The Eighth in the East
Oral History
Coordinator Training

Purpose

To support other volunteers with the creation, management and transfer of digital audio content, including matching interviewers to interviewees and liaising with Eighth in the East team members when necessary.

Location

This role can be completed from home, but also at the Eighth in the East office or partner organisations if necessary.

Committed Time

Variable.
All oral history volunteers should be prepared to offer at least three hours each week, though this will depend on the number of potential interviewees.

Length of Role

Approximately six months, with scope for a longer role if desired.

Expectations of your role

‣ To allocate interviewees to interviewers

‣ To ensure a smooth workflow of procedures covering pre-interview, interview and post-interview, culminating in regular transfer of content, permission forms and summaries to Eighth in the East

‣ To liaise with volunteers regarding the creation and transfer of digital versions of recordings using cloud storage technology and email messaging

‣ Good time management and organisational skills

‣ To respond to enquiries from interviewees. their friends or family when necessary

‣ A clear and confident communicator

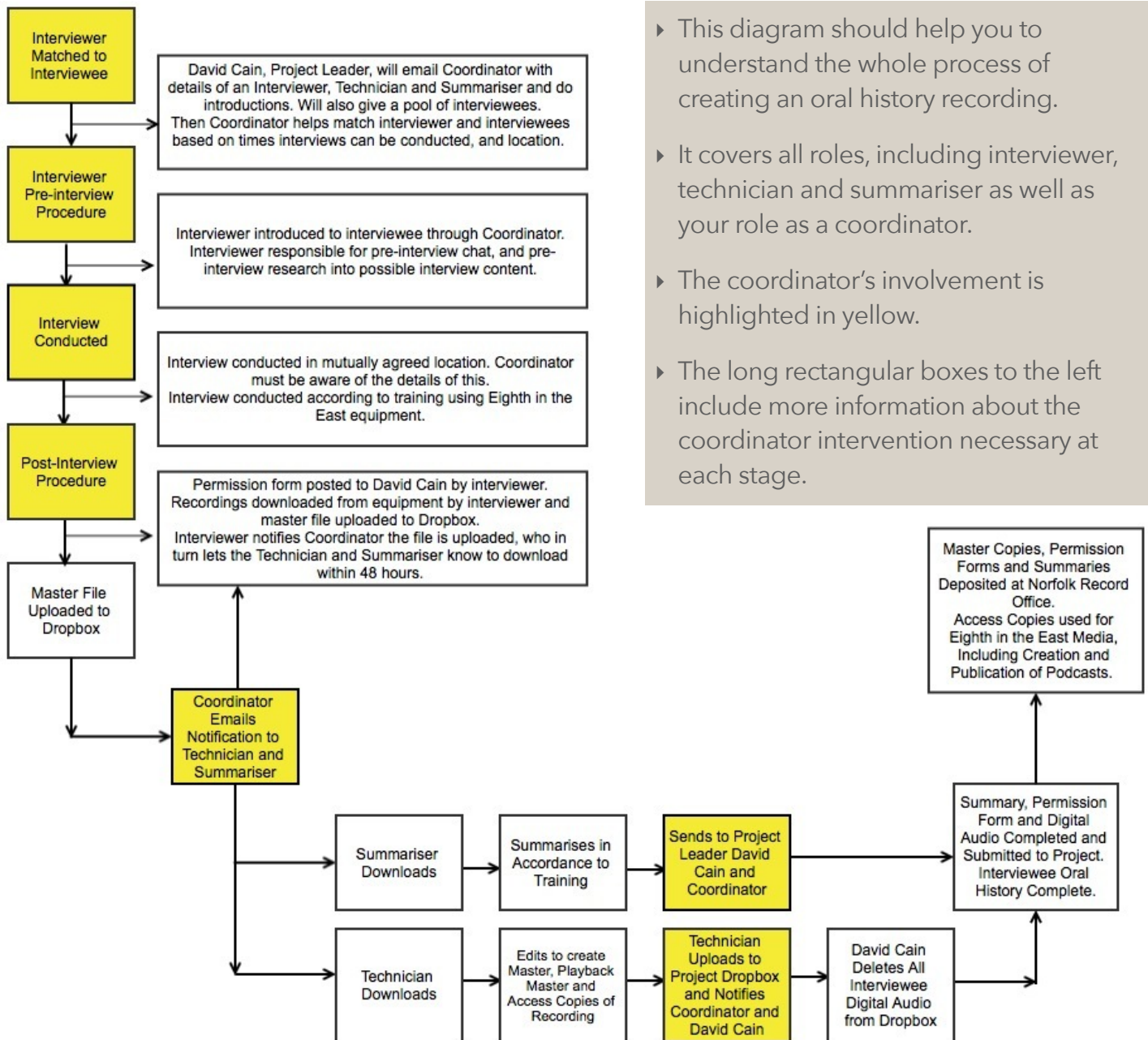‣ If working from home, you should have access to a computer with internet access.

Your Training

To help you achieve your full potential as a coordinator you can expect training from us in:

‣ The whole oral history project workflow

‣ How to use cloud storage software (Dropbox)

‣ Comprehensive training in any other roles you may also have kindly volunteered for

Project Workflow

Interviewer Matched to Interviewee

David Cain, Project Leader, will email Coordinator with details of an Interviewer, Technician and Summariser and do introductions. Will also give a pool of interviewees. Then Coordinator helps match interviewer and interviewees based on times interviews can be conducted, and location.

Interviewer Pre-interview Procedure

Interviewer introduced to interviewee through Coordinator. Interviewer responsible for pre-interview chat, and pre-interview research into possible interview content.

Interview Conducted

Interview conducted in mutually agreed location. Coordinator must be aware of the details of this.
Interview conducted according to training using Eighth in the East equipment.

Post-Interview Procedure

Permission form posted to David Cain by interviewer. Recordings downloaded from equipment by interviewer and master file uploaded to Dropbox.
Interviewer notifies Coordinator the file is uploaded, who in turn lets the Technician and Summariser know to download within 48 hours.

Master File Uploaded to Dropbox

Coordinator Emails Notification to Technician and Summariser

Summariser Downloads → **Summarises in Accordance to Training** → **Sends to Project Leader David Cain and Coordinator**

Technician Downloads → **Edits to create Master, Playback Master and Access Copies of Recording** → **Technician Uploads to Project Dropbox and Notifies Coordinator and David Cain** → **David Cain Deletes All Interviewee Digital Audio from Dropbox**

Summary, Permission Form and Digital Audio Completed and Submitted to Project. Interviewee Oral History Complete.

Master Copies, Permission Forms and Summaries Deposited at Norfolk Record Office.
Access Copies used for Eighth in the East Media, Including Creation and Publication of Podcasts.

- This diagram should help you to understand the whole process of creating an oral history recording.

- It covers all roles, including interviewer, technician and summariser as well as your role as a coordinator.

- The coordinator's involvement is highlighted in yellow.

- The long rectangular boxes to the left include more information about the coordinator intervention necessary at each stage.

Coordinator Role Breakdown

- David Cain, Project Leader, will email you with the details of the team of volunteers you will be working with and do introductions. There will be an interviewer, summariser and technician.
It is possible, however, that you may have kindly volunteered for one of these roles too, or that others may have taken on two roles so bear this in mind.

- David will also email you with a list of possible interviewees, including their contact details and any other information required.
It is your responsibility to liaise between interviewees and interviewers to organise a date and time for the interview to take place. You should base the matches ideally on location, and the times both parties are available.

- When organising the interview, you must be aware of the details such as place and time. You should always be included in this part of the discussion between the interviewee and interviewer. This is to safeguard the process for both parties.

- Once the interview has been completed, the interviewer should email you to tell you that they are uploading the Master File to Dropbox.
  At this point you are responsible for contacting the technician and summariser informing them to download the audio file before 48 hours elapses and you delete it.
  The file must be removed after 48 hours for two reasons:
  1. Dropbox is only a temporary storage platform, and can only hold a certain amount of content. This is important to note, because audio files, especially in WAV format, are very large files.
  2. If the content of an interview is sensitive, as it often can be in oral history, the file must be handled as securely as possible by all individuals involved in its creation and transfer.

- Once the summariser and technician have completed their roles within the project, the content they produce should be sent to David Cain via email, and you should be included in this correspondence to check that the process is running smoothly and all content is successfully transferred to the project.

Other Roles

Interviewer

- An interviewer is the volunteer who travels to the interviewee and conducts the interview.

- They are responsible for using the oral history equipment provided to them by the project according to training, and then uploading their recordings to the project Dropbox.

Summariser

- A summariser is responsible for downloading the original version of the recording and creating a concise summary in accordance with stylistic guidelines set out by Eighth in the East.

- This summary is deposited at the Norfolk Record Office with the master copy of the recorded interview to enable researchers to quickly access the content of the interview without having to listen to the whole recording, or read a whole transcript.

Technician

- A technician is responsible for editing the master copies of the recordings to create playback masters, and access copies in two different formats for the project to ensure maximum accessibility and that high quality audio is deposited at the Norfolk Record Office at the end of the project.

Understanding File Naming

‣ Naming recordings correctly is essential in oral history work.

‣ With all recordings correctly named, each member of the team can correctly identify them, and be confident there are no duplicates, and all accompanying documentation is present too.

‣ The file naming system for this project uses information which helps identify the interviewee, the date the interview was conducted, and the interviewer.

‣ You should be able to easily locate any of the files you need to check are there on Dropbox using the interviewee/interviewers information.

‣ Using the whole project workflow digram in this document, you'll be able to understand how to identify which files to delete from Dropbox after 48 hours has elapsed between the interviewer uploading them and the technician and summariser downloading them.

Interviewee: Reid

Date: 18/08/2014

Interviewer: Alex Reid

Reid14082014AR

Name ▲

Reid14082014AR

Bailey14082014AR

Bailey14082014AR (2)
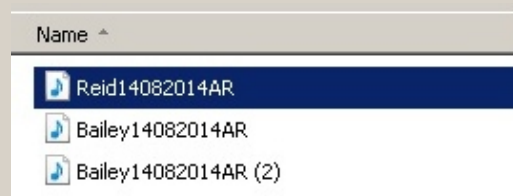
Audio File Workflow

‣ Once you have been notified by the interviewer that the original recording or 'Master' has been uploaded to Dropbox, you should let the technician and summariser you're working with know so that they may download the file within 48 hours.

‣ You are then responsible for deleting the file once the technician and summariser have downloaded it.
To delete: select the file, and use the toolbar above the file to delete.
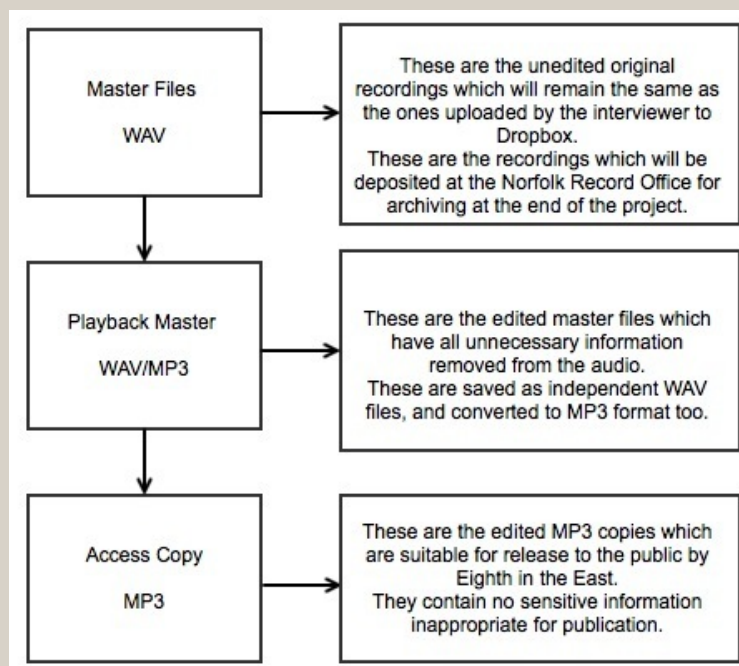
‣ Once a technician has edited the files, they will upload the three different copies to the Digital Audio folder on Dropbox.
These will be: Masters, Playback Masters, and Access Copies.
See diagram to the right to understand the difference between these files.

‣ Once all three of these have been uploaded, it will be the responsibility of David Cain, Project Manager at Eighth in the East to download and remove them from the Dropbox. You should still be aware, however, that they are have been uploaded and are being temporarily stored on this platform.

Master Files WAV → These are the unedited original recordings which will remain the same as the ones uploaded by the interviewer to Dropbox. These are the recordings which will be deposited at the Norfolk Record Office for archiving at the end of the project.

Playback Master WAV/MP3 → These are the edited master files which have all unnecessary information removed from the audio. These are saved as independent WAV files, and converted to MP3 format too.

Access Copy MP3 → These are the edited MP3 copies which are suitable for release to the public by Eighth in the East. They contain no sensitive information inappropriate for publication.

Additional Information

Contacts

▸ These individuals are here to help and support you during your time as a volunteer.

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Additional Materials

▸ Any additional materials mentioned in this training document that are not included are most likely on the project Dropbox.

▸ When you joined the project as a volunteer, you should receive an email containing the link to this Dropbox

  ▸ You'll need to quickly create a free account to see the folder.