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SI 640 DIGITAL LIBRARIES AND ARCHIVES

2010 Week 12: Trust and Collaboration

Themes for this week

- Theory of trust
- Trust through certification of repositories
- Trust through active collaboration

• Kelton, Trust in Information (2007)

TRUST IN INFORMATION

1. **Trust**
2. Certification
3. Collaboration

- Trust in information is analogous to interpersonal trust [as contrast to individual, relational, societal]
- "The relationship between the quality of information and its actual use is moderated by user attitudes toward the information." [p. 365]
- Trust models have preconditions and context, as well as an information flow.
- Trustworthiness can be equated to information quality

INTEGRITY AND TRUST

1. **Trust**
2. Certification
3. Collaboration

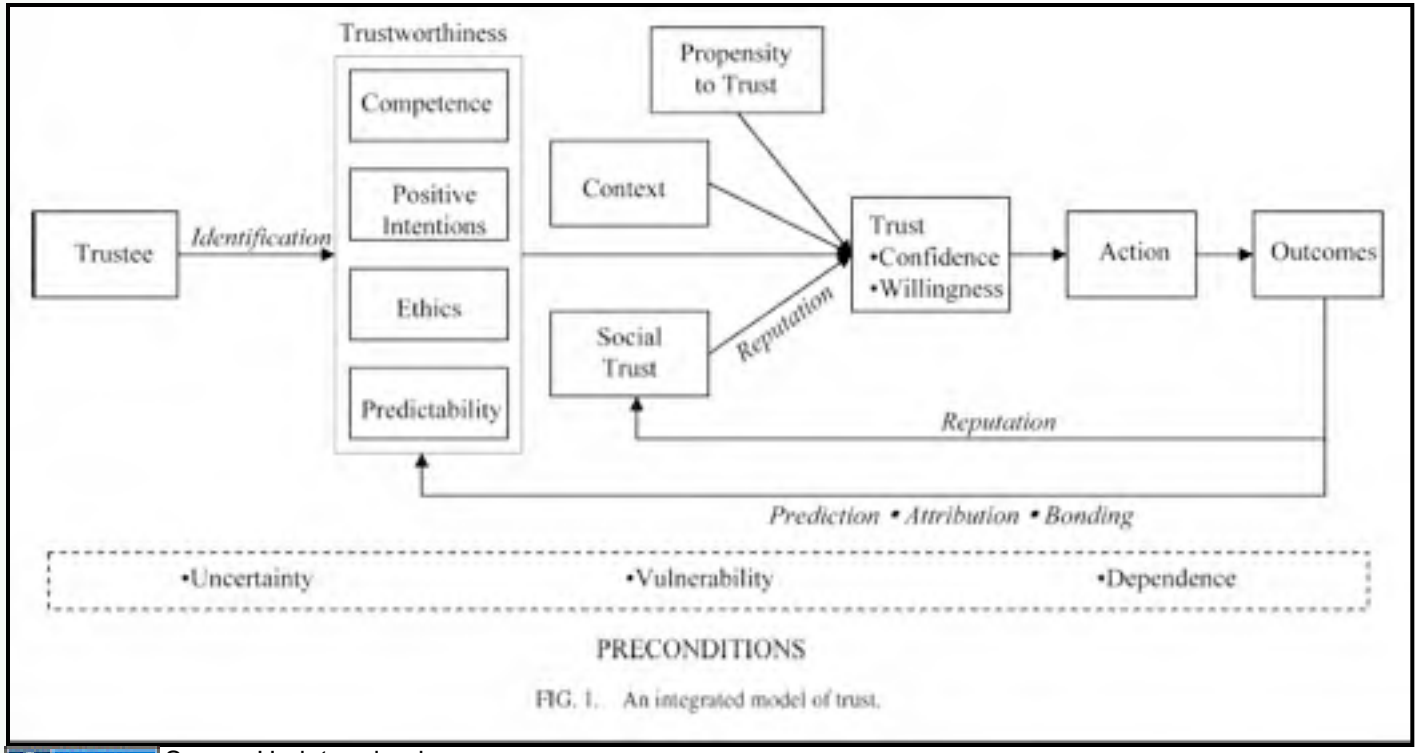


FIG. 1. An integrated model of trust.

PD-INEL Source Undetermined

- Kelton, Trust in Information (2007)

MAPPING PERSONAL TRUST TO INFORMATION SYSTEM ATTRIBUTES

1. **Trust**
2. Certification
3. Collaboration

TABLE 2. A framework for trust in information.

Component	Trust	Trust in Information
Preconditions	Uncertainty	Lack of standards and controls
	Vulnerability	Potential harm from using poor information
	Dependence	Decisions, knowledge, writings
Development processes	Prediction	Experience with source
	Attribution	Confirmation with multiple sources
	Bonding	Evocation of emotional response
	Reputation	Authority, certification, reviews, references
	Identification	Resonance with style, arguments, objectives
Trustworthiness	Competence	Accuracy, currency, coverage, believability
	Positive intentions	Objectivity
	Ethics	Validity
	Predictability	Stability
Influences	Propensity	Disposition to information
	Context	Relevance
	Social trust	Recommendations
Elements	Confidence	Confidence, reliability, validity
	Willingness	Freedom to accept or discard information

PD-INEL Source Undetermined

• **Kelton, Trust in Information (2007)**

INTEGRITY AND TRUST

1. Trust

2. Certification

3. Collaboration

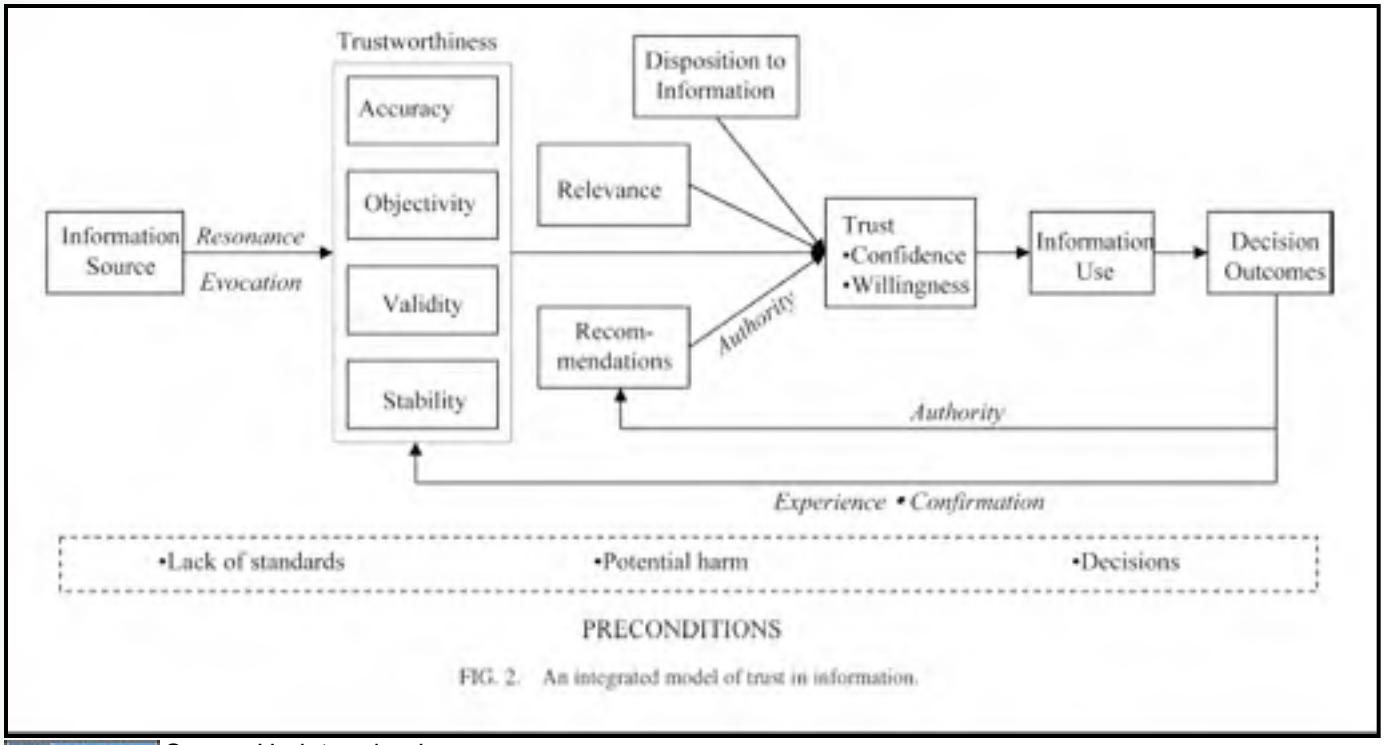
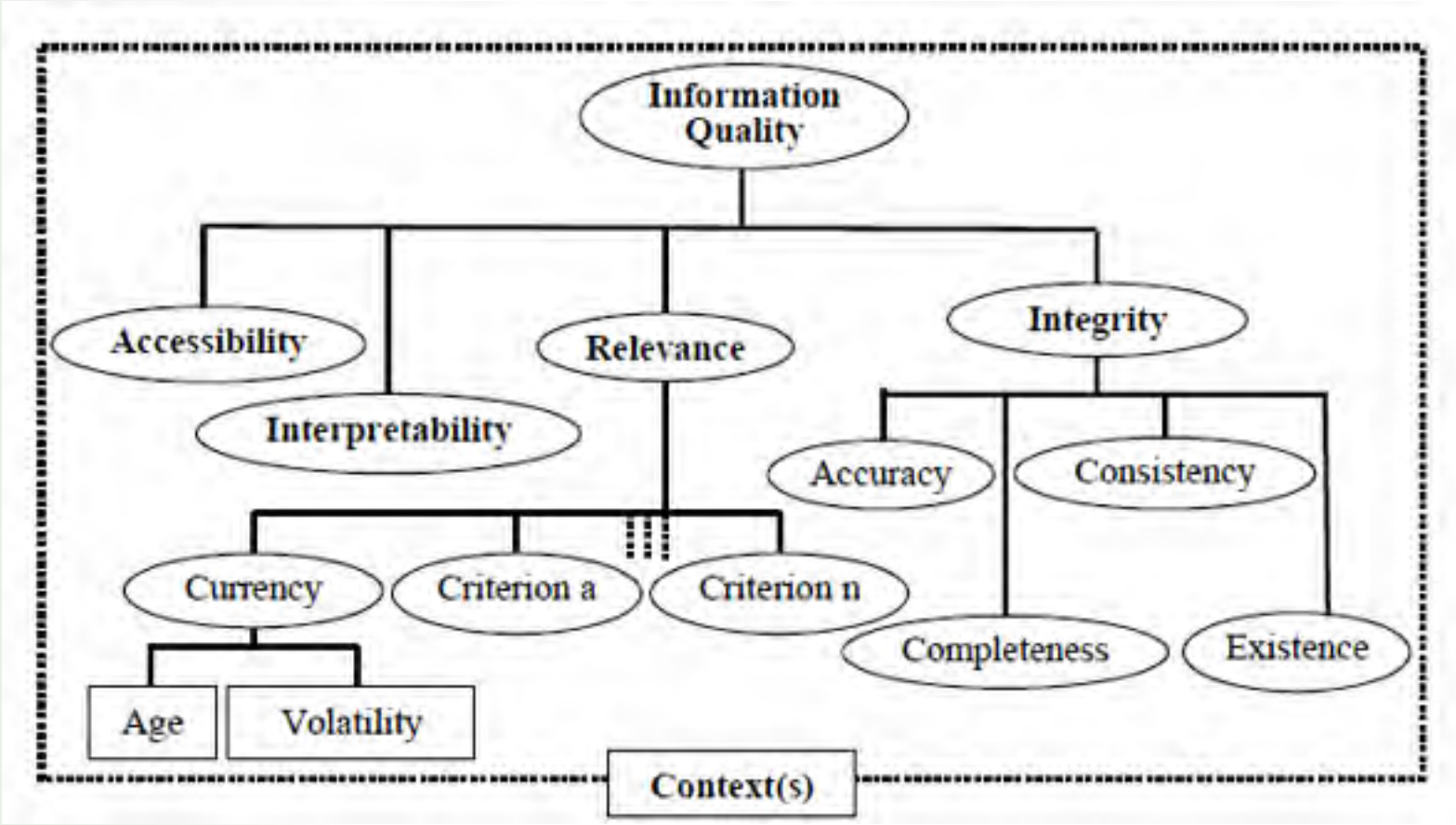


FIG. 2. An integrated model of trust in information.

PD-INEL Source Undetermined

AIRI MODEL OF INFORMATION QUALITY

- Bovee, M. "Empirical Validation of Information Quality Model," 2004.



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Knight Information Quality Dimensions

Intrinsic

- 1. Reliability
- 2. Accuracy
- 3. Objectivity
- 4. Believability

Representational

- 5. Conciseness
- 6. Understandability
- 7. Completeness
- 10. Consistency

Contextual

- 8. Timeliness/Currency
- 9. Uniqueness
- 11. Relevancy
- 15. Scope/Depth

Accessibility

- 12. Usability
- 13. Readability
- 14. Efficiency
- 16. Security

Shirlee-ann Knight. *User Perceptions of Information Quality in World Wide Web Information Retrieval Behaviour*. Unpublished Doctoral Dissertation, Edith Cowan University, 2008, p. 261.

TRUST AND REPOSITORIES, CIRCA 1996

• Garrett & Waters, *Preserving Digital Information*, 1996.

1. Trust
2. **Certification**
3. Collaboration

- In the view of the Task Force, a formal process of certification, in which digital archives meet or exceed the standards and criteria of an independent certifying agency, would serve to establish an overall climate of value and trust about the prospects of preserving digital information. (p. 24)
  - Declaring existence and intentions
  - Describing contents and services
  - Standards and best practices
- Without the operation of a formal certification program and a fail-safe mechanism, preservation of the nation's cultural heritage in digital form will likely be overly dependent on marketplace forces, which may value information for too short a period and without applying broader, public interest criteria. (p. 9)

TRUSTWORTHY REPOSITORIES AUDIT & CERTIFICATION: CRITERIA AND CHECKLIST

1. Trust
2. **Certification**
3. Collaboration

- Center for Research Libraries is a locus for certification efforts.
  - Up to date reporting
  - Long-lived collections assessment
  - Certification of trustworthy digital repositories
  - Standards development
- Audit & Certification in three categories
  - Organizational infrastructure
  - Digital object management
  - Infrastructure & security

TRAC: http://www.crl.edu/archiving-preservation/digital-archives/metrics-assessing-and-certifying

COLLABORATION CYCLE

- Green & Gutmann, "Building Partnerships," 2006.

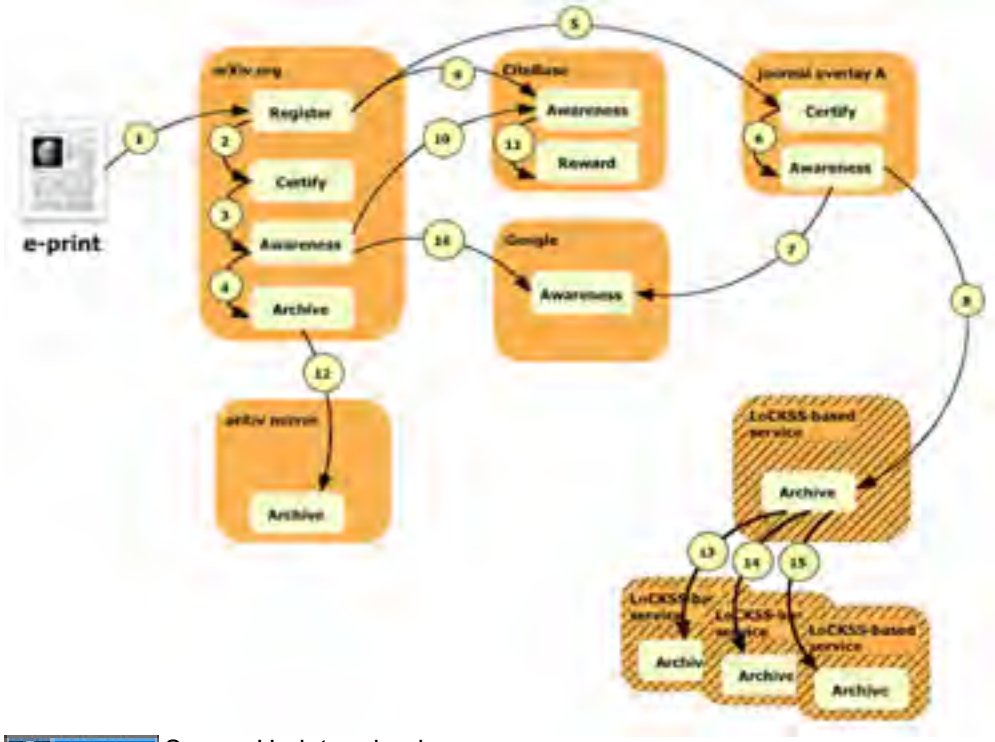
1. Trust
2. Certification
3. **Collaboration**

PD-INEL Source Undetermined (All Images)

SYSTEM/SERVICE DRIVEN COLLABORATION

• Van de Sompel et al., "Rethinking Scholarly Communication," 2004.

1. Trust
2. Certification
3. **Collaboration**



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- *Registration*, which allows claims of precedence for a scholarly finding.
- *Certification*, which establishes the validity of a registered scholarly claim.
- *Awareness*, which allows actors in the scholarly system to remain aware of new findings.
- *Archiving*, which preserves the scholarly record over time.
- *Rewarding*, which rewards actors for their performance in the system.

Thank you!

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