



ANTswers

YOUR INTERACTIVE FAQ

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Research Librarian for Emerging Technologies and Service
Innovation

Hacking Reference: Engaging the "Whole Student"
CARLDIG-S Fall Program 12/5/2014



Project Phases



Development Phase (August - September 2013)

- Loading of files and setup
- Explore software, determining process, learning AIML



Team Phase (August – September 2013)

- Scope, coverage, resources
- Personality, look, and feel



Prototype Phase (September – December 2013)

- Program library content & review general content
- Team members tested files



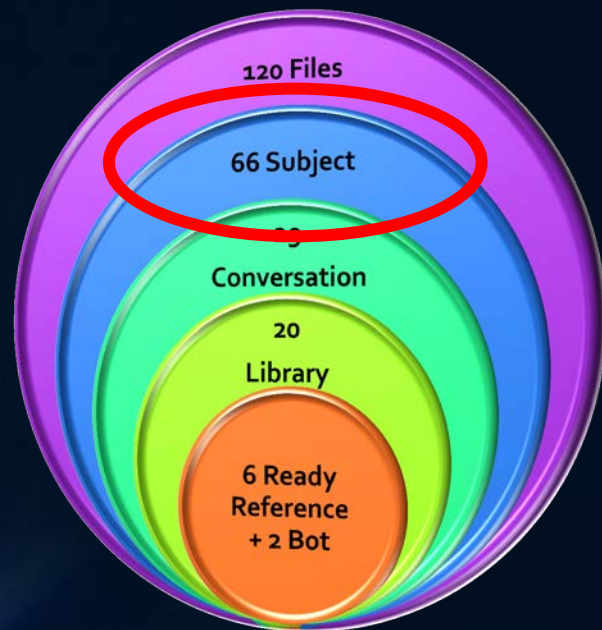
Testing Phase (January – March 2014)

- Internal test - with all library staff
- External test – ANTswers Beta was released

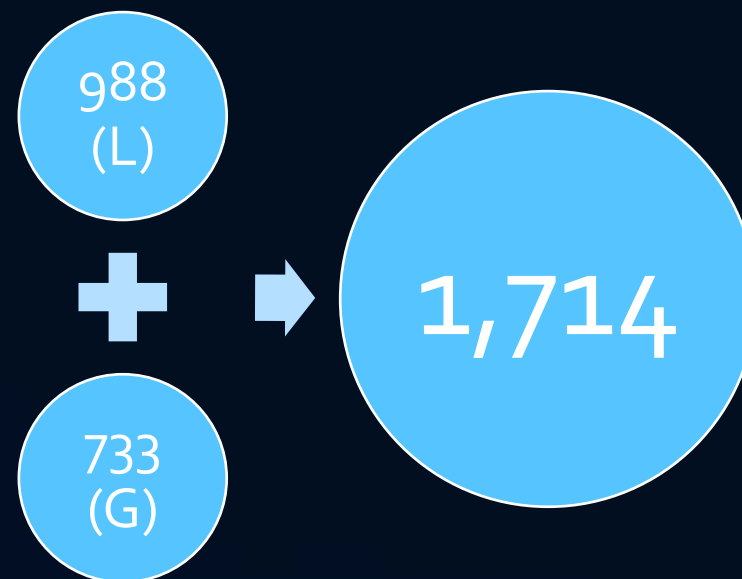


ANTswers by the Numbers

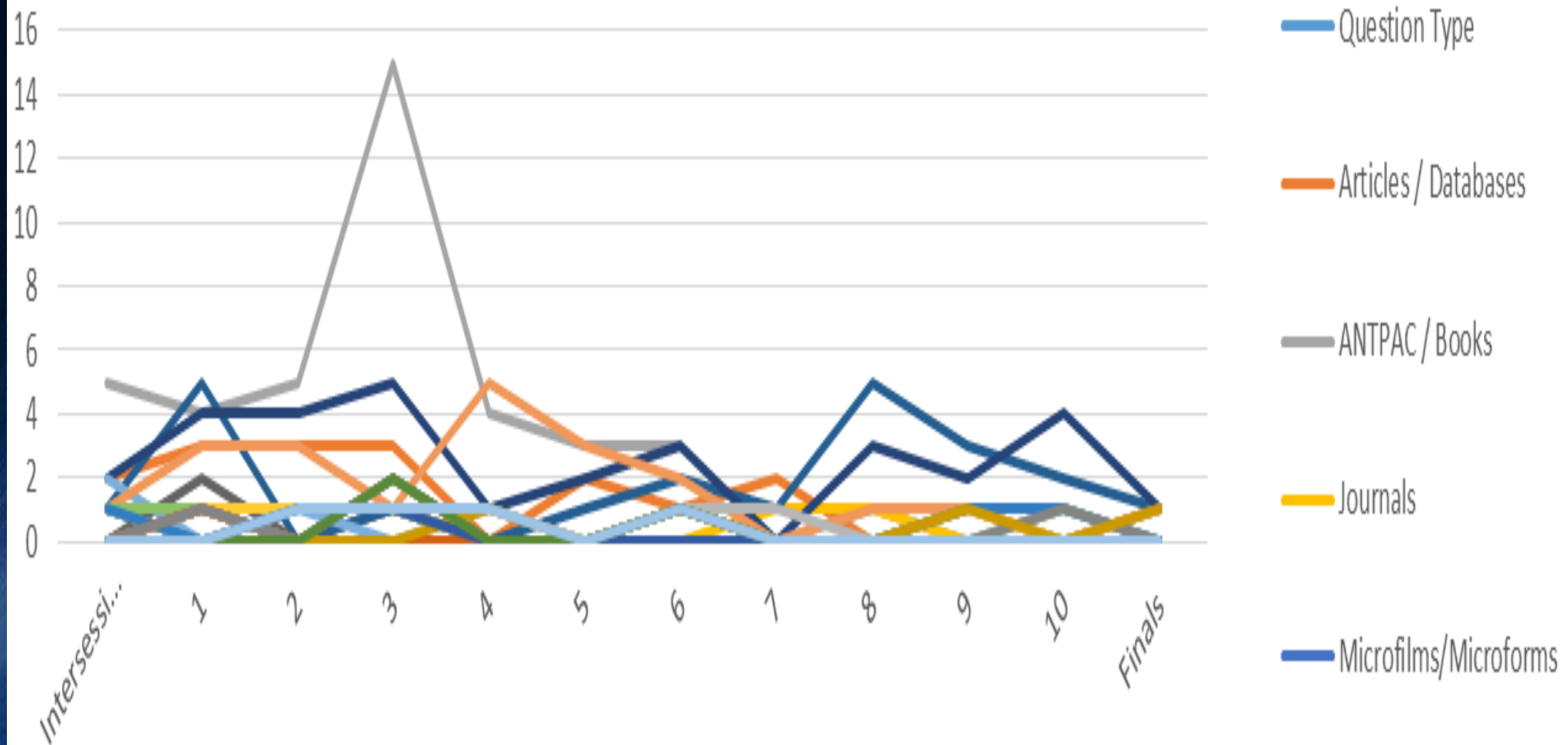
TOTAL ANTswers AIML FILES



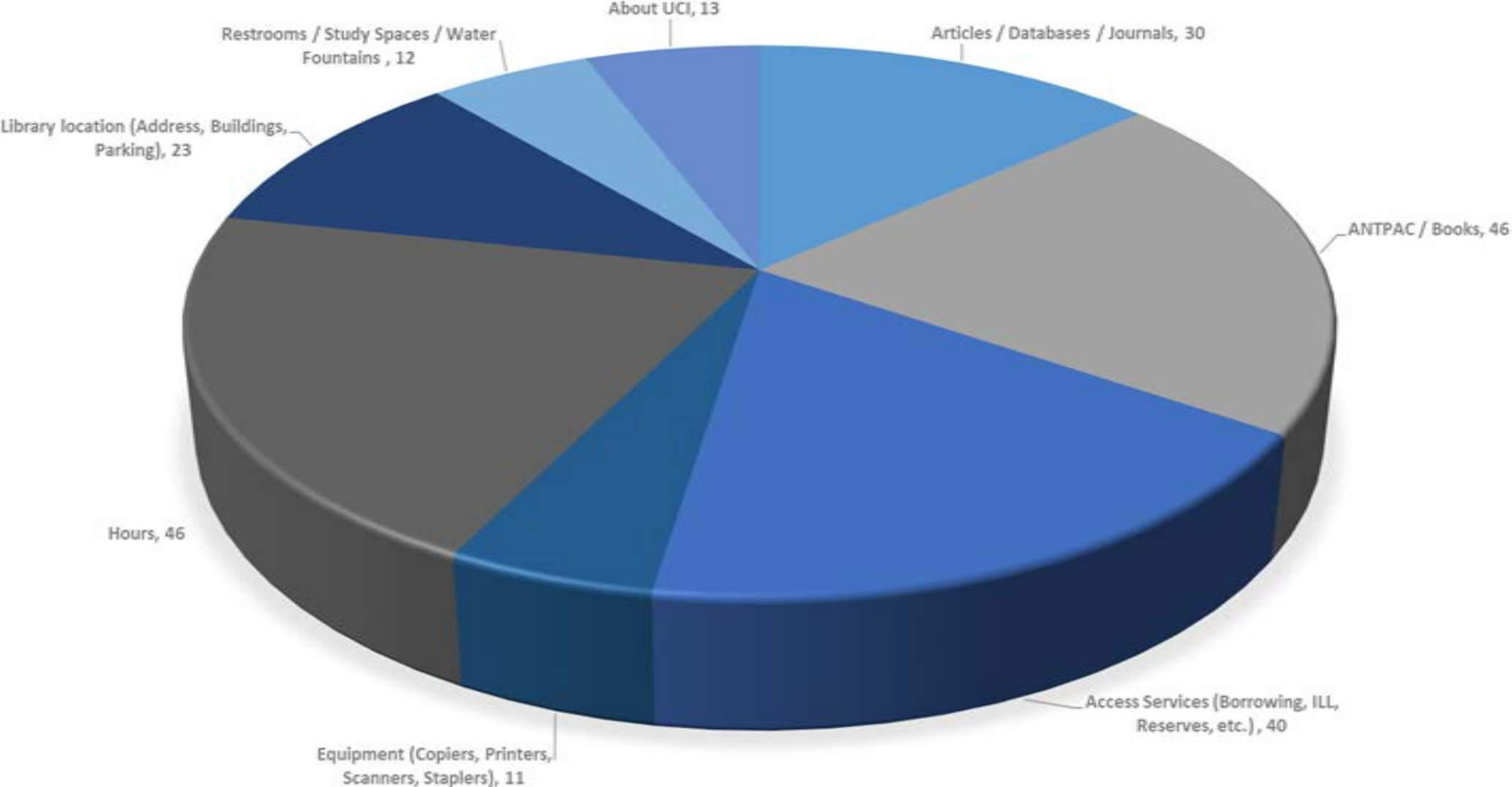
NUMBER OF QUESTIONS ASKED



Spring 2014 - Question Type by Week of Quarter



HIGHEST QUESTION TYPES FOR LIBRARY QUESTIONS





Do you want to build a chatbot?

- Download our files! https://escholarship.org/uc/uci_libs_answers
- Support Documentation : <http://goo.gl/ronxRb>
 - Updating ANTswers
 - AIML Cheat Sheet
 - Project Plan
- Contact Danielle Kane: kaned@uci.edu

ANTswers Live

Answers.lib.uci

The screenshot displays the UCI Libraries website. At the top, the UCI Libraries logo and name are visible. Below the header is a navigation menu with links for HOME, ABOUT US, SERVICES, RESEARCH TOOLS, COLLECTIONS, and HOW DO I. A search bar is present with the text "SEARCH" and "Enter keywords..." and a "Go" button. On the left side, there is a "Quick Links" section with a list of links: Hours, Connect from off-campus, Course Reserves, Borrowing, Interlibrary Loan, My ANTPAC, Study Space Locator, Langson Library, Ayala Science Library, Grunigen Medical Library, Libraries Gateway Study Center, Law Library, and Supporters & Friends. The main content area features the title "ANTswers: Your Interactive FAQ (BETA)" and a description: "ANTswers is an experimental computer program. UC Irvine Libraries' licensed online resources are available to current UC Irvine students, faculty & staff, use [Connect From Off-Campus](#) to enable remote access." Below this is a text input field with a "send" button. To the right of the input field is a stylized question mark icon. At the bottom, there is a link to "Ask a Librarian" and a "send" button.

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Ask ANTsvers (BETA) Interactive FAQ

Quick Links

- Hours
- Connect from off-campus
- Course Reserves
- Borrowing
- Interlibrary Loan
- My ANTPAC
- Study Space Locator
- Langson Library
- Ayala Science Library
- Grunigen Medical Library
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ANTswers: Your Interactive FAQ (BETA)

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