Is the Researcher Human? Is the Librarian? Bots, Conversational User Interfaces, and Virtual Research Assistants

CNI 2017 Spring Meeting, Albuquerque, New Mexico

Lisa Janicke Hinchliffe, Professor, University of Illinois at Urbana-Champaign
Jason Griffey, Affiliate Fellow, Berkman Klein Center for Internet & Society, Harvard University
Emily King, Digital Services Librarian, College of Southern Nevada
Michael Schofield, Front End Lead, Partner, LibUX

https://www.cni.org/topics/information-access-retrieval/is-the-researcher-human-is-the-librarian-bots-conversational-user-interfaces-and-virtual-research-assistants
Issue-Oriented Briefing Overview

Lisa: Purpose and Vision for Session
Michael: Conversational User Interfaces
Emily: The Bot as Reader
Jason: Future Developments and Concerns
Questions/Comments/Discussion
Integrated Performance Support

Becoming Pervasive in the Consumer/Business Marketplace

- Customer Service
- Sales Strategy
- Legal Research
- Journalism
What about libraries?
In 1999 ... Virtual Futures

Virtual Futures: Developing New Models of Instruction
ACRL Alliances for New Directions in Teaching and Learning Discussion Group
January 31, 1999

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EXAMPLE TUTORIALS:
Flow of Information
http://www.library.ucla.edu/libraries/college/instruct/flow/flow.htm

RIO: Research Instruction Online
http://dizzy.library.arizona.edu/rio/

TILT: Texas Information Literacy Tutorial
http://tlt.lib.utexas.edu/

Research Strategy Advisor
http://lsfa.lib.uah.edu/isa/isa.htm

Research QuickStudy
http://tutorial.lib.umn.edu/

Information Literacy Program
http://www.wup.edu/library/

How to Effectively Locate Federal Government Information on the Web
http://govu.acd.edu/jcr/nurse/universe/intro.html

VENDOR INITIATIVES:

InfoTrac
InfoTrac Training
http://library.iacnet.com/html/training.html

LEXIS-NEXIS

Academic Universe Knowledge Base
http://support.lexis-nexis.com/academic/default.asp

Statistical Universe Spotlight on Statistics

Congressional Universe Help

FirstSearch

Bibliographic Instruction Overview
http://www.oclc.org/oclc/ibs/

Templates
http://www.oclc.org/oclc/ibs/templates.htm

INTEGRATED LEARNING SUPPORT:

The Microsoft Assistant Clippit

INVISIBLE LEARNING SUPPORT:


Nielsen Norman Group: Strategic Human-Centered Design
http://www.nngroup.com/
In 2005 ... *In the Flow*, Lorcan Dempsey

THE NETWORK RESHAPES THE LIBRARY
In 2007 ... Digital Libraries à la Carte (TICER)
In 2014, 2015, and 2017...

**NMC Horizon Report: Library Edition**

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In 2017 ...  

**NMC Horizon Report: Library Edition (Semi-Finalist)**

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In March 2017 ... Artificial Intelligence and Machine Learning in Libraries, Chris Bourg
Many Questions ...

In what circumstances can bot deployment enhance services to users?

How should we design content and interfaces when the "reader" of the content might not be a human, but rather a computer or bot that is processing that information on behalf of a person?

How will information literacy programs help users develop fluency with conversational (and often voice-based) search and retrieval?

What are the ethical and legal implications of deploying these technologies?

What of the threat to existing jobs in libraries?

What of the threat to libraries from artificial intelligence competition?
Want to Follow up?

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