

QUEENS MEMORY

Volunteer Interviewer Guide

Thank you for volunteering to be an interviewer for the Queens Memory Project. The oral history interview process has several phases, and we want to make sure you have a clear guide to the process. If you have any questions or need support with any step, please get in touch with the team at queensmemory@queenslibrary.org.

General Guidelines

Please focus on interviewing adults. We ask that you not interview children age 13 or younger.

If you are interviewing children age 14-17, you will need the consent of the interviewee's guardian. Please make sure you the guardian fills out the consent form along with the teen you'll be interviewing.

The Remote Interview Process, from Outreach to Completion

Pre-Interview: Outreach, Consent, Technology

1. Contact a potential interviewee or get an assignment from the Queens Memory team. We encourage you to ask relatives, friends and community members if you're not sure where to start. Please note that interviews can be conducted in any language. Our processing team may be able to assist with translation and transcription.
2. When you are in touch with someone, even if you haven't confirmed an interview date yet, please enter their info and yours in our tracking document [link will be shared during volunteer orientation]. This will help us avoid overlap if multiple people happen to be reaching out to the same person. If you have privacy or security concerns, please enter as much information as you are comfortable sharing (initials instead of a full name, for instance).
3. Contact your interviewee by phone or email for a pre-interview conversation. Discuss:
 - a. **Technology: How will you capture the interview?**
Discuss how you would like to record, for instance with a video program or a

phone call. Video conferencing programs like Webex and Zoom have built-in recording, and call recorders like Google Voice and Rev are useful when recording phone interviews. If you need assistance with remote recording, contact us at queensmemory@queenslibrary.org to discuss options and test out different platforms ahead of time.

b. Consent and Contact: How will their interview be shared? How will we be able to contact them?

These interviews will be stored in the Queens Memory digital archives and may be shared as excerpts on our public platforms and in our podcast series. We will inform the interviewee when their interview is published and whenever it appears on a library platform. Please send them a link to our Consent Webform and the appropriate pre-interview survey so we have their consent and contact information on file.

Consent Webform: <https://bit.ly/QM-Consent>

General Pre-Interview Survey: <https://bit.ly/QM-PreInterviewSurvey>

COVID-19 Pre-Interview Survey: <https://bit.ly/QM-COVID19-Survey>

Feel free to adapt this email template to share the links with your interviewee:

Dear (interviewee),

Thank you for agreeing to do an interview for the Queens Memory Project. This link is to the Queens Memory Informed Consent Form: <https://bit.ly/QM-Consent>. The Pre-Interview Survey is not required but the Queens Memory team strongly encourages you to fill out as much or as little as you're comfortable sharing: <https://bit.ly/QM-PreInterviewSurvey>.

You'll need to complete the Consent Form before our interview. Please read through and let me know if you have any questions

Thank you,
(interviewer)

c. Content: What will you discuss in your interview?

Refer to the Interview Participant Guide, which you can share with your

interviewee so they have an overview of the project and interview process as well:

d. **Photograph: Would they mind sharing a recent photo?**

We like to pair photos of interviewees with their interview recordings on our public pages, such as Aviary, where we share interview excerpts:

queenslibrary.aviaryplatform.com. Ask your interviewee if they have a photo or other image (an old snapshot or even an artwork) they would like to share.

4. Before your interview, prepare a list of topics or questions you would like to ask. You can refer to this Suggested Topics List for ideas: <https://bit.ly/QM-InterviewTopics>.

Interview

5. When you are ready to start your interview, please ask these required questions first so that we have them on the audio recording:
- a. Ask your interviewee, "Do you agree to the terms and conditions outlined in the Queens Memory Informed Consent and Copyright Permission form that I shared with you over email?" They need to say yes and affirm their consent.
 - b. Begin with "This is (interviewee full name) with (interviewee name). We are recording on (date) for the Queens Memory Project."
 - c. Ask your interviewee, "Could you say your full name and spell it?"
 - d. Then you can proceed with the interview! Ask any opening question that feels appropriate for what you'll be discussing.
6. If you have time right after the interview, fill out the Interviewee Demographic Information Form together: <https://bit.ly/QM-Demographic>. You can also ask for any additional information by phone or email at a later time.

Post-Interview

7. Send your interviewee a thank you note! It's a nice gesture and gives you a chance to remind them that you'll share the interview recording and transcript once the files are ready.

8. Use our upload form to send us the interview recording (audio or video) and photo of your interviewee, if they are sharing one: <https://bit.ly/QMInterview>

If your interviewee has other files (such as videos, scanned documents or photos) they would like to contribute and pair with their interview, they can submit them here:

<https://bit.ly/QM-SubmitPhotos>

9. Update the tracking document to show that your interview is complete [link shared at volunteer orientation].
10. The next step will be handled by our Processing Team. If your interview is in English, it will be uploaded to Rev, a web-based software tool that creates a machine-generated transcription. The transcription file will be shared with you to review and correct. If your interview is in a language other than English, you will be expected to transcribe and translate it. Please contact the Queens Memory team at queensmemory@queenslibrary.org if you need assistance.
11. Once you have completed your transcription, please share the file and interview recording with your interviewee for them to review. This is part of the reciprocity of the oral history process. It also provides a step for both you and your interviewee to correct any errors or request that sections be removed from the audio file and transcript before the interview is added to the Queens Memory Archives at the Queens Public Library.