**How do we rebuild trust in authoritative information sources?**

**Learner Guide**

<https://www.webjunction.org/events/webjunction/rebuild-trust-authoritative-sources.html>

In recent years we have seen a dramatic decrease in trust in societal institutions including traditional news media, government, science, and academia. At the same, we’re facing a barrage of online misinformation and new technology that undermines our ability to confidently tell truth from fiction. More than ever, we need to rebuild trust in authoritative information sources to allow good information to rise above the noise. Researchers from the University of Washington’s [Center for an Informed Public](https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.cip.uw.edu%2F&data=05%7C02%7Cpetersoj%40oclc.org%7Cbbf00978dda3410365fa08dcec824a30%7C516a75d7dc984163a03ff918d2a2bc9a%7C0%7C0%7C638645291558085377%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=hTDoqBx%2Fnu7tSdjJC0wtUPjJwS55nh5tfPEp7ohrIX4%3D&reserved=0) (CIP) will lead a conversation aimed at understanding current causes of distrust and routes to rebuilding public trust in authoritative information providers.

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| **What are your goals for viewing this webinar?** |
| **Personal Goals** |  |
| **Team Goals** |  |
| **Authoritative information** |
| Consider or discuss, what makes information authoritative? Which of these concepts can be most helpful to your patrons in defining authoritative information?* Trusted
* Credible
* Evidence-based
* Accurate
* Verifiable
* Expertise of the source
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| **Causes of distrust** |
| We explored the causes of public distrust in authoritative information sources. Take a moment to consider these causes, perhaps reflecting on any personal experiences of distrust or conversations you’ve had with family and friends about trusted sources. Understanding your own perspective can give insight into the ways your patrons might experience distrust, and it can help you think about ways to support rebuilding trust in your community.  |
| **Libraries matter** |
| Why do libraries matter in helping to rebuild trust? With evolving and expanding information ecosystems, why does it matter that libraries play a role? List some of the ways shared in the webinar that justify why and how libraries play a crucial role in this work.Think about how libraries play a role in this work. Using these ideas, write one or two sentences explaining why libraries matter in building trust that you could share with friends, family, colleagues, or stakeholders.  |

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| **Building trust** |

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| Think about the ways shared in the webinar to build community trust in libraries and identify those you would like to prioritize in your efforts and specific steps to take.* Partner with local media outlets, schools, and civic groups. Identify one new community partner you would like to connect with:
* Encourage community-led discussions on trustworthy sources
* Highlight transparency in library curation processes
* “Ask a Librarian” initiatives for live research help
* Information literacy campaigns through outreach programs
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| **Action Plan: (include next steps, who, when, etc.)** |
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