

## Assessing Training for Digital Stewardship: Findings from the National Digital Stewardship Residency Program

CNI Fall Meeting  
December 13, 2016

### Assessing Training for Digital Stewardship: Findings from the National Digital Stewardship Residency Program-

- Plan for this session (1 min)
- NDSR History & Background, George Coulbourne (5 min)
- Current Residents-Host Sites & Projects (5 min)
- Competency Assessment Survey Instrument & Focus Group results for DC NDSR, Howard Besser (12 min)
- Assessment of Boston and NYC NDSRs, Michelle Gallinger (12 min)
- CLIR review of NDSR as a whole, Meridith Mink (12 min)
- Q & A (10 min)

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## National Digital Stewardship Residents

- Lorena Ramírez-López (AAPB)
  - Howard University Television (WHUT)
- Meredith Broadway (DC)
  - World Bank Group
- Joe Carrano (DC)
  - Georgetown University Library
- Elizabeth England (DC)
  - Johns Hopkins University Sheridan Libraries
- Amy Gay (DC)
  - Food & Drug Administration
- Megan Potterbusch (DC)
  - Association of Research Libraries

## Competency Assessment Survey Instrument & Focus Group results for DC NDSR

Howard Besser, NYU

[http://besser.tsoa.nyu.edu/howard/  
Talks/](http://besser.tsoa.nyu.edu/howard/Talks/)

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## Competency Assessment Survey Instrument & Focus Group results for DC NDSR-

- Digital Stewardship competencies assessment instrument
- Partial results of Competencies Assessment on 2<sup>nd</sup> NDSR DC Cohort (2015/16)
- Focus Group results from 1<sup>st</sup> NDSR Cohort (DC 2013/14)

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## STEWARDSHIP COMPETENCY ASSESSMENT

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### Survey Knowledge Area Categories

- Collection Management
- Ongoing Planning/Sustainability
- Digital Repositories
- Metadata and Knowledge Schemas
- File Handling-Identification, Characterization and Validation
- File Handling-File Analysis Tools
- File Handling-Fixity and File Integrity
- Packages/Wrappers for Transfer
- Guidelines/Conceptual Tools
- General Management Concept
- Organizations/Projects/Services
- Storage
- Rights Issues
- Soft skills and experience

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### Competencies within 2 categories

- Guidelines/Conceptual Tools
  - FADGI
  - LC's "Sustainability of Digital Formats"
  - DCC's Curation Lifecycle Model
- Metadata & Knowledge Schemas
  - Semantic web
  - Linked data
  - RDF
  - Metadata registries
  - Dublin Core
  - PREMIS
  - Domain-specific metadata standards
  - EXIF
  - Embedded metadata
  - Data modeling
  - Entities, attributes, relationships
  - DAS
  - RDA
  - FRBR

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### Scale for Competency Survey

- 0-Don't even know what it is
- 3-Have a vague idea of what it is/does
- 5-Have looked at it, and am not familiar with its intention
- 7-Have some experience with it, but could use significantly more
- 9-Am very comfortable with this and either how to use it, or what it does

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<http://besser.tsoa.nyu.edu/howard/ndsr/compentency-survey-tool.pdf>

Digital Forensics  
0 1 2 3 4 5 6 7 8 9

General troubleshooting experience  
0 1 2 3 4 5 6 7 8 9

File Handling-Identification, Characterization, & Validation of files (category as a whole)  
0 1 2 3 4 5 6 7 8 9

File Handling-File Analysis Tools  
UNIX command-line tools  
0 1 2 3 4 5 6 7 8 9

Batch file processing  
0 1 2 3 4 5 6 7 8 9

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## ASSESSING NDSR COMPETENCIES

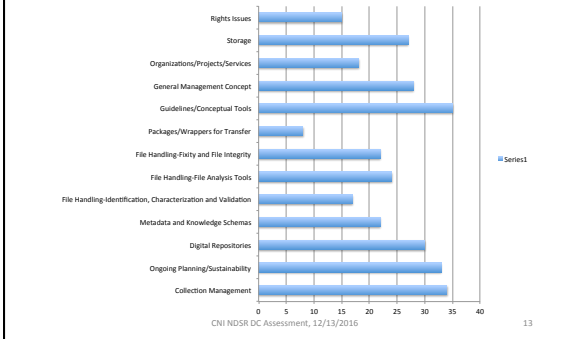
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### In-progress assessment of subsequent cohorts

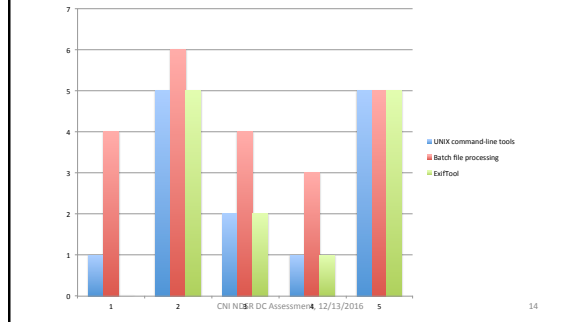
- Examination of each resident in over 100 digital stewardship competency areas
  - Both at beginning and ending of Residency
  - To develop training programs during the Residency
  - To determine what was learned during Residency
  - To better prepare for future Residencies

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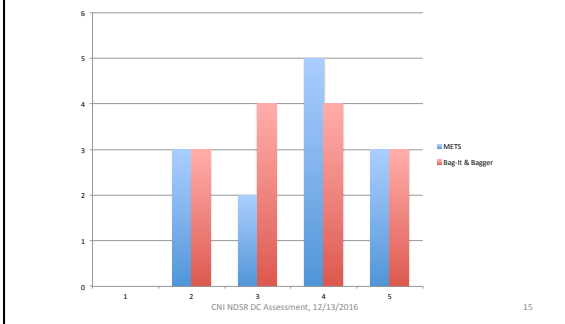
Results: quickly see very deficient areas



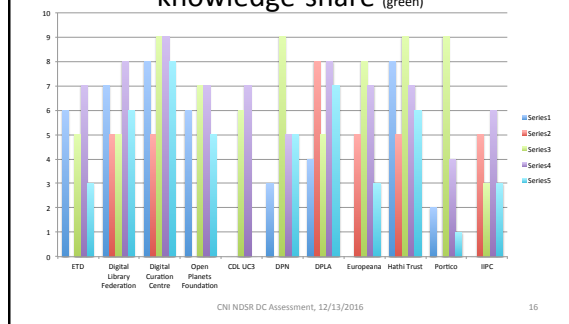
Within file-handling/analysis, can see deficient areas (5 or below means they haven't used it)



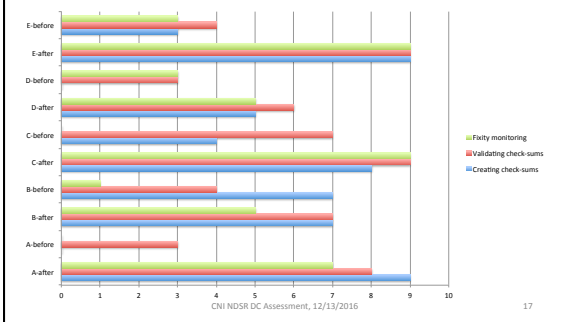
Within Packages/Wrappers, can see deficient areas (5 or below means they haven't used it)



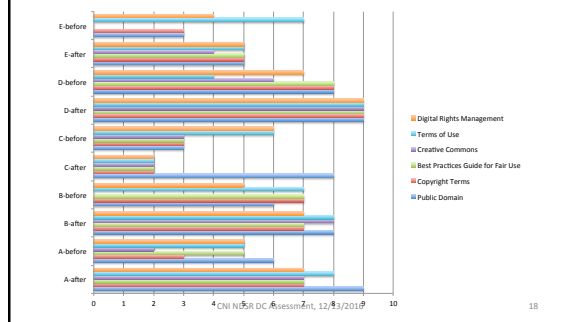
We can give them reading material on deficient areas or ask them to knowledge-share (green)

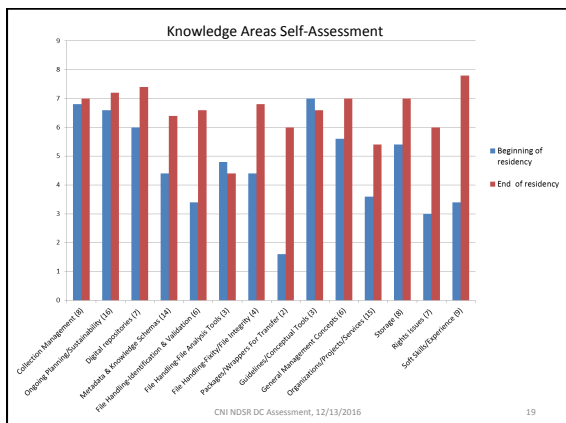


And we can see the results of Webinars or other assignments



And we can see the results of learning during the Residency (Rights Issues)





**DC 2013/14 FOCUS GROUP ASSESSMENT**

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**Focus Group part of Talk**

- Only covers 2013/14 Residency Assessment
- Only covers the attitudes/reactions/impact of/ on the Host institutions
- The full report covers other phases of the 2013/14 Residency (attitudes of the Residents, assessment of the program administration), available in PDF at [http://www.digitalpreservation.gov/ndsr/documents/2014\\_NDSR-DC\\_Assessment\\_Report.pdf](http://www.digitalpreservation.gov/ndsr/documents/2014_NDSR-DC_Assessment_Report.pdf)

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**Assessment Methodology**

- Focus Group with the Residents covering ~50 topic areas
- **Focus Group with the Mentors covering a somewhat different ~50 topic areas, with follow-up interviews**
- Meetings with Program Administrators

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**Assessment Findings Value to Organizations**

- The program was both important and valuable to both participants and to the institutions involved. The value was much broader than learning skillsets; it also included anthropological, cultural, educational, and organizational dimensions.

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### Assessment Findings

#### Impact of embedding new young Professional in their Organization

- One Supervisor talked about “a generational dimension to this—older professionals learning from younger; a generational impact.”
- Another mentioned that “we can learn from her, she can learn from us.”
- Another said that having a Resident embedded in the organization for so long became “like an anthropological study; holding up a mirror to our organization.”

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### Assessment Findings

#### Residency creating internal effect for Organization

- The prestige of being selected by LC and IMLS to host a Resident had an internal effect on a number of the institutions. The endorsement of being selected by these outside bodies in a competitive process raised the profile and priority of digital questions within the organization.

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### Assessment Findings

#### Positive effect of having Resident focused only on Digital Curation

- One said that this provided an “extremely valuable” function of raising the awareness of these kinds of issues within the institution as a whole (not solely one department or committee).
- Others discussed the value of having one person who could focus on these issues fulltime, without having to worry about other duties.
- Another felt that having the Resident made it easier to answer questions from management.
- Others discussed the value of having a fresh person coming from outside the organization to ask both naïve and probing questions, but who became close enough to the organization to transcend being an outsider.
- Still others mentioned that the Resident brought a knowledge base and skillset that was not previously present in the organization

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### Assessment Findings

#### Residents aided Silo-busting

- Because a number of the Residents had cross-departmental responsibilities, the Resident was able to cross departmental silos in ways that even a long-time employee given new cross-departmental responsibilities was not able to (because other departments continued to identify them with their prior departmental home).
- Residents were often seen as fresh faces with no alliance to the culture and perspectives of a particular department, and thus were able to seriously cross borders between previously isolated departments.
- In some cases their recommendations for inter-departmental sharing were taken more seriously than they would have been coming from veteran employees
- More than one Supervisor had initial fears that hosting a Resident would involve “baby-sitting”, but they were instead surprised that they ended up hosting “a well organized and formal person”.

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### Assessment Findings

#### Residents helped Supervisors learn about complexity of Digital Stewardship

- One Supervisor said that they now know that it involves a large learning process, with the need to balance challenge and expectations.
- Another said that the Resident helped them learn about the digital world and what types of platforms are out there; sometimes confirming what outside consultants had previously said, and in other cases defining the landscape in newer ways.
- Another said, “Before we can even think about the technology, we need to put in place workflows and communications.”

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### Assessment Findings

#### Longer-term value to Institution

- One Supervisor felt that hosting an NDSR event at their institution had both “strategic value as well as important programmatic value”. He said that it had significant impact on higher-level administrators that “will pay strategic dividends for us down the road”.

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### Assessment Findings

Did Residency experience meet expectations?

- The Supervisors were all in general pleased with the Residency, feeling that all their initial hopes and goals had been met. Their consensus was that the Residency delivered at least as much as it had promised at the outset.
- But they were unclear as to whether the Residency had met LC's goals.

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### Assessment Findings

Continuity of Resident's project

- In terms of sustaining the Residents' work, a number of the Sites did focus on handing over the Resident's findings and continuing work to regular staff, but not all were able to mainstream these into regular organizational activities. In some cases this was due to staffing issues (not enough staff, no staff with the proper training or background, a time gap between when the Resident left and when they would be able to hire for a new position), and in other cases it was due to poor planning.

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### Select Findings from NDSR Focus Group

- Raises digital preservation as instl priority
- Value in resident: focuses on DP fulltime
- Residents/mentors: different views of mentoring
- Cohort relationships critical to learning
- Residents' projects are key takeaway
- Residents' confidence in speaking skills grows
- Mentors: Unclear if NDSR met LC's goals
- LC needs to improve communication

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### Competency Assessment Survey Instrument & Focus Group results for DC NDSR

- <http://besser.tsoa.nyu.edu/howard/ndsr/compentency-survey-tool.pdf>
- <http://besser.tsoa.nyu.edu/howard/Talks>
- [http://www.digitalpreservation.gov/ndsr/documents/2014\\_NDSR-DC\\_Assessment\\_Report.pdf](http://www.digitalpreservation.gov/ndsr/documents/2014_NDSR-DC_Assessment_Report.pdf)

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