



AI, Insight & Info Pros

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Tweeting this?

#CILDC

@mebs

Slides at: BatesInfo.com



AI – it's here now!

AI in your phone

HDR mode photos combine the best of several shots

iPhones' FaceID authentication

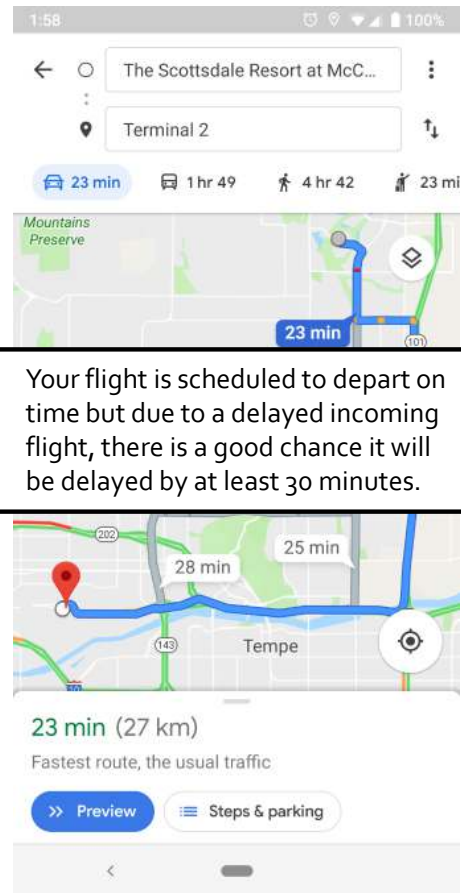
Siri / Google Assistant / Alexa

Predictive text





When I knew we were doomed





AI is a toolbox

Computer vision

Facial recognition

Speech recognition

Pattern recognition

Machine translation

Text analysis

Robotics

Deep learning...





AI isn't always all that intelligent

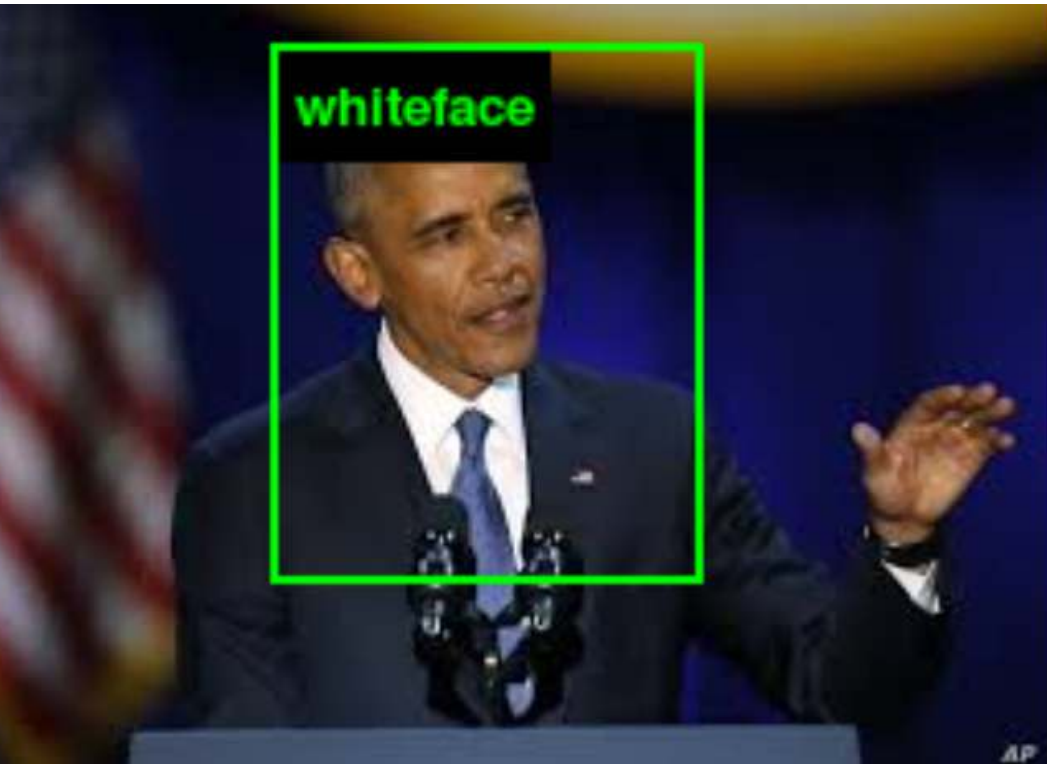
ImageNet is open training dataset of images

ImageNet Roulette showed you how machine learning systems "see" humans

Demonstration of built-in biases!

old woman



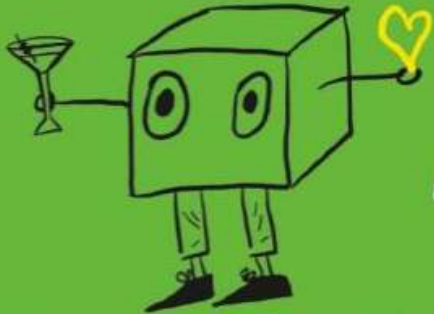


clown, buffoon, goof, goofball

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How **Artificial Intelligence** Works
and Why It's Making the World
a Weirder Place

YOU LOOK
LIKE A THING



AND

I LOVE YOU

Janelle Shane

Alweirdness.com

"Last week I trained a neural net on 1000 candles, and soon it was producing scents like Frozen Styrofoam, Volcanoes Comfort, Lemon Lime Decay, and Friendly Wetsuit."



The 5 Principles of AI Weirdness

The danger of AI is not that it's too smart but that it's not smart enough

AI has the approximate brainpower of a worm

AI does not really understand the problem you want to solve

AI will do *exactly* what you tell it to

AI will take the path of least resistance



"AI is just math"

Meredith Broussard, Artificial Unintelligence (and @IL 2019)

AI is only as smart as its algorithms and data

It's only solving identified problems

This is where **info pros come in!**



We've already got AI in the library

Analyzing an image and assigning metatags

Powering a chatbot to answer directional questions

Interacting with digital assistants to provide better quick answers



Our roles:

Building awareness of need for unbiased data, neutral algorithms, and explainable AI

Creating opportunities for collaboration across disciplines

Creating an internal AI sandbox



Our roles:

Identifying high-quality open datasets for ML

Licensing *machine-actionable* collections

Educating clients about database licenses

Building library staff skills in interdisciplinary collaboration



Why AI isn't going to take our jobs

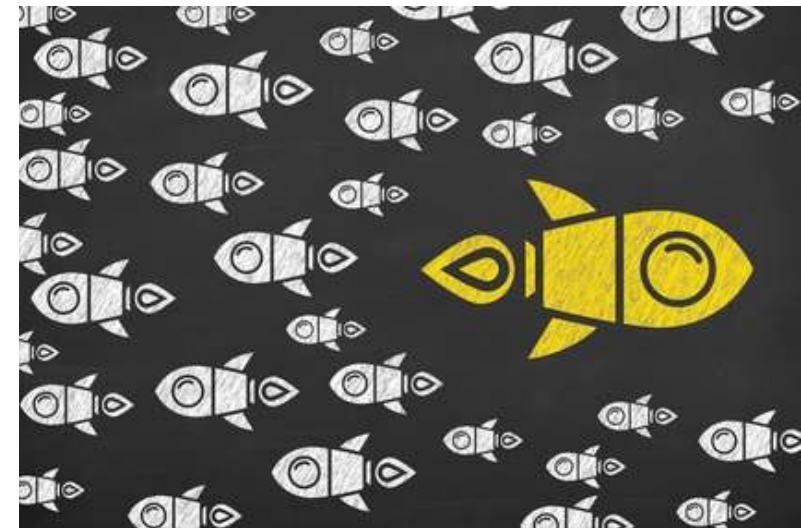
AI can find unexpected patterns, but humans can:

Create *new* product

Design something a *new* way

Question *why* we do something

Respond to *unrecognized* needs





Why AI isn't going to take our jobs

AI can't empathize [yet]

AI can't tell you the so-what?

AI can't suss out the “question behind the question”

Info pros can stay two steps ahead



But AI will take our jobs unless we:

See ourselves as collaborators in AI projects

Focus on providing answers, not just information

Provide high-touch personalized service

Make every deliverable as customized as possible



But AI will take our jobs unless we:

Use high-value language to describe our services

Keep updating our info professional skills

**Build our emotional intelligence – curiosity,
authenticity, empathy**

**Always wonder how to make ourselves (more)
irreplaceable**



“How can AI help do my work better?” is the wrong question

Transformative tech doesn't do what we do better

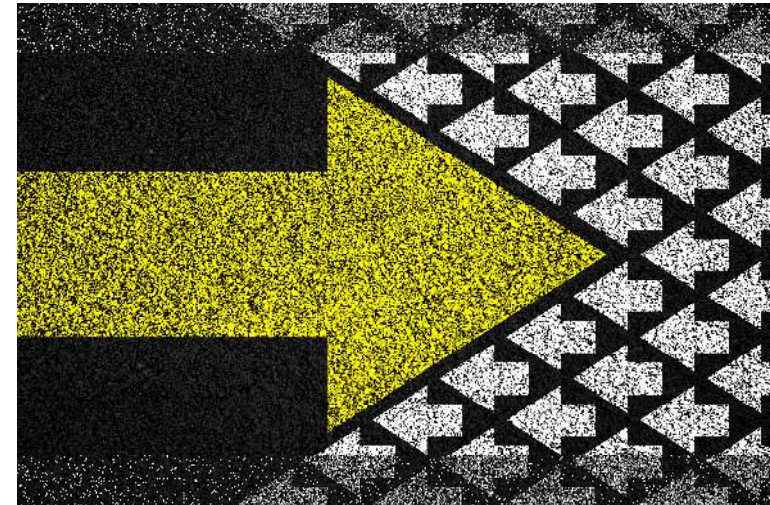
It does something we can't do



AI will transform our work

Instead of information as a resource, we will provide
Information As A Service.

How can we transform the info we have (access to)
into new insights for clients?





Librarians Can OWN the AI Discussion



Serve as AI interpreter and guide

Univ of Rhode Island Library's AI Lab (web.uri.edu/ai/)

AI workstations (with open source tools)

Curate open data sets

Host meet-ups, workshops and discussions

Curate online courses, journals, other resources





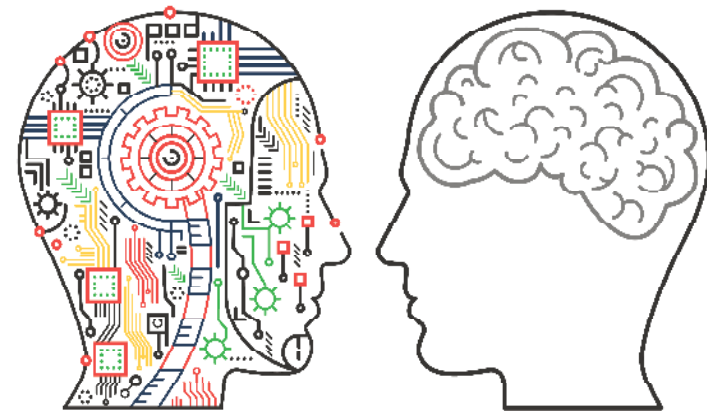
Library AI concerns

Need to teach info literacy

Why do we trust Google more than Wikipedia?

Sometimes messy is good

**How do we negotiate content licenses, partner with
info providers?**





Owning vs. licensing information

**To clients, it's all the same: books, DVDs, ebooks,
open source content, licensed databases**

IAOTWFF (It's all on the web for free)

Info pros must build awareness



Library AI concerns

How do we evaluate and acquire OA content?

How can we leverage and share our special collections?

Do we have the resources to digitize? Should we?

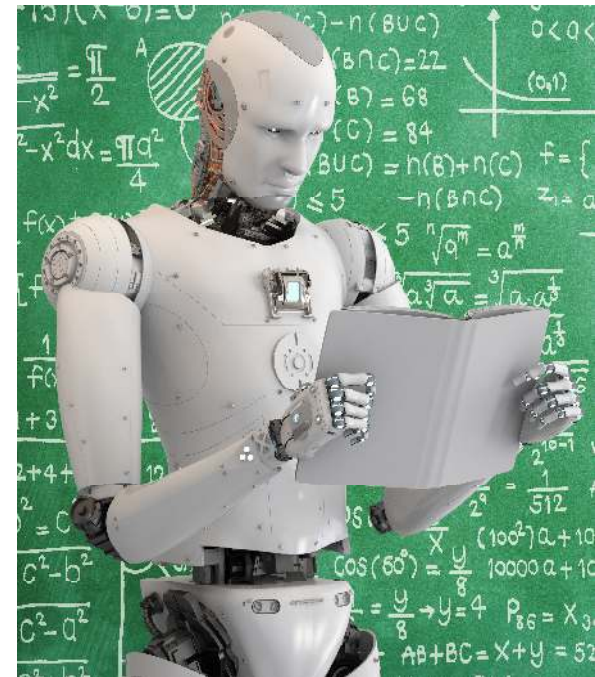


Impact of AI on libraries

Do libraries have to hire data specialists?

Do we provide analysis or “just” the tools?

How do libraries keep staff AI-literate?





Impact of AI on libraries

Will this change the library's form and function?

Design for people to view the info?

Or design for AI to access the info on behalf of humans?

Will users bring their own tools and access the digital version of the library?



No answers, just lots of questions!





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