

MAKE YOUR OWN MEDIA



spnn

# Member Handbook

2021

## Welcome to SPNN!

SPNN is a community media center serving Saint Paul to empower people to use media and communications to better lives, use authentic voice and build common understanding.

Use SPNN resources to create your own media that you then share with the St. Paul community. We have HD field cameras, lighting and audio gear, edit stations with the Adobe Creative Cloud suite and a four camera HD studio.

Since 1984 SPNN has shared stories with the St. Paul community. We have provided **access to facilities** and production gear, **access to an audience** with distribution through our channels and our web, and **access to education** with our classes, workshops, video tutorials and one-on-one sessions.

We'd like to thank you for connecting with SPNN and for choosing SPNN to tell your story, share your hobby, church service, or passion. Welcome to SPNN! We look forward to working with you.



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## **Useful Information**

### **Access Hours**

Monday	Closed
Tuesday	3:00 pm – 07:00pm
Wednesday	3:00 pm – 07:00pm
Thursday	Closed
Friday	3:00 pm – 07:00pm
Saturday	Closed
Sunday	1:00pm – 05:00 pm

### **Location**

SPNN's Access center, studios, and offices are located at 550 Vandalia St. Suite 170 St. Paul, MN 55114. For specific directions, please call the Access desk at (651) 298-8908. Parking is free in our lot off of Wabash.

### **Connect with Staff**

Access Desk	<a href="mailto:accessstaff@spnn.org">accessstaff@spnn.org</a> (651) 298-8908
Bonnie	<a href="mailto:schumacher@spnn.org">schumacher@spnn.org</a>
Joua	<a href="mailto:lee.grande@spnn.org">lee.grande@spnn.org</a>
Theng	<a href="mailto:pao@spnn.org">pao@spnn.org</a>
Za'Nia	<a href="mailto:coleman@spnn.org">coleman@spnn.org</a>
Shania	<a href="mailto:shaniarussell@spnn.org">shaniarussell@spnn.org</a>
Alice	<a href="mailto:alicehu@spnn.org">alicehu@spnn.org</a>

### **Convenience Facilities**

We have restrooms both within our space and right outside of our space. We have a kitchen with a microwave. You may use the kitchen, but please clean up after yourself. We have a tech gallery where you may hold meetings or have guests meet you. Most evenings there is a food truck parked outside (the brewery arranges for the food truck).

### **Internet Access**

SPNN has WiFi available to members. Illegal activities, breach of copyright, dissemination of confidential information, pirating software, commercial activities, displaying material that could be harmful to minors are not tolerated. Failure to comply with these guidelines can result in suspension of some member benefits.

## Opportunities

### **Volunteer Program**

SPNN has many areas in which one can volunteer. They include outreach activities, working on committees, helping with fundraising, assisting with classes, mentoring youth, and production work. For more ways you can contribute to the SPNN community visit the website at [www.spnn.org/get-involved](http://www.spnn.org/get-involved).

### **Internships**

An internship at SPNN is a rare opportunity for college students seeking hands-on media experience in a professional work environment. Candidates will possess a passion for community media, be well organized and have some media related skills to further develop while interning at SPNN. Typically Interns commit to 3-6 month terms and work with an academic advisor to chart their progress and goals while at SPNN.

### **Production Team**

The Community Productions Department is the production services arm of SPNN. We produce programming for broadcast on Channel 19, covering a wide-range of issues and events in Saint Paul and its surrounding communities. We also create and produce video and digital media for any number of individuals and organizations.

As a community media facility, our decisions on which projects we participate in are guided by the following: our organizational mission, our commitment to serve our viewers, and our client's needs.

### **Youth Programs**

Our Media Active team trains and mentors youth as they learn media production skills on real projects and get paid for their time.

Our Createch space is a drop in space for teens 11-19 to work independently on projects and learn media skills in a supportive environment.

## Getting Started in our Media Center

### Membership

In order for an individual, group, or organization to share a program on one of our channels or use SPNN's equipment and facilities an active membership must be obtained. We have several membership types: for individuals we have the **St. Paul Resident** (\$50), **Minnesota Resident** (\$75), **Non MN Resident** (\$150), **Senior/Student Membership** (\$35), and **Limited Income**(\$25).

To qualify for the Student, you need a Student I.D. or class registration papers or proof of age. Senior membership is for individuals 65 and older. You must show proof of age. For a Limited Income qualification you need to submit your EBT card, MN healthcare Programs card or Section 8 document. All members must have a valid ID card and proof of address.

SPNN has a group membership available. There is an **Organizational Membership** for \$150.00, which covers five people in your group. Additional members are \$25.00.

Each membership is good for one year and may be renewed upon expiration. There are no partial-year memberships available.

### Obtaining Certification

Certification is the process in which you become qualified to use SPNN's equipment and facilities. Keep in mind that an active membership must be maintained while using any of the equipment, including accessories. Before you begin training, you must go through the SPNN Orientation class. This is a free class, offered at the beginning of each month.

Classes are offered, at a nominal fee, for every camera, edit suite and studio available. You will be considered "certified" after you successfully complete a class.

You can register and pay for classes online. Payment must be received to confirm registration.

### **Equipment and Facility Use**

SPNN equipment may not be used for personal or commercial purposes and your video must be shared to the St. Paul community via one of SPNN's channels.

The purpose of community media is to make equipment and distribution time available to people who would not oth-

erwise have a platform or a means to get their message out and voice heard. To use our equipment and facilities inappropriately is grounds for suspension or termination of your membership. A good rule of thumb is to always discuss your project with Media Center staff.

### **Equipment Rental**

If you or your organization would like to use the studio for something other than a production, contact Bianca Rhodes at [rhodes@spnn.org](mailto:rhodes@spnn.org). For more information on hiring our production team contact our **Productions team** at **(651) 298-8913**.

### **Hiring of Crew or Producers**

Depending on particular circumstances, producers using the production van or the studios may find it necessary to pay their crew and director from time to time. Access producers may hire individuals to help them with their programs, but it is important to remember that whoever you ultimately get to help with your project, (studio, field, or van) in whatever capacity, (whether paid or volunteer) they must be certified members of SPNN, if they are not, they will not be allowed to assist you.

### **Proper Care of Equipment**

SPNN resources are used by many different members. Please treat the equipment as if it were your own. Members will be charged for necessary repairs that are needed, and may be fined if the equipment is lost, stolen or returned late.

- ⇒ Don't leave the gear in the car.
- ⇒ Protect it from the ravages of temperature extremes.
- ⇒ Never leave it unattended when shooting on-location.

### **Equipment Reservations**

Once you have an active membership and certification you may begin using SPNN equipment.

We operate on a strict first-come, first-served basis. Therefore, making a reservation is the only way to guarantee a piece of equipment for a particular day or time. Members may reserve equipment and editing rooms over the phone, at

the Access desk or online. For Directions to make reservations online please ask an Media Center team member.

If a member would like to take out equipment for an extended period of time, a written request must be submitted to the media center team at [accessstaff@spnn.org](mailto:accessstaff@spnn.org) two weeks prior to the request. Members who intend to take equipment out of the state must submit, in advance, a written request and proof of insurance. All requests are subject to the approval of the Programs team.

#### **Field Gear**

- ⇒ All field gear can be reserved in advance for up to four days.
- ⇒ Cameras may be reserved twice per month.
- ⇒ The Portable Switcher may be reserved once per month.
- ⇒ If you reserve multiple items on one reservation form, all items must be checked in at the same time. Failure to do so will result in fines or suspensions.

An individual may not reserve more than one camera at the same time. You may not make back to back reservations.

#### **Edit Rooms/Studio**

- ⇒ Edit stations and studio may be booked for a total of eight hours per week. The time may be used all at once, or broken up through out the week.
- ⇒ We may allow an individual to go beyond the eight-hour limit of editing, in the event that no one else has reserved that facility, or another member is running late or has cancelled their reservation.

To guarantee the availability of the equipment and edit rooms needed for a production, it is a good idea to make reservations at least two weeks in advance. It is recommended that reservations for weekend shoots be made one month in advance. Reservations for either studio or field equipment may not be made more than 60 days out.

Please note, if a particular item is in high demand, SPNN reserves the right to rotate members on an even basis to avoid any one individual from monopolizing equipment.



### Canceling or Changing Reservations

A reservation may be changed or canceled by calling the Access desk or by emailing [accessstaff@spnn.org](mailto:accessstaff@spnn.org). It is important to notify the Media Center team as soon as possible, as other members may be on a waiting list for that piece of equipment.

Members who are more than 30 minutes late forfeit their reservation. This rule applies to field equipment, edit, dub rack, and studio reservations. The SPNN clock will be used as the official time. Members who habitually do not give proper notification that they need to change or cancel their reservation will face suspension and/or termination of membership. While there is no penalty for coming in early, the equipment or edit room may not be available until your scheduled time.

### Equipment Check-outs

A check-out occurs when a member uses any SPNN gear, either on or off the SPNN premises. A check-out consists of inspection, test recording and Statement of Compliance. A working phone number and current address is required for all check outs.

First, a checklist is made of the gear that the member is taking out. **Each member is expected to review this checklist, as you will be responsible for all of the items on it and responsible for returning it at the agreed upon time.** The Media Center team will inspect the equipment and note, on the Statement of Compliance form, anything previously damaged or missing items.

Next, a test recording is made by the member to show that all of the camera functions and equipment are working properly.

Finally, the member signs the Statement of Compliance, which has the gear checklist printed at the top. The Statement of Compliance is a legally binding agreement between the member and SPNN, in which the member assumes responsibility for loss, damage and/or theft of the equipment. It also assures SPNN that the equipment will not be used to make personal or commercial videos.

Only the individual who made the reservation may check out the equipment and must also return it. Only certified members of SPNN are allowed to operate the equipment. The person who checked it out is ultimately responsi-

ble, even if they let another certified member use the equipment.

### **Equipment Check-outs for Minors**

Members who are under 18 years old may use SPNN's equipment and facilities, but a parent or legal guardian must be present to co-sign the Statement of Compliance. The parent or legal guardian must accompany the minor to check the equipment out, but may not pick up or return equipment for her/him.

Minors may use the editing rooms without a parent or guardian. Studios may be used only if a parent or legal guardian is present and has agreed to be responsible for the safety of the minors and the equipment by signing the Studio Statement of Compliance.

### **Equipment Check-ins**

When returning a camera, the member will do another recording, just like at check-out. A Media Center team member will review the recording and check all equipment to make sure it is working properly. Damaged equipment should be reported immediately.

Once inspected, your paperwork will be filed and the transaction will be considered closed. In the event of a problem check-in, i.e. damaged goods or items not accounted for, your file will remain open until the proper settlements can be reached. Resolution will usually involve a conversation with the Associate Director to determine the circumstances of the damaged or unaccountable item(s), and the appropriate action that must be taken to bring about resolution. You will be billed for all missing or damaged equipment or parts. Members may be fined for missing items, even small things like lens caps and windscreens. If the items are not returned, members will be charged the cost for SPNN to replace the item.

## Conflicts, Late Returns, and Etiquette

### Equipment Conflicts and Disputes

Unfortunately, circumstances can arise that may prevent you from using the equipment or facilities that you had reserved. Usually this involves equipment that has been damaged and needs repair, or equipment that has not been returned by a previous user in a timely fashion.

Every attempt will be made to contact you in the event of such a conflict. However, in the case of someone else's late return, it is not always possible to reach you in time. While these situations do not occur often, we will do our best to accommodate you if at all possible.

### Fines for Late Returns (Early returns are accepted).

Remember ALL extensions must be requested TWO hours prior to due time. Failure to do so will result in a fine. Fines must be paid in full before access privileges can be resumed. There is no payment plan for fines and fees.

Fines are as follows:

#### **One day late**

Offense	Camera
1st	\$20.00
2nd	\$30
3rd	\$40

plus 2 months suspension

#### **Two days late**

Offense	Camera
1st	\$30.00
2nd	\$45.00
3rd	\$60

plus 2 months suspension

### **Studio Etiquette**

Members should check in with a Media Center team member and verify the hours reserved.

- ⇒ Do not bring food or drink into the studio.
- ⇒ Never pull any cables or wires in the studio. Do not try to fix anything, always ask Access staff for technical assistance.
- ⇒ Only members who are certified in Studio Lighting may position the lights or replace bulbs.
- ⇒ Only certified producers, directors and crew may operate studio equipment. Others may be present, but may not touch the equipment.
- ⇒ Recording should end 30 minutes before the end of the reserved time, to allow for clean up. Bring all accessory gear back to the Access desk, and turn off studio lights and sweep the floor. A walk through must be performed 15 minutes prior to the end of the reservation.

The studio may only be reserved for productions. If you want to reserve the studio for an event please see the rental rates on the SPNN website. You may reserve the classroom for production related reasons up to four hours per month.

We understand that there might be need for groups or organizations to use the studio outside of normal Media Center hours. Requests can be made in writing to Bonnie Schumacher at least two weeks prior to the need. Requests will be granted to groups, organizations, and members in good standing with SPNN based on availability of the facility and staff capacity. Special consideration will be made to groups and organizations. There is no guarantee that SPNN can make the accommodations. Decisions are made by SPNN staff and all decisions are final.

#### **Studios may be reserved (per show):**

- ⇒ One weekend day per month, provided you continue to submit programming.
- ⇒ Each show may reserve one three day reservation per quarter.
- ⇒ The studio may be reserved up to 8 hours per week.
- ⇒ Reservations may be made only up to 60 days in advance, unless requested in writing.

- ⇒ If you have used your weekend day or your eight hours of studio use, you can make a same week reservation. This would be no more than 6 days in advance.

Members may be fined for reserving a studio and then not showing up to use it. No fine is assessed if the member calls to cancel at least 24 hours in advance.

### **Editing Etiquette**

There is no check-out procedure for the editing stations, but members must check in when they arrive to let a Media Center team member know they are here and check out when they leave.

- ⇒ Only certified members may actually edit.
- ⇒ When editing, do not attempt to fix or re-wire anything yourself. Always ask staff for assistance with any technical problems.
- ⇒ Do not bring food or drink into the edit room. Please leave the edit room clean and orderly.
- ⇒ Edit stations can only hold a maximum of 3 individuals.
- ⇒ When other edit stations are being used you must use headphones and conversations should take place outside the room, failure to do so will lead to ending the edit session early.
- ⇒ Stations must be used for editing purposes, not surfing the web, listening to music or doing research. You may load your video onto the web, download pictures or other items that will be a part of your production.

### **General Etiquette**

Members and guest may use the spaces, but we ask that you abide by some general etiquette rules.

- ⇒ Please do not use your cellphone while talking to someone at the welcome desk.
- ⇒ When using the community phone or your own cell phone be aware of the volume you are using and be aware of others that may be using the space.
- ⇒ Children under 12 must have DIRECT supervision from an adult at all times.

## **Distribution**

### **Playback on SPNN Channels**

In order for your program to be broadcasted on one of SPNN's channels, make sure to follow these directions. For how to submit it via FTP, please ask at the Media Center Desk.

- ⇒ The person who submits the program must be a current member of SPNN.
- ⇒ A completed Playback Release form must accompany each piece of media.
- ⇒ The media should have your name and phone number on the label, as well as the name of the program and length.
- ⇒ A program must be received by the close of SPNN, ten days prior to the broadcast. The series may be canceled if a new program has not been received after four weeks of playback.
- ⇒ SPNN only accepts digital files.

The media should include a disclaimer if it contains adult themes, excessive violence or is not appropriate for viewing by children. This should also be noted on the Playback Release form, so that Programming can play it in a later timeslot.

Make sure that everyone on your show (the "talent") has signed a Release form. There are Release forms available at the Media Center desk. You should also have permission to use any copyrighted music.

If you are giving underwriting credit, be sure that it is worded appropriately, see underwriting section. Obviously you can not submit a program that is commercial in nature, or overtly marketing a business, product, or service.

Please also think about sharing your media on SPNN's website. Ask a Media Center team member how.

## Other Questions

### Compliments / Complaints

Members who have had a particularly positive or negative experience with SPNN are encouraged to email the Associate Director or the Executive Director. Input from users helps SPNN to maintain an environment that is pleasant and fair to everyone.

### Suspensions

Membership may be suspended and/or terminated for different reasons. The most likely situations involve:

- ⇒ Chronic late equipment returns.
- ⇒ Persistent problems with not honoring reservations.
- ⇒ Disregard for clean-up procedures, especially in the studio
- ⇒ Returning items more than two days late without proper notice.
- ⇒ Violent or aggressive behavior toward staff or other members.
- ⇒ Improper use of equipment or facilities (commercial, personal, etc.).
- ⇒ Failure to pay for damaged or stolen equipment.
- ⇒ Failure to pay fines or training fees.
- ⇒ Failure to follow underwriting rules.

### Appeals Process

Enforcement of rules and guidelines are subject to the discretion of the Associate Director. If you would like to appeal the decision of the Associate Director you may contact the Executive Director. To further appeal the decision, contact the SPNN Board of Directors.

## Underwriting Policy

SPNN cannot cablecast programs with commercial advertising or any solicitation of funds (commercial or non-commercial). However, producers may have a business, individual or organization provide financial assistance or in-kind support to help make the production happen. Such funds may be used for things as material, equipment, location fees and artist's fees. Underwriters as well as producers must agree to preserve the integrity of public access as a noncommercial medium.

- Producers must state in an underwriting credit what type of service was provided by whom. For example: *Pizza for the crew was supplied by Pizza Makers.*
- Presentation language in underwriting credits must be neutral and free of any words that connote a market-driven call to action ["shop here"], qualitative claims ["the best pizza"], direct comparisons ["Where's the beef?"], price or value ["affordable"], inducements [buy now and save"], or endorsements ["recommended by 4 out of 5 doctors"].
- The underwriting credit may not exceed 15 seconds in length. It must be edited onto the same tape as the program. It may appear once before the program starts and once after the program ends, but may not appear within the body of the program. For live programs, credits may be rolled-in before and after the program, per arrangement with the SPNN Access Department.
- A maximum of six underwriters are allowed per show. In no case may any one underwriter's credit exceed 15 seconds, or be shown more than twice per show. When a program contains underwriting credits, they must be included in the total program length. Total credits for all contributions are limited to 60 seconds.
- No business, individual or organization may appear in a program which they have underwritten.
- Credits may include a name, address, and phone number. Credits may be audio, video, or both.

Failure to comply with any of these underwriting rules will result in the program not airing. Continued failure to comply could result in suspension and/or termination of membership.



## **Member Code of Conduct**

SPNN and its members treat one another with respect. We may not always agree, but disagreement is no excuse for poor behavior and poor manners.

SPNN prohibits the use, possession, transfer, and sale of alcohol and illegal drugs while on all premises owned or operated by SPNN and while operating any Company equipment. SPNN can also refuse to check out SPNN resources to anyone under the influence of alcohol or illegal drugs.

No member of SPNN may engage in verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of that person's race, creed, color, religion, sex, national origin, marital status, status with regard to public assistance, disability, age, membership on a local human rights commission or sexual orientation, or that of the person's relatives, friends or associates.

If you fail to act in a respectful manner, you will be asked to leave the premises. Continued failure to comply with the code of conduct could result in a suspension of membership or reduction in member benefits.

## **SPNN Policy on Political Programming**

Requirements for broadcast licensees and cable operators under the Communications Act and Federal Communications Commission (FCC) rules related to political broadcasting aimed at ensuring fair and reasonable access by political candidates are not directly applicable to public, educational and governmental (PEG) access channels. Therefore, SPNN shall treat political programming no differently than any other programming that appears on the channel with four important exceptions.

1. SPNN shall not make any special scheduling changes on its channel, including the cancellation or preemption of regularly-scheduled programming in order to accommodate programming that favors or opposes any candidate for public office.
2. SPNN shall not air programming that favors or opposes any candidate for public office on the day of an election for that office.
3. Political programming must carry the following or a similar advisory notice: “The content and opinions presented in this program are not those of St. Paul Neighborhood Network or this television channel.” The notice shall be provided on both video and audio tracks prior to the start of the program and at the end of the program for a minimum of 15 seconds on each occurrence but no more than 60 seconds. All text shall be easily discernible in a legible font and font size. The amount of time used for displaying a notice shall count toward the total running time of the program.
4. SPNN, including its officers, directors and staff, may not directly or indirectly participate in, or intervene in, any political campaign on behalf of (or in opposition to) any candidate for elective office at a local, state or federal level. This prohibition is not intended to restrict free expression on political matters by individuals who are members of the Board

or staff and who are clearly speaking for themselves as individuals. To avoid potential attribution of their comments outside of organization functions and its media sources, these persons who speak or write in their individual capacity shall clearly indicate that their comments are personal and not intended to represent the views of SPNN.

Revised 10.01.21

# Our Community, Our Television



**550 Vandalia Street Suite  
170  
Saint Paul, MN 55114**

*building community through television.*