Connecting to Collections Care 2018 User Survey Results

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Introduction and Methodology

The Connecting to Collections Care (C2C Care) Online Community offers a variety of information resources and services for those in the museum, library, archives, conservation, and related fields. As part of its continuing efforts to address users' needs, C2C Care implemented the *2018 C2C Care User Survey*. The major goals of the survey were to:

- Understand awareness of Connecting to Collections Care among cultural heritage professionals.
- Determine user satisfaction with the Connecting to Collections Care site structure and content.
- Identify opportunities to improve the site structure.
- Identify future topics to present in workshop, webinar, and/or online courses.
- Measure the impact of Connecting to Collections Care.

The survey underwent a series of review/revision cycles to balance the need for a robust data collection platform with a manageable and efficient survey length. The final version of the survey instrument is provided in Appendix A.

The survey was fielded as an online form which was accessible beginning in early-July 2018. This report is based on the responses received by August 6, 2018. The survey form remained open past that date since one aspect of the survey was to allow those who are unfamiliar with C2C Care to request information about its resources and services.

A total of 1,703 individuals accessed the form. After removing substantially incomplete responses, duplicate responses, and the 20 individuals who were screened out of the survey due to their not being involved in the museum, library, archives, conservation, and related fields, the analysis sample consisted of 1,621 individuals. Responses by collection channel are summarized in the sidebar.

Collector name	Count	Sample percentage
Email to webinar/forum list	1,254	77.4%
External listserv	184	11.4%
C2C Care listserv	168	10.4%
Web banner	8	0.5%
C2C social media	7	0.4%
n=	1,621	

The full sample of 1,621 has an overall margin of sampling error of plus/minus 2.4% at a 95% confidence level. Note, however, that some respondents (total of 226) were screened out of the survey early due to the fact that, while they were in the museum, library, archives, conservation or related fields, they were either not aware of C2C Care or have never used the community in any fashion. This leaves a "working" sample of 1,395 individuals. The margin of sampling error for the working sample is slightly greater: plus/minus 2.6% at a 95% confidence level. Even

within the working sample, not all questions were asked of all individuals, and not all respondents completed every question that was presented. Samples with fewer than 1,395 responses may have a greater margin of sampling error. The sample size is listed within each table in the report, and should be taken into account when interpreting the survey findings.

This report is structured as two volumes. Volume 1 (this volume) provide an analysis of the quantitative data collected. Volume 2 provides a listing of the responses to the open-ended questions. Both volumes provide significant insight into the survey sample, and should be used in combination with each other for best results.

Volume 1 is organized into the following major sections:

- **Segmentation Criteria** — a synopsis of the major segmentation criteria used throughout the analysis.

- **Sample Profile** — these tables address the demographics of the sample, such as age, work setting, years of experience, location and chief work responsibility areas/fields.

- **Awareness of C2C Care** — these tables explore the overall awareness and usage of the C2C Care online community. Non-users are queried as to the reasons why they are non-users and their interest in learning more about the online community.

- **Overarching Opinions of C2C Care** — these tables explore the overall value of C2C Care, the benefits received, and feedback regarding basic C2C Care usability metrics.

- **Discussion Forum Feedback** — these tables center on the Discussion Forum, exploring usage, perceived value, and suggested improvements.

- **Webinars** — these tables examine webinar preferences, webinar usage (both from C2C Care and other providers) and suggested improvements. The major component of this section is topic preferences, where the respondents provide feedback as to the topics of greatest interest for future webinars.

- **Appendix A: Survey Instrument** — a hard copy rendition of the online survey form is provided.

Within each section, references are made to appropriate open-ended questions covered in Volume 2.

Segmentation Criteria

Listed below are the segmentation variables used throughout this report, and the counts for each of the categories within each variable. Two sets of counts are used:

▸ Full sample — this is the full sample of respondents who are involved in the museum, library, archives, conservation or related fields.

▸ "Working" sample — this encompasses only those respondents who have used the C2C Care online community. As noted in the Introduction, respondents who are unaware of C2C Care or who have never used it were asked a few follow-up questions, and were then exited from the survey. The "working" sample consists of respondents who were presented with the bulk of the survey questions.

Age

This is a traditional segmentation point, with the categories selected to best illuminate generational differences.

	Full sample		"Working" sample	
	Count	Sample percentage	Count	Sample percentage
<31	240	14.9%	200	14.4%
31–40	428	26.6%	370	26.7%
41–55	487	30.2%	426	30.7%
>55	456	28.3%	390	28.1%
n=	1,611		1,386	

Experience

This is another traditional segmentation point, with the categories selected to take maximum advantage of the subsample sizes plus highlight "career growth" groupings. The data are based on years of experience in either a for-pay or volunteer role in the museum, library, archives, conservation, or related fields.

	Full sample		"Working" sample	
	Count	Sample percentage	Count	Sample percentage
<6 years	265	16.6%	208	15.1%
6–10 years	394	24.7%	343	24.9%
11–20 years	499	31.2%	432	31.4%
>20 years	440	27.5%	394	28.6%
n=	1,598		1,377	

Setting

This data breakout is essential to the analysis, but is challenging. While all settings are unique, the subsample sizes for many are insufficient to serve as the basis for a sound analysis. Thus, the settings were condensed into the five listed below.

	Full sample		"Working" sample	
	Count	Sample percentage	Count	Sample percentage
Museum/Historical Society	942	59.8%	811	59.8%
Library	168	10.7%	145	10.7%
Archive	207	13.1%	178	13.1%
Private Practice/Regional Conservation Lab	71	4.5%	65	4.8%
All others	187	11.9%	158	11.6%
n=	1,575		1,357	

The "all others" category encompasses the following settings:
- University, college or other educational institution (exclusive of a museum or library)
- Government institution (federal, state or local) that is not a museum, library, or any of other choices
- Other non-profit organization not listed above
- Other (see page 10 for a listing)

Institution size

Institution size is based on a self-categorization by having the respondents describe their institution as one that is "very small," "small," "medium-size," "large," or "very large." While this is not as precise as using a numeric metric such as budget or number of staff, it is a far more economical – and intuitive – method to delineate institution size.

	Full sample		"Working" sample	
	Count	Sample percentage	Count	Sample percentage
Very Small	212	13.5%	178	13.1%
Small	515	32.7%	443	32.6%
Medium	483	30.7%	421	31.0%
Large/Very Large	364	23.1%	315	23.2%
n=	1,574		1,357	

Banner variable relationships: Age

		<31	31–40	41–55	>55	n=
	Overall	**14.9%**	**26.6%**	**30.2%**	**28.3%**	**1,611**
Experience	<6 years	51.0%	24.0%	10.3%	14.8%	263
	6–10 years	21.8%	48.5%	16.8%	12.9%	394
	11–20 years	1.0%	33.6%	42.9%	22.5%	497
	>20 years	0.0%	0.7%	41.2%	58.1%	434
Setting	Museum/Hist. Society	17.5%	28.6%	27.7%	26.2%	938
	Library	4.2%	24.6%	37.1%	34.1%	167
	Archive	11.3%	27.5%	35.3%	26.0%	204
	Private Practice/RCL	12.7%	29.6%	22.5%	35.2%	71
	All others	11.4%	20.0%	37.3%	31.4%	185
Institution size	Very Small	17.0%	26.4%	19.8%	36.8%	212
	Small	14.6%	24.8%	30.1%	30.5%	512
	Medium	14.1%	27.9%	33.5%	24.5%	481
	Large/Very Large	12.5%	29.5%	33.7%	24.2%	359

Banner variable relationships: Experience

		<6 years	6–10 years	11–20 years	>20 years	n=
	Overall	**16.6%**	**24.7%**	**31.2%**	**27.5%**	**1,598**
Age	<31	59.6%	38.2%	2.2%	0.0%	225
	31–40	14.9%	45.0%	39.4%	0.7%	424
	41–55	5.6%	13.6%	43.9%	36.9%	485
	>55	8.6%	11.2%	24.7%	55.5%	454
Setting	Museum/Hist. Society	17.9%	25.9%	29.4%	26.8%	942
	Library	8.9%	25.0%	33.9%	32.1%	168
	Archive	18.4%	25.1%	32.4%	24.2%	207
	Private Practice/RCL	16.9%	22.5%	26.8%	33.8%	71
	All others	15.0%	20.3%	37.4%	27.3%	187
Institution size	Very Small	21.7%	29.2%	26.4%	22.6%	212
	Small	19.4%	25.2%	29.3%	26.0%	515
	Medium	14.3%	24.8%	34.0%	26.9%	483
	Large/Very Large	12.9%	22.0%	32.7%	32.4%	364

Banner variable relationships: Setting

		Museum/ Hist. Soc	Library	Archive	Private Practice/ RCL	All others	n=
	Overall	**59.8%**	**10.7%**	**13.1%**	**4.5%**	**11.9%**	**1,575**
Age	<31	73.2%	3.1%	10.3%	4.0%	9.4%	224
	31–40	63.4%	9.7%	13.2%	5.0%	8.7%	423
	41–55	54.3%	12.9%	15.0%	3.3%	14.4%	479
	>55	56.0%	13.0%	12.1%	5.7%	13.2%	439
Experience	<6 years	64.5%	5.7%	14.5%	4.6%	10.7%	262
	6–10 years	62.2%	10.7%	13.3%	4.1%	9.7%	392
	11–20 years	56.5%	11.6%	13.7%	3.9%	14.3%	490
	>20 years	58.5%	12.5%	11.6%	5.6%	11.8%	431
Institution size	Very Small	59.9%	4.2%	11.3%	16.0%	8.5%	212
	Small	63.3%	9.1%	13.0%	3.3%	11.3%	515
	Medium	65.0%	11.0%	12.4%	1.9%	9.7%	483
	Large/Very Large	48.1%	16.2%	15.1%	3.0%	17.6%	364

Banner variable relationships: Institution size

		Very small	Small	Medium	Large/Very Large	n=
	Overall	**13.5%**	**32.7%**	**30.7%**	**23.1%**	**1,574**
Age	<31	16.1%	33.5%	30.4%	20.1%	224
	31–40	13.2%	30.0%	31.7%	25.1%	423
	41–55	8.8%	32.2%	33.7%	25.3%	478
	>55	17.8%	35.5%	26.9%	19.8%	439
Experience	<6 years	17.6%	38.2%	26.3%	17.9%	262
	6–10 years	15.8%	33.2%	30.6%	20.4%	392
	11–20 years	11.4%	30.8%	33.5%	24.3%	490
	>20 years	11.2%	31.2%	30.2%	27.4%	430
Setting	Museum/Hist. Society	13.5%	34.6%	33.3%	18.6%	942
	Library	5.4%	28.0%	31.5%	35.1%	168
	Archive	11.7%	32.5%	29.1%	26.7%	206
	Private Practice/RCL	47.9%	23.9%	12.7%	15.5%	71
	All others	9.6%	31.0%	25.1%	34.2%	187

Which of the following best describes your involvement in the museum, library, archives, conservation or related fields?

	Count	Sample percentage
Employed in a paid position in the field	1,463	89.2%
Serve as a volunteer, intern, or other non-paid position in the field	112	6.8%
Am a private collector, genealogist or family historian (either in a paid position or as a volunteer/individual basis)	23	1.4%
Am a student pursuing a degree in one or more of these fields	23	1.4%
I am not involved in the museum, library, archives, conservation or related fields (1)	20	1.2%
n=	1,641	

1 = These respondents were sent to the survey exit upon completion of the above question.

Which of the following best describes your primary employment (or volunteer) setting in the museum, library, archives, conservation or related fields?

	Count	Sample percentage
Museum	832	52.8%
Archive	207	13.1%
Library	168	10.7%
Historical society	110	7.0%
Government institution (federal, state or local) that is NOT a museum, library, or any of the above choices	73	4.6%
Private practice/for-profit company	57	3.6%
University, college or other educational institution (NOTE: If you are employed at a museum or library at a university/college, select one of the above choices.)	53	3.4%
Other non-profit organization not listed above	37	2.3%
Regional conservation center/lab	14	0.9%
Other (1)	24	1.5%
n=	1,575	

1 = The "other" responses are:
• Art Gallery.
• Collection Manager at private collection.
• Collections repository.
• Corporate Collection.
• Curator's office with decorative arts collection.
• Federal govt curation facility and museum.
• Foundation holding a fine art collection.
• Foundation with programs, archives, gallery, not yet a museum.
• Government funding agency.
• Government Museum Support Center.
• Hospital.
• I work with my local Girl Scouts historical collection doing a little of everything.
• International organization.
• Legal counsel.
• Local Arts Agency.
• Management of private collection.
• Museum professional organization.
• Museums Association of Montana.
• Non-profit museum support agency.
• Primary: commercial gallery, secondary: institution/gallery.
• Private family collection.
• Regional museums advisory service (govt funded).
• State park system.
• University Art Collections Curator.

Responses segmented by work status

	Overall	Employed in a paid position	Serving in a non-paid position
Museum	52.8%	53.9%	38.4%
Archive	13.1%	13.1%	14.3%
Library	10.7%	11.3%	2.7%
Historical society	7.0%	5.5%	26.8%
Government institution (federal, state or local) that is NOT a museum, library, or any of the above choices	4.6%	4.9%	1.8%
Private practice/for-profit company	3.6%	3.6%	3.6%
University, college or other educational institution	3.4%	3.3%	3.6%
Other non-profit organization not listed above	2.3%	2.1%	6.3%
Regional conservation center/lab	0.9%	0.9%	0.9%
Other	1.5%	1.5%	1.8%
n=	1,575	1,463	112

Which of the following best describes your museum setting:

Data limited to those employed in a museum or historic house site setting	Count	Sample percentage
History Museum	224	26.9%
Historic House/Site	153	18.4%
Art Museum	141	16.9%
General Museum	138	16.6%
Natural History/Anthropology Museum	79	9.5%
Specialized Museum	61	7.3%
Science/Technology Museum	15	1.8%
Living Collection (Aquarium, Botanic Garden, Zoo)	6	0.7%
Children's/Youth Museum	2	0.2%
Other (1)	13	1.6%
n=	832	

1 = The "other" responses are:
- Archaeology.
- Design Museum and Special Collections Library.
- Five State museums, History Museum, Fine Art Museum, Museum of Indian Arts and Culture, Museum of International Folk Art, and Palace of the Governors Historic House, and 9 State Monuments
- Government museum, library, and archives.
- Historic Astronomical Observatory.
- Historic house and history museum(two separate entities).
- Municipal Museum.
- Museum and Living History Village.
- Museum Ship.
- Nature and Heritage Center.
- Public Display Garden - 100+ year old property.
- Railroad.
- Textile.

Responses segmented by work status

	Overall	Employed in a paid position	Serving in a non-paid position
History Museum	26.9%	26.7%	30.2%
Historic House/Site	18.4%	18.0%	25.6%
Art Museum	16.9%	17.6%	4.7%
General Museum	16.6%	16.5%	18.6%
Natural History/Anthropology Museum	9.5%	9.8%	4.7%
Specialized Museum	7.3%	7.0%	14.0%
Science/Technology Museum	1.8%	1.8%	2.3%
Living Collection (Aquarium, Botanic Garden, Zoo)	0.7%	0.8%	0.0%
Children's/Youth Museum	0.2%	0.3%	0.0%
Other	1.6%	1.6%	0.0%
n=	832	789	43

If you were to describe the size of your institution/organization/company to a colleague, would you say it is:

	Count	Sample percentage
Very small	212	13.5%
Small	515	32.7%
Medium	483	30.7%
Large	240	15.2%
Very large	124	7.9%
n=	1,574	

Please indicate the area(s)/field(s) that comprise a significant portion of your responsibilities (select all that apply).

Which ONE area/field do you consider to be your primary responsibility (e.g., the area/field in which you spend the most time)?

Data sorted by primary responsibility area/field	All significant areas/fields		Primary responsibility area/field	
Area/Field	**Count**	**Sample percentage**	**Count**	**Sample percentage**
Collections management	1,156	73.4%	481	30.6%
Administration (staff level)	617	39.2%	173	11.0%
Archives management	704	44.7%	163	10.4%
Collections care	1,175	74.6%	127	8.1%
Conservation	584	37.1%	120	7.6%
Registration	599	38.0%	115	7.3%
Curation	630	40.0%	91	5.8%
Librarian	305	19.4%	69	4.4%
Education	440	27.9%	51	3.2%
Administration (board-level)	134	8.5%	38	2.4%
Research	743	47.2%	31	2.0%
Records management	659	41.8%	29	1.8%
Historic preservation	343	21.8%	15	1.0%
Site/facilities management	380	24.1%	10	0.6%
Development	244	15.5%	9	0.6%
Staff/volunteer training	594	37.7%	2	0.1%
Other (1)	115	7.3%	46	2.9%
n=	1,575		1,570	

1 = The "other" responses are listed on the following page.

1 = the "other" responses are:
- Advertising, Marketing, and Social Media Management.
- Advising, training.
- Arrangement & Description of archival materials.
- Arrangement, description, re-formatting.
- Bookkeeper/treasurer.
- Bookkeeping with some time for collections management.
- Collections Database Administration.
- Consulting; Collections moves and offsite storage/management.
- Copyright.
- Creating and displaying new temporary exhibits.
- Custodial and grant writing and PR and photographer.
- Data Management.
- Database (CMS) management.
- Digital records management.
- Digitization. *{5 mentions}*
- Digitization and digital preservation.
- Digitization, cataloging.
- Digitizing the collection.
- Disaster response.
- Disaster, teacher, assessor, consultant.
- Documentation of cultural heritage.
- Education.
- Emergency Management.
- Event planning/running (festivals, farm camp, brunches using foods from the garden, a full range!).
- Events planning; fundraising; website; publicity.
- Exhibit Design / Installation Management.
- Exhibit design, event planning.
- Exhibit design, interpretation, tour guide, graphics content, grant writing.
- Exhibit development & installation.
- Exhibit development and other interpretive projects.
- Exhibit preparation.
- Exhibition.
- Exhibition Coordination.
- Exhibition Development.
- Exhibition fabrication.
- Exhibition Installation.
- Exhibitions.
- Exhibitions and loans.
- Exhibitions Manager.
- Exhibitions planning.
- Exhibitions, transportation.
- Exhibits. *{4 mentions}*
- Exhibits, Programs.
- Field Services.
- Field services - outreach to local history organizations.
- Field services to museums and historical societies.
- Field services/consulting to other museums .
- Helping coordinate relationships and joint projects with related institutions; some event planning.
- Historic grounds/landscape management.
- Historical research services.
- I advise museums on a variety of issues including collection care.
- Image permissions.
- Insurance+Appraisal.
- Involved in State emergency response for cultural and historic resources.
- IT management on-site.
- IT Management, Membership.
- Laboratory technician.
- Legal. *{2 mentions}*
- Management of electronic collections.
- MAP at AAM.
- Marketing, Facebook, TV promotions, Events.
- Marketing/design.
- Move planning.
- Multimedia technician.
- Museum planning, volunteer administration, educational programming, team member where another is archivist.
- Newsletter writer.
- Newsletter writer; website.
- Oral Historian.
- Oral History.
- Oral History, Photography and video documenting today.
- Outreach activities.
- Outreach activities to the field.
- Outreach; Local Historical Society Services.
- Photography of museum artifacts-digitization of photo archives.
- Policy development.
- Policy, Promotion/Education of organization.
- Preservation Administration.
- Preservation Assessor in Libraries, Museums, Historical Societies, Archives.
- Preservation management.
- Processing. *{2 mentions}*
- Program coordination.
- Program planning.
- Programs.
- Project planning and management.
- Public service.
- Reference and Technical Services.
- Reference services.
- Removing rats from toilets; bookkeeping; Other Duties As Assigned.
- Rental coordinator.
- Research & archives management.
- Rights & Reproduction.
- Scanning and File Management.
- Security.
- Social Media. *{2 mentions}*
- Social Media, Rights and Reproductions, Budgeting, Exhibition Management.
- Technician.
- Teen Services Coordinator.
- Tour guide.
- Translation.
- User engagement, crowdsourcing management, contracts management, board communications .
- Vertebrate Paleontology preparation.
- Visitor services.
- Volunteer coordination.
- Volunteer recruitment, housekeeping.
- Website, Social Media.

Responses segmented by age

Primary responsibility	Overall	< 31	31–40	41–55	65+
Collections management	30.6%	42.9%	33.6%	27.7%	25.2%
Administration (staff level)	11.0%	6.7%	7.3%	12.2%	15.4%
Archives management	10.4%	6.3%	9.7%	13.0%	10.3%
Collections care	8.1%	8.0%	8.5%	7.5%	8.3%
Conservation	7.6%	3.1%	9.5%	9.4%	6.0%
Registration	7.3%	13.4%	9.2%	6.5%	3.4%
Curation	5.8%	4.5%	6.9%	5.7%	5.7%
Librarian	4.4%	2.7%	3.8%	4.8%	5.5%
Education	3.2%	4.5%	2.8%	2.9%	3.4%
Administration (board-level)	2.4%	1.3%	1.2%	2.1%	4.6%
Research	2.0%	2.7%	2.8%	0.8%	2.1%
Records management	1.8%	0.9%	1.2%	1.9%	3.0%
Historic preservation	1.0%	0.4%	0.5%	0.8%	1.8%
Site/facilities management	0.6%	0.0%	0.5%	1.0%	0.7%
Development	0.6%	0.4%	0.2%	0.2%	1.4%
Staff/volunteer training	0.1%	0.0%	0.2%	0.0%	0.2%
Other	2.9%	2.2%	2.1%	3.4%	3.0%
n=	1,570	224	423	477	436

Responses segmented by experience

Primary responsibility	Overall	<6 years	6–10 years	11–20 years	20+ years
Collections management	30.6%	37.0%	34.2%	28.2%	26.2%
Administration (staff level)	11.0%	9.9%	6.1%	10.2%	17.1%
Archives management	10.4%	9.2%	11.2%	12.7%	7.7%
Collections care	8.1%	10.7%	7.1%	8.2%	7.3%
Conservation	7.6%	4.6%	6.6%	7.4%	10.8%
Registration	7.3%	8.8%	7.4%	7.4%	6.3%
Curation	5.8%	4.2%	6.1%	6.1%	6.1%
Librarian	4.4%	2.3%	5.1%	5.1%	4.2%
Education	3.2%	4.6%	4.6%	2.2%	2.3%
Administration (board-level)	2.4%	1.9%	2.0%	2.7%	2.8%
Research	2.0%	1.9%	3.3%	1.0%	1.9%
Records management	1.8%	1.5%	2.3%	2.0%	1.4%
Historic preservation	1.0%	0.4%	0.5%	1.4%	1.2%
Site/facilities management	0.6%	0.0%	0.8%	0.6%	0.9%
Development	0.6%	0.4%	0.3%	1.0%	0.5%
Staff/volunteer training	0.1%	0.0%	0.0%	0.4%	0.0%
Other	2.9%	2.7%	2.3%	3.3%	3.3%
n=	1,570	262	392	489	427

Responses segmented by setting

Primary responsibility	Overall	Museum/ Hist. Soc.	Library	Archive	Private Practice/ RCL	All others
Collections management	30.6%	39.3%	7.8%	18.8%	8.5%	29.0%
Administration (staff level)	11.0%	12.4%	10.8%	5.8%	5.6%	12.4%
Archives management	10.4%	3.0%	14.4%	40.6%	4.2%	12.9%
Collections care	8.1%	7.6%	7.2%	9.7%	11.3%	8.6%
Conservation	7.6%	5.4%	10.2%	6.3%	42.3%	4.8%
Registration	7.3%	10.8%	0.6%	1.0%	4.2%	4.3%
Curation	5.8%	8.0%	1.8%	1.0%	2.8%	4.8%
Librarian	4.4%	0.7%	33.5%	1.4%	0.0%	1.6%
Education	3.2%	3.3%	2.4%	1.0%	5.6%	5.4%
Administration (board-level)	2.4%	2.8%	1.2%	1.9%	1.4%	2.7%
Research	2.0%	1.4%	1.8%	3.9%	4.2%	2.2%
Records management	1.8%	0.9%	1.8%	4.8%	4.2%	2.7%
Historic preservation	1.0%	0.4%	2.4%	1.0%	0.0%	2.7%
Site/facilities management	0.6%	0.9%	0.6%	0.0%	0.0%	0.5%
Development	0.6%	0.9%	0.0%	0.0%	0.0%	0.5%
Staff/volunteer training	0.1%	0.1%	0.0%	0.0%	0.0%	0.5%
Other	2.9%	2.3%	3.6%	2.9%	5.6%	4.3%
n=	1,570	939	167	207	71	186

Responses segmented by institution size

Primary responsibility	Overall	Very Small	Small	Medium	Large/ Very Large
Collections management	30.6%	32.5%	29.8%	35.1%	24.9%
Administration (staff level)	11.0%	15.6%	14.6%	8.3%	6.6%
Archives management	10.4%	7.1%	10.7%	10.6%	11.6%
Collections care	8.1%	5.7%	8.0%	7.5%	10.5%
Conservation	7.6%	7.5%	3.3%	6.8%	14.9%
Registration	7.3%	3.8%	6.2%	9.3%	8.3%
Curation	5.8%	3.8%	7.0%	6.0%	5.0%
Librarian	4.4%	3.3%	4.9%	5.0%	3.6%
Education	3.2%	4.2%	3.5%	2.9%	2.8%
Administration (board-level)	2.4%	5.2%	2.5%	2.1%	1.1%
Research	2.0%	3.8%	1.6%	1.9%	1.7%
Records management	1.8%	3.3%	1.9%	0.8%	2.2%
Historic preservation	1.0%	0.9%	1.2%	0.4%	1.4%
Site/facilities management	0.6%	0.9%	1.2%	0.0%	0.6%
Development	0.6%	0.0%	0.8%	0.8%	0.3%
Staff/volunteer training	0.1%	0.0%	0.4%	0.0%	0.0%
Other	2.9%	2.4%	2.3%	2.5%	4.7%
n=	1,570	212	513	482	362

How many years of experience (either in a for-pay position or as a volunteer) do you have in the museum, library, archives, conservation, or related fields?

	Count	Sample percentage
Less than 1 year	9	0.6%
1-5 years	256	16.0%
6-10 years	394	24.7%
11-15 years	280	17.5%
16-20 years	219	13.7%
21-30 years	274	17.1%
More than 30 years	166	10.4%
Average	14.7 years	
n=	1,598	

Average computed from range midpoints

What is your age?

	Count	Sample percentage
Under 21	3	0.2%
21 to 25	33	2.0%
26 to 30	204	12.7%
31 to 35	220	13.7%
36 to 40	208	12.9%
41 to 45	181	11.2%
46 to 50	153	9.5%
51 to 55	153	9.5%
56 to 60	169	10.5%
61 to 65	150	9.3%
66 to 70	82	5.1%
71 or older	55	3.4%
Average	45.7 years	
n=	1,611	

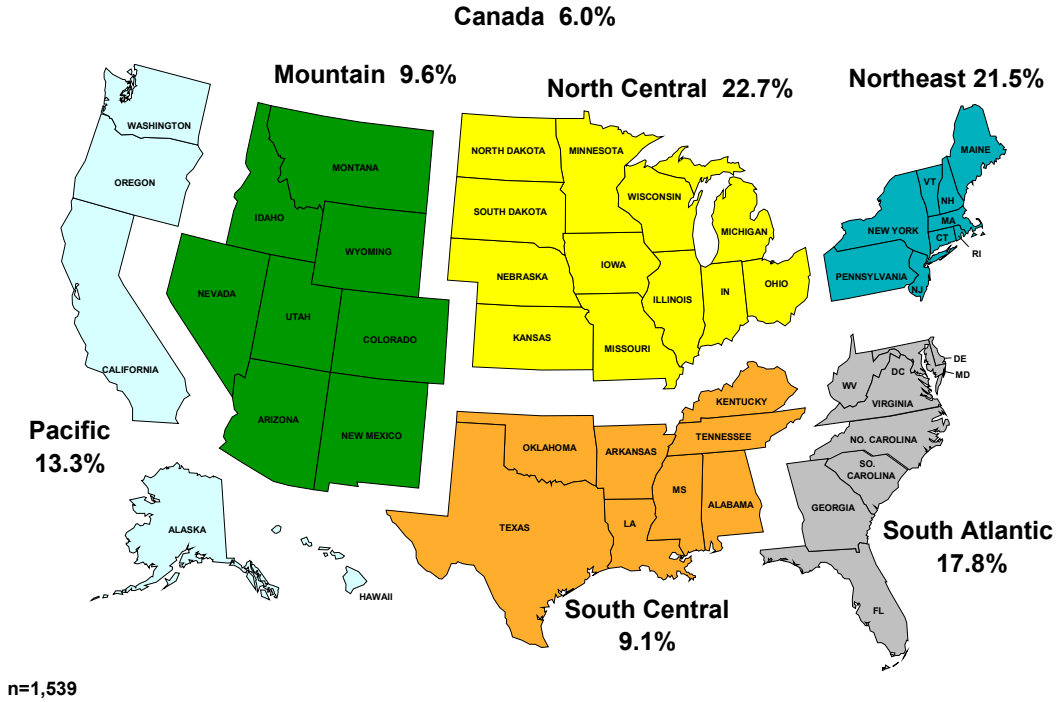Average computed from range midpoints.

Please indicate the country where you are located. If you divide your time between more than one country, please select the one that you consider to be your "home base":

	Count	Sample percentage		Count	Sample percentage
United States	1,449	89.4%	Barbados	1	0.1%
Canada	92	5.7%	Belgium	1	0.1%
United Kingdom	15	0.9%	Canary Islands	1	0.1%
Australis	5	0.3%	Chile	1	0.1%
Brazil	5	0.3%	Denmark	1	0.1%
Spain	5	0.3%	Europe	1	0.1%
Argentina	4	0.2%	France	1	0.1%
Israel	4	0.2%	Germany	1	0.1%
Trinidad & Tobago	4	0.2%	Greece	1	0.1%
Belize	3	0.2%	Indonesia	1	0.1%
Mexico	3	0.2%	Lithuania	1	0.1%
Switzerland	3	0.2%	Pakistan	1	0.1%
The Netherlands	3	0.2%	Peru	1	0.1%
Carribean	2	0.1%	Philippines	1	0.1%
Italy	2	0.1%	Scotland	1	0.1%
New Zealand	2	0.1%	Sweden	1	0.1%
Portugal	2	0.1%	Turks & Caicos Islands	1	0.1%
Balkans	1	0.1%	n=	1,621	

Note: A small number of respondents provided a geographic area rather than a specific country.

You indicated you are located in North America. Please indicate the state/province where you are located:

US/Canada Regional Distribution

Canada 6.0%

Mountain 9.6%   North Central 22.7%   Northeast 21.5%

Pacific 13.3%

South Atlantic 17.8%

South Central 9.1%

n=1,539

Top represented states/provinces

	Count	Sample percentage		Count	Sample percentage
New York	107	7.0%	Illinois	49	3.2%
California	106	6.9%	Florida	45	2.9%
Pennsylvania	71	4.6%	Ontario	45	2.9%
North Carolina	62	4.0%	Ohio	44	2.9%
Massachusetts	61	4.0%	Michigan	40	2.6%
Texas	59	3.8%	Washington	40	2.6%
Virginia	54	3.5%	Missouri	39	2.5%
Colorado	49	3.2%			

All other states/provinces each account for 2.4% or less of the US/Canada sample (total of 1,539 responses).

Awareness of C2C Care

Which of the following best describes your usage/awareness of the Connecting to Collections Care online community?

	Count	Sample percentage
I use it regularly	209	12.9%
I use it occasionally	788	48.6%
I've used it, but only rarely	398	24.6%
I've heard of it, but have never used it (1)	140	8.6%
I've never heard of it prior to this survey (1)	86	5.3%
n=	1,621	

1 = These individuals were asked a few follow-up questions, and were then sent to the end of the survey.

		Regularly	Occasionally	Rarely	Heard of, never used	Never heard of	n=
	Overall	**12.9%**	**48.6%**	**24.6%**	**8.6%**	**5.3%**	**1,621**
Age	<31	10.8%	48.3%	24.2%	9.2%	7.5%	240
	31–40	11.9%	50.2%	24.3%	9.6%	4.0%	428
	41–55	13.8%	47.6%	26.1%	8.6%	3.9%	487
	>55	14.0%	48.0%	23.5%	7.5%	7.0%	456
Experience	<6 years	12.1%	43.0%	23.4%	12.1%	9.4%	265
	6–10 years	11.7%	51.8%	23.6%	7.6%	5.3%	394
	11–20 years	12.0%	50.7%	23.8%	9.4%	4.0%	499
	>20 years	16.1%	47.0%	26.4%	6.6%	3.9%	440
Setting	Museum/Hist. Society	14.0%	48.6%	23.5%	9.2%	4.7%	942
	Library	11.9%	48.8%	25.6%	5.4%	8.3%	168
	Archive	12.1%	45.4%	28.5%	9.7%	4.3%	207
	Private Practice/RCL	11.3%	56.3%	23.9%	7.0%	1.4%	71
	All others	11.8%	50.8%	21.9%	8.6%	7.0%	187
Institution size	Very Small	9.9%	45.3%	28.8%	8.5%	7.5%	212
	Small	13.4%	50.3%	22.3%	8.7%	5.2%	515
	Medium	13.3%	48.9%	25.1%	9.1%	3.7%	483
	Large/Very Large	14.6%	48.9%	23.1%	8.0%	5.5%	364

Why have you not used the Connecting to Collections Care online community? (Check all that apply.)

(Note: this question was asked only of the respondents who indicated " "I've heard of it, but have never used it" in the previous question.)

	Count	Sample percentage
I forget about it	77	55.0%
No particular reason	40	28.6%
I don't know how to use it	30	21.4%
Do not have the time to use it	28	20.0%
Others in my organization use it and provide me with the information	6	4.3%
I do not have a need for collections care information	2	1.4%
It's too complicated for my needs	0	0.0%
Other (1)	15	10.7%
No reason stated	1	0.7%
n=	140	

1 = The "other" responses are:
- Don't have enough info about what is available.
- Have a number of other collections care resources available.
- Haven't needed it but interested in developing skill.
- I am not aware of what C2C is.
- I have knowledge and other resources that fill this need.
- I haven't really looked into it much.
- I research online or inquire of knowledgeable others when needed.
- I was only recently promoted to my managerial position.
- I'm interested in using it.
- Lack of awareness of how I can use it to benefit my position.
- Prefer webinars to community interaction.
- Really didn't know about it.
- Site is not easy to find or user friendly, doesn't seem to cover questions that I need answered.
- The time I tried to watch a webinar we were denied access by our IT.
- While I do not have current need, I may in future.

Reasons for non-usage		Forget	No particular reason	Don't know how to use	No time	Others use it	No need	Other	n=
	Overall	**55.0%**	**28.6%**	**21.4%**	**20.0%**	**4.3%**	**1.4%**	**10.7%**	**140**
Age	<31	77.3%	31.8%	36.4%	4.5%	4.5%	4.5%	0.0%	22
	31–40	63.4%	29.3%	14.6%	19.5%	4.9%	0.0%	4.9%	41
	41–55	45.2%	21.4%	16.7%	26.2%	0.0%	2.4%	11.9%	42
	>55	44.1%	35.3%	26.5%	20.6%	8.8%	0.0%	20.6%	34
Experience	<6 years	56.3%	18.8%	28.1%	18.8%	6.3%	3.1%	9.4%	32
	6–10 years	73.3%	30.0%	6.7%	20.0%	3.3%	0.0%	6.7%	30
	11–20 years	46.8%	29.8%	25.5%	19.1%	0.0%	0.0%	8.5%	47
	>20 years	48.3%	34.5%	17.2%	24.1%	10.3%	3.4%	20.7%	29
Setting	Museum/Hist. Society	59.8%	27.6%	17.2%	20.7%	5.7%	0.0%	11.5%	87
	Library	55.6%	66.7%	22.2%	11.1%	0.0%	0.0%	11.1%	9
	Archive	50.0%	15.0%	30.0%	30.0%	0.0%	5.0%	10.0%	20
	Private Practice/RCL	60.0%	20.0%	20.0%	20.0%	0.0%	20.0%	20.0%	5
	All others	37.5%	31.3%	25.0%	12.5%	6.3%	0.0%	6.3%	16
Institution size	Very Small	77.8%	27.8%	33.3%	27.8%	0.0%	0.0%	5.6%	18
	Small	57.8%	33.3%	13.3%	20.0%	2.2%	2.2%	13.3%	45
	Medium	52.3%	18.2%	25.0%	22.7%	4.5%	0.0%	13.6%	44
	Large/Very Large	44.8%	37.9%	17.2%	10.3%	10.3%	3.4%	6.9%	29

Would you like to receive more information about the Connecting to Collections Care online community?

	Heard of, never used		Never heard of	
	Count	Sample percentage	Count	Sample percentage
Yes	103	74.1%	69	82.1%
No	36	25.9%	15	17.9%
	n= 139		n= 84	

▸ Of the 172 total respondents who indicated "yes," 167 (97.1%) provided their contact information (name and email address).

▸ Of the "heard of, never used" subsample of 103 who indicated "yes," 102 (99%) provided their contact information.

▸ Of the "never heard of" subsample of 69 who indicated "yes," 65 (94.2%) provided their contact information.

Overarching Opinions of C2C Care

Overall, how valuable is the Connecting to Collections Care online community to you as a resource for your work in the museum, library, archives, conservation or related fields?

	Count	Sample percentage
It is an essential tool	146	10.5%
It is an important tool	829	59.4%
It is worthwhile, but other tools offer more value/benefits	171	12.3%
It offers only a little value	34	2.4%
It has no value for me	3	0.2%
I have not used it enough to have an opinion of its value	212	15.2%
Average score	3.91	
n=	1,395	

Average score is based on a 1-to-5 scale where 5 is "essential tool" and 1 is "no value." Those with no opinion are omitted from average score calculations.

Perceived value of C2C Care		Essential	Important	Worth-while	Little value	No value	No opinion	Average score	n=
	Overall	**10.5%**	**59.4%**	**12.3%**	**2.4%**	**0.2%**	**15.2%**	**3.91**	**1,395**
Age	<31	11.5%	59.0%	12.0%	2.5%	0.0%	15.0%	3.94	200
	31–40	9.5%	57.8%	13.2%	2.4%	0.3%	16.8%	3.89	370
	41–55	10.3%	59.9%	12.9%	2.3%	0.0%	14.6%	3.91	426
	>55	11.0%	60.5%	11.0%	2.6%	0.5%	14.4%	3.92	390
Experience	<6 years	12.0%	58.2%	11.1%	2.4%	0.0%	16.3%	3.95	208
	6–10 years	10.5%	58.3%	12.2%	1.7%	0.0%	17.2%	3.94	343
	11–20 years	9.0%	60.6%	13.4%	2.8%	0.2%	13.9%	3.88	432
	>20 years	11.4%	60.7%	11.7%	2.8%	0.5%	12.9%	3.92	394
Setting	Museum/Hist. Society	11.3%	60.9%	12.5%	1.7%	0.1%	13.4%	3.94	811
	Library	10.3%	60.0%	11.0%	2.8%	0.7%	15.2%	3.90	145
	Archive	9.0%	54.5%	13.5%	3.9%	0.0%	19.1%	3.85	178
	Private Practice/RCL	9.2%	61.5%	9.2%	3.1%	1.5%	15.4%	3.87	65
	All others	7.6%	61.4%	10.8%	4.4%	0.0%	15.8%	3.86	158
Institution size	Very Small	11.2%	56.2%	8.4%	3.4%	0.6%	20.2%	3.93	178
	Small	12.4%	60.9%	10.8%	1.4%	0.2%	14.2%	3.98	443
	Medium	9.0%	61.8%	13.1%	1.9%	0.1%	14.0%	3.90	421
	Large/Very Large	8.9%	58.7%	14.6%	4.4%	0.0%	13.3%	3.83	315

Briefly describe the one main benefit you (or your organization) have gained through the use of the Connecting to Collections Care online community:

[Open-ended responses are provided in Volume 2, Exhibit 1]

Which of the following benefits have you (or your organization) gained through the use of the Connecting to Collections Care online community? (Select all that apply.)

	Count	Sample percentage
It has helped support professional development for me/my organization	821	72.5%
It has informed collections care policies at my organization	591	52.2%
It has helped me better understand my job/field	500	44.1%
It has helped soften the impact of limited resources of my organization for professional development fees and travel	487	43.0%
A practice/procedure at my organization has been modified based on information from Connecting to Collections Care	423	37.3%
It has helped to train staff at my organization	421	37.2%
It has helped me/my organization approach collections care differently	357	31.5%
I/we received an answer to a specific question through Connecting to Collections Care	355	31.3%
It has facilitated networking with allied professionals	257	22.7%
It has given me the opportunity to escape my daily tasks	230	20.3%
It has helped to train volunteers at my organization	218	19.2%
It has sparked greater interest of collections care within my organization	209	18.4%
It has helped foster a sense of community among allied professionals	168	14.8%
It has helped foster a sense of community among our staff and volunteers	87	7.7%
It has helped our Board better understand the complexities of our institution and mission	67	5.9%
I/my organization have not gained any benefits from the Connecting to Collections Care program	4	0.4%
Other (1)	31	2.7%
n=	1,133	

1 = The "other" responses consist of:
- Affirmed knowledge already have.
- Although it has not answered a specific question, it did give me a review and more information on specific subjects.
- Have not used the Online Community specifically.
- Helped bring awareness to "powers at be" and get buy-in. (Getting them to understand, "I'm not just making this up to make your life complicated").
- Helped gather information to conduct research and write articles.
- Helped me articulate an argument for collections grant.
- I am fairly new but have learned more about archival care.
- I can communicate my concerns about our collections more effectively.
- I have been able to recommend this site to staff at smaller institutions needing guidance that I either did not have time or expertise to give. It is a wonderful community resource.
- I have been able to share out C2C resources with other museums statewide.

{Listing continued on following page}

- I refer clients to you who have specific training/informational needs.
- I refer others to this as a resource.
- Increased confidence and given support in tackling new and intimidating project types through knowing there are good free resources on C2C.
- It has allowed me to learn about, deepen and refresh my knowledge on collections care.
- It has helped me refresh knowledge on lesser-used topics and skills.
- It has helped me to gain a better understanding of areas in preservation/conservation of collections.
- It has provided advice for members and colleagues.
- It has provided an accessible tool for me to get orgs to start thinking about museum standards differently.
- It has provided opportunity to confirm my current practices or to revamp my practices as needed. Sometimes as a "lone arranger" you need to hear what others are doing to confirm that you are on the right track.
- It is a valuable reference resource.
- Offers refreshers on topics of collections care.
- Our Preservation Outreach uses C2C webinars as referrals.
- Referring organizations to C2C resources.
- Shared webinar information with other staff/departments.
- Sometime 2-3 curatorial staff are viewing a webinar together and we have discussions afterwards.
- The original collection of books and pamphlets have been shared with the staff & community.
- The realization that small or large we share the same tasks.
- The variety of topics and excellent presentation of material make this program invaluable and indispensable.
- The webinars provide excellent care information for museums in rural areas who don't have the resources to send attendees to conferences. It also provides contact information to professionals they can contact for further information.
- We have no budget for professional development so with out this resource there would be none.

Benefits gained by age	Overall	< 31	31–40	41–55	65+
It has helped support professional development for me/my organization	72.5%	79.5%	76.8%	74.4%	63.4%
It has informed collections care policies at my organization	52.2%	62.1%	49.8%	50.3%	50.9%
It has helped me better understand my job/field	44.1%	55.9%	44.8%	42.0%	40.0%
It has helped soften the impact of limited resources of my organization for professional development fees and travel	43.0%	44.1%	42.8%	42.0%	43.4%
A practice/procedure at my organization has been modified based on information from Connecting to Collections Care	37.3%	36.0%	35.7%	35.9%	40.9%
It has helped to train staff at my organization	37.2%	31.7%	36.4%	39.9%	37.5%
It has helped me/my organization approach collections care differently	31.5%	36.0%	31.0%	30.7%	29.7%
I/we received an answer to a specific question through Connecting to Collections Care	31.3%	34.8%	34.7%	28.2%	29.4%
It has facilitated networking with allied professionals	22.7%	14.3%	18.9%	23.3%	29.4%
It has given me the opportunity to escape my daily tasks	20.3%	28.0%	27.9%	19.8%	10.0%
It has helped to train volunteers at my organization	19.2%	21.1%	17.5%	17.8%	20.9%
It has sparked greater interest of collections care within my organization	18.4%	18.6%	16.5%	17.2%	21.6%
It has helped foster a sense of community among allied professionals	14.8%	13.0%	15.2%	12.6%	17.2%
It has helped foster a sense of community among our staff and volunteers	7.7%	8.1%	6.4%	7.2%	9.1%
It has helped our Board better understand the complexities of our institution and mission	5.9%	3.1%	3.0%	5.7%	10.0%
I/my organization have not gained any benefits from the Connecting to Collections Care program	0.4%	0.0%	0.3%	0.6%	0.3%
Other	2.7%	0.0%	2.4%	2.3%	5.0%
n=	1,133	161	297	348	320

Benefits gained by experience	Overall	<6 years	6–10 years	11–20 years	20+ years
It has helped support professional development for me/my organization	72.5%	74.5%	74.8%	73.4%	67.7%
It has informed collections care policies at my organization	52.2%	60.6%	53.6%	47.6%	52.6%
It has helped me better understand my job/field	44.1%	60.0%	49.3%	43.1%	32.0%
It has helped soften the impact of limited resources of my organization for professional development fees and travel	43.0%	39.4%	43.1%	43.6%	44.1%
A practice/procedure at my organization has been modified based on information from Connecting to Collections Care	37.3%	35.2%	35.8%	38.8%	38.4%
It has helped to train staff at my organization	37.2%	30.9%	36.5%	36.3%	42.3%
It has helped me/my organization approach collections care differently	31.5%	39.4%	34.7%	28.9%	28.1%
I/we received an answer to a specific question through Connecting to Collections Care	31.3%	34.5%	32.8%	30.6%	29.0%
It has facilitated networking with allied professionals	22.7%	15.2%	17.9%	21.8%	30.5%
It has given me the opportunity to escape my daily tasks	20.3%	21.8%	23.4%	20.7%	16.6%
It has helped to train volunteers at my organization	19.2%	20.0%	21.5%	18.1%	18.1%
It has sparked greater interest of collections care within my organization	18.4%	22.4%	19.0%	15.0%	19.3%
It has helped foster a sense of community among allied professionals	14.8%	7.3%	16.4%	11.9%	19.9%
It has helped foster a sense of community among our staff and volunteers	7.7%	7.3%	9.1%	6.2%	8.2%
It has helped our Board better understand the complexities of our institution and mission	5.9%	7.9%	6.2%	4.2%	6.6%
I/my organization have not gained any benefits from the Connecting to Collections Care program	0.4%	0.0%	0.0%	0.8%	0.3%
Other	2.7%	1.2%	1.8%	2.5%	4.5%
n=	1,133	165	274	353	331

Benefits gained by setting	Overall	Museum/ Hist. Soc.	Library	Archive	Private Practice/ RCL	All others
It has helped support professional development for me/my organization	72.5%	71.9%	77.6%	73.7%	72.5%	69.5%
It has informed collections care policies at my organization	52.2%	55.2%	53.4%	49.6%	45.1%	44.5%
It has helped me better understand my job/field	44.1%	43.3%	49.1%	46.0%	45.1%	39.8%
It has helped soften the impact of limited resources of my organization for professional development fees and travel	43.0%	46.8%	39.7%	45.3%	35.3%	30.5%
A practice/procedure at my organization has been modified based on information from Connecting to Collections Care	37.3%	40.0%	35.3%	32.8%	29.4%	33.6%
It has helped to train staff at my organization	37.2%	37.7%	41.4%	38.0%	17.6%	40.6%
It has helped me/my organization approach collections care differently	31.5%	32.1%	29.3%	33.6%	33.3%	31.3%
I/we received an answer to a specific question through Connecting to Collections Care	31.3%	32.6%	25.9%	31.4%	25.5%	32.0%
It has facilitated networking with allied professionals	22.7%	20.8%	25.0%	18.2%	37.3%	25.8%
It has given me the opportunity to escape my daily tasks	20.3%	22.0%	12.9%	20.4%	21.6%	18.8%
It has helped to train volunteers at my organization	19.2%	22.0%	12.1%	17.5%	7.8%	17.2%
It has sparked greater interest of collections care within my organization	18.4%	18.9%	19.8%	20.4%	13.7%	14.1%
It has helped foster a sense of community among allied professionals	14.8%	14.0%	20.7%	10.9%	25.5%	13.3%
It has helped foster a sense of community among our staff and volunteers	7.7%	8.6%	7.8%	5.1%	9.8%	3.9%
It has helped our Board better understand the complexities of our institution and mission	5.9%	6.9%	5.2%	2.9%	5.9%	3.9%
I/my organization have not gained any benefits from the Connecting to Collections Care program	0.4%	0.1%	0.0%	0.7%	0.0%	1.6%
Other	2.7%	2.1%	1.7%	3.6%	3.9%	5.5%
n=	1,133	677	116	137	51	128

Benefits gained by institution size	Overall	Very Small	Small	Medium	Large/ Very Large
It has helped support professional development for me/my organization	72.5%	67.7%	72.6%	71.5%	76.1%
It has informed collections care policies at my organization	52.2%	63.2%	56.7%	52.4%	42.0%
It has helped me better understand my job/field	44.1%	44.4%	47.9%	42.7%	39.8%
It has helped soften the impact of limited resources of my organization for professional development fees and travel	43.0%	51.9%	45.8%	42.7%	37.1%
A practice/procedure at my organization has been modified based on information from Connecting to Collections Care	37.3%	39.1%	43.6%	38.9%	26.1%
It has helped to train staff at my organization	37.2%	25.6%	33.2%	42.4%	43.2%
It has helped me/my organization approach collections care differently	31.5%	39.1%	35.9%	30.0%	25.4%
I/we received an answer to a specific question through Connecting to Collections Care	31.3%	33.8%	32.9%	32.9%	26.1%
It has facilitated networking with allied professionals	22.7%	21.1%	18.4%	23.3%	26.9%
It has given me the opportunity to escape my daily tasks	20.3%	24.1%	20.8%	15.9%	24.2%
It has helped to train volunteers at my organization	19.2%	20.3%	19.2%	19.0%	18.9%
It has sparked greater interest of collections care within my organization	18.4%	22.6%	18.6%	18.2%	16.3%
It has helped foster a sense of community among allied professionals	14.8%	12.8%	12.9%	15.0%	18.2%
It has helped foster a sense of community among our staff and volunteers	7.7%	10.5%	3.6%	10.7%	7.6%
It has helped our Board better understand the complexities of our institution and mission	5.9%	12.0%	6.8%	5.5%	1.9%
I/my organization have not gained any benefits from the Connecting to Collections Care program	0.4%	0.8%	0.5%	0.0%	0.4%
Other	2.7%	2.3%	2.5%	2.6%	3.4%
n=	1,133	133	365	347	264

Please indicate your level of agreement with the following statements as they pertain to the Connecting to Collections Care program:

Full response range	Strongly agree	Some-what agree	Neutral	Some-what disagree	Strongly disagree	No opinion	Average score
It is a trusted source of collections care information	70.9%	21.3%	4.2%	0.2%	0.5%	3.0%	4.67
It is easy to use	50.6%	31.0%	9.2%	1.7%	0.3%	7.2%	4.40
It is easy to find the information I need	34.7%	39.7%	14.8%	2.2%	0.4%	8.1%	4.16
It fills a need that is not met elsewhere	35.9%	37.5%	17.0%	1.9%	0.5%	7.4%	4.15

The average score is based on a 1-to-5 scale where 1.0 = "strongly disagree" and 5.0 = "strongly agree." No opinion values are excluded from average score calculations.
n=1,327

Condensed response range	Agree	Neutral	Disagree	No opinion	Average score
It is a trusted source of collections care information	92.2%	4.2%	0.6%	3.0%	4.67
It is easy to use	81.7%	9.2%	2.0%	7.2%	4.40
It is easy to find the information I need	74.5%	14.8%	2.6%	8.1%	4.16
It fills a need that is not met elsewhere	73.3%	17.0%	2.3%	7.4%	4.15

The average score is based on a 1-to-5 scale where 1.0 = "strongly disagree" and 5.0 = "strongly agree." No opinion values are excluded from average score calculations.
n=1,327

Is a trusted source of collections care information

		Agree	Neutral	Disagree	No opinion	Average score	n=
	Overall	**92.2%**	**4.2%**	**0.6%**	**3.0%**	**4.67**	**1,327**
Age	<31	94.7%	3.2%	0.0%	2.1%	4.70	188
	31–40	93.0%	4.2%	0.8%	2.0%	4.63	355
	41–55	90.3%	5.0%	0.5%	4.2%	4.69	404
	>55	92.2%	3.8%	0.8%	3.2%	4.69	373
Experience	<6 years	89.6%	7.3%	0.0%	3.1%	4.65	192
	6–10 years	90.3%	5.7%	0.3%	3.6%	4.61	331
	11–20 years	95.1%	1.7%	1.0%	2.2%	4.72	409
	>20 years	91.8%	4.0%	0.8%	3.4%	4.68	378
Setting	Museum/Hist. Society	93.8%	3.5%	0.4%	2.3%	4.71	777
	Library	92.0%	1.5%	2.2%	4.4%	4.69	137
	Archive	87.1%	7.1%	1.2%	4.7%	4.59	170
	Private Practice/RCL	91.8%	3.3%	0.0%	4.9%	4.66	61
	All others	91.8%	6.1%	0.0%	2.0%	4.60	147
Institution size	Very Small	95.2%	3.6%	0.0%	1.2%	4.64	166
	Small	92.7%	5.2%	0.5%	1.6%	4.72	425
	Medium	91.7%	3.5%	0.3%	4.5%	4.70	399
	Large/Very Large	91.4%	3.3%	1.7%	3.6%	4.62	302

The average score is based on a 1-to-5 scale where 1.0 = "strongly disagree" and 5.0 = "strongly agree." No opinion values are excluded from average score calculations.

Is easy to use

		Agree	Neutral	Disagree	No opinion	Average score	n=
	Overall	**81.7%**	**9.2%**	**2.0%**	**7.2%**	**4.40**	**1,327**
Age	<31	86.7%	9.6%	0.5%	3.2%	4.40	188
	31–40	84.5%	7.3%	1.7%	6.5%	4.41	355
	41–55	77.7%	11.6%	2.0%	8.7%	4.38	404
	>55	80.7%	8.3%	2.9%	8.0%	4.41	373
Experience	<6 years	83.3%	12.0%	1.6%	3.1%	4.35	192
	6–10 years	81.6%	10.6%	1.5%	6.3%	4.37	331
	11–20 years	83.9%	7.1%	1.7%	7.3%	4.47	409
	>20 years	78.8%	8.5%	2.9%	9.8%	4.38	378
Setting	Museum/Hist. Society	84.3%	8.0%	1.4%	6.3%	4.44	777
	Library	81.0%	9.5%	0.7%	8.8%	4.43	137
	Archive	80.0%	8.2%	2.9%	8.8%	4.39	170
	Private Practice/RCL	80.3%	6.6%	3.3%	9.8%	4.42	61
	All others	76.2%	14.3%	3.4%	6.1%	4.27	147
Institution size	Very Small	78.3%	13.3%	3.0%	5.4%	4.29	166
	Small	84.0%	6.4%	1.6%	8.0%	4.46	425
	Medium	81.7%	9.5%	1.5%	7.3%	4.41	399
	Large/Very Large	82.8%	8.9%	2.0%	6.3%	4.42	302

The average score is based on a 1-to-5 scale where 1.0 = "strongly disagree" and 5.0 = "strongly agree." No opinion values are excluded from average score calculations.

Is easy to find the information I need

		Agree	Neutral	Disagree	No opinion	Average score	n=
	Overall	**74.5%**	**14.8%**	**2.6%**	**8.1%**	**4.16**	**1,327**
Age	<31	81.4%	12.2%	2.1%	4.3%	4.16	188
	31–40	75.5%	14.6%	2.5%	7.3%	4.13	355
	41–55	72.3%	16.6%	2.5%	8.7%	4.15	404
	>55	72.1%	14.5%	2.9%	10.5%	4.19	373
Experience	<6 years	74.0%	17.7%	2.6%	5.7%	4.13	192
	6–10 years	72.8%	17.2%	2.4%	7.6%	4.10	331
	11–20 years	78.5%	13.0%	1.7%	6.8%	4.21	409
	>20 years	71.7%	13.5%	3.4%	11.4%	4.16	378
Setting	Museum/Hist. Society	76.4%	14.0%	1.9%	7.6%	4.16	777
	Library	73.0%	13.1%	2.9%	10.9%	4.20	137
	Archive	74.1%	14.7%	2.9%	8.2%	4.17	170
	Private Practice/RCL	73.8%	16.4%	3.3%	6.6%	4.12	61
	All others	70.1%	18.4%	3.4%	8.2%	4.15	147
Institution size	Very Small	70.5%	20.5%	3.6%	5.4%	4.01	166
	Small	76.7%	12.9%	1.9%	8.5%	4.24	425
	Medium	75.7%	13.3%	2.3%	8.8%	4.18	399
	Large/Very Large	73.8%	15.6%	2.6%	7.9%	4.13	302

The average score is based on a 1-to-5 scale where 1.0 = "strongly disagree" and 5.0 = "strongly agree." No opinion values are excluded from average score calculations.

It fills a need that is not met elsewhere

		Agree	Neutral	Disagree	No opinion	Average score	n=
	Overall	**73.3%**	**17.0%**	**2.3%**	**7.4%**	**4.15**	**1,327**
Age	<31	76.6%	17.0%	1.6%	4.8%	4.12	188
	31–40	73.8%	17.5%	2.0%	6.8%	4.10	355
	41–55	69.8%	20.5%	2.7%	6.9%	4.13	404
	>55	75.1%	12.6%	2.7%	9.7%	4.23	373
Experience	<6 years	72.9%	21.9%	0.5%	4.7%	4.14	192
	6–10 years	74.6%	16.6%	2.4%	6.3%	4.11	331
	11–20 years	74.1%	16.9%	2.0%	7.1%	4.15	409
	>20 years	72.5%	14.6%	3.7%	9.3%	4.19	378
Setting	Museum/Hist. Society	76.7%	16.0%	1.9%	5.4%	4.17	777
	Library	69.3%	17.5%	3.6%	9.5%	4.17	137
	Archive	68.8%	18.8%	2.4%	10.0%	4.13	170
	Private Practice/RCL	70.5%	13.1%	6.6%	9.8%	4.09	61
	All others	68.0%	20.4%	0.7%	10.9%	4.12	147
Institution size	Very Small	77.1%	15.7%	3.0%	4.2%	4.16	166
	Small	76.5%	15.1%	1.4%	7.1%	4.23	425
	Medium	70.7%	17.5%	2.8%	9.0%	4.13	399
	Large/Very Large	71.5%	19.2%	2.3%	7.0%	4.08	302

The average score is based on a 1-to-5 scale where 1.0 = "strongly disagree" and 5.0 = "strongly agree." No opinion values are excluded from average score calculations.

How can we make the Connecting to Collections Care program better? (Please be as specific as possible.)

[Open-ended responses are provided in Volume 2, Exhibit 2]

Discussion Forum Feedback

How often do you access the Discussions Forum, either by reading posts by others or by posting your own questions?

	Count	Sample percentage
Regularly	48	3.6%
Occasionally	266	20.0%
Rarely	466	35.1%
Never	548	41.3%
n=	1,328	

		Regularly	Occasionally	Rarely	Never	n=
	Overall	**3.6%**	**20.0%**	**35.1%**	**41.3%**	**1,328**
Age	<31	1.6%	16.4%	36.5%	45.5%	189
	31–40	2.0%	14.1%	35.2%	48.7%	355
	41–55	4.5%	22.4%	32.1%	41.0%	402
	>55	5.3%	24.8%	37.3%	32.5%	375
Experience	<6 years	1.6%	21.9%	39.6%	37.0%	192
	6–10 years	2.7%	19.1%	33.0%	45.2%	330
	11–20 years	3.4%	20.0%	32.4%	44.1%	410
	>20 years	5.8%	20.3%	37.5%	36.4%	379
Setting	Museum/Hist. Society	3.5%	21.0%	35.8%	39.8%	777
	Library	5.8%	15.2%	34.1%	44.9%	138
	Archive	1.8%	20.0%	32.9%	45.3%	170
	Private Practice/RCL	6.6%	21.3%	32.8%	39.3%	61
	All others	4.1%	19.0%	36.1%	40.8%	147
Institution size	Very Small	6.6%	19.9%	33.7%	39.8%	166
	Small	3.7%	21.1%	35.1%	40.0%	427
	Medium	2.5%	19.8%	35.5%	42.3%	400
	Large/Very Large	3.7%	19.0%	35.3%	42.0%	300

Why do you not use the Discussions Forum? (Check all that apply.)

	Count	Sample percentage
I was not aware of it	354	64.8%
I forget about it when I have questions	88	16.1%
I seek answers to collections care questions elsewhere (1)	72	13.2%
No particular reason	62	11.4%
I'm not sure what it can be used for	25	4.6%
I am embarrassed or uncomfortable with posting my questions publicly	24	4.4%
I didn't want to create a user account on the site	23	4.2%
I don't have a need for the Discussions Forum	20	3.7%
I needed an answer sooner than I thought I might get on the Discussions Forum	14	2.6%
The format was confusing	9	1.6%
Other (2)	33	6.0%
n=	546	

Sample limited to those who indicated they "never" use the Discussion Forum in the previous question.

1 = The other sources mentioned are:
- AAM collections stewardship listserv.
- AAM CS listserv.
- AAM Forum and NEMP Facebook Page.
- AAM, books, internet, colleagues.
- AASLH.
- AASLH web site, list servs, LinkedIn groups, colleagues, etc.
- AIC and AAM .
- AIC Dist List and OSG-L.
- AIC lists.
- Canadian Conservation Institute.
- CCI Notes, Conserv-o-grams, books.
- CCI notes, CoOL, PACIN.
- Colleagues , specific resource sites i.e.: CCI or museum associations.
- Colleagues in my community.
- Colleagues in my field.
- Colleagues, literature.
- Colleagues, Nh-coll list-serv.
- Conservators in the field.
- Contacting specific individuals I know in the field; Contacting staff conservators.
- CoOL.
- CoOL DistList (searching for answer rather than posting questions); JStor; BCIN.ca; Consult privately colleagues or friends in the fields.
- CSAAM.
- CS-AAM list serve; Museum-L.
- CSAAM listserv. *{3 mentions}*
- CSAAM listserv or ask colleagues directly
- CS-list serv.
- Fellow Big Ten archivists listserv.
- Google, listserves, colleagues.
- I am a photograph conservator and many of the questions find answer at the Image Permanence Institute Resources.
- I am in Canada so I use Canadian sources for information - Ontario Museum Association or Canadian Conservation Institue.
- I belong to the Museum-L listserv as well as multiple section groups within the Society of American Archivists, which also operate listservs on specific topics.
- I have professional connections at a large institution where I work one day per week, and they are very generous with their knowledge when I have questions about collections best practices.
- I primarily use the Collections Stewardship Committee of the AAM list serv and that's partially because I get the emails all the time so I'm always aware of what's going on. I should use the CCC discussion board though! It looks like there are some great questions and answers!
- I usually look to AIC periodicals and books in the field.
- I would either use the Resources tab on C2C or potent.
- Listservs - Collections specific.
- List-servs, websites, books.
- Local archives community.
- local museum community.
- Museum-L or Collections Stewardship Committee list or call conservators that I work with.
- Museum-L; colleagues in the field.
- National Parks Conserve-O-grams, CCI Notes, and other similar resources.
- NEDCC.
- NEDCC and CCAHA websites.

{Continued on following page.}

- NEDCC, colleagues.
- NEDCC, googling.
- Nhcoll-l, SPNHC website.
- NPS museum handbook, Image Permanence, AAM registration handbook, colleagues, Canadian Conservation.
- NPS Museum Handbooks.
- Other conservators in the field. AIC forums other than the C2C Discussion Forum. Cons Dis List, OSG, WAG, AIC Community Digest.
- Other listservs.
- Other list-servs and facebook groups.
- Print resources.
- Professional literature, colleagues, specialists or others that I meet through conferences and symposia.
- Professional network, AIC OSG.
- RCAAM list serve, directly contacting specific colleagues with questions or for advice, professional reference books, other web sites.

- RC-AAM list-serv.
- Registrars list-serv.
- Registrar's Listserv, now called the Collections Stewardship Committee of AAM listserv.
- Registration listserv.
- SAA listservs. {2 mentions}
- Select group of conservators; AIC wiki; AATA for Conservation Literature
- Society of American Archivists website and listserv (before it was discontinued at the end of last year)
- SPNHC (NHCOLL) and Geological Curators' Group (UK).
- The CS-AAM list serve and the TMS list serve.
- Trusted colleagues at other institutions.

2 = the "other" responses are:
- A list serve format is more convenient (sent directly to email).
- Already getting enough email.
- Difficult to access.
- I am a trained conservator, and my questions are more specific. Also, I have a vast network and usually reach out to individuals first.
- I am not directly responsible for collections care therefore I rarely/almost never have questions.
- I am not sure what it is - I belong to an archives listserv for questions.
- I deal primarily with film & media, so I lean more heavily on the AMIA listserv.
- I do better with a daily/weekly post like Museum Connection. Do not have time to browse and visit sites, but if I get an email about something, I am more likely to take the time to look at it if the topic is relevant.
- I don't have time.
- I frequently recommend it to the public as a first stop for info and a valuable resource all around.
- I generally refrain from posting on internet forums. It is a hard habit for me to break.
- I have been archiving only one day a week. No time. Now I am expanding to 3 days so hope to connect more.
- I have to log onto the website to see responses, I have not found a way for those to be emailed to me in a digest form. I use to when the email communication was happening.
- I tend to use the Registrars listserv for the types of questions I would submit.

- I tend to use the Society of American Archivists' Forums more as they are sent directly to my email.
- I use CSAAM more regularly.
- I use the RCAAM listserv as well as PACCIN's listserv
- I use the SPNHC or Geological Curators' Group listserv to connect with a specific community.
- I will look into this, did not aware C2C has this services online.
- I would use the conservation-specific list servers first.
- I'm not part of the intended community.
- It doesn't seem like professionals are using it, just volunteers, etc who don't know what they are doing.
- It wasn't clear how to sign up.
- Lack of time.
- Minimal applicability to my current position in records mgmt.
- My former colleague used it.
- Not needed to use it yet.
- Not sure I know how to access this or if I have even set up an account.
- Not sure if I need to be a member or supporter to have access?
- So busy wearing different hats at the museum that I don't take the time.
- The forum is not very active in terms of the number of people involved and responses.
- This is not the way I source reliable information.
- We have a staff conservator so I tend to go directly to that person.

Non-usage reasons by age	Overall	< 31	31–40	41–55	65+
I was not aware of it	64.8%	64.0%	69.8%	63.0%	61.2%
I forget about it when I have questions	16.1%	18.6%	14.0%	20.6%	11.6%
I seek answers to collections care questions elsewhere	13.2%	8.1%	13.4%	17.0%	11.6%
No particular reason	11.4%	15.1%	11.0%	7.3%	14.9%
I'm not sure what it can be used for	4.6%	2.3%	5.2%	4.2%	5.0%
I am embarrassed or uncomfortable with posting my questions publicly	4.4%	4.7%	4.1%	6.1%	1.7%
I didn't want to create a user account on the site	4.2%	7.0%	3.5%	4.2%	2.5%
I don't have a need for the Discussions Forum	3.7%	4.7%	3.5%	4.2%	2.5%
I needed an answer sooner than I thought I might get on the Discussions Forum	2.6%	4.7%	2.3%	0.6%	3.3%
The format was confusing	1.6%	3.5%	1.2%	0.0%	3.3%
Other	6.0%	2.3%	2.9%	9.1%	9.1%
n=	546	86	172	165	121

Non-usage reasons by experience	Overall	<6 years	6–10 years	11–20 years	20+ years
I was not aware of it	64.8%	67.6%	70.9%	64.6%	56.9%
I forget about it when I have questions	16.1%	14.1%	16.9%	17.1%	15.3%
I seek answers to collections care questions elsewhere	13.2%	2.8%	12.8%	14.4%	17.5%
No particular reason	11.4%	11.3%	8.8%	12.7%	10.9%
I'm not sure what it can be used for	4.6%	4.2%	7.4%	2.8%	4.4%
I am embarrassed or uncomfortable with posting my questions publicly	4.4%	1.4%	4.1%	7.2%	2.9%
I didn't want to create a user account on the site	4.2%	5.6%	4.7%	3.3%	3.6%
I don't have a need for the Discussions Forum	3.7%	5.6%	1.4%	3.9%	3.6%
I needed an answer sooner than I thought I might get on the Discussions Forum	2.6%	1.4%	2.7%	2.8%	2.2%
The format was confusing	1.6%	2.8%	2.0%	1.1%	1.5%
Other	6.0%	8.5%	0.7%	7.7%	8.8%
n=	546	71	148	181	137

Non-usage reasons by setting	Overall	Museum/ Hist. Soc.	Library	Archive	Private Practice/ RCL	All others
I was not aware of it	64.8%	62.8%	70.5%	69.7%	58.3%	65.0%
I forget about it when I have questions	16.1%	18.1%	14.8%	11.8%	16.7%	15.0%
I seek answers to collections care questions elsewhere	13.2%	16.8%	6.6%	6.6%	16.7%	8.3%
No particular reason	11.4%	11.3%	13.1%	7.9%	12.5%	10.0%
I'm not sure what it can be used for	4.6%	3.9%	4.9%	7.9%	12.5%	1.7%
I am embarrassed or uncomfortable with posting my questions publicly	4.4%	3.6%	0.0%	5.3%	0.0%	11.7%
I didn't want to create a user account on the site	4.2%	3.2%	6.6%	2.6%	0.0%	8.3%
I don't have a need for the Discussions Forum	3.7%	2.3%	3.3%	3.9%	12.5%	5.0%
I needed an answer sooner than I thought I might get on the Discussions Forum	2.6%	2.6%	0.0%	2.6%	0.0%	5.0%
The format was confusing	1.6%	1.6%	0.0%	1.3%	4.2%	3.3%
Other	6.0%	5.2%	8.2%	7.9%	8.3%	6.7%
n=	546	309	61	76	24	60

Non-usage reasons by institution size	Overall	Very small	Small	Medium	Large/Very Large
I was not aware of it	64.8%	60.6%	62.4%	69.2%	64.0%
I forget about it when I have questions	16.1%	15.2%	17.1%	17.8%	14.4%
I seek answers to collections care questions elsewhere	13.2%	12.1%	10.6%	16.0%	13.6%
No particular reason	11.4%	12.1%	10.6%	10.7%	11.2%
I'm not sure what it can be used for	4.6%	7.6%	7.1%	2.4%	3.2%
I am embarrassed or uncomfortable with posting my questions publicly	4.4%	7.6%	4.1%	1.2%	6.4%
I didn't want to create a user account on the site	4.2%	6.1%	2.9%	1.8%	7.2%
I don't have a need for the Discussions Forum	3.7%	1.5%	4.1%	3.0%	4.0%
I needed an answer sooner than I thought I might get on the Discussions Forum	2.6%	3.0%	2.9%	0.6%	4.0%
The format was confusing	1.6%	6.1%	2.4%	0.0%	0.8%
Other	6.0%	6.1%	5.3%	7.1%	6.4%
n=	546	66	170	169	125

Have you ever posted a question to the Discussion Forum?

	Count	Sample percentage
Yes	131	16.8%
No	649	83.2%
n=	780	

		Yes	No	n=
	Overall	**16.8%**	**83.2%**	**780**
Age	<31	15.5%	84.5%	103
	31–40	15.4%	84.6%	182
	41–55	15.2%	84.8%	237
	>55	20.2%	79.8%	253
Experience	<6 years	13.2%	86.8%	121
	6–10 years	17.1%	82.9%	181
	11–20 years	18.8%	81.2%	229
	>20 years	15.8%	84.2%	241
Setting	Museum/Hist. Society	16.9%	83.1%	468
	Library	18.4%	81.6%	76
	Archive	18.3%	81.7%	93
	Private Practice/RCL	8.1%	91.9%	37
	All others	14.9%	85.1%	87
Institution size	Very Small	19.0%	81.0%	100
	Small	18.8%	81.3%	256
	Medium	13.9%	86.1%	231
	Large/Very Large	15.5%	84.5%	174
Discussion Forum usage frequency	Regularly	52.1%	47.9%	48
	Occasionally	21.8%	78.2%	266
	Rarely	10.3%	89.7%	466

Please rate your satisfaction with the following aspects of posting a question:

	Fully satisfied	Mostly satisfied	Not satisfied	No opinion	Average score
Overall ease of posting a question	55.7%	35.1%	3.8%	5.3%	2.55
Being able to review/edit the posted question	42.7%	32.8%	6.1%	18.3%	2.45
Knowing when a response was received	41.2%	37.4%	9.2%	12.2%	2.37
Receiving useful information	47.3%	38.9%	4.6%	9.2%	2.47

Sample limited to the respondents who indicated they have posted a question (n= 131). Average score based on a 1-to-3 scale where 1 = "not satisfied," 2 = "mostly satisfied," and 3 = "fully satisfied." No opinion responses are omitted from average score calculations.

Overall ease of posting a question

		Fully satisfied	Mostly satisfied	Not satisfied	No opinion	Average score	n=
	Overall	**55.7%**	**35.1%**	**3.8%**	**5.3%**	**2.55**	**131**
Age	<31	50.0%	25.0%	12.5%	12.5%	2.43	16
	31–40	50.0%	42.9%	0.0%	7.1%	2.54	28
	41–55	63.9%	36.1%	0.0%	0.0%	2.64	36
	>55	54.9%	33.3%	5.9%	5.9%	2.52	51
Experience	<6 years	50.0%	25.0%	18.8%	6.3%	2.33	16
	6–10 years	54.8%	41.9%	0.0%	3.2%	2.57	31
	11–20 years	55.8%	37.2%	2.3%	4.7%	2.56	43
	>20 years	60.5%	31.6%	2.6%	5.3%	2.61	38
Setting	Museum/Hist. Society	55.7%	34.2%	6.3%	3.8%	2.51	79
	Library	64.3%	28.6%	0.0%	7.1%	2.69	14
	Archive	41.2%	52.9%	0.0%	5.9%	2.44	17
	Private Practice/RCL	*Insufficient data for tabulation*					3
	All others	69.2%	23.1%	0.0%	7.7%	2.75	13
Institution size	Very Small	52.6%	31.6%	10.5%	5.3%	2.44	19
	Small	52.1%	33.3%	4.2%	10.4%	2.53	48
	Medium	53.1%	43.8%	3.1%	0.0%	2.50	32
	Large/Very Large	66.7%	33.3%	0.0%	0.0%	2.67	27
Discussion Forum usage frequency	Regularly	64.0%	36.0%	0.0%	0.0%	2.64	25
	Occasionally	63.8%	31.0%	1.7%	3.4%	2.64	58
	Rarely	41.7%	39.6%	8.3%	10.4%	2.37	48

Sample limited to the respondents who indicated they have posted a question (n= 131). Average score based on a 1-to-3 scale where 1 = "not satisfied," 2 = "mostly satisfied," and 3 = "fully satisfied." No opinion responses are omitted from average score calculations.

Being able to review/edit the posted question

		Fully satisfied	Mostly satisfied	Not satisfied	No opinion	Average score	n=
	Overall	**42.7%**	**32.8%**	**6.1%**	**18.3%**	**2.45**	**131**
Age	<31	56.3%	6.3%	12.5%	25.0%	2.58	16
	31–40	39.3%	42.9%	10.7%	7.1%	2.31	28
	41–55	44.4%	38.9%	0.0%	16.7%	2.53	36
	>55	39.2%	31.4%	5.9%	23.5%	2.44	51
Experience	<6 years	43.8%	12.5%	18.8%	25.0%	2.33	16
	6–10 years	41.9%	51.6%	0.0%	6.5%	2.45	31
	11–20 years	44.2%	32.6%	7.0%	16.3%	2.44	43
	>20 years	42.1%	28.9%	2.6%	26.3%	2.54	38
Setting	Museum/Hist. Society	46.8%	27.8%	7.6%	17.7%	2.48	79
	Library	50.0%	28.6%	0.0%	21.4%	2.64	14
	Archive	17.6%	58.8%	5.9%	17.6%	2.14	17
	Private Practice/RCL	*Insufficient data for tabulation*					3
	All others	46.2%	30.8%	0.0%	23.1%	2.60	13
Institution size	Very Small	42.1%	21.1%	15.8%	21.1%	2.33	19
	Small	41.7%	37.5%	4.2%	16.7%	2.45	48
	Medium	37.5%	37.5%	3.1%	21.9%	2.44	32
	Large/Very Large	51.9%	29.6%	3.7%	14.8%	2.57	27
Discussion Forum usage frequency	Regularly	60.0%	28.0%	0.0%	12.0%	2.68	25
	Occasionally	43.1%	36.2%	3.4%	17.2%	2.48	58
	Rarely	33.3%	31.3%	12.5%	22.9%	2.27	48

Sample limited to the respondents who indicated they have posted a question (n= 131). Average score based on a 1-to-3 scale where 1 = "not satisfied," 2 = "mostly satisfied," and 3 = "fully satisfied." No opinion responses are omitted from average score calculations.

Knowing when a response was received

		Fully satisfied	Mostly satisfied	Not satisfied	No opinion	Average score	n=
	Overall	**41.2%**	**37.4%**	**9.2%**	**12.2%**	**2.37**	**131**
Age	<31	43.8%	25.0%	12.5%	18.8%	2.38	16
	31–40	35.7%	46.4%	7.1%	10.7%	2.32	28
	41–55	38.9%	47.2%	8.3%	5.6%	2.32	36
	>55	45.1%	29.4%	9.8%	15.7%	2.42	51
Experience	<6 years	56.3%	12.5%	18.8%	12.5%	2.43	16
	6–10 years	32.3%	48.4%	12.9%	6.5%	2.21	31
	11–20 years	37.2%	44.2%	7.0%	11.6%	2.34	43
	>20 years	47.4%	34.2%	2.6%	15.8%	2.53	38
Setting	Museum/Hist. Society	41.8%	35.4%	10.1%	12.7%	2.36	79
	Library	50.0%	35.7%	0.0%	14.3%	2.58	14
	Archive	29.4%	52.9%	11.8%	5.9%	2.19	17
	Private Practice/RCL	*Insufficient data for tabulation*					3
	All others	46.2%	46.2%	0.0%	7.7%	2.50	13
Institution size	Very Small	52.6%	15.8%	21.1%	10.5%	2.35	19
	Small	35.4%	41.7%	6.3%	16.7%	2.35	48
	Medium	43.8%	40.6%	6.3%	9.4%	2.41	32
	Large/Very Large	40.7%	44.4%	7.4%	7.4%	2.36	27
Discussion Forum usage frequency	Regularly	40.0%	40.0%	4.0%	16.0%	2.43	25
	Occasionally	50.0%	36.2%	6.9%	6.9%	2.46	58
	Rarely	31.3%	37.5%	14.6%	16.7%	2.20	48

Sample limited to the respondents who indicated they have posted a question (n= 131). Average score based on a 1-to-3 scale where 1 = "not satisfied," 2 = "mostly satisfied," and 3 = "fully satisfied." No opinion responses are omitted from average score calculations.

Receiving useful information

		Fully satisfied	Mostly satisfied	Not satisfied	No opinion	Average score	n=
	Overall	**47.3%**	**38.9%**	**4.6%**	**9.2%**	**2.47**	**131**
Age	<31	50.0%	25.0%	6.3%	18.8%	2.54	16
	31–40	50.0%	46.4%	3.6%	0.0%	2.46	28
	41–55	50.0%	38.9%	8.3%	2.8%	2.43	36
	>55	43.1%	39.2%	2.0%	15.7%	2.49	51
Experience	<6 years	75.0%	18.8%	0.0%	6.3%	2.80	16
	6–10 years	38.7%	51.6%	6.5%	3.2%	2.33	31
	11–20 years	44.2%	37.2%	9.3%	9.3%	2.38	43
	>20 years	47.4%	39.5%	0.0%	13.2%	2.55	38
Setting	Museum/Hist. Society	46.8%	39.2%	5.1%	8.9%	2.46	79
	Library	64.3%	21.4%	0.0%	14.3%	2.75	14
	Archive	52.9%	47.1%	0.0%	0.0%	2.53	17
	Private Practice/RCL	*Insufficient data for tabulation*					3
	All others	38.5%	38.5%	15.4%	7.7%	2.25	13
Institution size	Very Small	42.1%	42.1%	0.0%	15.8%	2.50	19
	Small	54.2%	29.2%	6.3%	10.4%	2.53	48
	Medium	50.0%	43.8%	3.1%	3.1%	2.48	32
	Large/Very Large	40.7%	44.4%	7.4%	7.4%	2.36	27
Discussion Forum usage frequency	Regularly	48.0%	40.0%	4.0%	8.0%	2.48	25
	Occasionally	56.9%	34.5%	3.4%	5.2%	2.56	58
	Rarely	35.4%	43.8%	6.3%	14.6%	2.34	48

Sample limited to the respondents who indicated they have posted a question (n= 131). Average score based on a 1-to-3 scale where 1 = "not satisfied," 2 = "mostly satisfied," and 3 = "fully satisfied." No opinion responses are omitted from average score calculations.

Please describe how the question posting process could be improved. Please be as specific as possible.

[Open-ended responses are provided in Volume 2, Exhibit 3]

Why have you not posted a question to the Discussion Forum? (Check all that apply.)

	Count	Sample percentage
No particular reason	287	44.6%
I forget about it when I have questions	189	29.3%
I seek answers to collections care questions elsewhere (1)	113	17.5%
I needed an answer sooner than I thought I might get on the Forum	75	11.6%
I am embarrassed or uncomfortable posting my questions publicly	53	8.2%
I didn't want to create a user account on the site	33	5.1%
The format was confusing	22	3.4%
Other (2)	85	13.2%
n=	644	

Sample limited to those who indicated they have not posted a question to the Discussion Forum.

1 = The other sources specified are:
- A mentor I can contact personally.
- AAM Collections listserv.
- AAM listservs.
- AAM Museum Junction Forum, and colleagues at CCAHA and local museums.
- AIC.
- AIC Dist List and colleagues.
- AIC website.
- Arcan-L (Canadian Archival List-serv).
- ARCS listserv, direct questions to colleagues.
- As we advise clients on collections care (at the national level), we locate the information using internal or external publications before drawing on expertise of colleagues, so we are able to locate answers before having to post publicly.
- Books.
- Canadian museum listserv   Emerging Museum Professional facebook group.
- CCI Notes, NEDCC resources, NPS Conserve-O-Grams.
- CCI website, NPS website, ConservationOnLine/Conservation DistList and topic-specific listserves I subscribe to, and the CAPC discussion forum are usually my first place to look as my needs are often beyond an introductory level of knowledge.
- CCI, Studies in Conservation, Journals etc
- Colleagues. *{2 mentions}*
- Colleagues in the area, other resources like the Collections bookshelf.
- Colleagues within my department.
- Colleagues, private conservators.
- Colleagues, textbooks.
- Collections listserv.
- Collections Stewardship Committee of the AAM.
- Collections Stewardship Committee of the American Alliance of Museums listserv (CSAAM).
- Collections Stewardship list serve.
- Conservation DistList.
- Conservator doing workshops at our museum or working on preservation projects.
- Consult directly with one or more people in my professional network.
- CoOL.
- Cool, AIC specialty groups discussion list, Cameo, Getty, etc., etc.
- CS-AAM. *{3 mentions}*
- CSAAM (RCAAM) listserv, ARCS forum.
- CSAAM listserv. *{4 mentions}*
- CS-AAM listserv (formerly RC-AAM).
- CS-AAM listserv, MRM5.
- Direct peer to peer contact.
- Direct responses from peers.
- Directly from colleagues in the field, particularly through the Midwest Registrars Committee (of which I am a member).
- Discussions with peers in the field.
- Distlists primarily.
- Email listservs, directly ask peers in my network.
- E-mail or call pertinent individuals or organizations
- Experienced colleagues.
- Facebook groups and listservs.
- Greater Hudson Heritage Network, N.Y., LOC.
- Http://cool.conservation-us.org/byform/mailing-lists/cdl/ Conservation DistList.
- I am registered to the AAM Collections Stewardship listserv and I usually am able to seek information from that forum.
- I directly contact colleagues.
- I have either asked other staff members with specific knowledge to the topic at hand, or searched Google or YouTube to find general answers.
- I often go directly to people I know and trust or post questions on the padg (preservation administrators discussion group) listserv.

{Continued on following page.}

- I reach out to colleagues I've used for CAPS, classmates from Attingham & Vic Soc and curators at institutions like the Frick Museum and the Met.
- I run search engine searches on the topic I'm looking for and find the blogs and resources of other museums.
- I seek advice from other collection managers in natural history and don't feel there are many involved in C2C.
- I use the CS-AAM Listserv. Quicker response.
- I used the resources and archives sections of Connecting to Collections Care and various online resources - Library of Congress, NEDC, Illinois Collections Preservation Network.
- I usually use RCAAM listserv or Museum junction forum.
- Internet everything from NEDCC, LC. AIC, Smithsonian, colleagues, text books like Museum Registration Methods, etc.
- Internet websites.
- Listserves, particularly CSAAM (and previously, RCAAM).
- Listservs. Colleagues in my area.
- Listservs for various organizations, the internet, and published sources.
- Listservs of professional organizations such as the Registrar's Committee of AAM or the Society of American Archivists.
- Literature - printed & online: - Icon (Institute of Conservation) - JSTOR - AATA - IADA - ICOM etc.
- Local archivists.
- Local people or institutions I know personally.
- Long-term professionals in the field - other publications/articles.
- Mentor.
- Mostly individual colleagues or mentors, sometimes the ConsDistlist.
- Museum and archives listservs.
- Museum-L Listserv. {2 mentions}
- Museum-L or AAM collections care (formerly registrars) listserv.

- My mentors or CCI and NPS docs.
- National Park Service, Northeast Document Conservation Center, AIC, others I cannot think of immediately.
- New England archivists Listserv and New England Museum Assoc Listserv.
- NHCOLL listserv, SPNHC.
- Nhcoll-L; AIC-OSG list serve, Pestlist.
- On site conservator.
- On site conservators and other staff at our museum
- Online and published resources.
- Other colleagues, other conservation platforms on social media.
- Other websites or sources like Lyrasis.
- Own institution or Google.
- PACCIN.
- Personal network.
- Personal network, conserve o grams, registrars listserv
- Print resources in my library; NEDCC pages.
- Professional colleagues.
- Professional colleagues or CSAAM listserv
- Publications.
- Publications, periodicals, professional sites (SAA, AAM, ALA, etc.).
- RCAAM listserv and a local listserv of registrars in my county.
- SAA, AIC, conservograms and nps, coworkers or other colleagues, other printed or online resources.
- Society of American Archivists affinity groups - Lone Arrangers, Museum Archives, Archives Management, etc.
- Society of American Archivists, National Park Service, blogs, journal articles.
- The C2C bookshelf or similar resources.
- The CCI is local to me.
- The Curator on sight at the Museum.
- Various Listserves.
- We have our own conservators to ask questions of -- If I can't find the answer to my question, then I ask them.
- YouTube, NEDCC, or Smithsonian.

2 = The "other" responses are:
- Any question I had was posted and answered by others.
- Didn't know the forum existed.
- Didn't realize it was there.
- Discouraged by supervisory staff.
- Doing 15,0000 things.
- Don't usually post Q on listservs or discussion boards - usually research or ask specific people.
- Found answers to questions by searching forum.
- Generally too busy to take the time out to go online to do so.
- Hard to tell what is the audience to direct a question to.
- Have colleagues in the field close by.
- Have had bad experiences posting.
- Have not had the need to post.
- Haven't used it enough to become familiar.
- I am on CS-AAM list serve. Get 95% of information this way.
- I am on so many online fora that I can barely keep them straight, and mostly work with my SAA affinity groups' fora.
- I am required to use our state collections personnel for answers to my questions.
- I am specifically knowledgeable about collections care

- I am usually doing something at the same time and am interrupted...being able to refer to the archived presentations is very helpful.
- I can't remember if I've used it. I usually go to RCAAM listserv.
- I don't always get in on the forum live.
- I don't always have internet access.
- I don't want to read rude and/or uniformed comments related to my questions. I ask specific people when necessary.
- I find others have already asked the same question.
- I found the answer.
- I generally go to my personal circle of contacts when I have a question/issue rather than any sort of forum.
- I had a hard time accessing it whenever trying to get back in.
- I have found needed info, so no need to post.
- I have frequently been able to find answers to my questions in existing discussions.
- I have often found my question already posted and with great answers.
- I have served as a moderator and expert in the past.
- I haven't had the opportunity to check the Discussion Forum.
- I haven't personally but my staff has.
- I honestly did not know one existed.

{Continued on following page.}

- I just generally don't participate in lots of discussion forums.
- I looked in the forum archives & found the information I needed!
- I may have. I do not remember whether or not I have ever posted.
- I might ask our Collections Manager to post it.
- I mostly look the forum or webinars as conformation of information I've gotten from MRM5, COOL, Stash C. etc.
- I need to more and thank you for reminding me about how valuable their resources are!!
- I need to update my email, and become more active in my usage.
- I often ask a specific person via email. However, the Discussion Forum is a resource I want to get into the habit of tapping more often.
- I often found similar questions had already been asked
- I oftentimes get more immediate feedback from other sources.
- I provide answers, don't ask questions.
- I really don't like to hear unvetted information from sources that may or may not be knowledgeable.
- I refer my staff to the network, but am personally more focused on administration at this point, so have less need to refer to it.
- I refer others with questions to post directly.
- I use the CSAAM listserv instead.
- I've used another listserv for questions.
- I'm a volunteer and defer to professional staff to post questions.
- I'm not sure I haven't posted.
- Information found on the site.
- I've always been able to find the information I need to deal with an issue.
- Just too busy actually. But it is a great resource that I hope to use in the future.
- Just too busy, directorially, to prioritize this particular professional forum.
- Lack of time to follow up with multiple forums.
- Limited time; sorry to say I usually bumble along doing the best I can.
- My go-to peer resource is the CS-AAM listserv - I ask questions there.
- My level of English language.

- My questions are not basic and the answer always will start with "I depends ..."
- No personal time to even review the boards.
- Not enough time.
- Not my usual mode, but I will look into it.
- Not pertinent to my current job.
- Not sure how to do it, but there are times I thought it would be helpful.
- Often ask local people or institutions these questions instead.
- Often my questions are a little more conservation specific/technical so I reach out to specific colleagues first. However, if I did not get a satisfactory response via those channels it could be very helpful to pose it to the wider C2C audience.
- On site conservator available.
- Our collections manager poses the questions on the forum.
- So much of the forum seems to be European museum based which do not operate in the same fashion as US museums.
- Some answers aren't from the experience level I need.
- Some of my questions were answered by reading other questions on the forum.
- That's just not me.
- The answer was already available in the forum.
- The questions posted and following discussion gave the answers to questions we didn't know we had! :)
- Time.
- Time restrictions on my part.
- Time. Lack of time. I am so busy just running from one spot fire to the next. Posting and reading is a luxury.
- Too busy.
- Typically I go looking for specific questions and have found that they've already been answered!
- usually I would just search for my issue and see what was already posted.
- Usually someone in the field is experiencing the same issues and it is just easier to follow a string of conversation to build on later.
- Very busy in the field.
- Very often, the answers to questions I have have already been asked and I can reference that discussion.
- We have a conservator in the system.

Non-posting reasons by age	Overall	< 31	31–40	41–55	65+
No particular reason	44.6%	47.1%	40.9%	41.4%	49.0%
I forget about it when I have questions	29.3%	32.2%	32.5%	28.3%	27.5%
I seek answers to collections care questions elsewhere	17.5%	20.7%	23.4%	18.7%	11.0%
I needed an answer sooner than I thought I might get on the Forum	11.6%	17.2%	9.7%	9.6%	12.0%
I am embarrassed or uncomfortable posting my questions publicly	8.2%	9.2%	7.8%	8.6%	8.0%
I didn't want to create a user account on the site	5.1%	3.4%	5.2%	7.6%	3.0%
The format was confusing	3.4%	6.9%	3.9%	2.5%	2.5%
Other	13.2%	6.9%	11.7%	18.2%	12.5%
n=	644	87	154	198	200

Non-posting reasons By experience	Overall	<6 years	6–10 years	11–20 years	20+ years
No particular reason	44.6%	43.8%	44.3%	43.2%	46.5%
I forget about it when I have questions	29.3%	35.2%	24.8%	33.5%	26.0%
I seek answers to collections care questions elsewhere	17.5%	15.2%	20.1%	16.8%	17.5%
I needed an answer sooner than I thought I might get on the Forum	11.6%	12.4%	15.4%	7.0%	12.5%
I am embarrassed or uncomfortable posting my questions publicly	8.2%	7.6%	8.1%	9.2%	7.0%
I didn't want to create a user account on the site	5.1%	7.6%	4.0%	4.9%	5.0%
The format was confusing	3.4%	2.9%	8.1%	1.1%	2.5%
Other	13.2%	9.5%	12.8%	14.6%	14.5%
n=	644	105	149	185	200

Non-posting reasons by setting	Overall	Museum/ Hist. Soc.	Library	Archive	Private Practice/ RCL	All others
No particular reason	44.6%	46.1%	43.5%	36.0%	38.2%	49.3%
I forget about it when I have questions	29.3%	29.9%	25.8%	29.3%	38.2%	26.8%
I seek answers to collections care questions elsewhere	17.5%	18.3%	16.1%	13.3%	29.4%	11.3%
I needed an answer sooner than I thought I might get on the Forum	11.6%	12.1%	11.3%	12.0%	11.8%	9.9%
I am embarrassed or uncomfortable posting my questions publicly	8.2%	8.8%	9.7%	6.7%	2.9%	7.0%
I didn't want to create a user account on the site	5.1%	3.6%	4.8%	8.0%	5.9%	9.9%
The format was confusing	3.4%	4.4%	1.6%	1.3%	2.9%	1.4%
Other	13.2%	12.6%	12.9%	18.7%	11.8%	14.1%
n=	644	388	62	75	34	71

Non-posting reasons by institution size	Overall	Very small	Small	Medium	Large/Very Large
No particular reason	44.6%	48.1%	42.2%	43.4%	47.6%
I forget about it when I have questions	29.3%	28.4%	31.1%	31.8%	24.8%
I seek answers to collections care questions elsewhere	17.5%	21.0%	10.7%	18.2%	23.4%
I needed an answer sooner than I thought I might get on the Forum	11.6%	9.9%	12.6%	11.6%	11.7%
I am embarrassed or uncomfortable posting my questions publicly	8.2%	7.4%	11.2%	6.6%	6.2%
I didn't want to create a user account on the site	5.1%	8.6%	5.3%	3.5%	4.8%
The format was confusing	3.4%	3.7%	4.4%	3.0%	2.1%
Other	13.2%	8.6%	15.5%	16.2%	9.7%
n=	644	81	206	198	145

Non-posting reasons by Discussion Forum usage frequency	Overall	Regularly	Occasionally	Rarely
No particular reason	44.6%	63.6%	47.8%	42.0%
I forget about it when I have questions	29.3%	22.7%	24.9%	31.9%
I seek answers to collections care questions elsewhere	17.5%	0.0%	10.7%	21.8%
I needed an answer sooner than I thought I might get on the Forum	11.6%	4.5%	15.1%	10.3%
I am embarrassed or uncomfortable posting my questions publicly	8.2%	4.5%	12.7%	6.2%
I didn't want to create a user account on the site	5.1%	9.1%	2.9%	6.0%
The format was confusing	3.4%	4.5%	1.5%	4.3%
Other	13.2%	4.5%	12.7%	13.9%
n=	644	22	205	417

Do you receive automatic notifications from the Discussion Forum?

	Count	Sample percentage
Yes	109	14.1%
No	459	59.3%
Not sure	206	26.6%
n=	774	

		Yes	No	Not sure	n=
	Overall	**14.1%**	**59.3%**	**26.6%**	**774**
Age	<31	5.8%	77.7%	16.5%	103
	31–40	7.2%	70.0%	22.8%	180
	41–55	15.7%	56.4%	28.0%	236
	>55	20.4%	46.8%	32.8%	250
Experience	<6 years	6.6%	71.1%	22.3%	121
	6–10 years	10.0%	67.2%	22.8%	180
	11–20 years	15.4%	59.5%	25.1%	227
	>20 years	20.2%	47.5%	32.4%	238
Setting	Museum/Hist. Society	13.9%	59.2%	26.8%	466
	Library	14.5%	56.6%	28.9%	76
	Archive	12.0%	67.4%	20.7%	92
	Private Practice/RCL	19.4%	58.3%	22.2%	36
	All others	14.0%	57.0%	29.1%	86
Institution size	Very Small	14.1%	59.6%	26.3%	99
	Small	15.0%	58.7%	26.4%	254
	Medium	11.7%	59.3%	29.0%	231
	Large/Very Large	15.7%	61.6%	22.7%	172
Discussion Forum usage frequency	Regularly	64.6%	18.8%	16.7%	48
	Occasionally	19.3%	53.0%	27.7%	264
	Rarely	5.8%	67.1%	27.1%	462
Discussion Forum question posting	Have posted	27.7%	38.5%	33.8%	130
	Have not posted	11.3%	63.5%	25.2%	644

Overall, how valuable is the Discussion Forum for your needs?

	Count	Sample percentage
Highly valuable (5)	48	6.2%
(4)	150	19.3%
(3)	340	43.8%
(2)	158	20.3%
Little to no value (1)	81	10.4%
Average score	2.90	
n=	777	

Average score is based on a 1-to-5 scale where 1 = "little or no value" and 5 = "highly valuable."

Discussion Forum value		High value (rating 4 or 5)	Moderate value (rating 3)	Low value (rating 1 or 2)	Average score	n=
	Overall	**25.5%**	**43.8%**	**30.8%**	**2.90**	**777**
Age	<31	27.5%	47.1%	25.5%	2.96	102
	31–40	22.0%	42.3%	35.7%	2.77	182
	41–55	25.0%	44.1%	30.9%	2.92	236
	>55	27.8%	43.3%	29.0%	2.97	252
Experience	<6 years	26.7%	40.8%	32.5%	2.90	120
	6–10 years	25.4%	40.9%	33.7%	2.85	181
	11–20 years	26.6%	47.2%	26.2%	3.00	229
	>20 years	24.2%	43.8%	32.1%	2.86	240
Setting	Museum/Hist. Society	25.1%	46.3%	28.7%	2.93	467
	Library	30.3%	38.2%	31.6%	2.92	76
	Archive	26.9%	35.5%	37.6%	2.83	93
	Private Practice/RCL	21.6%	56.8%	21.6%	2.97	37
	All others	24.4%	39.5%	36.0%	2.85	86
Institution size	Very Small	29.0%	48.0%	23.0%	3.07	100
	Small	28.7%	39.8%	31.5%	2.93	254
	Medium	22.9%	47.6%	29.4%	2.89	231
	Large/Very Large	22.4%	42.5%	35.1%	2.81	174
Discussion Forum usage frequency	Regularly	75.0%	22.9%	2.1%	4.06	48
	Occasionally	43.2%	46.6%	10.2%	3.41	264
	Rarely	10.3%	44.3%	45.4%	2.50	465
Discussion Forum question posting	Have posted	62.3%	31.5%	6.2%	3.75	130
	Have not posted	18.1%	46.2%	35.7%	2.73	647

Average score is based on a 1-to-5 scale where 1 = "little or no value" and 5 = "highly valuable."

Please describe any improvements or changes you would like to see made to the Discussion Forum to make it more valuable for your needs:

[Open-ended responses are provided in Volume 2, Exhibit 4]

Webinars

In general, which of the following online video/webinar learning formats do you prefer?

	Count	Sample percentage
A live webinar on a single, specific topic	184	13.9%
A pre-recorded video available on demand	213	16.1%
Both formats are about equally appealing	908	68.6%
Neither — I do not like online videos/webinars	18	1.4%
n=	1,323	

Preferred webinar format		Live webinar	Pre-recorded video	Both equally appealing	Neither	n=
	Overall	**13.9%**	**16.1%**	**68.6%**	**1.4%**	**1,323**
Age	<31	12.8%	13.8%	72.9%	0.5%	188
	31–40	16.4%	13.3%	69.8%	0.6%	354
	41–55	14.8%	14.5%	69.0%	1.8%	400
	>55	10.7%	21.9%	65.2%	2.1%	374
Experience	<6 years	13.1%	15.2%	70.7%	1.0%	191
	6–10 years	17.3%	17.3%	65.3%	0.0%	329
	11–20 years	12.5%	13.9%	72.1%	1.5%	409
	>20 years	12.4%	18.0%	66.9%	2.6%	378
Setting	Museum/Hist. Society	14.1%	15.9%	68.4%	1.7%	775
	Library	14.6%	15.3%	70.1%	0.0%	137
	Archive	14.7%	16.5%	68.2%	0.6%	170
	Private Practice/RCL	8.2%	19.7%	70.5%	1.6%	61
	All others	13.7%	13.7%	71.9%	0.7%	146
Institution size	Very Small	12.0%	22.9%	63.3%	1.8%	166
	Small	14.2%	17.5%	67.5%	0.9%	424
	Medium	13.8%	14.3%	70.8%	1.3%	400
	Large/Very Large	14.7%	11.7%	72.2%	1.3%	299
Frequency of viewing videos on C2C Care	Regularly	19.7%	7.6%	72.7%	0.0%	249
	Occasionally	13.0%	14.7%	71.9%	0.4%	730
	Rarely	12.3%	21.1%	63.0%	3.5%	284
	Never	8.3%	45.0%	38.3%	8.3%	60
Frequency of viewing videos on other providers	Regularly	23.8%	5.7%	69.7%	0.8%	122
	Occasionally	14.3%	15.5%	70.1%	0.2%	666
	Rarely	10.7%	17.8%	68.9%	2.7%	411
	Never	13.5%	24.3%	58.6%	3.6%	111

How often do you participate in/view a live or previously recorded webinar via Connecting to Collections Care?

	Count	Sample percentage
Regularly	249	18.8%
Occasionally	730	55.2%
Rarely	284	21.5%
Never	60	4.5%
n=	1,323	

		Regularly	Occasionally	Rarely	Never	n=
	Overall	**18.8%**	**55.2%**	**21.5%**	**4.5%**	**1,323**
Age	<31	13.8%	67.6%	17.0%	1.6%	188
	31–40	20.6%	57.3%	21.5%	0.6%	354
	41–55	18.0%	54.0%	23.0%	5.0%	400
	>55	20.3%	48.7%	22.2%	8.8%	374
Experience	<6 years	20.9%	56.5%	19.4%	3.1%	191
	6–10 years	17.0%	60.5%	20.4%	2.1%	329
	11–20 years	17.6%	57.5%	21.0%	3.9%	409
	>20 years	20.9%	47.4%	24.1%	7.7%	378
Setting	Museum/Hist. Society	19.1%	57.9%	19.4%	3.6%	775
	Library	16.8%	51.1%	27.0%	5.1%	137
	Archive	22.9%	48.2%	22.4%	6.5%	170
	Private Practice/RCL	16.4%	54.1%	26.2%	3.3%	61
	All others	17.1%	54.1%	24.0%	4.8%	146
Institution size	Very Small	16.9%	51.8%	27.1%	4.2%	166
	Small	17.5%	57.8%	19.8%	5.0%	424
	Medium	20.5%	52.8%	23.3%	3.5%	400
	Large/Very Large	20.4%	57.2%	18.1%	4.3%	299
Frequency of viewing videos on other providers	Regularly	61.5%	20.5%	13.1%	4.9%	122
	Occasionally	16.1%	67.0%	14.3%	2.7%	666
	Rarely	13.4%	48.7%	34.3%	3.6%	411
	Never	9.9%	44.1%	27.9%	18.0%	111

Why do you not participate in/view webinars (either live or recorded) via Connecting to Collections Care? (Check all that apply.)

	Count	Sample percentage
I did not know webinars/online videos were available	18	30.8%
I don't have time to participate in/view a webinar/online video	17	28.8%
I forget to do so	12	20.3%
I use other sources (1)	10	16.9%
No particular reason	6	10.2%
I do not like the webinar/online course format in general	5	8.5%
Topics/content are too introductory for my needs	5	8.5%
I didn't want to create a user account on the site	3	5.1%
Topics/content are too advanced for my needs	2	3.4%
There are no topics of interest to me	2	3.4%
I don't have the ability to stream videos	0	0.0%
Other (2)	10	16.9%
n=	59	

Sample limited to those who selected "never" in the preceding question. Due to the small sample size, breakouts by segment are not feasible.

1 = The other sources specified are:
- AAM.
- AASLH and Wisconsin Historical Society's free webinars.
- AMIA; ALCTS; Image Permanence Institute; NEDCC.
- I'd go to a group's website and see what media they have, or just look to Youtube and what might be there. As I said, though, written dialogue format is more interactive and just better for my learning style. More people with knowledge and/or experience can just post their info, and anyone can follow up and ask questions. Discussion threads are the most helpful to me.
- iDigBio and Symbiota users webinars.
- Library of Congress, NEDCC, vendors.
- Too numerous to name.

2 = The "other" responses are:
- As a lone arranger, it's nearly impossible to attend a live webinar.
- I didn't knew it existed and am unsure how to find it.
- I think online communities that can support ongoing written dialogues is a better way to capture information and for others to share.
- I want to say "more convenient timing"--but after thinking about it, I'm not sure when "more convenient timing" would be!
- I'm not entirely sure. As mentioned, I need to update my email so I receive notice via my work email, and not my personal email.
- iDigBio and Symbiota users webinars.
- If there are costs, my museum is unable to provide support.
- Not applicable to my current job.
- Time constraints.
- Time of day not convenient.

How often do you participate in/view a webinar (either live or recorded) on collections care topics from providers OTHER THAN Connecting to Collections Care?

	Count	Sample percentage
Regularly	122	9.3%
Occasionally	666	50.8%
Rarely	411	31.4%
Never	111	8.5%
n=	1,310	

		Regularly	Occasionally	Rarely	Never	n=
	Overall	**9.3%**	**50.8%**	**31.4%**	**8.5%**	**1,310**
Age	<31	8.0%	48.4%	33.5%	10.1%	188
	31–40	9.7%	52.4%	33.0%	4.8%	351
	41–55	9.9%	53.9%	28.6%	7.6%	395
	>55	8.7%	47.2%	32.0%	12.2%	369
Experience	<6 years	9.5%	49.5%	28.4%	12.6%	190
	6–10 years	9.8%	51.7%	30.6%	8.0%	327
	11–20 years	9.4%	49.8%	33.9%	6.9%	404
	>20 years	8.6%	52.5%	30.6%	8.3%	373
Setting	Museum/Hist. Society	7.9%	49.7%	33.8%	8.6%	769
	Library	11.7%	60.6%	21.9%	5.8%	137
	Archive	13.7%	54.8%	24.4%	7.1%	168
	Private Practice/RCL	10.0%	31.7%	35.0%	23.3%	60
	All others	9.8%	52.4%	33.6%	4.2%	143
Institution size	Very Small	10.4%	42.1%	36.6%	11.0%	164
	Small	7.1%	52.0%	31.9%	9.0%	423
	Medium	11.3%	50.8%	30.7%	7.3%	398
	Large/Very Large	9.6%	54.8%	28.4%	7.2%	292
Frequency of viewing videos on C2C Care	Regularly	30.2%	43.1%	22.2%	4.4%	248
	Occasionally	3.5%	61.9%	27.8%	6.8%	720
	Rarely	5.7%	33.6%	49.8%	11.0%	283
	Never	10.2%	30.5%	25.4%	33.9%	59

What changes/improvements, if any, would you like made to the Connecting to Collections Care webinars (either live or recorded) to make them more valuable for your needs?

Improve live webinars by:
Improve the archive of past webinars by:

[Open-ended responses are provided in Volume 2, Exhibit 5]

Which of the following subject areas are you interested in learning more about through a Connecting to Collections Care webinar (either live or recorded) in the next 12 months?

Listed below are the topics you selected in the previous question. Please indicate which you are MOST interested in. You can select up to THREE topics. If there's a topic of interest that is not listed, you can specify it by selecting "Other" and describing the topic:

Full list, alpha sort by topic	All topics of interest		Top three topics	
	Count	Sample percentage	Count	Sample percentage
Administration — engaging a board or parent organization in collections care	213	16.3%	70	5.3%
Administration — fundraising for collections care	330	25.2%	113	8.6%
Administration — hiring a consultant	95	7.3%	21	1.6%
Administration — project management	302	23.1%	79	6.0%
Administration — security	154	11.8%	18	1.4%
Administration — strategic planning	222	16.9%	65	5.0%
Administration — training staff/volunteers in collections care	295	22.5%	52	4.0%
Administration — volunteer management	153	11.7%	26	2.0%
Archiving — archival processing	414	31.6%	106	8.1%
Archiving — finding aids	362	27.6%	72	5.5%
Building care — balancing environmental sustainability with collections care	296	22.6%	62	4.7%
Building care — building maintenance	145	11.1%	20	1.5%
Building care — historic preservation	169	12.9%	26	2.0%
Building care — housekeeping	199	15.2%	17	1.3%
Building care — HVAC solutions	303	23.1%	74	5.7%
Building care — identifying building problems	197	15.0%	22	1.7%
Building care — pest identification and control	295	22.5%	34	2.6%
Collections care — archaeological materials	194	14.8%	38	2.9%
Collections care — biological specimen	102	7.8%	13	1.0%
Collections care — book repair	341	26.0%	59	4.5%
Collections care — cemeteries and tombstones	122	9.3%	19	1.5%
Collections care — digital collections	569	43.4%	91	7.0%
Collections care — framed materials	321	24.5%	24	1.8%

Full list, alpha sort by topic	All topics of interest		Top three topics	
	Count	Sample percentage	Count	Sample percentage
Collections care — furnishings	209	16.0%	18	1.4%
Collections care — historical objects	363	27.7%	45	3.4%
Collections care — natural history collections	162	12.4%	30	2.3%
Collections care — paper and archives	483	36.9%	63	4.8%
Collections care — paper-based materials	411	31.4%	40	3.1%
Collections care — photographs	509	38.9%	80	6.1%
Collections care — textiles and garments	427	32.6%	62	4.7%
Collections management — accessioning and deaccessioning	445	34.0%	75	5.7%
Collections management — balancing access with collections care	478	36.5%	116	8.9%
Collections management — barcoding collections	261	19.9%	56	4.3%
Collections management — cataloguing	348	26.6%	45	3.4%
Collections management — collections databases	407	31.1%	88	6.7%
Collections management — collections insurance	303	23.1%	71	5.4%
Collections management — collections surveys/inventories	409	31.2%	69	5.3%
Collections management — labeling objects (especially on difficult materials)	482	36.8%	79	6.0%
Collections management — nomenclature	279	21.3%	40	3.1%
Collections management — object loans	223	17.0%	19	1.5%
Collections management — procedures and policies	395	30.2%	73	5.6%
Collections management — writing condition reports	298	22.7%	38	2.9%
Digital asset management — developing a digital preservation policy	511	39.0%	165	12.6%
Digital asset management — digitization of collections	542	41.4%	145	11.1%
Digital asset management — protecting "born digital" collections	497	37.9%	160	12.2%
Disaster planning and recovery — climate change and disaster planning	294	22.4%	54	4.1%
Disaster planning and recovery — identifying risks	278	21.2%	25	1.9%
Disaster planning and recovery — writing a disaster plan	324	24.7%	72	5.5%
Exhibits — care of objects on exhibit	433	33.1%	60	4.6%
Exhibits — lighting	344	26.3%	56	4.3%
Exhibits — mountmaking	453	34.6%	109	8.3%
Exhibits — planning for preservation	272	20.8%	31	2.4%

Full list, alpha sort by topic	All topics of interest		Top three topics	
	Count	Sample percentage	Count	Sample percentage
Legal issues — abandoned property	430	32.8%	110	8.4%
Legal issues — copyright	483	36.9%	115	8.8%
Legal issues — deeds of gift	334	25.5%	41	3.1%
Shipping — working with a fine arts shipper	185	14.1%	30	2.3%
Storage — crating time management/project prioritization	217	16.6%	33	2.5%
Storage — making boxes	372	28.4%	57	4.4%
Storage — selecting storage materials	383	29.2%	36	2.8%
Storage — storing difficult-to-store objects	532	40.6%	102	7.8%
None of these topics are of interest	8	0.6%	8	0.6%
Other *(see listing below)*			51	3.9%
n=	1,310		1,309	

The "other" topics are:
- A topic that should be considered is Risk Assessment.
- A lot of these are (i.e. building topics) are just of interest to me and not a job responsibility. others are valuable to other staff members in my organization, which includes a mixed collection museum, an archives, and an art gallery. We also have significant collections n long term loan to Historic Sites.
- Ancillary collections--managing archival material and photographs associated with physical collections.
- Audiovisual collections cold storage born digital.
- Audiovisual preservation.
- Best storage and packing materials for paintings.
- Care and cleaning of painted wooden objects and art work on wood.
- Care and preservation of metal.
- Care for industrial equipment that has unknown (possibly hazardous) materials within.
- Care of computer and electronics collections.
- Caring for plastic materials (and those materials stored near them) on exhibit and off.
- Collections care - motion picture formats (film and video Digital asset management - digitization of video and motion picture film.
- Collections Care - outdoor objects, Industrial Collections.
- Collections policies re: animals.
- Comparing Digital Preservation services such as Preservica, DuraSpace, Contentdm's Digital Archive Service. State-funded digital preservation repositories (eg. California Revealed/CPP, UC Merritt Repository). Costs, benefits, comparisons.
- Conservation workflow; conservation assessments; offsite storage; audits; project management; collection statistics.
- Couriering.
- Creating low cost manikins to use when exhibiting clothing or accessories.
- Demonstrations of disaster response - how to physically handle wet archives materials (including art on paper, manuscripts, books and photos) after a flood to minimize damage and prepare them for conservation treatment.
- Determining provenance of collections to identify illegal items.
- Developing an education program (In my museum, this is part of my responsibilities, and I find it difficult to find resources on this topic.)
- Digitizing of Collections - Specifically non-archival materials.
- Disaster planning - mitigating risks.
- Disposition of deaccessioned objects. Methods - Sale at Public Auction, Transfers, sale to another institution, witnessed destruction (when/why/how), archaeological artifacts, Native American, provenance issues, etc.
- Document management and retention policies for collections and exhibitions including legal issues.
- Exhibition of Fine Art / New Art / and Art made from unconventional materials.
- Grant writing and funding opportunities.
- Hazardous materials in collections.

Continued on following page.

- Hazards in natural history collections.
- I selected many of these topics so that my colleagues could hear about best practices. And, recently I have been involved with NHR training or giving presentations for Texas Association of Museums and I observed that many smaller institutions need help with all aspects of emergency response.
- I simply do not have time from all my other activities to sit and watch a video.
- Industrial Collections - Hazard management.
- Information on preservation and lighting of large murals permanently installed in building.
- Ins and outs of provenance research.
- Integrating collections in an educational/interpretive capacity for adult and youth groups.
- Job-finding resources.
- Legal issues (licenses, permits, regulatory compliance).
- Managing collections with multiple numbering systems.
- Metadata.
- Musical instruments in collection.
- Organizing, describing and caring for architectural drawings.
- Packing for collection move.
- Processing nitrate negative collections (vendors for storing/digitizing/destruction and laws around storage/handling/destruction).
- Promoting & advertising digital collections.
- Quality assurance - with staff, students, and volunteers - policies and workflows.
- Sound preservation.
- The role of the conservator in the design of new facilities and a major collections move.
- Understanding NAGPRA.
- Using modern materials and conserving them.

Full list, sorted by popularity for all topics of interest	All topics of interest		Top three topics	
	Count	Sample percentage	Count	Sample percentage
Collections care — digital collections	569	43.4%	91	7.0%
Digital asset management — digitization of collections	542	41.4%	145	11.1%
Storage — storing difficult-to-store objects	532	40.6%	102	7.8%
Digital asset management — developing a digital preservation policy	511	39.0%	165	12.6%
Collections care — photographs	509	38.9%	80	6.1%
Digital asset management — protecting "born digital" collections	497	37.9%	160	12.2%
Collections care — paper and archives	483	36.9%	63	4.8%
Legal issues — copyright	483	36.9%	115	8.8%
Collections management — labeling objects (especially on difficult materials)	482	36.8%	79	6.0%
Collections management — balancing access with collections care	478	36.5%	116	8.9%
Exhibits — mountmaking	453	34.6%	109	8.3%
Collections management — accessioning and deaccessioning	445	34.0%	75	5.7%
Exhibits — care of objects on exhibit	433	33.1%	60	4.6%
Legal issues — abandoned property	430	32.8%	110	8.4%
Collections care — textiles and garments	427	32.6%	62	4.7%
Archiving — archival processing	414	31.6%	106	8.1%
Collections care — paper-based materials	411	31.4%	40	3.1%
Collections management — collections surveys/inventories	409	31.2%	69	5.3%
Collections management — collections databases	407	31.1%	88	6.7%
Collections management — procedures and policies	395	30.2%	73	5.6%
Storage — selecting storage materials	383	29.2%	36	2.8%
Storage — making boxes	372	28.4%	57	4.4%
Collections care — historical objects	363	27.7%	45	3.4%
Archiving — finding aids	362	27.6%	72	5.5%
Collections management — cataloguing	348	26.6%	45	3.4%
Exhibits — lighting	344	26.3%	56	4.3%
Collections care — book repair	341	26.0%	59	4.5%
Legal issues — deeds of gift	334	25.5%	41	3.1%
Administration — fundraising for collections care	330	25.2%	113	8.6%
Disaster planning and recovery — writing a disaster plan	324	24.7%	72	5.5%
Collections care — framed materials	321	24.5%	24	1.8%
Collections management — collections insurance	303	23.1%	71	5.4%

Full list, sorted by popularity for all topics of interest	All topics of interest		Top three topics	
	Count	**Sample percentage**	**Count**	**Sample percentage**
Building care — HVAC solutions	303	23.1%	74	5.7%
Administration — project management	302	23.1%	79	6.0%
Collections management — writing condition reports	298	22.7%	38	2.9%
Building care — balancing environmental sustainability with collections care	296	22.6%	62	4.7%
Building care — pest identification and control	295	22.5%	34	2.6%
Administration — training staff/volunteers in collections care	295	22.5%	52	4.0%
Disaster planning and recovery — climate change and disaster planning	294	22.4%	54	4.1%
Collections management — nomenclature	279	21.3%	40	3.1%
Disaster planning and recovery — identifying risks	278	21.2%	25	1.9%
Exhibits — planning for preservation	272	20.8%	31	2.4%
Collections management — barcoding collections	261	19.9%	56	4.3%
Collections management — object loans	223	17.0%	19	1.5%
Administration — strategic planning	222	16.9%	65	5.0%
Storage — crating time management/project prioritization	217	16.6%	33	2.5%
Administration — engaging a board or parent organization in collections care	213	16.3%	70	5.3%
Collections care — furnishings	209	16.0%	18	1.4%
Building care — housekeeping	199	15.2%	17	1.3%
Building care — identifying building problems	197	15.0%	22	1.7%
Collections care — archaeological materials	194	14.8%	38	2.9%
Shipping — working with a fine arts shipper	185	14.1%	30	2.3%
Building care — historic preservation	169	12.9%	26	2.0%
Collections care — natural history collections	162	12.4%	30	2.3%
Administration — security	154	11.8%	18	1.4%
Administration — volunteer management	153	11.7%	26	2.0%
Building care — building maintenance	145	11.1%	20	1.5%
Collections care — cemeteries and tombstones	122	9.3%	19	1.5%
Collections care — biological specimen	102	7.8%	13	1.0%
Administration — hiring a consultant	95	7.3%	21	1.6%
None of these topics are of interest	8	0.6%	8	0.6%
Other			51	3.9%
n=	1,310		1,309	

Full list, sorted by popularity for the top three topics	All topics of interest		Top three topics	
	Count	Sample percentage	Count	Sample percentage
Digital asset management — developing a digital preservation policy	511	39.0%	165	12.6%
Digital asset management — protecting "born digital" collections	497	37.9%	160	12.2%
Digital asset management — digitization of collections	542	41.4%	145	11.1%
Collections management — balancing access with collections care	478	36.5%	116	8.9%
Legal issues — copyright	483	36.9%	115	8.8%
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Collections management — accessioning and deaccessioning	445	34.0%	75	5.7%
Building care — HVAC solutions	303	23.1%	74	5.7%
Collections management — procedures and policies	395	30.2%	73	5.6%
Archiving — finding aids	362	27.6%	72	5.5%
Disaster planning and recovery — writing a disaster plan	324	24.7%	72	5.5%
Collections management — collections insurance	303	23.1%	71	5.4%
Administration — engaging a board or parent organization in collections care	213	16.3%	70	5.3%
Collections management — collections surveys/inventories	409	31.2%	69	5.3%
Administration — strategic planning	222	16.9%	65	5.0%
Collections care — paper and archives	483	36.9%	63	4.8%
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Collections care — textiles and garments	427	32.6%	62	4.7%
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Collections management — barcoding collections	261	19.9%	56	4.3%

Full list, sorted by popularity for the top three topics	All topics of interest		Top three topics	
	Count	**Sample percentage**	**Count**	**Sample percentage**
Exhibits — lighting	344	26.3%	56	4.3%
Disaster planning and recovery — climate change and disaster planning	294	22.4%	54	4.1%
Administration — training staff/volunteers in collections care	295	22.5%	52	4.0%
Collections management — cataloguing	348	26.6%	45	3.4%
Collections care — historical objects	363	27.7%	45	3.4%
Legal issues — deeds of gift	334	25.5%	41	3.1%
Collections management — nomenclature	279	21.3%	40	3.1%
Collections care — paper-based materials	411	31.4%	40	3.1%
Collections care — archaeological materials	194	14.8%	38	2.9%
Collections management — writing condition reports	298	22.7%	38	2.9%
Storage — selecting storage materials	383	29.2%	36	2.8%
Building care — pest identification and control	295	22.5%	34	2.6%
Storage — crating time management/project prioritization	217	16.6%	33	2.5%
Exhibits — planning for preservation	272	20.8%	31	2.4%
Shipping — working with a fine arts shipper	185	14.1%	30	2.3%
Collections care — natural history collections	162	12.4%	30	2.3%
Building care — historic preservation	169	12.9%	26	2.0%
Administration — volunteer management	153	11.7%	26	2.0%
Disaster planning and recovery — identifying risks	278	21.2%	25	1.9%
Collections care — framed materials	321	24.5%	24	1.8%
Building care — identifying building problems	197	15.0%	22	1.7%
Administration — hiring a consultant	95	7.3%	21	1.6%
Building care — building maintenance	145	11.1%	20	1.5%
Collections management — object loans	223	17.0%	19	1.5%
Collections care — cemeteries and tombstones	122	9.3%	19	1.5%
Administration — security	154	11.8%	18	1.4%
Collections care — furnishings	209	16.0%	18	1.4%
Building care — housekeeping	199	15.2%	17	1.3%
Collections care — biological specimen	102	7.8%	13	1.0%
None of these topics are of interest	8	0.6%	8	0.6%
Other			51	3.9%
n=	1,310		1,309	

Top three topics by age
(Topics selected by 8% or more in highlight.)

	Overall	< 31	31–40	41–55	65+
Digital asset management — developing a digital preservation policy	12.6%	8.6%	12.8%	15.6%	11.4%
Digital asset management — protecting "born digital" collections	12.2%	9.1%	13.4%	14.6%	10.0%
Digital asset management — digitization of collections	11.1%	10.2%	9.4%	9.3%	14.6%
Collections management — balancing access with collections care	8.9%	8.6%	10.2%	9.8%	6.5%
Legal issues — copyright	8.8%	9.7%	11.9%	8.1%	6.2%
Administration — fundraising for collections care	8.6%	6.5%	11.9%	6.5%	8.9%
Legal issues — abandoned property	8.4%	16.1%	10.2%	7.3%	4.1%
Exhibits — mountmaking	8.3%	9.1%	9.4%	8.8%	6.5%
Archiving — archival processing	8.1%	8.6%	6.8%	7.6%	9.5%
Storage — storing difficult-to-store objects	7.8%	9.7%	10.2%	6.5%	6.0%
Collections care — digital collections	7.0%	8.1%	6.5%	7.1%	6.8%
Collections management — collections databases	6.7%	5.4%	6.3%	7.8%	6.8%
Collections care — photographs	6.1%	4.3%	4.8%	5.3%	9.2%
Collections management — labeling objects (especially on difficult materials)	6.0%	5.4%	4.8%	6.3%	7.3%
Administration — project management	6.0%	2.7%	9.7%	6.5%	3.8%
Collections management — accessioning and deaccessioning	5.7%	6.5%	5.7%	5.3%	6.0%
Building care — HVAC solutions	5.7%	4.8%	5.1%	6.5%	5.7%
Collections management — procedures and policies	5.6%	9.1%	4.0%	5.3%	5.7%
Disaster planning and recovery — writing a disaster plan	5.5%	8.1%	4.8%	6.0%	4.3%
Archiving — finding aids	5.5%	3.8%	4.3%	4.5%	8.7%
Collections management — collections insurance	5.4%	9.1%	8.5%	3.5%	2.7%
Administration — engaging a board or parent organization in collections care	5.3%	7.0%	6.3%	6.0%	3.0%
Collections management — collections surveys/inventories	5.3%	3.8%	5.4%	5.5%	5.7%
Administration — strategic planning	5.0%	3.2%	4.0%	4.8%	7.0%
Collections care — paper and archives	4.8%	2.7%	4.8%	4.5%	6.0%
Collections care — textiles and garments	4.7%	3.8%	5.1%	2.8%	7.0%
Building care — balancing environmental sustainability with collections care	4.7%	3.2%	5.7%	4.5%	4.9%
Exhibits — care of objects on exhibit	4.6%	5.4%	4.5%	5.8%	3.0%
Collections care — book repair	4.5%	4.3%	4.3%	4.3%	5.1%
Storage — making boxes	4.4%	5.9%	4.3%	4.8%	3.0%
Exhibits — lighting	4.3%	3.8%	3.4%	5.8%	3.8%
Collections management — barcoding collections	4.3%	4.3%	4.5%	4.5%	3.8%

Top three topics by age
(Topics selected by 8% or more in highlight.)

	Overall	< 31	31–40	41–55	65+
Disaster planning and recovery — climate change and disaster planning	4.1%	3.2%	6.3%	3.8%	3.0%
Administration — training staff/volunteers in collections care	4.0%	1.6%	5.7%	5.0%	2.4%
Collections management — cataloguing	3.4%	3.2%	3.4%	4.3%	2.7%
Collections care — historical objects	3.4%	4.3%	1.7%	2.8%	5.4%
Collections care — paper-based materials	3.1%	1.6%	3.1%	2.0%	4.6%
Collections management — nomenclature	3.1%	5.9%	2.3%	3.0%	2.4%
Legal issues — deeds of gift	3.1%	7.0%	1.1%	2.8%	3.5%
Collections care — archaeological materials	2.9%	2.7%	2.6%	5.0%	1.1%
Collections management — writing condition reports	2.9%	2.2%	3.4%	2.8%	3.0%
Storage — selecting storage materials	2.8%	2.2%	3.1%	2.5%	3.0%
Building care — pest identification and control	2.6%	1.6%	4.0%	2.3%	2.2%
Storage — crating time management/project prioritization	2.5%	4.8%	2.3%	4.0%	0.0%
Exhibits — planning for preservation	2.4%	0.0%	2.3%	3.0%	3.0%
Shipping — working with a fine arts shipper	2.3%	3.2%	3.7%	1.5%	1.1%
Collections care — natural history collections	2.3%	3.2%	2.0%	2.8%	1.6%
Administration — volunteer management	2.0%	3.8%	2.3%	1.8%	1.1%
Building care — historic preservation	2.0%	1.1%	0.9%	3.0%	2.4%
Disaster planning and recovery — identifying risks	1.9%	1.6%	1.7%	1.3%	3.0%
Collections care — framed materials	1.8%	2.2%	1.1%	2.0%	1.9%
Building care — identifying building problems	1.7%	1.6%	2.0%	2.0%	1.1%
Administration — hiring a consultant	1.6%	2.2%	1.1%	1.3%	2.2%
Collections management — object loans	1.5%	3.8%	2.0%	1.0%	0.3%
Building care — building maintenance	1.5%	1.1%	1.7%	2.3%	0.8%
Collections care — cemeteries and tombstones	1.5%	1.6%	0.6%	1.5%	2.2%
Administration — security	1.4%	1.6%	0.6%	2.0%	1.4%
Collections care — furnishings	1.4%	0.5%	1.1%	1.8%	1.6%
Building care — housekeeping	1.3%	2.2%	1.1%	1.3%	1.1%
Collections care — biological specimen	1.0%	2.2%	0.9%	1.0%	0.3%
None of these topics are of interest	0.6%	0.0%	0.3%	0.3%	1.6%
Other	3.9%	2.2%	2.3%	4.0%	5.7%
n=	1,309	186	352	397	369

Top three topics by experience (Topics selected by 8% or more in highlight.)	Overall	<6 years	6–10 years	11–20 years	20+ years
Digital asset management — developing a digital preservation policy	12.6%	12.8%	9.1%	14.5%	13.7%
Digital asset management — protecting "born digital" collections	12.2%	8.0%	11.3%	14.8%	12.4%
Digital asset management — digitization of collections	11.1%	11.8%	11.0%	11.1%	10.5%
Collections management — balancing access with collections care	8.9%	8.6%	8.2%	9.6%	8.3%
Legal issues — copyright	8.8%	11.2%	9.1%	8.6%	7.5%
Administration — fundraising for collections care	8.6%	5.9%	11.6%	8.6%	7.8%
Legal issues — abandoned property	8.4%	10.2%	10.4%	7.4%	7.3%
Exhibits — mountmaking	8.3%	5.9%	9.5%	8.6%	7.5%
Archiving — archival processing	8.1%	9.6%	7.3%	7.9%	8.6%
Storage — storing difficult-to-store objects	7.8%	8.6%	8.5%	6.9%	8.1%
Collections care — digital collections	7.0%	5.9%	6.1%	8.9%	6.5%
Collections management — collections databases	6.7%	5.9%	5.2%	7.6%	7.5%
Collections care — photographs	6.1%	7.0%	5.5%	7.9%	4.6%
Collections management — labeling objects (especially on difficult materials)	6.0%	6.4%	5.2%	6.4%	6.2%
Administration — project management	6.0%	5.3%	5.8%	6.9%	5.9%
Collections management — accessioning and deaccessioning	5.7%	8.6%	3.7%	6.4%	5.6%
Building care — HVAC solutions	5.7%	1.1%	6.4%	5.9%	7.3%
Collections management — procedures and policies	5.6%	8.0%	6.1%	5.2%	4.3%
Disaster planning and recovery — writing a disaster plan	5.5%	5.3%	4.3%	6.2%	6.2%
Archiving — finding aids	5.5%	6.4%	5.2%	4.4%	6.5%
Collections management — collections insurance	5.4%	8.0%	7.6%	4.9%	2.7%
Administration — engaging a board or parent organization in collections care	5.3%	7.5%	5.5%	4.4%	5.4%
Collections management — collections surveys/inventories	5.3%	5.9%	6.1%	4.4%	5.4%
Administration — strategic planning	5.0%	4.3%	3.7%	4.7%	7.0%
Collections care — paper and archives	4.8%	4.3%	6.7%	4.4%	4.0%
Collections care — textiles and garments	4.7%	8.0%	4.9%	5.2%	2.2%
Building care — balancing environmental sustainability with collections care	4.7%	3.2%	4.9%	3.2%	7.0%
Exhibits — care of objects on exhibit	4.6%	5.9%	5.2%	4.4%	3.8%
Collections care — book repair	4.5%	3.7%	5.8%	3.7%	4.6%
Storage — making boxes	4.4%	5.9%	5.8%	3.7%	3.2%
Exhibits — lighting	4.3%	3.2%	4.3%	3.2%	6.2%
Collections management — barcoding collections	4.3%	5.3%	4.9%	3.4%	4.3%

Top three topics by experience (Topics selected by 8% or more in highlight.)	Overall	<6 years	6–10 years	11–20 years	20+ years
Disaster planning and recovery — climate change and disaster planning	4.1%	3.2%	4.3%	4.7%	3.8%
Administration — training staff/volunteers in collections care	4.0%	2.1%	5.2%	4.2%	3.8%
Collections management — cataloguing	3.4%	5.3%	3.7%	3.9%	1.6%
Collections care — historical objects	3.4%	4.3%	3.0%	2.7%	4.0%
Collections care — paper-based materials	3.1%	2.7%	2.4%	3.2%	3.5%
Collections management — nomenclature	3.1%	2.7%	3.7%	3.2%	2.4%
Legal issues — deeds of gift	3.1%	5.9%	1.8%	3.0%	3.2%
Collections care — archaeological materials	2.9%	1.6%	3.7%	2.7%	2.7%
Collections management — writing condition reports	2.9%	2.7%	1.5%	3.9%	3.0%
Storage — selecting storage materials	2.8%	2.7%	3.4%	2.5%	2.4%
Building care — pest identification and control	2.6%	2.1%	3.7%	3.2%	1.3%
Storage — crating time management/project prioritization	2.5%	3.7%	2.7%	2.2%	1.9%
Exhibits — planning for preservation	2.4%	2.1%	1.5%	3.0%	2.7%
Shipping — working with a fine arts shipper	2.3%	3.2%	1.8%	2.5%	1.9%
Collections care — natural history collections	2.3%	2.7%	2.1%	1.0%	3.2%
Administration — volunteer management	2.0%	1.6%	3.7%	1.2%	1.6%
Building care — historic preservation	2.0%	3.2%	1.8%	1.2%	2.2%
Disaster planning and recovery — identifying risks	1.9%	1.1%	2.4%	1.7%	2.2%
Collections care — framed materials	1.8%	0.5%	2.4%	2.5%	1.3%
Building care — identifying building problems	1.7%	1.1%	1.8%	1.7%	1.6%
Administration — hiring a consultant	1.6%	0.5%	1.8%	2.0%	1.6%
Collections management — object loans	1.5%	1.6%	2.1%	1.0%	1.1%
Building care — building maintenance	1.5%	1.6%	1.5%	1.7%	1.3%
Collections care — cemeteries and tombstones	1.5%	0.0%	1.5%	1.5%	1.9%
Administration — security	1.4%	0.5%	0.6%	1.7%	2.2%
Collections care — furnishings	1.4%	1.1%	1.2%	1.2%	1.9%
Building care — housekeeping	1.3%	0.5%	2.1%	1.5%	0.8%
Collections care — biological specimen	1.0%	2.1%	0.6%	0.2%	1.1%
None of these topics are of interest	0.6%	0.0%	0.3%	0.5%	1.3%
Other	3.9%	1.1%	2.7%	4.4%	5.1%
n=	1,309	187	328	406	372

Top three topics by setting *(Topics selected by 8% or more in highlight.)*	Overall	Museum/ Hist. Soc.	Library	Archive	Private Practice/ RCL	All others
Digital asset management — developing a digital preservation policy	12.6%	11.6%	17.6%	14.3%	8.5%	14.4%
Digital asset management — protecting "born digital" collections	12.2%	9.1%	12.5%	23.8%	5.1%	19.2%
Digital asset management — digitization of collections	11.1%	10.1%	13.2%	16.7%	6.8%	10.3%
Collections management — balancing access with collections care	8.9%	10.1%	5.1%	7.1%	3.4%	10.3%
Legal issues — copyright	8.8%	9.4%	8.1%	10.1%	3.4%	8.2%
Administration — fundraising for collections care	8.6%	10.6%	6.6%	3.6%	8.5%	8.2%
Legal issues — abandoned property	8.4%	10.2%	4.4%	7.1%	5.1%	7.5%
Exhibits — mountmaking	8.3%	9.5%	2.9%	5.4%	8.5%	8.9%
Archiving — archival processing	8.1%	6.0%	8.8%	16.7%	5.1%	8.9%
Storage — storing difficult-to-store objects	7.8%	10.1%	5.9%	1.8%	6.8%	6.8%
Collections care — digital collections	7.0%	5.7%	6.6%	13.1%	3.4%	8.9%
Collections management — collections databases	6.7%	6.1%	5.1%	10.7%	6.8%	6.2%
Collections care — photographs	6.1%	4.4%	11.8%	9.5%	11.9%	4.1%
Collections management — labeling objects (especially on difficult materials)	6.0%	8.1%	2.2%	5.4%	3.4%	1.4%
Administration — project management	6.0%	6.0%	5.1%	5.4%	6.8%	8.2%
Collections management — accessioning and deaccessioning	5.7%	6.4%	2.9%	7.7%	3.4%	4.8%
Building care — HVAC solutions	5.7%	6.4%	5.1%	3.6%	8.5%	4.8%
Collections management — procedures and policies	5.6%	4.8%	11.8%	3.6%	5.1%	6.2%
Disaster planning and recovery — writing a disaster plan	5.5%	5.7%	6.6%	3.6%	6.8%	5.5%
Archiving — finding aids	5.5%	4.7%	7.4%	8.9%	1.7%	4.8%
Collections management — collections insurance	5.4%	7.0%	2.9%	2.4%	1.7%	3.4%
Administration — engaging a board or parent organization in collections care	5.3%	5.6%	2.2%	6.0%	8.5%	6.2%
Collections management — collections surveys/inventories	5.3%	4.7%	5.1%	7.7%	11.9%	4.1%
Administration — strategic planning	5.0%	5.1%	5.1%	3.6%	3.4%	7.5%
Collections care — paper and archives	4.8%	3.5%	8.8%	7.1%	6.8%	4.1%
Collections care — textiles and garments	4.7%	5.6%	0.7%	1.2%	5.1%	6.2%
Building care — balancing environmental sustainability with collections care	4.7%	5.5%	4.4%	1.2%	10.2%	2.7%
Exhibits — care of objects on exhibit	4.6%	4.3%	5.1%	4.8%	8.5%	4.1%
Collections care — book repair	4.5%	2.6%	13.2%	7.1%	1.7%	4.1%
Storage — making boxes	4.4%	4.2%	4.4%	7.7%	5.1%	2.1%
Exhibits — lighting	4.3%	5.2%	4.4%	1.8%	1.7%	4.1%

Top three topics by setting *(Topics selected by 8% or more in highlight.)*	Overall	Museum/ Hist. Soc.	Library	Archive	Private Practice/ RCL	All others
Collections management — barcoding collections	4.3%	4.7%	1.5%	5.4%	1.7%	3.4%
Disaster planning and recovery — climate change and disaster planning	4.1%	3.1%	6.6%	2.4%	10.2%	5.5%
Administration — training staff/volunteers in collections care	4.0%	3.7%	4.4%	5.4%	3.4%	4.8%
Collections management — cataloguing	3.4%	2.6%	7.4%	2.4%	6.8%	3.4%
Collections care — historical objects	3.4%	4.3%	0.7%	1.2%	3.4%	3.4%
Collections care — paper-based materials	3.1%	2.1%	8.1%	4.2%	5.1%	0.0%
Collections management — nomenclature	3.1%	4.2%	2.2%	1.2%	0.0%	1.4%
Legal issues — deeds of gift	3.1%	2.7%	5.9%	3.0%	0.0%	4.8%
Collections care — archaeological materials	2.9%	3.5%	0.0%	1.2%	1.7%	4.1%
Collections management — writing condition reports	2.9%	2.9%	2.2%	1.2%	10.2%	2.7%
Storage — selecting storage materials	2.8%	3.0%	2.9%	0.6%	5.1%	2.7%
Building care — pest identification and control	2.6%	3.3%	2.2%	0.6%	3.4%	1.4%
Storage — crating time management/project prioritization	2.5%	3.4%	0.7%	1.8%	0.0%	1.4%
Exhibits — planning for preservation	2.4%	2.6%	2.2%	1.2%	5.1%	1.4%
Shipping — working with a fine arts shipper	2.3%	2.2%	1.5%	1.2%	5.1%	2.1%
Collections care — natural history collections	2.3%	2.9%	0.7%	0.6%	1.7%	2.1%
Administration — volunteer management	2.0%	2.3%	1.5%	1.2%	0.0%	2.7%
Building care — historic preservation	2.0%	2.1%	1.5%	0.0%	1.7%	2.1%
Disaster planning and recovery — identifying risks	1.9%	2.0%	1.5%	1.2%	5.1%	1.4%
Collections care — framed materials	1.8%	1.4%	2.2%	0.6%	1.7%	4.1%
Building care — identifying building problems	1.7%	2.1%	0.7%	1.2%	1.7%	0.7%
Administration — hiring a consultant	1.6%	1.3%	1.5%	1.2%	1.7%	3.4%
Collections management — object loans	1.5%	1.3%	2.2%	0.6%	0.0%	2.7%
Building care — building maintenance	1.5%	1.7%	1.5%	1.8%	0.0%	1.4%
Collections care — cemeteries and tombstones	1.5%	1.3%	1.5%	0.6%	1.7%	2.7%
Administration — security	1.4%	1.7%	1.5%	0.6%	1.7%	0.7%
Collections care — furnishings	1.4%	2.1%	0.7%	0.6%	0.0%	0.0%
Building care — housekeeping	1.3%	1.7%	2.2%	0.6%	0.0%	0.0%
Collections care — biological specimen	1.0%	1.0%	0.7%	0.0%	0.0%	1.4%
None of these topics are of interest	0.6%	0.5%	0.7%	1.2%	1.7%	0.0%
Other	3.9%	4.0%	2.2%	3.6%	6.8%	2.1%
n=	1,309	766	136	168	59	146

Top three topics by institution size
(Topics selected by 8% or more in highlight.)

	Overall	Very small	Small	Medium	Large/ Very Large
Digital asset management — developing a digital preservation policy	12.6%	11.6%	12.6%	13.4%	12.9%
Digital asset management — protecting "born digital" collections	12.2%	6.1%	11.4%	15.7%	12.9%
Digital asset management — digitization of collections	11.1%	9.8%	12.6%	11.6%	9.2%
Collections management — balancing access with collections care	8.9%	6.7%	9.7%	8.4%	9.5%
Legal issues — copyright	8.8%	7.3%	10.2%	9.9%	6.8%
Administration — fundraising for collections care	8.6%	7.9%	9.7%	9.1%	7.8%
Legal issues — abandoned property	8.4%	4.3%	8.8%	11.6%	6.8%
Exhibits — mountmaking	8.3%	9.8%	8.3%	6.8%	8.8%
Archiving — archival processing	8.1%	6.7%	10.0%	7.8%	6.1%
Storage — storing difficult-to-store objects	7.8%	8.5%	5.9%	7.6%	11.2%
Collections care — digital collections	7.0%	5.5%	5.5%	8.6%	8.1%
Collections management — collections databases	6.7%	7.9%	8.3%	5.1%	5.8%
Collections care — photographs	6.1%	9.8%	5.2%	7.6%	3.7%
Collections management — labeling objects (especially on difficult materials)	6.0%	9.8%	6.9%	4.3%	5.4%
Administration — project management	6.0%	4.9%	5.7%	5.8%	7.8%
Collections management — accessioning and deaccessioning	5.7%	4.9%	6.7%	5.1%	6.4%
Building care — HVAC solutions	5.7%	7.3%	2.6%	9.1%	5.1%
Collections management — procedures and policies	5.6%	6.1%	5.5%	5.1%	6.1%
Disaster planning and recovery — writing a disaster plan	5.5%	7.3%	7.4%	3.5%	4.7%
Archiving — finding aids	5.5%	9.8%	6.7%	4.1%	3.1%
Collections management — collections insurance	5.4%	3.7%	6.4%	5.8%	4.1%
Administration — engaging a board or parent organization in collections care	5.3%	5.5%	6.4%	5.1%	4.7%
Collections management — collections surveys/inventories	5.3%	5.5%	5.2%	5.8%	5.1%
Administration — strategic planning	5.0%	7.9%	5.7%	3.8%	4.4%
Collections care — paper and archives	4.8%	4.9%	4.8%	5.3%	4.1%
Collections care — textiles and garments	4.7%	7.9%	5.0%	3.8%	3.1%
Building care — balancing environmental sustainability with collections care	4.7%	3.7%	3.1%	4.1%	8.5%
Exhibits — care of objects on exhibit	4.6%	5.5%	3.3%	4.6%	6.1%
Collections care — book repair	4.5%	3.0%	5.0%	4.1%	5.1%
Storage — making boxes	4.4%	6.1%	6.7%	3.3%	2.0%
Exhibits — lighting	4.3%	2.4%	4.8%	4.8%	4.4%
Collections management — barcoding collections	4.3%	2.4%	4.8%	3.3%	5.4%

Top three topics by institution size *(Topics selected by 8% or more in highlight.)*	Overall	Very small	Small	Medium	Large/ Very Large
Disaster planning and recovery — climate change and disaster planning	4.1%	4.9%	2.1%	4.1%	6.1%
Administration — training staff/volunteers in collections care	4.0%	6.7%	5.9%	1.3%	3.7%
Collections management — cataloguing	3.4%	4.9%	4.8%	2.8%	1.4%
Collections care — historical objects	3.4%	5.5%	3.1%	3.3%	2.7%
Collections care — paper-based materials	3.1%	2.4%	2.4%	2.8%	4.1%
Collections management — nomenclature	3.1%	2.4%	3.6%	2.8%	3.1%
Legal issues — deeds of gift	3.1%	3.0%	3.6%	3.0%	3.1%
Collections care — archaeological materials	2.9%	2.4%	1.9%	3.8%	3.1%
Collections management — writing condition reports	2.9%	5.5%	2.6%	2.3%	2.7%
Storage — selecting storage materials	2.8%	2.4%	3.1%	3.3%	1.7%
Building care — pest identification and control	2.6%	1.8%	1.9%	3.0%	3.4%
Storage — crating time management/project prioritization	2.5%	2.4%	2.4%	3.0%	2.0%
Exhibits — planning for preservation	2.4%	1.8%	1.4%	3.3%	2.7%
Shipping — working with a fine arts shipper	2.3%	1.2%	2.4%	2.0%	2.4%
Collections care — natural history collections	2.3%	2.4%	1.2%	2.8%	2.7%
Administration — volunteer management	2.0%	1.8%	2.6%	1.5%	2.0%
Building care — historic preservation	2.0%	1.8%	1.7%	2.0%	1.4%
Disaster planning and recovery — identifying risks	1.9%	4.3%	1.4%	1.3%	2.0%
Collections care — framed materials	1.8%	1.2%	1.2%	2.3%	2.0%
Building care — identifying building problems	1.7%	1.2%	1.9%	1.3%	2.0%
Administration — hiring a consultant	1.6%	1.8%	1.4%	1.5%	1.7%
Collections management — object loans	1.5%	1.2%	1.0%	1.0%	2.7%
Building care — building maintenance	1.5%	2.4%	2.1%	1.3%	0.7%
Collections care — cemeteries and tombstones	1.5%	3.7%	1.4%	0.8%	1.0%
Administration — security	1.4%	0.6%	0.5%	2.3%	2.0%
Collections care — furnishings	1.4%	0.6%	0.7%	1.3%	3.1%
Building care — housekeeping	1.3%	0.6%	1.2%	2.3%	0.7%
Collections care — biological specimen	1.0%	1.2%	0.0%	1.0%	1.7%
None of these topics are of interest	0.6%	0.0%	1.0%	0.8%	0.3%
Other	3.9%	3.0%	2.1%	3.5%	6.4%
n=	1,309	164	421	395	295

Top three topics by C2C webinar usage
(Topics selected by 8% or more in highlight.)

	Overall	Regularly	Occasion-ally	Rarely	Never
Digital asset management — developing a digital preservation policy	12.6%	15.1%	12.0%	12.9%	8.6%
Digital asset management — protecting "born digital" collections	12.2%	12.7%	12.1%	13.2%	6.9%
Digital asset management — digitization of collections	11.1%	10.6%	11.2%	9.6%	19.0%
Collections management — balancing access with collections care	8.9%	8.6%	8.5%	11.4%	1.7%
Legal issues — copyright	8.8%	8.2%	9.6%	8.6%	1.7%
Administration — fundraising for collections care	8.6%	8.6%	8.8%	8.2%	8.6%
Legal issues — abandoned property	8.4%	8.6%	9.2%	6.8%	5.2%
Exhibits — mountmaking	8.3%	9.8%	8.7%	6.1%	8.6%
Archiving — archival processing	8.1%	9.8%	6.9%	9.3%	10.3%
Storage — storing difficult-to-store objects	7.8%	10.2%	9.0%	3.6%	3.4%
Collections care — digital collections	7.0%	6.9%	7.3%	7.1%	1.7%
Collections management — collections databases	6.7%	7.3%	6.1%	6.8%	12.1%
Collections care — photographs	6.1%	5.3%	6.3%	6.4%	5.2%
Collections management — labeling objects (especially on difficult materials)	6.0%	10.2%	5.0%	5.7%	3.4%
Administration — project management	6.0%	3.3%	6.5%	6.1%	12.1%
Collections management — accessioning and deaccessioning	5.7%	2.4%	7.0%	5.4%	5.2%
Building care — HVAC solutions	5.7%	5.7%	5.9%	5.7%	1.7%
Collections management — procedures and policies	5.6%	6.5%	5.5%	4.6%	6.9%
Disaster planning and recovery — writing a disaster plan	5.5%	4.5%	6.1%	5.4%	3.4%
Archiving — finding aids	5.5%	6.1%	5.8%	4.3%	5.2%
Collections management — collections insurance	5.4%	8.6%	4.7%	5.4%	1.7%
Administration — engaging a board or parent organization in collections care	5.3%	5.3%	6.3%	3.6%	1.7%
Collections management — collections surveys/inventories	5.3%	8.6%	5.0%	3.2%	5.2%
Administration — strategic planning	5.0%	6.5%	4.0%	5.7%	6.9%
Collections care — paper and archives	4.8%	3.7%	5.2%	5.4%	1.7%
Collections care — textiles and garments	4.7%	4.5%	5.2%	3.9%	3.4%
Building care — balancing environmental sustainability with collections care	4.7%	5.3%	5.0%	4.6%	0.0%
Exhibits — care of objects on exhibit	4.6%	6.5%	3.6%	5.4%	5.2%
Collections care — book repair	4.5%	4.1%	3.9%	6.4%	5.2%
Storage — making boxes	4.4%	3.3%	5.6%	2.5%	1.7%
Exhibits — lighting	4.3%	2.4%	5.0%	4.3%	3.4%
Collections management — barcoding collections	4.3%	4.9%	5.1%	2.1%	1.7%

Top three topics by C2C webinar usage
(Topics selected by 8% or more in highlight.)

	Overall	Regularly	Occasion-ally	Rarely	Never
Disaster planning and recovery — climate change and disaster planning	4.1%	5.3%	4.0%	3.9%	1.7%
Administration — training staff/volunteers in collections care	4.0%	2.9%	4.7%	3.2%	3.4%
Collections management — cataloguing	3.4%	4.1%	2.6%	4.3%	6.9%
Collections care — historical objects	3.4%	2.9%	2.9%	4.6%	6.9%
Collections care — paper-based materials	3.1%	2.4%	3.6%	2.5%	1.7%
Collections management — nomenclature	3.1%	5.7%	2.5%	1.8%	5.2%
Legal issues — deeds of gift	3.1%	2.9%	3.4%	2.5%	3.4%
Collections care — archaeological materials	2.9%	2.0%	2.8%	3.6%	5.2%
Collections management — writing condition reports	2.9%	2.4%	3.0%	3.2%	1.7%
Storage — selecting storage materials	2.8%	1.6%	2.9%	3.6%	1.7%
Building care — pest identification and control	2.6%	2.0%	3.2%	2.1%	0.0%
Storage — crating time management/project prioritization	2.5%	2.4%	2.5%	3.2%	0.0%
Exhibits — planning for preservation	2.4%	1.6%	1.7%	5.4%	0.0%
Shipping — working with a fine arts shipper	2.3%	2.0%	2.5%	2.1%	1.7%
Collections care — natural history collections	2.3%	3.7%	2.1%	1.4%	3.4%
Administration — volunteer management	2.0%	2.4%	2.1%	1.1%	3.4%
Building care — historic preservation	2.0%	3.3%	1.7%	1.4%	3.4%
Disaster planning and recovery — identifying risks	1.9%	1.6%	2.5%	1.1%	0.0%
Collections care — framed materials	1.8%	2.0%	1.9%	1.1%	3.4%
Building care — identifying building problems	1.7%	1.6%	1.8%	1.4%	1.7%
Administration — hiring a consultant	1.6%	1.2%	1.9%	1.1%	1.7%
Collections management — object loans	1.5%	1.2%	1.7%	1.1%	1.7%
Building care — building maintenance	1.5%	1.2%	1.2%	2.5%	1.7%
Collections care — cemeteries and tombstones	1.5%	0.8%	1.7%	1.4%	1.7%
Administration — security	1.4%	1.2%	1.7%	0.7%	1.7%
Collections care — furnishings	1.4%	2.0%	1.2%	1.1%	1.7%
Building care — housekeeping	1.3%	1.6%	1.4%	1.1%	0.0%
Collections care — biological specimen	1.0%	2.0%	0.6%	1.1%	1.7%
None of these topics are of interest	0.6%	0.0%	0.3%	1.4%	3.4%
Other	3.9%	3.3%	3.4%	4.6%	8.6%
n=	1,309	245	726	280	58

Top three topics by other provider webinar usage
(Topics selected by 8% or more in highlight.)

	Overall	Regularly	Occasion-ally	Rarely	Never
Digital asset management — developing a digital preservation policy	12.6%	12.4%	14.0%	11.5%	8.2%
Digital asset management — protecting "born digital" collections	12.2%	12.4%	12.2%	12.7%	9.1%
Digital asset management — digitization of collections	11.1%	13.2%	10.3%	10.5%	14.5%
Collections management — balancing access with collections care	8.9%	8.3%	8.1%	10.8%	6.4%
Legal issues — copyright	8.8%	7.4%	10.2%	7.6%	6.4%
Administration — fundraising for collections care	8.6%	10.7%	8.4%	9.3%	6.4%
Legal issues — abandoned property	8.4%	8.3%	9.4%	8.6%	2.7%
Exhibits — mountmaking	8.3%	8.3%	7.9%	8.6%	10.0%
Archiving — archival processing	8.1%	5.8%	8.8%	8.6%	4.5%
Storage — storing difficult-to-store objects	7.8%	10.7%	7.8%	7.8%	3.6%
Collections care — digital collections	7.0%	5.8%	7.1%	8.1%	3.6%
Collections management — collections databases	6.7%	5.8%	5.8%	6.1%	14.5%
Collections care — photographs	6.1%	8.3%	5.5%	5.9%	9.1%
Collections management — labeling objects (especially on difficult materials)	6.0%	6.6%	4.6%	6.6%	11.8%
Administration — project management	6.0%	3.3%	7.1%	5.9%	2.7%
Collections management — accessioning and deaccessioning	5.7%	5.8%	5.8%	6.1%	4.5%
Building care — HVAC solutions	5.7%	5.8%	6.5%	4.6%	4.5%
Collections management — procedures and policies	5.6%	6.6%	5.5%	5.4%	6.4%
Disaster planning and recovery — writing a disaster plan	5.5%	6.6%	5.6%	5.9%	2.7%
Archiving — finding aids	5.5%	3.3%	5.9%	6.1%	3.6%
Collections management — collections insurance	5.4%	4.1%	4.7%	7.6%	3.6%
Administration — engaging a board or parent organization in collections care	5.3%	9.1%	5.8%	4.2%	3.6%
Collections management — collections surveys/inventories	5.3%	5.8%	5.8%	4.9%	3.6%
Administration — strategic planning	5.0%	9.1%	5.6%	3.7%	1.8%
Collections care — paper and archives	4.8%	3.3%	5.9%	3.4%	3.6%
Collections care — textiles and garments	4.7%	5.0%	4.0%	5.1%	8.2%
Building care — balancing environmental sustainability with collections care	4.7%	0.0%	6.2%	4.2%	3.6%
Exhibits — care of objects on exhibit	4.6%	5.8%	4.6%	3.7%	5.5%
Collections care — book repair	4.5%	5.8%	5.3%	2.9%	4.5%
Storage — making boxes	4.4%	7.4%	4.7%	2.9%	4.5%
Exhibits — lighting	4.3%	1.7%	4.7%	4.9%	1.8%
Collections management — barcoding collections	4.3%	3.3%	4.6%	3.7%	5.5%

Top three topics by other provider webinar usage (Topics selected by 8% or more in highlight.)	Overall	Regularly	Occasion- ally	Rarely	Never
Disaster planning and recovery — climate change and disaster planning	4.1%	3.3%	4.1%	4.9%	1.8%
Administration — training staff/volunteers in collections care	4.0%	2.5%	4.7%	3.4%	3.6%
Collections management — cataloguing	3.4%	3.3%	2.4%	3.9%	6.4%
Collections care — historical objects	3.4%	4.1%	2.6%	4.2%	5.5%
Collections care — paper-based materials	3.1%	3.3%	4.0%	2.0%	0.9%
Collections management — nomenclature	3.1%	5.0%	2.4%	3.9%	0.9%
Legal issues — deeds of gift	3.1%	5.8%	3.2%	2.7%	1.8%
Collections care — archaeological materials	2.9%	0.8%	2.7%	2.7%	7.3%
Collections management — writing condition reports	2.9%	0.8%	2.4%	3.4%	6.4%
Storage — selecting storage materials	2.8%	2.5%	2.0%	3.7%	4.5%
Building care — pest identification and control	2.6%	0.8%	2.7%	2.2%	5.5%
Storage — crating time management/project prioritization	2.5%	0.8%	3.0%	2.7%	0.9%
Exhibits — planning for preservation	2.4%	0.8%	2.1%	2.2%	6.4%
Shipping — working with a fine arts shipper	2.3%	2.5%	2.1%	3.2%	0.0%
Collections care — natural history collections	2.3%	4.1%	1.7%	3.4%	0.0%
Administration — volunteer management	2.0%	3.3%	2.0%	1.5%	2.7%
Building care — historic preservation	2.0%	4.1%	1.7%	1.2%	3.6%
Disaster planning and recovery — identifying risks	1.9%	1.7%	2.1%	1.7%	1.8%
Collections care — framed materials	1.8%	0.8%	1.4%	2.7%	1.8%
Building care — identifying building problems	1.7%	2.5%	1.5%	1.7%	1.8%
Administration — hiring a consultant	1.6%	2.5%	2.0%	1.0%	0.9%
Collections management — object loans	1.5%	0.8%	1.4%	1.2%	3.6%
Building care — building maintenance	1.5%	2.5%	1.7%	0.7%	2.7%
Collections care — cemeteries and tombstones	1.5%	2.5%	1.5%	0.7%	1.8%
Administration — security	1.4%	0.8%	1.5%	1.7%	0.0%
Collections care — furnishings	1.4%	0.8%	1.7%	0.7%	2.7%
Building care — housekeeping	1.3%	0.8%	1.7%	0.7%	1.8%
Collections care — biological specimen	1.0%	1.7%	0.5%	2.0%	0.0%
None of these topics are of interest	0.6%	0.8%	0.0%	1.5%	0.9%
Other	3.9%	5.8%	3.3%	3.4%	7.3%
n=	1,309	121	658	409	110

Condensed topic list by major category (alpha sort)	All topics of interest		Top three topics	
	Count	Sample percentage	Count	Sample percentage
Administration	757	57.8%	354	27.0%
Archiving	507	38.7%	155	11.8%
Building care	688	52.5%	223	17.0%
Collections care	1081	82.5%	450	34.4%
Collections management	1088	83.1%	600	45.8%
Digital asset management	777	59.3%	389	29.7%
Disaster planning and recovery	518	39.5%	136	10.4%
Exhibits	733	56.0%	226	17.3%
Legal issues	689	52.6%	231	17.6%
Shipping	185	14.1%	30	2.3%
Storage	775	59.2%	213	16.3%
None of these topics are of interest	8	0.6%	8	0.6%
Other	N/A		51	3.9%
Average number of topics selected	14.9		N/A	
n=	1,310		1,309	

Condensed topic list by age: all topics	Overall	< 31	31–40	41–55	65+
Collections management	83.1%	87.6%	88.1%	82.4%	76.8%
Collections care	82.5%	89.2%	84.9%	80.6%	78.9%
Digital asset management	59.3%	64.0%	62.8%	58.7%	54.6%
Storage	59.2%	62.9%	67.0%	59.2%	49.7%
Administration	57.8%	54.8%	64.8%	56.7%	53.5%
Exhibits	56.0%	61.8%	60.8%	55.4%	48.6%
Legal issues	52.6%	64.0%	59.1%	53.4%	40.0%
Building care	52.5%	53.8%	57.1%	54.9%	44.9%
Disaster planning and recovery	39.5%	45.2%	43.5%	40.1%	32.4%
Archiving	38.7%	38.2%	37.8%	36.8%	42.2%
Shipping	14.1%	19.9%	19.0%	14.6%	5.7%
None of these topics are of interest	0.6%	0.0%	0.3%	0.3%	1.6%
Average number of topics selected	14.9	17.3	16.5	14.5	12.7
n=	1,310	186	352	397	370

Condensed topic list by age: top three topics	Overall	< 31	31–40	41–55	65+
Collections management	45.8%	50.5%	48.9%	45.8%	40.9%
Collections care	34.4%	35.5%	31.8%	33.2%	37.4%
Digital asset management	29.7%	24.7%	28.1%	32.0%	31.2%
Administration	27.0%	22.0%	33.0%	28.0%	23.3%
Legal issues	17.6%	26.9%	21.0%	15.9%	11.9%
Exhibits	17.3%	16.1%	17.3%	20.7%	14.4%
Building care	17.0%	14.0%	18.5%	19.1%	15.2%
Storage	16.3%	21.0%	19.0%	16.6%	10.8%
Archiving	11.8%	10.8%	9.7%	10.1%	16.3%
Disaster planning and recovery	10.4%	11.3%	11.1%	10.1%	9.8%
Shipping	2.3%	3.2%	3.7%	1.5%	1.1%
None of these topics are of interest	0.6%	0.0%	0.3%	0.3%	1.6%
Other	3.9%	2.2%	2.3%	4.0%	5.7%
n=	1,309	186	352	397	369

Condensed topic list by experience: all topics

	Overall	<6 years	6–10 years	11–20 years	20+ years
Collections management	83.1%	88.8%	85.4%	83.3%	77.7%
Collections care	82.5%	86.1%	86.9%	82.8%	75.9%
Digital asset management	59.3%	57.2%	61.0%	63.3%	54.7%
Storage	59.2%	62.6%	61.9%	59.9%	53.9%
Administration	57.8%	55.1%	62.2%	56.4%	57.9%
Exhibits	56.0%	58.8%	60.7%	53.7%	52.0%
Legal issues	52.6%	56.1%	56.4%	54.9%	45.0%
Building care	52.5%	47.6%	57.0%	50.2%	53.6%
Disaster planning and recovery	39.5%	46.5%	40.2%	37.7%	37.5%
Archiving	38.7%	36.9%	45.1%	36.5%	37.0%
Shipping	14.1%	19.3%	15.2%	11.1%	12.3%
None of these topics are of interest	0.6%	0.0%	0.3%	0.5%	1.3%
Average number of topics selected	14.9	16.2	16.4	14.7	13.3
n=	1,310	187	328	406	373

Condensed topic list by experience: top three topics

	Overall	<6 years	6–10 years	11–20 years	20+ years
Collections management	45.8%	50.3%	45.4%	48.0%	41.4%
Collections care	34.4%	32.1%	37.2%	34.7%	32.0%
Digital asset management	29.7%	26.2%	26.8%	32.8%	30.4%
Administration	27.0%	20.9%	30.2%	26.6%	29.0%
Legal issues	17.6%	21.9%	19.2%	16.5%	15.9%
Exhibits	17.3%	16.0%	18.0%	17.0%	17.2%
Building care	17.0%	11.2%	19.8%	16.0%	18.8%
Storage	16.3%	19.3%	19.2%	15.0%	13.7%
Archiving	11.8%	13.4%	10.4%	11.1%	13.4%
Disaster planning and recovery	10.4%	9.1%	10.4%	10.6%	11.0%
Shipping	2.3%	3.2%	1.8%	2.5%	1.9%
None of these topics are of interest	0.6%	0.0%	0.3%	0.5%	1.3%
Other	3.9%	1.1%	2.7%	4.4%	5.1%
n=	1,309	187	328	406	372

Condensed topic list by setting: all topics	Overall	Museum/ Hist. Soc.	Library	Archive	Private Practice/ RCL	All others
Collections management	83.1%	86.4%	75.7%	81.1%	78.0%	78.8%
Collections care	82.5%	82.6%	81.6%	86.4%	71.2%	80.8%
Digital asset management	59.3%	59.1%	61.8%	65.7%	47.5%	60.3%
Storage	59.2%	63.2%	47.8%	52.7%	66.1%	54.1%
Administration	57.8%	58.0%	55.1%	59.2%	57.6%	63.0%
Exhibits	56.0%	62.4%	46.3%	41.4%	61.0%	45.2%
Legal issues	52.6%	56.4%	49.3%	49.7%	42.4%	45.2%
Building care	52.5%	57.0%	44.9%	40.2%	62.7%	47.9%
Disaster planning and recovery	39.5%	40.1%	40.4%	33.1%	52.5%	38.4%
Archiving	38.7%	35.0%	50.0%	54.4%	25.4%	34.9%
Shipping	14.1%	15.3%	8.1%	8.9%	23.7%	11.0%
None of these topics are of interest	0.6%	0.5%	0.7%	1.2%	1.7%	0.0%
Average number of topics selected	14.9	15.7	13.4	14.0	14.6	14.1
n=	1,310	766	136	169	59	146

Condensed topic list by setting: top three topics	Overall	Museum/ Hist. Soc.	Library	Archive	Private Practice/ RCL	All others
Collections management	45.8%	48.7%	41.2%	43.5%	40.7%	41.1%
Collections care	34.4%	31.6%	39.0%	36.9%	30.5%	39.7%
Digital asset management	29.7%	26.4%	36.8%	42.3%	16.9%	33.6%
Administration	27.0%	28.2%	25.0%	24.4%	25.4%	31.5%
Legal issues	17.6%	19.7%	15.4%	16.7%	8.5%	17.1%
Exhibits	17.3%	19.2%	14.0%	10.1%	20.3%	16.4%
Building care	17.0%	19.8%	15.4%	8.9%	20.3%	11.6%
Storage	16.3%	18.9%	13.2%	11.3%	16.9%	13.0%
Archiving	11.8%	9.7%	12.5%	22.0%	5.1%	12.3%
Disaster planning and recovery	10.4%	10.1%	13.2%	6.5%	20.3%	8.9%
Shipping	2.3%	2.2%	1.5%	1.2%	5.1%	2.1%
None of these topics are of interest	0.6%	0.5%	0.7%	1.2%	1.7%	0.0%
Other	3.9%	4.0%	2.2%	3.6%	6.8%	2.1%
n=	1,309	766	136	168	59	146

Condensed topic list by institution size: all topics	Overall	Very small	Small	Medium	Large/Very Large
Collections management	83.1%	86.0%	85.3%	83.6%	78.6%
Collections care	82.5%	81.1%	82.4%	83.8%	80.7%
Digital asset management	59.3%	62.8%	58.4%	65.4%	52.9%
Storage	59.2%	55.5%	59.1%	60.6%	59.7%
Administration	57.8%	58.5%	60.3%	53.8%	61.7%
Exhibits	56.0%	56.1%	53.0%	59.3%	55.3%
Legal issues	52.6%	48.2%	55.3%	56.3%	47.1%
Building care	52.5%	52.4%	49.6%	55.3%	53.9%
Disaster planning and recovery	39.5%	39.6%	38.2%	39.9%	41.0%
Archiving	38.7%	38.4%	43.7%	40.9%	28.8%
Shipping	14.1%	11.0%	12.8%	13.4%	16.3%
None of these topics are of interest	0.6%	0.0%	1.0%	0.8%	0.3%
Average number of topics selected	14.9	15.1	15.0	15.4	14.3
n=	1,310	164	421	396	295

Condensed topic list by institution size: top three topics	Overall	Very small	Small	Medium	Large/Very Large
Collections management	45.8%	47.0%	50.4%	42.0%	44.4%
Collections care	34.4%	35.4%	30.2%	38.0%	33.2%
Digital asset management	29.7%	26.2%	29.9%	33.7%	27.1%
Administration	27.0%	29.3%	30.2%	23.5%	28.5%
Legal issues	17.6%	12.8%	20.4%	21.0%	13.6%
Exhibits	17.3%	18.3%	15.7%	17.0%	19.0%
Building care	17.0%	17.1%	12.8%	20.0%	19.0%
Storage	16.3%	18.3%	16.9%	15.9%	15.9%
Archiving	11.8%	14.0%	15.0%	10.1%	7.8%
Disaster planning and recovery	10.4%	15.2%	9.7%	8.4%	10.8%
Shipping	2.3%	1.2%	2.4%	2.0%	2.4%
None of these topics are of interest	0.6%	0.0%	1.0%	0.8%	0.3%
Other	3.9%	3.0%	2.1%	3.5%	6.4%
n=	1,309	164	421	395	295

Condensed topic list by C2C webinar usage: all topics

	Overall	Regularly	Occasionally	Rarely	Never
Collections management	83.1%	93.1%	84.6%	73.2%	69.0%
Collections care	82.5%	86.6%	84.0%	77.5%	70.7%
Digital asset management	59.3%	64.6%	59.8%	54.6%	53.4%
Storage	59.2%	70.3%	61.4%	46.8%	43.1%
Administration	57.8%	64.6%	58.4%	50.7%	55.2%
Exhibits	56.0%	66.3%	56.2%	47.1%	51.7%
Legal issues	52.6%	59.3%	55.0%	43.2%	39.7%
Building care	52.5%	62.2%	52.6%	44.6%	48.3%
Disaster planning and recovery	39.5%	43.1%	41.5%	32.1%	36.2%
Archiving	38.7%	45.1%	38.0%	34.6%	39.7%
Shipping	14.1%	18.7%	13.6%	12.1%	10.3%
None of these topics are of interest	0.6%	0.0%	0.3%	1.4%	3.4%
Average number of topics selected	14.9	17.7	15.3	12.3	11.4
n=	1,310	246	726	280	58

Condensed topic list by C2C webinar usage: top three topics

	Overall	Regularly	Occasionally	Rarely	Never
Collections management	45.8%	53.9%	44.4%	43.9%	39.7%
Collections care	34.4%	33.9%	34.4%	35.0%	32.8%
Digital asset management	29.7%	32.7%	28.7%	30.0%	29.3%
Administration	27.0%	25.3%	28.7%	23.6%	31.0%
Legal issues	17.6%	16.7%	19.0%	16.4%	10.3%
Exhibits	17.3%	18.0%	16.8%	18.2%	15.5%
Building care	17.0%	18.4%	17.8%	16.1%	6.9%
Storage	16.3%	16.3%	18.9%	11.4%	6.9%
Archiving	11.8%	14.3%	10.9%	11.8%	13.8%
Disaster planning and recovery	10.4%	9.8%	11.2%	10.0%	5.2%
Shipping	2.3%	2.0%	2.5%	2.1%	1.7%
None of these topics are of interest	0.6%	0.0%	0.3%	1.4%	3.4%
Other	3.9%	3.3%	3.4%	4.6%	8.6%
n=	1,309	245	726	280	58

Condensed topic list by other provider webinar usage: all topics

	Overall	Regularly	Occasionally	Rarely	Never
Collections management	83.1%	85.1%	83.5%	82.6%	80.0%
Collections care	82.5%	81.0%	83.9%	80.9%	81.8%
Digital asset management	59.3%	70.2%	60.7%	57.0%	45.5%
Storage	59.2%	62.8%	61.6%	57.5%	46.4%
Administration	57.8%	55.4%	60.4%	57.7%	47.3%
Exhibits	56.0%	58.7%	53.6%	58.7%	55.5%
Legal issues	52.6%	50.4%	55.4%	53.8%	35.5%
Building care	52.5%	49.6%	53.7%	51.6%	50.9%
Disaster planning and recovery	39.5%	43.0%	41.6%	37.9%	30.9%
Archiving	38.7%	35.5%	41.9%	35.9%	34.5%
Shipping	14.1%	14.9%	14.1%	14.7%	10.9%
None of these topics are of interest	0.6%	0.8%	0.0%	1.5%	0.9%
Average number of topics selected	14.9	16.7	15.2	14.4	13.2
n=	1,310	121	659	409	110

Condensed topic list by other provider webinar usage: top three topics

	Overall	Regularly	Occasionally	Rarely	Never
Collections management	45.8%	45.5%	43.2%	47.7%	53.6%
Collections care	34.4%	37.2%	34.2%	33.3%	37.3%
Digital asset management	29.7%	31.4%	30.1%	29.3%	25.5%
Administration	27.0%	28.1%	30.5%	24.0%	18.2%
Legal issues	17.6%	18.2%	19.8%	16.4%	10.0%
Exhibits	17.3%	15.7%	16.6%	17.4%	20.9%
Building care	17.0%	14.0%	19.6%	13.2%	20.0%
Storage	16.3%	18.2%	16.9%	15.6%	12.7%
Archiving	11.8%	7.4%	12.6%	13.2%	7.3%
Disaster planning and recovery	10.4%	9.9%	10.8%	11.2%	5.5%
Shipping	2.3%	2.5%	2.1%	3.2%	0.0%
None of these topics are of interest	0.6%	0.8%	0.0%	1.5%	0.9%
Other	3.9%	5.8%	3.3%	3.4%	7.3%
n=	1,309	121	658	409	110

One final question: Please share any comments, suggestions, or thoughts about Connecting to Collections Care in general, or any of the topics raised in this survey:

[Open-ended responses are provided in Volume 2, Exhibit 6]

Appendix A: Survey Instrument

1. Which of the following best describes your involvement in the museum, library, archives, conservation or related fields? *(If more than one choice is applicable, please select the ONE choice that best describes your situation.)*

    ❏ Employed in a paid position in the field
    ❏ Serve as a volunteer, intern, or other non-paid position in the field
    ❏ Am a private collector, genealogist or family historian (either in a paid position or as a volunteer/ individual basis) [SKIP TO Q7]
    ❏ Am a student pursuing a degree in one or more of these fields [SKIP TO Q8]
    ❏ I am not involved in the museum, library, archives, conservation or related fields [EXIT SURVEY]

2. Which of the following best describes your primary employment (or volunteer) setting in the museum, library, archives, conservation or related fields? Please note the following:

    • If you are employed/volunteer at multiple settings, please select the ONE setting that accounts for the greatest share of your income and/or time in these fields.

    • Please limit your answer to your work in the museum, library, archives, conservation and related fields.

    ❏ Museum or historic house/site [GOTO Q3; ALL OTHER CHOICES SKIP TO Q4]
    ❏ Historical society
    ❏ Library
    ❏ Archive
    ❏ University, college or other educational institution *(NOTE: If you are employed at a museum or library at a university/college, select one of the above choices.)*
    ❏ Government institution (federal, state/provincial or local) that is NOT a museum, library, or any of the above choices
    ❏ Other non-profit organization not listed above
    ❏ Regional conservation center/lab
    ❏ Private practice/for-profit company *(This category includes those who are self-employed or solo practitioners in the museum, library, archives, conservation and related fields.)*
    ❏ Other (please specify)

3. Which of the following best describes your museum setting:

    ❏ Art Museum
    ❏ Children's/Youth Museum
    ❏ General Museum (A museum with collections representing two or more disciplines equally, such as art and history.)
    ❏ Historic House/Site
    ❏ History Museum
    ❏ Living Collection (Aquarium, Botanic Garden, Zoo) Natural History/Anthropology Museum Science/Technology Museum
    ❏ Specialized Museum
    ❏ Other museum (please specify)

4. If you were to describe the size of your institution/organization/company to a colleague, would you say it is:

    ❏ Very small
    ❏ Small
    ❏ Medium
    ❏ Large
    ❏ Very large

5. Please indicate the area(s)/field(s) that comprise a significant portion of your responsibilities: (Select all that apply.)

❏ Administration (staff level)
❏ Administration (board-level)
❏ Archives management
❏ Collections management
❏ Conservation
❏ Curation
❏ Development
❏ Education
❏ Staff/volunteer training
❏ Historic preservation
❏ Librarian
❏ Records management
❏ Registration
❏ Research
❏ Site/facilities management
❏ Other (please specify)

6. Which ONE area/field do you consider to be your primary responsibility (e.g., the area/field in which you spend the most time)?

❏ Administration (staff level)
❏ Administration (board-level)
❏ Archives management
❏ Collections management
❏ Conservation
❏ Curation
❏ Development
❏ Education
❏ Staff/volunteer training
❏ Historic preservation
❏ Librarian
❏ Records management
❏ Registration
❏ Research
❏ Site/facilities management
❏ Other (please specify)

7. How many years of experience (either in a for-pay position or as a volunteer) do you have in the museum, library, archives, conservation, or related fields?

❏ Less than 1 year
❏ 1 to 5 years
❏ 6 to 10 years
❏ 11 to 15 years
❏ 16 to 20 years
❏ 21 to 30 years
❏ More than 30 years

8.   What is your age?

❏ Under 21
❏ 21 to 25
❏ 26 to 30
❏ 31 to 35
❏ 36 to 40
❏ 41 to 45
❏ 46 to 50
❏ 51 to 55
❏ 56 to 60
❏ 61 to 65
❏ 66 to 70
❏ 71 or older

9.   Please indicate the country where you are located. If you divide your time between more than one country, please select the one that you consider to be your "home base":

❏ United States
❏ Canada
❏ Mexico [SKIP TO Q11]
❏ Other (please specify) [SKIP TO Q11]

10.   Please indicate the state or province where you are located:

[List of states/provinces]

11.   The Connecting to Collections Care online community encompasses a wide range of resources, including webinars, videos, discussion boards, and other features to provide information and resources for collections care.

Which of the following best describes your usage/awareness of the Connecting to Collections Care online community?

❏ I use it regularly [SKIP TO Q15]
❏ I use it occasionally [SKIP TO Q15]
❏ I've used it, but only rarely [SKIP TO Q15]
❏ I've heard of it, but have never used it
❏ I've never heard of it prior to this survey [SKIP TO Q13]

12.   Why have you not used the Connecting to Collections Care online community? (Check all that apply.)

❏ Do not have the time to use it
❏ I forget about it
❏ It's too complicated for my needs
❏ I do not have a need for collections care information
❏ I don't know how to use it
❏ Others in my organization use it and provide me with the information
❏ No particular reason
❏ Other (please specify)

Connecting to Collections Care is an online resource for small and mid-sized collecting institutions, including museums, libraries, and archives.

The Connecting to Collections Care website allows you to:

- Search for information related to collections care and collections management using a robust search tool
- Ask a specific question using the expert-monitored Discussions forum
- Learn more about specific topics through live and recorded webinars

You can explore the website at www.connectingtocollections.org.

Connecting to Collections Care is a program of the Foundation of the American Institute for Conservation of Historic and Artistic Works and is funded by the Institute of Museum and Library Services.

13. Would you like to receive more information about the Connecting to Collections Care online community?

❏ Yes
❏ No

14. To receive more information about the Connecting to Collections Care online community, please enter your name and email address below:

Name:
Email Address:

Survey end for respondents who have not used Connecting To Collections Care

15. Overall, how valuable is the Connecting to Collections Care online community to you as a resource for your work in the museum, library, archives, conservation or related fields?

❏ It is an essential tool
❏ It is an important tool
❏ It is worthwhile, but other tools offer more value/benefits
❏ It offers only a little value
❏ It has no value for me [SKIP TO Q18]
❏ I have not used it enough to have an opinion of its value [SKIP TO Q18]

16. Briefly describe the one main benefit you (or your organization) have gained through the use of the Connecting to Collections Care online community:

_____

17. Which of the following benefits have you (or your organization) gained through the use of the Connecting to Collections Care online community? (Select all that apply.)

❏ It has informed collections care policies at my organization
❏ It has helped support professional development for me/my organization
❏ A practice/procedure at my organization has been modified based on information from Connecting to Collections Care
❏ It has facilitated networking with allied professionals
❏ I/we received an answer to a specific question through Connecting to Collections Care
❏ It has helped me better understand my job/field
❏ It has helped our Board better understand the complexities of our institution and mission
❏ It has helped to train staff at my organization
❏ It has helped to train volunteers at my organization
❏ It has helped foster a sense of community among our staff and volunteers
❏ It has helped foster a sense of community among allied professionals
❏ It has helped me/my organization approach collections care differently
❏ It has sparked greater interest of collections care within my organization
❏ It has helped soften the impact of limited resources of my organization for professional development fees and travel
❏ It has given me the opportunity to escape my daily tasks
❏ I/my organization have not gained any benefits from the Connecting to Collections Care program
❏ Other (please specify)

18. Please indicate your level of agreement with the following statements as they pertain to the Connecting to Collections Care program:

	Strongly agree	Somewhat agree	Neutral	Somewhat disagree	Strongly disagree
It is a trusted source of collections care information					
It is easy to use					
It is easy to find the information I need					
It fills a need that is not met elsewhere					

19. How can we make the Connecting to Collections Care program better? (Please be as specific as possible.)

_____

20. The Discussion Forum is a service on the Connecting to Collections Care Online Community where you can post questions, receive responses, and interact with other professionals in the field.

How often do you access the Discussions Forum, either by reading posts by others or by posting your own questions?

❏ Regularly
❏ Occasionally
❏ Rarely
❏ Never [GOTO Q21, THEN SKIP TO Q30]

21.   Why do you not use the Discussions Forum?(Check all that apply.)

❏ I was not aware of it
❏ I forget about it when I have questions
❏ I'm not sure what it can be used for
❏ I don't have a need for the Discussions Forum
❏ The format was confusing
❏ I needed an answer sooner than I thought I might get on the Discussions Forum
❏ I seek answers to collections care questions elsewhere
❏ I didn't want to create a user account on the site
❏ I am embarrassed or uncomfortable with posting my questions publicly
❏ No particular reason
❏ Other (please specify)

22.   You selected "I seek answers to collections care questions elsewhere" in the previous question. Please specify
      the source(s) you use instead of Connecting to Collections Care:
      _____

23.   Have you ever posted a question to the Discussion Forum?

❏ Yes
❏ No [SKIP TO Q26]

24.   Please rate your satisfaction with the following aspects of posting a question:

	Fully satisfied	Mostly satisfied	Not satisfied	No opinion
Overall ease of posting a question				
Being able to review/edit the posted question				
Knowing when a response was received				
Receiving useful information				

25.   Please describe how the question posting process could be improved. Please be as specific as possible:
      _____

26.   Why have you not posted a question to the Discussion Forum?(Check all that apply.)

❏ The format was confusing
❏ I forget about it when I have questions
❏ I needed an answer sooner than I thought I might get on the Forum
❏ I didn't want to create a user account on the site
❏ I am embarrassed or uncomfortable with posting my questions publicly
❏ I seek answers to collections care questions elsewhere
❏ No particular reason
❏ Other (please specify)

27.   You selected "I seek answers to collections care questions elsewhere" in the previous question. Please specify
      the source(s) you use instead of Connecting to Collections Care:
      _____

28.   Do you receive automatic notifications from the Discussion Forum?

❏ Yes
❏ No
❏ Not sure

29. Overall, how valuable is the Discussion Forum for your needs?

   Highly valuable   Little to no value
        (5)   (4)   (3)   (2)   (1)

30. Please describe any improvements or changes you would like to see made to the Discussion Forum to make it more valuable for your needs:

   _____

31. In general, which of the following online video/webinar learning formats do you prefer?

   ❏ A live webinar on a single, specific topic
   ❏ A pre-recorded video available on demand
   ❏ Both formats are about equally appealing
   ❏ Neither — I do not like online videos/webinars

32. How often do you participate in/view a live or previously recorded webinar via Connecting to Collections Care?

   ❏ Regularly
   ❏ Occasionally
   ❏ Rarely
   ❏ Never [GOTO Q33; ALL OTHERS SKIP TO Q35]

33. Why do you not participate in/view webinars (either live or recorded) via Connecting to Collections Care? (Check all that apply.)

   ❏ There are no topics of interest to me
   ❏ I do not like the webinar/online course format in general
   ❏ Topics/content are too introductory for my needs
   ❏ Topics/content are too advanced for my needs
   ❏ I didn't want to create a user account on the site
   ❏ I don't have time to participate in/view a webinar/online video
   ❏ I don't have the ability to stream videos
   ❏ I forget to do so
   ❏ I did not know webinars/online videos were available
   ❏ I use other sources
   ❏ No particular reason
   ❏ Other (please specify)

34. You selected "I use other sources" in the previous question. Please specify the source(s) you use for webinars (either live or recorded) instead of Connecting to Collections Care:

   _____

35. How often do you participate in/view a webinar (either live or recorded) on collections care topics from providers OTHER THAN Connecting to Collections Care?

   ❏ Regularly
   ❏ Occasionally
   ❏ Rarely
   ❏ Never

36. What changes/improvements, if any, would you like made to the Connecting to Collections Care webinars (either live or recorded) to make them more valuable for your needs?

   Improve live webinars by:_____

   Improve the archive of past webinars by:_____

37. Which of the following subject areas are you interested in learning more about through a Connecting to Collections Care webinar (either live or recorded) in the next 12 months?

❏ Administration — engaging a board or parent organization in collections care
❏ Administration — fundraising for collections care
❏ Administration — hiring a consultant
❏ Administration — project management
❏ Administration — security
❏ Administration — strategic planning
❏ Administration — training staff/volunteers in collections care
❏ Administration — volunteer management
❏ Archiving — archival processing
❏ Archiving — finding aids
❏ Building care — balancing environmental sustainability with collections care
❏ Building care — building maintenance
❏ Building care — historic preservation
❏ Building care — housekeeping
❏ Building care — HVAC solutions
❏ Building care — identifying building problems
❏ Building care — pest identification and control
❏ Collections care — archaeological materials
❏ Collections care — biological specimen
❏ Collections care — book repair
❏ Collections care — cemeteries and tombstones
❏ Collections care — digital collections
❏ Collections care — framed materials
❏ Collections care — furnishings
❏ Collections care — historical objects
❏ Collections care — natural history collections
❏ Collections care — paper and archives
❏ Collections care — paper-based materials
❏ Collections care — photographs
❏ Collections care — textiles and garments
❏ Collections management — accessioning and deaccessioning
❏ Collections management — balancing access with collections care
❏ Collections management — barcoding collections
❏ Collections management — cataloguing
❏ Collections management — collections databases
❏ Collections management — collections insurance
❏ Collections management — collections surveys/inventories
❏ Collections management — labeling objects (especially on difficult materials)
❏ Collections management — nomenclature
❏ Collections management — object loans
❏ Collections management — procedures and policies
❏ Collections management — writing condition reports
❏ Digital asset management — developing a digital preservation policy
❏ Digital asset management — digitization of collections
❏ Digital asset management — protecting "born digital" collections
❏ Disaster planning and recovery — climate change and disaster planning
❏ Disaster planning and recovery — identifying risks
❏ Disaster planning and recovery — writing a disaster plan
❏ Exhibits — care of objects on exhibit
❏ Exhibits — lighting
❏ Exhibits — mountmaking
❏ Exhibits — planning for preservation
❏ Legal issues — abandoned property
❏ Legal issues — copyright
❏ Legal issues — deeds of gift

❏ Shipping — working with a fine arts shipper
❏ Storage — crating time management/project prioritization
❏ Storage — making boxes
❏ Storage — selecting storage materials
❏ Storage — storing difficult-to-store objects
❏ None of these topics are of interest

38. Listed below are the topics you selected in the previous question. Please indicate which you are MOST interested in. You can select up to THREE topics. If there's a topic of interest that is not listed, you can specify it by selecting "Other" and describing the topic:

[Selections from Q37 listed plus an "other" choice]

39. One final question: Please share any comments, suggestions, or thoughts about Connecting to Collections Care in general, or any of the topics raised in this survey:

_____