FAQ

Is there a high-level guide to recording my Connect interview?
- Yes! See StoryCorps’ 5 Steps to Recording Your Connect Interview.

Is there a highly-detailed guide to recording my Connect interview?

I’m having technical difficulties. Where do I go?
- View step-by-step instructions and a video in StoryCorps’ Connect Help Center.
- Email clientsupport@storycorps.org to receive fast, dedicated technical support.
- Email tanner@wellesley.edu to receive fast, dedicated program support.

Where am I supposed to put the “Tanner 2020” keyword?
- In the “Keywords” section of the interview metadata form.
- After the interview, the lead interviewer (the one who initiated the chat room) will press “Stop Recording” then “Save Interview to Archive.” They will then face an interview metadata form. The keywording section is about halfway down the form; enter “Tanner 2020” in the “Keywords” field.

How long will this take?
- The conversation itself should last 40 minutes. Block off a solid hour to conduct the interview.
- The best conversations result from a little prep work -- less than an hour.
  - 20 minutes to review your conversation guide
  - 10 minutes to review suggested questions, make selections, and perhaps write your own
  - 10 minutes to watch StoryCorps’ 7-minute Masterclass on Interviewing
  - 10 minutes before the interview to prepare your recording space, use the restroom, grab a glass of water, log in, take a deep breath, and get started.

Can more than two people participate?
- Yes. Connect can be used by up to three participants.
My interview is taking more than 30 minutes to sync. What’s going on?
- At times of huge activity, interviews may take an hour to sync.
- Our annual Great Thanksgiving Listen, which peaks during the week of Thanksgiving, can cause sync times to increase to 24 hours.

Does the video get preserved?
- No. Only the audio is preserved and available on our site or at the Library of Congress.
- Connect will grab 5 screenshots from your video feed. These screenshots will appear alongside the audio recording. However, you can delete these photos and replace them with ones of your choosing. The lead participant can do this once the interview is loaded into our system, usually around 30 minutes after pressing “Save to Archive”

Can I record on an iPad or other tablet?
- Yes! Connect integrates with iPads and other tablets.

Can kids use StoryCorps Connect?
- No. Connect can only be used by teens aged 13+ with parent or guardian permission.

A friend of mine can’t view my interview / I can’t find their interview. Why?
- The #1 reason you can’t find someone’s interview is that it’s set to Private or Community. Encourage anyone who’s comfortable to set their interview to Public.
- Private interviews will not appear in public communities.
- You must be logged in to the online archive to view an interview set to Community.

Can I provide a copy of my recording with other organizations or institutions?
- Yes. As user-generated content, the conversation’s participants hold copyright to the recording and can share it as they like.
- StoryCorps’ terms of use and privacy policy grant StoryCorps broad rights to use the interviews and any content uploaded by users in our programming and share it with our third party partners, including without limitation the Library of Congress and community organizations, and use for research and other purposes.

I don’t like the screenshots. I’d like to upload different photos. May I? Are there any restrictions?
- Yes! Once your interview finishes syncing, you can open the interview record, delete the screenshots, and upload photos of your own. You may upload any photos for which you hold copyright or have explicit permission from the copyright holder to attach to your interview record.
- Screenshots are taken of the participants sporadically over the course of a StoryCorps Connect interview. Participant photos are considered to be an important part of the StoryCorps Archive and are included with the interview when it is published to archive.storycorps.org.
Can I use my own recording to make clips, excerpts, or include in a podcast?
● Yes! You can use your own audio to create clips, excerpts, or include in a podcast. We’d appreciate it if you tag @StoryCorps and @Wellesley!

Can I use someone else’s recording to make clips, excerpts, or include in a podcast?
● No! You do not hold copyright to anyone else’s recording and therefore cannot use it to create derivative works. If you are interested in using their audio, you’ll have to reach out to them and obtain permission.
● StoryCorps cannot provide you with participants’ contact information.

Will Wellesley receive a copy of my recording?
● Yes! Wellesley will receive a copy of each recording that contains the keyword “Tanner 2020” -- irrespective of its privacy setting.

What is StoryCorps, and what is StoryCorps Connect?
● Founded in 2003, the non-profit public media organization StoryCorps has brought more than 600,000 participants together -- two at a time -- to record conversations about their lives. StoryCorps preserves its recordings in its archive at the American Folklife Center at the Library of Congress; its archive is the largest single collection of human voices ever gathered. StoryCorps’ produced pieces are shared weekly through NPR broadcasts, its podcast, and over the internet with its animated shorts.

● StoryCorps Connect is a first-of-its kind platform that enables you to record a StoryCorps interview with a loved one remotely using video conference technology. The audio and a still photo from each interview goes into our archive at the American Folklife Center at the Library of Congress.