

# Summary of User's Meeting

held on 19-October-2018 @ Kobayashi hall

## **Participants from KEK**

Yukihide Kamiya (Executive Director), Hiroyuki Okada (UO),  
Hiroko Shibasaki (UO), Kayoko Shimomura (UO), Katsuo Tokushuku(IPNS),  
Masatoshi Tsukada (UO), Shoji Uno (IPNS),  
Akira Yamaguchi(Benefits Office)  
and Hiromi Yamanaka (Research Cooperation Department)

## **Agenda**

- |  |                       |
|--|-----------------------|
| • Opening remarks                            | Shoji Uno (IPNS)      |
| • Introduction of Users Office Main Business | Kayoko Shimomura (UO) |
| • Inquiries from Users                       |                       |
| • Closing remarks                            | Shoji Uno (IPNS)      |

# Users Office Main Business

1. Provide information concerning daily life and answer inquiries.
  - Places to go outside and inside of KEK
  - Finding lost items
  - Arranging a rent car
  - Support for getting a health check for the radiation work

< Reference >

- User Information <https://www2.kek.jp/uskek/eng/index.html>
  - Life Guide <https://www2.kek.jp/rso/>
  - Users Office <https://www2.kek.jp/usersoffice/eng/index.html>
  - Registration the mailing list of UO Bulletin Board  
<https://www2.kek.jp/usersoffice/eng/nonjapanese.html>
2. Support for registering User registration
  3. Support for making a reservation for dormitory rooms and apartments
  4. Handle room/lodging payment

5. Paperwork for official trip planning and calculation of travelling expenses
6. Provide KEK ID card, renting a bicycle and PHS
7. Arrange wireless LAN
8. Support for applying and extending visa  
(Except for the cases handled by another Division)
9. Support for some procedures related to stay  
A staff of JISTEC is at the Users Office on every Tuesday
  - Moving in/out report and joining a national health insurance at City hall
  - Opening and closing a bank account
  - Finding an apartment outside of KEK
  - Moving out/in an apartment
  - Calling a landlord for some troubles of apartment
10. Support for school educational matter for user's family members
11. Support in case of emergency situations
  - Call or visit a police station for an accident

## 12. Support for getting a medical treatment

-Making an appointment and visiting for a medical treatment

### **\*\*Other businesses\*\***

- Support for conducting joint experiments
- Offer side supports for experiments and various advisory committees
- Paperwork for accepting researchers and undergraduate students

# Questions and Answers

We received a set of requests from the Belle II collaboration, two e-mails from individuals and several comments on the floor during the meeting. In the following pages, these requests and current answers are listed as of 31/Oct/2018.

# Language

- Emergency and Warning signs should be translated into English

Voice Announcements of emergency are always sent out both in Japanese and English. You can assume that Japanese-only announcements are not relevant for non-Japanese. (The automatic pre-warning announcement for big earthquake is currently in Japanese only but we will improve from April 2019. The announcement starts less than 1 minute before the arrival of quake with count down messages so it is difficult to use multi language system.)

Signs in the Tsukuba experimental hall have been improved and now believe they are at a satisfactory level. We will continue updating signs for the accelerator area. If you know of an area that needs better signage, please let us know.

# Housing Service 1

- Rules for assigning and sharing apartments should be made clearer. Can they be more flexible?

The general rules are listed on the web page:

<https://www2.kek.jp/uskek/eng/visiting/apartment.html>

If you have any further questions, please contact Users Office.

- Dormitory automatic booking system sometimes forces people to change room several times; is there a way to minimize or avoid this?

In the condition of almost full occupancy of the dormitory, it is inevitable to happen the room change but we will look into if we can improve the algorithm. One tip is, if you requests a room without bath, you will have less changes. The current algorithm is that we assign you to a room with bath as much as possible if a room is available even for a short part of the booking periods for those who request the room type. You can also tell to the Users Office, after your arrival, that you prefer to stay in the same room without bath although it is not 100% guaranteed to get the condition.

## Housing Service 2

- In dormitory building 2, there is a single shower and bathroom for women.

We have a plan to build a new dormitory building. We will increase the facilities for women in the new dormitory and we will close the building 2 after the operation. Our plan was to start construction in this fiscal year but unfortunately it has not happened. This means the building 2 will be used at least for 3 more years and we will improve the situation of the old dormitory by converting one of the men's bathrooms to a bathroom for women.

## Food Service

- During B2GM weeks, the grocery store often runs out of bentos for late-comers. Can they order more for these peak days?

We already change the order according to events at KEK. The schedule of the B2GM meeting is informed to the store but the Belle II group may better check if the size of the meeting (i.e. number of participants) are updated. It is always difficult to estimate the good numbers but the store can handle if a firm estimate are provided by the group.



# Office space

- Office space is assigned only for the period of being at KEK. This makes it difficult to leave books/materials/equipment at KEK, which would be more convenient/efficient for working. Please consider assigning more permanent office space or at least some type of storage space where people can leave items between trips to KEK.

Office space at KEK is limited and unfortunately we cannot increase so much. Efficient way to use the office space should be founded by the Belle II group, with the close communication with the IPNS. After the shutdown of the dormitory 2, it may be able to be used for a storage place. It is also possible to provide some lockers in office rooms.

# Network access

- Having to re-register from scratch all network interfaces every fiscal year is cumbersome and error-prone. Please consider making this part of the yearly user registration, e.g., one click of a button if nothing has changed (the usual situation).

All network apparatus will gradually be upgraded in physical year. As for wireless connection, we will have a new network which is outside the KEK LAN and easy to get the permission. The user registration system will also be updated in 2020 and we are in discussion for having more user-friendly system

- Network quality/strength in apartments varies significantly and is sometimes not good.

The wireless LAN in the dormitories and apartments was improved by relocating the connecting points. We will continuously improve. If you have specific problematic place, please let us know.

# Radiation Work

- The KEK Radiation Training Certification Form to be filled out by home institutes asks for health certification. For foreigners, this can be difficult to obtain from one's home Radiation Safety Officer, who usually has insufficient knowledge to check this box. (In many foreign countries, radiation safety training and health checkups are separate procedures.)

Following the Japanese law, we need to have statements both on radiation training and health inspection from the home institute in order to allow radiation works at KEK. The current form requests both information with a single signature. We think this have been handled by many foreign institutes so we like to keep this form. An option is to ask medical staff to check the health part with their signature.

In the meeting, a question was raised how to treat people whose institute has no radiation safety officer or training. In principle, we cannot allow persons to perform radiation work but we try to find best way for them with case by case, so please consult with radiation control office well in advance before the arrival.

# Transportation

- More bicycles would be helpful. During Collaboration meeting weeks there is sometimes not enough.
- Can the Users Office bikes be reserved in advance and picked up on weekends, when the User's Office is closed?

We have total of 68 bikes in the Users office and 67 in Belle II right now. We think we have enough capacity for Users at KEK, except the ~2 week period of the Belle II collaboration meeting. Having a large amount of bikes costs for the maintenance through the whole year so we are rather hesitant to increase significantly but a slight increase may be possible if it helps.

The rental rule of Users Office is first come and first serve basis. We're afraid that we wouldn't have any bikes left for people come to Users Office, if we allow pre-booking. To be fair for all users we're not thinking about accepting reservations, especially as the bikes in the Belle II can be pre-booked.

The dormitory provides 8 bikes for renting one day only. They don't accept pre-booking, first come and first serve basis.

## Other requests sent by e-mail

<Inquiry 1>

- Registration of the system is complicated.

We've been working on the renovation of the system as written in the previous page.

- Dormitory is getting old and doesn't feel cleanliness.

They are more than 35 years old. We are trying to clean as much as possible and doing our best.

- There is no bookstore.

There used to be a bookstore but the business didn't go well and they closed it.

- The food of Cafeteria is not tasty.

We'll take the comment into consideration and try to improve. The food menu is created with a consultation to a nutritionist aiming for nutritional balance.

## Other requests sent by e-mail

<Inquiry 2>

- In summer, we came to KEK with our little daughter and we were searching for a daycare. With a lot of great help from the users' office and the international office the "miracle" became possible to find a contact to a nursery and find a place for our daughter.
- We were very grateful, as otherwise it would have been very difficult (maybe impossible) for us to both attend meetings and both do experimental shifts.
- The daycare is in fact the only possible solution, as babysitter services are very expensive (about 2000,- Yen per 1 hour) and the money can not be reimbursed by the university.
- Our question would be: we would like to come again with our daughter in summer 2019. Thus, if there could be again some possibility for some continuing help from KEK, it would be really nice.
- In fact, we know from many other Belle II collaborators, that they would be very much interested for their children, too. Many researchers have children, and several of them asked us about our experience. The daycare would help them, that they could stay longer at KEK (with their children), and not only a few days (without their children). Any help from KEK side, if possible, would be very much appreciated.

Thank you very much for your comments. For those who need assistance, we can contact the nursery school for you to help obtain a place for your child. Here is a brief information on the service. More information can be provided if you come to the users office.

Daycare service

- A nursery school  
Around 3,000 yen per day. They accept one day care. A parent-interview is required for the first time.
- A Baby sitter company "Mama mate"  
Around 2,000 yen per hour.

## Other requests in the meeting

- Vegetarian food in the restaurant and store

We provide a small amount of food for vegetarian in the store but a problem is that it doesn't be sold well. For the period of a special event such as the Belle II meetings you can order to increase the portion. We continue discussion with the restaurant and shop if we can improve more.

- Mailing list

We provide various information in the User Office Bulletin. You can get it regularly by subscribing to the mailing. Please visit to <https://www2.kek.jp/usersoffice/eng/nonjapanese.html> ( the mailing list is also open to Japanese ).