

# **NEW PROFESSIONALS PROGRAMME COHORT 2021-2022**



**New Professionals Programme**

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Programme Nouveaux Professionnels

## **ICA NEW PROFESSIONALS SURVEY 2022**

**FINAL REPORT  
May 2023**

## **EXECUTIVE SUMMARY**

The New Professionals Survey, conducted by the International Council on Archives' (ICA) New Professionals cohort 2022, is a tool to understand who the international community of Archives and Records Management New Professionals are, their education, career development needs and familiarity with professional associations. The New Professionals Survey was adapted from the 2016 ICA New Professionals Survey, questions were added, reviewed, and adapted as thought pertinent. Based on the data gathered, the 2022 New Professionals cohort makes five recommendations on: Mentorship, Engagement with Community, Volunteer Opportunities, Communications and Membership Requirement to apply to the ICA's New Professional Programme. The 2022 cohort believes that these recommendations would benefit not only the ICA and new and established professionals involved with the ICA, but the Archives and Records Management field as a whole.

Under the guidance of Nicola Laurent and Cécile Fabris.

### **Submitted by**

Gina CHACON VARGAS

Janny SJÅHOLM

Susannah TINDALL

Lerato TSHABALALA

Laura YTURBE MORI

Oscar ZAMORA FLORES

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## 1. Introduction

This report reveals the findings of the New Professionals Survey, which was conducted online from June 7th through July 15th 2022. The ICA defines New Professionals as any person with less than five years of paid working experience in the field. This survey builds on the previous survey created by the New Professionals Programme cohort from 2016 which aimed to understand the global body of New Professionals, something that had not been done before by the ICA.

The 2022 survey results were presented at the ICA conference in Rome, Italy in September 2022 in a panel where interested professionals and ICA leaders were able to ask questions and listen to the analysis and recommendations suggested.

The analysis of the data has been grouped into the main topics: Demographics, Education, Employment, Career and Professional Development Needs, and Familiarity and Expectations of Professional Associations. For the complete survey data, see Annex 2.

We, as the 2022 New Professionals Programme cohort, hope that this data and recommendations help the ICA in the further development of the New Professionals Programme and its impact on the Archival & Records Management field and beyond.

## 2. Objective

The world as we know it is ever changing, new technologies arise, procedures change, and the group of people the ICA considers New Professionals completely changes every five years, so we thought it pertinent to relaunch the survey. The objective of the survey was to discover who the contemporary New Professionals in Archives and Records Management are, specifically their:

- Demographics
- Education
- Employment
- Career and professional development needs
- Familiarity and expectations of professional associations

Through this data, we hope to understand the New Professionals - their backgrounds, their needs and how they can be better supported, and through this make recommendations on behalf of the global New Professionals body for the ICA to consider. A comparison paper of

the New Professionals Survey of 2016 and 2022 will be presented in the “New Professionals in Archives and Records Management” Special Issue of the ICA journal, *Comma*.

### 3. Methodology

Our method consisted of four different stages: survey preparation, administration, result validation and analysis.

#### 3.1. Survey Question Preparation

We decided to base our survey on the 2016 New Professionals Survey questions. We examined the questions, revised and modified some, and added questions where relevant. This proved time effective.

Through this process we received help and guidance from our ICA appointed mentors; Ted Cheng Yui-tat (China), Margaret Crockett (United Kingdom), Victor Kabata (Kenya/United Arab Emirates), Normand Charbonneau (Canada), Sergio Miranda de Lima (Brazil) and Rodrigo Sandoval Diaz (Chile).

The 2016 survey was translated into four languages, and had different numbers of questions: English (39 questions), French (49 questions); Spanish (49 questions) and Chinese (40). The preparation of the 2022 survey was based on the English version.

Below are the changes that were made to the 2016 Survey:

- Questions added:

Section	Question
Employment	8. In what type of organization do you work for? 9. What kind of employment do you have? 10. Do you have more than one job? 11. What is your job title? <sup>1</sup> 18. Are you satisfied with your current salary/compensation for your job?

<sup>1</sup> The English version of the 2016 survey does not include a question about job title, however the Spanish version includes one.

Familiarity and Expectations of Professional Associations	37. Do you interact with any of these archival or records management associations? 42. Are you aware that the ICA provides training and resources?
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- Questions Modified:

2016 Survey	2022 Survey	Reason:
2. Please select the region where you live	2. Please select the country where you live:	Identify countries besides regions.
5 Have you completed, or are studying towards, a qualification in archives/records management? Which type?	5. Are you currently studying towards a qualification in archives/records management? At what level?	Different wording to clarify the question
21. To what extent is the job of an archivist/records manager like you imagined prior to starting in the profession?	22. Does the profession meet your expectations?	Simplify the question for better understanding by survey participants
25. Do you feel you get enough support, from work/professional bodies, post-qualification to plan your professional development and training?	26. Do you get enough support, from work post-qualification to plan your professional development and training? 27. Do you get enough support, from professional bodies, post-qualification to plan your professional development and training?	Divided in two question to understand support from work and from professional bodies
26. Have you had access to training/education opportunities in archives/records management related areas	28. Do you have access to training/education opportunities in archives/records management related areas	Different wording to clarify the question

in your current job	in your current job?	
27. If yes. In what areas?	29. What sort of training/education opportunities do you have access to?	Different wording to clarify the question
39. Does your national professional body make you feel as though you are part of a global community?	43. Do you feel that you are part of an archival/records management global community?	Expand question scope

Our survey was composed of 43 questions. For the full list of survey questions, see Annex 1.

### 3.2. Survey Administration

The survey administration tool, LimeSurvey, was provided by the ICA, and with the help of the Secretariat, we were able to expedite the creation of the survey.

When the English version of the questionnaire was finalized, we proceeded to translate the survey into Chinese, French, and Spanish. The survey was translated into Spanish by the 2022 cohort, while the ICA helped with the translation into French. The Chinese translation was completed with the help of Ted Cheng Yui-tat and other volunteers.

The survey was officially launched on June 7<sup>th</sup> 2022 in an ICA webinar during International Archives Week. The survey was circulated on all ICA social media channels – Facebook, Twitter, Instagram, LinkedIn, it was shared on listservs, mentioned in webinars and direct emails were sent to professionals and organizations. We also distributed the survey to our personal networks.

The survey was online from June 7<sup>th</sup> 2022 until July 15<sup>th</sup> 2022. Due to the relatively short time the survey was open, we believe the response rate might have been lower than it could have been. The timeline also coincided with a typical vacation time in several areas, which likely impacted the response rate.

### 3.3 Results Validation

According to the information extracted from LimeSurvey, 348 responses were received. However, after review, only 180 valid responses were considered. This was largely due to the fact that a survey response was recorded as soon as a single question was answered, rather than upon conclusion and submission. Since many people started and did not finish the survey, these incomplete responses have been excluded from the analysis.

We received a total of 180 valid responses, 113 in English, 56 in Spanish, 10 in French and 1 response in Chinese.

## 4. Results Analysis

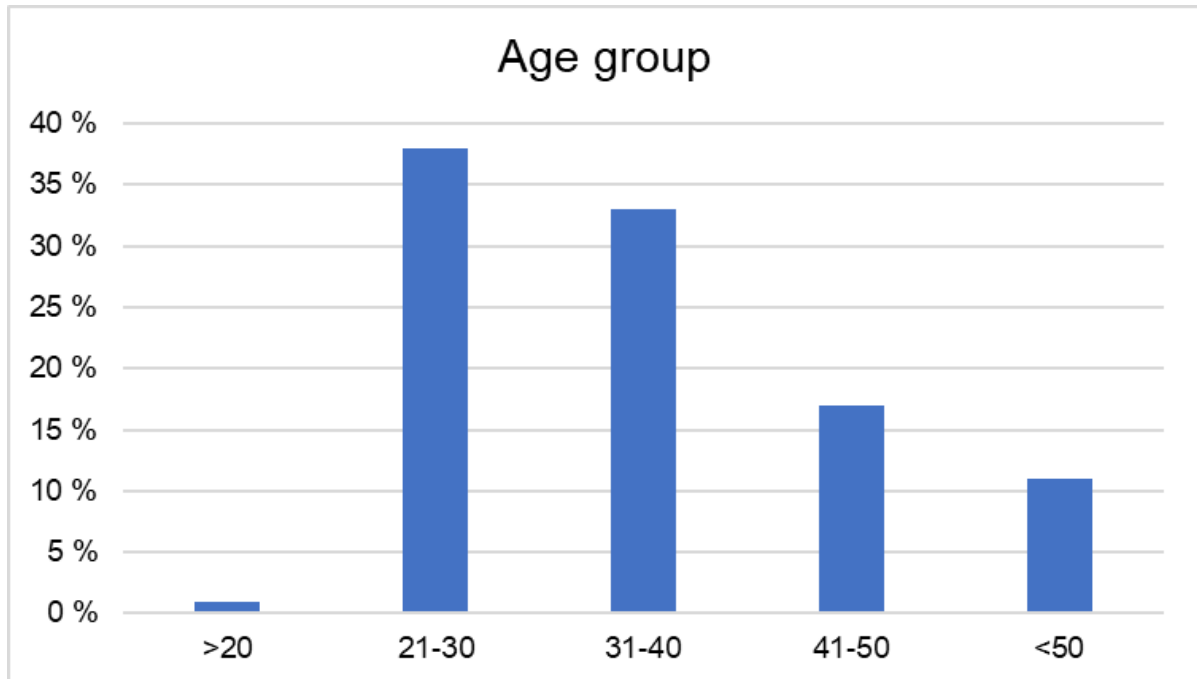
Following is the analysis of the responses gathered through the survey. Analysis of the data has been grouped into the main topics: Demographics, Education, Employment, Career and Professional Development Needs, and Familiarity and Expectations of Professional Associations.

### 4.1. Demographics

One of the main questions we were interested in answering as part of this survey was "Who are the New Professionals in Archives and Records Management?" This question ties into many different themes, such as education and employment as well as career and development. We have taken a look at all of these themes in our analysis, however, we started by looking at the demographics of the respondents.

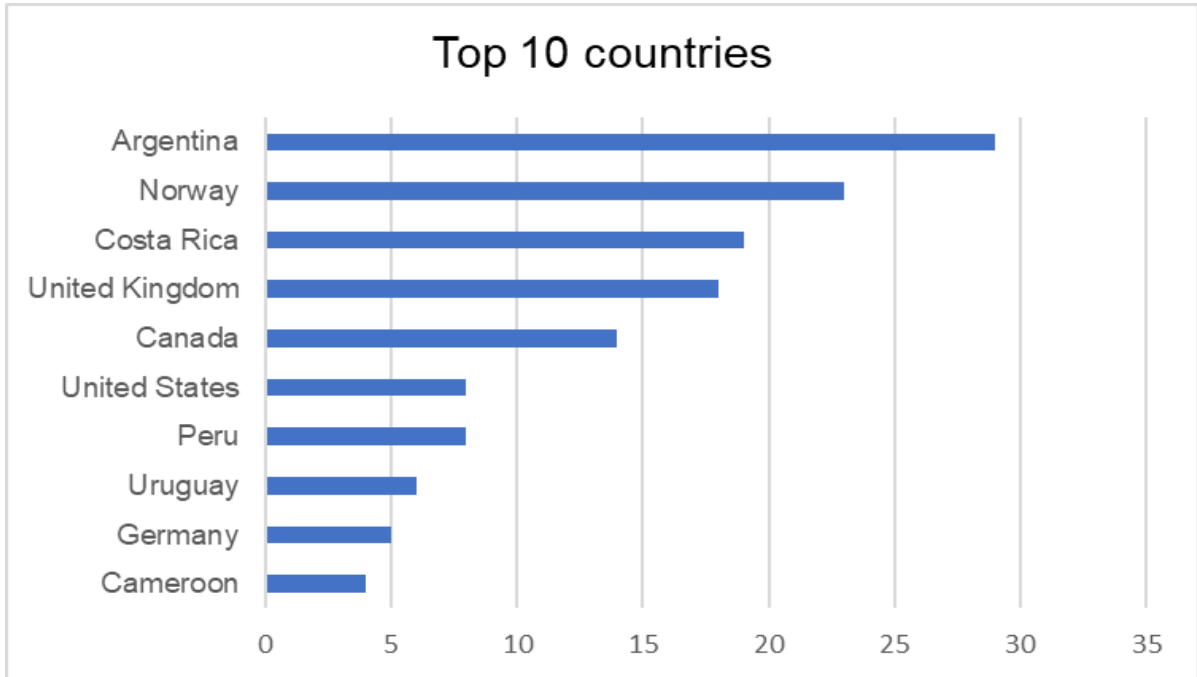


## Age group



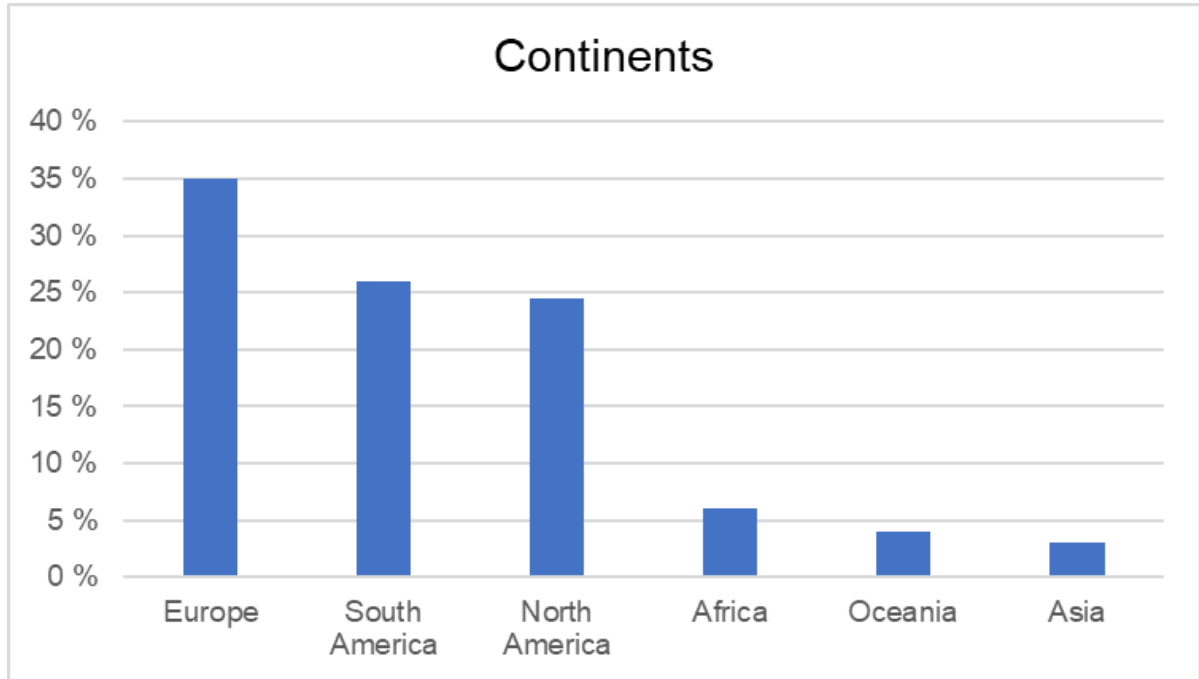
- The majority of the respondents, 71%, were between 21 and 40 years old. Given that the typical student completes their degree in their 20s and then is in the early stages of their professional career, this is unsurprising.
- Many of the respondents were New Professionals from the age of 40 and up, making up 27% of the respondents. It would seem that a lot of people have changed career paths and found the Archives and Records Management field later in life. It is also possible that some of the respondents misunderstood the purpose of the survey and didn't realize that it was only for New Professionals, as we never explicitly asked them, "Are you a New Professional?"

## Countries



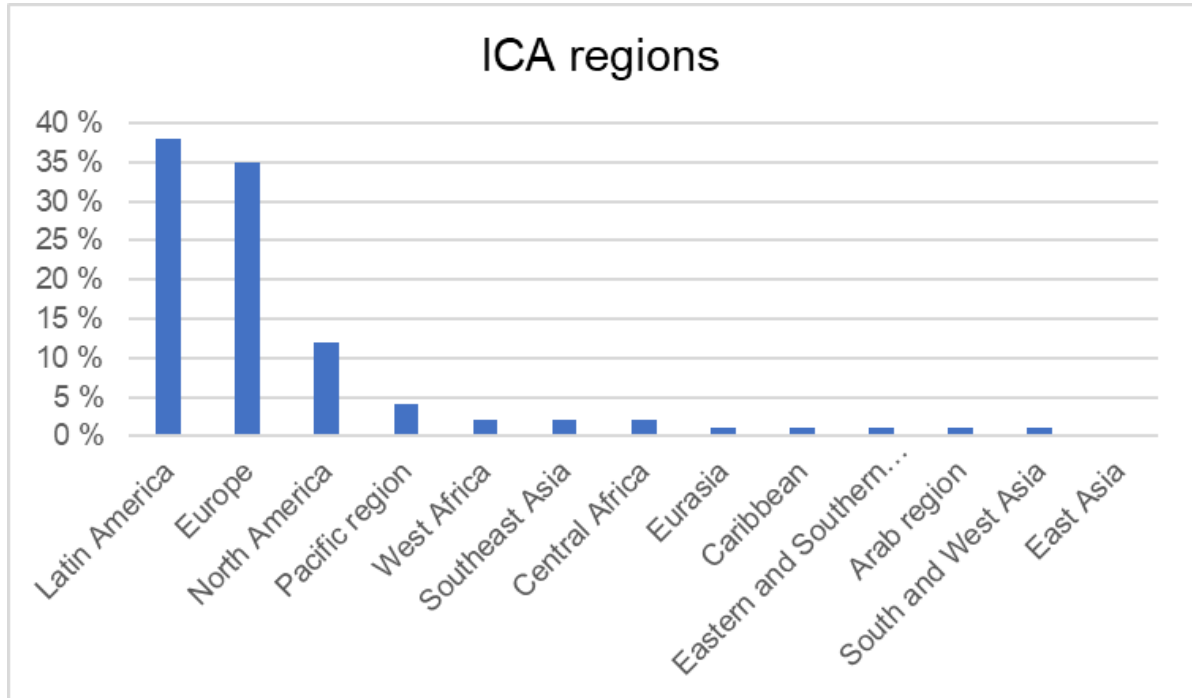
- We received answers from New Professionals from a wide variety of countries, 42 in total. In several countries, there was only one respondent. Sweden, Chile and South Africa are some examples. In other countries, we saw far more respondents from the same country. Argentina, Norway and Costa Rica were the top three countries with the most respondents.
- It is worth pointing out that countries with high response rates correspond to the home countries of us within the 2022 cohort.
- We had hoped that some countries where we know there are a lot of ICA members would have had more respondents, such as Australia and the United States. We know there are plenty of New Professionals in these places, so it is unfortunate that we were not able to reach them.

## Continents



- When respondents were analyzed by continent, Europe, South America and North America were relatively even and saw a strong response to the survey, while Africa, Asia and Oceania had considerably fewer respondents.
- This could be evidence of areas where outreach activities might be focused to ensure New Professionals from Africa, Oceania and Asia are captured in any future surveys and their needs can be better understood.

## ICA regions

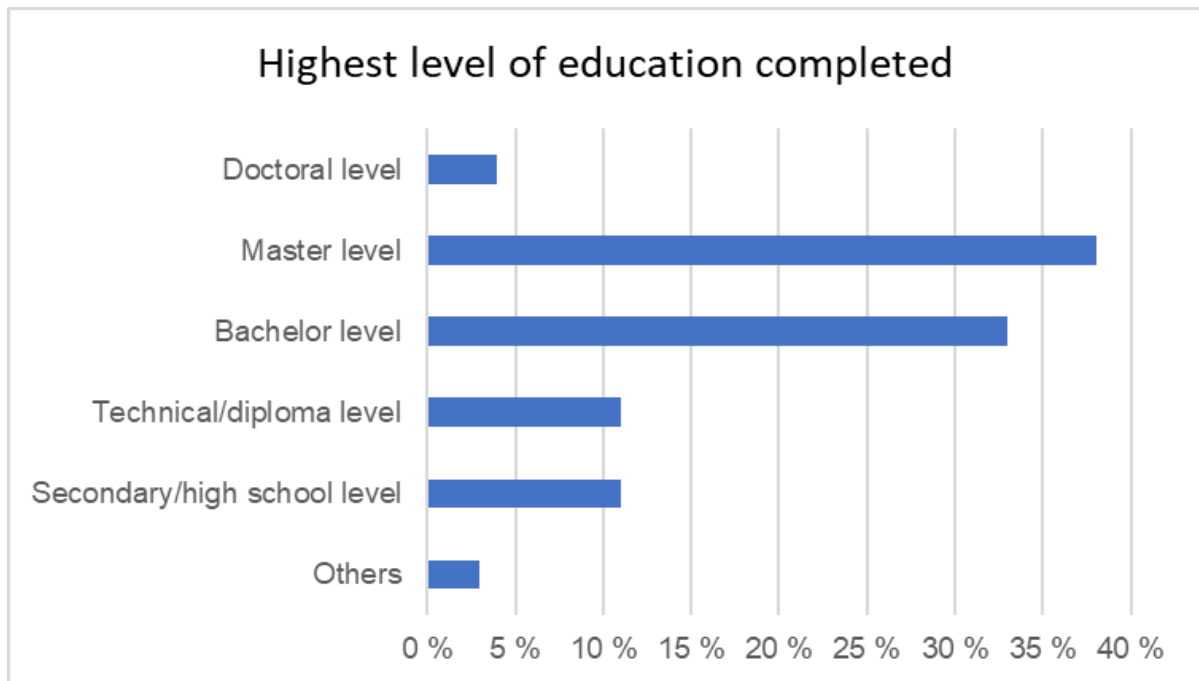


- When respondents were analyzed by ICA regions, the difference became even more noticeable. Respondents from Latin America were the most represented at 37%. Europe second with 35%, and North America third with 12%.
- East Asia, Eurasia, the Caribbean, the Arab region, Eastern and Southern Africa, and South and West Asia all had below 2% of the respondents each. We had zero respondents from East Asia, the only region without any responses. We had hoped for more respondents from these regions, as input from New Professionals in all areas is necessary to create an accurate picture of who New Professionals are, what they do and how we can better support them.
- Some reasons for the low number of respondents in certain countries and regions may include that the best forms of communication to reach New Professionals in these regions were not identified prior to the survey distribution. The survey period, June to July, coincided with summer vacation in many areas, and the deadline to complete the survey was perhaps too short. There is also the possibility that the digital divide may have impacted some regions more than others. The survey was distributed in English, Spanish, French and Chinese, but we believe that language barriers could also play a role in why we were not able to reach certain countries and regions.

## 4.2. Education

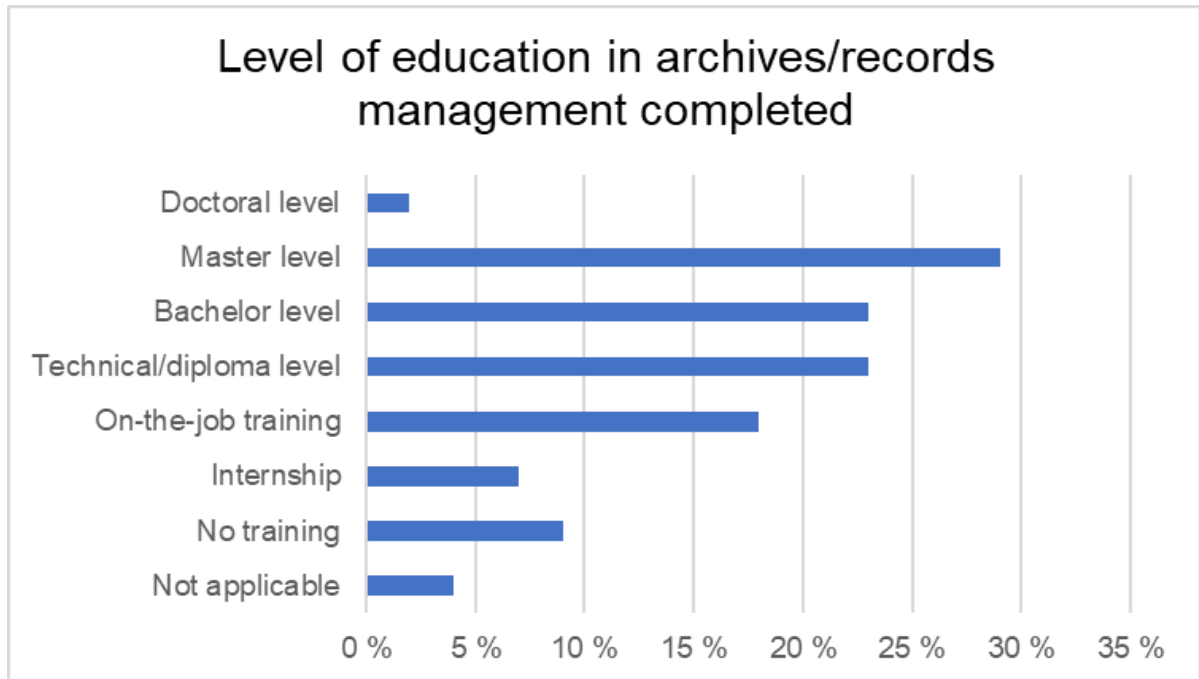
Another essential facet of uncovering who the New Professionals are and what they do relates to education. We were interested in finding out how many New Professionals are students, what type of students they are - part-time or full-time, and how many New Professionals combine studies with work. We were also interested in their level of education and academic background.

### Highest level of education completed



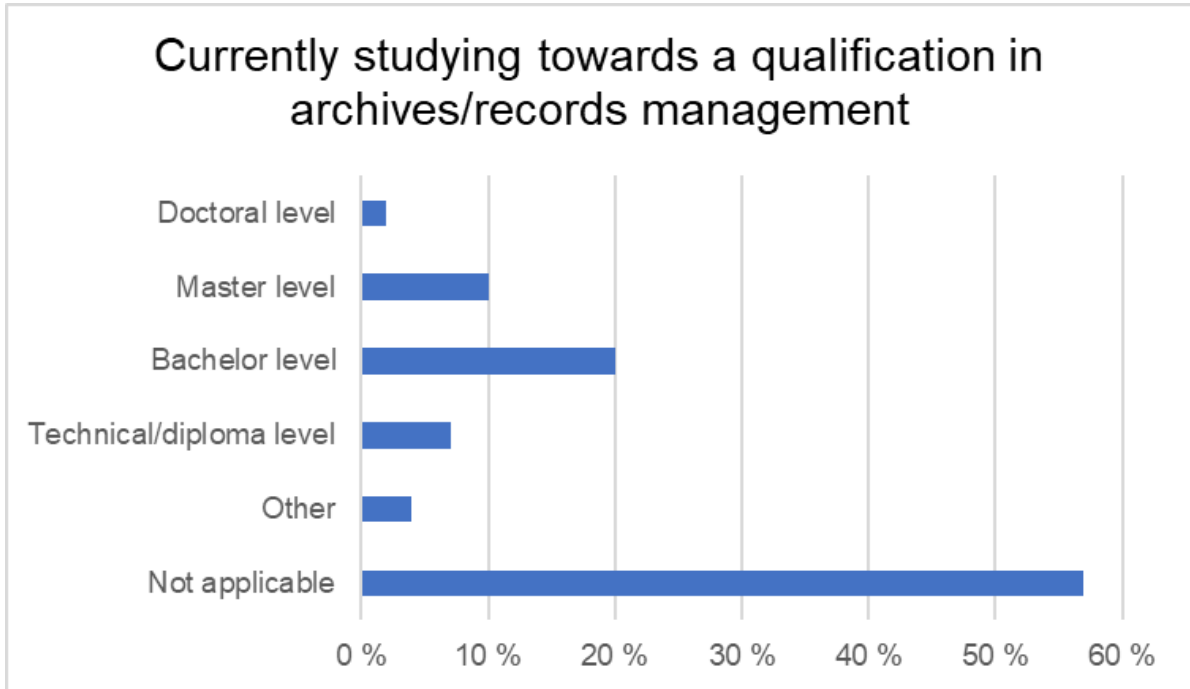
- The majority of our respondents, 76%, had completed a degree in higher education, meaning either a bachelor, master or doctoral degree. 11% had completed a high school degree as their highest level, while 11% had completed a technical or diploma level education. Due to this data, we conclude that many New Professionals in our field are highly educated.

### Level of education in Archives/Records Management completed



- The majority of our respondents had received some training in Archives and Records Management, whether it was on-the-job training or in the form of higher education.
- 54% of the respondents had completed a bachelor's degree or higher in Archives and/or Records Management.
- Due to 76% of the respondents having completed an academic degree, and knowing 54% of them hold an Archives and/or Records Management degree, we can conclude that 22% of the respondents with educational degrees do not hold completed degrees in Archives and/or Records Management.

### Currently studying towards a qualification in Archives/Records Management

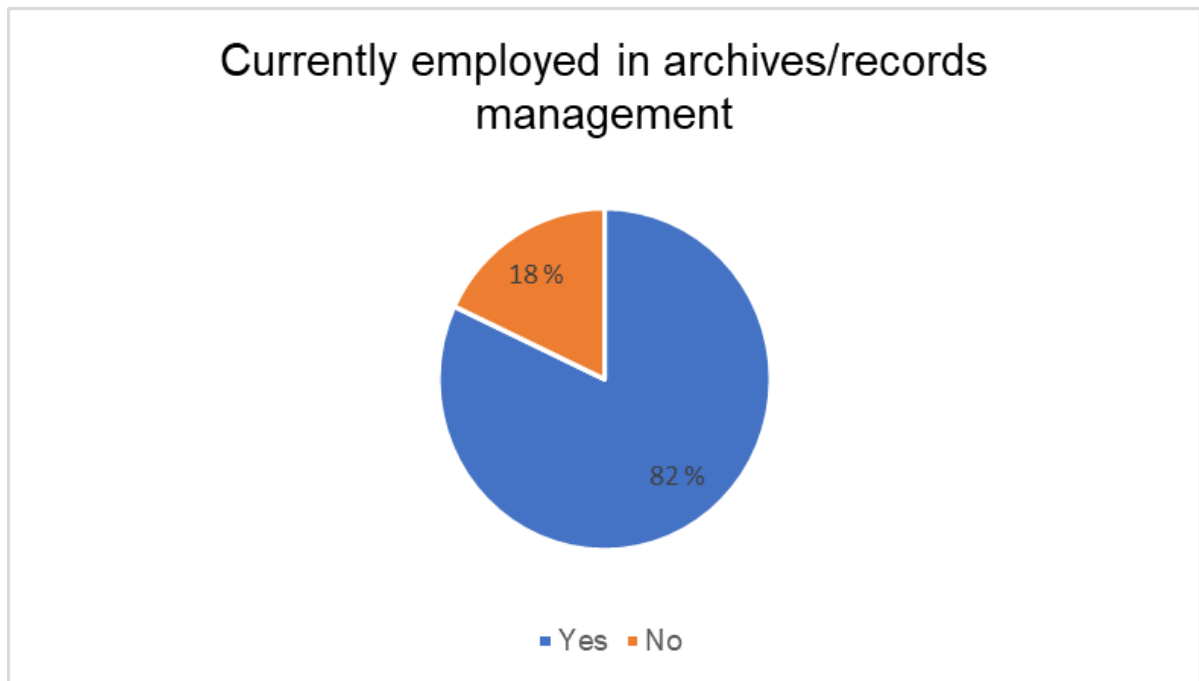


- The respondents' level of education should also be examined in light of how many respondents were currently studying. We found that 39% of the respondents were currently studying towards a qualification in Archives and/or Records Management. 20% were studying towards a bachelor degree, making this the most popular qualification.
- What we can conclude is that New Professionals, in general, have completed, or are completing, some sort of academic degree, though not necessarily in Archives/Records Management. Quite a high number of New Professionals were also studying towards a degree.

### 4.3. Employment

For this section, characteristics of the employment status and current position of the respondents, important factors to get a job, job satisfaction, and daily functions were taken into consideration.

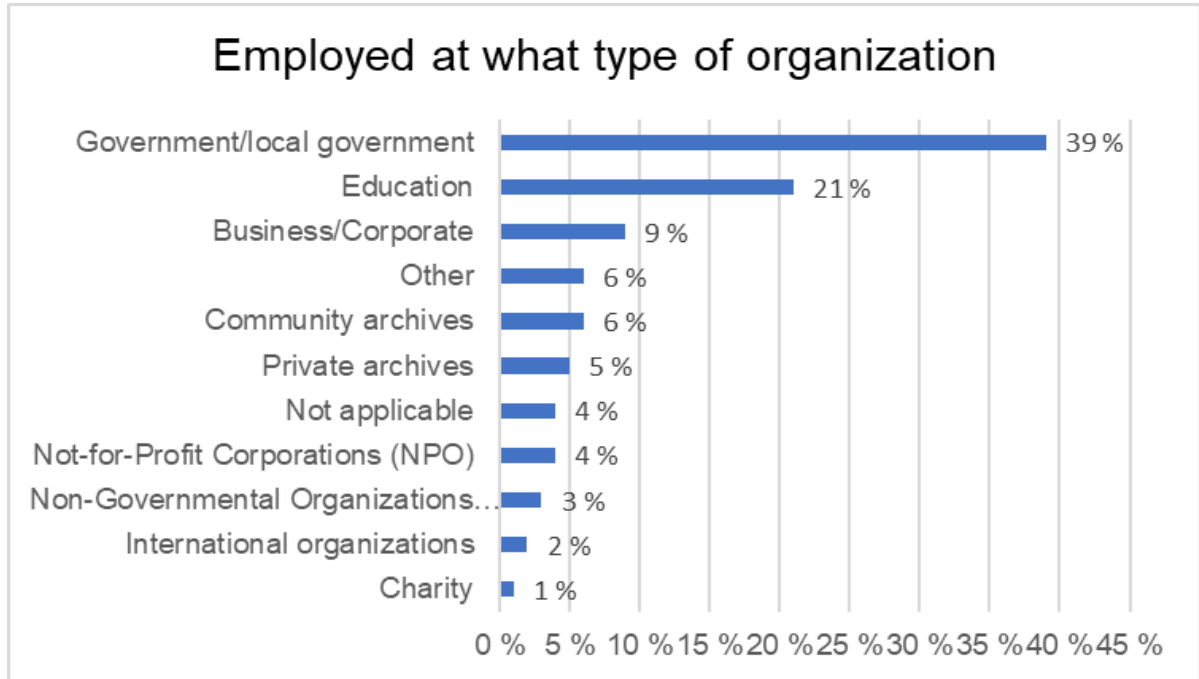
#### Currently employed in Archives/Records Management



- 81% of the respondents were employed in the Archives and Records Management sector.
- Given that 39% of the respondents were studying towards a degree in Archives and Records Management, it is likely that some of the respondents were full-time students. It also means that many New Professionals in our field likely combine full time work and study.

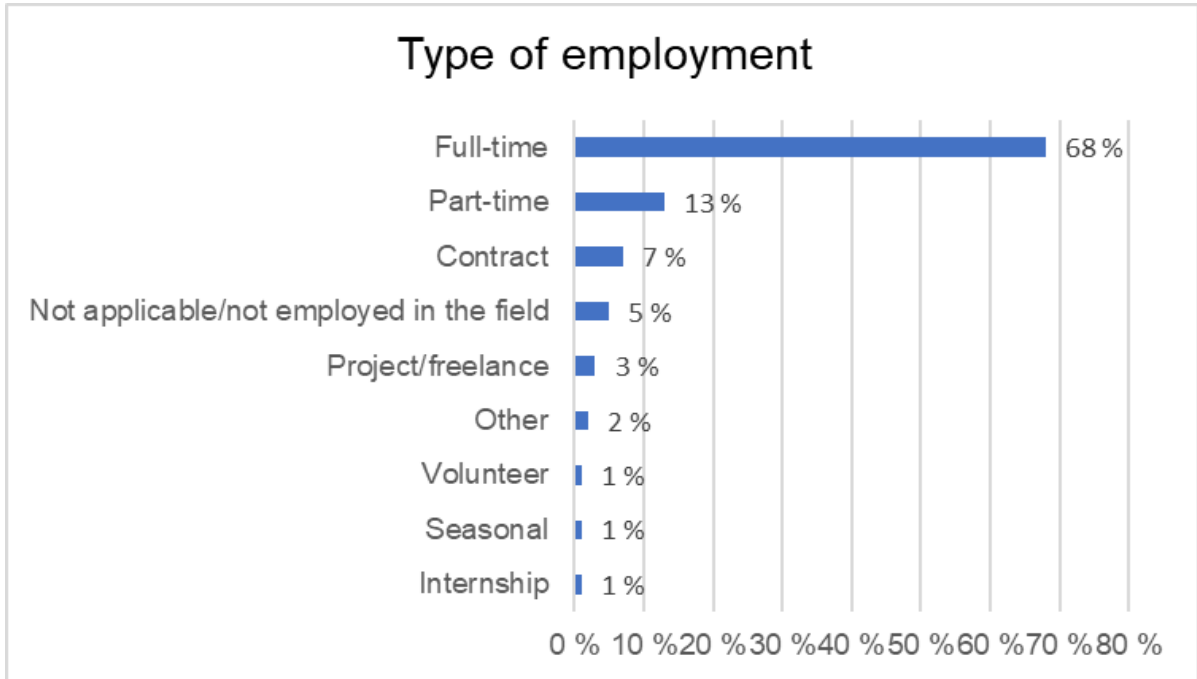


## Type of organization



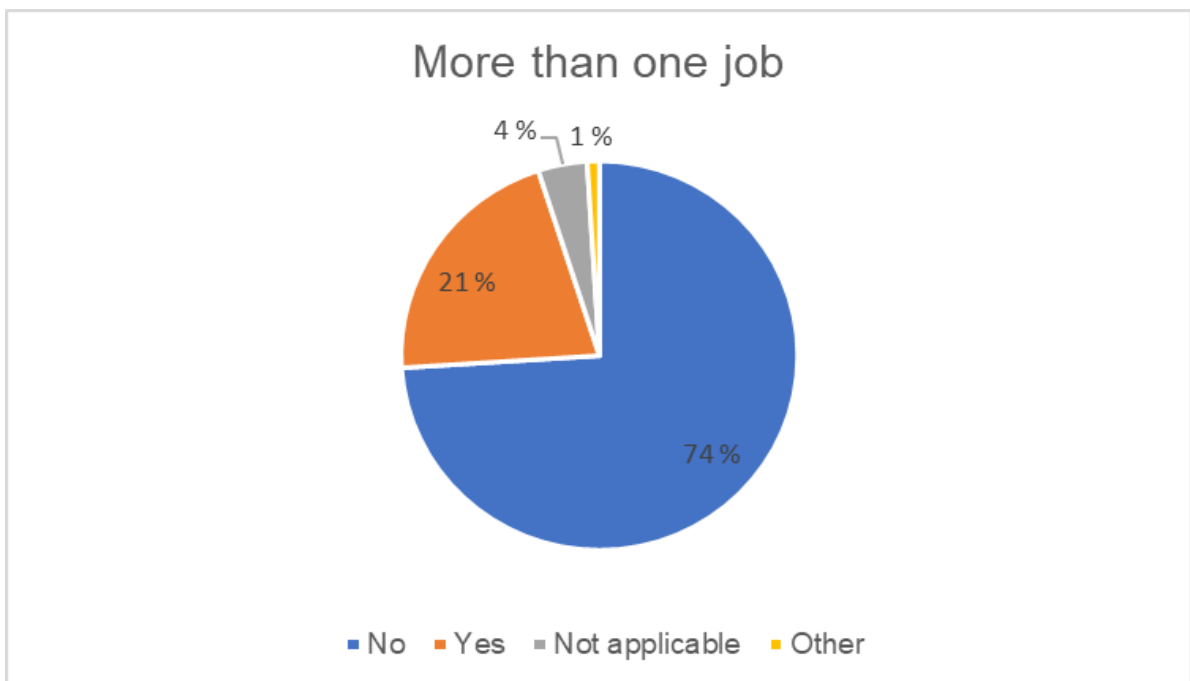
- At 39%, government and local government were the most common type of organizations among New Professionals in Archives and Records Management to work at, with education organizations second at 22% and business and corporate come in third at 9%. We believe this is likely the case because government and educational organizations tend to have more positions available due to funding, unlike charity organizations and international organizations.

## Type of employment



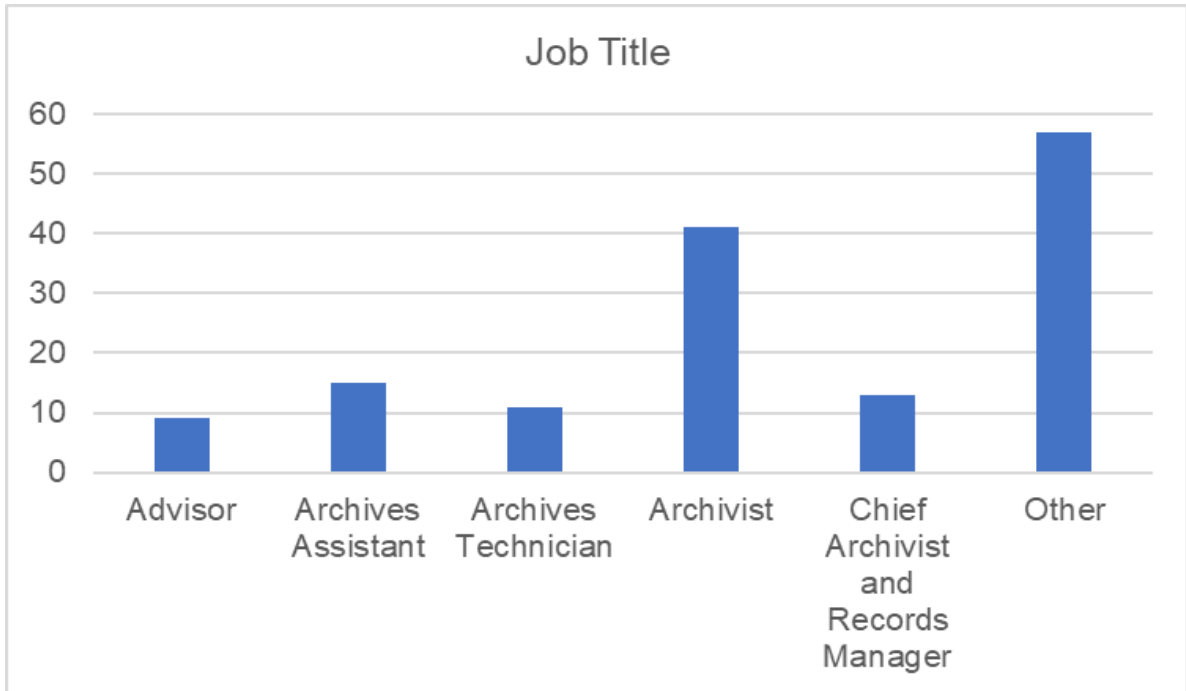
- The majority of the respondents worked full-time at 68%. 13% worked part-time and 7% were on contracts. A small number worked on projects and as freelancers.

## More than one job



- A relatively high number of the respondents, 21%, had more than one job. Unfortunately, we do not know what it is they do, whether it is a second job within Archives and Records Management or an entirely separate profession, as we did not add a comment box to this.

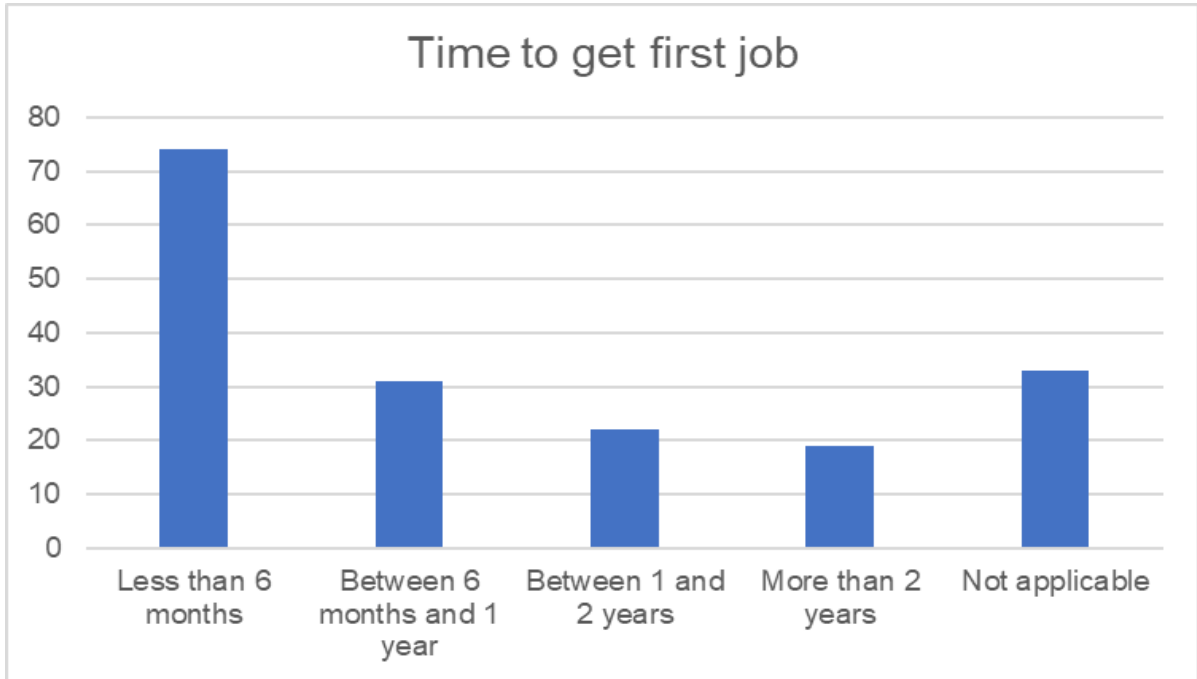
### Job title



- 23% of the respondents had the job title Archivist. 7%, a good percentage, of the respondents are working as Chief Archivist and Records Manager. The percentage of New Professionals occupying Chief Archivist and Records Management positions is surprising; it could be because different titles are used differently throughout parts of the world or that the people who filled out the survey weren't really New Professionals, and unfortunately we cannot tell.
- The highest percentage of job titles added was in the category "Other" (32%). This included: Librarian, Documentation Inspector, Data Governance Manager, Digital Assets Management Analyst, Director of Collections, Data Steward, Digitisation Operative, Information Management Officer, Digital Information and Records Management Support, Media Researcher, Collection Specialist, Digital Collections Specialist, and Researcher, Data Management and Systems Archivist, Policy and Research Consultant, and Digital Preservation Officer. A high number of responses to the category were job titles related to digital environments.

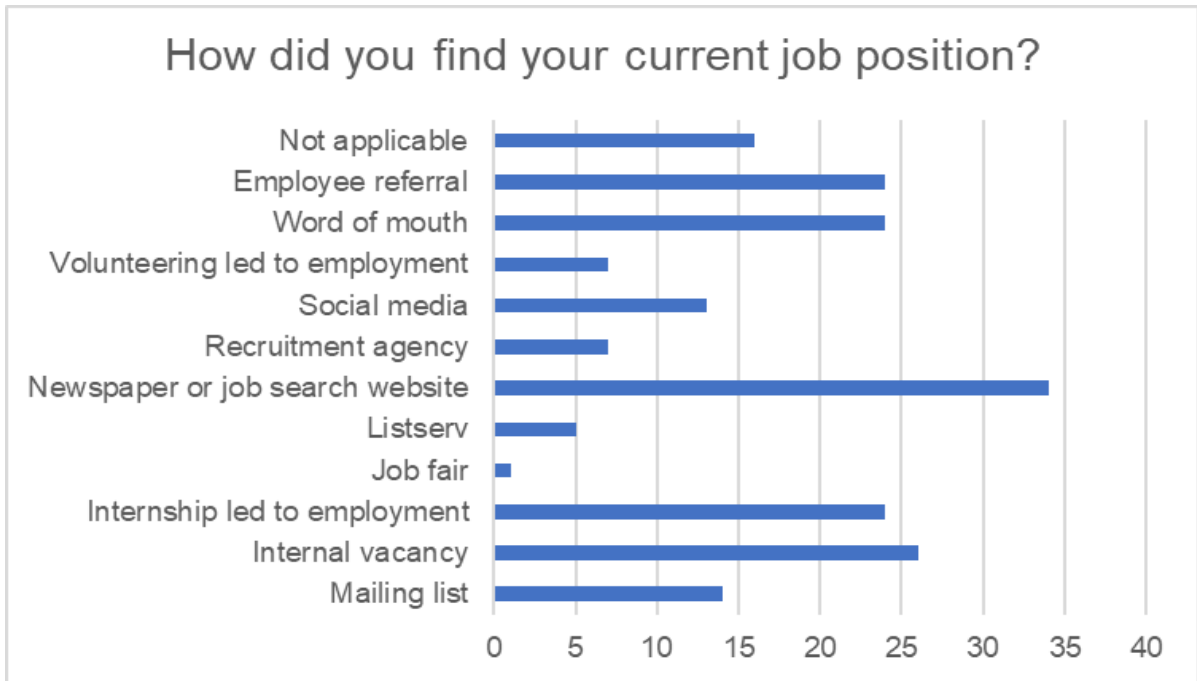
- Our field is large and there are many positions for which we are qualified. The results of the survey show a great diversity of titles and positions.

### Length of time from graduation to first employment



- 58% of the respondents were employed in their first job within a year, and 41% of them in less than 6 months. Most of the responses evidenced a short time to get the first job.
- On the other hand, 19% of the respondents took more than two years to find employment. So the experiences of New Professionals gaining their first employment within the profession can vary greatly.

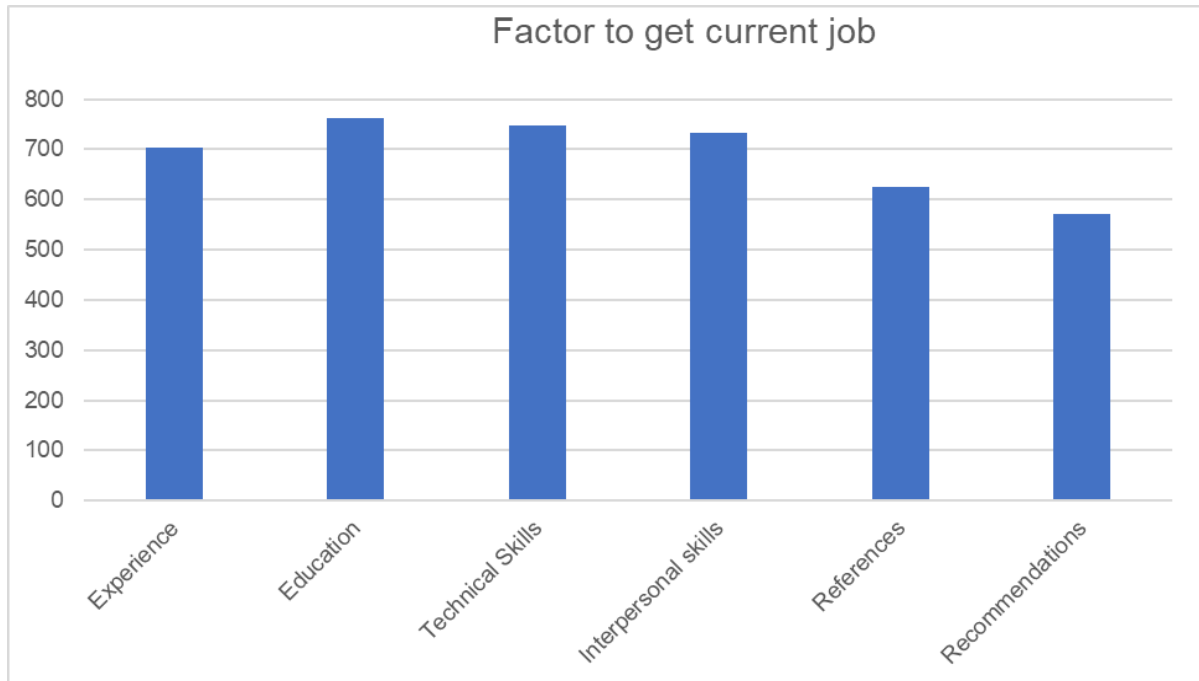
## Channels used to find employment



- The highest percentage of the respondents, 19%, found their jobs through newspapers or job search websites. The second highest percentage was through “Internal vacancy”, at 14%, while “Internship led to employment”, “word of mouth” and “employee referral” were equally utilized channels.
- This shows that most of the New Professionals found their positions through channels/means related with networks, which evidence the value of New Professionals networks and the role professional associations can play in helping New Professionals create networks to find employment.

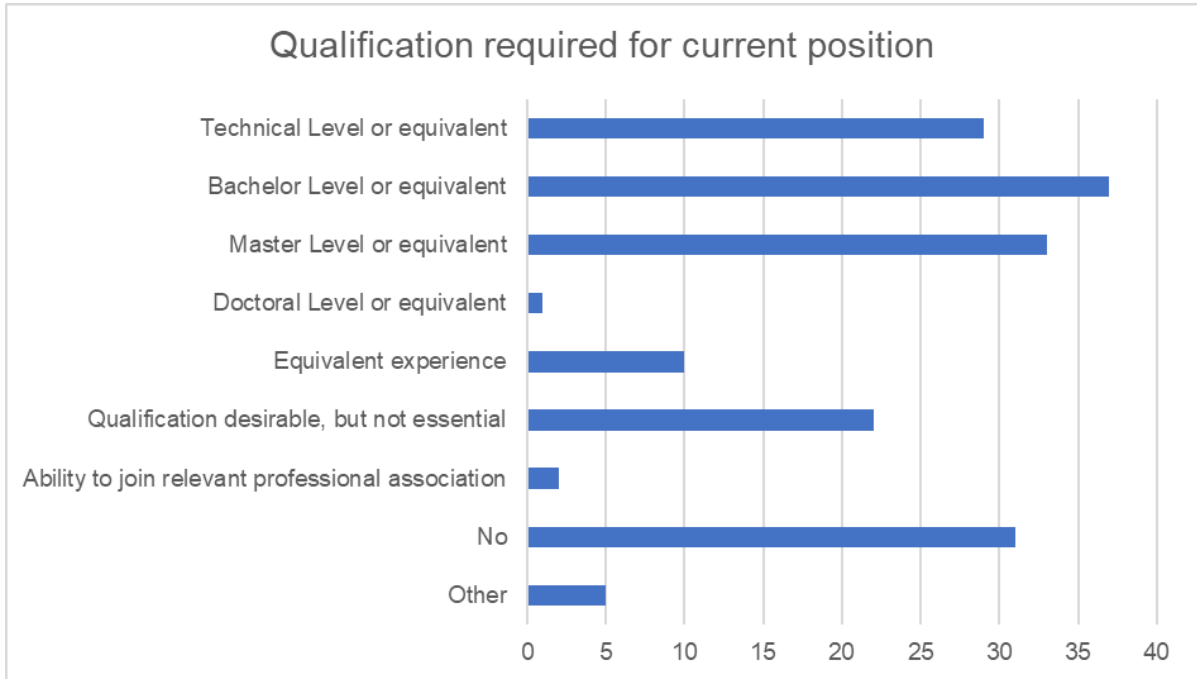
## Critical factors to gaining employment

Respondents were asked to rank the importance of six factors: Experience, Education, Technical Skills, Interpersonal Skills, References, and Recommendations in getting their current job using the scale: Not at all important, not very important, Undecided, somewhat important, very important. Not Applicable. For the analysis a score was given based on the scale to help determine what New Professionals identified as the most important factors in getting a job and the total of the score is represented in the graph below as the sum.



- We found overall New Professionals rated the factors from the most important to least important factors as:
  1. Education
  2. Technical Skills
  3. Interpersonal Skills
  4. Experience
  5. References
  6. Recommendations
  
- There were significant differences between the answers according to the regions. For example, for Latin America, Eurasia, North America, and West Africa the most important factor was Education, while for Europe, Central Africa, and the Pacific Region it was Interpersonal Skills.

## Qualifications for employment



- Most of the responses showed that New Professionals need formal education qualifications as a requirement for their current positions. 22% of New Professionals indicated that a bachelor level or equivalent was required, 19% for a master level or equivalent, and 17% required a technical level or equivalent.
- For 13% of the New Professionals, a qualification was desirable but not essential and 6% required equivalent experience rather than a formal qualification.
- 18% of respondents indicated that for their current position they were not required to have an Archives or Records Management qualification.

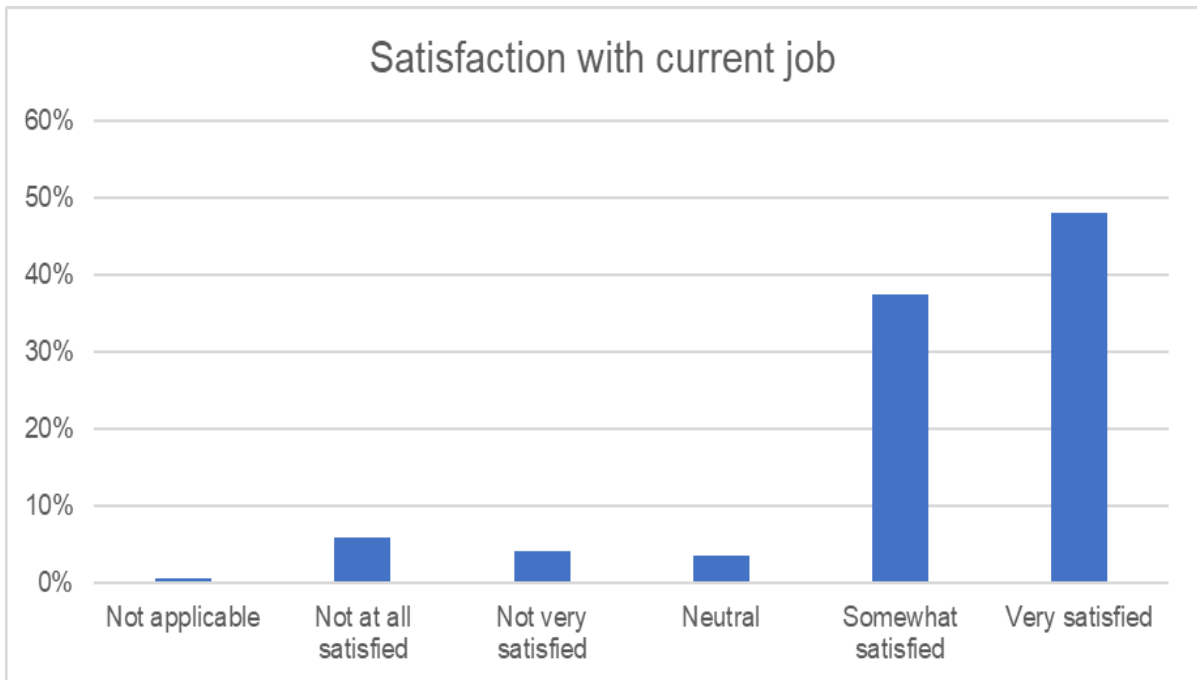
## Day-to-day functions

In the survey, the respondents were presented with a list of functions; they had to select the ones they perform in their day-to-day lives.

- The most selected job functions were:
  - Arrangement/records classification
  - Description
  - Records Management
  - Appraisal/selection of records

- Digitization
- Responding to enquiries from users through email, telephone, and in-person
- The least selected job functions were:
  - Acquisition
  - Photographic records
  - Audiovisual records
  - Records Discovery
  - Disaster recovery planning
  - Rights management
- It can be concluded that even when New Professionals have different job titles, they continue to perform similar functions on a day-to-day basis.

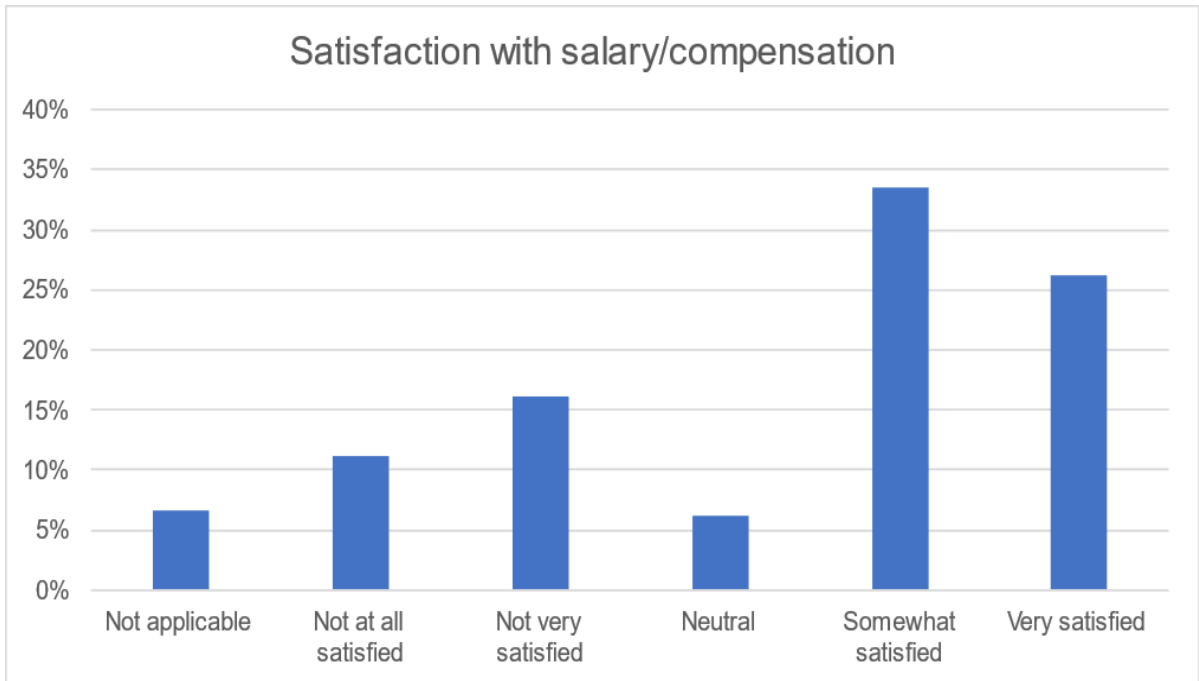
### Job satisfaction



- The graph above shows the responses from the New Professionals indicating the majority are satisfied with their current jobs and only a low percent are not satisfied.

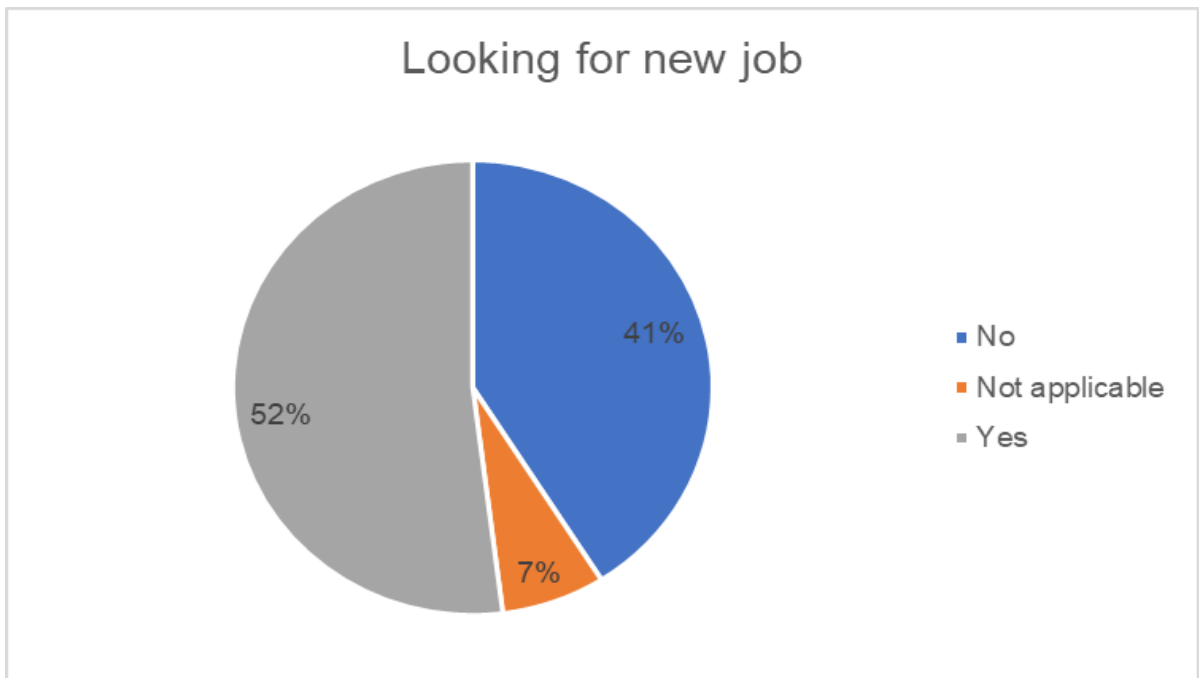


**Salary satisfaction**



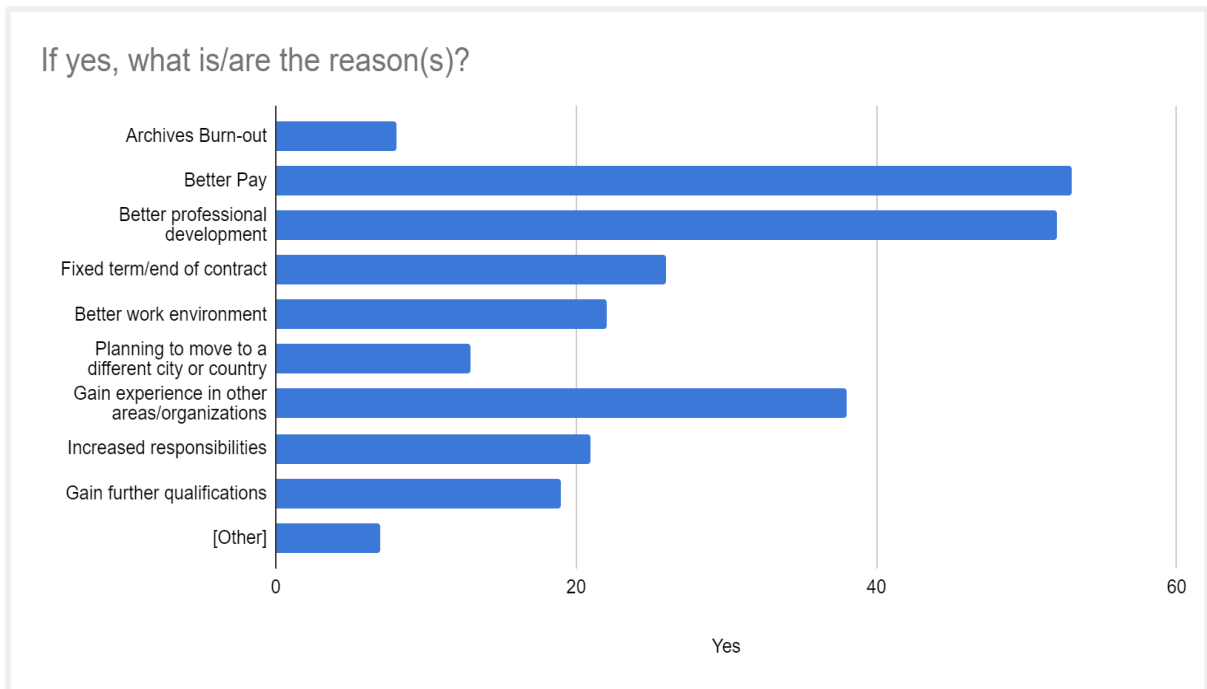
- New Professionals were also mostly satisfied with their salary, with more than half of the answers leaning towards satisfaction, although the satisfaction with their pay is lower than the data shown for their overall current job satisfaction.

**Actively searching or planning to leave current employment**



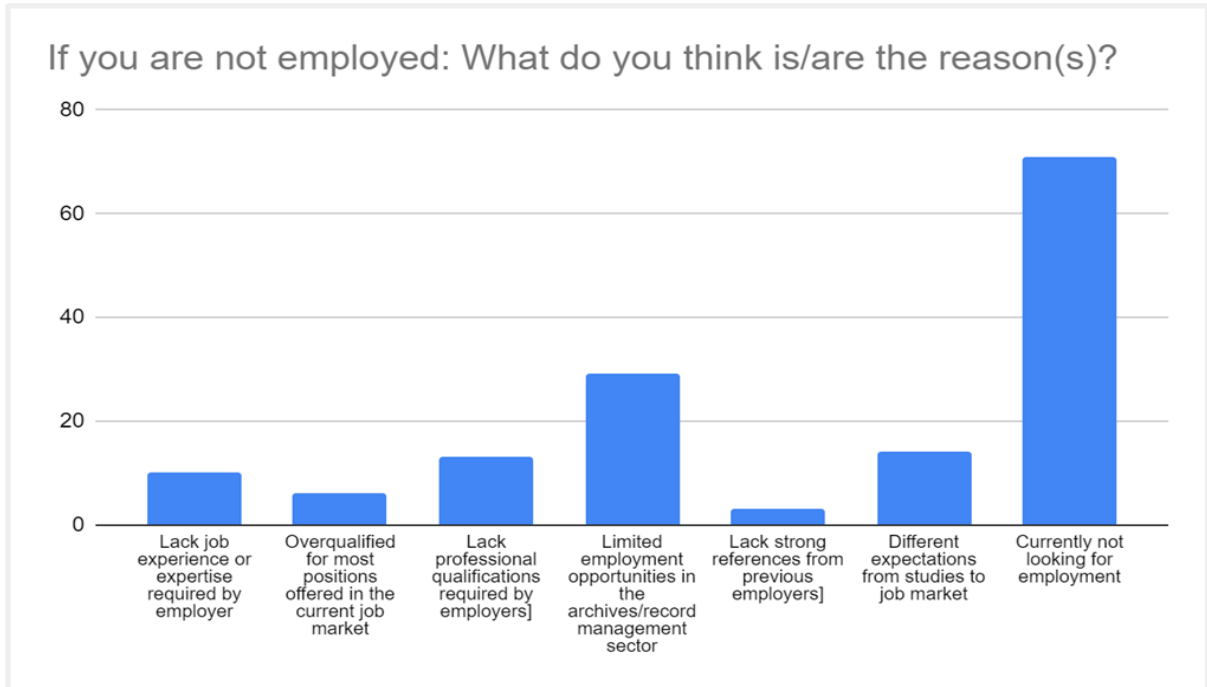
- Despite high levels of satisfaction, many New Professionals were looking for another job or planning to leave their current job with 52% of respondents actively searching or intending to leave their job.

To gain a clearer understanding of the reasons why satisfied New Professionals would leave their job, a follow-up question was included: if yes, what is/are the reason(s)?



- The reasons vary as to why the New Professionals were actively looking for a new job or planning to leave their job. However, the graph shows that most respondents provided the reason for leaving their current employer as looking for better payment or professional development opportunities. This was followed by respondents' desire to gain experience in other areas/organizations, and 25 respondents were on fixed-term contracts so may need to look for other work.

## Reason(s) for unemployment



- As mentioned a low percentage of the respondents were not employed in the profession. Limited employment opportunities in the Archives and Records Management sector was the number one reason as to why the respondents were unemployed.
- Other factors for unemployment were not having enough years of experience and having different expectations from their education compared to the actual job market.
- A respondent pointed out that educational institutions could do a better job at preparing students for their career by communicating employment opportunities.

*“La casa de estudio no brinda los espacios que nos represente a los archiveros, falta de compromiso con los graduados. Actualmente con título de archivera, busco lo primero que me salga este relacionado o no a la documentación”*

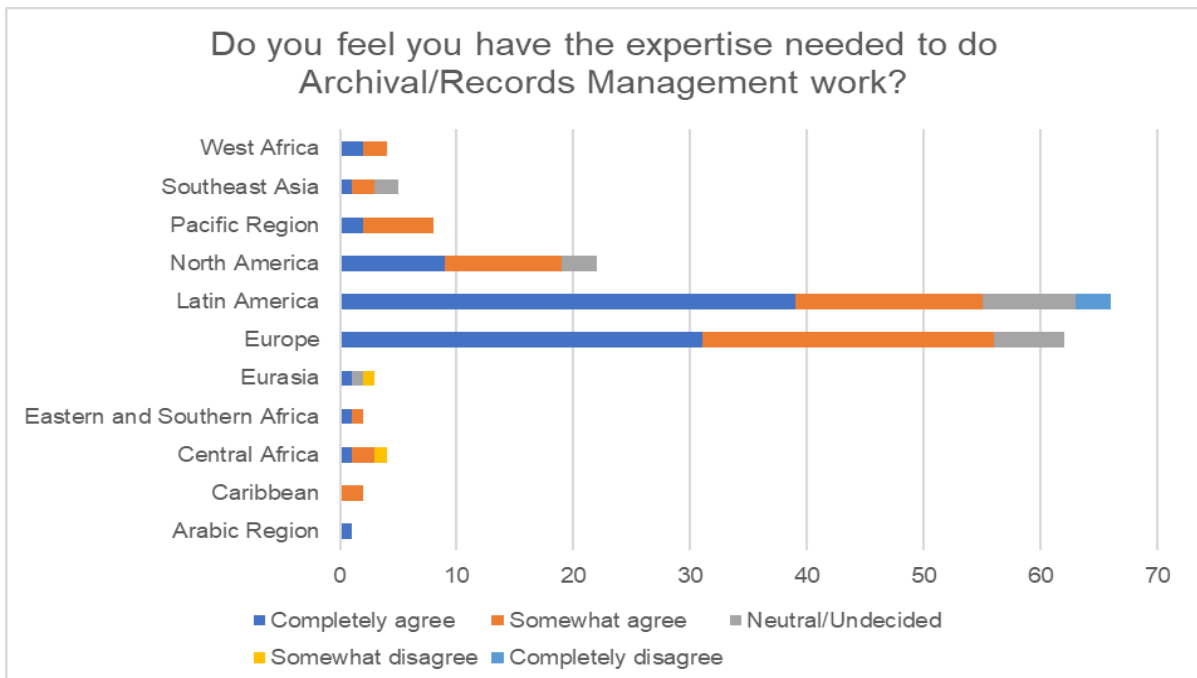
Translation: *“The house of study does not provide the spaces that represent us as archivists, lack of commitment to graduates. Currently with the archivist degree, I am looking for the first thing that comes out related or not to records management”*

### Employment expectations



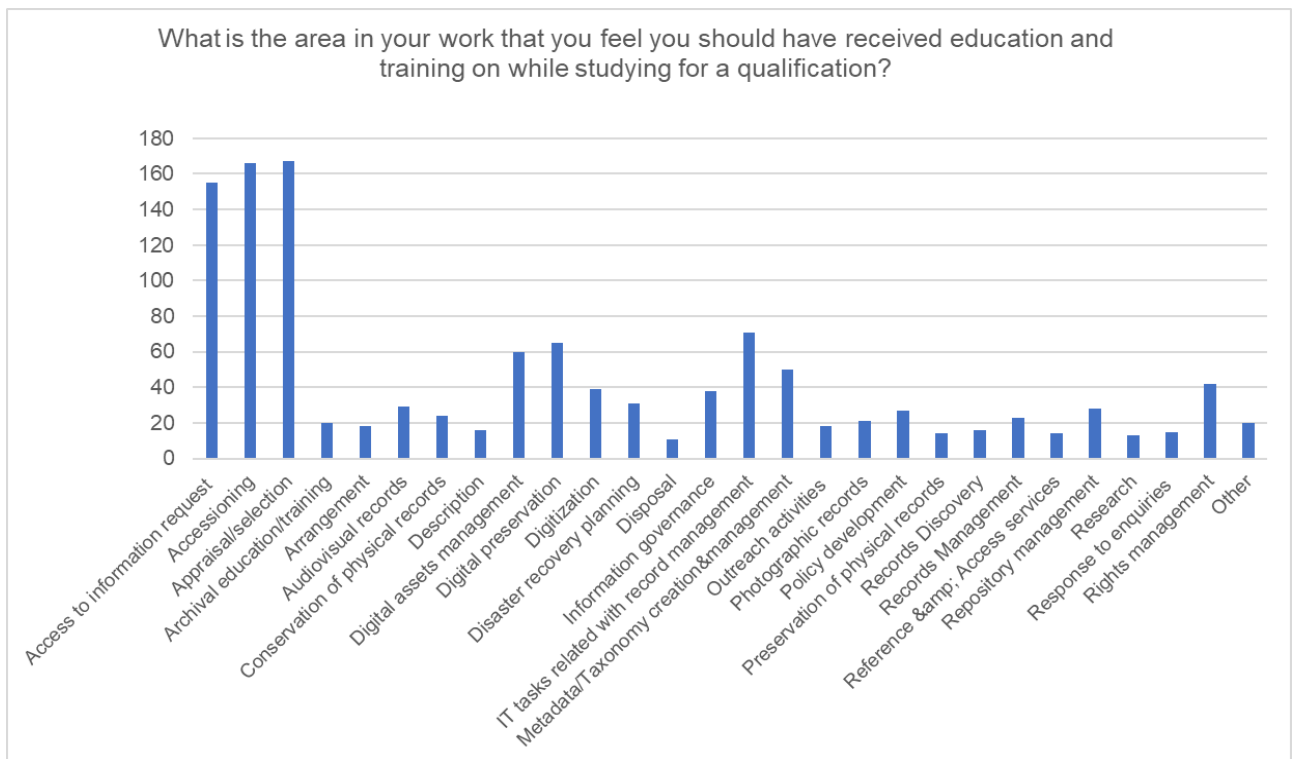
- The vast majority of the respondents replied that the profession somewhat or very much met their expectations. We found this to be a very positive finding, indicating that educational institutions generally do a good job of presenting and preparing students for the workforce.

### Needed expertise



- A high percentage of New Professionals had confidence that they have the expertise needed to complete archival/records management tasks if given an opportunity.
- In total 49% of the respondents completely agreed, 36% somewhat agreed, 11% were neutral/undecided while only 1% somewhat disagreed and 3% completely disagreed.
- New Professionals from the following three regions were proportionally more confident: Latin America, Europe and North America. Though the higher number of respondents from these regions also made it easier to analyze for trends.
- While it is positive to see most people agreeing they felt prepared for the profession, these responses indicated that there is more work to be done for the empowerment and development of New Professionals in the Archives and Records Management profession.

## Education and Training

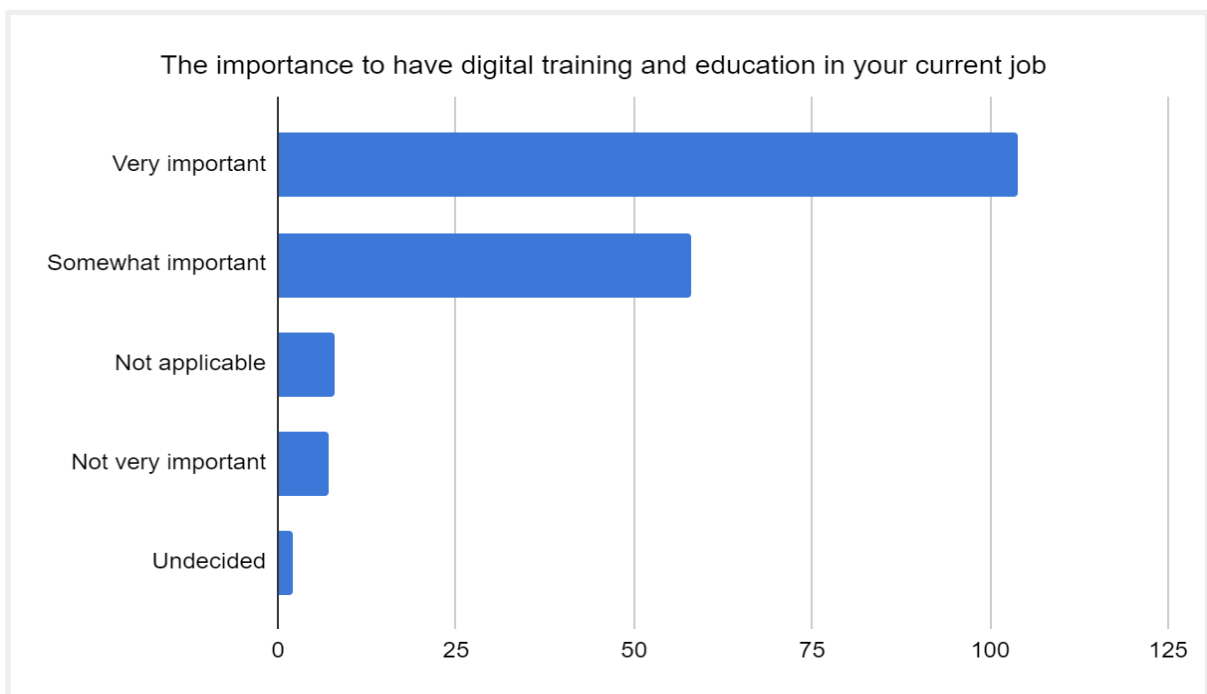


- A high number of New Professionals indicated the top six areas of work they feel they should have received education and training on while studying for their qualification were:

### 1. Appraisal/Selection of Records

2. Accessioning
3. Access to Information Request
4. IT Task Related to Record Management
5. Digital Preservation
6. Digital Assets Management.

- The first three options are core and daily functions in an archivist role. It may be difficult to acquire these skills while studying, as they are better learnt as on-the-job training. This can also be influenced by the uniqueness of individual archival institutions and their collections.

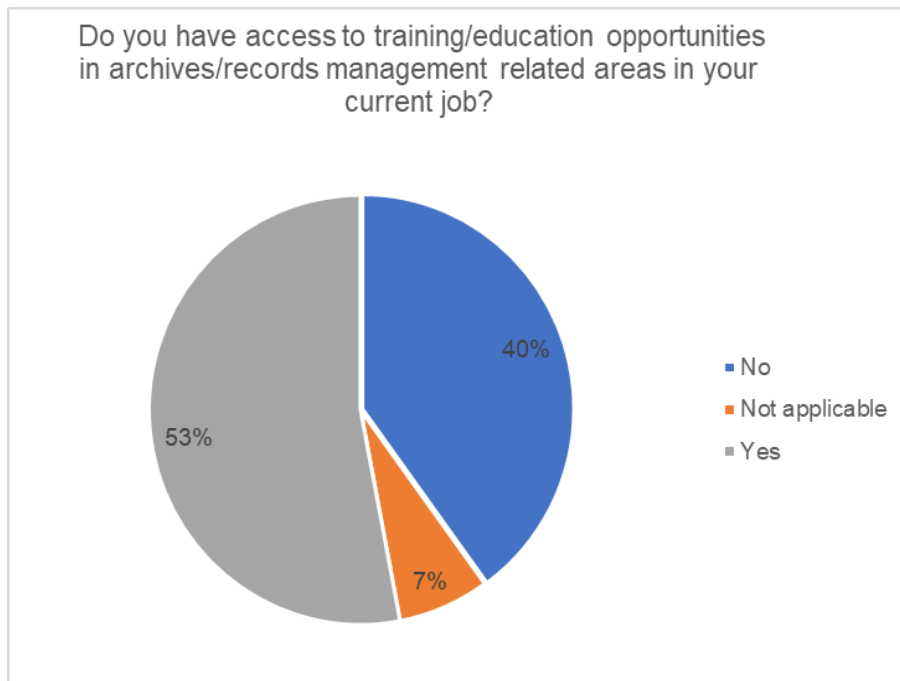


- Digital training and education was, overall, considered very important by respondents. The vast majority considered it somewhat or very important to their job. As the world evolves, Archive and Records Management professionals need to continually develop their skills including gaining technical or IT-related skills. It is clear from these questions that many New Professionals leave their qualification feeling like they weren't provided enough training in digital and IT areas but they are very important in their employment.

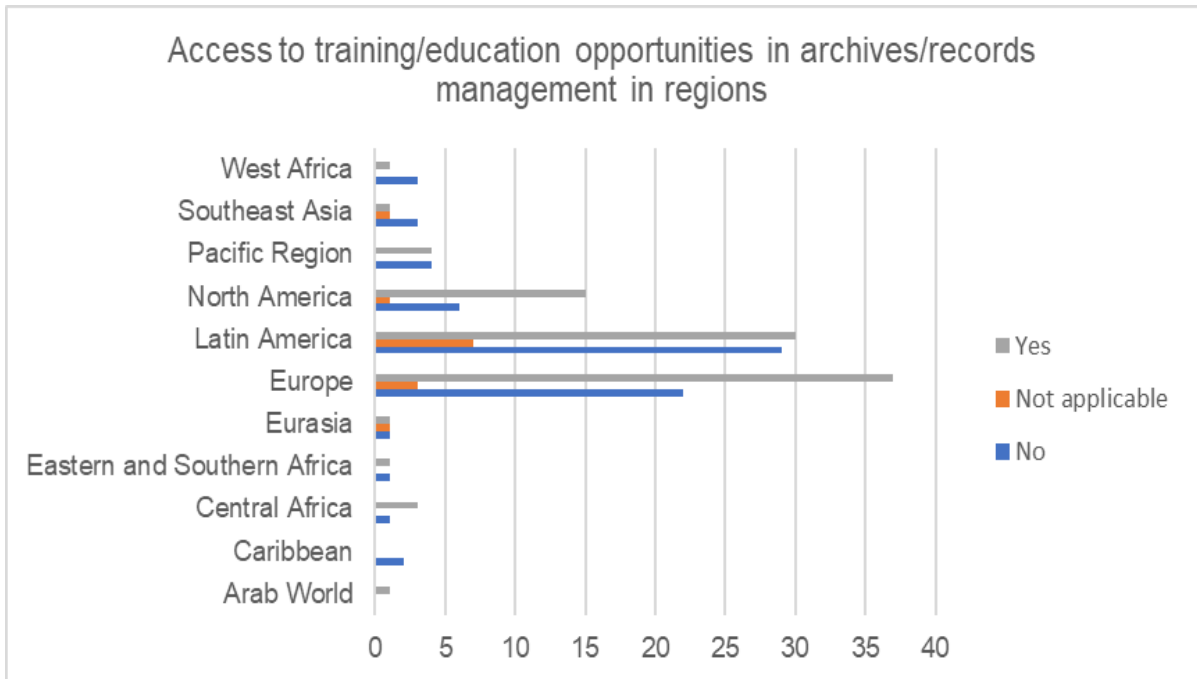
#### 4.4. Career and Professional Development Needs

Many of our respondents were students or professionals in their early careers, making professional development incredibly important. We wanted to understand more about what additional education and/or training New Professionals were receiving once in the workforce, how this was being delivered, and also what skills were being learnt on the job, as opposed to within their studies.

##### **Access to training/education opportunities in Archives/Records Management related areas in your current job**



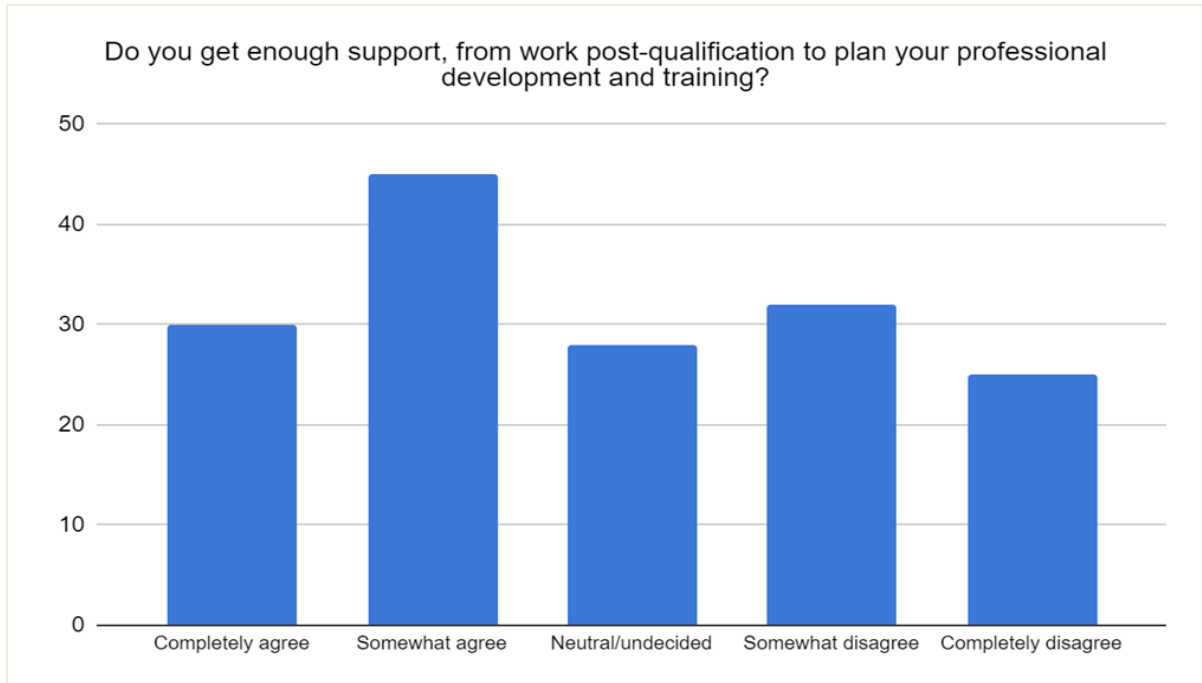
- 53% of the respondents identified having access to training/education opportunities in Archives or Records Management, which is positive to see. A respondent claimed: “My employer allows me to attend virtual conferences referring to my job tasks as often as I like. This somehow was also a benefit from the corona pandemic.”
- However, the data also indicated that at least 40% of respondents do not have these types of opportunities and that means a high proportion of New Professionals do not have access to training in Archives or Records Management.



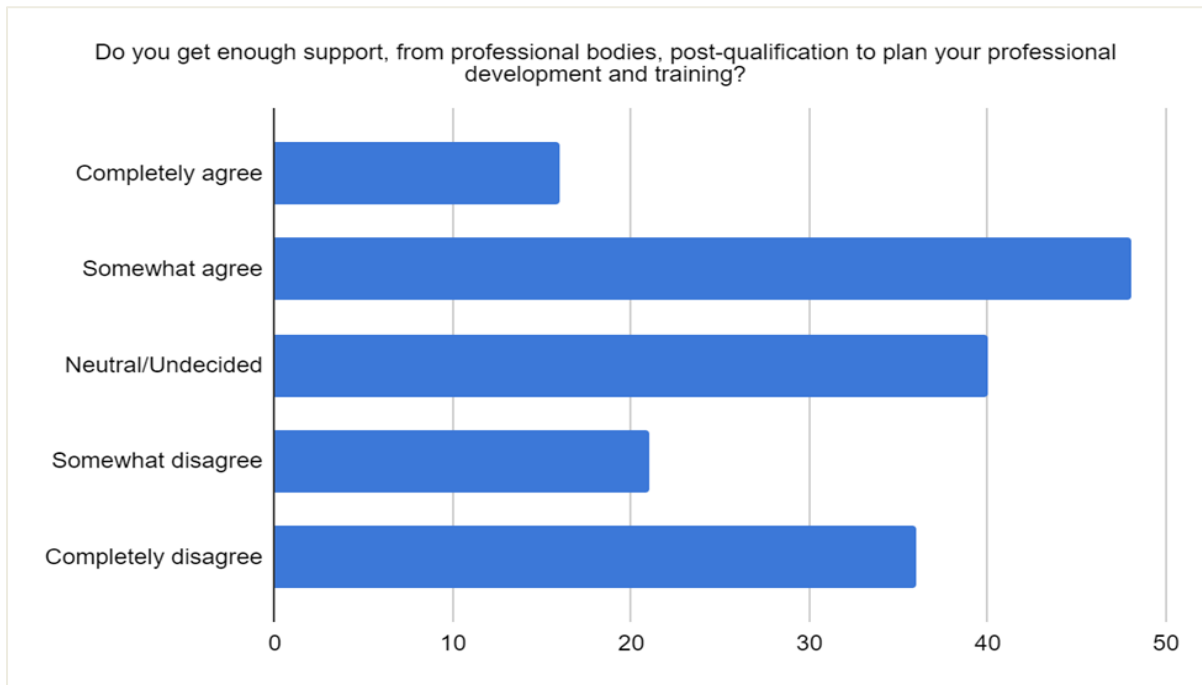
- Europe was the region with the most training opportunities, followed by Latin America and North America. However, even for Europe and Latin America we saw a high number of respondents also unable to access training.
- For regions such as Africa, the Arab world, the Caribbean and Southeast Asia, educational alternatives were almost non-existent. While these responses highlighted a need for more access to training, a higher number of respondents would help confirm whether this is true for most New Professionals in these regions or if it was specific to certain countries or organizations.



## Support for professional development and training

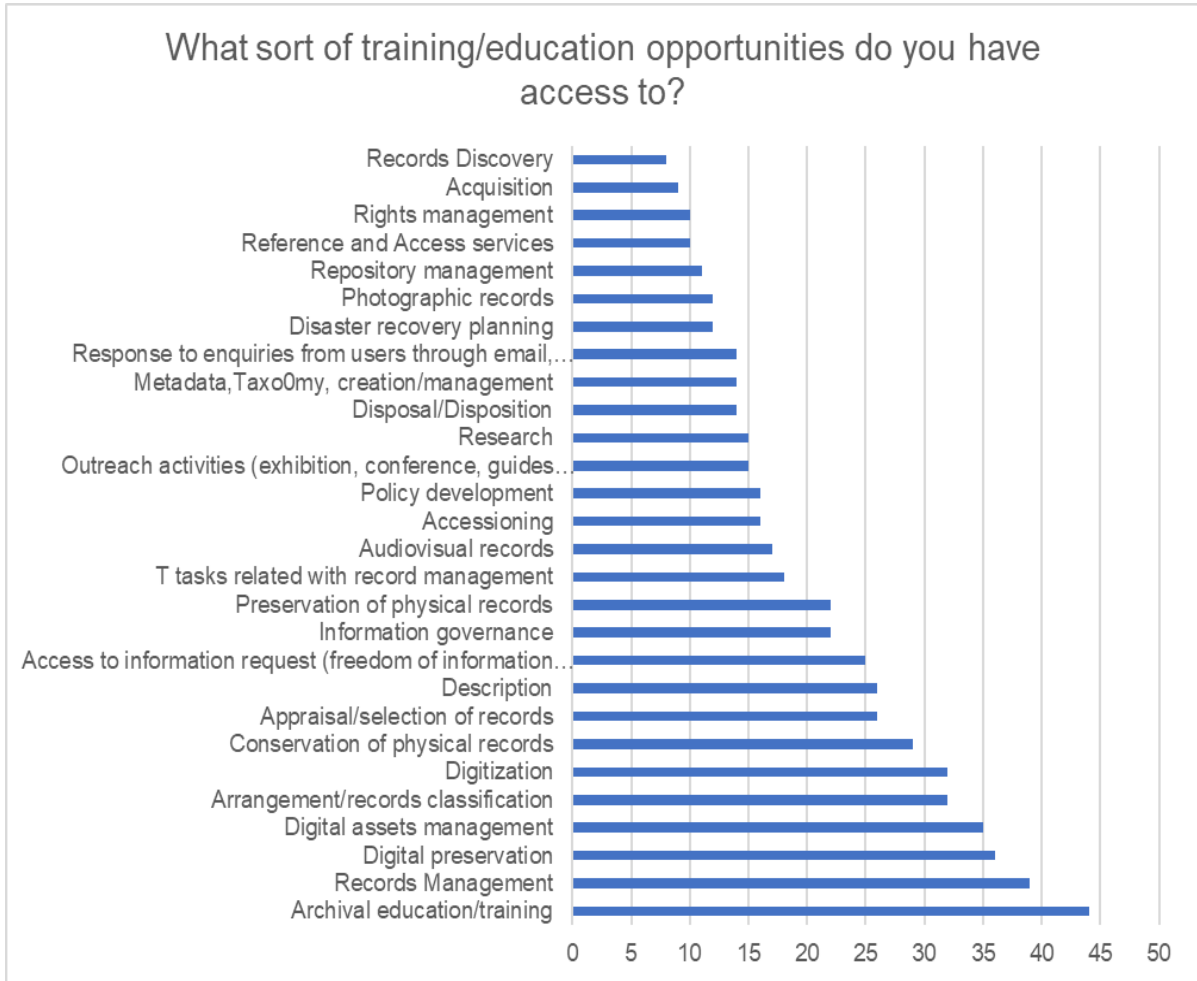


- The survey results show a significant range in how many New Professionals received support and those who did not receive support from their workplace post-qualification to plan their career development.
- A high number of respondents indicated they do not feel support from their employers for ongoing professional development, this shows that there is a bigger potential for employers to provide support to New Professionals. This could make it more likely for them to retain the New Professionals in their workplaces, and encourage them to share and provide on-job skill transfer to newly appointed New Professionals as well as experienced professionals.



- When we asked the same question but referred to professional bodies, only 9% completely agreed that they receive enough support and 27% somewhat agreed, implying New Professionals expect their professional bodies to do more to support their professional development and training.
- Overall, 36% agreed that they receive support from their professional bodies, while 42% agreed that they receive support from their workplace. However, 32% of respondents identified not receiving enough support from their associations or their workplace. Therefore, both workplaces and professional bodies need to do more to support New Professionals in their professional development and in providing access to training. Opportunities to work together should also be presented to help prepare New Professionals, so they can make a greater impact on the profession and also prepare future New Professionals.

## Training/education opportunities



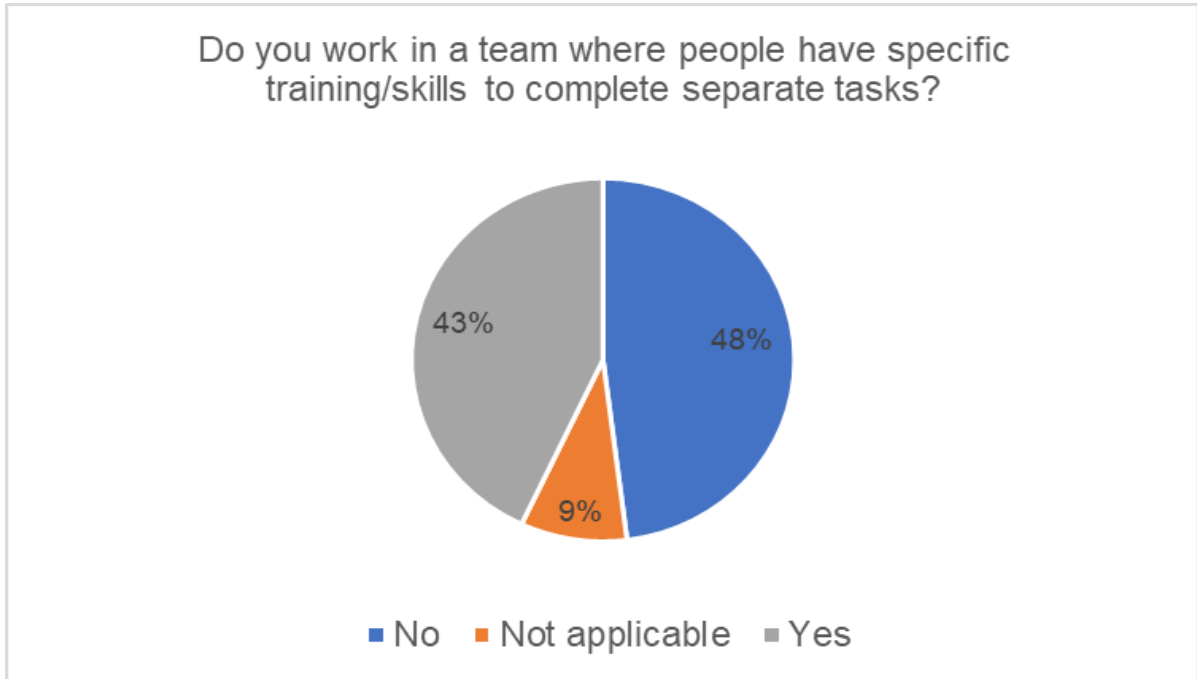
- The New Professionals identified having access to training and education opportunities across a range of topics.
- Archival training, records management, digital preservation, digital assets management, records classification and digitization were identified as the top six areas where New Professionals had available opportunities.
- In addition, there were some comments from the New Professionals that indicated the need for more opportunities for these types of training because sometimes they cannot afford the currently available courses due to the payment options.

## Preferred method of professional development

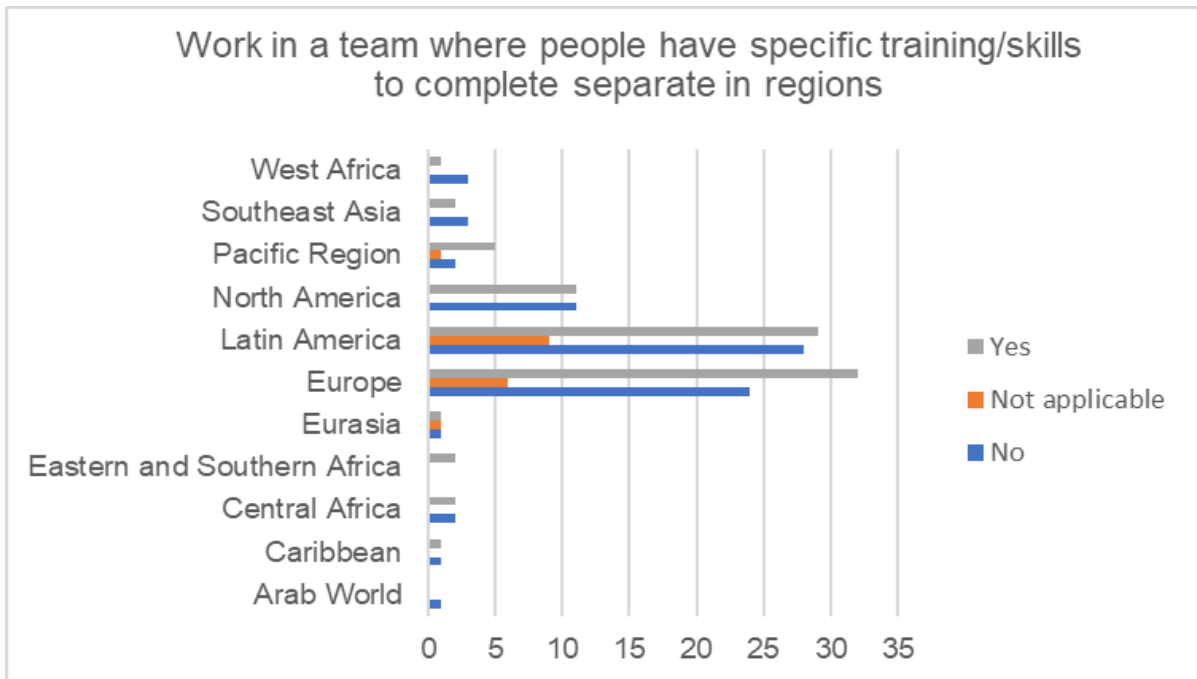


- New Professionals identified their preferred instruction/education methods in the following order:
  1. Online training course
  2. In-person training courses/workshops
  3. Mentoring
  4. Workshops attached to conferences
  5. Self-directed learning
- The majority of respondents preferred workshops and training courses (face-to-face and online), as a learning method. This may be due to the availability that one may have, for example, sometimes a New Professional could be limited by their work environment as to the training method they can access. Not everyone enjoys a flexible schedule or the possibility of attending a course in person. In the same way, with the increase in technology, online workshops, webinars, etc. are alternatives that give opportunities to learn about topics that interest them.
- More than half of the New Professionals considered that self-directed learning such as individual worksheets to read, conference workshops and mentors were not the best learning alternatives for them.

**Working with skilled coworkers**

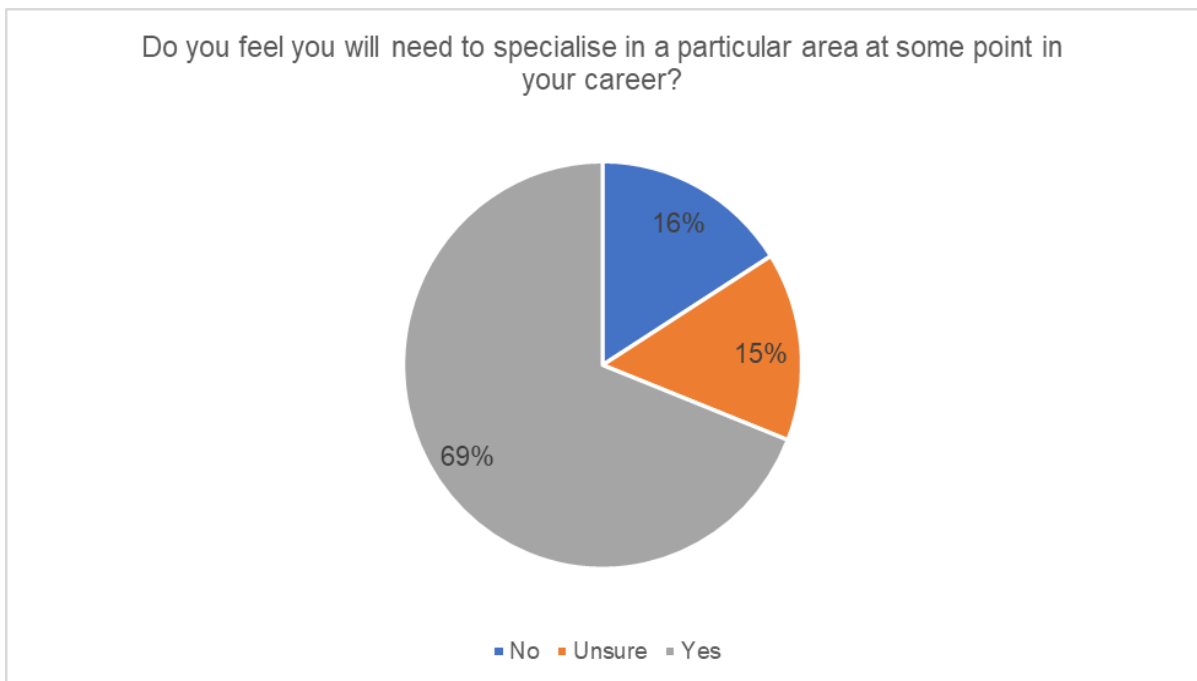


- According to the data, 48% of New Professionals worked with people who had specific training to perform their daily tasks, while 44% of those surveyed specified that it was not so. This possibly indicates that many New Professionals cannot ask their colleagues for support, since they themselves are not trained.

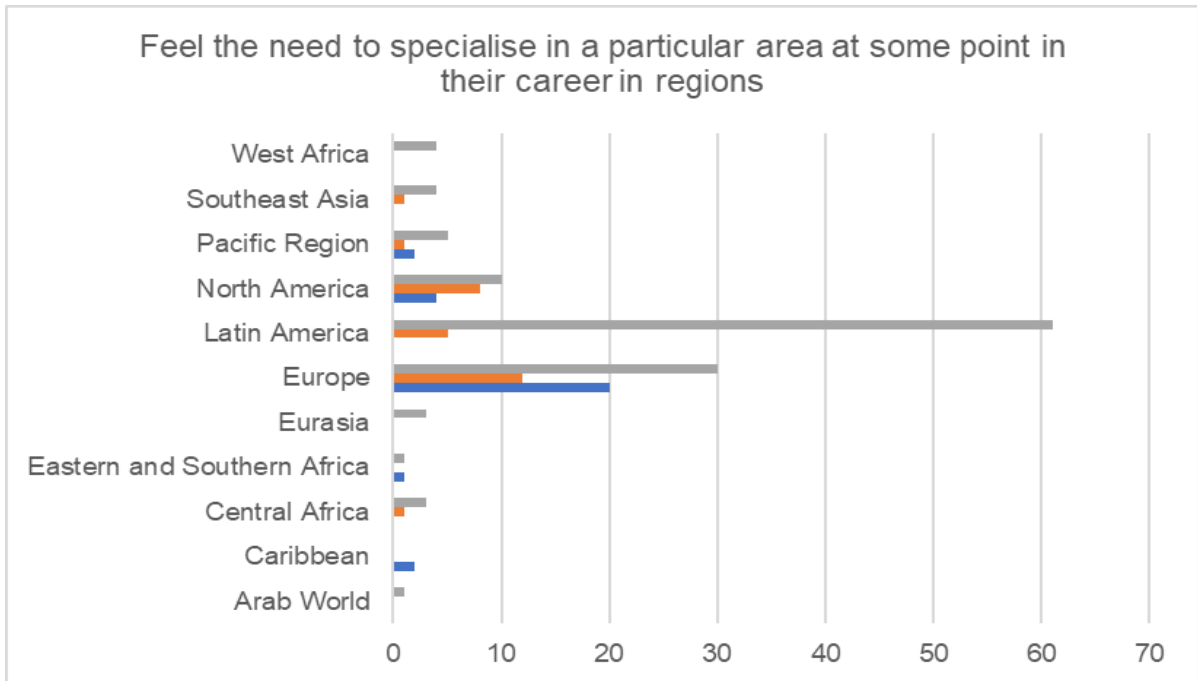


- In terms of regions, more of the New Professionals of the Pacific, Latin America and Europe regions expressed that they work with trained people; the opposite happened in West Africa and Southeast Asia, with the majority indicating that not all of their coworkers met the required profile.
- Similarly, there are regions, such as North America, Eurasia, Central Africa and Caribbean, where half of the New Professional's identified their colleagues as having the skills to complete their job functions and half not.
- It should be noted that for some regions a small number of respondents makes it hard to identify if it is a larger trend in the area. What is clear is that a high number of New Professionals work with people who are not highly trained.

### **Need to specialize in a particular area at some point in your career**



- 69% of those surveyed consider that they need to specialize at some point in their career. Reasons for specialization may be that the world has become globalized, and the use of technology has increased, and that sometimes it is not possible to learn everything in universities or institutes so further training is required.
- 16% do not think about specializing and 15% are undecided about continuing their training.

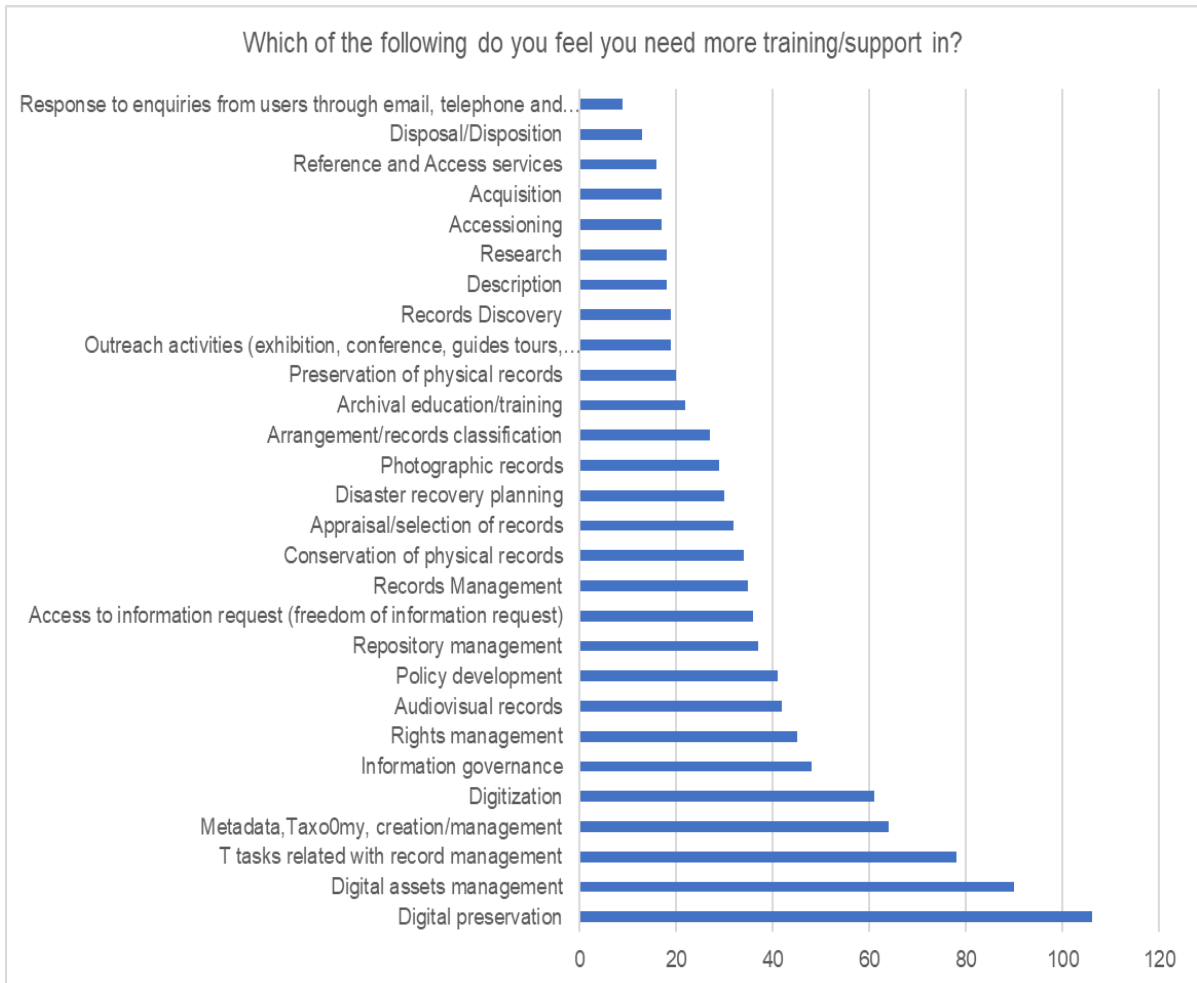


- The regions which had more New Professionals that wanted to specialize in the future at some point in their career are in the following order:
  1. Latin America
  2. Europe
  3. North America
  4. Pacific Region
  5. Southeast Asia
  6. West Africa
  7. Central Africa
  8. Eurasia

The rest of the regions do not have significant data.

- However, it is also clear that respondents in North America and Europe were either unsure about future specialization or don't intend to specialize further. This mixed response showed that it is an individual decision for New Professionals in these regions to make, unlike in most other regions where nearly everyone intends to specialize.

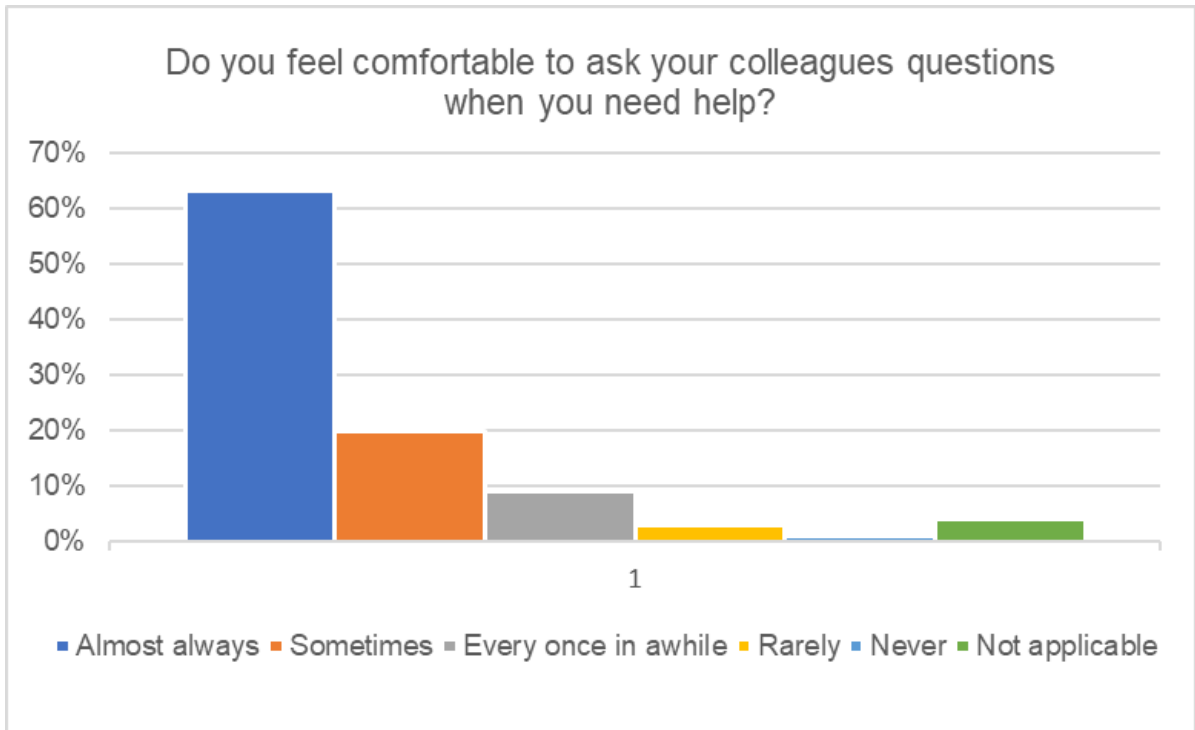
## Sort of training/education needs



- New professionals indicated the need to study/train in different topics, including digital preservation, digital asset management, IT tasks related to records management, metadata, and others.
- The respondents identified their training needs as more related to technology, which is important due to the globalization of information and the digitization of services.
- The responses to this question also relate to a question above about the training alternatives that New Professionals had access too. These answers mean many of those surveyed have the opportunity to learn the topics that truly interest them, or they think are important for their professional development.

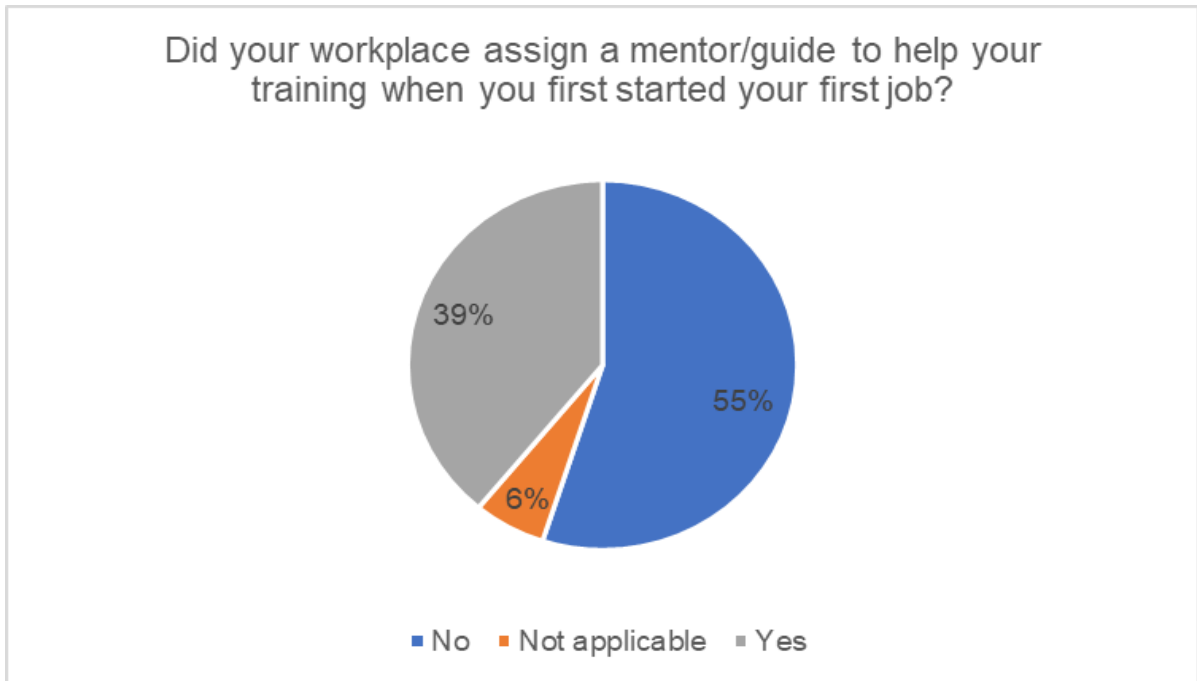


## Comfortable to ask your colleagues questions



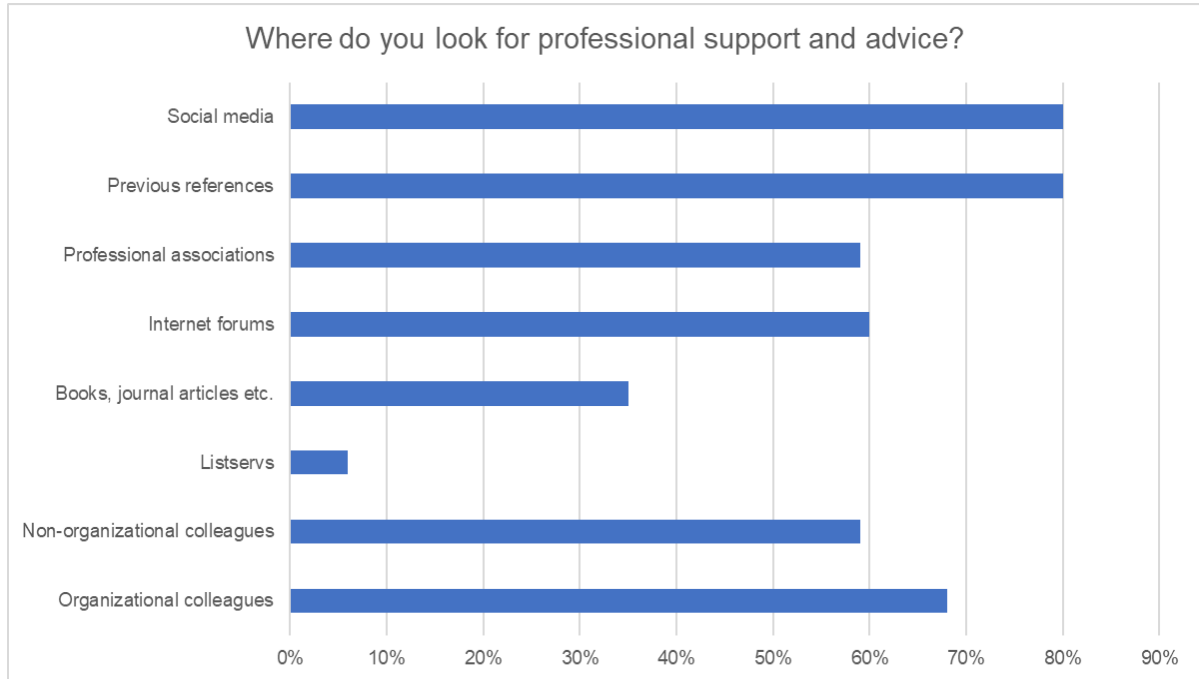
- More than half (63%) of those surveyed found themselves in an environment comfortable enough to ask if they have any questions in carrying out their duties; while 20% sometimes felt comfortable; however, 17% of the New Professionals seldom feel comfortable.
- This situation does not mean that the New Professional can't respond effectively in their entrusted processes or tasks, but it would be better for all to start their professional life to have the possibility of feeling more comfortable in asking questions to their colleagues.

### A mentor/guide helped your training when you first started your first job



- Only 39% of respondents received a guide/mentor when they started working, while 55% of surveyed did not get a guide/mentor assigned. While our survey found that most people were prepared for the workforce based on their qualifications and that not all New Professionals had a mentor when they started their jobs; from our personal experiences we believe that having an assigned mentor or guide can make a difference a big difference for the start of their professional life.

## Where to find support and advice

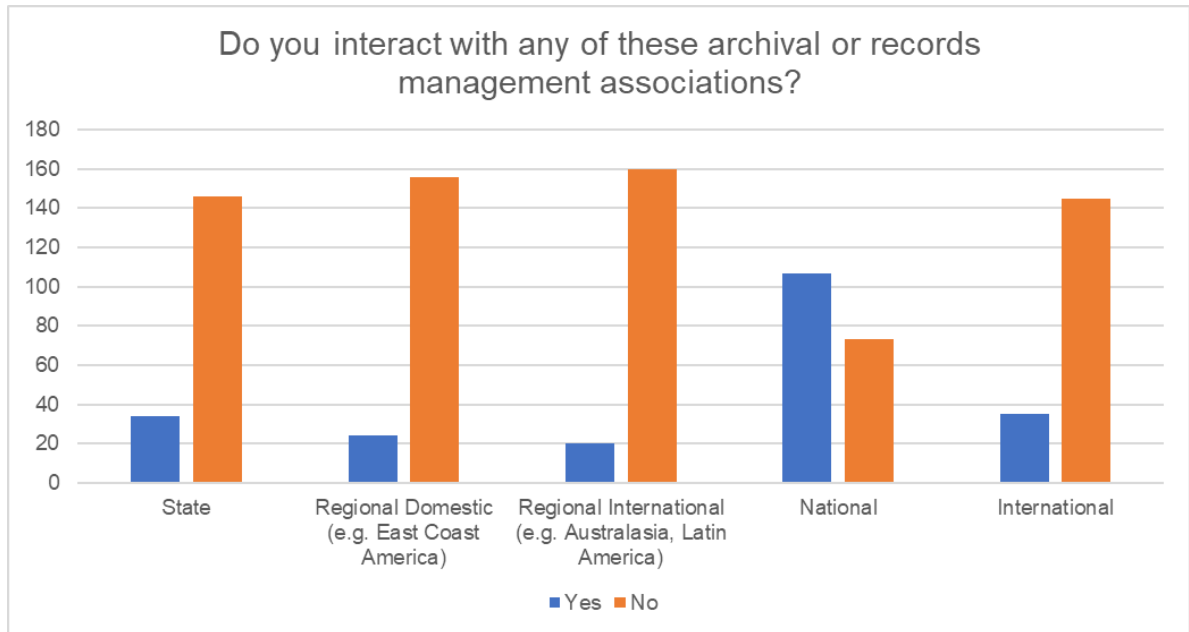


- Common areas New Professionals went for support and advice were colleagues, whether internal in the organization or others within the wider community. This was evident with over two-thirds of people reporting using their colleagues. They also regularly used previous references who are people they are likely to trust and hold in high regard.
- 80% of New Professionals use social media, which reflects the wider community as we know it, with a strong presence on Twitter.
- There is a contrast between the use of listservs and internet forums, which may be attributed to a language difference or differing definition of a similar function. A definition of a listserv and internet forum was not provided which may have contributed to these results.
- The survey provided high-level answers, but also included a free text box for other applicable answers. Free text responses included reaching out to teachers and professors from their studies.

## 4.5. Familiarity and Expectations of Professional Associations

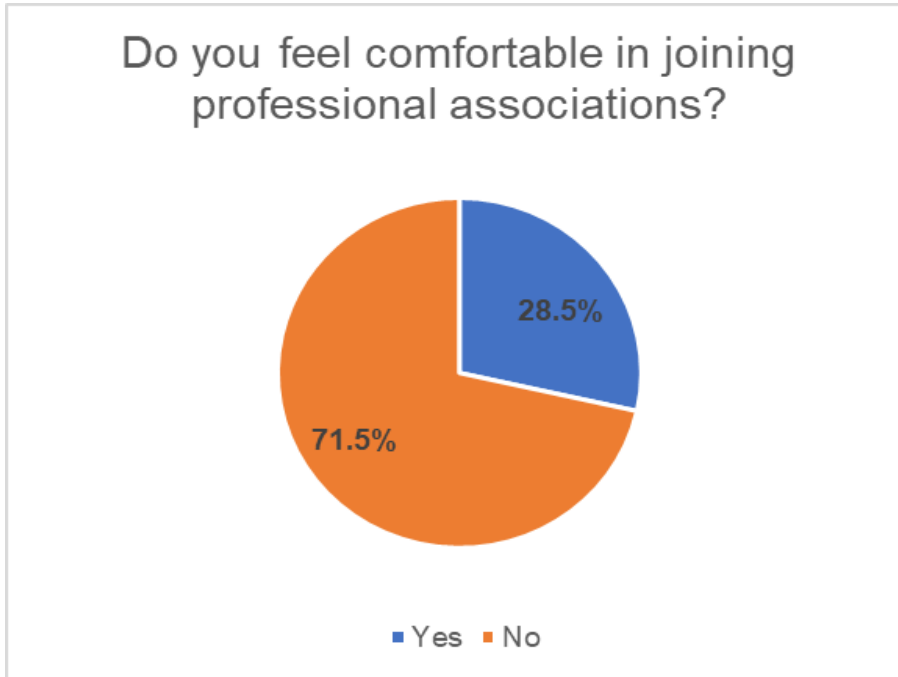
Professional associations are important for support, guidance and professional engagement, not just for students and New Professionals but all professionals. We wanted to explore whether New Professionals join associations and networks, and understand any prohibitive factors.

### Interaction with Professional Associations



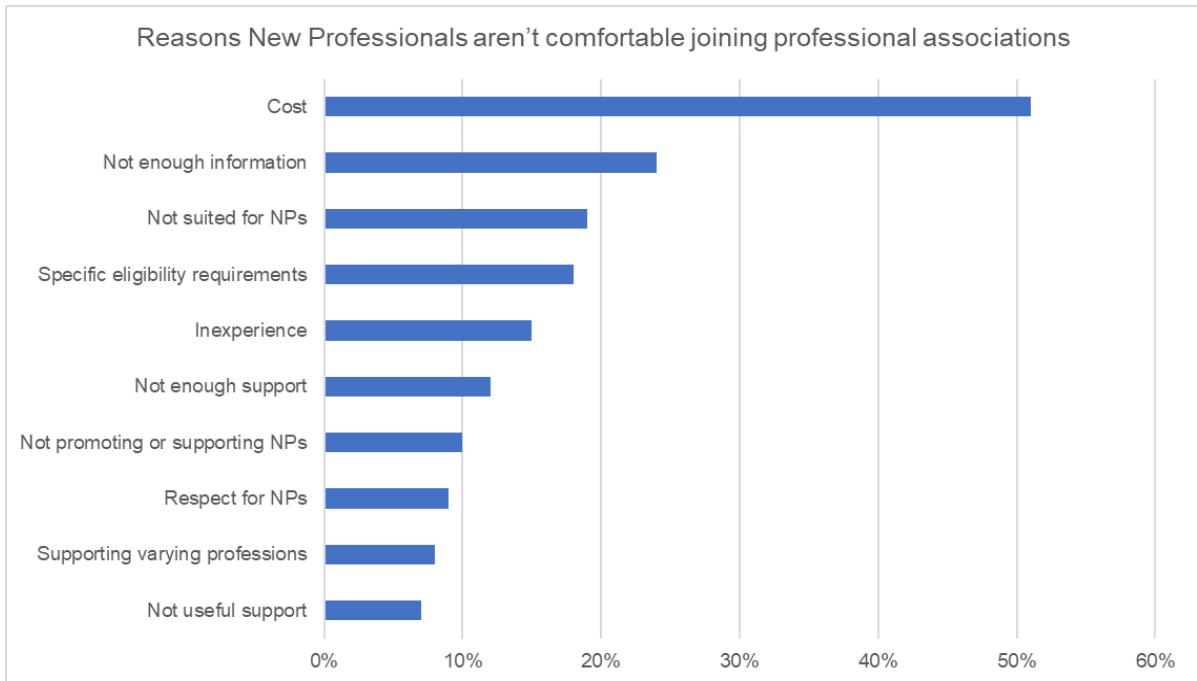
- We found that New Professionals are most likely to interact with their national associations, but there is still engagement with associations at other geographic levels. Some people reported being part of multiple associations. However, most New Professionals reported they currently weren't part of any association.
- Some respondents commented that they were members of theme-based associations, like digital preservation or religious archives.
- Other feedback that discussed respondents' engagement with associations included;
  - *"I keep broad track of what is happening with my national association, but I don't feel it does much that helps new professionals"*
  - *"I was a member but didn't 'interact'"*

## Comfort in joining professional associations



- Over one-quarter of respondents felt they weren't comfortable joining a professional association, meaning there is work to be done to ensure associations are accessible to New Professionals.
- The question was asked as a blanket, and it has been noted this response might change depending on the level of association, i.e. comfortable in joining national-based, but not international.

## Reasons New Professionals aren't comfortable joining professional associations

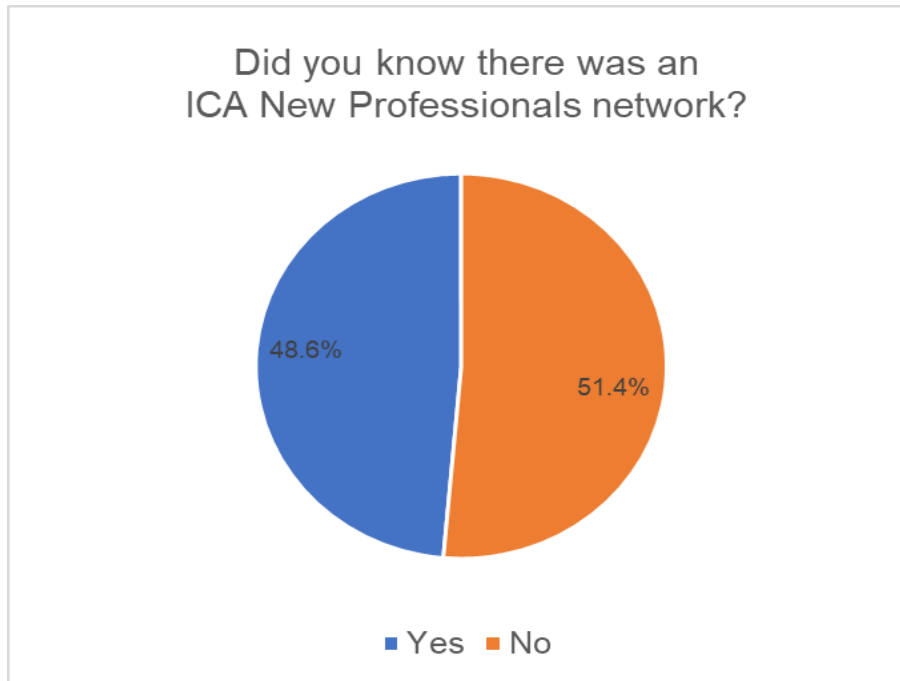


- Cost was identified by respondents as the most significant deterrent to joining professional associations. This was reported across all geographic areas, with the exception of West and Central Africa.
- Inexperience, eligibility requirements, lack of information, and associations not being suited for New Professionals are similarly highlighted in the responses.
- Respondents from Latin America had the most reasons not to join across almost all categories, with concerns found in the experience needed, joining requirements, support for New Professionals and the feeling that concerns for New Professionals were not taken seriously by professional associations in this region.

## Knowledge of the ICA

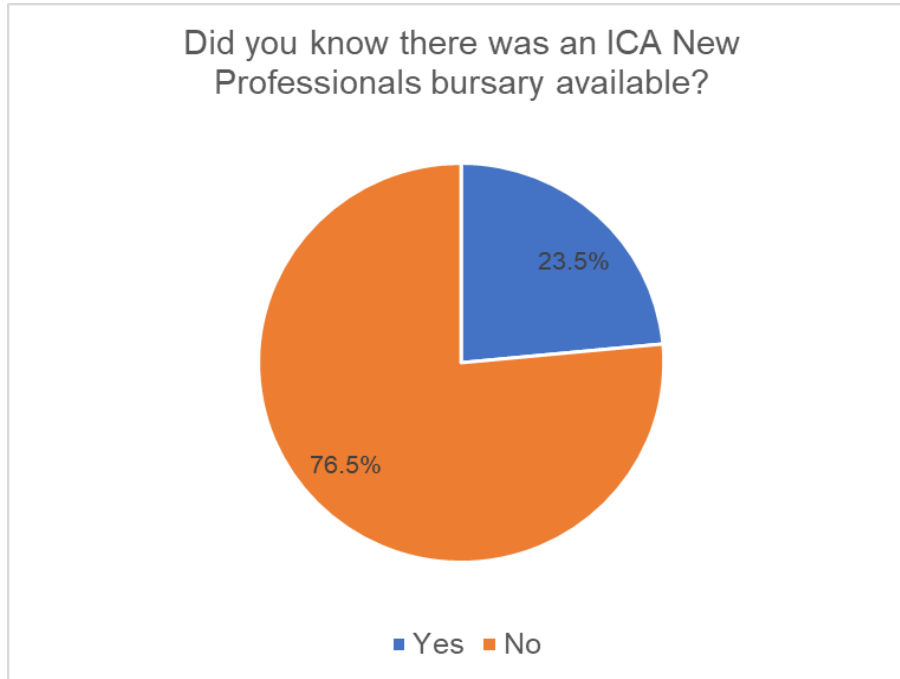
We used the survey to ask respondents further questions about their knowledge of the ICA and its work. Most of these were included in the original survey, but we took the opportunity to ask specifically about the ICA, separate from the New Professionals Programme.

### Knowledge of the ICA New Professionals network



- Almost half of the respondents reported knowing about the ICA New Professionals network. However, large geographic regions, like North America and Europe reported not being aware of the network. North America in particular had 68% of respondents not aware.
- The fact that we were able to reach people who were unaware of the network means that there is an opportunity to connect with these New Professionals again. They might be part of the network but unaware that it was supported by the ICA.

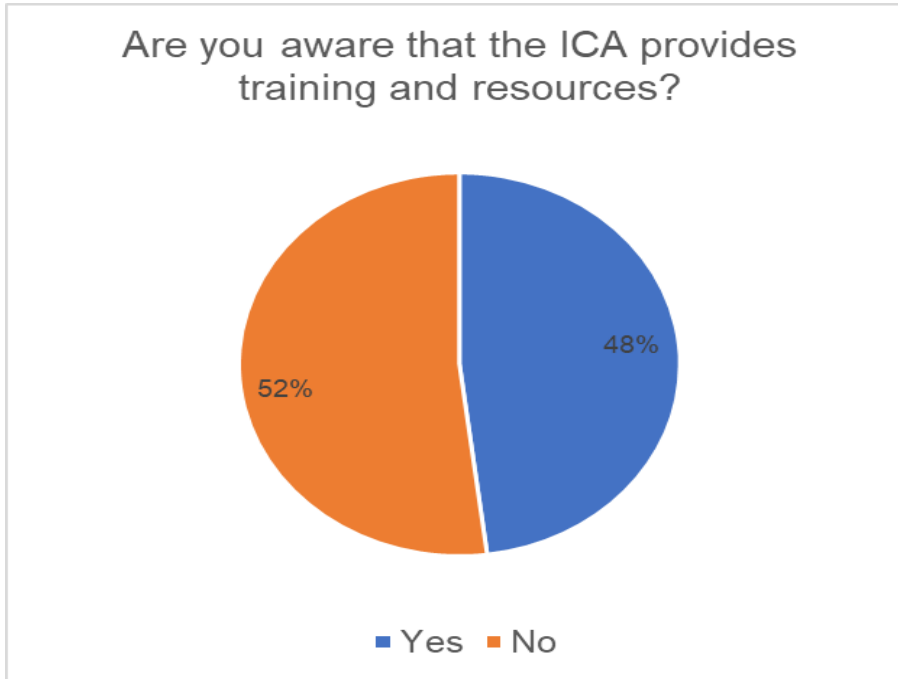
## Knowledge of the ICA New Professionals bursary



- Just under one-quarter of people know about this bursary. New Professionals in Europe had the least knowledge, with 79% unaware, followed by Latin America with 73%.
- While the bursary is one part of being a member of a New Professionals cohort, it does emphasize a lack of awareness of this ICA Programme amongst the current New Professional community. Increased knowledge of the network, the Programme and its benefits might help people find the ICA as an association they would like to join.

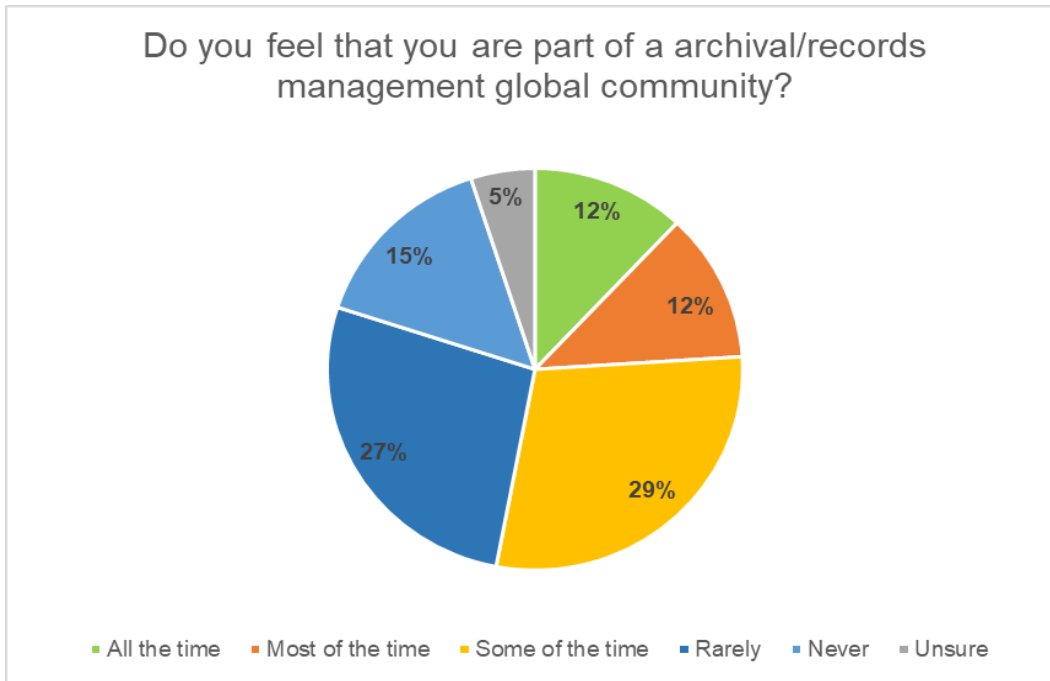


## Awareness of ICA training and resources



- Knowledge of the ICA's training and resources was closely tied, with New Professionals not being aware sitting slightly higher at 52%.
- Awareness was fairly well distributed across the regions, with most reflecting the 50/50 result found overall. Regions with fewer responses have not been analyzed due to insufficient data.
- As many New Professionals identified being unaware of other training opportunities presented by the ICA, this is another area that might make the ICA more attractive to New Professionals globally.

## Feeling of global community for Archives and Records Management



- Unfortunately, a large proportion of New Professionals identified as being disconnected from the international community, with 42% responding they rarely or never feel part of a global community. In contrast, 24% felt they were part of the global community either all or most of the time. What this shows is that New Professionals who are aware of the international community, do not always feel part of it.
- North America had the strongest feeling of disconnect, with 54% reporting not feeling part of a global community either rarely or never. In contrast 27% felt connected all, or most of the time.
- Europe and Latin America also had high numbers of disconnected New Professionals, with 49% and 37% respectively.
- Latin America also made up the majority of the 'Unsure' responses.
- As a small profession, we are linked by our connections and networks, whether these be locally, regionally or internationally. New Professionals may find they want to build local connections before branching out internationally, and this might be in part due to strong local and domestic networks.

## 5. Interviews with New Professionals

As part of our project we thought it pertinent to capture the voices of some of the New Professionals that responded to the survey. Therefore, we conducted interviews with three New Professionals who opted to be contacted for a follow-up interview. We selected three interviewees, prioritizing New Professionals from different regions. Following are the biographies of the three New Professionals interviewed:

**Manuel Antonio Riofrio Javier:** Manuel is an alumnus of the Archival and Record Management program at the Universidad Catolica Sedes Sapientiae in Lima, Peru. Currently he works as a record digitizer at the Ministerio de la Producción (PRODUCE).

**Megan Guest:** Megan completed her undergraduate degree in Anthropology from Goldsmiths College University of London. Since undertaking a work experience placement in 2015, Megan has been working towards entering the sector through volunteering and engaging with professional development training courses. Megan is currently a Digital Preservation Officer based within the Corporate Records Management team at the Independent Office for Police Conduct. Megan is aiming to attend University College London's Archives and Records management post-graduate course.

**Saman Quraishi:** Saman is an architectural archivist at the CEPT Archives, an initiative by CEPT University in Ahmedabad, India. She is constantly exploring ways to develop research content through archival practices and critical writing. She is currently working on a research project titled 'Craft of Archiving: through Collections at CEPT Archives' exploring ways in which architectural archives shape themselves and become entry points for negotiating architectural histories. Saman holds a Master of Architecture with a major in History Theory Criticism from CEPT University. Saman's professional undertakings and other endeavors are situated at the confluence of archival research practice.

The interviews highlight the career paths of the New Professionals, before they joined the Archives and Records Management field, the beginning of their career as Archivists/Record managers, challenges they faced as well as some thoughts of where their careers will be heading.

See Annex 3 for interview links.

## 6. Conclusion

The purpose of the survey was to gain an understanding of who the New Professional community is and ways in which the ICA might be able to better support them.

Although the survey was disseminated as widely as possible, responses from English and Spanish speaking regions were far larger than the other languages. New Professionals from Europe, South America and North America represent the majority of the respondents.

We also believe that the period of which the survey was online was too short, but were limited due to the time frame of the project. The fact it also coincided with the typical vacation time for some areas of the world likely had an impact on the response rate. We hope that future iterations of this survey consider the timing that it is launched and plan to keep it open for a longer period.

It has been important for us to put a face to the responses of the survey and get a more nuanced response to the survey, so we conducted three interviews with respondents who noted on the survey that they were interested in being interviewed. These interviews can be found on the ICA website. The interviews succeeded in gaining a better understanding of the responses and experiences of New Professionals that can't easily be captured through a survey.

Through the survey, we were able to see some trends:

1. The New Professionals are very diverse in age and many start in the profession later in life.
2. New Professionals working in Archives and Records Management are often highly educated, and many combine working and studying at the same time.
3. The results show the diversity of the labour field in the Archives and Records Management sector. New Professionals work in various positions and organizations, ranging from historical to digital jobs, though governmental agencies are the largest employer.
4. New Professionals are interested in acquiring more skills through training and are often looking for more opportunities or to move jobs even when satisfied in their current role. The majority of the New Professionals are interested in furthering their digital skills, even those who do not currently have jobs that require this.
5. The results show that New Professionals in general spend less than one year looking for their first job.
6. In general, New Professionals indicate great satisfaction with their work.
7. New Professionals are hesitant to join professional associations, with cost and experience being the main deterrents to develop professionally.

8. Knowledge of the ICA New Professionals Programme remains low, reflecting the 2016 Survey results.

## 6.1 Recommendations for ICA

The analysis of the results helped us identify different ways to improve the New Professionals Programme and make recommendations to the ICA that we think are appropriate to support New Professionals.

Below are some recommended actions that we believe will help the ICA support New Professionals within the New Professionals Programme and New Professionals external to the New Professionals Programme.

1. **Communications from the ICA – Student outreach presentation explaining what the ICA is and what it can offer:** As we have explored in this report, New Professionals do not know about all the resources and support the ICA is able to provide. We believe maximizing communication between the ICA and New Professionals is extremely important. We suggest the creation of talks in universities where members of the ICA explain what the ICA is, and the resources and support that it can provide.
2. **Engagement with the community – Creation of an international directory of archival organizations:** When we disseminated our survey, ICA helped us by sharing the survey with its members and through their social media channels. However, we wanted to reach New Professionals directly. We shared our survey through our personal networks and asked these networks to share the survey on. We believe that this begs the question, how far of an audience can we reach? We believe it is important that an international directory of archival and records management institutions be created in order to enhance community engagement and direct communication. In the future, said directory will be helpful to reach out to audiences and networks outside of their knowledge or non-mainstream organizations. A specific directory of educational organizations could be especially helpful in reaching students.
3. **Volunteer Opportunities – Creation of specific New Professional volunteer positions across all levels of the ICA:** It is important for New Professionals to get involved with ICA directly. We envision this as developing volunteer positions in the ICA Branches and Sections and perhaps in the Secretariat. We believe that this will help New Professionals gain an understanding of how the ICA operates and possibly deepen their involvement.

- 4. Membership – Opening the New Professionals Programme to all New Professionals, and that ICA encourages all archival professional associations to create student memberships:** Currently, only ICA members can apply to the New Professionals Programme, which we believe is a limiting practice. We would like to suggest that the ICA consider the applications of non-members to the New Professional Programme. We recommend an additional letter of interest where applicants can explain their financial or non-financial circumstances on why they cannot or have not joined the ICA.

We would also like the ICA to encourage its professional association members to implement student memberships, if they have not already. New Professionals cite cost as the main reason for not joining associations, and we believe that a reduced student membership fee could help solve this problem.
- 5. Mentorship – Update the Mentoring Programme of the New Professionals Programme guidelines to include a collaborative project:** We suggest a more concrete structure to the Mentoring Programme is established to ensure that all mentees have a more standardized experience. We envision this as projects or activities that focus on the collaborative work between the mentor and the mentee. For example, a small article or a small training plan tailored to the mentee's workplace experience or educational enhancement.
- 6. Survey – Run survey New Professionals every six years:** Lastly, the 2022 New Professionals Cohort recommends conducting this survey every six years to assess the current situation of New Professionals. Since the working definition of New Professionals is anyone with paid experience under five years, we believe that after the five year mark, the community of New Professionals would be completely new, therefore, it would be important to reassess how the ICA can support New Professionals.
- 7. Courses - Create introductory courses for professionals new to the field:** We suggest a creation of more introductory courses for New Professionals and other Professionals with any background in Archival and Records Management. We think that the creation of these courses is vital for New Professionals who are searching for ways to complement their education. Furthermore, these courses would be of great value for professionals in other fields that are looking to acquire digital practical abilities in Records Management and Archives.

## **7. Disclaimer**

This survey has been prepared by all the New Professional Programme cohort members of 2022. The data was used to prepare a panel presented at the ICA conference in Rome and has been translated into French, Spanish and Chinese; however, the English version is the original version. While Nicola Laurent, Cécile Fabris and the rest of the ICA Secretariat guided us and supported us, the content of this report does not reflect their individual opinions or the organizations that they work for or are part of. The contents of the report reflect the authors' opinions and not those of their employers or the ICA.

## **8. Acknowledgements**

Thank you to the support of the ICA in preparing and distributing this survey, and to those across the profession who took the time to respond. Without all of your help, we would not have been able to prepare this report and gain valuable insight into New Professionals in 2022.

## **Annex 1 - Survey Data**

The survey data is available to download from the ICA New Professionals Projects page.

## **Annex 2 - Interviews**

The interviews are available to view on the ICA YouTube, a link is available on the New Professionals Projects page.