



Radiotelevisión Española

RTVE is the national public broadcaster of Spain. It is a public, state-owned corporation that organizes the indirect management of the public service of Spanish radio and television. RTVE consists of TVE, with seven television channels; RNE, with six radio stations; the RTVE.es website, the RTVE Institute and the Orchestra and Choir. RTVE guarantees the existence of channels with diverse and balanced programming for all audiences with quality information, debate, education and entertainment and has a mission to contribute to social cohesion in Spain. In the exercise of its public service function, the RTVE Corporation shall, among other things:

- promote the knowledge and diffusion of the constitutional principles and the civic values.
- guarantee objective, truthful and plural information.
- facilitate democratic debate and free expression of opinions.
- promote territorial cohesion, plurality and linguistic and cultural diversity in Spain.
- provide access to the different genres of programming and institutional, social, cultural and sports events, aimed at all sectors of the audience, paying attention to those topics of special public interest.

Its aim is to serve the widest audience, ensuring maximum continuity and geographical and social coverage, with the commitment to offer quality, diversity, innovation and ethical demands. RTVE's operation (as of 2010) is paid through a heading of the general state budgets, which covers 50% of the expenses, while the other half comes from an extra tax of 0.9% to the telephone companies, 3% of revenues from private broadcasts and 1.5% of pay-TV's.

Interview with Alberto de Prada, director Fondo Documental RTVE

What does the archive management consider to be their main priorities at this time?

Keep the Archive Service running as much as possible.

Which (if any) archive activities have stopped completely, if only temporarily?

None, to a greater or lesser extent, depending on the needs, archives activities have been kept active, in person or remotely.

If unable to access physical collections, what impact does that have on the archive services?

Access to physical files, already greatly reduced on a day-to-day basis due to the high level of digitization, has been minimal and has been done by advancing as far as possible the users' requests and enabling a schedule for archival delivery.

Are staff still able to work on site or only from home? If working from home, what are the operational challenges and how does that change the services that the archive offers?

The Customer Services, mainly intakes, have remained active and have been resized to the lower needs of production, to keep as many workers as possible at home.

If more people are working from home, has cyber security been an issue and what measures have you had to put in place to deal with this?

I am aware that RTVE has been very scrupulous in avoiding the use of private computers to access internal applications and that efforts have been redoubled to avoid external attacks on the system, which in fact have been detected and rejected. I do not know the details of the measures adopted.

Are you able to access rights information (if needed) during this period?

The information on the rights of the contents of the archive is largely reflected in the document manager itself associated with the documents. We have access to the rights base and for older documents if it is necessary to go to the original contracts RTVE has a rights identification subdirectorate, which is consulted in case of doubt. This area has been kept in service at all times by phone or email.

Which lessons are being learned from the crisis and what would you have done differently if you'd had more time to plan?

It is necessary to update computers to incorporate w-fi throughout and replace desktop computers with bases to connect laptops, as it already works in some areas.

Does anything change the way you will operate in future?

This crisis will undoubtedly allow the advancement of teleworking at RTVE, which had been incorporated into the new collective agreement signed a month ago. In these weeks we have been able to quickly implement this way of working and it's proving to be very effective. This allows us to think that we can maintain the continuity of teleworking for some services once the crisis is over.

Are there any potential short or long-term opportunities for the archive as a result of the crisis?

The Archive has been reaffirmed again as a basic piece in RTVE. Archive content has been arranged for broadcasting at all times to immediately adapt the programming in view of its contingency. It has been essential to build in a few days a daily educational program, six hours in the morning, to make up for the lack of schooling in these weeks. Special attention to the institutions that have requested archival content to offer it on their web sites for free publication as a form of dissemination and entertainment open to the general public while theaters or concert halls are kept closed. Obviously this has been possible thanks to the high degree of digitization of the collections and the agility that digitization allows, so it is necessary to insist on achieving the complete digitization of the archive as soon as possible and to maintain and expand the lines of communication and download.