

From Paul Verkade to Everyone: 02:52 PM

Hi all, Welcome. We will start the meeting at 3pm UK time

From Paul Verkade to Everyone: 03:13 PM

For those finding the reopening more challenging could you please add here what it is that are the issues

From CHRISTINE RICHARDSON to Everyone: 03:14 PM

For us the main problem is ventilation

only approximately 2 changes per hour max

From Lee Cohen-Gould to Everyone: 03:15 PM

WE rearranged desks & equipment locations to help with spacing in the lab. We now restrict when clients may drop off or pick up samples. No training or in-person assistance.

From Amy Replogle to Everyone: 03:15 PM

I am a one woman core staff at an undergraduate only institution. The SEM room is in a small space that allows only one person in the room at a time. I tried virtual training but with an undergrad it took about 2 times longer than normal to get them trained and I have no way to remotely take over the computer.

From Ileana Micu to Everyone: 03:15 PM

We are open and do train users. We have visors , face masks and gloves . Face masks and cleaning supply are expensive.

From Alice @ NYU to Everyone: 03:16 PM

The only limitation for us is shared office space. Otherwise we are running as full capacity

From Tomas Martin to Everyone: 03:16 PM

Our facility is on a basement corridor of around 12-15 lab rooms shared between our facility and another research lab, but are restricted to one person per room and 10 people in the basement at any time. Currently we are almost entirely doing service work but senior PhD students are gradually beginning to come in.

From Alice @ NYU to Everyone: 03:16 PM

We are starting training this week with Delta mask and face shield as requirement

From Aaron Naden to Everyone: 03:17 PM

We have 30 mins between each session & only 1 person per lab which isn't a major restriction. People wipe down surfaces w/ 70% IPA/water at the end of each session & wear gloves & face coverings at all times. We have a sample drop off in the entrance foyer

From Alex to Everyone: 03:17 PM

Infrastructure services are very limited - no replacement for ceiling lights etc.

From pedromachado to Everyone: 03:17 PM

Regarding question 4, my answer is not there. I would say we reduced service to actually focus on collaborations

From Irene Andreu @ U Rhode Island (US) to Everyone: 03:18 PM

Also one-woman core facility here: I have been doing fine (no training) but as demand is increasing I am starting to feel the struggle of doing more full service. I am currently experimenting with doing virtual trainings. Independent users are being very good at following the hygiene and spacing guidelines

From Steve Boona to Everyone: 03:18 PM

@Amy Replogle there are some free remote access interfaces like VNC ultra. Security features may not be sufficient depending on your institution's requirements, but it works for remotely viewing and controlling other computer screens

From John Harrington to Everyone: 03:18 PM

Testing for Legionella is causing major delays

From Alex Ball to Everyone: 03:19 PM

We have been open for ten days. We're currently opening in a phased way. The plan is to provide remote access to the instruments where possible and to carry out service work otherwise.

It's a tiny team in place at present, about 4 out of 19.

From Amy Replogle to Everyone: 03:19 PM

@Steeve Boona my institution won't let me put the instruments on the network.

From Kevin Mackenzie to Everyone: 03:19 PM

All rooms set a max capacity of 1. We are left to make our own rules about time of sessions and also interval between bookings. Only have 50% staffing level as well for all Histology, microscopy and EM.

From Emma McDermott to Everyone: 03:20 PM

Another 1 woman show here too doing all full service. It is getting very busy with more and more people contacting me to get samples processed almost every day.

From Tim Ecclestone to Everyone: 03:20 PM

Hello everybody - from a vendor (Agar Scientific) perspective – August is historically a slow month due to holidays. What is everyone's expectation this year – will absence be reduced due to people wanting to catch up? Will there be a greater demand to use the microscopes?

From Sam McFadzean to Everyone: 03:20 PM

My issue is that our facility rules will not allow support staff to 'sit around' in offices 'waiting' to resolve problems that arise.

From Alex Ball to Everyone: 03:21 PM

We spent last week solving the problem of how to access an SEM and an EDX system from a single PC. I can tell you the secret if you haven't figured it out.

From Lesley Hanna to Everyone: 03:22 PM

We have experienced much less uptake from researchers than we anticipated

From Alex Ball to Everyone: 03:23 PM

We're furloughing staff to save money and have an extensive list of projects which have been prioritised by the senior management, so we are now reaching out to those people to organise how to deal with their projects. I'm hoping to bring in some more staff next week to manage the increased demand.

From Irene Andreu @ U Rhode Island (US) to Everyone: 03:23 PM

For some reason a lot of my independent users now want to start trying "weird" experiments so even my independent users are requiring my attention now!

From Peter Chung to Everyone: 03:23 PM

to provide support you can put your office phone through to mobile

From Lee Cohen-Gould to Everyone: 03:24 PM

They had all that time at home to dream up those strange experiments!

From Kevin Mackenzie to Everyone: 03:25 PM

Our TEM is broken down and awaiting repair of the chiller - so just now that impacts on usage requirements for just now.

From Saskia to Everyone: 03:25 PM

I've been troubleshooting from home using WhatsApp! I've got few enough users that I don't mind them having my personal phone number.

From Amy Replogle to Everyone: 03:26 PM

I offered full service work, but no one has taken me up on the offer. I think this is because we are undergrad only and for them it's mostly about the actual experience of getting to use the instrumentation.

From Kevin Mackenzie to Everyone: 03:26 PM

We are using Microsoft teams for our networked systems and screen sharing.

From Alex to Everyone: 03:26 PM

FEI support is fine, we got our Talos attended with no problems. However, Polara has its chiller broken and service company is dragging feet.

From Aaron Naden to Everyone: 03:26 PM

For support, setting up a channel on Microsoft Teams or Slack could be useful

From CHRISTINE RICHARDSON to Everyone: 03:27 PM

Slack app is one way they can call your mobile without giving your number

From Steve Boona to Everyone: 03:27 PM

At Ohio State, we were making major investments in remote teaching and operation prior to COVID, so we've been able to transition relatively easily. Almost every instrument we have can be monitored and controlled by staff members from home. We've also been screen sharing with users via Zoom to do service work with them looking 'over the shoulder'. One person per instrument room means we're still working out how to train new users.

From Lee Cohen-Gould to Everyone: 03:29 PM

What do you do about loading samples? When we do train, our new users are champion at inserting the sample too soon (JSM1400 TEM) and blowing the vacuum.

From Tomas Martin to Everyone: 03:30 PM

We've had several senior postdocs volunteer to come in one day a week to run experiments for others - so far it's letting people complete their current papers/chapters well but once we run out of pre-prepared specimens it'll be trickier

From Irene Andreu @ U Rhode Island (US) to Everyone: 03:30 PM

Re Amy's comment: I had a few users reluctant to do full service as well because they want to "have the experience". The ones I convinced to do it with videocall were quite satisfied with the experience. I also let them record the videocall so they can also re-watch and take better notes etc.

From Peter Chung to Everyone: 03:33 PM

are we not insisting face coverings for labs?

From Lesley Hanna to Everyone: 03:33 PM

Peter: We are

From Natasha Stephen to Everyone: 03:34 PM

We do as well Peter, as well as disposable gloves when using the instruments

From Amy Replogle to Everyone: 03:34 PM

We require face coverings and gloves.

From Alex to Everyone: 03:34 PM

Our Talos computer is off the network and connected to Intranet through a support computer. I cannot find out how to share my Talos camera screen with a user remotely. If camera management computer is separate (like with our T12 with Orius camera) from the main system then it is easy but when it is integrated (like Talos with Ceta camera) then you are not allowed to install anything on it.

From Aaron Naden to Everyone: 03:34 PM

@Peter: we're required to wear face coverings in shared spaces by the school/faculty

From Lesley Hanna to Everyone: 03:34 PM

Our building design and air handling both mean that face coverings are mandated

From Lee Cohen-Gould to Everyone: 03:35 PM

Our institution (Weill Cornell Medical College) mandates masks in all public spaces and anywhere that there may be >1 person in the space. All staff must file a daily attestation that they are symptom-free and have not traveled outside of New York in the last 14 days.

From Hong Chang to Everyone: 03:37 PM

I recommend/ask the users to wear face coverings in the lab but gloves are mandatory; because the university says each staff/student will be issued with 3 re-usable face coverings.

From Alex Ball to Everyone: 03:37 PM

Our hours have been extended and we are able to work at weekends now as well. Some people have chosen to come in at weekends to better manage childcare with partners who are working from home.

From Chris Parmenter to Everyone: 03:37 PM

Our core hours are now 8-4, although this may be reviewed as this week is our first week back open

From Alex Ball to Everyone: 03:38 PM

First aider and fire management makes a lot of sense.

From Ileana Micu to Everyone: 03:38 PM

we work on shifts from 8am to 1.30pm and from 2pm to 7pm.

From Saskia to Everyone: 03:39 PM

@Nat: for us everyone who is in has had to do Fire Marshal training online. First aid is 24/7 through security but we've had warnings coverage is less. In our lab we're treating all working as lone working because so few people are in and it's unpredictable.

From Eduardo Rosa-Molinar, Ph.D. to Everyone: 03:39 PM

Same here Natasha

From Paul Verkade to Everyone: 03:39 PM

Who covers the costs for PPE / face masks etc. Is this provide by institute or facility itself?

From Chris Parmenter to Everyone: 03:39 PM

Face coverings haven't been mentioned, but we have a twice a day cleaning rota and gloves and PPE when in the lab

our offices are closed, only come in to do something in the lab

From Ian Griffiths to Everyone: 03:40 PM

We aren't insisting on face coverings, but are insisting on gloves

From Alex Ball to Everyone: 03:40 PM

We made the decision that we do not need to wear face coverings. We are maintaining social distancing, very low occupancy levels and lots of hand washing. At present, we are not sharing instruments, labs or offices.

From Lee Cohen-Gould to Everyone: 03:40 PM

No restrictions on hours for staff. We are each issued a new surgical mask as we enter the building. No desk sharing. PPE (masks, gloves & gowns) in labs, masks in hallways. etc. I can be mask-free in my private office.

From Eduardo Rosa-Molinar, Ph.D. to Everyone: 03:40 PM

@paul, we cover the cost.

From Leandro Lemgruber to Everyone: 03:40 PM

@Paul the facility has to cover the costs of it

From Amy Replogle to Everyone: 03:40 PM

Our institution provided 2 cloth masks for everyone working, but asks that we launder them after each use. So if you want to have one for each working day you have to provide the rest yourself.

From Alex to Everyone: 03:40 PM

We do not encourage any PPE as it gives false sense of security. Often cleaning, sanitizers and distancing is enough in our environment, I guess.

From Ana Sanchez to Everyone: 03:41 PM

We have no restrictions on hours but a 'buddy' system is required if there are no support staff present. You must tell your buddy when you enter and leave, and message your buddy every hour if lone working.

From Lesley Hanna to Everyone: 03:41 PM

I commandeered our meeting room to provide an additional (socially-distanced) office

From CHRISTINE RICHARDSON to Everyone: 03:41 PM

Our faculty is resistant to mask, but our department is 'strongly recommending'. I am insisting on user using gloves and masks.

From Alice @ NYU to Everyone: 03:41 PM

School provide mask and PPE for all core staff and users

From Leandro Lemgruber to Everyone: 03:41 PM

yes, face coverings only if you can't maintain the 2m distance

From Eduardo Rosa-Molinar, Ph.D. to Everyone: 03:41 PM

We are seeing more business from the research incubators

From Kevin Mackenzie to Everyone: 03:41 PM

Only face covering if having to enter room that's already occupied to help user. Will wear gloves when using TEM and SEM and also covering keyboard and mouse with cling film and wiping surfaces with 70% ethanol. For my 4 staff we can only have a max of 2 in the office (the other 2 are still on furlough - but still not known where they would sit if not needing to use the microscope.

From Ileana Micu to Everyone: 03:42 PM

The unit pay for PPE.

From Kevin Mackenzie to Everyone: 03:42 PM

Facility have to pay for the PPE.

From Alex Ball to Everyone: 03:42 PM

There is talk that we may move to a "masks required" policy if outside of our own areas.

From Alice @ NYU to Everyone: 03:42 PM

NYU require surgical mask wearing all the time at school, and Delta mask and face shield is required for training. School provided all PPE

From Aaron Naden to Everyone: 03:42 PM

A big motivation for us to mandate face coverings while operating the microscopes was to minimise the amount of cleaning necessary. The faculty provided sets of 5 washable face coverings for everyone

From Omar Matar to Everyone: 03:42 PM

From Hitachi -UK stand-point, in our application lab we all are encouraged to wear PPE which is provided by our company. We are not allowed to hot desk and have our own chairs and are required to wear gloves at least and masks if more than 1 person is in our application lab.

From CHRISTINE RICHARDSON to Everyone: 03:42 PM

PPE being provided by university but nor masks

From Lesley Hanna to Everyone: 03:42 PM

Gloves are supplied centrally (though supply is an issue). We bought masks and all other special purchases

From Ana Sanchez to Everyone: 03:43 PM

Masks are voluntary (user has to supply), we think gloves give a false sense of security and they are not allowed. Plenty of IPA wiping all touched surfaces, the Uni supplies IPA and wipes

From Emma McDermott to Everyone: 03:43 PM

We are having to buy our own PPE too

From Peter Chung to Everyone: 03:43 PM

the price of PPE has skyrocketed, gloves x3, sometime hard to get

From Irene Andreu @ U Rhode Island (US) to Everyone: 03:43 PM

University-wide mandate of face coverings in common areas regardless of social distancing. No masks in single-occupancy offices. I have asked the users to wear a mask in the lab at all times, even when they are alone, and so far I have seen 100% compliancy. My users are great! No gloves, but I do request them to wash their hands when they come into the lab and out. Also disinfecting microscopes and keyboards when starting and finishing their session. So far everybody has brought

their own masks. The university has a stash of face masks if needed but so far I haven't gotten anybody that needed to use the stash.

From Saskia to Everyone: 03:44 PM

we've also got masks voluntary (UK) and self-provided. more and more people seem to be wearing them around the building and it's hard to keep distance if you meet someone in a corridor!

From Chris Parmenter to Everyone: 03:44 PM

Everyone is being issued with their own cryo gloves and visor which they keep for their own use

From Suzanne Crotty to Everyone: 03:45 PM

Gloves and ethanol spray provided, homemade "face coverings" recommended but not compulsory, and user/staff provide/craft their own

From Pippa to Everyone: 03:45 PM

Wearing masks is not mandatory, personal choice. We can write risk assessments for each activity in each room and assess on individual basis

From Hong Chang to Everyone: 03:46 PM

@Paul: University provide gloves and visors, college pay disposal masks etc and most PPE we use in the lab, researchers/users may buy from their grants too for their labs/use.

From Ileana Micu to Everyone: 03:46 PM

It is mandatory to wear masks all time. Queen's University Belfast, UK.

From Alice @ NYU to Everyone: 03:47 PM

Single occupied office is allowed to take the mask off

From Peter Chung to Everyone: 03:47 PM

We need be ahead of the government, remember we locked down too late

From Eduardo Rosa-Molinar, Ph.D. to Everyone: 03:47 PM

It is mandatory here in Kansas and there is a health check before entering the building.

From Lesley Hanna to Everyone: 03:48 PM

Agree with Peter. Our rules are based on our risk assessments

From Hong Chang to Everyone: 03:48 PM

I have one lab that allow 2 people in...

From Sam McFadzean to Everyone: 03:48 PM

Based in Glasgow our Head of School has mandated the wearing of face covering. Non compliance equals NO ACCESS

From Lee Cohen-Gould to Everyone: 03:48 PM

Claire is correct: individual research labs have a set group of people who come & go, almost like a family. Cores have an ever-changing population.

From Natasha Stephen to Everyone: 03:49 PM

No compliance = no access here as well, Sam

From Alex Ball to Everyone: 03:51 PM

I haven't trained a completely "naïve" user yet. But spent much of yesterday training a user on a different microscope and it went very well.

From Natasha Stephen to Everyone: 03:52 PM

Our University priorities won't let us engage with new users at present, only "critically-interrupted research"

From Gail Celio (she/her) to Everyone: 03:52 PM

"Isn't possible" - is that no remote capabilities, or in-person nuances needed?

From Ana Sanchez to Everyone: 03:53 PM

We are encouraging groups to have single expert users and not train everyone. (This is how it should be done anyway!)

From Alex Ball to Everyone: 03:53 PM

With near complete access to the software and the ability to see exactly what the user is doing, combined with real-time voice and video chat I don't actually see any problem with the training. The only thing we can't really do is hands on for things like sample exchange.

From Morgan Chase to Everyone: 03:54 PM

We're planning on some quick 'reviews' of systems for those who haven't used it in maybe 4 or 5 months now, but absolutely not from novice level. Especially not our CT system.

From Jenny to Everyone: 03:55 PM

I can envisage remote training on SEM and am preparing on-line resources, videos etc to support new users, but have trouble seeing how full TEM training for new users can be achieved

From Lesley Hanna to Everyone: 03:56 PM

We used to train a lot of users on TEM. I'm very wary of trying to train remotely!

From Scott Doak to Everyone: 03:56 PM

I agree with Alex. Apart from loading samples on some systems, we should be able to train remotely on most systems. Plan to also use some videos as guides.

From Aaron Naden to Everyone: 03:57 PM

SEM training could work remotely but I don't see any way TEM training would work

From Ian Griffiths to Everyone: 03:58 PM

We can envisage remote training on modern TEM, but are worried about training on older TEMs with limited view/interfaces with screens and manual controls

From Lee Cohen-Gould to Everyone: 03:59 PM

TEM training difficulty may vary greatly with what type of TEM: standard vs cry 20Kv ash 300 Kv, etc. It could be a nightmare on the high-end instrumentation

That should have read 120 Kv-300Kv

From Morgan Chase to Everyone: 03:59 PM

Honestly we're busy enough with experienced users training hasn't come up all that much.

From Eduardo Rosa-Molinar, Ph.D. to Everyone: 03:59 PM

We are doing SEM and LM remote training. TEM is under development.

From Aaron Naden to Everyone: 03:59 PM

that's a fair point @Ian. I'd still be terrified about CCDs getting burnt

From Giulia degli Alessandrini to Everyone: 03:59 PM

I work at the Open University in the U.K. and we have two remote-access desktop SEMs, that can be operated remotely online (through a web interface). At the moment the system allows only imaging (SE and BSE) with limited capabilities, but the plan is to make also elemental analysis available in the future. However us as technical staff we need to load the samples ourselves first. So as training it is great, but not for heavy research

From Chris Parmenter to Everyone: 04:01 PM

I'm hopeful that training would be possible once we figure out hardware / software options, but currently, no training as priorities are for critical work

Certainly for TEM we subscribe to the super user approach

From Saskia to Everyone: 04:01 PM

No training by non-staff, too much risk of error propagation!

From Natasha Stephen to Everyone: 04:02 PM

Does anyone have any experience of remote training small groups of people, rather than 1-2-1?

From Paul Verkade to Everyone: 04:02 PM

@Saskia, isn't that a general principle?

From Eduardo Rosa-Molinar, Ph.D. to Everyone: 04:02 PM

No such thing here. They train bad habits

From Lee Cohen-Gould to Everyone: 04:02 PM

We have one fully trained user who wants to work at the TEM with her lab mate who is also her room mate. We're OK with that, but the trained user will run the 'scope as her room mate sits with her. They are already sharing space.

From Saskia to Everyone: 04:03 PM

@Paul - yes, but it is definitely a problem when you are talking about holders in TEM...

From Peter Chung to Everyone: 04:04 PM

Its hard to display interfaces of instruments, we could screen capture to create a virtual weegee board, which buttons to press, via shared screen may be manufacturers have these already...  
simulators

From Saskia to Everyone: 04:04 PM

@Lee, we have a similar arrangement on a light microscope

From Alice @ NYU to Everyone: 04:04 PM

@Lee, we have a similar arrangement on a light microscope+1

From Lee Cohen-Gould to Everyone: 04:04 PM

For our confocal microscopes, I run a once-monthly intro seminar. I did it as a zoom to a group of 19 earlier this month. We are now following up with limited hybrid remote-in person training. That model could work for SEMs and TEMs that are networked.

From pedromachado to Everyone: 04:05 PM

@Peter, for TEMs in not sure, but you can fully drive a Zeiss fib-sem remotely for sure. It is a matter of company style more then anything.

From Colin Edwards to Everyone: 04:05 PM

We've tried a couple of times to train on new equipment in person as part of install, this depends a lot on the size of the room and tends to be a small group. As an alternative we offer remote training but most have opted to just delay until a later date when we can one day group together. Oxford Inst.

From Leonor Heleno Wielgosz - Stratocore to Everyone: 04:06 PM

I can speak about the core facility management side?!

From Andy Yarwood to Everyone: 04:06 PM

Theoretical training with presentations is easy as you say. Hands-on is not possible yet

From Ileana Micu to Everyone: 04:06 PM

We cannot connect our JEOL to network, it is not good. Queen's University Belfast. UK

From Lee Cohen-Gould to Everyone: 04:07 PM

I know that The Rockefeller University here in NYC will be accepting delivery of a new SEM in Sept and training will be done online (they've shared the link with me since we're just up the block and will send clients to them when things open up.

From Saskia to Everyone: 04:07 PM

Is this where we ask the manufacturers about emulators and training supplies? I know we discussed a 'virtual machine' at one of the in-person EM-UK meetings. There was also a VR initiative on the 3D em mailing list recently.

From Brian @ Exprodo to Everyone: 04:07 PM

we are not a manufacturer but our facility management software can provide training information, record that training and allow access to book based on that training

From pedromachado to Everyone: 04:07 PM

@Ileana, we have a problem with our JEOL 1400 being networked, I'm looking into a support pc with two network cards and hoping that works

From Alex Ball to Everyone: 04:08 PM

@ Peter, Windows Remote Desktop allows you to see the entire interface.

From Ian Griffiths to Everyone: 04:08 PM

@Saskia, I was thinking the same. It's been mentioned at the last 2 EM-UK meets

From Brian @ Exprodo to Everyone: 04:08 PM

I would be happy to speak briefly about how our product Calpendo could support training

From Saskia to Everyone: 04:09 PM

@Ian - especially as so much beginner troubleshooting is focus/beam intensity etc, which I think could be emulated.

From Giulia degli Alessandrini to Everyone: 04:09 PM

One of the issues is granting lab access to new users. As critical research has priority the new users are not priority. Theoretical training is not the issue, but the practical side of allowing the trainee in the lab, for the moment, is.

From Leonor Heleno Wielgosz - Stratocore to Everyone: 04:09 PM

@Natasha, I meant to discuss what we see our clients putting in place... not our software training

From Suzanne Crotty to Everyone: 04:10 PM

@ Colin:I received excellent remote training from Oxford Instruments in the past on our own system, great experience and support with screen sharing and phone call (Cork Ireland)

From Paul Verkade to Everyone: 04:12 PM

@suzanne: I assume this is live virtual training not a pre-recorded video

From Suzanne Crotty to Everyone: 04:13 PM

Yes, live screen sharing with simple phone call at the same time with the trainer in the UK went very well for us, and helped us troubleshoot issues with our own system at the same time.

From Peter Chung to Everyone: 04:13 PM

We can carry out pre training, for powerpoints you can add video commentary quite easily with our webcam set ups. I used this to make covid induction videos

From Suzanne Crotty to Everyone: 04:14 PM

We run SEM and TEM prep and imaging demos (not training) during the year for undergrads. I am currently trying to record these as videos now instead of having groups come in next semester. Recommendations for screen capture software and video editing would be much appreciated!

From Aaron Naden to Everyone: 04:15 PM

on Windows 10 the Xbox game bar is pretty easy to use for screen capture and is already on Win10 systems

From Gareth Hughes to Everyone: 04:16 PM

@suzanne - if you don't want to pay for Adobe PRemiere, Hitfilm Express is free and does the job reasonably well

From Lee Cohen-Gould to Everyone: 04:16 PM

Some of us are still stuck in XP-world!

From Suzanne Crotty to Everyone: 04:16 PM

Thanks for the advice @aaron @gareth

From Jenny to Everyone: 04:16 PM

we usually process large numbers of new users annually (masters students/dphils/postdocs); most with no prior EM expereince. I worry about how this number can be supported effectively, and imagine there being long waiting lists in the future. Especially given the university has indicated that student numbers may go up this year as they have been encouraged to over subscribe

From Andy Yarwood to Everyone: 04:17 PM

There's often no phone signal, especially in TEM rooms in basements...

From Alex Ball to Everyone: 04:17 PM

I did spend part of yesterday using Teams on my phone to indicate which buttons are which with the remote user, simply pointing at the screen.

We have wifi throughout the labs now.

From Natasha Stephen to Everyone: 04:18 PM

There's normally wi-fi though!

From Saskia to Everyone: 04:19 PM

We have no phone signal but decent WiFi, IT doesn't like any remote connections but actively discourages both Zoom and TeamViewer. I haven't tried Teams, partly because I don't want it on my phone and can't guarantee I'll see urgent messages elsewhere... You may start to understand how I ended up with the WhatsApp option...

From Chris Parmenter to Everyone: 04:20 PM

So frequently its the IT team who aren't as helpful as they could be to put things on the network

From Alice @ NYU to Everyone: 04:24 PM

We are not allowed to attend any meeting in the near future, so online course is a good option

From Peter Chung to Everyone: 04:25 PM

We need to go away from this idea of free, We don't work for Free, we shouldn't expect others to also

From Sam McFadzean to Everyone: 04:25 PM

Sample Prep (most types) still includes some 'black arts' that are not easy to illustrate remotely

From Saskia to Everyone: 04:26 PM

@Sam - I'm pretty sure the black arts can only be conveyed by a secret ceremony after 15 years of experience...

From Leandro Lemgruber to Everyone: 04:26 PM

will lectures/practicals in the online course be live r pre-recorded?

From Eduardo Rosa-Molinar, Ph.D. to Everyone: 04:26 PM

Materials are expensive so getting cash would be great.

From Lee Cohen-Gould to Everyone: 04:27 PM

Our training fee is the same as out full-service (assisted) fee

From Natasha Stephen to Everyone: 04:27 PM

The EM-UK mentimeter is now live, and will be for the next 7 days - Go to [www.menti.com](http://www.menti.com) and use the code 77 02 16 to participate!

From Alice @ NYU to Everyone: 04:27 PM

We do charge for training

From Lesley Hanna to Everyone: 04:27 PM

We train for free, instruments and sample prep

From Clare Steele-King to Everyone: 04:28 PM

Covid - Finances and Budget discussion coming...

From Suzanne Crotty to Everyone: 04:28 PM

For those who offer free training, do you get many users who avail of the training to add to their CV, but never come to use your instruments afterwards? We have a charge for training because of this issue.

From Natasha Stephen to Everyone: 04:28 PM

I'm really sorry everyone, I have to run off for our student's virtual graduation - thanks so much everyone, and I look forward to seeing what else is discussed in the notes later!

From John Harrington to Everyone: 04:30 PM

Has anyone negotiated a reduction/extension to service contracts from the vendors?

From Alice @ NYU to Everyone: 04:30 PM

Our training fee is the same as assist fee

From Lesley Hanna to Everyone: 04:30 PM

Very few never use the instruments afterwards although sometimes less than expected. We've generally investigated the research plan before committing to training

From Amy Replogle to Everyone: 04:30 PM

We don't charge for training, but I require users to have a research project that they are currently working on that will utilize the instrument. As a one person staff I don't have time to train users who won't be using the equipment.

From Morgan Chase to Everyone: 04:30 PM

We definitely review the purpose and project of anyone who requests training, and I don't use our personnel resources if they are not planning to use our lab.

From pedromachado to Everyone: 04:31 PM

If the training is done with real samples I don't see why it should not be paid

From Alex to Everyone: 04:32 PM

I agree with Suzanne. We started charging after becoming fed up with users being trained but not using facility.

From Eduardo Rosa-Molinar, Ph.D. to Everyone: 04:32 PM

Only on the academic side, we don't charge for our time on the scope. Everything else we charge.

From Alex Ball to Everyone: 04:32 PM

Much like Amy, internal users are not charged for training, but they do need a long-term project before we will take them on. Especially for heavily used instruments like the CT scanner.

From Lee Cohen-Gould to Everyone: 04:32 PM

We don't charge for consultation/developing protocols, but we do charge for our actual, hands-on work on & with samples.

From pedromachado to Everyone: 04:33 PM

@Lee do you get credit in papers for the consultation/development?

From CHRISTINE RICHARDSON to Everyone: 04:33 PM

We have to justify the spend to Dean of Science

From Saskia to Everyone: 04:34 PM

I've been told I can't keep my service contract because it's basically the same cost as someone's job (high end scope). Institution is trying to preserve jobs over everything. I've tried to justify it but I'm not winning because the instrument is not used very heavily. It's fingers crossed and hope for the best on that one...

From Peter Chung to Everyone: 04:35 PM

vendors don't accept credit in papers as payment sadly :(

From Kevin Mackenzie to Everyone: 04:35 PM

We are still waiting to see what the university's policy will be and what budget we will have for next year.

From Lee Cohen-Gould to Everyone: 04:35 PM

We (At Weill Cornell) have been exceedingly lucky. We were on full salary throughout the shut down (March 20-June 1). Our new final year began July 1 with no COLA or merit increases. No one is complaining.

From Natalie Allcock to Everyone: 04:35 PM

We have been told College wide that no equipment service contracts can be renewed. We can put in an appeal, but it's unlikely to be agreed. My TEM service contract expires in November, and I'm hoping by then we will have a better idea of if we can purchase a renewal.

From Ana Sanchez to Everyone: 04:36 PM

Our staff's costs are included in the access charge to the microscopes so there is no mechanism to charge users for 'full service'. But our budget no longer makes sense anyway!

From Morgan Chase to Everyone: 04:36 PM

Thankfully the American Museum of Natural History hasn't asked us to sacrifice contracts. I hope they realize it can often lead to more spending later on.

From Peter Chung to Everyone: 04:36 PM

Can I come and work with you.... Please!

From Kevin Mackenzie to Everyone: 04:36 PM

Will the companies be reducing contract costs or will the cost increase to help cover losses due to covid

From Alex Ball to Everyone: 04:36 PM

Our viewpoint on service contracts is that we have contracts with the Research Councils to deliver services which they are paying for. If we are unable to provide those services (through an instrument breakdown), then we would have to subcontract to an outside institution. Those costs add up really quickly.

From Amy Replogle to Everyone: 04:37 PM

Some might not have reductions of staff because we are already just one person cores. My overall budget from the university has been cut by 10% though. I don't get any budget from user fees, I'm not allowed to charge users.

From Alice @ NYU to Everyone: 04:37 PM

We paid multiple years to get discount for the service contract, so we won't need to worry it until 2022 for all our microscope's service contract which is lucky at this point

From Peter Chung to Everyone: 04:39 PM

Hang on in there Natalie!

From Alex Ball to Everyone: 04:39 PM

We also feel that being "top of the queue" for service engineers, parts and assistance is essential to continue to meet these demands. Across the facility, about 10% of our funding comes from RCUK (about £25k spent on SEM access last year alone).

From Lesley Hanna to Everyone: 04:40 PM

I'm planning to try and increase our commercial work to try and demonstrate income potential

From Aaron Naden to Everyone: 04:41 PM

I wonder if some of the manufacturers will look at temporarily reducing maintenance contract prices if enough places refuse to renew since it's a crucial part of their income

or possibly deferring some of the costs

From Morgan Chase to Everyone: 04:41 PM

We're so severely delayed in getting a Hitachi PM because they prioritize down systems.

From Sam McFadzean to Everyone: 04:41 PM

@aaron these are companies , they exist to make profit

From Saskia to Everyone: 04:41 PM

I'd love to increase commercial work, but I've been struggling to get it so far and I can't imagine it will be improve!

From Aaron Naden to Everyone: 04:42 PM

haha yeah @Sam, I was largely thinking if they start losing money from contracts being cancelled there might be some panic!

From Lesley Hanna to Everyone: 04:42 PM

Saskia - let's talk, maybe we have complementary abilities?y

From Sarah Harper to Everyone: 04:42 PM

Could I please comment on that.

From Aaron Naden to Everyone: 04:45 PM

thanks for the comments on that -- all fair points

From Morgan Chase to Everyone: 04:46 PM

We haven't gotten a response from our vendors on the issue of extending our PM because we were not allowed to have them onsite during shut down, and also now they're not performing PMs only emergency services. So we're almost 6 months delayed on service.

From Eduardo Rosa-Molinar, Ph.D. to Everyone: 04:46 PM

What about instrument loyalty. Will that have an impact on the service contract?

From Natalie Allcock to Everyone: 04:48 PM

I'll just add that newer equipment has maintenance included in the funding - so high end equipment such as the Krios remains supported!

From Kevin Mackenzie to Everyone: 04:48 PM

If no contracts being paid I can see a big chance that if a breakdown occurs the microscope may never be switched on again and having to outsource.

From Eduardo Rosa-Molinar, Ph.D. to Everyone: 04:51 PM

Revenue, revenue, revenue, is the mandate

From Alex Ball to Everyone: 04:52 PM

Our capital budgets have been cut, but we have had a top up from the government, so we don't know what will actually happen now. Our consumables budget has been cut by about 25%, which is probably fair, as we haven't been in the labs to carry out any work anyway.

From Aaron Naden to Everyone: 04:52 PM

Financial/budgeting discussions are never-ending!

From Alex Ball to Everyone: 04:52 PM

We are under pressure to provide income

From Eduardo Rosa-Molinar, Ph.D. to Everyone: 04:53 PM

This is depressing

From Alex Ball to Everyone: 04:53 PM

Tricky with no staff in the labs!

From Kevin Mackenzie to Everyone: 04:53 PM

Think we need to wait and see - also issue of BREXIT as well :)

From Lesley Hanna to Everyone: 04:54 PM

It would be interesting to follow up on training in particular.

From Alex Ball to Everyone: 04:55 PM

Paul, I think these meetings are very useful even if there's a very minimal agenda. I'm very much in favour of "unmeetings"

From Sarah Harper to Everyone: 04:55 PM

I think these discussions are very important and helpful in helping people stay sane, focused and hopeful, especially because of the distancing measures in place.

From Eduardo Rosa-Molinar, Ph.D. to Everyone: 04:55 PM

Yes; maybe a topic could be actual examples of models of training

From Peter Chung to Everyone: 04:55 PM

Yes this has been really useful, see what year end brings... Thank you

From Kevin Mackenzie to Everyone: 04:55 PM

late Sept fine. By then will have a better idea on budgets

From Alice @ NYU to Everyone: 04:55 PM

Thanks for organizing this meeting series and it is very useful to hear from colleagues regarding the facility operation.

From Amy Replogle to Everyone: 04:55 PM

Classes are planning to start here face to face at the end of August, so we will have some information to provide about how that goes.

From Pippa to Everyone: 04:55 PM

These topics can always be discussed at any time on EM-UK list

From Omar Matar to Everyone: 04:56 PM

very useful meeting indeed! - looking forward to the next meeting

From Aaron Naden to Everyone: 04:56 PM

It's also good for morale-boosting & remembering that we're all in the same boat!

From Alex Ball to Everyone: 04:56 PM

I really like this format

From Pippa to Everyone: 04:56 PM

[www.jiscmail.ac.uk](http://www.jiscmail.ac.uk) and search EM-UK to join :)

From Saskia to Everyone: 04:56 PM

I think these meetings have been great as a way to hear what's going on in other facilities!

From Ian Griffiths to Everyone: 04:56 PM

@Pippa, Where do we find the EM-Uk list?

From Leonor Heleno Wielgosz - Stratocore to Everyone: 04:56 PM

many thanks!

great meeting again

\*meeting

From Hong Chang to Everyone: 04:57 PM

Yes, very helpful! Late September is good :)

From Georgina Fletcher to Everyone: 04:57 PM

RMS EM-UK link:

<https://www.rms.org.uk/network-collaborate/em-uk.html>

From Igor Kraev to Everyone: 04:57 PM

very useful meeting indeed! happy to attend future meetings

From Aaron Naden to Everyone: 04:57 PM

might be worth sticking the mailing list signup on the slides for next time, e.g. in a footer to save having to stick it in the chat

From Giulia degli Alessandrini to Everyone: 04:57 PM

Thank you, very helpful session, once again!

From Andy Yarwood to Everyone: 04:57 PM

Great Meeting. September is good. Thank you!

From zeeshan to Everyone: 04:58 PM

Great meeting, thank you so much.

From Leonor Heleno Wielgosz - Stratocore to Everyone: 04:59 PM

confidentiality?

From Alex Ball to Everyone: 04:59 PM

"Share freely" maybe Clare?

From Morgan Chase to Everyone: 04:59 PM

Thanks to everyone for so many useful discussions. If you're ever allowed into New York in the future, give us a call!

From Suzanne Crotty to Everyone: 04:59 PM

Good to hear from others encountering the same difficulties. no matter what size the facility. Thanks for organising this.

From Eduardo Rosa-Molinar, Ph.D. to Everyone: 04:59 PM

Stay safe everyone! Thank you Clare, Natascha, Victoria, Andy, and Paul

From Alex Ball to Everyone: 05:01 PM

Yes, big thanks to everyone involved and to all who contributed.

From Natalie Allcock to Everyone: 05:01 PM

Thanks for hosting again - great as always.

From Duncan Muir to Everyone: 05:01 PM

Thankyou again to sponsors, organisers and contributors. Great job, much appreciated.

From Emma McDermott to Everyone: 05:01 PM

Thanks for another great meeting! Looking forward to the next one

From Gareth Hughes to Everyone: 05:01 PM

Thanks everyone, very useful.

From Amy Replogle to Everyone: 05:01 PM

Thank you!

From Sarah Harper to Everyone: 05:01 PM

Thanks you

From Leonor Heleno Wielgosz - Stratocore to Everyone: 05:01 PM

thanks

From Igor Kraev to Everyone: 05:02 PM

thank you very much!