Digital**Preservation**Coalition

2020 DPC Member Training Needs Survey

Final Report

Contents

1) Introduction

The first objective listed in the DPC Strategic Plan 2018-22 under the heading "Workforce Development" is:

a) ***Understanding and prioritizing training needs***: *The DPC will continue to monitor the training needs among members and use this to shape workforce development and knowledge exchange.*

With this in mind, the DPC has committed to regular consultations with members on the subject of training needs. This activity takes two main forms:

1. The Workforce Development Sub-Committee: a quarterly opportunity for members to input to plans for training outputs.
2. A biannual training needs survey circulated to all members. The last survey was carried out in 2018.

This report focuses on the latter, detailing the outcomes of the most recent training needs survey, open to members April-May 2020.

2) About the Survey

The main aims of this iteration of the DPC Member Training Needs survey were:

1. To gather comprehensive information on member training needs in response to the growing membership, and its increased diversity of organisation types and locations.
2. To better understand priorities for training topics as the DPC looks to expand online training provision in response to the successes of the "Novice to Know-How" project.

In response to these aims it was decided that:

1. A robust approach to communications about the survey would be needed to ensure the results adequately represented the makeup of the DPC membership.
2. Key elements of the 2018 survey would be reused, but updated to reflect the current work of the DPC and the aim of supporting online training development.

The resulting survey contained two sections: the first with 9 questions gathering information on the respondents, their current level of digital preservation knowledge, and why they were interested in training; the second section addressed training topics of interest, benefits to be gained, and any other comments to be shared. A full list of questions can be found in Appendix One.

3) About the Respondents

In total, 108 responses were received to the training needs survey, exactly doubling the number of responses to the 2018 survey. Respondents represented 46 different member organizations, 45% of the number of DPC members at the time of the survey (6 respondents did not answer this question). Those organizations covered the full range of sectors within the DPC membership, with "Higher and Further Education", "Government", and "Cultural Heritage" accounting for just over 75% of the responses (Figure 1). This is in line with the overall makeup of the DPC membership.
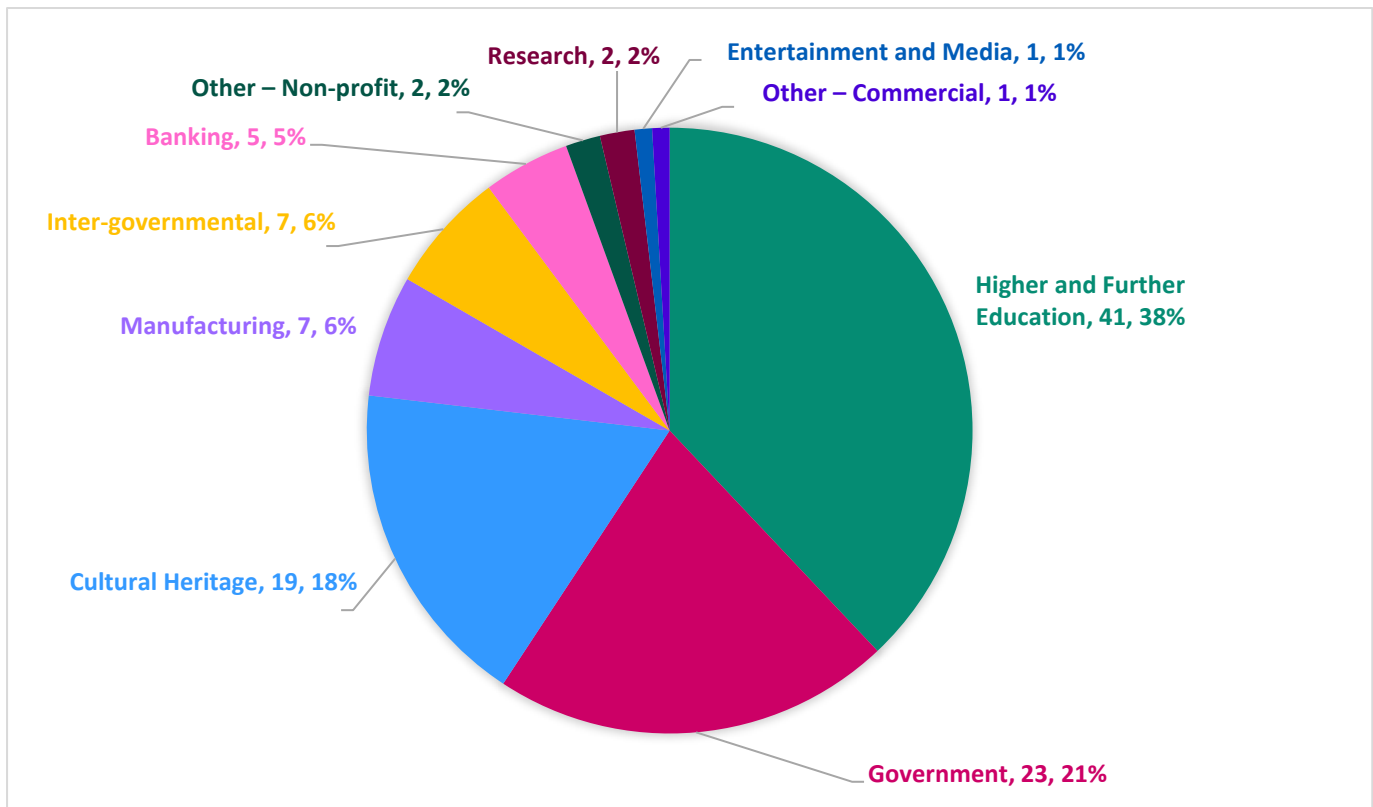

Figure 1: Sectors represented by respondents' organizations

The geographical spread of the respondents was also reasonably representative of the DPC membership, with 11 countries mentioned (Figure 2). The UK still dominates with 59 responses (56%), but this is a significant improvement in broader representation from the 2018 survey where 80% of the respondents were UK-based.
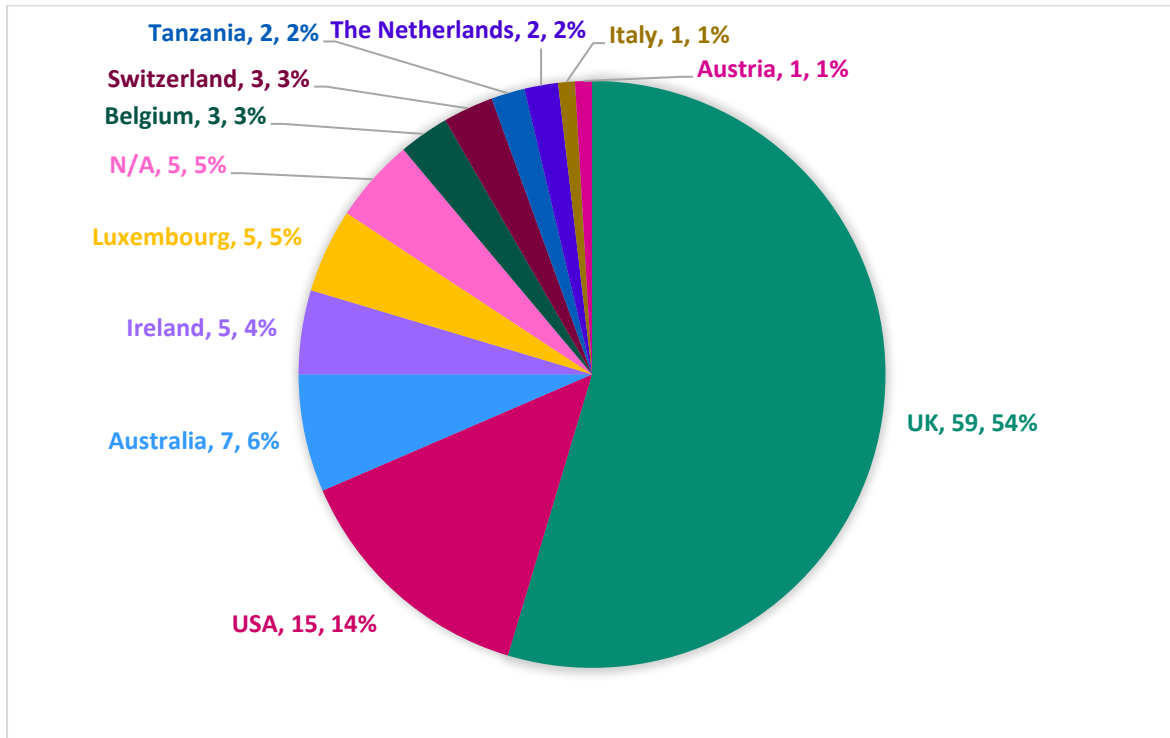
Figure 2: Countries were respondents are based

In relation to DPC membership type, respondents were split 54% full members to 46% associate members (Figure 3). In reality, the membership type split for all DPC member organizations is closer to 25% full members and 75% associate members; but as full membership grants more input to the shaping of the work of the DPC, this is not a significant issue.
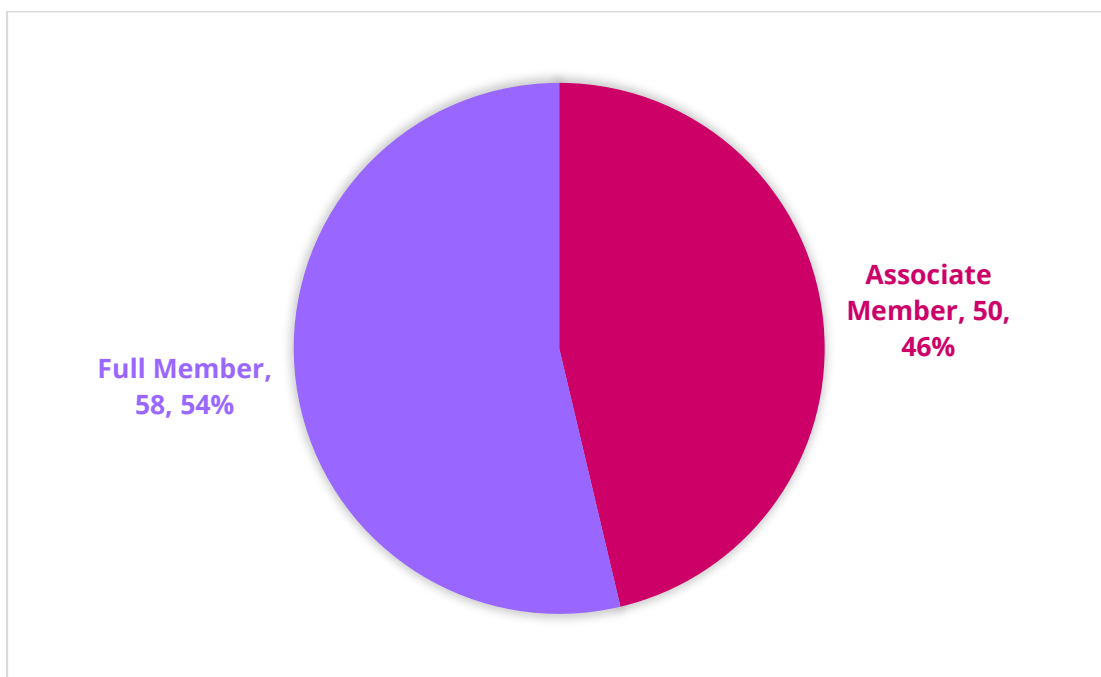

Figure 3: Membership type of respondents' organization

When describing their own roles, respondents overwhelmingly identified as either a Practitioner (56, 52%) or a Manager (46, 42%) (Figure 4). This was a trend further borne out by the job titles listed, with Archivist (38) and Manager (18) being by far the most common keywords included. There was also evidence that there is still a lack of consistency in relation to titles for digital preservation-related roles with approximately 80 different job titles listed amongst the 108 responses.
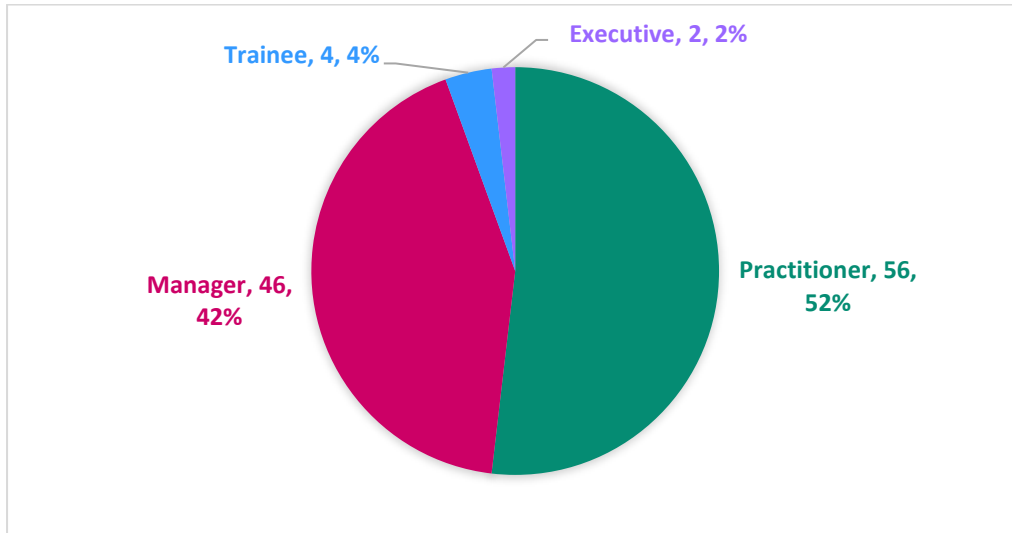

Figure 4: Respondents' Role Level

Finally, respondents were asked to identify their current level of knowledge in relation to digital preservation (Figure 5). Nearly half of respondents (50, 46%) identified as having an "Intermediate" level of knowledge (theoretical understanding and practical experience; some knowledge of the terminology, processes, and tools relevant to DP). The number of respondents who identified as having a "Beginner", "Basic", or "Advanced" level were relatively close, with 14, 25, and 18 respondents selecting those answers, respectively. Only 1 respondent identified as a "Complete Novice".
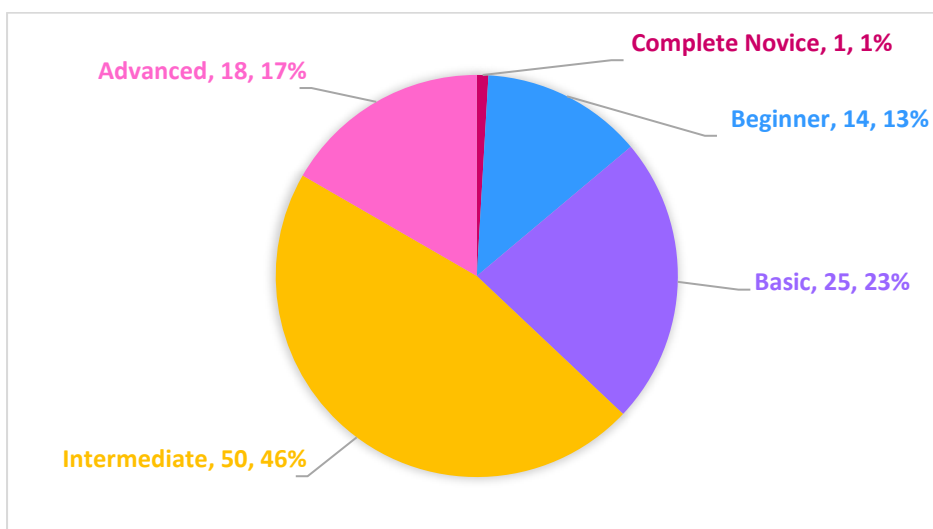

Figure 5: Current Level of Knowledge

4) Training Needs

As the main purpose of this DPC Member Training Needs Survey was to help shape plans for online training development, the focus in this section was on topics of interest and the level of knowledge learners wished to have content aimed at. Respondents were also asked what key benefits they wished to accrue from undertaking training, and if they had any other comments relating to their training needs and DPC training provision.

a) Topics of Interest

Respondents were asked to rate 21 digital preservation topics in relation to their interest in receiving training, and at what level, according to the following scale:

1. Introductory
2. Intermediate
3. Advanced
4. Topic not of interest

Figure 6 (below) shows the full range of responses to this question and Table 1 (below) provides a summary of the key findings. As with the 2018 survey, Metadata and Tools remain the most popular training topics across the board. However, while more technical issues dominated in the 2018 survey, there is a more even mix of organizational and technical topics included amongst the most popular topics in 2020. Maturity modelling and risk management both feature in the top 5 most popular topics when asked to rate interest in this manner.

Table 1: Topics of Interest by Knowledge Level

| Most interest across all levels	Least interest across all levels	Most interest at introductory level	Most interest at intermediate level	Most interest at advanced level
Tools	Getting Started	Forensics	Metadata	Planning
Metadata	Creating a Business Case	Preserving Social Media	Tools	Risk Management
Risk Management	Managing Service Level Agreements	Emulation	Models	Policy
Maturity Modelling	Costs	Managing Service Level Agreements	Legal Issues	Metadata
Access		Web Archiving	Planning	Web Archiving
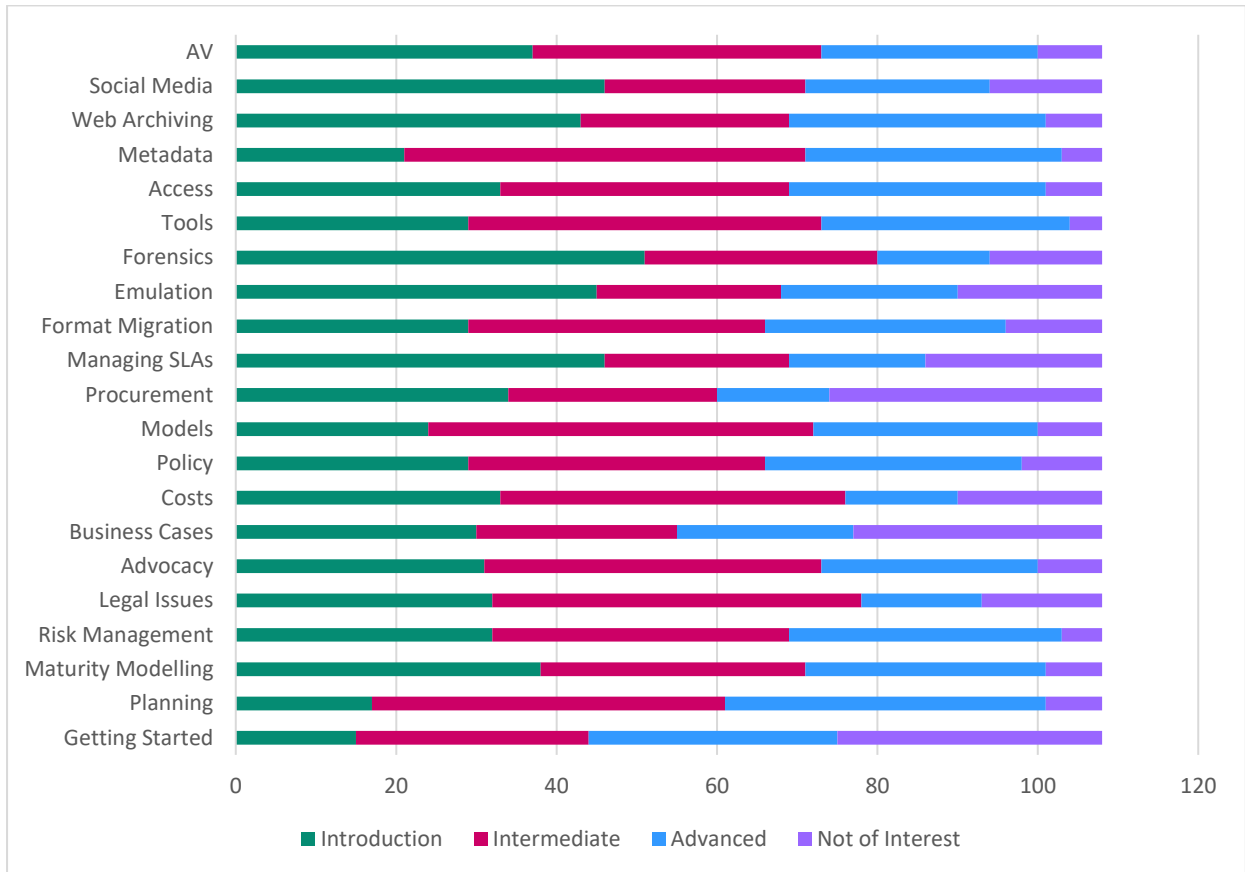
Figure 6: Potential Topics of Interest and Level of Training Desired

b) Priority Topics

Respondents were then asked to select their top 5 priority topics from the 21 listed in the previous question. Figure 7 shows the full spread of "votes", with 4 of the most popular topics from the previous questions also making the top 5 here: Metadata, Access, Tools and Risk Management. Maturity Modelling, however, slips down to only the 13th most listed priority topic, replaced by Format Migration, which had not made the top 5 for any of the lists previously.

Training in preserving different content types also feature amongst the most popular priority topics. Respondents were particularly keen on training relating to preserving Audio-Visual material, Social Media, and Web Archiving. Procurement, Managing Service Level Agreements, and Creating a Business Case were again among the less popular topics, joined this time by Forensics, which was indicated as one of the most popular topics for introductory-level training in responses to the previous question.
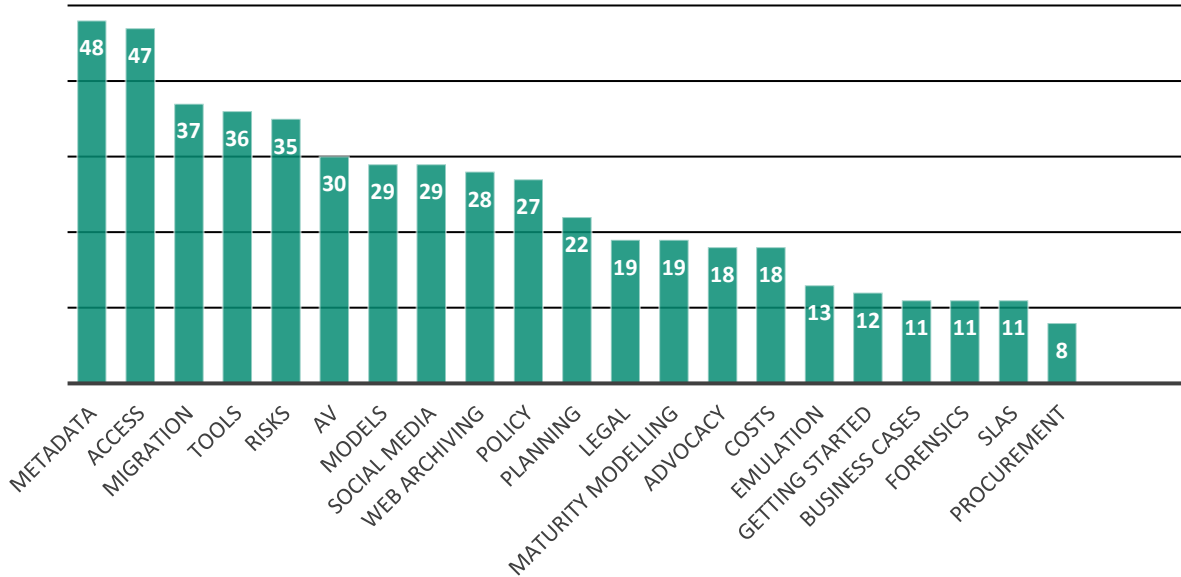
Figure 7: Priority topics

c) Other Topics of Interest

Respondents were also asked to list up to 5 other topics they would like to receive training on. A grouping exercise produced a list of 29 different topics from the responses. It would likely be possible to integrate these groups further, but they have been left as is at this stage to retain as much detail as possible. A full list of topics listed is included in Appendix Two, but the top 8 topics were as follows:

1. Sensitivity Review
2. Workflows
3. Software Preservation
4. EDRMS
5. Databases
6. 3D Data
7. Integration with Other Systems
8. Skills for Digital Preservation

d) Benefits from Training

To help with the design of training content that will be relevant to member needs, respondents were also asked to share up to 3 benefits they would hope to accrue from undertaking training (Figure 8). More than half of the respondents (57, 53%) noted that they wanted training that offered practically applicable skills and solutions to help with their digital preservation work. Other benefits mentioned included:

- Understanding key topics to help understand colleagues' work (29, 27%)

- Providing a networking opportunity to make connections with those doing similar work (20, 19%)
- Helping with planning for digital preservation activities (12, 11%)
- Being able to explain DP concepts to other, particularly during advocacy activities (12, 11%)
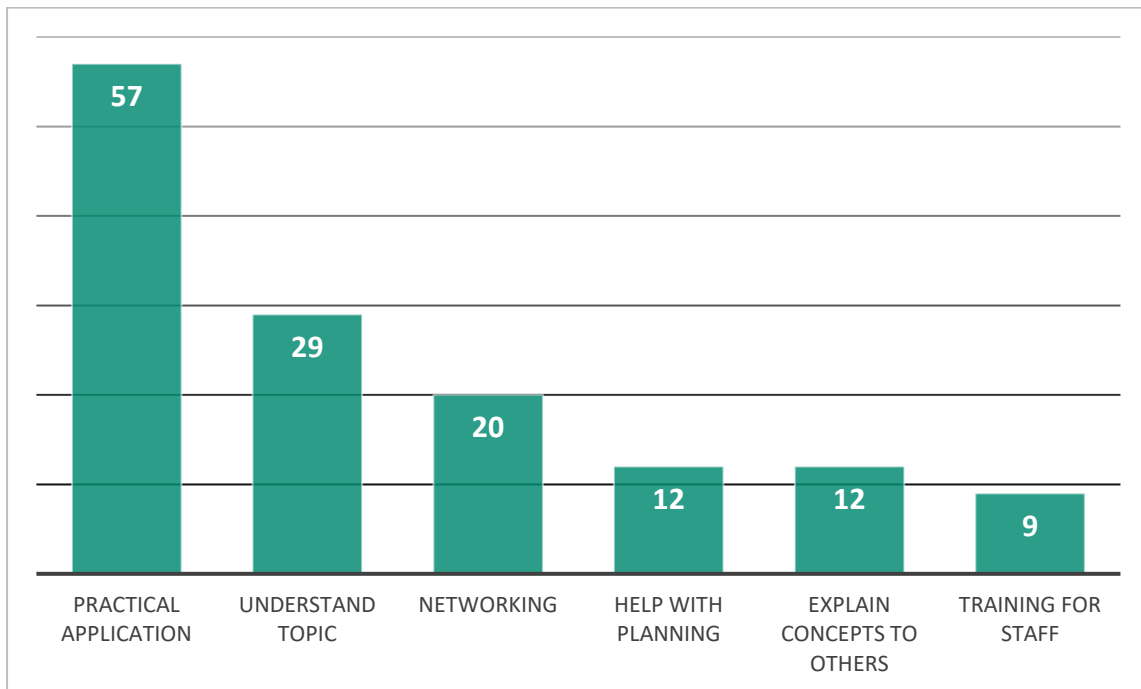- To provide training for colleagues at their organization (9, 8%)

Figure 8: Benefits to be Accrued from Training

e) Other Comments

Finally, respondents were asked for any other comments and suggestions they had in relation to the training output of the DPC. There were 28 responses to this question, with the most commonly received comment offering thanks to the DPC for their work in general and for the survey in particular.

Several respondents noted a need within their own organization, and associated organizations, for training at all levels of knowledge. This was taken a step further by a respondent who asked the DPC to build a learning pathway that would allow learners to build knowledge over time as they gained experience and their training needs evolved.

Another respondent noted the difficulties in finding "hands-on" training in digital preservation partly due to the fact that while high-level issues may be the same, specific training requirements were different between organizations. A solution may be to provide training for a particular sector, and one respondent requested training targeted at business archives.

Other issues raised included the need for face to face training in Australia, as well as more online content in times zones friendly to the broader DPC membership. Online training was mentioned positively by a number of respondents, with 1 respondent noting the welcome reduction in travel costs, while another stating there was still also need for face to face training to allow for networking.

Finally, it was noted that the DPC should be careful to align outputs and not duplicate content, e.g. the "Digital Preservation Handbook".

5) Next Steps

The results of the survey will now be used by DPC Workforce Development staff to plan the development of training outputs and other related. This will include:

- Prioritisation of the development of new training content according to topic priorities identified by members
- Expansion of online training offering
- Scheduling "real-time" training events to suit a variety of time zones, in particular Australasia
- Feeding results into planned work on a skills and professional development framework for digital preservation

A plan for work in the next DPC year will be prepared during August 2020 and presented to the DPC's Workforce Development Sub-Committee at their next meeting on 1st September 2020.

6) Appendix One – Training Survey Questions

Section 1: About You

1.1 Name (text box, optional)

1.2 Organisation (text box, optional)

1.3 What is the main sector you or your organisation operate in? Please select from the categories below. (pick list, required)

Banking

Cultural Heritage

Entertainment and Media

Government

Higher and Further Education

Inter-governmental

Manufacturing

Research

Other – Non-profit

Other – Commercial

1.4 What type of membership do you or your organisation hold with the DPC? (pick list, required)

- Full Member

- Associate Member

- Personal Member

- Affiliated Organisation

1.5 Which country are you based in? (text box, optional)

1.6 What is your job title? (text box, optional)

1.7 At what general level would you categorise your role? (radio buttons, required)

- Trainee

- Practitioner

- Manager

- Executive

1.8 How would you rate your level of knowledge about digital preservation? (radio buttons, required)

- Complete novice (minimal awareness)

- Beginner (aware of DP but limited knowledge or key issues and activities involved)

- Basic (sound basic theoretical understanding of key issues and activities involved)

- Intermediate (theoretical understanding and practical experience; some knowledge of the terminology, processes, and tools relevant to DP)

- Advanced (possess detailed knowledge of DP, confident and able to apply that knowledge to practical applications)

1.9 What is your interest in digital preservation? Select all that apply. (check boxes, required)

- I want to understand it for my job

- I want to start to implement it for my job

- We're already doing it, but I need to know more

- There's a legal requirement for us to preserve content in our organisation

- We think it will bring benefits to the organisation

- We have a growing number of digital resources that need attention

- Other

Section 2: Training Needs

2.1 Which of these digital preservation issues would you like to receive training in? For each please rate the level of training you would like according to the following options:

1) Introductory (little or no current knowledge)

2) Intermediate (already have a good basic understanding of concepts)

3) Advanced (looking to acquire more advanced practical skills)

4) Topic is not of interest at this time

(Series of picklists, required)

- Getting Started

- Planning

- Maturity Modelling

- Risk Management

- Legal Issues

- Advocacy

- Writing a Business Case

- Costs

- Writing Policy

- Digital Preservation Models

- Procurement

- Managing Service-Level Agreements

- File Format Migration

- Emulation

- Forensics

- Tools

- Access and Delivery

- Managing Metadata

- Web Archiving

- Preserving Social Media

- Preserving AV Material

2.2 If you had to rate the topics above in order of importance, what would be the top five? (text box, optional)

2.3 Name up to five digital preservation issues that are **not** in the above list that you would like to learn about. (text box, optional)

2.4 Name three benefits you would expect to get from digital preservation training. (text box, optional)

Section 3: Completion of the survey

Please add any other comments about your training requirements in this space. (text box, optional)

7) Appendix Two – Full List of Other Topics of Interest

Topic	Times Mentioned
Sensitivity Review	7
Workflows	7
Software Preservation	6
EDRMS	6
Databases	6
3D Data	5
Integration with Other Systems	4
Skills for Digital Preservation	4
Encryption	3
Appraisal	3
Repository Migration	3
Description	3
Sustainability	3
Scaling-Up Preservation	2
Certification	2
Automation	2
Business Continuity	2
Repository Systems	2
Email	2
Using AI for Preservation	2
Organizational Change	2
Proprietary formats	2
Storage/Software Refreshing	2
APIs	1
Collaborative Preservation	1
Blockchain	1
Managing Hybrid Collections	1
Digital Signatures	1
Case Studies	1
Research Data	1
Preserving Linked Data	1
Preservation of Algorithms and AI	1
Preserving Meaning and Functionality	1
Legal agreements	1
Cloud Storage	1
Geospatial data	1
Images	1
Environmental Sustainability	1
Formats	1