On-Air Volunteer Handbook

90.7 KSER-FM and 89.9 KXIR-FM

Effective January 2015

**KSER Foundation
2623 Wetmore Ave.
Everett, WA. 98201**

Welcome to KSER & KXIR

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It is a pleasure to welcome you as a volunteer of KSER Foundation ("KSER"). We hope that you will enjoy a productive and rewarding association with KSER. KSER relies heavily upon volunteers to operate. Without the support and commitment of volunteers, such as you, there could be no KSER.

The policies outlined in this handbook provide an overview of some important duties and expectations of a KSER volunteer. KSER management welcomes constructive ideas and proposals, presented in a professional and positive manner, which suggests ways to improve the station's operations and/or services or to save unnecessary costs.

Again, welcome to the KSER volunteer team.

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General Manager

KSER Foundation Mission, Vision, Values, & Strategic Goals

Approved by the KSER Board of Directors December 9, 2014

Our Mission

To enrich our community through local, independent public radio and other services dedicated to arts, education, ideas and civic engagement.

Our Vision

To be the preferred public radio stations for Snohomish and Island counties.

Our Values

Local Service
We focus on the communities where our signals reach, putting a priority on the diverse voices, perspectives, music and culture that represent the communities we serve. We seek out ways to serve above and beyond our programming, and we collaborate with local artists and educational, social, civic, community and cultural organizations in those efforts.

Civic Engagement
We present viewpoints and information not heard on commercial radio. We encourage dialogue on local, national and international issues so local residents can make informed decisions, and we actively engage with others who seek to connect individuals with ideas and action.

Education, Arts & Culture
We enrich the lives of our listeners by exploring the breadth and depth of local, national, and world arts and cultures. We showcase local artists and organizations through a diverse range of music and educational and informative public affairs programming.

About this Handbook

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This handbook is a guide to help you understand the expectations and requirements of serving as a volunteer with the KSER Foundation (hereafter referred to as KSER). The handbook applies to all volunteers of KSER and is written specifically with on-air hosts in mind. It is each volunteer's responsibility to read and understand this handbook.

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KSER's management reserves the right to interpret the terms of this handbook in its sole and absolute discretion. The procedures, practices and policies described in the handbook may be modified or discontinued from time to time at the sole discretion of KSER's management. As the handbook is revised, KSER's management will notify volunteers of record of changes and make copies available for review in electronic form with one printed form available at the KSER studio. If you have any questions concerning the policies in the Handbook, you should check with the General Manager.

Neither this handbook, nor any other KSER document, confers any contractual right; either expressed or implied, to remain a volunteer for KSER. Nor does it create any contract of employment between you and KSER or create any fixed terms and conditions of employment with KSER. Your participation as a volunteer with KSER is not for any specific time and may be terminated for any reason by KSER's management or you at any time either considers appropriate.

Section I: General Guidelines:

Section A: How to Become a Volunteer

Definition of a Volunteer

A volunteer is anyone who, without compensation or the expectation of compensation, performs a task for the benefit of KSER's service to the community. Volunteers are individuals who reach out beyond the confines of paid employment and normal responsibilities to contribute time and services to KSER in the belief that their activity is beneficial to the station and the community, as well as satisfying to themselves.

The guidelines described in this handbook do not create an employment contract between you and KSER. Your status at KSER is as an unpaid volunteer and is based on mutual consent, and either KSER or you may end this relationship at any time with or without cause or advance notice. You acknowledge that you are volunteering to provide services to KSER without expectation of wages or other remuneration.

Application Process

All individuals interested in serving as volunteers need to submit an application form and speak with the Program Director. All applications will be reviewed by the Program Director and the applicable staff who would be working with the interested applicant in a supervisory position.

Training for New Volunteers

Volunteers shall be trained appropriately for their required positions. This training may include the Basic Broadcasting Class for new volunteers who have little or no previous radio experience and want to perform on-air duties. For other volunteers providing off-air support, training/oversight will be provided specific to the task.

Volunteer Agreement Form

After having read this Handbook, all KSER volunteers are required to sign a Volunteer Agreement Form prior to beginning their volunteer commitment with KSER. This form will be kept on file. At the discretion of KSER's management, the Volunteer Agreement Form may need to be updated from time to time. (See Attachment #1)

Section B: Volunteers Code of Conduct:

Off-Air Behavior

While at the station, your off-air behavior must not distract the on-air host from performing his/her duties. While at the station or while representing KSER at other events in the community, volunteers must comport themselves as mature adults at all times.

Personal Appearance

KSER expects volunteers to be dressed and groomed in a way that is appropriate and not offensive to other volunteers, guests, and staff. Speak with a staff member if you have any concerns or issues about what is appropriate.

Answering the

KSER is a community-supported public radio station with the mission To

Telephone   enrich our community through local, independent public radio and other services dedicated to arts, education, ideas and civic engagement. The people who are within reach of the two radio signals are the people we serve.

If you are an on-air host, assist the person on the telephone as much as you can without interfering with your on-air performance. Your first priority is to your listeners, not to the person on the phone.

If the caller's request requires too much time or effort, politely ask the person to call back at another time when someone else would be available to take the call. If a call comes during the evening and weekend hours regarding a matter that KSER management must address, then politely ask the caller to call back during business hours. If the caller wants to leave a message for someone, politely take the message, write clearly or print the message on a note pad and put the message in the proper mailbox.

There is a notebook in Master Control for logging caller comments about KSER's programming. Please briefly note any caller's comments (good and bad) about KSER programming along with the date and time the person called. This assists KSER's management in its on-going assessments of programming.

Maintaining a Current Volunteer File   All volunteers are required to provide KSER staff with updated contact information, including personal address, phone number (work, home, and cell) and personal email address, plus emergency contact information.

Right to Privacy Disclosure   KSER recognizes a volunteer's right to privacy. To achieve this goal, KSER has adopted these basic principles:

The collection of volunteers' personal information is limited to information the station needs for business and legal purposes.

KSER attempts to retain the confidentiality of all personal information in its records, except where disclosure is required by law.

Access to volunteer records is restricted to KSER staff. Access is permitted to other parties only where required by law or when permission is granted by the volunteer. KSER does not release personal information to outside sources without your approval.

Verifications of the dates you volunteered at the station and the services you performed may be provided without approval, unless otherwise notified.

Individual volunteer information is confidential. It should not be disclosed without prior consent. If someone needs to reach a staff member or a volunteer, tell the caller that you will pass the message on to the person in question or let the caller know when the staff member or volunteer will be available to take calls at the station. The official KSER email address may

be given out. Please see KSER staff if a kser.org email address.

Conflict of Interest Disclosures

Volunteers are required to inform the General Manager of any situation that might create a conflict of interest between their duties at KSER and activities outside the station. This includes, but is not limited to, businesses, music involvement, or other activities that could create a conflict with FCC regulations.

Drug and Alcohol Policies

The abuse of alcohol, marijuana, the inappropriate use of prescription drugs, and the use of illegal drugs present a significant safety risk to KSER's volunteers, staff members, and others. Their use also threatens the reputation of KSER, the quality of operations and programming, and poses a business liability. Therefore, KSER prohibits all volunteers from the transfer, possession, and consumption of these substances while on KSER property, engaged in KSER business, or representing KSER.

Violations of this policy could be grounds for disciplinary action, up to and including suspension or dismissal. KSER reserves the right to deal with each case at its discretion, in accordance with the specific circumstances.

Discrimination Policies

KSER believes that all volunteers, guests and employees should work in an environment that is free of discrimination and harassment. Each of us has the duty to prevent discrimination and/or harassment at the station. Additionally, each of us is expected to conduct ourselves in a way that fosters a comfortable, professional and respectful working atmosphere for all volunteers, guests, and employees.

Discrimination and/or harassment based on race, sex, religion, national origin, age, disability, marital status, sexual orientation, veteran status, or any other protected status is a violation of KSER policy and is strictly prohibited. While the following types of specific behavior may not necessarily constitute discrimination and/or harassment, they are prohibited at KSER to avoid any possible misunderstandings: slurs; inappropriate jokes; graffiti; negative stereotyping; racial, ethnic, sexual, or religious epithets; and written or graphic materials that exhibit hostility to an individual or group. This is not an exclusive list of prohibited behaviors, but is intended as examples of conduct that violate this policy.

If you believe that you or any fellow volunteer or any other individual has been subjected to discrimination and/or harassment or if you believe that the conduct of any individual at the station violates any aspect of this policy, you must promptly report such conduct or statements to the KSER Station General Manager. This is your obligation as a volunteer to protect other volunteers and to prevent legal action against KSER.

Your report will be taken seriously and investigated promptly. KSER will protect the confidentiality of those involved to the extent that it is consistent with our need to investigate and resolve the problem. It is a serious violation of this policy at all times for any staff member, board member, or volunteer to take any retaliatory action against any person who reports a violation of

this policy.

Following an investigation, KSER will take appropriate action against any person engaging in discrimination and/or harassment. Such action may include, depending on circumstances, suspension or dismissal from KSER.

Any questions regarding this policy should be addressed to the General Manager.

Sexual Harassment Policies

Sexual harassment infringes on a volunteer's and an employee's right to a comfortable work environment and is a form of misconduct which undermines the integrity of the workplace. No volunteer or employee should be subjected to unsolicited and unwelcome sexual overtures or conduct, either verbal or physical.

Sexual harassment refers to conduct which is offensive to the individual, which harms morale, and which interferes with the effectiveness of KSER's business. It can consist of unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's volunteer status,

- Submission to or rejection of such conduct by an individual is used as the basis for volunteer decisions affecting such individual, or

- Such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Sexual harassment may be difficult to recognize in certain circumstances. Although the following examples of specific behaviors may not necessarily constitute sexual harassment, they are prohibited at KSER to avoid any possible misunderstandings.

Prohibited conduct includes: offensive sexual flirtations, advances or propositions; continuing to ask a person on a date when that person has indicted that he or she is not interested; inappropriate touching or grabbing of any individual's body; touching or grabbing any part of an individual's body after that person has indicated that contact is unwelcomed; continued or repeated verbal abuse of a sexual nature; explicit or degrading verbal comments about another individual or his or her appearance; displaying or transmitting sexually suggestive pictures, objects, cartoons or posters; writing sexually suggestive written communications; referring to or calling a person a sexually suggestive name; telling sexual jokes or using sexually vulgar or explicit language; or any offensive or abusive physical conduct. It also includes the taking of, or refusal to take, any personnel action on the basis of an employee's and volunteer's submission to, or refusal of, sexual

overtures. No person should so much as imply that an individual's "cooperation" will have any effect on the individual's volunteer status, employment, assignment, compensation, advancement, career development, or any other condition of employment or volunteer status. This is not an exclusive list of prohibited behaviors, but is intended as examples of conduct that violate this policy.

If you believe that you or any fellow volunteer or any other individual has been subjected to sexual harassment or if you believe that the conduct of any individual at the station violates any aspect of this policy, you must promptly report such conduct or statements to the General Manager. This is your obligation as a volunteer to protect other volunteers and to prevent legal action against KSER.

Your report will be taken seriously and investigated promptly. KSER will protect the confidentiality of those involved to the extent that it is consistent with the need to investigate and resolve the problem. It is a serious violation of this policy at all times for any staff member, board member or volunteer to take any retaliatory action against any person who reports a violation of this policy.

Following an investigation, KSER will take appropriate action against any person engaging in sexual harassment. Such action may include, depending on circumstances, suspension or dismissal from KSER.

Any questions regarding this policy should be addressed to the General Manager.

Volunteer Liaison Position   In order to provide alternate contact in case the issues involve management, the KSER Board of Directors has established a Volunteer Liaison Board position. The Volunteer Liaison Board member can be contacted to address areas of discrimination, harassment, malfeasance, and mismanagement.

KSER policy prohibits retaliation against any volunteer or staff member for reporting a conflict or concern.

Section C: General Station Policies:

Station Security   It is the responsibility of **all** volunteers to ensure the safety of the building, its contents and other volunteers at all times.

- All staff, hosts, and guests must enter and leave from the side door, which is the main entrance to the station. The Community Room door is not to be used as an entrance to the station.

- All doors to KSER should be locked when only one person is in the radio station.

- All doors must be locked after 6 p.m. nightly.

- The doors should NEVER be propped open after dark or when you are alone in the radio station.

- Know who is at the side door before you unlock it. If someone comes to the Community Room door, refer them to the side door for entrance.

These guidelines are for your safety, as well as the protection of KSER property. Remember it will be very difficult to replace equipment or property that is stolen or damaged.

Station Closing Procedures

The "final host" of the KSER broadcast day has the ultimate responsibility for properly closing and securing the radio station. Listed below are the mandatory closing procedures. Do not leave the station without completing the closing procedures. Failure to close the station properly may result in disciplinary action and/or dismissal.

Place Master Control into overnight mode:

- Turn on KSER ENCO 2 Overnight (Pot 7-B).

- Set the pot volume at broadcast level.

- Record final transmitter reading levels on the Transmitter Log. Record on the log the "Start Time of Unattended Broadcast". Sign the transmitter log in the appropriate places.

Secure the premises:

- Turn off any portable space heaters, fans, or air conditioners in all rooms.

- Ensure that the bathroom window is closed and locked.

- Ensure the center lights in the Community Room are on (center switch UP).

- Perform any other assigned duties.

Secure the doors and alarm the station:

- Make certain that the station is empty of all other persons.

- Ensure that the community room door is closed and locked. Lock must be turned all the way to the right.

- Ensure that the door to the garage is closed and locked.

- Ensure that the upstairs office door is closed and locked.

- Prepare your belongings for leaving and have them ready by the side door. Once you have locked the building, you will not be able to reopen the side door and get back in to retrieve forgotten items.

- Get the lock-out key, it is located above the calendar on the wall to the left of the Mixing Board in the Master Control Room.

- Set the alarm. Hold very still and wait until the green "Ready" light is lit.

- Arm the system: press '#' and then the number 2. You now have 30 seconds to leave the building and lock the side door.

- Close and lock the side door using the "lock out" key. Ensure the deadbolt and door knob of the side door are BOTH locked.

- Place the lock-out key on the top of the doorframe of the side door or the porch light by the door. You cannot open the side door with the lock-out key, so it is safe to leave. The lock-out key will be retrieved the next morning and brought back into the Master Control Room.

If you have questions about any of these procedures, please discuss them with the General Manager prior to your first time to close the station. If you encounter problems or concerns while closing the station, call the Emergency Contact numbers to resolve the situation.

Leaving the Station Unattended

KSER may never be left unattended for any length of time, except for regular over-night operations or dire emergencies. If a volunteer fails to show up for the next scheduled program, the current on-air host is to stay at the station for the duration of the next shift, follow the program log, and continue scheduled programming until the next on-air host arrives or other arrangements can be made.

If you are still unable to get another on-air host into the station, then you should call the Emergency Contact numbers to obtain permission to put the station into over-night programming mode. The transition to over-night programming should be done at the top of the hour.

(For more information regarding the consequences of absenteeism and lateness, please see Section V: Personnel Policies, Section: A Volunteer Attendance Policies.)

Being Responsible for Visitors to KSER

Each guest is expected to comply with all KSER policies regarding language, behavior, food, liquid, smoking, drugs and alcohol. The volunteer is responsible for the guests' behavior. Violations of KSER policy by guests will be considered as violations of KSER policy by the volunteer.

KSER Mail and Mailboxes	Each volunteer will be assigned a mailbox to be used for KSER business only that should be checked regularly for mail and official communications from KSER. No one should remove anything from another volunteer's mailbox without permission.
Keys to the Station	Entry keys and keys to KSER's locked areas are made available on an "as needed" basis. Keys will be distributed by the General Manager. Duplication of keys and the unauthorized distribution is prohibited. Lost keys should be reported to the General Manager immediately.
General Property Damage	You are responsible for any KSER property in your custody or in your use during normal volunteer duties. In the event that the property is damaged, it should be reported to the KSER General Manager or engineer immediately. In the event the property is lost, damaged, or stolen while off KSER premises, you may be requested to file a claim against your own insurance policy in order to reimburse KSER. Deliberate damage of any KSER property may result in disciplinary actions and legal repercussions.
Smoking Policy	The KSER building is a smoke-free environment.
Safety Program	If you notice any hazards or unsafe conditions, please report them to management, a staff member, or a Board member immediately, so that potential accidents can be prevented. Should any accident or injury occur while volunteering at KSER, you must notify the General Manager as soon as possible.
No Food & Drink in the Control and Production Rooms	Food or liquid is not allowed in the Master Control Room or Production Room at any time. Water for a performance guest is the one exception and the water must be kept in a no-spill container on the floor and away from the control board and other equipment. No other exceptions will be permitted and disregard of this policy by a volunteer may result in dismissal from the radio station.
Food & Drink in the Community Spaces	These items are allowed in the community spaces. You are expected to clean up after yourself. Please be considerate and don't leave messes that others need to clean up.
Pets in the Station	Unless approved by management, pets are typically not allowed in the radio station studios or offices.
Handling Emergencies	In the event of any emergency (serious injury, criminal activity, threatening incidents, serious health concern, or major structural damage to the building), first call 911 and then contact the emergency contact numbers.

Section D: Communication Policies:

Obtaining and Using an Official KSER	You may have an official KSER email account set up for you by the General Manager called <host's name>@kser.org. You will need to create an automatic signature that identifies only KSER related information: your

Email Account	name, your position at KSER (for example John Smith, Host and Producer of the Sunlit Room), KSER's business address and business phone number. You may include a personal cell phone number for your convenience. To prevent violations of conflicts of interest, your automatic signature should <u>not</u> contain any personal and commercial information. These rules exist so that there will be no violations or perceived violations of conflicts of interest or payola situations. For example, if you are a record producer or a band member, your official KSER email should not contain information pertaining to your production company or your band name. The mention of either one of these could potentially set KSER up for fines from the FCC, if there is a perceived violation of the FCC rules. See the Payola section of this handbook for a discussion of what constitutes payola.
Using a Personal Email Account with KSER Identifiers	The use of a personal email address (for example KSERdjJohn@yahoo.com or SunlitRoomHostCindy@gmail.com) that incorporates KSER or KSER program names in anyway is not prohibited. However, the same policies apply to these types of email accounts as to an official KSER email account which uses the extension "@kser.org". All communications from a personal email account that identifies the volunteer with KSER must be civil and respectful and not present KSER in a negative manner. With this in mind, all communications from these personal email accounts must reflect the mission, goals and image of KSER. Also you should not use these personal KSER identified email accounts to harass, intimidate or vilify an individual, business or organization. Violations of this policy may result in your dismissal from the station.
Behavior using Email/Social Media	Please remember that if you have identified yourself, through email or in a social media setting, as part of the KSER team anything you write or post can be a reflection on KSER. Part of the privilege of being associated with a media organization is the additional responsibility of making certain your emails and social media interactions are not detrimental to the brand and image of KSER.
	<u>Official KSER Accounts:</u> When using official KSER email or social media accounts, always identify yourself by putting your name in the email or at the end of a blog post if you are contributing, unless you are instructed not to do so.
	When using an official KSER social media account, be objective; don't post controversial topics, or comment on controversial subjects if KSER could be construed as overly biased or offensive. Make sure whatever you are posting adds value to KSER's online presence. Personal posts, or posts with no value to KSER's social media presence should not be made. Respect copyrights, trademarks and other intellectual property rights and use only with permission.
	Do use common sense.

Do be courteous and professional. Your communications should not disparage or embarrass KSER, volunteers, staff, board members, members, listeners, or any other interested person.

Do not use profanity or offensive language, do not attack anyone online, and be as objective as possible. Remember your online words can reach a wide audience and cannot be erased.

Do not disclose confidential or proprietary KSER information.

Do not disclose personal information about the station's volunteers, employees or supporters.

Do not use the KSER logo or other intellectual property unless you have written permission to do so by the General Manager.

KSER's discrimination and harassment policies are also applicable to email and social media.

Only management-designated staff or volunteers will respond to comments on KSER's official media accounts. These comments must be respectful and always have the station's best interest in mind.

Personal Accounts:
Using your personal email or social media accounts is just that, personal. You are allowed to identify yourself with KSER. However, once you do, all of the content you generate must be consistent with how you would present yourself in any professional situation; your content will now be associated with KSER by other people, whether intentionally or not. It's not dissimilar to being an onstage KSER emcee at a local festival. Once you have identified yourself as a representative of KSER you would not walk into the crowd and be a poor reflection on the station. Therefore, you must abide by the rules that apply to Official KSER accounts stated in the paragraphs above.

When using your personal email and social media accounts, you are welcomed and encouraged to post information related to KSER that reflects positively on the station, but you must clearly disclose that you are affiliated with the station. You can share content from KSER social media sites, which is a great way to help information go viral for the benefit of KSER. However, if you post opinion, you must make it clear that it is your opinion, and not the opinion of KSER.

Official KSER email, regardless of where or how accessed, is not private or confidential and may be monitored and retrieved (even if "deleted") by KSER

as needed to determine if volunteer use is consistent with legitimate business reasons and to protect KSER against fraud, copyright infringement, loss of trade secrets, sabotage or other business policy violations. Volunteers have no personal privacy right in anything created, received, or sent on or from an official KSER email account or from KSER electronic communications equipment.

Use of KSER electronic communications equipment for personal purposes is not permitted without prior permission of the General Manager.

Using the KSER Listservs

Volunteers have the option to be placed on an official KSER Volunteer listserv by contacting the General Manager. Volunteers will be expected to respect the rules of the listserv and to not abuse the listserv. The General Manager may review the communications on the listserv and take corrective action if a volunteer violates the rules of the listserv and abuses listserv privileges.

Communication From Staff to Volunteers

KSER staff will make a good faith effort to keep volunteers informed of vital information pertaining to the operation of the radio station. This information will, in a timely manner and whenever possible, be posted in the control room at the Station and may be emailed to everyone on the listservs.

Communication From Volunteers to Staff

Volunteers must keep KSER staff informed of issues and concerns that might affect their performance. This includes, but is not limited to, --, work schedule, substitutions, change of address/phone number/email address, etc. This information must be in writing or via email with confirmation of receipt.

GRIEVANCE PROCESS

Other concerns or issues involving volunteers or staff members should be reported to the General Manager. Volunteers may request a meeting with all involved parties to mediate ongoing problems and concerns.

Contact with Other Media

All media inquiries should be referred to the General Manager.

Section E: Equipment Policies:

Using KSER Equipment

KSER equipment is for KSER-approved projects only and cannot be used by anyone for non-station related projects without prior written approval from a staff member.

If you take equipment from a KSER location for use elsewhere in the station, you must neatly return it to its original location for use by the next person. Please take care of the equipment; treat it carefully and with respect. We cannot replace broken equipment easily. Additional equipment is available for complex mixes with advance notice.

No station equipment may be removed from KSER without prior approval and training.

No one is allowed to install any electronic equipment at any KSER work station without prior approval from the General Manager.

Using KSER Computers

Volunteers are allowed to use the KSER computers to create, save, and store files in the Shared File section of the hard drive and on the KSER Playlist Software for official KSER purposes relating to program production, library maintenance, or other KSER sanctioned events and activities. Volunteers may not store personal files on any KSER computer. Volunteers must adhere to any procedures designated by the General Manager or the KSER Engineer regarding storage and maintenance of such files.

Volunteers need to use caution when downloading files either from the internet or a USB device to KSER computers. To ensure that the USB files do not contain any viruses or malware, personal computers should have updated security software.

Do not load software onto a KSER computer without the written permission of the General Manager or KSER Engineer.

Using the Internet on KSER Computers

Internet access on the KSER computers is for station and/or program-related activities only. Therefore, volunteers may access the Internet only for specific business purposes, limited to gathering and receiving business-related information, unless specific approval otherwise is given by the General Manager.

No illegally downloaded content may be broadcast on KSER. Copyright laws strictly regulate the broadcast of material downloaded from the internet. Unless clearly designated by the source as "Authorized for Broadcast Use," no material, downloaded from the internet, may be broadcast on KSER without authorized permission from the owner of the material prior to the broadcast. This permission must be in writing and on file at the radio station.

Using KSER computers for access to on-line information is a privilege and should be treated as such. KSER computers may not be used for viewing sexually-explicit material of any kind. The use of KSER computers is not private or confidential and may be monitored and retrieved (even if "deleted") by KSER as needed to determine if volunteer use is consistent with legitimate business reasons and to protect KSER against fraud, copyright infringement, loss of trade secrets, sabotage or other business policy violations. Misuse of KSER computers could lead to suspension or dismissal from the station.

Equipment Damage and Liability

You are responsible for any KSER property in your custody or in your use during normal programming and volunteer duties. In the event that the property is damaged, report the damage to the KSER General Manager or KSER Engineer immediately. A determination will be made regarding any personal liability related to the damage. In the event the property is lost, damaged, or stolen while off KSER premises, you may be requested to file a

claim against your own insurance policy in order to reimburse KSER for the property.

Section II: On-Air Show Policies:

Section A: Developing A KSER Show

Programming Guidelines

KSER's regular programming, both music and public affairs, is intended to serve the community and reflect KSER's mission, ethic, values and image. KSER's policy is to strive to present thoughtful, accurate programs about any issue or subject.

How to Develop a Music Show

- New program: When creating a new program, you will need to develop a theme and format for your show and choose a show name. Other factors to consider include how the program fits the KSER Mission Statement and Values, whether there is an audience for the program, whether the program is unique and different from other KSER programs, and whether there is enough musical material available to provide variety and depth during the program year. All new shows and show names must be discussed with and approved by the General Manager and Program Director. You will need to create a demo that provides an example of the program that you are requesting to broadcast.

- Established program: When taking over an established program, you will need to discuss the format and requirements of the show with the Program Director and Music Director. You may be asked to provide an example playlist or show demo prior to taking over the show.

Whether hosting a new or existing program, you will need to take into consideration the following elements.

- Time constraints: Most music shows at KSER are either 2 or 3 hours long. For every hour of programming at KSER, the host must follow the Program Log. The Program Log will help determine how many songs you will be able to play during any given quarter hour. This is why it is important to preplan your show and create a playlist.

- Creative programming: Creative programming is quite subjective. What you like in music might be quite different than what someone else likes. Think about what your intended audience would like to hear. How well do you think they know the show genre? Is the music you intend to play well known or will you need to educate your audience? Are there cultural sensitivities to address? Will your music choices keep the audience engaged and tuned in to your program? Will there be variety in your program or will it maintain an even style and tempo flow?

- Preparation: The more preparation you put in before going on air will be reflected in the quality of your program and the content of the show. Expect to spend a minimum of 30 minutes of prep time for a 2 hour show. Remember the more thought you put into your program before going on-air, the better your show will sound.

- Music sources: Will you be utilizing the KSER library or will you need to have a personal library available to support your program? If using the KSER library, you will need to take time to familiarize yourself with the music in the library and how it is organized. If you feel that music is missing or underrepresented in the library, then let the Music Director know. You may be called upon to assist in developing sources for obtaining the music. If you are using your personal library, then you should let the Program Director and/or Music Director know in advance-. When using your personal library, you will still need to follow KSER Music policy regarding what is appropriate to play on air. It is also advised that you create and publish your playlists so that listeners and other hosts will know the source of your music.

How to Develop a News & Public Affairs Show

- New Program: When creating a new program, you will need to develop a theme and format for your show and choose a show name. Other factors to consider include how the program fits the KSER Mission Statement and Values, whether there is an audience for the program, whether the program is unique and different from other KSER programs, and whether there are enough source materials available to provide variety and depth during the program year. All new shows and show names must be discussed with and approved by the News and Public Affairs Director. You will need to create a demo of the program.

- Established program: When taking over an established program, you will need to discuss the format and requirements of the show with the News and Public Affairs Director. You may be asked to provide a demo of the program.

All News and Public Affairs programming will be assigned to a producer or a production group only after demonstrating the ability to meet the following criteria:

- Program Content: Programming should emphasize socially and historically significant stories whose consequences range from global to local, aimed at a general audience in tone and content rather than just a particular interest group. News stories should never be selected to promote a particular political philosophy or agenda. Reports should include the implications of policies and actions.

- Information Sources: Sources of information used in programs should be varied and clearly attributed. Information should be

presented with a high standard of accuracy and a clear distinction between fact and opinion. All stories should have attribution to named sources whenever possible. Among news sources, the emphasis should be on newsmakers and involved citizens rather than public relations specialists.

- Points of View: KSER News and Public Affairs programs should provide diverse and seldom-heard viewpoints regardless of controversy. When controversial issues are discussed, all attempts should be made to present opposing viewpoints.

- Interview Style: Interviews should be conducted with vigorous probing and adversarial questioning when appropriate, regardless of the popularity or shared values of the guest. Reporters should avoid subjective language and sensationalized story angles.

Section B: Music Show Policies:

Music Playlists

KSER uses the Playlist Software program to track and archive all music played on KSER programs. All program hosts need to create and archive a playlist using the Playlist Software program for every program they broadcast. Playlists enumerate the music that is played on the air and must include artist name, song title, album title, and record label name. Playlists are a valuable tool for tracking frequency of play for artists, for answering questions from the public about the music we play, and for protecting yourself and the station in the event of content complaints. The Program Director will establish a sign- in account for each music host for the Playlist program. All music hosts will receive Playlist program training through the Basic Broadcasting Class and can request additional training from the Program Director or the Music Director.

Playlists and original content developed by an individual host may not be duplicated by another host without permission.

Music Show Format

The music that you play during your show should generally fit the genre and format guidelines of your show. If you have an idea for a special edition of your show, it must be approved by the General Manager and/or Program Director before broadcast. Plans for promotion will need to be discussed and implemented.

Music Training

Mentoring New Hosts: Experienced on-air music hosts may be recruited to help train and mentor new on-air music hosts prior to new hosts being given a permanent program slot.

Music Shadowing: New on-air music hosts may be required to shadow an experienced on-air music host to become familiar with KSER procedures

and broadcasting technology before being given a permanent program slot.

Training *Updates*: As KSER's programming needs evolve and change, appropriate training updates will be provided to all on-air hosts. This training may include tutorials on how to use new broadcasting technology and new library management technology

Music Internet Streaming Rules

In accordance with the Digital Millennium Copyright Act of 1998, KSER must adhere to defined programming restrictions and other technical conditions in order to simultaneously stream music over the Internet. All on-air hosts who play music on the air must abide by these restrictions.

During a three hour period **play no more than**:
- Three songs from a particular album;
- Two songs consecutively from a particular album;
- Four songs by a particular artist;
- Four songs from a boxed set; and
- Three songs consecutively from a boxed set.

Limitations on song announcements:
- You can only mention two of the three pieces of information (Artist Name, Song Title, or Album Title) immediately prior to broadcasting it on air.
- You may prior announce that a particular artist will be featured at an unspecified future time, such as "Coming up in the next set is Bob Dylan" or "Later on in the show we will hear new music from Patty Griffin".
- You may back announce all three pieces of information (Artist Name, Song Title, and Album Title).

The following information is legally required to be displayed on Playlists published or streamed on our website:
- The featured artist;
- The song title;
- The album title; and
- The record label.

If any of this information is missing from our Playlist catalog, then you will need to manually type it into your Playlist before it is published.

These restrictions do not apply to the following types of music:
- A sound recording that is not copyrighted or is in the public domain;
- An incidental use of music (defined as 30 seconds or less) for background music during host announcements, for theme music for a program, or during a show promo.
- A sound recording for which KSER has a direct license from the copyright owner; and
- Live, in-studio performances by guest artists to KSER.

Music Acquisition and

The Music Director is the person at the station primarily responsible for obtaining music for the radio station. If you know of a music label that has

Review	music KSER should play, you may give the Music Director a name and/or email address and the Music Director will contact the company to get the station on its mailing list.
	If you go to a concert or performance and talk to the artist, please tell him/her about KSER and ask for a copy of his/her CD for our music library and then give it to the Music Director for review and inclusion in our library.
KSER Music Library Policies	No one may remove any music from KSER without permission of staff. Violation of this procedure can result in your suspension or dismissal from the radio station.
	Music is to be shelved in the library until it is pulled for airplay on the day of broadcast, whereupon it should promptly be returned to the correct location in the library upon completion of that day's show. No host can take music from general circulation and keep it in a program preparation box or area for more than one week.
	Volunteers are responsible for returning and re-filing the music they use to the music library. They may not leave music in the control room after their show or leave it on the tables in the community room.
	The duplication of music from the KSER library is prohibited except for official KSER uses and cannot be used for personal reasons.
Personal Music Library Policies	Hosts may not bring music from their private collection to play on the air until they have been properly trained on the format and guidelines of their particular program.
	All music brought from home and aired must be documented in the Playlist Software program as DJ's Own music.
Music Requests From Listeners	Listeners frequently call into the station with requests for airplay. As a host, you are not obligated to play the request. You may play the request, if it fits your programming and you can easily locate the music. When a listener calls in with a request, thank them for listening and let them know that you will try to accommodate the request, but may not be able to do so.
No Political Activism During Music Shows	Music programs are designed as "entertainment" and should not be used as a platform to advocate the political point of view of the host.

Section C: News and Public Affairs Program Policies:

News and Public Affairs Training	After attending the Basic Broadcasting Class, news producers will receive additional training by the News and Public Affairs Director before conducting telephone, field, or in-studio interviews.
News Specials	KSER is always interested in special one-time only programs, serialized news programs, and/or special editions of regularly scheduled news

programs. Volunteers with ideas for such programs must obtain permission from the News and Public Affairs Director at least two weeks prior to the intended broadcast date. Decisions about broadcast schedule, production, air dates, and promotion must be finalized before the program can be aired.

Checking Out Equipment for Off-Station Interviews

If KSER equipment is needed to record an interview off-site, the volunteer must obtain permission from the News and Public Affairs Director to use the equipment and remove it from the station. All requests should be made at least 24 hours in advance of the needed date. Training and assistance in the proper use of the equipment will be provided by the News and Public Affairs Director.

Process for Creating Commentaries

A volunteer who wishes to air an editorial or commentary about a controversial issue is encouraged to do so and should contact the News and Public Affairs Director to discuss the nature of the commentary, the length of the commentary, and the timing and placement of the commentary in existing KSER news programs. It may be a one-time event or an ongoing segment. Only those commentaries approved by the News and Public Affairs Director will be broadcast.

Political Candidates and Commentaries

KSER's reputation for fairness and equal treatment for all is invaluable. KSER volunteers are asked to avoid the perception of bias in favor of one political candidate over another during News and Public Affairs programs.

As such, KSER will provide free airtime to all political candidates to make commentaries or to participate in direct interviews, round table discussions, and/or call in shows. They are encouraged to inform our listeners about press conferences and other public events, such as town hall meetings.

Section D: Ownership Policies:

Airtime Ownership

KSER's broadcast signal, program content and schedule are the property of the KSER Foundation. KSER retains the right to develop and schedule programs that best serve its interests and those of the community.

All programs on KSER exist while the founding host remains with the program and the program or time slot cannot be transferred to someone else, without the express permission of the General Manager and/or Program Director. When a host leaves, the program ends, unless all parties have agreed to other provisions.

Show Name Ownership

If the program name is created by the General Manager, Program Director, or Music Director, then the name is the property of KSER. In some cases, the name of an individual's unique program is the property of the original host of the program. KSER may continue to use the name with permission of the original host.

Programming

The General Manager reserves the right to cancel, pre-empt or move a

Changes   program to another time slot when it's deemed to be in the best interest of the station. While attempts will be made to accommodate the host's schedule, the final decision rests with the General Manager.

Section E: General On-Air Policies:

On-Air Behavior   On-air behavior should be of the highest professional standards and reflect a mature individual at all times. While on air, volunteers must show respect to the station, to all of KSER's programming, to the other volunteers, to the KSER listeners, and to the businesses and communities KSER serves.   All volunteers must avoid behavior or language that reflects badly on them or the station. On-air behavior by a volunteer that violates this policy may result in a suspension or dismissal.

Arranging On-Air Interviews/Perf ormances with Guests

Music Shows:
On-air guests should be approved at least one week in advance by the General Manager and/or Program Director. Selection of guests must be made to ensure that they are consistent with KSER's programming policy, image, and mission. Information about the performance should be made available to other program hosts for promotional purposes.

Live, in-studio interviews and performances take place in either the Control Room or the Community Room. Due to logistical constraints, the Control Room is the preferred location.

- Control Room Interviews:
  - Ideally there will be no more than three band members.
  - All performances must be acoustic only.
  - For non-acoustic performances, you may play selections from the band's CD in lieu of live music during the interview.

- Community Room Interviews:
  - For bands of four or more members or for performances using electric instruments, you will need to use the Community Room.
  - The Program Director will need to approve the use of the room.
  - You will need to arrange to have an engineer present to assist with all the technical requirements and help in setting up the room.

The on-air host conducting the interview must remember that unless the musical guest is giving a benefit performance for KSER, language regarding the event or concert should be informational only and should avoid calls to action, qualitative language, and price.

Band members and their guests must be supervised at all times. The program host is accountable for the guest's behavior. Violations of station policies will be considered as violations by the host.

Telephone interviews and off-site interviews should rarely, if at all be conducted, and would require the General Manager's approval.

News and Public Affairs Shows:
Selection of guests must be made to ensure that they are consistent with KSER's programming policy, image, and mission. You must provide the News and Public Affairs Director with information to promote your program.

The methods for hosting a guest include:

- A live, in-studio interview.

- A pre-recorded telephone interview.

- A pre-recorded, studio produced interview.

- A pre-recorded, on location interview.

You are responsible for your own production and engineering requirements, unless you are doing a live, in-studio program. Then you will need to make arrangements with the News and Public Affairs Director for technical assistance.

You will need to reserve time for the use of the production room or community room at least one week prior to the interview.

The program host conducting the interview should remind guests that language regarding an event or concert should be informational only and should avoid calls to action, qualitative language, and price.

Guests must be supervised at all times. The program host is accountable for the guest's behavior. Violations of station policies will be considered as violations by the host.

Forward Promoting KSER During A Show

KSER offers a wide variety of music and public affairs and news, and no two hours or two days are the same. Therefore, you should tell your listeners what else KSER has to offer. The most current program schedule can be found on the website, www.kser.org.

Cross promote programs that happen at the same time as your show on another day. Forward promote the shows that are coming up later or tomorrow. Talk about specials that the station is broadcasting. If you don't tell your listeners about the other programs on KSER, they may never find out about them.

On-Air Announcements

You may not announce unverified information on the air.

Room Scheduling

To schedule time in the Production Room, at the Production Station, or the Community Room, you must go to the Volunteers Only webpage (www.kser.org/VolunteersOnly.html) and sign up on the appropriate calendar. If no one is scheduled for the Production Room or Station, then they may be used on a first come, first served basis. The Production Room

should not routinely be used to preview music or create Playlists. There is a CD listening station in the Community Room for previewing music and the Library computer should be used for creating a Playlist.

RESERVING THE PRODUCTION AREAS

As you know, KSER has only one production room in which to record—Production #1. Listening and editing can be done at the digital audio workstation by the window—Production #2. Both rooms can be reserved by volunteers using the online reservation system at this URL: http://www.kser.org/volunteersonly.html

Up till now there have been no restrictions on reserving the production areas, but as KSER and KXIR grow (and until we are able to build more production rooms), it is necessary to manage their use, particularly for Production #1.

The new rules are as follows:

1.)	You may reserve the production room/workstation for a maximum of two (2) hours.

2.)	You may reserve the production room/workstation for a maximum of five (5) non-consecutive sessions in a one-week period. In other words, you can no longer reserve a production room/workstation for more than a 2-hour block, but you can schedule up to five (5) blocks in a week.

3.)	You must arrive and occupy the room/workstation within twenty (20) minutes of your reserved start time. If you are late, and someone else has started using the room, they will have the right to continue what they are doing.

4.)	When you finish your work in the production room/workstation, you are expected to release the room for any balance of time leftover. Example: You booked Production #1 for two hours, but you only used 1 hour—Go back online before you leave KSER and release the second hour so that another person will know the room is available.

5.)	The daily production room/workstation schedules can be viewed online:

Production #1: http://www.brownbearsw.com/freecal/kser_studio_1

Production #2: http://www.brownbearsw.com/freecal/kser_studio_2

You need to login to the "volunteersonly" page (see above) to view them.

6.)   KSER staff and management may ask you to vacate a production room/workstation. Even though you are signed up for a specific time, you may be asked to vacate the room/workstation for station business such as (and not limited to): on-air use of the room, production of station promos and underwrites, equipment maintenance etc.

7.)   Production #1 should be used primarily for recording. Anything that can be done at another station such as Adobe Audition editing, music previewing, PlayList Center maintenance et al should be relocated where possible.

Thanks for your cooperation. Our challenge is to provide access to all volunteers in a fair and equitable way. These new rules will help.

Section III: FCC and Legal Policies:

EAS Procedures

The Federal Communications Commission ("FCC") regulations require broadcast stations to participate in the Emergency Alert System ("EAS"), which allow governmental agencies to communicate information to the public at the federal, state, and local level during emergencies. **All on-air hosts are responsible for knowing how to conduct the "Required Weekly EAS" test and the "Required Monthly EAS" test,** and are also required to know what to do in the event of a real EAS announcement. Training is provided in the Basic Broadcasting class. However if you have never been trained, you are responsible for asking for instructions and help from the Program Director. (See the EAS information in the Control Room and the FCC rules in Part 11 of Title 47 of the Code of Federal Regulations). More information on the Washington state EAS system can be found at: http://www.wsab.org/eas/eas.html.

Recording Telephone Calls and Interviews

It is illegal in the State of Washington to record a telephone conversation without the permission of the party on the other end of the telephone. It is also illegal in the State of Washington and a violation of FCC policy to broadcast a telephone conversation, live or recorded, without permission of the person on the telephone. You are expected to strictly comply with these laws. Before broadcasting or recording for broadcast any telephone conversation, you must expressly obtain the permission to record/broadcast from the other party. **Failure to follow these laws will result in your dismissal from the station.**

FCC Inspections

The FCC inspects every radio station on a rotating schedule.

The FCC can inspect KSER, unannounced, any Monday through Friday during normal business hours. The FCC inspector will have a badge and proper identification and must be admitted to the station. The volunteer must attempt to reach a paid staff member and alert him/her to the inspection. If a staff member cannot be reached, the inspector cannot perform a complete inspection. However, even without a staff member present, the FCC can perform the following tasks. They can ask the on-air host to:

1. Turn the transmitter off (and back on.) Each on-air host must know how to do this (instructions are printed on the Transmitter log) and he/she must comply with the FCC request at the earliest convenient moment. Before turning off the transmitter, announce to the audience that this is an FCC requested test of KSER procedures. Remember, as soon as you turn the transmitter back on, you MUST give a legal station ID ("This is KSER, Everett and KXIR, Freeland!") before you resume music or other programming.

2. Conduct an EAS test. You must comply at the earliest convenient time. It is acceptable to use the EAS reference information, but you MUST know how to conduct an EAS test. Failure to know how to run the test could result in a $10,000 fine against the station.

3. Show them the Public File (described below). Each volunteer must know where it is and let the inspector examine it. The Public file is located upstairs in a file cabinet between the Program Director's desk and the Development Director's desk.

The Public File   The public file is available for viewing by the general public during normal business hours and only in the presence of a staff member. The FCC is allowed access during normal business hours without a staff member present.

Program and Transmitter Logs   The program and transmitter logs are legal documents that KSER is required to maintain by the FCC.

The transmitter log is a printed record of KSER's transmitter performance. It proves to the FCC inspectors that the transmitter is operating properly and within assigned parameters. This log must be properly filled out in blue or black ink only. **Other colors – including pencil – can result in a $1,000 fine per occurrence.**

The program log is a printed record of KSER's daily broadcast schedule, and KSER is required to maintain and retain this record for a minimum of 5-years. The log presents to the FCC an hour-by-hour record of KSER's broadcast day, including underwriting announcements, public affairs programs, legal station IDs, program source, etc. This log must be filled out in blue or black ink only. **Other colors – including pencil – can result in a $1,000 fine per occurrence.**

Promotional vs. Commercial Language Usage On-Air   KSER is licensed by the FCC as a non-commercial radio station. This classification by the FCC imposes strict limitations on what can be said on the air about events and places that are of a for-profit or commercial nature On-air hosts:

- **must not** use qualitative language ("best", "tastiest", "delicious", etc.) when talking about a place, restaurant, venue or bar;

- **must not** use calls to action when talking about an event ("call now", "come out tonight and enjoy a great show", etc.);

- **must not** mention ticket prices or entrance fees, even if it is free.

Again, these are FCC and Corporation for Public Broadcasting (CPB) mandated restrictions, not KSER management-imposed restrictions. Violations could threaten KSER's license or result in a fine against the radio station.

So, when talking about a concert at The Tractor Tavern in Seattle or Zippy's in Everett, you **must not** say: "Zippy's has terrific food and great coffee. It's the best place in the world to see John Smith, the best singer/guitarist in the world and tickets are only $15, but you'd better call now because they are sure to be sold out." The best advice is to keep your remarks neutral and non-promotional: "John Smith is performing tonight in Everett. If you'd like more information, check out John Smith's website for details or you can call me here at KSER."

Payola Policies

"Payola" or "bribe" is the unreported payment of money, services, or other valuable consideration to a station employee, program producer, or program supplier in exchange for airplay of any programming. The most common type of bribe is offered to a disc jockey in exchange for playing a record on the air. The burden of eradicating payola is on the FCC licensees (Section 507 of the Communications Act.). **The penalties for payola violations can be a fine of up to $10,000 and imprisonment of up to one year for each offense (Section 508 of the Communications Act)**. Engaging in payola will be grounds for immediate dismissal.

Therefore, KSER policy states that any person having a role in broadcast material selection is:

- prohibited from accepting money, services, goods, or other valuable consideration (such as CDs for your personal collection, tickets to a concert or performance, merchandise, or any other valuable items) from individuals, organizations, associations, or other entities in exchange for broadcasting music or program material.

- prohibited from promoting any activity or matter in which he or she has a direct or indirect financial interest (promoting on-air a concert for a band in which the volunteer is a member; or playing on-air music from a CD for which the volunteer is receiving financial gain as either a band member, producer, or record label.)

FCC Obscene & Indecent Language Rules

It is a violation of federal law to air obscene programming at all times and indecent and profane programming during the hours of 6 am to 10 pm. **Violations can lead to possible fines, jail time, and the loss of KSER's license.** A deliberate violation of these rules will lead to your termination from KSER.

The Supreme Court has defined obscene language as embodied in the

following words: f*ck (in all forms and variations), sh*t (in all forms and variations), p*ss, c*ck, c*nt and t*ts.

The FCC has defined indecent language as "language or material that, in context, depicts or describes, in terms patently offensive as measured by contemporary community standards for the broadcast medium, sexual or excretory organs or activities".

The FCC has defined profanity as "including language so grossly offensive to members of the public who actually hear it as to amount to a nuisance".

KSER adheres to the FCC policies and goes even further in its expectations regarding language broadcast on the radio. KSER is a community-supported radio station and, as such, must respect the diversity of the audience to which it broadcasts. KSER will not broadcast language, words, or music lyrics that are deliberately offensive to any minority, sexual orientation, gender or ethnic group. KSER will not play music or public affairs programs that advocate violence against any minority, sexual orientation, gender, or ethnic group.

If obscene or indecent content was accidentally broadcast on air, notify the General Manager as soon as possible that you took corrective action to cease broadcasting the offensive content. If the material was broadcast from a KSER Library CD, the CD should be given to the Music Director for appropriate labeling to avoid future accidental broadcasts.

Section IV: Public Service Announcements & Promotional Announcements/Events Policies:

Public Service Announcements	Only Public Service Announcements scheduled in the daily Program Log will be announced on-air. All PSAs are pre-approved by the News and Public Affairs Director, who writes the copy, assigns a number and incorporates them into the official PSA log book.

PSAs are free announcements read on the air about non-profit, community-based activities, events, lectures, etc. They must be submitted at least 2-weeks in advance by e-mail (psa@kser.org), mail, phone or in person. PSAs should reference events and activities that reflect KSER's mission, ethic, values and image. |
| **Concert Announcements** | FCC guidelines and KSER policies limit what may be announced on-air to promote concerts and music events.

- On-air announcements of an artist's or band's upcoming performance are limited to once per show.

- Do not promote the venue. You may only promote the city location of the concert or event. You may refer listeners to the artist's or |

> band's website for further information. You may also have the listeners call you on the DJ line for more information.
>
> - Do not announce ticket prices, even if it is free.
>
> - If a venue owner calls and requests music to be played to promote an event or concert, do not play it. It is illegal for KSER to promote a for-profit venue at a venue's request.
>
> KSER sponsored fund raising events are exempt from these policies.

KSER Sponsorship of Concerts and Events	KSER regularly participates in community events by sponsoring concerts, and engaging in other activities that will introduce KSER to potential listeners. Volunteers are encouraged to not only participate in these events, but also to suggest ideas for other events. Should you have an idea for a concert or event, contact the General Manager.
Ticket and Premium Giveaways On-Air	No volunteer may give away anything on the air without the prior permission of the General Manager and/or Development Director. Products, tickets and other "give-away" items must be approved in advance and should reflect the values, mission, and image of the radio station. No volunteer may solicit "give-away" items exclusively for his/her show. All giveaways will be equally shared among all programs and times of the broadcast day, determined by staff to be the most beneficial to the radio station. The on-air host should only read the preapproved promotional language in the announcement.

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Section V: Volunteer Personnel Policies:

Section A: Volunteer Attendance Policies:

Excused or Unexcused Absences and Lateness	KSER needs the combined efforts of all volunteers to ensure uninterrupted and efficient operations. Absenteeism and lateness place added burdens on fellow volunteers and the staff.

On-air hosts are encouraged to arrive for their shows adequately prepared at least 30 minutes prior to their show. If you are unable to report for your show on time, you should notify the Program Director/Volunteer Coordinator as soon as possible. If they are -available, contact the current on-air host to let them know you are going to be late.

In the event of an illness or unexpected emergency, you should notify the Program Director/Volunteer Coordinator as soon as possible.

Chronic unreported absences or lateness may lead to disciplinary actions, including potential dismissal from KSER. Any on-air host who is negatively impacted by another host's tardiness may take up this issue with the |

Program Director/Volunteer Coordinator.

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Taking a Leave of Absence
If you need to take an extended leave of absence, you will need to notify the General Manager and Program Director/Volunteer Coordinator as soon as possible. Your original program time and day may not be available upon your return. The Program Director/Volunteer Coordinator will work with you to secure an acceptable show date and time when you return to KSER.

Leaving KSER
When you decide to leave KSER, you should give as much advance notice as possible, preferably at least 10 business days prior to the effective date.

Departing volunteers must return all KSER property, such as keys and equipment. Volunteers will also lose access to their official KSER email account and other KSER electronic and internet based programs.

Section B: Evaluation Polices:

Performance Evaluations
KSER believes that feedback helps each volunteer perform his/her best work. From the music you play to the way you handle on-air breaks, you are communicating direct and indirect messages to KSER listeners. Air checks/Performance Reviews are a tool to help you improve your on-air performance and the message you communicate about KSER.

Air checks will address how you get out of music and back into it, how you organize break content, and how you transition from one element to the next in your program. Air checks will also focus on the language you use to communicate KSER's message. All on-air hosts need to deliver the KSER message in a standardized format so that the KSER sound is consistent across all programs.

Air Checks will be conducted as follows:

- You will be notified when you are due for an air check. You may also request an air check at any time.

- You will be asked to select a recent program that is currently available on the Radio Replayer or in the Audio Archives. You may choose which program is to be reviewed and notify the Program Director of your choice. If you don't choose a program, then the Program Director will choose for you.

- Your program will be evaluated by the Program Director and a written review will be emailed to you within 10 days. Ideally a face to face conversation would be best, but given the varied hours of on-air hosts, it may not be possible for the Program Director to meet you prior to or just after your normal program time.

- You are asked to submit a written response to the air check within 10 days. You also have the option to schedule an in-person meeting during normal business hours to discuss the review. In either case, you need to acknowledge receipt of the review and provide an indication of how you will address areas of concern.

- You will be expected to demonstrate improvement if improvement is indicated. Failure to work on any of the noted areas may adversely affect your host status. Keep in mind hosts are not entitled to an on-air program simply because they have one. Being on-air means working cooperatively within the KSER framework for the larger good of the radio station. All that is asked of you is that you take your review feedback seriously and make a good faith attempt to incorporate recommendations into your program.

Beyond the formal air check, you should take advantage of the Radio Replayer to periodically listen to your program. The Radio Replayer provides you the opportunity to skim through the music and cut straight to the on-air breaks. As you listen, make note of trouble spots and try to think of ways to improve these areas. If you find you're consistently tripping over certain things, then make a note of them and feel free to ask the Program Director for help and tips for improving your on-air performance.

Volunteer reviews will generally be conducted once a year, although you may receive feedback informally on an ongoing basis.

New on-air volunteers may be required to meet with management for a performance review following a new host's three month probationary period.

Your written performance review will become a part of your volunteer file. You will receive a copy for your records.

Volunteer Feedback   Volunteers are encouraged to have an open dialogue with station management.

Section C: Disciplinary Action Policies:

Warnings, Suspensions, and Dismissals   KSER may take disciplinary action when it believes that a volunteer has not adhered to KSER policy or standards. The following types of adverse behavior, as well as those specifically stated in other sections in this document, are prohibited on KSER property or when acting as a KSER representative at an offsite event. Violations may result in verbal warning or written warning, reassignment, suspension or even immediate dismissal.

- Refusing to follow instructions of a staff member or the General Manager.

- Failure, inability or refusal to perform your responsibilities in a diligent

or careful manner.

- Discourteous behavior to any listener, performer, government representative, member of the public, or person doing business with KSER.

- Discrimination or harassment.

- Unprofessional conduct while on duty.

- Possession of explosives, firearms, or weapons.

- Possession or use of drugs or alcohol.

- Vandalizing or unauthorized removal of KSER equipment or music.

- Participation in illegal activities or violations of state, federal, or local laws and regulations.

- Any acts or threats of violence against a person or the station.

A volunteer has the right to request a face-to-face meeting with the General Manager after a disciplinary action. The volunteer may bring another person to serve as an advocate, such as the KSER Board Volunteer Liaison-.

Section D: Other Volunteer Personnel Policies:

Paid Position Opportunities   Volunteers have the option to apply for paid staff positions when jobs are posted at KSER. Your volunteer service at KSER will be considered along with other qualifications during the job application process.

Volunteer Recognition and Referrals   All volunteers deserve to be treated with respect for the time and services that they contribute to KSER. Volunteers may request letters of recommendation from KSER management.

Professional Conferences   KSER will make every effort to notify volunteers of potential professional development opportunities, such as conferences, seminars, and training that would enhance your skills. Registration, expenses, and travel arrangements will be the responsibility of the volunteer.

Section VI: Other Policies:

Section A: KSER Membership Development:

Pledge Drive Participation   All volunteers are expected to contribute additional time to support pledge drives. This may take the form of being a pitch-buddy for another on-air

host's show, answering telephones, or providing food and assistance to the pledge effort.

Ongoing Promotion of Membership on Social Media

Volunteers who maintain personal social media sites that reference KSER are encouraged to promote a link between their site and the KSER website so that their followers know about KSER membership opportunities.

Section B: Volunteer KSER Board Involvement:

Board Membership

Board membership is open to any KSER volunteer. All volunteers may apply through the normal candidate application process led by the Board Development Committee. As stated in the KSER Foundation by-laws, there are two positions on the Board designated for on-air volunteers.

Board Meeting Participation

Volunteers are –welcome to attend the KSER Board meetings on a regular basis. Each public meeting includes a Public Comment period.

ATTACHMENT #1

ON-AIR VOLUNTEER AGREEMENT FORM

As a volunteer at KSER, I acknowledge the following things:

1.　　I have reviewed the Volunteer Handbook. I understand that the handbook contains important information about KSER's policies and rules. I also understand that the handbook outlines my responsibilities as a volunteer of KSER. I also understand that I have the responsibility to read and understand the information in the handbook, and to ask the general manager or other staff members for clarification of any information I do not understand.

2.　　I understand that this handbook is not a contract of employment or a guarantee of specific treatment in specific situations.

3.　　I understand that this handbook supersedes all prior handbooks of KSER.

4.　　I understand that KSER has the right to change, modify, add to, substitute or eliminate, interpret and apply, in its sole judgment, the policies and rules described in this handbook.

5.　　I understand that in the event of changes to these policies, KSER will make a good faith effort to inform me of those changes in a timely manner.

6.　　I understand that I am not an employee of KSER and that I am not eligible for wages, compensation or benefits of any kind from KSER. I further understand that either KSER or I may end this relationship at any time with or without cause or advance notice**.**

_____　　　_____
Volunteer Signature　　　　　　　　　　　　　　Date

_____
Print Volunteer's Name