

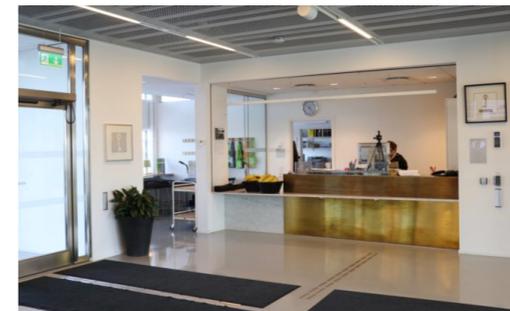


On-site support

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Visit is more than just being at a beam line

- Travel & Accommodation
- Reception
- Safety
- Training & Support
- Access to laboratories
- Access to workshops
- IT
- A visit can be a remote visit but this requires staffing.



Safety introduction for users

MAXIV

DUO+:

- Updated version of the DUO system used at MAX-Lab
 - Originally from PSI
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- Safety training & quizzes
 - Added equipment declaration page.
 - Reworked sample declaration pages.
 - Added pdf upload for experiment risk assessment.
 - Centralised login for IT access
 - Access to preparatory laboratories

Equipment	Yes	No	Not yet available
Fluorescence detector	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sample changer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Humidity Controller	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Click here to send the documentation

Beam time as a session

In a session:

- Dates and Beamline.
 - All participants in the experiments and who is the **Visit Responsible**.
 - Which samples will be measured.
 - Which additional equipment will be installed (if any).
 - Access to laboratories required?
 - Who is the **Local Contact**.
 - Who needs access to the data.
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- For proposal with multiple visits (e.g. BAG, Long-term proposals), the content of the separate sessions can be different.

Visit responsible

- Single contact point to contact the users when they are at MAX IV
 - Safety
 - Communication
 - Foreseen to be important for feedback gathering
- Main proposer quite often does not visit MAX IV

Support by staff

- Clear contact points for beamline support need to be available.
- **Local contact:** Main contact from the beam line staff for an experiment including the time before and after.
- **Shift contact:** Contact point during a particular shift of an experiment. Quite often at the start of an experiment Local Contact = Shift Contact.
- Local contact responsible for scientific guidance (if required).
- Shift contact, especially during the outside office hours, mainly engaged in technical trouble-shooting.
- Start of an experiment requires thorough introduction to the instrumentation and safety instructions.
- Floor coordinator for supporting beam lines in technical questions.

24 hours support?

- Staffing and Legal question.
- Different levels of support.
- Operators of the machines will work in shifts (24 hour coverage) (they have radiation safety tasks).
- Catastrophe support: 24 hrs.
- Otherwise 8:00 - 23:00 On-Call coverage for technical issues, including IT.
 - Try to solve issues by phone.
 - Contact secondary on-call services (IT, PLC, etc)
 - Come into the facility if phone support fails within 1 hour.

Access to laboratories

- Prep areas available at the beam lines
- Several preparatory laboratories available, with additional equipment (e.g. glove boxes, fume-hoods etc).
- Tailored to chemistry, biology etc
- Meant for last preparations of samples in connection to beam time, not for extensive experiments.
- Access can be asked for during proposal and session preparation stages, important for safety aspects.

Access to IT

- IT is an important part of a synchrotron visit
 - Access to experiment control
 - Access to data acquisition, storage and retrieval
 - Access to data analysis software and tools
- Access to IT at MAX IV is through the DUO account information and linked to scheduled experiment sessions.
- Working on tools for Data Management.

Inexperienced users.

- Important group of users especially when addressing new communities.
- Require often help at all stages of the experiment (before, during & after and also at proposal stage)
- For new communities: can an experiment be done?
- Feasibility proposals to prepare for real proposals

Recognition

- Beamline staf must be acknowledged.
- Extensive help should lead to co-authorship
- Beamline publications should be cited.