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The Trust in Archives-Trust in Digital Archival Content (TIA-TDAC) Framework

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INDIANA UNIVERSITY
SCHOOL OF INFORMATICS, COMPUTING, AND ENGINEERING
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**Users**
(e.g., graduate students, experienced users, etc.)

**Trust in Archives (TIA)**
*Defined in terms of:*
- Reputation
- Past experience
- Archives’ authority as sources of information

**Trust in Digital Archival Content (TDAC)**
*Defined in terms of:*
- Perceived lack of tampering (i.e., authenticity)
- Faithfulness to “the original”
- Perceived accuracy
- Perceived reliability

Research Question

• RQ: In what way(s) is users’ trust in archives (i.e., TIA) associated with their trust in digital archival content (i.e., TDAC)?
### Study Details: Digital Archival Content, Their Types and Sources; and Study Participants

<table>
<thead>
<tr>
<th>Document Type</th>
<th>Born-digital or Digitized?</th>
<th>Archive</th>
</tr>
</thead>
<tbody>
<tr>
<td>Death certificate</td>
<td>Digitized</td>
<td>Missouri State Digital Archives – Missouri Digital Heritage</td>
</tr>
<tr>
<td>Website</td>
<td>Born-digital</td>
<td>University of Wisconsin-Madison Digital Archives</td>
</tr>
<tr>
<td>Marriage certificate</td>
<td>Digitized</td>
<td>Alabama Department of Archives and History Digital Collections</td>
</tr>
<tr>
<td>Film</td>
<td>Born-digital</td>
<td>Hagley Digital Archives</td>
</tr>
</tbody>
</table>

**Online Questionnaire administered March 2018\n n=2,312**
Results: Part 1

• Participants who thought archives in general were good sources of information rated the trustworthiness of the digitized death certificate, website, digitized marriage certificate, and the film more highly than those who thought archives were bad sources of information.
Results: Part 2

• Those who had a **positive experience** using the Missouri State Digital Archives (M=5.50, SD=1.33) rated the trustworthiness of the Digitized Death Certificate **more highly** than those who had a negative experience using the Missouri State Digital Archives (M=3.04, SD=0.53); t(46)=2.58, p=0.01.
Conclusions/Implications

• TIA is associated with TDAC; increased TIA is associated with increased TDAC.

• This study’s results underscore the importance of sharing information about what archive preserved or digitized archival content with users. This information may help users judge the trustworthiness of the archival content they encounter.

• Archives should work diligently to package information about who preserved or digitized their content wherever their content can be found or will be found in the future.
Contributions

• This is the first study to provide a conceptual framework and a statistical measurement model for explaining and examining the association between Trust in Archives and Trust in Digital Archival Content from the user’s perspective.
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