

CFRC 101.9FM

VOLUNTEER MANUAL

VERSION 5

Summer 2023



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CFRC Directory

Address

62 Fifth Field Company Lane
 Lower Carruthers Hall Queen's University
 Kingston, Ontario, Canada
 K7L 3N6

Hours Of Operation

Broadcast Hours	24 hours a day, seven days a week, 365 days a year
Office Hours	10am-5pm, Monday-Friday
Staff Hours	Please email staff to book an appointment

Telephone

Office Line	613-533-2121
Request Line	613-533-2372 (CFRC)
Interview Line	613-533-2505

Staff

Station Manager	Dinah Jansen	station@cfrc.ca
Technical Production and Library Manager	Chancelor Maracle	techmanager@cfrc.ca cmaracle@cfrc.ca music@cfrc.ca
Programming Coordinator	Jesse Bell	programs@cfrc.ca
Broadcast Journalist	Christena Lawrie	news@cfrc.ca
Arts Coordinator	Lauren Tucker	arts@cfrc.ca
Outreach Coordinator	Mary McKeddie	outreach@cfrc.ca



Emergency Procedures

The safety and security of all CFRC volunteers, station staff, and visitors is essential. There are volunteers who produce programming at the station from 8am to 12am every day. Because volunteers have access to the station and its equipment staff hours, the security of CFRC is everyone's responsibility. Please keep in mind the following resources on campus

Dial 911 for life-threatening emergency response
(Police, Fire and Rescue, Ambulance)

Dial 613-533-6111 for on campus emergency response

Dial 613-533-6080 For non-emergencies
(Safe Walk, Lone Worker, etc)

Dial 613-533-6733 for general information

Report all incidents and accidents to the Station Manager

Animals

Contact PPS (613-533-6757) or Animal Control (613-546-4291)

Electrical Problems Or Flood Due To Heating Or Plumbing

For minor problems (small leaks, drafts or overheating) notify the Station Manager. For emergency situations (leaks near wiring, broken pipes, gas, sparks) call 613-533-6111 for on campus emergency response.

Evidence Of An Intruder Or Break-In

Call 613-533-6111 for on campus emergency response or 911 and remain at the scene until a Security officer arrives. Do not move anything or tamper with evidence.

Harassing Or Disturbing Phone Calls

Report any strange or uncomfortable calls to the Station Manager. Report any alarming calls to 613-533-6111 for on campus emergency response

Personal Injury

For minor cuts and scrapes, use the first aid kits. For more serious injuries, call 613-533-6111 for on-campus emergency response to obtain paramedic help or



an ambulance; if you are injured but ambulatory you may walk across the field to KGH.

Power Outage

Call Kingston Utilities (613-546-1181) and notify all station staff as soon as possible by email. Flashlights may be found in the first aid kit.

Smoke Or Fire

Fire extinguishers are located in 5 locations at the station

Front Foyer
Control Room 2
Music Library
Back Hallway
Control Room 3

If an extinguisher is not accessible, doesn't work and/or flames are out of control, pull a fire alarm located near each of the exits (front entrance and back stairs next to washrooms) and exit, remaining in the area to assist firefighters with any relevant information.

Theft

Report missing personal items to staff to see if they can be found, or report a theft to 613-533-6111 for on campus emergency response. Report any evidence of theft of CFRC property to staff before taking further action, as there are many reasons why equipment could be moved or missing.

Threat Of Physical Harm

Call 613-533-6111 for on campus emergency response and remain in a secure area. Studios and control rooms may be locked from the inside, you may also leave the building if available



Security And Access

All Volunteers who wish to access the station after hours must have a passcard. If you are locked out, use the phone outside of the main door to see if another volunteer is inside who can let you in. You must identify yourself and your CFRC affiliation to be let in. If no one is inside the station, email staff as soon as possible to ensure a rebroadcast of your program can be deployed and that there will be no dead air.

Passcards

Programmers may be issued passcards to access CFRC's exterior doors and studios after office hours. To obtain a passcard, programmers pay a deposit of \$50, refunded upon return of the card. Handle cards with care and return them if you are leaving the station for an extended period. Report a lost or stolen card to staff immediately, as it will need to be deactivated and may turn up around the station. If your card is lost or stolen, the deposit is lost and you must pay another \$50 for a new card.

Privacy and Personal Security

While on the air, please keep in mind that you may or may not want to give your full name over the air to listeners: this is your choice to make. When at CFRC, be aware of where you leave personal items and be sure to take them all with you when you leave. Items left at the station, including in programmer cubbies in the lounge, are left at volunteers' own risk. Please also ensure you close all email and social media on computers.

Station Access

The main door to CFRC-FM is equipped with a telephone/intercom unit. When calling to enter the station, be polite when identifying yourself. When answering the front door, please remember that the person outside the door must establish that they have a legitimate station related reason for entry (ie: a programmer who has forgotten/lost their passcard). If you do not know who the person is, do not endanger yourself by permitting entry. Keep the following guidelines in mind when answering the door:

Do not answer the phone or the door when live on the mic on-air

If you are unsure of a person's identity ask for some personal, programming or station information (e.g. the person's name and the name of the program they work with)



If the person claims to be a guest/friend of another programmer, find the programmer and have him/her let the guest/friend in. If you're alone and the programmer in question has not yet arrived, let the guest/friend wait outside the locked front door until that programmer arrives

Only when you're certain of the person's identity should you let them in.

Walk Home Service

The AMS (39255) sponsors a Walk Home service for all campus visitors regardless of their affiliation to the university. Campus Security (36080) has a Safe Walk program when Walk Home is off-duty. Call them if you would like someone to join you on your walk to home, bus or car.

Station Lockup

The station must be completely locked-up if you're the last person in the station and you are leaving

Alarm Procedure

Check instructions below to ensure they are complete

When confirmed, scan your passcard on the scanner outside the foyer door

Once scanned, press the button until the red light turns on

If the red light does not turn on, a door still needs to be closed within the station

When the red light turns on the alarm is set and you can exit through the front door

Control Room 1

Turn off CD players and turntables

Turn off both sets of lights, shut both sets of doors

Control Room 2

Make sure pre-record/rebroadcast files are loaded in SAM Broadcaster and playing back properly, in order and at an appropriate volume.

Contact programs@cfrc.ca if there is any confusion recording programming

Turn off CD players, turntables and tape decks.

Turn off all lights; shut both sets of doors

Control Room 3

Turn off CD players and turntable

Turn off room power using the switch on wall behind rack in the corner

Turn off all lights

Library, Lounge, Hallways

Turn all light switches off in hallways, lounge and music library

Check the door at the top of the rear exit stairway to see that it is closed.

Check washrooms, ensure taps are off and windows are closed and locked.

Close the door between the lounge and the library.

Straighten chairs, put away recycling/trash, close windows and turn off lights.



Ensure both doors at the entrance close securely on your way out of the station.

Studio A

Turn lights off; shut inner and outer doors.

Studio C

Turn down headphones; lights off; shut doors.

Accessibility

CFRC has a commitment to equity and accessibility and will strive to accommodate any special needs brought to its attention by staff, volunteers and guests.

If you have any disabilities, allergies or special needs, please notify staff so that we can work to ensure CFRC offers you an accessible, empowering and welcoming environment. CFRC's space in Carruthers Hall is not fully wheelchair accessible, however accommodations do exist for those with limited mobility.

Accessibility Elevator

There is an accessible elevator at the back of the building, which opens on the first floor of Carruthers Hall. From the first floor there is access to an inside elevator which opens into CFRC's Bob Marley room. Programmers and/or their guests using wheelchairs and/or with limited mobility who require after-hour access and/or wish to enter CFRC independently may be issued keys for these elevators.

Please email the Station Manager if this is something that is required for yourself and/or a guest. Other volunteers should notify staff of the time of their arrival, to be met at the accessible elevator and accompanied into the building.

Navigation

The station foyer, offices, volunteer lounge, Studio A, Control Room 3 and Control Room 2 should be accessible to users in manual or powered wheelchairs unless a temporary obstruction such as a chair or stool has been left in the way. Sections of the main Music Library and most of the Classics Library are not accessible to wheelchair users due to the narrowness of passageways. Please contact staff for assistance locating items.

Control room 1 contains a small step making it inaccessible to wheelchair users through the main music library door; the location of equipment racks also makes the room inaccessible to wheelchair users from Studio A.

Service Animals

Guide dogs and other service animals are welcome at CFRC. If you have any pet allergies, please notify staff so that we can strive to ensure you are alerted when and where a service animal may be accessing CFRC's space.



Washroom

There is a barrier-free, gender-neutral washroom inside CFRC which may be navigated by a wheelchair user with upper body mobility, or with assistance.

There are gendered, barrier-free washroom stalls located on the floor above CFRC, which can be reached using the elevator in the Bob Marley Room. Users will need a key to the elevator to be able to return to CFRC.

Telephones

Answering A Call at CFRC

Flashing diamond indicates which line the call is on; phones in CR2 and CR1 will not sound when mics are on.

Pick up the receiver and press the button next to the diamond; it will stop flashing

Answer politely, "Good morning/afternoon/evening, CFRC". Don't assume the caller is a station member or friend. Be courteous and professional.

Answering The Front Door Telephone Line

Remember that the person at the door must establish a valid reason for entry

Call Forwarding/Conference Calls (For 3-Way Calls Or To Reach Another Extension)

Ask the caller to hold; press the grey Conference button.

When you hear a dial tone and see the flashing diamond, dial the number to which the call is to be-routed (external 9+ number or internal 5-digit extension)

Once you connect, activate the initial caller by pressing the Conference button once more. You, the caller, and the person you have called are all on the line. Hang up if the call does not concern you.

Holding A Call

Ask the caller to hold

Press the orange Hold button; diamond will flash and the call will be on hold.

Release Hold by pressing the button next to the flashing diamond

Thank the caller for holding.

Main Business Line

The business line for CFRC is 613-533-2121.

Do not pick up this extension unless asked to do so by a CFRC staff member.



Making A Call From CFRC

Internal Calls

To place a call within the University, dial the 5-digit number for that extension from the grey countertop phone in CR1 or CR2

External Calls

To place a local call dial 9+ the 10-digit number

Long Distance Calls

Long distance calls are disabled from CFRC's phones. For a long distance, program-related phone interview, arrange to use Skype, Zoom or similar platform

Paging (Station Intercom System)

Lift the receiver.

Press the Paging button

Deliver your message and hang up.

When mics are ON, the pager in CR1 and CR2 will not sound.

Request Line

The CFRC Request Line is 613-533-2372 or 613-533-CFRC.

The on-air programmer is responsible for answering this extension.



Control Rooms And Studios

Within each of CFRC's control rooms you will find equipment such as the consoles, computers, CD players, turntables and microphones

CFRC has 3 Control Rooms titled CR1, CR2 and CR3

CR1 caters to specialised functions such as interviews, live performances (in conjunction with Studio A) and creative production

CR2 serves as the primary on-air facility

CR3 is mainly for prepping and pre-recording programs

Control Room 3 (Cr3)

CR3 Equipment List

AudioArts console

Mac Mini

1/8" Auxiliary cable for connecting external audio devices (labelled as EXT)

ElectroVoice RE27/ND Microphone (2)

Technics 1200 Turntable

Numark MP102 CD players (3)

CR3 AudioArts Console Instructions

Turn on the "main power"; a sideways switch on the wall behind the equipment rack

After power is turned ON all channels on the console turn on

The "On Air" light is illuminated outside the CR3 door, and control room speakers are muted until the mic channel is turned off

Press the Grey PGM buttons on channels for the equipment you want to record

On the right side of the console is the Monitor Selection strip, with 3 source select switches that allow you to choose what bus will be monitored: AIR, PROGRAM (PGM) or AUDITION (AUD). Choose "PGM."

3 knobs at the bottom of the Monitor Selection strip allow you to control volume

Red knob controls cue speaker

Grey knob controls headphones

Blue knob controls main speakers



Headphones should be plugged in, if they are not please contact the Technical Manager

Headphone volume is a knob located on the right side of the board

Speaker volume is located in the same strip

Stereo VU (volume unit) metres show the output from the Program (PGM) bus

If you see the needles moving but can't hear anything, ensure the microphone strip is switched off, PGM is selected on the monitor selection strip and on the channel for the equipment you want to play, and that the channel for the equipment you want to hear is on with the fader up

Tips

The word "bus" means "dedicated audio path". When we have "assigned the mic to the Program bus", we are directing the mic sound to the PGM button on the monitor strip.

Separating sources from one another using busses allows us to direct different sounds to different places. For example, a home stereo will allow you to listen through "Speakers A" or "B". Let's say you have "Speakers A" in the kitchen and "B" in the living room. If you can only hear your CD in the kitchen, you have assigned the CD to the "Speakers A bus," or the "kitchen bus".

CR3 Mac Mini

Password: cfrc

If the Mac is asleep, press a key on the keyboard or shake the mouse to wake it

Attach USB keys using the external USB Hub next to the computer monitor

Use Audacity or Reaper to record and for multitrack editing

The Mac Mini will record audio sent through the PGM bus on the console

Create a folder in the "Documents" directory to save your projects, you will be prompted with this option when opening Reaper

CR3 EXT Connector

A stereo 1/8" plug you can use to connect a laptop, Mp3 audio player, smartphone or other external audio device to the console

Select the EXT input on the EXT channel and turn fade on

Control Room 2 (Cr2)

CR2 is the main on-air broadcasting room at CFRC 101.9fm



Cr2 Equipment

Audioarts Wheatstone IP-16 series console

Pc1 w/ SAM Broadcaster

Mac2 w/ MegaSeg

ElectroVoice RE27/ND (2)

1/8" auxiliary cable

Technics 1200 (2)

Numark DXMPro

Numark MP103 (3)

Tascam 112MKII

Tascam DA-20MKII

Comrex DH22

CR Switching System and Transmitter Switch Indicator

Cr2 Audioarts Wheatstone Ip-16 Series Console

There are 16 channels connected to source equipment: mics in CR2 and Studio C, turntables, CD players, cassette deck, DAT player, telephone interface, computers, EXT cable, DJ mixer and direct feeds from CR1 and CR3

Some sources share a channel strip (ie. CR1 with CR3; EXT with DJ mixer; Cassette with DAT). For these channels, only one source per pair can be aired at a time, by selecting the "A" or "B" button at the top of the channel. You can only switch between "A" and "B" when the channel is OFF.

On the right side of the console is the Monitor Selection channel, with source select switches that allow you to choose what bus will be monitored: AIR, PROGRAM (PGM), AUDITION (AUD) or AUXILIARY (AUX). Default is "PGM"

Below monitor selection is the headphone volume knob and control room volume knob

There is a Cue volume control knob at the top of the Monitor Selection channel.

To cue a source, press the CUE button on that channel above the fader and listen through the speaker next to the Cue volume knob.

On the Monitor strip you will also find the Talkback (TB) button to communicate with Studio C through the Mic1 channel without broadcasting it over the air.

This will go into the headphones in Studio C

Cr2 Pc1 And Mac2

Pc1 and Mac2 are both capable of audio playback.

Pc1 Username: cfrc, Password: 1019

Mac2 password: cfrc

If the Mac screen is dark, shake the mouse or press a keyboard key.



Downloads and Streams: You may download songs to the Desktop to play through these programs, so long as you have the right to do so under copyright law (be sure the artist is registered with SOCAN or another artist rights agency, or is making the selection freely available, for example, under a creative commons licence). Delete downloaded files before the end of your program.

Do not stream audio online due to potential buffering, sound quality and copyright issues.

You can play sound files saved to USB devices using Pc1 or Mac2 by connecting to the external USB hub. Your device will appear on the desktop and in the Finder; you can then drag files into SAM or iTunes, or copy them to the desktop. Delete files after use.

Do not remove or eject a USB device while audio is playing from it on-air

Do not adjust any cables at the back of the computer or use USB ports at the rear of the computers

SAM Broadcaster

SAM on Pc1 should be open at all times. Ads and time-sensitive promos load automatically into SAM. The name of the promo/ad will be displayed in the notes screen of SAM along with their air-time, and the length of the promo/ad. These ads are auto-loaded, so you do not need to queue them

Drag and drop files from the windows folders into the playlist. All pre-recorded shows will be organised in folders based on day of the week. Click the specific day folder and you will find subfolders with the programs for that day with their times listed next to them.

Ex. To load programs for Monday, click the MONDAY 2023 PROGRAMS folder -> MON 1400 Dark Glasses -> Then choose the file with the correct date you're looking for and drag it into the SAM Queue.

You can also load files from a USB into SAM. You can directly import files into the SAM queue from your USB. Once the file is in, the SAM queue will list the time of the file (e.g the length of the song). If you see "???" as the time in the queue, the file is either corrupted or was not imported properly and will not play.

To remedy this, create a subfolder within your show program for it first, then import that from the subfolder into SAM. Ex. If I am adding music in for my Monday Mixtape show, I would click PRE-RECORDS -> MONDAY PROGRAMMING 2023 -> MON 1300 Monday Mixtape -> July 8 -> Import the files in -> Drag imported files into SAM.

SAM should always be set to Desktop A, with Queue listed in the dropdown tab above the playlist deck.

You can manually drag files into the Decks for payout, but the program will also do it automatically based on its position in the queue. As one program ends, the next will automatically queue into the deck for payout. If you hit the small



button on the left underneath the pause button, the program will automatically fade out and the next one will start.

All updated, relevant promos, PSAs, and station IDs are available on the lower left hand side of the screen in dropdown menus.

MegaSeg

Do not drag files from the CFRC network (such as a pre-record in CR3 Documents or music from the Music Library) directly into MegaSeg. Drag and drop these files to your subfolder (look for your show name) in the 'Pre Records' folder on Mac2's desktop. Once the file is in your folder, you can then drag and drop it into MegaSeg's queue. If the file is an individual song or one time use interview segment, delete it from your folder after use.

Drag and drop files from your pre-record folder into your MegaSeg playlist, and drag files to set the order that you like. To stop playback of the playlist at a certain point (ie: where you will do your spoken word mosaics), click on the "break" button at the bottom of the screen to insert a "break" into your playlist, then drag and drop the "break" into the position you like. Once the "break" arrives in the left-side ("active") playback pane, your playlist is paused. To re-start the playlist, click the advance button at the top or the start playlist button at the bottom of the screen. To remove a track from the playlist, drag it back to the library or click on it to select it and press delete.

DJ Mixer

Select the correct input on the EXT/DJmixer channel for turntable mixing on-air.

Use the cue function to ensure audio signal before turning the channel on

Input selector switches in the middle of the mixer must be set to

Left: Line

Right: Phono

Control levels on each turntable using the channel faders, crossfader, and 3-way EQ.

Preview audio on one turntable while another is on-air by connecting headphones to the input at the front of the DJ mixer and using the CUE slider at the top of the mixer..

CR2 Control Room Switching System and Transmitter switch Indicator

CFRC can broadcast from any of its three control rooms. Most programs broadcast from CR2, but sometimes you may want to broadcast directly from CR1. Before you can begin broadcasting from another control room, you must "tell" the transmitter which room to "listen to." This is done using the control room switching interface located at the top left-side equipment rack in CR2.



If CR2 is broadcasting, a small green light will show on the face of the unit that CR2 is set as the on-air studio.

To change to CR1, hold down the "Enable" button while pressing the "CR1" button. You will need to hold this 'enable' button for a few seconds, do not simply press it.

A small grey box atop the console in each control room indicates which room the transmitter is "listening to"—CR1, 2 or 3. It is always a good idea to take a look at the indicator to know whether the room you are in is on-air or not.

if CR2 is not in use, you can also continue to broadcast from CR1 using the feed through the CR2 console, without needing to use the switcher at all.

Control Room 1 (Cr1)

CR1 operates in essentially the same way as CR2 and CR3. The main difference is in the selection and layout of source equipment. CR1 caters to operations such as demo production, pre-recording programs, pre-recorded phone interviews, multiple-guest interviews, live music recording, remote (off-site) live broadcasts and multitrack editing. There is also a Comrex system in this studio used to connect CFRC studio to our affiliate stations with CBC, and more rarely BBC.

Cr1 Equipment:

Wheatstone DMX-16 Console

Mac Mini

M-Audio M-Track 8

Focusright Scarlett 2i2

USB Mixer

ElectroVoice RE27/ND Microphones (2)

Technics 1200 Turntable (2)

Numark MP103 (2)

Tascam CD-RW402

Tascam 112MKII

Tascam DA-20MKII

Comrex Bric Link II Audio Over IP Codec

Cr1 Wheatstone DMX-16 Console

Ensure that there is a pair of headphones for use plugged into the headphone amplifier

The board consists of 16 channels to which source equipment is wired, each controlled by ON/OFF buttons and faders; controls for adjusting volume of



studio monitors, headphones and cue speaker; and switches for assigning to zones 1, 2, 3, and 4

Zone 1 is connected to CR1 and the Mac computer

Zone 2 is connected to Studio A, the studio volume knob adjusts the speaker volume

Zone 3 is to record direct to CD or Cassette

Zone 4 is what is sent to the telephone line

Cr1 Mac Mini

Password: cfrc

If the Mac is sleeping, press a key on the keyboard or shake the mouse to "wake it up."

Attach USB keys to the ports on the USB Hub

Use Audacity or Reaper to record and for multitrack editing. Basic recording can also be done with Sound Studio.

The labels displayed on the channels LCD screen indicates the sound source

To change this source, turn the knob at the top of the channel. Take note of the original source to change it back when you are finished

To record, open a new file in Audacity or Reaper. Ensure the channels you want to record onto the computer are on, with volume up and set to Zone 1.

Do not save to the desktop instead create a folder in "Documents" and save material there.

Save material to your folder BEFORE saving to another computer on the network; then copy the file to the other computer, and delete the original later.

To connect to another computer on the network, open the CFRC network desktop icon and click on the computer you want to transfer to

Cr1 Interview Phone And Interface

Phone interviews may be recorded or broadcast from CR1. The phone in CR1, uses the same telephone number (613-533-2505) as the phone interface in CR2. Therefore, do not attempt to record a phone interview if one is in progress on-air in CR2

To set up a phone interview in CR1, first select Zone 4 on all channels you wish the person on the other end to hear. Do not send their own audio to themselves, or the quality of the call will be lowered significantly.

Dial 9+ the number of your guest on the keypad or have your guest call 613-533-2505. For long distance calls, a phone card must be used.

When you hear the ringer for the phone, pick up the call using the call button on the keypad

You will be speaking to the caller through the microphone, and listening to the caller in the headphones. Adjust levels accordingly



To disconnect, press the yellow red drop button on the keypad

Comrex Bric Link Ii Audio Over Ip Codec

Most programmers will never use the ISDN or IP codecs, which allow us to send and receive digitally encoded, broadcast quality audio between two stations, particularly CBC.

For more information or assistance contact staff. Please do not move or adjust the device in any way.

Studio A & C

In addition to the control rooms, there are also two studios. These rooms are furnished with microphones for interviews, performances and co-hosting, as well as headphone and speaker controls for monitoring/listening.

Studio C is wired to CR2 and is for approx. 1 or two guests

Studio C features 2 microphones and a control box to manage headphone volume and mute (if you need to cough, press the "off" button), as well as a Talkback button to speak to hosts in CR2

Studio A is wired to CR1 and is for larger groups or bands

Studio A features 8 Lines that are connected via an input box on the wall.

These inputs connect to a Preonus Preamp on the other side of Studio A. Use this preamp to get a strong signal from your inputs, and then either use Reaper on the Mac computer in Studio A, or use Reaper in CR1 with the M-Track 8 as your inputs in the program.

To hear these channels in CR1, select mics 1-8 on the DMX-16 mixer using the knob at the top of each channel. Keep in mind that mixing with the board is only for referencing the mix in CR1, if you are on-air, or for recording a stereo mix. For multi-track recording you will have to mix the levels in post-production, hence you must ensure the preamp in studio A is at a good level.

Fault Reports

In the event of equipment failure, technicians must be notified as soon as possible so that equipment can be repaired in a timely manner.

Email techmanager@cfrc.ca with a detailed description of the concern or fault

Portable Equipment

CFRC has several Zoom H2 and H2N portable digital recorders that may be signed out by trained programmers. Zooms should be signed out from a staff member during office hours. Portable recorders, such as the station's Zooms, can be used to record interviews, performances or ambient sound outside a studio. Zooms are powered by two AA batteries or an AC adaptor. Each Zoom kit holds earbuds, a USB cable for connecting the Zoom to a computer, a pop filter, stand and handle. All equipment must be returned intact and in good working order. Volunteers are responsible for replacing lost or broken items they have borrowed.

Zoom H2 Basic Operations

Turn Zoom on

Check battery usage, and/or connect power adaptor

Press REC button to begin recording, time will begin to count in display

To stop recording press the REC button again

Transferring Files: connect the Zoom to a computer via the USB cable supplied with the recorder while the Zoom is powered OFF. Select STORAGE under the FILE menu. The Zoom and its files will appear as an external device on the computer. Drag files to your desktop or a folder. To delete files, drag them to the Trash and then empty it.

If using an external mic or recording from a mixer connect appropriate cables to LINE IN or EXT MIC IN jacks

For a detailed instruction manual or advanced operations, please access the [PDF link here](#)

https://www.zoom-na.com/sites/default/files/products/downloads/pdfs/H2n_operationManual_English.pdf



Pre-Records

A pre-record is a not previously aired program produced in advance. Programmers should prepare one or more non-time-sensitive pre-records of their program for use in case they are incapable of sending in a new program. Pre-records should follow as closely as possible the normal format of the radio program in question. Ensure that any PSAs and promos included in a pre-record are current, and leave one minute per broadcast hour free for ads (ie. if your weekly program is 60 minutes, your pre-record should be 69 minutes long). Pre-records may be produced in CR1 or CR3 or from your home if you have recording software and a microphone. Save your pre-recorded program in a compressed but high-quality Mp3 format (320kbps, 16-bit stereo is recommended)

Finished pre-recorded audio files should be placed in the "Pre-Records" folder on the desktop of PC1 in CR2.

Use the file naming convention "[Program Name] [Date of Broadcast]" (eg. Art Freak Oct 8).

Programmers who have pre-recorded should notify the Program Coordinator a pre-record is available in your program folder in CR2 for deployment on the specified date.

If you are hosting a live program, especially outside of office hours, please check the Pre-records folder to see if there are one or more pre-records to be aired after your show.

It is always a good idea to load content several hours after your live show in case someone cannot make it to the station in an emergency/bad weather.

If a pre-record is scheduled after your program, add it to your playlist in SAMBroadcaster followed by enough rebroadcast content pulled from the Archives folder to carry through until the next time the CFRC office is open (ie. next weekday at 10am).

File Storage And Naming Conventions

To avoid clutter on Control Room computer desktops and to keep critical folders accessible to volunteers it is recommended to not save any files to the desktops of the computers. Create a folder in the Documents section of the computer, using your program name or your own name, and store material there.

CFRC's Control Room computers are to be used for the temporary storage of works being produced for broadcast. The computers are not an archive of CFRC content and are not for storage of personal files or materials by volunteers or staff. CFRC has limited hard drive space along with a constant demand for storage for new material being produced for broadcast. For this reason, staff must regularly delete files from the computers. On the first of each month, all files older than 90 days may be deleted from any of the 4 Control Room computers by staff.

In order to ensure that files are easily searched for, recognized and retrievable by staff and volunteers, all CFRC users are asked to abide by the following naming conventions for audio files at CFRC

Pre-Records

[Program Name] [Date Of Broadcast]

Example: Ubi Sunt Apr 6

PSAs

PSA - ([Expiry Date]) [Organization Name]

Example: PSA - (October 8) 99 York

Promos

PRO - ([Expiry Date]) [Program Or Event Name]

Example: PRO - Ubi Sunt

Station IDs

ID - [Name]

Example: ID - Shelagh Rogers

Ads

AD - ([Expiry Date]) [Client Name]

Example: AD - (Apr30) KCCU



Emails

All CFRC volunteers are required to have an up-to-date email address on file and are responsible for reading and responding to email sent by CFRC staff.

All volunteers will receive a monthly Volunteer Newsletter from the station manager, a digest of important upcoming events and deadlines at the station.

Programmers will also receive specific e-blasts about upcoming programming-related deadlines, changes and opportunities.

The Music Coordinator also deploys information to programmers regarding new music acquisitions and interview opportunities.

Studio Bookings

Pre-records, interviews, features, show promos, PSAs and ads may be produced in either CR1, CR3 or Studio A.

These studios must be booked in advance.

To book studio time, visit <https://cfrcradio.skedda.com/booking>.

Failure to show up for weekly bookings more than twice may result in removal of your weekly booking.



Rebroadcasts And Syndicates

Archives, Overnights And Other Rebroadcasts

CRTC regulations state that all broadcasts are to be recorded in their entirety and kept for a period of at least 4 weeks. It is illegal to broadcast without working audio archives. CFRC uses a computer and recording software to create hour-long mp3 files of each day's broadcasts.

These archive files are stored in a shared directory that is accessible from any of the Control Rooms.

Archives are used to air rebroadcast content during vacant overnight timeslots and in case of emergency.

If you are the last live programmer of the day, on a regular basis or because one or more programs after yours are pre-recorded it is your responsibility to set up a complete overnight rebroadcast that includes enough content to ensure that there is no dead air before the offices open next morning.

To access the Archives for overnight deployment, click the archives folder on CR2 PC1 desktop.

You will see a series of mp3 files labelled by date and time
For example

2020-07-08-13.mp3

[Year]-[Month]-[Day]-[Hour]

Note the 13 in this example means 13:00 hours or 1 PM.

As you load files, start at 13:00 (1 PM) for the first overnight rebroadcast.

Load five to seven additional hours in sequence (13, 14, 15....) until the next program is reached in SAMbroadcaster.

Syndicates

Syndicated programming on CFRC will vary with each new schedule. The Program Coordinator will coordinate download of these syndicates, which are located in the Pre-Records folder on CR2 PC1's desktop.

Please refer to the online schedule to check for correct time and order of programming.

Like a locally produced pre-recorded program, syndicated programming should be dragged and dropped from its folder into the queue in SamBroadcast.

Add a station ID before and after each syndicated program in addition to 2 PSAs and 1 Promo.



Syndicated programming does not contain the required PSAs, IDs or Promos, these must be added manually.



Logs And Ad Requirements

When you produce content for the air, you need to complete a log detailing what is broadcast. Logs are legal documents that record the content of your show. They are required to be completed by all radio stations to make sure that programs follow the policies of the CRTC, the federal body that regulates radio, television and telecommunications, and who CFRC is legally accountable for its broadcast licence.

CFRC uses a web-based interface for completing these logs.

In order to use this interface, programmers must first have an account, which will be connected to their email address. Please email the Station Manager or Technical Manager if this process has not already taken place or if you have difficulties.

A comprehensive guide to logging can be found in the linked document in Section Three

<https://www.cfr.ca/files/website-guide-for-volunteers.pdf>

Start and end times must be included for all entries.

In the artist entry list the performing artist of the music, the name of the person speaking in a mosaic, or the producer of the ID/Ad/Promo/PSA.

The title entry should list the title of the music selection or feature, or the file name for the ID/Ad/Promo/PSA. You can simply list "mosaic" for talk segments.

For music selections, check off the boxes which reads New, CanCon (Canadian Content), Instr (Instrumental) and Hit.

If you are unsure whether a song is Canadian or is a Hit, you can do a search on-line. One option is to go to Billboard.com, search by Artist, select the relevant chart (Hot 100 Singles) from the dropdown menu on the left hand side, and browse the results for ALL songs that have reached the US and UK Top 40. You can also search for a song's hit status on Allmusic.com.

Every item must list its corresponding CRTC code.

Cfr.ca's log will automatically calculate your percentage of New, CanCon and Hit selections so that you can be sure you meet the requirements set by CFRC and CRTC policy.

You may be required to play specific Ads or Promos during your show. These will appear in the SAMBroadcaster playlist at the time they are scheduled to air. Play these items at your earliest opportunity during the hour they appear.

Do not play Ads that do not appear in your playlist: CFRC is limited in the amount of advertising it can air each hour, and also under a contractual agreement with clients as to which ads will air when.

You can play additional Promos, PSAs and IDs of your choice at any time.



Once you have entered your log information on the website, click "Save" to submit the log to the system. If your log is incomplete or you need to make corrections, you can revise your log at any time.

A guide to CRTC category codes can be found here

<https://crtc.gc.ca/eng/archive/2022/2022-333.htm>

For more details on using the website:

<https://www.youtube.com/watch?v=rFM7UUsgYns>

<https://www.cfcc.ca/files/website-guide-for-volunteers.pdf>

On-Air Giveaways

Giveaways are considered advertising and must be coordinated in advance with staff.

Most of the time, a staff member will approach you to offer a sponsored giveaway on your program.

Never give tickets or other items away on the air without first securing the approval of management

Before announcing a giveaway, review all information you are provided by staff about the giveaway. This information will be provided to you via email. If you feel you need more information to announce a giveaway persuasively, a quick online search for more details should help.

Announce the details of the giveaway on-air. Make it personal if possible – talk about why you think the event is interesting or why the tickets are a great value.

Mention the giveaway repeatedly; for example, you can announce "today on our program we'll be giving away tickets to tonight's concert at the Isabel. Keep listening for your chance to win in 30 minutes" and announce another "giveaway teaser" 15 minutes before you actually announce the giveaway and encourage people to call in.

Announce the request line number (613-533-2372). Always cut to music and turn off your mic immediately after announcing the request line: the longer you keep talking after saying the number, the less likely callers will get through. If no one calls when you first announce the number, it is OK to let listeners know that they can still call in to win.

Do not complain about how no one has phoned yet or about our listeners not calling. Keep it positive.

Write down the winner's name and contact information and let them know how they can claim their prize.

When the tickets are claimed by a winner, be sure to get the winner's name, email, and telephone number and let them know how they can claim their prize.

Email the station manager with this information.

Announce the winner on-air by first name only.

Log the giveaway as advertising (category 51), recording the amount of time you spent announcing the giveaway on-air.



The Music Library

CFRC has a music library containing more than 100,000 CDs, vinyl records and digital albums. This library is shared by all of CFRC's volunteers, so handling its resources carefully and respectfully is important to the ongoing functioning of the station.

Basics

The music library is not a lending library
music under no circumstances can leave the station.

If you move it, put it back

Remember to re-file any CD or album you take from the shelves, and to be mindful to place it in the appropriate section and alphabetical order

If you take it out of its case, put it back

Please remember to put CDs and records back in their sleeves. If you find an empty case or sleeve, or a sleeveless CD or album, alert the Music Coordinator.

If you find a piece of music that has been misfiled or mislabelled, be sure to contact the Music Coordinator with your concerns.

Digital Music

Use www.allmusic.com The Digital Music Library is available via a link on the desktop in all 3 CRs and lounge, as well as online via <https://cfrc-library.direct.quickconnect>. Here you can access new and archived music that has been submitted in digital format.

Music Catalogue

Our music library catalogue is available online via

<https://cloud.collectorz.com/cfrclibrary/music>

This catalogue includes both digital and on-location submissions

New Music

New arrivals are located on the shelves outside the CR2 door

These are never to leave those shelves except when being previewed or played on-air.

New digital releases are located on the Music Library server on the CFRC network.



Storage

Programmers can request a storage slot in the lounge.

Music library materials, other than those designated as new, may be stored here for up to 1 week in preparation for an upcoming program.

Be aware that music kept in these slots for more than one week may be re-filed by music department staff and volunteers

Other Resources

CFRC receives complimentary subscriptions to several magazines. These are kept in magazine files located in the volunteer lounge. These resources are not to be removed from the station and should be re-filed in the appropriate place after use.

In addition to magazines, there are a number of music-related books and reference manuals on the shelves in the lounge. These can also be helpful in researching for your program.

Use www.allmusic.com to verify whether a piece of music classifies as a "hit;" use search engines on our computers to fact-check or find information.

Software Resources

Audacity

Audacity is a free, open-source, multi-track digital recording and editing program available for free download for Mac or Windows from

<http://audacity.sourceforge.net>

Manuals and support are available on-line at

<https://www.audacityteam.org/help/documentation/>

Megaseg

You can download a demo version for Mac computers to try at home

<http://megaseg.com>

With the MegaSeg program Open, click on "Help" to access the full MegaSeg User's Guide, where you can search for tips and technical support

If you do not have a Mac, you may book a studio and practice usage of this platform.

Reaper

You can download a demo version to try at home

<http://reaper.fm>

Manuals, videos and support are available on-line at

<http://reaper.fm/videos.php>

For more information, specific questions or troubleshooting, contact CFRC staff.

