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Description of document: Five documents from the Voice of America (VOA) Employee Orientation page of the Broadcasting Board of Governors (BBG) employee only intranet site: [The VOA Handbook Table of Contents](#), [Skype/Web Cam Tips](#), [Tips For Working With Minicam](#), [Webcam: Ichat Minimum Requirements](#), [TV Audio Mix - Studio M](#), 2017

Requested date: 19-June-2017

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Source of document: BBG FOIA Office  
Room 3349  
330 Independence Ave. SW  
Washington, D.C. 20237  
Fax: (202) 203-4585

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*Office of the General Counsel  
Freedom of Information and Privacy Act Office*

August 10, 2017

**RE: Request Pursuant to the Freedom of Information Act – FOIA #17-060**

This letter is an acknowledgment of your Freedom of Information Act (FOIA) request dated June 19, 2017 to the Broadcasting Board of Governors (BBG), which the Agency received on July 5, 2017. In your request, you seek a digital copy of the following five documents locate on the Voice of America Employee Orientation page of the BBG intranet site: The VOA Handbook Table of Contents; Radio – Sound Gathering and Distribution; TV Audio Mix; Webcam Instructions; and Tips for Working with a Mini-cam.

For tracking purposes, your request has been assigned **Reference Number FOIA17-060**. Please refer to this number in all future correspondence with our office regarding your request. Also, be advised that the Agency processes FOIA requests on a first in, first out basis.

For purposes of assessing fees pursuant to the OMB Fee Guidelines, your request was placed in Category III, the “all other requester” category. However, no chargeable fees were generated in processing your request.

The agency has completed its search for and review of documents responsive to your request, which are provided on the enclosed CD-ROM. Although the Agency no longer maintains the BBG Intranet pages the old VOA Employee Orientation Page was located on, the enclosed documents were located in other locations. No information was withheld from the enclosed documents and all responsive documents located have been provided to you. This concludes the agency’s response to your request and it is now closed. There were no chargeable fees associated with this request.

You may contact me or the Agency’s FOIA Public Liaison at 202-203-4550 for any further assistance and to discuss any aspect of your request. Additionally, you may contact the Office of Government Information Services (OGIS) at the National Archives and Records Administration to inquire about the FOIA mediation services they offer. The contact information for OGIS is as follows: Office of Government Information Services, National Archives and Records Administration, 8601 Adelphi Road-OGIS,



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College Park, Maryland 20740-6001, e-mail at [ogis@nara.gov](mailto:ogis@nara.gov); telephone at 202-741-5770; toll free at 1 877-684-6448; or facsimile at 202-741-5769.

Finally, if you are not satisfied with this response to your request, you may file an administrative appeal with the Agency by writing to: Chairperson, Access Appeal Committee, BBG, Suite 3349, 330 Independence Avenue, SW, Washington, DC 20237. Your appeal must be postmarked or transmitted by fax to 202-203-4548 within 90 days of the date of this letter.

If there are any other questions regarding your request, please contact me at 202-203-4550 or the Office of the General Counsel at the above address. Currently, inquiries are not accepted via E-mail.

Sincerely,

A handwritten signature in blue ink, appearing to read "Andrew T. Krog". The signature is stylized with a large, prominent "A" and "K".

Andrew T. Krog  
FOIA and Privacy Act Officer

## **THE VOA HANDBOOK**

**Introduction (see attached document)**

### **1. Basic Information:**

[VOA Charter](#)

[VOA Journalistic Code](#)

[VOA History](#)

[VOA Leadership](#)

[VOA Organization Chart](#)

[VOA News Links](#)

VOA Language Services

(Pls see [Program Review documents](#); also [VOANews.com info](#))

Language Service phone numbers

### **2. Where to Go for Help and Information**

[Computer Support](#), Tech Support

[Digital Audio](#)

[House RF TV Channels](#)

**The following are on Sharepoint Only**

[World clock time zone conversions](#)

[Technical Support](#)

[Personnel and Benefits](#)

[Building Maintenance](#)

[On-Line Assistance \(Intranet\)](#)

[Forms](#)

### **3. Journalism: (All following attached as individual documents)**

What Do VOA's Audiences Expect?

An Editor's Checklist; Questions for Journalists to Ask; Interviewing: Best Practices

Conflicts of Interest: Rules and Recommendations

The Program Review Process

#### **4. TV Fundamentals Summary**

TV Phone Numbers (Print Document)

TV Production Library w/print documents

[Video Archive Service](#)

[Request Video Search](#)

[Edit Master Tape Request](#)

Ordering Graphics/Chyron (in process of update)

Booking Minicam Shoots

Simple Press Conferences- Tips for Working with Minicam

Interviews – What to Ask Minicam For

FCP Project Share Procedures

FTP procedures – Ordering from In-take Center

FTP procedures uploading and retrieving

[TV TRAFFIC FORMS AND PROCEDURES](#) \*\* Sharepoint Only

Polycoms, webcams, and more on Sharepoint

NYC map/location print

Webcams what is needed print

Broadcast Operations – Procedures for Air Tapes

Language Versions

#### **GC FORMS**

[Copyright guidelines](#)

Release Forms Music and Talent

Sample Standard Insurance Letter

Video News Release usage guidelines'

Sample insurance letter.... Hard copy only/need on GC web site

#### **5. Web Mastery Summary**

See [Internet Services](#)

#### **6. Radio Tips Summary** (see attached document)

#### **7.** [VOA Style Book](#)

**8.** Map of Cohen Building floor-by-floor

**9.** Phone numbers//Security

**10.** Directions to NY Bureau

## Central News Workflow: Sound Gathering and Distribution

- **Dalet**. Principal system for gathering, processing and distributing audio
  - **Bubble folders**
  - **Language services/Central News folders**
  - **House Shared folders**
  - **SOD**
  - **TV folders**
  - **Web Folders**
  - **Digital Editing**
  - **Studio Production: Recording/Broadcasting**
  - **Sound Quality Control**

(Other Digital Sound Editors: Adobe Audition/Audacity)

- **Intake Process**.
  - **Bubble**
    - . English Intake : Hybrids/ISDN/
    - . Foreign Language Intake
  - **FTP**
  - **Email**
- **Audio Services** : Sound Archival
- **Audio Sources from TV**
  - Video Proxy Editor
  - FCP Shared Drive
  - Dalet/TV/Audio for House
  - Mini DV Tapes
  - Beta Tapes
- **Audio Sources**
  - Selector/Monitron
  - Webb
  - Recording Devices: Mini Discs vs. Flash card and/or Memory recorders
  - TV sets
- **London News Center**
  - Radio production/Support
  - TV production/Support
  - <http://info.lon.voa.gov/>
- **Bureaus**
  - Washington Bureaus
  - Domestic Bureaus
  - Overseas Bureaus

# SKYPE/WEB CAM TIPS

A primary factor for a good Skype is your upload connection speed. You can test your speed on a mobile device or networked computer by using the free app Speedtest <http://www.speedtest.net/> (or downloading it from the Apple APP store for iPhone, iPad or Google Play for Android) and running a test. It's quick and easy. Simply press Begin Test. The rest is automatic. You want a minimum upload speed of 1Mbps. If you're on a mobile device and the connection is lower than 1Mbps, try moving to another location and re-testing. On a networked computer you may need to close other apps, and reboot your computer and then re-test.

- We want you to look your best, so place your camera in a stationary position so it shoots towards you at eye level or only slightly higher.
- Avoid zooming in too close or zooming way out to an extreme wide angle. Either way will distort the image. Keep the camera fixed to a standard setting. Make sure the camera's focus control is set to your face, and not to what is behind you.
- Make yourself the primary object in the screen. Sit close enough to the camera so that your head, shoulders, and a portion of your upper torso are visible.
- Resist the temptation to look down at your image on the computer's screen as it will appear to the television audience that you are looking away from them and avoiding direct eye contact.
- Avoid sudden camera movements, please be still as you sit or stand in front of your camera. Frequent swaying about, or leaning back and forth may cause the camera to constantly go in and out of focus.
- If possible use soft light falling evenly on the front of your face. Natural light has a better color balance, as some artificial lights might add a yellow or greenish tone to the picture.
- Place your setup so there are no bright sources of illumination behind you such as bright sunlight coming through a window, or anything else with a strong intensity of light. A bright light glaring from behind you will cause the camera to adjust its exposure to compensate and reduce the glare.
- Keep the background simple and clear away the clutter. Motion in the background can cause the Skype to stutter, break up or turn to mosaic "chunking"
- Avoid having anything behind you that would cause distraction to the viewer. That could include bright objects, novelty items, other people, pets, posters or unusual artwork, or some sort of activity. Your message could be lost if the viewers are focused on something else in your environment and not on you.
- Please pick a quiet location to set up your equipment. Turn off all other audio devices, and be mindful of any noise generated by appliances such as a fan or refrigerator.
- Finally, relax and enjoy your interview on Voice of America, we appreciate you taking time out of your busy schedule to appear on our program.

## TIPS FOR WORKING WITH MINICAM

### SIMPLE PRESS CONFERENCES/NEWS INTERVIEWS

**The mini cam crews shoot many stories everyday and they can be a great resource for ideas. Communication is key, if you are inexperienced as a producer/reporter say so and they'll help you. It's your story and they need guidance on how and what you want shot. Get to know their names and discuss your story ahead of time, they may have ideas that hadn't occurred to you.**

- **AGAIN COMMUNICATION IS KEY.** Try to plan ahead of time what shots you will need and communicate these to the cameraperson. If you don't know what you'll need, ask the cameraperson what they think.
- **At news conferences/seminars** stay close to the cameraperson so that you can advise them on when you have the sound bites you need from a speaker, so that they can then move to shoot b-roll, especially if the event is not in English. If you don't, the cameraperson won't know what to shoot and may shoot too much or too little. You can also take time code notes from the camera. Or ask to have the time code be time of day and you can take notes from your watch, when the best sound bites occur. Then you won't have to search for the sound bite later when you screen video or edit.
- **Also at news conferences/seminars** advise the cameraperson on what type of cutaways you'll need. Ask for them to all be shot on tripod, unless sticks are not allowed. For example: at a conference on women in Islam you might look for women with headscarves in the audience or women not wearing headscarves. Decide ahead of time what you'll need depending on the angle of your story. Ask to have at least 10 cutaway shots of various people. These should not be shot from one spot, but from the side, the front, etc
- **During interviews** make sure to give your cameraperson adequate time to set up and light properly. This is usually ½ hour to 45 minutes for an office interview. At a conference, see if there is a corner where the cameraperson could set up a light. If not, they may be able to use their camera light. Also if you need reversals (at a minimum get a reaction shot of the reporter, this will allow you to edit between two sound bites) make sure they are shot from tripods and lit to match your interviewee. All interviews should have a set up shot. This is a



- shot that includes both the reporter and the subject—communicate to the cameraperson you want a “2-SHOT” from a different angle . This allows you to introduce the subject visually and puts the reporter “on the scene.” Also when you write and edit your script, you don’t always have to do just question/answer/question/answer editing. Put in the two shot and write a voice/over to explain or set up an answer. It helps to make the interview visually interesting and varies the pace.
- On all shoots you should have these basic shots: Establishing Shots: these could be wide shots of an event, exteriors of buildings, etc.; these shots are needed to give your story a location. Medium Shots: these are needed to give you story some visual variety when editing. Close Ups: Often the most important shots; these are the visual details of a story; for example, a story about bad traffic, you’ll want to see angry faces in cars, white knuckles on steering wheel and tires coming to a stop.
  - Pans, zooms and tilts. These should be used sparingly. All camera movements should “reveal” something. For example, if shooting a piano player you may want to zoom in to reveal the fingers on the keys or pan from the audience to the piano or tilt from a chandelier on the ceiling to the piano on a stage.

### **Terminology:**

- **Set up shot or 2-shot:** a 2 shot of an interview that shows both the reporter and interviewee.
- **Reversal:** A shot of the reporter from the reverse angle of the interviewee. These can be both single and/or two shots (over the shoulder of the interviewee also called “over the shoulder).
- **Establishing shot:** A shot that gives an event a location.
- **Wide shot:** a shot that takes in the whole “scene” of an event. At a press conference this would be the speaker and the audience.
- **Medium shot:** a shot somewhat closer than a wide shot. At the same press conference this may be the speaker and a podium from head to toe or a reverse shot of a group of people in the audience
- **Close Up:** a shot that shows detail. A reporter taking notes in a notebook, someone listening intently.
- **Cut Away:** this is a shot “away” from the action. At the news conference these would be shots of the audience from the reverse angles. These could also be wide, medium or close up shots.
- **Rack focus:** a shot that changes focus between two subjects, one in the foreground and the other in the background.

- **Pan:** camera move from left to right or right to left.
- **Tilt:** camera moves up to down or down to up.
- **Zoom in/out:** shot moves closer to a subject or moves away.

## WEBCAM

# iCHAT MINIMUM REQUIREMENTS

- **Hardware requirements**

Apple Mac computer running OS X 10.4.x Tiger or higher. Camera with firewire port.

- **Internet Service Provider (ISP)**

Many ISP leave all port open and leave it up to the end user to block whatever ports the user thinks necessary using their company or personal firewall. Other ISPs block some ports. In order for the video portion of iChat to work, certain port must be open. The

port required for can be found at <http://docs.info.apple.com/article.html?artnum=93208>

If you are in the process of getting Internet service and want to do iChat you should ask the provider if they block any ports. If they do block ports you should provide them with the link above and make sure that those ports are open. If you already have a service provider perform the iChat connectivity test shown in this documents to see if you will be able to use iChat for video.

- **Connection speed**

128 kbs upload speed recommend as minimum, but the higher your connection speed the better your video quality will be.

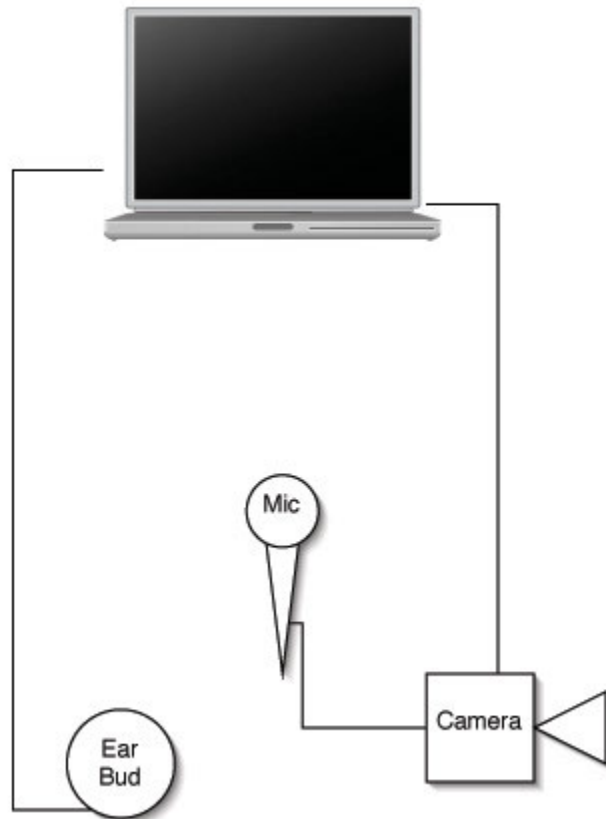
- **.Mac, AIM, or Jabber account.** For VOA we will be using Jabber accounts on our VOA iChat/Jabber server. You will need to request a Jabber account from the designated person or group at VOA. At the moment the person would be Jose Vega [jvega@ibb.gov](mailto:jvega@ibb.gov) but the request should come through the TV Enhancement Team.

### iChat Instructions

#### Initial iChat setup

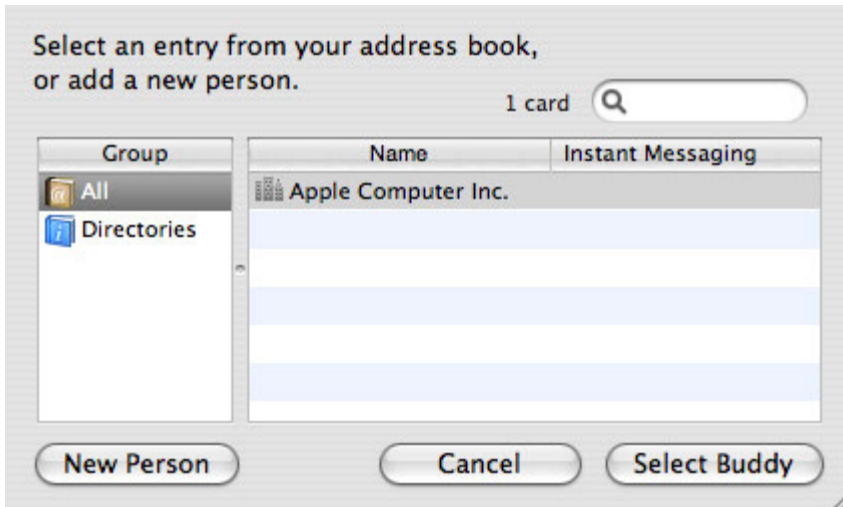
- Open **iChat AV**, from the **Dock** or the **Applications** folder. A dialog opens to help you set up your account. Follow the instructions in the screen to configure **iChat**. If you don't have an account, email iChat System Administrator, currently Jose Vega ([jvega@ibb.gov](mailto:jvega@ibb.gov)). You don't need to download any software.
- Once every thing's configured, **iChat AV** opens and displays the **Jabber List** window. This is where you'll be able to see who is available to chat once you add people to your **Jabber List**. Your account appears at the top; your current status should show you as being "**Available**" in the menu. Other **iChat** and **Jabber** users who've added your account to their **Jabber list** can view your name and status in their window.
- If you want to change your status, choose a different status from the menu, such as **Away**, or choose **Custom** and type your own customized status message for special occasions.
- If you have a **Fire Wire** camera connected or built-in to your computer, such as an **iSight** or a DV camera, a movie camera icon displays to let other **iChat AV** users know that you're available to video chat. For **VOA iChat** sessions for broadcast we prefer that you use a DV camera (such as a Sony PD-170) and also light the subject, since that will provide us with better quality. A microphone should be attached to the camera and an earphone should be plugged into the headphone jack of the computer. This will serve as a de facto IFB. In addition, a plain, preferably gray background should be used in order to cut down on the amount of processing needed by the computer. But if location is important a plain background is not necessary, if for editorial reasons the background is important. On the other hand rich colors such as red should be avoided. Visit the **iChat Support** Page [www.apple.com/support/ichat/](http://www.apple.com/support/ichat/) for information about

**iChat AV** system requirements.

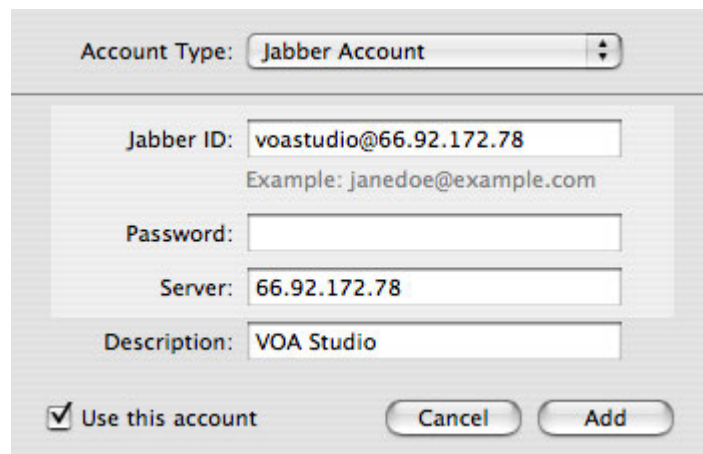


#### **Adding a Buddy**

- To add someone to your **Jabber List**, choose **Add Buddy** from the **Buddies** menu.
- In the dialog that appears, click **New Person**.



- In the resulting dialog, choose from the **Account Type** pop-up menu to indicate your buddy's account type.
- Type **voastudio** as your buddy's account name in the **Account Name** field and click **Add**. **voastudio** should appear in your **Jabber List**. If he or she is online, a status indicator appears next to the name. If a **buddy's** name appears dimmed, he or she isn't currently available to chat.



- Repeat the above steps and add **appleu3test01**, **appleu3test02**, **appleu3test03** to your **Buddy List**. These are also **aim** type accounts. These are test accounts you will use to make sure that **iChat** is possible from your location.

#### **iChat connectivity test**

- Open up you **iChat** program
- In your **jabber list** select one of the one of th Apple **iChat** test accounts.
- You should see the video from you Apple test account. If you can see the video it means we should be able to do an **iChat** conference, assuming you have a reasonably fast speed connection. If you do not see the video this most likely means that your service provider for your connectivity is blocking the ports that **iChat** needs in order to communicate. You can refer your service provider to the following web page <http://docs.info.apple.com/article.html?artnum=93208> to see if they are willing to help resolve this issue.

### **One-Way Video Chat**

- Select your **voastudio** in the **Jabber List**, and then choose **Buddies > Invite to One-Way Video Chat**. **voastudio** will see and hear you, and you will hear but not see **voastudio**. This is perfectly OK. This is the mode we want to use for **iChat** for TV broadcast.

# **TVAUDIO MIX – STUDIO M**

## **TV AUDIO MIX - Studio M**

### **Let Us Introduce Ourselves**

TV Audio Mix is the solution you are looking for when you want to create a multi-voice language track or language version of a television program. Why? Because Studio M - TV Audio Mix is a facility designed and built solely for audio recording of TV features and programs. In fact, the recording of multi-voice language versions of television programs is our mission.

### **What We Offer You**

- \* A total of **seven** voices can be recorded in one booth during a recording session.
- \* Programs of almost any length can be recorded and mixed.
- \* Audio and video tracks are laid back or mixed onto a master tape or returned as a file.
- \* Veteran TV producers are assigned to your project to see it through to completion.
- \* Satisfaction guaranteed - We're not satisfied until you are.

### **Where Are We Located?**

TV Audio Mix - Studio M is located on the second floor across from the radio studios near the third street side of the building.

### **Who Should You Contact?**

**Mohamed Abdelkarim, Language Versions Team Leader – 202-382-7052**

**[makarim@voanews.com](mailto:makarim@voanews.com)**