



foundation  
for advancement  
in conservation

**Protecting Cultural  
Heritage**

# 2021 Connecting to Collections Care User Survey Results

Volume 1, July 2021

Prepared for the Foundation for Advancement in Conservation by AWP Research



This survey was conducted by the Foundation for Advancement in Conservation, which is supported by contributions from members and friends of AIC.

© 2021 Foundation for Advancement in Conservation  
All rights reserved.

727 15th Street, NW, Suite 500  
Washington, DC 20005  
[www.culturalheritage.org/foundation](http://www.culturalheritage.org/foundation)

## 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 *2021 C2C Care User Survey*.

The 2021 survey is highly similar to the *2018 C2C Care User Survey* to allow for trend tracking and benchmarking. Two new survey sections were added (Courses and Accessibility) to collect data relating to these new areas. The major survey goals remained consistent with those from the 2018 survey, namely:

- 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 for webinars and courses.
- Measure the impact of Connecting to Collections Care.

The survey underwent a series of review/revision cycles to ensure the data collected would be useful and actionable. A hard copy rendition of the online form is provided in Appendix A.

The survey was fielded as an online form which was accessible beginning in early-May 2021. This report is based on the responses received by June 21, 2021. The survey form remained open past that date to continue to collect feedback, plus allow those who are unfamiliar with C2C Care to request information about its resources and services.

A total of 1,653 individuals accessed the form by June 21, 2021. After removing duplicate responses and the 10 individuals who were screened out of the survey due to their lack of involvement in the museum, library, archives, conservation, and related fields, the analysis sample consisted of 1,537 individuals. Responses by collection channel are summarized in the sidebar. The average engagement time was approximately 17 minutes per respondent.

Collector name	Count	Sample percentage
Email invitation 2	1,359	88.4%
External listserv	89	5.8%
C2C Care listserv	82	5.3%
C2C social media	7	0.5%
n=	1,537	

The full sample of 1,537 has an overall margin of sampling error of plus/minus 2.5% at a 95% confidence level. Note, however, that some respondents (total of 219) 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 1,281 individuals. The margin of sampling error for the working sample is slightly greater: plus/minus 2.7% 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 1,281 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) provides an analysis of the quantitative data collected. Volume 2 provides 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** — this section explores the sample demographics, including age, work setting, years of experience, location and chief work responsibility areas/fields.
- **Awareness of C2C Care** — this section examines 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** — this section explores the overall value of C2C Care, the benefits received, and feedback regarding basic C2C Care usability metrics.
- **Community Discussion Forum Feedback** — this section examines usage and feedback concerning the Community Discussion Forum.
- **Webinars** — this section explores usage and feedback concerning the C2C Care free webinars. The major component of this section is topic preferences, where the respondents provide feedback as to the topics of greatest interest for future webinars.
- **Courses** — this section explores much of the same data as the Webinars section, but with a focus on C2C Care Courses.
- **Accessibility** — this brief section solicits feedback among users as to actions C2C Care should implement to make their webinars more accessible to those with disabilities.
- **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, to any extent, the C2C Care online community. As noted in the Introduction, those respondents who are unaware of C2C Care or who have never used it were asked a small number of follow-up questions, and were then exited from the survey. Thus, the “working” sample consists of those respondents who were presented with the bulk of the survey questions.

The segmentation criteria mirror those that were used in the 2018 analysis to allow for accurate benchmarking and trend tracking.

### 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	128	8.6%	104	8.2%
31–40	387	25.9%	339	26.6%
41–55	523	34.9%	455	35.7%
>55	459	30.7%	378	29.6%
n=	1,497		1,276	

### 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	164	11.0%	119	9.4%
6–10 years	308	20.7%	267	21.1%
11–20 years	533	35.8%	466	36.8%
>20 years	482	32.4%	416	32.8%
n=	1,487		1,268	

## 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	826	58.5%	716	60.0%
Library	171	12.1%	133	11.1%
Archive	163	11.6%	132	11.1%
Private Practice/Regional Conservation Lab	97	6.9%	84	7.0%
All others	154	10.9%	128	10.7%
n=	1,411		1,193	

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 (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	213	15.2%	171	14.4%
Small	405	28.8%	343	28.9%
Medium	436	31.1%	384	32.4%
Large/Very Large	350	24.9%	289	24.3%
n=	1,404		1,187	

## Banner variable relationships: Age

		<31	31–40	41–55	>55	n=
<b>Overall</b>		<b>8.6%</b>	<b>25.9%</b>	<b>34.9%</b>	<b>30.7%</b>	<b>1,497</b>
Experience	<6 years	36.0%	26.2%	22.0%	15.9%	164
	6–10 years	19.2%	47.1%	20.8%	13.0%	308
	11–20 years	0.4%	35.9%	39.8%	23.9%	532
	>20 years	0.0%	0.6%	43.5%	55.9%	476
Setting	Museum/Hist. Society	10.5%	29.0%	33.9%	26.7%	818
	Library	3.0%	20.4%	41.3%	35.3%	167
	Archive	5.7%	21.7%	36.3%	36.3%	157
	Private Practice/RCL	6.3%	25.3%	30.5%	37.9%	95
	All others	5.9%	27.0%	44.1%	23.0%	152
Institution size	Very Small	10.4%	20.9%	23.7%	45.0%	211
	Small	6.8%	25.5%	32.0%	35.8%	400
	Medium	8.4%	31.2%	38.7%	21.7%	429
	Large/Very Large	8.7%	25.1%	44.9%	21.3%	343

## Banner variable relationships: Experience

		<6 years	6–10 years	11–20 years	>20 years	n=
<b>Overall</b>		<b>11.0%</b>	<b>20.7%</b>	<b>35.8%</b>	<b>32.4%</b>	<b>1,487</b>
Age	<31	49.2%	49.2%	1.7%	0.0%	120
	31–40	11.3%	38.0%	50.0%	0.8%	382
	41–55	6.9%	12.3%	40.8%	39.9%	519
	>55	5.7%	8.7%	27.7%	58.0%	459
Setting	Museum/Hist. Society	11.3%	21.2%	37.8%	29.7%	821
	Library	7.1%	21.4%	32.1%	39.3%	168
	Archive	12.1%	22.3%	38.9%	26.8%	157
	Private Practice/RCL	9.4%	17.7%	26.0%	46.9%	96
	All others	7.8%	20.9%	41.8%	29.4%	153
Institution size	Very Small	15.6%	23.6%	31.1%	29.7%	212
	Small	12.0%	19.7%	39.9%	28.4%	401
	Medium	7.2%	22.3%	38.5%	32.0%	431
	Large/Very Large	9.6%	19.4%	34.5%	36.5%	345



## Banner variable relationships: Setting

		Museum/ Hist. Soc	Library	Archive	Private Practice/ RCL	All others	n=
	<b>Overall</b>	<b>58.5%</b>	<b>12.1%</b>	<b>11.6%</b>	<b>6.9%</b>	<b>10.9%</b>	<b>1,411</b>
Age	<31	74.8%	4.3%	7.8%	5.2%	7.8%	115
	31–40	64.1%	9.2%	9.2%	6.5%	11.1%	370
	41–55	55.5%	13.8%	11.4%	5.8%	13.4%	499
	>55	53.8%	14.6%	14.1%	8.9%	8.6%	405
Experience	<6 years	64.1%	8.3%	13.1%	6.2%	8.3%	145
	6–10 years	59.2%	12.2%	11.9%	5.8%	10.9%	294
	11–20 years	60.3%	10.5%	11.9%	4.9%	12.5%	514
	>20 years	55.2%	14.9%	9.5%	10.2%	10.2%	442
Institution size	Very Small	53.5%	6.6%	9.9%	23.0%	7.0%	213
	Small	65.9%	8.1%	10.9%	4.7%	10.4%	405
	Medium	64.4%	12.6%	10.8%	3.2%	8.9%	436
	Large/Very Large	46.6%	19.1%	14.0%	4.0%	16.3%	350

## Banner variable relationships: Institution size

		Very small	Small	Medium	Large/ Very Large	n=
<b>Overall</b>		<b>15.2%</b>	<b>28.8%</b>	<b>31.1%</b>	<b>24.9%</b>	<b>1,404</b>
Age	<31	19.1%	23.5%	31.3%	26.1%	115
	31–40	12.0%	27.9%	36.6%	23.5%	366
	41–55	10.0%	25.7%	33.3%	30.9%	498
	>55	23.5%	35.4%	23.0%	18.1%	404
Experience	<6 years	22.8%	33.1%	21.4%	22.8%	145
	6–10 years	17.1%	27.1%	32.9%	22.9%	292
	11–20 years	12.9%	31.3%	32.5%	23.3%	511
	>20 years	14.3%	25.9%	31.3%	28.6%	441
Setting	Museum/Hist. Society	13.8%	32.4%	34.1%	19.8%	825
	Library	8.3%	19.5%	32.5%	39.6%	169
	Archive	13.0%	27.3%	29.2%	30.4%	161
	Private Practice/RCL	51.0%	19.8%	14.6%	14.6%	96
	All others	9.8%	27.5%	25.5%	37.3%	153

## Sample Profile

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

	<b>Count</b>	<b>Sample percentage</b>
Paid employment in the field (full- or part-time)	1,310	84.7%
Volunteer, intern, or other non-paid position in the field	116	7.5%
Private collector, genealogist or family historian	19	1.2%
Student pursuing a degree in one or more of these fields	17	1.1%
Unemployed/seeking employment in the field	38	2.8%
Retired from the field	37	2.4%
Not involved in the museum, library, archives, conservation or related fields (1)	10	0.6%
n=	1,547	

1 = These respondents were exited from the survey upon completion of the above question.

	<b>2021</b>	<b>2018</b>
Paid employment in the field (full- or part-time)	84.7%	89.2%
Volunteer, intern, or other non-paid position in the field	7.5%	6.8%
Private collector, genealogist or family historian	1.2%	1.4%
Student pursuing a degree in one or more of these fields	1.1%	1.4%
Unemployed/seeking employment in the field	2.8%	N/A
Retired from the field	2.4%	N/A
Not involved in the museum, library, archives, conservation or related fields (1)	0.6%	1.2%
n=	1,547	1,641

1 = These respondents were exited from the survey 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 or historic house/site	734	52.0%
Library	171	12.1%
Archive	163	11.6%
Historical society	92	6.5%
Private practice/for-profit company	85	6.0%
Government institution (federal, state or local) that is NOT a museum, library, or any of the above choices	78	5.5%
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.)	54	3.8%
Regional conservation center/lab	12	0.9%
Other (1)	22	1.6%
n=	1,411	

1 = The "other" responses are:

- Artist endowed foundation.
- Artist estate.
- Consortium.
- Curator of Girl Scout Council ( 16 counties in the collection ).
- I run a research/education nonprofit for a single artist's work.
- International organization.
- Museum service organization.
- Museum support agency.
- Natural History/Biological Research Collection.
- Non-governmental organization (not for profit).
- Non-profit heritage institution.
- Non-profit organization supporting the work of libraries, archives, museums.
- Nonprofit organization with in-house archives.
- Non-profit organization with museum and library.
- Private non-profit foundation.
- Provincial museum association (non-profit).
- Provincial Museum Organization.
- Registrar for artist foundation; studio administrator for artist.
- State humanities council with museum support programs.
- Tribal Archives, Library, and Museum.
- Tribal organization.
- Volunteer community historian.

Responses by survey year	2021	2018
Museum or historic house/site	52.0%	52.8%
Library	12.1%	10.7%
Archive	11.6%	13.1%
Historical society	6.5%	7.0%
Private practice/for-profit company	6.0%	3.6%
Government institution (federal, state or local) that is NOT a museum, library, or any of the above choices	5.5%	4.6%
University, college or other educational institution	3.8%	3.4%
Regional conservation center/lab	0.9%	0.9%
Other non-profit organization not listed above	N/A	2.3%
Other	1.6%	1.5%
n=	1,411	1,575

#### Responses by work status

	Overall	Employed in a paid position	Serve in a non-paid position
Museum or historic house/site	52.0%	53.0%	41.0%
Library	12.1%	13.1%	1.7%
Archive	11.6%	11.6%	11.3%
Historical society	6.5%	4.4%	30.4%
Private practice/for-profit company	6.0%	6.3%	3.5%
Government institution (federal, state or local) that is NOT a museum, library, or any of the above choices	5.5%	5.6%	4.3%
University, college or other educational institution	3.8%	3.9%	3.5%
Regional conservation center/lab	0.9%	0.9%	0.0%
Other	1.6%	1.3%	4.3%
n=	1,411	1,295	116

## 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	192	26.2%
Art Museum	138	18.8%
Historic House/Site	125	17.0%
General Museum	123	16.8%
Natural History/Anthropology Museum	64	8.7%
Specialized Museum	58	7.9%
Science/Technology Museum	16	2.2%
Living Collection (Aquarium, Botanic Garden, Zoo)	8	1.1%
Children's/Youth Museum	0	0.0%
Other (1)	10	1.4%
n=	734	

1 = The "other" responses are:

- Art Museum AND Historic House/Site.
- First Nations Cultural Center With collections and exhibits.
- General Museum and Historic House combined.
- More than one site: art museum and historic house.
- Museum consortium.
- Museum of archaeological and ethnographic collections.
- My role serves two different museums--Art Museum and Natural History/Anthropology Museum.
- We have one Children's Museum location and one Science Center location with a natural history collection.
- We have three sites under our umbrella, Environmental Center, General History Museum, and a Historic House.
- We manage a colonial village, state history museum, archives, children's museum, art museum, and archaeological site.

*Data limited to those employed in a museum or historic house/site setting.*

	2021	2018
History Museum	26.2%	26.9%
Art Museum	18.8%	16.9%
Historic House/Site	17.0%	18.4%
General Museum	16.8%	16.6%
Natural History/Anthropology Museum	8.7%	9.5%
Specialized Museum	7.9%	7.3%
Science/Technology Museum	2.2%	1.8%
Living Collection (Aquarium, Botanic Garden, Zoo)	1.1%	0.7%
Children's/Youth Museum	0.0%	0.2%
Other	1.4%	1.6%
n=	734	832

## Museum setting by work status

<i>Data limited to those employed in a museum or historic house/ site setting.</i>		Employed in a paid position	Serving in a non-paid position
	Overall		
History Museum	26.2%	25.5%	36.2%
Art Museum	18.8%	20.0%	2.1%
Historic House/Site	17.0%	15.9%	32.0%
General Museum	16.8%	17.1%	12.8%
Natural History/Anthropology Museum	8.7%	9.2%	2.1%
Specialized Museum	7.9%	7.4%	14.9%
Science/Technology Museum	2.2%	2.3%	0.0%
Living Collection (Aquarium, Botanic Garden, Zoo)	1.1%	1.2%	0.0%
Children's/Youth Museum	0.0%	0.0%	0.0%
Other	1.4%	1.5%	0.0%
n=	734	686	48

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	213	15.2%
Small	405	28.8%
Medium	436	31.1%
Large	229	16.3%
Very large	121	8.6%
n=	1,404	

	2021	2018
Very small	15.2%	13.5%
Small	28.8%	32.7%
Medium	31.1%	30.7%
Large	16.3%	15.2%
Very large	8.6%	7.9%
n=	1,404	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	
	Count	Sample percentage	Count	Sample percentage
Collections management/care	1,099	78.6%	478	34.4%
Conservation	562	40.2%	168	12.1%
Administration (staff level)	526	37.6%	165	11.9%
Archives management	564	40.3%	125	9.0%
Registration	489	35.0%	98	7.1%
Curation	518	37.1%	78	5.6%
Librarian	245	17.5%	55	4.0%
Education	371	26.5%	39	2.8%
Research	612	43.8%	36	2.6%
Records management	545	39.0%	25	1.8%
Administration (board-level)	114	8.2%	21	1.5%
Site/facilities management	348	24.9%	16	1.2%
Historic preservation	315	22.5%	15	1.1%
Development	208	14.9%	11	0.8%
Staff/volunteer training	466	33.3%	2	0.1%
Other (1)	128	9.2%	58	4.2%
n=	1,398		1,390	

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

1 = the “other” responses are: (values in { } are the number of identical mentions)

- Advising.
- Advising custodians of collections.
- Advisor in the above areas, not practitioner.
- Advisory services.
- Advisory services and site visits.
- All the above.
- Archaeologist.
- Archival processing.
- Building rehabilitation projects.
- Capacity building for museums and cultural organizations.
- Cataloging.
- Circulation.
- Communications/marketing.
- Community engagement.
- Composing articles for organization journal, digital asset management, arrangement and description, grant applications, social media content.
- Consultant.
- Consulting. {3}
- Cultural Heritage Capture (digitization).
- Customer Service/ Selection of Fiction for the Branch.
- Database/metadata management.
- Design.
- Digital data management; Digitization; Workflow development and management.
- Digital photo documentation.
- Digital Preservation and digital processing/digitization.
- Digital preservation outreach.
- Digital preservation; environmental monitoring.
- Digitization.
- Digitization projects, electronic records.
- Digitization/metadata.
- Director and curator.
- Disaster restoration .
- Display and website design.
- Emergency management and preventive conservation.
- Emergency management/mitigation.
- Event and program management.
- Exhibit design and installation.
- Exhibit design, outreach.
- Exhibit development. {2}
- Exhibit development and installation.
- Exhibit development, installation and maintenance.
- Exhibit Fixture Design and Construction.
- Exhibition.
- Exhibition development.
- Exhibition installation & coordination.
- Exhibition Preparation.
- Exhibitions. {4}
- Exhibits. {2}
- Field services.
- Field Services Officer.
- Financial management (Bookkeeper).
- Govt agency that funds museums.
- Grant writing and management.
- Grant writing!
- Grant-funded loan program.
- Guard and information.
- Health and safety .
- I am the only part-time employee and have to try to do it all.
- I do it all & we have 36,000 sq. ft.
- I do it all = depends on what needs to be done.
- I'm a one person special collections librarian and archives shop inside a medium sized public library system.
- In a small house museum we clean, do mailings, implement programs etc.
- Loans.
- Marketing.
- Museum facilities design and/or renovation.
- NAGPRA.
- Off-site high density library.
- Only paid employee.
- Oral History.
- Outreach. {2}
- Oversight and direction of commissioning and collection.
- Pest management.
- Policy development.
- Preparator.
- Preventive conservation. {2}
- Program and Project Management.
- Program development.
- Program planning and execution.
- Program specific.
- Programming/Events.
- Project management. {2}
- Project manager.
- Property care.
- Provide training, resources, assistance for museums.
- Public outreach.
- Public Services/Outreach.
- Records processing/description/preservation.
- Reference. {2}
- Reference and instruction.
- Reference services.
- Reference services, appraisal and accessioning.
- Reference; donor relations.
- Repatriation. {2}
- Rights & Reproductions.
- Safety/Emergency Response.
- Security.
- Security, loans, exhibits.
- Site security, tours, making faux food displays, livestock care.
- Social media. {2}
- Social media & marketing.
- Social media and outreach.
- Specimen preparation, preventive conservation.
- Specimen preparation, specimen collection.
- Supplemental Instruction in classes.
- Teaching.
- Technology.
- Transcriptionist .
- Vertebrate Paleontology Preparation.
- Visitor services. {2}
- Volunteer coordination; policy development.
- Wear lots of hats in this small museum with small staff.
- Website/social media.
- Work with College Interns and their professor.
- Writing.
- XR collection development.

*Data sorted by primary responsibility  
area/field for 2021 data.*

	All significant areas/fields		Primary responsibility area/field	
	2021	2018	2021	2018
Collections management/care	78.6%	N/A	34.4%	N/A
Conservation	40.2%	37.1%	12.1%	7.6%
Administration (staff level)	37.6%	39.2%	11.9%	11.0%
Archives management	40.3%	44.7%	9.0%	10.4%
Registration	35.0%	38.0%	7.1%	7.3%
Curation	37.1%	40.0%	5.6%	5.8%
Librarian	17.5%	19.4%	4.0%	4.4%
Education	26.5%	27.9%	2.8%	3.2%
Research	43.8%	47.2%	2.6%	2.0%
Records management	39.0%	41.8%	1.8%	1.8%
Administration (board-level)	8.2%	8.5%	1.5%	2.4%
Site/facilities management	24.9%	24.1%	1.2%	0.6%
Historic preservation	22.5%	21.8%	1.1%	1.0%
Development	14.9%	15.5%	0.8%	0.6%
Staff/volunteer training	33.3%	37.7%	0.1%	0.1%
Collections care	N/A	74.6%	N/A	8.1%
Collections management	N/A	73.4%	N/A	30.6%
Other	9.2%	7.3%	4.2%	2.9%
n=	1,398	1,575	1,390	1,570

N/A = choice not offered in the survey for that year.

## Primary responsibility by age

	Overall	< 31	31–40	41–55	> 55
Collections management/care	34.4%	46.1%	44.2%	29.6%	27.9%
Conservation	12.1%	12.2%	11.7%	13.9%	10.0%
Administration (staff level)	11.9%	5.2%	6.8%	13.3%	16.7%
Archives management	9.0%	5.2%	7.3%	9.7%	10.9%
Registration	7.1%	12.2%	10.0%	7.0%	3.0%
Curation	5.6%	7.0%	5.1%	6.2%	5.0%
Librarian	4.0%	0.0%	1.9%	4.2%	6.7%
Education	2.8%	2.6%	1.9%	4.0%	2.2%
Research	2.6%	3.5%	1.9%	1.6%	4.2%
Records management	1.8%	1.7%	1.1%	2.0%	2.2%
Administration (board-level)	1.5%	0.0%	0.0%	0.6%	4.5%
Site/facilities management	1.2%	0.0%	0.8%	2.2%	0.5%
Historic preservation	1.1%	0.0%	0.8%	1.2%	1.5%
Development	0.8%	0.9%	1.1%	0.8%	0.5%
Staff/volunteer training	0.1%	0.0%	0.3%	0.2%	0.0%
Other	4.2%	3.5%	5.1%	3.4%	4.2%
n=	1,390	115	369	497	402

## Primary responsibility by experience

	Overall	<6 years	6–10 years	11–20 years	>20 years
Collections management/care	34.4%	41.4%	39.2%	32.7%	30.6%
Conservation	12.1%	10.3%	11.6%	11.7%	13.5%
Administration (staff level)	11.9%	8.3%	8.2%	10.5%	17.1%
Archives management	9.0%	9.7%	9.2%	10.7%	6.6%
Registration	7.1%	5.5%	8.9%	7.6%	5.7%
Curation	5.6%	6.2%	4.1%	5.7%	6.4%
Librarian	4.0%	2.1%	2.7%	4.5%	4.8%
Education	2.8%	1.4%	2.0%	2.5%	4.1%
Research	2.6%	2.8%	3.1%	1.9%	3.0%
Records management	1.8%	2.1%	2.4%	1.9%	1.1%
Administration (board-level)	1.5%	1.4%	1.0%	1.4%	2.1%
Site/facilities management	1.2%	1.4%	2.0%	1.2%	0.5%
Historic preservation	1.1%	0.7%	0.3%	1.2%	1.6%
Development	0.8%	1.4%	0.7%	1.0%	0.5%
Staff/volunteer training	0.1%	0.0%	0.0%	0.2%	0.2%
Other	4.2%	5.5%	4.4%	5.3%	2.3%
n=	1,390	145	293	513	438

## Primary responsibility by setting

	Overall	Museum/ Hist. Soc.	Library	Archive	Private Practice/ RCL	All others
Collections management/care	34.4%	43.7%	18.2%	18.5%	17.9%	28.3%
Conservation	12.1%	7.7%	13.9%	9.6%	54.7%	9.9%
Administration (staff level)	11.9%	11.9%	18.8%	7.0%	3.2%	14.5%
Archives management	9.0%	3.5%	8.5%	44.6%	2.1%	6.6%
Registration	7.1%	10.5%	0.0%	2.5%	5.3%	2.0%
Curation	5.6%	7.9%	1.2%	2.5%	1.1%	3.9%
Librarian	4.0%	0.5%	30.3%	0.0%	0.0%	0.7%
Education	2.8%	2.4%	1.8%	0.0%	2.1%	9.2%
Research	2.6%	2.3%	3.0%	2.5%	1.1%	4.6%
Records management	1.8%	0.9%	0.6%	4.5%	1.1%	5.9%
Administration (board-level)	1.5%	2.3%	0.0%	0.0%	1.1%	0.7%
Site/facilities management	1.2%	1.6%	0.0%	0.6%	0.0%	1.3%
Historic preservation	1.1%	1.0%	0.0%	1.9%	2.1%	1.3%
Development	0.8%	0.7%	1.2%	0.6%	2.1%	0.0%
Staff/volunteer training	0.1%	0.1%	0.0%	0.0%	0.0%	0.7%
Other	4.2%	2.9%	2.4%	5.1%	6.3%	10.5%
n=	1,390	821	165	157	95	152

### Primary responsibility by institution size

	Overall	Very Small	Small	Medium	Large/ Very Large
Collections management/care	34.4%	29.0%	35.3%	38.9%	30.8%
Conservation	12.1%	15.7%	6.2%	10.5%	18.9%
Administration (staff level)	11.9%	15.7%	14.7%	9.1%	9.9%
Archives management	9.0%	11.4%	10.7%	9.3%	5.2%
Registration	7.1%	3.8%	5.7%	8.6%	8.4%
Curation	5.6%	3.3%	6.5%	6.8%	4.7%
Librarian	4.0%	3.3%	3.7%	3.7%	4.7%
Education	2.8%	1.9%	3.2%	2.8%	2.9%
Research	2.6%	3.3%	2.0%	2.8%	2.6%
Records management	1.8%	1.9%	1.2%	0.9%	3.5%
Administration (board-level)	1.5%	4.3%	2.7%	0.2%	0.0%
Site/facilities management	1.2%	1.4%	1.2%	0.9%	1.2%
Historic preservation	1.1%	1.0%	1.0%	0.7%	1.7%
Development	0.8%	1.0%	1.0%	0.7%	0.6%
Staff/volunteer training	0.1%	0.5%	0.0%	0.2%	0.0%
Other	4.2%	2.4%	4.7%	3.7%	4.9%
n=	1,390	210	402	429	344

**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?**

	<b>Count</b>	<b>Sample percentage</b>
Less than 1 year	11	0.7%
1-5 years	153	10.3%
6-10 years	308	20.7%
11-15 years	312	21.0%
16-20 years	221	14.9%
21-30 years	308	20.7%
More than 30 years	174	11.7%
Average	16.2 years	
n=	1,487	

Average computed from range midpoints

	<b>2021</b>	<b>2018</b>
Less than 1 year	0.7%	0.6%
1-5 years	10.3%	16.0%
6-10 years	20.7%	24.7%
11-15 years	21.0%	17.5%
16-20 years	14.9%	13.7%
21-30 years	20.7%	17.1%
More than 30 years	11.7%	10.4%
Average	16.2 years	14.7 years
n=	1,487	1,598

Average computed from range midpoints



## What is your age?

	Count	Sample percentage
Under 21	0	0.0%
21 to 25	22	1.5%
26 to 30	106	7.1%
31 to 35	176	11.8%
36 to 40	211	14.1%
41 to 45	165	11.0%
46 to 50	197	13.2%
51 to 55	161	10.8%
56 to 60	134	9.0%
61 to 65	135	9.0%
66 to 70	107	7.1%
71 or older	83	5.5%
Average	48.0 years	
n=	1,497	

Average computed from range midpoints.

	2021	2018
Under 21	0.0%	0.2%
21 to 25	1.5%	2.0%
26 to 30	7.1%	12.7%
31 to 35	11.8%	13.7%
36 to 40	14.1%	12.9%
41 to 45	11.0%	11.2%
46 to 50	13.2%	9.5%
51 to 55	10.8%	9.5%
56 to 60	9.0%	10.5%
61 to 65	9.0%	9.3%
66 to 70	7.1%	5.1%
71 or older	5.5%	3.4%
Average	48.0 years	45.7 years
n=	1,497	1,611

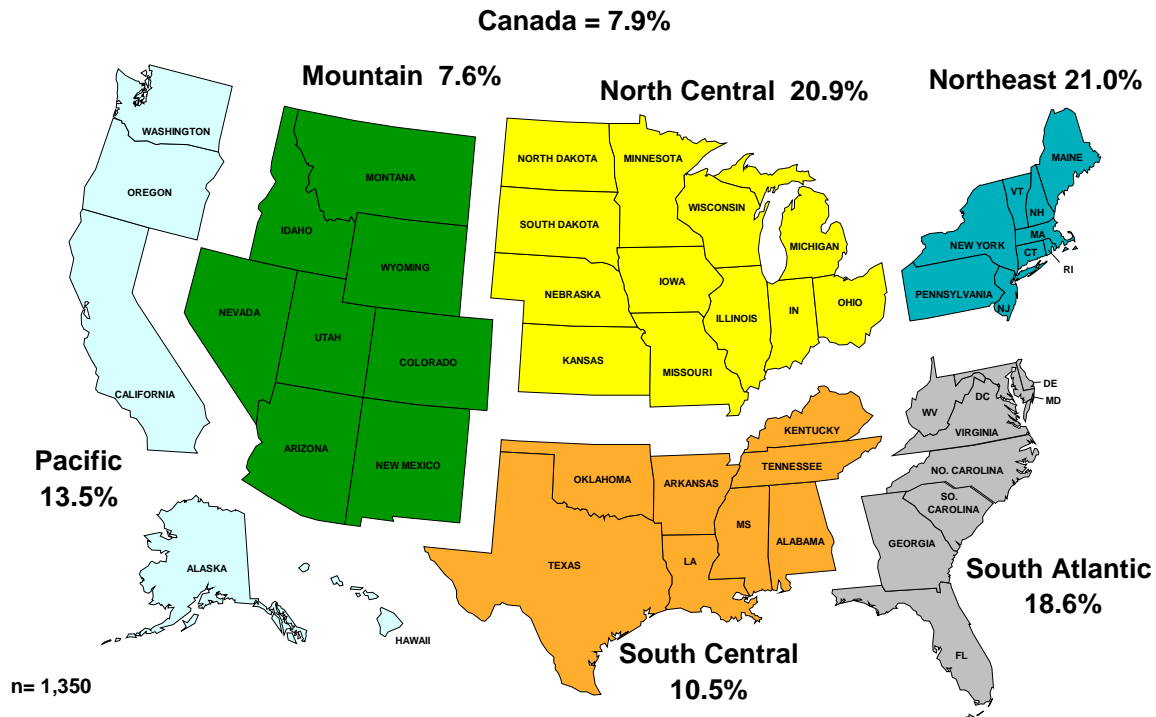
Please indicate the country where you are located. If you divide your time between more than one country, please select the one that you consider to be your "home base":

	Count	Sample percentage		Count	Sample percentage
United States	1,247	83.0%	Croatia	2	0.1%
Canada	109	7.3%	Guatemala	2	0.1%
Mexico	15	1.0%	Italy	2	0.1%
United Kingdom	15	1.0%	Jamaica	2	0.1%
Brazil	10	0.7%	Serbia	2	0.1%
Portugal	9	0.6%	Taiwan	2	0.1%
Spain	9	0.6%	Thailand	2	0.1%
Argentina	7	0.5%	Barbados	1	0.1%
Philippines	6	0.4%	Bulgaria	1	0.1%
New Zealand	5	0.3%	Denmark	1	0.1%
Australia	4	0.3%	Estonia	1	0.1%
Belize	4	0.3%	Hong Kong	1	0.1%
Germany	4	0.3%	Iceland	1	0.1%
Greece	4	0.3%	Indonesia	1	0.1%
Peru	4	0.3%	Ireland	1	0.1%
The Netherlands	4	0.3%	Lebanon	1	0.1%
France	3	0.2%	Nigeria	1	0.1%
India	3	0.2%	Palestine	1	0.1%
Israel	3	0.2%	Papua New Guinea	1	0.1%
Sweden	3	0.2%	Qatar	1	0.1%
Switzerland	3	0.2%	South Africa	1	0.1%
Trinidad & Tobago	3	0.2%	United Arab Emirates	1	0.1%
			n=	1,503	

	2021	2018
United States	83.0%	89.4%
Canada	7.3%	5.7%
Mexico	1.0%	0.2%
All other countries	8.7%	4.7%
n=	1,503	1,621

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

## US/Canada Regional Distribution



	2021	2018
Northeast	21.0%	21.5%
South Atlantic	18.6%	17.8%
North Central	20.9%	22.7%
South Central	10.5%	9.1%
Mountain	7.6%	9.6%
Pacific	13.5%	13.3%
Canada	7.9%	6.0%
n=	1,350	1,539

### Top represented states/provinces

	Count	Sample percentage		Count	Sample percentage
California	109	8.1%	Washington	36	2.7%
New York	91	6.7%	North Carolina	35	2.6%
Texas	71	5.3%	Indiana	34	2.5%
Pennsylvania	63	4.7%	District of Columbia	33	2.4%
Ontario	58	4.3%	Ohio	33	2.4%
Virginia	49	3.6%	Colorado	32	2.4%
Massachusetts	43	3.2%	Michigan	32	2.4%
Illinois	39	2.9%	Connecticut	31	2.3%
Maryland	37	2.7%	Florida	31	2.3%
Wisconsin	37	2.7%	n=	1,350	

All other states/provinces each account for 1.9% or less of the US/Canada sample.

## Awareness of Connecting to Collections 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	243	16.2%
I use it occasionally	697	46.5%
I've used it, but only rarely	341	22.7%
I've heard of it, but have never used it (1)	135	9.0%
I've never heard of it prior to this survey (1)	84	5.6%
n=	1,500	

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

	2021	2018
I use it regularly	16.2%	12.9%
I use it occasionally	46.5%	48.6%
I've used it, but only rarely	22.7%	24.6%
I've heard of it, but have never used it (1)	9.0%	8.6%
I've never heard of it prior to this survey (1)	5.6%	5.3%
n=	1,500	1,621

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

**Usage/awareness of the C2C  
Care online community**

		Regularly	Occasionally	Rarely	Heard of, never used	Never heard of	n=
<b>Overall</b>		<b>16.2%</b>	<b>46.5%</b>	<b>22.7%</b>	<b>9.0%</b>	<b>5.6%</b>	<b>1,500</b>
Age	<31	18.9%	40.9%	22.0%	12.6%	5.5%	127
	31–40	14.5%	51.0%	22.3%	7.8%	4.4%	386
	41–55	16.3%	48.7%	22.2%	7.9%	5.0%	522
	>55	16.8%	41.9%	23.8%	10.5%	7.0%	458
Experience	<6 years	17.2%	31.3%	24.5%	12.9%	14.1%	163
	6–10 years	14.3%	51.3%	21.1%	8.8%	4.5%	308
	11–20 years	13.2%	50.4%	24.1%	8.1%	4.3%	532
	>20 years	20.4%	44.6%	21.7%	8.8%	4.6%	480
Setting	Museum/Hist. Society	16.7%	49.1%	21.5%	8.0%	4.6%	820
	Library	13.7%	40.5%	25.0%	13.1%	7.7%	168
	Archive	12.3%	49.0%	23.9%	9.0%	5.8%	155
	Private Practice/RCL	19.8%	47.9%	19.8%	10.4%	2.1%	96
	All others	15.7%	43.1%	24.8%	9.2%	7.2%	153
Institution size	Very Small	16.0%	41.0%	23.6%	11.3%	8.0%	212
	Small	15.7%	48.1%	21.7%	9.0%	5.5%	401
	Medium	17.6%	50.6%	20.9%	8.4%	2.6%	431
	Large/Very Large	13.7%	46.2%	24.6%	8.8%	6.7%	342

## 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	55	42.0%
I don’t know how to use it	28	21.4%
Do not have the time to use it	26	19.8%
No particular reason	26	19.8%
Others in my organization use it and provide me with the information	8	6.1%
I prefer other sources of collections care information (1)	4	3.1%
It’s too complicated for my needs	3	2.3%
I do not have a need for collections care information	2	1.5%
The technology is too difficult or cumbersome to use	0	0.0%
Other (2)	18	13.7%
n=	131	

1 = Other sources are:

- Internal staff expertise.
- Iowa Museum Association Mentor/consultant from a private university.
- NEDCC, LOC, Image Permanence, textbooks/journals/library sources (print and digital).
- Regional colleagues/state museum association.

2 = The “other” responses are:

- Cost.
- Don't readily know where to find information.
- Haven't explored it enough to know what is on it.
- I am new to collections department and only recently discovered, but have perused the site.
- I only recently heard of it.
- I receive information via email and read information but budget will not allow attendance at events.
- I think I took one webinar once, but I have never actually explored the site to see what it does.
- I use the webinars. I do not use the forums.
- Lost the link and couldn't locate the site again.
- Much of the material covered is something I already know and teach to our state museums through the Iowa Conservation and Preservation Consortium.
- My awareness of its existence is too low. Its not in the back of my mind when a particular need arises.
- No communications from this group.
- Not much needed before, now I believe I have a need for.
- Not really aware of it.
- Only recently learned about it and have not had time to utilize yet.
- Other numerous tasks to attend to.
- Our collection is in art storage--stabilized, but not actively conserving right now.
- The Covid impacts on our attendance and revenue has reduced my employment from full time salaried to one day a week.

Reasons for non-usage by survey year	2021	2018
I forget about it	42.0%	55.0%
I don't know how to use it	21.4%	21.4%
Do not have the time to use it	19.8%	20.0%
No particular reason	19.8%	28.6%
Others in my organization use it and provide me with the information	6.1%	4.3%
I prefer other sources of collections care information	3.1%	N/A
It's too complicated for my needs	2.3%	0.0%
I do not have a need for collections care information	1.5%	1.4%
The technology is too difficult or cumbersome to use	0.0%	N/A
Other	13.7%	10.7%
No reason stated	N/A	0.7%
n=	131	140



## Reasons for non-usage

		Forget	Not know how	No time	No reason	Others use	Other sources	Complicated	No need	Other	n=
	<b>Overall</b>	<b>42.0%</b>	<b>21.4%</b>	<b>19.8%</b>	<b>19.8%</b>	<b>6.1%</b>	<b>3.1%</b>	<b>2.3%</b>	<b>1.5%</b>	<b>13.7%</b>	<b>131</b>
Age	<31	40.0%	26.7%	6.7%	26.7%	13.3%	0.0%	0.0%	0.0%	13.3%	15
	31–40	44.8%	24.1%	20.7%	20.7%	6.9%	3.4%	3.4%	0.0%	17.2%	29
	41–55	58.5%	19.5%	19.5%	14.6%	2.4%	4.9%	2.4%	2.4%	9.8%	41
	>55	26.1%	19.6%	23.9%	21.7%	6.5%	2.2%	2.2%	2.2%	15.2%	46
Experience	<6 years	25.0%	25.0%	10.0%	20.0%	15.0%	0.0%	5.0%	0.0%	25.0%	20
	6–10 years	33.3%	25.9%	18.5%	33.3%	7.4%	0.0%	0.0%	0.0%	7.4%	27
	11–20 years	54.8%	19.0%	26.2%	11.9%	4.8%	7.1%	2.4%	0.0%	11.9%	42
	>20 years	45.0%	20.0%	20.0%	17.5%	2.5%	2.5%	2.5%	5.0%	12.5%	40
Setting	Museum/Hist. Society	50.0%	20.3%	18.8%	14.1%	7.8%	4.7%	3.1%	0.0%	15.6%	64
	Library	23.8%	23.8%	14.3%	38.1%	4.8%	4.8%	0.0%	4.8%	19.0%	21
	Archive	42.9%	14.3%	35.7%	21.4%	7.1%	0.0%	0.0%	0.0%	7.1%	14
	Private Practice/RCL	20.0%	20.0%	20.0%	20.0%	0.0%	0.0%	10.0%	10.0%	10.0%	10
	All others	61.5%	30.8%	23.1%	7.7%	7.7%	0.0%	0.0%	0.0%	7.7%	13
Institution size	Very Small	29.2%	16.7%	20.8%	20.8%	0.0%	0.0%	0.0%	4.2%	25.0%	24
	Small	44.1%	20.6%	17.6%	20.6%	11.8%	2.9%	5.9%	0.0%	5.9%	34
	Medium	45.7%	22.9%	25.7%	20.0%	5.7%	5.7%	2.9%	2.9%	11.4%	35
	Large/ Very Large	51.7%	24.1%	17.2%	13.8%	6.9%	3.4%	0.0%	0.0%	17.2%	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, want information	95	73.1%	61	72.6%
No	35	26.9%	23	27.4%
	n= 130		n= 84	

- Of the 156 respondents who indicated they would like to receive more information, 151 (96.8%) provided their contact information (name and email address).

	Heard of, never used		Never heard of	
	2021	2018	2021	2018
Yes, want information	73.1%	74.1%	72.6%	82.1%
No	26.9%	25.9%	27.4%	17.9%
	n= 130	139	84	84

## Overarching Opinions of Connecting to Collections 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	189	14.8%
It is an important tool	779	61.0%
It is worthwhile, but other tools offer more value/benefits	113	8.8%
It offers only a little value	32	2.5%
It has no value for me	4	0.3%
I have not used it enough to have an opinion of its value	160	12.5%
Average score	4.00	
n=	1,277	

Average score is based on a 1-to-5 scale where 5 is “essential tool” and 1 is “no value.” “No opinion” responses are omitted from average score calculations.

	2021	2018
It is an essential tool	14.8%	10.5%
It is an important tool	61.0%	59.4%
It is worthwhile, but other tools offer more value/benefits	8.8%	12.3%
It offers only a little value	2.5%	2.4%
It has no value for me	0.3%	0.2%
I have not used it enough to have an opinion of its value	12.5%	15.2%
Average score	4.00	3.91
n=	1,277	1,395

Average score is based on a 1-to-5 scale where 5 is “essential tool” and 1 is “no value.” “No opinion” responses are omitted from average score calculations.

Perceived value of C2C Care		Essential	Important	Worth- while	Little value	No value	No opinion	Average score	n=
<b>Overall</b>		<b>14.8%</b>	<b>61.0%</b>	<b>8.8%</b>	<b>2.5%</b>	<b>0.3%</b>	<b>12.5%</b>	<b>4.00</b>	<b>1,277</b>
Age	<31	17.3%	62.5%	9.6%	0.0%	0.0%	10.6%	4.09	104
	31–40	14.5%	61.8%	9.5%	2.7%	0.3%	11.2%	3.99	338
	41–55	14.6%	59.6%	9.5%	3.1%	0.4%	12.8%	3.97	453
	>55	14.6%	62.2%	6.9%	2.1%	0.3%	14.0%	4.03	378
Experience	<6 years	19.3%	52.1%	6.7%	3.4%	0.0%	18.5%	4.04	119
	6–10 years	15.4%	60.3%	9.4%	1.5%	0.4%	13.1%	4.02	267
	11–20 years	13.5%	61.1%	10.3%	2.6%	0.4%	12.0%	3.96	465
	>20 years	14.8%	63.2%	7.7%	2.9%	0.2%	11.1%	4.01	413
Setting	Museum/Hist. Society	15.0%	62.4%	9.7%	1.8%	0.3%	10.8%	4.01	713
	Library	15.0%	54.9%	8.3%	3.0%	1.5%	17.3%	3.95	133
	Archive	11.4%	62.1%	7.6%	4.5%	0.0%	14.4%	3.94	132
	Private Practice/RCL	19.0%	53.6%	10.7%	6.0%	0.0%	10.7%	3.96	84
	All others	12.6%	59.1%	9.4%	3.1%	0.0%	15.7%	3.96	127
Institution size	Very Small	17.5%	56.1%	8.2%	2.9%	0.6%	14.6%	4.02	171
	Small	17.0%	62.6%	7.0%	1.2%	0.0%	12.3%	4.09	342
	Medium	14.4%	59.3%	10.7%	3.4%	0.3%	12.0%	3.96	383
	Large/Very Large	10.5%	62.4%	11.1%	3.5%	0.7%	11.8%	3.89	287

Average score is based on a 1-to-5 scale where 5 is “essential tool” and 1 is “no value.” “No opinion” responses are omitted from average score calculations.

**Perceived value of C2C Care, average score by survey year**

		Average score, 2021	Average score, 2018	Variance
<b>Overall</b>		<b>4.00</b>	<b>3.91</b>	<b>0.09</b>
Age	<31	4.09	3.94	0.15
	31–40	3.99	3.89	0.10
	41–55	3.97	3.91	0.06
	>55	4.03	3.92	0.11
Experience	<6 years	4.04	3.95	0.09
	6–10 years	4.02	3.94	0.08
	11–20 years	3.96	3.88	0.08
	>20 years	4.01	3.92	0.09
Setting	Museum/Hist. Society	4.01	3.94	0.07
	Library	3.95	3.90	0.05
	Archive	3.94	3.85	0.09
	Private Practice/RCL	3.96	3.87	0.09
	All others	3.96	3.86	0.10
Institution size	Very Small	4.02	3.93	0.09
	Small	4.09	3.98	0.11
	Medium	3.96	3.90	0.06
	Large/Very Large	3.89	3.83	0.06

Average score is based on a 1-to-5 scale where 5 is “essential tool” and 1 is “no value.” “No opinion” responses are omitted from average score calculations.

**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	792	74.0%
It has informed collections care policies at my organization	554	51.8%
It has helped me better understand my job/field	498	46.5%
It has helped soften the impact of limited resources of my organization for professional development fees and travel	438	40.9%
A practice/procedure at my organization has been modified based on information from Connecting to Collections Care	401	37.5%
It has helped to train staff at my organization	386	36.1%
It has helped me/my organization approach collections care differently	362	33.8%
I/we received an answer to a specific question through Connecting to Collections Care	353	33.0%
It has provided me with a healthy break from my work routine	332	31.0%
It has facilitated networking with allied professionals	281	26.3%
It has helped to train volunteers at my organization	199	18.6%
It has helped foster a sense of community among allied professionals	194	18.1%
It has sparked greater interest of collections care within my organization	181	16.9%
It has helped our Board better understand the importance of collections care	69	6.4%
It has helped foster a sense of community among our staff and volunteers	61	5.7%
Other (1)	43	4.0%
No benefits have been gained from the Connecting to Collections Care program	6	0.6%
n=	1,070	

1 = The "other" responses consist of:

- Benefits I didn't check sound like ones I should consider for the future. Thanks for the suggestions.
- Collections staff have gained knowledge through the program, but the organization as a whole is unaware of the program.
- Communicating and offering resources to the public.
- Covid-era info is valuable.
- Enjoy acting as an advisor to others in my area of expertise.
- Given me access to trained professionals so I can ask specific how-to and what-do-I-use questions.
- Good practice examples for clients.
- Has impact on development and grant requests.
- Helped clarify matters specific to registration and collections care practices.

*Continued on following page.*

- I am more on the giving end than the receiving (I participate as a conservator and preventive conservation professional).
- I do collections and facilities assessments for the state museum association at small historical societies. I regularly recommend your programs to them as a way of training, engaging a professionalizing their volunteer staffs.
- I have used your resources to teach undergraduate students.
- I learned about disaster prevention and caring for photographs.
- I like the idea of showing the webinars to non-conservation staff at our institution.
- Impact of professional development at low cost and Online is a tremendous value!!!!!!
- In the past I have received a certificate for attending the trainings.
- It alerts me to useful webinars/events.
- It as broadened our footprint, and built interest in our collection within our larger community.
- It has been used to train students in a college-level course.
- It has helped find answers to collections care questions in a pinch.
- It has helped me understand other jobs/fields better.
- It has helped the institutions my organization is working with in improving their collections.
- It has helped us communicate with our clients on certain topics, overcoming some of the communications-related challenges we have as a gov. institution.
- It has informed policy and practice recommendations for small museums I consult with.
- It has reinforced policy that we currently have in place.
- It helps me train others in the field .
- It is a reliable place I can send people who have collections and conservation questions that I cannot answer.
- It is a resource of sound practices and information. It is comforting to know it is there when I need it.
- It is informative & a good training tool for my students.
- It is one of the greatest educational tools!!
- Knowledge about specific collections issues that are outside of my training and speciality.
- My main job was site security, but CtoC gave me a chance join the large cadre of volunteers and better assist the curatorial and other staff at our historic site.
- Preparation for big projects (seeing how others in the field have done things).
- Provided me with vocabulary and understanding for writing grants.
- Provided post-Master's degree continuing education often not available at an academic institution.
- Provides a resource for heritage institutions and individuals without a conservator connection.
- See note on item 12. Have seen many of these in clients' usage of the CC2C program.
- Sharing the practice and information of heritage, which is for beneficial for all of us, in the end.
- Specific information was provided when I really needed it - actionable information.
- The resources to other resources in the notes/slides section is also incredibly useful.
- We are hoping to broaden our search for participants in our tours to persons onboard cruise ships which stopover a few days within walking distance of our fort.
- We have no money for me to do paid conferences so this helps.
- We received a collection of books on preservation and collections care.

Benefits gained by survey year	2021	2018
It has helped support professional development for me/my organization	74.0%	72.5%
It has informed collections care policies at my organization	51.8%	52.2%
It has helped me better understand my job/field	46.5%	44.1%
It has helped soften the impact of limited resources of my organization for professional development fees and travel	40.9%	43.0%
A practice/procedure at my organization has been modified based on information from Connecting to Collections Care	37.5%	37.3%
It has helped to train staff at my organization	36.1%	37.2%
It has helped me/my organization approach collections care differently	33.8%	31.5%
I/we received an answer to a specific question through Connecting to Collections Care	33.0%	31.3%
It has given me with a healthy break from my work routine (1)	31.0%	20.3%
It has facilitated networking with allied professionals	26.3%	22.7%
It has helped to train volunteers at my organization	18.6%	19.2%
It has helped foster a sense of community among allied professionals	18.1%	14.8%
It has sparked greater interest of collections care within my organization	16.9%	18.4%
It has helped our Board better understand the importance of collections care	6.4%	N/A
It has helped foster a sense of community among our staff and volunteers	5.7%	7.7%
It has helped our Board better understand the complexities of our institution and mission	N/A	5.9%
Other	4.0%	2.7%
No benefits have been gained	0.6%	0.4%
n=	1,070	1,133

1 = Listed as “It has given me the opportunity to escape my daily tasks” in the 2018 survey.

N/A = choice not offered in the survey for that year.



<b>Benefits gained by age</b>	<b>Overall</b>	<b>&lt; 31</b>	<b>31–40</b>	<b>41–55</b>	<b>&gt; 55</b>
It has helped support professional development for me/my organization	74.0%	82.0%	83.1%	74.9%	62.7%
It has informed collections care policies at my organization	51.8%	52.8%	50.3%	48.0%	57.6%
It has helped me better understand my job/field	46.5%	64.0%	50.7%	42.1%	43.3%
It has helped soften the impact of limited resources of my organization for professional development fees and travel	40.9%	42.7%	41.0%	42.4%	38.9%
A practice/procedure at my organization has been modified based on information from Connecting to Collections Care	37.5%	32.6%	39.7%	36.5%	38.2%
It has helped to train staff at my organization	36.1%	33.7%	39.7%	36.8%	32.5%
It has helped me/my organization approach collections care differently	33.8%	44.9%	30.0%	32.8%	35.4%
I/we received an answer to a specific question through Connecting to Collections Care	33.0%	24.7%	30.0%	34.7%	36.0%
It has provided me with a healthy break from my work routine	31.0%	44.9%	37.2%	28.0%	24.8%
It has facilitated networking with allied professionals	26.3%	25.8%	19.3%	27.7%	31.2%
It has helped to train volunteers at my organization	18.6%	19.1%	17.6%	18.7%	19.1%
It has helped foster a sense of community among allied professionals	18.1%	13.5%	16.6%	15.7%	23.9%
It has sparked greater interest of collections care within my organization	16.9%	21.3%	13.8%	15.5%	20.4%
It has helped our Board better understand the importance of collections care	6.4%	6.7%	5.2%	5.1%	9.2%
It has helped foster a sense of community among our staff and volunteers	5.7%	3.4%	5.5%	5.3%	7.0%
Other	4.0%	0.0%	2.1%	3.5%	7.3%
No benefits have been gained from the Connecting to Collections Care program	0.6%	0.0%	0.7%	0.3%	1.0%
n=	1,070	89	290	375	314

<b>Benefits gained by experience</b>	<b>Overall</b>	<b>&lt;6 years</b>	<b>6–10 years</b>	<b>11–20 years</b>	<b>&gt;20 years</b>
It has helped support professional development for me/my organization	74.0%	79.6%	80.7%	72.8%	69.0%
It has informed collections care policies at my organization	51.8%	50.5%	52.9%	50.8%	53.7%
It has helped me better understand my job/field	46.5%	64.5%	57.0%	44.7%	35.6%
It has helped soften the impact of limited resources of my organization for professional development fees and travel	40.9%	36.6%	39.9%	41.9%	42.0%
A practice/procedure at my organization has been modified based on information from Connecting to Collections Care	37.5%	32.3%	39.9%	40.9%	34.5%
It has helped to train staff at my organization	36.1%	26.9%	34.5%	34.8%	42.0%
It has helped me/my organization approach collections care differently	33.8%	34.4%	39.9%	34.3%	28.2%
I/we received an answer to a specific question through Connecting to Collections Care	33.0%	23.7%	29.6%	34.3%	36.2%
It has provided me with a healthy break from my work routine	31.0%	30.1%	33.2%	33.5%	27.0%
It has facilitated networking with allied professionals	26.3%	23.7%	22.4%	25.6%	30.5%
It has helped to train volunteers at my organization	18.6%	15.1%	18.8%	18.8%	19.8%
It has helped foster a sense of community among allied professionals	18.1%	11.8%	16.1%	15.0%	25.0%
It has sparked greater interest of collections care within my organization	16.9%	17.2%	17.9%	16.5%	16.4%
It has helped our Board better understand the importance of collections care	6.4%	5.4%	7.2%	5.8%	6.6%
It has helped foster a sense of community among our staff and volunteers	5.7%	4.3%	4.5%	5.1%	7.5%
Other	4.0%	1.1%	3.6%	3.8%	5.5%
No benefits have been gained from the Connecting to Collections Care program	0.6%	0.0%	0.0%	0.5%	1.1%
n=	1,070	93	223	394	348

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	74.0%	76.3%	79.8%	72.5%	62.2%	65.7%
It has informed collections care policies at my organization	51.8%	56.2%	57.7%	53.2%	31.1%	37.4%
It has helped me better understand my job/field	46.5%	45.3%	55.8%	55.0%	29.7%	40.4%
It has helped soften the impact of limited resources of my organization for professional development fees and travel	40.9%	43.5%	40.4%	47.7%	18.9%	37.4%
A practice/procedure at my organization has been modified based on information from Connecting to Collections Care	37.5%	41.8%	33.7%	33.0%	24.3%	36.4%
It has helped to train staff at my organization	36.1%	38.2%	41.3%	36.7%	23.0%	34.3%
It has helped me/my organization approach collections care differently	33.8%	34.2%	35.6%	33.9%	21.6%	31.3%
I/we received an answer to a specific question through Connecting to Collections Care	33.0%	33.8%	31.7%	27.5%	40.5%	28.3%
It has provided me with a healthy break from my work routine	31.0%	33.2%	29.8%	31.2%	20.3%	29.3%
It has facilitated networking with allied professionals	26.3%	24.3%	26.9%	16.5%	36.5%	28.3%
It has helped to train volunteers at my organization	18.6%	23.2%	10.6%	11.9%	6.8%	17.2%
It has helped foster a sense of community among allied professionals	18.1%	16.7%	17.3%	14.7%	27.0%	18.2%
It has sparked greater interest of collections care within my organization	16.9%	18.8%	22.1%	11.9%	8.1%	10.1%
It has helped our Board better understand the importance of collections care	6.4%	6.9%	4.8%	7.3%	4.1%	2.0%
It has helped foster a sense of community among our staff and volunteers	5.7%	6.5%	4.8%	2.8%	4.1%	2.0%
Other	4.0%	2.5%	3.8%	5.5%	12.2%	5.1%
No benefits have been gained from the Connecting to Collections Care program	0.6%	0.7%	0.0%	0.9%	0.0%	1.0%
n=	1,070	612	104	109	74	99

Benefits gained by institution size	Overall	Large/ Very Large			
		Very Small	Small	Medium	Very Large
It has helped support professional development for me/my organization	74.0%	59.6%	75.8%	77.8%	75.3%
It has informed collections care policies at my organization	51.8%	58.2%	53.2%	54.6%	43.8%
It has helped me better understand my job/field	46.5%	39.7%	43.0%	49.1%	49.4%
It has helped soften the impact of limited resources of my organization for professional development fees and travel	40.9%	34.8%	50.5%	41.7%	33.2%
A practice/procedure at my organization has been modified based on information from Connecting to Collections Care	37.5%	44.7%	45.4%	35.5%	29.4%
It has helped to train staff at my organization	36.1%	28.4%	37.2%	40.7%	36.2%
It has helped me/my organization approach collections care differently	33.8%	41.1%	34.8%	32.1%	28.1%
I/we received an answer to a specific question through Connecting to Collections Care	33.0%	36.2%	37.2%	34.0%	23.8%
It has provided me with a healthy break from my work routine	31.0%	31.2%	31.4%	29.0%	34.5%
It has facilitated networking with allied professionals	26.3%	19.1%	25.6%	23.1%	30.2%
It has helped to train volunteers at my organization	18.6%	19.9%	22.9%	19.4%	12.8%
It has helped foster a sense of community among allied professionals	18.1%	17.0%	16.0%	18.2%	18.7%
It has sparked greater interest of collections care within my organization	16.9%	17.7%	21.2%	14.2%	14.5%
It has helped our Board better understand the importance of collections care	6.4%	8.5%	6.5%	5.6%	4.7%
It has helped foster a sense of community among our staff and volunteers	5.7%	4.3%	5.5%	5.2%	6.0%
Other	4.0%	5.0%	5.8%	2.5%	2.1%
No benefits have been gained from the Connecting to Collections Care program	0.6%	0.0%	0.7%	0.9%	0.4%
n=	1,070	141	293	324	235

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	77.2%	15.9%	3.1%	0.0%	0.5%	3.3%	4.75
It is easy to use	49.2%	32.0%	9.5%	1.9%	0.7%	6.6%	4.36
It is easy to find the information I need	34.8%	39.6%	14.0%	2.7%	0.9%	8.0%	4.14
It fills a need that is not met elsewhere	39.6%	35.2%	15.8%	1.7%	0.5%	7.2%	4.20

n=1,231

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.

Condensed response range	Agree	Neutral	Disagree	No opinion	Average score
It is a trusted source of collections care information	93.1%	3.1%	0.5%	3.3%	4.75
It is easy to use	81.2%	9.5%	2.7%	6.6%	4.36
It is easy to find the information I need	74.4%	14.0%	3.6%	8.0%	4.14
It fills a need that is not met elsewhere	74.8%	15.8%	2.2%	7.2%	4.20

n=1,231

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.

	2021		2018	
	Agree	Average score	Agree	Average score
It is a trusted source of collections care information	93.1%	4.75	92.2%	4.67
It is easy to use	81.2%	4.36	81.7%	4.40
It is easy to find the information I need	74.4%	4.14	74.5%	4.16
It fills a need that is not met elsewhere	74.8%	4.20	73.3%	4.15
n=	1,231		1,327	

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 a trusted source of collections care information

		Agree	Neutral	Disagree	No opinion	Average score	n=
<b>Overall</b>		<b>93.1%</b>	<b>3.1%</b>	<b>0.5%</b>	<b>3.3%</b>	<b>4.75</b>	<b>1,231</b>
Age	<31	94.0%	1.0%	1.0%	4.0%	4.77	100
	31–40	95.7%	2.7%	0.3%	1.2%	4.76	328
	41–55	92.0%	4.4%	0.9%	2.8%	4.69	435
	>55	91.8%	2.5%	0.0%	5.7%	4.81	366
Experience	<6 years	92.1%	1.8%	0.0%	6.1%	4.82	114
	6–10 years	93.0%	2.3%	0.4%	4.3%	4.77	258
	11–20 years	93.8%	3.5%	0.7%	2.0%	4.71	451
	>20 years	92.4%	3.5%	0.5%	3.5%	4.76	395
Setting	Museum/Hist. Society	94.5%	2.0%	0.6%	2.9%	4.78	692
	Library	91.6%	4.6%	0.0%	3.8%	4.71	131
	Archive	89.8%	4.7%	0.8%	4.7%	4.68	127
	Private Practice/RCL	96.3%	2.5%	0.0%	1.2%	4.71	81
	All others	87.2%	6.0%	0.9%	6.0%	4.65	117
Institution size	Very Small	94.0%	2.4%	0.0%	3.6%	4.73	167
	Small	95.2%	0.9%	0.3%	3.6%	4.83	335
	Medium	93.0%	3.5%	0.8%	2.7%	4.74	369
	Large/Very Large	89.7%	5.5%	0.7%	4.1%	4.67	271

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=
<b>Overall</b>		<b>81.2%</b>	<b>9.5%</b>	<b>2.7%</b>	<b>6.6%</b>	<b>4.36</b>	<b>1,231</b>
Age	<31	79.0%	14.0%	2.0%	5.0%	4.26	100
	31–40	82.3%	9.1%	3.4%	5.2%	4.33	328
	41–55	80.0%	10.6%	3.9%	5.5%	4.30	435
	>55	82.2%	7.4%	0.8%	9.6%	4.49	366
Experience	<6 years	78.1%	12.3%	1.8%	7.9%	4.34	114
	6–10 years	81.4%	9.3%	1.9%	7.4%	4.37	258
	11–20 years	81.6%	10.2%	3.3%	4.9%	4.33	451
	>20 years	81.5%	7.8%	2.8%	7.8%	4.39	395
Setting	Museum/Hist. Society	82.1%	8.4%	3.3%	6.2%	4.36	692
	Library	77.1%	12.2%	2.3%	8.4%	4.37	131
	Archive	85.8%	7.9%	1.6%	4.7%	4.40	127
	Private Practice/RCL	81.5%	11.1%	2.5%	4.9%	4.29	81
	All others	74.4%	13.6%	2.6%	9.4%	4.28	117
Institution size	Very Small	83.8%	7.2%	2.4%	6.6%	4.40	167
	Small	83.6%	7.8%	2.4%	6.3%	4.39	335
	Medium	79.4%	8.9%	3.8%	7.9%	4.35	369
	Large/Very Large	78.6%	14.0%	2.2%	5.2%	4.28	271

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=
<b>Overall</b>		<b>74.4%</b>	<b>14.0%</b>	<b>3.6%</b>	<b>8.0%</b>	<b>4.14</b>	<b>1,231</b>
Age	<31	74.0%	15.0%	6.0%	5.0%	4.03	100
	31–40	75.3%	14.0%	4.6%	6.1%	4.10	328
	41–55	72.9%	16.8%	3.9%	6.4%	4.09	435
	>55	75.4%	10.4%	1.6%	12.6%	4.27	366
Experience	<6 years	71.1%	14.9%	5.3%	8.8%	4.09	114
	6–10 years	76.7%	11.6%	3.1%	8.5%	4.19	258
	11–20 years	74.9%	15.7%	3.8%	5.5%	4.08	451
	>20 years	73.2%	12.9%	3.3%	10.6%	4.18	395
Setting	Museum/Hist. Society	75.3%	12.6%	4.5%	7.7%	4.12	692
	Library	72.5%	15.3%	2.3%	9.9%	4.20	131
	Archive	74.8%	15.7%	2.4%	7.1%	4.14	127
	Private Practice/RCL	71.6%	14.8%	4.9%	8.6%	3.99	81
	All others	70.1%	17.1%	2.6%	10.3%	4.12	117
Institution size	Very Small	76.0%	13.2%	3.0%	7.8%	4.10	167
	Small	79.7%	9.0%	3.0%	8.4%	4.22	335
	Medium	71.5%	14.4%	5.1%	8.9%	4.11	369
	Large/Very Large	69.4%	19.9%	3.3%	7.4%	4.05	271

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=
<b>Overall</b>		<b>74.8%</b>	<b>15.8%</b>	<b>2.2%</b>	<b>7.2%</b>	<b>4.20</b>	<b>1,231</b>
Age	<31	74.0%	18.0%	2.0%	6.0%	4.16	100
	31–40	74.4%	16.8%	3.0%	5.8%	4.17	328
	41–55	72.9%	17.2%	3.0%	6.9%	4.15	435
	>55	77.6%	12.6%	0.5%	9.3%	4.31	366
Experience	<6 years	76.3%	11.4%	2.6%	9.6%	4.31	114
	6–10 years	73.3%	18.2%	1.6%	7.0%	4.18	258
	11–20 years	74.7%	16.6%	2.9%	5.8%	4.16	451
	>20 years	75.7%	13.9%	1.8%	8.6%	4.26	395
Setting	Museum/Hist. Society	75.4%	14.7%	2.6%	7.2%	4.21	692
	Library	77.1%	16.0%	0.8%	6.1%	4.29	131
	Archive	70.9%	17.3%	3.1%	8.7%	4.13	127
	Private Practice/RCL	76.5%	14.8%	2.5%	6.2%	4.28	81
	All others	71.8%	17.1%	1.7%	9.4%	4.16	117
Institution size	Very Small	76.6%	14.4%	1.2%	7.8%	4.25	167
	Small	79.1%	11.6%	2.1%	7.2%	4.33	335
	Medium	74.5%	15.7%	1.9%	7.9%	4.17	369
	Large/Very Large	69.0%	20.3%	4.1%	6.6%	4.08	271

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.

Average score comparisons by survey year		Is a trusted source of collections care information			Is easy to use		
		2021	2018	Variance	2021	2018	Variance
<b>Overall</b>		<b>4.75</b>	<b>4.67</b>	<b>0.08</b>	<b>4.36</b>	<b>4.40</b>	<b>(0.04)</b>
Age	<31	4.77	4.70	0.07	4.26	4.40	(0.14)
	31–40	4.76	4.63	0.13	4.33	4.41	(0.08)
	41–55	4.69	4.69	0.00	4.30	4.38	(0.08)
	>55	4.81	4.69	0.12	4.49	4.41	0.08
Experience	<6 years	4.82	4.65	0.17	4.34	4.35	(0.01)
	6–10 years	4.77	4.61	0.16	4.37	4.37	0.00
	11–20 years	4.71	4.72	(0.01)	4.33	4.47	(0.14)
	>20 years	4.76	4.68	0.08	4.39	4.38	0.01
Setting	Museum/Hist. Society	4.78	4.71	0.07	4.36	4.44	(0.08)
	Library	4.71	4.69	0.02	4.37	4.43	(0.06)
	Archive	4.68	4.59	0.09	4.40	4.39	0.01
	Private Practice/RCL	4.71	4.66	0.05	4.29	4.42	(0.13)
	All others	4.65	4.60	0.05	4.28	4.27	0.01
Institution size	Very Small	4.73	4.64	0.09	4.40	4.29	0.11
	Small	4.83	4.72	0.11	4.39	4.46	(0.07)
	Medium	4.74	4.70	0.04	4.35	4.41	(0.06)
	Large/Very Large	4.67	4.62	0.05	4.28	4.42	(0.14)

All data are average scores. 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.

Average score comparisons by survey year		Is easy to find the information I need			It fills a need that is not met elsewhere		
		2021	2018	Variance	2021	2018	Variance
<b>Overall</b>		<b>4.14</b>	<b>4.16</b>	<b>(0.02)</b>	<b>4.20</b>	<b>4.15</b>	<b>0.05</b>
Age	<31	4.03	4.16	(0.13)	4.16	4.12	0.04
	31–40	4.10	4.13	(0.03)	4.17	4.10	0.07
	41–55	4.09	4.15	(0.06)	4.15	4.13	0.02
	>55	4.27	4.19	0.08	4.31	4.23	0.08
Experience	<6 years	4.09	4.13	(0.04)	4.31	4.14	0.17
	6–10 years	4.19	4.10	0.09	4.18	4.11	0.07
	11–20 years	4.08	4.21	(0.13)	4.16	4.15	0.01
	>20 years	4.18	4.16	0.02	4.26	4.19	0.07
Setting	Museum/Hist. Society	4.12	4.16	(0.04)	4.21	4.17	0.04
	Library	4.20	4.20	0.00	4.29	4.17	0.12
	Archive	4.14	4.17	(0.03)	4.13	4.13	0.00
	Private Practice/RCL	3.99	4.12	(0.13)	4.28	4.09	0.19
	All others	4.12	4.15	(0.03)	4.16	4.12	0.04
Institution size	Very Small	4.10	4.01	0.09	4.25	4.16	0.09
	Small	4.22	4.24	(0.02)	4.33	4.23	0.10
	Medium	4.11	4.18	(0.07)	4.17	4.13	0.04
	Large/Very Large	4.05	4.13	(0.08)	4.08	4.08	0.00

All data are average scores. 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.

## Community Discussion Forum Feedback

---

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

	Count	Sample percentage
Regularly	209	17.0%
Occasionally	290	23.6%
Rarely	369	30.0%
Never	362	29.4%
n=	1,230	

	2021	2018
Regularly	17.0%	3.6%
Occasionally	23.6%	20.0%
Rarely	30.0%	35.1%
Never	29.4%	41.3%
n=	1,230	1,328

Community Discussion Forum usage		Regularly	Occasionally	Rarely	Never	n=
Overall		17.0%	23.6%	30.0%	29.4%	1,230
Age	<31	14.1%	24.2%	33.3%	28.3%	99
	31–40	11.6%	22.9%	34.5%	31.1%	328
	41–55	18.4%	22.1%	28.0%	31.5%	435
	>55	20.8%	26.0%	27.6%	25.7%	366
Experience	<6 years	12.4%	23.9%	28.3%	35.4%	113
	6–10 years	12.4%	19.4%	35.3%	32.9%	258
	11–20 years	14.4%	24.6%	32.4%	28.6%	451
	>20 years	23.3%	25.1%	25.3%	26.3%	395
Setting	Museum/Hist. Society	16.5%	23.3%	30.2%	30.1%	692
	Library	16.0%	20.6%	30.5%	32.8%	131
	Archive	14.2%	16.5%	33.1%	36.2%	127
	Private Practice/RCL	24.7%	37.0%	19.8%	18.5%	81
	All others	14.5%	22.2%	35.0%	28.2%	117
Institution size	Very Small	16.2%	22.8%	26.9%	34.1%	167
	Small	14.3%	24.5%	32.5%	28.7%	335
	Medium	17.9%	21.4%	30.6%	30.1%	369
	Large/Very Large	17.3%	24.4%	29.9%	28.4%	271

## Why do you not use the Community Discussion Forum? (Check all that apply.)

	Count	Sample percentage
I was not aware of it	217	60.4%
I forget about it when I have questions	67	18.7%
No particular reason	36	10.0%
I seek answers to collections care questions elsewhere (1)	34	9.5%
I'm not sure what it can be used for	21	5.8%
I am embarrassed or uncomfortable with posting my questions publicly	12	3.3%
I don't have a need for the Community Discussion Forum	12	3.3%
I didn't want to create a user account on the site	11	3.1%
I needed an answer sooner than I thought I might get on the Community Discussion Forum	11	3.1%
The format was confusing	4	1.1%
Other (2)	20	5.6%
n=	359	

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

1 = The other sources are:

- ACWR, ARCC and archivist contacts.
- ARCS, CSAAM, books,.
- Book-arts\_L, Cool and Guild of BookWorkers.
- Colleagues.
- Colleagues, books.
- Colleagues, resources found on the Internet, and publications.
- CSAAM, ARCS.
- CS-AAM List serve.
- CSAAM listserv, FB groups for SEMC and NCMC members.
- CSAAM, MuseumL
- CSAAM's Listserv.
- Direct discussion with colleagues.
- Facebook and my state Museum Association; also the MRM.
- Facebook groups for Collections community related topics.
- Full-time, fully trained conservator on staff.
- I contact colleagues directly.
- I either ask specialist friends, search other specific websites, or look up the question as an individual search.
- I Google the problem and search for an answer there, or if I know they will have a resource I look to the white papers from Historic New England.
- I use ConsDist list.
- I use internet sites or call other museum specialists.
- Internet search, colleagues, professional organizations.
- Library of Congress, DPLA, Local History Services (part of Indiana Historical Society), personal network of Professional contacts developed over several decades.
- Local museums community.
- Local network of colleagues.
- Many but predominantly colleagues, literature.

*{Continued on following page}*

- Mostly colleagues, but also books, webinars, Conserve O Grams.
- Museum groups on Facebook and CS-AAM listserv.
- Other listervs, AAM guidelines, personal research.
- Search in local (Argentinian) databases and in the dialogue with colleagues I know personally, teachers and classmates. Online papers search like science direct.
- Supervisor .
- Sustainable Heritage Network, DHSPNY, various publications.
- Various online sources, networking contacts.

2 = The “other” responses are:

- Felt it would be repetitive of CSAAM listserv digest I already receive.
- Frankly too busy. I have too much on my plate to browse the forum.
- I am not an English native speaker.
- I don't have time. I am the only full-time staff and I have so much in my email inbox already.
- I have had difficulty accessing the forum; however, I am on the ListServe & receive emails nearly every day.
- I often use Facebook pages and/or my state Museum Association.
- I think there might be less discussion about Herbaria than the Herbaria list serv.
- I think there was a problem with my access to it several years ago, and it fell off my radar. It hadn't been essential enough before the problem for me to bother to work to fix the issue.
- I tried unsuccessfully to sign up.
- I wasn't aware of it, but I probably would search elsewhere first anyway.
- I'm not a member.
- I'm not sure I have access.
- I'm retired.
- It was not directly useful and there are too many online community forums within AIC to keep track of.
- My inbox overflows and I have to limit the number of things I subscribe to.
- My time is limited and I didn't want to spend the time keep up with the messages.
- Not really used to navigate forums. Direct search is easier for me.
- The information is more basic than I require.
- Time.
- When the time allows, the forum will draw my attention if pertinent to my current duties and projects.

Discussion Forum non-usage reasons by survey year	2021	2018
I was not aware of it	60.4%	64.8%
I forget about it when I have questions	18.7%	16.1%
No particular reason	10.0%	11.4%
I seek answers to collections care questions elsewhere	9.5%	13.2%
I'm not sure what it can be used for	5.8%	4.6%
I am embarrassed or uncomfortable with posting my questions publicly	3.3%	4.4%
I don't have a need for the Community Discussion Forum	3.3%	3.7%
I didn't want to create a user account on the site	3.1%	4.2%
I needed an answer sooner than I thought I might get on the Community Discussion Forum	3.1%	2.6%
The format was confusing	1.1%	1.6%
Other	5.6%	6.0%
n=	359	546



Forum non-usage reasons by age	Overall				
		< 31	31–40	41–55	> 55
I was not aware of it	60.4%	67.9%	63.7%	58.1%	58.7%
I forget about it when I have questions	18.7%	14.3%	21.6%	17.6%	18.5%
No particular reason	10.0%	10.7%	9.8%	11.0%	8.7%
I seek answers to collections care questions elsewhere	9.5%	10.7%	11.8%	7.4%	8.7%
I'm not sure what it can be used for	5.8%	7.1%	2.9%	3.7%	12.0%
I am embarrassed or uncomfortable with posting my questions publicly	3.3%	7.1%	3.9%	3.7%	1.1%
I don't have a need for the Community Discussion Forum	3.3%	3.6%	2.9%	3.7%	3.3%
I didn't want to create a user account on the site	3.1%	7.1%	2.9%	0.7%	5.4%
I needed an answer sooner than I thought I might get on the Community Discussion Forum	3.1%	10.7%	2.9%	2.2%	2.2%
The format was confusing	1.1%	0.0%	2.0%	0.7%	1.1%
Other	5.6%	0.0%	2.0%	6.6%	9.8%
n=	359	28	102	136	92

Forum non-usage reasons by experience	Overall				
		<6 years	6–10 years	11–20 years	>20 years
I was not aware of it	60.4%	75.0%	67.1%	58.1%	52.0%
I forget about it when I have questions	18.7%	5.0%	18.8%	18.6%	23.5%
No particular reason	10.0%	7.5%	5.9%	15.5%	7.8%
I seek answers to collections care questions elsewhere	9.5%	10.0%	11.8%	6.2%	10.8%
I'm not sure what it can be used for	5.8%	0.0%	8.2%	3.9%	8.8%
I am embarrassed or uncomfortable with posting my questions publicly	3.3%	7.5%	3.5%	2.3%	2.9%
I don't have a need for the Community Discussion Forum	3.3%	2.5%	2.4%	5.4%	2.0%
I didn't want to create a user account on the site	3.1%	2.5%	5.9%	2.3%	2.0%
I needed an answer sooner than I thought I might get on the Community Discussion Forum	3.1%	2.5%	5.9%	3.1%	1.0%
The format was confusing	1.1%	0.0%	2.4%	0.0%	2.0%
Other	5.6%	2.5%	2.4%	2.3%	12.7%
n=	359	40	85	129	102

Forum non-usage reasons by setting	Overall	Private Practice/ RCL				
		Museum/ Hist. Soc.	Library	Archive	RCL	All others
I was not aware of it	60.4%	57.3%	58.1%	78.3%	53.3%	60.6%
I forget about it when I have questions	18.7%	21.4%	25.6%	10.9%	13.3%	9.1%
No particular reason	10.0%	9.2%	14.0%	8.7%	6.7%	12.1%
I seek answers to collections care questions elsewhere	9.5%	9.7%	9.3%	6.5%	20.0%	9.1%
I'm not sure what it can be used for	5.8%	6.3%	4.7%	8.7%	0.0%	6.1%
I am embarrassed or uncomfortable with posting my questions publicly	3.3%	3.4%	7.0%	0.0%	6.7%	3.0%
I don't have a need for the Community Discussion Forum	3.3%	5.3%	0.0%	0.0%	6.7%	0.0%
I didn't want to create a user account on the site	3.1%	4.9%	2.3%	0.0%	0.0%	0.0%
I needed an answer sooner than I thought I might get on the Community Discussion Forum	3.1%	3.9%	0.0%	2.2%	13.3%	0.0%
The format was confusing	1.1%	1.5%	2.3%	0.0%	0.0%	0.0%
Other	5.6%	5.8%	2.3%	2.2%	6.7%	6.1%
n=	359	206	43	46	15	33

Forum non-usage reasons by institution size	Overall	Large/ Very Large			
		Very small	Small	Medium	Very Large
I was not aware of it	60.4%	69.6%	61.1%	57.7%	55.8%
I forget about it when I have questions	18.7%	17.9%	12.6%	22.5%	22.1%
No particular reason	10.0%	1.8%	14.7%	9.0%	11.7%
I seek answers to collections care questions elsewhere	9.5%	10.7%	10.5%	8.1%	10.4%
I'm not sure what it can be used for	5.8%	5.4%	5.3%	5.4%	9.1%
I am embarrassed or uncomfortable with posting my questions publicly	3.3%	5.4%	3.2%	2.7%	3.9%
I don't have a need for the Community Discussion Forum	3.3%	3.6%	4.2%	3.6%	2.6%
I didn't want to create a user account on the site	3.1%	5.4%	2.1%	4.5%	1.3%
I needed an answer sooner than I thought I might get on the Community Discussion Forum	3.1%	0.0%	3.2%	3.6%	5.2%
The format was confusing	1.1%	0.0%	1.1%	2.7%	0.0%
Other	5.6%	7.1%	5.3%	4.5%	3.9%
n=	359	56	95	111	77

## Have you ever posted a question to the Community Discussion Forum?

	Count	Sample percentage
Yes	156	18.0%
No	712	82.0%
n=	868	

	2021	2018
Yes	18.0%	16.8%
No	82.0%	83.2%
n=	868	780

		Yes	No	n=
	Overall	18.0%	82.0%	868
Age	<31	4.2%	95.8%	71
	31–40	18.1%	81.9%	226
	41–55	19.8%	80.2%	298
	>55	19.5%	80.5%	272
Experience	<6 years	9.6%	90.4%	73
	6–10 years	11.0%	89.0%	173
	11–20 years	18.6%	81.4%	322
	>20 years	23.7%	76.3%	291
Setting	Museum/Hist. Society	18.0%	82.0%	484
	Library	20.5%	79.5%	88
	Archive	16.0%	84.0%	81
	Private Practice/RCL	22.7%	77.3%	66
	All others	16.7%	83.3%	84
Institution size	Very Small	14.5%	85.5%	110
	Small	21.3%	78.7%	239
	Medium	20.2%	79.8%	258
	Large/Very Large	14.4%	85.6%	194
Forum usage frequency	Regularly	29.2%	70.8%	209
	Occasionally	22.8%	77.2%	290
	Rarely	7.9%	92.1%	369

**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	54.5%	35.7%	3.9%	5.8%	2.54
Knowing when a response was received	56.5%	31.2%	5.2%	7.1%	2.55
Receiving useful information	56.5%	34.4%	3.9%	5.2%	2.55

Sample limited to the respondents who indicated they have posted a question (n= 154). 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.

		Fully satisfied	Mostly satisfied	Not satisfied	No opinion	Average score
Overall ease of posting a question	2021	54.5%	35.7%	3.9%	5.8%	2.54
	2018	55.7%	35.1%	3.8%	5.3%	2.55
Knowing when a response was received	2021	56.5%	31.2%	5.2%	7.1%	2.55
	2018	41.2%	37.4%	9.2%	12.2%	2.37
Receiving useful information	2021	56.5%	34.4%	3.9%	5.2%	2.55
	2018	47.3%	38.9%	4.6%	9.2%	2.47

Sample limited to the respondents who indicated they have posted a question (n= 154). 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=
	<b>Overall</b>	<b>54.5%</b>	<b>35.7%</b>	<b>3.9%</b>	<b>5.8%</b>	<b>2.54</b>	<b>154</b>
Age	<31	<i>Insufficient data for tabulation</i>					3
	31–40	34.1%	43.9%	7.3%	14.6%	2.31	41
	41–55	59.6%	31.6%	5.3%	3.5%	2.56	57
	>55	64.2%	34.0%	0.0%	1.9%	2.65	53
Experience	<6 years	71.4%	28.6%	0.0%	0.0%	2.71	7
	6–10 years	26.3%	42.1%	15.8%	15.8%	2.13	19
	11–20 years	52.5%	39.0%	0.0%	8.5%	2.57	59
	>20 years	61.8%	32.4%	4.4%	1.5%	2.58	68
Setting	Museum/Hist. Society	44.8%	46.0%	5.7%	3.4%	2.40	87
	Library	66.7%	16.7%	0.0%	16.7%	2.80	18
	Archive	46.2%	23.1%	7.7%	23.1%	2.50	13
	Private Practice/RCL	53.8%	46.2%	0.0%	0.0%	2.54	13
	All others	85.7%	14.3%	0.0%	0.0%	2.86	14
Institution size	Very Small	62.5%	25.0%	12.5%	0.0%	2.50	16
	Small	56.9%	35.3%	2.0%	5.9%	2.58	51
	Medium	46.2%	46.2%	0.0%	7.7%	2.50	52
	Large/Very Large	50.0%	30.8%	11.5%	7.7%	2.42	26
Discussion Forum usage frequency	Regularly	70.5%	24.6%	1.6%	3.3%	2.71	61
	Occasionally	46.9%	48.4%	1.6%	3.1%	2.47	64
	Rarely	37.9%	31.0%	13.8%	17.2%	2.29	29

Sample limited to the respondents who indicated they have posted a question (n= 154). 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=
	<b>Overall</b>	<b>56.5%</b>	<b>31.2%</b>	<b>5.2%</b>	<b>7.1%</b>	<b>2.55</b>	<b>154</b>
Age	<31	<i>Insufficient data for tabulation</i>					3
	31–40	43.9%	34.1%	9.8%	12.2%	2.39	41
	41–55	57.9%	29.8%	7.0%	5.3%	2.54	57
	>55	62.3%	32.1%	0.0%	5.7%	2.66	53
Experience	<6 years	71.4%	28.6%	0.0%	0.0%	2.71	7
	6–10 years	31.6%	36.8%	15.8%	15.8%	2.19	19
	11–20 years	57.6%	32.2%	1.7%	8.5%	2.61	59
	>20 years	60.3%	29.4%	5.9%	4.4%	2.57	68
Setting	Museum/Hist. Society	51.7%	37.9%	6.9%	3.4%	2.46	87
	Library	55.6%	22.2%	0.0%	22.2%	2.71	18
	Archive	46.2%	23.1%	7.7%	23.1%	2.50	13
	Private Practice/RCL	76.9%	23.1%	0.0%	0.0%	2.77	13
	All others	78.6%	14.3%	7.1%	0.0%	2.71	14
Institution size	Very Small	68.8%	12.5%	18.8%	0.0%	2.50	16
	Small	60.8%	27.5%	2.0%	9.8%	2.65	51
	Medium	53.8%	40.4%	0.0%	5.8%	2.57	52
	Large/Very Large	46.2%	30.8%	15.4%	7.7%	2.33	26
Discussion Forum usage frequency	Regularly	72.1%	18.0%	4.9%	4.9%	2.71	61
	Occasionally	51.6%	42.2%	1.6%	4.7%	2.52	64
	Rarely	34.5%	34.5%	13.8%	17.2%	2.25	29

Sample limited to the respondents who indicated they have posted a question (n= 154). 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=
	<b>Overall</b>	<b>56.5%</b>	<b>34.4%</b>	<b>3.9%</b>	<b>5.2%</b>	<b>2.55</b>	<b>154</b>
Age	<31	<i>Insufficient data for tabulation</i>					3
	31–40	43.9%	39.0%	7.3%	9.8%	2.41	41
	41–55	61.4%	31.6%	5.3%	1.8%	2.57	57
	>55	58.5%	35.8%	0.0%	5.7%	2.62	53
Experience	<6 years	85.7%	14.3%	0.0%	0.0%	2.86	7
	6–10 years	31.6%	52.6%	10.5%	5.3%	2.22	19
	11–20 years	59.3%	28.8%	5.1%	6.8%	2.58	59
	>20 years	57.4%	36.8%	1.5%	4.4%	2.58	68
Setting	Museum/Hist. Society	48.3%	41.4%	6.9%	3.4%	2.43	87
	Library	61.1%	22.2%	0.0%	16.7%	2.73	18
	Archive	61.5%	30.8%	0.0%	7.7%	2.67	13
	Private Practice/RCL	76.9%	23.1%	0.0%	0.0%	2.77	13
	All others	78.6%	21.4%	0.0%	0.0%	2.79	14
Institution size	Very Small	56.3%	31.3%	12.5%	0.0%	2.44	16
	Small	68.6%	25.5%	0.0%	5.9%	2.73	51
	Medium	50.0%	40.4%	5.8%	3.8%	2.46	52
	Large/Very Large	46.2%	42.3%	3.8%	7.7%	2.46	26
Discussion Forum usage frequency	Regularly	73.8%	21.3%	0.0%	4.9%	2.78	61
	Occasionally	54.7%	40.6%	3.1%	1.6%	2.52	64
	Rarely	24.1%	48.3%	13.8%	13.8%	2.12	29

Sample limited to the respondents who indicated they have posted a question (n= 154). 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.

Average score comparisons by survey year		Overall ease of posting a question			Knowing when a response was received			Receiving useful information		
		2021	2018	Variance	2021	2018	Variance	2021	2018	Variance
<b>Overall</b>		<b>2.54</b>	<b>2.55</b>	<b>(0.01)</b>	<b>2.55</b>	<b>2.37</b>	<b>0.18</b>	<b>2.55</b>	<b>2.47</b>	<b>0.08</b>
Age	<31	N/A	2.43	N/A	N/A	2.38	N/A	N/A	2.54	N/A
	31–40	2.31	2.54	(0.23)	2.39	2.32	0.07	2.41	2.46	(0.05)
	41–55	2.56	2.64	(0.08)	2.54	2.32	0.22	2.57	2.43	0.14
	>55	2.65	2.52	0.13	2.66	2.42	0.24	2.62	2.49	0.13
Experience	<6 years	2.71	2.33	0.38	2.71	2.43	0.28	2.86	2.80	0.06
	6–10 years	2.13	2.57	(0.44)	2.19	2.21	(0.02)	2.22	2.33	(0.11)
	11–20 years	2.57	2.56	0.01	2.61	2.34	0.27	2.58	2.38	0.20
	>20 years	2.58	2.61	(0.03)	2.57	2.53	0.04	2.58	2.55	0.03
Setting	Museum/Hist. Society	2.40	2.51	(0.11)	2.46	2.36	0.10	2.43	2.46	(0.03)
	Library	2.80	2.69	0.11	2.71	2.58	0.13	2.73	2.75	(0.02)
	Archive	2.50	2.44	0.06	2.50	2.19	0.31	2.67	2.53	0.14
	Private Practice/RCL	2.54	N/A	N/A	2.77	N/A	N/A	2.77	N/A	N/A
	All others	2.86	2.75	0.11	2.71	2.50	0.21	2.79	2.25	0.54
Institution size	Very Small	2.50	2.44	0.06	2.50	2.35	0.15	2.44	2.50	(0.06)
	Small	2.58	2.53	0.05	2.65	2.35	0.30	2.73	2.53	0.20
	Medium	2.50	2.50	0.00	2.57	2.41	0.16	2.46	2.48	(0.02)
	Large/Very Large	2.42	2.67	(0.25)	2.33	2.36	(0.03)	2.46	2.36	0.10
Discussion Forum usage frequency	Regularly	2.71	2.64	0.07	2.71	2.43	0.28	2.78	2.48	0.30
	Occasionally	2.47	2.64	(0.17)	2.52	2.46	0.06	2.52	2.56	(0.04)
	Rarely	2.29	2.37	(0.08)	2.25	2.20	0.05	2.12	2.34	(0.22)

All data are average scores 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. n=154 for 2021; n=131 for 2018.

N/A indicates an insufficient number of responses for tabulation.



**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	313	44.4%
I forget about it when I have questions	176	25.0%
I seek answers to collections care questions elsewhere (1)	107	15.2%
I am embarrassed or uncomfortable posting my questions publicly	81	11.5%
I needed an answer sooner than I thought I might get on the Community Discussion Forum	47	6.7%
I didn't want to create a user account on the site	40	5.7%
The format was confusing	27	3.8%
Other (2)	96	13.6%
n=	705	

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

1 = The other sources specified are:

- AAM.
- AAM Collections Stewardship Listserv.
- AAM, ALHFAM, web search.
- AAM's collections specialist listserv.
- ACWR listserv.
- AIC.
- AIC member community and specialty groups.
- AIC's Global Conservation Forum (was ConsDistList).
- ALA listservs.
- AMIA list serv, NDSA, digital preservation forums.
- Anywhere I think I can find the answer.
- Archival organizations, e.g. Society of American Archivists, websites of Smithsonian, NARA.
- ARCS, CSAAM ListServ.
- Asking colleagues, books on collections care, journal articles.
- Asking specific people or the NEDCC help line.
- Books.
- Books, NPS Handbook.
- Canadian Conservation Institute (CCI) Notes, ARCS, Google.
- Canadian Conservation Institute, Conserve O Grams, FAIC.
- CCI.
- CCI website.
- Colleagues.
- Colleagues at my employer.
- Colleagues at professional organizations, publications, or discuss issues with staff to come up with solutions.
- Colleagues, books, AAM website.
- Colleagues, other forums (CSA, SAA, AAM, etc.).
- Collections Stewardship and Museum-L listservs.
- Collections Stewardship listserv through AAM.
- Colleagues and more local networks & listservs.
- Colloques and journal articles.
- Conservation literature, resources made available on the C2C website, but not necessarily the Community Discussion Forum.
- Conservator that I have worked with in the past.
- Conservators on staff at my museum.
- Conservators within my museum.
- Contacting the museums directly.
- CSAAM forum.
- CSAAM listserv.
- CSAAM Listserv
- CSAAM listserv.
- CS-AAM listserv.
- CSAAM Listserv.
- CS-AAM listserv (formerly RC-AAM) or ARCS website.

- CSAAM listserve, friends and colleagues.
- CSAAM or ARCS forum.
- CSAAM or individual connections.
- CSAAM, ARCS.
- CSAAM, MuseumL, ARCS.
- DHPSNY, staff conservators.
- Direct contact with other professionals in my network.
- Directly from colleagues with expertise in the area of inquiry.
- Directly from other colleagues in the field.
- Facebook - Archivists Think Tank.
- FAIC Wiki pages.
- Fellow conservators.
- Friends and colleagues at other museums and who are conservators.
- From colleagues and other online resources and classes.
- I contact other archivists in my state for help.
- I do use C2C but also search across other forums & conservation resources - publications, AIC Wiki, Bkarts list, etc.
- I feel more comfortable reaching out to my colleagues.
- I forget about the forum and usually post to the Society of American Archivists instead.
- I generally check directly with colleagues.
- I generally get answers from the RCAAM listserv/ discussions.
- I generally post my questions via the CSAAM listserv and don't usually cross-post to other lists.
- I have a friend who is a conservator that I'll consult.
- I mostly use the Conservation Dist List.
- I need answers fairly quickly, so I prefer information in webinars or downloadable PDFs. I also didn't really ever use forum-style internet pages, so they just aren't a go-to for me. If I need to ask someone for personalized information, I prefer to ask a colleague I know directly.
- I typically use the AIC Member Community forum or phone a colleague directly for information I'm seeking.
- I'll contact a known colleague directly.
- Indiana Historical Society liaison, PastPerfect.
- Internal resource centre in my institution.
- Internet more broadly, NPS Conserv-O-Grams, CCI website, published literature, asking colleagues.
- Known colleagues, books.
- List-servs.
- Locally I ask colleagues.
- My colleagues at SITES.
- My collections staff or googling.
- National Park Service Museum Handbook Museum Registration Methods (MRM5) A Legal primer for Managing Museum Collections Canadian Conservation Institute Alianza Cultural para Emergencias de Puerto Rico (ACE) Connecting to Collections Webinars Email or phone call to other colleagues that are specialized in the field of collections care as well.
- NC Museums.
- Network of conservation professionals.
- NHCOLL or Pestlist.
- NPS conservators.
- NPS, direct from colleagues.
- Ohio Preservation Council colleagues.
- Online searches for specific problems.
- Other institutions, books, online resources.
- PACCIN.
- Peer to peer listservs are the most frequently used.
- Professional conservators who I have established working relationships with.
- Professional network or publications.
- RC-AAM listserv, personal network, PACCIN.
- Research materials and colleagues as well as online sources.
- Society for the Preservation of Natural History Collections (as most of my questions are more natural history related).
- State conservation group, other listserv.
- Supervisors in my graduate program and place of work.
- The Rocky Mtn Archive Association has a forum that gets quick replies.
- There is an informal group of Collections Managers, Registrars, and Librarians at my institution (I work at one of several museums within a large academic institution). I usually go to this group for collections care questions first, because they are my colleagues, and I know and trust them. Also, responses tend to come faster through this existing network.
- Typically use the AIC forums, ALA's Preservation Administrator's Interest Group forum, or personal connections.
- Various list serves such as Global Conservation Forum, NHCOLL-L, Pestlist, TEXCONS, etc.
- Webinars and STASH website.

*Continued on following page*

2 = The “other” responses are:

- As a volunteer, I left that to my boss.
- Conservators on staff are usually the point people for my questions.
- Did not know it existed.
- Didn't see where to do that on the website, maybe I need to look a little more carefully.
- Discussions are US-centered.
- Don't have relevant questions for this platform.
- Felt questions were too simple for the forum.
- Forums are outdated.
- Found answers from others' questions.
- Found info needed; care not direct responsibility in my position.
- Found it on C2C.
- Have not recently received discussion forum updates.
- Haven't had a question, yet.
- Haven't needed to.
- I find the answer I am looking for in past posts.
- I am a conservator who answers questions, not asks them.
- I am a subject matter expert and look at the posts to see if I can help.
- I am lucky enough to work with a network of curators, so if I have a question that I can't find the answer to online, I will consult them first.
- I am more of a lurker.
- I am not able to associate this survey with any class/course/etc.
- I am part of many forums, my questions are more treatment related. I watch C2C to help other and see trends in needs
- I am usually the one answering questions.
- I ask my registrar colleagues at SITES.
- I can read and find the answers easily without posting.
- I can usually find someone in the forum who has previously asked it.
- I check with conservators in my organization first.
- I couldn't figure out how to post the question.
- I did not need specific information.
- I didn't know it existed.
- I didn't know it existed.
- I don't have many questions about collections care recently
- I don't know what questions to ask yet and I don't want to waste anyone's time.:-)
- I don't think people in the forum will have the answers I seek.
- I don't work in a collection sadly.
- I encountered difficulty in signing up for the forum and eventually gave up trying a few years ago (I will check again to get myself connected).
- I find my answers through questions posed by others.
- I found the answer because someone else had posted a very similar question.
- I generally answer questions that may arise & check to see if clients are posting & using the programs.
- I have been able to find answers to the resources provided in the site.
- I have been so busy lately, but I have questions.
- I just found the forum but have utilized a different forum in the past.
- I just have started using.
- I just haven't figured out how to do it (or looked to try).
- I managed to get the answers to what I needed without joining the discussions.
- I mostly manage the staff who are accessing the community discussion resource rather than posting myself.
- I often find answers to others' questions useful.
- I rarely post questions but often search for answers - often someone else has already asked my question.
- I sometimes need practical answers, not necessarily the please call a conservator answers.
- I tend to use other resources when seeking info.
- I think I've answered a question posted there and have given a webinar a number of years ago.
- I tried, but apparently I don't have a user account so I gave up.
- I usually find my answer already in the forum.
- I was a moderator for a stint so I replied to some questions.
- I was able to find answers by reading questions posted by others.
- I was not aware of this opportunity.
- If I search the archives, often the answer is already there!
- I'm always very busy!
- I'm more inclined to ask someone I know personally.
- I'm on what seems like 8 million career-related listservs and often there just aren't enough hours in the day for me to get to all of the ones I want to. I don't find the format confusing, & am definitely not shy about posting questions publicly. Occasionally I need an answer sooner, but that's the exception.
- I'm usually working at such a pace that I can't wait for an answer.
- It is not my preferred audience for most of my questions. I am a conservator seeking usually seeking details from other conservators. While I can reach those folks on C2C, it isn't my preferred way to contact other conservators.
- It is too basic for my level of expertise.
- Lack of activity.
- Maybe not embarrassed, but awkward about online permanence of the internet.
- My English level problem composed a good question to understand?
- My questions were answered already in the forum
- My responsibilities at my institution have changed and someone else is handling these issues.

- My working context is rural, in a developing country. I do not feel the community represents or understands that context .
- No current need, but I will if it is something I cannot find on the website.
- Not sure how to do it or time to figure it out -- but there's been several times I wanted to.
- Often others have already posted my questions.
- Often the question and answers can already be found in past interactions that I can search in my inbox.
- Other colleagues post.
- Other staff have the primary responsibility.
- Participation in discussion forums provides a wide range of information and that, for now, is sufficient for my needs at my sites.
- Retired.
- Social media is a horrendous time suck with little real relevance. Only certain generations or personality types participate.
- Someone else had already posted my question.
- Still new to the Connecting to Collections Care and Community Discussion Forum and haven't had a chance to use the resource.
- Supervisor requires multi-level approval for all external communications that might suggest we need help - it's not worth fighting the bureaucracy.
- Thanks for the reminder!
- The COVID pandemic closures affected our workflow.
- The institution is currently changing web dominions and the institutional email. I'm waiting to get an institutional account to sign up for this.
- The question was already asked and answered.
- The questions I have are usually very specific to conservation issues.
- The Registrar's ListServe is usually quicker & respondents are usually more familiar with my usual questions.
- There are so many online forums. It would be easier if this was on another existing channel that is already incorporated into daily work, like Slack.
- Time constraints.
- Time differences in UK, often meant webinar were recordings.
- Took a break to focus on other things.
- Try to find my question's answer from the others posted.
- Unclear on process or format—want to have exhausted research first. Fear of obvious question.
- Usually the questions I have can be answered by reading previous threads.
- Wasn't aware of community discussion forum.
- When I have had a question I have found it answered already on the forum.
- While I read other questions constantly I forget I can post my questions as well.

Non-posting reasons by survey year	2021	2018
No particular reason	44.4%	44.6%
I forget about it when I have questions	25.0%	29.3%
I seek answers to collections care questions elsewhere	15.2%	17.5%
I am embarrassed or uncomfortable posting my questions publicly	11.5%	8.2%
I needed an answer sooner than I thought I might get on the Community Discussion Forum	6.7%	11.6%
I didn't want to create a user account on the site	5.7%	5.1%
The format was confusing	3.8%	3.4%
Other	13.6%	13.2%
n=	705	644

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

<b>Non-posting reasons by age</b>	<b>Overall</b>	<b>&lt; 31</b>	<b>31–40</b>	<b>41–55</b>	<b>&gt; 55</b>
No particular reason	44.4%	38.2%	39.9%	43.8%	50.9%
I forget about it when I have questions	25.0%	26.5%	25.7%	26.0%	22.9%
I seek answers to collections care questions elsewhere	15.2%	20.6%	21.3%	14.5%	9.2%
I am embarrassed or uncomfortable posting my questions publicly	11.5%	13.2%	12.0%	14.9%	6.4%
I needed an answer sooner than I thought I might get on the Community Discussion Forum	6.7%	5.9%	8.7%	5.5%	6.4%
I didn't want to create a user account on the site	5.7%	5.9%	6.6%	5.5%	5.0%
The format was confusing	3.8%	2.9%	5.5%	3.4%	3.2%
Other	13.6%	13.2%	10.4%	14.0%	16.1%
n=	705	68	183	235	218

<b>Non-posting reasons by experience</b>	<b>Overall</b>	<b>&lt;6 years</b>	<b>6–10 years</b>	<b>11–20 years</b>	<b>&gt;20 years</b>
No particular reason	44.4%	50.8%	37.1%	45.8%	46.2%
I forget about it when I have questions	25.0%	24.6%	30.5%	24.2%	22.6%
I seek answers to collections care questions elsewhere	15.2%	13.8%	16.6%	18.8%	10.0%
I am embarrassed or uncomfortable posting my questions publicly	11.5%	10.8%	13.9%	11.2%	10.4%
I needed an answer sooner than I thought I might get on the Community Discussion Forum	6.7%	6.2%	6.6%	6.9%	6.8%
I didn't want to create a user account on the site	5.7%	3.1%	7.3%	6.5%	4.5%
The format was confusing	3.8%	4.6%	3.3%	4.2%	3.6%
Other	13.6%	6.2%	13.9%	11.9%	17.2%
n=	705	65	151	260	221

Non-posting reasons by setting	Overall	Private Practice/ RCL				
		Museum/ Hist. Soc.	Library	Archive	Private Practice/ RCL	All others
No particular reason	44.4%	41.7%	47.1%	45.6%	41.2%	55.1%
I forget about it when I have questions	25.0%	27.2%	25.0%	36.8%	11.8%	17.4%
I seek answers to collections care questions elsewhere	15.2%	16.5%	22.1%	11.8%	13.7%	8.7%
I am embarrassed or uncomfortable posting my questions publicly	11.5%	10.2%	11.8%	8.8%	25.5%	10.1%
I needed an answer sooner than I thought I might get on the Community Discussion Forum	6.7%	8.9%	1.5%	7.4%	3.9%	2.9%
I didn't want to create a user account on the site	5.7%	4.8%	8.8%	8.8%	2.0%	4.3%
The format was confusing	3.8%	4.8%	0.0%	2.9%	7.8%	2.9%
Other	13.6%	13.7%	10.3%	4.4%	27.5%	11.6%
n=	705	393	68	68	51	69

Non-posting reasons by institution size	Overall	Large/ Very Large			
		Very small	Small	Medium	Large/ Very Large
No particular reason	44.4%	45.7%	46.0%	38.4%	47.9%
I forget about it when I have questions	25.0%	23.4%	25.1%	31.0%	21.5%
I seek answers to collections care questions elsewhere	15.2%	11.7%	12.3%	17.2%	19.0%
I am embarrassed or uncomfortable posting my questions publicly	11.5%	11.7%	8.6%	13.8%	11.0%
I needed an answer sooner than I thought I might get on the Community Discussion Forum	6.7%	5.3%	7.0%	7.9%	6.7%
I didn't want to create a user account on the site	5.7%	3.2%	5.3%	5.9%	6.1%
The format was confusing	3.8%	4.3%	5.9%	4.4%	1.8%
Other	13.6%	19.1%	13.9%	10.3%	12.9%
n=	705	94	187	203	163

Non-posting reasons by Discussion Forum usage frequency				
	Overall	Regularly	Occasionally	Rarely
No particular reason	44.4%	49.7%	50.2%	38.3%
I forget about it when I have questions	25.0%	8.8%	16.7%	37.4%
I seek answers to collections care questions elsewhere	15.2%	10.9%	10.9%	19.9%
I am embarrassed or uncomfortable posting my questions publicly	11.5%	16.3%	10.4%	10.1%
I needed an answer sooner than I thought I might get on the Community Discussion Forum	6.7%	7.5%	8.1%	5.3%
I didn't want to create a user account on the site	5.7%	4.1%	4.5%	7.1%
The format was confusing	3.8%	3.4%	3.6%	4.2%
Other	13.6%	19.7%	15.8%	9.5%
n=	705	147	221	337

## Do you receive email notifications from the Community Discussion Forum?

	Count	Sample percentage
Yes	434	50.5%
No	263	30.6%
Not sure	163	19.0%
n=	860	

	2021	2018
Yes	50.5%	14.1%
No	30.6%	59.3%
Not sure	19.0%	26.6%
n=	860	774

Question worded as "Do you receive automatic notifications from the Discussion Forum?" in the 2018 survey.

**Email notification status by segment**

		Yes	No	Not sure	n=
<b>Overall</b>		<b>50.5%</b>	<b>30.6%</b>	<b>19.0%</b>	<b>860</b>
Age	<31	45.1%	38.0%	16.9%	71
	31–40	46.7%	37.8%	15.6%	225
	41–55	50.7%	26.2%	23.1%	294
	>55	54.6%	27.5%	17.8%	269
Experience	<6 years	48.6%	31.9%	19.4%	72
	6–10 years	45.9%	36.0%	18.0%	172
	11–20 years	46.1%	34.8%	19.1%	319
	>20 years	58.0%	22.9%	19.1%	288
Setting	Museum/Hist. Society	49.4%	31.9%	18.8%	480
	Library	46.0%	32.2%	21.8%	87
	Archive	43.2%	38.3%	18.5%	81
	Private Practice/RCL	67.2%	15.6%	17.2%	64
	All others	51.2%	26.2%	22.6%	84
Institution size	Very Small	53.6%	21.8%	24.5%	110
	Small	40.9%	38.4%	20.7%	237
	Medium	54.1%	28.4%	17.5%	257
	Large/Very Large	53.2%	29.5%	17.4%	190
Discussion Forum usage frequency	Regularly	92.8%	1.9%	5.3%	208
	Occasionally	55.9%	26.6%	17.5%	286
	Rarely	22.1%	50.0%	27.9%	366
Discussion Forum question posting	Have posted	72.7%	13.6%	13.6%	154
	Have not posted	45.6%	34.3%	20.1%	706



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

	Count	Sample percentage
Highly valuable (5)	148	17.1%
(4)	263	30.4%
(3)	290	33.6%
(2)	101	11.7%
Little to no value (1)	62	7.2%
Average score	3.39	
n=	864	

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

	2021	2018
Highly valuable (5)	17.1%	6.2%
(4)	30.4%	19.3%
(3)	33.6%	43.8%
(2)	11.7%	20.3%
Little to no value (1)	7.2%	10.4%
Average score	3.39	2.90
n=	864	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=
<b>Overall</b>		<b>47.6%</b>	<b>33.6%</b>	<b>18.9%</b>	<b>3.39</b>	<b>864</b>
Age	<31	47.9%	32.4%	19.7%	3.38	71
	31–40	42.9%	39.4%	17.7%	3.30	226
	41–55	50.8%	28.5%	20.7%	3.44	295
	>55	47.6%	34.7%	17.7%	3.40	271
Experience	<6 years	52.1%	30.1%	17.8%	3.48	73
	6–10 years	43.4%	37.6%	19.1%	3.32	173
	11–20 years	45.6%	35.6%	18.8%	3.33	320
	>20 years	49.8%	30.8%	19.4%	3.44	289
Setting	Museum/Hist. Society	46.6%	35.8%	17.6%	3.38	483
	Library	42.0%	35.2%	22.7%	3.27	88
	Archive	48.1%	30.9%	21.0%	3.31	81
	Private Practice/RCL	57.8%	28.1%	14.1%	3.69	64
	All others	44.0%	31.0%	25.0%	3.26	84
Institution size	Very Small	52.7%	25.5%	21.8%	3.48	110
	Small	46.0%	35.1%	18.8%	3.35	239
	Medium	46.5%	35.7%	17.8%	3.39	258
	Large/Very Large	44.5%	36.1%	19.4%	3.30	191
Discussion Forum usage frequency	Regularly	80.8%	17.8%	1.4%	4.23	208
	Occasionally	61.0%	32.8%	6.3%	3.69	287
	Rarely	18.4%	43.1%	38.5%	2.68	369
Discussion Forum question posting	Have posted	76.5%	17.6%	5.9%	4.05	153
	Have not posted	41.4%	37.0%	21.7%	3.24	711

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

Discussion Forum value average score by survey year		Average score 2021	Average score 2018	Variance
<b>Overall</b>		<b>3.39</b>	<b>2.90</b>	<b>0.49</b>
Age	<31	3.38	2.96	0.42
	31–40	3.30	2.77	0.53
	41–55	3.44	2.92	0.52
	>55	3.40	2.97	0.43
Experience	<6 years	3.48	2.90	0.58
	6–10 years	3.32	2.85	0.47
	11–20 years	3.33	3.00	0.33
	>20 years	3.44	2.86	0.58
Setting	Museum/Hist. Society	3.38	2.93	0.45
	Library	3.27	2.92	0.35
	Archive	3.31	2.83	0.48
	Private Practice/RCL	3.69	2.97	0.72
	All others	3.26	2.85	0.41
Institution size	Very Small	3.48	3.07	0.41
	Small	3.35	2.93	0.42
	Medium	3.39	2.89	0.50
	Large/Very Large	3.30	2.81	0.49
Discussion Forum usage frequency	Regularly	4.23	4.06	0.17
	Occasionally	3.69	3.41	0.28
	Rarely	2.68	2.50	0.18
Discussion Forum question posting	Have posted	4.05	3.75	0.30
	Have not posted	3.24	2.73	0.51

Average score is based on a 1-to-5 scale where 1 = “little or no value” and 5 = “highly valuable.”  
n= 864 for 2021; n= 777 for 2018.

**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 3]**

## Webinars

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

		Count	Sample percentage
I mostly prefer a discussion panel format, with input from multiple presenters		57	4.7%
I mostly prefer a presentation from a single presenter		200	16.5%
Both formats serve my needs equally well		953	78.6%
Neither are appealing		3	0.2%
n=		1,213	

		Panel format	Single presenter	Both equally appealing	Neither	n=
<b>Overall</b>		<b>4.7%</b>	<b>16.5%</b>	<b>78.6%</b>	<b>0.2%</b>	<b>1,213</b>
Age	<31	6.1%	13.3%	80.6%	0.0%	98
	31–40	5.0%	16.1%	78.9%	0.0%	323
	41–55	4.7%	14.3%	81.0%	0.0%	427
	>55	4.1%	20.1%	74.9%	0.8%	363
Experience	<6 years	4.5%	12.5%	83.0%	0.0%	112
	6–10 years	6.6%	17.2%	76.2%	0.0%	256
	11–20 years	4.5%	16.5%	78.6%	0.5%	443
	>20 years	3.3%	17.2%	79.2%	0.3%	389
Setting	Museum/Hist. Society	4.8%	15.1%	79.8%	0.3%	682
	Library	3.8%	20.6%	75.6%	0.0%	131
	Archive	3.9%	18.9%	76.4%	0.8%	127
	Private Practice/RCL	5.1%	17.9%	76.9%	0.0%	78
	All others	4.3%	19.1%	76.5%	0.0%	115
Institution size	Very Small	1.8%	21.1%	75.9%	1.2%	166
	Small	4.5%	15.6%	79.9%	0.0%	333
	Medium	5.3%	17.7%	77.0%	0.0%	361
	Large/Very Large	5.6%	14.2%	79.8%	0.4%	267
Frequency of viewing videos on C2C Care	Regularly	3.4%	14.7%	81.9%	0.0%	238
	Occasionally	4.4%	16.0%	79.6%	0.0%	677
	Rarely	6.3%	20.5%	73.2%	0.0%	239
	Never	6.8%	13.6%	74.6%	5.1%	59

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

	<b>Count</b>	<b>Sample percentage</b>
Regularly	238	19.6%
Occasionally	677	55.8%
Rarely	240	19.8%
Never	59	4.9%
n=	1,214	

	<b>2021</b>	<b>2018</b>
Regularly	19.6%	18.8%
Occasionally	55.8%	55.2%
Rarely	19.8%	21.5%
Never	4.9%	4.5%
n=	1,214	1,323

**Webinar participation frequency by segment**

		Regularly	Occasionally	Rarely	Never	n=
<b>Overall</b>		<b>19.6%</b>	<b>55.8%</b>	<b>19.8%</b>	<b>4.9%</b>	<b>1,214</b>
Age	<31	34.3%	51.5%	13.1%	1.0%	99
	31–40	18.6%	64.1%	14.9%	2.5%	323
	41–55	19.9%	56.4%	18.7%	4.9%	427
	>55	16.3%	48.8%	27.0%	8.0%	363
Experience	<6 years	25.7%	48.7%	20.4%	5.3%	113
	6–10 years	20.3%	62.1%	14.5%	3.1%	256
	11–20 years	15.8%	59.6%	19.6%	5.0%	443
	>20 years	21.1%	49.9%	23.1%	5.9%	389
Setting	Museum/Hist. Society	21.4%	57.0%	17.4%	4.2%	683
	Library	17.6%	55.7%	21.4%	5.3%	131
	Archive	18.1%	54.3%	18.9%	8.7%	127
	Private Practice/RCL	15.4%	55.1%	24.4%	5.1%	78
	All others	13.9%	55.7%	25.2%	5.2%	115
Institution size	Very Small	15.7%	50.0%	27.1%	7.2%	166
	Small	19.5%	55.0%	20.7%	4.8%	333
	Medium	21.0%	60.2%	15.5%	3.3%	362
	Large/Very Large	19.5%	55.8%	18.4%	6.4%	267

## 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	25	42.4%
I don't have time to participate in/view a webinar/online video	11	18.6%
I forget to do so	8	13.6%
No particular reason	8	13.6%
Topics/content are too introductory for my needs	5	8.5%
I use other sources for webinars (1)	4	6.8%
There are no topics of interest to me	3	5.1%
I do not like the webinar format in general	1	1.7%
I don't have the ability to stream videos	1	1.7%
Registration was too difficult	0	0.0%
Topics/content are too advanced for my needs	0	0.0%
Other (2)	6	10.2%
n=	59	

Sample limited to those who indicated they “never” participate in/view a live or previously recorded webinar via Connecting to Collections Care. Due to the small sample size, breakouts by segment are not feasible.

1 = The other sources specified are:

- CLHO, AASLH, CHS and webinars put on by local historical societies.
- CSA, SAA, AAM, Preservation League of NYS, MAAM, MARAC, other more regional sources.
- The ones provided by employer.
- Webinars through Lakeland Library Services.

2 = The “other” responses are:

- Because I watch other webinars/videos, I don't have time to participate in any more.
- Budget constraints.
- Don't receive announcements, so don't find out about C2C webinars to consider participating.
- I don't have the patience to sit and listen for that long a period of time unless I am intensely interested which is quite rare.
- Other staff have that primary responsibility.
- The one in which I participated in Sept. 2016 was all I needed.

<b>Webinar non-usage reasons by survey year</b>	<b>2021</b>	<b>2018</b>
I did not know webinars/online videos were available	42.4%	30.8%
I don't have time to participate in/view a webinar/online video	18.6%	28.8%
I forget to do so	13.6%	20.3%
No particular reason	13.6%	10.2%
Topics/content are too introductory for my needs	8.5%	8.5%
I use other sources for webinars	6.8%	16.9%
There are no topics of interest to me	5.1%	3.4%
I do not like the webinar format in general	1.7%	8.5%
I don't have the ability to stream videos	1.7%	0.0%
Registration was too difficult	0.0%	N/A
Topics/content are too advanced for my needs	0.0%	3.4%
I didn't want to create a user account on the site	N/A	5.1%
Other	10.2%	16.9%
n=	59	59

Sample limited to those who indicated they “never” participate in/view a live or previously recorded webinar via Connecting to Collections Care. Due to the small sample size, breakouts by segment are not feasible.

**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 4]**



**Which of the following subject areas are you interested in learning more about through a Connecting to Collections Care free 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 as a topic for a Connecting to Collections Care free webinar. 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 — collections accessibility	280	23.5%	39	3.3%
Administration — community-led preservation	211	17.7%	45	3.8%
Administration — engaging a board or parent organization in collections care	161	13.5%	42	3.5%
Administration — fundraising for collections care	277	23.2%	88	7.4%
Administration — project management	299	25.1%	80	6.7%
Administration — strategic planning	244	20.5%	55	4.6%
Administration — training staff/volunteers in collections care	251	21.1%	52	4.4%
Archiving — finding aids	313	26.3%	61	5.1%
Building care — balancing environmental sustainability with collections care	295	24.7%	86	7.3%
Building care — building maintenance	164	13.8%	22	1.9%
Building care — historic preservation	178	14.9%	29	2.4%
Building care — identifying building problems	201	16.9%	27	2.3%
Building care — pest identification and control	296	24.8%	29	2.4%
Collections care — biological specimen	94	7.9%	11	0.9%
Collections care — digital collections	489	41.0%	83	7.0%
Collections care — framed materials	293	24.6%	29	2.4%
Collections care — furnishings	182	15.3%	13	1.1%
Collections care — hazardous collections	278	23.3%	51	4.3%
Collections care — historical objects	351	29.4%	48	4.0%
Collections care — musical instruments	128	10.7%	14	1.2%
Collections care — natural history collections	165	13.8%	33	2.8%
Collections care — paper and archives	475	39.8%	73	6.2%
Collections care — paper-based materials	399	33.5%	50	4.2%

*Table continued on following page*

Full list, alpha sort by topic	All topics of interest		Top three topics	
	Count	Sample percentage	Count	Sample percentage
Collections care — photographs	475	39.8%	76	6.4%
Collections care — textiles and garments	404	33.9%	54	4.6%
Collections care — working with Tribal communities/decolonizing collections	354	29.7%	138	11.6%
Collections management — accessioning and deaccessioning	397	33.3%	71	6.0%
Collections management — balancing access with collections care	426	35.7%	94	7.9%
Collections management — barcoding collections	214	18.0%	43	3.6%
Collections management — cataloguing	335	28.1%	51	4.3%
Collections management — collections databases	396	33.2%	87	7.3%
Collections management — collections surveys/inventories	384	32.2%	71	6.0%
Collections management — nomenclature	271	22.7%	48	4.0%
Collections management — object loans	212	17.8%	29	2.4%
Collections management — procedures and policies	374	31.4%	72	6.1%
Collections management — writing condition reports	284	23.8%	42	3.5%
Digital asset management — developing a digital preservation policy	427	35.8%	144	12.1%
Digital asset management — digitization of collections	460	38.6%	125	10.5%
Digital asset management — protecting "born digital" collections	401	33.6%	133	11.2%
Disaster planning and recovery — climate change and disaster planning	283	23.7%	45	3.8%
Disaster planning and recovery — recovery of wet collections	277	23.2%	38	3.2%
Disaster planning and recovery — risk assessment	286	24.0%	27	2.3%
Disaster planning and recovery — writing a disaster plan	299	25.1%	48	4.0%
Exhibits — care of objects on exhibit	382	32.0%	78	6.6%
Exhibits — lighting	322	27.0%	44	3.7%
Exhibits — mountmaking	362	30.4%	94	7.9%
Exhibits — planning for preservation	256	21.5%	27	2.3%
Legal issues — abandoned property	321	26.9%	88	7.4%
Legal issues — deeds of gift	255	21.4%	36	3.0%
Shipping — working with a fine arts shipper	173	14.5%	24	2.0%
Storage — off-site storage	246	20.6%	38	3.2%
Storage — making boxes	348	29.2%	54	4.6%

Table continued on following page

Full list, alpha sort by topic	All topics of interest		Top three topics	
	Count	Sample percentage	Count	Sample percentage
Storage — time management/project prioritization	298	25.0%	69	5.8%
Storage — selecting storage materials	365	30.6%	58	4.9%
Storage — storing difficult-to-store objects	426	35.7%	89	7.5%
Storage — visible storage	241	20.2%	38	3.2%
None of these topics are of interest	16	1.3%	16	1.3%
Other ( <i>see listing below</i> )	N/A		43	3.6%
	n=	1,192	1,186	

The “other” topics are:

- All of the above.
- Archives Management and Storage.
- At my stage of life and business, seeking updates and changes to existing knowledge, treatment related advances (not really a C2C area), and legal-business input.
- Audio, video and film: care, digitisation, digital preservation.
- Care of problematic (modern) materials (plastics, off-gassing, deterioration issues) in institutions with low to moderate resources; nomenclature standardization for specialized topic collections.
- Care of technology collections.
- Cataloging and storing photographs.
- Chemical storage.
- Collection of masks preservation.
- Collections care - managing post-WWII artifacts (since they are often plastics/mixed materials/etc.).
- Collections care - visual materials (including oversized).
- Collections care and social media.
- Collections security.
- Conservation and/or restoration of historic firearms/ munition.
- Conserving contemporary art.
- Contemporary art conservation.
- Copyright issues for photographs in archives.
- Corporate collections.
- Decolonizing collections--modifying cataloging/nomenclature to reflect inclusive terminology.
- Developing an audiovisual preservation policy and implementation guide.
- Digital condition reports (creating the actual form, not only filling it).
- Environmental monitoring options - A comparison of dataloggers.
- Hazardous materials in collections (composition of objects).
- How to mark stuff!
- I can only narrow to four! The other two are "Building care — balancing environmental sustainability with collections care" and "Collections management — balancing access with collections care."
- Inclusion, diversity, equity, accessibility assessments of collections.
- Incorporating the education department for program ideas.
- Keeping up to date with new collections photography.
- Long term support jackets for fossil specimens of large and awkward shapes.
- Moving a collection.
- Moving collections.
- New and innovative strategies for finding positions for those who remain unemployed.
- New digital tools for managing collections and projects. how are museums using them effectively? there are so many it's overwhelming and I think there are probably better ways to be managing workflows with digital tools.
- New proposals in the field of preventive and risk conservation.
- Objects from archaeological sites.
- Paintings conservation.
- Preservation of a-v materials.
- Public artworks.
- Public libraries serving as local history centers--what should be saved, what is less important? (High school yearbooks, City Council minutes, Environmental studies, paper copies of historical newspapers).
- Rights and reproduction in a digital environment .
- Sustainable collections practices (storage, art shipping, digitalization).
- Time based media preservation, dealing with mental health issues in an emergency situation, dealing with difficult boards.
- To be honest, all of the topics listed on the previous page were ones I needed in previous professional roles. I tried to attend every session I could when I worked at a small museum as the sole professional collections staff.
- Use of software/workflow for digital preservation.
- Weeding Collections. I am sure this topic is covered a bit in the accessioning and deaccessioning webinar, but best practices and policies on what to weed would be nice. I tend to look for items to "weed", while my boss looks for things to "keep" which results in a huge disparity in how much material is weeded. Even writing an internal weeding policy together for what's kept and what's not has failed to bridge this gap.

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	489	41.0%	83	7.0%
Collections care — photographs	475	39.8%	76	6.4%
Collections care — paper and archives	475	39.8%	73	6.2%
Digital asset management — digitization of collections	460	38.6%	125	10.5%
Digital asset management — developing a digital preservation policy	427	35.8%	144	12.1%
Collections management — balancing access with collections care	426	35.7%	94	7.9%
Storage — storing difficult-to-store objects	426	35.7%	89	7.5%
Collections care — textiles and garments	404	33.9%	54	4.6%
Digital asset management — protecting "born digital" collections	401	33.6%	133	11.2%
Collections care — paper-based materials	399	33.5%	50	4.2%
Collections management — accessioning and deaccessioning	397	33.3%	71	6.0%
Collections management — collections databases	396	33.2%	87	7.3%
Collections management — collections surveys/inventories	384	32.2%	71	6.0%
Exhibits — care of objects on exhibit	382	32.0%	78	6.6%
Collections management — procedures and policies	374	31.4%	72	6.1%
Storage — selecting storage materials	365	30.6%	58	4.9%
Exhibits — mountmaking	362	30.4%	94	7.9%
Collections care — working with Tribal communities/decolonizing collections	354	29.7%	138	11.6%
Collections care — historical objects	351	29.4%	48	4.0%
Storage — making boxes	348	29.2%	54	4.6%
Collections management — cataloguing	335	28.1%	51	4.3%
Exhibits — lighting	322	27.0%	44	3.7%
Legal issues — abandoned property	321	26.9%	88	7.4%
Archiving — finding aids	313	26.3%	61	5.1%
Administration — project management	299	25.1%	80	6.7%
Disaster planning and recovery — writing a disaster plan	299	25.1%	48	4.0%
Storage — time management/project prioritization	298	25.0%	69	5.8%
Building care — pest identification and control	296	24.8%	29	2.4%
Building care — balancing environmental sustainability with collections care	295	24.7%	86	7.3%

Table continued on following page

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 — framed materials	293	24.6%	29	2.4%
Disaster planning and recovery — risk assessment	286	24.0%	27	2.3%
Collections management — writing condition reports	284	23.8%	42	3.5%
Disaster planning and recovery — climate change and disaster planning	283	23.7%	45	3.8%
Administration — collections accessibility	280	23.5%	39	3.3%
Collections care — hazardous collections	278	23.3%	51	4.3%
Administration — fundraising for collections care	277	23.2%	88	7.4%
Disaster planning and recovery — recovery of wet collections	277	23.2%	38	3.2%
Collections management — nomenclature	271	22.7%	48	4.0%
Exhibits — planning for preservation	256	21.5%	27	2.3%
Legal issues — deeds of gift	255	21.4%	36	3.0%
Administration — training staff/volunteers in collections care	251	21.1%	52	4.4%
Storage — off-site storage	246	20.6%	38	3.2%
Administration — strategic planning	244	20.5%	55	4.6%
Storage — visible storage	241	20.2%	38	3.2%
Collections management — barcoding collections	214	18.0%	43	3.6%
Collections management — object loans	212	17.8%	29	2.4%
Administration — community-led preservation	211	17.7%	45	3.8%
Building care — identifying building problems	201	16.9%	27	2.3%
Collections care — furnishings	182	15.3%	13	1.1%
Building care — historic preservation	178	14.9%	29	2.4%
Shipping — working with a fine arts shipper	173	14.5%	24	2.0%
Collections care — natural history collections	165	13.8%	33	2.8%
Building care — building maintenance	164	13.8%	22	1.9%
Administration — engaging a board or parent organization in collections care	161	13.5%	42	3.5%
Collections care — musical instruments	128	10.7%	14	1.2%
Collections care — biological specimen	94	7.9%	11	0.9%
None of these topics are of interest	16	1.3%	16	1.3%
Other	N/A		43	3.6%
	n=	1,192	1,186	

Full list, sorted by popularity for top three topics of interest	All topics of interest		Top three topics	
	Count	Sample percentage	Count	Sample percentage
Digital asset management — developing a digital preservation policy	427	35.8%	144	12.1%
Collections care — working with Tribal communities/decolonizing collections	354	29.7%	138	11.6%
Digital asset management — protecting "born digital" collections	401	33.6%	133	11.2%
Digital asset management — digitization of collections	460	38.6%	125	10.5%
Collections management — balancing access with collections care	426	35.7%	94	7.9%
Exhibits — mountmaking	362	30.4%	94	7.9%
Storage — storing difficult-to-store objects	426	35.7%	89	7.5%
Administration — fundraising for collections care	277	23.2%	88	7.4%
Legal issues — abandoned property	321	26.9%	88	7.4%
Collections management — collections databases	396	33.2%	87	7.3%
Building care — balancing environmental sustainability with collections care	295	24.7%	86	7.3%
Collections care — digital collections	489	41.0%	83	7.0%
Administration — project management	299	25.1%	80	6.7%
Exhibits — care of objects on exhibit	382	32.0%	78	6.6%
Collections care — photographs	475	39.8%	76	6.4%
Collections care — paper and archives	475	39.8%	73	6.2%
Collections management — procedures and policies	374	31.4%	72	6.1%
Collections management — accessioning and deaccessioning	397	33.3%	71	6.0%
Collections management — collections surveys/inventories	384	32.2%	71	6.0%
Storage — time management/project prioritization	298	25.0%	69	5.8%
Archiving — finding aids	313	26.3%	61	5.1%
Storage — selecting storage materials	365	30.6%	58	4.9%
Administration — strategic planning	244	20.5%	55	4.6%
Collections care — textiles and garments	404	33.9%	54	4.6%
Storage — making boxes	348	29.2%	54	4.6%
Administration — training staff/volunteers in collections care	251	21.1%	52	4.4%
Collections care — hazardous collections	278	23.3%	51	4.3%
Collections management — cataloguing	335	28.1%	51	4.3%
Collections care — paper-based materials	399	33.5%	50	4.2%

Table continued on following page

Full list, sorted by popularity for top three topics of interest	All topics of interest		Top three topics	
	Count	Sample percentage	Count	Sample percentage
Collections care — historical objects	351	29.4%	48	4.0%
Collections management — nomenclature	271	22.7%	48	4.0%
Disaster planning and recovery — writing a disaster plan	299	25.1%	48	4.0%
Administration — community-led preservation	211	17.7%	45	3.8%
Disaster planning and recovery — climate change and disaster planning	283	23.7%	45	3.8%
Exhibits — lighting	322	27.0%	44	3.7%
Collections management — barcoding collections	214	18.0%	43	3.6%
Administration — engaging a board or parent organization in collections care	161	13.5%	42	3.5%
Collections management — writing condition reports	284	23.8%	42	3.5%
Administration — collections accessibility	280	23.5%	39	3.3%
Disaster planning and recovery — recovery of wet collections	277	23.2%	38	3.2%
Storage — off-site storage	246	20.6%	38	3.2%
Storage — visible storage	241	20.2%	38	3.2%
Legal issues — deeds of gift	255	21.4%	36	3.0%
Collections care — natural history collections	165	13.8%	33	2.8%
Building care — historic preservation	178	14.9%	29	2.4%
Building care — pest identification and control	296	24.8%	29	2.4%
Collections care — framed materials	293	24.6%	29	2.4%
Collections management — object loans	212	17.8%	29	2.4%
Building care — identifying building problems	201	16.9%	27	2.3%
Disaster planning and recovery — risk assessment	286	24.0%	27	2.3%
Exhibits — planning for preservation	256	21.5%	27	2.3%
Shipping — working with a fine arts shipper	173	14.5%	24	2.0%
Building care — building maintenance	164	13.8%	22	1.9%
Collections care — musical instruments	128	10.7%	14	1.2%
Collections care — furnishings	182	15.3%	13	1.1%
Collections care — biological specimen	94	7.9%	11	0.9%
None of these topics are of interest	16	1.3%	16	1.3%
Other	N/A		43	3.6%
	n=	1,192	1,186	

**Top three topics by age**
*(Topics selected by 7% or more in highlight.)*

	Overall	< 31	31–40	41–55	> 55
Digital asset management — developing a digital preservation policy	12.1%	9.4%	14.6%	14.1%	8.4%
Collections care — working with Tribal communities/decolonizing collections	11.6%	14.6%	15.6%	10.5%	8.7%
Digital asset management — protecting "born digital" collections	11.2%	12.5%	15.3%	9.8%	9.0%
Digital asset management — digitization of collections	10.5%	9.4%	6.4%	10.0%	15.2%
Collections management — balancing access with collections care	7.9%	6.3%	11.8%	8.4%	4.5%
Exhibits — mountmaking	7.9%	7.3%	9.2%	9.1%	5.6%
Storage — storing difficult-to-store objects	7.5%	5.2%	10.8%	6.7%	5.9%
Administration — fundraising for collections care	7.4%	7.3%	7.6%	6.2%	8.4%
Legal issues — abandoned property	7.4%	12.5%	9.2%	6.5%	5.6%
Building care — balancing environmental sustainability with collections care	7.3%	12.5%	8.3%	6.2%	6.2%
Collections management — collections databases	7.3%	9.4%	6.1%	7.4%	7.9%
Collections care — digital collections	7.0%	3.1%	9.2%	6.7%	6.5%
Administration — project management	6.7%	7.3%	7.0%	8.9%	3.9%
Exhibits — care of objects on exhibit	6.6%	8.3%	8.6%	6.0%	5.1%
Collections care — photographs	6.4%	2.1%	4.5%	6.0%	9.8%
Collections care — paper and archives	6.2%	1.0%	4.8%	3.6%	11.8%
Collections management — procedures and policies	6.1%	6.3%	6.1%	8.1%	3.7%
Collections management — accessioning and deaccessioning	6.0%	8.3%	7.0%	4.8%	5.9%
Collections management — collections surveys/inventories	6.0%	6.3%	5.7%	6.5%	5.6%
Storage — time management/project prioritization	5.8%	10.4%	7.0%	6.2%	3.1%
Archiving — finding aids	5.1%	4.2%	3.8%	3.8%	8.1%
Storage — selecting storage materials	4.9%	4.2%	6.1%	4.8%	4.2%
Administration — strategic planning	4.6%	2.1%	5.1%	4.5%	5.1%
Collections care — textiles and garments	4.6%	4.2%	3.2%	5.5%	4.8%
Storage — making boxes	4.6%	9.4%	4.5%	5.0%	2.8%
Administration — training staff/volunteers in collections care	4.4%	5.2%	4.8%	4.1%	4.2%
Collections care — hazardous collections	4.3%	9.4%	4.1%	4.1%	3.4%
Collections management — cataloguing	4.3%	5.2%	1.6%	2.6%	8.4%
Collections care — paper-based materials	4.2%	0.0%	4.8%	4.5%	4.5%
Collections care — historical objects	4.0%	0.0%	2.9%	4.3%	5.9%
Collections management — nomenclature	4.0%	9.4%	3.5%	3.6%	3.7%

*Table continued on following page*



**Top three topics by age**
*(Topics selected by 7% or more in highlight.)*

	Overall	< 31	31–40	41–55	> 55
Disaster planning and recovery — writing a disaster plan	4.0%	4.2%	3.8%	5.0%	3.1%
Administration — community-led preservation	3.8%	4.2%	3.2%	5.3%	2.5%
Disaster planning and recovery — climate change and disaster planning	3.8%	3.1%	4.5%	3.3%	3.9%
Exhibits — lighting	3.7%	1.0%	1.9%	4.5%	5.1%
Collections management — barcoding collections	3.6%	4.2%	4.8%	3.6%	2.5%
Administration — engaging a board or parent organization in collections care	3.5%	6.3%	4.1%	3.3%	2.5%
Collections management — writing condition reports	3.5%	5.2%	1.9%	3.6%	4.5%
Administration — collections accessibility	3.3%	4.2%	4.5%	3.5%	1.7%
Disaster planning and recovery — recovery of wet collections	3.2%	1.0%	3.8%	2.6%	3.9%
Storage — off-site storage	3.2%	2.1%	3.8%	2.6%	3.7%
Storage — visible storage	3.2%	2.1%	3.2%	3.6%	3.1%
Legal issues — deeds of gift	3.0%	5.2%	1.0%	3.1%	4.2%
Collections care — natural history collections	2.8%	7.3%	1.6%	3.1%	2.2%
Building care — historic preservation	2.4%	4.2%	2.5%	1.9%	2.5%
Building care — pest identification and control	2.4%	2.1%	2.2%	3.1%	2.0%
Collections care — framed materials	2.4%	1.0%	1.3%	3.6%	2.5%
Collections management — object loans	2.4%	5.2%	3.2%	1.9%	1.7%
Building care — identifying building problems	2.3%	2.1%	1.9%	3.6%	0.8%
Disaster planning and recovery — risk assessment	2.3%	3.1%	2.5%	2.2%	2.0%
Exhibits — planning for preservation	2.3%	4.2%	2.9%	2.2%	1.4%
Shipping — working with a fine arts shipper	2.0%	1.0%	3.8%	1.7%	1.1%
Building care — building maintenance	1.9%	2.1%	1.3%	1.9%	2.2%
Collections care — musical instruments	1.2%	2.1%	0.3%	1.4%	1.4%
Collections care — furnishings	1.1%	1.0%	0.6%	1.4%	1.1%
Collections care — biological specimen	0.9%	1.0%	0.6%	1.2%	0.6%
None of these topics are of interest	1.3%	0.0%	0.0%	0.5%	3.9%
Other	3.6%	2.1%	2.2%	4.1%	4.8%
n=	1,186	96	314	418	356

**Top three topics by experience**
*(Topics selected by 7% or more in highlight.)*

	Overall	<6 years	6–10 years	11–20 years	>20 years
Digital asset management — developing a digital preservation policy	12.1%	9.3%	12.4%	13.0%	12.3%
Collections care — working with Tribal communities/decolonizing collections	11.6%	10.2%	15.9%	10.0%	11.0%
Digital asset management — protecting "born digital" collections	11.2%	7.4%	12.4%	13.2%	9.4%
Digital asset management — digitization of collections	10.5%	11.1%	8.8%	10.6%	11.0%
Collections management — balancing access with collections care	7.9%	5.6%	8.0%	9.3%	7.3%
Exhibits — mountmaking	7.9%	4.6%	9.2%	8.8%	6.8%
Storage — storing difficult-to-store objects	7.5%	3.7%	7.6%	9.3%	6.5%
Administration — fundraising for collections care	7.4%	4.6%	6.8%	7.9%	8.4%
Legal issues — abandoned property	7.4%	9.3%	8.4%	6.7%	7.3%
Building care — balancing environmental sustainability with collections care	7.3%	9.3%	7.2%	5.3%	8.4%
Collections management — collections databases	7.3%	13.0%	8.4%	6.7%	5.5%
Collections care — digital collections	7.0%	4.6%	7.6%	8.1%	6.0%
Administration — project management	6.7%	3.7%	6.4%	6.9%	7.6%
Exhibits — care of objects on exhibit	6.6%	7.4%	10.4%	5.6%	5.0%
Collections care — photographs	6.4%	8.3%	5.6%	6.3%	6.5%
Collections care — paper and archives	6.2%	10.2%	5.2%	6.3%	5.5%
Collections management — procedures and policies	6.1%	4.6%	6.8%	6.5%	5.8%
Collections management — accessioning and deaccessioning	6.0%	6.5%	7.2%	7.2%	3.9%
Collections management — collections surveys/inventories	6.0%	8.3%	5.6%	5.6%	6.0%
Storage — time management/project prioritization	5.8%	8.3%	7.2%	5.1%	5.0%
Archiving — finding aids	5.1%	6.5%	4.4%	4.9%	5.8%
Storage — selecting storage materials	4.9%	7.4%	5.6%	4.4%	4.2%
Administration — strategic planning	4.6%	3.7%	4.0%	6.0%	3.7%
Collections care — textiles and garments	4.6%	7.4%	0.8%	5.3%	4.7%
Storage — making boxes	4.6%	9.3%	5.2%	4.4%	3.1%
Administration — training staff/volunteers in collections care	4.4%	3.7%	5.6%	3.9%	4.2%
Collections care — hazardous collections	4.3%	2.8%	5.6%	4.4%	3.7%
Collections management — cataloguing	4.3%	5.6%	4.0%	3.7%	4.7%
Collections care — paper-based materials	4.2%	6.5%	3.6%	4.4%	3.7%
Collections care — historical objects	4.0%	0.0%	4.4%	4.2%	5.0%
Collections management — nomenclature	4.0%	10.2%	2.8%	3.5%	3.9%

*Table continued on following page*

**Top three topics by experience**
*(Topics selected by 7% or more in highlight.)*

	Overall	<6 years	6–10 years	11–20 years	>20 years
Disaster planning and recovery — writing a disaster plan	4.0%	1.9%	5.2%	4.2%	3.7%
Administration — community-led preservation	3.8%	2.8%	2.8%	3.5%	4.7%
Disaster planning and recovery — climate change and disaster planning	3.8%	0.9%	4.8%	3.5%	4.5%
Exhibits — lighting	3.7%	1.9%	2.0%	4.4%	4.7%
Collections management — barcoding collections	3.6%	4.6%	4.8%	2.5%	3.9%
Administration — engaging a board or parent organization in collections care	3.5%	5.6%	3.6%	2.1%	4.7%
Collections management — writing condition reports	3.5%	2.8%	2.8%	3.0%	5.0%
Administration — collections accessibility	3.3%	0.0%	5.6%	4.2%	1.8%
Disaster planning and recovery — recovery of wet collections	3.2%	5.6%	2.8%	3.0%	3.1%
Storage — off-site storage	3.2%	3.7%	3.2%	2.8%	3.7%
Storage — visible storage	3.2%	3.7%	1.2%	3.9%	3.7%
Legal issues — deeds of gift	3.0%	1.9%	3.6%	3.5%	2.6%
Collections care — natural history collections	2.8%	5.6%	2.4%	2.1%	2.9%
Building care — historic preservation	2.4%	2.8%	4.0%	2.1%	1.8%
Building care — pest identification and control	2.4%	3.7%	2.0%	2.1%	2.9%
Collections care — framed materials	2.4%	2.8%	2.4%	2.3%	2.6%
Collections management — object loans	2.4%	5.6%	3.2%	2.1%	1.6%
Building care — identifying building problems	2.3%	1.9%	0.8%	3.2%	2.4%
Disaster planning and recovery — risk assessment	2.3%	0.9%	3.2%	1.9%	2.4%
Exhibits — planning for preservation	2.3%	4.6%	2.4%	2.5%	1.0%
Shipping — working with a fine arts shipper	2.0%	1.9%	0.8%	2.5%	2.4%
Building care — building maintenance	1.9%	0.9%	2.4%	1.6%	2.1%
Collections care — musical instruments	1.2%	1.9%	1.6%	0.9%	0.8%
Collections care — furnishings	1.1%	1.9%	1.2%	0.9%	1.0%
Collections care — biological specimen	0.9%	1.9%	1.2%	0.5%	1.0%
None of these topics are of interest	1.3%	0.0%	0.8%	0.7%	2.9%
Other	3.6%	2.8%	2.4%	3.0%	5.2%
n=	1,186	108	251	432	382

Top three topics by setting (Topics selected by 7% or more in highlight.)	Overall	Private Practice/ RCL				
		Museum/ Hist. Soc.	Library	Archive	RCL	All others
Digital asset management — developing a digital preservation policy	12.1%	12.2%	14.8%	19.8%	6.6%	11.4%
Collections care — working with Tribal communities/decolonizing collections	11.6%	12.0%	8.6%	5.6%	18.4%	15.8%
Digital asset management — protecting "born digital" collections	11.2%	11.4%	9.4%	22.2%	2.6%	9.6%
Digital asset management — digitization of collections	10.5%	9.2%	17.2%	15.9%	2.6%	11.4%
Collections management — balancing access with collections care	7.9%	9.6%	3.1%	7.9%	6.6%	7.9%
Exhibits — mountmaking	7.9%	9.6%	6.3%	3.2%	6.6%	7.9%
Storage — storing difficult-to-store objects	7.5%	8.6%	4.7%	7.1%	9.2%	5.3%
Administration — fundraising for collections care	7.4%	9.5%	4.7%	3.2%	5.3%	3.5%
Legal issues — abandoned property	7.4%	9.9%	4.7%	4.0%	0.0%	7.0%
Building care — balancing environmental sustainability with collections care	7.3%	6.5%	6.3%	6.3%	14.5%	8.8%
Collections management — collections databases	7.3%	7.1%	7.0%	7.1%	5.3%	10.5%
Collections care — digital collections	7.0%	6.0%	9.4%	7.9%	7.9%	8.8%
Administration — project management	6.7%	5.9%	5.5%	6.3%	6.6%	14.9%
Exhibits — care of objects on exhibit	6.6%	7.5%	7.0%	2.4%	10.5%	2.6%
Collections care — photographs	6.4%	3.6%	14.1%	11.1%	9.2%	5.3%
Collections care — paper and archives	6.2%	3.6%	16.4%	9.5%	6.6%	2.6%
Collections management — procedures and policies	6.1%	7.1%	3.9%	7.9%	3.9%	3.5%
Collections management — accessioning and deaccessioning	6.0%	6.3%	9.4%	7.9%	1.3%	2.6%
Collections management — collections surveys/inventories	6.0%	6.2%	7.0%	3.2%	7.9%	6.1%
Storage — time management/project prioritization	5.8%	7.7%	0.8%	3.2%	7.9%	4.4%
Archiving — finding aids	5.1%	5.7%	9.4%	5.6%	2.6%	1.8%
Storage — selecting storage materials	4.9%	4.7%	3.9%	5.6%	7.9%	2.6%
Administration — strategic planning	4.6%	4.5%	5.5%	5.6%	2.6%	6.1%
Collections care — textiles and garments	4.6%	4.5%	2.3%	6.3%	6.6%	1.8%
Storage — making boxes	4.6%	3.9%	9.4%	7.1%	3.9%	0.9%
Administration — training staff/volunteers in collections care	4.4%	4.7%	3.1%	3.2%	2.6%	5.3%
Collections care — hazardous collections	4.3%	6.2%	1.6%	0.8%	2.6%	1.8%
Collections management — cataloguing	4.3%	3.3%	5.5%	4.0%	3.9%	6.1%

Table continued on following page

Top three topics by setting (Topics selected by 7% or more in highlight.)	Overall	Private Practice/ RCL				
		Museum/ Hist. Soc.	Library	Archive	RCL	All others
Collections care — paper-based materials	4.2%	3.0%	8.6%	5.6%	3.9%	2.6%
Collections care — historical objects	4.0%	4.4%	3.1%	4.0%	3.9%	1.8%
Collections management — nomenclature	4.0%	5.0%	2.3%	2.4%	1.3%	6.1%
Disaster planning and recovery — writing a disaster plan	4.0%	4.2%	4.7%	2.4%	2.6%	3.5%
Administration — community-led preservation	3.8%	2.7%	3.9%	5.6%	7.9%	5.3%
Disaster planning and recovery — climate change and disaster planning	3.8%	2.9%	4.7%	3.2%	6.6%	7.9%
Exhibits — lighting	3.7%	4.1%	1.6%	3.2%	5.3%	2.6%
Collections management — barcoding collections	3.6%	4.1%	2.3%	6.3%	2.6%	2.6%
Administration — engaging a board or parent organization in collections care	3.5%	3.3%	1.6%	3.2%	5.3%	2.6%
Collections management — writing condition reports	3.5%	2.9%	3.9%	4.0%	3.9%	3.5%
Administration — collections accessibility	3.3%	3.9%	3.9%	2.4%	0.0%	3.5%
Disaster planning and recovery — recovery of wet collections	3.2%	2.9%	5.5%	3.2%	6.6%	1.8%
Storage — off-site storage	3.2%	3.8%	4.7%	1.6%	2.6%	2.6%
Storage — visible storage	3.2%	5.0%	0.0%	0.8%	2.6%	0.0%
Legal issues — deeds of gift	3.0%	2.4%	3.9%	5.6%	2.6%	3.5%
Collections care — natural history collections	2.8%	2.9%	0.0%	0.8%	1.3%	7.0%
Building care — historic preservation	2.4%	2.6%	0.8%	1.6%	0.0%	4.4%
Building care — pest identification and control	2.4%	2.4%	1.6%	2.4%	2.6%	5.3%
Collections care — framed materials	2.4%	2.1%	0.8%	3.2%	5.3%	4.4%
Collections management — object loans	2.4%	3.2%	2.3%	0.8%	1.3%	1.8%
Building care — identifying building problems	2.3%	2.1%	2.3%	0.8%	1.3%	5.3%
Disaster planning and recovery — risk assessment	2.3%	1.8%	3.1%	1.6%	2.6%	2.6%
Exhibits — planning for preservation	2.3%	2.4%	2.3%	1.6%	2.6%	0.9%
Shipping — working with a fine arts shipper	2.0%	2.0%	1.6%	0.8%	5.3%	2.6%
Building care — building maintenance	1.9%	2.0%	0.0%	1.6%	3.9%	1.8%
Collections care — musical instruments	1.2%	1.5%	0.0%	0.8%	0.0%	0.9%
Collections care — furnishings	1.1%	1.7%	0.0%	0.8%	0.0%	0.0%
Collections care — biological specimen	0.9%	1.4%	0.0%	0.0%	0.0%	1.8%
None of these topics are of interest	1.3%	0.6%	0.8%	1.6%	3.9%	1.8%
Other	3.6%	2.9%	2.3%	4.8%	7.9%	4.4%
n=	1,186	666	128	126	76	114

**Top three topics by institution size**  
*(Topics selected by 7% or more in highlight.)*

	Overall	Very small	Small	Medium	Large/ Very Large
Digital asset management — developing a digital preservation policy	12.1%	8.5%	14.7%	14.7%	11.1%
Collections care — working with Tribal communities/decolonizing collections	11.6%	11.6%	12.0%	11.9%	11.1%
Digital asset management — protecting "born digital" collections	11.2%	9.1%	12.9%	13.3%	9.5%
Digital asset management — digitization of collections	10.5%	9.8%	15.0%	9.9%	6.9%
Collections management — balancing access with collections care	7.9%	5.5%	8.0%	7.9%	11.1%
Exhibits — mountmaking	7.9%	7.3%	7.7%	9.3%	7.3%
Storage — storing difficult-to-store objects	7.5%	4.9%	7.4%	6.8%	10.7%
Administration — fundraising for collections care	7.4%	9.8%	7.7%	7.1%	4.6%
Legal issues — abandoned property	7.4%	5.5%	10.7%	8.2%	4.6%
Building care — balancing environmental sustainability with collections care	7.3%	4.9%	6.4%	7.4%	9.5%
Collections management — collections databases	7.3%	6.7%	9.8%	5.9%	6.1%
Collections care — digital collections	7.0%	7.3%	4.6%	9.3%	6.9%
Administration — project management	6.7%	7.3%	5.2%	6.8%	8.8%
Exhibits — care of objects on exhibit	6.6%	7.3%	4.9%	8.2%	6.1%
Collections care — photographs	6.4%	9.8%	5.8%	4.5%	6.9%
Collections care — paper and archives	6.2%	8.5%	4.9%	5.1%	6.5%
Collections management — procedures and policies	6.1%	4.9%	7.1%	5.1%	7.6%
Collections management — accessioning and deaccessioning	6.0%	4.9%	7.1%	7.6%	3.8%
Collections management — collections surveys/inventories	6.0%	4.3%	4.3%	7.4%	7.3%
Storage — time management/project prioritization	5.8%	9.1%	5.2%	5.4%	6.1%
Archiving — finding aids	5.1%	4.3%	7.1%	6.2%	3.4%
Storage — selecting storage materials	4.9%	4.3%	4.3%	4.2%	6.1%
Administration — strategic planning	4.6%	6.7%	5.8%	4.8%	2.3%
Collections care — textiles and garments	4.6%	4.3%	4.9%	4.5%	3.4%
Storage — making boxes	4.6%	2.4%	3.4%	4.8%	6.9%
Administration — training staff/volunteers in collections care	4.4%	4.9%	4.9%	4.8%	2.3%
Collections care — hazardous collections	4.3%	0.0%	3.4%	6.2%	5.7%
Collections management — cataloguing	4.3%	3.7%	5.8%	2.0%	4.6%
Collections care — paper-based materials	4.2%	4.9%	2.5%	4.0%	5.0%
Collections care — historical objects	4.0%	6.1%	2.8%	4.0%	3.8%
Collections management — nomenclature	4.0%	3.7%	4.0%	4.8%	4.2%

Table continued on following page

**Top three topics by institution size**  
*(Topics selected by 7% or more in highlight.)*

	Overall	Very small	Small	Medium	Large/ Very Large
Disaster planning and recovery — writing a disaster plan	4.0%	3.0%	4.6%	3.4%	4.2%
Administration — community-led preservation	3.8%	4.9%	4.3%	3.7%	2.3%
Disaster planning and recovery — climate change and disaster planning	3.8%	6.1%	2.5%	2.3%	6.1%
Exhibits — lighting	3.7%	4.3%	4.3%	2.3%	4.2%
Collections management — barcoding collections	3.6%	4.3%	4.3%	3.7%	3.4%
Administration — engaging a board or parent organization in collections care	3.5%	4.9%	3.4%	2.5%	2.3%
Collections management — writing condition reports	3.5%	6.1%	1.8%	1.4%	5.7%
Administration — collections accessibility	3.3%	3.7%	2.5%	3.7%	4.2%
Disaster planning and recovery — recovery of wet collections	3.2%	2.4%	3.1%	3.7%	3.8%
Storage — off-site storage	3.2%	1.2%	2.5%	4.8%	4.2%
Storage — visible storage	3.2%	2.4%	4.3%	3.7%	1.9%
Legal issues — deeds of gift	3.0%	4.3%	3.7%	2.0%	3.1%
Collections care — natural history collections	2.8%	1.2%	2.8%	3.7%	1.9%
Building care — historic preservation	2.4%	3.0%	2.5%	2.8%	0.8%
Building care — pest identification and control	2.4%	1.8%	1.5%	2.5%	4.6%
Collections care — framed materials	2.4%	4.3%	2.1%	1.7%	3.1%
Collections management — object loans	2.4%	1.8%	0.9%	2.3%	5.3%
Building care — identifying building problems	2.3%	1.2%	0.9%	2.8%	3.8%
Disaster planning and recovery — risk assessment	2.3%	1.2%	1.5%	1.4%	4.2%
Exhibits — planning for preservation	2.3%	0.6%	2.1%	2.3%	3.1%
Shipping — working with a fine arts shipper	2.0%	3.0%	1.5%	1.4%	3.1%
Building care — building maintenance	1.9%	3.0%	1.8%	1.7%	1.1%
Collections care — musical instruments	1.2%	3.7%	0.9%	0.3%	0.8%
Collections care — furnishings	1.1%	1.8%	0.9%	1.1%	0.8%
Collections care — biological specimen	0.9%	0.0%	1.5%	1.1%	0.8%
None of these topics are of interest	1.3%	2.4%	1.5%	0.6%	0.4%
Other	3.6%	3.7%	2.5%	4.8%	3.1%
n=	1,186	164	326	353	262

**Top three topics by C2C webinar usage**  
*(Topics selected by 7% or more in highlight.)*

	Overall	Regularly	Occas- ionally	Rarely	Never
Digital asset management — developing a digital preservation policy	12.1%	11.5%	13.1%	11.1%	8.6%
Collections care — working with Tribal communities/decolonizing collections	11.6%	12.3%	13.1%	7.3%	10.3%
Digital asset management — protecting "born digital" collections	11.2%	8.5%	12.1%	11.5%	10.3%
Digital asset management — digitization of collections	10.5%	11.9%	9.1%	11.5%	17.2%
Collections management — balancing access with collections care	7.9%	10.2%	8.2%	5.6%	5.2%
Exhibits — mountmaking	7.9%	12.3%	8.0%	4.3%	3.4%
Storage — storing difficult-to-store objects	7.5%	9.4%	7.6%	6.0%	5.2%
Administration — fundraising for collections care	7.4%	6.4%	7.7%	8.1%	5.2%
Legal issues — abandoned property	7.4%	8.5%	8.6%	3.4%	5.2%
Building care — balancing environmental sustainability with collections care	7.3%	6.8%	9.1%	3.8%	1.7%
Collections management — collections databases	7.3%	7.7%	7.7%	7.3%	1.7%
Collections care — digital collections	7.0%	5.5%	6.5%	9.4%	8.6%
Administration — project management	6.7%	6.0%	7.6%	6.0%	3.4%
Exhibits — care of objects on exhibit	6.6%	8.1%	7.3%	4.7%	0.0%
Collections care — photographs	6.4%	6.0%	5.3%	8.5%	12.1%
Collections care — paper and archives	6.2%	6.8%	6.2%	4.7%	8.6%
Collections management — procedures and policies	6.1%	7.7%	5.8%	5.6%	5.2%
Collections management — accessioning and deaccessioning	6.0%	7.7%	6.2%	3.8%	5.2%
Collections management — collections surveys/inventories	6.0%	6.8%	6.5%	4.7%	1.7%
Storage — time management/project prioritization	5.8%	5.1%	6.4%	4.7%	6.9%
Archiving — finding aids	5.1%	6.0%	5.0%	4.3%	6.9%
Storage — selecting storage materials	4.9%	4.7%	5.5%	3.8%	3.4%
Administration — strategic planning	4.6%	3.8%	4.1%	7.3%	3.4%
Collections care — textiles and garments	4.6%	3.0%	5.0%	5.1%	3.4%
Storage — making boxes	4.6%	6.8%	4.7%	3.0%	0.0%
Administration — training staff/volunteers in collections care	4.4%	4.3%	4.9%	4.3%	0.0%
Collections care — hazardous collections	4.3%	5.5%	4.7%	3.0%	0.0%
Collections management — cataloguing	4.3%	3.8%	3.9%	5.6%	5.2%
Collections care — paper-based materials	4.2%	6.0%	3.8%	3.0%	6.9%
Collections care — historical objects	4.0%	3.4%	4.2%	4.3%	3.4%
Collections management — nomenclature	4.0%	4.7%	4.1%	3.0%	5.2%

Table continued on following page



**Top three topics by C2C webinar usage**  
*(Topics selected by 7% or more in highlight.)*

	Overall	Regularly	Occas- ionally	Rarely	Never
Disaster planning and recovery — writing a disaster plan	4.0%	3.0%	3.9%	5.6%	3.4%
Administration — community-led preservation	3.8%	3.0%	4.2%	3.4%	3.4%
Disaster planning and recovery — climate change and disaster planning	3.8%	2.1%	3.9%	5.6%	1.7%
Exhibits — lighting	3.7%	3.0%	4.1%	4.3%	0.0%
Collections management — barcoding collections	3.6%	5.5%	3.5%	2.6%	1.7%
Administration — engaging a board or parent organization in collections care	3.5%	4.3%	3.3%	3.8%	1.7%
Collections management — writing condition reports	3.5%	4.7%	3.2%	3.8%	1.7%
Administration — collections accessibility	3.3%	2.6%	3.3%	3.8%	3.4%
Disaster planning and recovery — recovery of wet collections	3.2%	4.7%	2.7%	3.4%	1.7%
Storage — off-site storage	3.2%	3.8%	3.3%	3.0%	0.0%
Storage — visible storage	3.2%	3.8%	3.5%	2.6%	0.0%
Legal issues — deeds of gift	3.0%	4.3%	2.4%	3.4%	3.4%
Collections care — natural history collections	2.8%	3.8%	2.7%	1.7%	3.4%
Building care — historic preservation	2.4%	2.6%	2.6%	2.6%	0.0%
Building care — pest identification and control	2.4%	2.1%	2.4%	3.4%	0.0%
Collections care — framed materials	2.4%	3.4%	2.1%	2.1%	3.4%
Collections management — object loans	2.4%	4.7%	2.0%	1.3%	3.4%
Building care — identifying building problems	2.3%	1.7%	2.4%	3.0%	0.0%
Disaster planning and recovery — risk assessment	2.3%	1.7%	2.1%	2.6%	5.2%
Exhibits — planning for preservation	2.3%	0.4%	3.3%	0.9%	3.4%
Shipping — working with a fine arts shipper	2.0%	2.1%	2.1%	1.7%	1.7%
Building care — building maintenance	1.9%	1.7%	2.0%	1.7%	1.7%
Collections care — musical instruments	1.2%	2.1%	1.1%	0.4%	1.7%
Collections care — furnishings	1.1%	0.4%	1.2%	0.4%	5.2%
Collections care — biological specimen	0.9%	0.9%	0.9%	0.4%	3.4%
None of these topics are of interest	1.3%	0.0%	0.2%	3.8%	10.3%
Other	3.6%	2.6%	3.6%	3.4%	8.6%
n=	1,186	235	659	234	58

Condensed topic list by major category	All topics of interest		Top three topics	
	Count	Sample percentage	Count	Sample percentage
Administration	720	60.4%	333	28.1%
Archiving	313	26.3%	61	5.1%
Building care	569	47.7%	174	14.7%
Collections care	1031	86.5%	526	44.4%
Collections management	949	79.6%	493	40.7%
Digital asset management	684	57.4%	325	27.4%
Disaster planning and recovery	546	45.8%	142	12.0%
Exhibits	639	53.6%	212	17.9%
Legal issues	416	34.9%	117	9.9%
Shipping	173	14.5%	24	2.0%
Storage	788	66.1%	310	26.1%
None of these topics are of interest	16	1.3%	16	1.3%
Other	N/A	N/A	43	3.6%
Average number of topics selected	14.3		N/A	
n=	1,192		1,186	

Condensed topic list by survey year	All topics of interest		Top three topics	
	2021	2018	2021	2018
Administration	60.4%	57.8%	28.1%	27.0%
Archiving	26.3%	38.7%	5.1%	11.8%
Building care	47.7%	52.5%	14.7%	17.0%
Collections care	86.5%	82.5%	44.4%	34.4%
Collections management	79.6%	83.1%	40.7%	45.8%
Digital asset management	57.4%	59.3%	27.4%	29.7%
Disaster planning and recovery	45.8%	39.5%	12.0%	10.4%
Exhibits	53.6%	56.0%	17.9%	17.3%
Legal issues	34.9%	52.6%	9.9%	17.6%
Shipping	14.5%	14.1%	2.0%	2.3%
Storage	66.1%	59.2%	26.1%	16.3%
None of these topics are of interest	1.3%	0.6%	1.3%	0.6%
Other	N/A	N/A	3.6%	3.9%
Average number of topics selected	14.3	14.9	N/A	N/A
n=	1,192	1,310	1,186	1,309

<b>Condensed topic list by age: all topics</b>		Overall	< 31	31–40	41–55	> 55
Administration	60.4%		64.6%	69.2%	62.1%	49.7%
Archiving	26.3%		27.1%	27.3%	19.8%	32.8%
Building care	47.7%		58.3%	50.5%	50.1%	39.7%
Collections care	86.5%		88.5%	90.5%	87.1%	81.7%
Collections management	79.6%		86.5%	86.7%	80.2%	70.8%
Digital asset management	57.4%		60.4%	61.0%	59.9%	50.6%
Disaster planning and recovery	45.8%		54.2%	50.2%	46.1%	39.7%
Exhibits	53.6%		63.5%	58.4%	56.8%	43.3%
Legal issues	34.9%		45.8%	41.6%	32.9%	28.6%
Shipping	14.5%		18.8%	19.0%	17.2%	6.1%
Storage	66.1%		75.0%	71.7%	68.5%	56.1%
None of these topics are of interest	1.3%		0.0%	0.0%	0.5%	3.9%
Average number of topics selected	14.3		16.9	15.7	14.5	12.1
n=	1,192		96	315	419	360

<b>Condensed topic list by age: top three topics</b>		Overall	< 31	31–40	41–55	> 55
Administration	28.1%		29.2%	30.3%	29.4%	24.2%
Archiving	5.1%		4.2%	3.8%	3.8%	8.1%
Building care	14.7%		19.8%	15.0%	14.8%	12.6%
Collections care	44.4%		36.5%	44.3%	43.5%	47.5%
Collections management	40.7%		51.0%	41.7%	40.7%	37.4%
Digital asset management	27.4%		28.1%	29.0%	27.0%	26.4%
Disaster planning and recovery	12.0%		11.5%	13.7%	11.7%	11.0%
Exhibits	17.9%		18.8%	20.1%	18.9%	14.6%
Legal issues	9.9%		15.6%	9.9%	9.1%	9.3%
Shipping	2.0%		1.0%	3.8%	1.7%	1.1%
Storage	26.1%		30.2%	29.6%	26.3%	21.6%
None of these topics are of interest	1.3%		0.0%	0.0%	0.5%	3.9%
Other	3.6%		2.1%	2.2%	4.1%	4.8%
n=	1,186		96	314	418	356

Condensed topic list by experience: all topics					
	Overall	<6 years	6–10 years	11–20 years	>20 years
Administration	60.4%	60.0%	63.3%	60.7%	58.2%
Archiving	26.3%	31.8%	27.5%	25.6%	24.7%
Building care	47.7%	49.1%	50.2%	47.8%	45.7%
Collections care	86.5%	90.0%	90.0%	86.8%	82.3%
Collections management	79.6%	85.5%	82.9%	79.9%	74.8%
Digital asset management	57.4%	52.7%	57.4%	59.4%	56.9%
Disaster planning and recovery	45.8%	48.2%	50.6%	42.5%	45.5%
Exhibits	53.6%	60.0%	56.2%	55.0%	48.1%
Legal issues	34.9%	35.5%	38.2%	36.0%	31.9%
Shipping	14.5%	20.9%	15.5%	14.3%	12.2%
Storage	66.1%	72.7%	69.3%	66.5%	62.1%
None of these topics are of interest	1.3%	0.0%	0.8%	0.7%	2.9%
Average number of topics selected	14.3	16.1	15.6	14.1	13.0
n=	1,192	110	251	433	385

Condensed topic list by experience: top three topics					
	Overall	<6 years	6–10 years	11–20 years	>20 years
Administration	28.1%	19.4%	29.9%	28.9%	28.3%
Archiving	5.1%	6.5%	4.4%	4.9%	5.8%
Building care	14.7%	17.6%	13.9%	12.7%	16.2%
Collections care	44.4%	45.4%	45.8%	43.3%	43.7%
Collections management	40.7%	48.1%	41.8%	41.2%	37.7%
Digital asset management	27.4%	22.2%	25.9%	29.9%	27.0%
Disaster planning and recovery	12.0%	9.3%	15.9%	10.4%	11.8%
Exhibits	17.9%	16.7%	20.7%	18.8%	15.2%
Legal issues	9.9%	10.2%	11.6%	9.7%	9.2%
Shipping	2.0%	1.9%	0.8%	2.5%	2.4%
Storage	26.1%	32.4%	25.9%	26.2%	24.6%
None of these topics are of interest	1.3%	0.0%	0.8%	0.7%	2.9%
Other	3.6%	2.8%	2.4%	3.0%	5.2%
n=	1,186	108	251	432	382

Condensed topic list by setting: all topics	Overall	Private Practice/ RCL				
		Museum/ Hist. Soc.	Library	Archive	RCL	All others
Administration	60.4%	62.1%	64.1%	54.0%	50.0%	63.2%
Archiving	26.3%	26.5%	34.4%	31.0%	14.5%	18.4%
Building care	47.7%	49.9%	43.0%	41.3%	47.4%	45.6%
Collections care	86.5%	88.2%	86.7%	87.3%	81.6%	82.5%
Collections management	79.6%	83.0%	82.0%	76.2%	69.7%	73.7%
Digital asset management	57.4%	58.6%	62.5%	67.5%	39.5%	57.0%
Disaster planning and recovery	45.8%	44.3%	50.8%	40.5%	56.6%	47.4%
Exhibits	53.6%	59.6%	49.2%	35.7%	51.3%	41.2%
Legal issues	34.9%	39.0%	28.9%	40.5%	17.1%	28.1%
Shipping	14.5%	15.5%	8.6%	7.3%	23.7%	15.8%
Storage	66.1%	70.8%	64.1%	57.9%	63.2%	56.1%
None of these topics are of interest	1.3%	0.6%	0.8%	1.6%	3.9%	1.8%
Average number of topics selected	14.3	15.0	13.8	13.7	13.0	12.9
n=	1,192	671	128	126	76	114

Condensed topic list by setting: top three topics	Overall	Private Practice/ RCL				
		Museum/ Hist. Soc.	Library	Archive	RCL	All others
Administration	28.1%	28.4%	27.3%	25.4%	25.0%	31.6%
Archiving	5.1%	5.7%	9.4%	5.6%	2.6%	1.8%
Building care	14.7%	14.0%	10.9%	12.7%	19.7%	21.1%
Collections care	44.4%	42.6%	46.1%	42.9%	50.0%	43.9%
Collections management	40.7%	43.4%	36.7%	42.9%	28.9%	39.5%
Digital asset management	27.4%	27.5%	34.4%	42.9%	10.5%	22.8%
Disaster planning and recovery	12.0%	10.4%	17.2%	10.3%	17.1%	13.2%
Exhibits	17.9%	20.3%	16.4%	10.3%	17.1%	13.2%
Legal issues	9.9%	11.6%	8.6%	8.7%	2.6%	10.5%
Shipping	2.0%	2.0%	1.6%	0.8%	5.3%	2.6%
Storage	26.1%	29.7%	19.5%	22.2%	32.9%	14.9%
None of these topics are of interest	1.3%	0.6%	0.8%	1.6%	3.9%	1.8%
Other	3.6%	2.9%	2.3%	4.8%	7.9%	4.4%
n=	1,186	666	128	126	76	114

Condensed topic list by institution size: all topics	Overall				
	Very small	Small	Medium	Large/ Very Large	
Administration	60.4%	64.0%	63.7%	58.5%	57.6%
Archiving	26.3%	31.7%	33.5%	22.9%	18.6%
Building care	47.7%	42.1%	48.2%	46.0%	52.3%
Collections care	86.5%	81.7%	88.7%	88.1%	86.7%
Collections management	79.6%	76.2%	80.5%	81.1%	81.8%
Digital asset management	57.4%	60.4%	59.8%	62.1%	51.1%
Disaster planning and recovery	45.8%	42.1%	41.8%	46.6%	51.5%
Exhibits	53.6%	54.9%	57.0%	52.0%	49.6%
Legal issues	34.9%	39.6%	40.2%	35.0%	27.3%
Shipping	14.5%	16.5%	11.6%	13.3%	18.6%
Storage	66.1%	64.0%	65.2%	66.9%	68.9%
None of these topics are of interest	1.3%	2.4%	1.5%	0.6%	0.4%
Average number of topics selected	14.3	14.2	14.6	14.2	14.3
n=	1,192	164	328	354	264

Condensed topic list by institution size: top three topics	Overall				
	Very small	Small	Medium	Large/ Very Large	
Administration	28.1%	31.1%	30.1%	27.8%	23.3%
Archiving	5.1%	4.3%	7.1%	6.2%	3.4%
Building care	14.7%	12.8%	12.6%	15.0%	17.9%
Collections care	44.4%	47.0%	40.5%	44.8%	44.3%
Collections management	40.7%	34.1%	42.6%	39.4%	46.2%
Digital asset management	27.4%	24.4%	32.2%	31.7%	22.1%
Disaster planning and recovery	12.0%	12.2%	10.7%	9.1%	16.8%
Exhibits	17.9%	15.9%	16.6%	19.5%	17.9%
Legal issues	9.9%	9.8%	13.2%	9.6%	7.6%
Shipping	2.0%	3.0%	1.5%	1.4%	3.1%
Storage	26.1%	23.8%	25.2%	25.8%	30.2%
None of these topics are of interest	1.3%	2.4%	1.5%	0.6%	0.4%
Other	3.6%	3.7%	2.5%	4.8%	3.1%
n=	1,186	164	326	353	262

Condensed topic list by C2C webinar usage: all topics					
	Overall	Regularly	Occasionally	Rarely	Never
Administration	60.4%	65.3%	63.3%	54.0%	32.8%
Archiving	26.3%	29.7%	26.1%	25.1%	19.0%
Building care	47.7%	54.2%	49.9%	39.1%	31.0%
Collections care	86.5%	92.8%	87.9%	78.3%	77.6%
Collections management	79.6%	90.3%	81.0%	69.4%	62.1%
Digital asset management	57.4%	64.4%	57.9%	51.1%	48.3%
Disaster planning and recovery	45.8%	53.8%	46.9%	39.1%	27.6%
Exhibits	53.6%	71.2%	53.7%	40.9%	32.8%
Legal issues	34.9%	46.2%	36.0%	24.7%	17.2%
Shipping	14.5%	18.6%	15.4%	8.5%	12.1%
Storage	66.1%	80.9%	68.3%	51.9%	37.9%
None of these topics are of interest	1.3%	0.0%	0.2%	3.8%	10.3%
Average number of topics selected	14.3	17.9	14.4	11.4	9.6
n=	1,192	236	663	235	58

Condensed topic list by C2C webinar usage: top three topics					
	Overall	Regularly	Occasionally	Rarely	Never
Administration	28.1%	26.8%	29.0%	29.5%	17.2%
Archiving	5.1%	6.0%	5.0%	4.3%	6.9%
Building care	14.7%	13.2%	17.0%	12.4%	3.4%
Collections care	44.4%	44.3%	45.7%	39.7%	48.3%
Collections management	40.7%	47.2%	41.1%	35.5%	31.0%
Digital asset management	27.4%	27.7%	28.2%	24.8%	27.6%
Disaster planning and recovery	12.0%	10.6%	12.0%	13.7%	10.3%
Exhibits	17.9%	21.7%	19.6%	12.0%	6.9%
Legal issues	9.9%	11.1%	10.6%	6.8%	8.6%
Shipping	2.0%	2.1%	2.1%	1.7%	1.7%
Storage	26.1%	30.2%	27.6%	20.9%	13.8%
None of these topics are of interest	1.3%	0.0%	0.2%	3.8%	10.3%
Other	3.6%	2.6%	3.6%	3.4%	8.6%
n=	1,186	235	659	234	58



## Courses

Have you participated in a Connecting to Collections Care Course (either live or by viewing the recorded on-demand version)?

	Count	Sample percentage
Yes	370	31.3%
No	814	68.8%
n=	1,184	

		Yes	No	n=
	Overall	31.3%	68.8%	1,184
Age	<31	27.1%	72.9%	96
	31–40	29.0%	71.0%	314
	41–55	31.4%	68.6%	417
	>55	34.1%	65.9%	355
Experience	<6 years	29.6%	70.4%	108
	6–10 years	31.5%	68.5%	251
	11–20 years	32.9%	67.1%	431
	>20 years	29.7%	70.3%	381
Setting	Museum/Hist. Society	28.7%	71.3%	665
	Library	39.1%	60.9%	128
	Archive	34.9%	65.1%	126
	Private Practice/RCL	31.6%	68.4%	76
	All others	29.8%	70.2%	114
Institution size	Very Small	29.4%	70.6%	163
	Small	29.4%	70.6%	326
	Medium	30.9%	69.1%	353
	Large/Very Large	33.6%	66.4%	262
C2C webinar usage	Regularly	36.2%	63.8%	235
	Occasionally	33.0%	67.0%	658
	Rarely	27.5%	72.5%	233
	Never	6.9%	93.1%	58

## Why have you not participated in a Connecting to Collections Care Course? (Check all that apply)

	Count	Sample percentage
My employer/organization would not pay the registration fee	235	29.1%
The registration fee is too high	208	25.8%
I didn't know courses were available	164	20.3%
No particular reason	136	16.9%
I don't have time	130	16.1%
I forget to do so	89	11.0%
I use other sources of professional development (1)	87	10.8%
Content is too introductory for my needs	82	10.2%
There are no topics of interest to me	35	4.3%
I do not like online courses in general	22	2.7%
I don't have the ability to stream videos	5	0.6%
Content is too advanced for my needs	2	0.2%
Other (2)	57	7.1%
n=	807	

(1) = the other sources for professional development:

- AAM, CAM, IMLS, National Parks, STLP (State Tribal Local Plans and Grants) and the Smithsonian. I use these in connection with C2C many times I am not aware of which group is providing the information - it is more a factor of the right timing and availability.
- AASLH, AAM, MMA, MCN, CSAAM, ARCS, LYRASIS.
- AIC conference sessions, courses from other institutions.
- AIC conferences and FAIC courses, local workshops, various other virtual programming.
- AIC, AASLH, Getty, NEDCC.
- American Alliance of Museums, Texas Historical Commission, online professional group meet-ups, PACCIN, International Mountmakers Forum, ARCS.
- Archives Association of Ontario Texas Historical Commission.
- Archivist contacts.
- ARCS.
- ARCS and Texas Historical Museums.
- ARCS forum, cs-aam LISTSERV colleagues in the field, Museum methods and other books.
- ARCS webinars or past conference presentations, other online sources.
- Association of Hawai'i Archivists, SAA courses.
- Association of Registrars and Collections Specialists, primarily; I also sit in on almost anything free that comes through my inbox that is of the slightest interest.
- Attending conferences such as SPNHC.
- Canadian conservation institute, local museum association courses.
- CCAHA webinars, THC webinars, professional association webinars (SEMC/AAMC/NCPC), books, AAM resource library, Conserve O Grams, suggestions from colleagues.
- CCI and provincial museums associations.
- Colleagues, literature, other professional organizations as previously noted.
- Conferences.
- Conferences.
- Conferences (CAC/ALHFAM/OMA), Canadian Conservation Institute.
- Conferences in and in-person webinars through SEMC, NCMC, and NC Preservation Consortium.
- Conferences, other webinars (especially in the past year)
- CSA and TSA webinars.
- DHPSNY, CCAHA, SAA, Museum associations webinars,
- Direct conversation with colleagues.
- Facebook groups, books.
- FAIC Workshops.
- Free webinars and resources from other organizations.
- Free webinars posted by other organizations such as THC; advise of colleagues, AAM resources covered under my institutional and/or individual membership, sources found on the internet..

- Free webinars; courses provided through my university programming; save my funds every couple years to attend a conference.
- Future Learn platform, The Institute of Conservation.
- Have taken FAIC courses for Conservation Professionals, museumclasses.org courses, in-person workshops offered by the Canadian Association for Conservation and the Canadian Conservation Institute.
- Herbaria listserv, Society for the Preservation of Natural History Collection.
- I attend regional museum conferences and attend workshops there since they are already covered in the cost of attending the conference.
- I attended face to face seminars.
- I look for specific resources available from NPS and Smithsonian, etc.
- I use the published professional literature, both monographs and articles. I also ask colleagues and attend conferences.
- I utilize the free resources first.
- I'm involved with my local historical society and they host hands on programming for museum professionals. And I have Smithsonian programs I can get into.
- In person workshops from CCI or West Dean College short courses.
- In-person courses from NYU, workshops at conferences and that little place in the middle of Iowa.
- local / regional - NYART, MARAC, other online webinars
- Locally based courses and seminars.
- Michigan Museum Association, AASLH Technical Leaflets
- More conservator focused courses through FAIC.
- Museum Hub, SEMC, ARCS, CSAAM, Texas Historical Commission.
- My employer found me a course through the Northern States Conservation Center.
- My employer would perhaps pay the fee, but given budget limitations I tend to look for free options like NEDCC preservation flyers; your free webinars; and other free sources of information.
- National, regional, and state association training, etc. local workshops.
- NEDCC, SAA, MACC, and DHPSNY.
- NEMA.
- Online forums and discussions with other colleagues, conversations and conferences with related fields.
- Past experience, AATA for current literature and colleagues.
- Professional library organizations and certificate programs.
- Professional network.
- Professional network Free webinars Costume Society of America Textile Society of America.
- Professional Society meetings.
- Publications, directly connecting with conservators or colleagues with questions, free webinars.
- RC-WR webinars, CSA Webinars.
- Reading materials - attending national conferences and/or workshops - contact experienced people in the relevant fields.
- Region specific organizations such as North Carolina Preservation Consortium.
- Regional conferences, networking, universities, publications.
- Resources available through our AAM or AASLH or Ohio Local History Alliance membership.
- SAA and AASLH.
- Same resources I posted on a similar question for not using the Community Discussion forum.
- Society of American Archivists.
- Society of American Archivists, Image Institute, local resources/organizations offering similar courses for free.
- Statewide archival and museum member organizations
- The activities and publications of the Society for the Preservation of Natural History Collections (SPNHC).
- The focus of my business is not collections care. I appreciate having this resource for those who do, and used to occasionally listen in on a topic to ensure my information is still relevant. However, I haven't done so for 3? 4? 5? years now. Just the nature of the workflow. Time spent on paying projects takes priority. - Printed books and articles. - AIC and Specialty Group meetings and post-meeting publications of talks presented. - Regional group meetings, workshops (often hosting classes that I can't get into on a national level) and exchanges, - Private on-line conservation zoom groups (presentations and meetings to discuss topics), - Paid and free online classes often concerning business, law, chemistry, biology, or in specified subjects, such as Photographic materials chemistry.
- Various online sources.
- Webinars (including C2CC), workshops, conference sessions.
- Workshops of Historical Society of Michigan, other local sources or things I note online.

*Continued on following page*

(2) = the “other” responses:

- Although I personally have not participated in a course, I assigned an employee to complete one.
- Am retired and now volunteer, and museum does not have funds to support fees.
- C2C courses are not top of my mind.
- Can't guarantee schedule.
- Cost - also, most are topics I am familiar with.
- Currently, too busy.
- Don't want to ask employer to pay the fee.
- Fee has to be paid by my organization.
- Free is better.
- Funding.
- Getting approval to pay the fee.
- Hard to commit to multiple dates.
- Have not thought to ask employer to pay registration.
- I already have a museum studies degree.
- I am afraid I would miss one of the meetings and not be able to make it up for certification. I do not have a set schedule so it is hard to commit to a particular time.
- I am not able to justify the professional development cost to my boss since I can't be certain the information will be helpful.
- I can usually find free programs that meet my needs.
- I can usually find what I need in free materials.
- I generally find that webinars are either way too specific OR way to general for my little house museum set-up.
- I have encouraged my staff to use the resource.
- I have not seen anything directed towards fossil conservation/preparation.
- I have not, but our curator has participated in a course.
- I like the one to two-hour short webinars.
- I prefer using the free webinars for learning.
- I referred courses to appropriate staff member
- I utilized it so a staff member could attend instead of myself.
- I'm new to this community and haven't yet had a chance to attend a webinar. I signed up for the AIC and SPNHC 2021 Transform conference, and will be attending my first webinar this week.
- It is difficult to pay the registration fee from a Lebanese account, due to the restrictions of the Lebanese banks.
- It is other staffs primary responsibility.
- It is too much of a time commitment on one topic.
- It wasn't always clear from the description whether the content would be too introductory or too advanced.
- It's a huge pain to register for paid courses through my employer/organization when I'm not the person authorized to make purchases.
- Limited professional development funding spent elsewhere.
- Many other courses are available for free.
- My employees have participated .
- My focus has been on getting our museum open for the public.
- My schedule is irregular and I don't want to spend money on a course I'm not sure I'm going to be able to attend.
- Never heard of you before survey.
- Never one specific answer--but it's often hard to convince my museum to pay for webinars.
- Not at a stage in my career where I am prioritizing paid courses - just finished graduate school.
- Not sure if appropriate to register since I intern in private practice not collections.
- Not sure if I can have time. Will need to see the length and costs to decide. But I will consider it.
- Not sure if the level of training offered is appropriate for my current knowledge.
- Not sure the registration fee would warrant for what I might learn.
- Of the pay courses I submit to the budget, usually they are for conferences - limited funds.
- Our organization isn't always in a position to pay for the courses.
- Previous course topics weren't of interest.
- Registration fee is high for a student.
- Subject, need, and time have not coincided.
- The courses don't always pertain to my job as a researcher.
- Time did not work with schedules.
- Time zone.
- Time zone difference.
- Topics weren't compelling enough to use my VERY limited professional development funds.
- Webinar instruction is best during our slow user season Dec-Jan-Feb.
- When working I was a 1-person operation so had minimal time for such.

Course non-participation reasons by age		Overall	< 31	31–40	41–55	> 55
My employer/organization would not pay the registration fee	29.1%		36.2%	30.6%	31.0%	23.4%
The registration fee is too high	25.8%		36.2%	32.4%	24.3%	18.2%
I didn't know courses were available	20.3%		24.6%	18.9%	22.5%	17.7%
No particular reason	16.9%		13.0%	16.7%	14.4%	21.2%
I don't have time	16.1%		10.1%	15.8%	19.4%	14.3%
I forget to do so	11.0%		7.2%	12.2%	14.1%	7.4%
I use other sources of professional development	10.8%		8.7%	12.2%	12.3%	8.2%
Content is too introductory for my needs	10.2%		7.2%	9.9%	13.7%	6.5%
There are no topics of interest to me	4.3%		0.0%	3.2%	5.6%	5.2%
I do not like online courses in general	2.7%		1.4%	4.1%	2.1%	2.6%
I don't have the ability to stream videos	0.6%		1.4%	0.5%	0.4%	0.9%
Content is too advanced for my needs	0.2%		0.0%	0.0%	0.7%	0.0%
Other	7.1%		5.8%	5.0%	5.3%	11.7%
n=	807		69	222	284	231

Course non-participation reasons by experience					
	Overall	<6 years	6–10 years	11–20 years	>20 years
My employer/organization would not pay the registration fee	29.1%	33.8%	36.5%	25.7%	27.1%
The registration fee is too high	25.8%	36.5%	35.3%	24.3%	16.5%
I didn't know courses were available	20.3%	23.0%	22.9%	21.9%	15.8%
No particular reason	16.9%	12.2%	14.1%	17.7%	19.5%
I don't have time	16.1%	9.5%	14.7%	17.4%	18.0%
I forget to do so	11.0%	9.5%	9.4%	14.2%	9.4%
I use other sources of professional development	10.8%	13.5%	8.2%	11.8%	10.9%
Content is too introductory for my needs	10.2%	1.4%	11.2%	8.7%	13.9%
There are no topics of interest to me	4.3%	1.4%	1.8%	3.1%	8.3%
I do not like online courses in general	2.7%	0.0%	3.5%	4.5%	1.1%
I don't have the ability to stream videos	0.6%	0.0%	1.2%	0.3%	0.8%
Content is too advanced for my needs	0.2%	0.0%	0.0%	0.7%	0.0%
Other	7.1%	6.8%	6.5%	5.9%	9.0%
n=	807	74	170	288	266

Course non-participation reasons by setting	Overall	Private Practice/ RCL				
		Museum/ Hist. Soc.	Library	Archive	Private Practice/ RCL	All others
My employer/organization would not pay the registration fee	29.1%	34.1%	22.1%	24.4%	13.7%	30.8%
The registration fee is too high	25.8%	27.5%	22.1%	25.6%	19.5%	16.7%
I didn't know courses were available	20.3%	18.4%	20.8%	25.6%	21.6%	29.5%
No particular reason	16.9%	15.3%	22.1%	18.3%	13.7%	17.9%
I don't have time	16.1%	19.3%	14.3%	13.4%	13.7%	10.3%
I forget to do so	11.0%	12.9%	14.3%	6.1%	9.8%	6.4%
I use other sources of professional development	10.8%	10.4%	7.8%	11.0%	15.7%	11.5%
Content is too introductory for my needs	10.2%	10.6%	9.1%	7.3%	17.6%	7.7%
There are no topics of interest to me	4.3%	4.7%	5.2%	3.7%	5.9%	2.6%
I do not like online courses in general	2.7%	3.0%	3.9%	0.0%	3.9%	3.8%
I don't have the ability to stream videos	0.6%	0.6%	0.0%	0.0%	2.0%	1.3%
Content is too advanced for my needs	0.2%	0.4%	0.0%	0.0%	0.0%	0.0%
Other	7.1%	7.4%	6.5%	6.1%	7.8%	5.1%
n=	807	472	77	82	51	78

Course non-participation reasons by institution size					
	Overall	Very small	Small	Medium	Large/ Very Large
My employer/organization would not pay the registration fee	29.1%	24.6%	31.6%	34.6%	26.2%
The registration fee is too high	25.8%	30.7%	29.4%	20.6%	22.7%
I didn't know courses were available	20.3%	24.6%	18.4%	19.8%	23.3%
No particular reason	16.9%	11.4%	13.2%	17.7%	21.5%
I don't have time	16.1%	10.5%	19.7%	19.3%	14.0%
I forget to do so	11.0%	14.0%	11.4%	12.8%	7.6%
I use other sources of professional development	10.8%	12.3%	9.2%	9.9%	12.8%
Content is too introductory for my needs	10.2%	7.9%	9.6%	11.5%	11.0%
There are no topics of interest to me	4.3%	2.6%	3.5%	4.1%	7.6%
I do not like online courses in general	2.7%	4.4%	3.5%	2.1%	2.3%
I don't have the ability to stream videos	0.6%	1.8%	0.9%	0.0%	0.6%
Content is too advanced for my needs	0.2%	0.0%	0.9%	0.0%	0.0%
Other	7.1%	9.6%	8.3%	5.8%	5.2%
n=	807	114	228	243	172



Course non-participation reasons by C2C webinar usage	Frequency				
	Overall	Regularly	Occasion-ally	Rarely	Never
My employer/organization would not pay the registration fee	29.1%	44.0%	29.0%	19.9%	17.0%
The registration fee is too high	25.8%	34.7%	23.7%	26.5%	15.1%
I didn't know courses were available	20.3%	12.7%	21.2%	19.3%	37.7%
No particular reason	16.9%	14.0%	16.7%	19.9%	17.0%
I don't have time	16.1%	9.3%	16.9%	20.5%	15.1%
I forget to do so	11.0%	10.0%	11.9%	11.4%	5.7%
I use other sources of professional development	10.8%	6.7%	12.1%	12.0%	7.5%
Content is too introductory for my needs	10.2%	7.3%	10.7%	11.4%	9.4%
There are no topics of interest to me	4.3%	2.7%	4.6%	5.4%	3.8%
I do not like online courses in general	2.7%	2.0%	2.1%	5.4%	1.9%
I don't have the ability to stream videos	0.6%	0.7%	0.5%	0.6%	1.9%
Content is too advanced for my needs	0.2%	0.7%	0.2%	0.0%	0.0%
Other	7.1%	10.0%	6.8%	3.6%	11.3%
n=	807	150	438	166	53

**What changes/improvements, if any, would you like made to the Connecting to Collections Care Courses to make them more valuable for your needs?**

**[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 Course (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 as a topic for a Connecting to Collections Care course. 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 course topic	All topics of interest		Top three topics	
	Count	Sample percentage	Count	Sample percentage
Administration — collections accessibility	158	13.6%	47	4.1%
Administration — community-led preservation	124	10.7%	48	4.1%
Administration — engaging a board or parent organization in collections care	89	7.7%	42	3.6%
Administration — fundraising for collections care	152	13.1%	69	6.0%
Administration — project management	187	16.1%	72	6.2%
Administration — strategic planning	139	12.0%	59	5.1%
Administration — training staff/volunteers in collections care	108	9.3%	34	2.9%
Archiving — finding aids	157	13.6%	62	5.4%
Building care — balancing environmental sustainability with collections care	146	12.6%	66	5.7%
Building care — building maintenance	79	6.8%	25	2.2%
Building care — historic preservation	85	7.3%	22	1.9%
Building care — identifying building problems	107	9.2%	34	2.9%
Building care — pest identification and control	111	9.6%	28	2.4%
Collections care — biological specimen	50	4.3%	11	1.0%
Collections care — digital collections	192	16.6%	72	6.2%
Collections care — framed materials	119	10.3%	21	1.8%
Collections care — furnishings	73	6.3%	17	1.5%
Collections care — hazardous collections	101	8.7%	39	3.4%
Collections care — historical objects	147	12.7%	40	3.5%
Collections care — musical instruments	56	4.8%	13	1.1%
Collections care — natural history collections	83	7.2%	30	2.6%
Collections care — paper and archives	236	20.4%	66	5.7%
Collections care — paper-based materials	202	17.4%	44	3.8%

*Table continued on following page*

Full list, alpha sort by course topic	All topics of interest		Top three topics	
	Count	Sample percentage	Count	Sample percentage
Collections care — photographs	228	19.7%	72	6.2%
Collections care — textiles and garments	179	15.5%	52	4.5%
Collections care — working with Tribal communities/decolonizing collections	184	15.9%	102	8.8%
Collections management — accessioning and deaccessioning	186	16.1%	59	5.1%
Collections management — balancing access with collections care	214	18.5%	67	5.8%
Collections management — barcoding collections	98	8.5%	18	1.6%
Collections management — cataloguing	152	13.1%	41	3.5%
Collections management — collections databases	205	17.7%	70	6.1%
Collections management — collections surveys/inventories	196	16.9%	59	5.1%
Collections management — nomenclature	104	9.0%	26	2.2%
Collections management — object loans	97	8.4%	28	2.4%
Collections management — procedures and policies	182	15.7%	53	4.6%
Collections management — writing condition reports	119	10.3%	30	2.6%
Digital asset management — developing a digital preservation policy	247	21.3%	117	10.1%
Digital asset management — digitization of collections	257	22.2%	116	10.0%
Digital asset management — protecting "born digital" collections	206	17.8%	102	8.8%
Disaster planning and recovery — climate change and disaster planning	128	11.1%	40	3.5%
Disaster planning and recovery — recovery of wet collections	131	11.3%	38	3.3%
Disaster planning and recovery — risk assessment	126	10.9%	27	2.3%
Disaster planning and recovery — writing a disaster plan	143	12.3%	39	3.4%
Exhibits — care of objects on exhibit	184	15.9%	53	4.6%
Exhibits — lighting	149	12.9%	36	3.1%
Exhibits — mountmaking	185	16.0%	80	6.9%
Exhibits — planning for preservation	132	11.4%	30	2.6%
Legal issues — abandoned property	163	14.1%	62	5.4%
Legal issues — deeds of gift	118	10.2%	29	2.5%
Shipping — working with a fine arts shipper	68	5.9%	26	2.2%
Storage — off-site storage	118	10.2%	29	2.5%
Storage — making boxes	163	14.1%	51	4.4%
Storage — time management/project prioritization	154	13.3%	47	4.1%

Table continued on following page

Full list, alpha sort by course topic	All topics of interest		Top three topics	
	Count	Sample percentage	Count	Sample percentage
Storage — selecting storage materials	150	13.0%	37	3.2%
Storage — storing difficult-to-store objects	209	18.0%	64	5.5%
Storage — visible storage	115	9.9%	33	2.9%
None of these topics are of interest	60	5.2%	60	5.2%
Other ( <i>see below</i> )	N/A	N/A	42	3.6%
	n= 1,158		1,157	

The “other” topics are:

- All of the above.
- Architectural and engineering plans.
- Archives 101.
- Arrangement of collections.
- A-V preservation.
- Basic object conservation.
- Cataloguing an artist state posthumously.
- Community curated exhibitions.
- Conserving contemporary art.
- Contemporary art conservation.
- Corporate collections.
- Courier training.
- Digital humanities.
- Digital preservation policy, workflow, for small organization with few technical staff.
- Digital storage!!!! Also proper training on audiovisual materials: care, digitization, digital preservation.
- Digitizing legacy material like 1 and 2" magnetic tape.
- Disaster planning and recovery - recovery of fire damaged collections.
- Environmental Monitoring - A Comparison of Dataloggers.
- Exhibit preservation.
- General Collections Care for previously poorly housed materials.
- Grant opportunities for funding better storage and digitization of collection records.
- Historical firearms/munition conservation/restoration.
- I would like to encourage other volunteers to attend courses, if I can know about the courses.
- Managing email, star.
- Managing photograph and scrapbook collections.
- Medical/biological collections.
- New proposals in the field of preventive and risk conservation.
- Object digital photography.
- Overview of historic paint finishes on Industrial/Agricultural and/or Household items.
- Packing for shipment.
- Paintings conservation, storage, care.
- Preparation/conservation of natural history collections.
- Public artworks.
- Quite honestly the topic on the previous page are too broad for a 12 week course.
- R&R, Fair Use, and the Internet; exhibition management.
- Repatriation.
- Same as previous answer regarding materials that make up more "modern" artifacts.
- Sustainable collections practices.
- Textile storage - docent training.
- Weeding Collections- Best Practices.
- Working as team for collections care.

Full list, sorted by popularity for all course topics of interest	All topics of interest		Top three topics	
	Count	Sample percentage	Count	Sample percentage
Digital asset management — digitization of collections	257	22.2%	116	10.0%
Digital asset management — developing a digital preservation policy	247	21.3%	117	10.1%
Collections care — paper and archives	236	20.4%	66	5.7%
Collections care — photographs	228	19.7%	72	6.2%
Collections management — balancing access with collections care	214	18.5%	67	5.8%
Storage — storing difficult-to-store objects	209	18.0%	64	5.5%
Digital asset management — protecting "born digital" collections	206	17.8%	102	8.8%
Collections management — collections databases	205	17.7%	70	6.1%
Collections care — paper-based materials	202	17.4%	44	3.8%
Collections management — collections surveys/inventories	196	16.9%	59	5.1%
Collections care — digital collections	192	16.6%	72	6.2%
Administration — project management	187	16.1%	72	6.2%
Collections management — accessioning and deaccessioning	186	16.1%	59	5.1%
Exhibits — mountmaking	185	16.0%	80	6.9%
Collections care — working with Tribal communities/decolonizing collections	184	15.9%	102	8.8%
Exhibits — care of objects on exhibit	184	15.9%	53	4.6%
Collections management — procedures and policies	182	15.7%	53	4.6%
Collections care — textiles and garments	179	15.5%	52	4.5%
Legal issues — abandoned property	163	14.1%	62	5.4%
Storage — making boxes	163	14.1%	51	4.4%
Administration — collections accessibility	158	13.6%	47	4.1%
Archiving — finding aids	157	13.6%	62	5.4%
Storage — time management/project prioritization	154	13.3%	47	4.1%
Administration — fundraising for collections care	152	13.1%	69	6.0%
Collections management — cataloguing	152	13.1%	41	3.5%
Storage — selecting storage materials	150	13.0%	37	3.2%
Exhibits — lighting	149	12.9%	36	3.1%
Collections care — historical objects	147	12.7%	40	3.5%
Building care — balancing environmental sustainability with collections care	146	12.6%	66	5.7%

Table continued on following page

Full list, sorted by popularity for all course topics of interest	All topics of interest		Top three topics	
	Count	Sample percentage	Count	Sample percentage
Disaster planning and recovery — writing a disaster plan	143	12.3%	39	3.4%
Administration — strategic planning	139	12.0%	59	5.1%
Exhibits — planning for preservation	132	11.4%	30	2.6%
Disaster planning and recovery — recovery of wet collections	131	11.3%	38	3.3%
Disaster planning and recovery — climate change and disaster planning	128	11.1%	40	3.5%
Disaster planning and recovery — risk assessment	126	10.9%	27	2.3%
Administration — community-led preservation	124	10.7%	48	4.1%
Collections care — framed materials	119	10.3%	21	1.8%
Collections management — writing condition reports	119	10.3%	30	2.6%
Legal issues — deeds of gift	118	10.2%	29	2.5%
Storage — off-site storage	118	10.2%	29	2.5%
Storage — visible storage	115	9.9%	33	2.9%
Building care — pest identification and control	111	9.6%	28	2.4%
Administration — training staff/volunteers in collections care	108	9.3%	34	2.9%
Building care — identifying building problems	107	9.2%	34	2.9%
Collections management — nomenclature	104	9.0%	26	2.2%
Collections care — hazardous collections	101	8.7%	39	3.4%
Collections management — barcoding collections	98	8.5%	18	1.6%
Collections management — object loans	97	8.4%	28	2.4%
Administration — engaging a board or parent organization in collections care	89	7.7%	42	3.6%
Building care — historic preservation	85	7.3%	22	1.9%
Collections care — natural history collections	83	7.2%	30	2.6%
Building care — building maintenance	79	6.8%	25	2.2%
Collections care — furnishings	73	6.3%	17	1.5%
Shipping — working with a fine arts shipper	68	5.9%	26	2.2%
Collections care — musical instruments	56	4.8%	13	1.1%
Collections care — biological specimen	50	4.3%	11	1.0%
None of these topics are of interest	60	5.2%	60	5.2%
Other	N/A	N/A	42	3.6%
n= 1,158			1,157	

Full list, sorted by popularity for top three course topics of interest	All topics of interest		Top three topics	
	Count	Sample percentage	Count	Sample percentage
Digital asset management — developing a digital preservation policy	247	21.3%	117	10.1%
Digital asset management — digitization of collections	257	22.2%	116	10.0%
Collections care — working with Tribal communities/decolonizing collections	184	15.9%	102	8.8%
Digital asset management — protecting "born digital" collections	206	17.8%	102	8.8%
Exhibits — mountmaking	185	16.0%	80	6.9%
Administration — project management	187	16.1%	72	6.2%
Collections care — photographs	228	19.7%	72	6.2%
Collections care — digital collections	192	16.6%	72	6.2%
Collections management — collections databases	205	17.7%	70	6.1%
Administration — fundraising for collections care	152	13.1%	69	6.0%
Collections management — balancing access with collections care	214	18.5%	67	5.8%
Building care — balancing environmental sustainability with collections care	146	12.6%	66	5.7%
Collections care — paper and archives	236	20.4%	66	5.7%
Storage — storing difficult-to-store objects	209	18.0%	64	5.5%
Archiving — finding aids	157	13.6%	62	5.4%
Legal issues — abandoned property	163	14.1%	62	5.4%
Administration — strategic planning	139	12.0%	59	5.1%
Collections management — accessioning and deaccessioning	186	16.1%	59	5.1%
Collections management — collections surveys/inventories	196	16.9%	59	5.1%
Collections management — procedures and policies	182	15.7%	53	4.6%
Exhibits — care of objects on exhibit	184	15.9%	53	4.6%
Collections care — textiles and garments	179	15.5%	52	4.5%
Storage — making boxes	163	14.1%	51	4.4%
Administration — community-led preservation	124	10.7%	48	4.1%
Administration — collections accessibility	158	13.6%	47	4.1%
Storage — time management/project prioritization	154	13.3%	47	4.1%
Collections care — paper-based materials	202	17.4%	44	3.8%
Administration — engaging a board or parent organization in collections care	89	7.7%	42	3.6%
Collections management — cataloguing	152	13.1%	41	3.5%

Table continued on following page

Full list, sorted by popularity for top three course topics of interest	All topics of interest		Top three topics	
	Count	Sample percentage	Count	Sample percentage
Collections care — historical objects	147	12.7%	40	3.5%
Disaster planning and recovery — climate change and disaster planning	128	11.1%	40	3.5%
Collections care — hazardous collections	101	8.7%	39	3.4%
Disaster planning and recovery — writing a disaster plan	143	12.3%	39	3.4%
Disaster planning and recovery — recovery of wet collections	131	11.3%	38	3.3%
Storage — selecting storage materials	150	13.0%	37	3.2%
Exhibits — lighting	149	12.9%	36	3.1%
Administration — training staff/volunteers in collections care	108	9.3%	34	2.9%
Building care — identifying building problems	107	9.2%	34	2.9%
Storage — visible storage	115	9.9%	33	2.9%
Collections care — natural history collections	83	7.2%	30	2.6%
Collections management — writing condition reports	119	10.3%	30	2.6%
Exhibits — planning for preservation	132	11.4%	30	2.6%
Legal issues — deeds of gift	118	10.2%	29	2.5%
Storage — off-site storage	118	10.2%	29	2.5%
Building care — pest identification and control	111	9.6%	28	2.4%
Collections management — object loans	97	8.4%	28	2.4%
Disaster planning and recovery — risk assessment	126	10.9%	27	2.3%
Collections management — nomenclature	104	9.0%	26	2.2%
Shipping — working with a fine arts shipper	68	5.9%	26	2.2%
Building care — building maintenance	79	6.8%	25	2.2%
Building care — historic preservation	85	7.3%	22	1.9%
Collections care — framed materials	119	10.3%	21	1.8%
Collections management — barcoding collections	98	8.5%	18	1.6%
Collections care — furnishings	73	6.3%	17	1.5%
Collections care — musical instruments	56	4.8%	13	1.1%
Collections care — biological specimen	50	4.3%	11	1.0%
None of these topics are of interest	60	5.2%	60	5.2%
Other	N/A	N/A	42	3.6%
	n= 1,158		1,157	



Full list, alpha sort by topic, webinars vs. courses	All topics of interest		Top three topics	
	Webinars	Courses	Webinars	Courses
Administration — collections accessibility	23.5%	13.6%	3.3%	4.1%
Administration — community-led preservation	17.7%	10.7%	3.8%	4.1%
Administration — engaging a board or parent organization in collections care	13.5%	7.7%	3.5%	3.6%
Administration — fundraising for collections care	23.2%	13.1%	7.4%	6.0%
Administration — project management	25.1%	16.1%	6.7%	6.2%
Administration — strategic planning	20.5%	12.0%	4.6%	5.1%
Administration — training staff/volunteers in collections care	21.1%	9.3%	4.4%	2.9%
Archiving — finding aids	26.3%	13.6%	5.1%	5.4%
Building care — balancing environmental sustainability with collections care	24.7%	12.6%	7.3%	5.7%
Building care — building maintenance	13.8%	6.8%	1.9%	2.2%
Building care — historic preservation	14.9%	7.3%	2.4%	1.9%
Building care — identifying building problems	16.9%	9.2%	2.3%	2.9%
Building care — pest identification and control	24.8%	9.6%	2.4%	2.4%
Collections care — biological specimen	7.9%	4.3%	0.9%	1.0%
Collections care — digital collections	41.0%	16.6%	7.0%	6.2%
Collections care — framed materials	24.6%	10.3%	2.4%	1.8%
Collections care — furnishings	15.3%	6.3%	1.1%	1.5%
Collections care — hazardous collections	23.3%	8.7%	4.3%	3.4%
Collections care — historical objects	29.4%	12.7%	4.0%	3.5%
Collections care — musical instruments	10.7%	4.8%	1.2%	1.1%
Collections care — natural history collections	13.8%	7.2%	2.8%	2.6%
Collections care — paper and archives	39.8%	20.4%	6.2%	5.7%
Collections care — paper-based materials	33.5%	17.4%	4.2%	3.8%
Collections care — photographs	39.8%	19.7%	6.4%	6.2%
Collections care — textiles and garments	33.9%	15.5%	4.6%	4.5%
Collections care — working with Tribal communities/decolonizing collections	29.7%	15.9%	11.6%	8.8%
Collections management — accessioning and deaccessioning	33.3%	16.1%	6.0%	5.1%
Collections management — balancing access with collections care	35.7%	18.5%	7.9%	5.8%
Collections management — barcoding collections	18.0%	8.5%	3.6%	1.6%
Collections management — cataloguing	28.1%	13.1%	4.3%	3.5%

Table continued on following page

Full list, alpha sort by topic, webinars vs. courses	All topics of interest		Top three topics	
	Webinars	Courses	Webinars	Courses
Collections management — collections databases	33.2%	17.7%	7.3%	6.1%
Collections management — collections surveys/inventories	32.2%	16.9%	6.0%	5.1%
Collections management — nomenclature	22.7%	9.0%	4.0%	2.2%
Collections management — object loans	17.8%	8.4%	2.4%	2.4%
Collections management — procedures and policies	31.4%	15.7%	6.1%	4.6%
Collections management — writing condition reports	23.8%	10.3%	3.5%	2.6%
Digital asset management — developing a digital preservation policy	35.8%	21.3%	12.1%	10.1%
Digital asset management — digitization of collections	38.6%	22.2%	10.5%	10.0%
Digital asset management — protecting "born digital" collections	33.6%	17.8%	11.2%	8.8%
Disaster planning and recovery — climate change and disaster planning	23.7%	11.1%	3.8%	3.5%
Disaster planning and recovery — recovery of wet collections	23.2%	11.3%	3.2%	3.3%
Disaster planning and recovery — risk assessment	24.0%	10.9%	2.3%	2.3%
Disaster planning and recovery — writing a disaster plan	25.1%	12.3%	4.0%	3.4%
Exhibits — care of objects on exhibit	32.0%	15.9%	6.6%	4.6%
Exhibits — lighting	27.0%	12.9%	3.7%	3.1%
Exhibits — mountmaking	30.4%	16.0%	7.9%	6.9%
Exhibits — planning for preservation	21.5%	11.4%	2.3%	2.6%
Legal issues — abandoned property	26.9%	14.1%	7.4%	5.4%
Legal issues — deeds of gift	21.4%	10.2%	3.0%	2.5%
Shipping — working with a fine arts shipper	14.5%	5.9%	2.0%	2.2%
Storage — off-site storage	20.6%	10.2%	3.2%	2.5%
Storage — making boxes	29.2%	14.1%	4.6%	4.4%
Storage — time management/project prioritization	25.0%	13.3%	5.8%	4.1%
Storage — selecting storage materials	30.6%	13.0%	4.9%	3.2%
Storage — storing difficult-to-store objects	35.7%	18.0%	7.5%	5.5%
Storage — visible storage	20.2%	9.9%	3.2%	2.9%
None of these topics are of interest	1.3%	5.2%	1.3%	5.2%
Other	N/A	N/A	3.6%	3.6%
n=	1,192	1,158	1,186	1,157

**Top three course topics by age**
*(Topics selected by 6% or more in highlight.)*

	Overall	< 31	31–40	41–55	> 55
Digital asset management — developing a digital preservation policy	10.1%	9.5%	10.7%	11.3%	8.4%
Digital asset management — digitization of collections	10.0%	14.7%	7.1%	8.8%	12.8%
Collections care — working with Tribal communities/decolonizing collections	8.8%	10.5%	12.7%	8.6%	5.2%
Digital asset management — protecting "born digital" collections	8.8%	8.4%	11.7%	6.9%	8.7%
Exhibits — mountmaking	6.9%	10.5%	7.8%	6.4%	5.8%
Administration — project management	6.2%	4.2%	8.8%	7.4%	3.2%
Collections care — digital collections	6.2%	5.3%	6.8%	6.4%	5.8%
Collections care — photographs	6.2%	4.2%	4.2%	5.9%	9.0%
Collections management — collections databases	6.1%	6.3%	4.9%	6.6%	6.4%
Administration — fundraising for collections care	6.0%	6.3%	4.5%	5.2%	7.8%
Collections management — balancing access with collections care	5.8%	5.3%	7.5%	5.9%	4.3%
Building care — balancing environmental sustainability with collections care	5.7%	10.5%	7.8%	4.7%	3.8%
Collections care — paper and archives	5.7%	1.1%	3.6%	6.4%	8.1%
Storage — storing difficult-to-store objects	5.5%	9.5%	7.1%	3.9%	4.9%
Archiving — finding aids	5.4%	4.2%	3.6%	4.4%	8.4%
Legal issues — abandoned property	5.4%	8.4%	7.5%	4.4%	3.8%
Administration — strategic planning	5.1%	2.1%	6.2%	5.2%	4.9%
Collections management — accessioning and deaccessioning	5.1%	7.4%	5.2%	4.7%	4.9%
Collections management — collections surveys/inventories	5.1%	4.2%	4.9%	6.9%	3.5%
Collections management — procedures and policies	4.6%	5.3%	5.5%	5.7%	2.3%
Exhibits — care of objects on exhibit	4.6%	7.4%	4.9%	5.7%	2.3%
Collections care — textiles and garments	4.5%	3.2%	3.2%	4.7%	5.8%
Storage — making boxes	4.4%	9.5%	4.5%	3.7%	3.8%
Administration — collections accessibility	4.1%	6.3%	6.2%	3.7%	2.0%
Administration — community-led preservation	4.1%	1.1%	3.9%	5.9%	3.2%
Storage — time management/project prioritization	4.1%	3.2%	5.2%	3.9%	3.5%
Collections care — paper-based materials	3.8%	3.2%	4.2%	3.2%	4.3%
Administration — engaging a board or parent organization in collections care	3.6%	4.2%	4.5%	3.9%	2.3%
Collections care — historical objects	3.5%	2.1%	2.3%	3.4%	4.9%
Collections management — cataloguing	3.5%	1.1%	2.6%	3.7%	4.9%

*Table continued on following page*

**Top three course topics by age**
*(Topics selected by 6% or more in highlight.)*

	Overall	< 31	31–40	41–55	> 55
Disaster planning and recovery — climate change and disaster planning	3.5%	6.3%	4.5%	2.9%	2.3%
Collections care — hazardous collections	3.4%	8.4%	3.6%	2.9%	2.3%
Disaster planning and recovery — writing a disaster plan	3.4%	3.2%	3.9%	3.2%	3.2%
Disaster planning and recovery — recovery of wet collections	3.3%	4.2%	3.9%	3.4%	2.3%
Storage — selecting storage materials	3.2%	2.1%	3.6%	3.9%	2.3%
Exhibits — lighting	3.1%	2.1%	1.9%	3.9%	3.5%
Administration — training staff/volunteers in collections care	2.9%	4.2%	3.6%	3.7%	1.2%
Building care — identifying building problems	2.9%	2.1%	3.2%	3.7%	2.0%
Storage — visible storage	2.9%	1.1%	3.9%	2.9%	2.3%
Collections care — natural history collections	2.6%	5.3%	1.0%	3.4%	2.3%
Collections management — writing condition reports	2.6%	4.2%	2.3%	2.2%	2.9%
Exhibits — planning for preservation	2.6%	4.2%	3.9%	2.0%	1.7%
Legal issues — deeds of gift	2.5%	0.0%	1.6%	2.7%	3.8%
Storage — off-site storage	2.5%	1.1%	3.2%	2.7%	2.0%
Building care — pest identification and control	2.4%	5.3%	2.3%	2.9%	1.2%
Collections management — object loans	2.4%	3.2%	4.5%	1.5%	1.4%
Disaster planning and recovery — risk assessment	2.3%	1.1%	3.2%	2.0%	2.3%
Building care — building maintenance	2.2%	3.2%	2.3%	2.2%	1.7%
Collections management — nomenclature	2.2%	5.3%	2.6%	1.0%	2.6%
Shipping — working with a fine arts shipper	2.2%	3.2%	4.2%	0.7%	2.0%
Building care — historic preservation	1.9%	3.2%	1.3%	2.2%	1.7%
Collections care — framed materials	1.8%	2.1%	1.3%	2.7%	1.2%
Collections management — barcoding collections	1.6%	1.1%	1.9%	1.5%	1.4%
Collections care — furnishings	1.5%	3.2%	1.0%	1.2%	1.7%
Collections care — musical instruments	1.1%	0.0%	1.0%	1.2%	1.4%
Collections care — biological specimen	1.0%	1.1%	0.3%	1.0%	1.2%
None of these topics are of interest	5.2%	2.1%	3.9%	4.7%	7.8%
Other	3.6%	2.1%	1.6%	3.4%	6.1%
n=	1,157	95	308	407	345

**Top three course topics by experience**  
*(Topics selected by 6% or more in highlight.)*

	Overall	<6 years	6–10 years	11–20 years	>20 years
Digital asset management — developing a digital preservation policy	10.1%	8.4%	12.2%	10.5%	9.1%
Digital asset management — digitization of collections	10.0%	13.1%	11.0%	9.1%	9.4%
Collections care — working with Tribal communities/decolonizing collections	8.8%	10.3%	10.2%	7.9%	8.3%
Digital asset management — protecting "born digital" collections	8.8%	5.6%	11.0%	9.6%	7.5%
Exhibits — mountmaking	6.9%	6.5%	9.8%	6.9%	5.1%
Administration — project management	6.2%	4.7%	6.1%	6.0%	7.0%
Collections care — digital collections	6.2%	6.5%	5.3%	7.2%	5.6%
Collections care — photographs	6.2%	7.5%	7.3%	6.2%	4.8%
Collections management — collections databases	6.1%	8.4%	6.5%	4.8%	6.4%
Administration — fundraising for collections care	6.0%	4.7%	5.3%	4.8%	8.3%
Collections management — balancing access with collections care	5.8%	1.9%	6.5%	6.7%	5.6%
Building care — balancing environmental sustainability with collections care	5.7%	7.5%	6.1%	5.0%	5.6%
Collections care — paper and archives	5.7%	8.4%	5.3%	5.0%	5.6%
Storage — storing difficult-to-store objects	5.5%	4.7%	6.5%	5.7%	4.8%
Archiving — finding aids	5.4%	4.7%	5.3%	5.3%	5.9%
Legal issues — abandoned property	5.4%	5.6%	4.9%	6.5%	4.6%
Administration — strategic planning	5.1%	1.9%	3.3%	7.2%	5.1%
Collections management — accessioning and deaccessioning	5.1%	4.7%	6.9%	6.0%	2.9%
Collections management — collections surveys/inventories	5.1%	6.5%	4.9%	4.8%	5.1%
Collections management — procedures and policies	4.6%	6.5%	5.7%	5.0%	2.9%
Exhibits — care of objects on exhibit	4.6%	7.5%	6.9%	3.3%	3.5%
Collections care — textiles and garments	4.5%	5.6%	1.6%	5.0%	4.8%
Storage — making boxes	4.4%	7.5%	6.5%	3.6%	3.2%
Administration — collections accessibility	4.1%	3.7%	6.9%	4.5%	1.6%
Administration — community-led preservation	4.1%	0.0%	5.7%	3.3%	5.1%
Storage — time management/project prioritization	4.1%	7.5%	2.4%	3.6%	4.8%
Collections care — paper-based materials	3.8%	5.6%	2.8%	4.8%	2.7%
Administration — engaging a board or parent organization in collections care	3.6%	5.6%	3.3%	2.9%	4.0%
Collections care — historical objects	3.5%	2.8%	3.7%	3.6%	3.5%
Collections management — cataloguing	3.5%	6.5%	4.1%	2.6%	3.2%

Table continued on following page

**Top three course topics by experience**  
*(Topics selected by 6% or more in highlight.)*

	Overall	<6 years	6–10 years	11–20 years	>20 years
Disaster planning and recovery — climate change and disaster planning	3.5%	0.9%	4.5%	3.1%	4.0%
Collections care — hazardous collections	3.4%	4.7%	4.5%	2.6%	2.7%
Disaster planning and recovery — writing a disaster plan	3.4%	4.7%	3.3%	2.9%	3.8%
Disaster planning and recovery — recovery of wet collections	3.3%	6.5%	3.7%	2.6%	2.9%
Storage — selecting storage materials	3.2%	2.8%	4.1%	2.9%	3.2%
Exhibits — lighting	3.1%	0.9%	2.4%	3.1%	4.3%
Administration — training staff/volunteers in collections care	2.9%	4.7%	2.0%	3.3%	2.4%
Building care — identifying building problems	2.9%	1.9%	3.7%	2.4%	3.2%
Storage — visible storage	2.9%	1.9%	1.6%	3.8%	2.9%
Collections care — natural history collections	2.6%	4.7%	1.2%	1.7%	3.8%
Collections management — writing condition reports	2.6%	0.0%	4.1%	1.9%	2.7%
Exhibits — planning for preservation	2.6%	3.7%	3.3%	2.6%	1.9%
Legal issues — deeds of gift	2.5%	0.0%	2.0%	3.6%	2.4%
Storage — off-site storage	2.5%	0.9%	2.0%	2.6%	3.2%
Building care — pest identification and control	2.4%	3.7%	2.8%	2.4%	1.9%
Collections management — object loans	2.4%	5.6%	3.3%	2.6%	0.8%
Disaster planning and recovery — risk assessment	2.3%	0.9%	2.8%	1.4%	3.5%
Building care — building maintenance	2.2%	1.9%	2.4%	2.9%	1.3%
Collections management — nomenclature	2.2%	5.6%	1.6%	2.2%	1.9%
Shipping — working with a fine arts shipper	2.2%	1.9%	3.3%	1.9%	1.9%
Building care — historic preservation	1.9%	1.9%	2.4%	2.4%	1.1%
Collections care — framed materials	1.8%	4.7%	1.2%	1.9%	1.3%
Collections management — barcoding collections	1.6%	0.9%	1.2%	1.9%	1.6%
Collections care — furnishings	1.5%	2.8%	1.2%	1.4%	0.8%
Collections care — musical instruments	1.1%	0.9%	1.6%	1.2%	0.5%
Collections care — biological specimen	1.0%	0.9%	0.4%	0.7%	1.6%
None of these topics are of interest	5.2%	2.8%	3.7%	5.3%	7.0%
Other	3.6%	2.8%	2.8%	2.9%	5.4%
n=	1,157	107	246	418	373

Top three course topics by setting (Topics selected by 6% or more in highlight.)	Overall	Private Practice/ RCL				
		Museum/ Hist. Soc.	Library	Archive	RCL	All others
Digital asset management — developing a digital preservation policy	10.1%	8.8%	10.5%	18.5%	9.5%	11.7%
Digital asset management — digitization of collections	10.0%	8.8%	16.9%	16.1%	5.4%	9.0%
Collections care — working with Tribal communities/decolonizing collections	8.8%	9.8%	7.3%	3.2%	10.8%	10.8%
Digital asset management — protecting "born digital" collections	8.8%	7.4%	8.9%	19.4%	5.4%	9.9%
Exhibits — mountmaking	6.9%	8.0%	6.5%	4.0%	8.1%	4.5%
Administration — project management	6.2%	5.8%	4.8%	5.6%	9.5%	7.2%
Collections care — digital collections	6.2%	4.8%	10.5%	9.7%	2.7%	7.2%
Collections care — photographs	6.2%	3.7%	14.5%	7.3%	5.4%	8.1%
Collections management — collections databases	6.1%	4.5%	7.3%	10.5%	2.7%	9.9%
Administration — fundraising for collections care	6.0%	7.1%	4.0%	4.8%	6.8%	1.8%
Collections management — balancing access with collections care	5.8%	7.1%	4.8%	4.8%	2.7%	3.6%
Building care — balancing environmental sustainability with collections care	5.7%	6.6%	2.4%	1.6%	9.5%	6.3%
Collections care — paper and archives	5.7%	3.7%	12.9%	11.3%	1.4%	3.6%
Storage — storing difficult-to-store objects	5.5%	5.5%	6.5%	5.6%	8.1%	4.5%
Archiving — finding aids	5.4%	6.5%	6.5%	6.5%	4.1%	0.9%
Legal issues — abandoned property	5.4%	7.5%	2.4%	3.2%	0.0%	3.6%
Administration — strategic planning	5.1%	4.5%	6.5%	7.3%	4.1%	8.1%
Collections management — accessioning and deaccessioning	5.1%	5.8%	7.3%	5.6%	1.4%	1.8%
Collections management — collections surveys/inventories	5.1%	4.8%	7.3%	5.6%	5.4%	5.4%
Collections management — procedures and policies	4.6%	5.5%	4.8%	2.4%	4.1%	0.9%
Exhibits — care of objects on exhibit	4.6%	6.1%	3.2%	0.8%	1.4%	0.9%
Collections care — textiles and garments	4.5%	4.9%	4.0%	4.8%	5.4%	0.0%
Storage — making boxes	4.4%	4.3%	7.3%	6.5%	2.7%	2.7%
Administration — collections accessibility	4.1%	4.9%	0.8%	5.6%	2.7%	2.7%
Administration — community-led preservation	4.1%	2.9%	3.2%	6.5%	5.4%	6.3%
Storage — time management/project prioritization	4.1%	4.6%	3.2%	2.4%	8.1%	2.7%
Collections care — paper-based materials	3.8%	2.0%	11.3%	4.0%	4.1%	4.5%
Administration — engaging a board or parent organization in collections care	3.6%	4.0%	0.8%	4.0%	4.1%	2.7%

Table continued on following page

Top three course topics by setting (Topics selected by 6% or more in highlight.)	Overall	Private Practice/ RCL				
		Museum/ Hist. Soc.	Library	Archive	RCL	All others
Collections care — historical objects	3.5%	4.0%	2.4%	3.2%	4.1%	0.9%
Collections management — cataloguing	3.5%	2.6%	5.6%	3.2%	4.1%	4.5%
Disaster planning and recovery — climate change and disaster planning	3.5%	2.9%	3.2%	1.6%	5.4%	7.2%
Collections care — hazardous collections	3.4%	3.8%	1.6%	0.8%	0.0%	4.5%
Disaster planning and recovery — writing a disaster plan	3.4%	3.7%	1.6%	4.0%	2.7%	1.8%
Disaster planning and recovery — recovery of wet collections	3.3%	2.6%	4.8%	4.0%	5.4%	4.5%
Storage — selecting storage materials	3.2%	3.8%	2.4%	1.6%	5.4%	2.7%
Exhibits — lighting	3.1%	3.8%	2.4%	0.8%	5.4%	0.9%
Administration — training staff/volunteers in collections care	2.9%	3.5%	2.4%	1.6%	1.4%	3.6%
Building care — identifying building problems	2.9%	3.4%	0.8%	1.6%	4.1%	3.6%
Storage — visible storage	2.9%	4.1%	0.0%	1.6%	1.4%	0.9%
Collections care — natural history collections	2.6%	2.9%	0.0%	0.0%	1.4%	6.3%
Collections management — writing condition reports	2.6%	1.7%	1.6%	0.8%	5.4%	7.2%
Exhibits — planning for preservation	2.6%	3.1%	3.2%	0.8%	4.1%	0.9%
Legal issues — deeds of gift	2.5%	2.2%	1.6%	4.8%	1.4%	2.7%
Storage — off-site storage	2.5%	2.6%	4.8%	0.8%	2.7%	1.8%
Building care — pest identification and control	2.4%	2.8%	0.8%	0.0%	1.4%	5.4%
Collections management — object loans	2.4%	3.5%	1.6%	0.0%	1.4%	0.9%
Disaster planning and recovery — risk assessment	2.3%	1.8%	3.2%	2.4%	2.7%	3.6%
Building care — building maintenance	2.2%	2.6%	0.8%	1.6%	1.4%	2.7%
Collections management — nomenclature	2.2%	2.9%	0.8%	0.0%	1.4%	4.5%
Shipping — working with a fine arts shipper	2.2%	2.0%	0.8%	0.8%	1.4%	6.3%
Building care — historic preservation	1.9%	2.2%	0.0%	0.8%	1.4%	1.8%
Collections care — framed materials	1.8%	1.7%	0.0%	2.4%	4.1%	2.7%
Collections management — barcoding collections	1.6%	2.0%	0.0%	2.4%	0.0%	1.8%
Collections care — furnishings	1.5%	1.8%	0.0%	0.8%	1.4%	0.0%
Collections care — musical instruments	1.1%	1.1%	3.2%	0.0%	0.0%	0.0%
Collections care — biological specimen	1.0%	1.4%	0.0%	0.0%	0.0%	1.8%
None of these topics are of interest	5.2%	4.8%	4.8%	4.8%	5.4%	5.4%
Other	3.6%	3.2%	0.8%	8.1%	2.7%	5.4%
n=	1,157	651	124	124	74	111



**Top three course topics by institution size**  
*(Topics selected by 6% or more in highlight.)*

	Overall	Very small	Small	Medium	Large/ Very Large
Digital asset management — developing a digital preservation policy	10.1%	8.2%	10.3%	12.6%	8.7%
Digital asset management — digitization of collections	10.0%	7.0%	12.2%	11.2%	9.1%
Collections care — working with Tribal communities/decolonizing collections	8.8%	7.6%	8.4%	10.6%	7.9%
Digital asset management — protecting "born digital" collections	8.8%	9.5%	8.8%	10.3%	7.5%
Exhibits — mountmaking	6.9%	7.0%	7.5%	6.3%	7.5%
Administration — project management	6.2%	7.6%	5.0%	6.0%	6.7%
Collections care — digital collections	6.2%	3.2%	5.9%	7.8%	5.9%
Collections care — photographs	6.2%	4.4%	4.7%	5.5%	9.1%
Collections management — collections databases	6.1%	7.0%	6.3%	5.5%	5.1%
Administration — fundraising for collections care	6.0%	6.3%	7.2%	6.3%	3.2%
Collections management — balancing access with collections care	5.8%	5.1%	7.8%	5.5%	5.5%
Building care — balancing environmental sustainability with collections care	5.7%	3.8%	7.2%	6.3%	4.3%
Collections care — paper and archives	5.7%	3.2%	6.9%	4.3%	6.7%
Storage — storing difficult-to-store objects	5.5%	3.8%	5.6%	4.6%	8.3%
Archiving — finding aids	5.4%	7.6%	8.1%	4.6%	3.2%
Legal issues — abandoned property	5.4%	2.5%	7.8%	5.5%	4.7%
Administration — strategic planning	5.1%	5.7%	5.0%	4.9%	6.3%
Collections management — accessioning and deaccessioning	5.1%	3.8%	4.4%	7.5%	4.3%
Collections management — collections surveys/inventories	5.1%	2.5%	5.6%	4.9%	7.1%
Collections management — procedures and policies	4.6%	4.4%	4.4%	4.3%	4.7%
Exhibits — care of objects on exhibit	4.6%	3.2%	3.1%	5.5%	5.1%
Collections care — textiles and garments	4.5%	5.7%	4.7%	4.3%	3.2%
Storage — making boxes	4.4%	5.1%	3.8%	4.3%	5.5%
Administration — collections accessibility	4.1%	5.1%	3.8%	3.2%	5.5%
Administration — community-led preservation	4.1%	3.8%	4.4%	4.6%	2.4%
Storage — time management/project prioritization	4.1%	6.3%	4.1%	4.0%	3.6%
Collections care — paper-based materials	3.8%	5.1%	2.5%	3.2%	5.1%
Administration — engaging a board or parent organization in collections care	3.6%	3.2%	4.4%	3.2%	2.8%
Collections care — historical objects	3.5%	5.7%	3.8%	2.6%	2.8%
Collections management — cataloguing	3.5%	5.1%	4.7%	2.0%	2.4%

Table continued on following page

**Top three course topics by institution size**  
*(Topics selected by 6% or more in highlight.)*

	Overall	Very small	Small	Medium	Large/ Very Large
Disaster planning and recovery — climate change and disaster planning	3.5%	3.2%	2.2%	3.7%	4.3%
Collections care — hazardous collections	3.4%	0.0%	2.2%	2.9%	6.3%
Disaster planning and recovery — writing a disaster plan	3.4%	4.4%	1.3%	4.0%	4.0%
Disaster planning and recovery — recovery of wet collections	3.3%	3.2%	2.5%	2.9%	5.5%
Storage — selecting storage materials	3.2%	2.5%	2.2%	3.7%	5.1%
Exhibits — lighting	3.1%	3.2%	2.5%	2.9%	4.0%
Administration — training staff/volunteers in collections care	2.9%	3.2%	3.4%	3.2%	2.4%
Building care — identifying building problems	2.9%	3.2%	3.8%	3.2%	1.2%
Storage — visible storage	2.9%	2.5%	4.1%	2.0%	2.8%
Collections care — natural history collections	2.6%	0.6%	3.4%	3.4%	1.2%
Collections management — writing condition reports	2.6%	3.8%	0.9%	2.0%	3.6%
Exhibits — planning for preservation	2.6%	3.2%	1.9%	1.7%	4.7%
Legal issues — deeds of gift	2.5%	2.5%	3.1%	2.3%	1.2%
Storage — off-site storage	2.5%	0.6%	1.9%	2.9%	4.3%
Building care — pest identification and control	2.4%	1.3%	2.5%	2.9%	2.4%
Collections management — object loans	2.4%	3.8%	1.3%	1.7%	4.3%
Disaster planning and recovery — risk assessment	2.3%	1.3%	1.9%	2.9%	2.8%
Building care — building maintenance	2.2%	2.5%	1.6%	3.2%	1.6%
Collections management — nomenclature	2.2%	1.9%	2.2%	2.3%	3.2%
Shipping — working with a fine arts shipper	2.2%	3.2%	1.6%	2.0%	2.4%
Building care — historic preservation	1.9%	2.5%	2.2%	2.0%	0.0%
Collections care — framed materials	1.8%	2.5%	1.6%	1.4%	2.4%
Collections management — barcoding collections	1.6%	1.3%	1.6%	1.7%	2.0%
Collections care — furnishings	1.5%	3.2%	0.9%	1.7%	0.0%
Collections care — musical instruments	1.1%	1.3%	0.9%	0.3%	2.0%
Collections care — biological specimen	1.0%	0.0%	0.9%	0.9%	2.0%
None of these topics are of interest	5.2%	8.2%	4.1%	4.3%	4.7%
Other	3.6%	2.5%	4.7%	3.4%	3.6%
n=	1,157	158	320	348	253

**Top three course topics by C2C webinar usage**  
*(Topics selected by 6% or more in highlight.)*

	Overall	Regularly	Occas- ionally	Rarely	Never
Digital asset management — developing a digital preservation policy	10.1%	7.3%	11.0%	11.2%	7.4%
Digital asset management — digitization of collections	10.0%	11.2%	9.3%	11.7%	7.4%
Collections care — working with Tribal communities/decolonizing collections	8.8%	9.0%	9.4%	6.7%	9.3%
Digital asset management — protecting "born digital" collections	8.8%	8.2%	9.3%	8.5%	7.4%
Exhibits — mountmaking	6.9%	11.2%	7.0%	3.1%	3.7%
Administration — project management	6.2%	6.9%	6.5%	5.4%	3.7%
Collections care — digital collections	6.2%	7.3%	4.6%	8.1%	13.0%
Collections care — photographs	6.2%	8.2%	5.3%	5.8%	11.1%
Collections management — collections databases	6.1%	3.4%	6.5%	6.7%	9.3%
Administration — fundraising for collections care	6.0%	4.3%	6.0%	7.6%	5.6%
Collections management — balancing access with collections care	5.8%	9.0%	5.3%	3.6%	7.4%
Building care — balancing environmental sustainability with collections care	5.7%	4.7%	7.1%	4.0%	0.0%
Collections care — paper and archives	5.7%	6.9%	5.4%	5.4%	5.6%
Storage — storing difficult-to-store objects	5.5%	6.0%	5.6%	4.0%	9.3%
Archiving — finding aids	5.4%	6.0%	5.1%	4.9%	7.4%
Legal issues — abandoned property	5.4%	8.2%	5.3%	3.1%	3.7%
Administration — strategic planning	5.1%	6.0%	4.0%	6.3%	9.3%
Collections management — accessioning and deaccessioning	5.1%	5.6%	5.4%	4.5%	1.9%
Collections management — collections surveys/inventories	5.1%	3.4%	6.2%	4.0%	3.7%
Collections management — procedures and policies	4.6%	6.4%	4.8%	2.2%	3.7%
Exhibits — care of objects on exhibit	4.6%	6.9%	4.6%	3.1%	0.0%
Collections care — textiles and garments	4.5%	3.4%	4.5%	5.8%	3.7%
Storage — making boxes	4.4%	5.6%	4.8%	3.1%	0.0%
Administration — collections accessibility	4.1%	3.9%	3.4%	6.3%	3.7%
Administration — community-led preservation	4.1%	4.7%	4.8%	2.7%	0.0%
Storage — time management/project prioritization	4.1%	3.9%	4.2%	4.9%	0.0%
Collections care — paper-based materials	3.8%	4.7%	3.9%	2.7%	3.7%
Administration — engaging a board or parent organization in collections care	3.6%	5.2%	3.4%	3.1%	1.9%
Collections care — historical objects	3.5%	3.4%	3.6%	3.6%	1.9%
Collections management — cataloguing	3.5%	3.0%	3.9%	3.1%	3.7%

Table continued on following page

**Top three course topics by C2C webinar usage**  
*(Topics selected by 6% or more in highlight.)*

	Overall	Regularly	Occas- ionally	Rarely	Never
Disaster planning and recovery — climate change and disaster planning	3.5%	3.4%	3.9%	2.7%	1.9%
Collections care — hazardous collections	3.4%	4.3%	3.7%	2.2%	0.0%
Disaster planning and recovery — writing a disaster plan	3.4%	2.6%	3.9%	3.1%	1.9%
Disaster planning and recovery — recovery of wet collections	3.3%	5.2%	2.6%	3.6%	1.9%
Storage — selecting storage materials	3.2%	2.1%	3.7%	2.7%	3.7%
Exhibits — lighting	3.1%	2.6%	3.9%	2.2%	0.0%
Administration — training staff/volunteers in collections care	2.9%	2.1%	3.1%	4.0%	0.0%
Building care — identifying building problems	2.9%	2.1%	3.4%	3.1%	0.0%
Storage — visible storage	2.9%	3.0%	3.6%	1.3%	0.0%
Collections care — natural history collections	2.6%	3.4%	2.3%	1.8%	5.6%
Collections management — writing condition reports	2.6%	1.3%	3.1%	2.2%	3.7%
Exhibits — planning for preservation	2.6%	2.6%	3.1%	1.3%	1.9%
Legal issues — deeds of gift	2.5%	3.9%	2.5%	1.8%	0.0%
Storage — off-site storage	2.5%	2.1%	3.1%	1.3%	1.9%
Building care — pest identification and control	2.4%	3.0%	2.2%	3.1%	0.0%
Collections management — object loans	2.4%	3.9%	2.5%	0.4%	3.7%
Disaster planning and recovery — risk assessment	2.3%	1.7%	2.5%	1.8%	5.6%
Building care — building maintenance	2.2%	1.3%	2.5%	2.2%	1.9%
Collections management — nomenclature	2.2%	2.6%	2.2%	1.8%	3.7%
Shipping — working with a fine arts shipper	2.2%	1.7%	2.3%	3.1%	0.0%
Building care — historic preservation	1.9%	2.1%	1.9%	2.2%	0.0%
Collections care — framed materials	1.8%	1.3%	1.9%	2.2%	1.9%
Collections management — barcoding collections	1.6%	1.7%	1.9%	0.9%	0.0%
Collections care — furnishings	1.5%	0.4%	1.5%	0.9%	7.4%
Collections care — musical instruments	1.1%	0.9%	1.1%	1.3%	1.9%
Collections care — biological specimen	1.0%	1.3%	0.9%	0.4%	1.9%
None of these topics are of interest	5.2%	4.7%	3.6%	8.1%	14.8%
Other	3.6%	1.3%	4.0%	2.7%	13.0%
n=	1,157	233	647	223	54

Condensed course topic list by major category	All topics of interest		Top three topics	
	Count	Sample percentage	Count	Sample percentage
Administration	494	42.7%	296	25.6%
Archiving	157	13.6%	62	5.4%
Building care	305	26.3%	145	12.5%
Collections care	699	60.4%	449	38.8%
Collections management	622	53.7%	360	31.1%
Digital asset management	416	35.9%	260	22.5%
Disaster planning and recovery	297	25.6%	133	11.5%
Exhibits	354	30.6%	170	14.7%
Legal issues	203	17.5%	81	7.0%
Shipping	68	5.9%	26	2.2%
Storage	473	40.8%	237	20.5%
None of these topics are of interest	60	5.2%	60	5.2%
Other	N/A		42	3.6%
Average number of topics selected	7.1		N/A	
n=	1,158		1,157	

<b>Condensed course topic list by age: all topics</b>	Overall	< 31	31–40	41–55	> 55
Administration	42.7%	49.5%	46.8%	45.7%	33.5%
Archiving	13.6%	14.7%	11.4%	10.3%	19.1%
Building care	26.3%	35.8%	31.2%	27.8%	17.9%
Collections care	60.4%	66.3%	63.3%	56.0%	61.3%
Collections management	53.7%	65.3%	56.2%	52.8%	49.7%
Digital asset management	35.9%	41.1%	35.7%	37.6%	32.9%
Disaster planning and recovery	25.6%	31.6%	29.9%	25.3%	20.8%
Exhibits	30.6%	40.0%	33.1%	31.7%	24.6%
Legal issues	17.5%	20.0%	19.5%	17.0%	15.9%
Shipping	5.9%	5.3%	8.8%	4.9%	4.6%
Storage	40.8%	50.5%	45.1%	39.6%	36.1%
None of these topics are of interest	5.2%	2.1%	3.9%	4.7%	7.8%
Average number of topics selected	7.1	9.1	7.8	7.1	6.0
n=	1,158	95	308	407	346

<b>Condensed course topic list by age: top three topics</b>	Overall	< 31	31–40	41–55	> 55
Administration	25.6%	25.3%	29.2%	27.3%	20.3%
Archiving	5.4%	4.2%	3.6%	4.4%	8.4%
Building care	12.5%	18.9%	14.0%	12.5%	9.6%
Collections care	38.8%	36.8%	38.0%	39.3%	39.4%
Collections management	31.1%	32.6%	32.1%	31.4%	29.6%
Digital asset management	22.5%	26.3%	22.1%	21.6%	22.9%
Disaster planning and recovery	11.5%	14.7%	14.3%	10.8%	9.0%
Exhibits	14.7%	20.0%	15.9%	15.0%	11.9%
Legal issues	7.0%	8.4%	8.4%	5.9%	6.7%
Shipping	2.2%	3.2%	4.2%	0.7%	2.0%
Storage	20.5%	23.2%	24.4%	19.9%	17.1%
None of these topics are of interest	5.2%	2.1%	3.9%	4.7%	7.8%
Other	3.6%	2.1%	1.6%	3.4%	6.1%
n=	1,157	95	308	407	345

**Condensed course topic list by experience:  
all topics**

	Overall	<6 years	6–10 years	11–20 years	>20 years
Administration	42.7%	44.9%	44.3%	44.4%	38.6%
Archiving	13.6%	13.1%	15.4%	13.4%	12.9%
Building care	26.3%	30.8%	32.1%	25.1%	22.3%
Collections care	60.4%	72.0%	66.7%	58.5%	53.9%
Collections management	53.7%	62.6%	62.6%	51.8%	47.7%
Digital asset management	35.9%	39.3%	38.2%	36.8%	32.7%
Disaster planning and recovery	25.6%	27.1%	30.9%	23.6%	24.1%
Exhibits	30.6%	33.6%	37.8%	30.5%	24.7%
Legal issues	17.5%	15.9%	19.1%	17.9%	16.9%
Shipping	5.9%	7.5%	6.9%	6.4%	3.8%
Storage	40.8%	45.8%	47.2%	38.4%	38.3%
None of these topics are of interest	5.2%	2.8%	3.7%	5.3%	7.0%
Average number of topics selected	7.1	8.7	8.4	7.0	6.0
n=	1,158	107	246	419	373

**Condensed course topic list by experience:  
top three topics**

	Overall	<6 years	6–10 years	11–20 years	>20 years
Administration	25.6%	21.5%	25.2%	26.1%	26.3%
Archiving	5.4%	4.7%	5.3%	5.3%	5.9%
Building care	12.5%	15.0%	13.4%	12.2%	11.5%
Collections care	38.8%	44.9%	38.2%	38.8%	36.5%
Collections management	31.1%	37.4%	32.5%	32.1%	27.3%
Digital asset management	22.5%	20.6%	23.6%	23.9%	20.6%
Disaster planning and recovery	11.5%	12.1%	13.4%	9.6%	12.6%
Exhibits	14.7%	15.9%	17.9%	13.6%	13.4%
Legal issues	7.0%	5.6%	6.9%	9.1%	5.4%
Shipping	2.2%	1.9%	3.3%	1.9%	1.9%
Storage	20.5%	23.4%	20.3%	20.6%	20.1%
None of these topics are of interest	5.2%	2.8%	3.7%	5.3%	7.0%
Other	3.6%	2.8%	2.8%	2.9%	5.4%
n=	1,157	107	246	418	373

Condensed course topic list by setting: all topics						
	Overall	Museum/ Hist. Soc.	Library	Archive	Private Practice/ RCL	All others
Administration	42.7%	43.4%	43.5%	38.7%	39.2%	44.1%
Archiving	13.6%	12.4%	23.4%	16.9%	8.1%	9.0%
Building care	26.3%	29.0%	21.0%	15.3%	23.0%	27.9%
Collections care	60.4%	58.3%	65.3%	62.9%	54.1%	62.2%
Collections management	53.7%	56.1%	58.1%	50.8%	41.9%	50.5%
Digital asset management	35.9%	33.7%	46.0%	50.8%	20.3%	36.0%
Disaster planning and recovery	25.6%	24.5%	30.6%	25.0%	23.0%	27.9%
Exhibits	30.6%	34.4%	32.3%	16.1%	32.4%	17.1%
Legal issues	17.5%	19.3%	14.5%	16.9%	6.8%	18.0%
Shipping	5.9%	5.8%	1.6%	4.0%	5.4%	9.0%
Storage	40.8%	43.4%	41.9%	33.9%	44.6%	34.2%
None of these topics are of interest	5.2%	4.8%	4.8%	4.8%	5.4%	5.4%
Average number of topics selected	7.1	7.1	7.7	7.1	5.8	6.6
n=	1,158	652	124	124	74	111

Condensed course topic list by setting: top three topics						
	Overall	Museum/ Hist. Soc.	Library	Archive	Private Practice/ RCL	All others
Administration	25.6%	26.3%	20.2%	26.6%	27.0%	25.2%
Archiving	5.4%	6.5%	6.5%	6.5%	4.1%	0.9%
Building care	12.5%	14.3%	3.2%	5.6%	13.5%	17.1%
Collections care	38.8%	36.4%	49.2%	37.1%	32.4%	39.6%
Collections management	31.1%	33.2%	30.6%	30.6%	20.3%	31.5%
Digital asset management	22.5%	19.7%	32.3%	36.3%	13.5%	24.3%
Disaster planning and recovery	11.5%	10.6%	12.1%	12.1%	13.5%	13.5%
Exhibits	14.7%	17.5%	14.5%	6.5%	14.9%	6.3%
Legal issues	7.0%	8.6%	3.2%	6.5%	1.4%	6.3%
Shipping	2.2%	2.0%	0.8%	0.8%	1.4%	6.3%
Storage	20.5%	22.7%	22.6%	16.1%	25.7%	13.5%
None of these topics are of interest	5.2%	4.8%	4.8%	4.8%	5.4%	5.4%
Average number of topics selected	3.6%	3.2%	0.8%	8.1%	2.7%	5.4%
n=	1,157	651	124	124	74	111



Condensed course topic list by institution size: all topics					
	Overall	Very small	Small	Medium	Large/ Very Large
Administration	42.7%	43.7%	43.9%	42.8%	39.9%
Archiving	13.6%	14.6%	17.4%	12.9%	8.7%
Building care	26.3%	26.6%	27.4%	26.7%	22.5%
Collections care	60.4%	52.5%	61.4%	59.8%	62.5%
Collections management	53.7%	50.6%	57.6%	50.9%	56.5%
Digital asset management	35.9%	29.1%	40.2%	41.1%	29.2%
Disaster planning and recovery	25.6%	22.8%	23.4%	26.7%	28.1%
Exhibits	30.6%	31.6%	28.0%	32.2%	28.9%
Legal issues	17.5%	17.1%	22.1%	17.8%	11.5%
Shipping	5.9%	7.0%	5.9%	3.7%	6.3%
Storage	40.8%	41.1%	43.0%	39.1%	42.3%
None of these topics are of interest	5.2%	8.2%	4.0%	4.3%	4.7%
Average number of topics selected	7.1	6.9	7.3	7.0	6.7
n=	1,158	158	321	348	253

Condensed course topic list by institution size: top three topics					
	Overall	Very small	Small	Medium	Large/ Very Large
Administration	25.6%	27.8%	26.9%	24.7%	23.3%
Archiving	5.4%	7.6%	8.1%	4.6%	3.2%
Building care	12.5%	10.8%	14.7%	13.2%	8.7%
Collections care	38.8%	31.0%	38.1%	37.9%	42.7%
Collections management	31.1%	30.4%	33.4%	29.9%	32.0%
Digital asset management	22.5%	17.1%	23.8%	27.0%	20.6%
Disaster planning and recovery	11.5%	11.4%	7.8%	12.6%	14.2%
Exhibits	14.7%	12.7%	11.9%	15.5%	17.8%
Legal issues	7.0%	5.1%	9.4%	6.9%	5.1%
Shipping	2.2%	3.2%	1.6%	2.0%	2.4%
Storage	20.5%	19.6%	20.0%	19.8%	25.3%
None of these topics are of interest	5.2%	8.2%	4.1%	4.3%	4.7%
Other	3.6%	2.5%	4.7%	3.4%	3.6%
n=	1,157	158	320	348	253

Condensed course topic list by C2C webinar usage: all topics		Overall	Regularly	Occasionally	Rarely	Never
Administration	42.7%	43.3%	44.3%	39.5%	33.3%	
Archiving	13.6%	14.6%	13.0%	14.3%	13.0%	
Building care	26.3%	25.3%	28.7%	22.4%	18.5%	
Collections care	60.4%	66.1%	60.2%	54.7%	61.1%	
Collections management	53.7%	62.2%	55.2%	42.6%	44.4%	
Digital asset management	35.9%	36.1%	36.4%	35.0%	33.3%	
Disaster planning and recovery	25.6%	33.0%	25.2%	20.6%	20.4%	
Exhibits	30.6%	40.8%	30.7%	23.3%	14.8%	
Legal issues	17.5%	22.3%	17.6%	14.3%	9.3%	
Shipping	5.9%	7.3%	5.6%	5.4%	5.6%	
Storage	40.8%	47.2%	42.6%	32.3%	27.8%	
None of these topics are of interest	5.2%	4.7%	3.5%	8.1%	14.8%	
Average number of topics selected	7.1	8.9	7.0	5.9	6.2	
n=	1,158	233	648	223	54	

Condensed course topic list by C2C webinar usage: top three topics					
	Overall	Regularly	Occasionally	Rarely	Never
Administration	25.6%	26.2%	24.9%	28.3%	20.4%
Archiving	5.4%	6.0%	5.1%	4.9%	7.4%
Building care	12.5%	11.2%	14.5%	10.8%	1.9%
Collections care	38.8%	39.1%	38.8%	36.8%	46.3%
Collections management	31.1%	32.2%	33.1%	23.8%	33.3%
Digital asset management	22.5%	20.6%	23.5%	22.4%	18.5%
Disaster planning and recovery	11.5%	12.4%	11.9%	10.3%	7.4%
Exhibits	14.7%	18.5%	16.1%	9.0%	5.6%
Legal issues	7.0%	9.9%	7.0%	4.9%	3.7%
Shipping	2.2%	1.7%	2.3%	3.1%	0.0%
Storage	20.5%	21.0%	22.1%	17.0%	13.0%
None of these topics are of interest	5.2%	4.7%	3.6%	8.1%	14.8%
Other	3.6%	1.3%	4.0%	2.7%	13.0%
n=	1,157	233	647	223	54

## Accessibility

---

### Do you identify as having disabilities?

	Count	Sample percentage
I do not identify as having a disability	1,005	86.9%
Yes, I have a visible disability/disabilities	5	0.4%
Yes, I have an invisible disability/disabilities	77	6.7%
Yes, I have both visible and invisible disabilities	10	0.9%
I self-identify as:	10	0.9%
I prefer not to respond	49	4.2%
n=	1,156	

Disability presence		Do not have	Visible disability	Invisible disability	Both	Self-identify	No response	n=
Overall		86.9%	0.4%	6.7%	0.9%	0.9%	4.2%	1,156
Age	<31	81.1%	0.0%	14.7%	0.0%	0.0%	4.2%	95
	31–40	85.7%	0.3%	8.8%	1.0%	0.3%	3.9%	308
	41–55	89.4%	0.7%	4.7%	0.7%	0.2%	4.2%	406
	>55	87.0%	0.3%	4.9%	1.2%	2.3%	4.3%	345
Experience	<6 years	82.2%	0.0%	10.3%	1.9%	0.0%	5.6%	107
	6–10 years	87.8%	0.4%	6.9%	0.8%	0.8%	3.3%	246
	11–20 years	84.7%	0.2%	7.4%	0.7%	1.0%	6.0%	417
	>20 years	90.3%	0.5%	4.6%	0.8%	1.1%	2.7%	373
Setting	Museum/Hist. Society	88.0%	0.2%	6.5%	1.1%	0.6%	3.7%	650
	Library	87.1%	0.0%	4.0%	0.8%	1.6%	6.5%	124
	Archive	84.7%	0.0%	8.1%	0.0%	2.4%	4.8%	124
	Private Practice/RCL	87.8%	0.0%	8.1%	0.0%	0.0%	4.1%	74
	All others	90.1%	0.9%	5.4%	0.0%	0.0%	3.6%	111
Institution size	Very Small	84.8%	0.6%	5.7%	0.6%	0.6%	7.6%	158
	Small	88.4%	0.0%	5.0%	0.6%	1.3%	4.7%	320
	Medium	88.2%	0.0%	8.9%	0.3%	0.9%	1.7%	347
	Large/Very Large	87.7%	0.4%	5.1%	1.6%	0.4%	4.7%	253
Frequency of viewing C2C Care webinars	Regularly	85.3%	0.9%	9.5%	0.4%	0.4%	3.4%	232
	Occasionally	86.9%	0.3%	6.3%	0.9%	1.4%	4.2%	647
	Rarely	89.2%	0.4%	5.4%	0.4%	0.0%	4.5%	223
	Never	85.2%	0.0%	3.7%	3.7%	0.0%	7.4%	54
Usage of C2C Care Courses	Yes	85.2%	0.6%	8.9%	1.1%	0.8%	3.4%	358
	No	87.7%	0.4%	5.6%	0.8%	0.9%	4.6%	798

**If you feel comfortable doing so, please select all that apply, or describe your disability:**

	Count	Sample percentage
Chronic Health Condition	30	31.3%
Physical or Mobility Impairment	20	20.8%
Attention Deficit Hyperactivity Disorder	18	18.8%
Psychological Condition	18	18.8%
Deaf or Hard of Hearing	15	15.6%
Learning Disability	12	12.5%
Neurological Condition	12	12.5%
Autism Spectrum Disorder	5	5.2%
Blind or Low Vision	4	4.2%
Temporary Condition	3	3.1%
Other (1)	8	8.3%
n=	96	

Due to the small sample size, additional breakouts are not possible.

1 = The “other” responses are:

- Anxiety disorder
- Autoimmune disorders
- Chronic pain condition
- Dyslexia
- Fibromyalgia
- Neurodiverse
- Severe migraines
- Vestibular disorder

**Relating to your disability, what could we do to improve your experience with Connecting to Collections Care webinars and courses? (Select all that apply.)**

	Count	Sample percentage
Ensure audio is clear	37	38.5%
Share transcripts and/or presentation notes ahead of time	32	33.3%
Ensure slides are clear and simple	29	30.2%
Caption pre-recorded content	21	21.9%
Provide live closed captioning	18	18.8%
Ensure images and tables can be read by screen readers	8	8.3%
Provide contact information for technical assistance	3	3.1%
Other (1)	10	10.4%
No improvements are needed	25	26.0%
n=	96	

Due to the small sample size, additional breakouts are not possible.

1 = The “other” responses are:

- Ensure presentations can be viewed at another time as there are days I cannot attend.
- Ensure that recordings are available afterwards.
- Handout of slide show presentation/closed caption transcript for review and study.
- Make sure recordings are made so that they may be re-watched to help with understanding and memorization.
- Microphone not that expensive and many speakers use their computer's.
- Minimize anything moving or blinking on the screen, and brightly colored text please.
- Provide access to a print-out of all sources and contacts that will be shown on the screen; I can't copy them down fast enough.
- Providing a link to re-watch the presentation to make sure I didn't miss anything or a transcript and the slides from the presentation.
- Record classes so that they can be watched when my physical and mental state is good.
- Reduce unnecessary movement on slides (popups, flying or scrolling text, sliding slide changes).

## In addition to the above webinar/course improvements, what could we do (or do better) to improve your experience with other Connecting to Collections Care services?

Better filter ListServ, but more importantly, create a policy that strongly suggests from folks who post questions and receive peer-to-peer help off of the ListServ acknowledge and thank the responders for their care and assistance. Most responders, I believe, spend their off duty time drafting, editing and verifying the information they send to requesters. For example I have sent what I believe to be ethically sound and proven to be safe (as peer-reviewed), along mutually respectful responses yet have NEVER received an acknowledgment for note of appreciation for my assistance. This has been emotionally hurtful to me and causes me to second question whether to continue trying my very best to help others in this specific community.

Continue recording webinars so they can be viewed later.

During recordings with multiple speakers - making sure that the speakers aren't talking at the same time/talking over one another.

Faster link to past webinars/courses.

Get AIC to redesign its website using a better interface/platform. Too much visual info in each page. Very repetitive looking and thus confusing. Uninviting to use.

Great work!

Have a database of frequently asked questions.

Have the presentations always available. Sometimes, we have to work and cannot attend webinars. Which is most of the time since they are scheduled at a time when we need to help visitors etc.

Honestly, the fact that you asked about disabilities just made my day! I finally feel like someone understands that we are not all "neurotypical" nor does having a disability mean that it's visible/obvious. Thank you!! Keep up the awesomeness!!

I honestly think you do a good job. But I lost track of you over 2020.

Nothing new it's just great to have access to the recordings in case I got distracted and have to go back and re-watch a portion of the presentation.

Older webinars are a scrolling list you have to wait through to find what you want. Newer ones are... where? we need one combined list that is easy to find and searchable by subject or key word.

Please make it obvious and multiple reminders would be helpful.

Presentations broken up into shorter segments. It's hard to find a full 90 mins to focus, or I'll need to take a break and then forget and have to restart and jump around to find where it left off. Shorter content would also be more accessible to consume on my long transit commutes to private practice conservation internships. Right now for C2CC I feel like the stars have to align to start watching anything and in my disability mess the stars haven't aligned for months.

Provide mobility services or rental options at conferences and workshops.

Survey and offer networking for those in class. To submit assignments even and receive feedback.

Thank you for offering these services to museum professionals!

We operate on a very limited budget - if possible scholarships for courses that cost made available to non-profits with limited financial resources.

With ADHD the speed of presentations are key. Most of the time I need to speed up a presentation to stay attentive - having the ability to speed up or slow down a recorded presentation would be a great improvement.

Your North American focus is understandable, but you do have a potential worldwide audience. You could extend your activity by including trainers from other countries. You could also consider webinars in Spanish, if not other languages.

## Parting Thoughts

---

**One final question: Please share any suggestions for improving Connecting to Collections Care, or any comments regarding 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.)*

- ☐ Paid employment in the field (full- or part-time)
- ☐ Volunteer, intern, or other non-paid position in the field
- ☐ Private collector, genealogist or family historian [SKIP TO Q7]
- ☐ Student pursuing a degree in one or more of these fields [SKIP TO Q8]
- ☐ Unemployed/seeking employment in the field [SKIP TO Q7]
- ☐ Retired from the field [SKIP TO Q7]
- ☐ 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
- ☐ 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/care
- ☐ Conservation
- ☐ Curation
- ☐ Development
- ☐ Education
- ☐ Staff/volunteer training
- ☐ Historic preservation
- ☐ Librarian
- ☐ Records management
- ☐ Registration
- ☐ Research
- ☐ Site/facilities management
- ☐ Other (please specify) \_\_\_\_\_

6. Listed below are the areas/fields you selected In the previous question. Which ONE of these areas/fields do you consider to be your PRIMARY responsibility (e.g., the area/field in which you spend the most time)?

*[Listing of selections from Q5]*

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?

- |                                   |                                   |                                   |                                      |
|-----------------------------------|-----------------------------------|-----------------------------------|--------------------------------------|
| <input type="checkbox"/> Under 21 | <input type="checkbox"/> 31 to 35 | <input type="checkbox"/> 46 to 50 | <input type="checkbox"/> 61 to 65    |
| <input type="checkbox"/> 21 to 25 | <input type="checkbox"/> 36 to 40 | <input type="checkbox"/> 51 to 55 | <input type="checkbox"/> 66 to 70    |
| <input type="checkbox"/> 26 to 30 | <input type="checkbox"/> 41 to 45 | <input type="checkbox"/> 56 to 60 | <input type="checkbox"/> 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 about collections care.

Which of the following best describes your usage 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
- ☐ The technology is too difficult or cumbersome to use
- ☐ 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
- ☐ I prefer other sources of collections care information [SKIP TO Q12A]
- ☐ No particular reason
- ☐ Other (please specify) \_\_\_\_\_

Q12A. You selected "I prefer other sources of collections care information" in the previous question. Please specify the source(s) you use instead of Connecting to Collections Care: \_\_\_\_\_

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 Community Discussions forum
- **Learn** more about specific topics through live and recorded webinars
- **Enroll** in a course to explore specific topics in greater detail

You can explore the website at **[www.connectingtocollections.org](http://www.connectingtocollections.org)**.

*Connecting to Collections Care is a program of the Foundation for Advancement in Conservation and is supported in part 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 [SKIP TO Q14]
- ☐ No [EXIT SURVEY]

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 importance of collections care
  - ☐ 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 provided me with a healthy break from my work routine
  - ☐ Other (please specify) \_\_\_\_\_
  - ☐ No benefits have been gained from the Connecting to Collections Care program
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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It is easy to use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It is easy to find the information I need	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It fills a need that is not met elsewhere	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Community Discussion Forum

The next several questions relate to the Community Discussion Forum. The Community Discussion Forum is a service in the Connecting to Collections Care Online Community where you can:

- Post questions
- Receive responses
- Interact with other professionals in the field.

The forum can be accessed online or delivered to your email via a daily or weekly digest.

19. How often do you access the Community Discussion Forum, either by reading posts by others or by posting your own questions?

- ☐ Regularly  
☐ Occasionally  
☐ Rarely  
☐ Never [GOTO Q20, THEN SKIP TO Q28]

20. Why do you not use the Community Discussion 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 Community Discussion Forum  
☐ The format was confusing  
☐ I needed an answer sooner than I thought I might get on the Community Discussion 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)\_\_\_\_\_

Q20A. You selected "I seek answers to collections care questions elsewhere" in the previous question. Please specify the source(s) you use instead of the Community Discussion Forum:

\_\_\_\_\_

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

- ☐ Yes [SKIP TO Q22, Q23, then Q25]  
☐ No [SKIP TO Q24]

22. 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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowing when a response was received	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Receiving useful information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

\_\_\_\_\_

24. Why have you not posted a question to the Community 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 Community Discussion 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)\_\_\_\_\_

24A You selected "I seek answers to collections care questions elsewhere" in the previous question. Please specify the source(s) you use instead of the Community Discussion Forum:

\_\_\_\_\_

25. Do you receive email notifications from the Community Discussion Forum?

- ☐ Yes
- ☐ No
- ☐ Not sure

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

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

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

\_\_\_\_\_

#### Webinars

The next several questions relate to Connecting to Collections Care webinars. These webinars:

- Are 60-90 minute online presentations
- Are available in both live and previously recorded formats
- Registration is free

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

- ☐ I mostly prefer a discussion panel format, with input from multiple presenters
- ☐ I mostly prefer a presentation from a single presenter
- ☐ Both formats serve my needs equally well
- ☐ Neither are appealing

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

- ☐ Regularly
- ☐ Occasionally
- ☐ Rarely
- ☐ Never [SKIP TO Q30, then Q32; ALL OTHERS SKIP TO Q31]

30. 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
- ☐ Registration was too difficult
- ☐ 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 for webinars
- ☐ No particular reason
- ☐ Other (please specify) \_\_\_\_\_

30A. You selected "I use other sources for webinars" in the previous question. Please specify the source(s) you use for webinars (either live or recorded) instead of Connecting to Collections Care:

\_\_\_\_\_

31. 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: \_\_\_\_\_

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

- ☐ Administration — collections accessibility
- ☐ Administration — community-led preservation
- ☐ Administration — engaging a board or parent organization in collections care
- ☐ Administration — fundraising for collections care
- ☐ Administration — project management
- ☐ Administration — strategic planning
- ☐ Administration — training staff/volunteers in collections care
- ☐ Archiving — finding aids
- ☐ Building care — balancing environmental sustainability with collections care
- ☐ Building care — building maintenance
- ☐ Building care — historic preservation
- ☐ Building care — identifying building problems
- ☐ Building care — pest identification and control
- ☐ Collections care — biological specimen
- ☐ Collections care — digital collections
- ☐ Collections care — framed materials
- ☐ Collections care — furnishings
- ☐ Collections care — hazardous collections
- ☐ Collections care — historical objects
- ☐ Collections care — musical instruments
- ☐ Collections care — natural history collections
- ☐ Collections care — paper and archives
- ☐ Collections care — paper-based materials
- ☐ Collections care — photographs
- ☐ Collections care — textiles and garments
- ☐ Collections care — working with Tribal communities/decolonizing collections
- ☐ 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 surveys/inventories
- ☐ 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 — recovery of wet collections
- ☐ Disaster planning and recovery — risk assessment
- ☐ 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 — deeds of gift
- ☐ Shipping — working with a fine arts shipper
- ☐ Storage — off-site storage
- ☐ Storage — making boxes
- ☐ Storage — time management/project prioritization
- ☐ Storage — selecting storage materials
- ☐ Storage — storing difficult-to-store objects
- ☐ Storage — visible storage
- ☐ None of these topics are of interest

33. Listed below are the topics you selected in the previous question. Please indicate which you are MOST interested in as a topic for a Connecting to Collections Care free webinar.

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 Q32 listed plus an "other" choice]*

#### Courses

The next several questions relate to Connecting to Collections Care Courses. A Course:

- Consists of 4-6 webinars spread out over several weeks
- Provides additional handouts and assignments
- Has a registration fee of \$99 to \$149

34. Have you participated in a Connecting to Collections Care Course (either live or by viewing the recorded on-demand version)?

- ☐ Yes [SKIP TO Q36]
- ☐ No [SKIP TO Q35, then Q37]



35. Why have you not participated in a Connecting to Collections Care Course? (Check all that apply)

- ☐ I didn't know courses were available
- ☐ There are no topics of interest to me
- ☐ The registration fee is too high
- ☐ My employer/organization would not pay the registration fee
- ☐ I do not like online courses in general
- ☐ Content is too introductory for my needs
- ☐ Content is too advanced for my needs
- ☐ I don't have time
- ☐ I don't have the ability to stream video
- ☐ I forget to do so
- ☐ I use other sources of professional development
- ☐ No particular reason
- ☐ Other (please specify) \_\_\_\_\_

35A. You selected "I use other sources of professional development" in the previous question. Please specify the source(s) you use instead of Connecting to Collections Care Courses:

36. What changes/improvements, if any, would you like made to the Connecting to Collections Care Courses to make them more valuable for your needs?
37. Which of the following subject areas are you interested in learning more about through a Connecting to Collections Care Course (either live or recorded) in the next 12 months?

*[Same list of courses as Q32]*

38. Listed below are the topics you selected in the previous question. Please indicate which you are MOST interested in as a topic for a Connecting to Collections Care Course.

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]*

#### Accessibility

The final section of our survey concerns accessibility. The following questions are optional.

Your input, should you choose to provide it, will help us create a better user experience for all Connecting to Collections Care users.

39. Do you identify as having disabilities?
- ☐ I do not identify as having a disability [SKIP TO Q43]
  - ☐ Yes, I have a visible disability/disabilities
  - ☐ Yes, I have an invisible disability/disabilities
  - ☐ Yes, I have both visible and invisible disabilities
  - ☐ I self-identify as:
  - ☐ I prefer not to respond [SKIP TO Q43]

40. If you feel comfortable doing so, please select all that apply, or describe your disability:

- ☐ Deaf or Hard of Hearing
- ☐ Blind or Low Vision
- ☐ Learning Disability
- ☐ Attention Deficit Hyperactivity Disorder
- ☐ Autism Spectrum Disorder
- ☐ Chronic Health Condition
- ☐ Psychological Condition
- ☐ Neurological Condition
- ☐ Physical or Mobility Impairment
- ☐ Temporary Condition
- ☐ Other (please specify) \_\_\_\_\_

41. Relating to your disability, what could we do to improve your experience with Connecting to Collections Care webinars and courses? (Select all that apply.)

- ☐ Provide contact information for technical assistance
- ☐ Share transcripts and/or presentation notes ahead of time
- ☐ Ensure slides are clear and simple
- ☐ Ensure images and tables can be read by screen readers
- ☐ Caption pre-recorded content
- ☐ Provide live closed captioning
- ☐ Ensure audio is clear
- ☐ Other (please specify) \_\_\_\_\_
- ☐ No improvements are needed

42. In addition to the above webinar/course improvements, what could we do (or do better) to improve your experience with other Connecting to Collections Care services?

---

43. One final question: Please share any suggestions for improving Connecting to Collections Care, or any comments regarding any of the topics raised in this survey:

---