

KABF Volunteer Manual

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Introduction

There is no way to put all the philosophy, history, policies, or direction of this important station in the few pages of this manual, and that is not what this manual tries to do. Instead, the purpose of this manual is to set out some guideposts, outlining the responsibilities which are assumed with the position of KABF volunteer. KABF's rules and policies are designed to ensure that the station can move smoothly towards its overall goals while complying with the structures of the various regulatory bodies. They are also designed to ensure adequate procedures and controls for the station over twenty-four hour, seven-day-a-week programming. This is no

small task.

KABF is a grassroots community radio station with a primary goal of attracting, servicing, and empowering low and moderate income people. In 1977, due to the concern that commercial radio does not properly air economic and political issues important to minorities and low and moderate income groups, the Arkansas Community Organization for Reform Now (ACORN) established an independent corporation called the Arkansas Broadcasting Foundation (ABF). The Foundation's main activity is operating KABF Community Radio, which provides media access to low and moderate income people and their organizations in Arkansas thus assisting in empowering the poor and bringing about institutional change.

To broaden the base of operations and to solidify the vision of the founders, KABF brought in the Affiliated Media Foundation Movement (AM/FM) AM/FM is an organization composed of broadcast facilities and community based groups which works to provide technical and management assistance to stations committed to serving the low and moderate income constituency. Through the hard work of the organized low and moderate income community in Central Arkansas, and particularly in cooperation with, and with the assistance of AM/FM, ACORN, and the Institute for Social Justice, ABF's leadership, staff, and volunteers managed to secure FCC authorization and the necessary equipment to sign on the air in August 1984 as KABF, "The Voice of the People."

Not everything is allowed on KABF. Many activities are

either restricted or only permitted in terms of defined processes and procedures. Each volunteer or prospective volunteer should study this manual very carefully and adhere closely to both the letter and the spirit of its contents.

These rules are necessary, and violations will very likely lead to permanent dismissal of any involved. Violations of the rules and procedures would not only affect individual listeners or volunteers, but could also hurt the station as a whole with its thousands of devoted listeners and hundreds of committed volunteers.

Again, it is the responsibility of EACH VOLUNTEER to READ COMPLETELY and to UNDERSTAND FULLY all the rules and policies contained in this manual. After a violation has occurred, THE INDIVIDUAL VOLUNTEER IS HELD RESPONSIBLE WHETHER OR NOT HE/SHE REALIZED THAT A PARTICULAR ACTION WAS CONTRARY TO KABF'S POLICIES. This manual is a handy reference to turn to should a question arise about the appropriateness of some proposed activity, and it is a good place to keep future memos and notices. Most of the questions staff and board members have to answer over and over again are dealt with in these few pages. If questions arise which are not dealt with in this manual, ask before acting.

About KABF

To identify the issues of concern in the community KABF initiated a continuing process of "community outreach." Extensive interviews were conducted both through a door-to-door community outreach and through direct contact with

community leaders, and with those community, church, and labor organizations that service the low-moderate income constituency in Central Arkansas. Based on this research and on the commitment of the KABF leadership to reach the broadest possible spectrum of its target community in the coverage area, KABF structured its programming into "community blocks", creating an extremely diversified program format targeting different portions of the overall audience at different times of the day.

KABF's first full day of broadcasting began at 6 AM August 31 1984 A lot of work went into the station in the years between 1977 and 1984 including the application for a construction permit from the FCC, raising of funds, recruitment of volunteers and staff and the actual building of the tower and construction of the studios. ABF is licensed to operate KABF as a non-commercial, 100,000 watt station at 88.3 FM. The primary coverage area of the station is We even have a few regular listeners in the neighboring states of Missouri, Mississippi, and Louisiana. KABF.org allows local and remote listeners alike to live stream our programming. The station's studio is located 2101 S. Main St in the historic South Main area.

Because a solid base of financial self-sufficiency is so vital if KABF is to succeed as a permanent institution in service to the low and moderate income community, fundraising has been and remains a key responsibility for ALL THOSE WHO WORK WITH KABF, whether leaders, staff, or volunteers. KABF's progress towards self-sufficiency has included door-to-door community outreach, benefits, and on-air pledge drives for community support, and underwriting and

program-guide advertising from community based or community reliant businesses. KABF is now growing stronger under this plan, which gives the station the freedom to pursue its goals with accountability strictly and solely to the low and moderate income community.

While KABF's programming is targeted towards the low and moderate majority, much of the entertainment programming and most of the public affairs programming have broad impact and benefit people across the entire spectrum of listenership.

KABF has of course never been and would not want to be "everything to everyone", but the "Voice of the People" is one that should be heard and which needs and deserves the support of the community at large.

Station Operating Procedures

The Designated Programmer

A designated programmer is a person who is currently certified by the volunteer coordinator and station manager to implement personally a particular program in a specific format, day, and time period set by the station.

1. ONLY THE KABF-CERTIFIED PROGRAMMER MAY

CONDUCT A BROADCAST AT KABF ON THE SPECIFIC AND AT THE SPECIFIC TIME AUTHORIZED.

2. The designated programmer is held directly responsible for the actions and conduct of all helpers, guests, and/or co-moderators associated with the program, and the designated programmer is responsible for seeing that all such associates are registered with the station.

3. In accepting station certification, a volunteer programmer is thereby bound by the rules, policies, and authority established by the station.

4. A designated programmer must possess a valid and current FCC license, a copy of which has been filed with the station.

Co-Moderators

A co-moderator is anyone who appears regularly on a specific program with a designated programmer.

1. A co-moderator must be approved by the station manager and other appropriate staff prior to assuming that role for KABF.

2. A co-moderator cannot operate the control board WITHOUT THE DIRECT AND IMMEDIATE SUPERVISION OF THE DESIGNATED PROGRAMMER under any circumstances without the specific authorization by the responsible staff person.

Guests

A guest is anyone who comes to the station for a particular program at the request of KABF or the designated programmer and with the approval of KABF and the designated programmer.

1. There should never be more than five people in the control room, except during pledge drives, within five minutes of shift changes, or if approved by the station manager or appropriate staff.

Station Operating Procedures

Programming

**AUTHORIZATION IS NECESSARY BEFORE OPERATING
KABF'S BROADCAST FACILITY**

Quality of Programming

Programmers are not at any time or in any format allowed to play any material or make any statements which are racist, sexist, or homophobic. If there is any question about particular material, please consult the station manager or appropriate staff.

The Public Service Announcement

1. Each programmer must broadcast EVERY promo, PSA, cart, newscast, calendar, underwriting, EBS test, legal ID, and

interview, which has been scheduled on the official station log by an authorized staff person.

2. Implementing the PSA and Promo log in a thorough, responsible, and productive fashion remains one of the most important responsibilities with which programmers are entrusted by KABF. Nothing on the log is optional. Whether dealing with something as regular as a legal ID or station promotion announcement or with something more timely like a rally of organized low to moderate income people, ALL INFORMATION MUST BE BROADCAST IN A MANNER WHICH REFLECTS THE SPIRIT AND INTENT OF THE STATION.

Format Authorization

1. Only programmers authorized by KABF for public affairs may conduct public affairs programs.
2. Programmers must substantially keep programming within the designated format for that day and time unless specifically authorized.

Religious Programming

We are proud to include gospel music in our programming format as an important part of the culture of our listeners and constituency. IT IS THE POLICY OF THIS STATION HOWEVER, NOT TO PROMOT ANY PARTICULAR RELIGIOUS POINT OF VIEW. THEREFORE, VOLUNTEER PROGRAMERS ARE PERMITTED TO ANNOUNCE ONLY RELIGIOUS MUSIC EVENTS. NO OTHER RELIGIOUS

ANNOUNCEMENTS ARE ALLOWED. That is, programmers may not announce or broadcast (whole or in part) any sermons, prayers, or other non-musical religious messages, either recorded or live, including statements of your own personal religious convictions. Church services, church revivals, pastor's days, men's days, women's days, and so on shall not be announced except during the daily calendar.

Call-In Announcements

KABF realizes that many people will call during a program to beg, demand, scream, request, or coax special announcements. There will be people mailing in announcements and posting to our various Facebook pages, etc... APPROVED ANNOUNCEMENTS WILL BE POSTED ON THE BOARD IN THE CONTROL ROOM.

Interview Procedures

From time to time, a programmer may interview a special guest who is speaking or playing at an event in town.

1. On-Air interviews that may include a promotion of an event, whether by phone, pre-recorded, or live from the studio, must be cleared through the station manager or appropriate staff before the interview is broadcast.
2. The interview should focus on something other than the event, unless the station manager or other appropriate staff specifies otherwise.

Contests and Giveaways

1. All contests or giveaways that announce a business or event including ticket giveaways, must first be approved by the station manager or appropriate staff.
2. If tickets or another contest or giveaway are scheduled on a program, do not turn the contest into a promotion. Simply say something like : "So and so will be in town this Saturday. If you would like to win tickets, call 501-433-0088."

Station Promotions

KABF encourages programmers to promote other programs on KABF; to promote official station benefits, events, pledge drives, etc... During pledge drives, programmers may announce that a business, organization, individual, or church has pledged money to KABF, so long as the announcement does not turn into an advertisement. If any questions arise here, please contact the station manager, or other appropriate staff.

Conflict of Interest

Although KABF's procedures for announcements help to prevent any conflict of interest at the station concerning announcements, a conflict of interest situation would also arise where a programmer to receive any kind of compensation for on-air activities, or if a programmer were to have a financial interest in any recorded material played over the air. If any questions arise, the station manager or other

appropriate staff should be consulted before the questionable material is aired.

NO PROGRAMMER MAY BROADCAST ANY ANNOUNCEMENT OR PROMOTIONAL MATERIAL, LIVE OR RECORDED OR OTHERWISE, FOR WHICH THE PROGRAMMER OR CO-MODERATOR WILL RECEIVE COMPENSATION OF ANY KIND.

Libel and Slander

The fact that a programmer has broadcast privileges means that he or she has a power and responsibility which most citizens do not possess. Programmers, and KABF for whom programmers are on-air representatives are expected to use that power in a responsible and constructive fashion.

In general, personal attacks against individuals are inappropriate, as would be any airing of personal business or personal grievances. For example, if someone is fired from a job, it would not be appropriate or acceptable, even if true, for a programmer to tell the listeners that the "boss" is a swindler, a cheat, a bigot, a poor manager, a louse, or worse. If there might be a story in the firing which would impact on KABF's constituency, the programmer should deal with the station manager and other appropriate staff. If a programmer's favorite band is coming to town and the promoter has ruined the event, the programmer should simply announce from the log that the event will be occurring and SAY NOTHING ELSE. it would not be appropriate or acceptable to refer to the promoter, agency, club, etc... as louses, scum, self-centered, money-hungry, or worse, even if true. Neither should a

programmer refer to other DJs or stations by name in a slanderous fashion.

While these are just a few of the ways in which a programmer can get him/herself and the station in trouble, programmers should exercise extreme caution in any questionable circumstances.

1. No announcer, guest, or phone call may be aired that in any way attacks the honesty, character, or integrity of an identifiable person or group.

2. IF FOR ANY REASON A PROGRAMMER THINKS SOMETHING BROADCAST DURING THE PROGRAM MIGHT BE CONSIDERED SLANDEROUS, LET STATION MANAGEMENT KNOW IMMEDIATELY IN CASE IT IS NECESSARY TO OFFER RESPONSE TIME. Remember: KABF is not anyone's personal sledge hammer to use at will.

Obscenity, Profanity, and Indecency

This is not funny or a matter to be taken lightly! "Whoever utters any obscene, indecent, or profane language by means of radio communications shall be fined not more than \$10,000, or imprisoned not more than two years, or both." (18 U.S.C., Section 1484). The FCC can fine KABF and/or revoke KABF's license.

Neither is KABF allowed to play obscene recorded material, and by obscene the FCC means any material that contains graphic references to sexual activity, body organs that are required to be covered by clothes, or illegal sexual or

sexually perverted activity. This is especially important for programmers in formats for which many artists or songs engage in this type of expression, to preview every song before playing in terms of the official criteria. Although the legalities of this restriction by the FCC are debated endlessly in the courts, KABF's principal concern remains its mission to the low and moderate income community and would avoid whatever hinders that purpose and might endanger KABF as a resource for its constituency.

Programers should avoid material which they suspect of being obscene, profane, or indecent. However vague or obnoxious programmers may find these regulations, programmers should check any questionable materials with station management BEFORE IT IS AIRED. Programmers who are uncomfortable with this restriction should probably find other avenues for their volunteer activity. Violating the procedures are fast grounds for removal from the station.

1. Do not utter obscene, indecent, or profane language over the air.
2. Do not broadcast any medium which graphically depicts sexual activity or refers to organs or body parts which would normally be covered by clothing in public.
3. Any exemptions to these broadcast rules for arguments of artistic or scientific value must be approved by the manager or board.

Cancellations, Schedule Changes

1. The station management may remove, replace, shorten, lengthen, or pre-empt any program or programmer at any time.

2. A formal appeal process is outlined later in this manual, but the decision of the station manager is operative until that process is completed.

Resignation/Termination

1. A KABF volunteer may resign at any time through written or verbal notice to station personnel, and by such action shall be relieved of any future obligations or privileges contained in station rules and policies.

2. A KABF programmer or other volunteer may be terminated at any time upon notice from the volunteer coordinator or station manager, subject to the station grievance procedure.

Underwriting

The FCC prohibits us from promoting any profit-making business in exchange for consideration. We are allowed to do underwriting, which is thanking a business on the air for their contribution or for sponsoring a program. Underwriting announcements must not be promotional- we cannot mention prices, including "free", we cannot encourage people to patronize a business or encourage people to use any merchandise or service.

Underwriting has become increasingly important for the station over the years, both as a fundraising vehicle and as a

means for building the station as a community institution, and therefore all that pertains to the underwriting process should be dealt with in a very serious fashion. There are quite specific and detailed governmental rules and regulations governing the process and content of underwriting, and the KABF board has therefore mandated that the negotiating, selling, scheduling, and copy-writing for all employees at the direction of the station manager. For volunteers, the guidelines are somewhat simpler:

1. All underwriting announcements must be read exactly as written whether live over the air or when voicing for a cart.
2. Programmers should not elaborate in any fashion before or after an underwriting announcement.
3. No underwriting announcement should be read or run without direct staff approval unless it is scheduled on the log. If instructed by the proper staff person to run an announcement not on the log, the programmer should write down on the program log the announcement run, what time it was aired, and the name of the staff member giving instructions or approval.
4. Underwriting announcements should be aired within one minute of the time for which they are scheduled.
5. No volunteers should attempt to close or finalized underwriting sales with businesses or organizations unless a designated underwriting staff representative is present.
6. All underwriting leads should be channeled to the

appropriate staff underwriting representatives.

Benefits

1. Volunteers are encouraged to bring up station benefit ideas with the development coordinator or with appropriate station staff.

2. Any benefit must be approved through the KABF development coordinator, and all associated financial activity, revenues or expenditures, must be under the control of KABF.

Pledge Drives

1. Enthusiastic participation in KABF pledge drives is required of all volunteers.

2. Any and all information on every KABF pledger is the official property of Agape Broadcasting Foundation and may not be removed, copied, or in any other way used for any activity or communication not specifically authorized by the manager or board.

3. Each show is required to bring in \$400 per quarter. This can be done through pledge drives, donations, underwriting, and/or events. If a programmer has any issue reaching this goal, contact the development coordinator to brainstorm ideas of how to do it. It can be done.

Making Representations Concerning KABF

1. When promoting KABF over the air, programmers should make no representations which they do not know to be true.
2. Programmers should make no degrading or critical statements about KABF, its facilities, rules, and policies or its volunteers, staff, or board members.
3. Programmers should never misrepresent their titles, positions, or authority at the station to anyone.

Broadcast of Telephone Conversations

1. Programmers should not record or broadcast a telephone call unless the caller is immediately informed and agrees that the conversation may be broadcast over the air.
2. Programmers should not telephone people and put them on the air unexpectedly.
3. If a caller is abusive, makes a personal attack, or uses foul language, programmers should hang up immediately and inform the audience that the caller's conduct in no way represents the policy or views of KABF.

Re-Broadcasting Programming is NOT ALLOWED

Programmers should not re-broadcast programs or portions of programs from other radio or television stations unless specifically authorized to do so by a designated staff person.

Political Candidates

No candidates for any political office may appear on any program on KABF without specific authorization from the station manager or other appropriate staff.

Legal ID and Station Motto

Within six minutes of the beginning of every hour, every programmer must broadcast the following message in a clear and audible form, exactly as it appears:

"This is KABF 88.3 Little Rock, The Voice of the People."

Major Violations

All designated programmers must report to the station manager or other appropriate staff any major problems at the station which involve staff or volunteer misconduct, on-air violations, stolen or broken equipment, known conflict of interest, and other matters likely to jeopardize the station.

Broadcast for KABF ONLY

1. No person with broadcast privileges at KABF may conduct regular broadcasts with any other station which has a signal within the broadcast range of KABF unless specific and clear exemption is granted by authorized management and approved by the board of directors.
2. Programmers who accept positions at other broadcast facilities as described above should notify station

management and offer their resignations before the first regular non-KABF is aired.

Forms and Information

All volunteers must provide in a timely fashion the personnel and programming information and certification requested according by KABF policies and procedures, must sign all documents requested as appropriate and legally permissible.

Operator's Log

1. Each designated programmer must monitor the transmitter remote control at least once during each program he/she is responsible for. Any irregularities should be noted and station management or engineering staff should be contacted if the situation warrants such action.
2. Each designated programmer must log all EBS signals either sent or received. A programmer should not broadcast an EBS signal unless authorized to do so through the log or in ties of emergency.
3. Each designated programmer must complete and sign all required information in KABF's operator's log.
4. No designated programmer may alter, copy, or fill out any information on the log at a later date.
5. A designated programmer may enter only true and correct

information on any log.

Program and Meeting Attendance

1. All designated programmers are required to be at the station conducting a broadcast during the time authorized unless the absence or tardiness is specifically approved by the station manager or other appropriate staff member.

2. All designated programmers are required to attend all regular and special volunteer meetings called by the station manager, development coordinator, or board member unless absence is specifically authorized by the station manager, development coordinator, or other appropriate staff member.

3. Extreme emergencies causing a programmer absence or tardiness from your program or a required meeting will be locked out on a case by case basis and documentation may be required.

Conduct in Building

The restrictions on alcohol and illegal substances apply equally to staff, volunteers, guests, artists, and anyone else who may come to the broadcast facility. Staff and volunteers are subject to immediate dismissal or violating policy as soon as there is need and the rules will be enforced immediately.

1. Beer and other forms of alcohol will not be brought to the premises or consumed on the premises.

2. No programmer may broadcast for the station while

inebriated.

3. Non-physician prescribed drugs may not be brought to the station facilities or used on the premises at all.

Security Matters

The designated programmer is responsible for the security of the station during those times when the office is closed. If the designated programmer or helpers suspect that an unauthorized individual is in the building, it may be necessary to phone the police.

Use of Telephones

1. The KABF lines should be answered by saying "KABF".

2. At all times, those answering the phone should be polite.

3. At no times should those answering the telephones give out the telephone number for the KABF business lines without specific instruction to do so.

4. No long distance calls should be made from the KABF telephones.

5. The telephone hook-ups should not be unplugged, plugged in or any other way changed.

Production Room

1. The production room may be used only for KABF-related

production activities by authorized persons.

2. Programmers and other volunteers may sign up for the production room by registering on the production room log.

3. Subject to the other demands on the production room by the station, the production room log governs who will use the production room and when they will use it.

4. From time to time, priority projects take precedence over regular station production. In such cases, times may need to be rescheduled.

Records, CDs, and Pre-Recorded Tapes

1. No record, CD or pre-recorded tape may leave the station without prior written staff approval.

2. Records, CD, and pre-recorded tapes should be kept clean, returned to their jackets, and replaced on the proper shelf with section spines out and in alphabetical order.

3. Only persons authorized by the station manager or other appropriate staff may open albums, CDs, or pre-recorded tapes addressed to KABF.

4. Any contact by KABF volunteers with record companies that include a mention of KABF and solicits promotional material of any kind must fall within the following guidelines:

a.) All contact with record companies must be specifically authorized in writing by the station manager.

b.) All albums and other materials must be mailed or delivered to the official KABF offices or post office box.

Station Equipment

1. No equipment may be borrowed or in any other way be removed from its proper place or taken from the building without specific written authorization from the designated staff.
2. All equipment should be treated with care and respect. Knobs or buttons should not be forced and wiring should not be changed in any way.
3. Volunteers should report immediately any equipment that is thought to be missing or faulty.
4. Equipment should not be altered in any way.

Mail

No KABF volunteer may open or go through any station mail unless it is specifically placed in that programmer's box or is in some other way specifically given to the volunteer by an authorized staff person. All mail delivered to the station must first be opened by designated staff.

Public File

1. KABF's public file is kept at its main office address and is

available for public inspection during normal business hours, Monday through Friday between 9:00 a.m. and 5:00 p.m., except for holidays.

2. If someone requests to see that public file, the individual should be directed to the appropriate staff person. If staff are not available, volunteers should ask the inquirer to call back or come by during normal business hours.

Volunteer Grievance Procedures

The appeal and grievance processes are carried out under specified timeliness and procedures. The appeal and/or grievance shall be in writing and timely, or it will be invalid.

Station, internal, and interpersonal problems are NOT for broadcast. At no time is a particular grievance or appeal filing, or the situation underlying a grievance or appeal filing, appropriate to air. Airing any internal matters shall be grounds for immediate dismissal of any volunteer.

Appeal

A formal appeal by a volunteer seeks a review of a particular decision in which the volunteer believes s/he has been handled in contradiction to any rules in the manual and less formal means have not resolved the issue. The appeal process affords a review of the decision.

The station manager or program director may remove a programmer from the format as a result of a programming

decision. This decision upon request may be reviewed by the station manager, but is not appealable.

1. Any written appeal shall be filed with the station manager in accordance with the following criteria:

a.) The appeal must be filed with the station manager in writing within fourteen calendar days of the action or decision which precipitated the appeal.

b.) The appeal must state clearly that it is an appeal.

c.) The appeal must state clearly the manual instruction that and its application that is appealed.

d.) The appeal must be filed by the specific person affected, state clearly who that person is, and be signed by that person.

2. The station manager may require additional responses in writing or through meetings with the person appealing a decision or from other persons involved in or affected by the particular decision. Failure to attend pertinent meetings or supply information after appropriate notice may shall terminate the appeal. Until the station manager's decision is made, the initial decision stands.

3. The station manager is authorized by the board to consult outside the station concerning the situation.

4. The decision of the station manager must be issued in writing within thirty days of his/her receipt of the appeal.

5. If the volunteer wishes to request further review, the individual may file a second appeal with the Chairman of the Board of Directors.

- a.) This appeal follows the forms of the original appeal described in number above, and must be made within seven days of the station manager's decision. The appeal must be filed by hand or US Post Office delivery at the station and addressed to the Chair.

6. The Chair will consider the appeal and will within six weeks recommend a decision to the full Board of Directors for consideration at its next regular meeting. Failure on the part of the volunteer to attend pertinent meetings requested shall terminate the process.

7. The Board will take such action as it deems appropriate and will relay its decision to the station manager.

9. Until the appeals are decided, the station manager's decision stands.

Personal Grievances

A personal grievance filing seeks a remedy for those situations which arise between a volunteer and another volunteer or a volunteer and a station staff person that cannot be solved through less formal avenues. Where such a problem arises, the volunteer has the right to file a grievance in order to seek a timely organizational remedy to the problem being faced. The appeal must be filed with the station

manager in writing, and after full investigation and discussion, the station manager's decision shall be final.