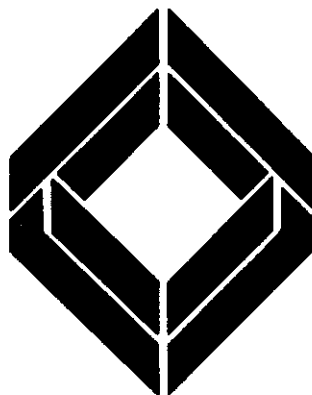


Volunteer Manual

Colorado State Library for the Blind and Physically Handicapped
Denver, Colorado



— *Helping others see the World of Books* —



Colorado State Library
Services for the Blind and Physically Handicapped
1313 Sherman Street, Denver, Colorado 80203
Phone 866-2081

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VOLUNTEER MANUAL

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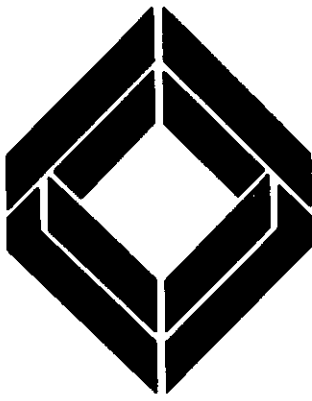
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COLORADO STATE LIBRARY SERVICES FOR THE BLIND AND PHYSICALLY HANDICAPPED
1313 SHERMAN STREET
DENVER, COLORADO 80203

TELEPHONE [303] 866-2081

Dear Volunteer,

I want to take this opportunity to welcome you as an integral part of the Library for the Blind and Physically Handicapped. We could not provide effective service to handicapped readers without the conscientious efforts of Volunteers.

Library volunteers work on a wide variety of projects, depending on their skills and interests and the needs of our service. No matter what project you work on, be assured that you are providing a valuable service.

I hope that this experience will be a rewarding one for you. We are always interested in your observations of our program and suggestions you have for its improvement.

Sincerely,

James M. Schubert
James M. Schubert
Supervisor



INTRODUCING ----

COLORADO STATE LIBRARY

SERVICES FOR THE BLIND AND PHYSICALLY HANDICAPPED

The Colorado State Library, Services for the Blind and Physically Handicapped, provides free library service for over 7,000 people in the state of Colorado who cannot use conventional printed materials.

Library materials include more than 17,000 titles of books recorded on disc records and cassette tapes, recorded magazines, and about 9,000 cassette and record players. The recorded books provided by the State Library are closely related to those available in a public library.

LIBRARY OF CONGRESS....

The Federal government, through the Library of Congress, supplies most of our materials, books, cassette and record players and free mailing privileges. The State of Colorado provides funds for the Library's 10-person staff and the operating budget.

The Library, which is part of the State Department of Education, Office of Library Services, circulates over 200,000 recorded books a year including best sellers, biographies, religious books, mysteries, romantic novels, books of Colorado and the West, how-to-books, science fiction, children's and young adults' books and numerous periodicals.

ELIGIBILITY....

To be eligible to use the Library, persons must be legally blind, or have a visual impairment which makes it hard to read, or be otherwise physically handicapped so that it is difficult to hold a book and turn the pages, or have a reading disability.

The staff's Reader Advisors confer constantly with Library users, by phone or in person, discussing their book and periodical choices. A toll free long distance line, which may also be used by Volunteers, is available. Not only do the Library users get the books free through the mail, but they are also provided a record and cassette player, ear phones and a pillow phone if needed. A quarterly newsletter informs users about Library activities and new locally produced books and magazines which are available.

The Library is used by people of all ages; however, sixty percent of the Library users are over 60 years of age, and two thirds have a visual impairment, with the other third having other handicapping conditions. For many of the users, the Library offers their only access to reading materials otherwise unavailable to them.

GETTING ACQUAINTED WITH THE VOLUNTEER PROGRAM.....



Welcome to what I hope will be one of the most challenging and gratifying experiences of your life--that of Volunteer at the Colorado State Library, Services for the Blind and Physically Handicapped.

Approximately 125 Volunteers provide many services in support of the Library, giving about 12,000 hours a year. These donated hours provide the Library with about \$75,000 worth of work per year, and they extend the capability of the staff to many more services for the blind and physically handicapped than would otherwise be possible.

The Volunteer program includes the following services:

- Narrators--recording books and periodicals
- Monitors--operating machines for narrators
- Reviewers--listening for and noting errors in recording
- Machine Repairmen--inspecting and repairing cassette
and record players
- Tape Repairmen--making new cassette tapes
- Machine Packagers--boxing machines for mailing
- Cassette and Disc Inspectors--checking faulty recorded
books
- Labelers--labeling and packaging new cassettes, other
clerical work
- Large Print--typing requested material into large print
- Reachout Workers--reaching out to inform persons in the
community about Library, direct read-
ing and responding to requests for
help with the cassette and record players.

The emphasis in the Library Volunteer program is not only on the services provided, but also on Volunteer interaction, involvement and satisfaction.

The Volunteer Advisory Council was organized with this goal in mind. With two or more representatives from each service, the Council meets quarterly to evaluate, support, and promote the volunteer program.

A recognition event to honor Volunteers is scheduled annually and sponsored by the Friends of the Library, a non-profit group which accepts donations to provide funds for special equipment and projects for the Library.

A law passed by the 1981 session of the Legislature allows Volunteers to deduct 20 cents per mile for car expense for their volunteer work. Bus fare, parking and other expenses associated with your volunteer role can also be deducted on your income tax.

A complete record of your volunteer service is kept. Your volunteer experience is appropriate to include on applications for employment. I am willing, and pleased, to write a recommendation for any Volunteer upon request.

When you have the best Volunteers in the world, you want everyone to know it.



Lois Cross Karakehian

Lois Cross Karakehian
Coordinator of Volunteers
And Taping Service

THE NARRATOR....THE PERFORMER

(Information also relevant for Monitor and Reviewer)

The Library of Congress, through the National Library for the Blind and Physically Handicapped, records most of the best sellers and many periodicals used by Colorado Library patrons. It is the responsibility of the State Library taping service to record books and periodicals about Colorado and the West as well as books and articles specifically requested by individual Library users.

Books recorded by Volunteers in Colorado are in great demand by Library patrons, and there is often a waiting list for the books they complete. Most of the books read by Volunteers are recreational or informational in nature. Textbooks and academic material are the special responsibility of Recording for the Blind Inc. in Denver, a non-profit organization, although our Volunteers sometimes do read job or school related materials which are needed quickly.



AUDITIONS....

Persons wanting to be Narrators must record a five minute audition, made in one of the recording booths at the Library. It takes approximately three weeks to get back the results from the four person Audition Committee. It is recommended that would-be Narrators bring their own pre-read material for the audition.

The Audition Committee will choose readers with pleasing voices who have good inflection and clarity, whose reading exhibits liveliness and interest in the material, and who can interpret well the author's intent.

If the Volunteer passes the audition, he/she is taught the use of the studio equipment, and then will spend six hours listening to other persons reading material as part of the preliminary training.

The Narrator will be assigned material to read on the basis of the appropriateness of the voice for the material, the Narrator's interest, the urgency of the need for the material, and the Narrator's experience. Patron request materials must sometimes be read which are not a Narrator's particular choice.

Depending on their desire and capability, Narrators will either monitor their own reading, operating the machine themselves, or they will have a Monitor working with them. All material recorded is reviewed or checked for accuracy. Any errors in the text must then be corrected by the same Narrator.

PATRON REQUESTS....

A primary thrust of the taping service is to record material requested by individual Library users. This material doesn't require copyright clearance and receives first priority. It is sent

directly to the requester and is not reviewed and corrected unless it seems appropriate to be added to the collection. For books recorded for general distribution, copyright clearance is required, and most of this material will be available for interlibrary loan so that it may be read by persons all over the United States.

PROOFREADING....

Material must be read accurately and in its proper order. It is the reader's responsibility to give an accurate accounting for each word in the text. Do not ad-lib, censor or edit any material in the book with the exception of portions which you have been told to omit. If you do not have a Monitor, you should proofread everything which you have recorded.

Especially at first, it is a good idea to record only the two facing pages of a book at a time and then proofread these pages.

QUALITY CONTROL....

We are continually striving to upgrade the quality of our recordings. All persons involved in the production process share the responsibility for quality control, beginning with the Narrator who reads the material.

A speed of about 165 words per minute is generally recommended, but the figure can vary considerably with different readers and still be appropriate.

Readers will not be expected to change voices to dramatize various persons in conversation, but the text should be read so that the listener can distinguish between persons. Over-dramatization can sometimes be an annoyance to listeners, but the writer's intent should be accurately interpreted and the narrator should make the material come alive.

RECORDING TIME....

A 30-minute recording session is recommended, but individuals will vary greatly in the manner of reading that is comfortable.

Narrators are expected to work a minimum of two hours each week if working in the recording booths at the Library. Those recording at home are required to work a minimum of 12 hours a month to justify having a machine on loan from the Library.



SPECIFIC GUIDELINES FOR NARRATORS
(Monitors and Reviewers)



1. Pre-read material to be recorded.
2. Look up words you do not know how to pronounce. Second pronunciations are acceptable. If you have a Monitor, it is his/her job to help you determine correct pronunciation.
3. If self-monitoring, be sure tapes are labeled with side indicated, name of book and Narrator's name on each reel.
4. Sit so that you are comfortable with microphone between 4 and 8 inches from mouth.
5. Set sound level so that indicator goes into red about every fifth word. Same volume must be maintained throughout tape.
6. Leave 30 seconds at the beginning of each tape before starting introduction.

BEGINNING FORMAT....

At the beginning of the book, make the following announcement:

"Side 1, title of book, subtitle, edition number if applicable, author, publisher, last copyright date, total number of pages in the book. Then "Recorded for special distribution as authorized by Act of Congress under Public Law 89-522 and with the kind permission of the copyright holder. Read for the Colorado State Library for the Blind and Physically Handicapped, Denver, Colorado by _____.

Your name

All of the above information must be included at the beginning of the recording. The following example illustrates the form of this announcement:

"Side 1, GILPIN COUNTY GOLD; PETER MCFARLANE 1848-1929, MINING ENTREPRENEUR IN CENTRAL CITY, COLORADO, by H. William Axford, Published by Swallow Press, 1976, 144 pages. Recorded for special distribution as authorized by Act of Congress under Public Law 89-522 and with the kind permission of the copyright holder. Read for the Colorado State Library for the Blind and Physically Handicapped, Denver, Colorado by Ima Goodreader."

PATRON REQUEST INTRODUCTION....

Introductory information given on recordings which are patron requests will vary. Check with the Coordinator of the Taping Service. After the introduction is given, say--"This book (material) is recorded in response to a specific request, and will not be duplicated for general distribution."

WHAT TO READ....

After reading the introductory information previously mentioned, read material on the dust jacket or book cover which summarizes briefly for the listener the contents of the book and gives biographical information about the author using "readers note" and "end of readers note" to incorporate this information. Check with Taping Service Coordinator for specifics on all information to include.

Read the dedication, foreword, preface, introduction, acknowledgements and other material in the order in which these sections appear. Material which is merely technical, long, and dry will generally be omitted.

Material omitted should be so indicated by the reader--such as "Table of Contents, photographs, maps, and bibliography are omitted."

Give chapter numbers and titles as you come to them, but do not give page number.

FOOTNOTES....

Read all footnotes which add pertinent or interesting information at a logical stopping point in the text following the number or asterisk. The best place is usually at the end of the sentence in which the footnote occurs. Pause and say "Footnote." At the conclusion of the footnote be sure to say, "End of footnote."

QUOTATIONS....

Most conversation, short passages or single words of conversation may be indicated by the inflection of your voice. For longer quotations or where it is important to know when the quotation begins and ends, set off the passage by saying "quote" and "end of quote."

ABBREVIATIONS....

Read the meaning of an abbreviation the first time it is used rather than the abbreviation itself. If in doubt, check with the Coordinator.

UNUSUAL OR FOREIGN WORDS AND PHRASES....

Always use the correct pronunciation, if possible, utilizing books and references at the Library. Home readers can call the Library and ask the Coordinator to look up words, if not too extensive. If you can't determine pronunciation, spell unusual names or words the first time they occur in the text. Do not translate foreign phrases.

READER'S NOTE....

You may insert a short note of your own to explain a confusing or otherwise not understood feature of the book not explained in the text or to tell how certain items will be handled in the reading. Be sure to keep these notes short and infrequent. Insert them at the beginning of the book or at the appropriate point in the text and set them off with "readers note" at the beginning and "end of note" at the end. Write out the note so that you will know exactly what to say.

ILLUSTRATIONS....

Pictures or illustrations should not be described unless they add important information not found in the text. If a description seems necessary, follow the general instructions for reader's notes and try to convey the meaning of the picture in as few words as possible. In many cases, it may be possible to read only the caption if it is descriptive. Keep the description simple and write it out so that you can read it onto the tape.

BEGINNING AND ENDING THE REELS....

At the end of side one, say "End of Side one, continued on side two."

At the beginning of side two, say, "Side two," the name of the book and the page number.

Continue numbering each side in order, giving the side number, book title and page number at the beginning of each side.

ENDING OF THE BOOK....

Say "End of the book _____, by _____, read by _____."
(title) (author)

(your name)

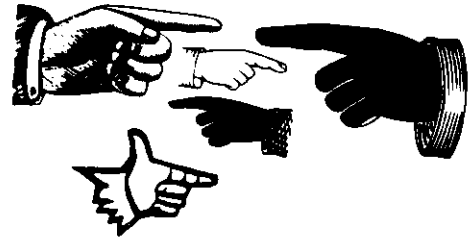


Then give one of the following statements:

"Please rewind this tape," if the book ends on the odd numbered side.

"Please run this tape to the end," if it ends on the even numbered side.

THE MONITOR....THE DIRECTOR



The Monitor is an essential part of the reader-monitor-reviewer team.

The Monitor's responsibilities are the following:

1. Operates the machine for the narrator.
2. Helps determine the correct pronunciation of words.
3. Checks with Taping Service Coordinator to determine material which should be read and which omitted.
4. Gets appropriate recording level with needle going into red about every fifth word.
5. Directs the reader, cuing to start and stop.
6. Follows along in the book and stops the reader when errors occur or material is not correctly read, makes corrections.
7. Carefully labels all reels with name of book, reel side and narrator's name.
8. Keeps a progress sheet for use of reader-monitor team and for reviewer.
9. Makes certain a review sheet is also available in the reader's basket.
10. Is always supportive and encouraging of the Narrator's performance.
11. But does not hesitate to monitor the performance at all times, calling reader's attention to anything that lowers the quality.
12. Works minimum of two hours per week, notifying the reader and Taping Coordinator if unable to be present.



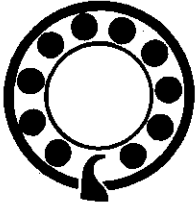
REVIEWER....THE CRITIC



The reviewer is an essential member of the reader-monitor-reviewer team. The reviewer listens to the recording, following along in the text and checking for errors.

The reviewer is responsible for the following:

1. Sets odometer as brown part of tape starts through the head housing.
2. Checks labeling on each reel.
3. Fills in preliminary material on review sheet, including date when material is reviewed.
4. Ensures that the announcements, title pages, dust jacket, dedication, foreword, preface, introduction, and other portions are recorded according to the directions provided by the Taping Service Coordinator. Check page for proper sequence of material.
5. Ensures that the text is read exactly as it is printed by following the print book carefully as the tape is playing.
6. Checks for mispronunciation, incorrect emphasis sound level.
7. Checks the recording pace or rate of speech.
8. Ensures that the recording is consistent and coherent, that there are no background noises.
9. Reviewer is expected to work a minimum of two hours per week at the Library. Reviewers working at home are expected to give 12 hours of service a month to justify having a machine.
10. Communicate any questions or problems concerning the recording to the Taping Service Coordinator.



MOUNTAIN BELL PIONEER CLUB VOLUNTEERS

The Pioneers, retired Mountain Bell employees, through their three clubs, have provided volunteer help to the Library for the past 19 years, and have purchased many items of equipment to be used by the Library.

The Pioneers provide three separate volunteer services at the present time:

MACHINE REPAIRMEN....THE FIXERS

Pioneer Volunteers inspect, clean, and repair all cassette and record players, and have done so since 1962. The 17-man group meets each Thursday morning to work with from 50 to 90 machines, keeping the Library users supplied with workable machines.



Since each model of machine is different, the Pioneer repairmen must be well versed in the operation of each. They also repair Sony recording machines for the taping service. Although there is a common inventory of tools belonging to the Pioneer group, each Pioneer Volunteer also brings his own tool kit to use.

Organizing the equipment and parts, ordering materials and preparing for the weekly repair session requires a great deal of time and advance planning.



TAPE CASSETTE REPAIR....THE DUPLICATORS

The tape repair service volunteers make new cassette tapes and label them and the boxes they are put in so that the book can be returned to the shelves to be used by Library patrons.



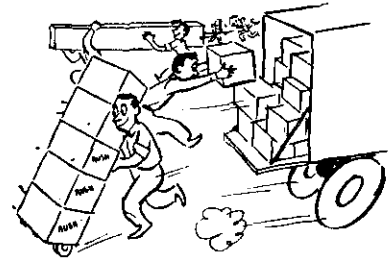
They are responsible for the following:

1. Check tapes to see if they are in the proper container.
2. Put submaster tape on the left duplicating machine.
3. Press the rewind switch, then the defeat switch.
4. When the tape is complete, remove both from the machine and rewind them on the rewind machine.
5. Play the newly made cassette to check the sound.
6. If the submaster cassettes are not marked with an "S", mark them with a felt tip pen.
7. Place the submaster tape back in its case and the repaired tape in its proper case.
8. Make label for cassette and for exterior of case, putting book number, title and number of cassettes.
9. List number of books repaired to be given to the Staff to enter in the computer inventory.
10. Stack cassette containers in piles counting them for monthly report, and designate "ready to file."



PIONEER PACKAGING.....THE BOXERS

The Packaging crew works one afternoon a week boxing cassette and record players to send out to Library users. They also package earphones and obsolete equipment.



They are responsible for the following:

Cassette Machines--

1. Put sticker on machine if old one not correct or readable.
2. Put Library return card and folded form letter in with machine.
3. Put instruction tape in machine.
4. Remove old serial number from outside of box.
5. Get serial number from machine, put on outside of box--both model and serial number.
6. Use bubble packing or styrofoam for packing.
7. Seal box with tape, making certain serial number is on outside.
8. Stack boxes in machine storage area of mail room.

Record Players--

1. Make certain speed is set on 33 r.p.m.
2. Check sticker label, put new one on if soiled or incorrect.
3. Put Introduction to Talking Books disc in.
4. Put in return card and folded form letter.
5. Remove old serial number from outside of box.
6. Get serial number off outside of machine, put on outside of box.
7. Put bubble pack or styrofoam in for packing.
8. Seal box shut, making certain serial number is on outside.

CLERICAL CREW....THE TUESDAY WONDERS

This group is called Tuesday Wonders because every Tuesday morning they accomplish wonders, and also because they wonder what they will be doing next.

Their responsibilities include the following:

1. Perform the final stage of the book production process by labeling each cassette and container.
 - a. Label each cassette using the brailled side number, typing the Library number and the name of the book and the speed.
 - b. In large print, type the book number, name of the book and the number of cassettes. Affix to exterior of cassette container.
2. Localize the numerous brochures which the Library distributes, by stamping them with the Colorado Library name and address.
3. Fold, put in envelope and address disc copies of Library NEWSLETTER, address large print copies.
4. Many other typing and secretarial functions too numerous to enumerate.



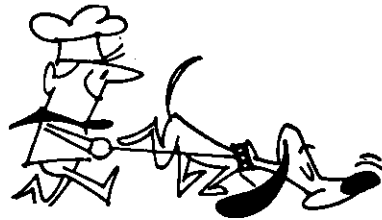
INSPECTION CREWS....THE DETECTIVES

The Inspection Crew checks all books, both cassette and disc, which have been marked with a string and returned as faulty by Library users.

The crew is divided into two groups, The Cassette Inspection working on Monday and Wednesday, and the Disc Inspection Volunteers working on Tuesday.

Their responsibilities are as follows:

1. Cut off string from returned faulty books.
2. Check each cassette or disc to determine if needs to be repaired.
3. Rewind cassettes as needed.
4. Check container to be certain it is intact.
5. Put in separate labeled piles those to be repaired, those which are ready to be returned to the shelf, and those with damaged cartons.
6. List numbers of books ready to file, to be repaired, or discarded so they can be put into computer to keep track of inventory of books.





REACHOUT VOLUNTEERS....WILL TOUCH SOMEONE



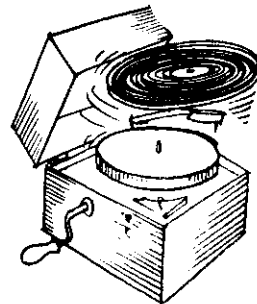
Reachout Volunteers will provide a threefold service by going to various agencies, multi-dwelling units or to individuals in the community and will have direct contact with persons needing help from the Library.

Their responsibilities will be the following:

1. Read directly to individuals or groups of individuals.
2. Go to groups or agencies in the community and tell them about the Library's services and determine who can utilize the services.
3. Help individuals who are having difficulty operating machines and request that someone instruct them.

Persons working on this service must:

1. Pass a reading audition.
2. Become familiar with the services the Library has to offer.
3. Enjoy interacting with persons needing services.
4. Learn operation of cassette and record players.

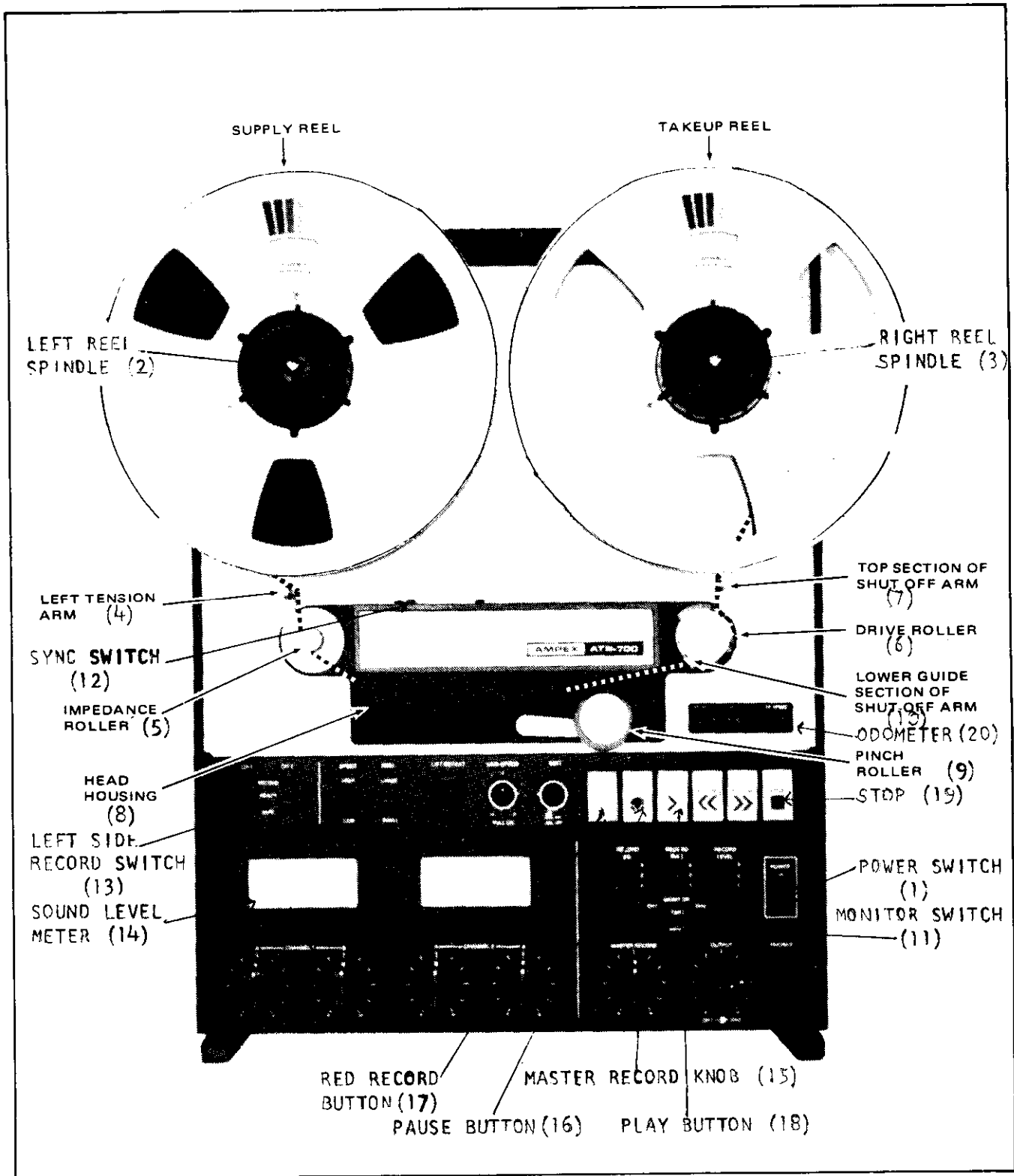




STEPS IN OPERATING AMPEX MACHINE

To ready and thread the machine.

1. Turn on machine switch (power on) (1) lower right by pushing switch up.
2. Before putting reels on, turn inside (chrome) reel spindles (2&3) as far left as possible.
3. Put reels on, turn spindle (2&3) as far right as possible to tighten.
4. The reels should be placed so the tape is coming off the left of the left reel and going up to the right of the right reel.
5. The shiny side of the tape should always be turned out or down toward the pinch roller (9). The dull side is the one recorded on.
6. To thread the machine (see illustration) the tape should go to the right of the left tension arm (4) and to the left of the impedance roller (9). The dull side is the one recorded on.
7. Pull the tape across under the head housing (8) and over the top of the pinch roller (9), then pull tape through the lower guide section (10) of the right drive roller (6), to the left of the top section of the shut off arm (7) and then to the right or outside of the right reel.
8. Catch the end of the loose tape with your finger, holding it and twisting the reel to catch the end with the next round of tape.



Tape Threading Path



OPERATING THE MACHINE TO RECORD (See Illustration)

1. Flip the monitor switch (11) down to Input.
2. Push the sync switch (12) to the right to "repro".
3. Push up the left side record switch (13) to "ready".
4. Check the sound level (14), making certain the needle goes into red every four or five words. If you need to regulate volume, turn the master record knob (15).

NOW YOU ARE READY TO RECORD.

5. Push the pause button (16).
6. Push the red record button (17) and play button (18) simultaneously.
7. Three red lights should now be showing - one above the left side record switch (13), one above the red record button (17) and one above the pause (16) button.
8. Push the pause button (16) to start machine.
9. If working inside the booth, and self monitoring, use the separate black switch encased in foam rubber to turn the machine on and off to muffle machine sounds.

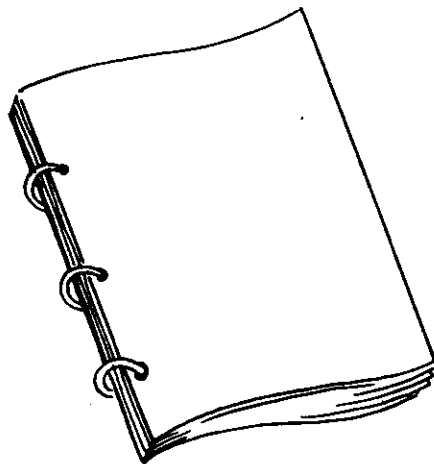
OPERATING THE MACHINE TO REVIEW
(or Listen to Tape)

(see page 13, 14, for threading tape)

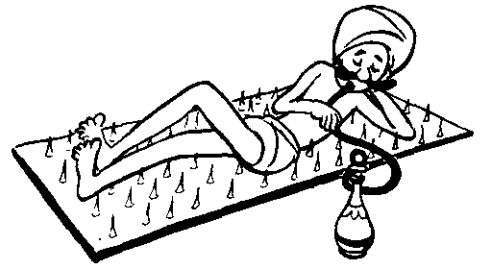


1. Flip the monitor switch (11) up to "Tape".
2. Push down the left side record switch (13) to "Safe".
3. Push play button (18) to listen to tape.
4. To set the odometer when noting errors---

After white lead tape, when brown part of tape starts through the left side of the head housing (8), stop the machine by pushing stop (19), then push the odometer button (20) to start at 0. (The odometer is counting seconds, so goes to 60 and then starts at 0 again.)



CORRECTION OF ERRORS



1. Locate the sentence the error is in.
2. Reader should read along with recording three or four times until getting the pace of the reading.
3. Go back to previous sentence, remembering last words in sentence before error.
4. Push sync switch (12) to left.
5. Play tape to end of sentence previous to error.
6. Push sync switch (12) to right.
7. Make certain left side record switch (13) is pushed up to ready.
8. Push monitor switch (11) down to record.
9. Push both red record button (17) and play button (16) to start recording.
10. Push pause button (16) to start recording.
11. Rerecord sentence with error.
12. Immediately push pause button (16).
13. Go back and listen to make certain correction has filled in space properly.



FOR AT HOME RECORDERS....CARE OF SONY EQUIPMENT

When your recording equipment is not in use, keep it covered. Dust can be destructive to both the recorder and the microphone.

CLEANING THE RECORDING HEADS....

Through repeated use, oxide deposits from the tape will accumulate on the recording heads of your machine. For this reason, they must be cleaned after every 4 to 6 hours of use. Your operator's manual will have specific instructions for your machine but the following general instructions will apply to all models.

Rub the heads, tape guides, and drive units with a Q-tip dipped in plain isopropyl alcohol. Do not use aromatic alcohol or one with an oil base or any additives. Repeat until the cotton swab comes away clean. Do not get any liquid on the pressure pads. (These should not become glazed and may be roughed up with the end of a pin.) Let the heads dry thoroughly before recording. It is best to clean them after you have finished a recording session so that they will be clean and dry when you are ready to record again.

DEMAGNETIZING THE RECORDING HEADS....

The recording heads will also build up a permanent magnetic charge. This charge must be dissipated with a tape recording head demagnetizer. This should be done after every 10 to 15 hours of use. Carefully follow the directions supplied with the demagnetizer. Do not touch the heads with the demagnetizer or any metal object. Do not operate the demagnetizer near any recording tape. This operation must be done carefully to avoid permanent damage to the heads. If you are unsure about this process, please contact the Audio Technician for assistance.

HUMS AND MECHANICAL NOISES....

Be sure that all electrical connections are tight. If you know that your tape recorder is in good condition, a hum on the tape may be caused by the power outlet. Try reversing the plug in the outlet. Any electrical motor powered from the same line may put a hum or static onto your sound track. If you have a monitor switch on your machine, make sure that it is turned off.

Please contact the Library if you have any other problems with your machine. We will handle all maintenance and service for machines supplied by the Library.

