

## **DUPLICATING INSTRUCTIONS (REVISED SEPTEMBER 2022)**

### **1. CLERICAL ROUTINE**

Read the day book on arrival for any changes. Note details of your session, any problem and a solution on the righthand page. Fix letters to left-hand page.

Tell the Secretary or appropriate LSV of anything that requires urgent action.

### **2. DEALING WITH RETURNED POUCHES**

These are placed by Kingshill House staff in a box outside the studio. Open the pouches, put sticks in their appropriate coloured box and check for messages.

Turn over address labels. If a label is missing, check if it has been returned separately. Make a new one using number on inside of pouch to compare with the tick list and find the name. Get the address from the 'current listeners' card file.

If the message alleges problems with the stick, put it to one side for checking. If several sticks gave problems, indicating a type fault, tell the Secretary or Chairman immediately.

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

Record messages of cancellations or deaths and fix message in Day Book then mark tick list with line through and put all pouches on mantelpiece.

Place MS pouches in alphabetical order, using duplicate pouches where necessary. If no pouches have been returned for three weeks make a note in the Daybook and tell the Secretary or the appropriate LS Volunteer.

### **3. NEW LISTENERS**

Each listener is allocated a Listener Support Volunteer (LSV) who keeps in regular contact with them. Mary Moss is the coordinator for this support group and other members are Jill Brierley, Kath Pragnell, Audrey Forbes and Jean Gornall. The LSV initials are recorded on the listener's record card and tick list.

The Records Manager is Jean Gornall. Please contact her if you have any queries.

A Listener Support Volunteer visits to provide a player if required and completes a registration form. This form is sent to the studio. Duplicators 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 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 calendar on the table if required.

Get two red and two blue pouches and mark the pouch number inside all four. Check CVTN return address is stuck on the pouch under the address window.

Make four '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 THIS IS VERY IMPORTANT AS IT ENABLES LISTENERS TO INSERT LABEL CORRECTLY. Make sure the CVTN return address label is stuck on the other side. Put one new pouch in each of the correct trays

#### 4. COPYING ROUTINE

DISCS - Demand for CDs is limited to 2 which the technician copies

MEMORY STICKS - The Technician will produce a master red-dot memory stick. Check this in the player before use to ensure all tracks are copied in the correct order and that the stick will reset to the start when the top right hand button is pressed. For the weekly recording use red or blue dot memory sticks

Switch on the memory stick copier.

Make sure the window reads 1.Copy. Put the master memory stick into the top left hand slot which is outlined in white. Add the desired number of sticks from the red or blue dot box. Press ENT. Copied sticks will show a green light.

Check the screen. If all is well, it will read PASS: 13 FAIL 0. If any failures are indicated they will have a red light.

Listen to one stick per copied sets. If there are no problems, put the copied sticks into the THIS WEEK'S RECORDING box and pass to your colleague for despatch.

Record how many are sent out at the bottom of column for that week. Put the pouches in a mail bag and take to 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.

Switch off the copier, CD player and sound box.

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