

Echo Show & Tell

Innovations in Reference Service

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Need

Information & Research Services wants to investigate and implement the latest technologies & emerging trends in reference delivery.

The Green Library (Main Campus) has been open on a 24/5 basis since Spring 2017, establishing demand for overnight service.

Reference services have moved to an on-call schedule based on interaction statistics.

Preparation

Review your statistics and select your top FAQ's to be featured in the Alexa Skill. Alexa calls these **Intents**.

Brainstorm different ways your population will ask the questions that are answered by the intents. Alexa calls these **Utterances**.

Identify terms that can be expressed with synonymous words. Alexa calls these **Slots**.

How do I print in the library?

How Where What Do Can Should Would Print Copy Scan the Library Green Library Hubert Library

{interrogative}{auxVerb}I{print} in {library}

Abstract

The presenters have harnessed the popularity and sophistication of voice recognition technology, and coupled it with Springshare's robust knowledge base software to create a powerful reference tool.

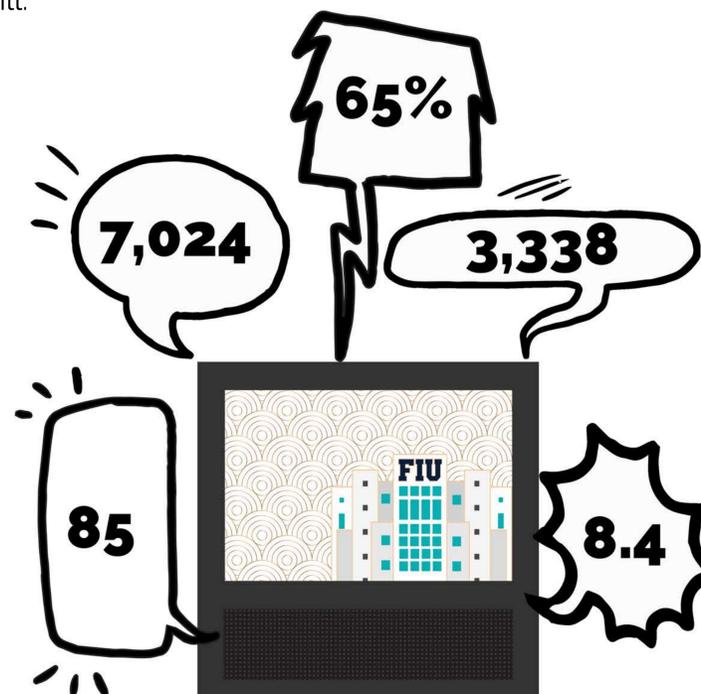
The presenters have infused the Information & Research Services Department's most popular FAQ's into an Alexa Skill using the LibAnswers API, and preloaded it onto six Alexa Show devices to increase engagement with patrons. This project was conceived to meet the demands of extended hours while also enhancing public service presence beyond the reference desk.

Learning Objectives:

Learn how to modernize reference services using AI.

Learn the importance of project management when implementing new technology.

Visualize the technical processes that power a voice assistant skill.



Programming

Intents, utterances, and slots are all programmed in the developer console: <https://developer.amazon.com/alexa>

Intents are mapped to LibAnswers FAQ's from the LibAnswers API in AWS Lambda. <https://aws.amazon.com/lambda>

An Intent is a function that passes the answer's ID to the GET request as a parameter

The response provides content that is spoken by Alexa and displayed on the screen.

```
>_
howprint_handler = {
  ...
  param:
    answerID,
    groupID,
    siteID
  ...
  return responseBuilder
    .speak('here is what a
    librarian has to say,
    + response.answer);
    .withStandardCard(response.answer)
}

httpGet (param) {
  ...
  JSON Response
}
```

Considerations

Each FAQ is one answer to one question. If multiple answers are provided, consider creating multiple entries.

Alexa will read all text as it is written, including the link text. Use the URL as your link text, work the URL into the sentence, or add the URL in parenthesis after the text.

Read the FAQ out loud or have someone read it out loud to you. Sometimes, you have to hear it to know what needs refinement.