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# NORTH DAKOTA STATE LIBRARY VOLUNTEER MANUAL

"If you want happiness for an hour, take a nap.  
If you want happiness for a day, go fishing.  
If you want happiness for a year, inherit a fortune.  
If you want happiness for a lifetime, help somebody."  
-- *Chinese proverb*

"The heart is happiest when it beats for others."  
--Unknown

## INTRODUCTION

Thank you for volunteering your time with the North Dakota State Library. We appreciate your willingness to assist in various departments of the agency.

Opportunities available to volunteer and contribute your time and services at the North Dakota State Library include:

- Dakota Radio Information Service— editing newspaper copy and reading on the air.
- Recording Books and Magazines— recording books and magazines that will be added to our collection.
- Talking Book Program— inspecting cassette books, repairing cassettes, dubbing books, pulling and shelving cassette books, and other duties that are essential to the day-to-day operations of the Talking Book program.
- Circulation— scanning barcodes and working with inventory technology.
- North Dakota State Library— conducting inventory of the library's collection.

### ***DAKOTA RADIO INFORMATION SERVICE***

The Dakota Radio Information Service (DRIS) began in 1984 in response to requests from North Dakotans with visual or physical disabilities. It is funded through grants, private donations, and support from the North Dakota State Library. Except for the DRIS coordinator, the service operates entirely with volunteer help.

DRIS uses subcarrier channels of North Dakota Public Broadcasting in Bismarck, Minot, Williston, Dickinson, and Jamestown to transmit programming to its listeners.

We have over 450 receivers placed throughout the state and are always receiving more requests for service.

As a volunteer for DRIS, you are an important link for our patrons and to what's going on around them. This service helps people with visual or physical impairments access local news and information. Thank you for volunteering your time to this very worthwhile and appreciated program.

As a volunteer for DRIS, you may edit newspaper articles from various North Dakota newspapers, and/or will read newspaper articles from six state newspapers over closed-circuit radio. DRIS tries not to duplicate what is already available over commercial radio or television, but rather gives an unedited version of local news events, commentaries, obituaries, and feature articles that otherwise would not be available to people with print disabilities.

### ***DRIS VOLUNTEER JOB DESCRIPTIONS***

#### **NEWSPAPER COPY EDITORS**

Please arrive at 9:30 a.m. to begin clipping newspaper articles. This activity usually takes about two hours to complete.

- \*\*\* The newspapers are read in the following order, and should be clipped in this sequence, unless a reader is coming in to record at an earlier specified time (check schedule with the DRIS coordinator):
  - Jamestown/Valley City – 1:30
  - Williston – 2:00
  - Dickinson – 2:30
  - Minot – 3:00
  - Features (syndicated columnists) – 3:45
  - Bismarck/Mandan – 4:15
  
- \*\*\* Grocery ads are read on Wednesdays and Fridays at 12:30 p.m. Bismarck, Mandan, and Jamestown ads are read on Wednesdays; and Williston, Dickinson, and Minot are read on Fridays. Please save grocery ads from the newspapers and clip them together according to city, and mark them with a sticky note as to which city they are from. Place them on the DRIS coordinator's desk.
  
- \*\*\* Articles to be clipped should be of LOCAL interest; not national or Associated Press, nor from communities outside the area of the newspaper you are clipping (see map with broadcast circles). Be careful to clip "continued" articles and tape them together in an easy-to-follow manner.
  
- \*\*\* Check back side of articles for other news (photocopy if necessary) before cutting articles from the paper.

\*\*\* Feature Articles: These are articles by syndicated and local columnists. Try to take different topics from different columnists so that the topic isn't repeated. Dr. Gott, Ann Landers, and the horoscope are always taken only from the *Bismarck Tribune*; that way they won't be duplicated from other papers that also run them.

Usually four columnists, followed by Dr. Gott, Ann Landers, the horoscope, and Dear Abby or Heloise will be enough for the half-hour program.

\*\*\* Sports schedules listing locally played games are read from the Bismarck Tribune.

\*\*\* Obituaries: Check for duplicates from other newspapers (especially Jamestown and Valley City). Use only regional obituaries from the newspapers; obituaries from other towns will be read with those towns' news; i.e., Minot or Williston obituaries appearing in Bismarck or Jamestown newspapers will not be read in the Bismarck or Jamestown news. They will appear in the Minot and Williston papers and will be read then. Eliminate officiating clergy, pallbearers, and musicians. Check for currency of dates (current day's events should be marked "today" not Tuesday, Wednesday, etc.).

It is important to include the following information: funeral, visitation, and burial information; date of birth and parents' names; marriage date and spouse's name; survivors; and those who preceded the person in death.

Where they were born and raised is not pertinent, nor is extensive schooling, work records, hobbies, etc. Their latest job or two can be included, along with any extensive community service, (20+ years or more), such as being a 4-H leader, played the organ in church, volunteer fireman, etc.

\*\*\* Arrange the articles according to these priorities:

1. First, select articles that listeners may not hear on the local radio or TV news programs. Follow these with other local news.
2. Obituaries and "For the record" are of great interest to our listeners, so place them somewhere in the first half of the assembled clippings.
3. Menus and activity calendars should be placed near the middle of the day's articles to ensure they are read. Be sure to update the menu and activity sheets, outlining the NEXT two days' events. Our broadcasts are done in the afternoons, so the current day's noon meal has already been served.
4. Other shorter articles go towards the end of the program to give the readers more flexibility with the time they have left.

\*\*\* After all articles have been prepared, assemble them in the blue cover sheets. You will find these in manila folders in the desktop organizer on the desk of the DRIS coordinator. Leftover yet still current articles are kept in the manila folders in case you run short.

\*\*\* Weekend Obituaries: (a compilation of obituaries from weekend editions of newspapers).

1. Clip obituaries from the following papers:  
Jamestown/Valley City - Friday  
Williston - Friday  
Dickinson - Friday  
Minot - Saturday & Sunday  
Bismarck - Saturday & Sunday
2. Use news articles from the weekend editions for Monday's broadcast.
3. Save any extra articles in the manila folders.

### **DRIS READERS**

\*\*\* **IMPORTANT:** If you can't make your scheduled time, call the DRIS coordinator as soon as possible to enable us to make other arrangements. Call the direct phone line (**328-1408**). If the DRIS coordinator is not available to take your call, please leave a message on the voice mail. If you leave a message on a different phone, the DRIS coordinator may not get the message in time. Thanks!

\*\*\* Please arrive about five minutes before your shift begins so that you can catch your breath, get your material, and get something to drink.

\*\*\* If you have some extra time before you begin, you may want to browse through your articles to familiarize yourself with them. Look up any unfamiliar words in the dictionary.

\*\*\* **Going on the air:** If music is playing, slowly fade the music out and turn up the microphone. Use the script on the blue cover sheet to introduce yourself and the newspaper you will be reading.

\*\*\* The articles are arranged in the order that we find will be of most interest to our listeners; so try to read them from the top down.

\*\*\* Do not interject your own personal opinions about any of the articles or use your tone of voice to editorialize.

\*\*\* Be sure to read the daily menus from senior centers. You may want to set it aside before you start reading so that you don't forget it.

\*\*\* When reading letters to the editor, include the writer's name and town.

\*\*\* If you are not sure how to pronounce a word, spell it out. This includes names in obituaries.

- \*\*\* If you stumble over a word or two, keep on going and try not to draw attention to the mistake.  
For example, you say “The funeral is *today* at 10 a.m.” and it really says “The funeral is *tomorrow* at 10:00 a.m.”  
You could say: “Rather, that’s tomorrow at 10:00 a.m.”  
Or: “Excuse me, that’s tomorrow at 10:00 a.m.” and keep on reading.  
Use inflection in your voice to emphasize the correct information.
- \*\*\* Stay to your scheduled time. Shorter stories will be at the bottom of the pile. If you need a shorter piece at the end of your segment, take one from the bottom. The segment following you may be on tape and cannot be shortened to accommodate an overrun. Remember: you don’t need to read all of the news you are given; we just don’t want you to run out!
- \*\*\* Give the DRIS coordinator any leftover articles that you didn’t read.  
If a paper doesn’t arrive, it’s good to have some backup material on hand.

## **HINTS**

- \*\*\* Try not to rustle papers. The microphones are very sensitive and these sounds are louder over the air than you’d think.
- \*\*\* If you need to cough (and everyone does from time to time), press the cough button and hold it down until you have stopped coughing. If you’ll be off for more than five seconds, turn on some music until you’re set to go again.
- \*\*\* Try to read as clearly as possible. If you think that you may be indistinct, try “overdoing it” with your lips and facial expressions while reading. (Nobody’s watching, really!)
- \*\*\* Be aware of the pace of your reading. Try not to read too fast or too slowly.
- \*\*\* Keep your voice flexible to avoid a monotone. By the same token, don’t over interpret the piece or fall into a “sing-song” delivery. Be conversational, as if you were talking with a friend who is several feet away from you.
- \*\*\* Let the microphone work for you. It should allow you to speak at a comfortable volume level. If you feel you are speaking more loudly than normal, turn up the volume and let yourself speak more softly. Forcing your voice can cause hoarseness or soreness. Let’s protect the instruments!

## **TAPING A DRIS SEGMENT**

\*\*\* Because of busy schedules, some volunteers prefer to tape their segments to air at a later time during the day. Let the DRIS coordinator know if you'd like to do this.

\*\*\* If you have made arrangements to tape, the DRIS coordinator will have your material ready – either in the recording booth or the broadcast room. Everything will be ready to roll. Please arrive on time, as the recording booths can be very busy.

Recording Booth: Push the “Play” and “Record” buttons simultaneously and a red light will come on above the recording button. **This light must be on, or you are not recording.**

Broadcast Room: Push the “Play” and “Record” buttons simultaneously and a red light will come on above the recording button. **This light must be on, or you are not recording.**

\*\*\* Even though everything is set, please make sure that you see the needle move when you are speaking. This indicates that your voice is being recorded. If the needle is **NOT** moving while you are recording, check with the DRIS coordinator for assistance.

\*\*\* Familiarize yourself with the equipment, i.e., microphone levels, cassette player, tape machine, etc. The more you know, the more relaxing and fun your experience will be!

Thank you for taking time to read over these hints and suggestions. Remember, these are not set in stone, but will help our on-air product sound better and help you become a more comfortable and confident volunteer.

## **RECORDING BOOKS AND MAGAZINES**

Books and magazines by North Dakota authors or subject matter pertaining to North Dakota may be recorded using our in house recording booths. Sometimes, after careful consideration, special requests from patrons will be recorded. Volunteers are used to read these publications. The DRIS coordinator provides a schedule for time in the booth. If reading a book or magazine interests you, please inquire with the DRIS coordinator. The coordinator will set up a training session, schedule booth time, and get you started with a book or magazine to read.

## **TALKING BOOK PROGRAM**

With a great deal of help from volunteers, the North Dakota Talking Book Library was established in 1995. Prior to 1995, North Dakota contracted with South Dakota to provide this service. It is located at the North Dakota State Library on the Capitol Grounds in Bismarck. North Dakota was the forty-ninth state to develop and implement a talking book library for the disabled.

The Talking Book collection is maintained to serve the citizens of North Dakota who are unable to read standard print because of a visual, physical, or reading disability. Volunteers in the Talking Book Library record books and magazines by North Dakota authors or of local interest if these materials are not available through the National Library Services for the Blind and Physically Handicapped (NLS). The tapes are then duplicated and mailed to the patrons.

Volunteers in the Talking Book Library also inspect and repair talking book tapes; add barcodes to new books and enter them into the computer database; and duplicate tapes as needed. They also erase and rewind tapes, assist in the department's on-going inventory of books on tape; and file and retrieve talking book tapes. Volunteers are trained to use various types of equipment required to accomplish their tasks. Machines used include the tape duplicator, computer, rewinder, and tape eraser.

Talking book volunteers continue to be indispensable in the program's day-to-day operations. More than 2300 patrons depend on staff and volunteers to supply them with reading materials in a format that accommodates their needs.

### **Suggestions:**

Please arrive at your scheduled time. Our program depends on your help; so if you cannot report at your scheduled time/date, please call the Talking Book circulation librarian (328-1408) or the DRIS coordinator (328-1468). If, for some reason they are unable to take your call, please leave a message on voice mail. This gives the circulation librarian and coordinator an opportunity to rearrange their work schedule and/or contact another volunteer to help that day.

### **CASSETTE BOOK INSPECTION**

All cassette books are to be inspected before they are checked in and shelved. A note, with an explanation of the problem, should be placed on the damaged cassette or container. This step will save time during the repair process.

1. Open each container with the supplied tool.
2. Check each cassette to make sure it is rewound. Hold the cassette with the Braille number facing you. All the tape should be wound to the left side of the cassette. The open edge of the cassette tape will have a clear or colored leader tape if the cassette is

rewound. If brown tape is visible, place the cassette on the rewinder. If the tape is twisted or won't rewind, place a note on the container and place the book in the repair area.

3. Check the pressure pad and plastic window on each cassette to make sure they are intact. If the pressure pad or the plastic window is broken, move the book to the repair area.
4. Compare what the tapes say to what the box says. The title and number of the cassette must match. If the wrong cassette is in the box, move the book to the repair area.
5. The patron will put a rubber band around the tape if it is not working properly, move the book to the repair area.
6. Place the cassette(s) Braille side up in the container. Two-track tapes are numbered 1,3,5,7, etc. Four-track tapes are numbered 1,5,9,13, etc. The cassette should be placed in the proper sequence, with side one on top.
7. If the container is damaged, move the book to the repair area.
8. Clean the container and cassette(s) if necessary.
9. Check the cassettes and containers which have been set aside. If possible, match cassettes and containers.

### **INSPECTING MAGAZINES**

1. Make sure the title of the magazine on the box matches the title of the magazine in the box.
2. "Guideposts" are the only ones that have a month on the cassette that should match the month on the box.

### **REPAIRING TAPES**

Investigation of a problem begins by looking at the tape and seeing if there is anything physically wrong with it: tape out of track; tape scrunched up; tape won't rewind. If you find a problem with a tape, check to see if it can be returned (warranty) to the producer. Tapes are under warranty for one year. The issue date is on the book container. If it cannot be returned for warranty, make a new copy. If a master copy is damaged, the talking book circulation staff can order a new copy. Please bring it to the attention of the Circulation Department.

Place any cassettes or containers that have missing pieces and cannot be matched up with any we have on hand, in the missing tape file. Hold these for two months to see if the container or cassette is returned. If any missing tapes have not been returned in two months, make a copy of the missing cassette and place it in the corresponding box. Place the tape on the inspection table to be inspected, checked in, and returned to the stacks.

If you can't see anything wrong with the tape, you must listen to it. Be sure all sides are working properly and that all "end of sides" are there. Be sure the "end" of the story is there. Most tapes that you cannot find anything wrong with is because the user has not

changed the side selector switch back to 1-2 when listening to the next tape, especially if the book ends or it is in middle of a side.

If you still cannot find anything wrong with the tape, take a label and write the date on it, and insert the label inside the green case. This will indicate that on (date) you listened to it and couldn't find anything wrong. Then, if this tape comes back again and the patron still says there is something wrong with it, we will just make a new copy.

If there are "two voices" (bleed-through) – or for some reason you need to make a new copy of the book (but the tape is okay), erase the tape on the de-magnetizing machine and reuse the same cassette.

Place tapes that have been repaired on the inspecting table. These will be inspected the following day and returned to the stacks.

### **CHECK-IN**

After books are inspected, they are checked in and put into slots to be re-shelved.

### **DUPLICATING BOOKS**

Any Temp One cards that do not have a copy in the master are duplicated. Place the master in the master slot and a blank cassette in the copy position. Press "copy." Make sure the light goes off above the copying cassette and the four sets of volume levels go up to the first red light. Cassettes take approximately 6 minutes to copy. While these are duplicating you can make a label for the cassettes. If the book is a temporary copy with three or more cassettes, make this a permanent copy by taking the barcode off the master copy and placing it on a permanent copy green box. Master copies are identified by a red dot on the container. A side label for the green box needs to be appropriately typed. The talking book circulation staff or a trained volunteer will add the book into the READS database. If the Temp One master contains one to two tapes, highlight the side label in green using a highlighting pen.

### **DUPLICATING REEL-TO-REEL**

1. Place reel-to-reel tape on the left side of duplicator.
2. Tape 1 is side 1 and 2 on cassette. Make sure 1-2 lever is up (on 1) for first tape.
3. Turn pegs number 2 and 3 to "OFF" on cassette section.
4. Push "play" on reel-to-reel section and QUICKLY hit belly-button switch.
5. Push "play" on cassette section and release belly-button switch. Cassettes should start recording.
6. Tape 2 is side 3 and 4 on cassette. Make sure 1-2 lever is on 2 for second tape.
7. Turn pegs number 2 and 3 to "ON" and 1 and 2 to "OFF" on cassette section.
8. See numbers 4 and 5.
9. When finished with reel-to-reel taping, be sure to turn all cassette levers "ON."
10. Type up cassette labels and side labels if necessary.

## ***NORTH DAKOTA STATE LIBRARY CIRCULATION DEPARTMENT***

Volunteer help is used to scan barcodes of the State Library's book collection. A hand-held inventory module is used to compile and register inventory statistics that are used to document the materials collection of the State Library.

### ***IN CASE OF FIRE DRILLS/ALARMS***

Fire drills are held periodically at the State Library. Volunteers should stop whatever task they are doing and leave the building by the nearest exit, or to an exit as directed by staff. Even if you are in the middle of a DRIS broadcast, exit the building. Maps have been provided in this manual that show where the fire escapes are located. Please become familiar with the location of all fire exits. Please observe these other fire safety rules:

- The North Dakota State Library has a NO SMOKING policy for all employees, visitors, and others.
- All hallways must be kept clear of obstructions at all times.
- Never block smoke barriers or exit doors.
- Know the evacuation plan and the locations of all fire exits.
- Be aware of where the fire alarms are located.
- DO NOT use the elevators as a means of escape.
- TREAT EVERY FIRE ALARM AS IF IT IS REAL.
- If you need assistance on the stairs, ask a NDSL staff member for assistance.

After exiting the building, staff and volunteers will congregate on the mall across the street from the State Library Building. IT IS IMPORTANT that a staff member count you and all other volunteers. Volunteers and staff may return to the building and their tasks after the "all clear" has been given.

### ***SEVERE WEATHER***

When the forecast calls for severe weather in North Dakota and you feel it is not safe to travel to the library, PLEASE, stay home. If you decide to stay home because of weather conditions, please call the DRIS coordinator at 328- 4189 or call the department at 1-800-843-9948. If there is no answer, please leave a message on the voice mail.

## ***EMERGENCY TORNADO PROCEDURE***

**Tornado Watch-** means weather conditions are right or favorable for a tornado to develop and you should be alert to further weather developments. A Tornado Watch will be announced to each department. While at the State Library, please be alert of possible sounding of city warning sirens. The end of a Tornado Watch will be announced to each department via telephone.

**Tornado Warning-** means a funnel cloud has been sighted or indicated by radar, usually within a ten-mile radius from the Bismarck Mandan area. Tornado Warning Procedures are indicated by the sounding of the city warning sirens and by the Emergency Alert System (EAS). If a Tornado Warning is given by a continuous sounding from the city warning siren, remain calm, but take immediate action.

- A. Close doors of each room as they are evacuated.
- B. Able-bodied persons should help those who are non-ambulatory.
- C. When you are in the safe area, crouch on the floor with your hands behind your neck.
- D. Move to a designated safe area in the Liberty Memorial Building (State Library).
  1. Primary safe areas:
    - a. On the staircase between second floor and ground floor.
    - b. On ground floor, west side of the reference area between the ceiling supports for the outside staircase.
  2. Secondary safe areas
    - a. The bathrooms on second floor, first floor, and ground floor.
    - b. The maintenance office in the corner next to the staircase on first floor.
    - c. The copy/file room in the cataloging area.

During a tornado, it is important to be aware of the following:

1. Avoid all glass areas and top floors.
2. Avoid the sub-basement.
3. Utilize interior spaces with short span.
4. Corridors facing north are usually the safest, followed by those facing east. Stay back from doorways and entrances, especially those facing south and west.
5. During a Tornado Warning, do not leave the safety of the building.

## ***OTHER INFORMATION FOR OUR VOLUNTEERS***

Coffee and bottled water is available for all volunteers. It is located in the Disability Services Department on the second floor. You are encouraged to always stop for a break during your volunteer shift at the State Library.

The State Library offers a variety of other services for your use as a patron. The State Library's reference and interlibrary loan staff and a collection of over 260,000 items are available to assist North Dakota's government agencies, libraries, and private citizens in gathering information for use in decision-making, research projects, and daily operations. By having a library card from the North Dakota State Library, any North Dakota citizen has access to search the Online Dakota Information Network (ODIN), which links public, academic, special, and school libraries throughout North Dakota together to identify and share North Dakota resources. Your library card allows you to access the full-text newspaper, magazine, and reference book databases from your home or office 24 hours a day, 7 days a week. The library is open from 8:00 a.m. to 5:00 p.m., Monday through Friday. There is a book drop box located in front of the door outside the Reference Department. If you have any questions about reference services or interlibrary loan, please contact the Reference Department at 701-328-4622.

If you have any questions or suggestions, please feel free to bring them to the attention of the DRIS coordinator or the Head of the Disability Services Department. On behalf of the staff, your fellow volunteers, and most especially, the patrons of DRIS, Talking Books, and the State Library, we thank you for volunteering your time and services. Without our invaluable volunteers, neither Dakota Radio Information Services nor the Talking Book Program could function.

**“Consciously or unconsciously, every one of us does render some *service* or other. If we cultivate the habit of doing this *service* deliberately, our desire for *service* will steadily grow stronger, and will make, not only our own happiness, but that of the world at large.”**

**-Mahatma Gandhi-**

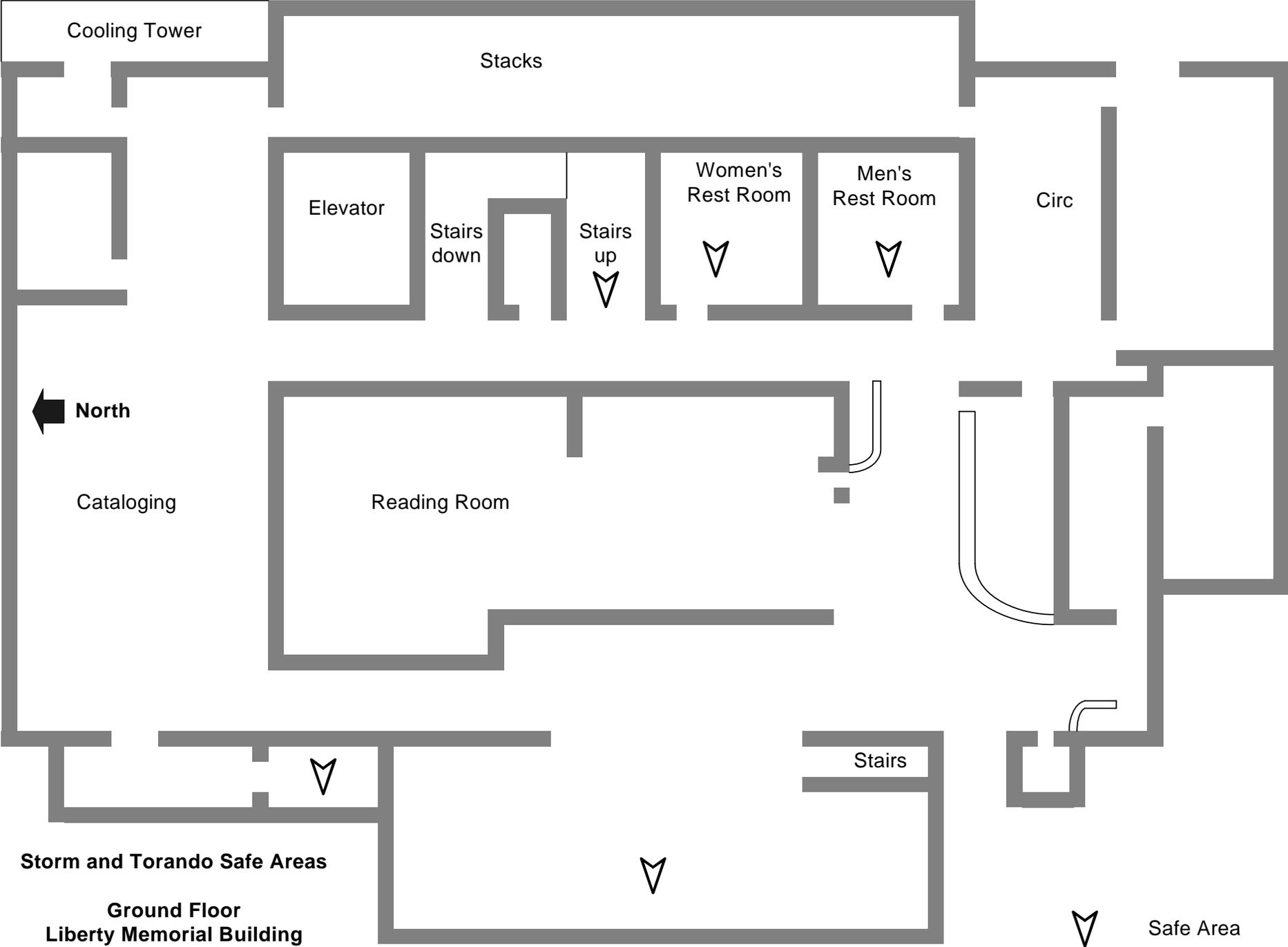


**There are no safe areas on this floor.**

← North

**Storm and Tornado Safe Areas**

**Basement  
Liberty Memorial Building**



Cooling Tower

Stacks

Elevator

Stairs  
down

Stairs  
up

Women's  
Rest Room

Men's  
Rest Room

Circ

North

Cataloging

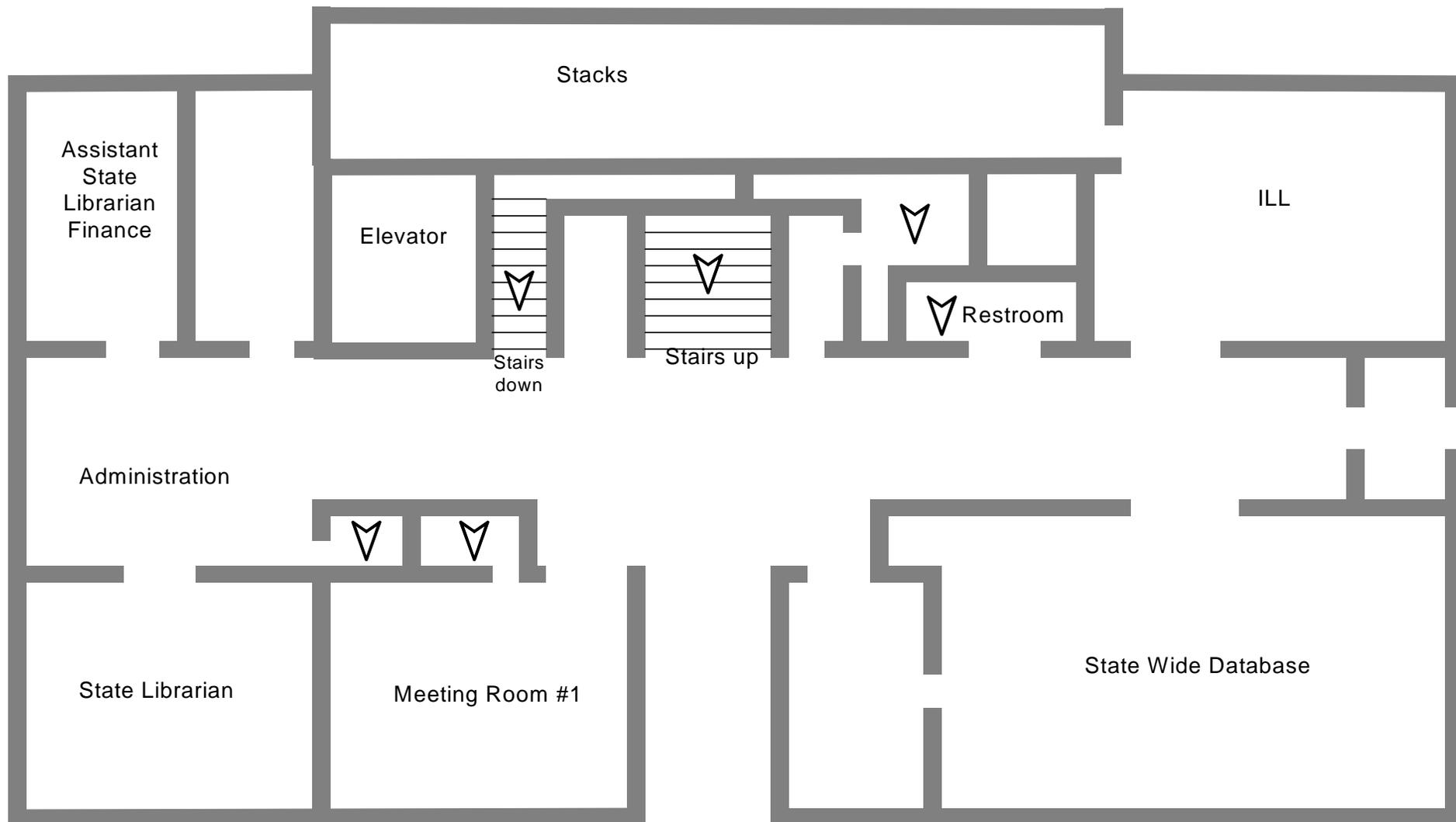
Reading Room

Stairs

Storm and Torando Safe Areas

Ground Floor  
Liberty Memorial Building

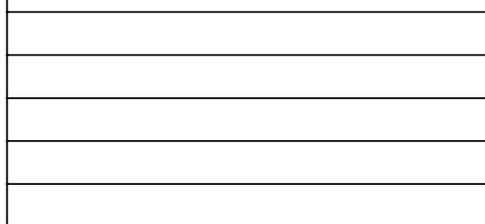
Safe Area



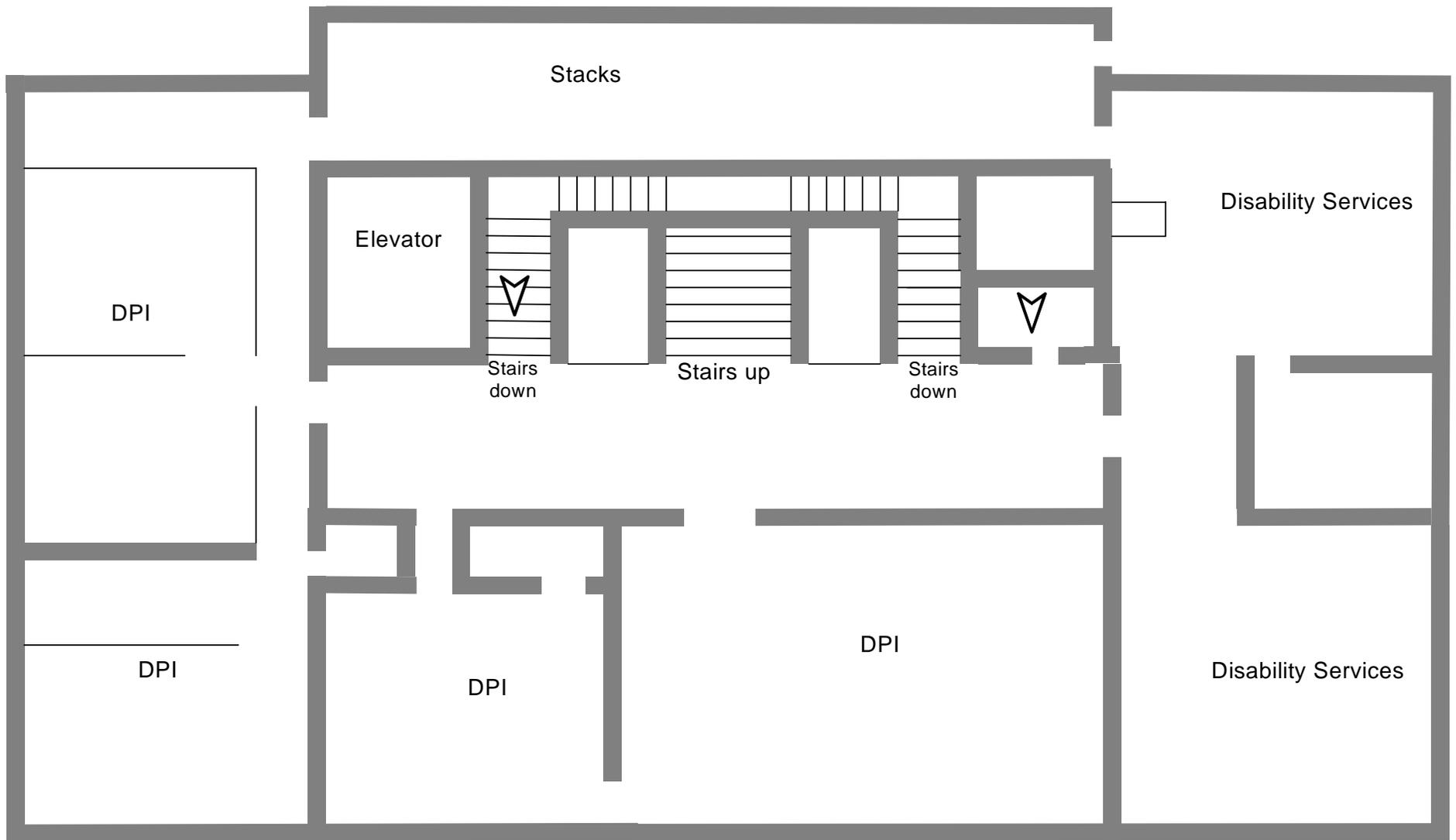
North

**Storm and Torando Safe Areas**

**First Floor  
Liberty Memorial Building**



Safe Area



Storm and Torando Safe Areas

Second Floor  
Liberty Memorial Building





**There are no safe areas on this floor.**



**Storm and Tornado Safe Areas**

**Third Floor  
Liberty Memorial Building**