

User Charter

Rights and Responsibilities of Neutron Sciences Users

Rights of Users:

- Be treated with respect and courtesy.
- Have details of experiment proposals kept confidential.
- Have consultations with instrument staff before proposal submission, during experiment planning, and while evaluating results and analyzing data.
- Receive beam time on the basis of external peer evaluation of submitted proposals. Users can appeal denial of beam time.
- Expect facilities to operate predictably and reliably. Support is available around the clock to assist users. If an experiment cannot be conducted because of instrument or facility problems, the experiment will be rescheduled.
- Receive training on safe and effective operation of instruments.
- Receive reasonable consumable experimental supplies from ORNL.
- Have opportunity to use own equipment for an experiment after an ORNL safety review is successfully completed.

Responsibilities of Users:

- Treat facility staff with respect and courtesy.
- Conduct activities with the highest scientific, professional, and ethical standards.
- Reach agreement with instrument staff on the extent of collaboration expected by users and ORNL staff, including coauthorship of resulting publications.
- Bring an experimental team that can effectively function on its own after initial training. ORNL staff can not perform experiments for users.
- Work with instrument staff while planning experiments and confirm all the details, including team members, samples, laboratory needs, and equipment.
- Complete required training, have a valid user agreement, and follow safety and security rules.
- Submit full citations of all publications resulting from research.
- Appropriately acknowledge DOE, ORNL, and the specific instrument in the research results submitted for publication. Recognize the significant effort of the instrument team and consider, as appropriate, co-authorship in the resulting publication.
- Respond to survey requests after the experiment in a timely manner.
- Participate as a reviewer of experimental proposals as requested.