

Volunteer Handbook

Nine Network of Public Media





Dear Volunteer,

Welcome to the Nine Network of Public Media! As a volunteer, you are part of a very dedicated team committed to providing the St. Louis region with quality programs and services.

The Nine Network of Public Media relies on the support of service-minded individuals like you, who give their time and talents as volunteers. Our entire staff appreciates your assistance and we hope you find your volunteer work at the Nine Network fulfilling and enjoyable.

The following information will provide you with details of our organization as well as the roles and responsibilities of our volunteers. If you have any questions, feel free to contact me.

Thank you again for supporting the Nine Network of Public Media.

Sincerely,

Brittany Farmer
Volunteer and Membership Manager

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Introduction

Our distinction as a public media organization lies in our mission, our vision and our values.

We provide quality content because it strengthens civic life. We remain independent because we believe it is the basis of trust. We are committed to engagement because it fosters a healthy community. We believe in making our content easily accessible, because the more people we engage, the greater our value becomes. We want to create sound business models, because we want to continue our good work. We want to connect our citizens with one another because we believe it is important to bring St. Louis together. We believe that if we succeed in our mission we will ignite the spirit of possibility in St. Louis.

Mission

Bringing St. Louis together as we connect our region to the world and the world to St. Louis.

Vision

The Nine Network envisions a confident and proud community ignited by the spirit of possibility and connected through public media.

Values

Integrity

Honoring editorial independence and diverse perspectives.

Trust

Providing a trustworthy media voice on air, online, in print and in the community.

Respect

Demonstrating authentic regard for others, their intelligence and their ability to draw their own conclusions.

Quality

Elevating the quality of life in our community.

Responsibility

Reliable and dependable community resource.

Innovation

Strengthening civic life through public media.

About the Nine Network

The Nine Network of Public Media is grounded in the principles established by its founders in 1954 to provide valuable programs and services to the people of the St. Louis region and beyond. The Nine Network is supported by the community it serves. Approximately 95% of our budget is supported by individuals, organizations, businesses and foundations in the St. Louis region, with only 5% of our budget supported by funding from the federal government. We receive no state or local tax support.

As an independent, nonprofit, community-licensed public media organization, the Nine Network is committed to the people of the St. Louis region and relies on the able assistance of our volunteers to serve our community.

On Air • Online • In the Community

- Largest per capita viewership in public television.
- 2 million viewers a month.
- #1 in primetime viewership.
- Reaching 100 counties in Missouri and Illinois.
- Four on-air channels:



- Innovative Nine Center for Public Engagement builds community participation through expanded digital resources.
- Nine Academy provides free classes in digital storytelling and editing for all ages.
- Public Insight Network involves more than 2,000 community contributors.
- Multiple websites engage the people of our region online at nineNet.org, nineVoices.org, explorehomeland.org.
- Nation's only public media hub when St. Louis Public Radio joins the Nine Network of Public Media and the St. Louis Beacon at our site in Grand Center.

Qualifications

Characteristics

The Nine Network of Public Media's volunteer program welcomes individuals and groups on a regular or "as needed" basis for administrative work, special projects and special events. Volunteers must be professional, courteous and be able to perform assigned tasks.

Minors

Volunteers under the age of 18 must have prior approval by supervising staff and the permission and/or supervision of a parent or guardian for all volunteer opportunities.

Equal Opportunity Statement

The Nine Network provides equal opportunity to all volunteers and applicants for volunteer opportunities according to all applicable laws.

Guidelines

Attendance

Regular and timely attendance is expected. If you are unable to attend to your volunteer assignment, please contact your supervising staff in advance.

Attire

Volunteers will receive name tags to wear. Volunteers must dress appropriately in clothing that is not torn, frayed, dirty or potentially revealing.

Tracking Hours

For all hours you complete, please indicate them on the attached form and submit to Brittany on a bi-monthly basis.

Orientation

Volunteers are required to attend a Volunteer Orientation meeting prior to volunteer services. The Volunteer Coordinator will make every effort to inform volunteers in advance about orientation meetings.

Parking

The Volunteer Coordinator and/or supervising staff will inform volunteers of designated parking lots prior to volunteer services.

Personal Belongings

Volunteers are encouraged to leave valuables at home. The Nine Network of Public Media is not responsible for loss or damage of personal belongings.

Training

Depending on the volunteer opportunity you choose, you might be required to complete additional training with supervising staff or the Volunteer Coordinator.

Transportation

Volunteers will provide their own transportation to the Nine Network of Public Media and to locations of off-site station-related events.

Policies

Confidentiality

In the course of performing your duties, you might receive or contribute to confidential and/or proprietary information relative to staff, donors, volunteers and operations of the Nine Network. You may not, directly or indirectly, use or disclose this confidential and/or proprietary information. Violation of this policy shall result in appropriate disciplinary action up to and including termination and/or personal liability.

Controlled Substances

The manufacture, distribution, dispensation, possession or use of controlled substances, including illegal drugs, on station property, in Nine Network of Public Media vehicles or in any other Nine Network work-place is prohibited. Unless authorized, consumption or possession of alcoholic beverages on Nine Network premises is prohibited. Volunteers may not participate in duties while under the influence of alcoholic beverages. Violation of these policies will result in termination.

Harassment

The Nine Network does not condone harassment of any kind. Volunteers should treat employees, other volunteers, guests and business associates respectfully and with dignity in a manner so as not to offend the sensibilities of others.

Grievances

Volunteer grievances are taken seriously and should be reported to supervising staff or the Volunteer Coordinator. Grievances will be held with strict confidentiality. The Volunteer Coordinator and/or supervising staff will investigate the incident and report back to the volunteer.

Resignation

If you participate in regular, continuous duties and wish to resign from your volunteer services with the Nine Network of Public Media, please advise supervising staff in advance. All station property must be turned in prior to your last day as a volunteer.

Termination

Reasons for immediate termination include, but are not limited to:

- Poor, inconsistent attendance and/or performance.
- Profanity, harassment and/or discrimination.
- Unauthorized possession or destruction of Nine Network property.
- Engaging in acts of dishonesty, fraud or theft.
- Conviction of felony charge.

Frequently Asked Questions

How can I contact the Nine Network?

3655 Olive Street, St. Louis, MO 63108
Hours: Monday–Friday, 9:00 a.m.–5:00 p.m.

Phone: (314) 512-9000
Fax: (314) 512-9005
Website: nineNet.org

How can I reach the Volunteer Coordinator?

Brittany Farmer, Volunteer and Membership Manager, can be reached at (314) 512-9031 or bfarmer@ketc.org.

How can I learn about volunteer opportunities?

You can visit the Volunteer page on our website at nineNet.org/support/volunteer.

How can I learn about volunteer events?

The fastest and most reliable way to learn about upcoming events is to sign up for the volunteer eblast list. Please email Brittany Farmer to sign up.

How can I volunteer for Pledge Drive Live Nights?

Groups of 15–20 can participate in Nine Network's quarterly pledge drives. Your group will be seen by thousands of viewers while receiving free publicity and answering pledge calls on live television. If you are aware of organizations that would like to participate, feel free to contact Brittany Farmer.

Can I bring lunch and snacks with me?

Yes, you can bring snacks and use one of the Nine Network's kitchens.

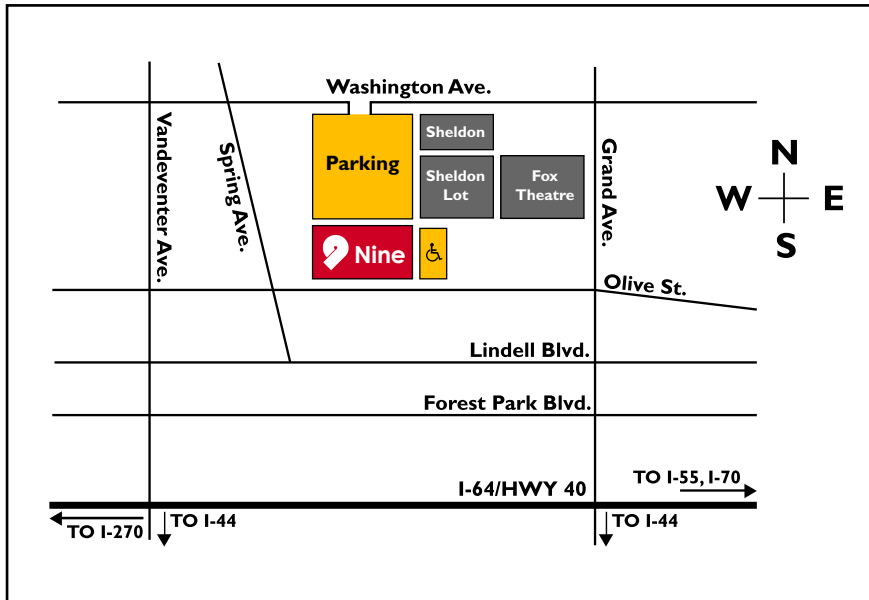
What are the names and locations of eateries near the Nine Network?

Grand: Best Steak House, City Diner, Kota Grill (one block east).

Lindell: Chuy's, Nadoz Cafe (one block west), Arby's, McDonald's, Crazy Bowls & Wraps, Subway, Qdoba (3–4 blocks west).

Olive: Vito's, Triumph Grill (2–3 blocks east).

Directions and Parking

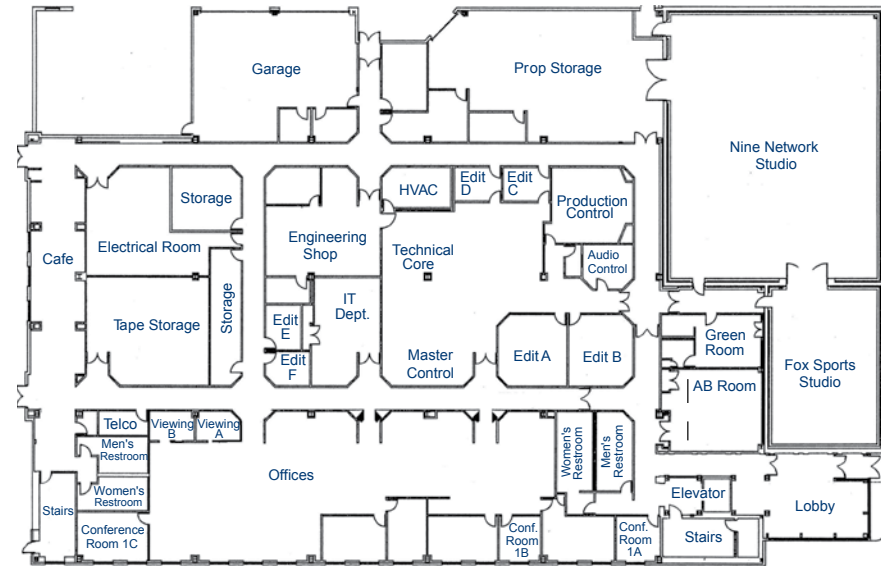


The most convenient parking for the Nine Network is located off of Washington Street, just north of the Nine Network building. We will provide you with a temporary parking permit for this employee lot. The entrance to the building is through the back of the building next to the garages. Please push the buzzer when you arrive and our receptionist will gladly let you in.

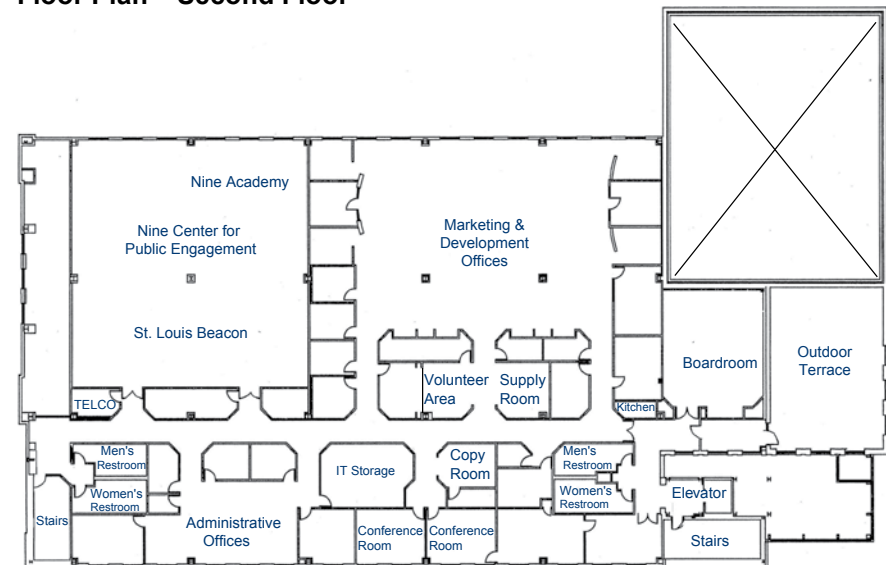
If needed, we also have a gated parking lot for those with disabilities just east of our building. This lot is accessible from Olive Street.

With the Grand Avenue bridge closed until Spring 2012, an alternate route must be taken if you need to get on I-44 from the Nine Network building. The closest and suggested route is to go left out of the Washington lot and make another left on Vandeventer. Continue on Vandeventer for about four miles until you reach the ramp for I-44.

Floor Plan—First Floor



Floor Plan—Second Floor



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