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**VOLUNTEER MANUAL**

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**Introduction/Welcome**

Welcome to Konza Internet Radio. We appreciate your interest in helping out with such a great project for this community. Konza Internet Radio strives to provide the community with a medium to deliver their opinions and voice, and also to listen to those of others. This would not be possible without the help of volunteers.

Throughout this manual you will find essential information about your time volunteering for Konza Internet Radio. We hope any initial questions about Konza Internet Radio, as well as community and internet radio in general, may be answered throughout this manual.

Thank you in advance for your generous service to this community.

**Overview of Industry**

Community Radio

Community radio stations are operated, owned, and driven by the communities they serve. Community radio is not-for profit and provides a mechanism for facilitating individuals, groups, and communities to tell their own diverse stories, to share experiences, and in a media rich world to become active creators and contributors of media.

Konza Internet Radio will serve Manhattan, Wamego, Junction City, Fort Riley, and surrounding areas. Konza Internet Radio programming will reflect the differing views and opinions of community members. Programs hosts will be local community members and the station will be run primarily by volunteers from the community.

Internet Radio

Internet radio (also known as web radio, net radio, streaming radio and e-radio) is an audio service transmitted via the Internet. Internet radio involves streaming media, presenting listeners with a continuous stream of audio that cannot be paused or replayed, much like traditional broadcast radio. Konza Internet Radio will be providing streaming radio as described, as well as podcasts, which are programs that can be downloaded and accessed on-demand. Each program that is heard during our live streaming hours will be podcasted and made available on our website for download on-demand so our listeners can tune in at any time and listen to their favorite programs.

In order to listen to live Konza Internet Radio, listeners will simply go to the website, [www.konzaradio.org](http://www.konzaradio.org), and click “Listen Now” on our home page. In order to hear past programs, listeners can go to our website and find the page for the program they want to listen to. There they will find a list of available programs for download.

**Description of Agencies**

While working with Konza Internet Radio, you will encounter many agencies and services that we work with, contract through, or use as a reference. It is important to know what these agencies are. Here is a brief description of each.

FCC – Federal Communications Commission – While Konza Internet Radio is not legally obligated to adhere to FCC regulations since we are not an FM station, we will abide by basic rules such as refraining from obscene or indecent material in our programs and recognizing traditional underwriting rules (as non-commercial radio, what can and cannot be said during programming about our sponsors).

NFCB – National Federation of Community Broadcasters – national alliance of stations, producers, and others committed to radio.

PTFP – Public Telecommunications Facilities Program – A competitive grant program to help public broadcasting stations

BYOAudio – Internet service for posting audio and video to a website

Interkan – Website host

Live365 – Internet radio network, our live streaming programs go through this site

**Konza Internet Radio Mission Statement**

To use the internet to promote community access to local news, information, culture and music programming that will provide multiple forums and multiple media for the discussion of public issues. The aim is to promote deeper and wider community and interpersonal dialogues, nontraditional education experiences and unduplicated entertainment programming.

**Station Profile: Audience, Membership, Programming, Budget**

Audience: Our targeted audience is the community in Manhattan, Junction City, Wamego, Ft. Riley and surrounding areas.

Membership: Any person in the community who donates to Konza Internet Radio is a member of the station.

Budget: Things we use donations toward include equipment (microphones, computers, programs, furniture, etc.), internet services, streaming services, podcasting services, special events, promotional material (flyers, brochures, giveaways, etc.), and marketing

Programming: Local news, information, culture and local music programming.

**Station History**

In 2005, the idea was formed to create a new community radio station. A couple years later, in 2007, a license application was sent to the FCC. A construction permit was awarded to UFM in 2008 by the FCC. In 2009, UFM was awarded a PTFP grant. This grant required UFM to raise matching funds equaling close to $75,000. This match was not met and the UFM board voted to return the grant and shift the direction of the station to internet radio. This shift allowed for an earlier start date, a more reasonable budget, and a wider potential listening area. The name was changed from KONZ FM to Konza Internet Radio. Original programming plans and vision of the station remained the same. Konza Internet Radio will now provide programming online through live streams as well as podcasts to be accessed on demand by listeners.

**Organizational Structure**

Executive Director: Linda Teener

Development Specialist: Megan Andrews

Committee members:

Clay Myers-Bowman

Dave Lewis

Dave MacFarland

Debbie Nuss

Jon Tveite

Tom Brungardt

Tony English

**Rights and Responsibilities**

Rights

1. To have good equipment and be adequately trained to operate it.
2. To be given advance notice of any preemptions, as soon as reasonably possible after the preemption decision has been made.
3. To have help from programming staff in improving your performance.
4. To ask questions and voice complaints or criticisms and get a response.
5. To file a written appeal with the Executive Director concerning any material included by Konza Internet Radio on your program, and to appeal the Executive Director's decision to the Advisory Board.

Responsibilities

1. Stay apprised of what is going on at Konza Internet Radio.
2. Have your current phone number and address on file with the Volunteer Coordinator.
3. Report equipment malfunctions.
4. Do not support or oppose during programming any candidate for political office. (For program host volunteers)
5. Do not play songs which may promote drug use.
6. Comply with the Station Access Policy.
7. Play all underwriting announcements without comment. (For program host volunteers)
8. Clean up your messes at the station and turn out lights not being used.
9. Stay within allotted times for your shift.
10. Be respectful of individuals in the building.
11. Arrive on time for your recording shift.
12. Inform the Program Director at least two days in advance when you cannot make your shift.  If you are unable to or have not notified the Program Director in advance, do your shift unless you find a qualified air operator to take your place.
13. Comply with the Obscenity/Indecency Policy.
14. Do not stream libelous statements (false statements of fact about an identifiable person tending to injure that person's reputation).
15. Do not attack during programming the personal character of an identified person or group. (For program host volunteers)
16. Do not advocate during programming breaking the law. (For program host volunteers)
17. Do not smoke in an undesignated area.
18. Do not knowingly stream hoaxes (false information concerning a crime or catastrophe).
19. Do not harass during programming a private figure.
20. Compensate Konza Internet Radio for any equipment damaged due to carelessness or neglect.
21. Do not bring illegal drugs to the station.
22. Do not disparage Konza Internet Radio during programming (as opposed to a principled dissent from a policy or action by Konza Internet Radio as an organization as part of a legitimate discussion of that issue).
23. Do not make negative comments about another program or programmer during programming.
24. Do not steal or willfully destroy Konza Internet Radio property.
25. Do not sexually harass anyone at the station.
26. Do not be rude during programming to an individual or group.
27. Comply with any other duties established by Konza Internet Radio policy or Konza Internet Radio staff members.
28. Do not engage in any other conduct harmful to Konza Internet Radio.

**Station Access**

1. The executive director is responsible for controlling access to the station, except by staff or persons authorized by staff to have keys.  Such persons should let the producer/programmer or engineer know when they are at the station.  Access to the station, except for station business, is strongly discouraged.
2. Persons on the access list in the studio or who otherwise have legitimate business at the station, such as volunteers signed up for production rooms or doing other station-related work, people attending meetings, and people to be interviewed or musicians who are to perform as scheduled by producers, are to be admitted.
3. Persons on the banned list in the studio are not to be admitted.
4. Guests of persons on the access list or who otherwise have legitimate business at the station may be admitted if accompanied by their host or the host makes prior arrangements with the executive director or volunteer coordinator.  Such guests are the responsibility of their host.
5. Any behavior by volunteers or their guests in violation of Konza Internet Radio policies should be reported to staff.
6. Any person whose behavior immediately endangers Konza Internet Radio or personal property or the health or safety of any person at the station may be required to leave the station by the executive director.  Any such instance shall be reported to staff as soon as practicable.

**Konza Internet Radio House Rules**

Konza Internet Radio fills needs that other media do not, providing programming to diverse communities and unserved or underserved groups, and Konza Internet Radio shall provide access and training to those communities.

Further, it promotes the values of peace, justice, democracy, human rights, multiculturalism, environmentalism, freedom of expression, and social change.

It is the intention of Konza Internet Radio to live up to these ideals both during programming and in our non-program interactions as a community of volunteers, staff and board.

In this way, Konza Internet Radio intends to create a workplace free ofall forms of discrimination, harassment, abuse and intimidation. We do this in order to foster a healthier environment for nurturing creativity that is more welcoming for all parties who wish to participate.

There are some very basic house rules that have been developed to facilitate our community’s ability to work together. The house rules apply to all people at Konza Internet Radio, whether volunteer, staff or guest; they are rooted in respect for self, each other and the organization as a whole.

Communicate your needs directly– Do you have questions about process, how to voice ideas in a meaningful way, trainings, decisions? Talk to the Volunteer Coordinator. The Volunteer Coordinator is your advocate in navigating the Konza Internet Radio way.

Talk directly with someone who has offended you. Often times people can communicate hurtful things without thinking about the emotional effect it can have on others—sometimes what is perceived is not what is intended. We encourage direct communication to take care of misunderstandings at an early stage. If this doesn’t work—or if you do not feel comfortable talking directly with someone who has offended you—talk with the Volunteer Coordinator, who might be able to provide support materials regarding conflict de-escalation and resolution; ultimately she is a resource for volunteers in mediating differences.

Be tolerant and respectful. Tolerance, respect, appreciation of difference and good humor are essential; racist, sexist & homophobic attitudes or condescension are not welcomed at Konza Internet Radio.

Dismissing or humiliating another community member is inappropriate—we can disagree, but to dismiss someone because of who they are does not uphold our values.

No verbal violence will be tolerated

This is defined as:

1.      Yelling / shouting (that is heard outside of room)

2.      Hurtful words (racial or gender based epithets—name calling)

3.      Threatening language (eluding to retaliatory action, intimidation or threat of physical violence)

4.      Being personally disparaging to an individual or group while in the building.

 No physical violence will be tolerated

1.      Weapons do not belong in the workplace and will not be allowed at Konza Internet Radio. Use of any weapon or threat of such use will result in immediate termination from Konza Internet Radio.

2.      Physical aggression, intimidation, angrily “getting in someone’s space”, are not appropriate.

Take care of the equipment-- Remember that you are responsible for all equipment that you use. If you damage or lose equipment you must compensate the station. You will need to meet with the finance coordinator and work out a compensation plan. Failure to do so may result in suspension or termination of Konza Internet Radio activities.

Enforce the station access policy. Understand that you are responsible for any guest that you bring with you and that the guest should be with you at all times. Violating this policy will require a meeting with the station manager, and may result in your own access being restricted.

Theft or willful destruction of Konza Internet Radio property—This behavior will not be tolerated and will result in termination & exclusion from Konza Internet Radio, as well as possible prosecution.

Taking care of our community is *EVERYBODY’S* business!

Every volunteer, board member and staff member is empowered and encouraged to act immediately to de-escalate volatile situations. If you want to learn more about de-escalation, please talk with the Volunteer Coordinator.

**Obscenity/Indecency**

OBSCENE MATERIAL

Obscene material is defined by the Supreme Court as material which "(1) the average person, applying contemporary community standards, would find, taken as a whole, appeals to the prurient interest; (2) depicts or describes in a patently offensive way sexual conduct; and (3) taken as a whole lacks serious literary, artistic, political or scientific value." Obscene material is not protected by the First Amendment and cannot lawfully be broadcast at any time. Konza Internet Radio shall not broadcast obscene material at any time.

INDECENT MATERIAL

Indecent material is defined by the Federal Communications Commission as material which, "in context, depicts or describes, in terms patently offensive as measured by contemporary community standards for the broadcast medium, sexual or excretory activities or organs." Indecent material is protected by the First Amendment; it cannot be banned but can be regulated.  Konza Internet Radio shall not broadcast indecent material unless preceded by the following disclaimer: "The following program contains language which may be offensive to some listeners."

RESPONSIBILITY OF PROGRAM HOST VOLUNTEERS

Program host Volunteers are responsible for implementing this policy and for knowing the content of any material they broadcast. Any questions about the suitability of any material shall be directed to the Program Director.

**Grievances Code**

Konza Internet Radio strives to create a dynamic, inclusive, multi-cultural environment, in which all people interested in supporting Konza Internet Radio are encouraged to participate.

While Konza Internet Radio wants to include participation from all who want to support the work of the station, we find, from time to time, a person who is unable to work cooperatively, or abide by the "House Rules" (see policy). In these circumstances, Konza Internet Radio reserves the right to suspend or end that person’s volunteer services. 

The following circumstances will be dealt with accordingly.

1) Inability to perform assigned job satisfactorily after training.

          If a volunteer is unable to do a satisfactory job after receiving training, the department coordinator will work to find a different assignment.

          If none is found within the department, the department coordinator and Volunteer Coordinator will meet with the volunteer to assess what other volunteer work is available and appropriate.

          If no work is considered agreeable by the volunteer and staff, that person will no longer be considered a volunteer.

2) Failure to notify department coordinator of absence.

If a volunteer fails to show for an assigned shift, the volunteer coordinator or department coordinator will speak with him/her to assess the reason for the absence. If no extenuating circumstances caused the absence:

          The first absence without notification will receive a verbal warning from the Volunteer Coordinator or the department coordinator.

          The second no-show within 6 months will lead to a meeting with the Volunteer Coordinator and/or department head along with a written warning.

          If this happens three times in 6 months, the volunteer will be taken off of scheduled duties, but may respond to open calls for volunteer help (unscheduled shifts, like mailings).

3) Inability to work within guidelines/boundaries established by staff, departments and/or policy, including House Rules.

          When this issue becomes apparent, the Volunteer Coordinator and/or the department coordinator shall talk with the volunteer, and assess the situation.      If there is a second event with this volunteer, the Volunteer Coordinator and the department coordinator (or a second staff member) shall act to reinforce guidelines/boundaries. This may involve (but is not limited to) restricting access to Konza Internet Radio after hours, separating volunteers and restricting volunteer activities.

In the event of a serious infraction which jeopardizes the immediate safety of the station and/or individuals, the Volunteer Coordinator, or other staff member present, may act unilaterally to suspend a volunteer at once to restore safety.