Whoa! Awesome!

"AI-Chatbot for Libraries and Institutions Part II – Prompting and Conversations"

ASK

„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.

ASK

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

ASK

Tilman Scheel & ASK

— Lawyer, art historian, lecturer, panelist

— In IT for film festivals and libraries since 2004

— CEO of ava-library.com and **A**bout**S**omethin**K**.org

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

ASK is in production for all Berlin libraries since June 2024
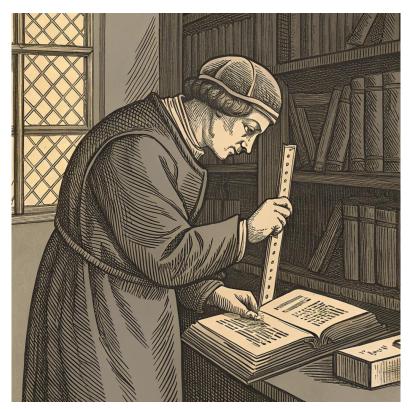
on voebb.de

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,
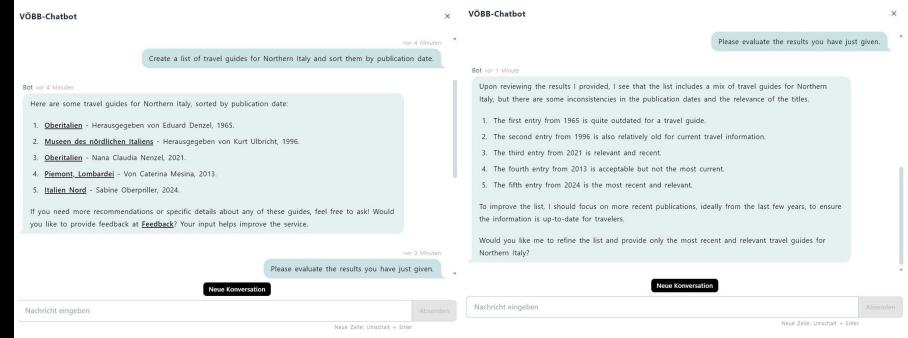
Growth etc.

— LLM Evaluation

— Sauron (the One who rules the bot)

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

ASK

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

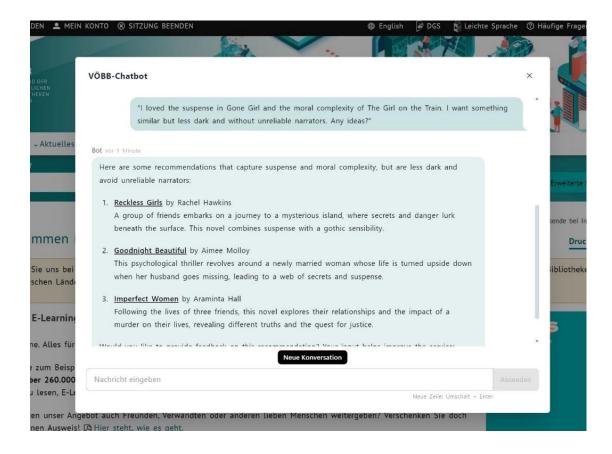# Types of conversations with a recommendation bot

— Topical

— Personal

— Language

— Tables, Lists etc.

— Service, Knowledge, Media & Fun

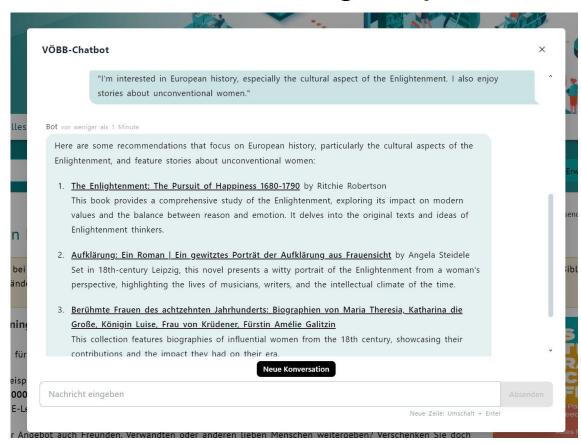Midjourney: A robot chatting away with a librarian in a bucolic landscape, impressionist style

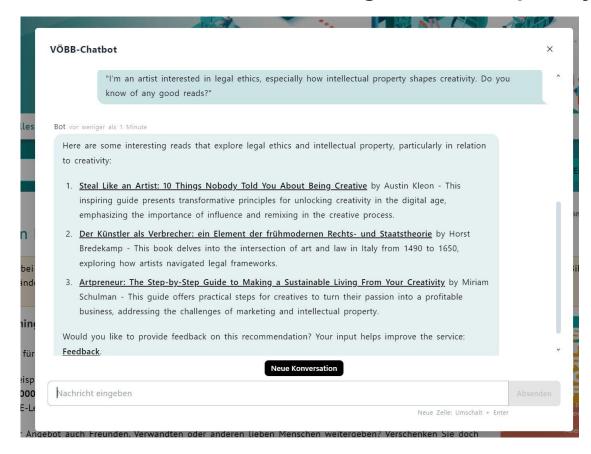# Topical Recommendations - Personalized Genre Exploration

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. <u>The Enlightenment: The Pursuit of Happiness 1680-1790</u> 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. <u>Aufklärung: Ein Roman | Ein gewitztes Porträt der Aufklärung aus Frauensicht</u> 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. <u>Berühmte Frauen des achtzehnten Jahrhunderts: Biographien von Maria Theresia, Katharina die Große, Königin Luise, Frau von Krüdener, Fürstin Amélie Galitzin</u>
   This collection features biographies of influential women from the 18th century, showcasing their contributions and the impact they had on their era.

Neue Konversation

Nachricht eingeben   Absenden

Neue Zeile: Umschalt + Enter

ASK

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. <u>Steal Like an Artist: 10 Things Nobody Told You About Being Creative</u> 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. <u>Der Künstler als Verbrecher: ein Element der frühmodernen Rechts- und Staatstheorie</u> 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. <u>Artpreneur: The Step-by-Step Guide to Making a Sustainable Living From Your Creativity</u> 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: <u>Feedback</u>.

Neue Konversation

Nachricht eingeben

Absenden

Neue Zeile: Umschalt + Enter

ASK

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. <u>Weit</u> - This documentary follows two globetrotters as they embark on a journey around the world, exploring different cultures and challenging their own preconceptions.

2. <u>The Way Back</u> - 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. <u>Freudenberg - Auf der Suche nach dem Sinn</u> - This documentary explores a unique educational institution in Germany where people seek meaning through ecological and spiritual experiences.

4. <u>Anderswo</u> - 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. <u>Somewhere Else Together</u> - 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: <u>Feedback</u>.

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. <u>Into the Wild</u> - 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. <u>The Way</u> - 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. <u>Nomadland</u> - 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. <u>The Last Bus</u> - 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. <u>The Unlikely Pilgrimage of Harold Fry</u> - 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

ASK

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.

ASK

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

عذرًا، 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) تم ترجمته بواسطة رما حماوي وجون برجر، 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 tere is a female protatonist

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

Nachricht 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

Nachricht eingeben   Absenden

Neue Zeile: Umschalt + Enter

ASK

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.

— Insufficent Knowledge – New Model: Model Switch

ASK

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: | Tilman VOEBB Test |

Users:

admin
ask-frontend-moritz-testing
ask-frontend-voebb-astec
cfra
demo
mariapavlikhina
oertels
scipioafro

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

Language model: gpt-4o

The OpenAI chat model that should be used for this bot

Prompt for chat:

Each catalog entry contains a unique field 'Link-ID' and a field 'Titel'. When you recommend an item, use those two fields to create a markdown link that looks like this: The 'Link-ID' makes up the last part of the link, so for 'Link-ID: 563450973' the link would look exactly like this: [Titel] (https://www.voebb.de/aDISWeb/app? service=direct/0/Home/$DirectLink&sp=SPROD00&sp=SAK563450973). Do NOT put 'https://' at the beginning!
When users click on the link, they can then borrow or use the item.

Prefer titles in the language the user is communicating with you in, typically German, unless otherwise

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

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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.

New Model

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

ASK

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

ASK

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?

ASK

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.

It's a journey…..Pricing

ABOUTSOMETHINK

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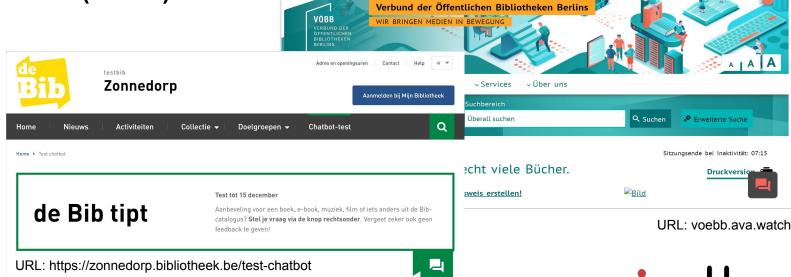
If no integration is required, 180 Euro / 180 US$ for 2 months of internal testing

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

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

ASK

Who with (so far)?

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 !

tilman.scheel@aboutsomethink.org

https://www.linkedin.com/in/tilman-scheel-2221297/

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