14:52:05 From Victoria Masters : Hi Everyone, We are just setting up and the meeting will open shortly.

15:00:29 From Eduardo Rosa-Molinar, Ph.D. : Good morning everyone

15:00:34 From Christian Hacker : Hello everyone!

15:03:34 From Leonor Heleno Wielgosz : Hello from Paris!

15:05:56 From Elango from Idea Elan : Hello Everyone this is Elango from Idea Elan

15:12:28 From Matt Russell : Good time for Introductions, we have >10 more people since the start of the meeting :)

15:14:38 From Alex Ball : Can you (Clare), Nat and Paul let us know if your labs are open?

15:15:02 From Matt Russell : For question 1; I’m not in the facility unlike other people in my facility, so difficult for me to answer. I said as expected.

15:15:24 From Paul Verkade : @Alex, can do

15:16:23 From Peter O'Toole : no reduction in occupancy may be if only one person working in the facility?

15:16:41 From Patricia Goggin : I also said as expected because we didn't close. As an NHS facility we still had work coming in. We reduced staffing levels as we had no research work.

15:17:31 From Irene Andreu, URI (USA) : I have some part time students during the school year but I didn't hire them this summer because of 1) limitations in undergraduates on campus in the summer 2) reduced demand so I don't need that much help. I'm back to being a 1 woman operation!

15:17:39 From Natasha Stephen : @Peter, there's an option of "No, not required", which was meant to capture no reductions required as there weren't enough staff to be concerned with it

15:18:16 From Christian Hacker : @Clare: How long before reopening were you able to get back to the facility to prepare?

15:18:34 From Peter O'Toole : Which I presumed labs would have clicked along with labs that were able to go back with full staffing with more than one etc.

15:19:04 From Tomas Martin : Bristol Physics microscopy lab (IAC) has been in theory open from Monday but no users yet as well

15:19:39 From Peter O'Toole : @christian - one week lead time, but the lab was never fully closed and the TEM was being used for C-19 research throughout

15:20:06 From Alex Ball : For those labs that are open, are you open to staff from outside the CORE team, and even students and externals?

15:21:19 From Leandro Lemgruber : @Alex, staff are doing all the processing, no training no people from outside allowed into the facility

15:21:30 From PETER Davies : We’re not open yet (planned end of June) but we intend to be just core staff in first phase

15:21:54 From Lesley Hanna : As soon as we can open we will be inviting experienced researchers outside the core team. No students for now.

15:23:23 From Irene Andreu, URI (USA) : I am running a combination of service + independent users (graduate students mostly) with available video assistance. No new user training for now. The demand has reduced a lot, probably to 10% of regular usage for this time, because research operations at the university are still quite slow.

15:23:55 From Stuart Kearns : We are open to CORE this week (setting up labs/instruments). Priority department users from next week - mainly Post-grads.

15:24:03 From Morgan Chase : Are these non core staff people operating the instruments?

15:24:11 From Erin Tranfield : Here in Portugal we have been open since early May - we have mostly core staff in the facility, no external visitors are allowed on campus, and in theory internal users can come to the facility but we have seen very few who want to work independently. Most people want full service, and we are doing what we can within the occupancy limits set by the institute.

15:24:32 From Gareth Hughes : We're planning to open to a select group of our experienced users next week.

15:24:42 From John Harrington : What PPE are people using/insisting on in their risk assessments?

15:24:46 From Errin Johnson : We opened to departmental users this week, external users on a case by case basis from next week. We're going to do service work for most users for regular EM, for cryoEM it will be more of a mix of both service work and independent users. We're not training new users at the moment either.

15:24:51 From Tomas Martin (Bristol IAC) : We have an online form for PhD students and non-core staff to request access, but we are trying to make these service jobs where possible. One positive for us is that we've been able to move to a much more comprehensive lab management booking system and formalise a lot of our structure

15:27:24 From Irene Andreu, URI (USA) : I have been impressed by the compliance by the users to the guidelines. Kudos to the new generations!

15:27:57 From Scott Dillon : We are opening a small new facility in September. Would be great to get perspectives from those who are open on procedures which could be implemented in a new lab which might be difficult to manage in an existing large facility.

15:28:49 From Paul Verkade : What other measures have [people agreed on breach of the new rules?

15:28:53 From Hong Chang : I wonder what masks people are using in your institution please. There was a couple of institutions I heard that forbidden the use of washable face mask and there was a trend of preferring disposal mask than cloth mask - would anyone be able to give any idea regarding this or be able to share any insight please? Thank you!

15:30:25 From Kim Findlay : Queues for the toilets have been a bit of a problem, as only one person allowed into the loos at once even if there are three cubicles in there!

15:31:03 From Errin Johnson : @Hong Chang - we were initially told that no face masks were permitted in labs, but this has been changed this week to surgical masks permitted in labs. Elsewhere in the department cloth masks are permitted.

15:31:33 From Alex Ball : What remote access software are people using and are you finding it works OK with multiple screens.

15:31:35 From Hong Chang : Thank you Errin!

15:34:24 From Patricia Goggin : We are using

15:34:30 From saskia : @Hong Chang: we are very strict on masks as last resort only, so you can wear any or none as you wish but they're not currently compulsory. This may change

15:34:32 From Bertrand Leze : we are using surgical disposable face masks and face shields is we can't achieve social distancing.

15:34:43 From Kim Findlay : I'm not using a face mask and not recommending them for our facility, but users are welcome to wear if they want. However, if and when we start training again we will insist both parties wear masks as we have done a risk assessment to say ths is needed.

15:35:23 From zeeshan : How are you cleaning the microscope? What kind of cleaning liquids are used considering the microscope has metallic, plastic, rubber glass etc. ?

15:36:00 From Irene Andreu, URI (USA) : I am requiring face masks even if the user is completely alone in the room to avoid aerosols. Also spacing 1 h bookings on same microscope to allow for aerosol settling. I got the 1 h idea from the last meeting so thank you all for that :)

15:36:01 From Scott Doak : Alex - we are running UltraVNC server on all of our microscopes. We use remote desktop to a gateway PC and from there open a VNC session.

15:36:13 From Tomas Martin (Bristol IAC) : I've seen a lot of studies that show big clusters of COVID19 infection around air conditioners, this is something we've been worried about also

15:36:15 From Aaron Naden : Regarding what Scott was saying about using Teams to share what's on the screen for commercial clients, is there any practical way to do this on "isolated" systems like the FEI/Thermo microscopes which are locally networked to a support PC but not directly networked to the outside world

15:36:45 From Paul Verkade : Most aircon units should be blowing down so less danger?

15:36:51 From Ray @ TESCAN : TESCAN is setting up TEAMVIEWER for several customers and the s/w is already built into the system

15:37:11 From Aaron Naden : Ah, looks like Scott pretty much answered my question as I typed it!

15:37:12 From CHRISTINE RICHARDSON : The air con is a rea problem, as they are not fresh systems they just are heat extractors

15:37:16 From Kim Findlay : @Alex. We are using remote desktop to a gateway PC in order to offer remote assistance on all the light microscopes.

15:37:28 From Irene Andreu, URI (USA) : @ Aaron Naden - I think there is a way of using Team Viewer through a computer (e.g. a laptop) that is hardwired to your TEM computer. That second computer will be connected to the internet. That way you don't have to directly connect the TEM to the internet.

15:37:45 From Matt Russell : Nothing about face masks for us, but we also have limit of 1 person per room (for some areas I think). Gloves in microscope rooms (different color gloves from wet labs).

15:37:51 From Scott Doak : Aaron - the reason we chose the VNC option is that is what Thermo use for their Rapid connection.

15:38:10 From Aaron Naden : Ah great, thanks @Irene Andreu and @Scott Doak. I'll look into both of those

15:38:42 From CHRISTINE RICHARDSON : Is it fresh air going through or recirculated air?

15:38:53 From Duncan Muir : Can anyone share what mark up percentage they are charging for "full service" SEM work compared to users doing their own work?

15:39:06 From Stuart Kearns : We are using TightVNC in much the same way to remote access three instruments

15:39:07 From Kim Findlay : RE air flow. Our rooms have recirculated air and air con. The recirculate air means there is a risk and so we leave 1hr gap between users. I checked and we have 8 changes of air per hour so that should be enough.

15:39:07 From Mike Dixon : At Hitachi, our platform of choice for remote observation or operation is Webex, but also using Teamviewer and Teams. All are handling multiple screens / extended desktop successfully.

15:39:48 From Hong Chang : Thanks Saskia and Kim for your recommendation about face mask.

15:40:19 From Matt Russell : For microscope rooms, disinfectants on surfaces, door handles, benches/desk surface, but not microscope controls, computers, keyboards etc. (gloves worn to account for that)

15:41:10 From Errin Johnson : @zeeshan we are having users spray paper towel with 70% ethanol and wiping common touchpoints, but making sure they don't spray things directly with ethanol. Same as @Matt Russell, we are asking users to wear gloves at the microscope

15:41:16 From Paul Verkade : interesting that Eduardo actually extended his times in between sessions. I believe most agreed on 30 minutes in previous session

15:41:29 From Kleo Pullin : Consider your physical workflow if you're setting up a new lab.

15:41:30 From steve furzeland : Zeiss are working well with Teamveiwer, demos and training have been completed

15:41:49 From zeeshan : @ Errin … thank you

15:42:02 From Kim Findlay : We use Bioguard, mostly, for cleaning kit.

15:42:19 From Gareth Hughes : We've 10 instruments working on teamveiwer, across JEOL, Thermo and Zeiss

15:42:22 From Peter O'Toole : Summary for LM with more details here https://www.rms.org.uk/discover-engage/online-microscopy-talks/summary-virtual-lm-meeting-covid.html

15:42:51 From Matt Russell : Our disinfectants are 70% EtOH or Distel; as mentioned, for surfaces, but not microscope controls or computer bits.

15:43:00 From Errin Johnson : We're doing a 30 min buffer in between users

15:43:46 From Kleo Pullin : YES!!

15:43:57 From Eduardo Rosa-Molinar, Ph.D. : Staff have not left.

15:43:59 From Kim Findlay : Yes our staff are fine. Well, they say they are!

15:44:10 From Kleo Pullin : I feel very safe, because our staff discussed everything.

15:44:13 From Patricia Goggin : Most people very keen to return as soon as possible!

15:44:45 From Eduardo Rosa-Molinar, Ph.D. : We are getting a lot of work done. Staff like that.

15:44:52 From Bertrand Leze : Yes, feeling very safe and happy to be back in the lab!

15:44:52 From Kleo Pullin : We also have an MD, and access to all hospital and public health info we need.

15:44:53 From Matt Russell : We have quite a big group so those least comfortable are able to continue to work from home. Some people live a lot further away so it’s a lot more exposure to public transport for some.

15:44:53 From Pamela Focia : I have not gone back in yet and am afraid to because I have some health issues…

15:44:57 From Sally Hobson : Happy to be back but struggle with childcare juggling with no school

15:45:08 From Irene Andreu, URI (USA) : I feel safe in the lab, but I take public transit there and that is a bit more worrying. I am in the US in a rural university so I am the only one that takes public transit. I feel worried that I am going to give it to my users. I am treating myself as a biohazard and avoiding me being in contact with the users at all costs.

15:45:14 From Kleo Pullin : Plus, generally, we were asked to write our safety plan.

15:45:25 From Alex Ball : What about social spaces and eating and drinking?

15:45:52 From Scott Doak : Our staff are happy but we have a lot of space and have taken many steps to ensure good distancing.

15:45:54 From Kim Findlay : We have no catering open yet.

15:46:03 From Paul Verkade : Social space used to minimum

15:46:09 From Scott Dillon : For one-person teams, what emergency procedures have people put in place if you show symptoms and have to self-isolate?

15:46:17 From Kleo Pullin : The metro is not a thrill, but we've staggered schedules and accommodate start times that work better on public transit.

15:46:18 From Matt Russell : I think we have catering, but space to keep distancing

15:46:23 From Ray @ TESCAN : Our engineers are taking breaks in their cars

15:46:26 From Errin Johnson : @Natasha Stephen Its just been me this week and the two weeks before it took to get everything ready for reopening! I've felt safe in the Department, but it has been very quiet. My other staff will slowly be coming back next week part-time

15:46:29 From Kim Findlay : There are shared kitchens where you can access a MW etc and signage about cleaning it down between use.

15:46:29 From Scott Doak : We have no catering either - I am eating me sandwich as we speak!

15:46:34 From Neil Young : I agree on the public transport comment. This is a concern. My university (Oxford) talks about plans for extra car parking but nothing is being firmed up yet

15:46:35 From Eduardo Rosa-Molinar, Ph.D. : We labeled the floor to remind people about distances.

15:46:40 From Chris Parmenter : we've been told that our kitchenette will be kept closed

15:46:55 From Kleo Pullin : No kitchen.

15:47:12 From Errin Johnson : Our café is closed but I've been hitting up Deliveroo pretty hard the last week

15:47:32 From Clare Steele-King : Enjoy your lunch scott!

15:48:00 From Matt Russell : Question 1; we already have user access policy

15:48:51 From Bertrand Leze : 1a - 2c

15:49:15 From Neil Young : @Errin. Our café is closed. There are plus points even of Covid!

15:49:18 From Matt Russell : @Nat, thanks

15:49:37 From Chris Parmenter : we had a policy but we're revising it

15:50:01 From Heath Young : At Bruker we are offering free use of our complete microanalysis software suite (offline) to all our customers. Use this link to download the software and contact me to obtain dongles (up to 5 per institution) : https://www.bruker.com/nc/products/x-ray-diffraction-and-elemental-analysis/eds-wds-ebsd-sem-micro-xrf-and-sem-micro-ct/landing-pages/esprit-offline-download.html

15:51:06 From Alex Ball : Institutionally we'll be asked to support PhD students and Masters students AND grant-funded projects reaching the end of their research periods

15:51:23 From Alex Ball : AND contract work as we are desperate for income!

15:51:49 From saskia : I've said "not known" because ours was none of the above: it's basically anyone on external funding for us!

15:52:01 From Alex Ball : Internal research is NOT prioritised

15:52:07 From Kim Findlay : Institutionally we have not been told what to do and choice is up to me, as facility manager, for what we do in our facility.

15:52:08 From Natalie Allcock : Same as Alex - PGR projects and externally funded work

15:53:03 From Scott Doak : Our institutional policy is to prioritise projects nearing completion and externally funded.

15:53:14 From Alex Ball : New users and untrained users will not be allowed to use facilities in the near future - remote access to instruments might allow this to change

15:54:14 From pedromachado : at the facility we suggested what to prioritise and it was very well accepted

15:54:17 From Alex Ball : Paul - I think you are absolutely right. 40% of our income comes from outside core funds.

15:54:32 From Eduardo Rosa-Molinar, Ph.D. : Revenue is down so there is a big push on grants and external work.

15:54:33 From Erin Tranfield : I admit I know what the institute guidance is because I pestered our Directors until I got guidance.

15:54:45 From Errin Johnson : @Kim Findlay - same here

15:54:52 From Eduardo Rosa-Molinar, Ph.D. : HUGH!!!!!!!

15:55:04 From Kim Findlay : I suspect all our facilities at my insititution put the Science first so we prioritise to deadlines (that was my vote). No problems so far. They just told us to leave external users to last, no other guidance given.

15:55:59 From Chris Hill to Paul Verkade (Privately) : Income generation considered essential by the univesity

15:56:14 From Irene Andreu, URI (USA) : I am at a standstill with the administration at the university. I am on a deficit, and will be on a deficit next year too, and the university said I shouldn't. How am I supposed to not be on a deficit if there is no demand?

15:56:26 From Aaron Naden : It's a constant struggle trying to get money in to pay for maintenance contracts!

15:56:39 From Eduardo Rosa-Molinar, Ph.D. : External research agreements and contracts pay significantly more that internal users

15:57:20 From Kim Findlay : Our institute has extended all short-term contracts that were due to end and review this every month.

15:58:13 From Peter O'Toole : @eduardo - your point may be very valid. University finances will be taking a significant drop in income, and therefore maybe now prioritising new income streams. However, research is our number one remit, so still has to be balanced. York is NOT prioritising external unless C-19. Research must not suffer as this will effect long term ability to attract funds.

15:58:29 From Kim Findlay : We were told by our steering committee that cost recovery targets will be put aside during this crisis.

15:59:22 From saskia : @Natalie - very interesting to prioritise internal use over commercial work! We are told to try and increase external usage (and money)

15:59:25 From Irene Andreu, URI (USA) : @ Kim - that is nice!

15:59:45 From Neil Young : @Nat, we plan to open on Monday. Priority will be funded internal users. Mainly postdocs. The students have to give their blessing to the Department student admin before they return to work, so there is a process to go through there. So we are mostly dealing with postdocs who can be 'asked' to just come in. Overall we are all still told attendance is voluntary so a little confusing

16:00:04 From Erin Tranfield : @kim We have been told the same - our priority has been set to getting our team and users through this safely.

16:00:16 From saskia : @Irene Andreu - I've had this struggle for several years, it was fine so far because usage was slowly increasing, but we are now going to have less money to spend...

16:00:29 From Alex Ball : We're not a teaching institution, although we have about 200 post-graduates. Our income stream is mostly grant-funding or external academic contract (~10%)

16:00:39 From Neil Young : Difficult to run up 10 microscopes without being on-site though and my team have been very helpful and we are going in a few days per week

16:00:41 From Natasha Stephen : Students for us is PhD/Masters (research) students, not undergraduates

16:00:53 From Tomas Martin (Bristol IAC) : Most of our UKRI postdocs have been put on no-cost extensions and furloughed to essentially extend their contracts, which means our main focus currently is on final year PhDs

16:01:02 From Kim Findlay : @Erin Tranfield. Yes. Safety comes before money. And getting the internal science done is more important than any external work.

16:01:16 From Erin Tranfield : @Kim exactly!

16:01:27 From pedromachado : I will try to prioritise projects were our staff can work as indepently as possible. This means that collaborations have priority over “pure” service. This should also highlight the value and skills of staff while we are not working at 100% capacity

16:01:37 From Eduardo Rosa-Molinar, Ph.D. : I have to generate revenue to make sure that the staff is safe.

16:01:39 From Roberto Garcia : No undergraduates. Just Graduate students with critical work

16:02:22 From Eduardo Rosa-Molinar, Ph.D. : Peter is 100% correct.

16:02:34 From Kim Findlay : None of our staff are on furlough

16:03:01 From Kim Findlay : General health and safety

16:03:11 From Kim Findlay : yes

16:03:18 From Alex Ball : Agree with Peter, but it's very tough.

16:03:55 From Eduardo Rosa-Molinar, Ph.D. : Graduate students and post-docs are the priority.

16:04:02 From Irene Andreu, URI (USA) : yes, postdocs and graduate students - no undergrads on campus this summer

16:04:26 From Erin Tranfield : Internal users have a much higher priority over external

16:04:27 From Peter O'Toole : @eduardo - excellent point. As institute funds are cut due to the expected losses, technical staff are often first hit. Therefore grabbing short term money can be attractive, but showing impact to internal research may be equally important and ensure our importance is appreciated widely.

16:05:07 From Eduardo Rosa-Molinar, Ph.D. : I need the revenue; I focus making the people safe.

16:05:14 From Kim Findlay : RE user access - we have been able to accommodate all requests so far either by allowing them in or doing service (not everyone has restarted their experiments yet).

16:05:34 From Alex Ball : If we transition to service mode, we won't be able to support as many users anyway, so we are relying a lot on programmable instrumentation.

16:05:46 From pedromachado : we only give access to super users or projects driven by staff as independently as possible

16:06:23 From Scott Doak : Similar to Kim, so far we have had capacity to support all requests either by service work or giving access to skilled users.

16:06:35 From Eduardo Rosa-Molinar, Ph.D. : Animals studies are increasing because people were breeding animals now.

16:07:06 From Roberto Garcia : If staff are able to do the work in a timely matter then we will. However, if student has a complex project and needs access then they can apply for access.

16:08:04 From Kim Findlay : We are making use of all hours i.e. night and weekends, to give access to those that need it.

16:08:26 From Roberto Garcia : Describe what is needed and then we will decide if we can do it or if we trust that the user can run the equipment and be trusted to sanitize the area after usage.

16:08:53 From Irene Andreu, URI (USA) : same as Kim and Scott, I have been able to cover all requests via service or skilled users. I am on campus 2 or 3 days a week, the rest of the days are for independent users

16:08:55 From pedromachado : Yes, booking can only go through staff now so that we can monitor occupancy in advance. If we need to have one super user in, we put one staff member home

16:09:12 From Morgan Chase : Because our Museum is opening in phases of 25% staffing, we expect to be able to manage the amount of requests for lab access at least for a while. Ask again when we hit phase 3!

16:09:29 From Errin Johnson : We're doing things similarly to Roberto, including the request for access. We're also extending usage hours same as Kim and we've put a lone working policy in place for this

16:09:36 From Sally Hobson : We are only allowing access to experienced users. Otherwise we are full service, or they can ask an experienced user in their lab to do it for them.

16:09:39 From Kim Findlay : We monitor all bookings now and they are pending approval by facility staff - this allows us to control numbers and enforce safety gaps.

16:09:48 From Kerstin : There was a question earlier about lone worker policies, evening and weekend working for experienced/superusers - what are your policies? Extending the time available would allow more spacing out of users, but may require different levels of support?

16:10:38 From Paul Verkade : Bristol has discouraged lone working or weekend working and only if essential. Whatever essential is

16:10:49 From Kim Findlay : Our institute already had a lone worker policy and everyone has to sign in and out, saying which room they are working in etc

16:11:12 From Paul Verkade : The Late and weekend working should not be used to increase capacity

16:11:48 From Eduardo Rosa-Molinar, Ph.D. : We are the same. 7PM they lock us out.

16:11:57 From Kim Findlay : The flexible working policy allows some to come in who couldn't otherwise due to e.g. childcare

16:12:03 From Kim Findlay : Yes they are happy.

16:12:19 From Alison Beckett : We have been told 7.30-6

16:12:21 From Amy Bondy : To decrease capacity according to our entire building's guidelines, we actually have shift work now (for both staff and users). 6am-3pm shift, and 3pm-12am shift

16:12:28 From Morgan Chase : I think to accommodate public transportation, places are encouraging staff to work at non ‘rush hour’ times

16:12:31 From Errin Johnson : After hours access is available on selected instruments to experienced users after being approved by me. Not necessarily used to increase capacity, more to accommodate the split shifts that some labs are working on due to restrictions on the number of people from each lab that are permitted on site at once.

16:12:48 From Kim Findlay : We have 24 hrs security and patrols

16:12:55 From Scott Doak : We class all work at the moment as lone working as we don't have fire marshals in the building. We use a lone working app to monitor who is working and ensure you are safe.

16:13:17 From Eduardo Rosa-Molinar, Ph.D. : I am the only one that has 100% access.

16:13:25 From Chris Parmenter : we used to have out of hours policy with a buddy, but no lone working

16:13:49 From Kim Findlay : @Paul. Facility staff don't have to be in at the same time as all users. We only offer on site or remote assistance during working hours.

16:13:58 From Alex Ball : We are considering those who come in on public transport be asked to come in at off-peak times. However, in South Kensington, off peak is really from 6-8am and 11-11:30am

16:14:01 From saskia : we are going to class everything as lone working, using a buddy system (regular check-in) as we'll have experienced workers working independently without staff necessarily being in

16:14:34 From Scott Doak : We are only "open" 9am to 4pm at the moment.

16:14:45 From Catriona McGilvery : Working hours are currently 9-5pm but everyone has to fill out lone working forms since there are very few people currently in the department. This may change once the department becomes fully open..

16:14:52 From Chris Parmenter : anyone have thoughts on use of cryogenics?

16:15:12 From Alex Ball : Are you planning to hibernate and wait this one out Chris?

16:15:35 From Kim Findlay : Our facility staff are generally responsive to user support from about 8am to about 6pm, Mon-Fri. But experienced users can use the LMs at any time with this understanding.

16:15:40 From Paul Verkade : LN2 work not allowed out of hours

16:15:47 From Chris Parmenter : does we've typically not allowed cryo work lone

16:15:48 From PETER Davies : SafeZone app has been used by Swansea Uni and gives a reasonable cover for lone working - integrated into our security team’s systems. It gives 24 hr cover but office hours are exepected unless emergency.

16:15:49 From CHRISTINE RICHARDSON : Use Slack to contact facility staff if required during your session. Staff will be available for support during approved bookings between 9am and 6pm Mon-Friday

16:16:27 From Eduardo Rosa-Molinar, Ph.D. : I have a question. How are you handing support and orders.

16:16:31 From saskia : Most users are just using small amounts of LN2, staff will keep tipping dewar topped up and I'll make the users do Physics' cryogen moodle course which is rather comprehensive

16:18:10 From Kim Findlay : All our cryo work is EM and all our EM is currently service only, so no problems.

16:18:12 From Eduardo Rosa-Molinar, Ph.D. : There is no lone here. We have to use a buddy system.

16:18:18 From pedromachado : we are implementing a buddy system. Can be local or remote via email or WhatsApp.

16:18:24 From saskia : Yes, that is for lone/out of hours. I was previously saying we'd want a face to face gas training, but obviously that's not happening

16:18:41 From Errin Johnson : @Saskia same for us. Small amounts of LN2, staff fill dewars. We're implementing a buddy system too.

16:18:58 From Eduardo Rosa-Molinar, Ph.D. : The budget for us is two people in the facility.

16:19:00 From saskia : I should add the buddy is remote via text/phone, so regular check-ins, they need to contact security if they can't get hold of the lone worker

16:19:11 From Andy Yarwood : Lone working is not allowed with cryogens in our demo facility. A buddy must be present for NMR magnet refills for example, so we timetable staff accordingly.

16:19:19 From PETER Davies : Same here - Small volume LN2 used in rooms with sufficient air space reduces the risk to the same as operating a hot kettle

16:19:34 From Kim Findlay : Our Purchasing is open - so all shipping and receiving is fine as usual.

16:19:38 From Irene Andreu, URI (USA) : We are handling shipping and receiving slowly! Same pains as Eduardo

16:20:02 From saskia : @Andy - quite a difference between a magnet top-up and an TEM ACD cooling in terms of amount of LN2, right?

16:20:04 From Catriona McGilvery : One of our Stores has been kept open, the rest have been shut.

16:20:08 From Kim Findlay : We've already received a new microscope from Zeiss.

16:20:15 From zeeshan : What about the sample delivery from different users/ service contracts?

16:20:17 From Scott Doak : Our central mail room is still open. Deliveries are OK but I have a 1/2 mile drive to pick them up.

16:20:32 From Errin Johnson : @Kim Findlay Lucky you!

16:21:00 From Roberto Garcia : I am having same issues as Eduardo but only with FEDEX. UPS is great. They text me when ever they are going to deliver.

16:21:23 From Errin Johnson : Our Stores has been open and they have been really good keeping everything going. Yes, things coming in as normal

16:21:24 From Scott Dillon : Hitatchi delivered and are installing our new TEM this week, but camera installation will have to wait for an engineer from Germany!

16:21:30 From Kim Findlay : Yes. Our Stores is open, our mailroom is open. Sample delivery is at a sample drop-off point at the facility.

16:21:46 From Andy Yarwood : @saskia yes correct NMRs will need up to 100L transfer. Small volumes are still limited for us though as we have to decant into the small dewars from a large supply dewar.

16:21:46 From Alex Ball : All of our deliveries are held, but we can access them. I have a team installing an SEM as we talk.

16:21:47 From Ray @ TESCAN : We're delivering systems to customer stores and installing against a strict RA ..

16:21:52 From Kim Findlay : We have had all our telephones redirected to our mobiles.

16:21:57 From Errin Johnson : Yes, we do a contact free sample drop off by arrangement too

16:22:05 From Gail Celio : Our university has routed all shipping (FedEx, etc.) to a central campus location, then campus delivers it to departments. Mail is still being delivered to my building but not sorted.

16:22:49 From Ray @ TESCAN : only day visits at present - shirter days

16:22:53 From Ray @ TESCAN : shorter

16:22:54 From Kim Findlay : We have had lots of engineers - where they can travel here and back in a day.

16:23:11 From Alex Ball : Yes. we can't get one of our installations set up as the engineers can't find accommodation

16:23:16 From Andy Yarwood : Shorter visits only with day visits at the moment

16:23:31 From Kim Findlay : We are in Norfolk - remote from Norwich! Multiple visits often needed

16:23:34 From Heath Young : Bruker service are making visits but no overnight stays

16:23:37 From Errin Johnson : Same as Kim. We got all of our Leica PMs done and had a few Thermo visits for the TEMs

16:23:53 From saskia : I've had great remote support from JEOL - engineer on phone/email talking me through the problem and solutions.

16:23:55 From Natasha Stephen : We're too far from everyone for day visits from anyone, unfortunately

16:23:57 From Kim Findlay : All our EMs restarted fine.

16:24:03 From Morgan Chase : In the New York City area we’re lucky to have nearby service engineers for every instrument!

16:24:16 From steve furzeland : Sending the closest engineer to the site, shorter visit hours to manage the day

16:24:19 From pedromachado : Same experience with Jeol, very good remote support so far

16:24:57 From Ray @ TESCAN : All started (so far) but some required help by remote access in case of (e.g.) FEG and FIB

16:25:50 From Ray @ TESCAN : Our RA insists on NO CONTACT and we use PPE

16:25:53 From Eduardo Rosa-Molinar, Ph.D. : We have issues wish a camera that getting someone in is an issue.

16:26:55 From Alex Ball : I went in last week to start up everything just to see if it was OK. We've never switched off for longer than 48 hours before.

16:27:46 From Ray @ TESCAN : Wherever we are asked to go and the lab is open ..we are responding and so far no problems...everyone feels safe with the stated measures adhered to

16:28:15 From Mike Dixon : A number of Hitachi installations have taken place using flexible working hours and day trips, including relatively complex equipment like TEMs and FESEMs. Plans are in place to consider alternative accommodation other than hotels (business let apartments etc) when hotels are not available.

16:28:52 From Ray @ TESCAN : cant unmute

16:29:05 From sammcfadzean : Sam in Glasgow, ditto no single day visits really possible

16:30:47 From Errin Johnson : No major issues with the EMs, although we had a power blip in central Oxford a few weeks ago which affected the microscopes in different ways - some were fine, but SEM chiller died (fixed by inhouse workshop) and the Krios was v unhappy. Remote help from Thermo fixed that issue.

16:31:32 From Pamela Focia : We had a K3 installed by Gatan/Ametek over a 3 day period two weeks ago before the Facility opened at all, only Essential Staff was allowed

16:32:35 From Stuart Kearns : Sorry, have to leave but if there is another meeting - can we discuss training please? Thanks to all - really useful session

16:33:06 From Kim Findlay : one thing I found strange was that Leica expected us to use touch screen device to sign service visit documentation. I refused.

16:34:10 From Ray @ TESCAN : @Kim... we have suspended all document signing... electronic or paper

16:34:16 From Errin Johnson : @Stuart agree that discussion on training would be very useful!

16:34:31 From Kim Findlay : I asked them to mail it to me (and they put me down as customer absent) and then I signed with a scanned signature and returned by mail.

16:35:23 From Ray @ TESCAN : @KIm..processes ...processes... we are taking a more 'new norm' approach

16:36:07 From steve furzeland : certainly making sure the remote services are used to the max, of course at times a visit is needed, but if can be solved remotely this is faster ans easier for both user and manufacturer

16:36:50 From Chris Parmenter : lots of very positive news :)

16:37:15 From Kim Findlay : Yes, as a facility that opened a month ago - I can say it was not as bad as you may anticipate.

16:37:42 From Ray @ TESCAN : @Chris P..there seems to be a new flexible approach and everyone is working together

16:38:07 From Erin Tranfield : I conquer with Kim - things went very well. My concern is actually now when people are starting to relax about following the rules.

16:38:08 From Eduardo Rosa-Molinar, Ph.D. : The only problem is that IT has safety issues with remote access.

16:38:15 From Chris Parmenter : yes @Ray, it seems so

16:38:58 From Nicola Cayzer : what facility management software do people find works well?

16:39:03 From Aaron Naden : @ Eduardo a lot of microscope/support PCs are running Win 7 which is a concern now that support has ended

16:39:46 From Aaron Naden : we use Calpendo for bookings but that's it really

16:40:04 From Scott Doak : We use Calpendo

16:40:06 From Kim Findlay : @Aaron. We have lots of machines still on Win 7 but have managed to set up remote support by facility staff for our users using screen sharing.

16:40:13 From sammcfadzean : extended life licenses from Microsoft are available at approx. £20 per install per year...

16:40:34 From James Russell : we use a modified version of Twinkle Toes software which is open source and seems to be very flexible

16:40:54 From Ray @ TESCAN : We have not seen 'real' issues BUT have a W10 upgrade route which is being implemented as and when customers' IT support demands it. NO compatibility issues as we have factory tested the process.

16:41:08 From Gail Celio : iLab has been flexible and useful for us.

16:41:14 From Aaron Naden : @ Sam Good to know. Will look into that. Was mainly making a comment about the security issue Eduardo raised. Not heard much from IT about that yet

16:41:29 From Lesley Hanna : We use Stratocore. The automatic buffer facility introduced recently was useful. Otherwise, the existing functionality is adequate for our needs so far.

16:41:33 From Tomas Martin (Bristol IAC) : We are switching to Bookkit for bookings and that's been very useful so far

16:41:33 From Ray @ TESCAN : @Sam - still seeing some IT not willing to carry on with W7

16:41:56 From Kim Findlay : We use Stratocore PPMS and have found it useful, incorporating various existing features to help enforce our measures.

16:43:16 From sammcfadzean : @Ray and others the problem can be moving to Win 10 also needs NEW hardware on 'older' instruments(VERY)e expensive PC upgrade then

16:45:27 From Brian @ Exprodo : Calpendo is a web based solution and our Actual Usage tracking software is fully windows 7 compatible.

16:46:27 From Gareth Hughes : We've totally rejigged our booking system to allow for new groups of users and manually had to insert 'air gaps' around sessions. Been a lot of work and learn a lot about the ilab interface...

16:47:00 From Gareth Hughes : Going to be a fair amount of work to bring it back to how it was (or modify for the future new normal operation).

16:47:35 From Ray @ TESCAN : @ Sam... understood, each supplier will be different .. so no additional words on this for now ;0)

16:48:36 From Gareth Hughes : @sam - we've got round this by having instruments on their own network behind a firewall - so no external access - aside from select ports. Works pretty well, and still have an instrument running on XP networked.

16:49:18 From Gail Celio : Yes, iLab is facility management software from Agilent.

16:54:04 From Leonor Heleno Wielgosz @stratocore : No worries, I know we need to update you!!

16:54:16 From Leonor Heleno Wielgosz @stratocore : I'll talk with Mat

16:54:42 From Chris Parmenter : in a month

16:54:53 From Eduardo Rosa-Molinar, Ph.D. : 4 weeks remote microscopy and training

16:54:54 From Alex Ball : I guess one month from now would be useful.

16:54:56 From Andy Yarwood : Follow up on training support in a month would be good

16:54:56 From Roberto Garcia : I would be interested to see what others are doing about training.

16:54:56 From Leonor Heleno Wielgosz @stratocore : 4 weeks

16:55:00 From Heath Young : follow up meeting any time good for me

16:55:05 From Irene Andreu, URI (USA) : in a month

16:55:06 From Peter O'Toole : 4-6 weeks

16:55:08 From steve furzeland : 4 weeks seems good

16:55:08 From Gail Celio : 1 month pls

16:55:08 From Chris Parmenter : we're hopefully going to to open in 2-3 weeks

16:55:09 From Alex Ball : Remote access to instruments, problems and solutions please!!!

16:55:10 From Kim Findlay : We are not doing training yet. Meeting in a couple of months perhaps.

16:55:12 From Pamela Focia : Two months would be great! Topic, how are things going, what would you do differently?

16:55:19 From Masashi : Tw weeks would be great since our current lab opening situations are changing right now!

16:55:22 From Lesley Hanna : A follow-up in 6-8 weeks to talk about how we relax our requirements (hopefully) and address training

16:55:24 From Nicola Cayzer : 4-6 weeks

16:55:24 From Aaron Naden : 1 or 2 months could work well -- Scotland should have started opening up by then

16:55:31 From Ray @ TESCAN : Same again for the agenda BUT of course the goalposts are moving so it will still be useful to share experiences.

16:55:31 From Gareth Hughes : Training would be very useful, maybe a month - thinking about when we have further changes in lockdown restrictions.

16:55:32 From Leonor Heleno Wielgosz @stratocore : training remotely

16:55:34 From CHRISTINE RICHARDSON : training, 4 weeks,

16:55:41 From Leonor Heleno Wielgosz @stratocore : some of our customers are doing it already

16:55:44 From saskia : it would be good to discuss ideas for training, suggestions on how it might work, that sort of thing

16:55:44 From Matt Russell : 6 weeks

16:55:47 From Hong Chang : 4 weeks.

16:55:47 From PETER Davies : 4-6 weeks - we may have an idea of what uni’s may be facing as requirements for the autumn

16:56:08 From John Harrington : A month and changing guidelines

16:56:09 From Alex Ball : We're overdue for an RMS Training Focussed Interest Group meeting. suggest things for the agenda by all means!

16:56:16 From Kim Findlay : We have done a risk assessment for training - happy to share - and are still not doing it until it becomes business critical.

16:56:19 From Errin Johnson : Training, plus revisiting the same topics as today to see how everything has been working out for people

16:56:47 From Alex Ball : I have a request to table staff peer to peer mentoring.

16:56:52 From CHRISTINE RICHARDSON : Kim yes please

16:57:15 From Kim Findlay : OK

16:57:24 From Ray @ TESCAN : we have a supplier RA if it is useful

16:57:28 From Lesley Hanna : Yes please to Kim's RA

16:57:43 From Pamela Focia : Can USA Facilities join that mailing list?

16:57:46 From Ray @ TESCAN : Send to Nat

16:57:49 From Alex Ball : Yes please to Kim's RA as well

16:57:55 From Lesley Hanna : Yes to supplier RA too, please

16:57:56 From Pamela Focia : thank you!

16:57:58 From Peter O'Toole : Thank you and well done Clare, Natasha, Paul and RMS for putting this together and making it very engaging.

16:58:16 From Natasha Stephen : EM-UK@JISCMAIL.AC.UK

16:58:17 From Tobias Starborg : Thanks everybody.

16:58:25 From Kim Findlay : Just to confirm, I will try to remember to put our training risk assessment on EMUK.

16:58:32 From Lesley Hanna : Great meeting, thanks.

16:58:38 From Alison Beckett : Thanks

16:58:43 From zeeshan : Thank you so much

16:58:46 From Kim Findlay : thanks to all.

16:58:47 From Giulia degli Alessandrini : Thank you! very userful.

16:58:50 From Alex Ball : Thanks everyone really helpful again.

16:59:03 From Leonor Heleno Wielgosz @stratocore : many thanks for a great meeting as usual

16:59:18 From Andy Yarwood : Thank you!

16:59:21 From Heath Young : thank you everybody. really useful meeting

16:59:25 From Errin Johnson : Thanks everybody for an enjoyable and constructive meeting :)

16:59:25 From Nicola Cayzer : Thank you everyone ,it's been really helpful

16:59:25 From Gareth Hughes : Thanks Everyone, plenty of very useful stuff in there. Certainly helps us in our preparations and planning to open up.

16:59:30 From Matt Russell : Thanks!

16:59:32 From Chris Parmenter : Thanks everyone!

16:59:33 From Emma McDermott : Many thanks to the organisers! another great meeting

16:59:33 From Ray @ TESCAN : Very useful well done to all!

16:59:36 From CHRISTINE RICHARDSON : Thanks everyone

16:59:39 From Natalie Allcock : Thank you and good luck everyone!

16:59:39 From Mike Dixon : Thanks. As always, good to hear the challenges everybody faces so we can do our best to adapt together.

16:59:40 From Gail Celio : Thanks, folks!

16:59:41 From Hong Chang : Thank you all the presenters and everyone! Very useful again!

16:59:52 From Roberto Garcia : Thanks. Hope this continues.

16:59:56 From steve furzeland : Thanks all, good forum

16:59:58 From tracey Davey : thank you, really useful.

17:00:04 From John Harrington : Thanks everyone stay safe

17:00:05 From Scott Doak : Thanks everyone, plenty of food for thought.

17:00:12 From Chris Parmenter : Love our community

17:00:20 From Duncan Muir : Thanks again, hopefully more of us will be open soon and can contribute more in future

17:00:21 From Rachel Armitage : Thanks

17:00:37 From Allison Winton : Thank you everyone - a very useful and interesting meeting. Thank you Clare, Nat and Paul:)

17:00:50 From PETER Davies : Thanks everyone - bit like a therapy session quite reassuring!

17:01:03 From saskia : bye everyone! stay safe!

17:01:05 From Georgina Fletcher : Huge Thank you!!!