



DUPLICATING INSTRUCTIONS (REVISED JANUARY 2018)

Try to be at the studio just before or at the end of the recording session (around 11.30 am) so you can talk to the editor and the technician and be aware of any issues.

1. CLERICAL ROUTINE

1.1 THE DAY BOOK

The day book, a hard back A4 note book, is the prime source of information about new listeners, technical problems and general studio matters. The current tick list is kept in this book.

All duplicators must:

1. Read through the day book on arrival to familiarise themselves with any changes since their last period of duty.
2. Note details of their duplicating session, including any problem and its solution, on the right hand pages only.
3. Fix any letters to left-hand page for reference.
4. Include your name and date.
5. Tell the Secretary by phone or email about any matters that require urgent action before the next recording/duplicating session.

1.2 DEALING WITH RETURNED POUCHES

Returned pouches are delivered ad-hoc by Royal Mail and held in a box in the Kingshill House Office until required. Check with the office if no pouches in the studio. Open pouches, remove old CDs or memory sticks and check for messages. Turn over address labels. If label is missing, check if it has been returned separately by Royal Mail. If necessary make a new one using pouch number on inside of pouch to compare with the tick list and find the name.

Get the address from the 'current listeners' card file. There may be a spare label with the file card in the box. Clip any extra address labels returned by Royal Mail to the appropriate card for future use.

If the message alleges problems with the memory stick or disc, and this is returned, put the it to one side, marked with listener's name, date and fault for checking later. If several recordings gave problems, indicating a type fault, tell the Secretary or the Chairman immediately after the session. Returned memory sticks with no problems should but put into the "RETURNED AND SPARE MEMORY STICKS" box. There is no need to clear the stick, this happens automatically next time it is used.

Old discs should be put into the waste bin provided for disposal.

If the memory stick is missing from the returned pouch make a note of the listener's name in the day book.

Remember to open and check any blue Kaleidoscope pouches in the same way. Return the blue pouches to their file trays on the shelf to the right of the desk. Put returned Kaleidoscope MSs (no red dot) in the box, also on the shelf.

If a donation is included, write a 'Thank You' card acknowledging the gift and include in the pouch with the next disc. Contact the Treasurer, Linda Harrison, and arrange how to pass on the donation.

Messages re cancellations or deaths - record and fix message in Day Book then mark up tick list with line through and put pouches, including any in Duplicates and Kaleidoscope boxes, on mantelpiece for Records Manager to deal with. See 2.3 below for details.

Place green CD pouches in the tray on the desk, arranging them in alphabetical order.

Place red MS pouches in their tray, again in alphabetical order.

Check for missing listeners and add their duplicate pouch if available. Put any returned duplicates into their tray. If neither pouch has been returned no disc should be sent. Please do not make any more pouches.

If no pouches have been returned for three weeks note in Daybook and tell the Secretary the details and the name of the appropriate Listener Support Volunteer, whose initials are on the tick list.

1.3 DESPATCHING THIS WEEK'S EDITION

Count up how many memory sticks and discs are required and copy off that number. Make one or two spare CDs. Keep the master MS with the spares in case further copies are required.

Put copied sticks and CDs into pouches and mark off on tick list. Count tick-list ticks, including multi-copies, and record how many sent out at bottom of tick list column for that week.

Put the pouches, unsorted, in a mail bag and take to either the Post Office in Dursley, Cam or Uley before 3pm. Ask your post office for spare bags and return these to the studio on your next visit..

1.4 LOST LISTENERS

There may be a number of reasons why listeners do not send their pouches back. The majority are regular but a few have difficulties.

After a listener misses three weeks the Records Manager will ask the LSV to make contact. If a restart is appropriate, and no pouches have been returned, one more new pouch will be prepared by the Records Manager, although in the manager's absence the duty duplicator may be asked to do this. Often this results in all pouches coming back. In this case, and to avoid confusion, remove the third pouch from the system. Put the spare label on the listener's file card.

If three pouches are sent and not returned we will make final contact and cancel any further mailings.

1.5 NEW LISTENERS

New listeners usually join after phoning Kingshill House, who now act as our call centre. Kingshill House will pass on details to a committee member who will arrange for a Listener Support Volunteer will visit to explain the system, provide a player if required and complete a registration form

The registration form is sent to studio for the Records Manager to prepare pouches, cards etc. In the absence of the manager, duplicators will have to do this. See the full procedure below.

1.6 CONTACT DETAILS

Chairman/LSV	Mary Moss	01453 860801	maryemoss@btinternet.com
Secretary	Brian Gornall	01453 547233	briangornall@icloud.com
Treasurer	Linda Harrison	01453 544623	lindahgreenwich@aol.com
Technical	David Moss	01453 860801	forprathaus@btinternet.com
Records/LSV	Jean Gornall	01453 547233	jeangornall@icloud.com
LSV	Ann Falcon-Uff	01453 843789	annfalconuff@yahoo.co.uk
LSV	Jill Brierley	01454 329695	bazfaz34@hotmail.com
LSV	Rachel Roberts	01453 548442	rachelrob2010@talktalk.net

2. LISTENERS' RECORDS

2.1 LISTENER SUPPORT VOLUNTEERS and RECORDS MANAGER

Each listener is allocated a dedicated Listener Support Volunteer (LSV) who can keep in regular contact with them to sort out any problems with CDs, MSs, technology etc. Mary Moss is the coordinator for this support group and other members are Ann Falcon-Uff, Jill Brierley, Rachel Roberts and Jean Gornall.

The LSV name/initials are recorded on the listener's record card and tick list. We have a Records Manager, Jean Gornall, who is both LSV and duplicator. She checks and if necessary completes all paperwork procedures relating to listeners (see below). Please contact her if you have any queries.

2.2 NEW LISTENER STARTING PROCEDURE

The Listener Support group co-ordinator will allocate a LSV to visit a new listener with a welcome letter, large print CVTN card and a REGISTRATION FORM. They will also deliver a memory stick player for the listener to retain if required.

This form is then put in the studio for action as follows. Duplicators will need to follow this procedure if the Records Manager has not been able to visit the studio within the week.

Allocate next available unique pouch number from the list on the tick list.

Make new file card with name, address and pouch number, next of kin, birthday, and LSV. Put the card in the active members box (grey)

Write name, pouch number, LSV and whether CD or MS on the tick list in the space for new starts.

Write pouch number and date on the registration form and file numerically in the listener/support group file.

Add the birthday to the diary/calendar on Editor's desk, if required.

Get two green pouches for CDs or two red for memory sticks, and a blue (small memory stick, large for CDs) magazine pouch and mark pouch number inside all three of them. Check CVTN return address is also stuck on the pouch under the address label window.

Make three 'Articles for the blind' address cards. The listener's address is written on the card, plus pouch no, so that the cut corner is bottom right hand. Make sure the CVTN return address label is stuck on the other side so that the top right hand corner is cut. **THIS IS VERY IMPORTANT AS IT ENABLES LISTENERS TO INSERT LABEL CORRECTLY.** Place in plastic wallets with matching corner cut. You may have to trim and seal the plastic wallet with clear tape.

Put one new pouch in the correct tray for next recording session, one in the 'duplicates' tray and put the blue pouch (alphabetically) in the box on the shelf ready for the next magazine.

2.3 DEATHS OR CANCELLATIONS

Mark up the tick list and cross out rest of line. Put a line through the file card, mark deceased or cancelled with date and transfer to the red card file.

Tell the support volunteer of the death.

Cross name off birthday diary on editor's desk.

For all red, green and blue pouches, destroy address labels, scribble out pouch number and if in good condition return to stock.

3. COPYING ROUTINE

3.1 MAKING A MASTER DISC

The technician will make a master disc on the computer.

Check the master visually for scratches and test in the CD player to ensure all tracks recorded.

The correct number of tracks and the icon **CD** must be displayed. If the icon **mp3** appears the master has been incorrectly formatted and some listeners will not be able to play the disc. Tell the technician at once and get him to make a new master in the audio CD format.

3.2 COPYING DISCS

Demand for CDs is now limited and only one tower now needs to be used

Check tower switched on and window says 1.COPY.

Put the master into the top tray of Tower 1.

Prepare blank CDs for copying. ALL CDs must be of best quality with no scratches to avoid duplicating problems. Stamp the white top of the blank CDs with the date and CVTN logo, using special pens/stamp. Prepare only the number required plus 1 or 2 spares. If a blank CD is shiny on both sides **FEEL FOR THE UNRIDGED SIDE OF CD - THIS IS THE TOP.**

Open the other 7 trays by pressing the buttons and load carefully with blank CDs. Handle the CDs gently and by the edges only. Sit them accurately in the trays. Close by pressing the button. If the disc jams as the tray closes the recording surface may be damaged. Open the tray, throw away the disc and replace with a new one.

Press ENTER. Copying will start.

When successfully completed all trays open automatically. IF ANY TRAY DOES NOT OPEN AUTOMATICALLY THEN THE RECORDING HAS FAILED. PRESS THE BUTTON, OPEN THE TRAY AND THROW AWAY THE DISC. Report details in the Day Book.

Check one disc from each batch on the CD player. Pass copied CDs carefully to the posting desk, ensuring that they are not mixed up with any blank discs.

Repeat until enough copies made. Ask you colleague for the estimated number. If fewer than 7 copies needed only use the required number of trays. Press ENTER to start.

When all copying complete, take out the original master, and file with other masters on the spike.

Switch off the Tower when the session is over.

Report results in the Day Book.

Inform the Technical Coordinator as soon as possible if major faults or problems arise

3.3 MEMORY STICKS

The Technician will produce a master red-dot memory stick. Check this in the player before use to ensure all tracks copied and that stick will reset to the start when the top right hand button is pressed.

For the weekly recording use red-dot memory sticks and for Kaleidoscope use sticks without a red dot.

Switch on the memory stick copier by pressing the black button at the bottom right hand corner. Make sure the window reads 1.Copy

Put the master memory stick into the top left hand slot. This slot is outlined in white. Add the desired number of sticks from the RETURNED AND SPARE MEMORY STICKS box. Up to 13 copies may be made at a time. Press ENT. The copying process takes only a few seconds. Copied sticks will show a green light. Check the screen. If all well, it will read PASS: 13 FAIL 0. If any failures are indicated they will have a red light. Put the stick to one side and mark up for testing later.

Put the copied sticks into the THIS WEEK'S RECORDING box and pass to your colleague for despatch. Despatch as for CDs in the appropriate pouches.

At the end of the session, put any unsent sticks, including the master, into the RETURNED AND SPARE box for use next time. There is no need to clear the stick, this happens automatically next time it is used.

Switch off the copier.

Inform the Technical Coordinator as soon as possible if major faults or problems arise.

In the case of a shortage of returned red-dot sticks, unmarked spares from the Kaleidoscope stock may be used. Put a note in the day book if this is required.