



## MLZ User Committee: Routes to improve user facilities

There is a common interest of users, staff and management

of large facilities that they should achieve the best possible scientific outcomes. These achievements arise as publications in journals, presentations at conferences, product development in industry and communication with the general public. The route to success may sometimes appear tortuous – it relies on ideas for experiments and for new materials to be developed, the availability of state-of-the-art instrumentation, provision of advanced information technology to analyse data, as well as presentation of results.

A key to success is good co-operation and exchange of ideas amongst all those responsible for different parts of this process. Sharing information is crucial for people to work well together. The User Committee for MLZ tries to help this process by providing additional routes for communication: it can receive comments and try to find out if these represent general problems. Sometimes the possibility that comments can be made anonymously is preferable. The committee will always guard confidentiality carefully when requested.

Shared problems can become solved problems. It is almost certain that if no one knows about a difficulty, it will not become a focus for attention. Users are therefore encouraged to let the User Committee know about what can be improved. This process is still new as work only started in 2018 but already various issues have been raised with a wide range of topics from access, planning, information, instrument performance, etc. We are hopeful that there are some effective steps to improvement and resolution of at least some of these. The Committee are also pleased to hear about what is working well! You are welcome to contact any of the members with comments, suggestions and ideas.

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[mlz-garching.de/user-office/user-committee.html](http://mlz-garching.de/user-office/user-committee.html)

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