

The BPF re-opened Monday, June 15th at 9:00 AM and has resumed experimental services, availability of self-service instrument use, stockroom, self-service supply center and oligo operations. The following are some procedural changes that we would like to share with you.

Due to the ongoing pandemic, safety will be of paramount importance and our core lab has adapted its operations to maximize your safety and that of our staff. We ask that you please pay attention to signage, floor markings, boundary markers, etc. to assist us in providing safe, efficient services to you.

Core Lab Hours

BPF Lab Staff will be in the lab Monday through Friday 9:00 AM to 5:00 PM

General Information

- Due to occupancy limits and safety constraints, the main BPF lab will be open only to BPF staff. No other individuals are permitted entry into room NRB 0088.
- There will be no live consultations or walk-in hours for consultations. Please email the appropriate technology area with questions. Contact info can be found here: <https://genome.med.harvard.edu/about/ViewContact.action>
- All HMS users of the core will be required to show their daily clearance attestation from Crimson Clear to security when entering the building.
- Non-HMS users from local schools, hospitals and research institutes that have a Crimson Clear like attestation tool may use that to enter HMS buildings and must present it to security upon entry.
- Other non-HMS users of the core that do not have a Crimson Clear like tool will need to sign and date a short form to be presented to building security before you are allowed entry into the NRB. We will make these forms available on our website and you may also email us to request one.

Sample Drop Off (all sample types)

- Sample drop-off is available 24/7 so long as you have access to the NRB.
- No samples will be “handed-off” in person. All samples must be placed in our drop off freezer located in the vestibule outside of the BPF core. Core staff will frequently check the drop off freezer during regular hours and will login and transfer your samples to appropriate storage. If you have questions or comments regarding a particular sample, please email us and reference your requisition/order number(s). If necessary, we will arrange a phone call or zoom to discuss further.
- All Library Prep & Next-Generation Sequencing consults will be on Mondays, Wednesdays, and Fridays via Zoom and an appointment must be made in advance via email or zendesk. Please direct any quick, but urgent, questions to the lab directly by calling (617) 432-7481. Our technicians will be monitoring voicemail and answering the

phone; Alternatively, please email a note to nextgen@genome.med.harvard.edu where our at-home team will be monitoring questions.

- A sign with detailed instructions is posted by the drop-off freezer.
- Please follow traffic flow directions, queueing lines for proper social distancing and other safety precautions while in the BPF outer vestibule.
- Sanger Sequencing samples will also be dropped off in the freezer in the outer vestibule, **not** in the small inner hallway.

NGS Sequencing Samples

- Samples should be dropped off as per the instructions/information above.
- The BPF will be operating two shifts of non-overlapping employees to enable us to comply with safety precautions and to have an additional day to run samples.
- Bioanalyzer and TapeStation runs for NGS-QC will be run daily as capacity allows.
- **The primary run for QPCR-QC of NGS samples will be on Wednesdays.** If sample volume necessitates, we will do additional runs on Monday, Tuesday, Thursday or Friday as capacity allows.
- Quick questions or comments about submitted samples must be submitted by email or zendesk. **No in-person consults will occur.** If a lengthy consultation is needed, please follow the information above.
- Data will be distributed in the usual manner with email notifications when it is ready.
- Our turn-around goal is always dependent on the number of samples we have in our queue at any given time but is typically one to two weeks at the busiest times. We will continue to make this our service goal.

NGS Library Prep Samples

- Samples should be dropped off as per the instructions/information above.
- Quick questions or comments about submitted samples must be submitted by email or zendesk. **No in-person consults will occur.** If a lengthy consultation is needed, please follow the information above.
- Sample turn around will depend on the sample prep type, number of samples in our prep queue and the initial QC results from your samples. Estimates can be provided via email or zendesk close to the time you intend to submit your samples.

Bioanalyzer and TapeStation General Service (non NGS-QC samples)

- Samples should be dropped off as per the instructions/information above.
- Quick questions or comments about submitted samples must be submitted by email or zendesk. **No in-person consults will occur.** If a lengthy consultation is needed, please follow the information above.
- Samples will be analyzed daily with a turn-around time goal of 48 hours or less.
- Data will be distributed in the usual manner with email notifications when it is ready.

Sanger Sequencing Samples

- Samples should be dropped off as per the instructions/information above.
- Quick questions or comments about submitted samples must be submitted by email or zendesk. **No in-person consults will occur.** If a lengthy consultation is needed, please follow the information above.
- Samples will be processed Monday through Friday with data distributed Tuesday through Saturday.
- Samples dropped off by 9:00 AM will have data distributed by Noon the following day.

Shared Instruments

- There is a physical barrier blocking entry into the BPF hallway to ensure that only BPF staff pass that point. If you have a scheduled booking to use one of the shared instruments, you may pass by this barrier to proceed straight to the shared instrument room. Please make sure the barrier is put back securely in place upon entering and leaving.
- Due to maximum occupancy limits, the shared instrument room has a maximum capacity of one individual at a time. Please plan your experiments accordingly as you will not be able to have multiple individuals in the room at the same time.
- If more than one individual is involved in the processing of samples, you will have to exchange places in the room always maintaining a maximum of one individual in the room at a time. You may not wait in the small inner hall, the outer vestibule or the stairs/hallway leading to the BPF. You will have to wait in the outer main lobby.
- Please do not show up earlier than your scheduled appointment and please do not stay later than your scheduled time.
- Calendars will be linked to prevent multiple instruments from being booked at the same time to avoid more than one person at a time in the room.
- Quick questions or comments about shared instruments must be submitted by email or zendesk. **No in-person consults will occur.** If a lengthy consultation is needed, please follow the information above.
- The shared instrument room will be open 24/7 provided you have building access.
- **At this time TRAINING for new users of shared instruments will NOT be available.** We hope to make remote, safe training available within the coming weeks and we will notify you when training is available.

Any Other Lab Services

- If you have a question regarding a service that was not covered in the information presented here please contact us at info@genome.med.harvard.edu

Hours of Operation for Stock Room, Supply Center and Oligo Program

R&S Stock Room: Monday through Friday 9:00 AM to 5:00 PM (closed Noon to 1PM)

Self Service Supply Center: 24 hours per day, 365 days per year.

Oligo Portal Orders: Distributed through Mailbox system Monday through Friday.

Building Access (NRB)

- All HMS users of the core will be required to show their daily clearance attestation from Crimson Clear to security when entering the building.
- Non-HMS users from local schools, hospitals and research institutes that have a Crimson Clear like attestation tool may use that to enter HMS buildings and must present it to security upon entry.
- Other non-HMS users of the core that do not have a Crimson Clear like tool will need to sign and date a short form to be presented to building security before you are allowed entry into the NRB. We will make these forms available on our website and you may also email us to request one.

The NRB Stockroom

- Please send all questions to **freezer@genome.med.harvard.edu** Visit the stockroom only for the purpose of picking up an order.
- Stockroom orders may be picked up 9am to 12pm and 1pm to 5pm. Due to staffing constraints, the stock room will be closed from Noon to 1PM.
- Please place your order on our website genome.med.harvard.edu/ before coming to the stockroom. Bring the order confirmation sheet with you when you visit the stockroom.
- Please bring your own container and dry ice/gel packs if your purchase requires refrigeration on the trip back your lab. Our supply of containers and ice is dependent on deliveries from our vendors. We are happy to provide these items when they are available.
- Occupancy limits prevent customers from entering the stockroom.
- All orders will be distributed in the lower lobby area just outside of the BPF. Social distancing will be employed at all times.

- Queues will be clearly marked in the lower lobby and in the areas leading down to the lobby. Please use them as needed.
- Every effort is being made to restock the NRB stockroom, but it is possible that some items will be on backorder at the time of reopening. We apologize for any inconvenience and thank you in advance for your patience.
- To reserve backordered items please order them online as you normally do. You will be notified by email when the item is replenished.

Oligonucleotides Portal

- The BPF/IDT portal should be operational by Monday, June 15th to place orders.
- Your BPF/IDT account provides reduced costs, no delivery charges, and consolidated monthly billing.
- Oligo delivery is temporarily unavailable. All orders placed through the BPF/IDT portal will have to be picked up in the NRB lobby oligo mailbox kiosk on the ground floor of the NRB, just inside the 77 Avenue Louis Pasteur entrance.
- **Please note:** all mailbox numbers have been reassigned. Look for your PI name on the alphabetized list of mailbox assignments. If your PI is not listed, your order will be in one of the wire baskets on the table. Spatial restrictions prevent us from giving every lab a mailbox.
- Please adhere to safe distancing guidelines when retrieving your oligos. Wait in the marked queue as needed and please respect the safety of the security guard stationed nearby.
- If you do not have other business with the BPF please leave the area as soon as you have retrieved your order.
- As always, the BPF will email you when your order is ready for pick up.
- Please do not drop by the BPF in search of an order or with questions. If you have questions pertaining to oligos, please email us at oligos@genome.med.harvard.edu

Self-Serve Supply Center

- The BPF is committed to providing the safest environment possible within the supply center but due to the fact it is not staffed, we are relying on you to keep it safe and clean. BPF staff will sanitize the room at the end of each day only.
- Occupancy limits allow for only two people in the room at a time. If a line forms outside of the stockroom, please queue up with no less than 6 feet between people.
- Please wash/disinfect your hands after touching any surface in the supply center. The center is being disinfected regularly but that it is not a substitute for hand washing. If you prefer to wear gloves, please do so but remember to observe the one glove rule when you leave. A trash can is available in the room.

- Every effort is being made to restock the supply center, but it is likely that some items will be on backorder at the time of reopening. If you have an urgent need for an item please contact us at freezer@genome.med.harvard.edu and we will help to expedite delivery when possible.
- Login issues (such as forgotten PINs or passwords) are resolved by the vendors. The contact information for each vendor is listed below.

MilliporeSigma	kaileigh.lazzaro@milliporesigma.com (Kaileigh Lazzaro)
NEB	Freezer@neb.com
Qiagen	Jenna.Sprunger@qiagen.com (Jenna Sprunger)
Thermo Fisher	Jim.Kemos@thermofisher.com (Jim Kemos)

Our objective is to help you make the most of your resources while speeding up your research through on-site product availability, reduced prices, free shipping, and consolidated billing. We look forward to assisting you with your research as we all return to our projects.