

Understanding Government Mistrust and Enhancing Transparency

A Program of the Depository Library Council's
Unique Challenges, Underserved Populations, and Federal
Depository Libraries Subcommittee

Tuesday, October 22, 2024

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J.D., Yale University
B.A. with highest distinction, Indiana University





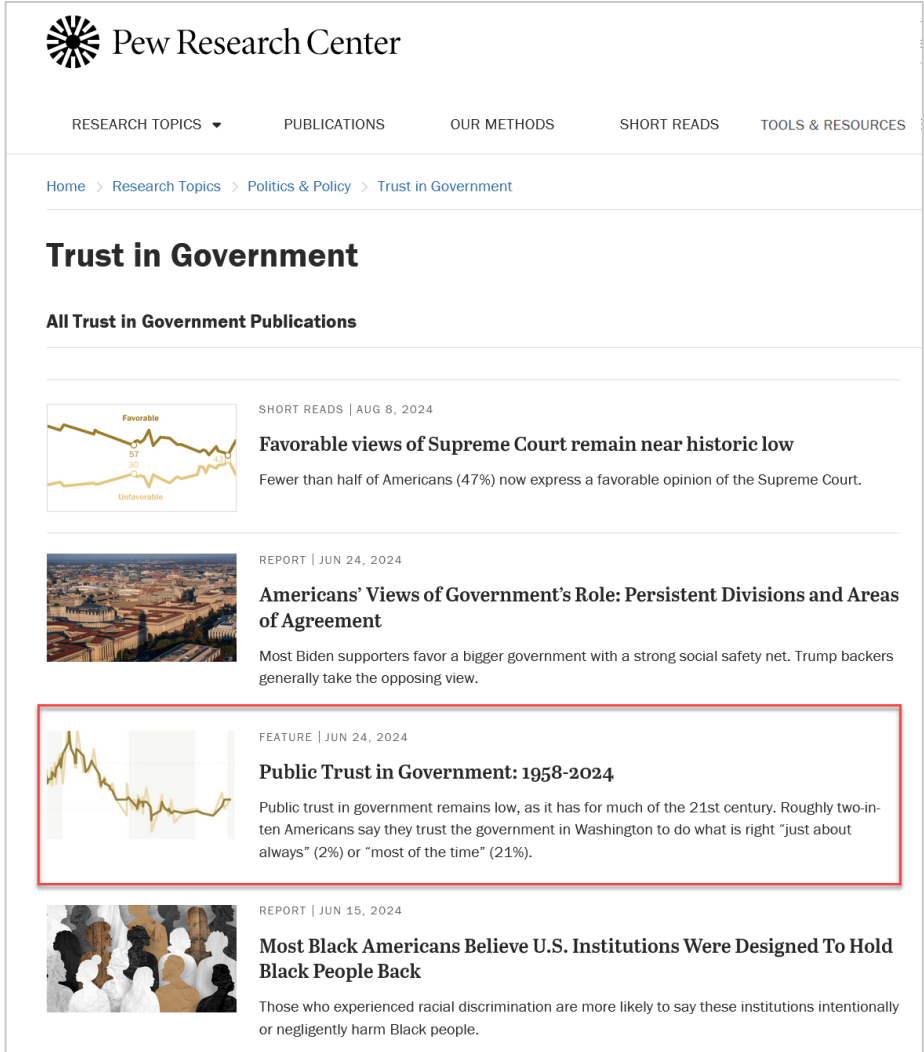
Jennifer Morgan

Government Information Librarian,
Associate Librarian, Lecturer in Law
Jerome Hall Law Library
Maurer School of Law
Indiana University

- Major Public Trust Studies
- Misinformation vs. Disinformation
- Making Government Information More Accessible and Understandable to the Public

Pew Research Center

- Nonpartisan organization, conducts public opinion polling and social science research on key issues, providing objective data to inform public discourse and policymaking. Does not take policy positions.
- *Public Trust in Government: 1958-2024.*



Pew Research Center

RESEARCH TOPICS ▾ PUBLICATIONS OUR METHODS SHORT READS TOOLS & RESOURCES

Home > Research Topics > Politics & Policy > Trust in Government

Trust in Government

All Trust in Government Publications

Favorable views of Supreme Court remain near historic low
SHORT READS | AUG 8, 2024
Fewer than half of Americans (47%) now express a favorable opinion of the Supreme Court.

Americans' Views of Government's Role: Persistent Divisions and Areas of Agreement
REPORT | JUN 24, 2024
Most Biden supporters favor a bigger government with a strong social safety net. Trump backers generally take the opposing view.

Public Trust in Government: 1958-2024
FEATURE | JUN 24, 2024
Public trust in government remains low, as it has for much of the 21st century. Roughly two-in-ten Americans say they trust the government in Washington to do what is right "just about always" (2%) or "most of the time" (21%).

Most Black Americans Believe U.S. Institutions Were Designed To Hold Black People Back
REPORT | JUN 15, 2024
Those who experienced racial discrimination are more likely to say these institutions intentionally or negligently harm Black people.

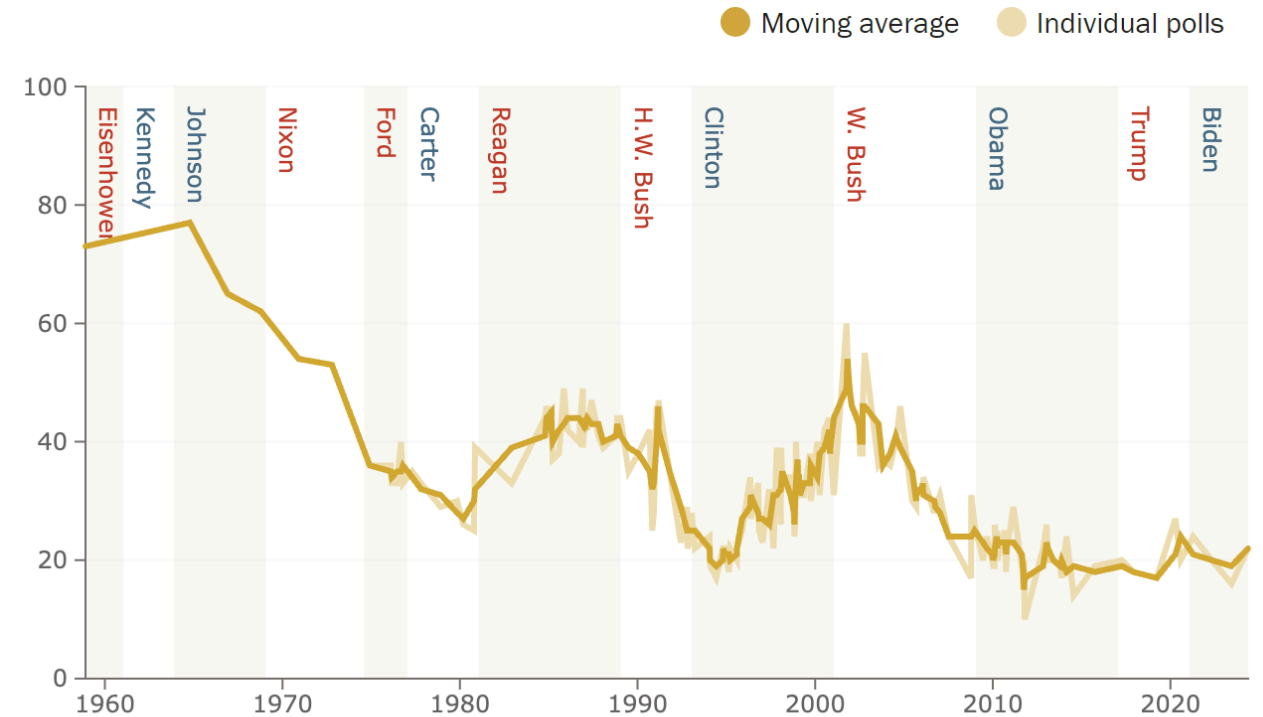
Pew Data

Public Trust in Government: 1958-2024.

- Trust in the federal government peaked in the late 1950s and 1960s.
- Today, only 20% of Americans trust the government most of the time.
- Mistrust is particularly prevalent among younger generations and underserved communities.

Public trust in government near historic lows

% who say they trust the government to do what is right just about always/most of the time



Sources: Pew Research Center, National Election Studies, Gallup, ABC/Washington Post, CBS/New York Times, and CNN surveys.

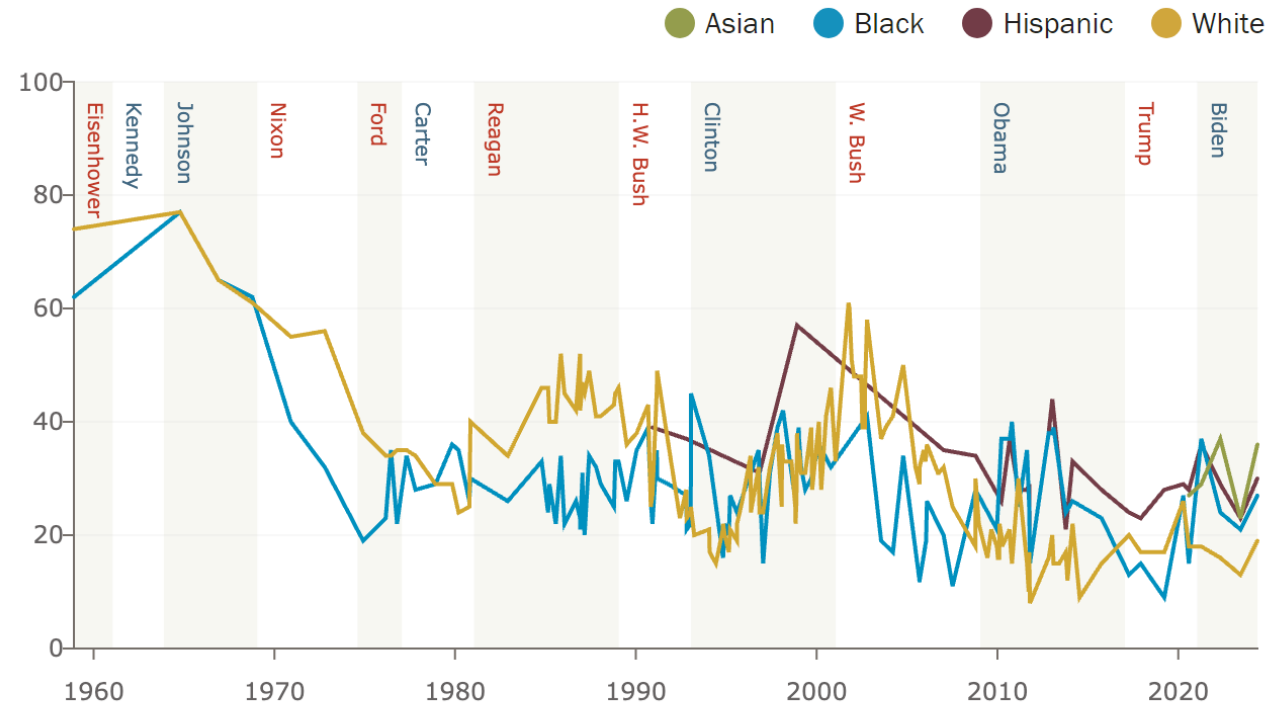
PEW RESEARCH CENTER

Demographic Breakdown

- Younger generations, racial minorities, and lower-income groups report lower trust levels.
- These trends highlight the importance of addressing inequality and systemic injustice.

Trust in government by race and ethnicity

% who say they trust the government to do what is right just about always/most of the time



Sources: Pew Research Center, National Election Studies, Gallup, ABC/Washington Post, CBS/New York Times, and CNN surveys.

PEW RESEARCH CENTER



PARTNERSHIP FOR PUBLIC SERVICE

Nonpartisan nonprofit focused on improving the effectiveness of the U.S. federal government through leadership development, workforce engagement, and promoting innovation in public service.

- *The State of Public Trust in Government 2024.*
- *The State of Public Trust in Government 2023.*
- *Trust in Government: A Close Look at Public Perceptions of the Federal Government and Its Employees (2022).*

Rebuilding Trust in Government

America is experiencing a crisis in public trust of government. This lack of trust has serious implications for how the public interacts with our government and how federal agencies respond to the major challenges facing the country—both of which are critical to a healthy and vibrant democracy.



The State of Public Trust in Government 2024

Despite declining views of the federal government, the public overwhelmingly supports a merit-based, nonpartisan civil service
June 10, 2024



The State of Public Trust in Government 2023

May 31, 2023

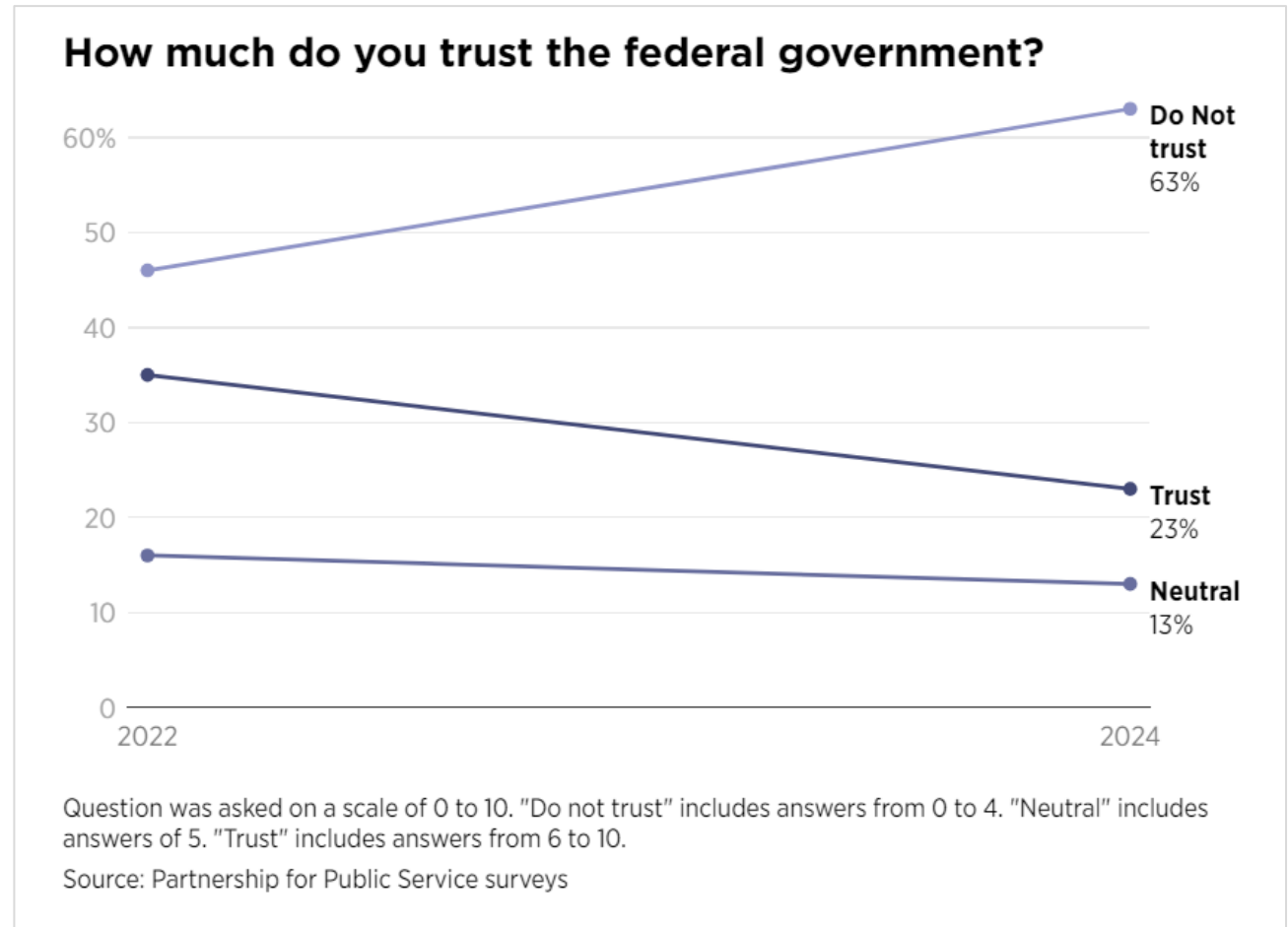


Trust in Government

A Close Look at Public Perceptions of the Federal Government and Its Employees
March 23, 2022

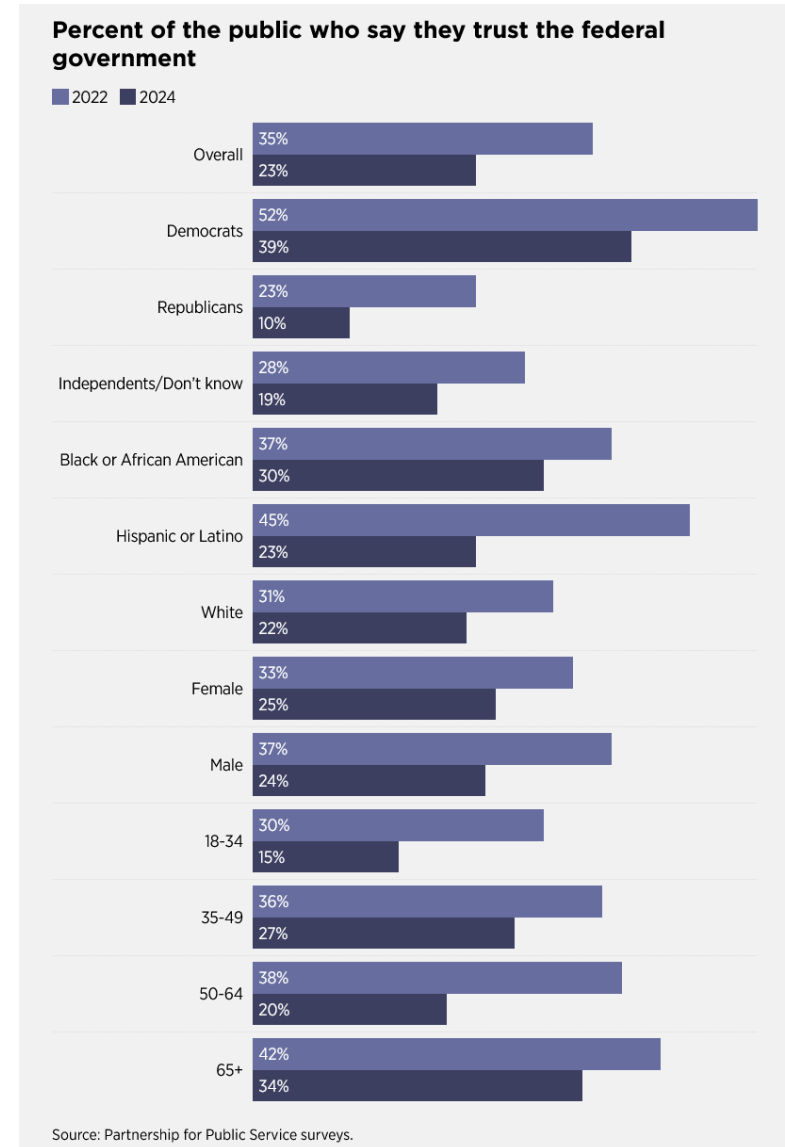
The State of Public Trust in Government 2024.

- Federal employees are trusted more than the government itself.
- Underserved communities often feel government services do not reflect their needs.
- This perception deepens mistrust.



Trust Declines in Underserved Communities

- Trust in the federal government significantly declined in 2024, especially among underserved communities.
- Hispanic/Latino: Trust fell from 45% in 2022 to 23% in 2024.
- Black/African American: Trust dropped from 37% to 30%.
- Young adults (18-34) saw a 50% decline in trust.



Positive Service Interactions

- Despite low trust overall, many report positive interactions with federal services.
- Medicare and Passport Services: Over 70% satisfaction.
- Federal Student Aid: 50% dissatisfaction, especially impacting low-income and minority students.

Satisfaction with federal services

	% who have done this since Jan. 2020	Satisfied	Neutral	Dissatisfied
Filed fed taxes	91%	53%	10%	37%
Security checkpoint at airport	76%	70%	7%	24%
Passport services	44%	77%	7%	16%
Applied for Medicare	30%	73%	3%	23%
Filed for Soc Sec	27%	70%	4%	26%
Applied for student aid	22%	45%	5%	50%
VA benefits	15%	60%	7%	33%
Received COVID loans	11%	73%	9%	27%

Numbers may not add up to 100 due to rounding.



Key Takeaways

- **Declining Trust:** Public trust in the federal government dropped to 23% in 2024 (from 35% in 2022).
- **Support for Civil Service:** 90% back a nonpartisan, merit-based civil service for an effective democracy.
- **Erosion in Underserved Groups:** Trust is eroding quickly among Hispanic, Black, and young adult populations.
- **Effective Services Matter:** Satisfaction with Medicare and passport services shows that strong service delivery can rebuild trust.
- **Need for Reform:** Accountability and targeted reforms for underserved groups are critical to restoring trust.

Deloitte Center for Government Insights

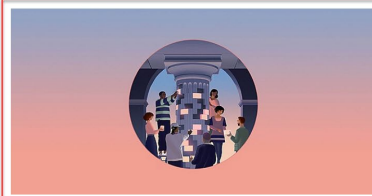
- Conducts research to help government agencies solve complex problems and enhance service delivery.
- Offers insights through reports, forums, and immersive workshops. Focuses on driving government innovation.
- Covers topics like technology adoption, digital transformation, workforce development, and infrastructure. Aims to inspire solutions that make government more efficient and responsive to citizens.
- **Report: *Rebuilding Trust in Government: Four Signals That Can Help Improve Citizen Trust and Engagement.***

DELOITTE CENTER FOR GOVERNMENT INSIGHTS

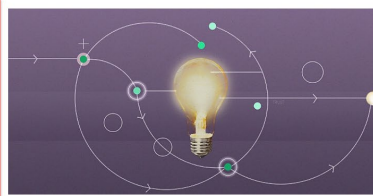
Trust

Trust is essential to government. Trust can elevate government, improving performance and connecting with the common good. Now more than ever, governments should be thinking about trust as an essential component of performance.

Featured




Rebuilding trust in government
 How much citizens trust their governments has been starkly highlighted during the current pandemic. How can the US government rebuild declining trust? Identifying and improving appropriate trust signals could be the key.
 ARTICLE • 22-MIN READ




Spurring innovation in government agencies through trust
 Trust is central to creating and adopting innovative ideas. Here are three steps organizational leaders can take to spur innovation through trust networks.
 ARTICLE • 13-MIN READ


Articles and multimedia



How higher education can realize the potential of Generative AI
 Generative AI represents a seismic shift for higher education institutions, ushering in a level of change comparable to that of the dawn of the internet.
 ARTICLE • 20-MIN READ



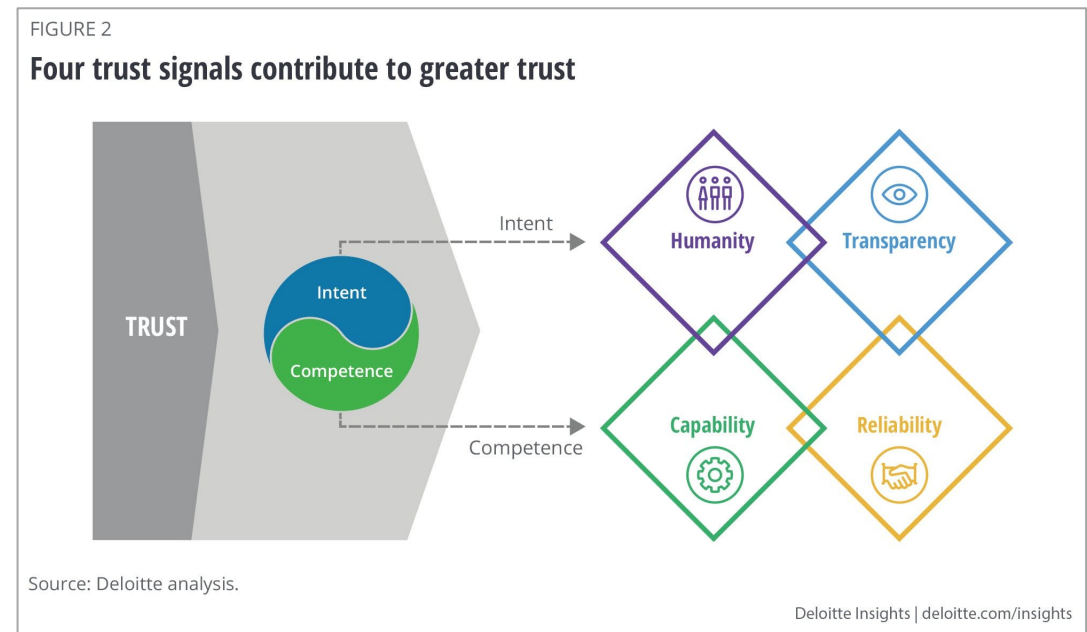
Sustaining public trust in government
 While the pandemic increased trust in many governments, others still have a long way to go in improving citizen trust, including tackling misinformation.
 ARTICLE • 11-MIN READ



Focusing inward
 How improving employee engagement can help rebuild trust in government
 ARTICLE • 16-MIN READ

Rebuilding Trust in Government: Four Signals That Can Help Improve Citizen Trust and Engagement

- **Transparency:** Citizens need to see how decisions are made.
- **Service Delivery:** Improve ease of interaction with the government.
- **Engagement:** Governments must actively connect with communities.
- **Accountability:** Implement mechanisms for feedback and corrections.





Misinformation vs. Disinformation

- **Misinformation:** False or misleading information shared without intent to deceive.
- **Disinformation:** False information intentionally created or shared to mislead or manipulate.
- **Key difference:** Intent behind the spread of false information.

See American Psychological Association "Misinformation and disinformation," <https://www.apa.org/topics/journalism-facts/misinformation-disinformation>.

Impact of Misinformation

- Underserved populations can be vulnerable due to limited access to reliable information sources.
- Barriers like education gaps, digital divides, and resource scarcity amplify exposure.
- Misinformation: Can lead to poor decisions (e.g., health choices, voting, public services).

Take evacuation orders seriously!
Your life depends on it.



Disinformation's Targeted Harm

- Disinformation: Often targeted, exploiting fears and mistrust.
- Undermines trust in institutions and public services.
- Deepens social and economic inequalities, reinforcing cycles of poverty and marginalization.

Hurricane disinformation leads to danger, experts say



Rescuers evacuate people from an apartment complex in Clearwater, Florida, on Oct. 10, 2024, after Hurricane Milton hit. Misinformation and conspiracy theories about the government's response to this storm and Hurricane Helene endanger residents and first responders, experts say.

Impact of Mis-/Disinformation on Hurricane Relief

- Misinformation about FEMA's response to Hurricanes Helene and Milton.
- False claims (e.g., aid funds diverted) damage trust in relief efforts.
- Conspiracy theories create fear and confusion, making people hesitant to seek help.
- Misinformation demoralizes first responders and hinders disaster recovery efforts.

FEMA makes "operational adjustments" in hurricane response as threats spike

Rebecca Falconer, Andrew Freedman



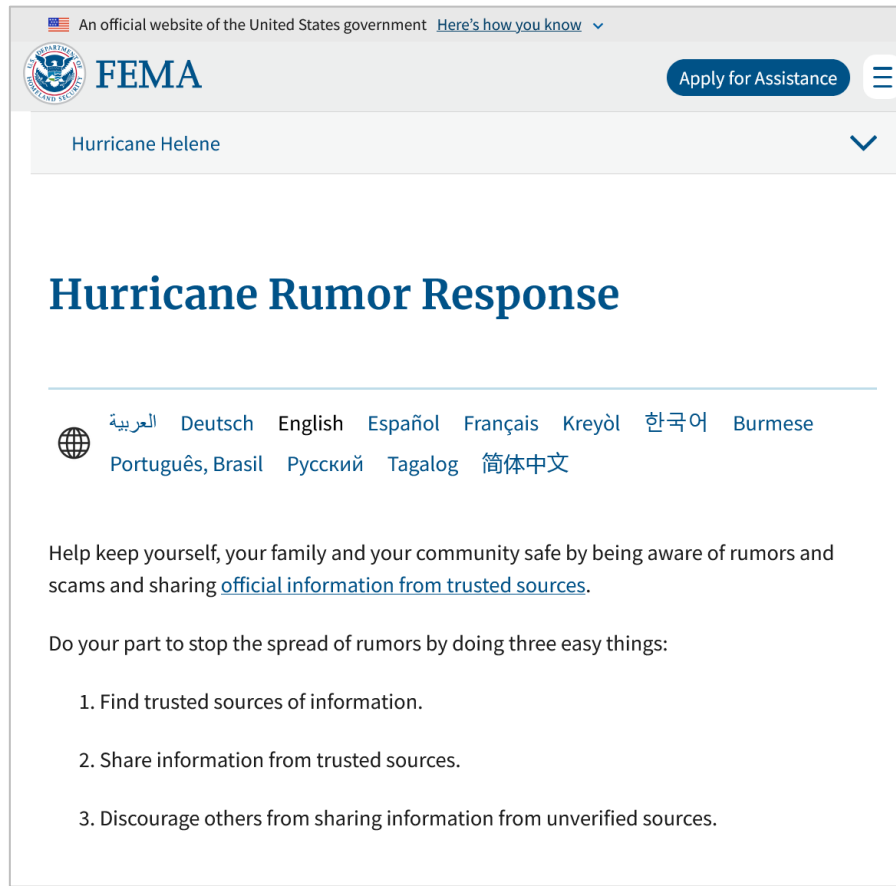
FEMA members search a flood-damaged area with a search dog on Oct. 4 in the aftermath of Hurricane Helene along the Swannanoa River in Asheville, North Carolina. Photo: Mario Tama/Getty Images

The Federal Emergency Management Agency ([FEMA](#)) made "operational adjustments" in its [Hurricane Helene](#) response in North Carolina following safety concerns, a spokesperson said Sunday.

The big picture: The Ashe County Sheriff's Office in northwestern N.C. said on [Facebook](#) Sunday that FEMA had "paused their process" as a precaution while "they are assessing" threats made in other counties in the state.

FEMA's Effort to Combat Misinformation

- Launched webpage to counter rumors and false claims.
- Addresses key falsehoods about funding and assistance.
- Encourages reliance on trusted sources for accurate information.



The Role of Depository Libraries in Promoting Accessible Data and Combatting Misinformation

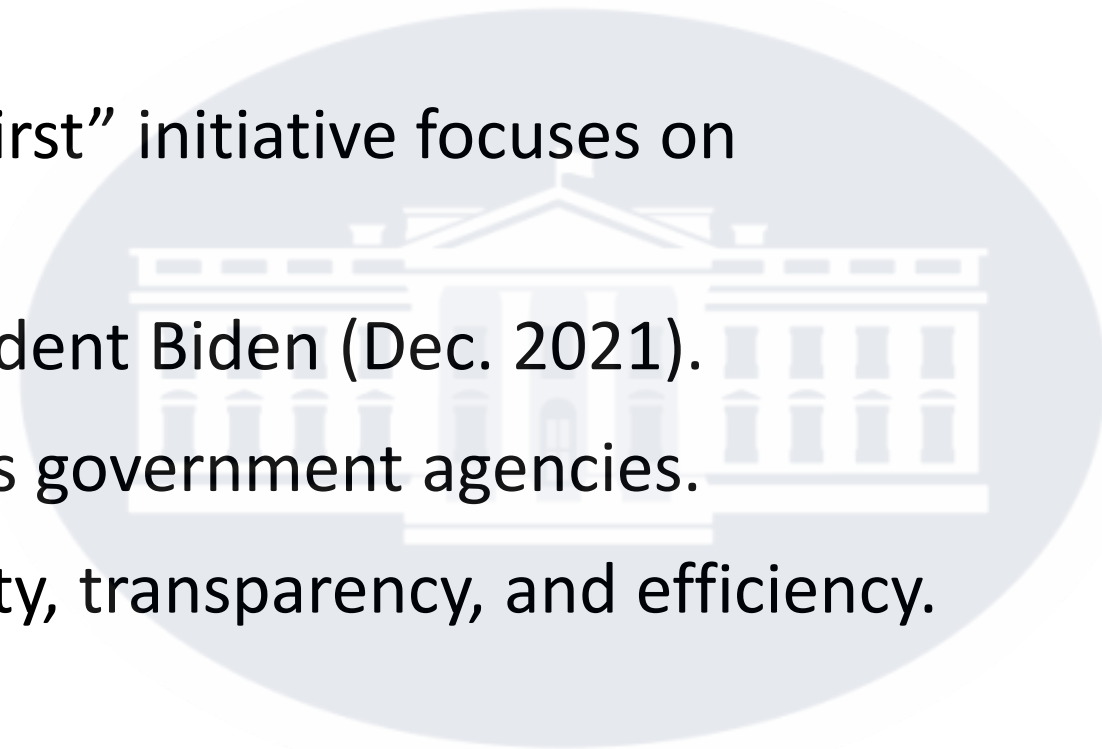
- Depository Libraries act as trusted sources for accurate government information.
- Ensure accessibility and clarity of complex data for underserved communities.
- Provide programs on government topics or resources that explain government information.
- Present information in a way that is relevant, understandable, and tailored to community needs.
- Help combat misinformation by making accurate data widely available and understandable.



Improving Customer Experience in Federal Services

The White House's "Putting the Public First" initiative focuses on improving customer experience.

- Executive Order 14058 signed by President Biden (Dec. 2021).
- **Aim:** Modernize service delivery across government agencies.
- Centered around improving accessibility, transparency, and efficiency.



Exec. Order No. 14058: Key Initiatives and Goals

Key Initiatives:

- 36 specific improvements across 17 agencies.
- Simplified access to Social Security, student loans, disaster relief, etc.
- Enhanced digital platforms for better interaction with services (e.g., online tax filing, healthcare, passports).

Goals:

- Rebuild public trust by reducing bureaucratic delays.
- Streamline service delivery to meet citizen expectations.

High Impact Service Providers (HISP)

The HISP Program works to improve service delivery in areas such as healthcare and education.

- **Definition:** High Impact Service Providers (HISPs) deliver high-volume services directly to the public.
- **Objective:** Improve public trust by enhancing customer experience in key service areas.
- **Executive Order Goal:** Transform service delivery for easier and more transparent access.
- **Importance:** HISPs engage citizens at key life moments, shaping public perception of government effectiveness.

HISP: Key Responsibilities & Strategies

- Track performance and improve services.
- Use technology to streamline delivery.
- Collect public feedback.
- Collaborate across agencies.

Accessible Platforms: In-person, online, and mobile.

Equity: Focus on access for underserved communities.

OMB CIRCULAR A-11 PART 6 SECTION 280 FALL 2021 / FY 2022

Designated High Impact Service Providers

 1 Farm Services Agency 2 Forest Service 3 Food and Nutrition Service 4 Natural Resource Conservation Service 5 Rural Development Department of Agriculture	 10 Centers for Medicaid and Medicare Services Department of Health and Human Services	 20 Agency for International Development Agency for International Development	 28 Social Security Administration Social Security Administration	 33 Veterans Benefits Administration 34 Veterans Health Administration Department of Veterans Affairs
 6 Census 7 United States Patent and Trademark Office Department of Commerce	 11 Citizenship and Immigration Services 12 Customs and Border Protection 13 Federal Emergency Management Agency 14 Transportation Security Administration Department of Homeland Security	 21 Employment and Training Administration 22 Employee Benefits Security Administration 23 Occupational Safety and Health Administration 24 Office of Workers' Compensation Programs Department of Labor	 29 Passport Services Department of State	 35 Recreation.gov Cross-Agency Coordination
 8 Federal Student Aid Department of Education	 15 Housing and Urban Development Department of Housing & Urban Development	 25 Federal Employment Services 26 Retirement Services Office of Personnel Management	 30 Build America Bureau Department of Transportation	
 9 USA.gov General Services Administration	 16 Bureau of Indian Affairs 17 Bureau of Trust Funds Administration 18 Fish and Wildlife Service 19 National Park Service Department of the Interior	 27 Small Business Administration Small Business Administration	 31 Treasury Department 32 Internal Revenue Service Department of the Treasury	

The included entities are identified as High Impact Service Providers (HISPs) and are subject to OMB Circular A-11 Section 280 activities including an annual enterprise-wide CX capacity assessment and action planning, designation of at least two high impact services, improved performance management for designated services, customer feedback collection and public reporting.

<https://performance.gov/cx/>

US BY THE PEOPLE FOR THE PEOPLE WITH THE PEOPLE

Call to Action

- Libraries can help rebuild trust by promoting information literacy.
- Engage with underserved communities to make information accessible.
- Fight misinformation by being a reliable source of government data.



FALL 2024 FEDERAL DEPOSITORY LIBRARY CONFERENCE

OCTOBER 21-23, 2024 • #FDLCONFERENCE



Amanda Dunn

Program Planner

Programs, Strategy, and Technology

Government Publishing Office

U.S. Government Publishing Office

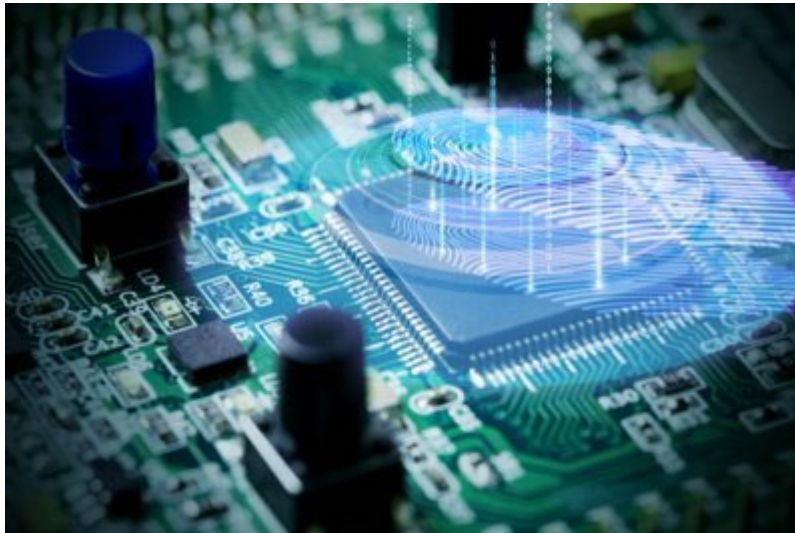


Publish trusted information for the Federal Government to the American people





Expectations for Digital Information



- Government information is expected to be electronic.
- Digital information needs to be authentic and trustworthy.
- Digital information needs to be immediately available for access.
- Information needs to be preserved, making it available for generations to come.

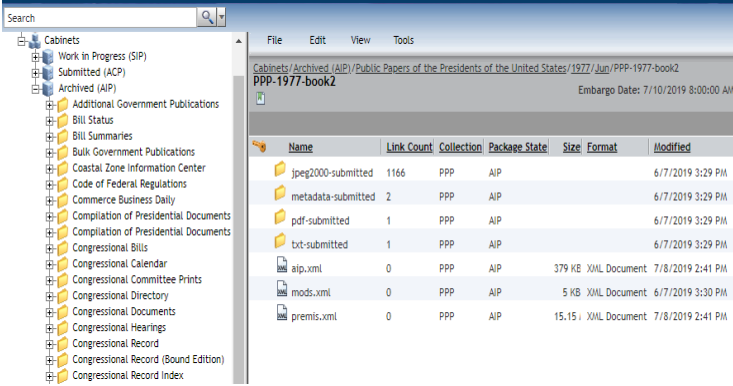
GovInfo and Measures to Instill Trust



- Chain of custody
- Commitment to preservation and assessment
- Transparency, evidence, and communication

GovInfo

Content Management System



manages digital content to ensure authenticity and integrity

Preservation Repository

```
<?xml version="1.0" encoding="UTF-8"?>
- <mets:mets OBJID="V0b002ee1a153fd32" xsi:schemaLocation="http://www.loc.gov/METS/
http://www.loc.gov/standards/mets/mets.xsd"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:mets="http://www.loc.gov/METS/">
- <mets:metsHdr LASTMODDATE="2019-06-07T15:30:57-04:00" CREATEDATE="2019-06-
07T15:17:49-04:00">
- <mets:agent ROLE="CREATOR" TYPE="ORGANIZATION">
<mets:name>United States Government Publishing Office</mets:name>
</mets:agent>
<mets:altRecordID TYPE="ACP">P0b002ee1a14ca7f1</mets:altRecordID>
</mets:metsHdr>
<!--MODS object-->
- <mets:dmdSec ID="DMD_OTHER">
<mets:mdRef ID="D09002ee1a154169d"
xmlns:xlink="file:/u01/app/emc/data/storage_aip3/00002ee1/80/37/2b/d4.xml"
xmlns:xlink="http://www.w3.org/1999/xlink" LOCTYPE="URL" MIMETYPE="text/xml"
MIDTYPE="MODS"/>
</mets:dmdSec>
<!--PREMIS OBJECT -->
- <mets:amdSec ID="AMD_OTHER">
- <mets:techMD ID="D09002ee1a1541927-TEC">
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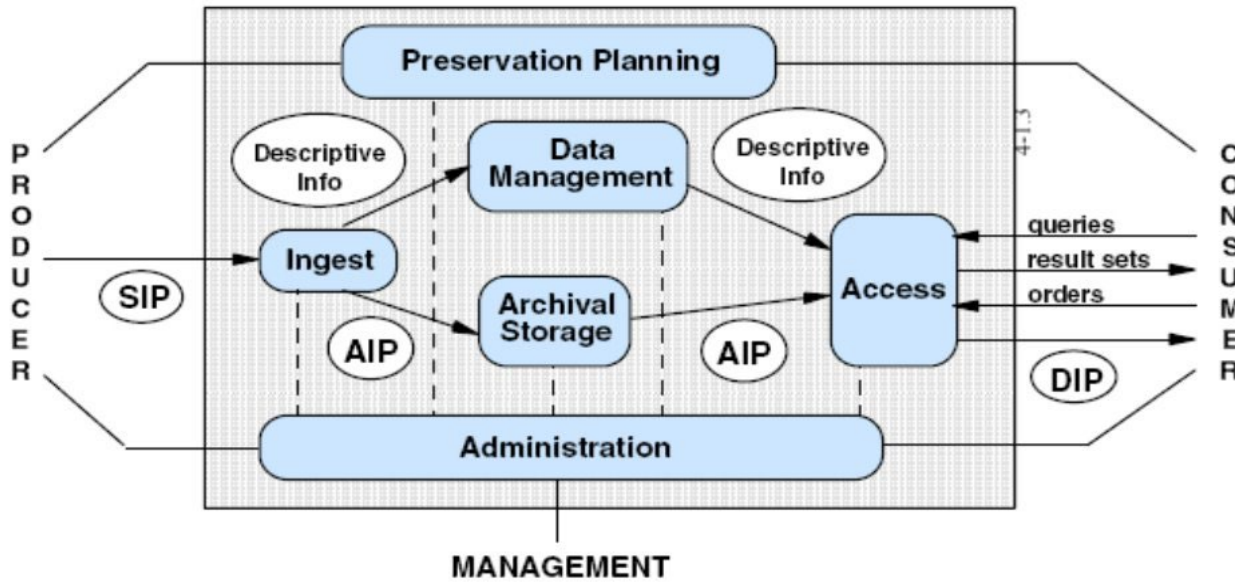
follows preservation standards enabling access to digital content

Public Website and API

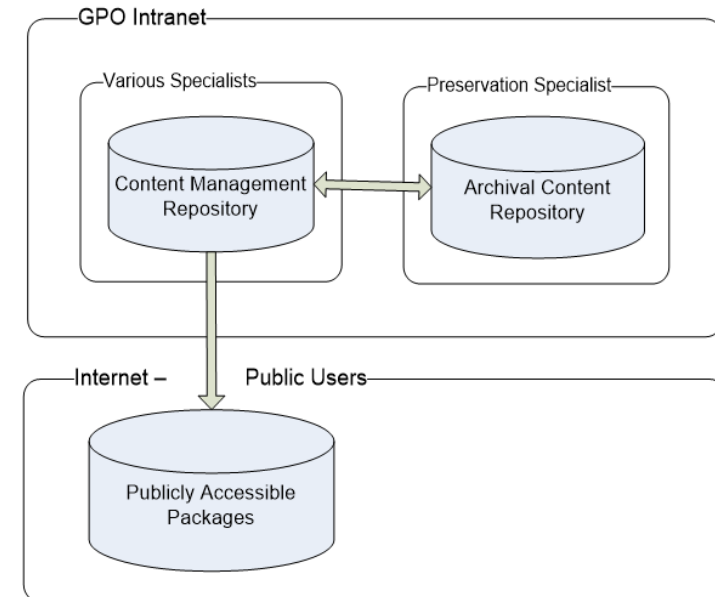
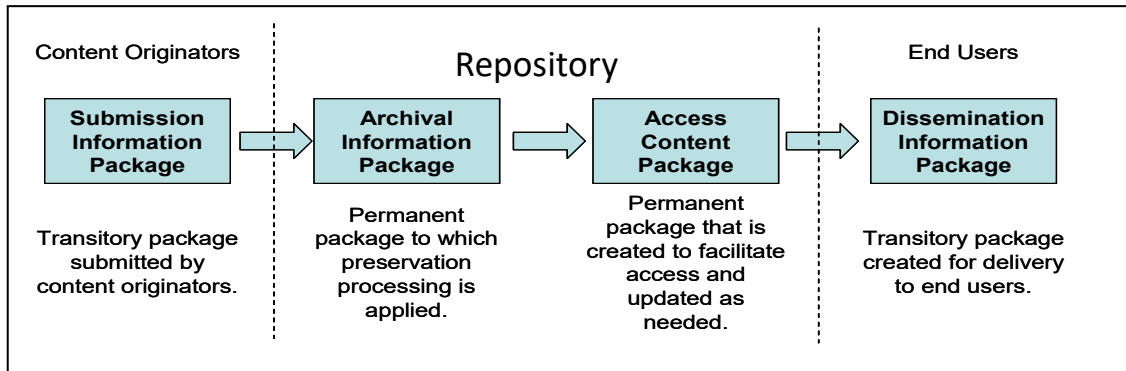


combines extensive metadata, robust search, and modern design

Chain of Custody



Digital object management using the OAIS Reference model (ISO 14721)



Chain of Custody

Identifier

```
<objectIdentifierType>FDsys ACP</objectIdentifierType>
<objectIdentifierValue>D0910f0328003b0dd</objectIdentifierValue>
```

Fixity

```
<messageDigestAlgorithm>SHA-256</messageDigestAlgorithm>
<messageDigest>dda036ec2cc1fdb04c6bcb6a897d524401ff41...</messageDigest>
<messageDigestOriginator>FDsys</messageDigestOriginator>
<size>1873393</size>
```

Representation Information

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<formatName>text/plain</formatName>
<formatRegistryName>PRONOM</formatRegistryName>
<formatRegistryKey>x-fmt/111</formatRegistryKey>
<formatNote>Plain Text File</formatNote>
```

Reference

```
<originalName>FR18MR10.DAT.txt</originalName>
<contentLocationValue>file:/u02/app/data/0010f032/80/02/3b/ec.txt</contentLocationValue>
<storageMedium>hard disk</storageMedium>
```

- PREMIS XML – records the provenance of significant events for all content as metadata
- SHA-256 Cryptographic Hash – value is recorded in metadata and used to detect changes to content files

Preservation and Assessment

- METS XML – describes the structure of the object
- MODS XML – describes the object
- PREMIS XML – records the provenance of the object

MODS

METS

Content Details
 89 FR 80055 - Health and Human Services Adoption of the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards

Download
 PDF
 Text
 MODS
 PREMIS
 ZIP

Actions
 Use the Federal Register
 Record

Summary | Document in Context | Related Documents

Publication Title Federal Register Volume 89, Issue 191 (October 2, 2024)
Category Regulatory Information
Collection Federal Register
SuDoc Class Number AE 2.7; GS 4.107; AE 2.106

FR-2024-10-02.zip

- html**
Type: Folder
- pdf**
Type: Folder
- xml**
Type: Folder
- dip.xml**
Type: Microsoft Edge HTML Document
- mods.xml**
Type: Microsoft Edge HTML Document
- premis.xml**
Type: Microsoft Edge HTML Document

Preservation and Assessment



- ISO 16363 Trustworthy Digital Repository certification and annual audit
- CoreTrustSeal certification



Transparency, Evidence, and Communication

Certified by Government Publishing Office <pkisupport@gpo.gov>, Superintendent of Documents, certificate issued by Symantec Class 3 Organizational Signing RSA CA. Signature Panel

Signatures

✓ Certified by Government Publishing Office <pkisupport@gpo.gov>

No changes are allowed

Valid certified document:

- Source of Trust obtained from Adobe Approved Trust List (AATL)
- Document has not been modified since it was certified
- Signer's identity is valid
- Signing time is from the clock on the signer's computer.
- Signature is LTV enabled

Signature Details

Reason: Government Publishing Office attests that this document has not been altered

Location: Government Publishing Office, Washington, DC 20401

Certificate Details:

Last Checked: 20241004 10:16:50 -04'00'

Field: USGPOSignature on page 1

“GPO...attests that this document has not been altered since it was disseminated by...GPO”



- Digital signatures on PDF documents
- Metadata
- Fixity checks

Mortality in the United States, 2022

Summary

Branch	Executive
Category	Executive Agency Publications
SuDoc Class Number	HE 20.6234.492
Government Author	Health and Human Services Department, Office of Public Health and Science
Personal Author	Kochanek, Kenneth D.
Series Title	NCHS data brief (Series) : no. 492
Publication Title	Mortality in the United States, 2022
Date Issued	2024
Subject	Life expectancy Mortality Population Economics, Vital Vital statistics United States
Content Origin	This content was harvested from online sources of the original hosting or authoring agency. As Federal agencies add publications to their websites, or report new publications to GPO per statutory mandate (44 U.S.C. §§ 1710, 1902-1903), GPO ensures long-term preservation of and access to the content.

Peace Corps' School Partnership Program: Handbook, Handbook, Handbook

Summary

Branch	Executive
Category	Executive Agency Publications
SuDoc Class Number	S 19.8:SCH 6
Government Author	Peace Corps
Publication Title	Peace Corps' School Partnership Program: Handbook, Handbook, Handbook
Date Issued	1967
Subject	International education Schools; Government programs
Rights Statement	This document is a work of the United States Government and is not subject to copyright pursuant to 17 USC 105.
GPO Partnership	This content was digitized and made publicly available through a partnership between the U.S. Government Publishing Office and the University of Memphis

Transparency, Evidence, and Communication

The screenshot shows a PDF viewer interface with a document titled "Rules and Regulations" from the Federal Register, dated October 2, 2024. The document content includes sections on "Background" and "OMB Adoptions" under the "DEPARTMENT OF HEALTH AND HUMAN SERVICES".

Overlaid on the document is a "Digital Signatures" dialog box. It states: "All signatures in this document are valid. Below are details about the digital signatures present in this document." A specific signature is highlighted with a yellow box: "Certified by Government Publishing Office <pkisupport@gpo.gov>". Below this, it says "No changes are allowed", "Signature is valid", "Signer's identity is valid", and "Document has not been modified since it was signed". A link "View Certificate Details" is provided.

Another dialog box, "Certificate Viewer", is also visible. It provides details for the selected certificate:

- Issuer: Government Publishing Office
- Issued by: Symantec Class 3 Organizational Signing RSA CA
- Valid from: 14/05/2023, 20:00:00 -04'00'
- Valid to: 20/03/2025, 19:59:59 -04'00'
- Intended usage: Digital Signature, Non Repudiation, PDF Authentic Documents Trust

 A note at the bottom indicates: "The path validation and revocation checks were done as of current time: 02/10/2024, 14:49:00 -04'00'".

Transparency, Evidence, and Communication

September 2024 Release Notes
 October 01, 2024
Release Notes RSS Feeds for Searches, Browse Pages Updates, and New Mobile Buttons

June 2024 Release Notes
 August 01, 2024
Release Notes Search Engine Upgrade, Customizable Search Widget, and Enhancements to Advanced Search and Browse

March 2024 Release Notes
 April 15, 2024
Release Notes CMR Related Documents and Enhancements, Digitized Statutes at Large to 1789, Federal Register Table of Contents Styling

December 2023 Release Notes
 January 10, 2024
Release Notes Launch of the Congressionally Mandated Reports Collection, Framework Migration Progress, and Efforts to Support New Content

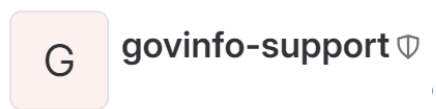
Public and Private Laws, 104th Congress (1995-1996) to Present

SEARCH BROWSE

Jump to: Sample Searches | Sample URLs | Metadata Fields and Values | Laws Citations | Related Resources

About Public and Private Laws

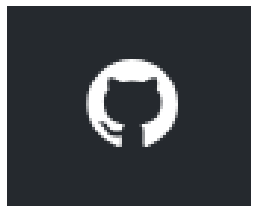
What are Public and Private Laws?



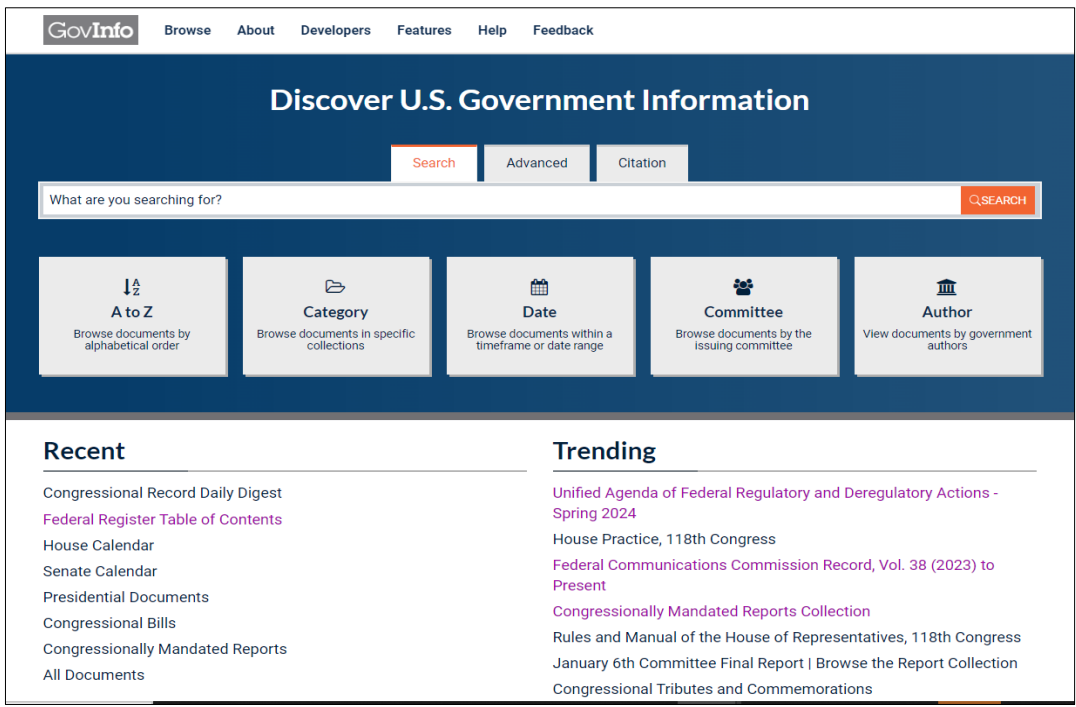
- GovInfo Release Notes
- GovInfo Help information
- GovInfo GitHub presence
- askGPO
- Stakeholder engagement

Select your GPO customer type to submit a question

Federal Depository Library 	Federal Agency 	General Public
Book & Subscription Sales 	Member of Congress or Staff 	Commercial Vendor



Trustworthy Digital Repository



GovInfo is an ISO 16363 certified Trustworthy Digital Repository that ensures free online access to current and historical Government information from all three branches today and into the future



FALL 2024 FEDERAL DEPOSITORY LIBRARY CONFERENCE



OCTOBER 21-23, 2024 • #FDLCONFERENCE



Q & A



References

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