

**PACIFIC NORTHWEST
CRYO-EM CENTER**

Mail code CL-P2M
2730 S. Moody Ave.
Portland, OR 97201



PNCC Scheduling Policies

version 5

General Policies

1. All users must accept the PNCC [User Agreement](#) before requesting use of PNCC resources.
2. There are two ways to [request](#) microscope time:
 - a. Static Reservation
 - i. Provides a reserved block of time with exclusive use of a microscope.
 - ii. Primarily used for on-site visits and trainings.
 - iii. To visit on-site, requestors(s) must submit an [On-Site Badge Form](#) to our [user office](#).
 - b. [Dynamic Queue](#)
 - i. Faster turnaround times with more lenient cancellation policies.
 - ii. Primarily for service requests (screening or data collection).
3. Complex instrumentation sometimes fails, PNCC will happily refund time lost from microscope's failures, but cannot guarantee continued 24/7 operation.
4. Misuse or abuse of any PNCC instruments, staff, or current policies may lead to reduction (or revocation) of access.

Sample Policies (Declaring, Handling, Shipping, Storage)

1. Proposals have a table of the "sample" types described in the proposal's research aims:
 - a. This table should accurately declare the biosafety status of each sample type.
 - b. Samples sent that are not on this list will be sent back or destroyed.
 - c. The table can be amended during an [Extension Request](#), if new samples fit within the scientific scope of the proposal.
2. Shipments should include a pre-paid shipping return label, [grid submission form](#), and the PNCC proposal number. Shipments without return labels will not be processed until a return label is supplied.
 - a. International shipments must additionally include a copy of declaration paperwork and commercial invoice.
3. By default, dewars are returned to users as soon as possible without samples.
 - a. PNCC is not authorized to return BSL-2 samples, only to receive them.
4. PNCC will store user samples in LN2 for at least four months. After this, users will be given a two-week notice to arrange for sample return before samples are destroyed.

Static Reservations

1. Scheduled approximately four weeks in advance.
2. Earliest availability will vary based on hours/days requested and current facility load.

3. The PNCC User Office will work with users to schedule static requests.
4. Cancellations:
 - a. With ≥ 2 weeks' notice: full refund of hourly cost.
 - b. With < 2 weeks' notice: 50% loss of reserved time (minimum of 24 hours).

Dynamic Queue

1. Instrument schedules are managed to minimize queue waiting times.
2. Check the [Queue Status](#) for updates to requests.
3. Requests in the queue get skipped if samples are not “ready.” Samples are considered “ready” if all these items apply:
 - a. Stored onsite in PNCC grid storage
 - b. Frozen and clipped for screening
 - c. Clipped and screened for data collection
4. Requests in this queue are scheduled once a week for the week-ahead period. Delays in scheduling can result from:
 - a. Availability of requested resources
 - b. Available hours for projects
5. Queue schedules may shift to adapt to equipment failures, cancellations, etc.
6. Cancellations:
 - a. With > 1 day notice: full refund of hourly allocation cost.
 - b. With ≤ 1 day notice: cancellations only refund time past 9 am the next day.

Grid Preparation Services

1. PNCC has limited effort available to optimize sample or grid freezing conditions on behalf of users. Instead, PNCC can provide training, consulting, and access to instrumentation, but users must do the bulk of this work independently.
2. During Covid-19 operations, staff availability onsite is greatly reduced. Requests that require extra benchwork are likely to delay scheduling of microscope requests.
3. PNCC staff will freeze up to four grids per scheduling request, per sample type, if users do not have access to suitable freezing apparatus at their home institutions. Users should send samples at concentrations ready to be stored at $-20^{\circ}\text{C}/-80^{\circ}\text{C}$ and have pre-planned with their SPOC what freezing conditions will be tried.
4. PNCC will clip grids for users if they are unable to do so at their home institutions. Relying on PNCC to clip grids may delay scheduling and/or consume scheduled microscope time.

Screening Services

1. Screening services are requested in 6-hour blocks per cassette (up to 11 grids).
2. 24-hour screening sessions allow for screening and overnight data collection.
3. Screening is normally restricted to the Arctica or Glacios.
4. Since the goal of screening varies (assessing sample conditions, grid freezing conditions, triaging grids for data collection) it is important to communicate as much information as possible with SPOCs ahead of screening.

Data Collection Services

1. Time can be requested in 24 hours increments, maximum of 120 hours.
 - a. A maximum of 120 hours per PI can be requested per week.
2. A separate [scheduling request](#) should be submitted for each desired data collection “session.” “Sessions” represent separate datasets - either different samples or data collection setups.
3. Up to 2 grids can be loaded into a Krios per 24 hours of scheduled time.
4. PNCC prefers to receive “Krios-ready” grids for data collection. Grids are considered “Krios-ready” if the same grids have been screened in another auto-loader system or identical replicas of the grids were screened via side-entry microscopes.
 - a. Failure of samples to meet expectations are not exempted from cancellation policies.

Independent Use

1. A user must be certified to be granted independent use of equipment.
2. PNCC staff must inspect all grids before autoloader cassettes are loaded.
3. Independent users are encouraged to use microscopes outside standard hours (9 am - 6 pm):
 - a. Screening during the evening (after 5 pm), or on Saturdays (11 grids max).
 - b. Data collection during a weekend (11 grids max).
 - c. SPOC support will be limited and/or unavailable during these times.

Time Allocation Policies

1. Projects are issued allocation(s) for instrument access in blocks of up to 120 hours.
2. Projects are limited to a maximum 480 hours per year.
3. PNCC does not guarantee the opportunity to utilize the full 480 hours.
4. New allocations can be requested by submitting an [Extension Request](#).
 - a. New allocations are issued when the current allocation is nearly exhausted.
 - b. New allocations may not initially receive a full 120 hours.
 - c. Allocated hours cannot be banked or held indefinitely.