

Understanding AI Bias: How It Arises and How to Respond – Chat Log

Cassandra Wenzel

Does anyone know what happened to MetaLib?

Kate Irwin

You're just on brand, James ;)

Jenny Groome

not cranky - caring

Amanda Carter

I've been watching AI since Norman which has forever influenced my perception of AI for reasons I think you are about to explain.

Ariella Mason

If anyone is interested in bias and other issues with Google algorithms, this podcast, especially episode 3 discusses it and provides a lot of other resources! <https://www.splcenter.org/learning-for-justice/podcasts/the-mind-online/>

James jacobs

here's a good list of AI tools being used in the humanities.
https://josemarichal.github.io/ai_tools.html

Andrew Pelle

is there a way to turn up the volume in the Webex feed?

Ariella Mason

If you are on the app, you can select Audio & Video at the top, there is a volume setting in the Audio Setting options

Thomas Lynch

to Andrew: go to top menu in Audio settings... there is a volume control in their for the WebEx feed

Ashley Dahlen

Andrew - in the Audio & Video menu, there is the Audio settings option. You can boost your speaker output level.

Troy Black

Our database vendors are already touting AI in their products.

Jenny Groome

+1 Troy and npt always explaining how

Troy Black

that is correct. We don't know what parts of the databases are using AI

Angie Bonnell

+1 Troy and Jenny

Kris Abery

+1 Troy or how accurate it is

Angie Bonnell

+1 Kris

Jill Strykowski

@Troy, the big content vendors are almost all part of big companies that now refer to themselves as "data analytics" companies - Clarivate, RELX, Thomson Reuters. They mostly think they have to add AI LLM search and analytics to everything to stay "competitive"

Kris Abery

+1 Jill

Jenny Groome

Foundation models often can't distinguish between a commission, committee, task force, etc. - so the tools can't either.

Carolyn Frenger

+ 1 Troy and Jenny Our library just had a vendor come and let us know about a new feature using AI to assist with focusing searches, etc.

Jill Strykowski

It's very annoying, because they seem to mainly be competing with each other and throwing AI into everything regardless of the feedback from their actual clients -- i.e. libraries

Jenny Groome

+1 Jill - yes

Kris Abery

+1 Jill....its everywhere

Jenny Groome

And information literacy skills - like ethical use of information and others' intellectual property

Susanne Caro

+1 Jill

Danielle Gensch

International context but interesting UNESCO paper: <https://www.unesco.org/en/articles/ai-and-holocaust-rewriting-history-impact-artificial-intelligence-understanding-holocaust>

Kristina Bisbee

Have some AI companies been more open and transparent about bias and inequities than others?

Angie Bonnell

Thanks, Danielle, for sharing the link!

Kris Abery

Good question Kristina

Cassandra Wenzel

Also some interesting reports from the US Copyright Office on AI: <https://www.copyright.gov/ai/>

Jenny Groome

I have been in vendor presentations where attendees ask for a process to correct the information. They may use a closed model - but still often use foundation models

Charlie she-her Amiot

@Kristina, depends on how you define it, and how much information you actually have access to to verify their openness.

Jill Strykowski

Being in an Alma/Primo library, I find this annoyingly played out with Primo Research Assistant, which only pulls results from a subset of article data. Which is really not search the actual library content... which is the point of the Primo discovery systems. I just roll my eyes at it

Carolyn Frenger

Thank you, Cassandra and Danielle for sharing these resources! :)

Chris Chang

AI literacy is definitely something we should instruct and emphasize!

Charlie she-her Amiot

I believe that libraries do need be involved in these discussions, but that the answer for why not, is funding and staffing levels. Do libraries have it? Are institutions putting their money into IT departments, or libraries?

Kris Abery

+1 Charlie

Jenny Groome

+1 Jill - yes!!! And NDE is supposed to pull from catalog records too - but there are biases there

Ariella Mason

+1 Chris I agree!

Cassandra Wenzel

Thank you! This was very informative!

Kris Abery

Thank you. Great conversation

miguel guzman

Thank you!

Jenny Groome

So helpful!

Carolyn Frenger

+ 1 Chris

Stephen Kharfen

Thank you very much

Sandra Himel

Excellent presentation! Thank you!

Angie Bonnell

Thank you! This is fantastic!

Rhonda Murphy

Thank you1

Jessica Robinson

Great presentation, Kim. My boss is really interested in libraries teaching AI literacy and the potential issues so I think she'll enjoy this recording.

Natalie Villegas

Very useful, background information I did not have and brings valuable context to the conversation

Carolyn Frenger

Thank you, Kim for a really informative and thought-provoking presentation!

Jenny Groome

Are vendors open to users reporting issues - and actually correcting?

Kris Abery

Thank you Kim. Valuable information

John Leon

When asking vendors questions about their AI tools and models in regards to bias, are there specific ways we should ask those questions? I seem to get stonewalled by most companies when asking about what data is being included, how it was curated, etc.

Bernadette Johnson Bernadette

Can AI be shaped by the personal biases of the user of a personal device?

Kris Abery

+1 John

Lisa Pritchard

Here's a resource created by and for librarians. <https://www.molib.org/Missouri-Librarian-AI-Resource>

Kris Abery

Thank you Lisa

Charlie she-her Amiot

@Bernadette ABSOLUTELY. I've seen it in action in personal use. But some of that is they sycophancy.

Carolyn Frenger

Thanks, Lisa :)

Jill Strykowski

@John, @Kris, ask them which model their using to start. There's a handful they're based on

Leslie Carr

Thank you Kim! AI is a constant topic in my public library's setting.

Jenny Groome

I've been in Alma/Primo sessions where library staff ask about having a procedure to report issues.

Chris Chang

I remember when Expedia.com first became popular as an open source for editing and updating. There was a study that showed that the authors who contributed at that time were predominantly English speaking young males, which did not allow more equitable views. I am not surprised that the AI LLM training used open resources such as Expedia.

Bernadette Johnson Bernadette

@Charlie. That's what I suspected. Thanks!

Martha Ballinger

I understand that AI has algorithms with massive data sets. How does this work with images? Do you know how they are searched?

Perveen Rustomfram

Excellent information, some of which I did not know before. Thank you!

Jenny Groome

+1 Chris

Susanne Caro

What would happen is a bunch of libraries were willing to drop a vendor over the overreliance on AI?

Bob Cullen

Very helpful information and insights. Thank you!

Amy Ruhe

Interesting. Thank you!!

Jenny Groome

+1 Susanne

Bernadette Johnson Bernadette

Thank you for this informative presentation!

Lisa Pritchard

Very informative.

John Leon

Thank you for the insights, Kim!

James jacobs

bias comes from the data used. so if libraries really want to impact this space, they'd build their own LLM's cleaned of bias

James jacobs

libraries are basically guinea pigs as for-profit vendors experiment with these tools

Jenny Groome

+1 James - and yet Alma=Primo saying they will add LCSH and other fields in catalog record still is built on foundation model - AND bias in LCSH (LC subject headings)

Angie Bonnell

Thank you, Kim, for your insights and also to UCUP for planning this session and to Gwen for moderating it!

Charlie she-her Amiot

Humans are bias factories. It's impossible to clean us out of anything humans would survive.

Amanda Carter

+1 Charlie

James jacobs

anyone ever read "prejudices and antipathies" by Sandy Berman?

<https://www.amazon.com/Prejudices-Antipathies-Subject-Concerning-People/dp/0786493526>

Charlie she-her Amiot

While we should work to reduce biases from a technology standpoint, I think we'd get a lot further teaching humans about bias and awareness and reduction.

Kristina Bisbee

<https://meredithbroussard.com/books/>

Jenny Groome

The information about foundation models is so important - something glossed over

Jill Strykowski

+1 @Charlie

Jenny Groome

by vendors

Cassandra Wenzel

@Charlie, we need both I think.

Amy Fitch

+1 @Charlie

Jill Strykowski

+1 @Jenny

Carolyn Frenger

+ @Charlie

Carolyn Frenger

+ @Jenny

Cassandra Wenzel

+1 Jenny and Charlie

Angie Bonnell

+1 Charlie

James jacobs

and of course Sandy put his tract on his website for free use!!

<https://www.sanfordberman.org/prejant/prejant.pdf>

Jenny Groome

Thank goodness for OneTab - I have SO many open tabs today.

Bernadette Johnson Bernadette

Thank you!

Jenny Groome

Can libraries work together to address issues with vendors? The ability to turn off AI research assistants is one thing - working with vendor to have a better LLM and foundation model

James jacobs

Thanks Kim

Channa Cajero

Really helpful. Thank you!

Cassandra Wenzel

Thank you Prof. Nayyer!

Angie Bonnell

Thank you, Kim!!

Andrea Stelljes

Thank you!

Jenny Groome

This was really helpful

Min Shaheen

Thank you very much.

Jacqui Celecia

Thak you

Mark Hamilton

Thank you, Kim Nayyer!

Kaylee Kern

Thank you!

Natalie Villegas

Thanks again!

Lisa Pritchard

Thank you, Kim.

Ella Shurr

Thank you!

Lori Driver

Thank you!

gabriele hysong

eXCELLENT. tHANKS

Jill Strykowski

Yes please!!! more readings!

Amy Fitch

Thank you

Kris Abery

Thank you

Carolyn Frenger

Thank you, Kim for the resources list!

Ashley Dahlen

Break until 2:30 Eastern.

Jose Torres

Thanks!