



THE UNIVERSITY *of York*
Computing Service

Keynotes

Volume 28 Number 3 January 2002

National Maintenance Contract: important update

Also in this Issue:

Frequently asked questions

MS Campus Agreement

New online directory

New library system

From the Editor

In this New Year edition of Keynotes, I'm pleased to welcome two guest writers. Kriss Fearon writes about University web issues on page 4, while Chris Elwood gives details of the new library system on page 5.



Fans of John Byrne will be pleased to note that he has three articles in this issue, writing about the Student Feedback Project on page 1, the University News Ticker on pages 1-2, and the new Staff and Student Directory on page 4.



Doug Moncur provides important information about changes to the National Maintenance Contract. Anyone who has computer hardware or peripherals covered under this contract needs to turn to page 2 and read on.

Joanne Casey

Contents

News in Brief

Microsoft Campus Agreement	1
Student feedback project	1
Halifax College Learning Resource Centre	1
University news ticker	1

News

National maintenance contract for computer hardware and peripherals	2
Frequently asked questions	3
New online staff and student directory	4
Web news	4
New library system	5

Keynotes on the web

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Microsoft Campus Agreement

John Illingworth

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Following the preliminary announcement of Campus Agreement 3 in May 2001, we waited for the detailed proposal which we believed might be more favourable than version 2. The details were delayed month

by month until in November a release date of 1 December was announced. This was shortly followed by an indefinite postponement until "Spring/Summer 2002". Consequently we immediately started on the process of acquiring Campus Agreement 2 (as we could have done all along!). The expectation is that by the time you read this the agreement will be in place.

Among the first effects will be that the provision of MS Office Pro will extend to all PC classrooms, instead of just the Computing Service ones. There are also implications for how we supply copies of MS Office and its components to unsupported and stand-alone PCs. Please contact the Information Desk before buying.

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Brian Souter

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In December 2000 the YIMS Student Records Project Team commissioned a pilot system to collect student feedback using the web. Trials were carried out by four departments in the spring and summer terms of academic year 2000/2001. Following the success of the pilot, Planning Committee approved a fixed-term post to develop a system which can be used by all teaching departments within the University. It was decided that the post should be based in the Computing Service. Following external recruitment a former York student, Fergus McGlynn, was appointed in November 2001. The project has a steering group chaired by Dr Terry Crawford, deputy head of the Biology department and a member of Teaching Committee, together with representatives from teaching and administrative departments and the students union. Technical development will be carried out by Fergus McGlynn. The project team will be contacting departments and student representatives early in the new year to set up channels of communication so that key requirements can be identified and advice and opinion sought as the project develops. The team is aiming towards full implementation by the start of the next academic year with a trial running during the Summer Term.

Full details will be available in due course at the project web site: www.york.ac.uk/univ/org/feedback. In the meantime if you would like further information please contact Fergus McGlynn (**fam6**) or John Byrne, project manager (**jcbl**).

continued on page 2

Keynotes

National Maintenance Contract for Computer Hardware and Peripherals

Doug Moncur

As you may be aware the Computing Service can place equipment, mainly computers and printers, which is not covered by a warranty or other maintenance contract, on a maintenance contract for you at a very favourable price.

This was because we could take advantage of the National Maintenance contract which meant we could offer cover for a PC or laser printer for around £30 per annum.

Cover was provided under this agreement either by Getronics or Xenon.

Getronics have indicated that they will no longer provide cover beyond the end of the contract, 31 July 2002, and, that any renewals placed after 01 January 2002 will have an expiry date of 31 July 2002.

Any contract placed after August 1 2001 and before 01 January 2002 will now terminate on 31 July 2002 and a pro-rata credit will be given for any undischarged portion of the contract.

In the light of this UCISA Hardware Support Group, who administer the contract on behalf of universities in the UK, have decided to retender the contract in the hope of having a new set of contracts in place by 31 July 2002.

Xenon have indicated that contracts placed with them can continue to be renewed and that they will honour existing contracts after 31 July 2002, even if they do not win the tender for the new National Maintenance contract.

If you have a contract which is with Getronics and expires before 31 July 2002 the Computing Service will attempt to renew your contract with another maintenance provider when it expires, and if you have a device you wish placed on contract the Computing Service will place it on contract with Xenon where possible.

Contracts placed with Getronics which would normally expire after 31 July 2002 will, with the owner of the equipment's agreement, be transferred to another provider on 01 August 2002.

If you have bought, or are about to buy, a Viglen PC with 3 year's onsite warranty this is not affected as the warranty is provided as part of the University's contract for PCs. Likewise, if you have a Hewlett Packard laser printer which will be under 3 years old on 31 July 2002, and you have bought an HP support pack (on-site maintenance contract) with it you are not affected as your maintenance is provided by HP.

Further information will be provided in Keynotes and on the web as it becomes available. If you are affected by this agreement you will receive an email from the Computing Service in due course regarding the expiry and renewal of your contract. It is essential that you respond promptly to any such message as failure to do so may lead to your PC or printer not being covered by a maintenance contract.

University news ticker

continued from page 1

announcements using a simple application which will run on a java-enabled computer. The application has two main interfaces - a ticker interface displaying headings in a scrolling window, and a static interface displaying simple lists of headings. Clicking headings will display the message details. Users will be able to choose which announcement streams to display, and will be able to start, stop, and iconise the client. The announcement system is optimised for communicating with large numbers of recipients and is intended to be used in place of email for such purposes. Field trials involving the Communications Office, the Archaeology department and the Computing Service will be carried out in January. Shortly after we expect to roll the system out for general use. Full information on how to use the system will be published early in the new year. In the meantime if you have any queries please contact Chris Kilgour (**crhk1**) in the Computing Service.

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Try resetting Netscape as follows:

- Log out of any Netscape sessions you have open.
- Go to **Start | Programs | Utilities & Extras | Systems & Supported Utilities**.
- Double click on **Reset Applications'**
- Click on the drop down arrow, and select **Netscape Communicator**. Click **OK**.

When loading up Netscape again, do so through **Start | Programs | Network Access** rather than via a desktop shortcut. You will see a message that begins: **'To run this application a number of files need to be installed on your disk'**. You should click **OK** to this.

Normally, this will rectify the problem. If not, then please contact Computing Service in the usual way.

The Computing Service have asked me for my PC name. How do I find out what it is?

Often when a problem is reported, we need to know the name of the faulty PC. On most machines it can be found on a sticker on the front of the base unit. If not, it can be located in the following ways:

Windows 95

- Go to **Start | Run**.
- In the box marked 'Open', type 'winipcfg'. This will bring up an 'IP Configuration' window.
- Click the 'More info>>' button. The PC name can be found under 'Host Name'.

Windows 2000

- Go to **Start | Programs | Accessories | Command Prompt**.
- At the prompt, type 'ipconfig /all'.
- The second line is the host name.

I've heard that a new virus is circulating. How do I update my Sophos Anti-Virus?

It is important to update Sophos regularly, as older versions cannot protect against new viruses.

To update Sophos on a Windows 95 PC when the monthly upgrade is released (announced via Message of the Day), you need to go to **Start | Programs | Utilities & Extras | Systems & Supported Utilities** and double click on **Install Sophos Anti-Virus**. On the first screen you should click **Next**, on the second click **Close**, then **Next**. Select **'Upgrade existing installation'**, and click **Next**. Finally click **Finish**. Sophos will then give you the option to sweep your system for viruses using the update virus recognition files.

To update Sophos between monthly upgrades when a new virus appears, go to the Sophos home page at: **www.Sophos.com**. In the **Latest Viruses** list, click on the virus you wish to protect your machine against. Follow the instructions to download the .ide file to your Sophos folder - probably C: Program Files/Sophos Sweep. Sophos will update the next time you restart your computer.

More information on Sophos can be found at:

www.york.ac.uk/services/cserv/sw/sophos/sophos_antivirus.htm.

Check the Hints and Tips pages on the web (**www.york.ac.uk/services/cserv/help/**) for answers to more FAQs, or contact the Information Desk with other Computing Service queries. Contact us in person (for our opening hours see: **www.york.ac.uk/services/cserv/advice/desk/**, by phone (3838), email (**infodesk**) or submit an enquiry direct into our Enquiry Tracking System at: **www-db.york.ac.uk/cfm/csrv/ets/enqintro.cfm**.

New online staff and student directory

John Byrne

A new online staff and student directory will go live on Wednesday 23 January. The directory will hold many more details than the current system such as preferred forenames, internal address, additional email address and telephone number, personal web site, and so on. If you are a member of staff or a student will have an entry in the directory. You will be able to edit certain fields in your entry and you will be able to decide which fields are to be seen by users of the directory.

About a week before the system goes live you will have access to a web-based configuration tool which will allow you to decide how your entry will appear to users. You can either use the tool yourself or ask your Departmental Computing Officer or the Computing Service to make the changes for you. If you decide not to configure your settings then the following defaults will apply:

Staff fields seen by other staff:

personal title, initials, surname, department, internal address, username, email, telephone

Staff fields seen by students:

personal title, initials, surname, department, username, email, telephone

Staff fields seen by others:

personal title*, initials, surname, department, email

Student fields seen by staff:

personal title, initials, surname, main department, college, username, email

Student fields seen by other students:

personal title*, initials, surname, main department, username, email

Student fields seen by others:

none

* denotes gender-neutral titles such as Dr, Prof, etc

Full details of the system including how to use and configure it will be available early in January. In the meantime if you would like further information please contact John Byrne in the Computing Service.

Web News

Kriss Fearon

Web Committee

Web Steering Group became Web Committee over the summer and it now has a new membership including representatives from Teaching Innovation and Development Committee and the student body. See:

www.york.ac.uk/coord/docs/webcttee.yrk/

Web Forum

A forum and mailing list has been set up for departmental web officers. Chaired by Chris Ellwood from the Library, it will meet once a term. A working group is currently looking in to the role of DWOs within departments and is due to report back to the Spring Term meeting. See:

www.york.ac.uk/coord/docs/webforum.yrk/

Accessibility

Web Committee has been considering ways of ensuring that YorkWeb is compliant with the Disability Discrimination Act. Accordingly, it has set a standard of compliance of AA with the WAI guidelines and organised a series of staff training workshops for the spring term. This will begin with an open session explaining the meaning of the legislation, its importance, and demonstrating some of the technology. More information will be sent out to web information providers early in the spring term.

New Library system chosen: Aleph from Ex Libris

Chris Ellwood

We are pleased to announce that Aleph from Ex Libris has been selected as the new library system after a rigorous selection process. We also plan to purchase MetaLib which provides a platform for managing the hybrid library environment of electronic and traditional print resources. It is planned that Aleph will go live in July 2002 and MetaLib in 2003.

The Aleph system will offer Library users a range of new and enhanced functions which we will phase in from July onwards. We will also be reviewing all our procedures over the next couple of years to ensure we take full advantage of the improvements to work flow which Aleph will facilitate.

Examples of new services for users include:

- A web-based public catalogue which we can customise to suit the needs of York users.
- Complete loans history available to each user via their library record.
- Saved search strategies which can be run on a regular basis, with results emailed automatically to the user's specified address.
- Emailing and saving of search results.
- Enhanced search features on the catalogue, including full Boolean searching, date limiting, and Library of Congress Subject Headings for the most recent stock.
- Direct linking to web resources (including electronic journals and databases) from the catalogue.
- Online suggestions for acquisition of new items for Library stock.
- For teaching staff, online requesting of items to be put into the Reserve short loan collection.
- Annotated reading lists.
- Integrated access to and navigation through electronic resources wherever they are held with MetaLib serving as a gateway to local and remote resources.

Ex Libris has an impressive range of international customers (including MIT and Harvard in the US) and a growing number of UK customers (including the universities of Bristol, Nottingham, Loughborough, Lancaster, KCL and UCL). The company has a strong record of development, and the system is designed to handle the current and future needs of the modern hybrid library, an important part of the *Library Strategy*.

Aleph will run on the latest Sun server - a Sun Fire V880 UltraSPARC III with 4x750Mhz processors, 8Gb RAM and 6x36Gb disk drives. There will also be a test server (another Sun Fire V880, but of a lower specification) which will allow us to test upgrades and changes to the public catalogue before making them live (something which has not been possible on our current system). The Computing Service will house and manage the servers on behalf of the Library under a Service Level Agreement. This will ensure the servers are kept up to date with the current OS upgrades and security patches and are included in the Legato backup system which will provide improved security.

The YIMS Project Manager and the Head of MIS have both been involved in our selection process to ensure that the new system has the potential to link with systems acquired in the YIMS Projects. In fact, Aleph uses Oracle as the underlying database which fits well with YIMS developments.

Users have already been involved in the selection process and we hope to continue this during implementation, particularly in designing the public catalogue. There will be much more flexibility in how we organise and present the catalogue so we will have to make decisions on presentation, etc. which we have never had the opportunity to do before.

If you have any questions or would like further information about the new Library system, please contact: Chris Ellwood, Head of Subject Services, and Systems and Project Manager (**cvel**).

Contacting the Computing Service

Computing Service
University of York
Heslington
YORK YO10 5DD

Telephone: (01904) 433800
Direct dial: (01904) 43 followed by ext no.
Fax: (01904) 433740
Email: username@york.ac.uk

www.york.ac.uk/services/cserv/

Information Desk

The Information Desk is your first point of contact with the Computing Service

Telephone: ext 3838

Email: infodesk

Open from 9am to 5.15pm Monday to Thursday, and 9am to 4.15pm Friday (*may be closed for training Wednesdays 2pm-3pm*), for problem solving, advice and information, fault reporting, network connections, file restoration, sales, course bookings and user registration. Printed output can be collected from the lobby entrance which is open from 8am to midnight.

Computing Service Staff

Director:	Mike Jinks	3801	<i>kmj1</i>
Departmental Secretary:	Lorraine Moor	3801	<i>lsm1</i>
Head of Infrastructure:	Robert Demaine	3808	<i>rld1</i>
Head of User Services:	John Illingworth	3803	<i>jjj1</i>
Head of MIS:	Kay Mills-Hicks	2101	<i>kmh8</i>
Head of Technical Services:	Doug Moncur	3815	<i>dgm1</i>
Head of Systems:	Andrew Smith	3809	<i>abs4</i>
Operations Manager:	Brian Souter	3814	<i>bs1</i>
Head of Networking:	John Mason	3813	<i>jrm13</i>
Information Officer:	Joanne Casey	3805	<i>jmc8</i>

Linda Bailey	3800	<i>lcb6</i>	Jenny Jackson	4455	<i>jj5</i>
Sue Bolton	2102	<i>sjb28</i>	Chris Kilgour	4454	<i>crhk1</i>
Mike Brudenell	3811	<i>pmb1</i>	Fergus McGlynn	3805	<i>fam6</i>
Lisa Burkinshaw	3818	<i>ljb4</i>	John Marsden	3832	<i>jpm1</i>
John Byrne	3812	<i>jcb1</i>	Darren Munday	3821	<i>dam6</i>
David Chambers	3742	<i>dac6</i>	Nicola Normandale	4695	<i>ncn1</i>
Michael Clark	3745	<i>mpc3</i>	Phil O'Connell	3825	<i>paoc1</i>
Arthur Clune	3129	<i>ajc22</i>	Aimee Phillips	3897	<i>amp11</i>
Paul Conacher	4346	<i>pac1</i>	Tamsyn Quormby	4347	<i>tq1</i>
Steve Downes	3741	<i>sd21</i>	Colin Rea	3817	<i>cr9</i>
Debra Fayter	3839	<i>daf3</i>	Chris Reece	3807	<i>car7</i>
Ken Finch	4452	<i>kf1</i>	Peter Roberts	3802	<i>pr1</i>
Rob Fletcher	3816	<i>rpf1</i>	Sam Scott	3817	<i>svs2</i>
Kevin Gardner	3739	<i>pkg4</i>	Daniel Shelton	4349	<i>ds23</i>
Chris Gowland	3823	<i>cg1</i>	Philip Smailes	3833	<i>pjrs1</i>
Sarah Hall	3827	<i>seh11</i>	Simon Thompson	3894	<i>sjt8</i>
Peter Halls	3806	<i>pjh1</i>	Pete Turnbull	3804	<i>pnt1</i>
Sue Hodges	3839	<i>sh32</i>	Sam Vines	3749	<i>sccv1</i>
Geoff Houlton	2100	<i>gph2</i>	Timothy Willson	2123	<i>ftmw1</i>



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Check the Hints and Tips pages on the web (**www.york.ac.uk/services/cserv/help/**) for answers to more FAQs, or contact the Information Desk with other Computing Service queries. Contact us in person (for our opening hours see: **www.york.ac.uk/services/cserv/advice/desk/**, by phone (3838), email (**infodesk**) or submit an enquiry direct into our Enquiry Tracking System at: **www-db.york.ac.uk/cfm/csrvt/ets/enqintro.cfm**.

New online staff and student directory

John Byrne

A new online staff and student directory will go live on Wednesday 23 January. The directory will hold many more details than the current system such as preferred forenames, internal address, additional email address and telephone number, personal web site, and so on. If you are a member of staff or a student will have an entry in the directory. You will be able to edit certain fields in your entry and you will be able to decide which fields are to be seen by users of the directory.

About a week before the system goes live you will have access to a web-based configuration tool which will allow you to decide how your entry will appear to users. You can either use the tool yourself or ask your Departmental Computing Officer or the Computing Service to make the changes for you. If you decide not to configure your settings then the following defaults will apply:

Staff fields seen by other staff:

personal title, initials, surname, department, internal address, username, email, telephone

Staff fields seen by students:

personal title, initials, surname, department, username, email, telephone

Staff fields seen by others:

personal title*, initials, surname, department, email

Student fields seen by staff:

personal title, initials, surname, main department, college, username, email

Student fields seen by other students:

personal title*, initials, surname, main department, username, email

Student fields seen by others:

none

* denotes gender-neutral titles such as Dr, Prof, etc

Full details of the system including how to use and configure it will be available early in January. In the meantime if you would like further information please contact John Byrne in the Computing Service.

Web News

Kriss Fearon

Web Committee

Web Steering Group became Web Committee over the summer and it now has a new membership including representatives from Teaching Innovation and Development Committee and the student body. See:

www.york.ac.uk/coord/docs/webcttee.yrk/

Web Forum

A forum and mailing list has been set up for departmental web officers. Chaired by Chris Ellwood from the Library, it will meet once a term. A working group is currently looking in to the role of DWOs within departments and is due to report back to the Spring Term meeting. See:

www.york.ac.uk/coord/docs/webforum.yrk/

Accessibility

Web Committee has been considering ways of ensuring that YorkWeb is compliant with the Disability Discrimination Act. Accordingly, it has set a standard of compliance of AA with the WAI guidelines and organised a series of staff training workshops for the spring term. This will begin with an open session explaining the meaning of the legislation, its importance, and demonstrating some of the technology. More information will be sent out to web information providers early in the spring term.

New Library system chosen: Aleph from Ex Libris

Chris Ellwood

We are pleased to announce that Aleph from Ex Libris has been selected as the new library system after a rigorous selection process. We also plan to purchase MetaLib which provides a platform for managing the hybrid library environment of electronic and traditional print resources. It is planned that Aleph will go live in July 2002 and MetaLib in 2003.

The Aleph system will offer Library users a range of new and enhanced functions which we will phase in from July onwards. We will also be reviewing all our procedures over the next couple of years to ensure we take full advantage of the improvements to work flow which Aleph will facilitate.

Examples of new services for users include:

- A web-based public catalogue which we can customise to suit the needs of York users.
- Complete loans history available to each user via their library record.
- Saved search strategies which can be run on a regular basis, with results emailed automatically to the user's specified address.
- Emailing and saving of search results.
- Enhanced search features on the catalogue, including full Boolean searching, date limiting, and Library of Congress Subject Headings for the most recent stock.
- Direct linking to web resources (including electronic journals and databases) from the catalogue.
- Online suggestions for acquisition of new items for Library stock.
- For teaching staff, online requesting of items to be put into the Reserve short loan collection.
- Annotated reading lists.
- Integrated access to and navigation through electronic resources wherever they are held with MetaLib serving as a gateway to local and remote resources.

Ex Libris has an impressive range of international customers (including MIT and Harvard in the US) and a growing number of UK customers (including the universities of Bristol, Nottingham, Loughborough, Lancaster, KCL and UCL). The company has a strong record of development, and the system is designed to handle the current and future needs of the modern hybrid library, an important part of the *Library Strategy*.

Aleph will run on the latest Sun server - a Sun Fire V880 UltraSPARC III with 4x750Mhz processors, 8Gb RAM and 6x36Gb disk drives. There will also be a test server (another Sun Fire V880, but of a lower specification) which will allow us to test upgrades and changes to the public catalogue before making them live (something which has not been possible on our current system). The Computing Service will house and manage the servers on behalf of the Library under a Service Level Agreement. This will ensure the servers are kept up to date with the current OS upgrades and security patches and are included in the Legato backup system which will provide improved security.

The YIMS Project Manager and the Head of MIS have both been involved in our selection process to ensure that the new system has the potential to link with systems acquired in the YIMS Projects. In fact, Aleph uses Oracle as the underlying database which fits well with YIMS developments.

Users have already been involved in the selection process and we hope to continue this during implementation, particularly in designing the public catalogue. There will be much more flexibility in how we organise and present the catalogue so we will have to make decisions on presentation, etc. which we have never had the opportunity to do before.

If you have any questions or would like further information about the new Library system, please contact: Chris Ellwood, Head of Subject Services, and Systems and Project Manager (**cvel**).

Contacting the Computing Service

Computing Service
University of York
Heslington
YORK YO10 5DD

Telephone: (01904) 433800
Direct dial: (01904) 43 followed by ext no.
Fax: (01904) 433740
Email: username@york.ac.uk

www.york.ac.uk/services/cserv/

Information Desk

The Information Desk is your first point of contact with the Computing Service

Telephone: ext 3838

Email: infodesk

Open from 9am to 5.15pm Monday to Thursday, and 9am to 4.15pm Friday (*may be closed for training Wednesdays 2pm-3pm*), for problem solving, advice and information, fault reporting, network connections, file restoration, sales, course bookings and user registration. Printed output can be collected from the lobby entrance which is open from 8am to midnight.

Computing Service Staff

Director:	Mike Jinks	3801	<i>kmj1</i>
Departmental Secretary:	Lorraine Moor	3801	<i>lsm1</i>
Head of Infrastructure:	Robert Demaine	3808	<i>rld1</i>
Head of User Services:	John Illingworth	3803	<i>jjj1</i>
Head of MIS:	Kay Mills-Hicks	2101	<i>kmh8</i>
Head of Technical Services:	Doug Moncur	3815	<i>dgm1</i>
Head of Systems:	Andrew Smith	3809	<i>abs4</i>
Operations Manager:	Brian Souter	3814	<i>bs1</i>
Head of Networking:	John Mason	3813	<i>jrm13</i>
Information Officer:	Joanne Casey	3805	<i>jmc8</i>

Linda Bailey	3800	<i>lcb6</i>	Jenny Jackson	4455	<i>jj5</i>
Sue Bolton	2102	<i>sjb28</i>	Chris Kilgour	4454	<i>ckrk1</i>
Mike Brudenell	3811	<i>pmb1</i>	Fergus McGlynn	3805	<i>fam6</i>
Lisa Burkinshaw	3818	<i>ljb4</i>	John Marsden	3832	<i>jpm1</i>
John Byrne	3812	<i>jcb1</i>	Darren Munday	3821	<i>dam6</i>
David Chambers	3742	<i>dac6</i>	Nicola Normandale	4695	<i>ncn1</i>
Michael Clark	3745	<i>mpc3</i>	Phil O'Connell	3825	<i>paoc1</i>
Arthur Clune	3129	<i>ajc22</i>	Aimee Phillips	3897	<i>amp11</i>
Paul Conacher	4346	<i>pac1</i>	Tamsyn Quornby	4347	<i>tq1</i>
Steve Downes	3741	<i>sd21</i>	Colin Rea	3817	<i>cr9</i>
Debra Fayter	3839	<i>daf3</i>	Chris Reece	3807	<i>car7</i>
Ken Finch	4452	<i>kfl</i>	Peter Roberts	3802	<i>pr1</i>
Rob Fletcher	3816	<i>rf1</i>	Sam Scott	3817	<i>svs2</i>
Kevin Gardner	3739	<i>pkg4</i>	Daniel Shelton	4349	<i>ds23</i>
Chris Gowland	3823	<i>cgl</i>	Philip Stralles	3833	<i>prsl</i>
Sarah Hall	3827	<i>seh11</i>	Simon Thompson	3894	<i>st8</i>
Peter Halls	3806	<i>pjh1</i>	Pete Tumbull	3804	<i>prt1</i>
Sue Hodges	3839	<i>sh32</i>	Sam Vines	3749	<i>soov1</i>
Geoff Houlton	2100	<i>gph2</i>	Timothy Willson	2123	<i>ftmw1</i>