

ADVISORY COMMITTEE OF CERN USERSMinutes of the twenty-second meeting, held on 25 February 1985

Present : M. Albrow, W. Blair, M. Boratav, G.J. Bossen (Secretary),  
F. Bradamante, C. Fabjan, V. Gracco, A. Hallgren, E. Higon-Rodriguez,  
R. Klapisch, K. Kleinknecht (Chairman), A. Klovning, G. Leder,  
F. Niebergall, H. Taureg, D. Websdale, M. Werlen.

Apologies for absence : K. Bos, G. Damgaard, J. Feltesse, C. Kourkoumelis,  
H. Siebert.

1. Adoption of agenda

The responsible director Butterworth not being available, it was decided to postpone the item "Matters arising - CERN computer policy" to the next meeting. After deletion of this point the draft agenda was approved.

2. Apologies for absence

These were as given above. The Chairman remarked that the nomination of a new member from Belgium was imminent.

3. Minutes of previous meeting (CERN/ACCU/21)

The following corrections were noted:

- first paragraph of discussion on Restaurants (page 4 of the minutes): it should be specified that the closing time of 11 p.m. is valid from Monday to Friday;
- third paragraph of discussion on Housing (pages 4 and 5 of the minutes), third sentence to read: ... 4 storey building.

With these corrections, the minutes of the previous meeting, held on 19 October 1984, were approved.

4. Matters arising from the minutes

a) Restaurants

The Chairman observed that the early closing time of 11 p.m. of Restaurant No 1 which had been introduced as a provisional arrangement in October 1984, was still in force and that he was not aware of actions to extend the opening hours. Bradamante said that he would like to urge CERN management to re-establish the original opening hours, i.e. until 2.30 a.m., as the present closing time was very inconvenient for users. He was supported by Fabjan and Albrow who recalled the incompatibility of the restaurant closing at 11 p.m. and many experiments changing shift at midnight. Fabjan added that for this reason, a compromise could be to have the restaurant open late only during periods in which the

accelerators were running, usually mid-March till end of December. Blair remarked that CERN management would call for tenders for the restaurants in a few months' time, and that hence it was now the correct time for ACCU to put forward its wishes. As to the security problem, Klapisch said that as part of the new contract the rule "never work alone" which was already valid for CERN personnel, could also be imposed on the concessionaires on the site. In this context he wanted to mention that CERN management might be obliged to lock the entrance door of the Hostel outside working hours, to avoid the presence of intruders. Each room key would allow to open this door. Fabjan wondered why there were no checks at the main entrance during night and said that he believed that users would not object to such checks. The Chairman agreed.

At the previous meeting the absence of fast food on weekends after 19.30 hours had been queried. According to informations received from Milligan the grill was now available until half an hour before closing time.

ACCU recommended that a closing time of Restaurant No 1 well after midnight should be reinstated, as it felt strongly that the present closing time at 11 p.m. was not adapted to the schedule of experimental physicists working at the accelerators.

b) Housing

Klapisch reported on the progress of the project to have accommodation for users constructed in the Pays de Gex. The call for tenders had been extended until 1 March 1985, but this would have no influence on the date on which the first apartments would become available (summer 1986) as it was still hoped that an agreement could be reached in time for the April meeting of the CERN Finance Committee.

Some 200 of the questionnaires which had been given out by the Hostel reception and the Housing Service had been completed by the users. From the answers it had become clear that most users would come alone, looking for studios/small apartments, whereas some interest for sharing larger apartments became also evident. The majority was requesting from CERN a minimum maintenance service (e.g. vacuum cleaning once per week).

Klapisch confirmed that part of the apartments would be available for short-term users, whereas the fraction to be rented to institutes had not yet been decided upon. Transportation between the apartments and CERN would be provided by SB Division (minibus and/or car on call). Klapisch said that he hoped to be able to announce at the next ACCU meeting the signature of the construction contract of the first part and the establishment of a firm proposal for the second part.

As to the existing apartments which users can rent from the Housing Service, Klapisch said that some leases of uneconomic apartments had been terminated, and that the Fund was back in equilibrium. One had started to upgrade the apartments in a not too costly way (new furniture, repainting, etc.) at the rate of 10 to 12 apartments per year. He stressed that the rental prices would not be affected by these improvements.

The average yearly occupancy of the existing apartments had steadily increased from 66% in 1980 to 82% in 1984. However large (and inevitable) seasonal fluctuations had been observed: nearly 100%

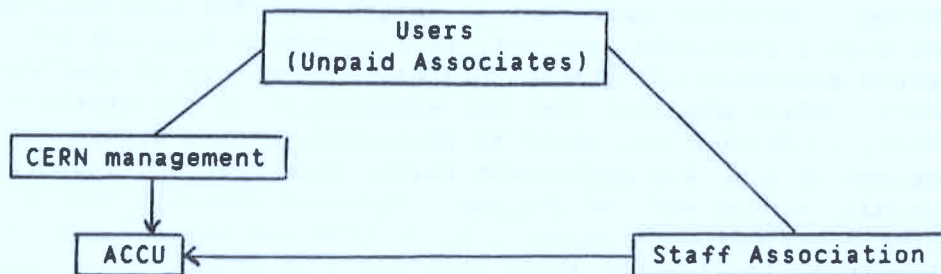
occupancy in the period April to September and much lower during the remaining months. For this reason it had been decided to offer during a three year experimental period a special discount for the off-peak period of 33% on the rental price. Klapisch asked ACCU to divulge this information and to ask for comments from their respective communities. (The geographical distribution of the existing apartments is as follows: 62 in Meyrin, 21 in Genève-Servette, 7 in Grand-Saconnex/Cointrin, 7 in Petit-Saconnex, 5 in Lignon, 3 in Ferney-Voltaire and 1 in Versoix; total 106.)

ACCU took note.

c) Relations staff-users

The Chairman said that at the last meeting Sonderegger had expressed the feeling that the relations between CERN staff and the users were rather poor, and that Niebergall had been asked to report at this meeting on an assessment of the problem.

Niebergall recalled the formal relations between the users, ACCU, the Staff Association and CERN management which he summarized in the following diagram:



He said that this scheme met with a number of difficulties, in particular:

- representation of users in the Staff Association was weak: it was difficult to motivate a user to stand for a position in the Staff Council as most discussions in that body were irrelevant for users;
- communication between ACCU and Staff Association was poor, although the will to improve this situation was present at both sides;
- relations between ACCU as a committee and the users themselves were somewhat indirect, as ACCU members were nominated by the DG and not elected by the users.

Niebergall reminded members that in 1976 there had been a user initiative which had aimed for the establishment of a Commission of Unpaid Associates, elected by the users. This commission was planned to represent the users in discussions with CERN management and the Staff Association. This scheme would not suffer from the deficiencies of the present one; however both CERN management and the Staff Association had not been willing to accept the existence of such a commission.

Niebergall then turned to possibilities for improvements within the present scheme, which were all based on the general idea to try to increase the interest of the users for the work done by ACCU and the Staff Association through improved communication. In the relations

between users and the Staff Association this could be achieved i) by giving to the users on arrival existing information (like the document "Presenting the Staff Association"), eventually complemented by a special leaflet which should explain the type of support that users could expect to receive from the Staff Association; ii) through the "Tribune libre", a newly created publication of the Staff Association to be issued once or twice a year in which criticism and propositions concerning the actions of the Staff Association would be published and iii) through adequate use of the Staff Association part of the Weekly Bulletin. To ameliorate the relations ACCU-Staff Association the latter should explain its claims and actions to ACCU and inform ACCU, if possible, in advance of actions foreseen. To complete the picture, Niebergall wished to mention also some possible ways to improve the relations between ACCU and the users, although this did not belong to the problem of relations staff-users; he tabled the following items: i) short version of the minutes of each ACCU meeting to be published in the Weekly Bulletin; ii) complete minutes including the annexes to be made available to individual users and iii) written reports on specific items to be distributed to users.

After the presentation by Niebergall, a discussion followed concerned mainly with the content and the distribution of the minutes of the ACCU meetings. Klapisch said that he agreed that the ACCU minutes should be more widely available, but only in a condensed form and not in the present extensive one which contained information of confidential nature. Blair proposed that the publication in the Weekly Bulletin of a summary of discussions would be envisaged, as was already the case after meetings of e.g. the Management Board. This idea was supported by Websdale, Albrow and the Chairman. Klapisch remarked that the Weekly Bulletin was not distributed outside CERN and users would only be informed at the time of their next visit to CERN. Fabjan mentioned the possibility of distributing the condensed form of the ACCU minutes with the minutes of the Research Board and the Experimental Committees. Klapisch wondered whether the present extensive form of the minutes could not be abolished to diminish work. Albrow supported by Fabjan replied that he was in favour of maintaining the present extensive version which was very useful for informing his community. (In the United Kingdom the ACCU minutes were tabled with the secretaries of the SERC Sub-Committee on CERN and of the Users Advisory Committee on which sits one representative of each institute.) Albrow added that he liked to request CERN to send the Weekly Bulletin to the secretariats of the University groups which participated in the CERN experimental programme. Klapisch hesitated to agree, as the Weekly Bulletin was an in-house CERN publication. Taureg suggested that the Weekly Bulletin be included in the consignment of documents regularly sent outside by the LEP experiments. Fabjan remarked that a summary in the Weekly Bulletin would also improve the relations between CERN staff and the users.

The Chairman closed the discussion stating that a summary of the discussions would be published in the Weekly Bulletin and that the usual extensive version of the minutes would remain available. (The summary of the present meeting as published in the Weekly Bulletin is reproduced in Annex A.) He invited then other comments on Niebergall's presentation.

Taureg said that he was not surprised that the relations staff-users were not brilliant, as the terms of reference of the two groups involved were completely different. Bradamante added that this had been one of the reasons why the Staff Association had in 1976 not been interested

in the Commission of Unpaid Associates. Niebergall agreed, but stressed that there were a large number of problems in common as well.

#### 5. Personnel registration procedures at CERN and users

Blair said that he had invited ACCU members in November 1984 to a meeting on this subject. As not all ACCU members had been available to attend, a memorandum explaining the aims of the studies on registration procedures had been sent to them later that month (Annex B). He wished now to inform members of the developments since that time. In January a note had appeared in the Weekly Bulletin inviting users with comments or suggestions to contact the appropriate ACCU member. Also a questionnaire was sent to all users who arrived in EP Division after 31 August 1984. The conclusions from the answers could be summarized as follows:

- users paid by CERN were well informed in advance, and had no particular problems with registration;
- many of those not paid by CERN did not know on arrival that they had to register, or how to register;
- the main suggestion was that the need to register and how to do it should be set out in a leaflet given wide distribution;
- the main detail was that the issuing of the CERN identification number on arrival should be done much more quickly.

Details on the questionnaire and the answers are given in Annex C.

Blair observed that so far he had received no response through ACCU members, and invited members to let him have any remarks or suggestions within two weeks. Albrow explained that he had sought comments in the British user community, but that he had received only one reply, which was calling for an information leaflet.

Concerning initial registration and renewal of registration, Websdale suggested that CERN could send a list of all registered users to the home institutes for checking. Blair remarked that this had been done some years ago through the Member State Delegations with average success. The Chairman pointed out that a list of collaborators had to be given to the CERN Finance Department each year, and wondered whether this list could not serve for personnel registration purposes as well. Websdale said that not all users were related to visiting team accounts, and that on the other side, many users were listed under two accounts. Gracco remarked that Finance Department was already sending regularly their lists to institutes for updating. Klapisch stressed the importance for CERN to possess complete and correct information. Blair said that at present the lists of registered users are checked at least once per year with the appropriate group leader by the EP secretariat.

Klapisch said that he wanted to raise another point in connection with the construction of the reception building: a possible move of the Hostel reception to this building. He explained that a computerized booking system for the Hostel was decided upon and that ideas were considered to use an eventual access card also as a credit card for the Hostel. This would allow users to check in outside normal working hours, to avoid anyway the repetitive signing on at each visit, and to settle their bill at a late time. Such a system made it possible to envisage not to move the Hostel

reception to the new building, but to have access from this building to the booking system through a computer terminal. Boratav said that he was in favour of the credit card system, but saw as a drawback that everybody needed such a card. Klapisch clarified that this would not be the case as the present system would continue to handle occasional Hostel users, the credit card being intended for regular users of the Hostel. The Chairman proposed that paying of Hostel bills could be arranged in the same way as telephone bills; this would also diminish the amount of cash at the Hostel reception. As to the location of the Hostel reception, he would prefer to have at least one person in the Hostel building itself and he considered the dual access to the booking system the best solution.

Fabjan raised a specific point in relation with registration; the need for all users who arrived for the first time at CERN to follow a safety briefing. The Secretary explained that all members of personnel (including users) were obliged on first arrival to follow a safety course which was in regular time intervals organized by TIS Commission. Fabjan said that he wanted to repeat his remark made earlier during the meeting concerning general security: the gates should be closed overnight and more spot checks (also during the day) should be made on outgoing cars. The Chairman supported these views.

In conclusion ACCU expressed the wish that eventual changes to the present personnel registration procedures should be in line with the present policy which was characterized by simplicity.

#### 6. Any other business

The Chairman said that he was aware of a memorandum from Stungo and Wakley to the scientific community of CERN concerning the scientific reports typing service, in which the possibility of staff reduction in this service was mentioned. Boratav said that he considered the situation of three years ago satisfactory when a user could have scientific papers typed without difficulty and without important delays. He considered such a service of high importance for the users. Bradamante agreed and added that this service offered the largest chances for an outside user who had no group secretariat. Albrow said that he was seriously concerned with a reduction of this very professional service which delivered high quality work necessary for scientific reports. Fabjan added that he admired most the editorial functions of the service and said to be willing to push for an increase in editorial staff.

Klapisch replied that he had taken up the case with the Director of Administration who had agreed that the person leaving the service would be replaced. This implied that the immediate problem was solved, but that others remained in particular in view of the increasing number of users. An increased use of computerized text processing for drafting papers could be envisaged. ACCU expressed satisfaction that the particular problem which had led to the memorandum, had been solved.

#### 7. Items for agenda of next meeting

Websdale said that there was some concern about emergency services coming to the LEP island sites. Questions were raised whether CERN would do this alone or in close liaison with local fire brigades and ambulance services. It was decided to invite a person from TIS Commission to the next meeting to discuss safety and security at isolated sites.

The Chairman stated that he wished also to resume the discussions on the CERN computer policy and on the reorganisation of workshops. He also suggested that the lay-out of the LEP island sites and the arrangements for offices, etc. on these sites should be presented.

8. Date of next meeting

The dates and time of the next meeting were fixed on Monday, 10 June, 1985 at 2 p.m. sharp.

G.J. Bossen

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### SUMMARY OF THE 22<sup>nd</sup> MEETING OF THE ADVISORY COMMITTEE OF CERN USERS HELD ON 25 FEBRUARY 1985

#### **Restaurant opening hours**

ACCU felt strongly that the present closing time at 11 p.m. is not adapted to the schedule of experimental physicists working at accelerators and that a closing time well after midnight should be reverted to, as it was some months ago, taking the appropriate security measures.

#### **Housing**

ACCU took note of the progress of the project to have accommodation for users built in nearby France.

#### **Relations between staff and users**

A status report proposing means to improve communication between staff and users was discussed; among others, announcements such as the present one in the CERN 'Weekly Bulletin'.

Personnel registration procedures: ACCU was asked to provide input from the users to the CERN working group reviewing the present registration procedures; ACCU expressed the wish that the changes should be in line with the present policy but keeping such procedures to a minimum.

#### **Central typing pool**

ACCU considers the scientific reports typing service as very important and notes with satisfaction that the staff of this office will not be reduced.

Next meeting will be held on 10 June 1985.

R. Klapisch



Ref.: EP/AS/et/84186

Date : 28.11.1984

M E M O R A N D U M

To :All ACCU members  
From :W. Blair  
Subject :Registration procedures etc. for visiting physicists

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I. Introduction

In my memo of November 8 you were invited to attend a meeting on this subject, which was held on November 15. Since not all ACCU members were able to attend, I should like to summarise what was said, and indicate how it is hoped to have feedback from the user community.

For the first time for many years, CERN is looking into all the various procedures involved in registering personnel. This means personnel in the widest sense, including of course visiting physicists, and the object of the review is to try to simplify and rationalise procedures. The terms of reference of the working group are : -

"Within the framework of the creation of a CERN Central reception in Building 33 to review and streamline all the registration procedures of the members of the CERN including unpaid visitors and contractors employees."

2. What has happened so far

I was a member of the small working group which made a preliminary study, and this group is now being enlarged to draft detailed proposals for implementation. The essential points of the preliminary study, which has been accepted by the CERN Directorate, are : -

a) Principles

Registration\* should remain the responsibility of the various Services as is now the case (e.g. PE Department, in particular Fellows and Associates Service and the Temporary Labour Office, Divisional Secretariats). The appropriate computing facilities needed to link these services should be part of the ADP computer system (ADP = Administrative Data Processing system in MI Dept.).

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\* Registration (enregistrement) is not to be confused with reception (accueil) or with access control.

b) Who is to be registered

Must be registered: all members of the personnel (as defined in the Staff Rules and Regulations); all persons who should be registered in order to fulfil Host States or CERN's regulations; all temporary labour, service contract personnel and non-CERN personnel working regularly on the site (such as banks, PTT, restaurants, computer maintenance staff).

Will not be registered : short-term visitors, salesmen, etc.

Between these two cases, where a person may fall into either category, it will be the Division's or the Service's responsibility to decide on registration.

c) By whom registration is to be done

Registration is already effected, but not necessarily in the most efficient labour-saving way.

Registrations (as opposed to reception) is not a trivial task and requires knowledge and judgement, and thus should remain the responsibility of the various competent Services involved by the current CERN procedures (PE Department, in particular Fellows and Associates and the Temporary Labour Office, Divisional Secretariats, etc. ..)

A review of these procedures is necessary to streamline the operations.

d) How registration is to be achieved

The relevant data, such as name, status, division, must be entered via terminals once only by the responsible Service (for example, the Temporary Labour Office will be the only service authorised to enter data for "Régie" personnel), each Service adding afterwards only what comes under its own responsibility.

This must be done via a set of terminals connected to the ADP computer system with a reasonable response-time.

In all of this, key issues are the potential savings by restructuring and greater use of computers, and the use of building 33 in the most rational way.

3. What should happen now

The next step is to form an extended Committee, involving all divisions at CERN, which will however hardly ever meet as a full committee, but will operate via working groups on specific topics, each coordinated by a member of the original working group: -

- a) Procedures - C. Gélès
- b) Access Control - O. Barbalat
- c) Reception (accueil) - W. Zapf
- d) Problems of visiting physicists - W. Blair
- e) Safety - K. Goebel
- f) Computing - J. Spalter

Clearly there may be some overlap between working groups. J. Spalter (Chairman of the Working Group) will look after overall coordination.

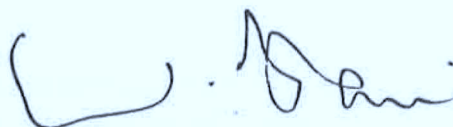
It is planned that the period November to January 1985 will be devoted to fact finding, February and March 1985 to the preparation of the first report, and April to June to discussions on the implementation. It should be noted that building 33 will be ready for occupation at the end of 1985.

#### 4. How you can help

What we would like to know is whether users have any comments on the existing procedures, and suggestions for improvement. More specifically are there any comments on : -

- i) what one does to register in various places on first arrival.
- ii) what one has to do occasionally during one's stay.
- iii) duplication of information.
- iv) lack of information
- v) suggestions for improvement.

I should like to ask all ACCU members to consult their user colleagues on these points over the next month or two, and let me have feedback, preferably in writing, by the end of January 1985 at the latest. Two further actions are envisaged. Firstly, a brief questionnaire for new arrivals who register in the next month or two, and secondly a brief announcement in the Weekly Bulletin inviting users to contact you for further information.





4. Have you comments on the information on registration available to you before arrival?

5. Have you ever seen the CERN Users' Guide? If so, did you receive it before or after arrival? And have you any comments on the information which this Guide gives about registration procedures?

6. Have you any comments or suggestions for improvement in CERN's registration procedures based on your experience at other major accelerator centres?

7. Any other comments?

Status at CERN:.....

Name: .....  
(optional)

Starting date :.....

Summary of answers to questionnaires sent to all users  
who arrived in EP Division from September 1984 to February 1985

1. 150 questionnaires were sent out, 24 replies were received.
2. Question 1 - Comments or suggestions for improvement in what one has to do to register in various places on first arrival

No comment	10
No problems	1
Various comments (all UA)*	13
Lack of information (didn't know had to register)	10
Delay in getting ID number	2
Simplify paperwork and have 1 multi-purpose card	1

3. Question 2 - Duplication of information which had to be given

No comment	5
No duplication	18
Simplify paperwork and have 1 multi-purpose card	1

4. Question 3 - Lack of administrative information on arrival

No lack of information	13
No comment	2
Did not know had to register/ how to register	4
Lack of information on	
a) Car registration	1
b) French card	1
c) Housing market	1
d) How to get CERN car	1
e) Phoning home on first day (unknown to switchboard)	1

(Note that there is a correlation between the answers to this question and whether the User's Guide was received before arrival (see 6). Of the 9 people who received the Guide before arrival, 6 answered "No" to this question, while 1 asked for a one-page list of what to do on arrival, and the other 2 had problems with car registration and housing (a) and c) above). Conversely none of those who did not know about registration or had the other problems listed had seen the User's Guide before arrival).

\*UA = Unpaid Associate  
PA = Paid Associate  
F = Fellow

5. Question 4 - Information on registration available before arrival

No comment	19
No problems	1
User's Guide very helpful	1
No information available on arrival	1
Got User's Guide in French - English version not available	1

6. Question 5 - Ever seen User's Guide? If so, before or after arrival?  
Any comments on Guide's information re registration procedures

Before arrival	9 (5 F/PA, 4 UA)
After arrival	3 (all UA)
Never	12 (all UA)

Comments

Before : 1 - add X bus timetable and summary of customs rules

After : 1 - after is too late

No : 1 - send copies to institutes for advance information

7. Question 6 - Comments, suggestions for improvement in CERN's registration procedures based on experience at other major accelerator centres

No comment	17
Registration was very quick & simple	1
Need better help from Housing Service	1
Need 1 simple overall registration procedure	1
Need procedure with less paper and only 1 card (as at Fermilab)	1
SLAC has 1 ID card, used for after-hours entry, and entry to beam areas, this is a good compromise	1
Registration at CERN is much simpler than at Saclay for a foreigner	1

8. Question 7 - Any other comments?

No comment	18
People v. friendly	2
Present procedure OK, but slow (DD Computer Centre, SBS)	1
Have leaflet about registration available at entrance, in bar, in library, etc.	1
Have leaflet listing pros & cons of living in France & Switzerland	1
Why does CERN need so much information for registration?	1

Summary

- a) Those paid by CERN are well informed in advance, and have no particular problems with registration.
- b) Many of those not paid by CERN did not know on arrival that they had to register, or how to register.
- c) The main suggestion is that the need to register and how to do it should be set out in a leaflet given wide distribution.
- d) The main detail is that the issuing of ID number on arrival should be done much more quickly.