

1. Digital Preservation Policy

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## Scope

This policy applies to all employees, contractors, consultants, volunteers and authorised third parties who are involved in working with digital collections and archived business records that the Library preserves, and physical content that will be digitised within 10 years. This policy must be complied with in conjunction with other relevant Library policies, procedures and applicable legislation. Details of related documentation can be found in the Library’s Core Trust Seal accredited application.

The policy also provides the public with an introduction to digital preservation within the Library.

## The Library’s role in preserving access to digital content

The collections of the National Library of Scotland are exceptionally rich and diverse. As a Library of Legal Deposit, able to claim anything published in the UK and Ireland, it has accrued a vast number of works on all subjects. As an agency responsible for collecting, maintaining and making publicly available information on the history, culture and influence of Scotland, and reflecting the ideas and cultures of the world, the Library is unequalled.

The Library’s foundations were the culturally rich gift in 1925 of the majority of the non-legal manuscript and printed collections of the Advocates’ Library. An accompanying Act of Parliament gave the Library the legal mandate to collect, care for and provide access to its collections which have grown in size and scope since. Today the National Library of Scotland Act 2012, the Legal Deposit Libraries Act 2003, and the Legal Deposit Libraries (Non-Print Works) Regulations 2013 provide the opportunities and responsibilities to grow and safeguard a national collection that includes an increasing amount of digital content. This brings new challenges in curation, management, preservation and access.

Digital content is acquired through legal or negotiated deposit, purchase and donation. It is created though the Library’s corporate activity where business records are managed in accordance with the Public Records (Scotland) Act 2011 to ensure their authenticity, reliability, integrity, and usability. It is also created through the Library’s digitisation programme. As well as meeting the Library’s strategic objective to have a third of its holdings in digital format by 2025, digitisation of physical collections assists the Library’s legal obligation to care for its collections by safeguarding the information held on material at risk, such as old video formats.

It is important to state that the Library does not wish to preserve all of its digital content for the long term. Some is ephemeral and other content can be automatically derived from higher quality copies. Nevertheless the Library actively preserves hundreds of terabytes of digital content made up of tens of millions of files copied and stored in multiple locations. The content stretches back to the 1980s and includes still and moving image, sound, musical notation, digital books, web and personal archives, electronic manuscripts, maps and geographic data, business records, learning resources, metadata, catalogues and databases.

The Library serves a broad community of users from across the world defined by those able to access the online and onsite services and outreach activities provided by the Library. Scottish users form a key audience and services are primarily delivered in English with some support for Gaelic. With improvements in automatic translation technology, world class Scots Gaelic and foreign language collections, and strong visual content, the Library is increasingly relevant to users of other languages. One challenge the Library faces is how to make its preserved digital content, in all its variety, available to a public with equally varied needs.

A second challenge is to identify the long-term resource requirements appropriate to the type and scale of content the Library safeguards and provides to its community of users. The Library is a large national organisation with sizeable capacity and capability. It employs over 300 people and has annual income and endowments over 18 million pounds, funded mainly by the Scottish Government. Most posts have a strong digital component, and the equivalent of 9 full-time members of staff contribute directly to digital preservation. Dedicated roles exist to cover storage, networking, IT infrastructure, databases, applications development, rights and information management, data protection, digital access, digital archiving, web archiving, audio visual preservation and digital preservation. The Library works in partnership with others to achieve its preservation goals, both in advocacy, such as through the Digital Preservation Coalition, and also practically. The latter is exemplified through the partnership between the British Library, The National Library of Wales and the National Library of Scotland to manage digital legal deposit through formal agreement and a shared infrastructure.

Preserving access to the digital content that the Library manages, in the way that is required to fulfil its obligations, requires strong organisational commitment to digital preservation. Lost or corrupted digital content impacts the Library’s performance and reputation, raises its costs, and for some content can result in the irreplaceable loss of culture. Successful digital preservation maximises the public benefits of the culture the Library holds and requires a continual balance of technology, resources and organisation – key elements addressed by this policy.

For more information about the Library’s governance, legislation, legal status and relationship with other organisations please visit the [about us page](https://www.nls.uk/about-us/) on our website.

## Digital preservation principles

The National Library of Scotland’s digital preservation policy and activity is guided by the following seven principles:

1. **Effective governance.** We use a defined system of governance to ensure our digital preservation activities align with the Library’s mission and are appropriate and effective.
2. **Sustainability.** We operate sustainably, balancing our environmental impacts and resources with the digital content we collect, create, preserve and make available, and ensure that we do not compromise the safety of existing content to benefit new content.
3. **Transparency.** We are clear and open about our digital preservation responsibilities and activities, and document the work and plans that ensure the long term preservation of our digital content.
4. **Knowledge transfer.** We are an active member of the digital preservation community, engaging with others to meet shared challenges, and are continually improving and developing the expertise and standards we require to preserve access to our content.
5. **Safeguarding content.** We safeguard our digital content, guarantee its integrity and, where we define it is necessary, demonstrate its authenticity.
6. **Access.** We aim to provide the best possible access to our preserved digital content within legal, ethical, financial and technical constraints.
7. **Third party alignment.** We require any third party that manages our digital content to help us to uphold our digital preservation principles, and we will take action to safeguard content if our principles are compromised.

## Digital preservation policy

Each of the seven principles is listed below, accompanied by a description of the policiesthat respond to them, and future plans to implement the policy where gaps currently exist.

### Effective governance

We use a defined system of governance to ensure our digital preservation activities align with the Library’s mission and are appropriate and effective.

The Library Leadership Team and Digital Preservation Steering Group act as the Library’s Digital Preservation Governors and are supported by the Digital Preservation Manager and the other internal and external practitioners. The decision-making process will be recorded through meeting minutes and the creation of papers which will be stored on the Library Intranet.

#### High-level governance

The Library Leadership Team (LLT), with assistance from the Library Leadership Steering Group (LLTSG), provides high-level governance of the Library’s digital preservation activities as part of its following responsibilities:

* Creating the Library strategy and annual Library plans.
* Regulatory, legal, ethical, technical and financial oversight.
* Monitoring Library and departmental performance.
* Requesting and scrutinising key digital preservation policies, business cases and standards.
* Monitoring corporate risks and risk reduction measures.
* Approving or requesting the creation of working groups related to digital preservation activities.

Policies and plans within the remit of LLT(SG) are not implemented or made public without LLT approval.

The Library Leadership Team and its Steering Group will meet at least twice a month. They have the following members:

* Library Leadership Team: National Librarian and Chief Executive (chair), Chief Operating Officer, all Directors, Head of Human Resources;
* Library Leadership Team Steering Group: Chief Operating Officer (chair), all Directors, Head of Human Resources.

#### Mid-level governance

Mid-level governance of digital preservation is undertaken by the Digital Preservation Steering Group that is chaired by the Director responsible for digital preservation. The group includes the Digital Preservation Manager and other key stakeholders as listed in the group’s Terms of Reference and s responsible for the following areas related to digital preservation activity:

* Requesting the creation of policies and procedures, the development of business cases, and the adoption of standards.
* Requesting changes to existing policies and procedures.
* Creating working groups related to digital preservation activities, with LLT(SG) approval as appropriate.
* Ensuring the appropriate co-ordination, communication and integration of digital preservation work with other Library activities and governance structures, and vice versa.
* Defining performance indicators that will be used by the group to monitor and manage change and progress in the preservation environment.
* Monitoring risk and opportunity.
* Agreeing work and plans based on the availability of resources within contributing departments.
* Overseeing the deletion of preservation data.
* Identifying areas of work that need to be considered by LLT(SG).

The Digital Preservation Steering Group will meet at least once per quarter, and communicate between meetings as the pace of work dictates. Directors on the group are members of LLT(SG) and act as a bridge between high and mid-level governance.

#### Connecting governance with practice and implementation

The Digital Preservation Manager and a number of other practitioners will be members of the Digital Preservation Steering Group and act as a bridge between governance and practice. The Digital Preservation Manager is responsible for:

* Co-ordinating digital preservation activity throughout the Library.
* Working with governors and practitioners and supporting communication between them.
* Ensuring that content is managed, preserved and made accessible in accordance with internally agreed standards and plans.
* Developing, monitoring and revising the Digital Preservation Policy and Plan.
* Compiling performance indicators used by the Digital Preservation Steering Group to monitor change and progress.
* Recording, monitoring, reviewing and reducing digital preservation risks.
* Identifying and recommending significant changes to practice.
* Creating and updating policies, business cases and standards related to digital preservation for consideration by the Digital Preservation Steering Group and LLT(SG).
* Promoting digital preservation internally and externally.

The Digital Preservation Manager is managed by the Director of Collections Management and will report to them at least once a month.

### Sustainability

We operate sustainably, balancing our environmental impacts and resources with the digital content we collect, create, preserve and make available, and ensure that we do not compromise the safety of existing content to benefit new content.

The Library identifies the content it wishes to digitally preserve and applies digital preservation standards to it that have been agreed by the Library’s digital preservation governors. This is recorded in a Digital Preservation Content Register, maintained by members of digital preservation staff, and includes information about:

* The type and scope of content, grouped by content with similar characteristics and requirements.
* The number, type and location of copies.
* Access restrictions and permissions.
* How or if we make the content viewable in addition to providing a basic download to users.
* Any additional supporting information and metadata that is required.
* Retention and review periods.
* Any need to demonstrate the authenticity of the content.

The register is used as the basis to define an envelope of digital preservation resource requirements. In conjunction with this the Library uses and develops effective monitoring and modelling processes to understand the costs, expertise and capacity required to achieve the required standards for long term digital preservation.

The Library resolves any funding and skills gaps for the content that it is committed to preserving, to the standards and within any timeframes it has set.

The Library constantly strives to reduce the costs of managing this content while meeting its digital preservation standards.

The Library ensures existing content meets its digital preservation standards within a timeframe agreed by the Library’s digital preservation governors. This includes the need to preserve vulnerable physical content, such as videotape, through digitisation.

The Library undertakes impact assessments prior to agreeing to acquire or create content which has, or may have a digital preservation requirement. If so the Library will only add content to its holdings when it can meet the content’s digital preservation standards within a timeframe agreed by the Library’s digital preservation governors.

The Library does not acquire or create new content that will reduce digital preservation standards for existing content.

The Library ensures its digital preservation activity is compatible with its climate plans and policies.

#### Future work

* Create full Digital Preservation and Access Plans for all content groups in the Digital Preservation Content Register (2023/25).
* Develop, agree and resource a plan to preserve data on legacy media in Manuscripts, the Library’s Own Archive, and remaining Moving Image and Sound and General Collections (2023/25).
* Improve financial and environmental sustainability forecasting for digital preservation activities (2023/25).

### Transparency

We are clear and open about our digital preservation responsibilities and activities, and document the work and plans that ensure the long term preservation of our digital content.

The Library uses the Digital Preservation Content Register to record groups of digital content it is responsible for preserving, and the content it owns but is the responsibility of third parties to preserve (such as the non-print legal deposit content managed by the British Library).

The Library provides clear guidance to internal and external content providers about how they should supply content and related information to the Library to support the content’s digital preservation. For content supplied by third parties the Library also uses agreements that clearly state:

* The roles of the Library and third party while fulfilling the agreement.
* How long the Library is responsible for the content’s preservation and the standards that will apply.
* That the Library has sufficient powers to store (on and offsite as appropriate), copy and transform digital content, and to digitise physical content where access to it is at risk in the future. For content with a limited retention period the Library will require powers to delete and dispose of it.
* Who the Library will contact if there is a problem with the content.
* The rights and limitations that govern the use of the content.

Where the Library possesses content with ambiguous terms that impede the preservation of access the Library takes one or more of the following actions:

* Clarifies or renegotiates the agreement.
* Applies its Orphan Content Policy.
* Undertakes a risk and benefit assessment as agreed by the Library’s digital preservation governors and takes any consequent actions.

The Library manages content agreements including procurement and purchase contracts, and donation and deposit agreements. They are also recorded in the Digital Preservation Content Register if they influence the use of preserved content. This includes the Library contact for each agreement to determine who monitors and enforces them.

Content providers are given a receipt by the Library for any digital content that is transferred to the Library’s preservation environment. The receipt lists the transferred files, their checksums, Library identifiers and other key shareable information. A fuller receipt that includes preservation file storage locations is kept by the Library.

In the event of any data loss or breach the Library will treat it as a reportable incident in accordance with its Information Security Policy which in turn calls upon the Data Protection Policy if the content contains personal data. The Library will contact 3rd parties whose data is affected if this is defined in any agreement.

Preservation activity is co-ordinated by the Digital Preservation Manager and future work is included in Library, departmental and team plans.

The Library documents processes, procedures, plans, key software and databases used to manage preserved digital content from receipt to delivery. Documentation is kept up to date in accordance with review schedules. It is sufficiently detailed to satisfy internal scrutiny and external assessment schemes while reducing the risks associated with insufficient knowledge of the preservation environment.

The Library publishes full or redacted versions of its digital preservation documentation as limited by the sensitive information contained within. The principal example of this is the Library’s Core Trust Seal accredited application.

The Library trains and annually tests members of staff to identify, understand and use the Library’s key preservation documents and tools so that the unexpected loss of a member of staff has a minimal impact on the Library’s ability to safeguard its digital content.

#### Future work

* Create full Digital Preservation and Access Plans for all content groups in the Digital Preservation Content Register, including a record of the location and Library contact for agreements that control their use (2023/25).
* Finish documenting digital preservation workflows and procedures and define those responsible for them (2023/24).
* Identify preservation content that is managed or provided by third parties to determine whether there are any preservation requirements and risks (2024/25).
* Develop a tiered digital preservation training programme to improve Library understanding and support for digital preservation, improve resiliency, understand and test preservation systems and address specific content needs (2024/26).

### Knowledge transfer

We are an active member of the digital preservation community, engaging with others to meet shared challenges, and are continually improving and developing the expertise and standards we require to preserve access to our content.

The Library contributes to wider digital preservation efforts where they are relevant and coincident with its own activities. This includes working closely with the other Legal Deposit Libraries to help preserve access to non-print legal deposit content and being members of the following organisations:

* International Internet Preservation Consortium.
* Edinburgh Preserves group of digital preservation practitioners.
* International Federation of Library Associations and Institutions (IFLA).
* Archives and Records Association (ARA).
* International Federation of Film Archives (FIAF).

The Library will retain its membership of the Digital Preservation Coalition recognising and supporting its role in tackling shared digital preservation challenges, providing training, expertise, external peer review and a network of contacts for the benefit of the Library.

The Library will increase the number and diversity of people who know about and collaborate with its digital preservation activities, and provide social benefits that arise from having more digital skills and knowledge. It will do this by:

* engaging with universities and the wider public to train and inspire the next generation of digital preservation experts by working with volunteers, placement students and PhD students.
* publishing and presenting news and research related to digital preservation for the benefit of the preservation community, the Library’s staff, its board and the public.
* ensuring the training needs of our staff are identified and supported, and seeking to embed digital preservation activities and related training into business as usual workflows.

The Library uses peer review, national and international standards, and certification and accreditation schemes in order to improve the work we do and demonstrate our competence to the public.

### Safeguarding content

We safeguard our digital content, guarantee its integrity and, where we define it is necessary, demonstrate its authenticity.

The Library safeguards the digital content listed in the Digital Preservation Content Register to the digital preservation standards described therein.

The Library uses a preservation database (currently the Digital Objects Database) to record essential properties of the digital content down to file level including original paths, current paths, persistent identifiers, checksums, rights information and file management and preservation events. The database runs independently of the platform used to store the preserved digital content to allow either to change with minimum impact on the other.

The Library actively identifies risks that affect how it preserves access to its content, and then take steps to reduce them. Wherever possible risk reduction takes place before the Library creates or acquires digital content. Risks related to specific groups of content are recorded in the Digital Preservation Content Register. High-level risks are recorded in the Digital Preservation Risk Register alongside preventative and reactive actions that reduce them, a timetable for implementing change, and a tracker for measuring progress. Some risks with a preservation component are also recorded in the Library’s other risk registers. Risk management is overseen by the Library’s digital preservation governors in line with the Library’s Risk Management Framework.

The Digital Preservation Data Integrity Policy, Information Security Policy and other documentation describe how the Library ensures the security and integrity of digital content. For instance:

* The Library stores three copies of the content to be preserved.
* Each copy of the data is stored in a different geographic location.
* Two copies are held on storage that allows them to be fixity checked at least once per year, at ingest and during file moves. The two copies are used to quickly repair any detected damage to the content.
* At least two different storage platforms and vendors are used.
* A single user cannot have solitary access to all copies in a way that allows them to change or delete each copy of the content.
* Versioning is applied to reduce deletion and modification risks.
* Changes or deletions are appropriately overseen and authorised by the Library’s digital preservation governors, then recorded to provide an audit trail.
* Content stored off-site, which may include personal data or require additional security, is encrypted at source before transfer and while stored.

The Library ensures its IT systems, including those that interact with the public, are well supported and audited to protect the Library, its data, products, services and users of those services. The Library undertakes physical and remote penetration tests, virus and malware scanning, keeps software up to date and complies with cyber security requirements.

The Library carefully selects, manages and preserves software, tools, environments, commands, parameters and anything else necessary to manage the content and restore it back to its required state. The Library records all technology stacks used to preserve the content and periodically tests them to ensure the content remains accessible.

For some digital content it is important to demonstrate its authenticity in addition to guaranteeing its integrity. The Library will record this requirement in the Digital Preservation Content Register, preserve the original bit-stream of this content, and create a sequence of receipt, ingest and fixity check events. This enables the Library to demonstrate the content remains the same as that received, although it may be impossible to allow the public to view the content as it originally appeared. The Library will create audit trails to explain how any alternative versions were derived from the original.

#### Future work

* Complete the preservation of Moving Image & Sound Collection data on magnetic tape through the Collections on Tape project (2022 to 2025).
* Develop, agree and resource a plan to preserve data on legacy media in Manuscripts, the Library’s Own Archive, remaining Moving Image and Sound and General Collections (2023/25).
* Ingest all other outstanding data with a Digital Preservation and Access Plan (2024/26).
* Develop and deploy access test plans for key preservation components (2024/26).
* Identify all preserved file formats and obtain and preserve appropriately licenced software to access them (2024/28).
* Achieve Cyber Essentials Basic (2023/24).

### Access

We aim to provide the best possible access to our preserved digital content within legal, ethical, financial and technical constraints.

The Library provides access to its preserved digital content through a variety of free browser-based services which can be accessed remotely or by visiting the Library’s public buildings. Anyone can use the Library, although Scottish users form a key audience. The Library’s services are provided primarily in English with some support for Gaelic as per the Library’s Gaelic Language Plan. The Library recognises that improvements in translation technology and the rich variety of its collections mean its services are increasingly accessible to non-English speakers.

The Library designs and maintains services that are safe for its users (see Principle 5: Safeguarding Content) and are underpinned by hardware, software and standards informed by user research, legislation and web accessibility guidelines. This includes following the Equality Act (2010) and making Equality Impact Assessments.

The Library informs its users how digital content can be used, how we collect and use their information, and it will notify them of potentially offensive or legally restricted content.

The Library follows its Take Down Policy when it is informed of content that breaches the Library’s legal and ethical commitments.

Subject to the Library’s re-use policy, legal, ethical, financial and technical constraints the Library will manage access to its preserved digital content in the following ways:

* The Library records how it provides access to its digital content in the Digital Preservation Content Register.
* Information is stored to allow the Library to control access to content in accordance with its constraints.
* The Library makes its content discoverable and referenceable in a persistent way in accordance with its Persistent Identifier Policy, including when it facilitates machine harvesting of data.
* The Library provides metadata in line with its metadata and digital preservation standards including descriptive and technical metadata to support the discovery and interpretation of its digital content.
* The Library interprets its collections, although this may not be at file level.
* The Library provides its users with an exact or altered copy of the content as appropriate to the service offered by the Library.
* The Library recognises that it cannot always provide preserved digital content through its services in a way that meets everyone’s needs. For example some digital content may not behave or appear as it did when originally created. Other content may have software or user requirements that the Library does not currently support. In such cases the Library will offer an exact copy of the current preservation copy it holds. This will be the original bit-stream or an updated version of the original bit-stream and may require the user to have specialist or subject knowledge, hardware, and software to use and understand the content.
* Where the authenticity of the digital content is to be demonstrated, the Library provides information about the content’s integrity since receipt and a record of any changes enacted on the data to allow the user to evaluate the content.

#### Future work

* Create full Digital Preservation and Access Plans for each Content Group in the Digital Preservation Content Register (2023/25).
* Identify all preserved file formats and obtain and preserve appropriately licenced software to access them (2024/28).

### Third party alignment

We require any third party that manages our digital content to help us to uphold our digital preservation principles, and we will take action to safeguard content if our principles are compromised.

Members of Library staff notify the Digital Preservation Manager of any digital content that is managed, or is planned to be managed, by third parties. Notification must take place before any agreement is made. The content and third party service is then reviewed to determine if the Library has any preservation responsibilities, including whether it needs to validate the care provided by the third party. If so the content, service and the Library’s responsibilities will be recorded in the Digital Preservation Content Register.

The review also assesses the content in accordance with the Library’s Data Protection Policy to ensure any personal data is appropriately managed. This process is overseen by the Library’s designated Data Protection Officer.

The Library is clear about its expectations of the third party and their role in safeguarding content, including complying with relevant legislation and the consequences of any defaults. This is made explicit in a written and enforceable agreement with them. If the Library is taking responsibility for preserving content that is hosted by a third party then the third party must allow the Library to take timely copies of this content. The Library must be able to, and will, validate the care provided by third parties.

The Library incorporates these requirements into its procurement workflows, terms and conditions for the purchase of goods and services, and other agreements.

As part of its planning process the Library creates exit strategies for the data managed by third parties to ensure that the Library can assume more responsibility for safeguarding digital content if it is required.

The Library will transfer data to the third party in accordance with the Information Security Policy.

#### Future work

* Identify preservation content that is managed or provided by third parties to determine whether there are any preservation requirements and risks (2024/25).

## Related documentation

* [The Library’s Mission statement](https://www.nls.uk/about-us/what-we-are/our-mission/)
* [The Library’s Strategy 2020 to 2025](https://www.nls.uk/strategy/text-version/)
* [Digital preservation steering group terms of reference](https://doi.org/10.34812/ca5c-ga48)
* [The Library’s Core Trust Seal accredited application](https://www.coretrustseal.org/wp-content/uploads/2022/03/20220325-National-Library-of-Scotland-OAIS-Archive_final.pdf)
* The Library’s Preservation Policy (for physical collections)

## Document information

* Document name: Digital Preservation Policy
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* Approval:
  + Date of Library Leadership Team Approval: 19 September 2023
  + Date of Whitley Approval: Not applicable
  + Date of Audit Committee Approval: Not applicable
* Equality Impact Assessment Completed: 5 September 2023
* Date of next review: September 2025
* Business classification: 03.01.06.00 (Business policies – Approved policies)
* Retention: Review for historical and business value one year after approved policy has been superseded.

## Document control

| Date | Action |
| --- | --- |
| 19 March 2019 | Version 1 published after approval from the Library Leadership Team 29 January 2019. [Updates to sections 2 and 3 at scheduled annual review by the Rights and Information Manager and Information Officer.] |
| June 2021 | Version 2 published after approval from the Library Leadership Team 20 April 2021. No changes to policy. Changes to the layout of the governance section to make it more accessible. Updates to the Digital Preservation Steering Group’s responsibilities to reflect the current Terms of Reference. Other minor updates to wording and practice to make it current. Large changes to the plan and related document sections to make them current. |
| September 2023 | Version 3 published after approval from the Library Leadership Team Steering Group 19 September 2023 as part of a regular review. A small number of changes to the text to clarify points, but no change to policy except to acknowledge environmental sustainability, free access, Equality Act (2010) and Equality Impact Assessments. Uses the latest version of the policy template to improve accessibility. Plan sections updated and now rolled into policy sections as “Future plans”. Related document sections removed from policy sections and greatly reduced in the consolidated “Related documentation” section. Membership listing of the Digital Preservation Steering Group transferred to the group’s Terms of Reference to make maintenance easier. |