



UNIVERSITÀ DEGLI STUDI DI MILANO

CONCORSO PUBBLICO, PER ESAMI, A N. 2 POSTI DI CATEGORIA D - AREA BIBLIOTECHE, CON RAPPORTO DI LAVORO SUBORDINATO A TEMPO INDETERMINATO PRESSO L'UNIVERSITÀ DEGLI STUDI DI MILANO - DIREZIONE SERVIZIO BIBLIOTECARIO D'ATENEO - CODICE 22395

La Commissione giudicatrice della selezione, nominata con Determina Direttoriale n. 2376 del 29/02/2024 e modificata con Determina Direttoriale n. 2569 dell'1/03/2024, composta da:

Dott.ssa Tiziana Morocutti	Presidente
Dott.ssa Federica De Toffol	Componente
Dott.ssa Giada Costa	Componente
Sig.ra Monica Cutugno	Segretaria

comunica i quesiti relativi alla prova orale:

GRUPPO DI QUESITI N. 1

TRACCIA 1

- 1) La cooperazione fra biblioteche accademiche nell'ambito della gestione delle collezioni
- 2) Il co-design nei servizi di una biblioteca accademica

Artificial intelligence (AI) has rapidly become an important part of our everyday life, whether we are aware of it or not. While our thoughts may go to science fiction or self-driving cars—or a cross-section between the two—AI is now embedded in tools we use and rely on daily: web search engines, social media applications, speech recognition services from government agencies and enterprises, and smart home devices. The opportunities AI brings to society is accompanied by risks, and the largest risk may be identified as its creators, humans, who ultimately govern everything AI is and does.

GRUPPO DI QUESITI N. 2

TRACCIA 2

- 1) La cooperazione bibliotecaria nell'ambito dei servizi al pubblico
- 2) Competenze per il coordinamento del gruppo di lavoro “biblioteca”

In a preliminary study on the ethics of AI, UNESCO World Commission on the Ethics of Scientific Knowledge and Technology noted that while “AI can strengthen the free flow of information and journalistic activity [it] can also be used to spread disinformation,” which “can have negative effects on norms of civil and informed discussion, on social trust and public debate or even on democratic processes”. In UNESCO's second version of their Media and Information Literacy Curriculum for Educators and Learners (this target group includes librarians) AI is described as a challenge to IL, stating that while AI brings “benefits to our day-to-day lives”, it also “begs many questions about risks.”

GRUPPO DI QUESITI N. 3

TRACCIA 3

- 1) Lo scarto dei materiali cartacei in una biblioteca accademica: vincoli e opportunità alla luce della normativa vigente



2) La gestione dei conflitti in biblioteca

Acknowledging this strong role of libraries as Information Literacy (IL) educators, it can be concluded that AI is an important component of IL and that librarians and library staff may be in need of skill development in this area. This study explores the development of AI skills among Swedish librarians and library staff through a nationwide learning circle, and delves further into ethical issues regarding AI in library settings. The study aims to answer the following questions: How and how much did the learning circle increase AI knowledge among the participating library staff? Was the learning circle a successful method for AI skill building?

GRUPPO DI QUESITI N. 4

TRACCIA 4

- 1) Lo scarto in una biblioteca accademica: vincoli e opportunità nel contesto delle raccolte ibride
- 2) Formazione e aggiornamento del personale di un sistema bibliotecario accademico

The study aims to answer the following questions: What thoughts, perceptions, and questions on the topic of AI and libraries were generated among the learning circle participants as a result of the learning circle? How did these thoughts, perceptions, and questions relate to a broader, international perspective on AI in society and AI in libraries? The study is therefore a twofold effort, one part focuses on pedagogical methods for teaching library staff AI skills, and the other part focuses on AI and libraries with an endeavour to map important topics to consider in future library operations development as well as in library and information science research relating to AI in libraries.

GRUPPO DI QUESITI N. 5

TRACCIA 5

- 1) Il sito web della biblioteca accademica come canale di comunicazione e/o punto di accesso ai servizi: limiti e opportunità offerte dallo strumento oggi
- 2) La programmazione degli acquisti di beni e servizi in un sistema bibliotecario accademico

The impact of AI on society redraws the blueprint for many of our social structures on all levels. It has implications on everyday interactions between people and technology. Ethics, surveillance, privacy, trust, transparency, and public debate are concepts that are being renegotiated in an information society development fuelled by AI. This development is covered in this section, along with AI in relation to libraries, AI as an IL component, and their role in these societal renegotiations. Thereafter the theories of learning circle and self-efficacy are presented as ways of approaching the research questions.

GRUPPO DI QUESITI N. 6

TRACCIA 6

- 1) I criteri di esposizione dei materiali come forma di comunicazione delle raccolte
- 2) Lavorare per obiettivi in biblioteca

The emergence of AI in society has created implications on many levels. Its innate need of data to perform its tasks means that the data people provide through their usage of for instance social media or web search engines are contributing to AI development. Zuboff called this data (collected by a service even though it is not immediately useful to the maintenance of the service) behavioural surplus and noted that it is a valuable and powerful currency.

While science fiction and prognoses for the future forecast a general AI that is self-aware and makes its own decisions we are not at this stage yet and humans still play an active role in any outcomes of AI applications.



GRUPPO DI QUESITI N. 7

TRACCIA 7

- 1) La biblioteca accademica come luogo: scenari innovativi fra automazione, servizi online e nuovi bisogni dell'utenza
- 2) I processi di lavoro caratteristici di una biblioteca accademica

The use of large quantities of personal data to develop AI, whether it is knowingly or unknowingly by the data providers (i.e. the people), raises ethical questions. UN Special Rapporteur David Kaye noted that “a lack of clarity about the extent and scope of AI and algorithmic applications online prevent individuals from understanding when and according to what metric information is disseminated, restricted or targeted.” Alongside the insecurity that follows the lack of transparency, we may also consider issues regarding labour (by using platforms users provide data, making it a valuable transaction of goods, which is not remunerated in an obvious manner), and the risk of surveillance (whether it is conducted by corporate or governmental bodies).

GRUPPO DI QUESITI N. 8

TRACCIA 8

- 1) Il mito della disintermediazione: il ruolo del bibliotecario nella messa a disposizione delle risorse bibliografiche elettroniche per la didattica e la ricerca
- 2) La comunicazione interna al sistema bibliotecario: cosa si intende e a cosa serve

In a global study on AI ethical guidelines Jobin et al. concluded that there seem to be a “global convergence emerging around five ethical principles (transparency, justice and fairness, non-maleficence, responsibility and privacy)”. Andras et al. wrote that transparency and benevolence are necessary components to create trust in an intelligent machine (i.e. an AI), and that in writing an algorithm one could use “operators that make decisions which can subsequently be presented to the user in a manner that shows their contribution to the final solution.” This supports the idea that transparency needs to be understandable to the user, and that understanding AI is a shared responsibility between provider and user.

GRUPPO DI QUESITI N. 9

TRACCIA 9

- 1) La collaborazione fra bibliotecari e docenti nell'attività di sviluppo e selezione delle raccolte
- 2) Il ricorso a personale esterno per attività e servizi in una biblioteca accademica: opportunità e rischi

National and international bodies are creating guidelines and legislation for AI governance and these tend to strive for a balance between ethical considerations and entrepreneurial value. The Santa Clara Principles on transparency and accountability in content moderation have been endorsed by many major tech companies, including Apple, Meta, and Google. Another strategy that has emerged to counter negative effects of AI (e.g. systematic biases) is algorithmic auditing, which is “the collection and analysis of outcomes from a fixed algorithm or defined model within a system” that can “incentivize corporations to address the algorithmic bias present in data-centric technologies that continue to play an integral role in daily life”.



GRUPPO DI QUESITI N. 10

TRACCIA 10

- 1) Strategie per l'arricchimento dei record bibliografici
- 2) La Carta dei Servizi di un sistema bibliotecario accademico come strumento gestionale

While embedded and maybe even omnipresent in everyday life, AI is non-transparent for most people, either by design (e.g. by not being open source) or by complexity. As Haider and Sundin noted "it is becoming increasingly important to understand how algorithmic systems work and how they are trained to perform in specific situations, while at the same time they are becoming ever more elusive and embedded in society and everyday life at all levels." This societal impact of AI complicates interaction within the public sphere, which is defined by Habermas as an area where individuals come together to discuss societal issues.

GRUPPO DI QUESITI N. 11

TRACCIA 11

- 1) Differenze fra OPAC e Discovery Tool per i servizi online agli utenti
- 2) Attività centralizzate e attività decentrate in un sistema bibliotecario accademico

The development of media has throughout history changed the conditions of the public sphere; for instance, the printed newspaper extended the public sphere beyond the physical restraint of tea salons, and the internet and social media broaden the space for public discussion even more. However, the increased accessibility and possibility for publication also decreases transparency, whether it is through technological design or the sheer mass of information which is published every minute. In a recent essay Habermas warned about "commercial exploitation of the currently almost unregulated internet communication" and took a pessimist stance against the new medium despite its potential for emancipatory public debate.

GRUPPO DI QUESITI N. 12

TRACCIA 12

- 1) Il Web semantico: opportunità per le biblioteche accademiche
- 2) Competenze richieste per il lavoro di front-office in una biblioteca accademica

One example of risks posed by AI to the public sphere is unintended censorship, where a European Parliament report has questioned whether an AI could recognise "nuance, satire or irony, critical analysis, fair use, as well as broader cultural contexts in efforts to distinguish between legitimate speech and illegal or infringing activities" which could lead to "over-blocking and removal of legal content, potentially infringing on the principles of legality, legitimacy and proportionality of freedom of expression limitations." What must we do to protect intellectual freedom from AI, or rather from our own zealous application of AI?

GRUPPO DI QUESITI N. 13

TRACCIA 13

- 1) L'integrazione delle collezioni archivistiche e librerie in una biblioteca accademica
- 2) L'organizzazione delle attività di comunicazione e promozione dei servizi in un sistema bibliotecario accademico



There are many connections between AI and libraries. Firstly, the values libraries uphold (which may or may not be governed by library legislation, depending on the country) contain human rights; specifically intellectual freedom (encompassing freedom of access to information and freedom of expression) and privacy (cf. Francis et al., 2023; IFLA, 2009, 2012, 2020). Secondly, the daily operations of libraries are impacted by technological developments in AI, and libraries make use of AI systems for digitization of collections, service to users, and management of circulation and collections.

GRUPPO DI QUESITI N. 14

TRACCIA 14

- 1) I servizi di una biblioteca accademica a supporto dei ricercatori nella pubblicazione ad accesso aperto
- 2) Il rapporto fra servizi di front-office e attività di back-office in una biblioteca accademica

In October 2020, the international library organization IFLA (2020) issued a statement on libraries and artificial intelligence that underlined the rapid development of AI and stated that while AI and machine learning offers “new dimensions and approaches to knowledge management processes in libraries” there is a concern about “negative impacts on quality of service and staffing” as well as AI applications built on extensive data collection which “must not override patron privacy choices or equity considerations.” In the statement, IFLA recommended adhering to the IFLA Code of Ethics for Librarians and other Information Workers when using AI technologies in libraries.

GRUPPO DI QUESITI N. 15

TRACCIA 15

- 1) Applicazioni dell’Intelligenza Artificiale generativa ai servizi di una biblioteca accademica
- 2) Interazioni tra sistema bibliotecario accademico e altre strutture dell’Ateneo nelle attività e nei servizi agli utenti

While AI provides many opportunities for library services, it is necessary to consider the risk of error when applying AI solutions. If the AI is not monitored, already existing errors could escalate. It is also necessary to be able to distinguish between the types of errors that can be caused by humans vis-à-vis machines, for instance machines lack the type “common sense” that humans may apply when problem solving. Library staff need a certain level of knowledge about AI to be able to make these distinctions. Knowledge and skills regarding AI is becoming increasingly important in the library profession as well as in other professional contexts.

Milano, 10 aprile 2024

La Commissione

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