

**WILMINGTON COMMUNITY TELEVISION, INC.
MEMBER POLICIES AND PROCEDURES
HANDBOOK**

Most Recent Revision: September, 2013

Board Review and Approval: September, 2013



**WCTV, INC.
9, 99, 22-Comcast
37, 39, 38-Verizon
P E G**

WILMINGTON COMMUNITY TELEVISION
MEMBER POLICIES AND PROCEDURES
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MISSION STATEMENT

Community access television is television for the community and by the community. WCTV, Inc. will provide: training and technical assistance in the use of cable TV production and equipment; access to production resources; and time on WCTV, Inc.'s Public (Comcast 9/Verizon 37), Educational (Comcast 99/Verizon 39), and Governmental (Comcast 22/Verizon 38) access channels. These resources are available for the production and presentation of non-commercial programming for the Wilmington community. Wilmington Community Television is governed by a Board of Directors.

INTRODUCTION

Residents of Wilmington as well as employees of organizations and businesses within the town are welcome and encouraged to use WCTV, Inc. resources. Anyone may request air time for the presentation of a pre-recorded non-commercial television program. Anyone wishing to communicate with subscribers on the electronic community bulletin board for non-commercial, non-political purposes is welcome to submit their message on the Community Bulletin by emailing the message to CBB@wctv.org. In addition, WCTV, Inc. will cablecast public service announcements (PSA's) between programs.

Hours of Operation

Monday	10 a.m. - 9 p.m.	Thursday	10 a.m. - 9 p.m.
Tuesday	10 a.m. - 9 p.m.	Friday	9 a.m. - 1 p.m.
Wednesday	10 a.m. - 9 p.m.	Saturday	9 a.m. - 1 p.m.

Summer Hours: WCTV, Inc. will be closed on Saturdays from the last Saturday of June until the first Saturday in September when we will reopen on Saturdays. WCTV, Inc. mailing address is Wilmington Community Television, Inc., 10 Waltham St., Wilmington, MA., 01887. WCTV is located at 10 Waltham St. WCTV Phone #: 978-657-4066 Fax #: 978-658-7888 Call in #: 978-658-8100

Email & Web Site: www.wctv.org Community Bulletin Board: CBB@wctv.org

Facebook: www.facebook.com/wctvmass Twitter: www.twitter.com/Wilmington_TV

PART ONE: EQUIPMENT USE AND PROCEDURES

1. REQUIREMENTS

To obtain the privilege of using the WCTV, Inc. resources, a person must:

- A. Show proof of Wilmington residency or have an affiliation with a Wilmington based organization or business.
- B. Sign an agreement to follow the Policies and Regulations of WCTV, Inc. as put forth in this document.
- C. Pay the current membership fee.

2. TYPES OF MEMBERSHIP

There are three types of membership; Individual, Family, and Organizational. Each must be renewed annually.

1. Individual memberships requires a fee of \$15 per year.
2. Family Membership requires a fee of \$25 per year per 4 members of immediate family and/or members of the same household.
3. Organizational membership requires a fee of \$50 per year for the organization. This fee includes training for 4 members of the organization in the use of WCTV equipment. Additional users are \$15 per member. Student/Senior Membership fee is \$10 and is available to members under the age of 18 years, full time college students with a valid student ID, and those 60 years and over. Members under the age of 18 must have signed a "parental consent form" that will be kept on file at WCTV.

3. WCTV, INC. ACCESS COURSES AND WORKSHOPS

WCTV, Inc. Access Courses are offered year round on an on-going basis and are advertised on the WCTV, Inc. Community Bulletin Board. Workshops and/or individual instruction are offered to familiarize members with new production resources. Workshops and courses are given under the direction of the WCTV, Inc. staff. A Producer's bulletin board at WCTV, Inc. is available in the foyer for the use of members and staff. Notice of upcoming workshops, meetings, or crew needs, etc. may be posted. It is necessary to become certified by WCTV staff in the use of WCTV video equipment to make use of equipment resources.

A. Training

1. WCTV, Inc. offers courses covering basic studio production, field production, editing and computer graphics. Workshops are available on a one to one basis.
2. Members must have completed any advanced course pre-requisite before signing up for advanced workshops.

B. Certification for use of WCTV, Inc. Equipment / Studio

1. To become a certified community producer a member must:
 - a. Complete the corresponding course for each piece of equipment, OR
 - b. Become certified and bypass classes by either demonstrating proficiency with each piece of equipment or providing a demo reel.

EQUIPMENT

A. Equipment / Facilities Procedures

1. Equipment and facilities may be used for making programs for Cablecast on the WCTV, Inc. PEG Channels only. Use of equipment for commercial purposes is prohibited.

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2. Anyone who produces programming using WCTV, Inc. access facilities and equipment retains ownership of the copyrights to that program. However, WCTV, Inc. retains the master and reserves the right to replay all or part of the program over the channels at its discretion.
3. WCTV, Inc. equipment may only be used by a member of Wilmington Community Television, Inc., who has agreed to comply with WCTV, Inc. Policies and Regulations, and has completed training pursuant to the policies and regulations. Equipment must be utilized in a safe and responsible manner at all times.
4. Users should identify themselves as public access producers and volunteers, not as staff or employees of WCTV, Inc.
5. PLEASE CHECK IN WITH A MEMBER OF THE STAFF BEFORE BEGINNING YOUR WORK.
6. Users under 18 years of age must have a parent or guardian fill out and sign the Parental consent portion of the compliance form, which must be on file at WCTV, Inc.
7. Producers are expected to make reservations, keep any equipment/facility/edit suites/studio reservations and arrive on time for such reservations. Members are asked to give a 24-hour notice when canceling any reserved use of WCTV, Inc. facilities, studio, or classes. If a member is more than 30 minutes late without notification and approval, any reservation may be canceled.
8. Do not attempt to repair equipment yourself. Only designated (Operations Manager or his designee) WCTV, Inc. staff can repair any equipment. Any problems with the equipment must be brought to the attention of the staff immediately. The user is responsible for any damage done to equipment by misuse.
9. Members are expected to clean up after themselves when using WCTV, Inc. facilities. Staff desks are off limits to members.
10. Eating or drinking is allowed only in the kitchen and the conference room.
11. No animals are allowed in the building except for service dogs..
12. Any alterations or additions to WCTV, Inc. equipment at any time is prohibited unless each occurrence is authorized by the WCTV, Inc. staff.

B. Equipment Sign-Out

1. Field Equipment Check-out/Return Procedures
 - a. All field equipment must be checked out/in by WCTV, Inc. staff.
 - b. Equipment must be returned at the time indicated on the equipment check out form.
 - c. In order to sign out equipment, users must sign the required forms.
 - d. It is suggested that producers set up and test the equipment before leaving. All first time users are asked to set-up the equipment before they are allowed to check it out.
 - e. Members are reminded that equipment must not be left unattended or left overnight in a car. Heat and cold negatively effect the equipment.
 - f. WCTV staff reserves the right to limit the amount of equipment which any one individual or group may reserve.
 - g. Reservations are made on a first-come, first-served basis up to one month in advance.
 - h. Users are responsible for notifying staff that equipment has been returned. If there are any problems with equipment, the user should fill out a Technical Trouble Form and submit it to the Operations Manager. **DO NOT ATTEMPT TO REPAIR ANY PIECE OF EQUIPMENT YOURSELF!!!!**
 - i. Users may not borrow additional equipment until all items have been returned in good working condition.

C. Editing /Facility Usage

A producer must be properly trained in order to schedule and use the editing suites or facilities.

1. Requests and cancellations for use of WCTV, Inc. editing suites or facilities shall be made with the staff on a first-come first-serve basis, up to one month in advance.
2. Users under the age of 18 who wish to schedule the editing suites or facilities must have written permission from their parent or guardian, on file.
3. Producers are encouraged to limit use of the studio or editing facilities to a 4 hour block of time.
4. A time may be reassigned if the producer is more than a half hour late, without notification.
5. After Hours Editing

Members are responsible for and must fill out a form and have it signed by the Executive Director only.

- a. If alarm sounds, the phone should ring soon. Answer phone as it will be the alarm company requesting identification.
- b. Lock all major entry doors while editing.
- c. Members using after hours editing time are only allowed on premises during the time which was scheduled and reserved, and only for editing.
- d. Only those persons listed on the after hours editing form shall be permitted to enter WCTV, Inc.'s premises during after hours editing.
- e. Do not attempt to repair editing equipment. If a problem arises contact the Operations Manager. If he is not available, hand in a Trouble report and your edit time has ended.

D. Use of the Studio/Control areas

1. A producer must be trained for studio production prior to scheduling use of the studio and control room.
2. Reservations for the studio and control room should be made with the staff on a first-come first-serve basis up to one month in advance.
3. Scheduled studio time should include time needed to set up, break down and clean up in studio. It is generally good practice to allow at least one (1) hour before and after the time needed to tape the actual production for set up and clean up of the studio.
4. Users under 18 who wish to schedule the studio or participate in a studio production must have written permission from a parent or guardian on file.
5. The producer is responsible for assembling their own crews for the production. WCTV, Inc. staff should not be expected to fill in as crew for productions.
6. Crew position assignments are the responsibility of the community producer. All studio crew must be trained or approved by the WCTV, Inc. staff.
7. Producers who cancel studio time must do so at least 24 hours in advance of the production.

E. Videotape and Media Usage/Storage

1. For those members using tape-based cameras, WCTV will provide tape for use in recording raw footage. Keeping of the tapes and the footage therein, are the responsibility of the member. If the member wants to purchase their own tapes for use in WCTV camera equipment, WCTV can advise them on the best professional brands to use with our cameras. Members will be given 2 tapes for each of their shoots. WCTV reserves the right to suspend a member's camera privileges if they are found to be using inferior tapes which may adversely affect our equipment.

2. For members using cameras that record onto memory cards, WCTV will provide two memory cards onto which the member can record their raw video. It is the responsibility of the member to transfer the footage off of

the WCTV-issued memory cards onto their own personal media or an external hard drive issued by WCTV for use at WCTV. Both WCTV-issued memory cards are to be cleaned of footage and put back in the camera kit at the time of its return. Members may not retain cards from WCTV camera kits. Members are welcome to purchase their own personal memory cards for use with WCTV's cameras. Before purchasing or using personal memory cards with WCTV equipment, the member should consult with WCTV to ensure that the cards in question will be compatible.

3. WCTV maintains a number of portable hard disk drives for use by members in their editing projects. Members may reserve these drives for use in producing their WCTV projects. These drives are to stay on the WCTV premises. When not in use, the drives should be returned to the reserve area in the Portable Equipment Room, where it will be kept along with the other drives currently being used by members. They are never to leave the building.

4. WCTV maintains a library of production aids and work parts for producers to use in their projects when they air on WCTV. These work parts are on WCTV's production server and include background music tracks and video clips, as well as stock photos and clipart. These have been purchased by and licensed to WCTV for use in our programs. Any WCTV-provided work tracks are not to leave the premises. They may not be copied over to portable media such as flash drives, CDs, DVDs, memory cards, external hard drives, etc. They may not be used for any purpose other than the production of programs to air on WCTV.

5. Members are also entitled to a blank DVD onto which they can burn an archive copy of their finished production. The member is responsible for preparing and creating the DVD content to be put on said disc.

F. Information Systems Use (Computers, Storage Devices and Networks)

1. All files from member projects (captures, renders, exports, etc.) should go to an external hard drive either owned by the member or issued by WCTV. Project files should never be saved to the computer's main drive or the desktop.

2. When you start an editing project, make sure that all your project files are directed to your specific project folder. Not the desktop. Not the Documents folder. Not the C drive. If you are not sure how to go about this, please ask us.

3. As members may have to use different editing stations over the course of their projects, the computer stations should stay as identical as possible. Therefore, there is to be no changing around of the available desktop icons.

4. No programs are to be installed on these machines except those expressly specified by authorized WCTV staff. This includes browsers, IM and/or chat clients, or any third-party plug-ins or conversion apps. If there is something which you think would assist in editing or post-production, make a suggestion to the Operations Manager.

5. In case of a technical problem in the edit bay, fill out a trouble report and leave it with the WCTV Operations Manager (or in the inbox if the Ops Manager). Do not attempt to repair the situation yourself.

6. All wires and connections in editing stations are not to be touched, changed, tweaked, or otherwise altered. If you are encountering a problem, fill out a trouble report and leave it with the WCTV Operations Manager.

7. Members may use the computer equipment in the WCTV Editing Bays to assist in the production of their program projects. Members may access the work parts and files intended for general use on the WCTV Production Server. Members may not access and/or use files from the projects of other producers without express permission of the producer or producer in question.

8. Members are not allowed to access official WCTV Company and Staff files, such as documents, spreadsheets and any other form of data file expressly intended for official use by the WCTV Staff and Board of Directors.

9. The WCTV computer editing bays are intended for reservation and use by members producing video projects for air on WCTV. They are not to be used for random web surfing, social networking, or any other use not directly related to video production projects.

5. COPIES

WCTV members may make copies of their program programs using WCTV equipment at any time that does not interfere with production. Blank DVD's must be purchased from WCTV to ensure DVD quality. Copies of WCTV programs are available to community members and priced according to WCTV's fee schedule. Proceeds from the sale of program copies benefit WCTV's Scholarship Fund.

6. INSURANCE AND RESPONSIBILITY

WCTV, Inc. has an insurance policy for equipment while members are using it. Premiums are paid by WCTV, Inc. and the policy is in WCTV, Inc.'s name. In the event that equipment is stolen or damaged due to negligence and the insurance company honors the claim, the member is responsible for the \$250 deductible payment. In the event the insurance company does not honor a claim or a claim is less than the \$250 deductible payment, it is the responsibility of the member to reimburse WCTV, Inc..

Members may ask the board for a determination of negligence. Negligence will be determined by a vote of the Board of Directors. The vote by the Board of Directors will be the final decision. Members are reminded that equipment must not be left unattended or left overnight in a car or in a manner that might damage the equipment. Equipment may not be used in hazardous situations without prior approval of the WCTV, Inc. staff. If equipment is stolen, a police report must be filed immediately. Due to insurance coverage, a WCTV, Inc. staff member should be informed when equipment is to be taken outside the community.

Members covering public meetings that are the responsibility of WCTV, Inc. are not responsible for accidental damage of equipment. However, normal care and precautions should be taken during the set up, taping, and dismantling of the equipment.

7. VIOLATIONS

Members are encouraged to resolve difficulties on an individual level. If a resolution is not forthcoming, the Executive Director or his/her designee is authorized to issue verbal warnings and suspensions for violations. If requested in writing by the Executive Director, the Ad-Hoc Committee of the Board of Directors may assist in the clarification or interpretation of the WCTV, Inc. Policies and Regulations. However, it is the responsibility of the Executive Director to issue warnings and/or suspensions.

Anyone may submit an appeal or a complaint to a designated Ad-Hoc Committee of the Board of Directors. They will receive, review, and follow up within 10 working days on all requests submitted in writing. The Ad-Hoc Committee may submit the issue to the Board of Directors at the next Board meeting. Also, a member may appeal the decision of the Ad-Hoc Committee in writing to the Board of Directors. The decision of the Board of Directors is final.

MAJOR VIOLATIONS will result in an immediate suspension of membership. These may include, but are not limited to:

1. Verbal or physical abuse of staff or other members
2. Possession or use of illegal substances (including alcohol) and or weapons on the premises of WCTV, Inc.,
3. Intentional destruction of equipment
4. Installation or down loading of any software or file on a WCTV computer.

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MINOR VIOLATIONS may result in a verbal warning, or a suspension of privileges. These may include, but are not limited to:

1. misrepresentation to others of member's status or affiliation with WCTV, Inc.
2. failure to thoroughly clean up and neatly put away all equipment after using WCTV, Inc. facilities
3. having food or drink in non-eating areas
4. handling off limit equipment, i.e., playback equipment
5. use of equipment without staff permission
6. late pick up or return of equipment without notification and approval
7. use of WCTV, Inc. facilities and/or equipment for the sole purpose of profit making. Profit making does not include payment for services.
8. smoking in WCTV, Inc. facilities
9. attempted repair of equipment
10. any violation of after hours edit policy
11. Use of any non-authorized videotape stock in WCTV equipment.

8. INTERNS

WCTV, Inc. will accept interns at the discretion of the Board of Directors and the Executive Director. Students receiving college or high school credits are encouraged to intern. Interns are not staff members and may or may not be paid according their agreement with the Executive Director/ Board of Directors.

PART TWO - PROGRAMMING

1. CHANNEL TIME

Because WCTV, Inc. acknowledges the effort and time of volunteer producers, WCTV, Inc. will make every effort to cablecast their programs multiple times. Those wishing to have programming placed on WCTV, Inc. are to submit a Cablecast Request Form with the completed program tape. Consideration will be given to special requests for time slots. Requests for a time slot (single program) and for consistent time slots (program series) will be honored within the constraints of scheduling. However, first run programs will have priority over re-runs in scheduling. WCTV, Inc. reserves the right to assign time slots for all programs and makes changes to the schedule as needed.

If a program is to be cablecast live, the responsible producer must, reserve the studio for their shoot, have a trained crew and submit a Cablecast Request Form to WCTV staff at least 7 days prior to the live cablecast. Producers under the age of 18 must submit a Cablecast Request Form signed by a parent or adult guardian. Producers may request a time slot, but final scheduling is at the discretion of WCTV, Inc. and may change without notice. WCTV, Inc.'s programming schedule endeavors to reflect sensitivity to age appropriate time slots.

2. CABLECASTING PROCEDURES

In order to have a program cablecast on WCTV, a producer needs to provide the following:

-Cablecast Request Form, with all information pertinent to the program, such as:

1. Producer name and contact information (address, phone, email)
2. Title and brief description of the program
3. Total run time
4. Requested air time
5. Any information about dated content
6. The signature of the producer
7. Where the completed program file can be found (MPEG file submission only)-Copy of the

program to be cablecast. Programs may be submitted in these formats:

a. DVD: -Video size: 720x480 (NTSC SD Standard), 4:3 aspect ratio-Disc face must have program title, show ID or date, and run time. -Any 16:9 content must be cropped or letterboxed prior to submission

b. MPEG file (transferred from common drop box or data disc): -Video format: MPEG-2 program stream (Video & Audio combined) -Video size: 720x480 (NTSC SD Standard), 4:3 aspect ratio-Video bit rate: between 5-8 Mbps -Audio settings: MPEG audio, 224 Kbps -Any 16:9 content must be cropped or letterboxed prior to submission

c. Videotape Cassette:

(All tapes should be labeled with title, show ID or date, and run time) (All videotape submissions should have 15-20 seconds of black at tape start.) -MiniDV tape, recorded in NTSC SD format at SP speed-Full-size DV tape, recorded in NTSC SD format at SP speed-VHS tape, recorded in NTSC SD format at SP speed. All program submissions need to have video and audio of consistent quality. WCTV reserves the right to reject any program submissions suffering from issues with the video and/or audio portion. These include, but are not limited to:

- Total lack of video and/or audio
- Intermittent loss of video and audio
- Rolling picture
- Audio hum or distortion

If the video is unwatchable for any of the above reasons, the producer of the program will be notified. September 2013

3. IMPORT PROGRAM PROCEDURES

A program that is not produced by a Wilmington resident is considered an "Import Program." WCTV will cablecast Import Programs provided that each program is sponsored by a Wilmington, MA resident. The sponsor must complete and turn in an "Import Program Cablecast Request Form" with each tape to be cablecast. The Cablecasting Procedures and Channel Time policies as described above apply to all Import Programs. WCTV does not mail programs back to producers. Producers wishing to have their program tapes returned must provide WCTV with a self-addressed envelope with proper prepaid postage.

4. PROHIBITIONS and CLEARANCES

Users of WCTV, Inc. and program producers are fully responsible for the content of all program material. The following material is prohibited by law:

1. Any obscene, libelous, or slanderous material
2. Any lottery information
3. Any materials designed to promote the sale of commercial products and services
4. Any invasion of privacy
5. Any violation of trademarks, copyright, or publicity rights which might violate any federal, state, or local laws
6. Any illegal activity

Users must obtain in writing, i.e., Talent Release Form and Minors Permission Form and produce upon request all necessary approvals, clearances, licenses, etc. for the use of any program material which the user cablecasts, including but not limited to, broadcast stations, networks, music licensing organizations, performer's representatives, and any and all other persons as may be necessary for authorization to cablecast program material. A responsible adult shall execute the necessary assurances that authorization has been obtained concerning use of any equipment by a minor and/or appearance of any minor on a cablecast program. Such adults shall be responsible for liability resulting from the use of equipment or any appearance by a minor.

5. HOLD HARMLESS AGREEMENT

WCTV producers are fully responsible for their program's content. WCTV, Inc. may not, by federal law, censor the content of a producer's program. The program producer agrees to indemnify and hold harmless WCTV and/or the Town of Wilmington, their employees, officers, Board of Director's, etc. from any and all claims, demands, damages **and/or** other liabilities which may be made against or arise out of the cablecasting **and/or content** of the program submitted. Further, the WCTV producer agrees to pay WCTV, Inc. and/or the Town of Wilmington all legal fees and expenses incurred for the program submitted in connection with any legal proceedings concerning cablecast **and/or content** of said program. If a program is produced by a member who is under the age of 18, that member's parent or legal guardian is responsible for the program's content and **this** hold harmless agreement applies.

6. POLITICAL CAMPAIGNING AND COVERAGE

Political candidates are subject to the same policies and regulations as other users of the public access channel. The nature of public access is that everyone in the community has equal access to the facilities and channel time. Advocacy, debate, and election coverage will cease at 10 p.m. the night prior to an election. Political or election programming will not resume until the polls are officially closed.

7. COMMUNITY BULLETIN BOARD

The WCTV Community Bulletin Board is to be used by non-profit and community groups to publicize activities and events. Messages from Wilmington based organizations will receive priority to those from non-Wilmington organizations. Space permitting, messages will run for up to 6 weeks prior to an event.

8. SPONSORSHIP CREDITS

Commercial advertising is prohibited from the channels. Acknowledgment of underwriting by businesses, organizations or grantors providing monetary or other assistance to the making of the program may be included in the program credits. Some language restrictions apply. Sponsorship credits may not include qualitative or comparative language, price information or other indications of value or savings, a call to action, an endorsement or inducement to buy, sell, rent or lease a sponsor's product or service. WCTV staff must be consulted as to the proper language for crediting program sponsors.

9. PUBLICITY

WCTV, Inc. staff can publicize programs in two ways. Two weeks notice is needed to be listed in local newspapers and on the electronic bulletin board. In addition, producers are encouraged to work with the staff in the preparation of promos for upcoming programs.

10. GRANTS

Any individual or group submitting a proposal for grant funding for a project which involves use of the WCTV, Inc. facility must obtain prior written approval from the WCTV, Inc. Executive Director. Moneys from grants may be used to pay for equipment, crew, producer, rentals, etc. at the discretion of the person who received the grant. All programs using WCTV, Inc. facilities must credit Wilmington Community Television, Inc..