

## Understanding Government Mistrust and Enhancing Transparency – Chat Log

from Cynthia Etkin to everyone: 12:57 PM

I'm here. Thanks Ashley

from Brylynn Ellis to everyone: 12:58 PM

Keynote was fantastic~

from Charlie she-her Amiot to everyone: 12:58 PM

Best keynote I've been to. Across any conference.

from Jennifer Morgan to everyone: 12:58 PM

Agree, Charlie!

from Brylynn Ellis to everyone: 12:58 PM

It was informative and relevant

from Robert Mead to everyone: 12:58 PM

I agree Charlie - tied with Bryan Stevenson at AALL

from Olivia Hedlund to everyone: 12:59 PM

I missed it live; looking forward to catching the recording!

from Charlie she-her Amiot to everyone: 12:59 PM

Which city was that in, Rob?

from Robert Mead to everyone: 12:59 PM

Baltimore I think

from Charlie she-her Amiot to everyone: 12:59 PM

I can tell you it was lightyears ahead of Blatimore's!

from Charlie she-her Amiot to everyone: 12:59 PM

Nope, I walked out of that one! Different speaker.

from Robert Mead to everyone: 12:59 PM

yeah - true - year before that?

from Charlie she-her Amiot to everyone: 1:00 PM

Baltimore was my first one!

from Charlie she-her Amiot to everyone: 1:02 PM

I have a good collection of those! The Nixon buttons are a real hoot!

from Mark Hamilton to everyone: 1:02 PM

Nixon's the one!

from Lisa Russell to everyone: 1:02 PM

My dad used to have a good political button collection. Unfortunately, he loaned it to a friend for a display and never got it back. :-(

from Charlie she-her Amiot to everyone: 1:03 PM

@Lisa, I gasped in horror! I would be so upset.

from Elissa Lawrence to everyone: 1:03 PM

Lisa, that's awful!! How rude!

from James Rice to everyone: 1:04 PM

Just going to shoutout a book recommendation that's a broad survey of this topic: "A Necessary Evil: A History of American Distrust of Government" by Garry Wills

from Mark Hamilton to everyone: 1:05 PM

Thank you James!

from Brylynn Ellis to everyone: 1:05 PM

=1 James

from Ariella Mason to everyone: 1:06 PM

+1 James

from Andrea Kroll to everyone: 1:08 PM

Uncle Walt!

from Brylynn Ellis to everyone: 1:08 PM

A lot of mistrust in the Cold War

from Troy Black to everyone: 1:08 PM

We don't have any Walter Cronkites anymore Wish we did.

from Brylynn Ellis to everyone: 1:08 PM

+1 Troy

from Lucy Duhon to everyone: 1:09 PM

Can we talk about the Fairness Doctrine? Bringing that back?

from David Cox to everyone: 1:09 PM

Now Woodward is sitting on his discoveries and investigations until he prints a book with it

from Aimee Quinn to everyone: 1:11 PM

Isn't one of the problems today is that the institutions still exist but are threatened by big money donors who have their own political agendas and threaten to withhold their funds unless the institutions follow the donor's specific agendas?

from Becki White to everyone: 1:11 PM

@Aimee - money is almost always the reason, big and small.

from Troy Black to everyone: 1:12 PM  
everything is so tribal because of certain politicians. It's not Mr. Smith goes to Washington anymore

from Andrea Kroll to everyone: 1:12 PM  
Fairness doctrine assumes both sides have an equal point. It doesn't account for lies

from Elisabeth Garner to everyone: 1:12 PM  
@Andrea...spot on!!

from Brylynn Ellis to everyone: 1:12 PM  
It's either one way is the right way or the other and there is never any middle ground in politics anymore.

from Aimee Quinn to everyone: 1:13 PM  
@Becki, that is true but there has always been a lot of money in politics, but the change in regulation to allow unlimited influence by single donors and allow corporations to be "persons" changed the influence.

from Bert Chapman to everyone: 1:13 PM  
Key reasons for mistrust include individuals and groups expecting government to be God or their parents instead of recognizing that governmental institutions can consist of grievously flawed individuals along with gifted individuals and individuals who are somewhere in between.

from Mark Hamilton to everyone: 1:13 PM  
I think Fairness Doctrine only applies to licensed media.

from Troy Black to everyone: 1:15 PM  
But even when you present the facts there is still mistrust

from Amy Fitch to everyone: 1:15 PM  
+Bert

from Elisabeth Garner to everyone: 1:15 PM  
@Troy, exactly. Or they won't "trust" it because it just doesn't fit their world view....it's so sad that our world has come to this point

from Scott Briggs to everyone: 1:15 PM  
A lot of folks mix up facts and truth.

from Robert Mead to everyone: 1:16 PM  
Glaring need for adult civics education!

from Vaile Fujikawa to everyone: 1:16 PM  
And critical thinking practice.

from Charlie she-her Amiot to everyone: 1:17 PM  
Didn't need the adult modifier! ;P

from Bert Chapman to everyone: 1:17 PM

We also have to recognize that currently leftist governments in the U.S., Australia, Britain, and Canada have decided to accuse opponents of their policies of engaging in mis/disinformation, hate, racism, and other forms of rhetorical invective. This can also happen from conservative governments. As Gov Info Librarians we should encourage our users to take "deep dives" into the complexities of government information resources and data.

from Llsa Pritchard to everyone: 1:17 PM

Good plug for government information professionals helping to educate folks about how the government works.

from Christopher Bloodworth to everyone: 1:19 PM

Nowadays, unfortunately, you tell a lie long enough and loud enough, it becomes (misconstrued) as the truth.

from Kate Irwin-Smiler to everyone: 1:20 PM

+1 Christopher - it's the Jerry Springer/Maury Povich effect.

from Amy Fitch to everyone: 1:20 PM

+1 Christopher

from Lucy Duhon to everyone: 1:20 PM

Thanks for your thoughts on the FD! I can see how that was/would be a problem.

from Christopher Bloodworth to everyone: 1:22 PM

As for the demographic breakdown, you also have to take into account illiteracy and lack of online access (tech gaps), as I often encounter in my public library community.

from Marie Concannon to everyone: 1:23 PM

Librarians have been among the most trusted of all professionals

from Lucy Duhon to everyone: 1:23 PM

+1 Marie!

from Andrea Stelljes to everyone: 1:24 PM

+ Christopher. I also encounter this in my public library in Minneapolis, MN

from Andrea Kroll to everyone: 1:26 PM

@bert chapman How should governments address the lies, conspiracy theories and disinformation promulgated by political candidates and other citizens?

from Emily Croft to everyone: 1:27 PM

who decides when someone's intention is to mislead?

from Emma Taylor to everyone: 1:27 PM

+1 Emily

from lisa meyer to everyone: 1:27 PM

I guess whoever is in power?

from Marie Concannon to everyone: 1:27 PM

Congressional field hearings held in local areas seemed a great way to build trust, if they were handled well.

from Kate Irwin-Smiler to everyone: 1:28 PM

Emily: there are whole branches of law that rely on interpreting intent. it can be inferred from certain types of conduct, but it seems like a lot of times people reveal themselves by contradictory statements.

from James Rice to everyone: 1:28 PM

A better question might be \*how\* to decide one's intentions?

from Paul Nease to everyone: 1:28 PM

We're located in one of the hard hit areas of Helene and the FEMA misinformation has created real problems here

from Christopher Bloodworth to everyone: 1:28 PM

Seniors are especially vulnerable to disinformation, and they are the ones most likely to vote.

from Kate Irwin-Smiler to everyone: 1:28 PM

<3 Paul

from Andrea Kroll to everyone: 1:28 PM

We can trust those who use Authoritative sources of factual information. We are librarians, after all.

from Aimee Quinn to everyone: 1:29 PM

@Emily @Emma, disinformation campaigns are usually uncovered by mainstream media and society. However, misinformation is typically uncovered through laws as well as mainstream media.

from Marie Concannon to everyone: 1:29 PM

Sometimes I think people make stuff up because they want the clicks.

from Elisabeth Garner to everyone: 1:29 PM

I live in NC and have been disgusted with the sharing of disinformation that has wreaked havoc on our mountain citizens. How low can you possibly be to share information that deliberately hurts those in your community who are in desperate need of assistance...so disheartening.

from Robert Mead to everyone: 1:29 PM

+1 Elisabeth

from Kate Irwin-Smiler to everyone: 1:29 PM

Marie +1

from Elissa Lawrence to everyone: 1:29 PM

+1 Elisabeth

from susanne Caro to everyone: 1:29 PM

Maybe if the person spreading the misinformation knows better? I can see someone sharing information who doesn't know better- but when a doctor recommends a fake cure that the making money off, that seems like misinformation.

from Robert Mead to everyone: 1:30 PM  
or greedy disinformaton

from Aimee Quinn to everyone: 1:31 PM  
It is up to the individual to determine for themselves, but most people prefer to follow rather than learn. As librarians we know the difficulty in teaching information literacy.

from Mary Ries to everyone: 1:33 PM  
No audio

from Charlie she-her Amiot to everyone: 1:33 PM  
I have audio.

from Whitney Gerwitz to everyone: 1:33 PM  
@Aimee, this has been my experience as well.

from Marie Concannon to everyone: 1:33 PM  
I trust GAO reports because they try to be non partisan

from Elisabeth Garner to everyone: 1:33 PM  
@aimee, yes, people have to initially be willing to even want to learn about how things actually work; that's a big part of the problem.

from Aimee Quinn to everyone: 1:34 PM  
+1 Marie!

from Emily Croft to everyone: 1:35 PM  
it's interesting because we want to center people's lived experiences, but we also want them to be open to the possibility that things might be different from that experience

from Elisabeth Garner to everyone: 1:35 PM  
I love the CRS reports and share those with students

from Aimee Quinn to everyone: 1:35 PM  
@Elisabeth, our challenge is to get them excited to learn without knowing they are learning ðŸ˜ƒ

from Elisabeth Garner to everyone: 1:36 PM  
@Aimee, yes, agree! :)

from Marie Concannon to everyone: 1:36 PM  
I wonder if people have an easier time trusting local government than federal government. If so, having federal-local partnerships could help.

from Aimee Quinn to everyone: 1:36 PM

+1 Elisabeth! I love CRS

from Andrea Kroll to everyone: 1:37 PM

@bert chapman As Professor Helmke stated, we used to have a vigorous media that delved into bringing the truth of government activities to light. In our current media environment and the death of local news sources, that daylighting is lacking.

from Marie Concannon to everyone: 1:40 PM

It would be great if congressional committees invited an even mix of differing opinions to testify at their hearings, so people can hear all sides. That might help build trust.

from Aimee Quinn to everyone: 1:41 PM

+1 Marie

from Bert Chapman to everyone: 1:41 PM

Gov Info Librarians can also communicate our expertise to the public by directing them to GAO reports, agency inspector general reports, congressional investigations, and external think tank and media reports showing that there can be poor performance by agencies such as FEMA. We can also explain to our users that such poor program performance may come from flawed laws, regulations, agency institutional culture, and defective congressional oversight.

from Robert Mead to everyone: 1:42 PM

+1 Bert

from Marie Concannon to everyone: 1:42 PM

+1 Bert!

from Gwen Sinclair to everyone: 1:45 PM

Bert, maybe we need a webinar about sources of oversight documentation!

from Llsa Pritchard to everyone: 1:45 PM

Great idea.

from Scott Briggs to everyone: 1:45 PM

+1 Gwen

from Elissa Lawrence to everyone: 1:46 PM

+1 Gwen

from Marie Concannon to everyone: 1:47 PM

When AI starts making flawless fakes of politicians saying things they didn't really say, GPO's text versions on GovInfo will save us.

from susanne Caro to everyone: 1:47 PM

+1 Marie

from Kate Irwin-Smiler to everyone: 1:47 PM

+1 Marie, if they'll listen to us.

from Ariella Mason to everyone: 1:48 PM  
+1 Marie

from Scott Briggs to everyone: 1:48 PM  
+1 Kate. They don't want to hear facts now, only their chosen mouthpieces.

from Amy Fitch to everyone: 1:48 PM  
@Marie that's a great idea!

from Gwen Sinclair to everyone: 1:49 PM  
Does GPO get a lot of inquiries about the authenticity of its information products? If so, can you characterize them generally?

from Kathy Hale to everyone: 1:49 PM  
If you have NHD students, there is an article for this year's theme. This has been going on for a few years.

from Amy Fitch to everyone: 1:49 PM  
@Scott - People are afraid if they agree with anything they would have to agree with everything someone believes.

from Gina Long to everyone: 1:50 PM  
In my area, community newspapers are trying to make a comeback. A good resource about this phenomenon is "What works in community news : media startups, news deserts, and the future of the fourth estate" by Ellen Clegg

from Robert Mead to everyone: 1:51 PM  
Thank you Gina - I'm going to look that up!

from Scott Briggs to everyone: 1:51 PM  
@Amy - I agree, all the more reason we need to be teaching critical thinking.

from Charlie she-her Amiot to everyone: 1:51 PM  
NYTimes has been targeting me with ads on ADHD that are solidly based on mis- and disinformation and fake "science." I've found that both interesting and disturbing.

from Amy Fitch to everyone: 1:52 PM  
+1 Scott that would be awesome!

from Gina Long to everyone: 1:52 PM  
Disclaimer: a high school student and I started a community newspaper last year and it has wildly exceeded our expectations. We made national news

from Robert Mead to everyone: 1:52 PM  
Love it Gina!

from Gina Long to everyone: 1:52 PM  
@charlie I find "ad stalking" super creepy



from Elisabeth Garner to everyone: 1:52 PM

Yes, is the Elon Musk "thing" being investigated? I know people have different politics, but that cannot be legal, right?

from Gina Long to everyone: 1:53 PM

@Elisabeth the \$ 1 million to a random voter in Penn?

from Lisa Pritchard to everyone: 1:53 PM

Super cool, Gina. Way to go. What a positive way to be a part of the solution.

from Elisabeth Garner to everyone: 1:53 PM

@Gina, that's great! Hoping that student includes this on a future resume/CV!

from Jacqui Celecia to everyone: 1:53 PM

+Elisabeth

from Gina Long to everyone: 1:53 PM

Turns out election law is very murky. Election and campaign rules need a major overhaul

from Marie Concannon to everyone: 1:54 PM

+1 Gina!

from Aimee Quinn to everyone: 1:54 PM

+1 Paul - everyone is responsible for fact checking!

from Charlie she-her Amiot to everyone: 1:54 PM

Sen. McCain was also critically instrumental in getting CRS Reports publicly disseminated. Which sadly was after he passed.

from Aimee Quinn to everyone: 1:54 PM

+1 Jennifer Morgan!

from Gina Long to everyone: 1:54 PM

He's in Columbia, MO today for his campus visit. Mizzou U has the oldest journalism school in the country. He was offered as a junior a 100% paid through PhD. in journalism and law school from the University of Kansas

from Elisabeth Garner to everyone: 1:55 PM

@Charlie, I didn't know that about McCain! I should have though, that's really great. CRS reports are so valuable, especially for the 18-22 year old college aged set, not to mention regular adults! :)

from Lisa Pritchard to everyone: 1:55 PM

We can have gov info events that are non-partisan and patriotic! Like your amazing gov info day event in Indiana.

from Marie Concannon to everyone: 1:55 PM

+1 Lisa

from Charlie she-her Amiot to everyone: 1:55 PM

@Elisabeth, he was one of the major sponsors of bi-partisan pro-dissemination legislation nearly every single time it came up. Before sneaking in via an ombinus.

from Robert Mead to everyone: 1:55 PM

+100 Paul

from Gina Long to everyone: 1:56 PM

I miss McCain. I also miss (throwing in a shout-out for a fellow Kansas) Pres. Dwight D Eisenhower. He wrote extensively about leading with facts, in life and on the battlefield, and later as president

from Lisa Pritchard to everyone: 1:56 PM

Cool fun fact about McCain. Thank you.

from Gina Long to everyone: 1:57 PM

+1 Lisa

from Andrea Stelljes to everyone: 1:57 PM

Thank you!

from Lisa Pritchard to everyone: 1:57 PM

Thank you all. Great presentations and discussion.

from Aimee Quinn to everyone: 1:57 PM

Fabulous presentation UCUP. Thank you so much!

from Scott Briggs to everyone: 1:57 PM

Great session. Lots of good info.

from Whitney Gerwitz to everyone: 1:57 PM

This was fantastic!

from Charlie she-her Amiot to everyone: 1:57 PM

Thank you!!!!

from Bruce Sarjeant to everyone: 1:57 PM

Thanks!

from Mary Ellen Lomax-Bellare to everyone: 1:57 PM

thank you

from Allen Moyer to everyone: 1:57 PM

Excellent presentation!

from Greg March to everyone: 1:57 PM

Thank you!

from Joshua Olsen to everyone: 1:57 PM  
Thanks! Great discussion

from Min Shaheen to everyone: 1:57 PM  
Thank you.

from Ann James to everyone: 1:57 PM  
thank you!

from Cassandra Wenzel to everyone: 1:58 PM  
Thank you!

from Carolyn Frenger to everyone: 1:58 PM  
Thanks to everyone! Great session!

from Olga Fryzel-Almaraz to everyone: 1:58 PM  
It always shocks me hearing how misinformation affects communities, friendships, and families.

from Ella Shurr to everyone: 1:58 PM  
Thank you!

from Jennifer Morgan to everyone: 1:58 PM  
All my resources are in the last two slides!

from Jacqui Celecia to everyone: 1:58 PM  
thank you

from Gina Long to everyone: 1:58 PM  
Great info and interaction!

from Olga Fryzel-Almaraz to everyone: 1:58 PM  
Thank you for a great presentation.