

Whoa! Awesome!

*“AI-Chatbot for Libraries and Institutions Part II –
Prompting and Conversations”*

„Expectation Management“

- We are still in the “faster horse” moment*. We think of AI as a new gadget or some kind of search tool. We are thinking of AI-Chatbots as something to improve efficiency. We don't think of it as something fundamentally different. Something with a whole new set of possibilities.
- This webinar is about the capabilities and limitations of **RAG (!)** AI Chatbot. It's about showing the car, not the horse.

* Henry Ford: „If I asked the people what the need they would have answered: A faster horse.“



Midjourney: Baby touching an orb with a finger. The orb is full of complicated cables, small gears & wheels etc. A light is emanating from within. Celtic style.

Google vs. ChatGPT

In a non-representative study among 34 students, the average use of ChatGPT vs. Google was given at 75 % - 25 %.

In medicine, 14 out of 16 students said that ChatGPT is their preferred research tool. In law it was only 2 out of 7.

Quotes:

„Chat is simply faster and more adaptable, you don't have to formulate the search, you can cancel the answer, shorten it, simplify it, rephrase it into sentences, bullet points, etc“

“especially for my field of study: if I am looking for some biochemical detail, I have no desire or time to read through a study”

Survey on use of ChatGPT vs Google: <https://shorturl.at/nTPdq>

Tilman Scheel & ASK

- Lawyer, art historian, lecturer, panelist
- In IT for film festivals and libraries since 2004
- CEO of ava-library.com and **AboutSomethinK.org**



ASK is the first AI – Chatbot for public libraries in the world.

ASK is in production for all Berlin libraries since June 2024

on voebb.de



What's a good conversation?



Metrics – what makes a conversation good

- Accuracy (of course)
- Standard test criteria such as CSAT, Re-engagement Rate Response Time, Growth etc.
- LLM Evaluation
- Sauron (the One who rules the bot)



Recraft: A librarian measuring the quality of a book.
Dürer woodblock print.

LLM - Evaluation

VÖBB-Chatbot

vor 4 Minuten
Create a list of travel guides for Northern Italy and sort them by publication date.

Bot vor 4 Minuten

Here are some travel guides for Northern Italy, sorted by publication date:

1. [Oberitalien](#) - Herausgegeben von Eduard Denzel, 1965.
2. [Museen des nördlichen Italiens](#) - Herausgegeben von Kurt Ulbricht, 1996.
3. [Oberitalien](#) - Nana Claudia Nenzel, 2021.
4. [Piemont, Lombardei](#) - Von Caterina Mesina, 2013.
5. [Italien Nord](#) - Sabine Oberpriller, 2024.

If you need more recommendations or specific details about any of these guides, feel free to ask! Would you like to provide feedback at [Feedback](#)? Your input helps improve the service.

vor 3 Minuten
Please evaluate the results you have just given.

Neue Konversation

Nachricht eingeben

Absenden

Neue Zeile: Umschalt + Enter

Message 1

VÖBB-Chatbot

Please evaluate the results you have just given.

Bot vor 1 Minute

Upon reviewing the results I provided, I see that the list includes a mix of travel guides for Northern Italy, but there are some inconsistencies in the publication dates and the relevance of the titles.

1. The first entry from 1965 is quite outdated for a travel guide.
2. The second entry from 1996 is also relatively old for current travel information.
3. The third entry from 2021 is relevant and recent.
4. The fourth entry from 2013 is acceptable but not the most current.
5. The fifth entry from 2024 is the most recent and relevant.

To improve the list, I should focus on more recent publications, ideally from the last few years, to ensure the information is up-to-date for travelers.

Would you like me to refine the list and provide only the most recent and relevant travel guides for Northern Italy?

Neue Konversation

Nachricht eingeben

Absenden

Neue Zeile: Umschalt + Enter

Message 2



Test Conversations

possibilities & limitations

Types of conversations with a recommendation bot

- Topical
- Personal
- Language
- Tables, Lists etc.
- Service, Knowledge, Media & Fun



Midjourney: A robot chatting away with a librarian in a bucolic landscape, impressionist style

Topical Recommendations - Personalized Genre Exploration

The screenshot shows a chatbot window titled "VÖBB-Chatbot" on a website. The user has sent a message: "I loved the suspense in Gone Girl and the moral complexity of The Girl on the Train. I want something similar but less dark and without unreliable narrators. Any ideas?". The chatbot has responded with a list of three book recommendations:

Here are some recommendations that capture suspense and moral complexity, but are less dark and avoid unreliable narrators:

1. **Reckless Girls** by Rachel Hawkins
A group of friends embarks on a journey to a mysterious island, where secrets and danger lurk beneath the surface. This novel combines suspense with a gothic sensibility.
2. **Goodnight Beautiful** by Aimee Molloy
This psychological thriller revolves around a newly married woman whose life is turned upside down when her husband goes missing, leading to a web of secrets and suspense.
3. **Imperfect Women** by Araminta Hall
Following the lives of three friends, this novel explores their relationships and the impact of a murder on their lives, revealing different truths and the quest for justice.

Below the recommendations, there is a text input field with the placeholder "Nachricht eingeben" and a "Absenden" button. A "Neue Konversation" button is also visible. The background of the website shows a navigation menu with options like "MEIN KONTO", "SITZUNG BEENDEN", "English", "DGS", "Leichte Sprache", and "Häufige Frage".

Topical Recommendations - Blending Multiple Interests

VÖBB-Chatbot

"I'm interested in European history, especially the cultural aspect of the Enlightenment. I also enjoy stories about unconventional women."

Bot vor weniger als 1 Minute

Here are some recommendations that focus on European history, particularly the cultural aspects of the Enlightenment, and feature stories about unconventional women:

1. [The Enlightenment: The Pursuit of Happiness 1680-1790](#) by Ritchie Robertson
This book provides a comprehensive study of the Enlightenment, exploring its impact on modern values and the balance between reason and emotion. It delves into the original texts and ideas of Enlightenment thinkers.
2. [Aufklärung: Ein Roman | Ein gewitztes Porträt der Aufklärung aus Frauensicht](#) by Angela Steidele
Set in 18th-century Leipzig, this novel presents a witty portrait of the Enlightenment from a woman's perspective, highlighting the lives of musicians, writers, and the intellectual climate of the time.
3. [Berühmte Frauen des achtzehnten Jahrhunderts: Biographien von Maria Theresia, Katharina die Große, Königin Luise, Frau von Krüdener, Fürstin Amélie Galitzin](#)
This collection features biographies of influential women from the 18th century, showcasing their contributions and the impact they had on their era.

Neue Konversation

Nachrichte eingeben Absenden

Neue Zeile: Umschalt + Enter

Topical Recommendations - Connecting Cross-Disciplinary Interests

VÖBB-Chatbot

"I'm an artist interested in legal ethics, especially how intellectual property shapes creativity. Do you know of any good reads?"

Bot vor weniger als 1 Minute

Here are some interesting reads that explore legal ethics and intellectual property, particularly in relation to creativity:

1. [Steal Like an Artist: 10 Things Nobody Told You About Being Creative](#) by Austin Kleon - This inspiring guide presents transformative principles for unlocking creativity in the digital age, emphasizing the importance of influence and remixing in the creative process.
2. [Der Künstler als Verbrecher: ein Element der frühmodernen Rechts- und Staatstheorie](#) by Horst Bredekamp - This book delves into the intersection of art and law in Italy from 1490 to 1650, exploring how artists navigated legal frameworks.
3. [Artpreneur: The Step-by-Step Guide to Making a Sustainable Living From Your Creativity](#) by Miriam Schulman - This guide offers practical steps for creatives to turn their passion into a profitable business, addressing the challenges of marketing and intellectual property.

Would you like to provide feedback on this recommendation? Your input helps improve the service:

[Feedback.](#)

Neue Konversation

Nachrichte eingeben Absenden

Neue Zeile: Umschalt + Enter

Angebot auch Freunden, Verwandten oder anderen lieben Menschen weitergeben? Verschenken Sie doch

Topical Recommendations - Mood-Based Recommendations

VÖBB-Chatbot

I would like to watch something inspiring and uplifting, maybe with a focus on self-discovery and travel.

Bot vor 1 Minute

Here are some inspiring and uplifting films that focus on self-discovery and travel:

1. [Weit](#) - This documentary follows two globetrotters as they embark on a journey around the world, exploring different cultures and challenging their own preconceptions.
2. [The Way Back](#) - A gripping adventure based on true events, where a group of prisoners escapes from a Siberian gulag and embarks on a harrowing journey to India.
3. [Freudenberg - Auf der Suche nach dem Sinn](#) - This documentary explores a unique educational institution in Germany where people seek meaning through ecological and spiritual experiences.
4. [Anderswo](#) - A personal journey of a man cycling through the Kalahari Desert, discovering the beauty and challenges of Africa while reflecting on his own life.
5. [Somewhere Else Together](#) - This documentary follows a couple as they travel the world, searching for their place in life while facing various adventures and challenges.

Would you like to provide feedback on this recommendation? Your input helps improve the service:

[Feedback](#).

Neue Konversation

Nachricht eingeben

Absenden

Neue Zeile: Umschalt + Enter

Message 1

VÖBB-Chatbot

Please suggest only films with English as original language

Bot vor weniger als 1 Minute

Here are some inspiring and uplifting films in English that focus on self-discovery and travel:

1. [Into the Wild](#) - This film tells the true story of Christopher McCandless, who leaves his possessions behind to travel across America and ultimately into the Alaskan wilderness in search of meaning and adventure.
2. [The Way](#) - A touching story about a father who travels the Camino de Santiago in honor of his son, discovering the journey's significance and the people he meets along the way.
3. [Nomadland](#) - This film follows a woman who, after losing everything in the Great Recession, embarks on a journey through the American West, living as a modern-day nomad.
4. [The Last Bus](#) - A heartwarming story of a 90-year-old man who travels across Britain by bus to scatter his late wife's ashes, encountering various people and experiences along the way.
5. [The Unlikely Pilgrimage of Harold Fry](#) - After receiving news of a friend's illness, Harold Fry embarks on a spontaneous journey across England, rekindling memories and relationships along the way.

Would you like to provide feedback on this recommendation? Your input helps improve the service:

Neue Konversation

Nachricht eingeben

Absenden

Neue Zeile: Umschalt + Enter

Message 2



Personal Recommendation – Assistant (& Data Protection)

History Buff

Q: Any recommendations for historical fiction?

Bot: Considering your interest in WWII novels, *The Book Thief* by Markus Zusak would be a great pick. It's a moving story narrated by Death itself.

Q: Do you have nonfiction related to that era?

Bot: *Band of Brothers* by Stephen E. Ambrose offers a vivid account of a WWII paratrooper company and their experiences during the war.

Nature Person

Q: Can you suggest another adventure memoir?

Bot: Based on your preference for survival stories like *Into the Wild*, I recommend *The River of Doubt* by Candice Millard. It chronicles Theodore Roosevelt's harrowing Amazon expedition.

Q: What about something focused on mountaineering?

Bot: Try *Into Thin Air* by Jon Krakauer. It's a gripping account of the disastrous 1996 Mount Everest expedition.

Switching Languages

Bot vor 1 Minute

Hallo! Ik ben een AI-aanbevelingsassistent en ik ben hier om je te helpen met het vinden van boeken, e-books, muziek, films en meer uit een uitgebreide bibliotheekcatalogus. Ik kan aanbevelingen doen op basis van je interesses en voorkeuren. Waar ben je naar op zoek?

vor 1 Minute

هل يوجد كتاب لمحمود درويش؟ باللغة العربية؟

Bot vor 1 Minute

عذرا، لا أستطيع تقديم توصيات باللغة العربية. لكن يمكنني مساعدتك في العثور على كتب لمحمود درويش باللغة الهولندية أو الإنجليزية. هل ترغب في ذلك؟

vor 1 Minute

نعم

Bot vor 1 Minute

إليك بعض الكتب لمحمود درويش:

1. [Mural](#) - (2017) - مع مقدمة من جون برجر.
2. [Unfortunately, it was paradise selected poems](#) - (2003) - تم ترجمته وتحريره بواسطة منير أكاش وآخرين.
3. [The butterfly's burden](#) - (2007) - تم ترجمته بواسطة فادي جوداه.

Bot: Cultuurconnect empfiehlt Poesi von Mahmoud Darwish

Graphs & Lists

VÖBB-Chatbot

Was für eine Empfehlung suchst du heute? Bücher, Filme, Musik oder vielleicht etwas anderes?

vor 2 Minuten

I would like to have a list of 5 books like Harry Potter. Create a table that compares 4 topics, including age of the target group and whether there is a female protagonist

Bot vor 2 Minuten

Great choice! "Harry Potter" is a beloved series that combines fantasy, adventure, and coming-of-age themes. I'll find five books that share similar elements.

Before I proceed, could you confirm if you're looking for books with a similar magical theme, or are there other specific aspects of "Harry Potter" that you want to focus on? For example, are you interested in the school setting, friendships, or perhaps the fantasy world? Let me know!

vor 2 Minuten

yes, these topics

Neue Konversation

Nachrichte eingeben

Absenden

Neue Zeile: Umschalt + Enter

VÖBB-Chatbot

yes, these topics

Bot vor 2 Minuten

Here are five books similar to "Harry Potter," focusing on magical themes, school settings, friendships, and fantasy worlds. I've created a comparison table for you:

Title	Age Group	Female Protagonist	Magical Theme
Die Schule der mittelguten Zauberer	9+	Yes	Yes
Der Zauberschüler	7+	No	Yes
Magic Kleinanzeigen	9+	No	Yes
A Tale of Magic	9+	Yes	Yes
Pages & Co	9+	Yes	Yes

Feel free to explore these titles! If you have any other requests or need further assistance, just let me know. Would you like to provide feedback on this service? Your input helps improve it: [Feedback](#).

Neue Konversation

Nachrichte eingeben

Absenden

Neue Zeile: Umschalt + Enter

Challenges and how to deal with them

Challenges – Solutions – Live Demo

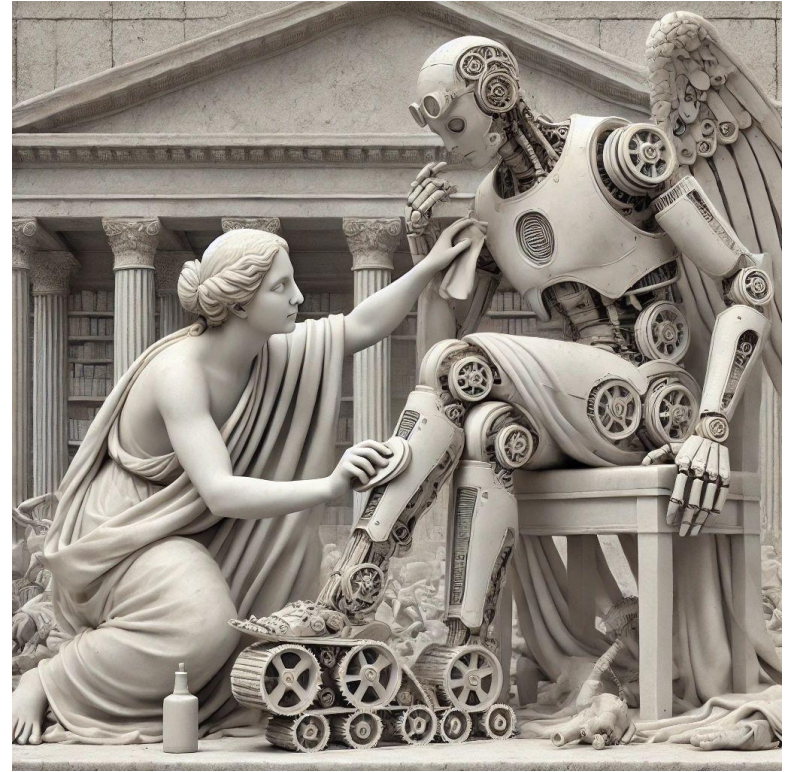
- Hallucination – Prompting: Force the bot to be specific
- Language Switch – New Feature: automated language check
- Similarity Search – New Feature: Command a distance in similarity, etc.
- Insufficient Knowledge – New Model: Model Switch

Possible Solutions

- Check configuration
- Improve (Meta-) prompts
- Update LLM
- Choose another Embedding model

- More data
- Improve data quality
- Improve chunking
- Increase Vector Dimensions
- Increase context

TEST TEST TEST



ChatGPT: a librarian polishing a rusty robot. Hellenistic marble.

Hallucination

- The bot does rarely hallucinate if it knows what to do. Give specific commands.

Tilman VOEBB Test

Name:

Users:

Users that should be permitted access to the bot. Hold down "Control", or "Command" on a Mac, to select more than one.

Language model:

The OpenAI chat model that should be used for this bot

Prompt for chat:

The prompt that is used to instruct the chat model what to do. Expanded as a Jinja2 template.



Similarity Search

- Bot searches for vectors that are similar, not for exact matches. This is a challenge when the user is looking for exact names, age ratings, etc.
- The most similar vector to one book of Cervantes is a book about Cervantes. Or a previous edition, not a work by Cervantes himself.

+ Add

+ Add

A description of the `exclude` parameter of the `load_embeddings` function we are providing to the LLM

Enable `find_similar` function

Provide a `find_similar` function to the LLM that allows retrieval of RAG snippets related to a given snippet

Function description for `find_similar`:

Search for entries similar to a given catalog entry id returned by load_embeddings. Make sure to include the title or other distinguishing elements of the original entry in the exclude list to avoid retrieval of identical works.

New Model

VÖBB KI Labor

gpt-4o

English (en) ▾

Available Bots

gpt-4

gpt-4o

gpt-4o-mini

o1-mini

o1-preview

Log Out

I am interested in the plague. Please compare a film and a book in a table, focussing on impact on society of the middle ages.

Bot less than a minute ago

Certainly! Below is a comparison of a film and a book that focus on the impact of the plague on medieval society. For this comparison, I'll use the film "The Seventh Seal" and the book "The Decameron."

Aspect	"The Seventh Seal" (Film)	"The Decameron" (Book)
Title	The Seventh Seal	The Decameron
Creator	Directed by Ingmar Bergman	Written by Giovanni Boccaccio
Release/Publication	1957	14th century (circa 1353)
Setting	Sweden during the Black Death	Italy during the Black Death
Plot Overview	A knight returns from the Crusades to find his country ravaged by the plague. He plays chess with Death while questioning life, faith, and mortality.	A collection of 100 tales told by a group of young people sheltering in a villa outside Florence to escape the plague.
Impact on Society	The film explores existential themes, highlighting the fear, despair, and search for meaning in a society facing the devastation of the plague. It reflects on the role of religion and	The book provides a vivid portrayal of how people reacted to the plague, showcasing a range of human behaviors from piety to hedonism. It offers insight into societal norms, class structures, and the

New conversation

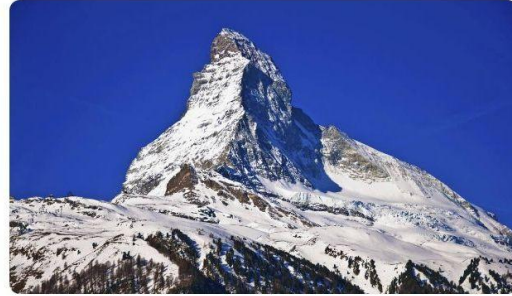
Enter message

Send

New line: Shift + Enter

The cool stuff

Search with images



Can you recommend books about this mountain?



This is an image of the Matterhorn, an iconic mountain located in the Alps on the border between Switzerland and Italy. Here are some recommended books about the Matterhorn:

1. "The White Spider" by Heinrich Harrer

- This book covers dramatic climbing stories in the Alps, including references to the Matterhorn.

2. "The Ascent of the Matterhorn" by Edward Whymper

- Written by the first person to ascend the Matterhorn in 1865, this is a classic mountaineering account.



Scrivi un messaggio a ChatGPT



Science Conversations

Nanotechnology and medicine

Q: How are nanoparticles used in cancer therapy?

Q: Are there clinical studies that prove the effectiveness of nanoparticles in targeted cancer therapy?

Interpretation of primary sources

Q: What arguments does Hannah Arendt put forward in "On the Revolution" in comparison to the French and American Revolutions?

Q: What historical documents or statements does Arendt cite to support her analysis?

Philosophical disambiguations

Q: How does Kant define the term "transcendental aesthetics" in his Critique of Pure Reason?

Q: What examples does Kant use to illustrate transcendental aesthetics?

Vision

All the internet links that ChatGPT provides as sources could be links to the books and films in your library or archive or to original works in your museum.

With the pieta, michelangelo created a famous piece of art. Can you show me five images of his predecessor artists that either inspired michelangelo or that he learned from?



Michelangelo's artistic development was profoundly influenced by several predecessors. Here are five notable artists whose works he studied and drew inspiration from:

1. **Donatello (1386–1466):** A master sculptor of the early Renaissance, Donatello's realistic portrayal of human emotion and form significantly impacted Michelangelo's approach to sculpture. His works, such as the bronze statue of David, exemplify this influence.
2. **Domenico Ghirlandaio (1448–1494):** As Michelangelo's early mentor, Ghirlandaio's detailed frescoes and emphasis on naturalism provided a foundational training ground for the young artist. Ghirlandaio's frescoes in the Tornabuoni Chapel are particularly noteworthy.
3. **Giovanni Bellini (1430–1516):** Renowned for his use of color and light, Bellini's paintings offered lessons in atmospheric depth and emotional expression, elements that Michelangelo incorporated into his own works. Bellini's "Madonna and Child" is a prime example.
4. **Luca Signorelli (1445–1523):** Known for his dynamic compositions and anatomical precision, Signorelli's frescoes, especially those in Orto San Giuliano Cathedral, influenced Michelangelo's depiction of the human form.

Scrivi un messaggio a ChatGPT



ChatGPT può commettere errori. Considera di verificare le informazioni importanti.

Condividi

11

Risultati della ricerca

Encyclopedia Britannica
Michelangelo | Biography, Sculptures, David, Pieta, Paintings, Facts ...

9 novembre 2024 — Michelangelo, Italian Renaissance sculptor, painter, and architect who...

Encyclopedia Britannica
Michelangelo - Renaissance, Sculpture, Painting | Britannica

9 novembre 2024 — Renaissance art, painting, sculpture, architecture, music, and literature...

— Archive

24 Renaissance Artists You Should Know About - Archive

21 aprile 2024 — These masterpieces, characterized by powerful depictions of the human form and the...

French Quarter Magazine

Michelangelo's Influence Continues to Inspire: Exploring his Impact on ...

14 giugno 2023 — From his masterpiece, the ceiling of the Sistine Chapel, to his iconic sculpture of Davi...

Joel Aimer

Michelangelo: How the 15th-Century Artist is Still Relevant Today

1 settembre 2019 — Artists who claimed to be directly influenced by Michelangelo include Raphael...

The HISTORY Channel

Michelangelo - Paintings, Sistine Chapel & David - HISTORY

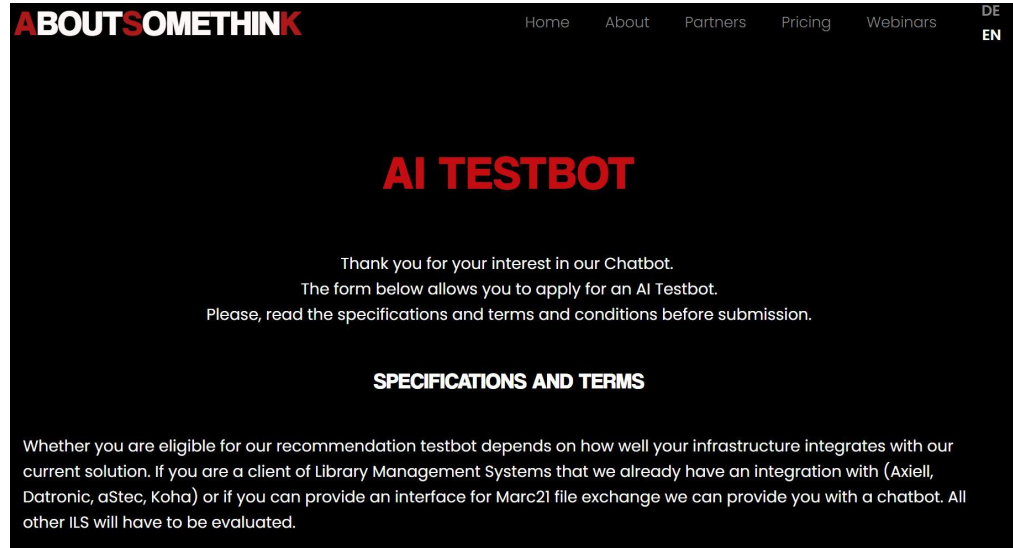
18 ottobre 2010 — Michelangelo was a sculptor, painter and architect widely considered to be one o...

Getty Images

Michelangelo: Mind of the Master - Getty

Michelangelo was one of the most creative and influential artists in the history of Western art. This...

It's a journey.....Pricing



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AI TESTBOT

Thank you for your interest in our Chatbot.
The form below allows you to apply for an AI Testbot.
Please, read the specifications and terms and conditions before submission.

SPECIFICATIONS AND TERMS

Whether you are eligible for our recommendation testbot depends on how well your infrastructure integrates with our current solution. If you are a client of Library Management Systems that we already have an integration with (Axiell, Datronic, aStec, Koha) or if you can provide an interface for Marc21 file exchange we can provide you with a chatbot. All other ILS will have to be evaluated.

If no integration is required, 180 Euro / 180 US\$ for 2 months of internal testing

A minimum of 160 Euro / 160 US\$ per month in production

<https://aboutsomethink.org/en/demo/>

Who with (so far)?

The screenshot shows a library website with a chatbot test interface. At the top, there is a navigation bar with links for 'ANMELDEN', 'MEIN KONTO', 'SITZUNG BEENDEN', 'English', 'DGS', 'Leichte Sprache', 'Häufige Fragen', and 'Kontakt'. Below this is a banner for 'VÖBB VERBUND DER ÖFFENTLICHEN BIBLIOTHEKEN BERLINS' with the slogan 'WIR BRINGEN MEDIEN IN BEWEGUNG'. The main content area features the 'de Bib' logo and 'testbib Zonedorp'. A search bar is visible with the text 'Überall suchen' and a 'Suchen' button. A chatbot test box is highlighted with a green border, containing the text 'de Bib tipt' and 'Test tot 15 december'. Below the chatbot box, the URL 'https://zonedorp.bibliotheek.be/test-chatbot' is displayed. To the right, there is a 'Druckversion' button and a 'URL: voebb.ava.watch' link.

datronicsoft

koha

axiell

a|S|tec|
angewandte Systemtechnik eG

ASK

See you at the next webinar

19. Februar 2025

Focus on Technology

Two surveys:

- At the end of the webinar on how libraries see AI – Bots
- One here: <https://shorturl.at/nTPdq> on the usage of AI vs Search (ChatGPT vs Google) by the younger generation

THANK YOU !

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<https://aboutsomethink.org/webinars>

<https://forum.aboutsomethink.org>