14:48:48 From Katie - RMS : Thank you for waiting. You will be let in just before 15.00.

15:02:39 From Leonor Heleno Wielgosz : Hello from Paris!

15:06:36 From Natasha Stephen : Do please use this chat box everyone!

15:08:29 From Leonor Heleno Wielgosz : we do not hear them

15:08:34 From Leonor Heleno Wielgosz : on hosts do

15:08:44 From Leonor Heleno Wielgosz : (the pings that is!)

15:11:49 From Saskia : One of our main challenges is room occupancy and office space!

15:12:23 From Paul Verkade : Thanks Saskia, we’ll discuss that in a minute

15:12:46 From Pedro Machado CUI@KCL : Room occupancy is definitely a showstopper

15:16:26 From Alex : Working from home and using video conferencing is better than expected.

15:16:33 From Erin Tranfield : Room occupancy makes training really hard - but I suspect that discussion is coming.

15:16:43 From Dr Remya Nair : How could we do in person training safely in a small microscope room?

15:16:50 From Alex : Also using Teams to train people has turned out to be pretty seamless.

15:19:04 From Alice Liang : Agree with Alex, virtual meeting with users to discuss the project is much easier and efficient. We almost use zoom meeting for all our project discussion now

15:20:30 From Natasha Stephen : What are the things that people are still struggling with under the current circumstances? (Other than training, which will be discussed in the next session)

15:20:40 From Igor Kraev Open University : No training for us, long imaging session with a user on video call is exhausting. Reducing hours per session if possible.

15:21:30 From Saskia : Some people don’t think rules apply to them, but at least we get to threaten them with revoking access!

15:22:19 From Alex : We have almost no-one attending the labs in-person. Almost everything is being done remotely using Windows Remote Desktop.

15:22:39 From Alice Liang : Virtual communication with company is still a problem due to the ability of instrument computer limitation

15:22:41 From bijmm : I am mostly doing microscopy as a service and then miss having people reacting to the results as I'm getting them. It's a bit dull tbh.

15:22:43 From Yan\_X : not everyone will follow the cleaning routine, again little threat does helps.

15:22:44 From Saskia : Yeah it’s both booking and cleaning

15:23:04 From bijmm : I try to share things by Whats App video but difficult to do effectively

15:23:18 From Alice Liang : We don’t use face shield anymore since it is difficult to apply during training

15:23:19 From Alex : Problems we have are with confocal microscopy, where the user will need to be on-site and some of the older systems that are not possible to remote control.

15:24:02 From Saskia : People like jumping on equipment and hope that nobody notices. It didn’t help that our staff wasn’t in for a bit, so we’re having to clamp down on things again.

15:24:03 From Yan\_X : masks are compulsory at Warwick

15:24:11 From Ashley Howkins : We have an issue with users 'dropping' in to ask questions of the SOs. Any advise?

15:24:13 From Alice Liang : Mask is still a requirement for NYU

15:24:13 From Alison Beckett : masks are mandatory for us, even in offices

15:24:51 From Alice Liang : We also relaxed glove policy for touching the computer keyboard

15:25:01 From Jemima Burden : Masks in communal spaces, additionally with visors if the 2m rule can't be followed

15:25:34 From Saskia : Has anyone managed masks + goggles while still being able to see?

15:25:37 From leslie cummins : Our facility requires facemasks per the university, but we require face shields for training.

15:25:38 From bijmm : We at Bristol are the same as Jemima

15:25:55 From Paul Verkade : Masks in buildings and even suggested for use just outside Uni buildings

15:26:15 From Jemima Burden : yes for UCL as well, when moving around campus

15:26:42 From Alex : Masks when working close to another person. Not required within the labs, but required when moving to another part of the institution.

15:26:51 From Gail Celio (she/her) : Ashley: Locked doors help. :) Access is more controlled in our spaces and doors are locked 24/7 now. Our website and door signage says specifically “no drop-in appointments”.

15:27:17 From Leonor Heleno Wielgosz : In France it is mandatory in all working spaces, even streets...

15:27:42 From Alex : Our labs are also locked to external users. They cannot physically enter the lab spaces, but we have a common space for dropping off or retrieving samples.

15:28:30 From Alice Liang : We also relaxed 6 feet social distance rule since it is impossible for keeping it in most of microscope room. 3 feet apart might be more practice.

15:28:45 From Jemima Burden : Just wondering regarding the cleaning etc, has anyone actually had an active confirmed positive case of COVID to know whether or not these measures are sufficient?

15:29:21 From Alex : All our COVID cases were either right at the beginning of lock-down or before.

15:29:36 From Yan\_X : We used to have control over the building access, people only have access after they have done re-induction and RAs. However since the university is asking more and more people coming back to work, all card access has just been reinstated. There's no way we can stop people just popping in.

15:29:44 From Alex : We've had no colds working around the labs yet though!

15:29:48 From Saskia : I’m struggling with face coverings and goggles, partly the goggles fog up, and partly my brain thinks automatically that something on my face must mean it’s goggles, so I’ve had some safety concerns about nitrogen and face covers

15:29:49 From Jemima Burden : Thanks @alex same as us - all before March

15:30:06 From Paul Verkade : Not as far as I know

15:30:42 From Alex : Fogging glasses: clean with very dilute dishwashing liquid and allow to dry.

15:30:57 From Alex : No, we're all healthy!

15:31:09 From Catriona McGilvery : We cancelled all swipe access into the EM area and have reinstated it for specific users as they have re-applied for access.

15:31:43 From Alex : Rainy weather, clean glasses thoroughly and dry, then spray with Mr Sheen! The silicone makes the water run off.

15:32:06 From Jo Sharp : AFAIK Sheffield is still in out of hours mode for the building but the EM facility is in hours because otherwise nobody's card would work - but staff have physical keys to each room so can lock what's not booked.

15:33:39 From Jo Sharp : (I'm here to take notes & get the recording for Ian Ross who would like to be here but is busy right now)

15:35:21 From nsa2 : We're training users where it is not practical for us to do the imaging for them - eg optimising samples for neg staining

15:36:12 From Yan\_X : we are doing video recording at the moment, as for initial training, then we will looking into the combination of remote training+trouble shooting in person.

15:36:17 From Saskia : Our training so far has mostly been top-up for existing users. Room occupancy is limited to 1 per microscope room in our facility so it’s a real musical chairs affair to show anyone anything on the microscope.

15:36:17 From kearns : We use a combination of remote operation and control of the instruments, MS Teams for comms, and online video tutorials

15:36:20 From Alex : We've been training since we went back to the labs. We're using Windows Remote Desktop for access to the instruments and Teams screen sharing for the training. Windows remote assistance also works well to monitor users.

15:36:21 From Sarah Harper : We have been offering remote training. Either with remote access to the instrument at customers or the instrument in our labs.

15:36:42 From nsa2 : Cannot offer remote training us our microscopes aren't networked and we have terrible reception / wireless connection in the basement...

15:36:47 From Sarah Harper : We have also provided some webinars and recorded video trainings.

15:37:22 From Ashley Howkins : Our IT won't allow us to network windows 7 instruments

15:37:23 From Alex : Getting more than one computer to work simultaneously was initially a fiddle, but we now have a reliable protocol.

15:37:29 From Gareth Hughes : We're doing remote training via a combination of teamviewer for screen sharing, videos and teams calls / phone calls

15:37:43 From Jo Sharp : Same problem - ours are all offline

15:37:55 From Alison Beckett : that is our problem TEM not networked

15:38:04 From Hong Chang : I recorded a short video and sent to an user and it worked - that was my only experience in remote training. In Exeter, we are in the process of planning blended remote combined in person training. I haven't started yet but assume will try from later in this term. We do select who needs the training and will offer full service as a backup.

15:38:16 From kearns : Our instruments are only connected to a LAN, not the wider network. Our offices are on the same LAN

15:38:16 From Natasha Stephen : Our Uni won't let us network PCs that are supplied with instruments (i.e. not managed by them), so we've been using TeamViewer to share a "live" view with users, remotely

15:38:41 From Alison Beckett : SEM with a mixture of Team viewer/whats app

15:39:12 From Saskia : our TEMs not networked either. Plus really worried about sample exchange training - I’m usually breathing down their neck the first couple of times!

15:39:20 From Jemima Burden : we do a mixture of solutions for support and training. Everything from: in person but distanced, getting experienced user from their own group (who is already working closer) to train, to physical training (distanced) followed by remote training (TEamviewer /teams), or phone support.

15:39:21 From Yan\_X : We can only use phone/laptop as none of the EM is networked. University IT rule.

15:39:28 From Alex : Our IT team won't allow Team Viewer because it does not allow them to monitor network traffic, so represents a security risk.

15:39:53 From Giorgio Divitini : At Materials in Cambridge we use anydesk (with an integrated chat function), with voice over teams if needed on the SEMs. Currently only training users for new applications / EMs, but not from scratch.Our PCs are behind a departmental firewall, so networking is relatively safe.

We relocated wifi routers to ensure decent signal.

15:43:26 From Alex : We also purchased USB headsets as the standard "phone" type headsets don't work with some of our instrument PCs which don't have accessible microphone sockets.

15:44:33 From bijmm : We've also (yesterday) just been issued with a portable roll up screen for training purposes. I haven't deployed it yet, so not sure how useful it will be.

15:44:59 From Natasha Stephen : We have a lab QR code, but it's a recommendation not a requirement

15:45:59 From Jemima Burden : @PaulV - I don't actually know UCL's official stand on the NHS app. We have QR codes and booking records so we know who is in the building and where they are on any given day.

15:47:47 From Natasha Stephen : (we're not allowed to make QR scanning for the NHS app a requirement as it would assume that a) everyone has a smart phone and b) that everyone is prepared to use a personal phone for work/official business)

15:47:48 From Jemima Burden : Anyone screen sharing on a Tecnai TEM?

15:47:58 From Sarah Harper : Glad to hear that :)

15:48:14 From Andy Yarwood : Me too, thanks!

15:48:16 From Saskia : I don’t think my phone battery would cope with the location services running 24/7

15:48:20 From Catriona McGilvery : We have University wide office booking software so users have to book their microscope room on that as well as on a booking sheet. This means we know who has been in the building on any day.

15:48:30 From Clare Steele-King : @Jemima- sort of...!

15:48:43 From Pippa Hawes : We are doing training in person, but fully risk assessed - masks, gloves, time limit in room. Can't use mobiles in the containment labs

15:49:02 From Jemima Burden : @clare - ooh might try and chat with you later..

15:49:49 From John Harrington : QR code been used at Leeds to track people in and out of the unit

15:49:58 From Hong Chang : Hi Pippa, how long you limit the in person interaction? Can you still keep 2 meter distancing or would below than 2 meter? Thank you!

15:50:59 From Jemima Burden : Sorry our QR system is not the NHS one. it is a personal unique QR code for the person (on phone or paper), with a scanner in the building, so we know who is in and where.

15:53:38 From leslie cummins : anyone able to be trained, except users outside the university... they aren't allowed on campus.

15:53:47 From Gareth Hughes : Training users who've some experience at the moment, trialling and refining the methods before working with the new/novice users in the next month or two.

15:54:06 From Alice Liang : We only train those users might user the microscope heavily with their lambaste available for assisted use after 1st training since our EM staff can not be onsite everyday

15:54:40 From Natasha Lukoyanova : Birkbeck EM facility: training everybody who needs it, although at understandingly slower rate; some training sessions remote, some in person at the microscopes

15:55:07 From Peter Davies : We’re moving from experienced users only, to training new users and resolving the RA at the moment

15:56:51 From Dr Remya Nair : We are also doing superuser based training.

15:56:58 From kearns : We are training everybody who needs it.

15:57:48 From Alex : Apologies. Paul is right, we should have met, but I was working part-time for 3 months under furlough, so not really many opportunities to take this on.

16:02:45 From Catriona McGilvery : All UG labs have been moved to next term so no decision has been made about how they'll be taught.

16:03:04 From Yan\_X : our lab was involved in a battery school last month, instead of have individual groups coming to the lab, we had pre-recorded videos and team meeting.

16:03:45 From Diane Johnson : At Cranfield Uni we are only involved in teaching MSc students (no undergrads) but are attempting to produce pre-recorded videos to illustrate the equipment and processes involved. This is complemented with live online lectures.

16:03:53 From sammcfadzean : Glasgow has also moved as much as possible to later in the term in a HOPING things improve mode.

16:04:00 From Saskia : I’m planning to pre-record my usual two-hour lecture as multiple demonstration videos but replace the lab tours with small group face to face tutorials if still allowed by then (MSc)

16:04:16 From nsa2 : Online lectures and using previously collected data for undergraduate 3rd year projects - and possibly datasets collected by trained users, and a short tour/demo of the lab for each undergrad so they can see the equipment and discuss sample prep. I planned to do videos, buut have not had time to do them!

16:04:38 From Paul Verkade : Undergraduate practical projects not happening until at least January, hopefully from next year

16:06:08 From Paul Verkade : We (Judith) have acquired some data for students to do a computing project

16:07:05 From Paul Verkade : the first lectures took me a day to record

16:07:06 From sammcfadzean : General response from students is MORE responsive. maybe the fear of doing it in a lecture theatre being removed has made them more 'vocal'

16:07:12 From Alex : Not students, but all academic visitors have been suspended until next year. We normally allocate 100 visitor days/year. So we'll now try to cram this into 6 months.

16:08:56 From Hong Chang : Our usual undergraduate group lab sessions, part of teaching module, moved to online version only. A few masters is asking to visit lab to have some in person training but a decision is not made yet.

16:22:14 From Alex : Has everyone's lab recovered to the sort of usage levels you saw before?

16:22:30 From Ashley Howkins : no

16:22:30 From Pippa Hawes : No!

16:22:34 From Gail Celio (she/her) : Nope!

16:22:36 From Saskia : nope

16:22:40 From Jenny : no

16:22:40 From Duncan Muir : Yes, we're 24/7

16:22:41 From Nicola Cayzer : No

16:22:41 From Peter Davies : no

16:22:44 From Richard : It's very very quiet

16:22:48 From Alex : Ours hasn't in case you were wondering

16:22:48 From Alice Liang : Yes, we do

16:22:52 From Rebecca Thompson : We are at ~40-60% on TEM’s except Krioses which are still fully utilised

16:22:54 From leslie cummins : we are swamped

16:23:11 From Jemima Burden : Our EM facility is as busy as before, because all users are back just not as many hours a week. - but they still manage to get us samples!

16:23:17 From Pippa Hawes : And room occupancy of the researchers in their own labs to create the samples!

16:23:23 From John Harrington : No where near

16:23:27 From Svet Tzokov : No

16:23:30 From sammcfadzean : Current year going forward we have been 'given' 60% of last years budget levels due to fear of PGT stay aways affecting the University cashflows

16:24:22 From Alice Liang : We got similar amount of samples as before, but no external users allowed to enter our building

16:24:27 From Catriona McGilvery : No. Partly because we're restricted in the hours we can be in the department, partly because of room occupancy and partly because students aren't allowed into their offices yet so it's difficult for them to come in.

16:24:27 From Dr Remya Nair : Almost

16:24:34 From bijmm : Apparently our September in EM was better than this time last year but up and till then we've been well down. Things have definitely got busier in the last few weeks

16:24:43 From Natasha Stephen : What are the room capacities everyone is dealing with, in terms of %?

16:24:56 From Saskia : @Duncan Muir - glad I’m not the only one employing the ‘shout across the room’ method

16:25:01 From Dr Remya Nair : Only 1

16:25:23 From Natasha Stephen : Ours is 15% in level 4 (UK alert level) and 30% in level 3

16:25:25 From Jemima Burden : 2 people in the lab, 1 in each microscope room or analysis room

16:25:25 From macaluso : Our facility is very busy. The current demand for services is very high.

16:25:40 From Jenny Simpson : 1 person per room unless training then we are allowed two. Prep labs are 2

16:25:53 From Alex : I encountered a "table across the door" method of keeping people out last week!

16:26:52 From Rebecca Thompson : Thats very smart to have it go up and down with alert level Natasha! We are on fixed occupancies ~ 20% of usual

16:27:40 From Alex : It's "under review" for consumables, but we are "awash" with unspent Capital funds, so got about 40% more than last year.

16:27:49 From Jemima Burden : my thoughts regarding budget are a bit "head in the sand" at the moment.

16:29:08 From Jemima Burden : we are not discussing it formally at all, probably because there is not much we can do about it..

16:29:36 From Saskia : our main ‘cost’ is depreciation, followed by staff, which is fixed anyway

16:29:37 From Alex : I think most people regard the risk of travelling as the biggest risk and is causing the most stress.

16:30:06 From Jemima Burden : I think University's priorities (quite rightly) are the students

16:30:06 From Alex : Lots of newly minted cyclists in the institution.

16:30:13 From Richard : We have not changed our budget, but in comparison with the rest of the Uni it is small beer. I don't think we will be in trouble if income is not as expected...

16:30:29 From Hong Chang : Budget is not affected currently, but it is a concern if usuage is lower then it could affect future finance.

16:30:37 From Peter Chung : Finance will be under pressure, thinking of mothballing one of the instruments should it go down (no service contract), concentrating generating income to cover newer instrument

16:30:38 From Paul Verkade : Yes, we are social animals

16:30:53 From sammcfadzean : Biggest issue is now that the schools are back staff are being told there is a RISK of COVID exposure but no tests being given unless you have symptoms so staff isolating perhaps unnecessarily

16:30:56 From Paul Verkade : I know I am happier when I can go into the lab

16:30:57 From Saskia : it’s been really nice to be back in the lab, but equally nice to not have the ‘presenteeism’ we got before

16:31:10 From Alex : My commute is much easier from home!

16:31:20 From Erin Tranfield : Yes I have trouble getting my team to work from home. I have suggested they work from home 1 day a week and mysteriously they don’t do it.

16:31:32 From Erin Tranfield : I like a mixture of the two

16:31:46 From Alex : Yes, I'm still late!

16:32:01 From Pippa Hawes : Have people had instructions from 'on high'?

16:32:23 From John Harrington : Commute/parking are easier and good to be "in work"

16:32:38 From Pippa Hawes : Our senior management have encouraged everyone to come back, at least for a few days per week

16:32:40 From Alex : What do mean by "on high" Pippa?

16:32:47 From Pippa Hawes : Senior management...

16:33:01 From Alex : Ah!

16:33:07 From Erin Tranfield : I have a horror story….

16:33:24 From Paul Verkade : Tell us more Erin

16:33:25 From Alex : My boss hasn't set foot in the lab since March, wait til he sees what we've done with his office!

16:33:45 From Saskia : @Alex: have you grown cress in their keyboard?

16:33:55 From Peter Davies : Has anyone managed to get clear information on a/c units and change over times between users in rooms.

16:33:59 From leslie cummins : @Alex LOL!!!

16:34:09 From Alex : It's being used as a hot desk space.

16:34:21 From Jemima Burden : @ Alex - to spread out and share access to offices, I am now using the Directors office! 😂

16:34:57 From Andy Yarwood : 10 hours, that's impressive!

16:35:13 From Paul Verkade : Should have called you, Andy

16:35:23 From Alex : @ Peter we have been told our exchange rates equate to 3 complete air changes an hour.

16:35:29 From sammcfadzean : Erin, my magnetics people do this every week....

16:35:35 From Andy Yarwood : I'm happy with being bugged!

16:35:47 From Sarah Harper : lol

16:35:57 From Alice Liang : No one is worried any more for travel from home to work. Everyone is willing to come to work, but there is limitation for the staff who has kids at home for blended learner style integrated in school system.

16:36:04 From Alex : Every lab has one of "THOSE" users.

16:36:57 From steve furzeland : ah the i touched nothing user.......

16:37:03 From leslie cummins : We had a lab member who moved apartments simply to be closer to work, since as technical staff we were asked to return to the lab.

16:37:12 From Saskia : i touched nothing is a sure first step to a ban

16:37:20 From Jo Sharp : True

16:37:21 From Natasha Stephen : Ha ha!

16:37:22 From Andy Yarwood : It wasn't me comment!

16:37:36 From Alex : @ Leslie We've got staff who've done the opposite. Moved out of London into bigger flats.

16:38:26 From Andy Yarwood : None stop webinars too!

16:38:34 From Alex : I wish Erin!

16:40:14 From Natasha Stephen : If you have already booked in advance for today's meeting, you have a login already!

16:42:39 From Yan\_X : I am trying to join the covid 19 group however it will not allow me.

16:43:16 From Paul Verkade : @Yan-X: if you click on join group and then click on the title of the group

16:43:20 From Peter Davies : yes

16:44:32 From Yan\_X : @Paul, i did joint two other groups already, it's just the Covid one I cannot join?

16:45:11 From Yan\_X : @ Paul got it now. Thanks

16:45:18 From Alex : @ Yan, it looks as though not all of the buttons change after you've joined a group.

16:45:37 From Erin Tranfield : my pleasure!

16:45:46 From Tor Masters : @Alex we will look into it!

16:45:46 From Paul Verkade : @yan-x, I’ll pass that on if that is an issue. I had joined 2 as well and initially could not join

16:45:59 From Erin Tranfield : lol!

16:46:05 From Erin Tranfield : Don’t make me cry

16:46:39 From Jemima Burden : FYI -Just tried to join a group and nothing happened??

16:46:53 From Natasha Stephen : Try refreshing the page, Jemima

16:47:02 From Gareth Hughes : try to refresh the page, it worked for me.

16:47:03 From Natasha Stephen : It often comes up just a little delayed

16:47:31 From Jemima Burden : Thanks @nat - that works

16:47:35 From Richard : I can't find this group section easily - I don't see anything apart from 'focused interest groups', which is not the same thing I think?

16:48:06 From Natasha Stephen : At the very top of the website, top right, there is a "login" page Richard

16:48:17 From Natasha Stephen : Then once logged in, "Your Acccount"

16:48:19 From Tor Masters : @richard when you login, click my account at the top of the screen and the groups appear on that page

16:48:24 From Alex : @ Richard, it's in the section View Account, top right.

16:49:00 From Richard : Ah. Yes, a bit hidden though!

16:49:56 From Alex : Question: We have the portable SEM as a resource that we can send to schools, I'm now looking for some really great samples which can be sent to me as prepared stubs to send out with the SEM as demo samples.

16:50:10 From Jemima Burden : FYI - life sciences group - has image analysis text as its descriptor

16:50:26 From Tor Masters : thanks Jemima, will get it sorted

16:52:05 From steve furzeland : @Alex how about Jeremy Poole he does great spider samples

16:53:00 From Natasha Stephen : \*Early-Career Awards

16:53:04 From Alex : Paul, that won't be happening this year!!!

16:53:15 From Natasha Stephen : (not all early-career scientists are young!)

16:54:58 From steve furzeland : yes cryo is happening

16:56:38 From nsa2 : Thank you all! it's great to hear how everyone is doing.

16:57:02 From Dr Remya Nair : Thank you all..

16:57:04 From Erin Tranfield : Thank-you everyone!

16:57:05 From Andy Yarwood : Thank you all for a great meeting!

16:57:06 From Saskia : Yes, thanks all! Nice to get out of my own bubble for a bit

16:57:09 From Hong Chang : Thank you all!!

16:57:13 From Jenny : thanks all

16:57:16 From Ashley Howkins : Thanks

16:57:24 From kearns : Thanks all - much appreciated

16:57:27 From Jemima Burden : Thank you all!

16:57:29 From Catriona McGilvery : Thanks everyone!

16:57:31 From Gail Celio (she/her) : Thanks so much!

16:57:36 From gareth jackson : Thank you all, stay safe!!

16:57:37 From Nicola Cayzer : Thank you everyone

16:57:41 From Yan\_X : Thank you very much.

16:57:41 From Alex : These have been really great meetings thanks for hosting and organising.

16:57:44 From Gareth Hughes : thanks all for another useful discussion session. Good luck over the next few months!

16:57:45 From Kim Epps : Thank you everyone

16:57:50 From Pippa Hawes : Thanks everyone!

16:57:51 From steve furzeland : Thanks Everyone

16:57:52 From Igor Kraev Open University : Thank you everyone and organisers

16:58:04 From Jenny Simpson : Thanks everyone. Stay safe!

16:58:09 From lorena : Thank you very much

16:58:12 From kmaclell : thank you, keep safe.

16:58:28 From Alice Liang : Thanks organizers and everyone!

16:59:21 From Leonor Heleno Wielgosz : thank you so mouch

16:59:28 From Leonor Heleno Wielgosz : much!

16:59:32 From Svet Tzokov : Thank you for organising!