



UiO : Universitetsbiblioteket

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The AI project at the University of Oslo Library

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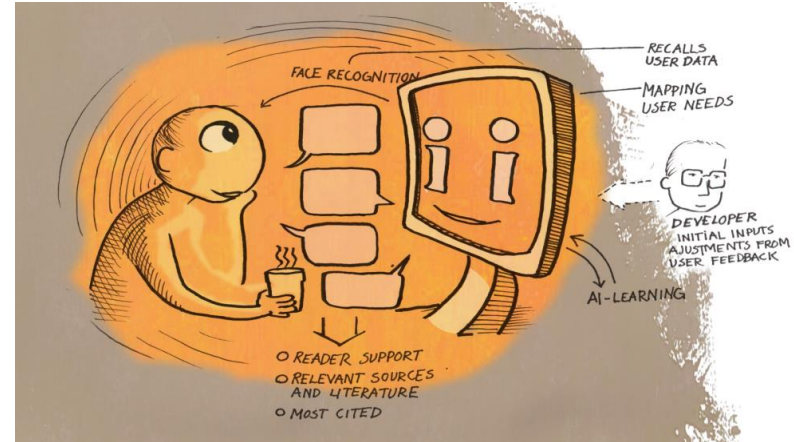
This short presentation deals with:



The project & challenges



Approach used



Findings and issues

The project

- **Funded by the National Library of Norway**
- **Started April 2017**
- **Explorative approach**
- **Staff: 1 data scientist (Andre` Walsøe), 2 programmers (Ahmed Mohammed and Andrea Gasparini (PI))**



For the library the aim of the project was:

- Can we develop AI-based services that can help students and researchers at UiO?
- Can we develop services that can help "all" users? For example, disabled people and dyslexics can get better access to resources?



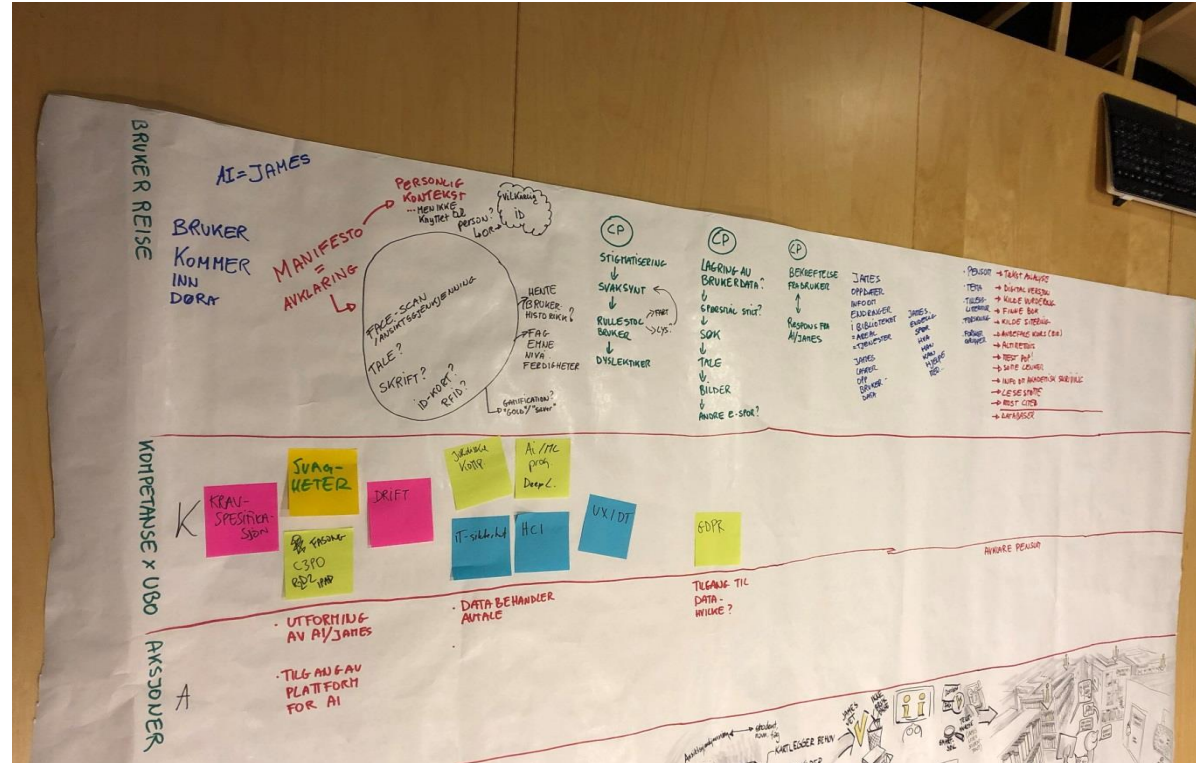
Workshops gave us new insights

- **Prototyping services with different stakeholders**
- **Combination of various design methods (Design Thinking and Service Design)**
- **Different perspectives emerged**



Blueprint and user journey to map out the AI-based service

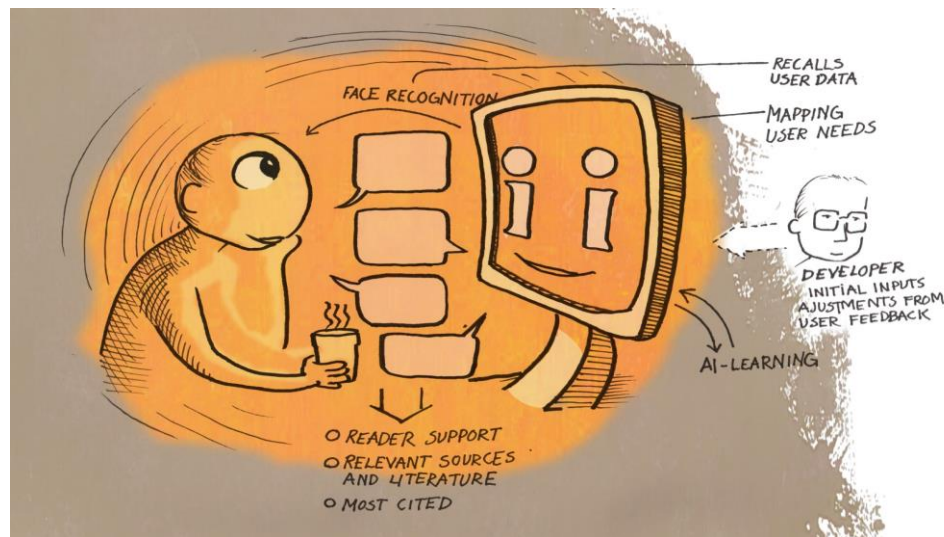
- Birds view
- Focus on processes participants and context
- BP gave us a focus on anticipating different facets



(Tax and Stuart, 1997)

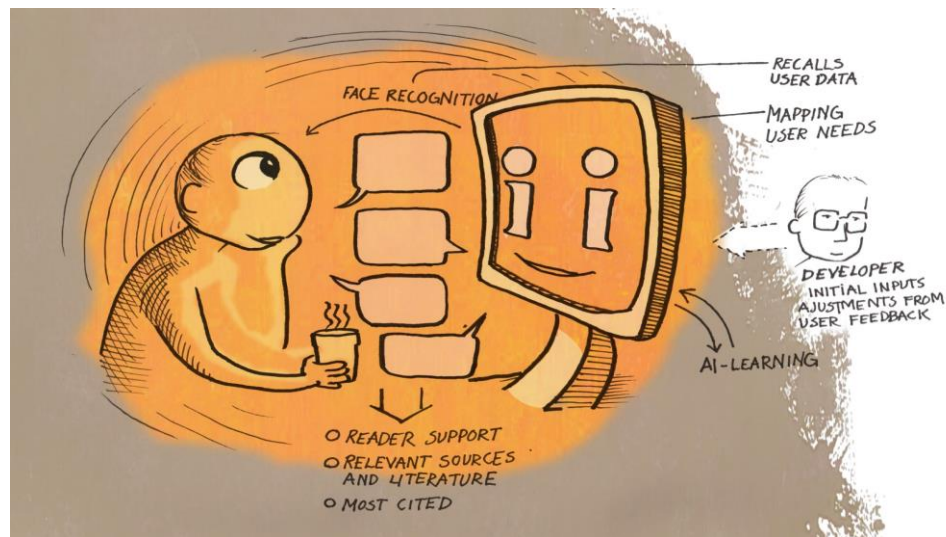
Findings & Issues

- **Need to define the ownership of outcomes when cooperating with an AI-based service**
- **Easy to focus on the functionality and not on the implication**
- **Tension between "Internal processes" (AI as a problem solver) and "User focused" (AI helping users)**
- **How to address trustworthiness and reliability when working with AI-based services?**
- **How to monitor long term effects of AI-based services in an organization?**



The results of the project so far are interesting:

- We have competence and understanding in what is needed to support AI-based projects:
 - Type of competence (staff)
 - Proof of concept when using AI
 - How to transfer and keep competences in the organization
 - Infrastructure



One example

Eitrem: The Papyrus classifier

