# Europeana 1914-1918 Roadshow

The Europeana 1914-1918 Roadshow involves members of the public bringing in documents, objects and other material relating to the World War One and telling the story attached to them. Their material will then be digitised and catalogued with the story before being added to the Europeana 1914-1918 website.

This document details the step by step process of how this will happen in the following sections:

1. Visitor Arrives – 'meet-and-greet' the members of the public, and pass actual contributors to the interviewers.

2. Capture Stories – get as much information as possible from the contributor on the forms, and record an interview with the contributor.

3. Digitise Objects – take photographs and/or scans of the material contributors have brought with them.

4. Return Objects – prepare all the forms for cataloguing, and return all objects to the correct contributors along with a 'souvenir' pack.

5. Upload contributions to the Europeana 1914-1918 website – manage (and post-process) the digital images etc., catalogue the information supplied by the contributors and add the images etc. on the online forms.

1. Visitor Arrives
2. Capture Stories
3. Digitise Objects
4. Return Objects
5. Press
6. External Presenters
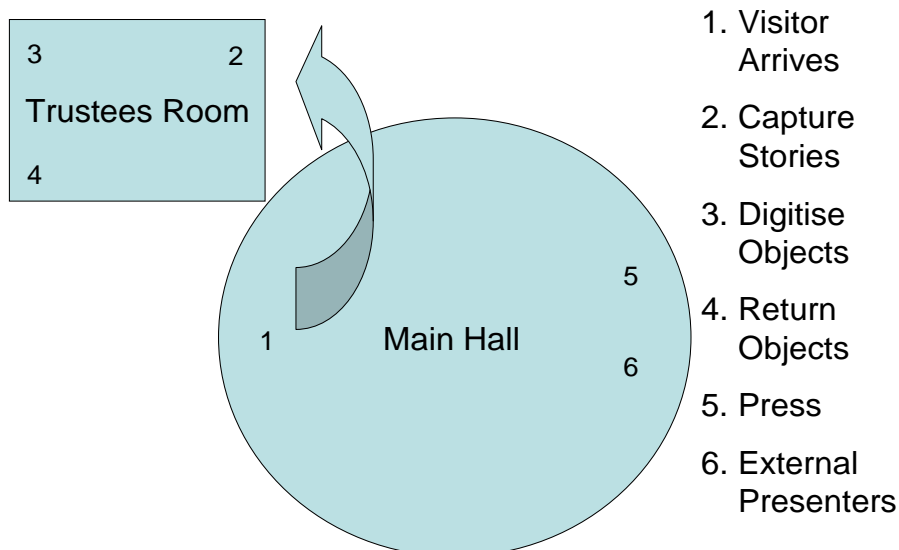
Floor manager – Katherine McSharry

This manager oversees the whole operation and is responsible for the preparations. On the day the floor manager ensures everything flows as it should and every staff member gets their breaks etc. The floor manager helps where needed, steps-in to solve problems, takes over roles during breaks and prioritises workload.

Interview template

Tell Your Story

Story Title - A title for this contribution as a whole.
Story - Write down the story behind your contribution.
Summary description of items.
Language - Indicate the language that this story is written in.
Contributed on behalf of - Leave blank unless you are helping someone to make this contribution.

Tell us who this story is about?

Add the names of the people this story is about.

Person 1
First Name
Surname

Person 2
First Name
Surname

When did this story take place?

The story begins ... (Year, Month, Day).
The story ends … (Year, Month, Day).

In both cases, if you don't know exactly, please provide the Year only.

Where did this story take place?

Locate where your story took place - Enter the name of a city where the story took place, i.e., London or Paris or country if you don't know for sure.

Help others find your story by adding one or several of the following keywords

Only assign keywords that describe the main subject or broader concept that you want to contribute. The purpose of these keywords is to help us highlight your story in our story collection.

The following keywords are available: Anti-War Movement, Artillery, Conscientious Objection, Gas Warfare, Home Front, Manufacture, Medical, Military Punishment, Prisoners of War, Propaganda, Recruitment and Conscription, Remembrance, Tanks and Armoured Fighting Vehicles, Transport, Trench Life, Women.

Which front is this story about?

Gallipoli Front, African Wars, Balkans, Italian Front, Aerial Warfare, Middle East, Eastern Front, Naval Warfare, Western Front.

TERMS OF USE:
Before you can submit digital material to Europeana, you must agree to the Europeana Terms for User Contributions. These terms can be found online at http://www.europeana1914-1918.eu/en/about/terms
Among the most important consequences of accepting these terms, are the following:

You guarantee that:
- the digital material that you submit is not copyright protected; or
  - you own the rights to this digital material; or
  - the owner of these rights has authorized you to submit the digital material under the following conditions.

- For the content you contribute (such as a video, a photo, a diary, a picture or audio material), you are allowing everybody to use this content in almost any way they wish. However, they must attribute the content to the rights owner. And if they make alterations to the content, they have to allow others to use the altered content under the same conditions.

- For the descriptive data you submit (such as descriptions or tags) so your content can be found by search engines, you are allowing everybody to use these descriptive data in almost any way they like, without further conditions.

1. Visitor Arrives

Greeting

At the visitor arrives, a member of the greeting team, based inside the door, meets them and establishes their interest in the day.

- Do they have material to contribute? If so, direct them to the Welcome and Registration desk, or to the queuing seats if the desk is already busy. **Before they continue:**
    i. **CHECK THAT THE MATERIAL THEY HAVE IS FOR WWI**
    ii. **Hand them their introductory info:**
        1. **leaflet**
        2. **Introductory interview form with terms & conditions**
- Are they just interested in finding out more? Introduce visitors to the Europeana 1914-1918 project, and encourage them to talk to the various experts and organisations present. You can also use computers set up in the Main Hall to showcase the Europeana 1914-1918 website and/or www.nli.ie.
- Are they press or journalists? Direct journalists and press photographers to the Press person/desk, who will look after them and make sure they get the information and access they need without disturbing the staff or contributors

Welcome and Registration Desk

The Welcome Desk will be used to register contributors on the Europeana 1914-1918 website. This means they have their own account and have a profile set up for the **2. Capture Stories** step and should they wish to contribute anything further in the future themselves online.

There should be two members of staff on the welcome desk at all times

- Encourage visitors to take a seat until you are ready to register them – this will make it easier to minimise any pressure on the welcome desk
- **Registration team member 1 should:**
    o Register the visitor on the site at http://www.europeana1914-1918.eu/en/users/register
    o Use the automatically generated password option
    o **If they do not have an email address, record a mobile or landline number – a way for us to contact them with any follow up queries.**
    o Ensure that the visitor has read and understands the terms and conditions.
    o Take a blank Reader's ticket to record their roadshow number (the order in which the visitors arrive on the day, to ensure people are seen in order). This should be recorded on the ticket as ROADSHOW 1, ROADSHOW 2 etc
    o There will be a spreadsheet at the welcome desk on which to record this. Also record on this sheet their name and mobile number, and importantly, where they have travelled from.
    o On the ticket, also record their username and password for the site.

o Pass the visitor to the second staff member at the desk

- **Registration team member 2 should**
  - o Put their material in an archival folder, box or lid as appropriate. **Make absolutely sure at this stage, again, that the material is relevant to WWI.** Take a pair of cloakroom tickets. Staple one of the numbers to their Reader's Ticket and place the other with their enclosed material, using a plastic paper clip. Write the number on the folder or box in pencil. Return the material to the visitor in its folder.
  - o Tell the visitor that we have about 15 minutes per interview. Let them know that at busy times we will not necessarily be able to digitise all the material that they have brought with them and will take a sample. Give a quick overview of the process: they will be interviewed and their stories recorded, then the items will be digitized. There will probably be a wait while the items are being digitized.
  - o Please see the interview template in section **2. Capture Stories** to get a sense of the questions which will be asked during the interview part of the process. If an interviewer/cataloguer team is free, and no other pre-registered visitor is waiting, send the person in, ticking them off on the Order of Arrival spreadsheet.
  - o If there will be a wait, let the person know how long the waiting time is. Let them know that subject experts are present on the day and may be able to offer advice to them regarding their material. You can also let people know about the toilet facilities available, the Joly Café and the Yeats and Discover Exhibitions.

Welcome desk duties:
- must make people feel welcome, whether they are submitting anything or not.
- must explain processes (interview, digitisation), explain that it may take time, and explain permissions.
- at busy times you may ask contributors to read through forms while waiting for interviewer.
- must match up contributors with interviewers.
- register contributors on the Europeana 1914-1918 website and give them their login details

PR desk duties:
- must look after press visitors and make sure they get the information they need and are able to take pictures and interview contributors or staff if they like.
- may escort them round the different stations.
- must ensure press does not disturb the staff or visitors too much.

2. Capture stories

Contributors are introduced to their interviewer/cataloguer pair. The interviewer talks to the contributor about the objects they have brought in (if any) while the cataloguer inputs the stories and information into the relevant sections on the Europeana 1914-1918 website. They may record audio. The interviewer and

cataloguer may offer information about the objects if they have subject knowledge. Subject experts will be present during the day who may be able to give further details.

The interviewers must explain the permissions the contributor is agreeing to. The contributor signs the permission form. The interviewer gives contributors information about the Europeana 1914-1918 website http://www.europeana1914-1918.eu/.

At busy times a Subject expert should select only some items to digitise.

Cloakroom / raffle tickets:
A numbered ticket is assigned by the interviewer to each form that is completed. This number stays with the contribution through the workflow.

What to ask contributors:

While you are recording the interview or adding information on the computer form prompt the contributor using the fields on the forms:

- Ask is it ok to record the audio of the interview.
- Encourage the contributor to talk freely about what they have to tell.
- When speaking with the contributor think about what, who, when, where and why? Does the contributor know these details? For example:
  - Who is the story about?
  - Is this their relation?
  - Or what is this object?
  - Or what happened?
  - Where or when?
  - Or who wrote this letter? To whom were they writing?
  - Or where or when was this photograph taken? Who's in this photograph? Why was it taken?
- Has the contributor included all parts of the story which they may have told you when they were looking at the permissions?
- You may also annotate the submissions form, for example:
  - With instructions (to tell the photographer pages to concentrate on from a diary).
  - With additional information for the cataloguer from your interview.
  - At the end of the interview stop the audio recording device to save the file.

The interviewer/cataloguer and contributor take objects to the Digitisation Check-in/out desk with the relevant forms, and numbered tickets.

Contributors with more than 1 object or story should complete a form for each object or story. Objects with multiple pages (for example a diary, or letter, or both sides of a postcard) are counted as 1 object and only need 1 submission form. However, when there is time during the Roadshow, multiple photographs of the same subject (the same woman for example) are separate objects and a submissions form has to be completed for each:

1 diary = 1 object
1 multiple-page letter = 1 object
1 photograph album = 1 object
1 collection of 3 photographs of the same soldier in uniform = 3 objects
1 collection of 1 postcard, 3 letters, and 1 medal all from the same man = 5 objects

Interviewer/Cataloguer duties:
- must make contributor feel they are welcome and their contribution valuable.
- must ensure contributor understands permissions asked for and is happy to sign form to share their story and objects.
- must find out about object(s) and related stories from contributor.
- must write stories and details on computer form (or paper).
- may record audio.
- may have to select what to digitise (with Subject expert).
- may offer information about objects or history to contributor.

Subject expert duties:
- usually same as interviewers.
- may 'evaluate' objects for historical value to select what to prioritise for digitisation.
- may offer information to contributor.

   3. **Digitise objects**

Interviewer and contributor take objects to the Digitisation Check-in/out desk.

Check-in/out:

Desk staff record objects on digitisation list and tells contributor when their objects should be ready to collect.

Objects are picked up by photographers or scanner operators and digitised. Digitised objects are moved to check-out desk. Desk staff returns objects to contributors.

Desk duties:
- record on digitisation list the objects received from contributor and interviewer.
- must agree time with contributor to collect their objects based on their wishes and digitisation work-load.
- should label objects with the agreed pick-up time or 'urgent' etc.
- should pass objects to digitisation staff.
- should receive digitised objects from digitisation staff.
- must return objects to contributors.
- must make digitisation-flow run smoothly and keep track of objects on the digitisation list.

Digitisation staff duties:
- must record objects picked up from Digitisation Check-in/out desk on digitisation list.
- digitise objects (photograph or scan).
- must maintain link to contribution number (cloakroom ticket) in filenames or other processes.
- must record returning objects to Check-in desk on digitisation list.

4. **Return objects**

Digitisation Check-in/out desk staff possibly with (or at) the Welcome desk checks that objects have been digitised and all forms are signed before they

return the objects to contributors. Give the contributors a souvenir pack with information about the website.

Desk Duties (Digitisation Check-in/out or Welcome):
- must check that objects are digitised.
- must check owner has signed permission form(s).
- must return objects to correct contributors.

5. Upload contributions (usually after Roadshow)

Stories and information about objects are added to the Europeana 1914-1918 website http://www.europeana1914-1918.eu/.

The information may have been entered into offline computer forms, or on the website, or written on paper forms. Cataloguers edit the forms online. Follow the guidelines set out on the website. Media editors edit the digital objects (images and audio/video), for further information, see **"09. Post-processing Images for Europeana 1914-1918 Roadshows"**. Media editors or cataloguers upload these images etc. to the correct contributions on the website.

Adjust the workflow for cataloguing and media editing for local needs. For example, you may combine cataloguing with editing duties; you may upload edited media before cataloguing, etc.

Cataloguer duties:
- must ensure the information from the interview is recorded on the website (story and other information).
- should add all other relevant metadata.
- must add all related images, audio/ video to correct contributions on the website.
- should approve completed records.

Media editor duties:
- must edit media items according to audio and image post-processing guidelines.
- must maintain link between edited media items and the related stories.