生物文库平台服务 Q&A

一：基础服务常见问题

Question 1 (Q1)：如何查询所需生物资源？

Answer 1 (A1): 请您访问首都医学科学创新中心官网，路径为：首页 > 技术平台 > 常规技术平台 > 生物文库平台 > 右侧“更多下载”（链接：https://www.cimrbj.ac.cn/channel/1894280072010010624.html）。您也可以通过中心 OA 系统，在“主页 > 资源共享 > 文库 library”中查阅相关 Excel 文件，按分类（如 Gene Libraries、Cell Bank、Vectors、Lentiviral Vectors，以及 Antibody Bank 等）查找您所需的资源。

Q2：如何申请共享列表中的细胞/载体/抗体等资源？

A2：请您使用中心内部邮箱，发送邮件至平台服务邮箱（vector_service@cimrbj.ac.cn）。邮件标题请按以下格式命名：“姓名-日期-资源类型-需求”（例如：张三-2025.03.11-293T 细胞需求）。邮件正文中**请务必注明所需资源的具体信息、需求量**（如抗体验证体积、细胞冻存管数）**及您的联系方式**。同时，请务必将邮件抄送所在实验室 PI 及文库平台负责人高晖老师（gaohui@cimrbj.ac.cn）。平台在收到格式完整、信息清晰的邮件后，将视为下单成功。

Q3：申请资源需要具备哪些资质或提交哪些材料？

A3：由于生物文库平台资源受 MTA（材料转移协议）限制，目前仅面向首都医学科学创新中心及首都医科大学系统内相关课题组开放。请您使用 CIMR 工作邮箱（@cimrbj.ac.cn）、首医系统单位邮箱或其他可验证的工作邮箱发送申请，并留下您的联系方式（微信或电话）。无需提交其他资质或表格。如您为首医系统非首都医学科学创新中心单位的研究人员，首次申请时请务必请您的 PI 回复申请邮件，确认您为课题组成员且资源用于科研目的，以便平台顺利完成对接。

Q4：邮件发送后，如何领取资源？何时可以领取？

A4：平台工作人员在收到邮件后，如无异常情况将直接处理订单。订单完成后，我们会通过微信或邮件通知您。您可在工作日（9:00–11:30，13:00–17:00）前往科研南楼地下一层 B122 生物文库平台实验室领取。请注意：**领取细胞资源时，请务必自备装有液氮或干冰的泡沫箱或专用运输桶**。如订单中存在需您确认的异常情况，工作人员将主动与您联系。

Q5：各类生物资源的价格和准备周期是怎样的？

A5：详细信息请参见各类资源文件页面上方的说明。当前平台执行标准如下：

① **细胞资源：**冻存细胞服务价格为 200 元/管（每管至少含 1×10^6个细胞）。如需大体积扩增后的活细胞（5–200×10^6个细胞），价格范围为 200–1000 元，具体视需求调整。平台已扩增的细胞可在收到邮件后 1 小时内提供；未扩增的细胞将与实验室沟通确认服务时间。

② **抗体资源：**平台抗体单支库存为 10 μL。A 库抗体服务价格为 15 元/μL，B 库为 10 元/μL。如累计使用超过 10 μL，平台将会与厂家以框架折扣协议的价格补充库存，可能产生额外货期，并按实际采购价折算收费。单次申领上限为 7 μL，个人第三次申领同一抗体时，请务必反馈抗体实验质量信息。平台自制抗体以 50 μg/管为单位，价格为 85 元/管，领取量请根据实验需求确定。抗体可在收到邮件后 1 小时内提供；库存不足或定制抗体将另行沟通服务时间。

③ **载体资源：**普通载体服务价格为 50 元/克隆。人类 cDNA 表达载体可在 1–3 天内提供；人类基因慢病毒载体和小鼠 cDNA 载体准备时间为 3 天至 1.5 周。Addgene 文库质粒目前仅提供原液，保证满足一次标准扩增用量，具体价格根据 Addgene 发货价及文库采购价核算，详情请咨询平台工作人员。

Q6：资源价格是否可以优惠？

A6：平台资源价格由中心平台管理委员会审议确定，并经中心主任会批准执行。平台无调整价格的权限，还请您谅解。

Q7：如需变更或取消订单，应如何操作？

A7：请在确认变更需求后，第一时间与工作人员联系，并按资源申请格式发送邮件说明变更或取消内容，务必抄送实验室 PI 及平台负责人高晖老师。如变更前平台已启动订单并产生费用，相关支出需由实验室承担。因此，建议您在提交申请前仔细核对资源信息。

Q8：发送邮件后未收到回复或微信未获回应怎么办？

A8：平台在收到邮件确认无误后会立即执行订单。您可在工作时间内随时与工作人员联系，确认订单进展。

Q9：如何引入共享列表中尚未包含的质粒、文库、抗体或细胞资源？

A9：请您使用中心邮箱，将邮件标题命名为“姓名-日期-需求资源名称”，并将所需资源信息及相关链接发送至平台服务邮箱（vector_service@cimrbj.ac.cn），同时抄送实验室 PI 及平台负责人高晖老师（gaohui@cimrbj.ac.cn）。平台将根据您提供的信息启动资源询价、折扣沟通及来源确认流程，并与您协商引入费用及共享后申请人权益，双方达成一致后即可启动引入。

Q10：遇到资源相关问题应咨询哪位老师？

A10：细胞资源相关问题请联系侯昆老师（houkun@cimrbj.ac.cn）；载体、抗体及文库相关问题请联系唐羽函老师（tangyuhan@cimrbj.ac.cn）；个性化，难以界定问题或其他问题请联系平台负责人高晖老师（gaohui@cimrbj.ac.cn）。

二：细胞服务常见问题

Q1：领取细胞后应如何处理？

A1：具体请参考邮件中随附的针对每个细胞的培养操作建议。一般情况下：

① 冻存细胞：如短期内（1 周内）复苏，可暂存于-80°C；否则请务必转移至液氮中长期保存，以减少冻存损伤。

② 贴壁细胞：用 75%酒精擦拭培养瓶后，放入培养箱静置 2–4 小时再操作。建议

大部分细胞在细胞汇合度达 70%–90%时进行传代。

③ 半贴半悬细胞：擦拭消毒后，收集上清，向原瓶中加入 3–4 mL 完全培养基轻轻吹打悬浮细胞，将上清以 300×g 离心 3 分钟，弃上清后用 1–2 mL 完全培养基重悬细胞，接种回原瓶并补足培养基。

④ 悬浮细胞：擦拭消毒后，收集细胞悬液于离心管中，以 300×g 离心 5 分钟，弃上清后用 1–2 mL 完全培养基重悬细胞，接种回原瓶并补足培养基。

Q2：细胞复苏失败怎么办？

A2: 请先与工作人员沟通，确认细胞生长状态及扩增周期，获取培养建议。如在领取后 1 个月内无法成功复苏，可联系平台工作人员填写细胞售后申请表，经确认后可再次领取新冻存细胞株或复苏于 T25 瓶中的细胞株。超过 1 个月或平台验证复苏正常但用户未能成功的情况，将视为新申请服务处理。

Q3：如何获取细胞的培养信息？

A3: 您可在共享资源列表中点击目标细胞对应链接，查看详细培养信息。领取细胞后，工作人员也会将培养建议以邮件附件形式发送给您。

Q4：是否可以使用非推荐培养基进行培养？

A4: 建议优先使用平台推荐的培养基。如需更换，请务必先对原始细胞进行扩增冻存后，再使用扩培细胞进行测试，确认适应性后再做决定。

三：载体/文库/抗体服务常见问题

Q1：如发现载体/cDNA 序列测序错误，应如何处理？

A1: 领取后 3 个月内，您可向平台申请售后。请提供错误序列信息及测序结果文件，平台将与资源方联系进行替换或修复。

Q2：如何查看载体图谱、目的序列或抗体稀释比例等详细信息？

A2: 您可直接联系平台工作人员获取相关资料。

Q3：已制备好的样品可在平台存放多久？

A3: 菌液建议在 1–3 日内取用，抗体建议在 1 周内取用。如有特殊情况，请务必提前与工作人员沟通。

Biological Library Core Services Q&A

Part I: General Service Inquiries

Q1: How can I search for the biological resources I need?

A1: Please visit the official website of the CIMR. The navigation path is: Homepage > Technology Cores > Core Technology cores > Bioresource Library Core > "More Downloads" on the right-hand side (Link: https://www.cimrbj.ac.cn/channel/1894280072010010624.html). You can also access the relevant Excel files via the CIMR OA System by navigating to "Homepage > Resource Sharing > Library". Resources are categorized (e.g., Gene Libraries, Cell Bank, Vectors, Lentiviral Vectors, Antibody Bank) for convenient searching.

Q2: How do I apply for resources such as cells, vectors, or antibodies listed in the shared inventory?

A2: Please send an email from your institutional email address to the core service email (vector_service@cimrbj.ac.cn). The email subject line must follow this format: "Name-Date-Resource Type-Requirement" (e.g., San Zhang-2025.03.11-293T Cell Request). In the email body, please clearly specify the required **resource details, the quantity needed (e.g., antibody volume, number of cell cryovials), and your contact information**. Your email **must** be cc'd to your Principal Investigator (PI) and the Core Director, Hui Gao (gaohui@cimrbj.ac.cn). An email with a complete subject line and clear information will be considered a confirmed order.

Q3: What qualifications or materials are required to request resources?

A3: Due to Material Transfer Agreement (MTA) restrictions, resources are currently available only to research groups within the CIMR and the Capital Medical University (CCMU) system. Please submit your request using your CIMR (@cimrbj.ac.cn), CCMU institutional email, or another verifiable work email, and include your contact information (WeChat or phone). No additional forms or

materials are required. For first-time applicants from CCMU system labs outside the CIMR, your PI must reply to the application email to confirm your membership in the lab and the non-commercial research purpose of the request. This confirmation is necessary for the core to process your order.

Q4: After sending the email, how and when can I pick up the resources?

A4: Upon receiving a complete and correct email, core staff will process the order. We will notify you via WeChat or email once the order is ready for pickup. Resources can be collected during working hours (9:00–11:30, 13:00–17:00) from the Biological Library Core Laboratory, Room B122, Basement 1, South Research Building. **Important:** When picking up cell lines, you **must** bring your own foam box or specialized transport container filled with liquid nitrogen or dry ice. Staff will contact you directly if any issues require your confirmation before proceeding.

Q5: What are the service prices and processing times for various bioresources?

A5: Detailed information is provided at the top of each resource file page. Current core standards are as follows:

① **Cell Resources:** Cryopreserved cells are priced at 200 RMB per vial (minimum 1×10^6 cells per vial). For expanded live cells ($5–200\times10^6$ cells), the price ranges from 200–1000 RMB, depending on the specific request. Cells already expanded by the core can typically be provided within 1 hour of receiving the order. For cells requiring expansion, the service time will be confirmed with the lab.

② **Antibody Resources:** Core antibodies are stocked in single-use aliquots of 10 μL. The service price is 15 RMB/μL for Library A antibodies and 10 RMB/μL for Library B antibodies. If cumulative usage for a specific antibody exceeds 10 μL, the core will replenish stock via our framework discount agreement with the manufacturer. This may incur additional delivery time, and costs will be passed on based on the actual procurement price. The maximum single-request volume is 7 μL. When requesting the same antibody for a third time, please provide feedback on its experimental performance. Core-produced antibodies are supplied at 50 μg per vial, priced at 85 RMB per vial. Please request the appropriate quantity based on your experimental needs. Antibodies in stock are typically available within 1 hour.

For out-of-stock or custom antibodies, service timelines will be communicated separately.

③ **Vector Resources:** Standard vectors are priced at 50 RMB per clone. Human cDNA expression vectors are typically available within 1–3 days. Human gene lentiviral vectors and mouse cDNA vectors have a preparation time of 3 days to 1.5 weeks. Addgene library plasmids are currently provided as stock solutions, sufficient for one standard amplification. Pricing is based on Addgene's shipping cost and the library's procurement cost. Please contact core staff for details.

Q6: Are discounts available on resource prices?

A6: Core resource prices are reviewed and approved by the CIMR's Core Management Committee and finalized by the CIMR Director Committee. The core itself does not have the authority to adjust prices. We appreciate your understanding.

Q7: How can I modify or cancel an order?

A7: Please contact core staff immediately upon deciding to modify or cancel. You must also send an email following the standard application format, clearly stating the changes or cancellation, and ensure it is cc'd to your PI and Hui Gao. Please note that if the core has already begun processing the order and incurred costs prior to the change, these expenses must be covered by the lab. We recommend carefully reviewing resource details before submitting an application.

Q8: What should I do if I don't receive a reply to my email or a response on WeChat?

A8: Upon receiving a correctly formatted email, the core will proceed with the order. You are welcome to contact staff directly during working hours to inquire about the status of your order.

Q9: How can I introduce plasmids, libraries, antibodies, or cell lines that are not currently listed in the shared inventory?

A9: Please send an email from your CIMR email address to the core service email

(vector_service@cimrbj.ac.cn). Use the subject line "Name-Date-Requested Resource Name" and include details and relevant links for the desired resource. Remember to cc your PI and Hui Gao (gaohui@cimrbj.ac.cn). Based on your information, the core will initiate inquiries regarding pricing, discounts, and source verification. We will then discuss the associated costs for the introduction and your rights as the contributor. The introduction process will begin upon mutual agreement.

Q10: Whom should I contact with specific resource-related questions?

A10: For questions related to cell resources, please contact Kun Hou (houkun@cimrbj.ac.cn). For inquiries regarding vectors, antibodies, or libraries, please contact Yuhan Tang (tangyuhan@cimrbj.ac.cn). For personalized needs, complex questions, or issues not easily categorized, please contact the core director, Hui Gao (gaohui@cimrbj.ac.cn).

Part II: Cell Service FAQs

Q1: How should I handle cells upon receipt?

A1: Please refer to the specific culture recommendations provided in the email accompanying your cell order. General guidelines are as follows:

① **Cryopreserved Cells:** If planning to revive within one week, cells can be temporarily stored at -80°C. For longer storage, transfer them to liquid nitrogen immediately to minimize cryodamage.

② **Adherent Cells:** Wipe the culture flask with 75% ethanol and place it in the incubator for 2–4 hours to allow cells to settle before manipulation. It is recommended to pass most cell lines when they reach 70%–90% confluency.

③ **Semi-Adherent Cells:** After ethanol wipe, collect the supernatant. Add 3–4 mL of complete medium to the original flask, gently pipette to detach the remaining cells. Centrifuge the collected supernatant at 300×g for 3 minutes. Discard the supernatant, resuspend the cell pellet in 1–2 mL of fresh complete medium, and return the cell suspension to the original flask. Add the necessary amount of medium to reach the desired culture volume.

④ **Suspension Cells:** After ethanol wipe, collect the cell suspension into a centrifuge tube. Centrifuge at 300×g for 5 minutes. Discard the supernatant, resuspend the cell pellet in 1–2 mL of fresh complete medium, and return the cell suspension to the original flask. Add the necessary amount of medium to reach the desired culture volume.

Q2: What should I do if I am unable to successfully revive a cell line?

A2: First, please communicate with the core staff. Discuss the cell's growth status and expected expansion timeline to receive culture advice. If you are unable to successfully revive the cells within one month of receipt, you may contact the core to complete a Cell After-Sales Request Form. Upon verification, you will be eligible to receive a new cryovial or a fresh culture initiated in a T25 flask. If the failure occurs after one month, or if the core validates that the cells revive normally but the user's attempts are unsuccessful, it will be processed as a new service request.

Q3: How can I obtain culture information for specific cells?

A3: You can find detailed culture information by clicking the corresponding link for the cell line in the shared resource list. After you receive the cells, the staff will also provide culture recommendations as an email attachment.

Q4: Can I use a different culture medium than the one recommended by the core?

A4: Using the core-recommended medium is advised. If you need to switch to a different medium, we strongly recommend first expanding and cryopreserving a stock of the original cells. Then, use the expanded cells for testing the new medium to confirm their adaptability before making a final decision.

Part III: Vector/Library/Antibody Service FAQs

Q1: What should I do if I discover a sequencing error in a received vector/cDNA?

A1: You may request after-sales service within three months of receiving the resource. Please provide details of the suspected error along with your sequencing results. The core will then contact the original resource provider to arrange for a replacement or sequence correction.

Q2: How can I access details such as vector maps, target gene sequences, or antibody dilution recommendations?

A2: Please contact the core staff directly to request these materials.

Q3: How long can prepared samples be stored at the core before pickup?

A3: Bacterial stocks (e.g., glycerol stocks) should ideally be picked up within 1–3 days. Antibodies should preferably be collected within one week. If you have special circumstances requiring longer storage, please communicate with the staff in advance.