Campus Radio Techniques and Procedures

The radios have 3 buttons which Murray Library will use. For our purposes we will only use these 3 buttons.

- Push Talk button to communicate to each other when casuals or staff are upstairs in the stacks. 
  _Both radios must be turned on._
- Channel selector knob is set on #3 for Murray Library.
- #5 is used for Security in an emergency. This transmission will automatically go to Security. When using the Security button please identify yourself and what building you are in.
- On/Off/Volume control button. To power up and down the radio rotate the on/off/volume control button clockwise until you hear a click to turn the radio on, and counter clockwise until you hear a click to turn it off.
- Adjusting the volume turn the On/Off/Volume clockwise to increase volume and counter clockwise to decrease volume.
- The battery charge will hold approx. 16-18 hours.

LED indicator:

- Blinking red light- Radio is transmitting at low battery or completely dead needs to be charged.
- Blinking yellow light-Radio is charging.
- Solid green light-Battery is fully charged.

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A commonly understood format is necessary on all radio networks to ensure consistency and efficiency. The following techniques and procedures have been developed to assist campus radio operators.

The aim of all operators should be to get the message through with complete accuracy and minimum delay, ensuring the least possible time is spent occupying the frequency. The following speech transmission guidelines will assist operators to improve their personal radio techniques:

1. Clarity – Speak clearly, always use your normal voice. Do not speak too loud or too quiet. Avoid any tendency to accent syllables. Use standard phraseology whenever possible. Take special care in the pronunciation of your words. If you have to spell out words, use the phonetic alphabet.
2. Speed – Keep the rate of speech constant; do not speak too fast or too slow. Remember that the operator receiving your message may have to write it down.
3. Rhythm – Preserve the rhythm of normal conversation, this will prevent words from running together. Avoid using unnecessary sounds like “er” and “um” between words.
The following operating procedures are general principles that apply to all groups and units on campus. Individual operating units may have their own additional protocols that are specific to their operational needs.

1. **Listen** - radio operators should listen to ensure no other conversation is underway BEFORE they key the mike.
2. **Identify yourself and who you are calling** (e.g. Jane Doe from Health Sciences Library to Paula Smith).
3. **Response attempts** - users should make no more than 3 attempts to get someone on the radio; after that give up & try again later or attempt to contact another individual within the unit required.
4. **Be concise** - keep your side of the conversation short... be accurate, brief, and clear; take longer conversations to dedicated channels or to a telephone connection. Know what you are going to say before you call.
5. **Channel usage** - stay on the channel or talk group assigned.
6. **Call conventions:**
   a. When called reply “GO AHEAD”.
   b. If you did not understand the message respond with “SAY AGAIN”.
   c. Language - swearing is a license violation.
   d. Think before you speak... ANYONE could be listening.

**In an emergency the following procedures must be followed:**

Notification of an Emergency - In the event of an emergency we use the Security channel (#5) and preface the message stating:

“Emergency, Emergency, Emergency, this is... (identify yourself)”

Communicate the message.

**Do not respond unless you are called upon or if you have pertinent information that is immediately critical. Keep communication channels open as much as possible.**