Minutes of the 97th meeting held on 5 September 2012

Present:

* part time

Apologies:
D. Acosta, T. Berry, M. Campanelli, E. Cennini, M. Jeitler, R. Muresan, G. Passaleva, N. Pastrone, J. Purvis, D. Sampsonidis, V. Veszprémi

Agenda
1. Chairperson's remarks
2. Adoption of the agenda
3. Minutes of the previous meeting
4. New CERN Authentication and Authorization, and CERN Data Protection Policy
5. Report on services from GS department
6. News from the CERN Management
7. Reports from ACCU representatives on other Committees
8. Users Office news
9. Matters arising
10. Any Other Business
11. ACCU Meetings 2013
12. Agenda for the next meeting
1. CHAIRPERSON’S REMARKS

C. Vander Velde, Chairperson, opened the meeting. Apologies for absences were mentioned from delegates who could not attend the meeting.

2. ADOPTION OF THE AGENDA

From this meeting onwards, the list of action items from the previous meeting will be discussed at the end under “Matters Arising”. Almost all actions should be covered by the various agenda items. Only remaining, yet uncovered action items will be discussed at the end. This avoids premature or duplicated discussions.

At the last meeting in June 2012 the following topics were foreseen:

- 1-2 reports from ACCU representatives on the following Committees
  a. Academic Training Committee (last report December 2010)
  b. GS User Commission (last report June 2011)
  c. Scientific Information Policy Board SIPB (last report June 2011)

  The report on the Academic Training Committee is postponed to December (M. Campanelli is absent). The GS User Commission will be dissolved after a final report is being written.

- New CERN Authentication and Authorization, and CERN Data Protection Policy

  Presentation is given by Stefan Lüders (CERN-IT).

- Usage of Gate E for family members and longer opening hours

  Friedemann Eder from the “Relations to Host States Service” was contacted but is absent. The report is postponed to December.

- UNIQA coverage for retired Users and other health insurance matters

  Jean-Pol Matheys, UNIQA contract manager has been contacted. More time is needed to investigate on this matter and the report is postponed to December. See also User’s Office report.

- Follow-up of Service Desk

  Discussed under Matters Arising.

Issues added under AOB

- Summer/day camps for children above 6
3. MINUTES OF THE PREVIOUS MEETING

Comments were received by the Bulgarian delegate on the draft minutes of the 96th meeting concerning the parking space discussion. The issues were discussed in the meeting, but no consensus could be reached. With a majority of 10 versus 4 votes, it was decided to modify the draft minutes as follows:

- **Correction:** “The security people are regularly checking and contacting the people.” instead of “The fire brigade…”

- **Added:** “More checks are requested and CERN management is encouraged to enforce parking rules.”

- **Added:** “A long discussion didn’t lead to a consensus on actions that could improve the parking situation on short-term, this will be studied further.”

The Minutes of the 96th meeting were adopted with the modifications above.

4. CERN AUTHENTICATION AND AUTHORIZATION, AND CERN DATA PROTECTION POLICY (Stefan Lüders, CERN-IT)

CERN is providing large computing infrastructure and is under permanent attack. CERN is also in the focus of the media such that even relatively harmless successes by attackers can become a big issue.

An example from 2010 was a data leak on AFS, such that stored passwords were accessible. Another example was an internal document how to access LHC cryo systems from the internet. The document was internal but found its way onto a public webpage such that the information could have given the starting point for more attacks. A similar case was a protected CDS document, which was put on Google documents and so became public.

These and other cases make necessary a Data Protection Policy and further policies related to data handling and storage. Goal is to have a pragmatic, compact, and applicable set of policies, also linked to Administrative Circular No. 10.

**Data Protection Policy (DPP)**

The CERN Privacy Statement describes how and when CERN collects, uses and shares information when CERN’s computing facilities are used, and how CERN protects personal data stored in CERN’s computing facilities.

Data Protection Policy (DPP) is the combination of several other policies:

- **Data Classification Policy (DCP)** is the general classification scheme for all data that are stored and/or processed in electronic form.
- **Data Storage Policy (DSP)** are the rules under which data must be stored.
- **Data Access Policy (DAS)** are the rules under which data can be accessed.
- **Data Transfer Policy (DTP)** are the rules under which data can be (digitally) transferred between data stores.
• **Data Destruction Policy (DDP)** are the rules under which digital media must be wiped or destroyed such that any trace of data has disappeared from that media.

The draft text can be found here: [https://cern.ch/security/rules/en/dpp.shtml](https://cern.ch/security/rules/en/dpp.shtml)

**Data Classification Policy (DCP)**

The general classification scheme for all data that are stored and/or processed in electronic form:

• **"Sensitive Data"**

Data is highly confidential; disclosure would compromise personal data privacy or and could cause damage to CERN or CERN's reputation or impede the work of CERN; data must be encrypted or equally secured for storage and in transit; data must be protected by login; authorization is typically limited to named individuals, who have unrestricted access for operational purposes, and to specific groups, who have restricted access subject to case-by-case control procedures.

Examples of sensitive data: medical records, payment data, bank account details (personal data); login information, AFS/DFS "private"-folders, e-mail folders, passwords (computing data); credit card information, bids in response to price inquires and call for tenders; payment data; bank account details; e-banking (financial and contractual data).

Supervisors do not have access to the mailbox of their employees. Also in case of a deceased member, e.g. the widow does not have access to the mailbox.

• **"Restricted Data"**

Data is confidential; circulation of data is required for operational purposes but wide-spread disclosure is unacceptable; data must be protected by login; authorization is limited to named individuals or specific groups, who have access for operational purposes.

Examples of restricted data: personal administrative file, sex, nationality, private address & telephone number, employment applications and contract information, salary (personal data); AFS/DFS user spaces, analysis software, elogbooks, video surveillance streams (computing data); papers/analyses in draft, operations manuals, internal memos, patents before publication, official letters (documents); budget information and budget plans, team accounts, information covered by non-disclosure agreements (NDAs), CERN issued price inquires and call for tender documents (after market survey), offers, orders, contracts (financial and contractual data).

• **"Internal Data"**

Data is not confidential as such, but is intended for an internal audience only; external disclosure is undesired; data must be protected by login; audience is "CERN", i.e. all Members of the Personnel.
Examples of internal data: preferred language, CERN ID photo, direct contact information like building and office information, e-mail addresses, telephone numbers (personal data); account names, account details, scans of number plates (computing data); internal notes, non-public CERN policies, manuals, internal vacancies (documents); certain AIS documents (like DAI, TID, JOB, SHIP, MAT), supplier database, financial rules, purchasing reports (financial and contractual data).

- "Public Data"

Data intended for disclosure; audience is unlimited.

Examples of public data: name, first name, CERN organization unit, institute affiliation or experiment, generic contact information like P.O. box number, e-mail addresses, telephone numbers (personal data); AFS/DFS "public"-folders, software under copyleft license, public web-sites (computing data); official CERN publications, papers, patents after publication, Knowledge Transfer reports, information about ILO, this policy (documents); vacancies, the Staff Rules and Regulations, Member State documents (once published), financial accounts, market surveys; financial committee documents (financial and contractual data).

Data Destruction Policy

Digital media must be wiped when changing function or being retired from operations. Digital media storing "Sensitive Data" must be wiped, in whole or in relevant part, once the data is no longer needed or has become obsolete. Broken or defective digital media must be wiped unless repair is possible and under the condition that the acting company has an industry standard data protection policy in place. "Repair" also includes replacement of digital media under warranty provided that the acting company has an industry standard data destruction policy in place.

If wiping is not possible (and repair failed), the digital media must be physically destroyed independent of the classification level of the data stored. Tapes are exempt from wiping due to technical and logistical reasons. However, they must be destroyed if they hold or have held "Sensitive Data".

Procedure for wiping: Most digital media can be wiped running the Linux command "shred -fvuznl /dev/hdXXX" ("shred -fvuznl FILENAME") or using "FileShredder" for Windows or "Shredder" for MACs. In RAID-configurations, each medium must be wiped separately. For journaling file systems the partition must not be mounted in data=journal mode (see /etc/fstab).

Procedure for destruction: Digital media for destruction shall be brought to the operator's desk in the CERN Computer Centre (building 513), where they will be gathered in sealed containers and regularly collected by a third party company specialized in their physical destruction.

There was no procedure at CERN how to handle scrapped computers with disks, which may contain sensible data. Now a company in Meyrin is destroying those disks.
**Consolidation of CERN Computing Accounts**

Today, there are no rules, who can obtain a CERN primary computing account. It’s just needed to be registered with HR. A CERN account allows owning plenty of CERN computing resources (mailbox, websites, other accounts, DFS/AFS disk space) and enables use of many CERN computing facilities (like LXPLUS, Windows PCs, INDICO, EDH).

That account will remain being still valid for two months after leaving CERN, even after just worked two days at CERN. Thus, a clear definition is needed of who can use CERN computing facilities and who can own CERN computing resources and a proper split needs to be done between authentication & authorization. In addition, there is no consistent usage of service and secondary accounts, and confusion what a “lightweight account” is.

Five groups of identities are defined as of today with different level of “trust” (so-called Levels-of-Assurance, LoA). Every computing service owner is supposed to define which LoA’s are authorized to use that service, e.g. EDH can only be used by “CERN Registered” identities while the CERN market can be used by “Anonymous Identities”. In addition, a service owner can demand a second factor for authentication (e.g. the CERN access card, a USB token, a mobile phone).

Every computing service owner also must define which categories are authorized to use that service or own resources. General rules are that computing resources can be owned by members (incl. Employee, Student) and computing services can be used by members, students, staff, Faculty Members.

**“ID Federation”**

There are plans to open CERN to accept external accounts (“Identity Federation”), e.g. one could use Fermilab accounts to access CERN resources. A prototype works already with BNL, INFN and SWITCH. Example of an identity federation network is the Grid.

Registered users from Fermilab at CERN would have the option to use their CERN primary account or their Fermilab account. This would allow US Users to, e.g. access US-ATLAS webpages in contact with the experiments. If there are trusted networks between Fermilab and CERN, it would also work the other way around, e.g. Fermilab resources would be available from CERN. There is both usability and security benefit. EDH access still would need registered CERN accounts.

Plans are still being discussed and implementation will be 2013 at the earliest or later.
5. REPORT ON SERVICES FROM GS DEPARTMENT (Isabelle Mardirossian, CERN-GS)

CERN Hostel

The improvement programme of the CERN Hostel is progressing.

In building 39, 5 additional rooms shall be ready by the end of 2012 to replace the offices in the first floor. Prepaid telephone cards are available since early August. During toilet refurbishments, users have complaint that too few toilets were left, which should be avoided for future work.

Implementation of the long-term waiting list and the possibility to modify is foreseen in January 2013. Legends on web booking concerning occupancy level have been modified. Reminder has been given to the reception to always offer an external solution when the Hostel is full.

Average occupancy from January to mid-August 2012 was 78.5% compared to 74.6% in 2011 over the same time period. Forecasted rate for 2012 is 77% compared to 74% in 2011. In some weeks in summer 2012, the occupancy rate was 90%, which however, is lower than in previous years.

About 300 beds were needed for accommodation of summer students, half of them in St. Genis, and the other half on CERN site. The Meyrin “shelters” which were used in 2010 for summer student accommodation, are no longer needed.

ACCU congratulated on the 90% occupancy rate in summer, which is a big achievement compared to previous years, when the Hostel was almost full at all times over summer. 90% occupancy is also to the comfort of users and 100% occupancy should never be a realistic aim. The suggestion was made to also introduce statistics on a 4-days basis, as typically users are leaving on Fridays after a meeting week.

St. Genis Foyer

Similar to the CERN Hostel, the occupancy rates for the St. Genis Foyer have increased to 81.8% from January to mid-August 2012 compared to 79.6% in 2011 over the same time period. The announced 70 additional rooms are now available, giving a total of 150 rooms.

The occupancy pattern might change during the Long Shutdown 1 (LS1) in 2013/14. Feedback from ACCU delegates would be helpful on the estimated trend of the number of Users at CERN during LS1.

Accommodation Questionnaire

An accommodation questionnaire was sent to all Users on 12 June and 1’346 answers were received. The survey confirmed earlier discussions in ACCU and gives a very consistent picture:

1. More than 90% of the respondents prefer to stay on CERN site. Only 4% want to stay in St. Genis, mainly because of long stay and being closer to shops.
2. Preferred room configuration is a single room with private facilities, double rooms and shared rooms with 2 beds could be reduced.

3. Ordered priorities are:
   a. to stay on CERN site
   b. comfort of the room
   c. price

4. The web booking tool needs 2 improvements
   a. long-term waiting list
   b. possibility of booking modifications

5. The CERN Hostel service is highly appreciated

6. 62% of the users would be willing to pay an extra fee for a fitness facility

Although the price is not of highest priority, low cost rooms shouldn’t be reduced as it is important to keep for people from certain countries. Overall, the accommodation situation can be managed with the existing buildings, with some reorganization. A new Hostel building is not planned.

Shuttle Service

Over the period from January – mid-August 2012, 55’608 passengers were transported on regular shuttles; and 12’622 visitors and 1’128 VIPs, giving a total of 69’358 passengers. Estimate for 2012 are 105’000 passengers, which is 13 % more compared to 2011.

Circuit 1 (Meyrin) had the lowest occupancy rate compared to other CERN circuits, and has been put onto reduced service starting from 1 July, running only in the morning and evening. This reduction is felt too drastic and Users have requested a service over lunchtime again and less frequent, during day.

New Bicycles entries

Since 6 August 2012, a new bicycle entry has been opened on the Prevessin site, close to the road to the déchetterie in the SW corner of the site. Up to now there are around 25 entries and exits per day. A further bicycle entry at the eastern corner of the Prevessin site is expected to open on 1 October 2012.

Depending on Customs prior approval, another new bicycle entry could be opened on the Meyrin site, close to the Swiss border post. There is no bicycle path between Entrance B and the border, which is difficult to create for space reasons. The new bicycle entry would allow entering CERN without proceeding to Entrance B when coming from the direction of France.

NOVAE snack service improvements

As announced in the previous ACCU meeting, a new outlet is now operational between building 33 and Gate B. An additional one will be operational in Point 5 starting from October. There is also a new “pasta corner” via a vending machine available in building 38, stocked with high quality products.

Further plans are a new payment system that is currently being tested in the cafeteria of building 13 where one can pay by Master and Visa cards but also by mobile phone. Refurbishment of the cafeteria in Building 40 is planned for October 2012. The cafeteria needs to be closed for some weeks.
Parking

The parking situation at CERN is generally very tight in some areas, in particular around the main building and building 40. To enforce parking rules, the following actions were taken:

Parking areas are regularly controlled by the security agents. 50 vehicles were scrapped in 2011 and already 30 vehicles by the end of August 2012. 30 emails per month were sent to people with badly parked vehicles. About 5 reminders/day are made of the rules for the use of parking areas. About 10 reminders /month are made of the rule stipulating that cars cannot be parked more than 5 days on CERN parking areas. Stickers are attached on car windows at cars, which are badly parked provoking a road safety risk.

A communication campaign will be made to remind the parking rules and controls by the security agents will be reinforced.

Short-term parking is difficult in front of the Medical Service, CERN Stores and the Electronics Pool, where heavy crates often need to be moved. The possibility of short-term parking facilities should be investigated.

The ACCU chair thanked the GS Department very much for their successful efforts to improve the CERN infrastructure for Users.

ACCU Delegates

• To give input on the number of Users expected during the Long Shutdown 1 (LS1) 2013/14.

CERN, GS Department (I. Mardirossian)

• To investigate short-term parking facilities in front of the Medical Service, CERN Stores and Electronics Pool.

6. NEWS FROM THE CERN MANAGEMENT (Rolf Heuer, DG)

No report was given, but the DG invited ACCU to ask questions instead.

Q: What are the LHC plans until end 2012?
DG: The LHC will run with pp collisions until 17 December 2012, with a Technical Stop of one week starting on 17 September. Running until December should give a delivered luminosity well beyond 20 fb⁻¹, which could be enough to get information on the spin of the newly discovered particle from last July. The Heavy Ion run (p-Pb) is postponed to early 2013, then LHC will stop mid-February for the Long Shutdown 1 (LS1).

Q: What is the result of submissions to the Open European Strategy Symposium in Krakow, Poland?
DG: One needs to wait for the outcome of the Symposium, but a few interesting hot topics have been submitted. The European Strategy Group will meet immediately after the Symposium in Krakow, to be followed by more meetings at CERN.
Conclusions should be scientifically driven, without considering budget issues at this moment. Then it needs to be seen how CERN can react.

**Q:** What are the consequences of the recently released CLIC CDR?

**DG:** CLIC made much technical progress, but still need additional steps. It is very difficult to judge and also depends what other countries propose. If the strategy is proposing to strongly push CLIC at CERN, then it would be difficult to finance, as a new test facility would be expensive.

**Q:** What are the plans for the Open Day 2013 and for the celebration of 60 years of CERN in 2014?

**DG:** The Open Day is planned to last 3 days on 27-29 September 2013. A coordinator and team will soon be nominated. Special attractions will be foreseen for young people. The celebration of 60 years of CERN will be discussed in the mid-September Council. In addition, events in each member state will be held.

**Q:** What is the status of internationalization of CERN?

**DG:** Israel, Serbia and Romania are on their ways, the last hurdle on Cyprus has been removed and the last but one hurdle with Turkey has also been removed. The overall development is good and further diplomatic talks are ongoing. The request of the Ukraine will be discussed at next Council, and the task force report for Brazil will be received in October. The application of India is at the Prime Minister now, and a letter has been received from Russia, which is the first step.

**Q:** What is the schedule and energy after LS1?

**DG:** LHC will not restart before November 2014. The shutdown is heavily loaded and needs to be long, especially for cable work where 400 FTEs of contract labour is needed, requiring lots of supervision. Beam energy will not be 7 TeV from the start as too many quenches would be required for this energy. 6.5 TeV is anticipated as starting point, then after initial running one could consider to increase the energy.

### 7. REPORTS FROM ACCU REPRESENTATIVES ON OTHER COMMITTEES:

**a. Scientific Information Policy Board (SIPB) (Michele Weber)**

The Scientific Information Policy Board (SIPB) deals with any matters related to policies and strategies of scientific information services to the high energy physics community, inter alia library and documentation services and scientific editing and report production services. ACCU is represented by N. Pastrone and M. Weber.

Since the last report to ACCU in June 2011, 4 SIPB meetings were held, the next meeting is planned for November 2012. Major topics were: CERN Document Server (CDS), library space, e-journals and preserving physical heritage.

**CDS Survey**

A survey on CDS usage has been made in autumn 2011. The CDS search option is much used, more than 50% of the respondents use it at least weekly. However, only 35% of the users consider that they always find what they have searched for, and for only 12% of the users it is easy to find a picture. Following the survey, many actions have been undertaken and implemented.
Library

More than 50% of the Library users are CERN Users, only 13.5% are CERN staff. There is a strong feeling that the library is more than just a “working space” – it is a centre of scientific culture. Part of the library reading room has been converted into offices. An earlier action item to the ACCU delegates whether to enlarge the reading space again resulted in no response indicating no strong needs. Hence, the reading space was kept unchanged.

Since 2008, e-journals are available and are heavily used with presently more than 250'000 downloads/year. There are 1200 current subscriptions (as of March 2012) and 94% of the titles are online. The e-archive collection is still increasing, latest additions are Nature, Science, Philosophical Magazine, Nuovo Cimento, JSTOR and others. Most of the printed collection from the past years has been moved to a basement in 2010 and is accessible on request.

In 2011, 2800 new book records have been added, with 88% of them available as eBooks, giving a total number of 20'000 eBooks accessible at CERN.

Preserving physical heritage

A policy was worked out in 2008 by SIPB that “CERN has a scientific and cultural heritage stretching back to the Organization’s foundation in 1954 and embodied not only in its scientific works, but also in its scientific instruments and other objects…”

The policy was meant mainly for CERN Departments, but also Users can contribute to identify objects. Bad examples of unpreserved heritage are the magnet used for the famous g-2 experiment at CERN, which was scrapped, and the blackboards in the main auditorium, which were also scrapped during recent renovation. In both cases, their value as scientific heritage objects was not recognized.

Also CERN papers from the 1950ies and 1960ies are part of heritage. Plan is to digitize all CERN documents.

ACCU Delegates

• To give input on possible heritage objects (e.g. detectors of historical interest) that should be kept and preserved.

8. USERS’ OFFICE NEWS (J. Salicio Diez, CERN-PH)

Changes concerning Schengen Visa type D requests

In the past, persons subject to visa requirements could ask for both Swiss and French visa before coming to CERN. Now only one visa is allowed by the Host States: Both host states refuse granting a visa if the person has already a visa from the other Host State for coming to CERN. Based on Schengen Visa type D (>3 months, multiple entries), residence rights will be granted in the country for which the visa was issued as well as the right to travel in the other Schengen countries.
Users coming to CERN who are subject to visa restrictions will have to know in advance if they will live in France or in Switzerland and request the Visa at the corresponding Embassy.

**Based on a Type D Visa issued for France**, France will issue a *Titre de Séjour*, valid for residence in France; they will not provide this residence permit based on a Swiss Schengen D Visa. Switzerland will issue the Swiss Carte P to serve as work permit at CERN.

**Based on a Type D Visa issued for Switzerland**, Switzerland will issue the CERN specific Swiss Carte P, which gives the residence right for Switzerland, to work at CERN and to travel in Schengen Countries. France will provide the *Attestation de Fonction*.

Users who have lived in Switzerland (> 2-3 months) and have obtained a Swiss Carte P can then request Schengen Visa Type D for France at the French Embassy in Switzerland if they want to move to France. Attention: Swiss Carte P does not serve for travel in non-Schengen countries. This applies in particular to transit via London airports! London airports are not part of Schengen. Passengers need to inform themselves at their respective consulates about the regulations.

Users who have lived in France and want to move to Switzerland can normally obtain a residence permit.

**Insurance issues**

Some insurance issues have been brought up over the past months:

- Insurance against the financial consequences of occupational accidents
- Adherence of an associated member of the personnel to UNIQA after retirement
- Offer of insurance products to CERN associates in the local French area

Some French insurance companies offer a “trans frontaliers” insurance, covering both France and Switzerland. However, there might be a change of French law in 2014 such that these insurances could not be issued anymore. However, there is lots of protest against this change in France.

CERN Users do not have the status ‘Frontalier’, as CERN is not considered as Switzerland, but as “own country”, thus frontalier insurances may not be valid for CERN.

A report on these issues will be given at the next ACCU meeting in December.

**Upcoming changes**

New regulations have been approved last June by CERN Council, governing aspects of the Members of the Personnel, including the status USER. There are no major apparent changes concerning the status of Users but a number of positive adjustments.

The status UPAS is discontinued and two new statuses aimed for associates not attached to experiments are added, under the responsibility of the Users’ Office.
Some Administrative changes have been made due to the streamlining of procedures between CERN services and adjustment of documents. Work on the implementation of these changes is in progress, more details will be provided at the next ACCU meeting in December.

**Grey Book website**

The Grey Book website [http://greybook.cern.ch](http://greybook.cern.ch) presents a summary of the experimental program of CERN, listing all experiments, their program and the participants. It is foreseen to revise the website to adapt to evolutions in website technology, to modernize website presentation, and to allow for easy retrieval of information. Data on early (historic) CERN experiments are also being added to the Grey Book Database.

The Grey Book database is updated by the experiment’s secretariats. However, major LHC experiments have their own databases, not communicating with the Grey Book database. Team leaders are asked to update both the experiment’s database and the Grey Book database but they often forget to also update the Grey Book database. Some institutes are part of a hierarchy with a mother institute which is difficult to overlook from outside. Input from the institutes is needed.

Suggestions and requests for implementing particular functionalities of the new Grey Book should be made in the coming weeks.

**ACCU Delegates**

- To give input on future Grey Book functionalities, e.g. kind of information to be stored, search possibilities etc.

**9. MATTERS ARISING FROM THE PREVIOUS MEETING**

**Action Items from previous ACCU meetings**

**CERN, GS Department (I. Mardirossian)**

- To continue improving the CERN Hostel booking procedure and to establish a long-term waiting list.

  *The FIDELIO booking system has been updated. The long-term waiting list will become available in January 2013.*

  **KEPT OPEN until implemented**

- To add a new shuttle stop for the airport shuttle service (circuit 4) in front of the CERN Hostel.

  *Work has started early September.*

  **CLOSED**
CERN, User’s Office Head (D. Chromek-Burckhart)

- To follow up the registration of users with long names and to investigate the possibility of setting a preferred name in consultation with the Cards Service.

Will be implemented in the 4th quarter of 2012. **KEPT OPEN until implemented**

CERN, PH Department (J. Salicio Diez)

- To investigate on possibilities for pre-booking of bikes.

PH Department has 620 bikes in total, which is enough to satisfy all requests outside of the summer months June – September. In summer, 221 bikes have been used by summer students and not all requests could be satisfied. The number of bikes could be further increased, but more manpower, maintenance and money would be required.

A solution for the summer peak period would be to reserve e.g. 200 bikes for summer students and to introduce pre-booking for the remaining ones.

Pre-booking would be open only a few days in advance to avoid misuse. In case on no availability, pre-bookers would get priority in the waiting list. In addition, a usage fee of e.g. 1 CHF/day would help to avoid misbehaviour. Many bikes are not given back after the rental period but are left somewhere at CERN where they need to be collected. Summer students would be exempt from such a fee.

ACCU discussed the proposal of a pre-booking scheme with usage fee, and many detailed suggestions have been made, both in favour and against a usage fee. Based on the ACCU feedback, a new written proposal will be presented at the next ACCU meeting in December 2012. **KEPT OPEN**

CERN, Library Head (J. Vigen)

- To install 3 Linux PCs in the CERN Library.

3 Linux PCs have been installed mid-August. The computers are accessible for any person with a CERN computer account. Non-registered visitors can be logged on by librarians during opening hours (8:30-19:00 Mon-Fri). **CLOSED**
ACCU Delegates

- To send examples of Service Desk tickets, which are unsolved for a long time, or which were solved in an unsatisfactory way.

  *Some feedback has been received but more feedback is needed.*

  **KEPT OPEN**

- To remind their users of filling the Hostel questionnaire until end of July.

  *The Hostel questionnaire has been closed.*

  **CLOSED**

10. ANY OTHER BUSINESS

Summer/day camps for children above 6

Children above 6 are not eligible for the Creche anymore. Alternative possibilities for short-term care in the vicinity of CERN would be useful, such as summer or day camps.

Two camps have been identified: Maison de Vaudagne in Meyrin (age 4-10), and Village Day Camp in Coppet (age 4-14). These and possible other camps should be listed on the User’s Office webpages and should be reported at the next ACCU meeting in December 2012.

CERN, Users’ Office Head (D. Chromek-Burckhart)

- To investigate possibilities of child care for age 6 and above in the local area, in collaboration with the Social Service.

11. ACCU MEETINGS 2013

Meeting dates for ACCU meetings in 2013 were proposed and have been approved:

- Wednesday, 6 March 2013
- Tuesday, 4 June 2013 (100th meeting)
- Wednesday, 11 September 2013
- Wednesday, 4 December 2013

All ACCU meetings 2013 will be held in the usual room 60-6-015 (Room Georges Charpak, Room F).
12. PROPOSED TOPICS FOR THE NEXT MEETING (Friday, 7 December 2012)

- Reports from ACCU representatives on other Committees
  a. Academic Training Committee (Mario Campanelli), last report December 2010
- Health insurance issues (Jean-Pol Matheys and/or Lorenz Stämpfli)
- Usage of Gate E for family members and opening times (Friedemann Eder)
- Possibilities of summer/day camps for children above 6

Michael Hauschild
5 September 2012

Presentations from the meeting can be found with the minutes on the ACCU website at [http://cern.ch/ph-dep-ACCU/](http://cern.ch/ph-dep-ACCU/)
APPENDIX A

SUMMARY OF ACTION ITEMS

CERN, GS Department (I. Mardirossian)

• To continue improving the CERN Hostel booking procedure and to implement a long-term waiting list.

• To prepare a list of unresolved or badly treated tickets by the Service Desk.

• To investigate short-term parking facilities in front of the Medical Service, CERN Stores and Electronics Pool.

CERN, Users’ Office Head (D. Chromek-Burckhart)

• To follow-up the implementation of an option to set a preferred name for users with long names.

• To investigate possibilities of child care for age 6 and above in the local area, in collaboration with the Social Service.

• To continue investigating on the following health insurance issues for Users:
  o Coverage for the financial consequences of private and professional accidents.
  o Continuation of coverage for Users insured by UNIQA after retirement.
  o Consequences of the French law to stop the possibility for “trans frontaliers” insurance end 2013, covering both France and Switzerland.

CERN, PH Department (J. Salicio Diez)

• To prepare a written proposal for pre-booking of bikes.

ACCU Delegates

• To send examples of Service Desk tickets, which are unsolved for a long time, or which were solved in an unsatisfactory way.

• To give input on the number of Users expected during the Long Shutdown 1 (LS1) 2013/14.

• To give input on possible heritage objects (e.g. detectors of historical interest) that should be kept and preserved.

• To give input on future Grey Book functionalities, e.g. kind of information to be stored, search possibilities etc.