,000 schools, to encourage the move from print to digital maps. Digimap for Schools is also available as a [subscription service](#) via [JISC Collections for Schools](#).



Image © Jupiterimages

*“Historic Digimap is fundamental to the research I undertake.”
PhD student*

Image © Courtesy / Colin Palmer



“Geology Roam is an excellent tool and much easier to use than its predecessor.”
OU student

Geology Digimap and Marine Digimap

Geology Digimap provides access to maps and data from the [British Geological Survey \(BGS\)](#). This service has also grown, the number of subscribing institutions increasing to 47, exceeding expectations, and the number of sessions rising to over 30,000. There are now almost 43,000 registered users, of which 17,000 are active.

- This has impressed the BGS, who added offshore bedrock and seabed sediment data and 3D models to the collection. With the release of some of the smaller scale data into the public domain, subscription costs were reduced by JISC Collections.
- Geology Digimap also had an upgrade in May in the user interface, Geology Roam, with OS mapping as backdrop and the ability to change the transparency of the geology overlays to reveal or hide more or less of the background topographical context mapping. Over 50,000 map views were generated in the traditionally quiet months of June and July alone. Development work during the year will result in new features, such as access from the maps to images of rock types and formations (digitised as part of the [JIDI Project](#)).

EDINA also delivers **Marine Digimap**, for mapping of the UK coastal zone, at various scales and detail, derived from Admiralty Charts. Users can download a feature-rich vector GIS dataset, [SeaZone's](#) Hydrospatial® data, containing ‘topic’ layers on bathymetry and elevation, structures and obstructions, and conservation and environmental protection.

- Over 10,000 users from 16 subscribing institutions have registered since the beginning of a service that has appeal beyond those studying marine and coastal environment.
- Development work on the user interface will result in an innovative mapping facility for [SeaZone's](#) Hydrospatial data as an improvement over the current raster mapping.

Go-Geo! and related projects

Services in 2009-2010	Related Projects in 2009-2010
<p>Go-Geo! is a discovery service that brings together online resources (of all types) on the basis of location as well as subject, now linked to over 300 sites. This is important for UK education and research and the JISC IE.</p> <p>It is also a critical component of the UK academic SDI and, as a consequence of its interoperable architecture, can also play a part in surfacing academic resources to the broader cross-sectoral community UK SDI –the UK Location Programme’s Location Information Infrastructure (UKLP LII).</p> <p>GeoDoc is the online geospatial metadata creator tool that sits behind Go-Geo! for providers of geospatial data to document their data using standards-compliant schema. The UK academic profile for ISO19115, known as AGMAP, is now aligned with the new national GEMINI2 and European INSPIRE metadata profiles. Over 20 institutions accessed GeoDoc in 2009-2010.</p> <p>Go-Geo! is being re-architected to implement the OGC CSW specification for metadata harvesting in line with INSPIRE and UKLP LII requirements.</p> <p>Mimas Landmap has been added as a new metadata collection cross searched by Go-Geo! Another new metadata collection is about to come online as a result of harvesting metadata from the soon-to-be-launched ShareGeo Open (see below).</p>	<p>EDINA is active in the EU-funded European Spatial Data Infrastructure Network (ESDIN) project, with the role to help to develop a best practice network and to evaluate the theory of integrating national SDIs. It is led by EuroGeographic, which represents 52 national mapping and cadastral agencies from across Europe. Relevant work packages relate to technical architecture, metadata, data quality, data schemas transformation and interoperability services. EDINA is contributing expertise gained from experience of delivering geographic information into the academic sector and involvement in the EuroGlobalMap (EGM) pilot.</p> <p>EDINA has formed a partnership with the Scottish Government and British Geological Survey to develop a pilot geospatial discovery metadata service as part of a Scottish SDI, ScotSDI. This addresses obligations under INSPIRE for public bodies to produce, maintain and manage metadata about their geospatial resources. Built using open source software, GeoNetwork, this enables creation and discovery of UK standards compliant GEMINI2 dataset, series and service metadata records.</p> <p>The Geospatial e-Framework Collaboration (GeFC), part of the international e-Framework for Education and Research started in April 2010. This collaboration with Landcare Research, New Zealand, demonstrates how web services technology, based on international standards, enables interoperability and collaboration across national borders for the benefit of researchers and students.</p>



Image copyright © iStockPhoto

*“This portal is absolutely essential to my research.”
Lecturer, HE*

“An online filing cabinet of digitised boundaries”



OS map © Crown copyright. Boundary material © the Crown, Post Office and the EDLINE consortium

ShareGeo and ShareGeo Open

EDINA has pioneered strategies for sharing resources within the limitations of third-party licence with the [ShareGeo](#) repository, building on experience with [Jorum](#) (see next section). Developed in a JISC funded-project, ShareGeo allows users to share and re-use derived geospatial datasets within the Digimap service under the JISC Collections licensing arrangements. It allows data sharing to take place that would otherwise be prohibited.

In April 2010, OS made a suite of core geospatial data products available as OS OpenData, with Creative Commons Attribution licence terms conducive to sharing and reuse of derived data via open repositories. Through [ShareGeo Open](#), an open access repository, researchers, students and lecturers will be able to create geospatial data to deposit their research and operational data in a repository that will be open to all to search and download. ShareGeo Open is being seeded with sample data in preparation for general availability in the autumn of 2010.

UKBORDERS

[UKBORDERS](#) provides access to and support for a large online ‘filing cabinet’ of digitised boundaries and key postcode directories and related resources. Funded by the [Economic and Social Research Council \(ESRC\)](#) as the Geography Data Unit for the Census Programme, UKBORDERS was accessed with nearly 30,000 sessions during 2009-2010 by over 4,000 users from 145 institutions. Highlights over the reporting period include the addition of user supplied case studies, the development of Open Educational Resources (OER) as eLearning objects (deposited in [JorumOpen](#) – see below); direct support to other ESRC Census Data Units and the use of the UKBORDERS infrastructure to support other ESRC activities such as the [Applied Quantitative Methods Network \(AQMeN\) project](#) – a network of people who have a shared interest in quantitative methods.

Multimedia and Education

Multimedia Services

JISC has funded EDINA to combine all the existing collections in the EDINA-hosted services Film & Sound Online (FSOL) and NewsFilm Online (NFO) with the newly commissioned collections in the JISC Collections Digital Images for Education (DIE) project, and the functionality and external collections associated with the JISC-funded Visual and Sound Material (VSM) Portal Demonstrator project, into a single delivery 'platform', [Mediahub](#) (working title), initial service release scheduled for early 2011. Two workshops have been run, at Edinburgh College of Art and Kingston University to investigate user requirements for Mediahub and supplement previous work in this area.

While this development takes place, **Film & Sound Online** remains popular, with 382 institutional subscriptions and about 50,000 user sessions. New content from the new Wellcome Film collection will continue to be added to the service until December 2010. **Education Image Gallery** with 121 institutional subscriptions and about 17,000 user sessions, provided access to some 60,000 images from Getty Images, licensed to the end of September 2010, when they will be replaced by content from **Digital Images in Education** which has been evaluated by the Digital Images in Education project team in a 'holding bay' set up by EDINA.

NewsFilm Online has seen an increase in uptake of 24 registered institutions, up to 330, with over 37,000 user sessions. During the year JISC-funded enhancements were made to the service, which provides access to over 3,000 hours of downloadable television news and cinema newsreels from the ITN/Reuters Archives, by exposing the metadata to Google and other search engines. There was also work to cross-link the Gaumont newsreel records with the BUFVC's [News on Screen](#) database, and to enhance the metadata with geo-place references with a view to developing map-based search and display. Access to NewsFilm Online will continue to be free under the current sub-licence until July 2012, both as the current service and as part of Mediahub from 2011.

Multimedia projects: Tobar an Dualchais and Aggregations of Metadata

EDINA continued to develop the [Tobar an Dualchais](#) website in 2009-2010. Based at Sabhal Mòr Ostaig, the Gaelic-language college on Skye, Tobar an Dualchais is a multi-million-pound Heritage Lottery-funded project to preserve, digitise and make available online up to 12,000 hours of recordings from the archives of BBC Scotland, the National Trust for Scotland and the School of Scottish Studies at the University of Edinburgh. EDINA and the University of Edinburgh IS department



Image © Jupiterimages

*“Accents and class would not come across in the written record”
Lecturer, HE*



Image © iStockPhotos 2010

*“Jorum can save us time as we don’t have to start from scratch and create resources ourselves.”
Digital Services Librarian, FE*

also contributed a production control and a cataloguing application for web-based input of metadata. The full public version of the website is scheduled for launch in autumn 2010.

EDINA undertook a [Scoping Study for Aggregations of Metadata about Images and Time-based Media](#), a JISC-funded project to support the Resource Discovery Taskforce vision of having a collaborative, aggregated and integrated resource discovery and delivery framework. The project explored what it means to have aggregations of metadata about images and time-based media, to provide insight into the benefits and opportunities, and challenges and barriers to making open collections of metadata available.

Education Service: Jorum

Last year was a very eventful and challenging year for [Jorum](#) in its role as a national repository of learning materials, associated with support to JISC and the [HE Academy](#) in their joint work to promote and enable sharing as part of the [OER Programme](#). This was marked with the launch of [JorumOpen](#) in January 2010, enabling users to share their content using Creative Commons licences. By the end of July 2010 users had shared over 6,000 OERs. This builds on the JorumUK collection which contains items which can only be accessed by licensed institutions, and a cross-search tool was released in June 2010 to search across both JorumOpen and JorumUK collections. Jorum was developed and is run jointly by EDINA and Mimas.

Twitter is proving one of many ways to promote and highlight resources in JorumOpen, and there has been a considerable rise in ‘tweets’ about resources being deposited. Many depositors are using Twitter to highlight their resources, or resources that they have found to be useful. 76% of the resources have been viewed at least once and usage of the most popular resources is rising substantially.

Middleware and Infrastructure

UK Access Management Federation and related projects

Service Activities in 2009-2010	Related Projects in 2009-2010
<p>The Shibboleth Development and Support Services (SDSS) Federation Support Team at EDINA plays an important role within the UK Access Management Federation for Education and Research: managing the metadata that underpins the federation and supplying technical support to its members. The federation continued to grow substantially, reaching over 800 members. Summer was especially busy in supporting upgrade to Shibboleth Version 2.</p> <p>The SDSS Expert Group contributes, nationally and internationally, to the development and maintenance of the Shibboleth infrastructure and codebase. There was specific attention to the implementation process, improving the WAYF experience and inter-federation working. Nationally, the federation operator refers technical issues related to the operation of the UK federation to the SDSS Expert Group.</p>	<p>During 2009-2010, the SDSS Expert Group worked with Internet2 (I2), participating in the Shibboleth core development team, with core Shibboleth software:</p> <ul style="list-style-type: none"> • Windows-based Quick IdP Installer • Revised Discovery Service (next gen. WAYF) • Shibboleth V3 IdP <p>The Expert group is working with a small Internet2 subgroup to develop a technical architecture for inter-federation working. The work involves the refinement of an Aggregation Engine to allow the swapping of authorised metadata between federations.</p> <p>WSTIERIA, is a JISC-funded project investigating mechanisms for use of federated access management in a web service environment. WSTIERIA is evaluating possible solutions based on use of façade software and on using recent extensions of core Shibboleth code.</p>



Image © Jupiterimages 2006

“Our updates are running well now. Thanks very much for your help.”
SDSS Helpdesk customer



“Unlock allows archaeologists to discover, share and analyse datasets and legacy publications that had been very difficult.”
Researcher, HE

Unlock service and related project

Service in 2009-2010	Related Project in 2009-2010
<p>Unlock, the gazetteer and geo-referencing infrastructure service, provides two sets of web services:</p> <ul style="list-style-type: none"> • a ‘gazetteer cross-search’, comparing different sources of geographic data for information about place-names • a ‘geo-parsing’ service, using text mining techniques to extract place-names from resources (text or metadata) to allow collections to be searched by location. <p>Unlock Places offers search across licensed OS data sources for subscribers to Digimap OS Collection. Last year Unlock was adapted to include an open data gazetteer, which provides world-wide coverage and includes the OS Open Data products.</p> <p>In terms of the JISC IE, Unlock is a shared terminology service that can underpin geographic searching and geo-referencing for other services. Unlock can help with data and resource linking and improving the metadata describing scholarly work.</p>	<p>CHALICE is a JISC-funded project to create an historic placename gazetteer for the UK, publish it as Linked Data as one of other widely-used sources of placename reference information on the semantic web e.g. geonames.org. It will add deep historic coverage (back to Anglo-Saxon charters) to the UK gazetteer.</p> <p>The project uses Named Entity Recognition techniques to extract placename and timescale reference information from the digitised English Place Name Survey, to generate new placename authority files. It uses the Edinburgh Geo-parser to ‘geo-resolve’ place-names listed in authority files and link them to other geographic entities on the Linked Data web.</p> <p>CHALICE will develop a simple web interface to annotate and correct the gazetteer data and semi-automatically created links to other entities on the semantic web and will create a short series of case studies demonstrating use of the gazetteer and its potential application to other, similar archives and services.</p>

OpenURL Router

OpenURL Router continued to have high levels of use during 2009-2010, with 95 registered institutions which register the OpenURL resolvers they use with the Router. The OpenURL Router is a central registry detailing OpenURL resolvers, the institutions to which they belonged, and certain details (UK Federation identifiers, IP addresses and domain names) that help in identifying members of that institution. This allows referring bibliographic services to address OpenURL links to the correct resolver for each end user, without any prior knowledge of the user or their institution.

Projects

Last year, in response to the demand for Shibboleth WAYFless URLs, EDINA carried out preparatory work and development of a new flexible and simple **authentication** mechanism, part of the **edialth** framework, for institutions to link their users directly to an EDINA service, to the benefit of their end users. The new system, to be rolled out in 2010-2011, will provide a persistent and more informative alternative to Shibboleth WAYFless URLs which are complex and inconsistent to formulate, unstable, and also by-pass important service information on the EDINA main web site. It will cater for Shibboleth and the other methods of authenticating such as IP address recognition.

As part of the JISC-funded work on **personalisation**, EDINA developed two service-quality demonstrators, both shared middleware:

- **MyGeo**, a proof-of-concept middleware service for storing information about a user's location; other services and devices can either update that information or access it. By helping applications use location more effectively, MyGeo supports service personalisation by making search and discovery of resources more locally aware and relevant.
- **CRIS**, short for 'Commenting and Referencing Infrastructure Service', a reference-linking shared middleware service, with a focus on multimedia resources. A service such as this would help service-providers avoid duplicating implementation of the functionality in individual services and could be the basis for recommender functionality. CRIS was embedded in a development version of the Visual and Sound Materials portal.



*“OpenURL Router has been of great value over the last few years as it offers such a seamless service!”
Librarian HE*

4. Meeting Our Goals

This section of the Annual Review describes what EDINA has done in 2009-2010 to meet the strategic goals, themes and objectives that were given in its rolling three-year Strategy for 2009-2012.

1: Provide added value, high quality services, leveraged by research, enhancement activity and engagement with others

1a: Provide a managed portfolio of added value, high quality services

Objective: Support research, education and knowledge exchange by providing added value, high quality online services and infrastructure.

EDINA's primary purpose is to provide added value, high quality services to UK HE and FE institutions that are critical to enable them to meet their goals for cost-effective research and education. This directly supports JISC's first strategic objective, to 'provide cost-effective and sustainable shared national services and resources', and EDINA is a key partner enabling it to meet that objective.

- For example, EDINA Digimap and the JISC agreement with OS has been one of the success stories of the past ten years. The estimated benefit to the academic community is of the order of £30 million pounds per annum. In our most recent survey, 90% of respondents claimed that they can now conduct research which was previously impossible as a direct result of the delivery of the Digimap Collections. This illustrates the economies of scale made possible by shared services – without innovative project development, transition into service and the negotiated agreement, institutions would have been unable to afford access to these data, with the consequent detrimental impact on both research and teaching.

EDINA has Service Level Agreements (SLAs) in place with JISC and the ESRC. Under these SLAs, services are to be available 24 hours a day, seven days a week, with a target uptime of 99% over a twelve-month rolling period.

- In 2009-2010, all but one of EDINA services (the Gazetteer component within Digimap) met this target: the exception, the Gazetteer component within Digimap, recorded uptime of over 99% in the last quarter.

The EDINA Helpdesk was staffed during normal office hours throughout the year and exceeded performance targets for query resolution.

“Without access to EDINA Digimap Data, commercial sources would have cost in the region of £100,000.”
Stonehenge Riverside Project

- Digimap Collection services sessions accounted for 67% of all EDINA service sessions in 2009-2010 and correspondingly the majority of helpdesk queries (73%). Helpdesk staff were able to answer over 70% of the Digimap Collection service helpdesk queries and nearly 90% of the multimedia services helpdesk queries; the remainder were forwarded to the expert user support staff for resolution. The high percentage of queries resolved directly emphasises the range and depth of knowledge of the skilled helpdesk staff and consequently the excellent service they provide to our users.

Please see [Section 3](#) for details about all of the services provided by EDINA in 2009-2010.

Objective: Support the development of the academic infrastructure in the UK and internationally

Part of JISC's first strategic objective is to support the development of an academic infrastructure in the UK.

- The IE aims to support the discovery, access and use of resources for research and education, irrespective of their location, and EDINA's services have always formed part of this infrastructure.
- Federated Access management (referred to as cross-institutional access management) was a key component of JISC's 2009 strategy and is referred to as 'Essential' in JISC's 2010-2012 strategy. EDINA was fundamental in the development of [federated access management](#) in the UK through JISC funded projects and continues to provide technical and operational support to the Federation operator, [JANET UK](#).
- JISC set up the RDTF with [Research Libraries UK](#), which published its vision and implementation plan in 2009-2010 for the creation of open metadata and aggregations for library, archive and museum collections. EDINA contributed to the work, undertaking a [scoping study](#) examining aggregations of metadata about images and time-based media. A framework to manage the issues posed by open metadata and related aggregations has been proposed by the RDTF, in which EDINA will participate along with Mimas in forthcoming years.

The geo data services delivered by EDINA represent critical provision to UK academia. The efforts to capitalise on resources have led to the development of an academic SDI that encompasses provision for authentication and access control.

- Within the UK, the SDI is being organised by [UK Location](#) to implement the requirements of the EU [INSPIRE Directive](#). Whilst universities generally

The high percentage of queries directly resolved emphasises the range and depth of knowledge of the skilled helpdesk staff.

do not hold the authoritative source of major national datasets, they are included in the definition of a public body used in the legislation. Compliance with the Directive will affect both shared national services and institutional repositories and it is appropriate that JISC, acting in part through its data centres, take a clear lead in related developments and the promotion of best practice.

- EDINA is providing facilities to embed geospatial discovery methodologies into the JISC IE resource discovery services via services such as [GoGeo!](#) and [Unlock](#), which in turn provide critical components of the UK academic SDI.

Acting on behalf of JISC and the academic community EDINA is active in standards work, e.g. currently co-chairing the [OGC's](#) University Working Group, representing academia on the UKLP and chairing the UKLP Metadata Working Group.

Objective: Develop additional collections in line with user requirements

The following collections were added in 2009-2010:

- EDINA is playing a key role in building the JISC Collections [Digital Images in Education](#) archive, containing over 500 hours of film and 56,000 photos documenting modern history, all copyright-cleared for use in education. Through 2009-2010, batches of content have been delivered by the suppliers to a 'holding bay' that EDINA has built as a tool for a team of evaluators. The collection will be made available via the EIG service initially, and then via the [Mediahub](#) combined platform from early 2011.
- During 2009-2010, over 150 new films were added to the Wellcome Film collection in the [Film & Sound Online](#) service.
- As well as providing access to the existing range of OS collections available in [Digimap OS](#), Digimap Roam added two views of OS's MiniScale® product, which provides a nominal 1:1 million scale map showing larger areas of Great Britain.
- In addition, the Town Plan data from Landmark Information Group was made available through [Ancient Roam](#).

Objective: Reach out to new communities of users

2009-2010 saw the opening up of two of EDINA's services to a worldwide audience.

- [JorumOpen](#) and [OpenDepot.org](#) are developments of the Jorum educational materials repository service and the Depot Open Access repository, respectively.



Image © Getty Images

- Previously, only subscribing UK HE and FE institutions could deposit and download content from Jorum. Now, while only UK HE and FE institutions can deposit in JorumOpen, anyone in the world can download content from it.
- Previously, only UK-based researchers could deposit in the Depot. Now, anyone in the world can deposit and download from OpenDepot.org.

In 2009-2010, EDINA has also developed the [ShareGeo Open](#) repository service, which is due to launch in autumn 2010. This will enable the sharing of geospatial datasets that are based on openly licensed data and will be available to anyone around the world.

The launch of [Digimap for Schools](#) took place at the end of the 2009-2010 year. This provides high quality mapping and printing services to the schools sector, including the large scale, high value OS MasterMap data.

In addition, the [Education Image Gallery](#) service was offered for a second year to schools as one of the portfolio of over 20 resources available for subscription under the JISC Collections for Schools project.

Objective: Provide high quality outreach and support services for contributors, end users and support staff

EDINA provides high quality, cost-effective helpdesk, training, promotional and support services, and has a reputation for excellent user support, which we seek to maintain and improve upon every year. Our support activities in 2009-2010 were as follows:

Helpdesk

- The EDINA Helpdesk is the primary point of contact for all enquiries concerning EDINA services and successfully resolves enquiries from end-users and support staff. Helpdesk staff categorise queries and enter them in a licence and call-logging system (Helios) which was further developed in 2009-2010 to better integrate with licence databases. Queries are mostly resolved directly by the Helpdesk staff or referred to experts inside and outside of EDINA as appropriate.
- The helpdesk also deals with queries for a range of other EDINA activities. Many projects route enquiries via the main helpdesk and a range of partnership services use the EDINA helpdesk.
- A significant amount of time is also involved in supporting the Digimap registration system. This entails the manual approval of upwards of 45,000



Image © Tom Armitage

“As site rep for OS Digimap, it has been a pleasure dealing with such a responsive and knowledgeable group of people at EDINA.”
Retiring Site Representative, HE



Image © Jupiterimages

A new Social Media area has links to the various blogs, Twitter accounts and other channels.

applications to use the service annually, across the three collections requiring registration – OS, Geology, and Marine Digimap.

- Another routine activity is that of licence processing. The helpdesk handles licence requests in liaison with JISC Collections or directly for EDINA-administered services. As part of that process, information is submitted into a variety of places, including Helios (the helpdesk call and licence management system).
- Specific services also have individually identified support teams of which the helpdesk forms an integral part e.g. the Geospatial User Support team and Jorum.
- EDINA provides technical and operational support to members of the UK Access Management Federation for Education and Research through the federation operator JANET(UK). Support calls from members are forwarded from the JANET(UK) support desk to EDINA helpdesk for resolution. While the helpdesk team at EDINA has sufficient experience and knowledge to resolve most technical and administrative queries, it has the support of the SDSS Expert Group at EDINA to solve the more complex problems.

Website and Documentation

- The EDINA [website](#) continues to act as the main access point for users of its services. In 2009-2010, small changes were made to the site following the major re-launch in 2008. Specific additions to the site were a collated Social Media area with links to the various blogs, twitter accounts and other channels. A page aggregating presentations and publications given by EDINA staff was established in late 2009.
- EDINA A5 flyers and A3 posters were produced and distributed, which are useful as publicity material for our site representatives and used by EDINA staff at events. As with existing services, new services were documented by means of Quick Reference Guides, and with support material on the EDINA website.
- In addition, individual posters were produced for exhibitions and to supplement the standard range of materials. EDINA's quarterly newsletter [Newsline](#) continued to play an important role in helping academic support staff and others with an interest in its services to keep abreast of developments.
- EDINA continually strives to improve the quality of the supporting materials offered to help subscribers make the most of the services to which they have access. With this in mind, Digimap Collections help pages have been updated and rearranged thus improving the navigation and ease of identifying the correct answer to any given question. With the growth of Digimap itself, the significant volume of information contained in these pages has expanded

proportionately. New case studies have been added and information for support staff has been improved.

- Work has now begun to implement a new system for delivering and managing help pages within Digimap Collections. EDINA has chosen Adobe RoboHelp as a content management system which will enable easier maintenance and greater flexibility of use.

Communication and Collaboration

- EDINA continued to make use of various JISCmail lists to keep users and support staff informed of service changes, e.g. for Digimap Collections to encourage discussion about the service between users in different institutions and disciplines. Other separate groups by email lists were contacted throughout the year with important announcements, as well as to enlist volunteers for trials and early adopters to new services and projects. A small number of user comments were submitted via feedback forms within service interfaces. Additionally comments received at events were fed back and acted on accordingly.
- EDINA collaborated with other related providers in promoting and marketing its services. Examples include the [Census Registration Service](#) for UKBORDERS and [JISC Digital Media](#) for publicising the Education Image Gallery. Links with the JISC [Regional Support Centres \(RSCs\)](#) continued and EDINA User Support staff attended several of their events throughout the year. Several promotional webinars were run for the multimedia services and Digimap Collections. Often with support from RSCs, these short events have been attended virtually by groups of people from around the country as part of an ongoing series to showcase online resources.
- During the year, EDINA identified a number of relevant specialist conferences at which to exhibit e.g. GIS Research UK Conference, UKSG and Internet Librarian.
- This year Social Media has continued to become increasingly important at EDINA and this is reflected in the recent addition, on the front page of the EDINA website, of links to a new EDINA Social Media page where numerous blogs, Twitter accounts, and social presences can be accessed. An EDINA SlideShare page, Facebook page and recently expanded Wikipedia entry all reflect the growing importance that sharing and engaging with our users and stakeholders plays in the work of the organisation and in the day to day life of our projects and services.
- Blogs and social presences continue to thrive and build new connections for EDINA. A new EDINA hosted blogging platform, based on WordPress, was launched in early 2010, which hosts blogs for several services and projects. In the past year, EDINA has also established several Twitter streams. In

The growing importance of sharing and engaging with our users.

Most participants' learning objectives were fully achieved.

parallel to our expanding social presences we have developed social media guidelines.

Training

- Thirteen training courses were designed and delivered by EDINA's User Support team in 2009-2010. The content, structure and delivery of courses were reviewed at the start of the academic year, in line with feedback from course participants and to reflect the TAP® training delivery method.
- EDINA's Training Officer attended a course on TAP® training methods at the start of 2009-2010 and cascaded the training to other User Support staff. TAP® provides a structured method of planning and delivering training sessions, to ensure learner engagement and that the transfer of skills takes place.
- Feedback from training course evaluation was very positive. Participants are asked to rate aspects of the course on a scale of 1 to 6, where 6 represents Excellent and 1 represents Very Poor. The pace of the course, the balance of presentation v. activity, the training delivery style and the training materials were typically rated at 5 or 6. When asked to rate the extent to which their learning objectives had been met, almost all participants rated this 5 or 6, i.e. their objectives were fully, or almost fully, achieved. The content of these will be used to inform the content and structure of courses in 2010-2011.
- A comprehensive set of training materials, available for re-use by users and site representatives, is maintained on service websites. New presentations are also disseminated via Slideshare
- User Support staff also contributed significantly to three workshops run by the ESRC Census Programme at UK academic institutions. EDINA staff delivered presentations and skills practice sessions. The content included retrieving data from the UKBORDERS service, plus mapping of census data and geo-coding datasets.

Webinars

- Twenty scheduled webinars were delivered, on Digimap Collections and EDINA's multimedia services. The scheduled webinars were delivered using Dimdim, a low cost web conferencing product, and were open to any user of the relevant service(s). In addition to this, several webinars were delivered to individual institutions, either when they subscribed to a new service or when a change in service site representative took place.
- The user of web conferencing services allows the User Support team more frequent interaction with site representatives across the UK than is possible with face-to-face training alone. In 2010-2011, EDINA's User Support team



Image © Tom Armitage

will participate in an Edinburgh University pilot of Wimba Classroom, both to deliver webinars and to provide one-to-one user support.

Service Demonstrations

- EDINA continues to provide service demonstrations for new services and interface updates. The service demonstrations are produced using the screen capture software Camtasia in a wide range of formats. New service demonstrations are published on the relevant service website and are also disseminated to a range of social media outlets.

Design

During 2009-2010 there were design updates for existing services and interfaces were designed for several new services and projects. Associated promotional materials and corporate documentation were also updated or created. The following are highlights of this work:

- Design Management - to make it easier for staff to understand the process, a flow diagram of each step involved in creating a new interface design was created. This also includes a template for a design brief for the relevant project manager to fill in. The designs have been annotated with the thought process behind aspects of the design to make it easier for project teams to understand why a design is put together in a particular manner.
- Digimap for Schools - a new technique (for EDINA) of creating 'mood boards' was used to help develop an appropriate design for the 8-14 year old target age range. Gathering information in this manner from other age-appropriate websites helped decide on a suitable style of illustration and font, as well as a simple-to-use layout.
- Digimap Collections - following on from the development of Digimap Roam, new interfaces for Ancient Roam, Marine Roam and Geology Roam were designed, ensuring consistency in terms of layout and icon design across all four of the interfaces so that users have a seamless experience when moving from one to another.

Usability Testing

- The User Support team performed usability testing for both new and existing services. Paper prototyping was used to inform the initial designs. 'Accompanied surfing' was used to observe how users performed tasks on newly designed services or pages. These sessions were recorded for analysis.

*"The demo video was very good too, just what is needed to get you going."
Student*



Image © Tom Armitage



Image © Tom Armitage

EDINA has longstanding expertise in managing e-journal content.

Geographical Information Systems (GIS) support

- Support for spatial data and the use of GIS within institutions is significantly lacking across the academic sector. Beginning in June 2009, EDINA summarised and presented to JISC's [Geospatial Working Group](#) a survey of institutional support staff to establish what support is provided within UK academic institutions for the use of maps, spatial data and specialist GIS/ CAD software, as well as support for online geospatial resources. One of the headline findings was that 48% of support staff rated their institutions' support for the use of GIS and geospatial resources as insufficient or non-existent.
- These results fed into a presentation given by EDINA's Director at a meeting hosted by the ESRC in January 2010 to discuss Geographical Information Support Strategies.

Objective: Enhance content, presentation and delivery of services in response to community requirements

In 2009-2010, JISC provided Capital funding to undertake the following enhancements to services:

- **Active Bi-Directional Legends** – to implement dynamic, interactive map legends within the Digimap Geology mapping client, to allow users to query map features, customise legends and find statistics about features in the area they are viewing.
- **Ediauth Login** – providing a consistent style to login to EDINA services and providing a simple, flexible method for institutions to tailor links from their portals and elsewhere to EDINA services.

EDINA also had capital funding to undertake the second part of the [Mobile scoping study](#).

Other enhancements to services undertaken during 2009-2010, and additions to content collections, are described in [Section 3](#).

Objective: Future-proof access for the researchers of tomorrow

EDINA has long-standing expertise in managing e-journal content and providing continuity of access to scholarly resources, playing a leading role in such initiatives as the **UK LOCKSS Alliance** and **CLOCKSS**, **PEPRS** and **PeCAN** ([described in Section 3](#)), and also assists those with expertise in managing print journal collections, such as the UKRR initiative.

During 2009-2010, *Pain Reviews*, an open-access electronic journal that ceased publication in 2002, was preserved securely in the LOCKSS distributed preservation network. Published by Hodder Arnold from 1998 to 2002, the journal was available for library archiving between October and December 2009. Participating libraries in LOCKSS that preserve this journal will have access to it in perpetuity, without any further payment for access.

[Jorum](#) began its life as a 'keepsafe' for learning materials generated by JISC projects and other publicly funded initiatives, knowing that project teams producing such materials disband, and this keepsafe function for Jorum continues. Similar facilities exist in the [ShareGeo](#) and [ShareGeo Open](#) repository services for the deposit of research and operational geospatial datasets.

1b: Shape the future and gain understanding by undertaking innovative R&D projects

Objective: Build capacity in EDINA, including strategic capabilities, in each of our business areas

In order to meet EDINA's strategic goals, investment needs to be made in innovative R&D in order to arrive at a position whereby we understand what will add value to the community and which skills we need in order to deliver on its requirements.

By undertaking [R&D](#) in our business areas, we develop strategic capabilities, and EDINA employs some staff members who have [expertise](#) that it would be difficult to replicate elsewhere – giving the data centre strategic advantage – and who have national and/or international standing in their fields. EDINA itself enjoys an excellent reputation.

Objective: Manage the transition of appropriate R&D projects into services

The Depot project was transformed during 2009-2010 into the [OpenDepot.org](#) service to support the Open Access agenda internationally.

2009-2010 saw work continue on the transition of the [Jorum](#) educational materials service into a full JISC service with service level definition. Transition work will carry on to 2012, subject to the JISC-funded review of the service in 2010-2011.



Image © iStockPhotos 2010

EDINA itself enjoys an excellent reputation.



Image © Getty Images

Several staff members at EDINA are recognised internationally as experts in their fields.

The [ShareGeo](#) repository was developed from a JISC-funded project and launched in January 2009. An open repository for the sharing of open geospatial data was also developed from the ShareGeo project. Funded by JISC, [ShareGeo Open](#) launches in autumn 2010.

Objective: Respond to opportunities to undertake R&D projects

EDINA's Business Development team comprises staff members drawn from across our activity areas. It monitors sources of funding and takes opportunities as appropriate. In 2009-2010, economic circumstances dictated that there were fewer opportunities and for smaller amounts of funding than in previous years, but [several R&D projects were funded](#) .

Objective: Identify and create opportunities to undertake innovative work that fits with strategic goals

Apart from undertaking R&D, EDINA also takes and creates opportunities to shape the future by working with others to stage [events](#) and by giving [presentations](#) at high profile conferences. We aim to share our work and expertise, learning from others and influencing the future direction of developments in the online services provided to our communities.

1c: Gain leverage through national and international engagement

EDINA works at local, national and international levels in each of its business areas, engaging in initiatives that assist productivity, quality and cost-effectiveness in research and education.

- Several staff members at EDINA are recognised internationally as experts in their fields.
- EDINA has links with important national and international groups, including Governmental, educational, standards development, research data, commercial, web services and grid development organisations.
- Some of the JISC's key strategic targets are expressed in contacts between EDINA and these organisations, and achieved in the joint work undertaken.
- EDINA's national and international contacts are also important for the University of Edinburgh's strategic aims as a world-class University seeking to enhance its global presence.

Engagement on the European stage has special strategic significance for EDINA, JISC and the UK academy. In addition, EDINA continues to value work with colleagues in North America and is working with the emergent China through links with the Library of the Academy of Sciences.

Objective: Highlight gaps and opportunities in existing national and international engagement

EDINA recognised the importance of the emergence of community engagement using **Social Media**, and appointed a Social Media Officer in May 2009. During 2009-2010 much work was undertaken to exploit the opportunities, and activity in EDINA is integrated into a wider plan of **publicity and outreach** work for services and projects.

The Social Media Officer was invited to share her expertise by giving various **presentations** and contributing a chapter to the peer-reviewed publication.

Objective: Consolidate and improve existing collaborations

EDINA signed **Memoranda of Understanding (MoU)** with several partners in 2009-2010.

National and international engagement in each of our business areas in 2009-2010 was as follows:

Reading and Reference

Scholarly communications work in EDINA has close links with the major national and specialist libraries, as well as libraries from some of the largest HE institutions in the UK. EDINA also has fruitful relationships with academic and commercial partners, standards organisations, union catalogues of serials, especially across Europe, and international networks, particularly in the Open Access arena, which it will continue to develop. In particular:

- EDINA continued to be a Sponsor of the **DSpace Foundation** during 2009-10.
- EDINA continues to play an active part in the international work of the JISC Repositories Programme, through the **SONEX** Group (on scholarly output notification and exchange).
- EDINA has active commitment and responsibility for continuing access to the growing corpus of **scholarly resources in digital format, as described in Section 3**. CLOCKSS presentations were given to the UK LOCKSS Alliance community in October 2009 and at the IFLA 2010 conference in Gothenberg.
- Active participation in the **ISSN Network** continued, with attendance at the ISSN Directors Meeting, Beijing, 15 September 2009 to present EDINA's activities in this area.
- There was also contact with other national union catalogues of serials, especially across Europe. During the year we attended a PARSE insight



Image © Tom Armitage

EDINA's geospatial activities are world-class.

workshop in Germany, a Knowledge Exchange workshop in Edinburgh, and a joint EDINA and DPC event at the British Library.

Maps and Data

EDINA's geospatial activities are world-class and have led to productive partnerships between EDINA and European organisations in academic, commercial and Governmental sectors. The Geoservices team have continued to advance thinking within the geospatial arena both nationally and internationally with ongoing work on security, geospatial data infrastructures and interoperability. In particular:

- In the UK, the Government's Location Strategy is being implemented through the [Location Programme](#). At JISC's request, staff members from EDINA represent the university and academic sector to ensure appropriate levels of representation and engagement.
- The Geoservices team has secured a substantial role within the EU e-ContentPlus funded [ESDIN](#) project.
- A presentation was given at the INSPIRE conference in Krakow explaining how we have succeeded in demonstrating the use of Shibboleth to secure the geospatial web services that underpin SDIs.
- The team has also been working with [Eurogeographics](#) and the [Association of Geographic Information Laboratories for Europe \(AGILE\)](#) to reveal the state of play within each European member state regarding higher education access to national mapping agency data.
- EDINA is involved in the academic European persistent geospatial testbed being developed by AGILE and the OGC. [EuroSDR](#) (the research arm of the National Mapping and Charting Agencies represented at a European level) will continue to be a focus of activity for EDINA.
- EDINA continues to provide the chair for the [OGC](#) University Working Group and will continue to use this position to work for better UK academic sector access to developing UK and International SDIs.
- EDINA continues to work with [Landcare Research](#), New Zealand, on the development of the e-Framework for Education and Research.
- EDINA presented a paper on the Go-Geo! service at the INSPIRE 2010 Conference in Krakow, Poland.
- We continue to attend UKLP metadata working group meetings, to provide expert advice in developing a standards compliant metadata discovery service. EDINA also has representation on the UK Location Information Interoperability Board and chairs the Metadata Working Group.
- EDINA Geo services decided for strategic purposes to standardise, where possible, on the open source database system PostgreSQL and its spatial

extension PostGIS. EDINA attended the PGDay EU conference in Paris, and the PGCon annual conference for user and developers in Canada.

Multimedia and Education

In 2009-2010, the main engagement opportunities in this business area were as follows:

- EDINA is a member of and contributes to the work of the [JISC Film & Sound Think Tank](#).
- In the course of undertaking the [Scoping Study for Aggregations of Metadata](#), EDINA engaged with stakeholders from a range of backgrounds, including museums, libraries, archives, existing metadata aggregators and service providers, and HE and FE institutions.
- Training and webinar events allowed fruitful engagement with staff and site representatives throughout the year.
- Presentations on JorumOpen were given at an Open Courseware event in Hanoi, Vietnam, and at Open Repositories 2010.
- We continued to engage with the JISC's [OER Programme](#) and with [CETIS](#), the JISC-funded Centre for Educational Technology and Interoperability Standards.
- We continued to engage with other projects and services working in the Learning and Teaching area.

Middleware and Infrastructure

Members of the SDSS team at EDINA continue to work closely with colleagues in the ongoing development of the UK Access Management Federation; with the core developers in the Internet2/MACE committee to develop the base standards, protocols and core software; and with international adopters of Shibboleth technology.

- The team is in contact with the national federations in the USA, Switzerland, Finland, Australia, France, Norway, Sweden and Denmark.
- The adoption of SAML as a protocol and Shibboleth as the software foundation by an increasing number of international access management federations (including the UK federation) mandated the development of strong links between EDINA and the international access management community. EDINA staff members were involved with the development of the SAML2 protocol and have contributed to the Shibboleth code base.



Image from morguefile.com



EDINA is utilising the ITIL IT service framework.

Objective: Build new partnerships and collaborations

Collaborations that resulted in new work in 2009-2010 include those with the Scottish Government, the [Edinburgh College of Art](#), the [National Library of Scotland](#), [Institute for the Study of Science, Technology and Innovation \(ISSTI\)](#) at the University of Edinburgh, the [Centre for Data Digitisation and Analysis](#), Queens College, Belfast and the [Centre for e-Research](#), Kings College London.

2: Enhance our resource base through staff talent, technology and effective management of resources

2a: Recruit, retain and develop a flexible component of skilled staff, capitalising on reputation, 'know-how' and partnerships

Objective: Continue to bring in and retain able, committed staff

EDINA now has over 80 staff and works with 8 consultants under contract.

- EDINA recruited seven members of staff during 2009-2010, who have brought much valuable experience and knowledge to our business areas.
- A systems support officer was also recruited to assist EDINA members of staff with hardware and software support, a new post that has enhanced efficiency in the data centre, as it releases other members of staff to focus on their primary roles.
- We have said farewell to two Senior Managers this year.

Objective: Provide staff with equitable opportunities for their development, in line with University guidelines and within staff development resources available

Staff development plans were agreed between each staff member and his/her line manager, in line with the annual development review requirements of the University. EDINA staff participated in training events organised by IS and other groups within the University, as well as external training and development opportunities.

In common with the University's IS group, EDINA is utilising the ITIL IT Service Management framework to ensure that it improves its IT services in line with best practice processes. Several staff members have attended University-arranged courses.

Objective: Empower staff to perform and succeed in their roles and recognise their success

As a knowledge organisation, staff and their ‘know-how’, expertise and skills remain EDINA’s greatest asset, and EDINA values staff of talent, skill and motivation as its most important resource. Several staff members received recognition and reward in 2009-2010 for exceptional contributions through the University’s Contribution Reward scheme, and all staff members are valued and appreciated for what they do.

Objective: Build capability by sharing and exchanging ‘know-how’ across the data centre, within Information Services and the University, with key partners such as Mimas and other JISC services, and with the outside world

EDINA aims to ensure that cross-fertilisation of ideas and ‘know-how’ takes place in the data centre, by means of regular workshops and meetings in which staff can share their knowledge, and by provision of online tools such as the staff intranet. Workgroups continued to operate during 2009-2010 to share and exchange expertise in the following cross-service activity areas:

- Repositories and preservation
- Mobile internet
- Web technology watch

A further cross-service group was established to work on the impact measurements required by the revised SLA with JISC, and to plan activities to demonstrate impact to the academic community.

In addition, EDINA aims to share and exchange knowledge with partners in the UK and beyond. This enables learning from others, as well as contributing to their learning, and builds expertise and capability. Several eminent speakers were invited to present to staff at EDINA.

Staff and their know-how, expertise and skills remain EDINA’s greatest asset.

2b: Develop and maintain outstanding IT capability

Objective: Maintain and continue to effect a rolling plan of hardware upgrade and replacement to fulfil current and future service requirements

EDINA develops and maintains exceptional IT capability, by engaging in ‘technology watch’ and thereby remaining relevant to the community; and by commanding sufficient resources, in terms of human skills, software and hardware, for planning and deployment. EDINA continues to gain from its position inside the University of Edinburgh, and its compatibility with the University’s ICT strategy. Recurrent hardware-funding from JISC continued in the second year of an agreed 3-year upgrade spend.

There has been a continuation over the year of the move to adopt virtualisation under VMWare, principally to support non-Solaris operating systems. This has become a fully supported enterprise environment. A number of authentication services have been migrated to VMWare and this will continue. The VMWare infrastructure will also be replicated.

Objective: Improve service resilience and ensure business continuity

Large new servers (both x86 and Sparc), a fibre channel storage array and network switches were purchased as part of the EDINA plan for cross site resilience. This hardware has been installed at the University’s second machine room which was already used to host EDINA’s backups. This is situated at a remote site several miles distant from the main machine room. The new servers will be used to host failover and load-balanced copies of EDINA services.

Hardware load balancers have been procured by the University of Edinburgh. EDINA was involved in the procurement process and contributed towards the capital cost. This was significantly more cost effective than purchasing standalone EDINA load balancing infrastructure.

Objective: Maintain a coherent and effective software strategy

EDINA continues to review software systems used across the data centre, with a view to ensuring efficient and effective use of software. EDINA monitors open source solutions and offerings from commercial software vendors to ensure that the most effective options are deployed in EDINA services. As web services are increasingly being supported by desktop tools, there is an growing requirement to provide existing services via a combination of current and new access routes. EDINA will continue to provide support for production web services.



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2c: Provide effective governance and management of resources

Objective: Work within our governance structure to demonstrate effective management of resources to our key stakeholders

EDINA operates as a HEFCE-related body under the terms of a Funding Agreement signed between HEFCE and the University of Edinburgh. A [Management Board](#) was established under the terms of the Agreement.

The Director of EDINA sits on the IS Executive as director of the EDINA and Data Library division of IS and reports to the Vice Principal Knowledge Management, Chief Information Officer and Librarian of the University; the latter sits on the EDINA Management Board.

The EDINA Management Team aims to meet fortnightly and is responsible for leadership of activity, finance and resource planning in the data centre. The Business Development Group guides the development of new project and service activity within EDINA and also aims to meet fortnightly.

In 2009-2010 JISC revised EDINA's Service Level Agreement (SLA) to reflect the change in how scheduled maintenance was measured. The SLA for 2010-2011 was also changed to mandate the annual collection of qualitative as well as quantitative information to support the requirement to prove impact to the academic community and the HE and FE funding bodies.

Objective: Ensure that we make better informed business decisions

Priority was again given in 2009-2010 to improving methods of projecting income, activity and hence staffing and accommodation requirements. EDINA is improving its management accounting systems to make better-informed business decisions.

Objective: Ensure that funding opportunities are considered in line with strategic goals and resources made available to undertake the work

In common with many other organisations that receive much of their funding from grant money, EDINA faces challenges in being able to react quickly to opportunities when staff members are already fully committed in their work. A new Business Development decision support tool was produced in 2009-2010, to assist staff in the decision-making process for funding opportunities.

EDINA's Service Level Agreement now reflects the importance of proving impact to the academic community and funding bodies.

Objective: Remove constraints on staffing caused by lack of suitable accommodation

EDINA continues to work from commercial premises in Edinburgh, where accommodation is available over two floors, and from a small office, also in commercial premises, in Warrington, Cheshire. It is anticipated that the accommodation in Edinburgh and Warrington will address for some time the constraints previously faced by the organisation due to lack of accommodation for staff.

EDINA has invested in equipment which enable more effective tele-working, both for meetings with colleagues/partners elsewhere in the UK and internationally, to reduce our impact on the environment and to support home-working as part of 'business continuity' risk mitigation. These arrangements also contribute significantly to supporting staff needs, welfare and flexibility.

3: Sustain and develop a well-founded UK national academic data centre

3a: Secure sufficient funding to meet strategic goals in the medium- to long-term

Objective: Plan for the future and identify suitable sources of funding

Each year EDINA produces a Strategy covering the next three years (a three-year rolling Strategy). The Strategy for 2010-2013 was made available on the [website](#) during 2009-2010, and work was undertaken during the year to produce the Strategy for 2011-2014, to be published in autumn 2010. EDINA also produces three-year rolling business development plans. Annual Operational and Service Implementation Plans for JISC-funded activity are guided by these documents.

As a division of the University of Edinburgh's IS department, EDINA and Data Library contributes to IS plans and reports under the headings of 'National and International Engagement' and 'Research Data', with a key performance indicator for the Edinburgh DataShare repository.

Funding from JISC for core services is awarded on an annual basis, in keeping with the way in which JISC is itself funded by the UK HE and FE funding bodies. In 2009-2010, EDINA received sufficient funding to meet its goals for the year and is a financially viable organisation.



Image © iStockPhotos 2009

Objective: If possible, recover Full Economic Costs from funders

Contributions to full Economic Costs (fEC) are made by funders to recompense the University of Edinburgh for hosting EDINA; these contain a funding element for the sustainability of EDINA and its activities. EDINA is a significant earner of fEC for the University's IS department and, as an organisational division, bids for sustainability funds to carry out small project work.

Objective: Widen the funding base of the data centre to reduce risk

In order to ensure that EDINA can meet its goals in the medium- to long-term, we aim to widen the funding base of the data centre. The Business Development team monitor opportunities to do this, especially, but not exclusively, from the European Union and the Research Councils. For the past three years, around 10% of EDINA's funding has come from non-JISC sources. We have plans in place to increase this proportion, which is now given priority attention.

3b: Manage appropriately financial and legal liabilities**Objective: Meet our staffing obligations**

EDINA met all of its staffing obligations in 2009-2010, having sufficient funding to meet all payroll requirements. EDINA also supported staff members with disabilities or ill health, bringing in expertise as necessary from Occupational Health and Human Resources, and it promoted equality and diversity in recruitment processes.

Objective: Meet external compliance requirements, including legal and financial

All external compliance requirements were met in 2009-2010, including compliance with Freedom of Information (FoI) and Data Protection (DP) requests, conducting Health and Safety assessments, and ensuring that relevant practitioners kept the staff informed of any information that it was necessary for them to know.

- An email account was set up for EDINA staff to forward relevant messages to the FoI and DP practitioners.
- Procedures for dealing with requests under FoI and DP were also drawn up in conjunction with the User Support team and shared with all staff on the staff intranet.



Image © iStockPhotos 2008

Sustainability is about being able to respond flexibly to change.

Risk Register

EDINA's Risk Register for 2009-2010 was signed off in September 2009 and lodged with the University of Edinburgh, with the Management Board, and with JISC. The Register covers strategic, financial, staffing, accommodation and IT capability risks, compliance with various legal requirements, and risks to activity in the business areas and with third parties. The current Risk Register, for 2010-2011, was signed off in June 2010.

- The majority of staff members (including all technical and support staff critical to service continuity) have computers and internet access at home. EDINA has a pool of mobile equipment on which others can draw if necessary.
- Procedures, including staff back-up plans, exist for dealing with emergency situations, both short-lived and prolonged.
- EDINA has dependency on others in IS in the University of Edinburgh for keeping hardware operational. This aspect is covered by the University's contingency plans.

Memoranda of Understanding and Schedules

In 2009-2010, EDINA agreed Memoranda of Understanding (MoU) with Mimas, JISC Collections, JANET (UK) and the ISSN (IC).

- In signing MoUs, the organisations demonstrate their commitment to working together to provide the UK HE and FE and Research communities with world-class data and information resources, in order to enhance the quality and productivity of research, learning and teaching.
- In signing Schedules to the MoUs, which can be agreed as legally binding, the organisations minimise any risks involved in undertaking the work together. Among other important matters, the Schedules detail the responsibilities of each party in the projects or services, the sharing of Intellectual Property Rights, liabilities incurred, confidentiality arrangements and dispute resolutions.

3c: Ensure EDINA's long-term sustainability

Sustainability has different meanings in different contexts. In this context, the term sustainability is concerned with the data centre's longevity and its ability to continue to meet its goals into the long-term. The earlier sections of this Review detail how we approached our strategic objectives in 2009-2010.

Sustainability is about being able to respond flexibly to change, including that demanded by our stakeholders and communities, and to play our part in

shaping the future of research and education in the UK and beyond. This means producing services that the educational and research communities come to rely upon, and working with partners in research areas that lead to real change, greater efficiency and enhanced effectiveness.

The earlier sections of this Review contain evidence that EDINA is meeting these challenges. The shared services provided by EDINA reduce costs for the sector as a whole. EDINA and Mimas, as national data centres for the academic community in the UK, are providing services that save HE and FE institutions money.

5. Corporate Report



a. Management Board

EDINA is a constituent part of the University of Edinburgh. It is a 'planning unit' within the IS department of the University, with accountability to University Court and reporting via the Vice Principal Knowledge Management, Chief Information Officer and Librarian of the University.

JISC (through HEFCE) meets a major part of the funding of EDINA, so that it can offer services to the JISC (UK academic) community as a whole. As part of the Funding Agreement that HEFCE has with the University, EDINA is required to have a Management Board. Its roles are to:

- Support and advise the management of EDINA
- Oversee the strategic direction and operation of EDINA

Its responsibilities are to:

- Oversee the progress of EDINA, receiving reports on its performance in meeting its obligations under the Funding Agreement and SLA
- Consider and approve EDINA's business plans, as required by the Funding Agreement
- Receive and consider representations that JISC might make under the terms of the Funding Agreement
- Oversee and support EDINA in its promotion to the wider community

The Chair of the Board is Charles Oppenheim, Emeritus Professor of Information Science at Loughborough University. The members of the Board are:

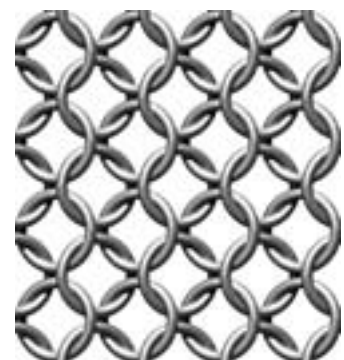
- Mark Brown, University Librarian, University of Southampton
- Jeff Haywood, Vice Principal Knowledge Management, Chief Information Officer and Librarian of the University of Edinburgh
- Norman Wiseman, Head of Services and Outreach, JISC
- Lorraine Estelle, Chief Executive Officer, JISC Collections
- Elizabeth McHugh, Electronic Resources Manager, University of the Highlands and Islands (representing the [JIBS](#) User Group)
- Peter Burnhill, Director of EDINA

Other members of JISC and EDINA attend Board meetings as advisors. Elizabeth McHugh replaced Fiona Bowtell as the JIBS representative in 2010; Fiona left with the warm thanks and appreciation of the Board. Three meetings were held during 2009-2010: in November 2009, March 2010 and June 2010.

b. Management Team

The EDINA and Data Library Management Team consists of:

- Peter Burnhill, Director of EDINA
- Christine Rees, Team Manager: Service Delivery: Bibliographic and Multimedia
- Alan Ferguson, Team Manager: IT Infrastructure
- Helen Chisholm, Team Manager: User Support
- Ed Dee, Senior Database Specialist
- Robin Rice, Edinburgh University Data Library: Data Librarian
- Moira Massey, EDINA Cross-Service Strategy and Planning Manager
- Ingrid Earp, Senior Administrator
- Aileen Scott-Johnson, Administrator
- Vacancy: Deputy Director
- Vacancy: Team Manager, Service Delivery: Research and Geodata Services



c. Staff at EDINA and Data Library

EDINA's team structure is as follows:

User Support	Support users and their support staff, and feedback to the service delivery teams: promoting the EDINA services; providing a helpdesk and allied activities; learning from, and addressing the needs of, academic support staff and end users, through high-quality training, online documentation and presence at key conferences and events.
Service Delivery (Bibliographic and Multimedia Services; Geo-data Services; Learning and Teaching)	Delivery of online services: developing, implementing and maintaining effective online data services, including the design and implementation of customised client software, server functionality and databases, and ensuring regular data updates.
IT Infrastructure	Management of the IT platform: reliable and sufficient support of online services; planning and maintaining the underlying software and hardware platforms; network connections; effective liaison with the IT Infrastructure Division (within the University of Edinburgh's Information Services); specialist programming support as required.*
Business Development and Administrative Support	Business, projects and administration: co-ordination, facilitation and provision of administrative support; seeking out and evaluating new opportunities for collection and development; providing an overview of all project work.

*The IT Infrastructure Division of the University of Edinburgh provides EDINA with support in the installation, operation and maintenance of the hardware and operating system components of multiple SUN servers, the UNIX computing platforms used to host the EDINA services and the connection to the Internet.

A full list of EDINA staff members may be found at the [website](#).

Over 25 years' experience and technical expertise in data and online services.

“Keep up the good work. This is an essential tool for teaching and research.”
Digimap user

d. Funding

The national services offered by EDINA during 2009-2010 were funded from several sources. The majority were funded by JISC, with funding also provided by ESRC, the University of Edinburgh, and by subscription directly from UK HE and FE institutions and other organisations.

All online services were made available free at the point of use for academic purposes by staff and students at HE and FE institutions. Some services, for example NewsFilm Online, Jorum and UKBORDERS, require no fee, while for others an annual institutional subscription is required. For most services, for example the Digimap Collections, JISC meets the cost of service delivery and collects the subscription income. EDINA charges for some services in order to recover the costs of service delivery, e.g. Land Life Leisure.

In all instances, the University of Edinburgh maintains the necessary IT infrastructure to enable cost-effective delivery of service.

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