

NCM Hub Policies and Procedures Handbook

for Producers, Volunteers, and Interns

FOREWORD

Greater Newburyport Community Media Hub, Inc., or NCM Hub, is a 501(c)3 non-profit established to provide access to the tools and training needed to produce community media. NCM Hub is the designated provider of Newburyport's Public, Education, and Government (PEG) cable television channels serving Newburyport, Massachusetts. NCM Hub cablecasts local programming on Newburyport's cable Channels 8 (P-Public), 9 (G-Government) and 22 (E-Education). NCM Hub also holds the license for WJOP-LP 96.3FM, a low power radio station serving the greater Newburyport area (3-10 miles radius). In addition, NCM Hub a citizen journalism project, The Packet Post, for written news, reviews, information, and press releases.

NCM Hub is a public forum for free expression, providing its resources on a first-come, first-served, nondiscriminatory basis for residents of Newburyport. With television and radio studios located at 331 High Street in Newburyport, NCM Hub provides access to tools and training to create media for the free expression of ideas, stories, news, art, and information –content that matters to you to share with your community. Distribution platforms for your media content extend beyond the local area by providing live streaming of our television channels, bulletin boards, and radio station; podcast hosting on SoundCloud; PortMedia YouTube Channel; Video-on-Demand (VOD) on our website, and the Packet Post web blog.

The following Operational Rules and Procedures were generated to provide guidelines for NCM Hub producers, volunteers, and interns to participate in activities and services. HCM Hub's mission is to train Newburyport citizens in the uses of media and technology for the creation and exchange of information and ideas to keep our citizens engaged and our electorate informed.

Such uses have corresponding responsibilities, especially within an active facility, where basic guidelines will ensure efficient and fair operations. NCM Hub views these Rules and Procedures as working guidelines, which will be periodically reviewed and adjusted.

Statement of Mission and Purpose

NCM Hub is a non-profit, membership-based organization, governed by the NCM Hub Board of Directors, which is dedicated to providing an electronic forum for the free exchange of information and ideas, which reflect the talents, skills, interests, concerns and diversity of the Newburyport community.

Vision/Mission Statement: Within a community, everyone has the right to have their voice heard. NCM Hub provides the access and opportunity for that voice. That right exists only in the provision of an up-to-date media production and training facility open to the community and their ideas. That facility consists of resources that will empower the community to express their views through the production of content free from censorship.

In pursuit of this mission, NCM Hub

- manages facilities for community access TV programming for Public, Educational, and Governmental (PEG) needs on the Newburyport cable access channels;
- manages facilities for radio programming that meets the FCC licensure requirements of the low power radio license;

Revised Fall 2023

- provides access to, and basic instruction in video and audio production as it relates to our freedom of expression;
- and serves as a catalyst to facilitate and stimulate community discussion and provide leadership in the uses of telecommunications technology and the vital and essential role that media plays in a democratic society.

I. ANNUAL NCM Hub MEMBERSHIP – *Members may also be referred to as Producers, Volunteers, and Interns.*

If you are interested in becoming a member and meet the membership criteria, please read the handbook and contact Maya Gastman, Multimedia Production Manager at maya@ncmhub.org or 978-961-0350 to schedule a membership appointment to join. We look forward to meeting you!

A. Types of Membership

1. Engaged Citizen Membership for Newburyport Residents - Adults ages 19+ \$45/year, 62+ \$25/year

- Training in basic audio and video production;
- Opportunity to volunteer as crew for PortMedia and WJOP productions;
- Ability to reserve prosumer grade audio and video production equipment to create non-commercial media content for distribution on local Comcast Channel 8 or WJOP SoundCloud;
- Access to the Newburyport Athenaeum, a resource library at the hub;
- Free or discounted access to media production and digital technology workshops when available;
- Access to PortMedia Open Studio for local interviews, rather than having to create your own television show;
- Pocket sized United States Constitution.

2. Engaged Citizen Membership for Students - Grades 8-12 & College Students - \$25/year

The student membership has all the adult membership privileges, for middle & high school students, their legal guardian must assume all legal and financial responsibility for the students' activities at NCM Hub and be present when student is joining. Equipment and studio reservations may require parent acknowledgment prior to completing the reservation or equipment pick-up.

College students enrolled in a college program, may pay the student membership rate and receive the adult membership benefits above.

Newburyport Youth Services in collaboration with NCM Hub offers summer programming for ages 9-13. Please check their website for more information about media production programs.

3. Organizational Membership - We do not offer Organizational Memberships.

If a member would like to film a local non-profit event, they will need to receive permission from the organization to film, edit and distribute event content. The organization has the authority to approve content for distribution. If content is not approved for distribution, the audio/video files will be deleted. PortMedia may film a community event and invite members to volunteer as crew in which case, members will not need to receive permission to film, edit, and distribute event content.

4. **Newburyport City/School Membership – No fee** (for Newburyport district schools, Newburyport City Departments, Newburyport City Commissions and Newburyport City Boards – must be either funded by City of Newburyport, under authority of Mayor, or directly affiliated with the City of Newburyport. All media projects must be aligned with the

overall mission of the City Department, the City Commission, the school, etc. City and School members must complete membership application. City and School members receive the same privileges as adult members. Collaborations with other schools may be possible based on the availability of resources.

The mission of NCM Hub is to provide the basic production skills needed to get you started. You are encouraged to access our additional training resources or online training found to further develop your skills.

II. RESPONSIBILITIES AND INSURANCE

- A. NCM Hub has an insurance policy for equipment while it is being used by its members. Premiums are paid by NCM Hub and the policy is in NCM Hub's name. In the event that equipment is stolen or damaged due to negligence and the insurance company honors the claim, the member is responsible for the current deductible. In the event the insurance company does not honor a claim or a claim is less than the \$1,000 deductible payment, it is the responsibility of the member to reimburse NCM Hub. Check that your equipment is in good condition before you take it out. All equipment will be checked-in by staff. If you find any problems with equipment, please report the issue as soon as possible to NCM Hub staff via email or phone.
- B. Members may ask the Board of Directors for a determination of negligence. Negligence will be determined by a vote of the Board of Directors, the vote will be the final decision. Members are reminded that equipment must not be left unattended or left overnight in a car or in a manner that might damage the equipment. Equipment may not be used in hazardous situations without prior approval of the NCM Hub staff. If equipment is stolen, a police report must be filed immediately and reported to NCM Hub staff.
- C. Members covering public meetings that are the responsibility of NCM Hub are not responsible for accidental damage to equipment. However, normal care and precautions should be taken during the set-up, recording, and dismantling of the equipment. The equipment should be returned to the studio after the shoot or locked in a preapproved area. Never leave equipment unattended and never leave equipment in your vehicle (except for loading and unloading while at the event location).

III. PRODUCTION

ALL NCM HUB AUDIO AND VIDEO PRODUCTION EQUIPMENT AND FACILITIES ARE TO BE USED BY MEMBER PRODUCERS FOR PRODUCING LIVE OR RECORDED NON-COMMERCIAL PROGRAMMING FOR DISTRIBUTION ON THE NEWBURYPORT CABLE CHANNELS, BULLETIN BOARDS, and WJOP SOUNDCLOUD. In addition, member produced content may be shared by NCM Hub on WJOP RADIO, NCM HUB WEBSITE, and/or NCM HUB'S SOCIAL MEDIA OUTLETS.

Only the local public access Channel 8, Voice of the People, is available for you to share your program content without content restriction other than following NCM Hub policies and FCC rules. WJOP programming is an FCC licensed radio station and is not considered "access" radio and therefore NCM Hub is not obligated to provide broadcast time for programs produced by member producers, however, we would like to provide the opportunity for all audio programs (podcasts) to be shared via SoundCloud on NCM Hub's website. Citizens interested in producing commercial free programming (talk or music) for WJOP 96.3 FM Newburyport may propose their program idea to the Executive Director and Radio Committee Chair for consideration. Podcast producers may record their programs in the WJOP Studio.

Equipment is available for members to use for the purpose of producing non-commercial content for Newburyport's Comcast Cable Channels. In addition, members may also upload their content to be viewed on their own personal website or social media platforms for non-commercial purposes. Equipment may not be used for personal reasons or for monetary gain. If members use equipment for these reasons their membership may be suspended. The Executive Director is responsible for the determination of any membership status (suspension). Members may not upload

programming from the NCM Hub location. Members may make one DVD (more for fee) of your video program or NCM Hub staff will email your audio or video files via google drive, or other file sharing platforms. Members may take their content on a flash drive with permission from the staff.

A. FIELD PRODUCTION RESOURCES

1. The amount of equipment available for a given project will be determined by NCM Hub staff based on the needs of the project, and the equipment available at the proposed time of the project production.
2. Equipment Check out -The member who has been trained to use the equipment must be the one to check out equipment at NCM Hub. Approximately 15 minutes should be allowed for checking equipment in or out. The staff will provide a refresher of the equipment if desired. Appointments must be made in advance for picking up equipment and we ask that you provide at least 48 hours' notice. Equipment reservations are first come, first serve and based on availability.
3. Return of Equipment – Member producers are responsible for notifying the staff if there are any problems with the equipment they have just returned. Member producers may not attempt to repair damage to equipment. All files must be uploaded to the member's producer file when equipment is returned for later editing and data card will be cleaned for next production. Members must make back-up copies of all raw and finished files. NCM Hub (PortMedia WJOP) is not responsible for loss of member's audio and/or video files.
4. Members may not borrow additional equipment until all items have been returned in good working order (normal wear and tear excepted).
5. Members must return equipment when specified. If more time is desired, members must call prior to due date or ask when dropping off if they can keep for a longer period. Appointments must be made for returning equipment.
6. No program will be scheduled for distribution until it has been completed.
7. Members must transfer their raw files from SD cards to their producer folder at the time of equipment drop off unless other arrangements have been made with staff. Members are responsible for creating and maintaining their own back-up files on a separate drive. NCM Hub is not responsible for member's raw files.

B. EDITING

1. Member producers are required to schedule editing time with NCM Hub production staff. Basic introductory audio or video editing training will be provided on a 1-1 or small group basis. If a member would like to have additional one-to-one help, please reserve time with staff prior to coming in. Due to limited staff, please have your questions ready. Production staff are available to answer questions while you are working on your project after you have completed the basic editing training.
2. Member producers are responsible for selecting royalty free music for television shows and podcasts, creating show graphics and SoundCloud podcast logos using copyright free materials. NCM Hub Production staff is available to assist and answer questions regarding graphics, but the member is responsible for the design and creation of graphics. NCM Hub Production staff can assist members in where to locate royalty free music. Basic editing training includes how to add a music track, lower thirds and an intro/outro for your television show or podcast. All productions must include a disclaimer which will be provided by the production staff. If you are not able to edit your own television show, using the show template that is created during training, the show will be filmed in a no-edit format, not stopping, and will be dropped as is into the template. NCM Hub production staff will complete essential updates such as lower thirds, show

date, and show episode/title. If the member producer is interested in further editing such as cutting, adding B-roll, etc., the member producer will be responsible for that additional editing.

3. All new television shows will begin as monthly productions and will be filmed as a no-edit shoot, meaning, once the filming/recording begins, you go straight through to the end without stopping (once referred to as Live-to-Tape). The show length can be determined during the initial planning.

4. Member producers must consult with the staff before bringing in accessories. Unauthorized connection of external devices is not allowed without permission from NCM Hub staff.

5. NCM Hub computers are to be used for editing purposes only. Please do not use the computers for personal use such as checking emails, personalizing or changing desktops, checking social media sites, or surfing the internet. Do not download any programs, applications, etc. without permission from NCM Hub staff. Uploading and downloading are prohibited.

6. Member producers may reserve only one three-hour block per day in advance. However, on the day of an edit session, a producer may extend this edit time upon availability. You may only reserve one three-hour block at a time.

7. No one may reconfigure any wiring. Violation will result in the immediate and permanent loss of all membership privileges.

8. Membership may be suspended for failure to adhere to the above statements. The Executive Director is responsible for decisions regarding the suspension of membership.

C. PORTMEDIA AND WJOP STUDIO FACILITIES

1. PortMedia Open Studio provides the opportunity for members to interview guests without needing a crew or studio training. Everything will be set, ready to go – the member will need to supply graphics (names and titles) prior to start. These productions are no-edit productions and can be a one-time production or a regular production.

2. Community producers must consult with the staff before bringing in accessories to the control room or props into the studio. There may be areas posted as off-limits. NCM Hub is not responsible for props and will not store personal property of members. Any personal property left in the studio by a member is left at members own risk and will be removed and placed out of the way (maybe be left outdoors due to space constraints).

3. **No one may reconfigure any studio wiring.** Violation of this rule may result in the immediate and permanent loss of all access privileges. **No studio doors may be locked by members to restrict access.** Violation of this rule may result in the immediate suspension of member privileges and permanent loss of studio use.

4. Unfortunately we do not have the space for sets and props. You may bring something to add to the table in the studio if desired. You may use the green screen with a virtual set/image or the large monitor with your logo, show title, jpeg/image, etc.

D. CANCELATIONS

1. Community producers must give at least 24-hour notice when canceling any reserved use of NCM Hub equipment, facilities or training. If a community producer is more than 20 minutes late without notification, their reservation may be canceled.

2. Repeated instances of failure to make a timely notice of cancelation may result in a suspension of privileges.

III. PROGRAMMING

ALL PROGRAMMING PRODUCED FOR PORTMEDIA CABLECAST, WJOP BROADCAST, OR ANY OTHER NCM HUB DISTRIBUTION PLATFORMS SHALL BE OF A NONCOMMERCIAL NATURE.

1. NCM Hub is responsible for the administration of three Comcast cable channels on the Cable TV system in Newburyport. Any NCM Hub member may request channel time for the presentation of programming they produce at NCM Hub, or programming they may have produced elsewhere (must meet broadcast standards).
2. NCM Hub may provide outside programming at the discretion of the NCM Board of Directors or the Executive Director.
3. Reference to a Community Producer is to indicate any NCM Hub member producing programs with NCM Hub equipment or facilities.
4. NCM Hub retains the right to pre-empt television programming at any time in order to provide timely local programming, such as live or pre-recorded special municipal events, important local debates/forums, or other local events of general interest to the Newburyport community for which time is of the essence.
5. The community member producer is responsible for their program content. Copyrighted material is prohibited.
6. Community producers must agree to comply with all applicable sections of these Rules and Procedures and abide by the following conditions:

A. Requests for Cablecast Time and Required Clearances.

1. Properly submitted programs are guaranteed one airing. In addition, all programs may be streamed on the NCM Hub website and will also be available on demand on the website. If you do not want your program to be available to be viewed on YouTube or Video on Demand after it has been aired, you must submit in writing that you would like the program removed from those distribution platforms. Once the program is aired one time, please remember that it can be recorded at that time by anyone so there is no guarantee for shows to be fully removed from public access once they are submitted for distribution. NCM Hub is not required to provide additional broadcasts (repeats), additional airings of submitted programming are provided as a courtesy, when timeslots are available. Community Producers on the access channels are fully responsible for the content of their program material.

B. Presentation of the following is prohibited:

1. Any commercial programming or advertising to promote the sale of commercial products and/or services including the direct or indirect presentation of lottery information, and any call to action.
2. Any material which constitutes libel or slander.
3. Any obscene material or pornography.
4. Any unauthorized use of copyrighted material or publicity rights, and invasion of privacy.
5. Any material in violation of FCC regulations.
6. Any material which violates local, state or federal laws.
7. Any material that incites violence.

C. Ownership of Locally Produced Programs

1. NCM Hub community producers own their program and hold the copyright, ***provided it is cablecast at least once on any of the access channels or uploaded to WJOP SoundCloud playlist***. If the audio or video program is never broadcast or uploaded to WJOP SoundCloud, it will remain the property of NCM Hub. NCM Hub equipment and resources are available to create content for the community.

Because NCM Hub media is used for the master, the producers may make one free copy on their own media. NCM Hub retains the right to charge a service fee if members of the public request a hard copy of a program.

2. NCM Hub has the right to maintain a copy of any program in its library to cablecast an unlimited number of times. All cablecast programming will also be streaming on www.ncmhub.org.

3. NCM Hub has the right to use any audio or video program for promotional purposes related to NCM Hub.

4. Any exceptions to the above shall be determined solely by the Executive Director on a case-by-case basis.

D. Safe Haven/Adult Programming

1. Producers are expected to alert NCM Hub staff to any audio or video programming that may be inappropriate for younger viewers.

2. NCM Hub reserves the right to cablecast programming with excessively violent material, offensive language, nudity, or sexually explicit material after 11:00 p.m., and before 4:00 am. NCM Hub may add written description to audio or video productions that have adult content (YouTube, SoundCloud). NCM Hub expects an accurate description of your program so that we can broadcast at appropriate times.

E. Underwriting and Grants

1. Acknowledgement of underwriting by businesses, organizations or grantors providing monetary or other assistance to the making of a program may be included in the program credits of programming produced by NCM Hub, PortMedia or WJOP. Individual community producers may not solicit for underwriting. Acknowledgment of assistance in the making of a program may be included in the program credits for programs produced by community membership (use of a space, a prop, copyrighted material etc.) Anyone interested in sponsorship will be directed to speak with the Executive Director. Any acknowledgement should meet the standards of the Public Broadcasting System and will be limited to business name, brief descriptive line, and location of business. Community producers may not solicit underwriting or grants.

2. Prohibited are direct sales talk, marketing, self-promotion of a business during an interview, or "calls-to-action" which disclose specific products on sale, business address or business phone, and qualitative descriptions.

3. Commercial advertising is prohibited on all local Comcast Cable Channels and WJOP 96.3 FM and all distribution platforms.

F. Access to Cablecast Time Slots for Single Programs by Community Producers

1. The staff schedules program time slots for access programs as soon as they have been submitted. Open time slots are available on a first-come, first-served basis. PortMedia Open Studio has specific scheduled times.

5. Requests for program time will be honored within the constraints of scheduling as well as staff and equipment availability. Programs may be rerun at other times.

6. Prime time shall be defined as any time between the hours of 5:00pm and 11:00pm daily. An individual may be limited to one (1) prime time opportunity, per show, per week, depending on scheduling demands.

G. PortMedia Live In-Studio Programming/Viewer Call-Ins

1. Requests for live television programs must be made four (4) weeks prior to the filming. Due to limited staff resources, live programming opportunities may not be available.

2. If viewer call-ins are to be included, the following policy must be strictly observed:

Live Show Call-In Policy for Television

- All calls must be answered "off-air" by an assigned certified crew member so that the producer may obtain the caller's name and telephone number.
- Producers must maintain a log of names and telephone numbers of individuals who are call-in participants. Caller names and numbers remain confidential to producer, except as otherwise may be required by a court order or legal action.
- "Anonymous" or unidentified callers, especially regarding issues of libel, slander, obscenity, or threats to public and personal safety, are strictly prohibited.

Nothing in this policy is designed to censor or thwart commentary, even anonymous commentary, but rather is a precaution should any actual instance of FCC-prohibited content occur.

J. Election/Campaign Programming

1. NCM Hub provides to all Newburyport residents, including those residents running for local, state or national public office or those supporting a ballot issue, equal opportunities for access to training, equipment resources and cable channel programming time, on a first-come, first-served, non-discriminatory basis.

2. Advocacy, debate, and election coverage will cease at 48 hours prior to an election. Political or election programming on television and radio will not resume until the polls are officially closed. This election silence period does not apply to programming that is stored on video (or audio) server sites such as but not limited to NCM Hub's website, YouTube, and Facebook.

3. In order to ensure equal opportunities for programming time on Newburyport's Comcast Cable Channels, the following rules apply:

- a. NCM Hub maintains the right to limit length and frequency of programming. Such limits when imposed shall apply to all programs on the channel and to all program producers.
- b. NCM Hub retains the right to preempt programming at any time in order to provide timely local programming, such as live or taped special municipal events, important local debates/forums, election-related programming, etc.

K. Staff-Produced Community Programming

1. NCM Hub is required under its agreement with the City of Newburyport to produce regularly scheduled City Council Meetings and regularly scheduled School Committee Meetings.
2. NCM Hub may produce other local events at their discretion.
3. NCM Hub will make every effort to inform members of volunteer production opportunities on such productions.

L. Channel Bulletin Boards

1. NCM Hub may cycle community announcements on the access channels 24 hours per day when there is no programming being cablecast. City and School messages or announcements will be placed on Clipper City & Schools Channel 9 BB. Newburyport-based, non-profit organizations or organizations that serve the citizens of Newburyport may submit messages of a non-personal nature, of interest to local residents which will be placed on Voice of the People CH 8 BB. Local and Regional Arts & Cultural, Maritime and History-based events, including music performances, theater, dance, museum exhibits, historical events, lectures, and presentations, local fairs, art shows etc. may be submitted to be placed on The Waterside Channel CH 98. No personal messages are allowed on any of the bulletin board with the exception of any NCM Hub fundraising event (holiday messages, valentine messages, graduation etc.).
2. All information must be submitted according to our submission criteria. The information must be a JPEG file and in landscape orientation. Please keep the slides very simple, clear and easy to read fonts from a distance. Always provide a website or phone number for more information. No fees or ticket prices will be permitted on slides. Organization may put "there is a fee for this event" or "for ticket information please contact...or visit our website etc."
3. No commercial announcements, advertising, or direct appeals for funds will be accepted. However, fund-raising events or projects may be announced. NCM Hub's staff reserves the right to schedule announcements at their discretion.
4. NCM Hub is not responsible for format or design of any bulletin board announcement. All announcements must be complete and ready to upload. NCM Hub reserves the right, as producer of the all of the Channel BB, to reject any message and/or return for editing or corrections. Written press releases will be posted on our Packet Post blog located on our website under the SHARE page.
5. A "Call for More Info" phone number is permitted.

L. Technical Standards

1. Programs to be cablecast must meet certain minimum technical standards in the opinion of the NCM Hub production staff. Programs having poor audio and video signal quality may be withheld from cablecast at the staff's discretion.
2. If a problem with the audio and/or visual signal is identified during actual cablecast, then the cablecast operator will attempt to complete the cablecast. The cablecast operator will terminate the cablecast prior to the scheduled end of the cablecast if the break-up or poor signal quality persists, or if NCM Hub's equipment is jeopardized. The media will then be returned to the producer who will work with the staff to solve the technical problems. The program will not be repeated until the technical problems are solved.

M. Publicity

1. NCM Hub encourages all community producers to publicize their programs on their own social media platforms. NCM Hub will publicize programming as time and staff resources permit.
2. NCM Hub shall make the Community Bulletin Board available for programming-related announcements. Community producers are encouraged to prepare 30 or 60-second promos for cross promotions by other producers or staff and submit press releases to local newspapers of their upcoming programs.
3. Community producers must remember to clearly identify themselves as individual citizens, and make it clear to editors and their readers that the program is not a production "of" or "by" NCM Hub, PortMedia, or WJOP.

IV. VIOLATIONS

1. Members are encouraged to resolve difficulties on an individual level. If a resolution is not achieved, the Executive Director or their designee is authorized to issue warnings, and suspensions. If requested in writing, an appeal may be submitted to the Board of Directors for further review.
2. Major Violations will result in suspension or termination of membership. These may include, but are not limited to:
 - (a) Commercial or profit-making use of NCM Hub facilities.
 - (b) Abuse of staff or other members.
 - (c) Misrepresentation of members' affiliation with NCM Hub, PortMedia, or WJOP to others.
 - (d) Falsifying forms.
 - (e) Taking or reserving equipment without staff permission.
 - (f) Abuse of equipment, unauthorized repair, facility reconfiguration, or improper transport.
 - (g) Tampering with, copying or deleting software or data.
 - (h) Failure to follow the station's Live Call-In Screening Policy.
 - (i) Three "No Show" cancellations in any one-year period.
 - (j) Taking NCM Hub property or NCM Hub staffs' personal property.
 - (k) Firearms and weapons are prohibited from the NCM Hub facility.
3. Minor violations may result in suspension of membership. These may include, but are not limited to:
 - (a) Repeated failure to cancel a reservation in a timely manner.
 - (b) Late pick-up or return of equipment without notification and approval.
 - (c) Mishandling or unsafe use of equipment.
 - (d) Eating, drinking or smoking in non-designated areas of the facilities. Food and beverages including water are allowed only where designated and NEVER in control room, studios, or around production equipment and computers.
 - (e) Failure to clean up after using the facilities.

(f) Handling off-limits equipment or being in off-limits areas.

(g) Rowdiness, horseplay or creating any disturbance to others while in the facility.

V. OTHER CONDITIONS

A. Production Crew Only Volunteers and Student Interns

1. All production crew volunteers and student interns must become NCM Hub members and complete any basic production training courses that may be required. Membership fees may be waived for production crew only volunteers and interns, however, their membership rights cease upon completion of volunteering or interning experience. and they may not reserve equipment for personal media production. If they would like to reserve equipment for their own media productions, they will need to pay the membership fee. If membership fee is paid, regular membership rights and responsibilities remain for annual period. All production crew only volunteers and interns must read, agree and adhere to all NCM Hub Policies and Procedures and Statement of Compliance. There are limited openings for student internships. If you are interested - Email Sarah Hayden at sarah@ncmhub.org for more information.

B. Facility Up-keep

1. The NCM Hub facility is a public space with substantial electronic equipment. Therefore, it is a strictly enforced, non-smoking environment. No smoke or fog machines are permitted in the studio.
2. Community producers are expected to clean up each time they use this facility. This includes striking sets, replacing all equipment and cables.
3. Community producers wishing to bring an animal into the facility for a production must have prior approval of the Executive Director, in order to alert persons with known allergies, etc. Their request may be denied
4. Eating and drinking are allowed only in designated areas, which must be kept clean by users.
5. Community producers must remove all set materials from the facility when they are finished.
6. NCM Hub office equipment and supplies may not be used for sets
7. NCM Hub is not responsible for sets, props or personal items left on the premises.

C. Right to Refuse

1. NCM Hub reserves the right to refuse the use of its facilities to any individual who appears to be under the influence of alcohol, marijuana, or drugs or who interferes with the orderly conduct of business.

D. Indemnification

1. Users of the access channels shall indemnify the City of Newburyport, Comcast, Greater Newburyport Community Media Hub, Inc. d/b/a NCM Hub (PortMedia, WJO, and The Packet Post included) and their employees, and the NCM Hub Board of Directors against any and all liabilities arising out of use of facilities and resources, or out of breach of the Agreement with these Policies.

E. Interpretation

1. Where the implementation of these policies is subject to interpretation, decisions shall be at the discretion of the NCM Hub Executive Director or a designee.

F. Appeals

1. Community producers are encouraged to resolve difficulties on the staff level.
2. Any community producer or member wishing to appeal an action of the staff or to communicate a problem or complaint should communicate this appeal or message to the Executive Director. After receipt, the Executive Director will provide a written response within 15 business days.
3. If the Community Producer is dissatisfied with the response, he or she may request a hearing before the NCM Hub Board of Directors, by contacting any NCM Hub Board Member.