March, 18, 2022

Attn: NCRA Awards Volunteer of the Year Category
Re: CIVL 2022 Submission - Emma Hones

Since moving to Abbotsford as an international student from Georgia via Virginia in the United States, this past September, Emma Hones has made herself completely invaluable to CIVL's day to day and long term operations.

A self-described 'Jill of All Trades', Emma's dedication and unbridled love for community media, the value and impact of accessible non-profit engagement for students, groups and community members at large, as well as the joy she has for sharing music, makes her a breath of fresh air in CIVL's often challenging world of hustle, bustle, and overcoming obstacles.

The broad impact of her technological and other skills and awareness cannot be understated, and the following is a list of immeasurable ways that Emma has made contributions to CIVL in only her first semester at UFV:

1) Researched and contributed expertise to CIVL applying it's first SSL certificate, providing web security through it's online platforms for the first time
2) Conducted detailed diagnostic reviews of all CIVL desktop and other technical/physical resources, developing affordable budgets and recommendations for purchasing in order to outfit every individual CIVL workstation in the studios with a cheap but effective setup for doing broadcast quality recording at each space
3) Re-organized CIVL's server system, building a brand new server, recommending appropriate capital expense purchases, and executing build and development of raided file servers for backup and improved functionality
4) Repaired emergency hardware failures, directing purchasing, coordinating with UFV ITS, and troubleshooting on call in order to avoid immense amounts of dead air
5) Diagnosed and coordinated with Station Manager and licensed provider to upgrade CIVL's Emergency Alert System
6) Conducted on-air and online feed tests, administered audio quality changes through audio chain adjustments
7) Set up additional CIVL linode stream in order to circumvent UFV ITS permissions firewalls and maintain effective workarounds for CIVL's new website implementation, which would otherwise have been inaccessible upon new launch
8) Updated CIVL wordpress plugins
9) Conducted live weekend programming tech for new CIVL volunteer call in show

Aaron Levy - CIVL Station Manager
C: 778-982-0648 - O: 604-851-6306 - E: fvma@civl.ca

10) Troubleshooted complications in CIVL's RSS/XML script functionality, developing solutions which allowed CIVL's new website to launch after repeated setbacks experienced by the contracted developers
11) Established new server operations platforms in order for CIVL staff to access website backend and file server content that was previously inaccessible without ssh access
12) Implemented new and improved remote administration software for CIVL's tower and studios
13) Upgraded CIVL's tower compression unit functionality, implementing RDS streaming services
14) Coordinated short order design and editing/updating of Race and Anti-Racism Network poster for bell hooks commemoration event during Black History Month
15) Reviewed on air studio technical rack resources and diagnosed units to be replaced and/or refurbished
16) Connected CIVL with new student volunteer classmates
17) Final 20 minutes of submitted audio link include Emma's first time on air at CIVL

Most exciting, perhaps, is the open source nature of her knowledge base and ethos - Emma revels in planning to assemble a package of tools, purchasing/capital needs, and instructions such that CIVL's (now) powerful online presence can be replicated by other stations easily.

I can't say enough about Emma, and while I've waxed poetic about the impact of volunteers in VOTY submissions in past years, she really puts everyone else to shame in terms of the efficiency of her impact in the time she's been at the station.

I've long quipped that the board of directors could have been better off to hire a web developer for my position than someone with a broadcast background, due to the complications of the very effective but disjointed CIVL backend that services it's website and podcast system; Emma has proven to be the long-elusive volunteer that CIVL can look to for technical direction in a way that both solves current challenges, and sustains us for expedient and cost-effective operation going forward.

My deepest thanks and appreciation go to her for the late night development work, the on-call attention to stressful emergency SNAFU's, and the eager attitude she brings every single day to a station and community that was needing someone to brighten up our weeks and make us feel the vibrance we've been talking about remembering for years by now.

Even though she wants to replace CIVL's current automated broadcast software system, the one I'm used to, with a new one - one that 'works better', and has 'way less bugs' - Emma Hones is without a question CIVL's volunteer of the year for 2021, and she really should be the NCRA's this year as well.

Humbly,

Aaron Levy - CIVL Station Manager
C: 778-982-0648 - O: 604-851-6306 - E: fvma@civl.ca