

NUFO Mission (slide from Rene's talk)

A two-fold mission:

- Coordination and collaboration among user administrators to optimize user access and productivity at National User Facilities
- Educational outreach and advocacy on behalf of the users in support of physical sciences at home and abroad

Rene addressed the 2nd bullet, and I will speak to the 1st.

User & Facility Expectations -- Brant Johnson, BNL

- I. Who am I? (a user for 38 years and a user representative for 20 years)
- II. User Concerns; Partners in Communication (two slides from last year's talk)
- III. Overview of User and Facility Expectations (prepared with input from NUFO members)
- IV. Comparison with facilities outside the U.S.
- V. Summary

I. My history as a local user

A local user (atomic, plasma, beam physics):

1971-1975 EN tandem

at University of Texas at Austin

1975-1984 dual MP tandems at

at Brookhaven National Laboratory (BNL)

1984-1992 National Synch. Light Source at BNL

A local user (nuclear and particle physics):

1992-pres. Relativistic Heavy Ion Collider (RHIC)
and Alternating Gradient Synchrotron
(AGS) at BNL

I. My history as a visiting user

A visiting user (atomic and plasma physics):

- 1977 EN Tandem at Oak Ridge Natl. Lab
- 1979 Super HILAC, Lawrence Berkeley Natl. Lab
- 1980 Triumf Cyclotron, Vancouver, Canada
- 1984 Max Planck Inst. tandem, Heidelberg, Germany
- 1984 GSI, Darmstadt, Germany

I. My history as a user representative

- 1989-1992 NSLS UEC representative, Special Interest Group on AMO Science
- 1991-1992 Chair, NSLS Subcommittee on Beam Line Operation & Safety Awareness
- 1992-pres. Principal Liaison and Official Host for 500+ users on PHENIX Experiment at RHIC.
- 2001-2004 Elected Member, RHIC & AGS UEC
- 2004-2007 Chair-Elect, Chair, Past-Chair RHIC & AGS UEC
- 2007-2010 Elected Member, RHIC & AGS UEC
- 2008-2010 Volunteer member, elected Co-Chair, soon Past-Chair, NUFO Steering Committee

II: User Questions and Concerns

As a user, how do I understand:

- ❖ What is expected of me.
(regulations, procedures, dos and don'ts)
- ❖ What has changed.
(regulations, procedures, dos and don'ts)
- ❖ Who can help me.
(site access, lodging, remote computing, etc.).
- ❖ To whom to report problems and suggestions.
- ❖ How to convey the importance of my work.

II. Partners in Communication:

- ❖ **Experimental Research Team**
(a few, formal group, or large collaboration).
- ❖ **User Administrators**
(the “go to” people who are there to help me).
- ❖ **User Organization or Executive Committee**
(elected and appointed liaisons).
- ❖ **Facility Administration**
(scheduling and operational issues).
- ❖ **Laboratory Administration**
(environment, safety, security, and health).

III. User and Facility Expectations

Solicited feedback from NUFO members on draft list of expectations:

User Expectations:

- o Open access to national facilities for basic and applied research
- o Welcoming and helpful administrative and support staff
- o Clear communication of requirements for user access and operations
- o Uniform procedures to facilitate use of multiple facilities
- o Well-defined guidelines and procedures for proprietary use
- o Solicitation of feedback and willingness to make improvements

Facility Expectations:

- o Adherence to rules and procedures for facility access
- o Timely completion of safety and operational training requirements
- o Compliance with all rules, regulations, and procedures
- o Timely response to requests for facility use reporting
- o Constructive user suggestions for improvements to facility operations

III. General User Expectations

- **Helpful and welcoming user administrators and facility management**
- **An active User Organization, User Group, or User Executive Committee to represent user interests.**
- **An annual users meeting to facilitate interactions with other users and with facility or lab. management.**
- **Uniform procedures (when possible) to facilitate use of multiple facilities.**
- **Well-defined guidelines and procedures for proprietary use**
- **A home away from home: reasonably priced and comfortable accommodations; adequate food services, good site maintenance, reliable and high-speed internet access, options for transportation, etc.**

III. Time Sequence of Expectations

1. BEFORE
2. ARRIVAL
3. DURING
4. DEPARTURE
5. AFTER

1. BEFORE.

Application or proposal process (if required), visa, travel approval, registration, training, authorization, and procedures to ship equipment, samples, hazardous materials, etc.

User Expectation: Open and easy access for basic or applied research, including proprietary option for industrial users

Facility Expectation: Strict adherence to rules, requirements, procedures, and deadlines.

User Expectation: Clear communication of facility rules, requirements, procedures, and deadlines

Facility Expectation: Clear communication of plans, intentions, assumptions, and expectations.

2. ARRIVAL

Directions and arrival instructions, entry permission for laboratory and/or facility, approval to bring in equipment, samples, radioactive sources, hazardous chemicals, etc.

User Expectation: Clear communication of arrival instructions and entry procedures.

Facility Expectation: Full approval in advance and clear communication of user expectations, including what is being brought with the user to the facility.

User Expectation: Convenient process for arrival outside of normal working hours.

Facility Expectation: Clear communication of user arrival plans and assumptions

3. DURING – (a) ESSH

Environment, Safety, Security, and Health (ESSH) requirements.

User Expectation: Reasonable ESSH requirements, useful training, and straightforward process for compliance.

Facility Expectation: Full user compliance with ESSH training requirements and work-place rules of engagement.

User Expectation: Clear communication of ESSH rules, what training is required, how does user satisfy requirements, what personal protective equipment or radiation monitors are required, etc.

Facility Expectation: Constructive feedback on ways to improve implementation

3. DURING – (b) Operations

Operational procedures and technical requirements for proper use of facility, equipment, and supplies.

User Expectation: Clear communication of operational rules and procedures.

Facility Expectation: Strict adherence to all operational procedures and technical requirements.

User Expectation: Readily available technical support

Facility Expectation: Clear communication of needs

User Expectation: Ability to readily purchase or borrow needed tools, equipment, or supplies.

Facility Expectation: Respect for facility or other users' tools, equipment, and supplies.

4. DEPARTURE

Packing up, loading up, cleaning up, heading home.

User Expectation: Pack up my stuff and leave.

Facility Expectation: Return borrowed equipment, remove or store user-owned items, return unused supplies, clean up user area, return area to previous configuration (if changed).

User Expectation: Drive directly to main gate.

Facility Expectation: Not so fast! Users should return keys, pay for housing and supplies, discharge all obligations.

User Expectation: Drive out the main gate and wave goodbye.

Facility Expectation: Follow check-out procedures, if required (e.g., sign-out, return temporary badges).

5. AFTER

Reporting on results and recognition, feedback, and follow up.

User Expectation: I'm done with my use of the facility, now I can turn my attention to other work (out of sight; out of mind).

Facility Expectation: Timely reporting of user publications, theses, patents, and awards (which are used as metrics of facility productivity and effectiveness)

User Expectation: Solicitation of feedback and willingness to make improvements before my next use of the facility.

Facility Expectation: Partnership in making improvements through constructive suggestions and patience.

IV. Comparison with facilities outside the U.S.

- **Different access procedures and regulations.**
- **Different ESSH rules and culture**
- **Different operational procedures and customs**
- **Some non-U.S. facilities pay user expenses for travel , per diem, supplies, etc.**

V. Summary

Users expect a green light:

- open access for basic and applied research
- minimal delays and hassles
- minor impediments to use of facility
- uniform procedures and reciprocity (whenever possible)

Facilities expect a yellow light:

- strict and timely compliance with application process and procedures for access, ESSH, and operations.
- respect for borrowed equipment
- prompt reporting of publications, theses, awards

The key to mutual success is the concept of partners in communication. NUFO seeks to facilitate clear communication between and among facilities and users.