



# AI, Insights and Info Pros

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**BatesInfo.com**  
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# AI – it's here now!

## AI in your phone

HDR mode photos combine the best of several shots

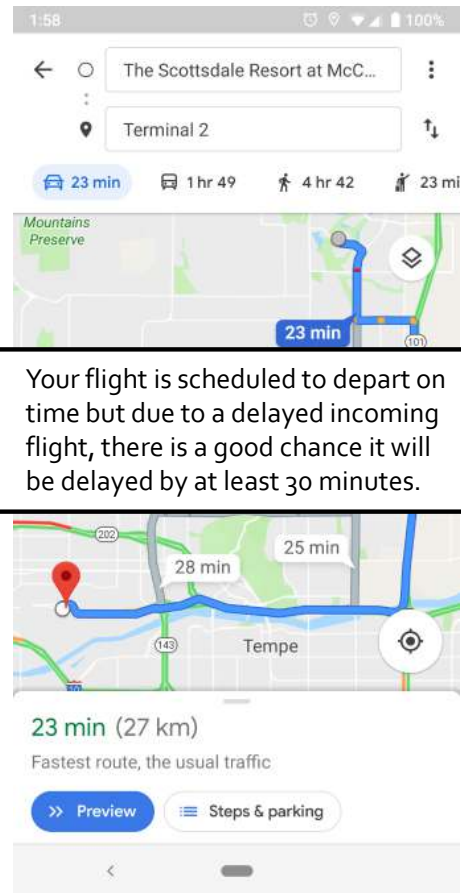
iPhones' FaceID authentication

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**

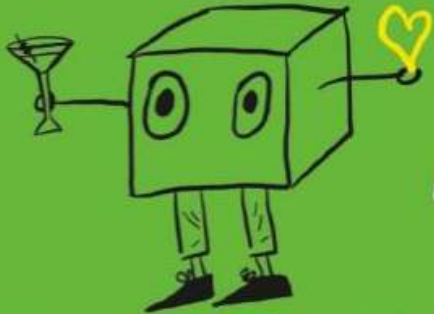
**Deep learning...**



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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](http://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 @ IL2019)

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

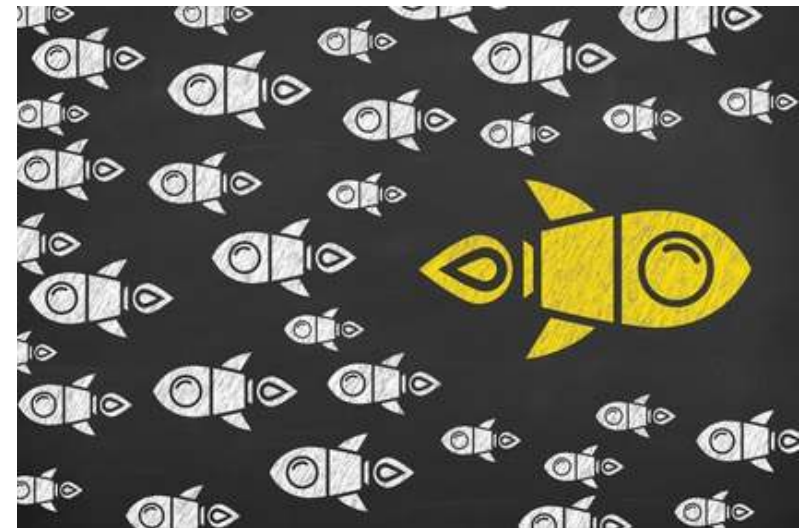
AI can find unexpected patterns, but humans can:

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**

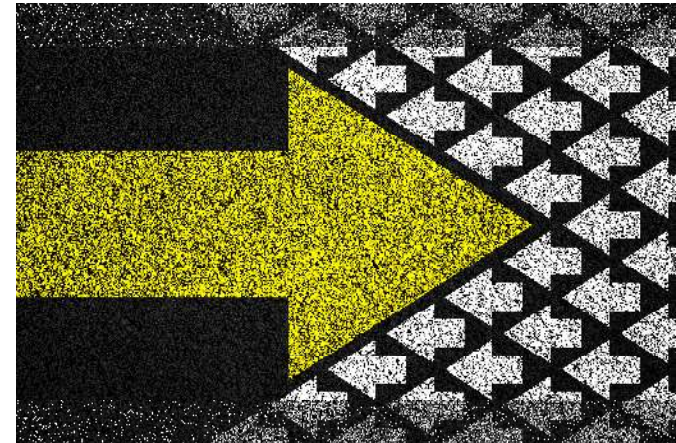
**It does something we can't do**



# 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/](http://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**



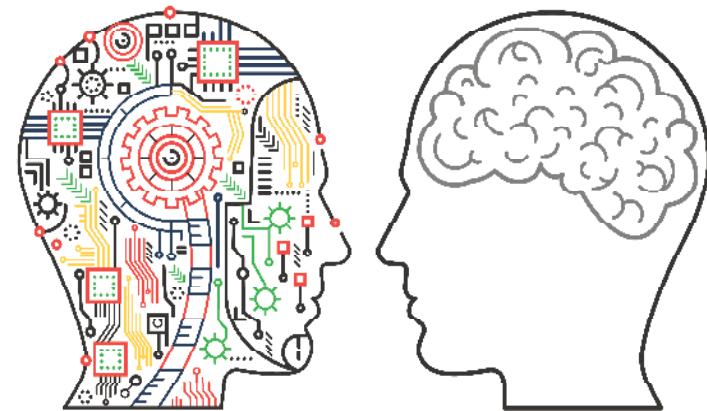
# Library AI concerns

**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?**

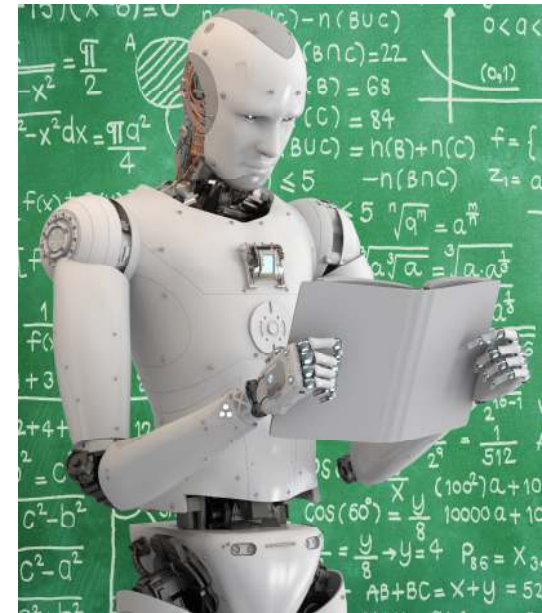


# Impact of AI on libraries

**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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