

MCF/CAF Policies

Confidentiality: In general, all users are granted confidentiality in using the resources of the MCF/CAF. Projects are not discussed with others unless with proper consent. This includes initial discussion of sample purification and preparation, crystallization experiments, optimization, data collection and structure determination. Any mention of a project or the successful outcome of crystallization experiments and structure determination will only be used to attest proof and reliability of the facility in obtaining desired outcome and results.

When in using the services of the MCF/CAF a user requires confidentiality due to conflict of interest or use of proprietary trademarks, the facility is obligated to provide means to keep their work and accessibility private.

When information regarding their sample is given, entry into the system can be limited so only the users know the name, condition, and other specifications. Therefore, this information is not entered into the MCF/CAF server system. However, it is then the responsibility of the user to know the specifications of their sample information. Additionally, utmost diligence will be taken to enter their sample information to ensure privacy into the CrystalTrak database software. Furthermore, the user (researcher/business entity) can be given private credentials where only they can access documentation and images of their crystallization experiments.

Partial or Waived Payments: In general, charges for services provided by the MCF/CAF are billed and collected at the end of the month through IU internal / IUB laboratory account systems. If services are provided for institutions or commercial entities outside of the IUB system, a purchase order to charge for the outstanding fees will be processed through accounting until they are paid in full.

There are rare occurrences where the MCF/CAF will accept partial payment or waive fees toward a user for services rendered. The reasons for this are listed below. However, in order to make certain that fees do not change for the typical user, it was agreed upon by the Chair that the Molecular and Cellular Biochemistry Department would be responsible to pay the outstanding fees that may be incurred if they aren't paid in full by any other means or by other Departments within IUB. Additionally, for work benefiting nonprofit organizations or the MCB itself, fees for consumables will also be the responsibility of the MCB Dept.

Alternate Fund Payment Mechanism:

1. The MCF/CAF will not disallow the potential user to take advantage of the core research facility to prevent stagnation of their research program. However, full payment is expected for consumables and services that are used by that researcher/lab. The MCF/CAF will work with those researchers to seek potential alternative sources of funding for payment if necessary. The funds may be subsidized through the researcher's affiliate department. An example is where partial payment is agreed upon contingent proof of concept that protein crystallization experiments are feasible. Once it is found these types of experiments are feasible and/or necessary, full compensation is expected. If by chance, the research group cannot meet the payment expectation it is the responsibility of their affiliate Department (Biology, Biochemistry, Chemistry) of IUB to pay the outstanding balance.

2. **Goods for Service:** The researcher, laboratory, or affiliate research group can offer payment in the form of exchange of “goods” for services rendered. This agreement is for the provision of consumables of equal or greater value to the MCF/CAF that can be used by the facility for other Users. These provisions can be: crystallization condition kits, tools for crystal harvesting/freezing, reagents or other useful consumables.

Prioritization of Work: Services provided to agreeing on a date in which they will provide samples in order to: i) set crystallization plates, ii) create optimization conditions / plates, iii) evaluation of experimental images/data, iv) crystal harvesting, v) X-ray screening / data collection, vi) structure determination.

However, there are exceptions where a user’s sample can be prioritized over others. These include:

1. Time sensitive material
2. Temporal degradation of samples
3. Essential data for submission of grant / manuscript
4. Essential acquirement of samples for reserved beam time at APS or ALS
5. Collaborators require data in a time dependent manner

Publication and Authorship: As previously mentioned, the services offered within the MCF/CAF include:

- i) Setting crystallization plates
- ii) Create optimized conditions / plates
- iii) Evaluation of experimental images/data
- iv) Crystal harvesting
- v) X-ray screening / data collection
- vi) Structure determination

For options i and ii, the fees are included within the price of these services. However, for the remainder of the options, time provided by staff of the MCF/CAF is rendered at an hourly rate. Of course, inclusion as an author means that not only will a completed structure is solved and evaluated, but will also provide expert structural analysis and written contribution to the overall manuscript.

Conflict Resolution: If a conflict or disagreement arises between users of the facility or users with the facility itself, a formal complaint must be generated and submitted to the Facility Manager. The Directors will be made aware of this formal complaint. However, resolution will firstly be the responsibility of the user and the Facility Manager or any other staff involved. If a resolution cannot be agreed upon, the Directors will be asked to be involved to give their opinion and assessment. User satisfaction is the aim of the facility and especially to aid in the attainment of viable results/data. Thus, the MCF/CAF will try to reach a resolution where the User and their project is benefited if their request is not extraordinarily out of the norm.

Although the Committee Members will likely not be involved in any conflict resolution issues, they will be made aware during annual meetings. At this point there can be assessment on how to avoid these conflicts and what changes can be made to improve services and operations of the MCF/CAF.