

SAMUEL PROCTOR ORAL HISTORY PROGRAM

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# Volunteer Information Handbook



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## **Thank you for volunteering with the Samuel Proctor Oral History Program!**

### **About the Samuel Proctor Oral History Program**

Welcome to the Samuel Proctor Oral History Program. With more than 5,000 interviews in our archives, our team of student researchers, interns, volunteers and staff are dedicated to gathering, preserving, and promoting living histories of individuals from all walks of life. We work to:

- Make emerging collections accessible through written transcripts, digital archives, and podcasts
- Engage in active research projects
- Host public programs
- Teach the craft of oral history
- Build on the legacy of our founder, Dr. Samuel Proctor

At SPOHP, we believe that oral history is an indispensable method of studying the past. Listening carefully to first-person narratives can change the way we understand history, including the way we approach scholarly questions and contemporary public policy debates. The passionate and poignant stories found in many oral history interviews serve as a great tool to excite and encourage people of all ages to study the past.

The program was founded by Dr. Samuel Proctor in 1967 as the University of Florida Oral History Program, with support and grants from the Doris Duke Foundation. SPOHP's earliest projects centered around Florida with the purpose of preserving eyewitness accounts of economic, social, political, religious and intellectual life in the South. Major projects focused on Native American, African American, military, and Florida county-specific history. UF's oral history program was eventually renamed in Dr. Proctor's honor as the Samuel Proctor Oral History Program.

We strive to promote the thousands of invaluable oral narratives that have been entrusted to our care and are committed to building on the legacy of our founder, Dr. Proctor. Above all, SPOHP engages in active research projects designed to broaden the scope and scale of historical knowledge. We strive to make existing as well as emerging collections accessible to as wide an audience as possible through written transcripts, digital archives, podcasts, radio broadcasts, and public programs.

SPOHP also teaches the craft and intellectual traditions of oral history through university seminars as well as community-based workshops. In addition, SPOHP consults on an ongoing basis with local historians, civic leaders, and educators in Florida and beyond who are interested in initiating oral history projects in their towns and municipalities.

SPOHP is committed to engaging in the scholarly and educational life of the University of Florida and our state, as well as the broader world through public history programs, academic conferences, and scholarly collaborations.

## **About the Handbook**

This handbook is designed to introduce you to the Samuel Proctor Oral History Program and to provide a basic overview of the policies and procedures which provide all of us – paid staff, interns, and volunteers – with guidance and direction.

As a volunteer staff member, we extend to you many of the same rights as interns or paid staff with regards to the work environment, necessary job training, supervision, evaluation, and recognition. In return, we expect you to honor your commitments to the oral history program, respect other staff members, interns, and fellow volunteers, and perform your assigned duties to the best of your abilities.

As our organization grows and changes, there will be a need to modify the policies, practices and other information described in this handbook. When such changes occur, you will be notified by an announcement or update. It is your responsibility to keep your handbook current and to be informed about policies and changes that affect you.

If you have any questions or need any clarification of the information contained in this handbook please contact Diana Dombrowski, the volunteer coordinator, at [ddombrowski@ufl.edu](mailto:ddombrowski@ufl.edu).

## **Summer and Fall 2014 Holiday Schedule**

The SPOHP Office will be closed for the following scheduled holidays for Summer and Fall 2014:

May 26, Monday	Memorial Day
July 4, Friday	Fourth of July
Sept 1, Monday	Labor Day
Sept 10 – 11, Thursday and Friday	Homecoming
Nov 11, Thursday	Veterans Day
Nov 26 – 28, Wednesday thru Friday	Thanksgiving
Dec 19 – Jan 2	Winter Break

## **Summer 2014 Contact Information**

Volunteer Program Coordinator, Website Manager  
Diana Dombrowski [ddombrowski@ufl.edu](mailto:ddombrowski@ufl.edu)

Graduate Coordinators (Internship)  
Jessica Taylor [jxtayl@email.wm.edu](mailto:jxtayl@email.wm.edu)  
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Latino History Coordinator  
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African American History Project Coordinators  
Ryan Morini [rmorini@ufl.edu](mailto:rmorini@ufl.edu)  
Justin Dunnavant [jdunnavant@ufl.edu](mailto:jdunnavant@ufl.edu)  
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African American History Project Staff  
Anna Jimenez [annajim@gmail.com](mailto:annajim@gmail.com)  
Toni-Lee Maitland [maitta791@ufl.edu](mailto:maitta791@ufl.edu)

Mississippi Freedom Project, Share A Story Coordinator  
Sarah Blanc [s.v.blanc@gmail.com](mailto:s.v.blanc@gmail.com)

Digital Humanities Production Coordinator  
Deborah Hendrix [weluvmittie@yahoo.com](mailto:weluvmittie@yahoo.com)

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## **POLICIES AND PROCEDURES**

### **About the Volunteer Program: Requirements and 30-Day Training Period**

The support of volunteers has played a crucial role in SPOHP's archives throughout its history. Volunteers transcribe interviews and audio log them (an audio log is a catalog of topics discussed in an oral history; a transcript is a verbatim record of the conversation). Volunteers also conduct interviews and provide outreach to valuable groups, particularly in veterans' history.

Requirements: We accept volunteers at the beginning of each academic semester, and request a minimum time commitment of 4 hours per week, either in the SPOHP office or at home.

1. **Work Log:** Volunteers are required to log all of the hours they contribute to the program in the official office-wide work log (see below).
2. **Weekly E-mails:** Once a week, the volunteer coordinator will send a news e-mail out with information, program news, and opportunities that volunteers are expected to follow up on individually.

First 30 Days: To begin, new volunteers are trained on the basics of oral history processing and given an introduction to SPOHP, including how we conduct and create audio logs for oral histories. Within the first 30 days of volunteering, volunteers are expected to read the following 3 chapters of Donald Ritchie's introductory oral history text, "Doing Oral History."

Share → Volunteer Program → Chapters 1, 3, and 8

30+ Days: After completing the reading, volunteers e-mail the volunteer coordinator to arrange a meeting, at which point they will determine the course of their future time at the program, tailored to specific interests and skills. Volunteers are able to get involved with a variety of different projects and work goals, including archive organization, event and public program support, and oral history processing.

### **Volunteer Work Log and Assignment Schedule**

Your application and personnel files are confidential and consist of written documents retained by the SPOHP office manager and volunteer coordinator. Your applications contains your basic contact information.

The office work log is a record about your volunteer service with SPOHP. To access your file:

Share → Work Logs → Volunteer Work Log Summer 2014 → Search for the sheet tab with your name at the bottom of the spreadsheets.

Volunteer assignments will be given out specifically on your first day, and from then on, you will be responsible for notifying the coordinator of your completed work and signing up for a new oral history interview to work with.

There are three steps to completing an assignment:

1. **Notify the volunteer coordinator** over e-mail that you are finished, because they are in charge of updating the office-wide project log. If you are working on an interview, include the project code and interviewee's name.
2. **Update your personal work log** with all hours worked on your task. If you are working on an interview, include the project code and interviewee's name.
3. **Pick a new assignment** from the group Google doc or news e-mail.

## **Volunteering in the Office: Transcribing, Audio Logging, Event Help and Field Research, and Share Drive Use**

Scheduling: Remember to register your schedule in the group Doodle poll <http://doodle.com/gmm3sqk8bgvmad7b> or individually with the volunteer coordinator. Desk space is limited, and we want to make sure everyone has fair use of the office.

Share Drive: The Share Drive is the group server from which all of the Samuel Proctor Oral History Program works. All of the digitized interview records are available to browse, including audio and transcripts, and student podcasts. Volunteers are encouraged to explore the projects and podcasts archive to see what interests them!

Below are the following folders that apply directly to volunteers.

Projects: Share → PROJECTS

Podcasts: Share → Podcasts and also available online at <http://oral.history.ufl.edu/collection/podcasts/>

Work Log: Share → Work Logs → Volunteer Work Log Summer 2014

Volunteer Readings: Share → Volunteer Program → Chapters 1, 3, 8

\*\*Please note, as a volunteer, access to the Share drive does not just grant access to assignments, but to the SPOHP archive as a whole. Be careful when you create and work with files so that nothing on the Share drive is accidentally moved.

Assignments: All assignments will be available to sign up for online using the following Google doc: <https://docs.google.com/spreadsheets/d/1hDLWYBAC0jxKVZ0o2NtAA5vu4UIPe92MuoLU19fxDpY/edit?usp=sharing>

Each week, an e-mail will go out to volunteers with program news, updates, and available creative assignments, like the opportunity to get involved with upcoming events and field research, including interviews. To get involved with events and field research, e-mail the volunteer coordinator for more instructions, and log it on the group Google doc.

Audio logs and transcript availability will be updated throughout the week. To begin an assignment, log your info in the group Google doc and get started on the task. Make sure to e-mail the volunteer coordinator when you are finished and are beginning a new assignment.

Audio logs: Are catalogs of oral histories. Referring to the example provided in this handbook, open up an interview audio file in StartStop and list the topics discussed in each interview in the interview template, which you will edit using Microsoft word. Topics change on average every 30 and 90 seconds in an interview, but use your discretion.

\*\*A note on StartStop: this is an excellent program for oral historians that involves the use of a foot pedal. Foot pedals are underneath your desk and automatically installed for StartStop use. To skip back in the audio, press the left button. To skip forward, press the right button. To play the audio, hold down the center button. You can adjust how quickly an audio plays by slowing down or speeding up with the speed bar, shown at the bottom of the StartStop display.

Audio logs are an important reference for researchers who need to browse a collection quickly, and Veterans History Project audio logs specifically are archived at the National Folklife Center in Washington, D.C.!

Transcripts: Are verbatim records of an oral history interview, where all the speakers are identified and every word is typed out. Referring to the example provided in this handbook, open up an interview audio file in StartStop and begin a new document in Microsoft Word, saving it to the Share drive by following instructions provided in the SPOHP Style Guide. Also included in the Style Guide are instructions for transcribing different dialects, numbers, and certain words, so be sure to read it through carefully before beginning.

Transcripts will be audit edited by staff members or interns at SPOHP, and eventually final edited for upload to the University of Florida Digital Collections website <http://ufdc.ufl.edu/oral>. These are important references for researchers who are seeking a comprehensive understanding of a specific oral history. Standard oral history practice dictates that researchers listen to audio while browsing a transcript, as available, and it is an enormous benefit for students and professionals alike to have oral history transcripts as a resource.

### **Volunteering from Home: Connecting to the Share Drive Remotely**

Volunteering from home provides students and community members with the flexibility to work at their own pace, or accommodate a changing schedule.

To access assignments, work logs, and other crucial information, volunteers set up remote share drive access on home computers or laptops, using the following instructions from CLAS IT:

- **Windows:** <http://it.clas.ufl.edu/howto/shared-drives-windows/>
- **Mac:** <http://it.clas.ufl.edu/howto/shared-drives-mac/>
- **Troubleshooting** If you are having a problem connecting to the Share drive, or installing your programs,
  - 1. E-mail the volunteer coordinator (or, during business hours, call the SPOHP office to speak with them in person).
  - 2. If the coordinator cannot provide you with an answer, you can troubleshoot by calling CLAS IT directly at 352-846-1990. They are friendly and incredibly helpful, and will get your problem squared away.

Assignments like audio logs and transcripts can be completed using the standard Microsoft Word programs and saved on the Share drive as they would be in the SPOHP office. Similarly, the work log is available to open and edit in Microsoft Excel in the same way. Foot pedals are available on a limited basis for volunteers to check out and use at home with programs like Express Scribe and iScribe, which are free software programs that facilitate transcribing. They do not, however, require a foot pedal; some can use a hot key system. For more information about volunteering from home, contact the volunteer coordinator.

**\*\*Remember**, as with the Share drive you access in the office, it is extremely important to be careful with the files that you are using. When working from home, it is best to copy an audio file to your desktop and open that file in iTunes, iScribe, etc. so that nothing on the Share drive is accidentally moved or changed.

**Attendance and Absenteeism**

As a volunteer staff member, we depend on you to complete your scheduled shifts. We do understand that from time to time certain situations may arise that prevent you from doing so. Please alert the volunteer coordinator of any scheduled absences, such as vacation, as far in advance as possible.

In the event of an unscheduled absence, illness or emergency, please alert the volunteer coordinator as soon as possible, preferably before your scheduled shift begins. Desk space is tight here at SPOHP, and available office hours are highly valuable for interns, staff, and volunteers. If absenteeism becomes excessive, your volunteer relationship with SPOHP may be reevaluated.

**Ending Your Volunteer Service**

You may resign from your volunteer service at any time. We request that you notify the volunteer coordinator ideally two weeks prior to your departure and request that you complete the exit interview process.

**Exit Interview and Exit Checklist Process**

We encourage all volunteers to participate in an exit interview before leaving the program, regardless of your reason for leaving. You may also request a letter of reference or referral at this time from the volunteer coordinator.

The exit interview is your opportunity to communicate your views about the position, your department, management, the operations of the program, and any other relevant information you feel it is important for us to know.

The exit interview is available online anonymously: <https://www.surveymonkey.com/s/HRQQVHF> and also available to schedule in person with the volunteer coordinator on request.

## **Disciplinary Practices**

The following guidelines may be used in some instances at the sole discretion of the program:

Step 1: Oral warning with documentation in the individual's personnel file.

Step 2: Written warning to individual and copy to personnel file.

Step 3: Written warning with suspension – documentation to personnel file.

Step 4: Termination/Dismissal

These guidelines are based on cumulative infractions, regardless of whether the infraction is of the same general nature as a previous warning. The use of these disciplinary practices in no way alters the fact that your volunteering with the program is "at-will."

## **Problem Solving Procedure**

When a group of people work and volunteer together, problems may arise. It is important to all of us that such problems are solved as quickly as possible. Occasionally, however, it may be necessary to investigate certain problems in greater detail. Our problem-solving procedure provides you with the opportunity to have a review of any problem, dispute, or misunderstanding that arise during in the course of your volunteering.

Step 1: You may submit a problem in writing to the volunteer program coordinator within three (3) working days after the problem becomes known to you. He/she is interested in the solution of any problem you, as a member of the team, may have, and will attempt to resolve your problem at an initial meeting. If unable to reach a mutually agreed upon settlement, the volunteer coordinator will investigate the situation further, and within three (3) working days, meet you to give his/her final answer in writing. If you are still not satisfied, then you may request a Step 2 meeting.

Step 2: This step consists of submitting, in writing, the problem to a third party on staff (office manager, graduate coordinator, senior staff) within three (3) working days of receiving the Step One response. The third party will schedule a meeting with you and the volunteer coordinator as soon as practicable. At this meeting the third party will attempt to resolve the problem. If he/she is unable to do so, he/she will provide you with a written resolution within three (3) working days. This will be the final determination.

## **Dismissal**

Dismissal of a volunteer is a serious consideration. Before a volunteer is dismissed, attempts to reconcile the solution will be made including a meeting between staff and volunteer(s) involved and the volunteer coordinator. Dismissal of a volunteer may take place if a volunteer is unreliable, irresponsible, disruptive, demonstrates inappropriate behavior, or fails to adhere to the policies and procedures of the program.

## Information for Volunteers with Disabilities

The University of Florida is committed to providing academic accommodations for students with disabilities.

Students with disabilities requesting accommodations should first register with the Disability Resource Center (352-392-8565, <http://www.dso.ufl.edu/drc>) by providing appropriate documentation.

Once registered, students should present their accommodation letter to the volunteer coordinator supporting a request for accommodations. SPOHP and the University encourage students with disabilities to follow these procedures as early as possible within the semester.

## Policy Against Harassment

The University of Florida is committed to maintaining a safe and comfortable workplace and academic environment. Our sexual harassment policy is available online from the Office of Human Resource Services and the Institutional Equity and Diversity: <http://hr.ufl.edu/?p=487>

Sexual harassment of employees, students or visitors will not be tolerated by the university. Sexual harassment occurs in a variety of situations that tend to share a commonality: the inappropriate introduction of sexual activities or comments in a situation where sex would otherwise be irrelevant. Sexual harassment is a form of sex discrimination and a violation of state and federal laws as well as of the policies and regulations of the university.

The university's policy is to protect all members of the community from sexual harassment. As a result, the responsibility for reporting incidents of sexual harassment also must rest with all members of the university community. Any employee, co-worker, or student who has knowledge of sexual harassment is strongly encouraged to report it promptly to the Director of Institutional Equity & Diversity. Employees with supervisory responsibility and faculty who have knowledge of sexual harassment are required to promptly report the matter directly to the Director of Institutional Equity & Diversity, and may be disciplined for failing to do so. It is the university's goal to process complaints of harassment in a prompt and responsive manner to enable appropriate corrective action.

The Director of Employee Relations or a Title IX Coordinator should be notified if there are allegations of sexual harassment or sexual misconduct involving an employee. If there are allegations involving a student please contact the Deputy Title IX Coordinator for Students.

- Elnora Mitchell, Assistant Director, Institutional Equity and Diversity, University Title IX Coordinator, 352-392-2477, [emitch@ufl.edu](mailto:emitch@ufl.edu)
- Chris Loschiavo, Associate Dean of Students and Director of Student Conduct and Conflict Resolution, Deputy Title IX Coordinator for Students, 352-392-1261, [chrisl@dso.ufl.edu](mailto:chrisl@dso.ufl.edu)
- John Rouse, Manager of Investigations, Employee Relations, Deputy Title IX Coordinator for Employees and Faculty, 352-392-1072, [jsrouse@ufl.edu](mailto:jsrouse@ufl.edu)
- Lynda Tealer, Senior Associate Athletics Director for Administration, University Athletic Association, Deputy Title IX Coordinator for Athletics, 352-375-4683, [LyndaT@gators.ufl.edu](mailto:LyndaT@gators.ufl.edu)
- Scott Summers, Lieutenant Criminal Investigations Division, University Police Department, Deputy Title IX Coordinator for Criminal Investigations, 352-392-4705, [ssummers@ufl.edu](mailto:ssummers@ufl.edu)
- Omar Andujar, Director, Office of Youth Conferences Services, Deputy Title IX Coordinator for Youth Activities, 352-392-2171, [omarandujar@ufl.edu](mailto:omarandujar@ufl.edu)

## Pets

Pets (dogs, cats, reptiles, birds, and any other type of live animal), although beloved, are not allowed in the workplace due to building regulations. This rule does not apply to service animals.

## Solicitation

Solicitation for any reason on SPOHP property is not allowed.

Employees/volunteers may solicit or distribute literature for various groups and organizations, including clubs, research institutes, university events, and otherwise, with approval from the office manager Tamarra Jenkins, program director Dr. Paul Ortiz, or other staff member.

## General Privacy

Whatever you put on a SPOHP computer, including email you send and receive, could have been seen/read by someone other than yourself or your intended receiver. Emails and anything else generated or stored on the SPOHP computers are university/government property.

## Local Map

SPOHP offices are located at 241 Pugh Hall off of Buckman Drive at the University of Florida. To contact the office, call 352-392-7168.

Visiting the SPOHP offices:

During the day: Visitors to the Samuel Proctor Oral History Program may use pay facilities to park at UF's Reitz Union Parking Garage on the corner of Museum Road and Reitz Union Drive or off-campus at the St. Augustine Church Parking Lot on 1736 NW 1st Avenue. Bicyclists can find bike racks outside of Pugh Hall.

Evening events: Attendees of evening events, please note that parking restrictions on-campus are lifted after 5:00 p.m. SPOHP also places identifying signs for parking around the building.

