Charting the Digital Landscape of Conservation

Survey Results
August 2014

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Introduction

Overview

The Foundation of the American Association of Historic and Artistic Works (FAIC) is exploring how to best support the digitial resource needs of those who care for cultural collections. One important step in this process is the *2014 FAIC Digital Landscape Survey*.

The survey was designed to develop a snapshot of how computer programs, databases, and web-based resources are being used today by those who care for cultural collections, and what their digital needs and wishes might be for the future. The survey is part of a larger planning grant from The Andrew W. Mellon Foundation, Samuel H. Kress Foundation, and Getty Foundation.

Following a series of review and revision cycles to fine-tune the question set, the survey was launched in early May 2014. The survey remained open until June 30, 2014 to ensure all who wished to participate had the opportunity to do so. FAIC distributed survey invitations via email and also as postings on the Conservation DistList and Conservation OnLine to encourage as many responses as possible. A hard copy representation of the online survey is provided in Appendix A.

This report provides a top-line summary of the data collected, with the data segmented by a variety of demographic and operational criteria. Each report section begins with a narrative description of the major findings, followed by detailed charts and tables for those who wish to explore the data in greater detail. The report is intended as a data summation for internal use — no specific recommendations nor conclusions are posed.

Analysis Approach

A total of 1,026 individuals accessed the survey form. The sample was screened to remove substantially incomplete responses, resulting in a base analysis sample of 751 individuals. It is important to note that not all 751 individuals completed every question. The sample size for each question and segment is provided in the data tables and should be carefully evaluated to ensure the resulting information is placed in proper context.

Several of the questions were open-ended to ensure the respondents had the ability to fully express or elaborate on their responses rather than be limited to a pre-determined set of choices. While this approach offers the greatest degree of response flexibility, it also limits the amount of accurate quantitative analyses that can be performed. The open-ended responses are provided verbatim in an accompanying Excel database, with each response tagged with appropriate demographic data. The report summarizes common themes expressed in the open-ended data, but does not attempt to quantify the results with specific counts or percentages.

While overall results are valuable, far greater insight is provided by segmenting the data into various groups. This allows a comparison of the opinions and reactions of specific respondent cohorts. The following segments were identified by FAIC as providing the most valuable insight into the survey findings:

Employment
- ► Practicing conservator — 429 responses
- ► Student/Intern/Fellow — 71 responses
- ► All other employment settings — 123 responses

Work setting
- ► Self-employed or for-profit — 195 responses
- ► Museum or historical society — 205 responses
- ► All other settings — 197 responses

Age
- ► Under 36 — 154 responses
- ► 36 to 45 — 111 responses
- ► 46 to 55 — 138 responses
- ► 56 and older — 217 responses

Years of professional experience
- ► Less than 6 years[1] — 107 responses
- ► 6 to 15 years — 162 responses
- ► 16 to 25 years — 151 responses
- ► Greater than 25 years — 202 responses

In addition to these four core segmentation points, additional variables are used for segmentation in selected tables to provide further insight into the data.

It is important to note the sample sizes within each of the tables in the report. While the sample sizes listed above encompass the total number of respondents who fall into each of the categories, not all respondents answered every question.

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[1] This category is exclusive of those with no professional experience.

Sample Profile

Overview

Although not actionable in and of itself, the sample profile data are essential to explore since these data describe where, and from whom, all other data are derived. To keep the survey compact, only the most essential demographic data were collected, such as location, employment parameters, experience, and age.

The sample is predominantly derived from U.S.-based respondents. While it is global (spanning 27 countries), 87.2% of the responses are from those in the U.S. Only Canada accounts for an appreciable number of responses (4.1%) with most other countries represented by only one or two respondents. [See Exhibits 1.1 and 1.2]

About two-thirds of the respondents describe their position as "practicing conservator." The remaining responses are distributed across a range of other positions, the most popular being intern/fellow (7.1%), administrator (5.5%) and collections manager (4.4%). Most are employed either in a for-profit conservation setting (e.g., a for-profit practice or self-employment) or in a museum or historical society. Collectively, those two settings account for about two-thirds of the respondents. The only other setting with an appreciable number of responses is library or archive, cited by nearly 11%. [See Exhibits 1.3 and 1.4]

The typical respondent has significant professional experience: nearly one in five has more than 30 years of professional experience; 44.2% have more than 20 years of professional experience. Still, the sample is fairly broad-based across experience levels, with nearly 31% reporting a decade or less of experience, and 17% with less than six years of experience. As expected given this experience distribution, the age distribution is also diverse. While a plurality (28.5%) fall into the 56-to-65 age segment, there is good representation from both the younger and the more mature respondents. [See Exhibits 1.5 and 1.6]

As noted in the Introduction, these demographic data were used to create segments that were applied in all subsequent analysis. To provide more insight into segment composition, profiles were developed for each of the three position segments. These profiles show that practicing conservators are mainly employed in a for-profit setting, have an average age of 49.3 years, and have an average of 19.2 years of experience. Those in the "all other" position category are highly similar to the practicing conservators with regard to age and experience, but are usually employed in a setting other than a for-profit practice or a museum or historical society. Those in the student/fellow/intern segment who are employed are mainly found in a museum or historical society setting, are an average of 31 years old and have an average of 4.1 years of experience. [See Exhibit 1.7]

Global Distribution

South America
0.2%

Europe
5.7%

Middle East/Africa
0.5%

Asia-Pacific
2.1%

North America
91.6%

n=633
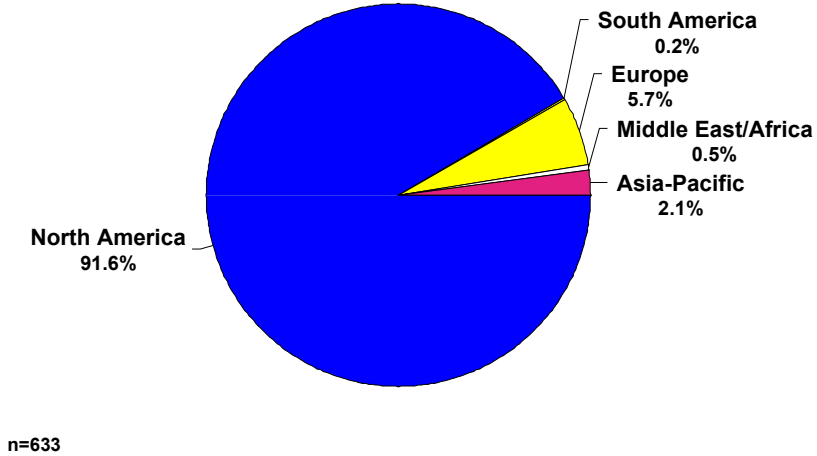
Exhibit 1.1

Exhibit 1.2: Countries Represented

	Percentage of sample	n=		Percentage of sample	n=		Percentage of sample	n=
Afghanistan	0.2%	1	France	0.3%	2	Netherlands	0.5%	3
Australia	0.5%	3	Germany	0.6%	4	New Zealand	0.5%	3
Brazil	0.2%	1	Hong Kong	0.2%	1	Slovenia	0.2%	1
Canada	4.1%	26	India	0.3%	2	Spain	0.2%	1
China	0.2%	1	Italy	0.2%	1	Switzerland	0.2%	1
Denmark	0.2%	1	Japan	0.2%	1	Taiwan	0.2%	1
Egypt	0.3%	2	Malaysia	0.2%	1	Turkey	0.2%	1
Estonia	0.2%	1	Malta	0.2%	1	United Kingdom	2.8%	18
Finland	0.2%	1	Mexico	0.3%	2	United States	87.2%	552

n=633

Exhibit 1.3: Position

	Percentage of sample	n=
Practicing conservator	67.8%	429
Intern/Fellow	7.1%	45
Administrator	5.5%	35
Collections manager	4.4%	28
Full-time student, not otherwise employed	4.1%	26
Educator	3.9%	25
Scientist	2.5%	16
Retired	0.9%	6
Archivist	0.8%	5
Unemployed	0.6%	4
Librarian	0.5%	3
Other	1.7%	11

n=633

Exhibit 1.4: Work Setting

	Percentage of sample	n=
Museum or historical society	34.3%	205
Self-employed or in a for-profit conservation practice	32.7%	195
Library or archive	10.6%	63
Educational organization (college, university, etc.)	8.7%	52
Other government institution/agency (federal, state, local not included above)	5.9%	35
Regional conservation center	3.4%	20
Other non-profit organization	2.5%	15
Other for-profit company/organization	2.0%	12

Note: Data limited to individuals who indicated they are presently employed (n=597).

Years of Professional Experience

n=630

Exhibit 1.5

Age

n=625
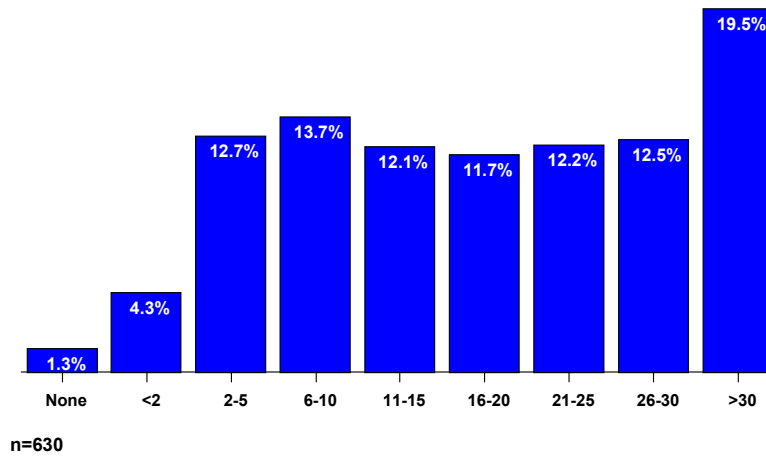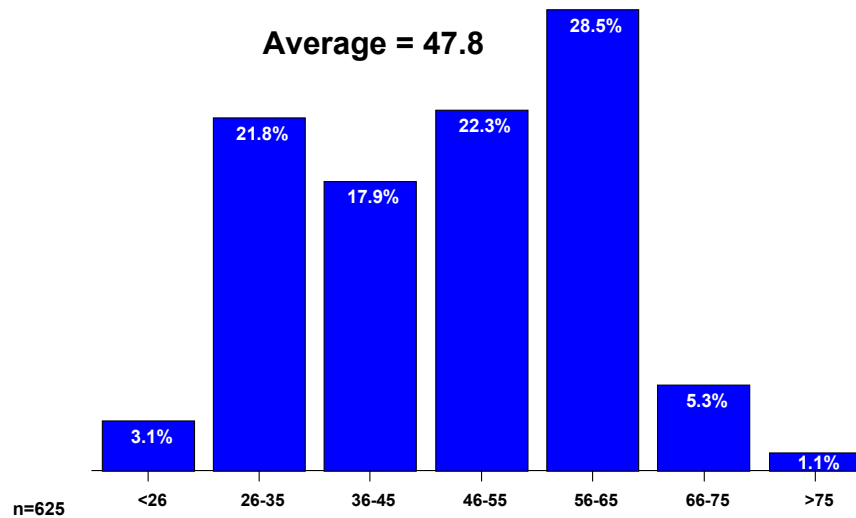
Exhibit 1.6

Exhibit 1.7: Position Profile

		Practicing conservator	Student/Fellow/ Intern	All other positions
	Total sample size	429	71	123
Work setting	Self-employed or for-profit	42.2%	4.4%	9.8%
	Museum or historical society	31.7%	75.6%	28.5%
	All other settings	26.1%	20.0%	61.8%
Age	< 36	17.6%	89.6%	15.6%
	36 to 45	18.5%	3.0%	23.8%
	46 to 55	27.6%	6.0%	14.8%
	> 55	36.3%	1.5%	45.9%
	Average (*)	49.3	31.0	50.9
Years of professional experience	< 6 years	10.3%	78.5%	9.3%
	6 to 15 years	25.9%	20.0%	28.8%
	16 to 25 years	28.2%	1.5%	23.7%
	> 25 years	35.7%	0.0%	38.1%
	Average (*)	19.2	4.1	19.4

* = averages computed from range mid-points using the full set of ranges shown in Exhibits 1.5 and 1.6. While accurate, this method of determining the average is less precise than using discrete values.

Finding Information Online

Overview

As expected, the great majority of the survey respondents (98%) use online resources to obtain conservation/preservation/collections care information (hereafter referred to as "conservation information" for the sake of brevity). Nearly 70% use online resources for this purpose at least weekly; one-third do so every day or every other day.

The frequency of online resource usage for conservation information remains generally stable across all segments. While there are some segment-to-segment variations, the overarching pattern of a majority using online resources for conservation information at least weekly remains true across all segments, and virtually everyone in every segment uses online resources at some point. There is only a small age-based bias with, as expected, the younger respondents the ones most likely to be regular (e.g., at least weekly) users. [See Exhibits 2.1 and 2.2]

The few respondents who do not use online resources were asked how they obtained the conservation information they needed. Most indicated they have no need for such information; the few that described alternatives mainly cited the use of print media and direct contact with other conservators.

Those who do use online resources for conservation information were asked to list the three online resources they turn to first for such information. AIC and FAIC figure prominently in their responses, with a large majority citing AIC in general or specific FAIC services, such as Conservation OnLine and the Conservation DistList. Conservation OnLine is the single most-often cited resources across the full sample. Other resources cited by a smaller, but still appreciable number of respondents include:

- general Google searches;
- BCIN;
- CAMEO;
- AATA Online/Getty Conservation Institute;
- Canadian Conservation Institute;
- National Park Service;
- Journal of the AIC;
- JSTOR.

The survey then turned to a critical aspect of online resource use: the likelihood of a successful outcome. A total of 16 specific conservation topics were listed, with the respondents asked to indicate how sucessful they were in finding what they needed for each topic when they used online resources. The respondents could also indicate they do not look for information on the topic.

Each of the 16 topics is a popular area of investigation, with more than 60% of the respondents reporting they have investigated any given topic. The top four topics, in terms of the percentage of individuals who have investigated each, are:

- ▸ suppliers;
- ▸ deterioration of materials;
- ▸ history/manufacture of object(s);
- ▸ treatment information.

Each of the above topics were investigated by about 90% or more of the respondents. The two least popular topics are ethics and handling/shipping, each cited as an area of investigation by about 64%. [See Exhibit 2.3]

Determining the "success rate" for each topic was limited to only those respondents who reported searching for information on that topic. Success was measured using a five-point scale which ranged from "always/nearly always successful," which was assigned a value of 5.0, to "never successful," which was assigned a value of 1.0.

Looking at the results for the overall sample shows only modest variation in the success rate across the 16 topics, with average success scores ranging from a high of 4.0 to a low of 3.0. A plurality to majority of responses for every topic falls into the "usually successful" or "sometimes successful" categories. [See Exhibit 2.4]

The four topics with the highest average success scores are:

- ▸ suppliers — 4.0
- ▸ disaster planning and response — 3.9
- ▸ environmental guidelines for objects/collections — 3.8
- ▸ health & safety — 3.7

The four topics with the lowest average success scores are:

- ▸ handling/shipping — 3.3
- ▸ history/manufacture of object(s) — 3.3
- ▸ treatment information — 3.1
- ▸ artist working methods — 3.0

The data were then explored across the four core segmentation criteria plus by the overall frequency of use of online resources. No clear pattern emerges with regard to success measurements. For example, for some topics those who are the ones most likely to use online resources are also the ones most likely to be successful. For other topics the inverse is true. The same for age, employment type, work setting and experience — while

there is some level of variation within each segment, it is not consistent. Additionally, the variations tend to be small, with the difference between the highest and lowest average score within any given segment rarely greater than 0.2 points, and often within 0.1 points (on the 5-point success measurement scale).

There is stronger variation with regard to how common each topic is as an area of investigation. Although there are exceptions, in general, those who use online resources frequently are also more apt to search for any given topic. Notable variations are also seen for some topics based on employment and work setting especially with regard to the student/intern/fellow category, with these latter respondents showing far less interest in topics such as disaster planning/response and handling/shipping than the practicing conservators or "other" individuals. [See Exhibit 2.5]

One issue rises to the forefront when the respondents describe the top three problems they typically encounter when using online resources: lack of information that is specific to their needs. This is cited as a problem by nearly 71% of the respondents overall, and leads all other problems by a large margin.

A lack of up-to-date information is also highly ranked as a problem spot, cited by 49.3%, followed by concern about the reliability of the information (cited by 42.1%). Encountering some type of a problem is the norm — only 2.4% indicated that they typically do not encounter any problems when searching for conservation information. [See Exhibit 2.6]

This overarching pattern remains true across all segments, with a lack of information specific to their needs the top problem by a significant margin across all segments. It is nearly always followed by a lack of up-to-date information and concerns regarding information reliability. The time required to find the information and being able to ask the right question/use the right search term are both strong secondary problem areas, each cited by roughly one-third of the respondents in nearly every segment.

Encountering problems — or the lack thereof — shows a small variation based on age and experience, with the older, more experienced respondents slightly less likely to encounter problems than their younger peers. The difference is small, however, and the problems that are encountered by the older respondents are virtually the same as the ones reported by the younger respondents. [See Exhibit 2.7]

The final component of the online resource investigation related to the use of online resources to find information about the profession and professional activities. As with conservation information, the vast majority of the respondents use online resources to obtain profession-related information, but typically do not do so as frequently as they search for conservation information. As noted previously, 33.8% of the respondents use

online resources daily or every other day to obtain conservation information. Only 16.9% use online resources at the same frequency for profession-related information. A plurality (29.5%) do so only monthly, and more than one in five do so less than monthly. [See Exhibit 2.8]

There are notable variations based on age and experience with, as expected, the most frequent users being the younger, less experienced respondents. For example, 29.2% of those under 36 search for profession-related information online daily or every other day. Fewer than one in ten of those 55 or older do so at the same frequency, and nearly 9% of the latter respondents say they never use online resources for profession-related information. [See Exhibit 2.9]

As with conservation-related resources, a wide variety of resources are used by the respondents to find information regarding their profession and professional activities. Once again, AIC and AIC-sponsored resources are the most common sources specified by a wide margin. Other popular responses include:

- ▸ Facebook;
- ▸ Google searches;
- ▸ ICOM;
- ▸ ICON;
- ▸ IIC;
- ▸ LinkedIn;
- ▸ Various state- and regional-level resources.

The full list is provided in the accompanying Excel file.

Online Resource Usage:Conservation

How often do you use online resources to obtain conservation/preservation/collections care information?
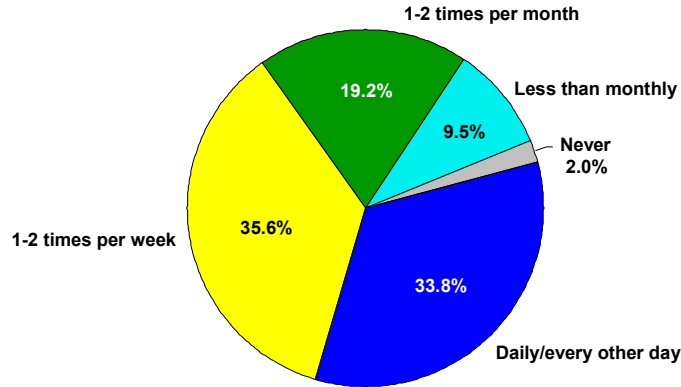
n=751

Exhibit 2.1

Exhibit 2.2: Frequency of Online Resource Usage by Segment

		Daily/every other day	1-2 times per week	1-2 times per month	Less than monthly	Never	n=
	Overall	**33.8%**	**35.6%**	**19.2%**	**9.5%**	**2.0%**	**751**
Employment	Practicing conservator	34.0%	35.4%	21.2%	7.7%	1.6%	429
	Student/Intern/Fellow	43.7%	46.5%	7.0%	2.8%	0.0%	71
	All others	38.2%	32.5%	16.3%	12.2%	0.8%	123
Work setting	Self-employed or for-profit	28.2%	33.3%	24.6%	11.8%	2.1%	195
	Museum or historical society	41.5%	38.5%	18.0%	2.0%	0.0%	205
	All other settings	36.0%	35.0%	15.2%	11.7%	2.0%	197
Age	< 36	40.9%	41.6%	13.0%	4.5%	0.0%	154
	36 to 45	27.0%	40.5%	22.5%	8.1%	1.8%	111
	46 to 55	39.1%	37.0%	16.7%	6.5%	0.7%	138
	> 55	32.7%	30.0%	23.5%	11.1%	2.8%	217
Years of professional experience	< 6 years	31.8%	53.3%	10.3%	3.7%	0.9%	107
	6 to 15 years	36.4%	34.0%	24.1%	5.6%	0.0%	162
	16 to 25 years	35.1%	33.8%	17.2%	11.9%	2.0%	151
	> 25 years	37.6%	30.2%	21.8%	8.4%	2.0%	202

Exhibit 2.3: Topics Explored using Online Resources

	Look for
Suppliers	92.5%
Deterioration of materials	91.0%
History/manufacture of object(s)	89.9%
Treatment information	89.4%
Cleaning	85.4%
Mold/pests	83.0%
Environmental guidelines for objects/collections	82.4%
Health & safety	80.5%
Storage	77.8%
Exhibit/display	71.0%
Artist working methods	69.7%
Documentation	67.4%
Digital imaging	66.7%
Disaster planning and response	65.6%
Ethics	63.7%
Handling/shipping	63.7%

n= 663

Exhibit 2.4: Success Rate for Topic Searches

*The most common response is noted in **bold**.*	Always/ nearly always successful	Usually successful	Sometimes successful	Rarely successful	Never successful	Average success rate score	n=
Suppliers	27.9%	**47.8%**	20.2%	3.9%	0.2%	4.0	613
Disaster planning and response	23.9%	**50.1%**	22.3%	3.4%	0.2%	3.9	435
Environmental guidelines for objects/collections	18.7%	**48.0%**	26.2%	6.6%	0.5%	3.8	546
Health & safety	15.9%	**46.3%**	29.8%	7.5%	0.6%	3.7	534
Ethics	17.8%	**40.0%**	28.4%	12.1%	1.7%	3.6	422
Mold/pests	12.4%	**47.6%**	33.3%	6.0%	0.7%	3.6	550
Digital imaging	12.9%	**44.6%**	36.0%	6.3%	0.2%	3.6	442
Exhibit/display	9.3%	**41.8%**	39.5%	8.9%	0.4%	3.5	471
Storage	10.9%	**44.8%**	34.3%	8.5%	1.6%	3.5	516
Documentation	10.1%	**40.9%**	37.4%	10.7%	0.9%	3.5	447
Deterioration of materials	8.8%	41.5%	**43.9%**	5.6%	0.2%	3.5	603
Cleaning	6.2%	36.7%	**46.3%**	10.8%	0.0%	3.4	566
Handling/shipping	8.5%	34.4%	**40.3%**	15.4%	1.4%	3.3	422
History/manufacture of object(s)	6.5%	33.6%	**47.1%**	11.9%	0.8%	3.3	596
Treatment information	4.9%	27.3%	**45.9%**	19.4%	2.5%	3.1	593
Artist working methods	3.9%	17.3%	**55.8%**	21.6%	1.3%	3.0	462

Data limited to respondents who indicated they search for the topic in question using online resources. The "average success rate score" is based on a 1 to 5 scale where 1 = "never successful" and 5 = "always/nearly always successful."

Exhibit 2.5: Success Rate for Topic Searches by Segment

The "average success rate score" is based on a 1 to 5 scale where 1 = "never successful" and 5 = "always/nearly always successful." n= refers to the sample size used to calculate the average success rate score.		Suppliers			Disaster planning and response		
		% who search for	Average success rate score	n=	% who search for	Average success rate score	n=
	Overall	**92.5%**	**4.0**	**613**	**65.6%**	**3.9**	**435**
Online usage frequency *(See definition list at the end of the table.)*	Daily	95.8%	4.0	229	73.6%	3.9	176
	Weekly	89.1%	4.0	213	59.8%	4.0	143
	Monthly or less	92.4%	3.9	171	62.7%	3.9	116
Employment	Practicing conservator	95.5%	4.0	400	67.8%	3.9	284
	Student/Intern/ Fellow	84.1%	3.9	58	47.8%	3.8	33
	All others	87.9%	4.0	102	74.1%	4.1	86
Work setting	Self-employed or for-profit	93.1%	4.0	176	65.6	3.9	124
	Museum or historical society	94.6%	4.0	193	60.8%	3.9	124
	All other settings	92.5%	4.1	173	73.8%	4.0	138
Age	< 36	88.2%	3.9	135	60.1%	3.9	92
	36 to 45	97.2%	4.0	105	72.2%	4.0	78
	46 to 55	95.6%	4.1	131	70.1%	4.0	96
	> 55	91.7%	4.0	188	67.3%	3.9	138
Years of professional experience	< 6 years	85.8%	3.9	91	62.3%	3.9	66
	6 to 15 years	95.7%	4.0	154	64.6%	4.0	104
	16 to 25 years	95.2%	3.9	140	72.8%	3.9	107
	> 25 years	92.7%	4.1	179	66.8%	4.0	129

Table continued on following page

Exhibit 2.5: Success Rate for Topic Searches by Segment

The "average success rate score" is based on a 1 to 5 scale where 1 = "never successful" and 5 = "always/nearly always successful." n= refers to the sample size used to calculate the average success rate score.		Environmental guidelines for objects/collections			Health and safety		
		% who search for	Average success rate score	n=	% who search for	Average success rate score	n=
Overall		**82.4%**	**3.8**	**546**	**80.5%**	**3.7**	**534**
Online usage frequency *(See definition list at the end of the table.)*	Daily	87.4%	3.8	209	88.7%	3.7	212
	Weekly	82.8%	3.7	198	79.1%	3.7	189
	Monthly or less	75.1%	3.8	139	71.9%	3.6	133
Employment	Practicing conservator	83.1%	3.8	348	81.6%	3.7	342
	Student/Intern/ Fellow	85.5%	3.8	59	79.7%	3.6	55
	All others	81.0%	3.8	94	77.6%	3.7	90
Work setting	Self-employed or for-profit	76.7%	3.8	145	79.4%	3.7	150
	Museum or historical society	86.3%	3.7	176	82.4%	3.7	168
	All other settings	83.4%	3.8	156	78.6%	3.7	147
Age	< 36	86.3%	3.9	132	79.1%	3.7	121
	36 to 45	83.3%	3.7	90	82.4%	3.6	89
	46 to 55	85.4%	3.8	117	81.0%	3.8	111
	> 55	79.0%	3.7	162	80.0%	3.7	164
Years of professional experience	< 6 years	86.8%	3.8	92	82.1%	3.7	87
	6 to 15 years	83.2%	3.8	134	78.3%	3.6	126
	16 to 25 years	85.7%	3.7	126	81.6%	3.7	120
	> 25 years	78.8%	3.8	152	81.3%	3.8	157

Table continued on following page

Exhibit 2.5: Success Rate for Topic Searches by Segment

The "average success rate score" is based on a 1 to 5 scale where 1 = "never successful" and 5 = "always/nearly always successful." n= refers to the sample size used to calculate the average success rate score.		Ethics			Mold/pests		
		% who search for	Average success rate score	n=	% who search for	Average success rate score	n=
Overall		**63.7%**	**3.6**	**422**	**83.0%**	**3.6**	**550**
Online usage frequency *(See definition list at the end of the table.)*	Daily	72.0%	3.5	172	90.0%	3.7	215
	Weekly	61.9%	3.6	148	80.8%	3.7	193
	Monthly or less	55.1%	3.8	102	76.8%	3.5	142
Employment	Practicing conservator	61.3%	3.6	257	85.2%	3.6	357
	Student/Intern/ Fellow	72.5%	3.8	50	82.6%	3.7	57
	All others	68.1%	3.5	79	77.6%	3.7	90
Work setting	Self-employed or for-profit	59.3%	3.7	112	82.0%	3.5	155
	Museum or historical society	63.7%	3.5	130	83.3%	3.7	170
	All other settings	65.8%	3.6	123	84.5%	3.7	158
Age	< 36	66.7%	3.7	102	81.0%	3.7	124
	36 to 45	63.0%	3.5	68	85.2%	3.6	92
	46 to 55	67.9%	3.6	93	84.7%	3.7	116
	> 55	61.5%	3.5	126	84.4%	3.6	173
Years of professional experience	< 6 years	67.9%	3.8	72	81.1%	3.8	86
	6 to 15 years	61.5%	3.7	99	86.3%	3.6	139
	16 to 25 years	68.0%	3.6	100	85.7%	3.6	126
	> 25 years	61.7%	3.5	119	81.9%	3.7	158

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Exhibit 2.5: Success Rate for Topic Searches by Segment

The "average success rate score" is based on a 1 to 5 scale where 1 = "never successful" and 5 = "always/nearly always successful." n= refers to the sample size used to calculate the average success rate score.		Digital imaging			Exhibits/display		
		% who search for	Average success rate score	n=	% who search for	Average success rate score	n=
Overall		**66.7%**	**3.6**	**442**	**71.0%**	**3.5**	**471**
Online usage frequency *(See definition list at the end of the table.)*	Daily	77.8%	3.7	186	75.3%	3.5	180
	Weekly	64.4%	3.7	154	71.5%	3.5	171
	Monthly or less	55.1%	3.4	102	64.9%	3.5	120
Employment	Practicing conservator	64.2%	3.6	269	72.3%	3.5	303
	Student/Intern/ Fellow	68.1%	3.7	47	60.9%	3.6	42
	All others	74.1%	3.7	86	69.8%	3.6	81
Work setting	Self-employed or for-profit	60.8%	3.7	115	61.4%	3.6	116
	Museum or historical society	66.7%	3.6	136	73.0%	3.4	149
	All other settings	70.1%	3.7	131	76.5%	3.6	143
Age	< 36	69.3%	3.7	106	67.3%	3.5	103
	36 to 45	66.7%	3.5	72	77.8%	3.5	84
	46 to 55	72.3%	3.7	99	72.3%	3.6	99
	> 55	61.0%	3.5	125	69.8%	3.5	143
Years of professional experience	< 6 years	69.8%	3.7	74	65.1%	3.6	69
	6 to 15 years	72.7%	3.6	117	76.4%	3.5	123
	16 to 25 years	63.3%	3.6	93	74.1%	3.5	109
	> 25 years	62.7%	3.6	121	67.9%	3.5	131

Table continued on following page

Exhibit 2.5: Success Rate for Topic Searches by Segment

The "average success rate score" is based on a 1 to 5 scale where 1 = "never successful" and 5 = "always/nearly always successful." n= refers to the sample size used to calculate the average success rate score.		Storage			Documentation		
		% who search for	Average success rate score	n=	% who search for	Average success rate score	n=
Overall		**77.8%**	**3.5**	**516**	**67.4%**	**3.5**	**447**
Online usage frequency *(See definition list at the end of the table.)*	Daily	83.7%	3.5	200	77.4%	3.5	185
	Weekly	75.7%	3.6	181	61.1%	3.4	146
	Monthly or less	73.0%	3.5	135	62.7%	3.6	116
Employment	Practicing conservator	79.2%	3.6	332	65.2%	3.5	273
	Student/Intern/ Fellow	76.8%	3.5	53	63.8%	3.6	44
	All others	76.7%	3.5	89	79.3%	3.5	92
Work setting	Self-employed or for-profit	74.6%	3.6	141	63.0%	3.6	119
	Museum or historical society	78.4%	3.5	160	63.7%	3.5	130
	All other settings	81.8%	3.6	153	74.9%	3.4	140
Age	< 36	78.4%	3.5	120	67.3%	3.6	103
	36 to 45	80.6%	3.5	87	68.5%	3.4	74
	46 to 55	81.8%	3.6	112	67.2%	3.5	92
	> 55	76.6%	3.5	157	68.8%	3.5	141
Years of professional experience	< 6 years	78.3%	3.7	83	67.0%	3.5	71
	6 to 15 years	81.4%	3.5	131	69.6%	3.5	112
	16 to 25 years	82.3%	3.5	121	70.1%	3.4	103
	> 25 years	73.6%	3.6	142	65.8%	3.5	127

Table continued on following page

Exhibit 2.5: Success Rate for Topic Searches by Segment

The "average success rate score" is based on a 1 to 5 scale where 1 = "never successful" and 5 = "always/nearly always successful." n= refers to the sample size used to calculate the average success rate score.		Deterioration of materials			Cleaning		
		% who search for	Average success rate score	n=	% who search for	Average success rate score	n=
	Overall	**91.0%**	**3.5**	**603**	**85.4%**	**3.4**	**566**
Online usage frequency *(See definition list at the end of the table.)*	Daily	96.2%	3.6	230	90.4%	3.4	216
	Weekly	94.6%	3.5	226	85.4%	3.4	204
	Monthly or less	79.5%	3.5	147	78.9%	3.5	146
Employment	Practicing conservator	90.7%	3.5	380	87.1%	3.3	365
	Student/Intern/ Fellow	97.1%	3.6	67	91.3%	3.4	63
	All others	91.4%	3.6	106	77.6%	3.6	90
Work setting	Self-employed or for-profit	86.8%	3.5	164	88.9%	3.4	168
	Museum or historical society	96.6%	3.5	197	86.8%	3.3	177
	All other settings	89.8%	3.6	168	80.2%	3.4	150
Age	< 36	95.4%	3.7	146	89.5%	3.4	137
	36 to 45	92.6%	3.5	100	86.1%	3.2	93
	46 to 55	96.4%	3.6	132	85.4%	3.4	117
	> 55	85.9%	3.4	176	82.9%	3.5	170
Years of professional experience	< 6 years	94.3%	3.7	100	90.6%	3.5	96
	6 to 15 years	94.4%	3.6	152	90.1%	3.3	145
	16 to 25 years	92.5%	3.4	136	81.6%	3.3	120
	> 25 years	86.5%	3.5	167	82.4%	3.4	159

Table continued on following page

Exhibit 2.5: Success Rate for Topic Searches by Segment

The "average success rate score" is based on a 1 to 5 scale where 1 = "never successful" and 5 = "always/nearly always successful." n= refers to the sample size used to calculate the average success rate score.		Handling/shipping			History/manufacture of object(s)		
		% who search for	Average success rate score	n=	% who search for	Average success rate score	n=
Overall		**63.7%**	**3.3**	**422**	**89.9%**	**3.3**	**596**
Online usage frequency *(See definition list at the end of the table.)*	Daily	71.5%	3.4	171	96.7%	3.4	231
	Weekly	58.6%	3.3	140	89.1%	3.3	213
	Monthly or less	60.0%	3.3	111	82.2%	3.3	152
Employment	Practicing conservator	65.4%	3.3	274	91.6%	3.3	384
	Student/Intern/ Fellow	44.9%	3.4	31	94.2%	3.5	65
	All others	67.2%	3.4	78	82.8%	3.5	96
Work setting	Self-employed or for-profit	65.6%	3.4	124	88.9%	3.4	168
	Museum or historical society	60.8%	3.3	124	92.2%	3.3	188
	All other settings	64.2%	3.2	120	88.2%	3.3	165
Age	< 36	56.9%	3.2	87	91.5%	3.4	140
	36 to 45	69.3%	3.2	64	88.0%	3.2	95
	46 to 55	70.8%	3.3	97	93.4%	3.4	128
	> 55	66.3%	3.5	136	87.8%	3.4	180
Years of professional experience	< 6 years	53.8%	3.3	57	90.6%	3.3	96
	6 to 15 years	64.0%	3.2	103	92.5%	3.4	149
	16 to 25 years	70.1%	3.2	103	89.8%	3.3	132
	> 25 years	64.8%	3.5	125	88.1%	3.4	170

Table continued on following page

Exhibit 2.5: Success Rate for Topic Searches by Segment

The "average success rate score" is based on a 1 to 5 scale where 1 = "never successful" and 5 = "always/nearly always successful." n= refers to the sample size used to calculate the average success rate score.		Treatment information			Artist working methods		
		% who search for	Average success rate score	n=	% who search for	Average success rate score	n=
Overall		**89.4%**	**3.1**	**593**	**69.7%**	**3.0**	**462**
Online usage frequency *(See definition list at the end of the table.)*	Daily	92.1%	3.1	220	77.8%	3.1	186
	Weekly	88.7%	3.2	212	69.9%	3.0	167
	Monthly or less	87.0%	3.1	161	58.9%	2.9	109
Employment	Practicing conservator	93.1%	3.1	390	72.1%	3.0	302
	Student/Intern/ Fellow	85.5%	3.2	59	81.2%	3.1	56
	All others	79.3%	3.2	92	50.9%	3.2	59
Work setting	Self-employed or for-profit	91.0%	3.1	172	70.4%	3.0	133
	Museum or historical society	89.2%	3.0	182	76.0%	3.0	155
	All other settings	89.8%	3.2	168	58.3%	3.1	109
Age	< 36	88.9%	3.0	136	74.5%	3.0	114
	36 to 45	88.9%	3.0	96	66.7%	3.0	72
	46 to 55	93.4%	3.2	128	70.8%	3.0	97
	> 55	88.3%	3.2	181	64.4%	3.0	132
Years of professional experience	< 6 years	86.8%	3.2	92	75.5%	3.1	80
	6 to 15 years	94.4%	3.0	152	71.4%	2.9	115
	16 to 25 years	90.5%	3.2	133	62.6%	2.9	92
	> 25 years	87.0%	3.2	168	68.4%	3.1	132

Note: Online usage frequency categories use the following definitions:
"Daily" — respondents who use online resources for conservation information daily or every other day.
"Weekly" — respondents who use online resources for conservation information 1-2 times per week.
"Monthly" — respondents who use online resources for conservation information 1-2 times per month or less than monthly.

Exhibit 2.6: Top Problems Encountered using Online Resources

Lack of information that is specific to my exact needs	70.4%
Lack of up-to-date information	49.3%
Concern about the reliability of the information	42.1%
The time it takes to find/obtain the information	32.1%
Being able to ask the right question/use the right search term	31.3%
Conflicting information	16.3%
Cost of obtaining the information	14.8%
Not being able to fully understand the information found/received	2.3%
No problems are typically encountered	2.4%
Other (*)	8.7%

n=655

* = the "other" responses cover a wide range of topics, many of which are closely related to the top-ranked choice of "lack of information that is specific to my exact needs." The most commonly-cited issues encompass: a lack of full-text resources, a lack of resources in the desired language of the respondent, the cost to access some resources, and the lack of any information about a particular topic.

Exhibit 2.7: Top Problems Encountered Using Online Resources by Segment

|		Lack of specific info	Lack of up-to-date info	Info reliability concerns	Time to find info	Ask right question/ search	n=
	Overall	**70.4%**	**49.3%**	**42.1%**	**32.1%**	**31.3%**	**665**
Online usage frequency	Daily	69.0%	54.8%	44.4%	27.2%	29.7%	239
	Weekly	73.6%	46.4%	40.2%	32.6%	38.1%	239
	Monthly or less	67.8%	45.8%	41.8%	37.9%	24.3%	177
Employment	Practicing conservator	72.5%	50.0%	44.3%	31.3%	29.7%	418
	Student/Intern/Fellow	71.0%	52.2%	39.1%	33.3%	40.6%	69
	All others	65.5%	43.7%	30.3%	32.8%	34.5%	119
Work setting	Self-employed or for-profit	68.3%	44.4%	41.3%	31.2%	25.9%	189
	Museum or historical society	76.0%	49.5%	40.7%	29.9%	39.2%	204
	All other settings	68.3%	53.4%	41.3%	33.9%	29.1%	189
Age	< 36	70.8%	54.5%	45.5%	26.6%	36.4%	154
	36 to 45	78.7%	50.9%	39.8%	31.5%	26.9%	108
	46 to 55	72.3%	48.9%	42.3%	31.4%	27.0%	137
	> 55	66.0%	43.7%	37.4%	36.4%	33.0%	206
Years of professional experience	< 6 years	69.8%	53.8%	41.5%	30.2%	36.8%	106
	6 to 15 years	68.9%	54.0%	47.2%	30.4%	25.5%	161
	16 to 25 years	77.6%	45.6%	37.4%	32.7%	34.7%	147
	> 25 years	68.6%	45.9%	39.2%	32.5%	29.9%	194

Table continued on following page

Exhibit 2.7: Top Problems Encountered Using Online Resources by Segment

		Conflicting info	Cost	Not understand info	Other	No problems encountered	n=
	Overall	**16.3%**	**14.8%**	**2.3%**	**8.7%**	**2.4%**	**665**
Online usage frequency	Daily	14.6%	16.3%	2.9%	9.6%	2.1%	239
	Weekly	13.4%	14.2%	2.1%	7.5%	2.1%	239
	Monthly or less	22.6%	13.6%	1.7%	9.0%	3.4%	177
Employment	Practicing conservator	16.7%	14.4%	1.2%	8.1%	1.9%	418
	Student/Intern/Fellow	13.0%	15.9%	4.3%	11.6%	1.4%	69
	All others	16.0%	16.8%	5.0%	10.9%	5.0%	119
Work setting	Self-employed or for-profit	21.2%	16.4%	1.6%	10.1%	4.2%	189
	Museum or historical society	11.3%	12.7%	3.4%	7.4%	1.5%	204
	All other settings	17.5%	14.3%	2.1%	9.0%	2.1%	189
Age	< 36	14.9%	20.1%	3.2%	7.8%	1.3%	154
	36 to 45	12.0%	16.7%	0.9%	12.0%	0.9%	108
	46 to 55	14.6%	13.9%	3.6%	8.8%	2.2%	137
	> 55	20.4%	10.7%	1.5%	8.7%	4.9%	206
Years of professional experience	< 6 years	19.8%	17.9%	1.9%	8.5%	0.9%	106
	6 to 15 years	10.6%	20.5%	2.5%	8.1%	3.1%	161
	16 to 25 years	13.6%	13.6%	2.0%	9.5%	0.0%	147
	> 25 years	21.1%	9.8%	2.1%	9.8%	5.2%	194

Online Resource Usage: Profession

*How often do you use online resources to find information about
your profession and professional activities?*
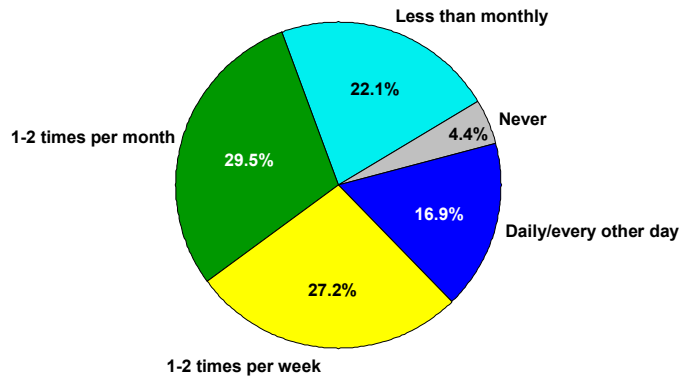
n=688

Exhibit 2.8

Exhibit 2.9: Frequency of Online Professional Information Usage by Segment

		Daily/every other day	1-2 times per week	1-2 times per month	Less than monthly	Never	n=
	Overall	**16.9%**	**27.2%**	**29.5%**	**22.1%**	**4.4%**	**688**
Online usage frequency for conservation information	Daily	26.9%	32.2%	27.3%	11.0%	2.4%	245
	Weekly	12.3%	30.3%	32.8%	22.1%	2.5%	244
	Monthly or less	10.3%	17.4%	30.4%	37.0%	4.9%	184
Employment	Practicing conservator	13.1%	23.8%	34.3%	24.9%	4.0%	429
	Student/Intern/Fellow	33.8%	39.4%	19.7%	7.0%	0.0%	71
	All others	17.9%	28.5%	26.8%	22.0%	4.9%	123
Work setting	Self-employed or for-profit	10.3%	19.0%	32.3%	32.3%	6.2%	195
	Museum or historical society	14.6%	34.1%	32.2%	17.6%	1.5%	205
	All other settings	20.8%	26.4%	29.4%	19.3%	4.1%	197
Age	< 36	29.2%	38.3%	25.3%	7.1%	0.0%	154
	36 to 45	16.2%	26.1%	38.7%	17.1%	1.8%	111
	46 to 55	12.3%	28.3%	37.0%	21.0%	1.4%	138
	> 55	9.7%	16.6%	27.6%	37.3%	8.8%	217
Years of professional experience	< 6 years	29.0%	39.3%	27.1%	4.7%	0.0%	107
	6 to 15 years	17.3%	32.1%	32.1%	16.7%	1.9%	162
	16 to 25 years	14.6%	20.5%	35.1%	28.5%	1.3%	151
	> 25 years	9.9%	20.8%	29.7%	31.2%	8.4%	202

Creating, Sharing, and Maintaining Digital Resources

Overview

Nearly two-thirds of the respondents are directly involved with the creation or maintenance of digital resources. An additional 5.8% do not create or maintain these resources themselves, but oversee others who do. Only 29.7% have no involvement in this area. [See Exhibit 3.1]

There is a fairly strong correlation between online resource usage frequency and the creation of digital resources. Nearly 79% of those who frequently use online resources to obtain conservation information are also involved (to some degree) with the creation or maintenance of digital resources. This metric drops to 59.6% among those who infrequently use online resources to obtain conservation information. Other segments that show a somewhat higher degree of non-involvement include those under 36, those with fewer than six years of professional experience, and those in the student/intern/fellow segment. [See Exhibit 3.2]

Those who are involved with the creation or maintenance of digital resources were asked to describe their specific involvement (in terms of resource types) and the audiences to which they target these resources. Documents and visible light images are the most common resource types, each cited by more than 80% as a digital resource that is created or maintained. Non-visible light images, social media platforms and websites are also quite popular, each cited by at least 50% of the respondents as an area of involvement. Least popular are audio resources (cited by 24.6%) and software (cited by 19.8%). [See Exhibit 3.3]

Those who are involved with each resource type were asked to indicate the audience for which these resources were developed. The major patterns for each audience are as follows: [See Exhibit 3.4]

- ▸ Personal use — this usually accounts for between one-quarter and one-third of the responses. Personal use is most common for documents and reference databases, and is least common for video.

- ▸ Organization use — this is the most common target for most resource types, and is cited by a majority (or near majority) for every resource. It is an especially common audience for documents, images, data sets and reference databases.

- ▸ Professional colleagues — the response distribution is similar to that of personal use, with responses typically in the 25% to 35% range.

▸ Public — this is a common audience for social media platforms, websites, video and audio, and reasonably popular for several other resource types. It is not a common audience for reference databases, data sets, and software.

Each of the resource types is then explored by segment to show the involvement level plus the target audiences. There is fairly limited variation based on segment, with the data generally adhering to the overarching pattern previously described. The largest variations are most often linked to employment type with, as expected, a greater reliance on personal use for some resource types among the students/interns/fellows versus those who are practicing conservators or otherwise employed. Still, this variation is not consistent, with the main driving force behind audience targeting remaining the type of digital resource being created or maintained. [See Exhibit 3.5]

The category of "time/staffing" rises to the forefront when the respondents describe the top problems they encounter when creating or maintaining digital resources. Cited by nearly 80%, time/staffing leads all other issues by a wide margin, and is followed by "keeping the resources current," which is cited by 54.1%. Notable response levels are also seen for "inadequate digital skills or training" and "stability/longevity of storage." All but 6% of the respondents report that they have encountered some type of problem when creating or maintaining digital resources. [See Exhibit 3.6]

There is relatively little variation based on segment, with time/staffing and keeping resources current remaining the top two problems across all segments. Variations, when present, tend to be most visible for the less significant areas, such as cost of storage (with the latter being of notably less concern to those in a for-profit setting versus other employment settings.). [See Exhibit 3.7]

While a majority of the respondents (67.9%) say they have, or their organization has, procedures in place to ensure the long-term preservation of digital assets, nearly one-half of these individuals say these procedures are not always followed. The balance of the respondents say there are no procedures in place (cited by 19.7%) or are unsure if there are procedures (12.4%). The largest percentage of "no procedures in place" is seen among those in the self-employed/for-profit work setting, where it is cited by nearly 30%. [See Exhibits 3.8 and 3.9]

It is common for the respondents to share digital assets — nearly 40% say they do so "frequently"; an additional 35.8% do so "occasionally." Only 7.2% say they "never" share digital assets. While the overall prevalence of sharing digital assets is more common among the younger respondents (only 5.8% of those under 36 never share digital assets versus 11.1% of those over 55), the older respondents are more apt to do so on a frequent basis. [See Exhibits 3.10 and 3.11]

Email is the most common method used to share digital resources, cited by nearly 90% of those who share these assets. A majority also use cloud-based services (55%) and/or portable media (52.3%). [See Exhibit 3.12]

Segmenting the data shows that email maintains its lead across all segments as the most commonly used method to share digital assets. Those who share digital assets frequently tend to use more methods than those who share assets only occasionally or rarely, especially methods such as portable media, cloud-based services, and public websites. Those who rarely share digital assets mainly limit their sharing method to email. [See Exhibit 3.13]

Create or Maintain Digital Resources

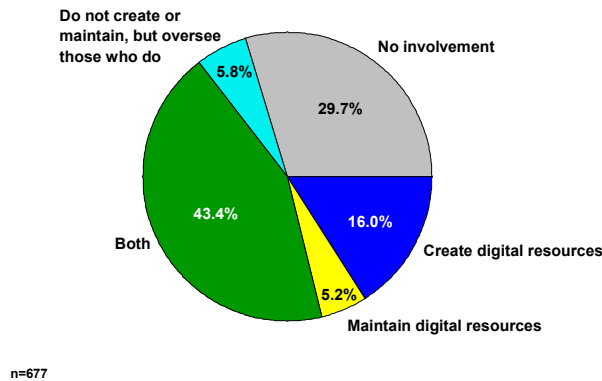**Do not create or maintain, but oversee those who do** 5.8%

No involvement 29.7%

Both 43.4%

Create digital resources 16.0%

Maintain digital resources 5.2%

n=677

Exhibit 3.1

Exhibit 3.2: Create/Maintain Digital Resources Status by Segment

		Create digital resources	Maintain digital resources	Both create and maintain	Do not create or maintain, but oversee others who do	Not involved	n=
	Overall	**16.0%**	**5.2%**	**43.4%**	**5.8%**	**29.7%**	**677**
Online usage frequency for conservation information	Daily	14.5%	4.1%	54.1%	6.2%	21.1%	242
	Weekly	20.3%	5.0%	41.9%	5.0%	27.8%	241
	Monthly or less	13.3%	6.6%	33.1%	6.6%	40.3%	181
Employment	Practicing conservator	17.0%	5.4%	43.8%	4.4%	29.4%	429
	Student/Intern/Fellow	22.5%	7.0%	26.8%	1.4%	42.3%	71
	All others	12.2%	2.4%	51.2%	13.0%	21.1%	123
Work setting	Self-employed or for-profit	8.2%	6.7%	45.1%	2.1%	37.9%	195
	Museum or historical society	24.9%	3.4%	43.9%	5.9%	22.0%	205
	All other settings	16.8%	5.1%	41.1%	9.6%	27.4%	197
Age	< 36	18.2%	3.9%	37.0%	2.6%	38.3%	154
	36 to 45	26.1%	2.7%	48.6%	3.6%	18.9%	111
	46 to 55	17.4%	4.3%	48.6%	5.1%	24.6%	138
	> 55	10.1%	6.9%	41.9%	9.2%	31.8%	217
Years of professional experience	< 6 years	23.4%	4.7%	32.7%	0.9%	38.3%	107
	6 to 15 years	17.3%	4.9%	46.3%	3.7%	27.8%	162
	16 to 25 years	15.9%	1.3%	46.4%	5.3%	31.1%	151
	> 25 years	12.9%	7.9%	45.0%	9.9%	24.3%	202

Exhibit 3.3: Involvement with Digital Resource Types

	Involved
Documents	92.7%
Images - visible light	83.7%
Images - IR, UV, RTI, etc.	56.0%
Social media platforms (blogs, FaceBook pages, etc.)	55.8%
Websites	55.2%
Data sets	48.4%
Reference databases	47.3%
Video	44.2%
Audio	24.6%
Software (apps, tools, etc.)	19.8%
Other digital resources (*)	7.5%

n=455

* = The "other" resources are varied and mainly encompass variations or specific
types of the defined resources (such as specific types of images, data sets, social
media platforms other than the ones listed, etc.).

Exhibit 3.4: Target Audiences for Digital Resources

	Personal use	Organization use	Professional colleagues	Public	n=
Documents	39.3%	74.6%	39.3%	33.2%	422
Images - visible light	35.2%	74.3%	38.6%	34.1%	381
Images - IR, UV, RTI, etc.	26.3%	73.7%	31.4%	22.4%	255
Social media platforms (blogs, FaceBook pages, etc.)	35.4%	48.8%	35.8%	49.2%	254
Websites	27.1%	49.4%	31.1%	49.8%	251
Data sets	32.7%	73.2%	28.6%	10.5%	220
Reference databases	37.7%	66.5%	26.0%	9.8%	215
Video	20.4%	48.3%	27.9%	51.7%	201
Audio	25.9%	50.0%	25.9%	42.0%	112
Software (apps, tools, etc.)	35.6%	58.9%	26.7%	8.9%	90
Other digital resources	23.5%	50.0%	41.2%	44.1%	34

Exhibit 3.5: Target Audiences for Digital Resources by Segment

			Documents				
				Audiences			
		% involved	Personal use	Organiza-tion	Professional colleagues	Public	n=
Overall		**92.7%**	**39.3%**	**74.6%**	**39.3%**	**33.2%**	**422**
Employment	Practicing conservator	94.3%	39.2%	77.7%	37.8%	32.9%	283
	Student/Intern/Fellow	89.5%	61.8%	67.6%	35.3%	23.5%	34
	All others	90.4%	31.8%	69.4%	44.7%	42.4%	85
Work setting	Self-employed or for-profit	95.7%	43.8%	60.7%	35.7%	32.1%	112
	Museum or historical society	95.0%	38.2%	85.5%	41.4%	29.6%	152
	All other settings	89.4%	34.1%	75.4%	38.9%	41.3%	126
Age	< 36	91.5%	40.7%	77.9%	32.6%	24.4%	86
	36 to 45	90.0%	48.1%	86.4%	49.4%	40.7%	81
	46 to 55	96.1%	36.4%	69.7%	37.4%	37.4%	99
	> 55	93.8%	36.3%	68.9%	37.8%	33.3%	135
Years of professional experience	< 6 years	87.7%	38.6%	77.2%	38.6%	31.6%	57
	6 to 15 years	94.0%	48.2%	78.2%	34.5%	28.2%	110
	16 to 25 years	97.1%	34.0%	74.0%	44.0%	43.0%	100
	> 25 years	91.9%	37.2%	71.5%	40.1%	32.8%	137

Table continued on following page

Exhibit 3.5: Target Audiences for Digital Resources by Segment

		Images – visible light					
				Audiences			
		% involved	Personal use	Organiza-tion	Professional colleagues	Public	n=
	Overall	**83.7%**	**35.2%**	**74.3%**	**38.6%**	**34.1%**	**381**
Employment	Practicing conservator	85.3%	36.3%	79.3%	37.1%	30.9%	256
	Student/Intern/Fellow	86.8%	42.4%	60.6%	42.4%	33.3%	33
	All others	77.7%	28.8%	69.9%	43.8%	42.5%	73
Work setting	Self-employed or for-profit	83.8%	41.8%	64.3%	42.9%	32.7%	98
	Museum or historical society	86.9%	32.4%	83.5%	36.7%	35.3%	139
	All other settings	80.1%	32.7%	76.1%	36.3%	31.9%	113
Age	< 36	85.1%	30.0%	71.3%	36.3%	31.3%	80
	36 to 45	85.6%	41.6%	89.6%	42.9%	40.3%	77
	46 to 55	86.4%	38.2%	70.8%	39.3%	30.3%	89
	> 55	79.9%	33.0%	71.3%	36.5%	33.0%	115
Years of professional experience	< 6 years	80.0%	28.8%	69.2%	40.4%	34.6%	52
	6 to 15 years	87.2%	46.1%	79.4%	35.3%	29.4%	102
	16 to 25 years	89.3%	32.6%	76.1%	42.4%	35.9%	92
	> 25 years	79.2%	30.5%	73.7%	39.0%	35.6%	118

Table continued on following page

Exhibit 3.5: Target Audiences for Digital Resources by Segment

		Images – IR, UV, RTI, etc.					
			Audiences				
		% involved	Personal use	Organiza-tion	Professional colleagues	Public	n=
Overall		**56.0%**	**26.3%**	**73.7%**	**31.4%**	**22.4%**	**255**
Employment	Practicing conservator	57.0%	22.2%	78.4%	28.1%	21.6%	171
	Student/Intern/Fellow	76.3%	41.4%	65.5%	37.9%	31.0%	29
	All others	43.6%	29.3%	65.9%	41.5%	22.0%	41
Work setting	Self-employed or for-profit	48.7%	33.3%	64.9%	28.1%	26.3%	57
	Museum or historical society	65.0%	16.3%	83.7%	26.9%	24.0%	104
	All other settings	48.9%	31.9%	68.1%	36.2%	18.8%	69
Age	< 36	67.0%	28.6%	73.0%	30.2%	25.4%	63
	36 to 45	50.0%	35.6%	84.4%	28.9%	22.2%	45
	46 to 55	53.4%	23.6%	67.3%	38.2%	10.9%	55
	> 55	54.2%	19.2%	73.1%	29.5%	28.2%	78
Years of professional experience	< 6 years	58.5%	23.7%	73.7%	42.1%	36.8%	38
	6 to 15 years	58.1%	39.7%	76.5%	20.6%	11.8%	68
	16 to 25 years	53.4%	23.6%	70.9%	41.8%	23.6%	55
	> 25 years	54.4%	16.0%	75.3%	29.6%	24.7%	81

Table continued on following page

Exhibit 3.5: Target Audiences for Digital Resources by Segment

| | | | Social media platforms | | | | |
| | | | | Audiences | | | |
		% involved	Personal use	Organiza-tion	Professional colleagues	Public	n=
	Overall	**55.8%**	**35.4%**	**48.8%**	**35.8%**	**49.2%**	**254**
Employment	Practicing conservator	54.3%	34.4%	49.1%	29.4%	47.2%	163
	Student/Intern/Fellow	63.2%	50.0%	33.3%	37.5%	50.0%	24
	All others	59.6%	28.6%	53.6%	51.8%	53.6%	56
Work setting	Self-employed or for-profit	53.8%	42.9%	42.9%	31.7%	39.7%	63
	Museum or historical society	53.8%	32.6%	45.3%	29.1%	46.5%	86
	All other settings	61.7%	27.5%	54.0%	40.2%	56.3%	87
Age	< 36	67.0%	41.3%	34.9%	28.6%	58.7%	63
	36 to 45	62.2%	37.5%	55.4%	50.0%	60.7%	56
	46 to 55	60.2%	35.5%	46.8%	22.6%	33.9%	62
	> 55	43.1%	24.2%	56.5%	41.9%	43.5%	62
Years of professional experience	< 6 years	63.1%	29.3%	41.5%	31.7%	65.9%	41
	6 to 15 years	59.8%	54.3%	44.3%	32.9%	47.1%	70
	16 to 25 years	56.3%	34.5%	44.8%	44.8%	46.6%	58
	> 25 years	50.3%	21.3%	58.7%	33.3%	42.7%	75

Table continued on following page

Exhibit 3.5: Target Audiences for Digital Resources by Segment

		Websites					
				Audiences			
		% involved	Personal use	Organiza-tion	Professional colleagues	Public	n=
Overall		**55.2%**	**27.1%**	**49.4%**	**31.1%**	**49.8%**	**251**
Employment	Practicing conservator	53.0%	27.7%	48.4%	27.7%	45.9%	159
	Student/Intern/Fellow	52.6%	70.0%	20.0%	20.0%	35.0%	20
	All others	68.1%	12.5%	57.8%	42.2%	60.9%	64
Work setting	Self-employed or for-profit	65.0%	35.5%	48.7%	25.0%	42.1%	76
	Museum or historical society	45.0%	20.8%	41.7%	33.3%	50.0%	72
	All other settings	62.4%	20.5%	55.7%	33.0%	55.7%	88
Age	< 36	56.4%	34.0%	35.8%	28.3%	54.7%	53
	36 to 45	56.7%	25.5%	62.7%	43.1%	52.9%	51
	46 to 55	58.3%	23.3%	41.7%	23.3%	46.7%	60
	> 55	53.5%	26.0%	53.2%	28.6%	44.2%	77
Years of professional experience	< 6 years	55.4%	22.2%	38.9%	30.6%	69.4%	36
	6 to 15 years	58.1%	41.2%	48.5%	29.4%	41.2%	68
	16 to 25 years	55.3%	19.3%	54.4%	38.6%	50.9%	57
	> 25 years	55.0%	23.2%	48.8%	26.8%	45.1%	82

Table continued on following page

Exhibit 3.5: Target Audiences for Digital Resources by Segment

		Data sets					
				Audiences			
		% involved	Personal use	Organiza-tion	Professional colleagues	Public	n=
	Overall	**48.4%**	**32.7%**	**73.2%**	**28.6%**	**10.5%**	**220**
Employment	Practicing conservator	45.0%	32.6%	77.0%	25.2%	5.9%	135
	Student/Intern/Fellow	55.3%	47.6%	76.2%	28.6%	9.5%	21
	All others	60.6%	29.8%	63.2%	36.9%	22.8%	57
Work setting	Self-employed or for-profit	40.2%	48.9%	59.6%	14.9%	6.4%	47
	Museum or historical society	55.6%	23.6%	84.3%	29.2%	7.9%	89
	All other settings	47.5%	32.8%	67.2%	34.3%	16.4%	67
Age	< 36	50.0%	27.7%	78.7%	27.7%	12.8%	47
	36 to 45	51.1%	43.5%	84.8%	23.9%	8.7%	46
	46 to 55	47.6%	34.7%	65.3%	40.8%	4.1%	49
	> 55	47.9%	29.0%	65.2%	26.1%	15.9%	69
Years of professional experience	< 6 years	47.7%	35.5%	80.6%	32.3%	12.9%	31
	6 to 15 years	47.9%	35.7%	80.4%	17.9%	5.4%	56
	16 to 25 years	56.3%	32.8%	72.4%	36.2%	8.6%	58
	> 25 years	45.6%	29.4%	64.7%	30.9%	16.2%	68

Table continued on following page

Exhibit 3.5: Target Audiences for Digital Resources by Segment

		Reference databases					
				Audiences			
		% involved	Personal use	Organiza-tion	Professional colleagues	Public	n=
Overall		**47.3%**	**37.7%**	**66.5%**	**26.0%**	**9.8%**	**215**
Employment	Practicing conservator	46.0%	39.1%	71.0%	21.0%	9.4%	138
	Student/Intern/Fellow	52.6%	60.0%	65.0%	30.0%	10.0%	20
	All others	54.3%	21.6%	56.9%	39.2%	11.8%	51
Work setting	Self-employed or for-profit	45.3%	54.7%	52.8%	17.0%	7.5%	53
	Museum or historical society	52.5%	29.8%	73.8%	27.4%	8.3%	84
	All other settings	46.8%	28.8%	68.2%	28.8%	12.1%	66
Age	< 36	45.7%	41.9%	76.7%	11.6%	4.7%	43
	36 to 45	43.3%	30.8%	76.9%	25.6%	10.3%	39
	46 to 55	50.5%	34.6%	63.5%	32.7%	11.5%	52
	> 55	50.7%	38.4%	57.5%	31.5%	12.3%	73
Years of professional experience	< 6 years	38.5%	36.0%	84.0%	24.0%	8.0%	25
	6 to 15 years	44.4%	44.2%	69.2%	13.5%	1.9%	52
	16 to 25 years	57.3%	33.9%	67.8%	25.4%	10.2%	59
	> 25 years	49.0%	34.2%	58.9%	37.0%	16.4%	73

Table continued on following page

Exhibit 3.5: Target Audiences for Digital Resources by Segment

			Video				
				Audiences			
		% involved	Personal use	Organiza-tion	Professional colleagues	Public	n=
Overall		**44.2%**	**20.4%**	**48.3%**	**27.9%**	**51.7%**	**201**
Employment	Practicing conservator	43.3%	20.8%	51.5%	29.2%	47.7%	130
	Student/Intern/Fellow	36.8%	28.6%	28.6%	28.6%	71.4%	14
	All others	53.2%	18.0%	48.0%	26.0%	56.0%	50
Work setting	Self-employed or for-profit	37.6%	27.3%	47.7%	40.9%	36.4%	44
	Museum or historical society	44.4%	18.3%	49.3%	22.5%	57.7%	71
	All other settings	51.8%	17.8%	52.1%	24.7%	54.8%	73
Age	< 36	44.7%	23.8%	33.3%	23.8%	57.1%	42
	36 to 45	42.2%	26.3%	63.2%	34.2%	55.3%	38
	46 to 55	43.7%	28.9%	51.1%	20.0%	42.2%	45
	> 55	47.9%	11.6%	47.8%	33.3%	49.3%	69
Years of professional experience	< 6 years	33.8%	9.1%	31.8%	31.8%	68.2%	22
	6 to 15 years	47.0%	36.4%	49.1%	23.6%	43.6%	55
	16 to 25 years	46.6%	20.8%	54.2%	25.0%	54.2%	48
	> 25 years	47.7%	12.7%	49.3%	33.8%	49.3%	71

Table continued on following page

Exhibit 3.5: Target Audiences for Digital Resources by Segment

			Audio				
				Audiences			
		% involved	Personal use	Organiza-tion	Professional colleagues	Public	n=
	Overall	**24.6%**	**25.9%**	**50.0%**	**25.9%**	**42.0%**	**112**
Employment	Practicing conservator	22.0%	30.3%	50.0%	25.8%	39.4%	66
	Student/Intern/Fellow	18.4%	42.9%	28.6%	28.6%	42.9%	7
	All others	38.3%	16.7%	52.8%	27.8%	44.4%	36
Work setting	Self-employed or for-profit	13.7%	62.5%	37.5%	37.5%	25.0%	16
	Museum or historical society	26.9%	23.3%	55.8%	16.3%	48.8%	43
	All other settings	33.3%	17.0%	48.9%	29.8%	40.4%	47
Age	< 36	22.3%	33.3%	28.6%	19.0%	52.4%	21
	36 to 45	23.3%	19.0%	61.9%	28.6%	38.1%	21
	46 to 55	28.2%	27.6%	55.2%	24.1%	41.4%	29
	> 55	26.4%	26.3%	50.0%	31.6%	36.8%	38
Years of professional experience	< 6 years	16.9%	18.2%	45.5%	27.3%	63.6%	11
	6 to 15 years	23.9%	35.7%	46.4%	17.9%	35.7%	28
	16 to 25 years	25.2%	23.1%	53.8%	26.9%	38.5%	26
	> 25 years	29.5%	25.0%	50.0%	31.8%	40.9%	44

Table continued on following page

Exhibit 3.5: Target Audiences for Digital Resources by Segment

		Software (apps, tools, etc.)					
				Audiences			
		% involved	Personal use	Organiza-tion	Professional colleagues	Public	n=
	Overall	**19.8%**	**35.6%**	**58.9%**	**26.7%**	**8.9%**	**90**
Employment	Practicing conservator	19.0%	38.6%	61.4%	24.6%	3.5%	57
	Student/Intern/Fellow	15.8%	66.7%	66.7%	33.3%	16.7%	6
	All others	27.7%	23.1%	50.0%	30.8%	19.2%	26
Work setting	Self-employed or for-profit	27.4%	46.9%	65.6%	12.5%	3.1%	32
	Museum or historical society	16.3%	23.1%	57.7%	42.3%	3.8%	26
	All other settings	20.6%	31.0%	48.3%	24.1%	17.2%	29
Age	< 36	17.0%	75.0%	50.0%	12.5%	6.3%	16
	36 to 45	16.7%	33.3%	66.7%	26.7%	20.0%	15
	46 to 55	24.3%	40.0%	64.0%	28.0%	0.0%	25
	> 55	22.9%	15.2%	54.5%	33.3%	12.1%	33
Years of professional experience	< 6 years	13.8%	55.6%	77.8%	33.3%	11.1%	9
	6 to 15 years	17.1%	55.0%	60.0%	0.0%	5.0%	20
	16 to 25 years	32.0%	33.3%	57.6%	36.4%	9.1%	33
	> 25 years	17.4%	15.4%	53.8%	34.6%	11.5%	26

Exhibit 3.6: Top Problems Encountered When Creating or Maintaining Digital Resources

The time/staffing required	79.3%
Keeping the resources current	54.1%
Inadequate digital skills or training	35.0%
Stability/longevity of storage	30.3%
Cost of storage	14.9%
Cost of creation	13.8%
Other (*)	8.5%
Security/hacking	3.8%
No significant problems are encountered	6.0%

n=449

* = the "other" comments are often variations of the established categories and encompass:

- Adequate storage capacity suitable for preservation.
- Always behind in sorting through for digital records re: records retention protocol.
- Balancing ease of access with protection against changes, editing, etc.
- Cataloging for easy retrieval.
- Consistency in production and storage.
- Consistent procedures archiving/storing between labs.
- Cost of software.
- Creating interest internally in my institution to devote staff time to digital resources.
- Curatorial content development.
- Dealing with the institution's IT department.
- Disorganized/non-consolidated databases
- File management.
- Finding user-friendly ways to share/give access to documents.
- In-house content approval.
- Institutional barriers.
- Interoperability.
- It's not really the cost of storage that is a problem, it's the cost of off-site backup that is the killer.
- Participation of specialists within the organization.
- Keeping the software current!
- Limitations in organizational IT in terms of being able to share the digitized materials adequately.
- Maintenance.
- Managing the content/finding it when needed.
- Missing suitable professional networks.
- My organization bears the burden of cost of creation and storage.
- Not getting the information posted or able to edit content remotely.
- Ongoing expense and effort of replacing quickly obsolescent, no longer supported equipment and software.
- People are generally uncomfortable with making information so readily visible to a wide audience.
- Relying on the time/skills of other departments.
- Size of the materials (architectural drawings).
- Suitable and timely IT support.
- Tailoring to diverse users.
- The presumption on the part of institutional IT staff that their level of understanding reflects, or should reflect that of the audience.
- The biggest problem is the IT department itself.
- Upper management with poor understanding of conservation.
- We would like to create videos, but lack equipment and software.
- When these types of projects are proposed, people who do not maintain digital resources themselves (i.e., I am not referring to the supervisors) underestimate (or dismiss) the costs (money/time) involved.

Exhibit 3.7: Top Problems Encountered Creating or Maintaining Digital Resources by Segment

		Time/ staffing	Keeping resources current	Inadequate skills or training	Stability/ longevity of storage	Cost of storage	n=
	Overall	**79.3%**	**54.1%**	**35.0%**	**30.3%**	**14.9%**	**449**
Employment	Practicing conservator	80.9%	53.4%	36.9%	32.2%	13.4%	298
	Student/Intern/Fellow	75.0%	47.2%	33.3%	27.8%	19.4%	36
	All others	76.8%	60.0%	28.4%	25.3%	16.8%	95
Work setting	Self-employed or for-profit	75.4%	57.6%	32.2%	28.8%	7.6%	118
	Museum or historical society	88.6%	48.7%	38.0%	32.3%	14.6%	158
	All other settings	74.3%	59.3%	32.9%	28.6%	20.0%	140
Age	< 36	78.3%	50.0%	31.5%	32.6%	20.7%	92
	36 to 45	80.9%	48.3%	36.0%	38.2%	13.5%	89
	46 to 55	81.6%	51.5%	44.7%	29.1%	20.4%	103
	> 55	77.8%	62.5%	29.2%	25.0%	7.6%	144
Years of professional experience	< 6 years	78.1%	50.0%	29.7%	31.3%	12.5%	64
	6 to 15 years	83.5%	47.0%	33.9%	34.8%	23.5%	115
	16 to 25 years	79.4%	54.9%	44.1%	36.3%	13.7%	102
	> 25 years	77.3%	61.3%	30.7%	22.7%	9.3%	150

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Exhibit 3.7: Top Problems Encountered Creating or Maintaining Digital Resources by Segment

		Cost of creation	Security/ hacking	Other	No problems	n=
	Overall	**13.8%**	**3.8%**	**8.5%**	**6.0%**	**449**
Employment	Practicing conservator	11.4%	4.4%	7.0%	5.4%	298
	Student/Intern/Fellow	13.9%	2.8%	8.3%	13.9%	36
	All others	21.1%	3.2%	14.7%	4.2%	95
Work setting	Self-employed or for-profit	10.2%	6.8%	4.2%	6.8%	118
	Museum or historical society	14.6%	1.9%	10.8%	2.5%	158
	All other settings	17.1%	3.6%	10.7%	7.1%	140
Age	< 36	15.2%	3.3%	8.7%	6.5%	92
	36 to 45	13.5%	5.6%	7.9%	4.5%	89
	46 to 55	12.6%	1.0%	11.7%	4.9%	103
	> 55	13.9%	5.6%	6.9%	5.9%	144
Years of professional experience	< 6 years	12.5%	3.1%	10.9%	9.4%	64
	6 to 15 years	14.8%	3.5%	7.0%	1.7%	115
	16 to 25 years	13.7%	3.9%	8.8%	4.9%	102
	> 25 years	14.7%	4.7%	9.3%	7.3%	150

Digital Asset Preservation

Do you, or does your organization, have procedures in place to
ensure the long-term preservation of digital assets?

n=451
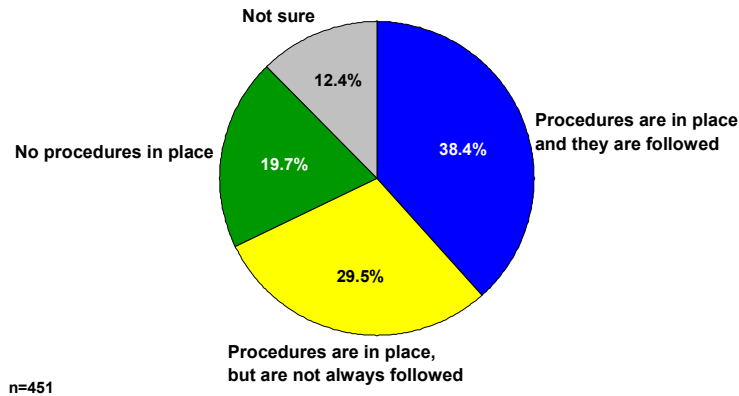
Exhibit 3.8

Exhibit 3.9: Digital Asset Preservation Procedure Status by Segment

		Have procedures and they are followed	Have procedures; not always followed	No procedures in place	Not sure	n=
	Overall	**38.4%**	**29.5%**	**19.7%**	**12.4%**	**451**
Employment	Practicing conservator	40.0%	33.0%	18.3%	8.7%	300
	Student/Intern/Fellow	18.9%	16.2%	21.6%	43.2%	37
	All others	41.5%	25.5%	20.2%	12.8%	94
Work setting	Self-employed or for-profit	31.4%	34.7%	29.7%	4.2%	118
	Museum or historical society	42.8%	28.3%	11.3%	17.6%	159
	All other settings	40.7%	29.3%	17.9%	12.1%	140
Age	< 36	29.0%	22.6%	19.4%	29.0%	93
	36 to 45	34.8%	38.2%	19.1%	7.9%	89
	46 to 55	40.8%	32.0%	17.5%	9.7%	103
	> 55	45.5%	27.6%	20.0%	6.9%	145
Years of professional experience	< 6 years	29.7%	14.1%	20.3%	35.9%	64
	6 to 15 years	31.0%	37.1%	19.8%	12.1%	116
	16 to 25 years	39.2%	35.3%	20.6%	4.9%	102
	> 25 years	47.7%	26.5%	18.5%	7.3%	151

Digital Asset Sharing Frequency

How often do you share digital resources (either those you have created or ones made by others) with other individuals or organizations?
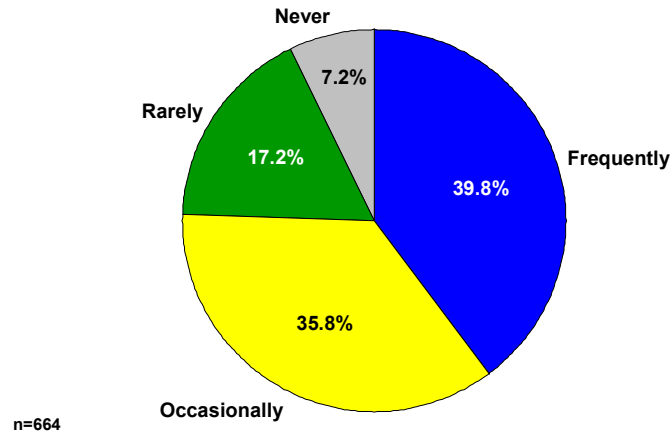
Exhibit 3.10

Exhibit 3.11: Digital Asset Sharing Frequency by Segment

		Frequently	Occasionally	Rarely	Never	n=
	Overall	**39.8%**	**35.8%**	**17.2%**	**7.2%**	**664**
Employment	Practicing conservator	39.4%	38.0%	16.3%	6.3%	429
	Student/Intern/Fellow	36.6%	29.6%	25.4%	8.5%	71
	All others	48.8%	32.5%	12.2%	6.5%	123
Work setting	Self-employed or for-profit	34.9%	32.3%	22.6%	10.3%	195
	Museum or historical society	42.9%	39.5%	12.7%	4.9%	205
	All other settings	43.1%	37.6%	14.7%	4.6%	197
Age	< 36	33.8%	39.6%	20.8%	5.8%	154
	36 to 45	45.9%	36.0%	12.6%	5.4%	111
	46 to 55	44.2%	38.4%	14.5%	2.9%	138
	> 55	40.6%	32.7%	15.7%	11.1%	217
Years of professional experience	< 6 years	32.7%	37.4%	22.4%	7.5%	107
	6 to 15 years	38.9%	40.1%	18.5%	2.5%	162
	16 to 25 years	41.7%	39.7%	12.6%	6.0%	151
	> 25 years	44.1%	31.7%	14.4%	9.9%	202

Exhibit 3.12: Digital Asset Sharing Methods

Email	89.9%
Cloud-based services (e.g. Dropbox, Google Drive)	55.0%
Portable media (e.g., disk drives, thumb drives, DVDs)	52.3%
Website (publicly viewable area)	46.1%
Social media site (FaceBook, Twitter, YouTube, etc.)	34.9%
Website (restricted access area)	22.1%
Other (*)	4.2%

n=616

* = the "other" methods encompass FTP, telephone calls, text messages, intranets, personal communication, hard copy, and comments that cite a method rather than delivery system (e.g., databases, presentations, etc.).

Exhibit 3.13: Digital Asset Sharing Methods by Segment

		Email	Cloud	Portable media	Web (public)	Social media	Web (restricted)	Other	n=
	Overall	89.9%	55.0%	52.3%	46.1%	34.9%	22.1%	4.2%	616
Digital asset sharing frequency	Frequently	88.3%	66.3%	62.9%	56.8%	44.7%	29.9%	7.2%	264
	Occasionally	91.6%	53.8%	52.1%	44.5%	31.5%	19.7%	1.7%	238
	Rarely	90.4%	31.6%	28.1%	24.6%	19.3%	8.8%	2.6%	114
Employment	Practicing conservator	92.3%	57.7%	53.5%	45.0%	31.6%	20.1%	3.7%	402
	Student/Intern/Fellow	89.2%	60.0%	47.7%	32.3%	36.9%	27.7%	3.1%	65
	All others	85.2%	49.6%	55.7%	62.6%	47.0%	27.8%	7.8%	115
Work setting	Self-employed or for-profit	92.0%	52.6%	46.9%	40.0%	24.0%	14.3%	3.4%	175
	Museum or historical society	91.8%	64.1%	60.5%	47.7%	35.9%	23.6%	5.1%	195
	All other settings	89.4%	51.6%	53.2%	54.3%	43.1%	28.2%	4.8%	188
Age	< 36	92.4%	60.0%	52.4%	42.1%	42.8%	23.4%	3.4%	145
	36 to 45	86.7%	65.7%	60.0%	51.4%	48.6%	20.0%	3.8%	105
	46 to 55	90.3%	59.7%	50.7%	47.8%	34.3%	26.9%	4.5%	134
	> 55	92.2%	45.6%	52.3%	48.2%	23.3%	20.2%	5.7%	193
Years of professional experience	< 6 years	94.9%	53.5%	44.4%	45.5%	41.4%	21.2%	5.1%	99
	6 to 15 years	89.9%	62.0%	56.3%	38.6%	43.0%	22.2%	1.9%	158
	16 to 25 years	86.6%	54.9%	52.1%	50.7%	29.6%	25.4%	8.5%	142
	> 25 years	93.4%	52.7%	56.6%	53.3%	28.6%	20.9%	3.3%	182

Needs and Opportunities

Overview

The respondents were presented with a comprehensive list of potential enhancements to digital resources, and asked to score each as to their interest level. Nearly all of the potential enhancements are highly appealing to a majority of the respondents, with average appeal scores often at the 4.0 or greater level (where 1.0 is "no interest" and 5.0 is "high interest"). The most appealing enhancements are listed below, with each receiving an average interest score of 4.0 or greater.

- ‣ Better indexing of/search for information.
- ‣ A repository for research findings.
- ‣ A repository for conservation treatment records.
- ‣ Archive of past conservation practices.
- ‣ Clearer identification of trustworthy information.
- ‣ A repository for data sets from research projects.

Average interest scores remain at or above 3.7 for every enhancement other than "information directly channeled to me," which receives an average score of only 3.3. This enhancement is also the only one that is not highly appealing to a majority (or near majority) of the respondents. [See Exhibit 4.1]

Segmenting responses shows the following major patterns: [See Exhibit 4.2]

- ‣ Better indexing of/search for information — this retains high appeal across all segments, with average interest scores never dropping below 4.4, and usually at or above 4.5. The percentage indicating low or no interest remains below 6% across all segments, and is often at or below 3%.

- ‣ A repository for research findings — appeal remains strong across all segments, and peaks among the youngest respondents, those employed in a museum or historical society setting, and the most active online conservation resource users. Average appeal scores never drop below 4.1, and reach as high as 4.6.

- ‣ A repository for conservation treatment records — interest remains high across most segments, but does drop a small amount for some, with average interest scores falling below the 4.0 level for two segments (those in the "other" employment setting and those with 16 to 25 years of experience).

- ▸ Archive of past conservation practices — as with the preceding enhancement, this has strong across-the-board appeal, and is especially favored by the younger practitioners, the students/interns/fellows, and those who are the most active in accessing online conservation information.

- ▸ Clearer identification of trustworthy information — this has solid appeal across all segments, with two-thirds or more of the respondents expressing high levels of interest. Average scores are at or above 4.0 across all segments, and peak at 4.3 among those with fewer than six years of experience.

- ▸ A repository for data sets from research projects — this enhancement shows fairly strong appeal levels, with average appeal scores often in the 4.0 to 4.1 range. Interest levels drop a small amount among some segments, with a low of 3.7 among those who infrequently use online conservation resources.

- ▸ Faster access to information — this has significant appeal, but levels are not as solid as with the preceding enhancements. The percentage with low or no interest is usually above the 10% level, which keeps the average interest score below 4.0 for nearly every segment.

- ▸ More news pertinent to my profession — this shows significant appeal among those under 36 and those with fewer than six years of professional experience, with the average interest scores for both segments at or above 4.0. Interest levels are softer across most other segments, and interest levels drop appreciably among the most experienced/older respondents.

- ▸ Better online communication channels with colleagues — interest is moderate, with average interest scores usually at the 3.6 to 3.8 level across segments. The strongest appeal is seen among those with fewer than six years of professional experience and the most active online users, with about 60% expressing high levels of interest and average scores of 3.9 for both segments.

- ▸ Information directly channeled to me — this is the only enhancement area that consistently shows low levels of appeal, with the percentage expressing low or no interest often at the 25% or greater level. Average scores peak at only 3.4 among the most active online conservation resource users and the mid-term professionals (e.g., 46 to 55 years of age and those with 16 to 25 years of experience).

The respondents were then presented with a list of five key digital tools and asked to indicate their level of usage (or interest, if they do not currently use the tool). Usage levels are highest for document management and image management, with nearly one-half of the respondents currently using each tool "extensively" and an additional one-third

using each "to some degree." Nearly all of the non-users of these two tools express interest in wanting to use them in the future.

Usage levels are lower, but still significant for the three remaining tools (workflow management, image annotation/manipulation, and online collaborative workspaces). Of the three, image annotation shows the strongest current usage, with 27.9% using this tool "extensively" and 36.8% using it "to some degree." All garner notable response levels with regard to the respondents' desire to use them in the future. [See Exhibit 4.3]

The response distribution across all segments conforms to the previously described overarching pattern. Variations, when present, tend to emphasize somewhat greater "extensive" usage levels among those who most actively use online conservation resources. There are also some small age/experience-related patterns, such as increased "extensive" usage of document management tools among the more experienced respondents versus their younger peers. The opposite pattern is seen with regard to image annotation/manipulation tools. As expected, the younger/less experienced respondents are also far more apt to demonstrate an interest in using most tools, especially online collaborative workspaces and workflow management. [See Exhibit 4.4]

The respondents were also asked to describe the top three digital skills they would most like to learn or improve their level of expertise with. As expected, the list is highly varied, ranging from very specific skill areas (e.g., "Python programming so I can create tools for my workflows") to general knowledge areas (e.g., "databases"). Common themes in the comments include:

- ▸ database creation/management;
- ▸ digital asset management;
- ▸ digital imaging;
- ▸ programming skills;
- ▸ website development/management.

The full list is provided in the accompanying Excel file.

Exhibit 4.1: Digital Resource Interest

	High interest	Moderate interest	Low or no interest	No response	Average score
Better indexing of/search for information	82.4%	7.7%	3.3%	6.6%	4.5
A repository for research findings	79.7%	11.6%	4.1%	4.6%	4.4
A repository for conservation treatment records	72.4%	15.1%	8.9%	3.6%	4.2
Archive of past conservation practices	77.6%	12.7%	6.1%	3.6%	4.2
Clearer identification of trustworthy information	70.0%	17.0%	7.4%	5.7%	4.1
A repository for data sets from research projects	65.1%	16.8%	10.2%	7.8%	4.0
Faster access to information	58.1%	22.3%	10.4%	9.3%	3.9
More news pertinent to my profession (jobs, outreach, advocacy, professional development)	54.6%	27.0%	10.5%	7.8%	3.7
Better online communication channels with colleagues (discussion boards, wikis, etc.)	49.9%	29.4%	11.8%	8.9%	3.7
Information directly channeled to me (email, RSS feeds, etc.)	39.1%	27.2%	24.6%	9.1%	3.3

n=637

"High interest" is the percentage of respondents who selected either of the top two ranking points; "moderate interest" is the percentage selecting the mid-point; "low interest" is the percentage selecting the lowest two ranking points. "Average score" is based on a 1-to-5 scale where 1 is "high interest" and 5 is "no interest." No response values are excluded from average score calculations.

In addition to the above enhancements, the respondents could describe any additional digital resources/enhancements they would be highly interested in. Full-text responses are as follows:

A clearer set of protocols for each specific practice. Also a way to type in keyword descriptions of materials and observed findings, to be able to find the recommended best course of treatment.

A location for archiving conservators reports when closing practice, retiring, death, etc.

A moving target. Lots of opportunities for ongoing training/improvement in my skill-set.

A place to share information about useful tools, new products, or to ask colleagues for information about where to buy products/tools/materials. Also, a LOT more detailed information about federal/state guidelines on PPE as well as fume extraction equipment in labs that is easy to digest.

A reliable and complete wiki for the Wooden Artifacts Group.

A repository for spot testing information.

A repository of artist materials.

Access to fee-based research tools.

Access to JSTOR for all AIC members.

Access to J-Stor through AIC affiliation.

Access to paid online journal databases.

Accurately quantifying Oddy test procedures and results within the conservation wiki.

Archive of Artists information including materials, methodologies, display preferences, conservation and long term care.

Best practices for up to date methods for creation, organization, and storage of digital data.

Better access to scientific indexes and search engines for conservation professionals not associated with academic libraries.

Bridges to other databases (i.e., between TMS and local IT databases).

Clear digital images included with the research; Wish we had a better search engine for our discussion board.

Collections Care/Preventive Conservation resources that are up to date.

Conservation science/conservator networking resources.

Creating searchable databases of our collections for our colleagues in remote sites and other staff. "How many chairs are in all of our state sites?" for example.

Digital imaging standards.

Digitization of entire conservation books, in addition to conference proceedings and journals.

Digitization of scholarly articles from pre-digital age but with search capability (like google books).

Display materials research etc above gives impression it's just treatments.

Documentation templates including spreadsheets and searchable databases for surveys.

Free access to the full text of articles in periodicals.

Full public access to collections treatment records of public museums and art galleries.

Global networking for research aid for whom hardly have sources or integrated technology to publish their research.

Hard copies only i.e., books and journals.

Help with using photodocumentation to indicate condition, damages, changes on images of objects.

High resolution digital images.

Higher bandwidth for email at work (i.e. switch to gmail for easier file sharing).

Historical references on artist methods, materials - and database of canvas stamps suppliers (past).

I am always interested in high resolution images of paintings in museum collections and where possible, the backs too.

I feel that a lot of the qualities #2 or repositories #7-9 could and should be offered by the AIC Wikis.

I feel that it is quite easy in conservation to determine if information is trustworthy, if you pay attention to the source.

I often think -- I should recommend that some graduate student work on xxx problem -- and then forget all about it. I think identifying areas that need research would be useful to students as well as conservators.

I support most of these resources/enhancement but do NOT want to add extra social media portals through the existing AIC website, it is cumbersome and I do not have faith in the longevity of the platform.

I would like BPG to create a dashboard of resources for its members.

I would like to see MFA cameo expanded. The new version is not as informative as the old one was.

Image database of historic bindings.

Indexed images.

Interactive RTI and 3D imaging capabilities- it will drive our switch from paper to online publishing.

Library of treatment report formats.

More information and instruction on how to do treatments.

More open access materials.

Open-access platforms for research, including student and professional research, both ongoing and vetted.

Options for those who do not have conservators/can't afford a conservator right away.

Possibility to see who knows what: which professional in the field has what knowledge/experience. Connecting the person to the knowledge documents they make. Specifically contemporary art conservation.

Preservation and conservation of architectural drawings.

Regularly updated, scholarly (vs. purely commercial), website where I could find news and tips about trustworthy conservation-related Internet resources. If such a site is well maintained by knowledgeable people, it would be worth paying a modest subscription fee to access.

Repository for cultural information influencing conservation approaches.

Repository of talks from conservation conferences sponsored by AIC.

Secure cloud based collection management systems, free condition report apps for ipad.

Shared testing results, e.g., Oddy Tests.

Software for digital documentation and information management.

The ability to mill custom storage mounts from digital files scanned from display mounts; the ability to print 3-D replicas of missing elements (i.e. a button).

The field should move away from thinking of repositories as static dumping grounds. So many more vibrant, highly networked models for professional information sharing exist, but conservation is frustratingly so far behind the curve. We need better partners.

Thematic sharing of digital resources (i.e., data mining to cluster together all the studies on an individual artist pulled from several sources, or of a treatment.

There are many digitally-born projects that reside in individual institutions that are not widely known (for example, research projects carried out by graduate students; canvas stamp databases, etc. Does this go under item 1 or 7 or 8?

Tough question. I'd be interested in hearing from colleagues about their philosophies towards creation, sharing, and management of digital assets. There is a lot of built-in support for creation and management where I work, but at a public university we're always thinking about what to make public, what will be useful for colleagues and for teaching. We are considering making all of our conservation photos and records public.

Training on asset management.

Translation.

Upgrading CoOL.

Webinars of various treatment methodologies.

Wish to have resources that all institutional employees have. Happy to see that JSTOR now has (limited) private person access. Clearly not a first adapter of technology. Always concerned that the "better" service will cause current systems to be obsolete too fast for the coffers to keep up - plus the time to learn the new systems, again.

Exhibit 4.2: Digital Resource Interest by Segment

		Better indexing of/search for information					
		High interest	Moderate interest	Low or no interest	No response	Average score	n=
Overall		**82.4%**	**7.7%**	**3.3%**	**6.6%**	**4.5**	**637**
Online usage frequency	Daily	84.6%	7.9%	2.2%	5.3%	4.6	227
	Weekly	84.6%	5.7%	3.5%	6.1%	4.5	228
	Monthly or less	78.2%	9.8%	3.4%	8.6%	4.4	174
Employment	Practicing conservator	81.4%	8.7%	3.3%	6.6%	4.5	425
	Student/Intern/Fellow	94.2%	0.0%	1.4%	4.3%	4.7	69
	All others	81.5%	7.6%	5.0%	5.9%	4.4	119
Work setting	Self-employed or for-profit	77.7%	9.8%	3.6%	8.8%	4.4	193
	Museum or historical society	88.1%	5.4%	1.0%	5.4%	4.6	202
	All other settings	80.9%	8.2%	5.7%	5.2%	4.5	194
Age	< 36	90.2%	3.9%	2.6%	3.3%	4.6	153
	36 to 45	78.2%	10.9%	3.6%	7.3%	4.4	110
	46 to 55	87.0%	6.5%	2.2%	4.3%	4.6	138
	> 55	77.3%	8.5%	4.7%	9.5%	4.4	211
Years of professional experience	< 6 years	90.6%	2.8%	2.8%	3.8%	4.6	106
	6 to 15 years	83.9%	8.7%	3.1%	4.3%	4.5	161
	16 to 25 years	82.8%	7.3%	3.3%	6.6%	4.5	151
	> 25 years	76.6%	10.2%	4.1%	9.1%	4.4	197

Table continued on following page

Exhibit 4.2: Digital Resource Interest by Segment

		A repository for research findings					
		High interest	Moderate interest	Low or no interest	No response	Average score	n=
Overall		**79.7%**	**11.6%**	**4.1%**	**4.6%**	**4.4**	**637**
Online usage frequency	Daily	88.1%	6.6%	2.2%	3.1%	4.6	227
	Weekly	80.3%	13.2%	3.5%	3.1%	4.4	228
	Monthly or less	69.5%	16.1%	6.3%	8.0%	4.1	174
Employment	Practicing conservator	80.9%	10.1%	3.8%	5.2%	4.4	425
	Student/Intern/ Fellow	85.5%	13.0%	1.4%	0.0%	4.4	69
	All others	73.1%	17.6%	5.9%	3.4%	4.1	119
Work setting	Self-employed or for-profit	79.8%	9.8%	4.7%	5.7%	4.4	193
	Museum or historical society	87.6%	8.4%	2.0%	2.0%	4.5	202
	All other settings	71.6%	17.5%	5.2%	5.7%	4.2	194
Age	< 36	85.6%	11.8%	2.6%	0.0%	4.5	153
	36 to 45	80.0%	15.5%	1.8%	2.7%	4.3	110
	46 to 55	82.6%	9.4%	3.6%	4.3%	4.5	138
	> 55	72.5%	12.3%	6.6%	8.5%	4.2	211
Years of professional experience	< 6 years	84.0%	14.2%	1.9%	0.0%	4.4	106
	6 to 15 years	83.2%	11.8%	3.7%	1.2%	4.4	161
	16 to 25 years	78.1%	9.9%	6.6%	5.3%	4.3	151
	> 25 years	76.1%	11.2%	4.1%	8.6%	4.3	197

Table continued on following page

Exhibit 4.2: Digital Resource Interest by Segment

		A repository for conservation treatment records					
		High interest	Moderate interest	Low or no interest	No response	Average score	n=
Overall		**72.4%**	**15.1%**	**8.9%**	**3.6%**	**4.2**	**637**
Online usage frequency	Daily	78.0%	12.3%	5.7%	4.0%	4.3	227
	Weekly	74.1%	15.4%	9.2%	1.3%	4.1	228
	Monthly or less	63.8%	17.8%	12.6%	5.7%	4.0	174
Employment	Practicing conservator	71.1%	16.5%	8.2%	4.2%	4.2	425
	Student/Intern/ Fellow	87.0%	10.1%	2.9%	0.0%	4.5	69
	All others	69.7%	13.4%	15.1%	1.7%	3.9	119
Work setting	Self-employed or for-profit	75.6%	10.9%	8.8%	4.7%	4.3	193
	Museum or historical society	69.8%	18.8%	8.9%	2.5%	4.1	202
	All other settings	70.6%	16.5%	9.8%	3.1%	4.1	194
Age	< 36	83.0%	12.4%	3.9%	0.7%	4.4	153
	36 to 45	70.9%	18.2%	10.0%	0.9%	4.1	110
	46 to 55	70.3%	13.8%	10.9%	5.1%	4.1	138
	> 55	68.2%	17.1%	10.0%	4.7%	4.1	211
Years of professional experience	< 6 years	85.8%	10.4%	2.8%	0.9%	4.5	106
	6 to 15 years	73.9%	17.4%	7.5%	1.2%	4.2	161
	16 to 25 years	64.9%	16.6%	14.6%	4.0%	3.9	151
	> 25 years	69.0%	16.2%	9.1%	5.6%	4.1	197

Table continued on following page

		Archive of past conservation practices					
		High interest	Moderate interest	Low or no interest	No response	Average score	n=
	Overall	**77.6%**	**12.7%**	**6.1%**	**3.6%**	**4.2**	**637**
Online usage frequency	Daily	83.3%	10.6%	3.5%	2.6%	4.4	227
	Weekly	78.1%	11.8%	7.5%	2.6%	4.2	228
	Monthly or less	70.1%	16.7%	7.5%	5.7%	4.1	174
Employment	Practicing conservator	77.2%	13.4%	5.4%	4.0%	4.3	425
	Student/Intern/ Fellow	88.4%	5.8%	5.8%	0.0%	4.4	69
	All others	73.9%	14.3%	8.4%	3.4%	4.0	119
Work setting	Self-employed or for-profit	76.7%	10.9%	7.8%	4.7%	4.2	193
	Museum or historical society	75.7%	15.3%	5.4%	3.5%	4.2	202
	All other settings	79.9%	12.9%	4.6%	2.6%	4.3	194
Age	< 36	85.0%	9.2%	5.9%	0.0%	4.4	153
	36 to 45	80.9%	13.6%	4.5%	0.9%	4.3	110
	46 to 55	75.4%	13.8%	5.1%	5.8%	4.2	138
	> 55	72.0%	14.7%	7.6%	5.7%	4.1	211
Years of professional experience	< 6 years	89.6%	6.6%	3.8%	0.0%	4.5	106
	6 to 15 years	78.9%	12.4%	6.8%	1.9%	4.2	161
	16 to 25 years	75.5%	16.6%	5.3%	2.6%	4.2	151
	> 25 years	71.1%	14.2%	7.6%	7.1%	4.1	197

Table continued on following page

Exhibit 4.2: Digital Resource Interest by Segment

		Clearer identification of trustworthy information					
		High interest	Moderate interest	Low or no interest	No response	Average score	n=
Overall		**70.0%**	**17.0%**	**7.4%**	**5.7%**	**4.1**	**637**
Online usage frequency	Daily	70.0%	17.6%	7.0%	5.3%	4.1	227
	Weekly	71.5%	17.1%	7.5%	3.9%	4.1	228
	Monthly or less	69.0%	16.1%	6.9%	8.0%	4.1	174
Employment	Practicing conservator	70.4%	16.0%	7.1%	6.6%	4.2	425
	Student/Intern/ Fellow	69.6%	24.6%	4.3%	1.4%	4.1	69
	All others	68.1%	17.6%	10.9%	3.4%	4.0	119
Work setting	Self-employed or for-profit	67.4%	15.0%	8.3%	9.3%	4.1	193
	Museum or historical society	70.8%	17.3%	7.9%	4.0%	4.1	202
	All other settings	71.1%	18.6%	6.7%	3.6%	4.1	194
Age	< 36	75.8%	15.7%	7.8%	0.7%	4.1	153
	36 to 45	63.6%	23.6%	8.2%	4.5%	4.0	110
	46 to 55	72.5%	15.9%	6.5%	5.1%	4.2	138
	> 55	67.8%	15.2%	7.6%	9.5%	4.1	211
Years of professional experience	< 6 years	80.2%	15.1%	3.8%	0.9%	4.3	106
	6 to 15 years	67.7%	18.6%	9.3%	4.3%	4.1	161
	16 to 25 years	70.9%	13.9%	8.6%	6.6%	4.1	151
	> 25 years	65.0%	19.3%	7.6%	8.1%	4.1	197

Table continued on following page

Exhibit 4.2: Digital Resource Interest by Segment

		A repository for data sets from research projects					
		High interest	Moderate interest	Low or no interest	No response	Average score	n=
Overall		**65.1%**	**16.8%**	**10.2%**	**7.8%**	**4.0**	**637**
Online usage frequency	Daily	72.7%	13.7%	6.2%	7.5%	4.2	227
	Weekly	68.0%	16.2%	10.1%	5.7%	4.0	228
	Monthly or less	52.9%	21.8%	14.9%	10.3%	3.7	174
Employment	Practicing conservator	64.7%	16.5%	10.4%	8.5%	4.0	425
	Student/Intern/ Fellow	75.4%	17.4%	7.2%	0.0%	4.1	69
	All others	60.5%	20.2%	11.8%	7.6%	3.8	119
Work setting	Self-employed or for-profit	65.3%	15.5%	10.9%	8.3%	3.9	193
	Museum or historical society	70.8%	14.9%	8.4%	5.9%	4.1	202
	All other settings	58.2%	21.1%	11.9%	8.8%	3.8	194
Age	< 36	71.9%	16.3%	9.8%	2.0%	4.1	153
	36 to 45	62.7%	21.8%	11.8%	3.6%	3.9	110
	46 to 55	67.4%	15.2%	10.1%	7.2%	4.0	138
	> 55	59.7%	15.6%	10.4%	14.2%	4.0	211
Years of professional experience	< 6 years	74.5%	16.0%	7.5%	1.9%	4.2	106
	6 to 15 years	59.0%	21.7%	14.9%	4.3%	3.8	161
	16 to 25 years	66.2%	15.9%	11.3%	6.6%	3.9	151
	> 25 years	63.5%	14.7%	7.6%	14.2%	4.0	197

Table continued on following page

Exhibit 4.2: Digital Resource Interest by Segment

		Faster access to information					
		High interest	Moderate interest	Low or no interest	No response	Average score	n=
	Overall	**58.1%**	**22.3%**	**10.4%**	**9.3%**	**3.9**	**637**
Online usage frequency	Daily	62.1%	20.3%	8.8%	8.8%	4.0	227
	Weekly	55.3%	25.0%	11.4%	8.3%	3.7	228
	Monthly or less	57.5%	21.8%	10.3%	10.3%	3.9	174
Employment	Practicing conservator	58.1%	20.2%	10.8%	10.8%	3.9	425
	Student/Intern/Fellow	53.6%	33.3%	11.6%	1.4%	3.8	69
	All others	61.3%	22.7%	9.2%	6.7%	3.8	119
Work setting	Self-employed or for-profit	57.0%	16.6%	12.4%	14.0%	3.9	193
	Museum or historical society	60.4%	24.3%	8.9%	6.4%	3.9	202
	All other settings	57.7%	24.2%	10.3%	7.7%	3.8	194
Age	< 36	53.6%	32.7%	12.4%	1.3%	3.7	153
	36 to 45	60.9%	23.6%	10.0%	5.5%	3.9	110
	46 to 55	65.9%	17.4%	8.7%	8.0%	4.0	138
	> 55	56.4%	17.1%	10.4%	16.1%	3.9	211
Years of professional experience	< 6 years	62.3%	28.3%	7.5%	1.9%	3.9	106
	6 to 15 years	55.9%	27.3%	13.0%	3.7%	3.8	161
	16 to 25 years	62.9%	15.2%	11.3%	10.6%	3.9	151
	> 25 years	55.3%	18.3%	10.2%	16.2%	3.9	197

Table continued on following page

Exhibit 4.2: Digital Resource Interest by Segment

		More news pertinent to my profession					
		High interest	Moderate interest	Low or no interest	No response	Average score	n=
	Overall	**54.6%**	**27.0%**	**10.5%**	**7.8%**	**3.7**	**637**
Online usage frequency	Daily	61.2%	25.1%	6.6%	7.0%	3.9	227
	Weekly	55.3%	26.8%	12.3%	5.7%	3.7	228
	Monthly or less	46.0%	29.9%	12.6%	11.5%	3.6	174
Employment	Practicing conservator	54.6%	27.1%	10.4%	8.0%	3.7	425
	Student/Intern/ Fellow	73.9%	17.4%	7.2%	1.4%	4.1	69
	All others	45.4%	33.6%	11.8%	9.2%	3.6	119
Work setting	Self-employed or for-profit	48.7%	28.0%	12.4%	10.9%	3.6	193
	Museum or historical society	61.9%	23.8%	9.4%	5.0%	3.8	202
	All other settings	52.1%	30.9%	9.3%	7.7%	3.7	194
Age	< 36	72.5%	19.6%	5.9%	2.0%	4.0	153
	36 to 45	56.4%	32.7%	7.3%	3.6%	3.8	110
	46 to 55	54.3%	28.3%	10.9%	6.5%	3.7	138
	> 55	40.8%	28.4%	16.1%	14.7%	3.5	211
Years of professional experience	< 6 years	72.6%	19.8%	5.7%	1.9%	4.1	106
	6 to 15 years	59.0%	30.4%	6.8%	3.7%	3.8	161
	16 to 25 years	55.0%	25.8%	11.9%	7.3%	3.7	151
	> 25 years	40.6%	29.4%	15.7%	14.2%	3.4	197

Table continued on following page

Exhibit 4.2: Digital Resource Interest by Segment

		Better online communication channels with colleagues					
		High interest	Moderate interest	Low or no interest	No response	Average score	n=
Overall		**49.9%**	**29.4%**	**11.8%**	**8.9%**	**3.7**	**637**
Online usage frequency	Daily	59.0%	27.3%	6.6%	7.0%	3.9	227
	Weekly	49.1%	31.1%	12.7%	7.0%	3.6	228
	Monthly or less	39.7%	30.5%	16.7%	13.2%	3.5	174
Employment	Practicing conservator	48.5%	30.1%	11.5%	9.9%	3.7	425
	Student/Intern/ Fellow	58.0%	26.1%	13.0%	2.9%	3.7	69
	All others	51.3%	28.6%	12.6%	7.6%	3.6	119
Work setting	Self-employed or for-profit	45.6%	25.9%	13.0%	15.5%	3.6	193
	Museum or historical society	46.5%	36.1%	12.4%	5.0%	3.6	202
	All other settings	55.2%	27.8%	10.8%	6.2%	3.7	194
Age	< 36	54.9%	30.1%	12.4%	2.6%	3.8	153
	36 to 45	50.0%	34.5%	11.8%	3.6%	3.7	110
	46 to 55	59.4%	24.6%	10.1%	5.8%	3.8	138
	> 55	39.8%	29.9%	13.3%	17.1%	3.5	211
Years of professional experience	< 6 years	60.4%	27.4%	9.4%	2.8%	3.9	106
	6 to 15 years	47.2%	34.8%	14.3%	3.7%	3.6	161
	16 to 25 years	51.7%	28.5%	12.6%	7.3%	3.7	151
	> 25 years	45.2%	26.4%	11.2%	17.3%	3.6	197

Table continued on following page

		Information directly channeled to me					
		High interest	Moderate interest	Low or no interest	No response	Average score	n=
	Overall	**39.1%**	**27.2%**	**24.6%**	**9.1%**	**3.3**	**637**
Online usage frequency	Daily	44.9%	29.5%	17.6%	7.9%	3.4	227
	Weekly	38.6%	27.6%	27.2%	6.6%	3.2	228
	Monthly or less	32.8%	24.1%	29.9%	13.2%	3.1	174
Employment	Practicing conservator	39.1%	26.6%	24.5%	9.9%	3.3	425
	Student/Intern/ Fellow	40.6%	23.2%	34.8%	1.4%	3.1	69
	All others	40.3%	31.9%	20.2%	7.6%	3.3	119
Work setting	Self-employed or for-profit	34.2%	26.4%	24.9%	14.5%	3.2	193
	Museum or historical society	41.6%	30.2%	22.8%	5.4%	3.3	202
	All other settings	41.8%	26.3%	25.3%	6.7%	3.3	194
Age	< 36	41.2%	26.1%	30.7%	2.0%	3.2	153
	36 to 45	41.8%	30.0%	23.6%	4.5%	3.3	110
	46 to 55	43.5%	28.3%	23.2%	5.1%	3.4	138
	> 55	32.7%	26.1%	23.2%	18.0%	3.2	211
Years of professional experience	< 6 years	42.5%	25.5%	29.2%	2.8%	3.2	106
	6 to 15 years	36.6%	31.7%	26.7%	5.0%	3.2	161
	16 to 25 years	43.0%	27.2%	22.5%	7.3%	3.4	151
	> 25 years	35.5%	25.4%	22.8%	16.2%	3.3	197

"High interest" is the percentage of respondents who selected either of the top two ranking points; "moderate interest" is the percentage selecting the mid-point; "low interest" is the percentage selecting the lowest two ranking points. "Average score" is based on a 1-to-5 scale where 1 is "high interest" and 5 is "no interest." No response values are excluded from average score calculations.

Exhibit 4.3: Digital Tool Usage/Interest

	Currently use extensively	Currently use to some degree	Not use, but would like to	No interest in using	Not sure/no response
Document management	46.1%	34.2%	12.1%	3.0%	4.6%
Image management	48.9%	34.4%	9.9%	2.4%	4.4%
Workflow management	16.9%	27.9%	26.7%	13.2%	15.3%
Image annotation/manipulation tools	27.9%	36.8%	23.3%	3.8%	8.2%
Online collaborative workspaces (e.g. wikis, Basecamp, etc.)	9.5%	24.4%	31.7%	15.0%	19.4%

n=634

In addition to the above tools, the respondents were asked to identify any other tools that they currently use, and any tools they would be interested in using. Full-text responses are as follows:

"Other" tools currently used:

- Accounting software (private practice)
- Auto CAD
- CAD, FEA, Contour interpolation
- Cloud back up - Carbonite
- Collection management- past perfect
- Collection management software and database
- Conservation database, Digital Image Repository
- Conservation Record keeping software
- Conservation Tracker System to create/manage digital conservation records
- ConservationSpace
- Data management (documents, data, audio, links), GIS tools, 3D visualization
- Database management
- Database; MCP
- Digital asset management for conservation records created within graduate program
- Digital databases
- "Digital" tool? What is a "digital"??
- Do not understand - What tools? Is Photoshop a tool?
- Does the above question mean how do you name your files? and how they are organized? (e.g. in folders or in software like Portfolio)?
- Doodle for organizing meetings.
- Drop box. VTC and webcast?
- Dropbox
- EMu
- Excel to maintain database of current/past work
- Filemaker Pro for surveys
- For the above, The Museum System, iPad, doodle
- Freelance hour logging and invoicing software (Fanurio)
- GIS software
- Graphic design software, digital camera
- Graphing and data manipulation software
- I actually work with a lot of documents and images but don't manage or store them in a very complex fashion
- I often have to compress PDF files online.
- I use Dropbox a lot. And Google Docs/ spreadsheets/Drive -whatever its called these days.
- ILMS, DAMs
- i-Mac
- iPad apps such as Explain Everything (combines visual, audio, and annotation and exports as MP4
- iPad time/hours app
- iPad, smart phone (apps)
- Java for interactive RTI manipulation on the web
- Jstor, grove art dictionary
- Lightroom, Photoshop
- Microsoft Word for documentation
- MIMSY database
- Networked records database
- Online meeting systems such as Webex
- Past literature and current info available
- Photoshop for scanning/cropping/sharing
- Possibly mentioned above: LinkedIn discussion groups
- PowerPoint
- Scientific software to manipulate data
- Sharepoint
- Sharepoint
- Sharepoint, Google Docs
- Skitch
- SmartSheet, AdaptivePlanning, Collection Space
- Squarespace, google drive
- Survey monkey

- Technical metadata extraction from digital files (video and audio)
- TMS, Google Documents
- Treatment database
- We manage our conservation records using the TMS collections management program.

- Weebly for online portfolios
- Word processing software -- which is more efficient that handwriting on paper, but still far from perfect.
- Wordpress for posting work related procedures and policies
- Wordpress, cloud servers

"Other" tools the respondents are interested in using:

- 3D imaging and rapid prototyping
- AIC wiki - needs more expansion
- An app and a program for reliable conservation reference, similar to what Epocrates.com and the Epocrates app provides for physicians.
- Anything such as TMS that we could use to share reports and images between departments
- Apps
- AutoCAD 3D modeling using iPhone photos for low cost 3D imaging
- Better digital microscopy knowledge
- Better quality video equipment, graphics tablet
- Better workflow management system
- Central repository for conservation treatment records, materials, and artist working methods and materials,
- Conservation documentation software that is not only for management or archiving but active use like the developing ConservationSpace
- ConservationSpace
- ConservationSpace
- Considering starting a Vimeo channel to demonstrate things to clients
- Database (for treatment records)
- Document and image digital filing and retrieval systems; conservation "forms" for use and storage on a database and file management computer program
- Easy Document management everyone in our workspace can use
- Extensis
- Facebook & Twitter
- Go to meeting type environment to share data live while discussing research
- Go To Meetings, Skype (used once).
- Google docs

- Having a wider range of digital filing systems to chose from, for instance for creating articles or a book.
- Improvement in iPad documentation techniques
- Interactive work spaces
- iPad apps for conservation
- iPad condition checks/reports
- Learn how to use images for web site creation
- Linked Open Data, RDF
- Metigo mapping software; more conservation specific libraries for FTIR, Raman, etc. with public access
- MetigoMap
- Need to develop safe replacements
- Note taking in field
- Online teaching platforms - Moodle
- Organizing and searching across conservation records
- Photoshop
- Platforms or applications for creating completely digital condition records using photographs
- Product information, specification and conservation use
- ResearchSpace, ConservationSpace, more linked data resources, better linkages to scientific data
- Revit
- Sharepoint, Google Docs
- Smart phone/tablet apps for document and image management as well
- Standards for - examination/condition/treatment report information transfer; collections/inventory transfer
- The WAG wiki site
- Web viewers for exotic formats (FIT, multispectral. etc)
- WGAG 2.0 conformance tools
- Wikipedia, Google Drive
- Your wiki is the right route to go. I am sure in time with lots of input, it will be just fine and very helpful.

Exhibit 4.4: Digital Tool Usage/Interest *by Segment*

		Currently use extensively	Currently use to some degree	Not use, but would like to	No interest in using	Not sure/no response	n=
Document management							
	Overall	**46.1%**	**34.2%**	**12.1%**	**3.0%**	**4.6%**	**634**
Online usage frequency for conservation information	Daily	56.4%	29.5%	8.4%	0.4%	5.3%	227
	Weekly	39.1%	40.4%	14.2%	2.7%	3.6%	225
	Monthly or less	42.5%	32.8%	14.4%	5.7%	4.6%	174
Employment	Practicing conservator	47.3%	34.4%	11.7%	2.8%	3.7%	427
	Student/Intern/Fellow	43.5%	31.9%	14.5%	2.9%	7.2%	69
	All others	43.0%	37.2%	12.4%	1.7%	5.8%	121
Work setting	Self-employed or for-profit	44.8%	28.6%	14.1%	5.7%	6.8%	192
	Museum or historical society	50.2%	39.0%	8.8%	0.0%	2.0%	205
	All other settings	44.9%	35.2%	13.3%	2.6%	4.1%	196
Age	< 36	42.2%	37.0%	13.6%	1.9%	5.2%	154
	36 to 45	37.3%	41.8%	17.3%	1.8%	1.8%	110
	46 to 55	51.1%	33.6%	9.5%	2.9%	2.9%	137
	> 55	48.8%	29.3%	10.7%	4.7%	6.5%	215
Years of professional experience	< 6 years	40.6%	35.8%	16.0%	2.8%	4.7%	106
	6 to 15 years	41.4%	39.5%	14.2%	1.9%	3.1%	162
	16 to 25 years	45.3%	34.0%	14.7%	2.0%	4.0%	150
	> 25 years	52.0%	30.0%	7.5%	5.0%	5.5%	200

Table continued on following page

Exhibit 4.4: Digital Tool Usage/Interest *by Segment*

		Currently use extensively	Currently use to some degree	Not use, but would like to	No interest in using	Not sure/no response	n=
	Overall	**48.9%**	**34.4%**	**9.9%**	**2.4%**	**4.4%**	**634**
Online usage frequency for conservation information	Daily	55.5%	32.2%	8.4%	0.0%	4.0%	227
	Weekly	46.2%	36.4%	11.1%	2.2%	4.0%	225
	Monthly or less	44.8%	35.1%	10.3%	5.2%	4.6%	174
Employment	Practicing conservator	51.3%	35.4%	7.5%	2.1%	3.7%	427
	Student/Intern/Fellow	50.7%	23.2%	18.8%	0.0%	7.2%	69
	All others	38.8%	40.5%	13.2%	3.3%	4.1%	121
Work setting	Self-employed or for-profit	52.1%	28.6%	7.8%	4.7%	6.8%	192
	Museum or historical society	49.8%	40.0%	7.8%	0.0%	2.4%	205
	All other settings	44.9%	37.8%	12.2%	2.0%	3.1%	196
Age	< 36	46.1%	33.8%	14.9%	0.6%	4.5%	154
	36 to 45	44.5%	40.9%	10.9%	1.8%	1.8%	110
	46 to 55	54.0%	35.0%	7.3%	1.5%	2.2%	137
	> 55	49.3%	31.2%	7.9%	4.7%	7.0%	215
Years of professional experience	< 6 years	44.3%	32.1%	19.8%	0.0%	3.8%	106
	6 to 15 years	50.6%	36.4%	8.0%	3.7%	1.2%	162
	16 to 25 years	48.7%	32.7%	12.0%	2.0%	4.7%	150
	> 25 years	49.5%	36.0%	5.0%	3.0%	6.5%	200

Table continued on following page

Exhibit 4.4: Digital Tool Usage/Interest *by Segment*

		Currently use extensively	Currently use to some degree	Not use, but would like to	No interest in using	Not sure/no response	n=
Workflow management							
Overall		**16.9%**	**27.9%**	**26.7%**	**13.2%**	**15.3%**	**634**
Online usage frequency for conservation information	Daily	19.4%	34.4%	26.0%	8.4%	11.9%	227
	Weekly	13.8%	28.0%	28.0%	12.9%	17.3%	225
	Monthly or less	17.2%	20.1%	27.0%	18.4%	17.2%	174
Employment	Practicing conservator	17.8%	28.6%	25.8%	12.9%	15.0%	427
	Student/Intern/Fellow	10.1%	23.2%	31.9%	8.7%	26.1%	69
	All others	17.4%	29.8%	28.1%	14.0%	10.7%	121
Work setting	Self-employed or for-profit	15.6%	18.2%	30.7%	18.2%	17.2%	192
	Museum or historical society	16.1%	36.6%	22.9%	7.8%	16.6%	205
	All other settings	19.9%	30.1%	26.0%	12.2%	11.7%	196
Age	< 36	14.9%	28.6%	29.2%	9.1%	18.2%	154
	36 to 45	19.1%	31.8%	32.7%	8.2%	8.2%	110
	46 to 55	15.3%	29.9%	32.1%	8.8%	13.9%	137
	> 55	17.7%	23.3%	19.1%	21.9%	18.1%	215
Years of professional experience	< 6 years	13.2%	26.4%	34.0%	9.4%	17.0%	106
	6 to 15 years	20.4%	30.9%	27.2%	11.7%	9.9%	162
	16 to 25 years	12.0%	30.7%	30.7%	11.3%	15.3%	150
	> 25 years	19.0%	25.5%	19.5%	18.0%	18.0%	200

Table continued on following page

Image annotation/manipulation tools						
	Currently use extensively	Currently use to some degree	Not use, but would like to	No interest in using	Not sure/no response	n=
Overall	**27.9%**	**36.8%**	**23.3%**	**3.8%**	**8.2%**	**634**
Online usage frequency for conservation information — Daily	32.2%	43.6%	16.3%	2.2%	5.7%	227
Weekly	28.0%	33.3%	28.9%	1.3%	8.4%	225
Monthly or less	23.0%	33.9%	25.3%	8.0%	9.8%	174
Employment — Practicing conservator	29.0%	37.5%	21.3%	3.3%	8.9%	427
Student/Intern/Fellow	43.5%	33.3%	17.4%	1.4%	4.3%	69
All others	17.4%	36.4%	31.4%	6.6%	8.3%	121
Work setting — Self-employed or for-profit	28.6%	31.8%	17.7%	6.8%	15.1%	192
Museum or historical society	31.7%	42.9%	21.5%	0.5%	3.4%	205
All other settings	23.0%	34.7%	31.1%	4.6%	6.6%	196
Age — < 36	37.0%	33.1%	22.7%	1.3%	5.8%	154
36 to 45	23.6%	54.5%	18.2%	0.9%	2.7%	110
46 to 55	30.7%	32.8%	29.2%	2.2%	5.1%	137
> 55	22.3%	33.5%	22.3%	7.9%	14.0%	215
Years of professional experience — < 6 years	36.8%	33.0%	24.5%	0.9%	4.7%	106
6 to 15 years	33.3%	40.1%	19.8%	3.1%	3.7%	162
16 to 25 years	22.0%	37.3%	29.3%	3.3%	8.0%	150
> 25 years	23.5%	36.0%	20.5%	6.5%	13.5%	200

Table continued on following page

Exhibit 4.4: Digital Tool Usage/Interest by Segment

		Online collaborative workspaces					
		Currently use extensively	Currently use to some degree	Not use, but would like to	No interest in using	Not sure/no response	n=
	Overall	**9.5%**	**24.4%**	**31.7%**	**15.0%**	**19.4%**	**634**
Online usage frequency for conservation information	Daily	10.6%	30.4%	32.2%	11.5%	15.4%	227
	Weekly	8.9%	24.9%	34.2%	12.9%	19.1%	225
	Monthly or less	8.0%	17.2%	29.3%	21.8%	23.6%	174
Employment	Practicing conservator	7.7%	24.4%	31.6%	15.7%	20.6%	427
	Student/Intern/Fellow	10.1%	23.2%	36.2%	11.6%	18.8%	69
	All others	14.9%	27.3%	29.8%	13.2%	14.9%	121
Work setting	Self-employed or for-profit	6.3%	17.2%	32.8%	19.3%	24.5%	192
	Museum or historical society	7.8%	33.7%	31.7%	12.7%	14.1%	205
	All other settings	14.3%	23.0%	29.6%	14.3%	18.9%	196
Age	< 36	10.4%	24.7%	37.7%	14.3%	13.0%	154
	36 to 45	14.5%	30.9%	33.6%	8.2%	12.7%	110
	46 to 55	7.3%	24.1%	35.0%	16.1%	17.5%	137
	> 55	7.9%	21.9%	24.2%	17.7%	28.4%	215
Years of professional experience	< 6 years	7.5%	21.7%	42.5%	14.2%	14.2%	106
	6 to 15 years	11.7%	29.0%	32.1%	13.0%	14.2%	162
	16 to 25 years	8.7%	22.0%	37.3%	13.3%	18.7%	150
	> 25 years	9.0%	25.5%	20.5%	19.0%	26.0%	200

Policy Issues and Parting Thoughts

Overview

The respondents were asked to describe the policy issues they feel are inhibiting the creation, quality and sharing of information/images available to conservators and collections care professionals. A total of 323 responses were received (exclusive of those expressing "not sure," "don't know," and other such non-specific responses). As expected, there is little sample-wide consensus, with a significant number of topics raised. The four most prevalent themes are:

- ▸ intellectual property/copyright policies;
- ▸ institutional IT policies;
- ▸ lack of time and resources to develop and maintain digital resources;
- ▸ lack of technical support.

The full set of comments is provided in the accompanying Excel file.

Prior to the survey conclusion, the respondents were invited to share any comments they had regarding any of the issues covered in the survey. These comments (total of 130) often encompass appreciation for the research and strong interest in the findings. Others offer suggestions for FAIC's consideration regarding new services or ways to address their (the respondents') needs for information and resources. Several expand upon specific issues broached in the survey, and discuss their experience and insight on how this issue has impacted their work. Many of the comments are substantial and lengthy, underscoring the importance of this topic among many of the respondents.

Given the diversity of comments it is not feasible to categorize them to any extent. A representative sample of verbatim comments are provided below, with the full set available in the accompanying Excel file.

> *As mentioned it is difficult to keep up with advances in technology. We are using systems that could be used to greater advantage given the time to learn more about them. Often it is catch as catch can. This includes systems such as TMS, iPads, digital cameras (UV, IR), image manipulation (Adobe Photoshop), correctly storing obtained information to make it readily retrievable and accessible to others.*

> *I would like to see digital resources become readily available very soon. The world has been moving in a fast-paced, digitally-propelled direction for years. It would be time and money efficient to be able to pull up information on key words in a database, rather than sit and flip through pages and volumes of possibly outdated conservation reference books, only to sometimes find vague information.*

I fear there is no standard being set for the protection of the future preservation of digital data. I feel our industry should be trying to push for one standard that would be agreed upon to be consistent for a period of time in the future. CD's are obsolete and as we move on, who is driving the bus as far as the future? We are allowing the industries to drive us, rather than doing business with the industries to agree upon keeping some form of media consistent throughout time. there is a market if a company would agree to keep one form of media that could be used by many in the preservation field for a set amount of time.

The generation of digital resources is actually drawing me away from my (preferred) job of bench conservation. When I entered the field reports were directly hand written, and B/W photography and slides were outsourced so did not impact treatment times. The current need to transpose reports into a database and upload digital files is time consuming. Research into ways of minimizing time and digital work flow, while maintaining the beneficial aspects of digital resources would be of great interest.

There is a wealth of information out there, but sometimes finding it when you need it can be difficult. More collaboration and formation of central hubs to point people in the right direction would be useful. I often feel as if I am 'making do', and that with a little more time and luck I would find a better resource that more closely matches whatever issue I might be working on.

This is an important topic, and I look forward to seeing the results of this survey. I rely hugely on computers & digital technologies now for doing my work (archival research, writing), but those new technologies are continually evolving. I rely more on paper copies in paper folders filed in metal cabinets for keeping "permanent" records.

Topics covered in this survey push me to again to think about interdisciplinarity of heritage preservation topics.

We really need a comprehensive repository of vetted information, treatment records, and past research.

I feel we spend too much time with technology and that, while the communications capacity continues to grow, our ability to process and use it shrinks. We are becoming ever more restricted specialists and losing our ability to view things broadly. Technology fuels that and the better focused it becomes, the worse the effect. It is a loss that should be considered along with the gain.

This is a critical topic for continuing professional development for conservators.

Appendix A: Survey Instrument

1. How often do you use online resources to obtain conservation/preservation/collections care information?

   ❏ Daily/every other day
   ❏ 1-2 times per week
   ❏ 1-2 times per month
   ❏ Less than monthly
   ❏ Never

   IF NEVER: You indicated you do not use online resources to obtain conservation/preservation/collections care information. Please describe the resources you do use: (If you do not look for any conservation/ preservation information, please indicate "N/A.") _____

2. What are the top three online resources you turn to first for conservation/preservation/collections care information?

   Top online resource:_____
   Second online resource: _____
   Third online resource: _____

3. In general, how successful are you at finding what you need for the following conservation/preservation/ collections care topics when using online resources?

	Always/nearly always successful	Usually successful	Sometimes successful	Rarely successful	Never successful	N/A – I don't look for info on this
Artist working methods	❏	❏	❏	❏	❏	❏
Cleaning	❏	❏	❏	❏	❏	❏
Deterioration of materials	❏	❏	❏	❏	❏	❏
Digital imaging	❏	❏	❏	❏	❏	❏
Disaster planning and response	❏	❏	❏	❏	❏	❏
Documentation	❏	❏	❏	❏	❏	❏
Environmental guidelines for objects/collections	❏	❏	❏	❏	❏	❏
Ethics	❏	❏	❏	❏	❏	❏
Exhibit/display	❏	❏	❏	❏	❏	❏
Handling/shipping	❏	❏	❏	❏	❏	❏
Health & safety	❏	❏	❏	❏	❏	❏
History/manufacture of object(s)	❏	❏	❏	❏	❏	❏
Mold/pests	❏	❏	❏	❏	❏	❏
Storage	❏	❏	❏	❏	❏	❏
Suppliers	❏	❏	❏	❏	❏	❏
Treatment information	❏	❏	❏	❏	❏	❏

4. Regardless of the topic, what are the top three problems you typically encounter when using online resources to look for information regarding conservation/preservation/collections care? (You can select up to THREE choices.)

❏ Lack of up-to-date information
❏ Lack of information that is specific to my exact needs
❏ The time it takes to find/obtain the information
❏ Concern about the reliability of the information
❏ Conflicting information
❏ Being able to ask the right question/use the right search term
❏ Not being able to fully understand the information found/received
❏ Cost of obtaining the information
❏ No problems are typically encountered
❏ Other:_____

5. How often do you use online resources to find information about your profession and professional activities (such as open positions, training, activities of colleagues, etc.)?

❏ Daily/every other day
❏ 1-2 times per week
❏ 1-2 times per month
❏ Less than monthly
❏ Never

6. What are the top three online resources you turn to first for information about your profession and professional activities? (You can list either the site name or the URL, whichever is easier for you.)

Top online resource for info about the profession: _____

Second online resource for info about the profession: _____

Third online resource for info about the profession: _____

7. Do you create or maintain digital resources (online or offline)?

❏ I create digital resources
❏ I maintain digital resources
❏ I do both (create and maintain)
❏ I do not create or maintain digital resources myself, but I oversee others who do
❏ No involvement with creating or maintaining digital resources

8. For what audience(s), if any, did you (or your staff) create the following digital resources in the past 12 months?

	My personal use only	My organization	Professional colleagues	Public	No involvement
Audio	❏	❏	❏	❏	❏
Video	❏	❏	❏	❏	❏
Images - visible light	❏	❏	❏	❏	❏
Images - IR, UV, RTI, etc.	❏	❏	❏	❏	❏
Documents	❏	❏	❏	❏	❏
Data sets	❏	❏	❏	❏	❏
Reference databases	❏	❏	❏	❏	❏
Software (apps, tools, etc.)	❏	❏	❏	❏	❏
Websites	❏	❏	❏	❏	❏
Social media platforms (blogs, FaceBook pages, etc.)	❏	❏	❏	❏	❏
Other digital resources (specify below)	❏	❏	❏	❏	❏

9. Please indicate the top three problems you (or your staff) typically encountered when creating or maintaining digital resources:

❏ The time/staffing required
❏ Cost of creation
❏ Cost of storage
❏ Stability/longevity of storage
❏ Keeping the resources current
❏ Security/hacking
❏ Inadequate digital skills or training
❏ No significant problems are encountered
❏ Other (please specify) _____

10. Do you, or does your organization, have procedures in place to ensure the long-term preservation of digital assets?

❏ Yes, there are procedures in place and they are followed
❏ Yes, there are procedures in place but they are not always followed
❏ No, there are no procedures in place
❏ I don't know

11. How often do you share digital resources (either those you have created or ones made by others) with other individuals or organizations?

❏ Frequently
❏ Occasionally
❏ Rarely
❏ Never

12. What methods do you use to share digital resources? (Check all that apply.)

❏ Website (publicly viewable area)
❏ Website (restricted access area)
❏ Email
❏ Portable media (e.g., disk drives, thumb drives, DVDs)
❏ Cloud-based services (e.g. Dropbox, Google Drive)
❏ Social media site (FaceBook, Twitter, YouTube, etc.)
❏ Other (please specify)_____

13. Looking to the future, what digital resources or enhancements, if available, would you be most interested in?

	High interest (5)	(4)	(3)	(2)	No interest (1)
Better indexing of/search for information	❏	❏	❏	❏	❏
Clearer identification of trustworthy information	❏	❏	❏	❏	❏
Faster access to information	❏	❏	❏	❏	❏
Better online communication channels with colleagues (discussion boards, wikis, etc.)	❏	❏	❏	❏	❏
Information directly channeled to me (email, RSS feeds, etc.)	❏	❏	❏	❏	❏
More news pertinent to my profession (jobs, outreach, advocacy, professional development)	❏	❏	❏	❏	❏
A repository for research findings	❏	❏	❏	❏	❏
A repository for data sets from research projects	❏	❏	❏	❏	❏
A repository for conservation treatment records	❏	❏	❏	❏	❏
Archive of past conservation practices	❏	❏	❏	❏	❏

14. In addition to the above, please describe any additional digital resources/enhancements you would be highly interested in: _____

15. For each of the following digital tools, please indicate your usage (or interest) level as it pertains to your work:

	Currently use extensively	Currently use to some degree	Not use, but would like to	No interest in using	Not sure
Document management	❏	❏	❏	❏	❏
Image management	❏	❏	❏	❏	❏
Workflow management	❏	❏	❏	❏	❏
Image annotation/manipulation tools	❏	❏	❏	❏	❏
Online collaborative workspaces (e.g. wikis, Basecamp, etc.)	❏	❏	❏	❏	❏

16. In addition to the above tools, please indicate any other digital tools you:

Currently use:_____
Would be interested in using:_____

17. Please describe the top three digital skills you would most like to learn or improve your level of expertise with (such as programming skills, digital imaging, digital asset management, etc.)

Top skill of interest:_____
Second skill of interest:_____
Third skill of interest:_____

18. Please describe the policy issues you feel are inhibiting the creation, quality, and sharing of information/images available to conservators and collections care professionals: (Examples could include intellectual property policies, institutional IT policies, repository restrictions, etc.)
_____

19. In what country are you located?_____

20. Which of the following best describes your current position:

❏ Practicing conservator
❏ Scientist
❏ Educator
❏ Collections manager
❏ Librarian
❏ Archivist
❏ Administrator
❏ Intern/Fellow
❏ Full-time student, not otherwise employed
❏ Unemployed
❏ Retired
❏ Other (please specify) _____

21. Which of the following best describes your current employer? (If you have more than one employer, please select the employer that accounts for the greatest share of your time)

❏ Self-employed or in a for-profit conservation practice
❏ Museum or historical society
❏ Library or archive
❏ Educational organization (college, university, etc.)
❏ Other government institution/agency (federal, state, local not included above)
❏ Regional conservation center
❏ Other non-profit organization
❏ Other for-profit company/organization

22. Please indicate the number of years of professional experience you have in the field of conservation and/or collections care:

❏ None
❏ Less than 2
❏ 2 to 5
❏ 6 to 10
❏ 11 to 15
❏ 16 to 20
❏ 21 to 25
❏ 26 to 30
❏ Greater than 30

23. How old are you?

❏ Under 25
❏ 26-35
❏ 36-45
❏ 46-55
❏ 56-65
❏ 66-75
❏ 76 or older
❏ Prefer not to respond

24. One final question: we welcome any comments you may have on any of the topics covered in this survey, or anything else you'd like to share regarding digital resources: _____