COUNCIL OF
NOVA SCOTIA ARCHIVES

Membership Renewal Working Group

FINAL REPORT

Prepared by

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For

Council of Nova Scotia Archives
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December 2017

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1 / EXECUTIVE SUMMARY

Study purpose and process

In the past year, the CNSA Renewal and Sustainability Committee has identified a number of initiatives to help with the goal of revitalizing some of the Council's core programs and services. One of the key recommendations from the RASC report was to examine CNSA membership needs more closely. To that end, the CNSA Executive commissioned a Membership Working Group in the Fall of 2016 to help obtain feedback from the CNSA membership and provide recommendations to the CNSA Executive.

As part of the working group's charter, the spring of 2017 was spent developing a small-scale survey to obtain data on our members and issues regarding membership. The survey was created in Google Forms and dispensed to members through the CNSA's listserv between April 28, 2017 and June 25, 2017. The results found in this report present a picture of our three represented membership groups: Institutional Members, General Members, and Individual Members.

In addition to our survey, the membership working group was instructed to undertake 3 other tasks:

1) To examine CNSA's new web-based membership renewal module and make recommendations on how it can be improved to support easy membership fee payment

2) To review existing membership categories (including fee structure) and determine whether they are suited to current membership needs

3) To explore the issues around possibility of a potential collaborative initiative around membership with the Association of Nova Scotia Museums

The following pages present the findings of our study, along with our recommendations to the Executive, with the hope that this data will aid in improving our services to best fit the needs of our membership.

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Website Review

Although online renewal has been in place for over five years, the system currently in use came into being with the launch of the new site. Uptake on the new site has been positive, with nearly all our members renewing through our webpage from December 2016-October 2017. In addition, no major issues have been reported by the membership when attempting to join or renew, or with the PayPal service. It was found that the CNSA is the only council outside of Ontario and Quebec to offer online renewal to their members.

Upon examination of the website, it was found that membership was clearly visible on the website, and the steps to renewal fairly straightforward. A few minor tweaks to the webpages and membership forms may be all that is required to facilitate easier online renewal and membership tracking. **It is recommended that user testing specific to this issue be integrated into a larger website usability testing.**

Membership Categories Review

The CNSA's membership categories and fees appear to be in line with organizations across the rest of Canada, relative to membership size and benefit offerings. It was found that Alberta in particular had a desirable membership category and fee structure that was not terribly different from what we already have. Based on this, **no substantial re-write of membership categories or fee structure is deemed necessary at this time. A wording tweak to the General Membership category, an expansion of student membership to include seniors and volunteers, and a slight fee increase to the General Membership are recommended to make our council more welcoming, fair, and inclusive.**

Survey results

Membership Profile

- The majority of our respondents are Institutional Members (67%) that have been part of the CNSA for more than 6 years (67%).
- 44% of respondents reported they were open year round, and 36% reported they were open seasonally. Of these, 70% of General Members reported they were open seasonally.
- 30% of responding organizations reported their budgets as $1-10,000, and 27% as $100,000+.
- 60% of respondents listed Museum (excluding art museum and galleries) as their secondary heritage activity.
- The largest group of users for all reporting members were Genealogists (36%), followed by Academics (24%)
- 42% of all respondents reported their type of staffing as 1 director or archivist full-time. General Members were much more likely to be volunteer-staffed than Institutional Members.

- 40% of Institutional Members reported their level of staff training as as *Some have MLIS, MAS or related MA and some with other training*, and 37% as *All with other training, some with no training.* In contrast, 46% of General Members report as *All with no training*, and 38% as *All with other training.* 100% of Individual respondents have an MLIS or related MA.

Membership Benefits and Priorities

- Respondents reported their primary reason for joining or renewing with the CNSA as Educational opportunities (38%), and CNSA Advisor support (36%).
- Respondents reported the other membership features used as: Networking, Educational opportunities, and CNSA advisor support.
- Respondents ranked their CNSA priorities as:
  - (1) Develop / deliver new archival education or preservation workshops
  - (2) Develop new on-line courses and reference materials
  - (3) Develop cooperative projects, such as mass digitization or more assistance with building a presence in MemoryNS, funding.
- Respondents reported their preferred method of educational delivery as Day long workshop sessions (42%), and Distance education via website/online delivery (38%).
- 69% of all respondents reported they would like to see more cooperation and joint initiatives between Archives, Libraries and Museums.
- 47% of all respondents would like to see this cooperation as Shared workshop opportunities, while 34% would prefer a Joint conference.

Feedback from our Membership

Things we do well

When the 45 respondents were asked what they felt was the most beneficial aspect of CNSA membership:
- 13 mentioned networking/connecting with the community
- 11 mentioned the advice/assistance/support they received from the Archives Advisor
- 10 mentioned the training and education opportunities
- 3 mentioned funding
- 1 mentioned Memory NS
- 1 mentioned lobbying

Things we could improve on

When the 45 respondents were asked about the one change that would improve their relationship with the CNSA:

- 10 mentioned communication/outreach
- 7 mentioned education
- 5 responded with no change/the relationship works for us
- 4 mentioned other changes
- 2 mentioned funding

Other comments

When the 45 respondents were asked if they had any other comments related to this survey or CNSA Membership:

- 7 responded with some variation of good job/thank you
- 3 made other recommendations or comments
- 2 positively mentioned the survey

Recommendations

Many of our recommendations revolve around three key areas that could be improved: Education, Communication and Outreach, and Funding. We have also included a few unique recommendations from our members.

5.1 / General Recommendations

A / Move beyond the HRM

B / Conduct a bi-annual survey

5.2 / Educational recommendations

A / Review our current educational offerings, assess our membership's professional development and training

B / Develop more advanced courses and offer more workshops outside traditional program areas

C / Increase our online offerings

D / Increase educational opportunities outside the city

E / Encourage joint educational initiatives with Libraries and Museums

F / Consider expanding our educational offerings to other provinces

5.3 / Communication recommendations

A / Increase communication from the CNSA office and the Archives Advisor, greater communication regarding membership benefits

B / More support for the Archives Advisor to increase in-person outreach/site visits

C / Encourage greater member use of the Listserv

5.4 / Lobbying and funding recommendations

A / Lobby government for an increase to the PADP

5.5 Other recommendations from our members

A/ More consultation on DHCP

B / Greater enforcement of the Cooperative Acquisition Strategy

C / Increase focus on digital preservation and digitization

2 / WEBSITE REVIEW

The Membership Working Group's task was to examine CNSA's new web-based membership renewal module and make recommendations on how it can be improved to support easy membership fee payment. This section reports on how CNSA's membership features on its new website do or do not facilitate membership renewal and the effective management of the membership renewal/joining process.

Overall Analysis and General Recommendations:

Though the option to renew through our website has been in place for over five years, our new site has launched relatively recently. In that time, it has encountered remarkably few issues, and the uptake has generally been promising: most of our 72 members renewed online from December 2016 to October 2017, with 16 members paying through PayPal.

Outside of the CNSA, only Ontario and Quebec offer online renewal to their members. Alberta, British Columbia, New Brunswick, Newfoundland and Labrador, Saskatchewan, Yukon and PEI still require their members to mail in a paper form, with Manitoba allowing the email submission of an electronic pdf. Ontario and Quebec's online renewal forms contain many of the same elements as the CNSA's, except they also offer the option to invoice.

When reviewing responses to the survey question *Please tell us the one change that would improve your relationship with the CNSA?* a comment jumped out regarding the website: "Better website, more functional…" Thus, when examining our online membership renewal process, it was imperative that we maintained our awareness of functionality and simplicity for the user. With that in mind, we make the following general recommendations, as well as some page-specific recommendations:

Recommendation: A thorough membership renewal usability test be conducted, which should be rolled in to a larger website usability test. Such a task was determined to be beyond the scope of this committee. It is recommended a working group be created to test the website, including membership renewal.

Recommendation: The addition of a membership number field to the online and paper membership renewal form. This would be beneficial in tracking membership over time, to aid in the management of the membership database, and for better utilizing benefits such as the Carr-MacLean discount.

Recommendation: The addition of a new field to the membership database in order to track type of renewal (paper or online) and method of payment (cheque or PayPal). This will generate statistics which can be used in the next study.

Recommendation: Add the option to invoice along with payment by cheque or PayPal

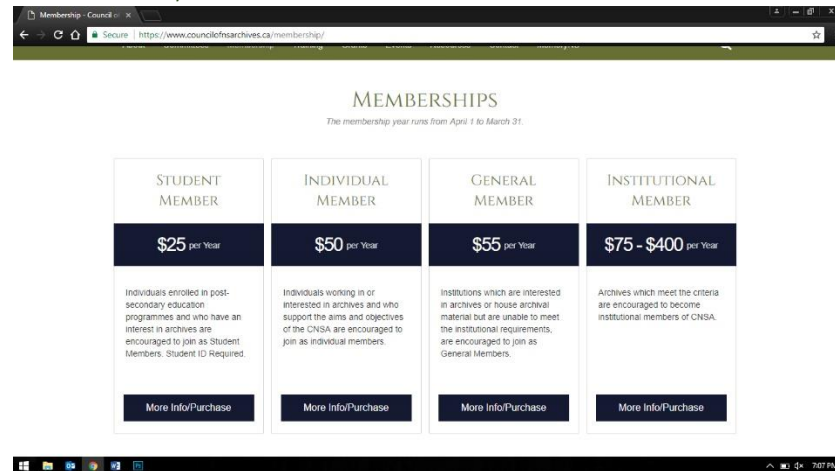## Page Analysis and Specific Recommendations

2.2 / CNSA home page

Membership in general is featured prominently on the CNSA homepage. As Illustration 1 demonstrates, the large button that says "Become A Member" is conspicuously located and highly visible. Membership is also featured on the navigation bar, giving two points of access to the membership landing page from the homepage.

However, if a member is looking to renew their membership, it is not obvious from this first page that it can be done through the site. The word "renew" does not appear anywhere on the homepage.

Recommendation: Change the existing button to "Become a Member/Renew Your Membership," or similar, so it is apparent both are able to be done through the website.

ILLUSTRATION 1 / CNSA HOME PAGE

2.3 / Membership landing page

ILLUSTRATION 2 / MEMBERSHIP LANDING PAGE

As Illustration 2 demonstrates, the membership landing page is designed logically, easily directing members to the appropriate membership sub-page. However, as per the homepage, it is not obvious you can renew as well as become a member on this page. If a member scrolls down, there is a banner explaining they can also renew here, but the visibility of this information should be increased.

Recommendation: The button that says "More Info/Purchase" should be changed to reflect the ability to renew—such as "Join/Renew."

Recommendation: A link on this page to the criteria for becoming an Institutional Member may be beneficial to first-time members, or those thinking about renewing at an Institutional level.
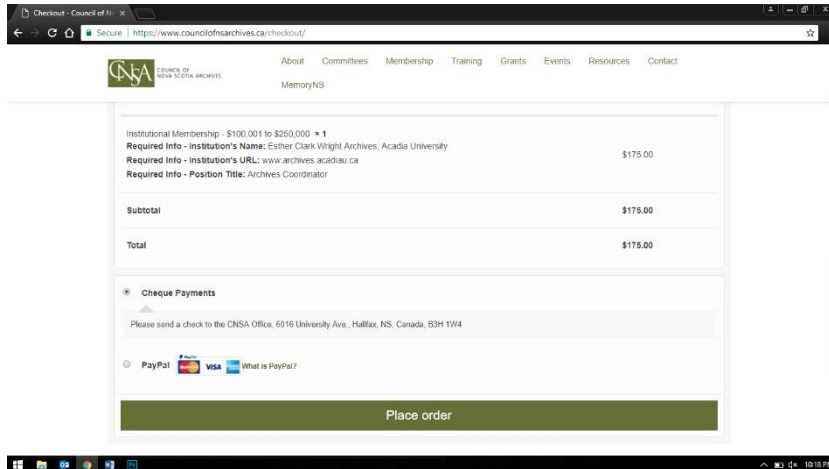
2.4 / Membership pages

The General and Individual membership pages are fairly clear and straightforward. On the Institutional Member page, it is not apparent how much the membership fee is going to be until the budget is chosen and added it to the cart, then it reloads the page and has to be added to the cart again, adding an unclear extra step.
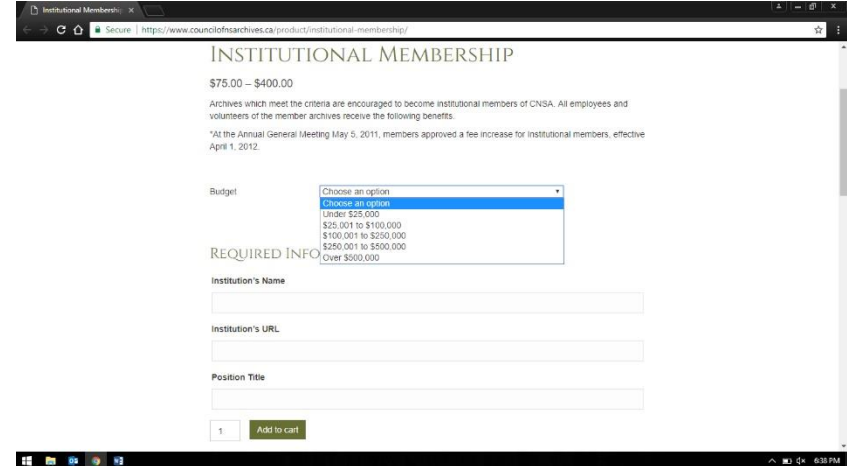
Recommendation: Streamline the Institutional Membership page to skip the extra "Add to Cart" page, and let those renewing know immediately what their yearly fee is going to be. There is an Institutional fee schedule on the reverse of the print renewal form which could be repurposed and put somewhere on this page, or it could be added to the drop-down menu where the budget is chosen (e.g. $25,001 to $100,000 - $125.00/year)

2.5 / Purchasing or renewing

ILLUSTRATION 4 / PURCHASING OR RENEWING PAGE

ILLUSTRATION 3 / GENERAL MEMBERSHIP PAGE

The purchase form is simple to fill out and catches all the information gathered from the traditional mail renewal form. It is easy to backtrack, correct mistakes, and avoid duplicate purchases. The option to send a cheque allows institutions that might not be set up to use PayPal to still have access to online renewal. Those renewing or purchasing using PayPal reported no glitches since implementation. Upon purchase, the information entered in the form is automatically emailed to the Archives Advisor and the Membership Chair for easy entry in the membership database.

Recommendation: Make sure members know that they do not need to use PayPal in order to take advantage of web renewal.

Recommendation: Make all fields in the form required, in order to ensure the capture of all information needed for the membership database.

3 / MEMBERSHIP CATEGORIES REVIEW

The Membership Working Group's task was to review existing membership categories (including fee structure) and determine whether they are suited to current membership needs. This section reports on membership categories, including a jurisdictional review of comparative organizations.

Analysis

3.1.1 / Data collection

Membership category, fee, and benefit data was collected from the provincial archival councils of Alberta, British Columbia, Manitoba, New Brunswick, Newfoundland and Labrador, Ontario, Quebec, Saskatchewan, and Yukon through their website's membership page. No data was available for the Prince Edward Island, Northwest Territories or Nunavut councils. The complete data can be found in Appendix B of this report.

3.1.2 / Categories

Upon examination, the Council of Nova Scotia Archives categories appear to be generally comparable with larger archival councils across the country, especially Alberta, and other councils with similar benefit offerings. Nova Scotia currently has the following membership categories: Student, Individual, General, and five grades of Institutional membership.

Some of the smaller provinces and territories take a simple approach, such as New Brunswick (only Institutional), Newfoundland and Labrador (Individual and Institutional) and Yukon (Individual, General, Institutional). Saskatchewan has multiple levels both individual and institutional membership based on developmental status. Like Nova Scotia, Alberta, British Columbia, Manitoba, Ontario, and Quebec have multiple grades of Institutional membership based on budget. However, with all provinces, the benefits remain the same between these fee grades.

Alberta, British Columbia and Manitoba use the term Associate Institutional Members or Associate Members to describe their General Members. Quebec and Ontario do not have General or Associate membership, only varying grades of Individual and Full Institutional membership.

Quebec has six tiers of individual membership based on salary. This seems needlessly complex for a Council of our size.

Alberta, British Columbia, Ontario and Manitoba have an extra Individual Membership category for students as well as seniors, retirees and/or volunteers. Quebec and Nova Scotia have an extra individual membership category for students. Ontario's student membership extends two years after graduation.

Alberta, British Columbia, Manitoba and Saskatchewan also have Sustaining memberships, and Ontario has a "Friends of the AAO" category. This allows institutions or individuals to contribute an extra amount beyond the fee to go towards operations of the council. The "Friends" category engages the public beyond the archival community while contributing meaningfully to its operation.

With all this considered, **no substantial re-write of membership categories is deemed necessary at this time**, although a few tweaks could serve to make our council more welcoming and inclusive.

3.1.3 / Fees

Membership fees vary considerably from council to council, with the larger councils such as Ontario and Quebec being the most expensive, and small councils such as New Brunswick and Yukon being the lowest. Nova Scotia falls near the middle in all membership categories. Membership fees by category are listed below from most to least expensive.

Individual Membership (Student/retired/senior/volunteer):
Quebec $50 | Ontario $35 (retiree) and $30 (student) | British Columbia $30 | Saskatchewan $30 | Alberta $25 | **Nova Scotia $25** | Manitoba $15

Individual Membership:
Quebec $95-$230 (based on income) | Ontario $95 | British Columbia $72 | Alberta $50 | **Nova Scotia $50** | Manitoba $35 | Saskatchewan $35 (individual) | Newfoundland and Labrador $25 | Saskatchewan (general individual) $20 | Yukon $10

General/Associate Institutional Membership:
Alberta $75 | British Columbia $72 | **Nova Scotia $55** | Saskatchewan (developmental institution) $55 | Manitoba $40 | Saskatchewan (general institutional) $20 | Yukon $20

Full Institutional Membership:

These councils have static Institutional Membership fees:
New Brunswick $45 | Newfoundland and Labrador $50 |Yukon $25

Nova Scotia, Alberta, British Columbia, Ontario, Quebec, Manitoba, and to some degree Saskatchewan have Institutional Membership fees that are scaled to size of budget. Manitoba is also scaled to budget, but no data is currently available.
Quebec $350-$2500 | Ontario $172.50- $2,300.00 | British Columbia $120-$480 | Alberta $75-$400 | **Nova Scotia $75-$400** | Saskatchewan $60-$110

CNSA's membership fees seem reasonable in light of the size of our membership, our benefit offerings, and other council's fee scales. **No substantial re-write of membership fees are deemed necessary at this time,** though a slight increase to the General Membership fee is recommended.

Recommendations

A / Category Reformatting

Increase our inclusiveness by reformatting the student membership category to include seniors or retired persons, and/or volunteers. Alberta, British Columbia, Ontario and Manitoba already have this category of individual membership. The membership fee should stay at $25.00 in accordance with comparable councils across the country.

B / Category renaming

Increase our descriptiveness by changing "General" member to "Associate Institutional" member, as our General Members are "Institutional"— that is, not individual. Alberta, British Columbia, and Manitoba already call this group Associate Institutional Members.

C / Fee increase

Raise the General Membership fee slightly, in order to distinguish it further from the individual category. It is currently only $5.00 more than an Individual Membership, but with considerably more benefits (see benefit list below). Alberta or British Columbia's Associate fees are too high at $70.00+, but a raise of $5.00 to bring the total fee to $60.00 may be appropriate for the CNSA.

Proposed fee and category changes:

Individual (students, seniors, volunteers)	$25.00
Individual (archives employees – full/part-time, contract)	$50.00
Associate Institutional	$60.00
Institutional (under $25,000)	$75.00
Institutional ($25,001 to $100,000)	$125.00
Institutional ($100,001 to $250,000)	$175.00
Institutional ($250,001 to $500,000)	$300.00
Institutional (over $500,000)	$400.00

Current fees and categories:

Student	$25.00
Individual	$50.00
General	$55.00
Institutional (under $25,000)	$75.00
Institutional ($25,001 to $100,000)	$125.00
Institutional ($100,001 to $250,000)	$175.00
Institutional ($250,001 to $500,000)	$300.00
Institutional (over $500,000)	$400.00

Alberta (best example of membership fees and categories):

Individual (students, seniors, volunteers, archives supporters)	$25.00
Individual (archives employees - full/part-time or contract)	$50.00
Associate Institutional	$75.00
Institutional (Less than $25,000)	$75.00
Institutional ($25,000 - $250,000)	$150.00
Institutional ($250,000 - $500,000)	$300.00
Institutional (Over $500,000)	$400.00

D / Sustaining or "Friends of the CNSA" membership

Consider the addition of a Sustaining membership, or a "Friends of the CNSA" membership. This might be a good way to increase available funds, as well as engage the heritage community outside our traditional membership base.

E / Reformat of Membership benefits

Reformat the member pages on the website so that the most attractive benefits of membership are at the top of the benefit list. Monetary benefits and those related to education or networking are especially to be considered for re-placement, as they ranked high in the survey across a number of questions. It might also be beneficial to consider "easy online membership renewal" as a new benefit for all.

Proposed changes:

Individual and Student/Retired members:
- Transportation subsidy to attend CNSA training events
- Discount for Annual Conference and advanced level workshop registration
- Eligible to attend Core Curriculum workshops
- Free advice and site visits from a professional archivist
- Subscription to CNSA-L email message board (listserv)
- Free lending library
- Volunteering opportunities on committees or the Executive Board
- Easy online membership renewal

Associate Institutional members:
All of the above, plus:
- Eligible to apply for the CNSA's Professional Development & Training Assistance Bursary
- Discounts on archival supplies from Carr McLean of Toronto
- Access to Emergency Recovery supplies

- Preservation Monitoring Equipment loan program (data loggers, light meters)
- Participation in MemoryNS, Nova Scotia's union database of archival descriptions
- Participation in the heritage listings on novascotia.com
- Eligible for nomination to win a CNSA Award

Institutional members:
All of the above, plus:
- Voting Privileges at the Annual General Meeting
- Eligible to compete for annual project funding via PADP (Provincial Archival Development Program)
- Participation in NS Cooperative Acquisition Strategy
- Free storage space for colour stills and moving images in provincial Cold Vault at Nova Scotia Archives

4 / ANALYSIS OF SURVEY RESULTS

Survey purpose and methodology

4.1.1 / Survey purpose

The Membership Working Group's task was to carry out a small-scale survey or similar effort to obtain data on issues faced regarding membership and report the findings of said data collection. The last instance of membership consultation was a large-scale needs assessment conducted in 2007.

4.1.2 / Methodology

The survey was created by the Membership Working Group in April 2017. It contained three main sections: a member profile (which captured general institutional information), a series of questions on membership benefits and priorities, and a series of three open-ended questions and about the pros and cons of CNSA membership. The survey was created in Google Forms and dispensed to members on the CNSA listserv between April 28, 2017 and June 25, 2017.
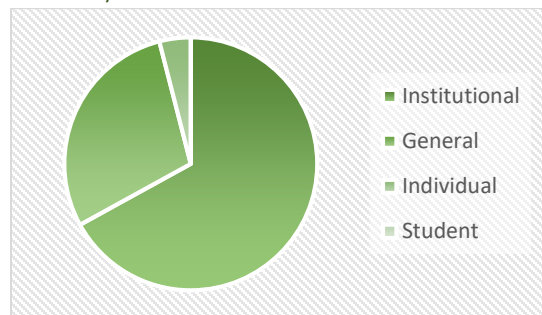
4.2.1 / Response

There are currently 72 members. 45 surveys were completed for a return rate of 62.5%.

Respondent profile

4.2.1 / Level of membership

FIGURE 1 / CATEGORIES OF ARCHIVES RESPONDING

As Figure 1 illustrates, the largest category of respondents at **67%** were our **Institutional Members**. 29% were General members, and 4% were individual members. No students or honorary members responded to our survey.

Based on our 2017-2018 membership list, we currently have 72 members in total: 43 institutional members (60%), 17 general members (23%), 7 individual members (10%), and 5 students (7%).

4.2.2 / Length of membership

As Figure 2 illustrates, the bulk of our members reported they had been CNSA members for **more than 6 years (67%)**.

When this figure is broken down, 80% of Institutional Members, 43% of General Members, and 100% of Individual Members reported 6+ years of membership. **This is indicative of a stable membership base.**

FIGURE 2 / LENGTH OF MEMBERSHIP
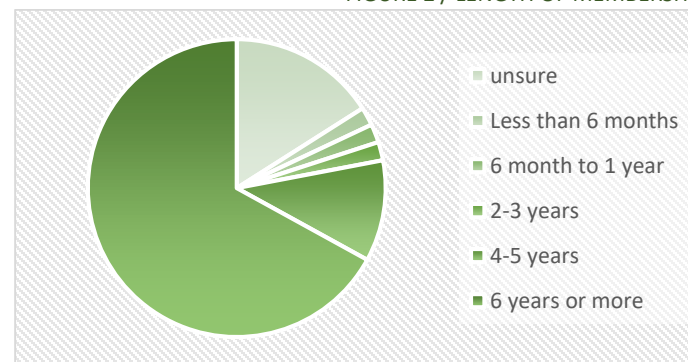
4.2.3 / Public hours of operation

As Figure 3 indicates, **44%** of respondents reported they were open **year round**, and **36%** reported they were **open seasonally**.

Just over half of Institutional Members (53%) and 100% of Individual Members reported year round operation, while **70% of General Members reported they were open seasonally**.

FIGURE 3 / HOURS OF OPERATION

By appointment only 16%

Other

Open year round 44%

Open seasonally 36%
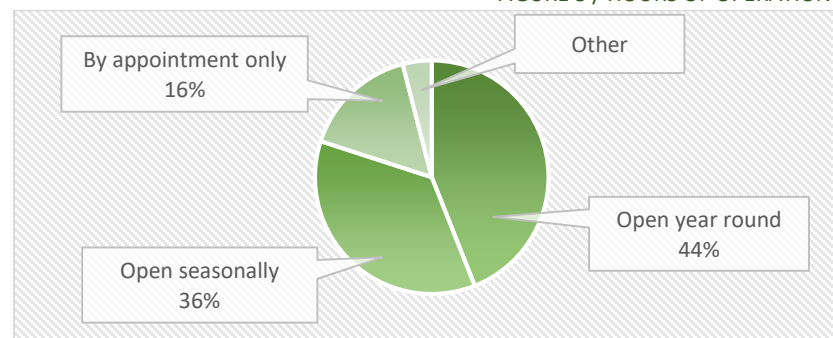
4.2.4 / Budget

30% of responding organizations reported their budgets as $1-10,000, and 27% as $100,000+. As Figure 4 demonstrates, **Institutional Members had significantly more members with budgets of $100,000+** (31% vs. 8% of General Members), while **General Members predominantly had budgets of less than $10,000 (38%).**

FIGURE 4/ BUDGET

Legend: 100,000+ / 75,000-100,000 / 50,000-75,000 / 25,000-50,000 / 10,000-25,000 / 1-10,000
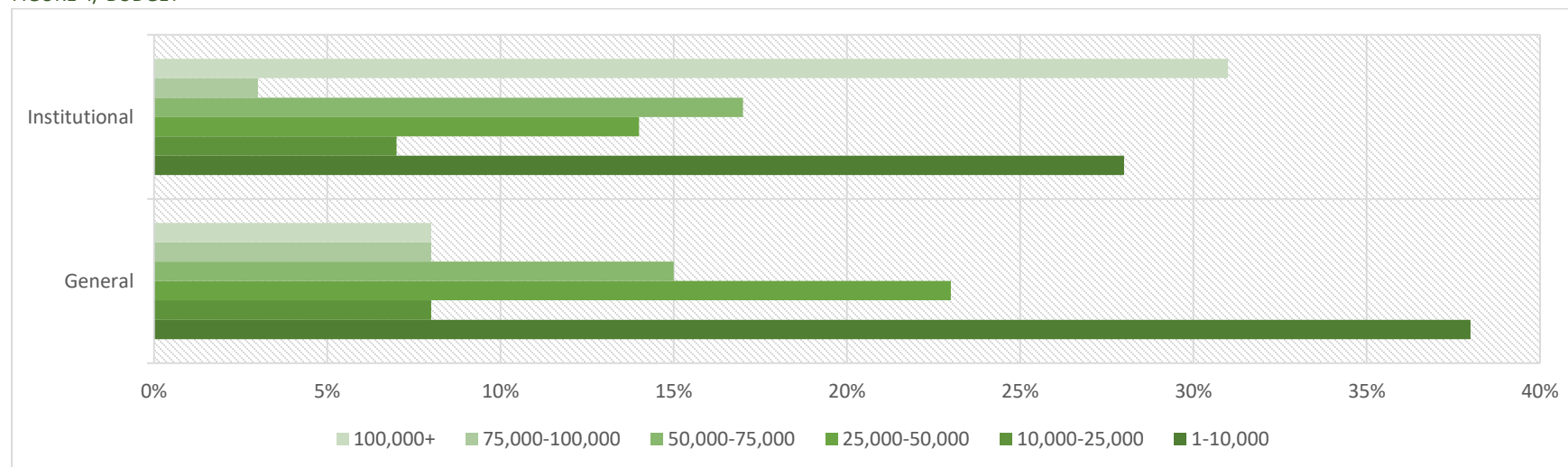
4.2.5 / Additional heritage activities

60% of respondents listed **Museum** (excluding art museum and galleries) as their secondary heritage activity. From this, we can infer that we **have a number of members who may also belong to other associations**, such as ANSM. We can also infer that **archives may not be their primary focus**. This number was fairly consistent for both General and Institutional Members.

20% of Institutional Members also reported their secondary heritage activity as **Other**. In future surveys, it is recommended that a space to specify be added (akin to other parts of this survey) as this number is not insignificant.

FIGURE 5 / ADDITIONAL HERITAGE ACTIVITIES

FIGURE 6 / RESEARCHERS BY TYPE
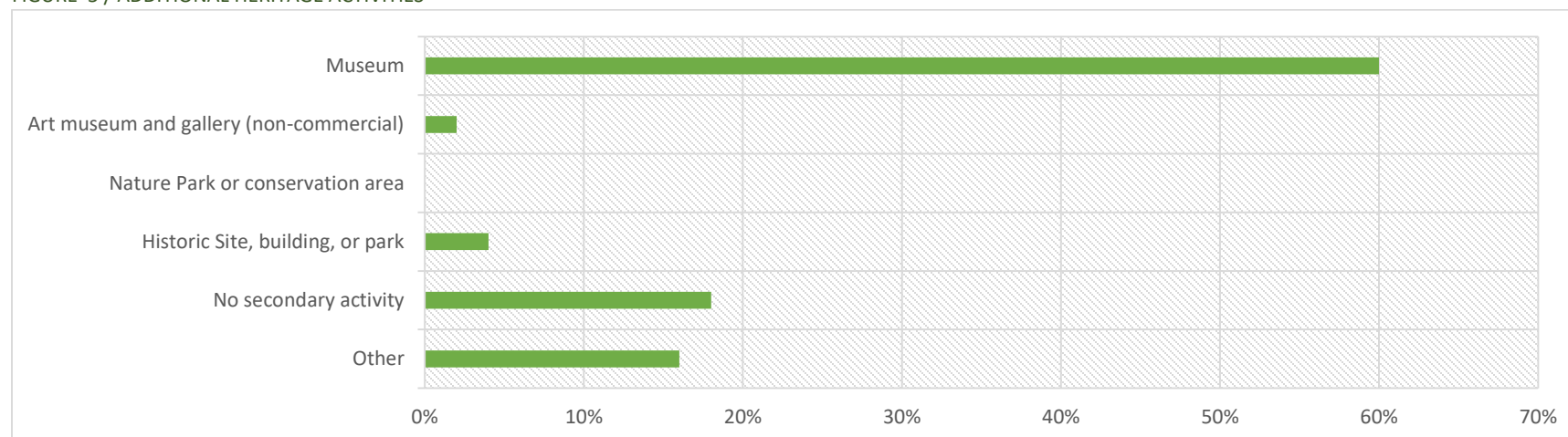
4.2.6 / Main types of researchers

The largest group of users for all reporting members were **Genealogists (36%)**.

Next at **24%** was **Academic** (professors, teachers, students). Of these, Institutional Members reported a significantly higher percentage (**30%** vs. General Member's **15%**).

Use by the local community appears to be nearly equal between institutional and general members. 100% of individual members and **only 8%** of general members reported **tourists** as their main user group.

4.2.7 / Type of staffing

42% of all respondents reported their type of staffing as **1 director or archivist full-time**. As Figure 7 indicates, **Institutional Members were more likely to have 2 or more archivists**, while **General Members listed significantly more volunteers**.

Those who responded with **Other** largely described their staffing as **1 full-time archivist plus others**—volunteers, sessional archival assistants, seasonal staff, and student employees. **Librarians with archival duties** (e.g. project manager) was another common response.

FIGURE 7 / STAFFING, GROUPED BY MEMBER TYPE
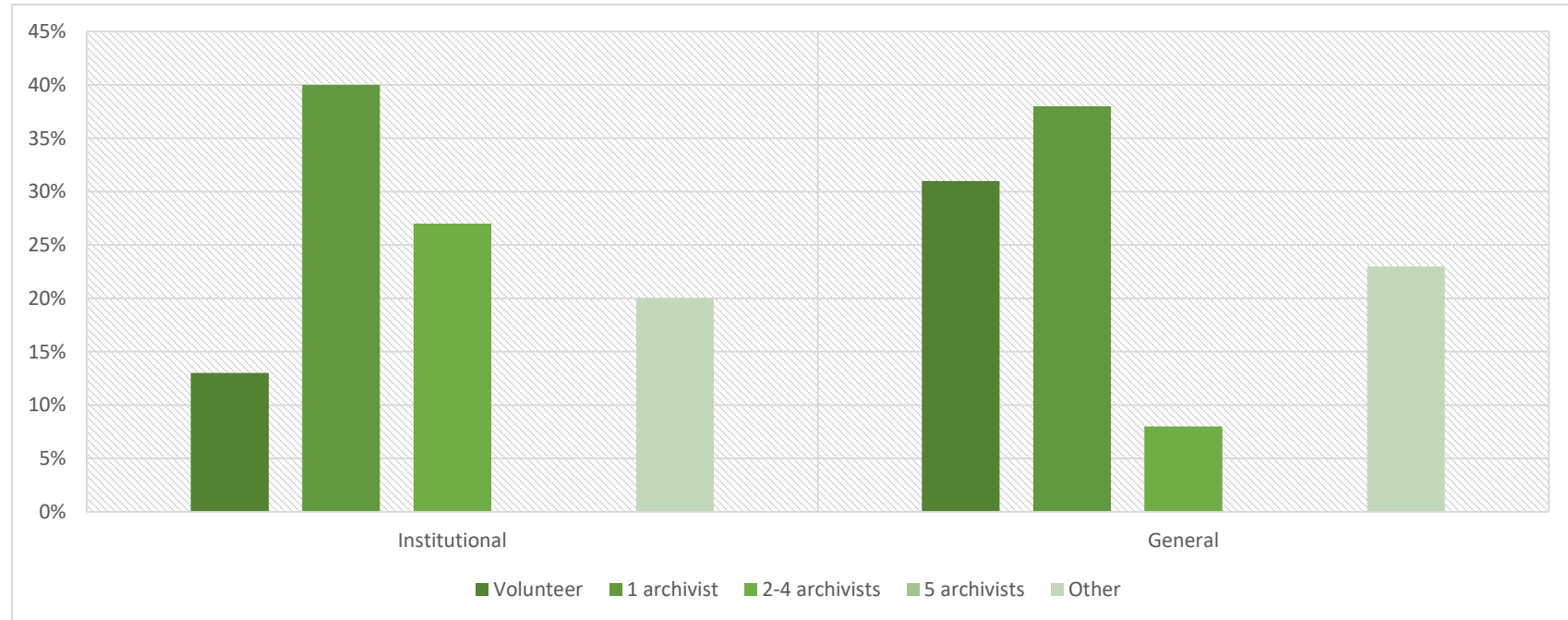
4.2.8 / Level of staff training

As Figure 8 indicates, **35% of all respondents** reported their level of staff training as *All with other training, some with no training*.

Figure 9 breaks this down more meaningfully, showing that 40% of Institutional Members report as *Some have MLIS, MAS or related MA and some with other training*, and 37% as *All with other training, some with no training.* In **sharp contrast**, 46% of General Members report as *All with no training*, and 38% as *All with other training.*

100% of Individual respondents have an MLIS or related MA.
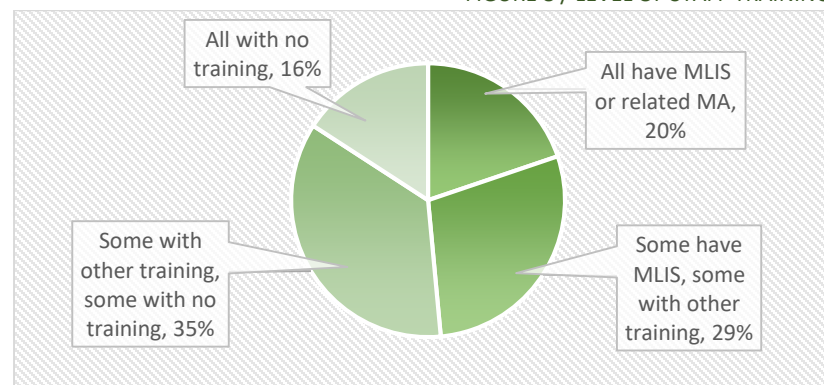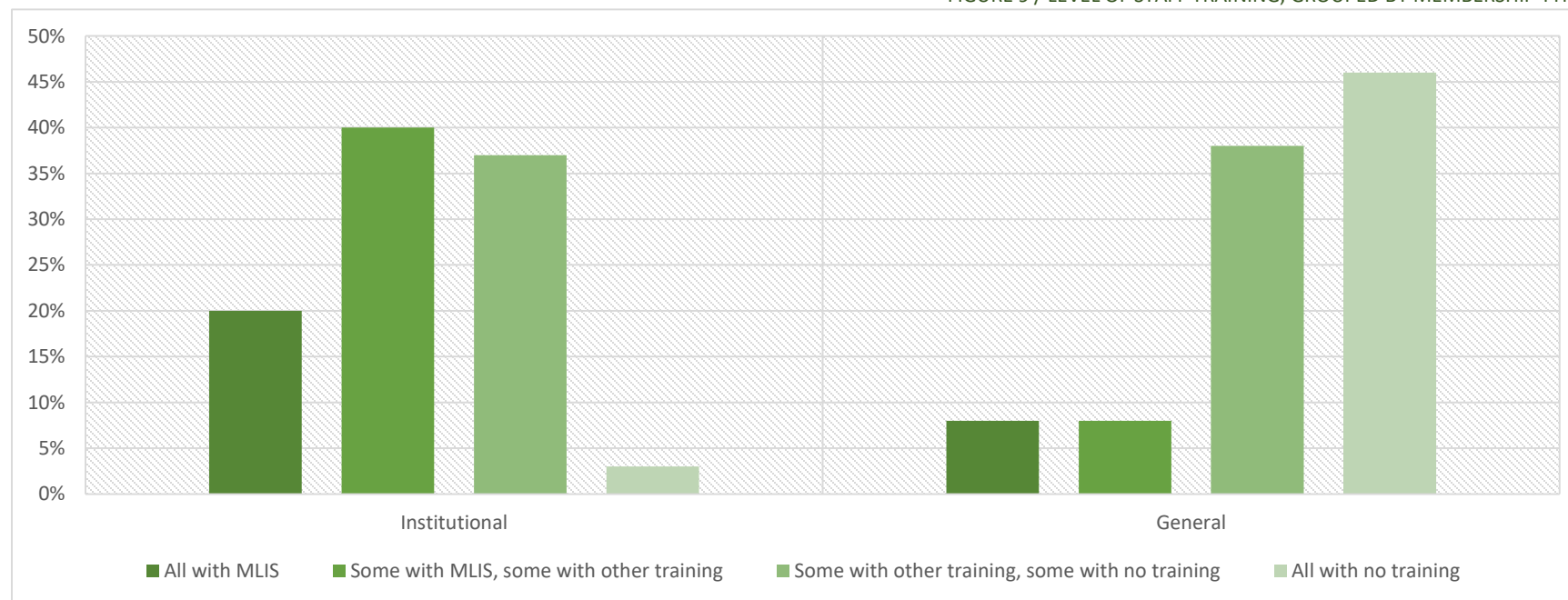
FIGURE 8 / LEVEL OF STAFF TRAINING

FIGURE 9 / LEVEL OF STAFF TRAINING, GROUPED BY MEMBERSHIP TYPE

Legend: ■ All with MLIS ■ Some with MLIS, some with other training ■ Some with other training, some with no training ■ All with no training

Survey results

4.3.1 / What is the primary reason for you or your organization choosing to join or renew with the CNSA?

Survey participants were asked about their primary reason for choosing to join or renew with the CNSA, and were instructed to choose one answer only.

As Table 1 illustrates, the response is split strongly between **Educational opportunities (38%)**, and **CNSA Advisor support (36%).** This was true for **both** Institutional (33% and 37%) and General Members (38% and 38%.)

TABLE 1 / PRIMARY REASON FOR JOINING CNSA

	Institutional	General	Individual	Total
Networking opportunities	10%	15%	0%	11%
Educational opportunities	33%	38%	100%	38%
Funding opportunities	13%	0%	0%	9%
CNSA Advisor support	37%	38%	0%	36%
Access to MemoryNS	3%	0%	0%	2%
Other	3%	8%	0%	3%

4.3.2 / What other membership features have you used while a member of the CNSA?

FIGURE 10/ OTHER MEMBERSHIP FEATURES
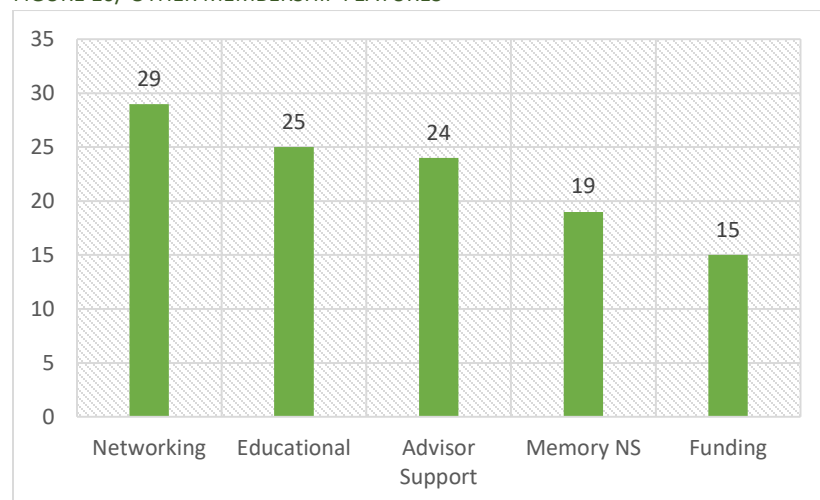
Survey participants were asked about the other membership features they have used while a member of the CNSA. They were instructed to choose as many as were relevant. **Networking opportunities** scored highest with 29 responses. Educational opportunities came in second with 25, CNSA Advisor support with 24, Access to Memory NS with 19, and Funding opportunities with 15.

4.3.3 / We'd like to know what changes you or your organization would like to see the CNSA make.

Survey participants were asked to rate statements from Not Important (1) to Extremely Important (5).

As Table 2 illustrates, funding is still a primary concern, with the highest percentage of **Institutional Members (33%)**, and **General Members (25%)** ranking *Increase grant funds* *available for application by members for specific projects* as (5) Extremely Important.

Following close behind, **33% of Institutional Members** and **23% of General Members** ranked *Develop cooperative projects, such as mass digitization or more assistance with building a presence in MemoryNS* as (5) Extremely Important. **These types of projects are often wholly dependent on funding from programs such as the PADP**.

Developing **new on-line courses** *and* **reference materials** was ranked as (5) Extremely Important by **30% of Institutional Members,** and **15% of General Members.** In the following section, it will be seen that 0% of General Members chose *"Live" Web workshops* as their preferred method of educational delivery, which might account for the lower percentage here.

23% of both Institutional and General respondents ranked *Developing and delivering* **new archival education** *or* **preservation workshops** as (5) Extremely Important.

Offer more workshops outside traditional program areas was considered to be (5) Extremely Important by **31% of Institutional Members** but **only 8% of General Members**. This might perhaps point to the fact that many of Institutional members have been CNSA members for 6+ years, may have already completed the majority of our current educational offerings, and are looking for something different. And, as Section 4.2.8 found, our Institutional Members have a significantly higher degree of archival education than our General Members, and thus may be looking for an increase in non-traditional programming.

The other financial offering-- *financial support to attend workshops and conferences*--**did not rank particularly high** (only 13% of Institutional Members and 8% of General Members ranked this as (5) Extremely Important). This might mean the membership is **aware of the benefit**, and is **satisfied** with what is currently offered.

Similarly, the s*et-up and coordination of special interest groups within the CNSA where similar archives/individuals can connect* had **very little support** from either Institutional (17%) or General respondents (0%).

Also of interest is the lower-placed ranking of *Increase the frequency of site visits by the Archives Advisor*. This is surprising in that many of the comments **express a wish for more on-site interaction**. It is to be noted, however, that a **slightly greater proportion** of General Members rank site visits as (5) Extremely Important (15% vs. 10%).

TABLE 2 / THAT RESPONDENTS RANKED AS (5) EXTREMELY IMPORTANT

Institutional Members	
Priority	**Description**
1	Increase grant funds available for application by members for specific projects **33%**
1	Develop cooperative projects, such as mass digitization or more assistance with building a presence in MemoryNS **33%**
2	Offer more workshops outside traditional program areas (e.g. grant writing, advocacy, fundraising or marketing, electronic records management, etc) **31%**
3	Develop new on-line courses and reference materials **30%**
4	Develop / deliver new archival education or preservation workshops **23%**
5	Set-up and coordination of special interest groups within the CNSA where similar archives/individuals can connect **17%**
6	Provide more financial support for you or your organization to attend conferences or workshops **13%**
7	More assistance with placing content online in MemoryNS or developing descriptions **10%**
7	Increase the frequency of site visits by the Archives Advisor **10%**

General Members	
Priority	**Description**
1	Increase grant funds available for application by members for specific projects **25%**
2	Develop cooperative projects, such as mass digitization or more assistance with building a presence in MemoryNS **23%**
2	Develop / deliver new archival education or preservation workshops **23%**
3	Develop new on-line courses and reference materials **15%**
3	Increase the frequency of site visits by the Archives Advisor **15%**
3	More assistance with placing content online in MemoryNS or developing descriptions **15%**
4	Offer more workshops outside traditional program areas (e.g. grant writing, advocacy, fundraising or marketing, electronic records management, etc) **8%**
4	Provide more financial support for you or your organization to attend conferences or workshops **8%**
5	Set-up and coordination of special interest groups within the CNSA where similar archives/individuals can connect **0%**

4.3.4 / What is your preferred delivery method for educational opportunities?

The preferred delivery method for educational opportunities was largely split between **Day long workshop sessions (42%)**, and **Distance education via website/online delivery (38%).**

Although the results are not surprising, they are **somewhat at odds** with the comments section, and the previously reported membership priorities, in which many members expressed a wish for more online/distance offerings.

Also of note is the fact that **0% of General Members** selected "Live" web workshops as their preferred delivery method.

FIGURE 11/ PREFERRED DELIVERY METHOD
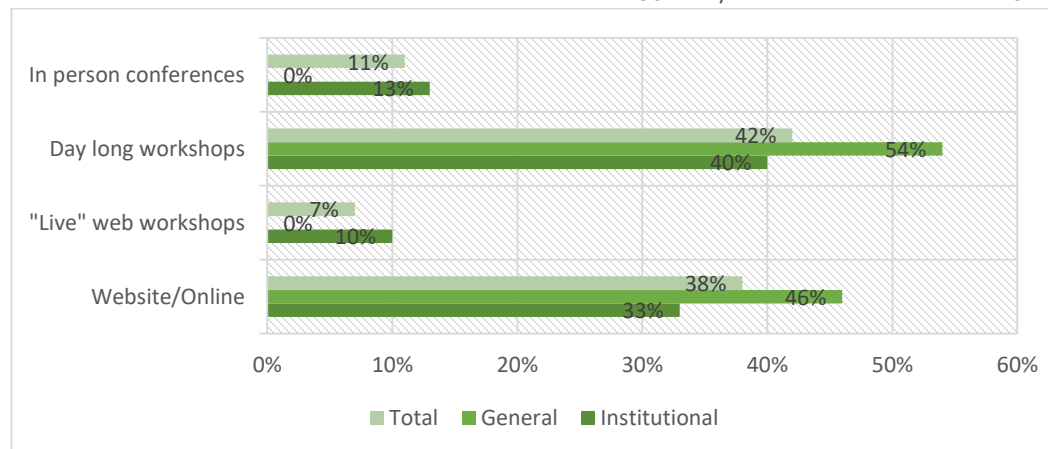
4.3.5 / In 2015, the Archives, Libraries and Museums Conference was deemed a success. Would you like to see more cooperation and joint initiatives between these groups?
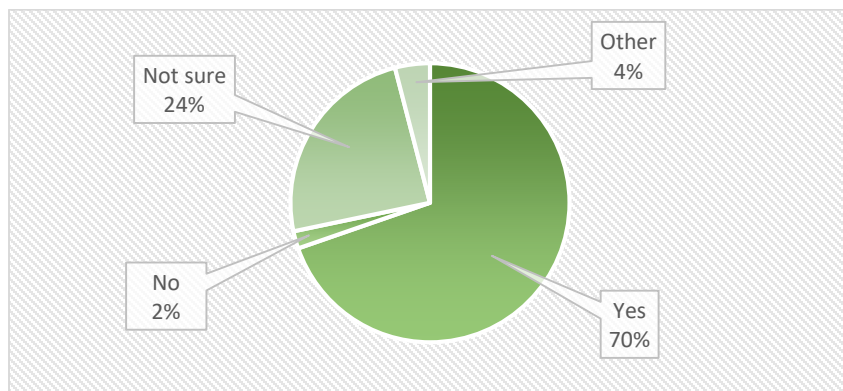
69% of all respondents reported they would like to see more cooperation and joint initiatives between Archives, Libraries and Museums. **24% were Not sure**, potentially because they did not attend the Joint Conference in 2015, or have never participated in any cooperative opportunities.

4.3.6 / If you answered yes above, what types of initiatives would you like to see?

47% of all respondents would like to see **Shared workshop opportunities,** while **34%** would prefer a **Joint conference**. Surprisingly--especially considering 60% of our members list Museums as their secondary heritage activity (and may have wanted to bundle the cost) --**Shared membership rates** was not ranked a priority. Figure 13 demonstrates that our **General Members strongly preferred shared workshops (78%)** to joint conferences (11%). It is also evident that **many more Institutional Members** are interested in **Joint digital projects (25% to 0%).**

FIGURE 13 / TYPES OF INITIATIVES
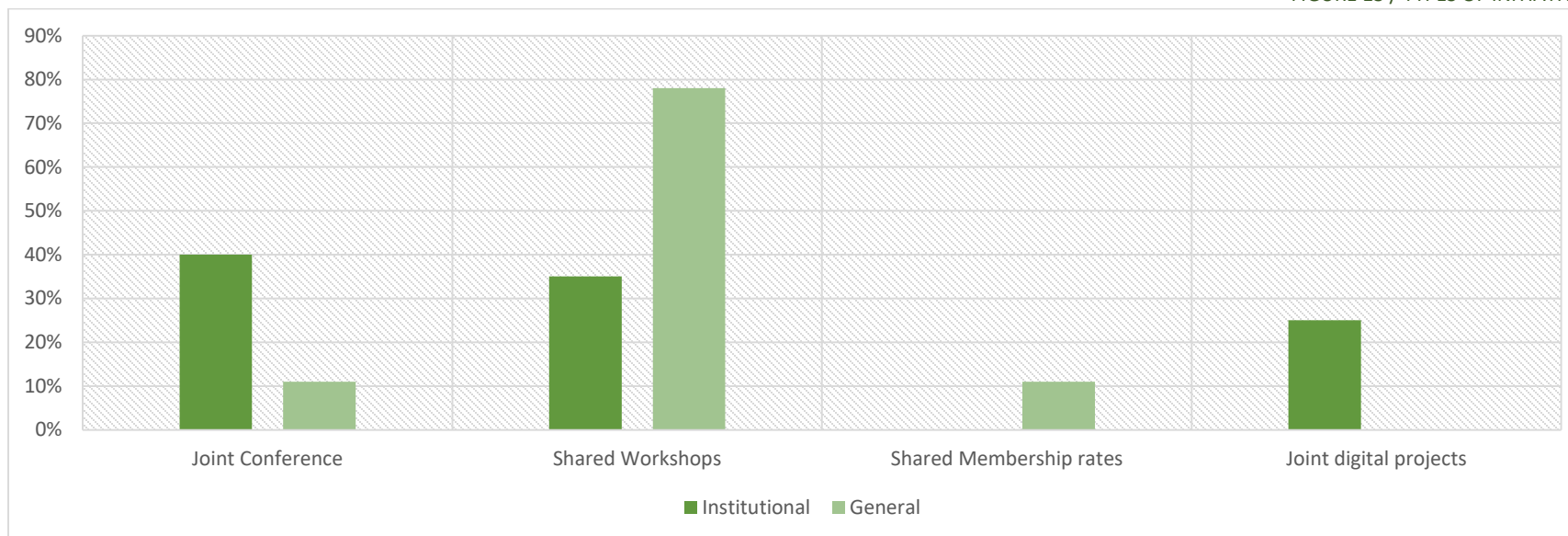
4.4 Membership Feedback

Survey participants were asked three open-ended questions. See Chapter 6, Appendix A, Section 5 for complete results.

4.4.1 When the 45 respondents were asked what they felt was the most beneficial aspect of CNSA membership:

- 13 mentioned **networking/connecting with the community**
- 11 mentioned the advice/assistance/support they received from the Archives Advisor
- 10 mentioned the training and education opportunities

- 3 mentioned funding
- 1 mentioned Memory NS
- 1 mentioned lobbying

4.4.2 When the 45 respondents were asked about the one change that would improve their relationship with the CNSA:
- 10 mentioned **communication/outreach**
- 7 mentioned education
- 5 responded with no change/the relationship works for us
- 4 mentioned other changes
- 2 mentioned funding

4.4.3 When the 45 respondents were asked if they had any other comments related to this survey or CNSA Membership:
- 7 responded with some variation of **good job/thank you**
- 3 made other recommendations or comments
- 2 positively mentioned the survey

5 / RECOMMENDATIONS

This section reports a summary of all recommendations.

5.1 / General Recommendations

A / Move beyond the HRM

CNSA membership, attendance at educational workshops and conferences, and committee participation must reflect the province-wide nature of our archives and heritage institutions. Many of our members are outside of the Halifax Regional Municipality, and a number of survey participants identified this as a barrier to taking advantage of our membership benefits and participating on our committees. A greater effort must be made to host council meetings/events/educational offerings around the province, increase or modify the travel bursary to remove some of the barriers to travel, or move some of these items online.

Our members said:
- *"As a provincial membership based organization the administration must make every effort to reflect the full provincial scope of archives in NS. Cannot be HRM bound."*
- *"Offer conference and workshops outside of Halifax"*
- *"more opportunities to participate in workshops, meetings etc off season or outside Halifax"*
- *"Workshops being offered more frequently and/or offered online so travelling isn't such an issue"*

B / Conduct a bi-annual survey

It is important for the CNSA to be ever mindful of the evolving wants and needs of its membership. It is recommended that a general survey be conducted once every two years to reassess the membership landscape. Future surveys should take care to improve methodology (e.g. ensure only one member per institution completes survey, attempt to ensure greater participation), and to develop a standardized questionnaire so that these results can be tracked over the long-term.

Our members said:
- *"It is advantageous for the CNSA to conduct these surveys on a regular basis so that the organization is kept abreast of the ideas and needs of its membership."*

5.2 / Educational recommendations

A / Review our current educational offerings, assess our membership's professional development and training

In our survey, **23% of both Institutional and General** respondents ranked *Developing and delivering new archival education or preservation workshops* as (5) Extremely Important, with **71% of Institutional Members** and **85% of General Members** ranking this as either Important (4) or Extremely Important (5).

It is recommended that the Education Committee review our current educational offerings and conduct a small-scale professional development and training survey. A very effective example of this was section 3.2.6 of the 2007 Membership Needs Assessment and Planning Study (see page 12). There were some thoughtful questions developed that the Education Committee review group might want to consider reinvestigating (e.g. what percentage of members have already completed the Core Curriculum?).

B / Develop more advanced courses, and workshops outside traditional program areas

Offer more workshops outside traditional program areas was considered to be (5) Extremely Important by **31% of Institutional Members.** 69% of our members have been with the CNSA for over 6 years, and thus it is very likely they have already exhausted our educational offerings. As Section 4.2.8 found, 20% of respondents reported staff with an MLIS or related, and 29% reported their staff to have MLIS, MAS or related MA and some with other training (BA, Museum Studies, CNSA Core Curriculum). Together, this makes up 49% of our respondents, and they may be looking for an increase in high-level or non-traditional offerings. Examples of these could be short courses on balancing archival and museum responsibilities, grant writing, advocacy, fundraising or marketing, electronic record and digital asset management, monetary appraisal, using Excel and other applications more effectively, or even a Core Curriculum refresher. An added bonus is that most these would make good webinars or online courses, and could potentially be good money-makers (especially if offered to other provincial councils).

Our members said:
- *"relevant workshops, a higher level"*
- *"Set up a Digital Asset Management conference, increase educational component of CNSA advisor to provide digital asset advice."*

C / Increase our online offerings

Developing new on-line courses and reference materials was ranked as (5) Extremely Important by **30% of Institutional Members.** 45% of all respondents declared their preferred delivery method of educational opportunities as distance education via website/online delivery, or "Live" web workshops. Again, this would enable members that have barriers travelling to participate in educational offerings and seek reference help online.

Our members said:
- *"Would love to see workshops available online."*
- *"Workshops being offered more frequently and/or offered online so travelling isn't such an issue"*
- *"More on line initiatives"*

D / Increase educational opportunities outside the city

42% of respondents still prefer day long workshop sessions, and 11% prefer in-person conferences. Thus, an effort should be made to host courses, conferences and workshops at other locations around the province (albeit the locations must still be reasonably central, or there must be some rotation from year to year). The Core Curriculum already does this at times, but it might be advantageous to attempt the annual conference outside the HRM. The problem with this is that the Nova Scotia Archives is often generous with its space, and it takes a good deal more planning to liaise with outside partners.

Our members said:
- *"Offer conference and workshops outside of Halifax"*
- *"more opportunities to participate in workshops, meetings etc off season or outside Halifax"*

F / Encourage joint educational initiatives with Libraries and Museums

69% of respondents indicated they support greater collaboration with libraries and museums. 47% would like to see shared workshop opportunities, and 34% would prefer a joint conference. It is recommended that the CNSA encourage these opportunities when they arise.

G / Consider expanding our educational offerings to other provinces

Compared to other local provincial councils, the CNSA has a diverse offering of educational opportunities, and appears to be the only council in the Atlantic Provinces to offer a Core Curriculum. It therefore might be favourable to market our training opportunities to other provinces (at non-Member prices). This is already happening in the West, where:

> "the Association of Manitoba Archivists sends people to Alberta to attend the Alberta Society of Archivists annual institute rather than delivering basic training itself. The archival population in Manitoba has apparently stabilized to the point that few "new" people come into the field each year and the cost of mounting courses for a dwindling audience is no longer considered cost effective…"

The development of online courses would neutralize travel expense (which, as non-members, they would not get a bursary for), and encourage uptake.

5.3 / Communication recommendations

A / Increase outreach from the CNSA office and the Archives Advisor, greater communication regarding membership benefits

Respondents have indicated they would like more communication and outreach from the CNSA and the Archives Advisor, as well as more communication regarding membership benefits. An effective way to increase membership-wide communication might be to reboot the CNSA newsletter. This could be distributed through the mail (print copy), Facebook, on the website, or through the email Listserv. The preferred

method of delivery could be indicated on the membership renewal form. The newsletter might include things such as taking advantage of membership benefits, upcoming workshops and educational offerings, membership statistics, an Ask an Archivist or Ask a Museum Curator column, preservation 101, a featured member profile, updates from the Executive etc.

Our members said:

- *"more communication from Archives Advisor"*
- *"More outreach by the Archives Advisor"*
- *"more news updates regarding membership"*
- *"More communication from CNSA re: taking advantage of membership benefits"*

B / More support for the Archives Advisor to increase in-person outreach/site visits

Sometimes it's better to meet face-to-face. New members, those unsure of how they can best take advantage of the CNSA's membership, general members considering institutional membership, or geographically isolated members may especially benefit from an on-site visit.

Our members said:

- *"Site visits would help us connect with CNSA and understand how CNSA can help address our specific needs"*
- *"Visits, more interaction"*

C / Encourage greater use of the Listserv by members

The CNSA Listserv is for more than just job postings, or for the Archives Advisor and/or committee chairs to post notices. Encouraging more informal usage by members may be another way to further build community, keep the channels of communication open, and exchange knowledge. For example, Arcan-L does a good job of fostering discussion among members, and it is often used as a forum to tap into collective knowledge if a member has a question. A brief description of what the Listserv can be used for could be included in the membership benefit description.

5.4 / Lobbying and funding recommendations

A / Lobby the provincial government for an increase to the PADP

Our survey indicates that funding is still a primary concern, with the highest percentage of **Institutional Members (33%)**, and **General Members (25%)** ranking *Increase grant funds* available for application by members for specific projects as (5) Extremely Important.

33% of Institutional Members and **23% of General Members** ranked *Develop cooperative projects*, *such as mass digitization or more assistance with building a presence in MemoryNS* as (5) Extremely Important. **These types of projects are often wholly dependent on funding through programs such as the PADP**.

The Working Group feel this is an opportune time to approach government with a request for increased funding for this competition. The government is committed to the Culture Action Plan in support of Nova Scotia's cultural assets and archives of all types play a custodial as well as educational role regarding culture. Statistics on the economic contributions of the culture sector in NS are now available through the Department of Communities, Culture and Heritage. This statistical and economic data can be used to buttress CNSA arguments for an increase in this funding envelope. Consultation with the provincial archivist and other friends in government should be the first step in this lobbying effort. We suggest the goal be $80,000, an increase of $30,000 over the current funding available through PADP.

Our members said:
> *"More PADP funding!"*
> *"increased funding opportunities"*
> *"We really appreciate the funding we have received through CNSA to complete projects that otherwise would not have been possible"*

5.5 Other recommendations from our members to consider:

- *"it would be great if the Executive consulted more on DHCP. Solicit ideas, find partners, share priorities, etc."*
- *"Provide some actual teeth to the cooperative acquisition strategy. Certain larger institutions may be guilty of using this strategy to justify not acquiring materials they don't, but will overlook it when acquiring more marketable or "shiny" materials which are outside their mandate or would be more appropriate at other institutions."*
- *"More focus on digital preservation and digitization"*

APPENDIX A: SURVEY RESULTS

Section 1: Membership Profile

1.1 What level of membership do you currently subscribe to?

Institutional	67%
General	29%
Individual	4%
Student	0%
Honorary	0%
Unsure	0%

1.2 Please indicate if your organization / site has additional heritage activities.

	Institutional	General	Individual	Total
No secondary activity	13%	31%	0%	18%
Museum (excluding art museum and galleries)	57%	62%	100%	60%
Art Museum and gallery, non-commercial	3%	0%	0%	2%
Nature park or conservation area	0%	0%	0%	0%
Historic site, building or park	7%	0%	0%	4%
Other	20%	8%	0%	16%

1.3 How long has your institution been a CNSA member?

	Institutional	General	Individual	Total
Less than 6 months	3%	0%	0%	2%
6 months to 1 year	0%	8%	0%	2%
2-3 years	3%	0%	0%	2%
4-5 years	7%	23%	0%	11%
6 years or more	80%	46%	0%	67%
Not Sure	7%	23%	100%	16%

1.4 Public Hours of Operation

	Institutional	General	Individual	Total
Open year round	53%	15%	100%	44%
Open Seasonally	23%	70%	0%	36%
By appointment only	17%	15%	0%	16%
Other	7%	0%	0%	4%

1.5 Type of staffing?

	Institutional	General	Individual	Total
Volunteer	13%	31%	0%	18%
1 Director or Archivist Full or Part-time	40%	38%	100%	42%
2-4 Archivists Full or Part-time	27%	8%	0%	20%
5+ Archivists Full or Part-Time	0%	0%	0%	0%
Other	20%	23%	0%	20%

1.5.1 If you selected Other, please explain.

Institutional
- director, curator, program officer
- 1.5 archivists full-time
- 1 Archivist and 1 sessional archival assistant
- 1 Archivist FT + 3 volunteers
- 1 archives specialist (library technician)
- Librarian project manager for archival projects

General
- 4 tour guides
- all volunteer except summer intern pd.
- Manager / 6 seasonal guides

1.6 What is the level of staff training?

	Institutional	General	Individual	Total
All have MLIS, MAS or related MA	20%	8%	100%	20%
Some have MLIS, MAS or related MA and some with other training (BA, Museum Studies, CNSA Core Curriculum)	40%	8%	0%	29%
All with other training (Museum Studies, BA, CNSA Core Curriculum, etc), some with no training	37%	38%	0%	36%
All with no training	3%	46%	0%	16%

1.7 Budget?

	Institutional	General	Individual	Total
1-10,000	28%	38%	0%	30%
10,000-25,000	7%	8%	0%	7%
25,000-50,000	14%	23%	0%	16%
50,000-75,000	17%	15%	0%	16%
75,000-100,000	3%	8%	0%	5%
100,000+	31%	8%	100%	27%

1.8 Main types of researchers

	Institutional	General	Individual	Total
Academic (professors, teachers, students)	30%	15%	0%	24%
Genealogists	33%	46%	0%	36%
Content creators (authors, film makers, web designers, etc)	0%	% 0	0%	0%
Tourists	0%	8%	100%	7%
Local community	17%	15%	0%	16%
Other	17%	15%	0%	15%
Not applicable	3%	0%	0%	2%

1.8.1 If you selected Other, please explain.

Institutional
- Wide range of researchers from all the above, except content creators
- All of the above: We are a university archives which caters primarily to in-house requests
- All of the above, as well as internal organizational users
- We have researchers from all of the first 6 categories

- We get a lot of writers

General

- In-house corporte archives. Research and resources provided directly by "archivist".
- All of the above: The archives at [---] is used by all of the groups on the list at various times.

Section 2: CNSA Membership Benefits

2.1 What is the primary reason for you or your organization choosing to join or renew with the CNSA? Please select one answer.

	Institutional	General	Individual	Total
Networking opportunities (annual conference, list-serv, etc)	10%	15%	0%	11%
Educational opportunities (annual conference, workshops, core curriculum, etc)	33%	38%	100%	38%
Funding opportunities (PADP, DHCP, etc)	13%	0%	0%	9%
CNSA Advisor support (conservation questions, processing questions, site visits, etc)	37%	38%	0%	36%
Access to MemoryNS	3%	0%	0%	2%
Other	3%	8%	0%	3%

2.1.1 If you answered Other above, what is the primary reason for joining/renewing with CNSA?

    Institutional

- Equal: Networking, Educational & Advisor

2.2 What other membership features have you used while a member of the CNSA?

	Institutional	General	Individual	Total
Networking opportunities (annual conference, list-serv, etc)	70%	50%	100%	64%
Educational opportunities (annual conference, workshops, core curriculum, etc)	67%	42%	0%	56%
Funding opportunities (PADP, DHCP, etc)	43%	17%	0%	33%
CNSA Advisor support (conservation questions, processing questions, site visits etc)	57%	58%	0%	53%
Access to MemoryNS	43%	50%	0%	42%
Other	0%	17%	0%	2%
Not Applicable	0%	8%	0%	2%

Section 3: CNSA Membership Priorities

3.1 We'd like to know what changes you or your organization would like to see the CNSA make. Please rate from Not Important (1) to Extremely Important (5) (Institutional / General / Individual / Total)

	Not important 1	2	3	4	Extremely important 5
Increase grant funds available for application by members for specific projects	0% / 8% / 0% / 4%	3% / 8% / 0% / 4%	37% / 17% / 50% / 31%	27% / 42% / 0% / 29%	33% / 25% / 50% / 31%
Increase the frequency of site visits by the Archives Advisor	10% / 8% / 0% / 9%	13% / 15% / 0% / 13%	57% / 31% / 100% / 51%	10% / 31% / 0% / 16%	10% / 15% / 0% / 11%
Develop new on-line courses and reference materials	3% / 0% / 0% / 2%	10% / 15% / 0% / 11%	20% / 8% / 0% / 16%	37% / 62% / 0% / 42%	30% / 15% / 100% / 29%

Develop / deliver new archival education or preservation workshops	3% / 0% / 0% / 2%	7% / 8% / 0% / 7%	17% / 8% / 0% / 13%	48% / 62% / 0% / 49%	23% / 23% / 100% / 27%
Offer more workshops outside traditional program areas (e.g. grant writing, advocacy, fundraising or marketing, electronic records management, etc)	3% / 0% / 0% / 2%	14% / 8% / 0% / 11%	28% / 38% / 0% / 30%	24% / 46% / 0% / 30%	31% / 8% / 100% / 27%
Provide more financial support for you or your organization to attend conferences or workshops	13% / 8% / 50% / 13%	17% / 15% / 0% / 16%	27% / 31% / 50% / 29%	30% / 38% / 0% / 31%	13% / 8% / 0% / 11%
Develop cooperative projects, such as mass digitization or more assistance with building a presence in MemoryNS	0% / 15% / 0% / 4%	10% / 8% / 0% / 9%	14% / 15% / 100% / 18%	43% / 38% / 0% / 40%	33% / 23% / 0% / 29%
Set-up and coordination of special interest groups within the CNSA where similar archives/individuals can connect.	7% / 8% / 0% / 7%	21% / 0% / 0% / 13%	41% / 62% / 50% / 47%	14% / 31% / 50% / 20%	17% / 0% / 0% / 11%
More assistance with placing content online in MemoryNS or developing descriptions	7% / 15% / 50% / 11%	10% / 15% / 0% / 9%	40% / 15% / 50% / 34%	33% / 38% / 0% / 34%	10% / 15% / 0% / 11%

Section 4: Educational Opportunities

4.1 What is your preferred delivery method for educational opportunities?

	Institutional	General	Individual	Total
Distance education via website/online delivery	33%	46%	50%	38%
"Live" web workshops	10%	0%	0%	7%
Day long workshop session	40%	54%	0%	42%
In person conferences	13%	0%	50%	11%
Other	3%	0%	0%	2%

4.1.1 If you selected Other, please explain

Institutional

- At present we are affiliated with the [------] Archives, and receive help from the [------] Archivist.

4.2 In 2015, the Archives, Libraries and Museums Conference was deemed a success. Would you like to see more cooperation and joint initiatives between these groups?

	Institutional	General	Individual	Total
Yes	67%	69%	100%	69%
No	3%	0%	0%	2%
Not sure	23%	31%	0%	24%
Other	7%	0%	0%	4%

4.2.1 If you selected Other, please explain

Institutional

- Stop conflicting dates with others
- Co-operation is always good.

4.3 If you answered yes above, what types of initiatives would you like to see?

	Institutional	General	Individual	Total
Joint conference	40%	11%	100%	34%
Shared workshop opportunities	35%	78%	0%	47%
Shared membership rates	0%	11%	0%	3%
Joint digital projects	25%	0%	0%	16%
Other	0%	0%	0%	0%

Section 5: Member Feedback

5.1 What do you feel is the most beneficial aspect of CNSA membership?

5.1.1 Institutional

- Support from organization, lobbing support.
- Able to contact CNSA for assistance when needed.

- the ability to reach out for assistance
- Access to funding not otherwise available.
- Access to training opportunities, archives advisor and other professionals and other groups working on similar projects
- education, conservation and preservation advise
- Access to professional learning and help
- The support always given by the CNSA Archives Advisor, the Education Courses, and the Conferences.
- educational opportunities
- Networking
- The community
- Connection to similar institutions and professionals
- Access to educational opportunities.
- Helping to grow the collaborative network of archival institutions.
- Learning opportunities
- Connections with wider archival community - seeing what others are doing, calling on other archivists or CNSA staff, etc.
- Being part of the archival community
- When I need help, I know I can find it at CNSA
- Education opportunities
- Connection to the NS Archival community. Increases eligibility for grants, summer student funding
- Connecting with education advisor and other institutions as well as the resources provided.
- Networking
- Educational and funding opportunities
- The professional networking and connections to ensure standards
- the advisor and connecting with others
- Support for institutions with no archival infrastructure
- Archives adviser and Memory NS
- Access to professional knowledge.

5.1.2 General
- Networking opportunities as well as staying up to date in our professional fields.
- We are a corporation with a limited archives and collection experience, and a director well versed in history and communication but not a librarian. The opportunity to consult is important, and will be more so in the future as we grow our mandate.

- networking and advice
- A resource for smaller institutions to rely on when needed.
- Access to training and support
- site visit
- Grant funding, and current knowledge of the field
- Training Opportunities, Grants & the Resources
- Educational Opportunities & Networking
- A ressource for the smaller museums in rural communities and an advocacy group to represent us on a provincial level.
- Face to face interaction
- Education
- The availability of the Archives Advisor

5.1.3 Individual

- Connecting with other archivists; education
- professional development and networking and also friendship

5.2 Please tell us the one change that would improve your relationship with the CNSA?

5.2.1 Institutional

- more communication from Archives Advisor
- Do not know of any major change would be necessary - at least at the present time.
- relevant workshops, a higher level
- Would love to see workshops available online.
- Site visits would help us connect with CNSA and understand how CNSA can help address our specific needs
- Offer conference and workshops outside of Halifax
- more opportunities to participate in workshops, meetings etc off season or outside Halifax
- more news updates regarding membership
- More focus on digital preservation and digitization
- More PADP funding!
- Can't think of any.

- Provide some actual teeth to the cooperative acquisition strategy. Certain larger institutions may be guilty of using this strategy to justify not acquiring materials they don't, but will overlook it when acquiring more marketable or "shiny" materials which are outside their mandate or would be more appropriate at other institutions.
- Visits, more interaction
- Our relationship is quite good!
- Not feeling like we're being ignored because we are one of the better staffed and funded archives in the province.
- Set up a Digital Asset Management conference, increase educational component of CNSA advisor to provide digital asset advice.
- More communication from CNSA re: taking advantage of membership benefits
- Workshops being offered more frequently and/or offered online so travelling isn't such an issue
- As a provincial membership based organization the administration must make every effort to reflect the full provincial scope of archives in NS. Cannot be HRM bound.
- More on line initiatives
- More timely responses from the archives adviser.
- Better website, more functional, and quicker responses to queries related to Memory NS, or to the archives adviser.

5.2.2 General
- At this point, the relationship works for us.
- Our financial and human resources are so limited and our mandate so large, it is hard to keep up with the opportunities offered. The relationship would improve if locally, we had the resources to assign staff specifically for research and archival work.
- more communication
- increased funding opportunities
- Not a thing.
- More outreach by the Archives Advisor

5.3 If you have any other comments related to this survey or CNSA Membership we would love to hear more from you.

5.3.1 Institutional
- Conference planned when NSM all sites meeting planned, poor communication
- It is advantageous for the CNSA to conduct these surveys on a regular basis to that the organization is kept abreast of the ideas and needs of its membership.
- We really appreciate the funding we have received through CNSA to complete projects that otherwise would not have been possible.

- Due to a small staff, our center has focused on other projects over the last years. As the new director, I will be making archives processing a priority. Reconnecting with CNSA will be crucial. We will be looking for training and networking opportunities, especially professional advise. Site visits as well and personalized training opportunities will play an important role as we have not focused on archives processing in years, have no archiviste on site, and will need basic initiation training. I believe we could also learn from what has or is being done in other centres, therefore connecting with CNSA will help us connect with others.
- it would be great if the Executive consulted more on DHCP. Solicit ideas, find partners, share priorities, etc.
- I think the CNSA overall is doing a good job.
- Thanks for what you are doing!
- Keep up the good work!
- Excellent survey - many times I wanted to tick all of the responses - any way we could select in order of priority?
- Great support from Jamie Serran and opportunity to consult institutions with resources and staff

5.3.2 General

- I maintain a small archives within a corporation with no formal collecting policy or procedures at this time, so many of the "what's important" questions are not relevant to us now. Therefore, saying "not important" just mens we do not have need of those services. The few times I have called on Jamie, and before that Karen, they have been very responsive and helpful.
- Thank you

APPENDIX B: MEMBERSHIP CATEGORY DATA

Section 1: Membership Categories & Fees

1.1 Alberta[1]

Individual (archives employees - full/part-time or contract)	$50.00
Individual (students, seniors, volunteers, archives supporters)	$25.00
Institutional (Less than $25,000)	$75.00
Institutional ($25,000 - $250,000)	$150.00
Institutional ($250,000 - $500,000)	$300.00
Institutional (Over $500,000)	$400.00
Associate Institutional	$75.00
Sustaining Category	Amount greater than above

1.2 British Columbia[2]

Full Institutional Membership ($0 - $75,000*)	$120.00
Full Institutional Membership ($75,001 - $150,000*)	$180.00
Full Institutional Membership ($150,001 - $300,000*)	$240.00
Full Institutional Membership ($300,001 - $500,000*)	$360.00
Full Institutional Membership ($500,001+*)	$480.00
Associate Institutional Membership	$72.00
Sustaining Membership	$96.00
Individual Membership	$72.00
Individual (Retired or Unpaid Volunteer) Membership	$30.00
Student Membership	$30.00
Honorary Life	No fee

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[1] http://archivesalberta.org/membership/becoming-a-member/
[2] http://aabc.ca/membership/

1.3 Manitoba[3]

Individual Membership	$35.00
Student and Senior Membership	$15.00
Institutional Membership	No fee data, but scales to budget
Associate Membership	$40.00
Lifetime Service Members	No fee data

1.4 New Brunswick[4]

"Membership in the Council of Archives New Brunswick is institutionally-based and consists of all types of archives including those of government, universities, historical societies, museums, religious communities, sports organizations and volunteer groups. Membership fee is **$45.00**."

1.5 Newfoundland and Labrador[5]

Individuals	$25
Institutions	$50

1.6 Nova Scotia[6]

Student	$25.00
Individual	$50.00
Honorary	No fee
General	$55.00
Institutional (under $25,000)	$75.00
Institutional ($25,001 to $100,000)	$125.00
Institutional ($100,001 to $250,000)	$175.00
Institutional ($250,001 to $500,000)	$300.00
Institutional (over $500,000)	$400.00

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[3] http://mbarchives.ca/membership_home
[4] http://www.canbarchives.ca/membership
[5] http://anla.nf.ca/membership
[6] https://www.councilofnsarchives.ca/membership/

1.7 Ontario[7]

Institutional Level 1 - Budget less than $25,000.00	$172.50
Institutional Level 2 - Budget $25,001.00 to $50,000.00	$230.00
Institutional Level 3 - Budget $50,001.00 to $100,000.00	$287.50
Institutional Level 4 - Budget $100,001.00 to $250,000.00	$403.04
Institutional Level 5 - Budget $250,001.00 to $500,000.00	$575.00
Institutional Level 6 - Budget $500,001.00 to $750,000.00	$728.58
Institutional Level 7 - Budget $750,001.00 to $1,000,000.00	$1,515.42
Institutional Level 8 - Budget $1,000,001.00 and over	$2,300.00
Individual Membership	$95.00
Retired Membership	$35.00
Friends of the AAO Membership	$35.00
Student (full time/post-secondary plus two years following the year of graduation)	$30.00

1.8 Quebec[8]

Individual – Student ($0)	$50
Individual – Regular (0 to $24,999 annual income)	$95
Individual – Regular ($25,000 to $39,999)	$140
Individual – Regular ($40,000 to $54,999)	$165
Individual – Regular ($55,000 to $69,999)	$185
Individual – Regular ($70,000 to $89,999)	$205
Individual – Regular ($90,000 and more)	$230
Institutional ($50,00 or less)	$350
Institutional ($50,000 to $250,000)	$650
Institutional ($250,000 to $500,000)	$1250
Institutional ($500,000 and more)	$2500

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[7] http://aao-archivists.ca/benefits-and-categories
[8] https://archivistes.qc.ca/adherer/

1.9 Saskatchewan[9]

Individual member	$35.00
General individual member	$20.00
Institutional member (operated by volunteers)	$60.00
Institutional member (operated by full-time or part-time paid staff)	$110.00
Developmental institutional membership	$55.00
General institutional member	$20.00

1.10 Yukon[10]

Institutional	$25.00
General	$20.00
Individual	$10.00

Data is not available for the following archival councils: Prince Edward Island[11], Northwest Territories[12], Nunavut[13].

Section 2: Membership Benefits

2.1 Alberta[14]

Advisory Services

- advice to archival institutions working to improve procedures and practices
- advice to organizations desiring to care for their archival records
- advice to organizations that may wish to start an archives
- advice and information may be delivered through site assessments, individual consultation, education and training, telephone, fax, and through the ASA resource library

Grants for Archival Projects

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[9] http://www.scaa.sk.ca/members-section/become-a-member/
[10] http://www.yukoncouncilofarchives.ca/
[11] http://www.archives.pe.ca/index.php3?number=1025349
[12] http://www.nwtarchives.ca/nwtac/
[13] http://ihti.ca/eng/iht-proj-coun.html
[14] http://archivesalberta.org/membership/becoming-a-member/

The Archives Society of Alberta offers financial assistance programs to support the professional development of the province's archival community, and to preserve and make available for research archival records held by institutional members of the ASA.

- Access to Holdings Program
- Federal Grant Programs
- The Education and Travel Grant Program

Disaster Recovery Assistance for Archives

- Flood Advisory Programme
- Disaster Preparedness and Recovery Resources for Archives

Professional Development

One of the objectives of the Archives Society of Alberta is to encourage and develop archival skills among those involved in archival work by offering a range of education and training opportunities at both fundamental and advanced levels.

- Archives Institute
- Workshops
- Conference

Advocacy – NADP

Contribution to the Archives Society of Alberta's online portal to archival collections in Alberta, Alberta on Record

2.2 British Columbia[15]

BC Archival Education and Advisory Service (BCEAS)

- The British Columbia Archival Education and Advisory Service offers educational opportunities and workshops and provides advisory services to archives in the province. Education and Advisory Services are available to both AABC members and non-members.

BC Archival Network Service (BCANS)

- The British Columbia Archival Network Service is responsible for the maintenance and development of Internet-based network resources created by the Archives Association of British Columbia, including MemoryBC: the British Columbia Archival Information Network. BCANS provides advice and assistance to archival institutions in the province wishing to use MemoryBC to contribute new or revised information.

Education Opportunities and Workshops

- AABC educational opportunities and workshops are offered through both the Education and Advisory Service and the Archival Preservation Service. Available are a wide range of workshops and seminars designed to provide fundamental-level education and

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[15] http://aabc.ca/membership/

ongoing professional development to individuals and institutions managing or working with archival material, providing records management services, or providing public / internal reference service.

OTHER PROGRAMS AND SERVICES

- The Archives Marketplace provides space for private archival contractors and businesses to make their archival services known to the community. Advertising rates are very reasonable at only $150/year per advertisement. Interested individuals may contact the AABC for more information.
- Web Sites of Archives in British Columbia (via MemoryBC) provides information about Internet resources developed by archives in the province. Links to online finding aids created by individual institutions are highlighted.

2.3 Manitoba[16]

Voting Rights

- AMA membership entitles members to attend the Annual General Meeting, as well as nomination and voting rights at the AGM

Special Interest Groups

- AMA membership entitles members to join AMA Special Interest Groups or to propose new special interest groups

AMA Services

- Including: education and training opportunities, advisory services assistance, the AMA library and advocacy

Professional Development and Training Grants

- These benefits are subject to availability. Some restrictions apply.

Discounts on services/workshops

- Under development

2.4 New Brunswick[17]

Professional Development:

- Annual free educational opportunities in the form of workshops

Access to Funding:

- Access to financial assistance programs from the Province of New Brunswick

Access to Professional Advice:

- Services, training and advice of a Preservation Officer and an travelling, bilingual, Archives Advisor

Networking Opportunities:

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[16] http://mbarchives.ca/membership_home
[17] http://www.canbarchives.ca/membership

- Opportunities to meet colleagues in archives and museums, both large and small, throughout New Brunswick.

2.5 Newfoundland and Labrador[18]

ANLA presents training in archival skills and practices through workshops, seminars, and lectures. We also offer professional advice through consultations by mail, telephone or e-mail, and by on-site visits.

Education and Training
- ANLA provides an **education and training program** consisting of introductory workshops in professional principles and practices, complemented by two-day workshops in specialized topics.The education and training program is directed by the ANLA Education Committee and organized by the Professional Development and Outreach Officer (PDO).

Preservation Activities
- ANLA offers advice and assistance with **preservation issues** such as emergency and disaster planning, global preservation assessments, preservation policies and procedures and basic preservation advice. ANLA's Professional Development and Outreach Officer can help your institution to identify and address preservation issues and concerns.

Advisory Services
- The Association of Newfoundland and Labrador Archives (ANLA) provides **advisory services** to member archives, as well as to organizations and associations interested in establishing archives.

Grant Administration
- ANLA adjudicates all **CCA grants** submitted by institutional members for Newfoundland and Labrador. There is a two-tiered adjudication process:
    1. Adjudication by the ANLA Grants Committee
    2. CCA adjudication

Although the local committee may recommend acceptance of specific applications, the final decisions remain with the national CCA Grants Committee.

2.6 Nova Scotia[19]

Benefits of Student Membership:
- Free advice from a professional archivist
- Subscription to CNSA-L email message board (listserv)
- Free lending library
- Volunteering opportunities on committees or the Executive Board

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[18] http://anla.nf.ca/membership
[19] https://www.councilofnsarchives.ca/membership/

- Transportation subsidy to attend CNSA training events
- Discount for Annual Conference and advanced level workshop registration
- Eligible to attend Core Curriculum workshops

Benefits of Individual Membership:
- Free advice from a professional archivist
- Subscription to CNSA-L email message board (listserv)
- Free lending library
- Volunteering opportunities on committees or the Executive Board
- Transportation subsidy to attend CNSA training events
- Discount for Annual Conference and advanced level workshop registration
- Eligible to attend Core Curriculum workshops

Benefits of General Membership:
- Participation in the heritage listings on novascotia.com
- Eligible to apply for the CNSA's Professional Development & Training Assistance Bursary
- Participation in MemoryNS, Nova Scotia's union database of archival descriptions
- Access to Emergency Recovery supplies
- Eligible for nomination to win a CNSA Award
- Discounts on archival supplies from Carr McLean of Toronto
- Preservation Monitoring Equipment loan program (data loggers, light meters)
- Free advice from a professional archivist
- Subscription to CNSA-L email message board (listserv)
- Free lending library
- Volunteering opportunities on committees or the Executive Board
- Transportation subsidy to attend CNSA training events
- Discount for Annual Conference and advanced level workshop registration
- Eligible to attend Core Curriculum workshops

Benefits of Institutional Membership:
- Voting Privileges at the Annual General Meeting
- Eligible to compete for annual project funding via PADP (Provincial Archival Development Program)
- Participation in NS Cooperative Acquisition Strategy
- Free storage space for colour stills and moving images in provincial Cold Vault at Nova Scotia Archives
- Participation in heritage listings on novascotia.com
- Eligible to apply for the CNSA's Professional Development & Training Assistance Bursary
- Participation in MemoryNS, Nova Scotia's union database of archival descriptions

- Access to Emergency Recovery supplies
- Eligible for nomination to win a CNSA Award
- Discounts on archival supplies from Carr McLean of Toronto
- Preservation Monitoring Equipment loan program (data loggers, light meters)
- Free advice from a professional archivist
- Subscription to CNSA-L email message board (listserv)
- Free lending library
- Volunteering opportunities on committees or the Executive Board
- Transportation subsidy to attend CNSA training events
- Discount for Annual Conference and advanced level workshop registration
- Eligible to attend Core Curriculum workshops

2.7 Ontario[20]

Archeion
- AAO institutional membership allows archival repositories to take part in Archeion, Ontario's Archival Information Network. Archeion currently has over 20,000 searchable online finding aid descriptions from repositories across the province.

Chapter Affiliation
- Complimentary membership affiliation with one of the regional Chapters. Regional Chapters provide an opportunity to network with archivists in your area and optional membership in AAO Special Interest Groups.

Discounts on AAO Services
- Discounts on annual conference registration and educational workshops.

Discounts at Industry Suppliers
- AAO members receive special rates at Carr Mclean and Brodart. Contact aao@aao-archivists.ca for further details.

Off the Record
- Membership includes a complimentary subscription to Off the Record, the newsletter of the AAO featuring technical and professional advice, special features on archives around Ontario, and information on educational and employment opportunities.

Priority Access to Professional Advice
- Members have priority access to the Archives Advisor Program for advice and information via email and telephone. Institutional and full Individual members may also request onsite consultation visits.

Environmental Monitor Loan Program

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[20] http://aao-archivists.ca/benefits-and-categories

- Institutional membership gives access to the [Environmental Monitor Loan Program](#) to borrow a data logger for monitoring environmental conditions in the archive.

Archives Emergency Response Network

- Institutional and full Individual members are eligible to participate in the [Archives Emergency Response Network](#) for assistance in the event of a disaster at their archives.

2.8 Quebec[21]

- Networking
- Career and Jobs
- Promotion of the Business
- Improvement
- Exclusive Content
- Discounts and More

2.9 Saskatchewan[22]

- Access to the specialized services of the SCAA Archives Advisor
- (Institutional members) Ability to apply for funding from programs adjudicated by the SCAA or otherwise available to members of archival councils (e.g. Provincial Institutional Program (IGP) and Young Canada Works)
  - o Note: eligibility of developmental institutional members depends on guidelines of external granting agencies
- (Institutional members) Ability to contribute entries to Saskatchewan Archival Information Network (fonds/series descriptions; photograph descriptions and scanned images)
- (Institutional members) Inclusion in the Directory of Archives in Saskatchewan on the website (and print versions when published)
- Access to SCAA training opportunities (and, with the exception of General members, assistance from the SCAA's professional development fund to facilitate participation in all appropriate training opportunities)
- Ability to post and receive messages on the SCAA listserv
- Receive the SCAA newsletter, plus an e-newsletter and other communications
- Networking and information sharing opportunities to meet with like-minded professionals at SCAA events (meetings, workshops, AGM)
- (Institutional and individual) Ability to participate on SCAA Executive and/or Committees
- (Institutional and individual) Ability to vote at AGM
- (Institutional and individual) Member rates for SCAA-sponsored workshops

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[21] https://archivistes.qc.ca/adherer/
[22] http://www.scaa.sk.ca/members-section/become-a-member/

2.10 Yukon[23]

All members receive the YCA Newsletter and are eligible to apply for professional training and development grants. Institutional members are eligible to apply for grants to organize or preserve their records.

Data is not available for the following archival councils: Prince Edward Island[24], Northwest Territories[25], Nunavut[26].

[23] http://www.yukoncouncilofarchives.ca/
[24] http://www.archives.pe.ca/index.php3?number=1025349
[25] http://www.nwtarchives.ca/nwtac/
[26] http://ihti.ca/eng/iht-proj-coun.html