Portico Designated Communities Feedback Policy

1. Policy Statement

1.1. Portico values transparency and strives for open and robust communications with its designated communities.

2. Implementation Examples

2.1. Email and Phone Queries:

- Telephone numbers and email addresses and/or contact web forms will be easily accessible on the Portico website and referenced in email communications, print communications, and other communications.

- Portico will respond to all communications in a timely manner.

2.2. Portico Advisory Committee: An advisory committee of librarians and publishers is dedicated specifically to Portico. The committee ensures the careful review and guidance of Portico's policies and approach, as well as consistency with best practices in digital preservation.

2.3. ITHAKA Board of Trustees: Portico is a service of ITHAKA and is overseen by its Board of Trustees. The trustees represent all members of the academic community with an interest in the long-term preservation of scholarly content, including university presidents, librarians, publishers, and faculty members.

2.4. Project Communication: As necessary, Portico seeks advice from the designated community about new directions and existing projects by reaching out to specific members of those communities through email, blog postings, listserv discussions, phone calls, and other media.

2.5. One-on-One Conversations: Portico regularly meets with libraries, publishers, archives, and other stakeholders where relevant in one-on-one settings to discuss their unmet preservation needs.

2.6. Conference/Meeting Attendance:

- Portico attends library, publisher, and archival conferences/meetings to present its work, to network with participants, non-participants, and others working in the fields of digital preservation and scholarly communication, and to stay apprised of the development of best practices.

- Portico hosts occasional meetings to share information about the current status of the archive and services and participates in ongoing conversations with librarians, publishers, and other current or potential participants.

2.7. Reports and Papers:

- Portico creates and distributes reports on the status of the service and the Portico archive to all participants at least annually.

- When Portico has substantive research or commentary to bring to the community, Portico writes and publishes papers and reports and contributes to books on topics of interest. Links to some examples of these publications can be found on the Portico website.

3. Definitions

3.1. Designated Communities: "Designated Community" is a term coined in the OAIS Reference Model where it is defined as "an identified group of potential Consumers who should be able

to understand a particular set of Information. The Designated Community may be composed of multiple user communities." The designated community is the set of people for whom the content is being preserved for future use. Portico's designated community includes publishers and other content providers, librarians, scholars,and students at participating institutions.

3.2. Consumer: "Consumer" is a term used in the OAIS Reference Model definition of Designated Community where it is defined as "the role played by those persons, or client systems, who interact with OAIS services to find preserved information of interest and to access that information in detail. This can include other OAISs, as well as internal OAIS persons or systems."

4. Document History

4.1. Approved by: Kate Wittenberg

4.2. Last Review Date: 8/7/2023

4.3. Reviewed by: Amy Kirchhoff, Karen Hanson, Kate Wittenberg, Sandra Parr

4.4. Change history:

Version	Date	Change	Author
0.1	5/14/2009	Drafted.	Amy Kirchhoff
0.2	5/15/2009	Made some mods per Stephanie Orphan's comments.	Amy Kirchhoff
1.0*	8/21/2009	Finalized and tweaked per EGF.	Amy Kirchhoff
1.0.1	4/4/2011	Updated the logo	Amy Kirchhoff
1.1*	3/27/2016	Copy Editing	Sheila Morrissey
1.2*	8/7/2023	Broaden community beyond librarians and publishers.	Karen Hanson

* An approved version of this document.