BIALL 2026 Conference Notes

Glasgow, Scotland – June 10 – 12, 2026

Lots of sustainable measures such as paper wrapped pens, name tag seed card, 300 delegates attending, great app called Cvent

Connections

Met Sharon Wang from Osgoode Hall Law School – asked me to speak to their students about e-LiRN suite of electronic resources free for all Ontario lawyers to use!

Followed up with U of T & TMU (also at BIALL) and they thought it was a good idea as well.

Will follow-up with Annette at Windsor, Queen's, Ottawa U, ETC



Gimlet

- Many libraries now using it, maybe LiRN should get an Enterprise license?
- LiRN could set it up based upon responsibilities, etc.
  - Tailor it to LiRN Statistics Form
  - Libraries can customize for their needs
  - Libraries can opt in
  - Check with Chris @ Brant – she has used it successfully for her Board reports

PPT Presentation Tip

- Used Table of Contents instead of Agenda

LWL conference observations

- 5 min bio breaks
- 45 min sessions
- Wooclap.com
    - Good for quick survey in presentations, creates a word cloud, etc.
    - LwL Poll: biggest obstacles in worklife ?? Other ideas?

Law via the Internet conference in Montreal this year - looking for speakers! (Oct. 12- 13) PP from Lexum mentioned this.

Vendor Booths

- LLMC – has been taking much of GL material and digitizing
- follow-up with Olcay to let network know

BIALL slides

- Not included for attendees so I am glad I took photos
- Pia has a BIALL membership and can access slides
- BIALL membership is 91 Pounds = $ 200.
    - Investigate benefits

Plenary Session 1

Heads out of the clouds - how librarians can create change with legal tech

Katy Snell & Sarah Glassmeyer, Legaltech Hub

Two librarians who moved into Legaltech discuss the current era of hype and how the profession is well placed to be part of the major changes happening in the sector as data and information management skills become a priority. The presentation will cover:

- The current state of play in Legaltech sector.
- How to make meaningful change amidst hype.
- Skills that librarians have that can help with successful implementation of tools.
- Other roles librarians might consider – including data, innovation etc.

Law is full of tools, the most under-rated is librarians

SG – hated technology but got into Open Source since she hated vendors more.
Legal Tech is just storing and moving information around.

Organizing information, knowing its provenance, authority and source quality: librarians are best suited to do this evaluation. Data curation is Legal Tech Work.

Goal of AI is to shovel knowledge onto the train, librarians help make it useful.
Workflow and Process are Librarian Territory



Analysis and Verification – becoming even more important. Librarians can do the heavy lifting – at a cheaper rate but expertly and more time available for analysis. Lawyers have a problem, we have deep domain knowledge.





Law librarians have been dealing with Legal Tech for 50 years (TR, Lexis, etc.) AI is something that we have the expertise for.

Hype Problem

Inflated Expectations – Messy Reality – need for slow adoption

Skepticism is a professional asset

Market is being flooded - librarians bring order to chaos.

Librarians = KNOWLEDGE ENGINEERS

- Buying & selection
- Vendor negotiation
- Research & verification
- Taxonomy creation

Need to be in the room where it happens (Hamilton Lego figures) - you have great skills to make decisions

Don't turn opportunities down

Librarians are used to translating between users & systems:

- understand customer's needs
- Knowledge of IT vendors, tools and resources
- IT language

Risks of Ostrich System – BELIEVE IN YOURSELF – You should be in the room

If you don't have a seat at the Table – BRING YOUR OWN CHAIR, not on the Menu

Navigating change: HE Libraries and the shifting landscape of legal learning

James Kay
UWE Bristol

Rising costs of eresources & reduction of print
Meeting Students in the space that they are in
Online delivery – Recording of teaching
Using Adobe Express – Avators, etc.
Challenges of sharing information about new structure – Who to Contact About What???
Using TEAMS – Memberships
LibChat helps for awareness of what is needed, etc.
Clarifying responsibilities and Regular Meetings, Share Best Practices
Library TRIO meetings - overlap of Teams
Use STARTING BLOCKs – Too much information at once, offer it in pieces that students can work with (short attention spans, time constraints, etc)

Plenary Session **2 2 pm to 3:30 pm Thomson Reuters Sessions**

AI in the Courts: From Case Intake to Trial

Kirsten Maslen, Senior Director of Growth & Commercial Strategy, Thomson Reuters
Alan Parfery, Advocate Depute and Crown Counsel Lead for AI

How might AI support a criminal prosecution in practice — and where should the limits be?
In this session, Kirsten Maslen, Senior Director of Growth & Commercial Strategy, and Alan Parfery, Advocate Depute and Crown Counsel Lead for AI, will work through a fictional criminal case, showing how AI could assist at each stage of the prosecution journey: from initial case intake and evidence review through to legal research, case preparation, drafting, trial strategy and courtroom readiness.

The session will also consider the essential guardrails: accuracy, human oversight, fairness, confidentiality and professional responsibility. More broadly, it will touch on what AI-enabled prosecution could theoretically mean for the administration of justice, including efficiency, consistency, access to justice and public trust in criminal proceedings.

Evaluating Legal AI in Practice: ROI, Verification and Business Model Impact

Kirsten Maslen, Senior Director of Growth & Commercial Strategy, Thomson Reuters
Haley O'Brien, Strategic Account Director, Thomson Reuters

As legal AI moves from experimentation to adoption, firms need to assess not just whether AI can produce impressive outputs, but where it creates real commercial value. This session will look at how firms should evaluate legal AI through the lens of workflow fit, quality, verification burden, governance, adoption, pricing, margin and client value. It will explore why time-saving metrics alone are insufficient, and why the cost of checking outputs and the cost of being wrong must be built into any serious ROI assessment. The session will provide a practical framework for identifying where AI can improve delivery economics, increase capacity, strengthen responsiveness and support new ways of packaging and delivering legal services.

AI you can cite: The roadmap for trusted, grounded legal research

James Fox, Sales Executive, Thomson Reuters

As legal AI tools proliferate, one question matters more than any other: can you rely on the output in front of a partner, a client, or a judge? This session lifts the lid on the Thomson Reuters AI roadmap and shows how Deep Research and CoCounsel are built on, and constrained by, authoritative Practical Law and Westlaw content and linked primary law. We'll walk through how grounding, citations and validation work in practice, and how this differs from more "open" or black-box systems such as generic LLMs. Attendees will see examples of complex research tasks completed end-to-end, with transparent reasoning and verifiable sources, and hear how upcoming roadmap developments will further enhance confidence, auditability and KM control. Questions will be taken at the Thomson Reuters stand after the session, where delegates can try Deep Research for themselves.

Sessions hosted by TR to showcase how efficient Co-Counsel can be, especially by the Prosecutor's Office:

- 80,000 outstanding cases
- Time to present cases risen by 50
- 1 k cases delayed by disclosure issues

- 50 m pieces of information can be held on 1 cell phone alone

Armed Robbey case simulation by Co-Counsel

UK Supreme Court considers AI the biggest challenge presently.

Plenary Session 3

Evolving roles and realities in Canadian academic law libraries

Yemisi Dina & Sharon Wang, Osgoode Hall Law School Library, York University, Toronto

Alexia Loumankis & Sooin Kim, Bora Laskin Law Library, University of Toronto, Canada

Canadian academic law libraries are undergoing profound transformation, shaped by shifting university funding models, restructured institutional reporting lines, and the accelerating move toward digital legal information. This plenary session will explore how law libraries across Canada are responding to these pressures while continuing to support legal education, research, and access to justice.

Presenters will address:

- Changing university funding landscapes and how budget constraints are affecting library operations, staffing, and service models.
- New reporting structures, including moves away from faculty-based models toward central administration, and what this means for law library autonomy and advocacy.
- Strategic responses to digital transformation, including collaboration on shared infrastructure and licensing across institutions.
- Integration of emerging technologies, including generative AI, in research support and instruction.
- Equity, diversity, decolonization initiatives, and the Truth and Reconciliation Commission of Canada call to action and how these values are influencing collections and services.
- Through case studies and national trends, this session will provide a candid look at the opportunities and risks faced by Canadian academic law libraries in this transitional moment—offering valuable parallels for delegates in the UK and Ireland.

Funding – frozen and erratic by province, new, severe limit on international students

Budget Facts – staffing, collections, resources

AI is expanding demands on librarian expertise – students lean heavily asking for help to use it properly.

They have several shared collection initiatives with other Ontario universities – example: Digital Preservation & Shared Physical collections **Keep@Downsview**

Chester University Librarian –shared that they are facing the same pressure over breakfast.



Plenay Session 4 - **Willi Steiner Memorial Lecture**

A New Chapter: changing the setting, not the story

Renate Ní Uigín, The Honorable Society of King's inn

Jas Breslin, Charles Russell Speechlys LLP

Within a year of establishing BIALL in 1969 – with Willi Steiner one of its founder members – the Association had a journal, *The Law Librarian*, which came into being in 1970. Since 2001 this publication has been known as *Legal Information Management* (LIM) and for most of the time since it was published by Cambridge University Press. This year it has changed its publisher to Edinburgh University Press and has also moved to an online only format, the latter perhaps the most seismic change in its 56-year existence.

For the 2026 Willi Steiner Memorial Lecture LIM co-editor Jas Breslin and chair of the Editorial Board Renate Ní Uigín, speaking on behalf of LIM, will outline the history of the journal, reflecting on the birth, growth and ever-changing content of LIM over the years.

They will also talk through the move to Edinburgh University Press, demonstrating the new format in the process, while examining the way the legal publishing world has changed since 1970.

Renate and Jas will go on to explain the value of LIM to BIALL and its members, and how it acts as a barometer for the legal information profession. They will then reflect on its unusual position as a practitioner publication in the academic publishing space, before outlining the many challenges involved in producing the journal. The future of LIM will also be considered.

Finally, Jas and Renate will show the very real benefits that can be gained from contributing an article to LIM, while also explaining just how BIALL members can go about doing this.

Note: Sir Keir Starmer (at that time Prime Minister) wrote an article for the LIMJ about Europe Con. On Human Rights.

Researcher in the Loop - AI driven business research

Samuel Wiggins, Bryan Cave Leighton Paisner LLP

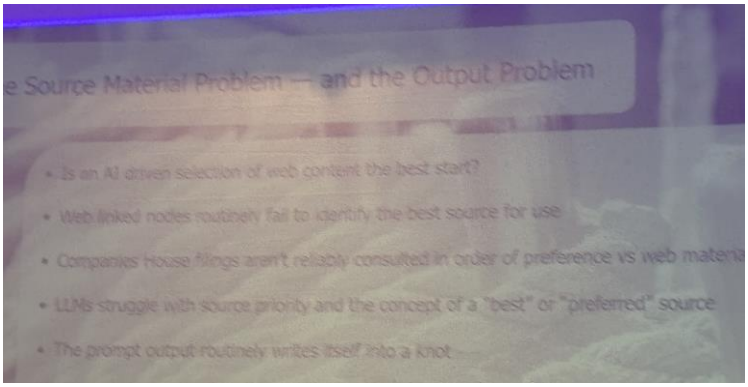
As GenAI capabilities continue to develop, processes that follow set formats and standardised outputs remain a core target for disruption. The traditional "corporate taxi pack" business report – a long-standing staple output of research and information teams – is one such target. As lawyers and business professionals increasingly use LLMs to self-source information on

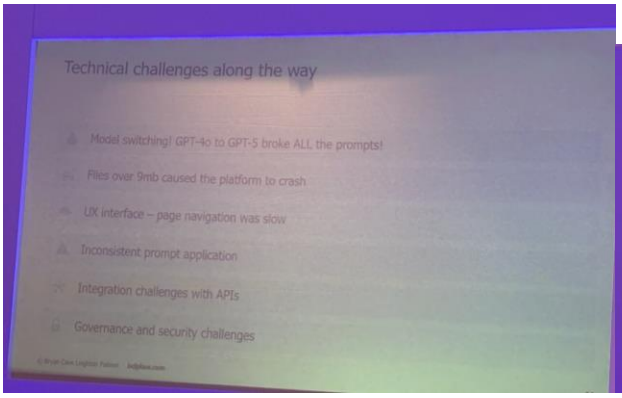
prospects, new clients and existing clients, how do research teams reinvent their workflows to ensure efficiency, high quality outputs, and make use of their skills and specialised data products purchased?

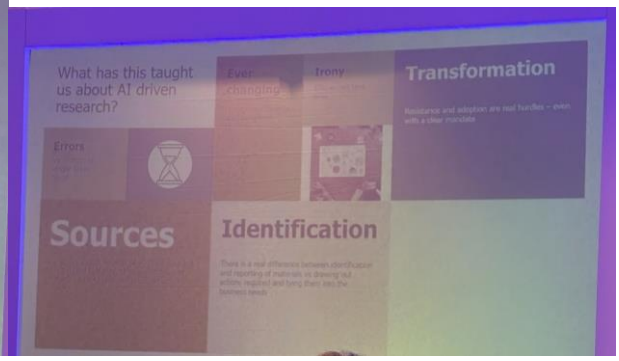
This session will explore how BCLP has been adapting its approach to business research as produced by their Research, Information and Intelligence team. An exploration of how prompt development, workflow tools and traditional researcher skills come together will start to guide a potential route forward for AI driven business research which still keeps the researcher in the loop.

Notes: Spoiler Alert – neither works perfectly.

They built a template for using with AI – took 18 months to build with cross department collaboration. Prompt building across platforms







Source Material problem with Companies House documents (like SEDAR)

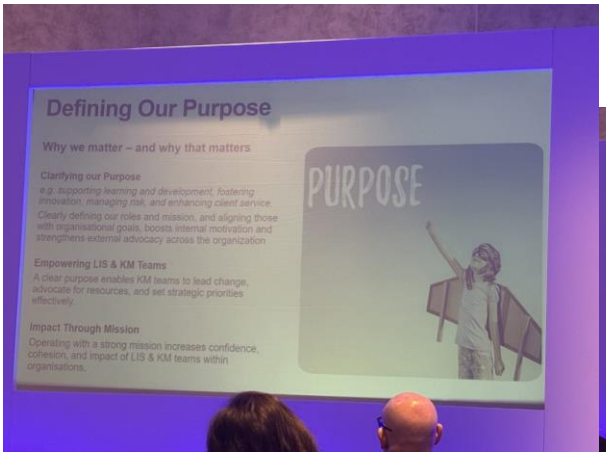
Guided too much by what the tool can do, rather than what we want the tool to do.

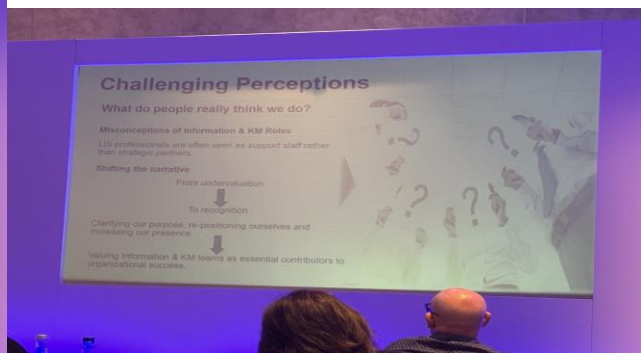
Purpose, Positioning and Presence – raising the profile of Information and Knowledge teams

Claire Fox, Kingsley Napley

Information and Knowledge teams are often perceived as back-office support rather than strategic partners, especially in the legal sector. This talk challenges that narrative. *Purpose, Positioning and Presence* explores how KM professionals can redefine their roles, and highlights practical ways to increase visibility and articulate the value they bring to their organisations.







Raising the Profile notes - one of the BEST sessions

We do have the skills to thrive in this info dominated world.
We are strategic contributors – NOT support staff
What we do matters – make it resonate with your organization and its's strategic values.
Role is to ensure that lawyers have what they need to respond to client needs.
Remain relevant to future-proof.

Managing knowledge assets and facilitate learning – these are important to our organizations
Positioning where we need to be to add that value behind the scenes, connecting the moving parts of the firm (Library can be a hub).
Connect technology and your lawyer needs to help them make better decisions.
We are strategic enablers – change the perception – communicate our value to the leadership – showcase our contributions connected to their values
Our Presence can be seen & heard by newsletters, creating dashboards, sharing success stories, metrics to quantify our role as enabler of good decisions
Become Trusted Advisors by aligning our message with our org priorities.
Do this by Networking, Embedding yourself in the fabric, understand their pain points.

BIALL Volunteers

Claire Mazer, BIALL Immediate Past President

Volunteers are the lifeblood of our Association. We cannot function for the benefit of our members without volunteers taking up the various roles within our Association. Volunteering with BIALL is a really rewarding activity. It gives you the opportunity to develop as legal information professional, acquire and share new skills and knowledge, meet people across our membership and make great professional connections and friendships. It also looks great on your career profile (think CVs and LinkedIn and social media). Hear Claire talk about volunteering for BIALL and the benefits of doing so.

NOTE Could be topic for a LiRN Newsletter
Volunteering expands your network
You can tailor your involvement by time constraints – do one-offs, etc.
You don't need to be an expert – Create a What can you do List

Plenary Session 5

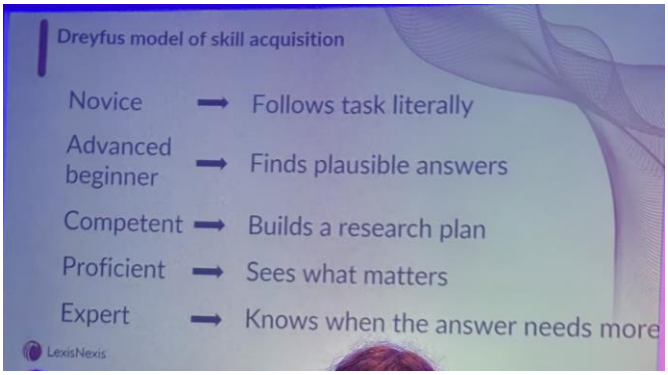
You can't google expertise

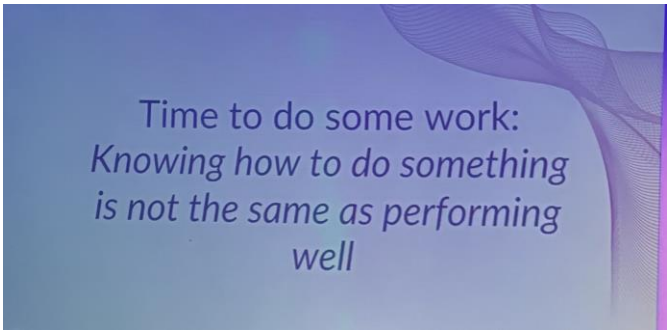
Matthew Leopold, LexisNexis

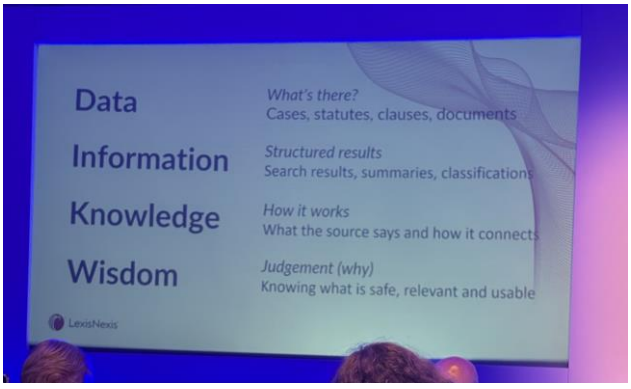
Information is no longer scarce. 'Knowledge' is now easier to generate than most of us would probably like. Which leaves information professionals with an awkward question: if everyone can get an answer, what exactly is your role? In this keynote, Matthew will explore the gap between knowing something and being good at it. In an AI-shaped legal world, knowledge teams are not competing with technology. You are the part that makes everything else work.

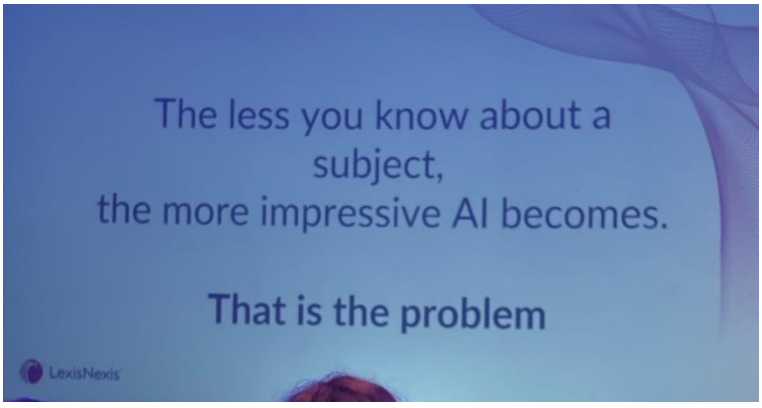
Very engaging presentation involving *paddington the bear* (lower case P for copyright reasons 😊

Paddington shows up at a law firm as a newly graduated student – thinks he knows everything but quickly learns he lacks expertise – discernment, etc.









Knowledge Managers
~~Humans~~ are smart in ways we can't always put into words

Michael Polanyi's theory of tacit knowledge

Explicit knowledge
Knowledge that can be put into words

Implicit or Tacit knowledge
Knowledge that has to be experienced

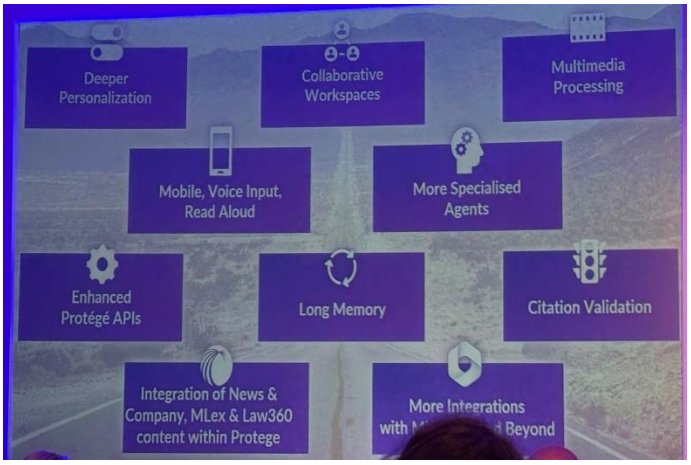
KMs and AI have explicit knowledge

- What the law says
- Database syntax
- Search string writing
- What databases to search
- Relevancy and recency
- How to read legal citations
- Copyright and licencing data

LexisNexis

Only KMs have tacit knowledge:

- When a source feels wrong
- When a query is badly framed
- When a summary is too neat
- When an answer is missing an exception
- When the wrong question is being asked
- When a result is accurate but unsafe
- How a Partner needs the answer framed





The risk is not that AI is wrong.

The risk is that we become too willing to accept its answer.

So **judgement** feels unnecessary.

LexisNexis



Plenary Session 6

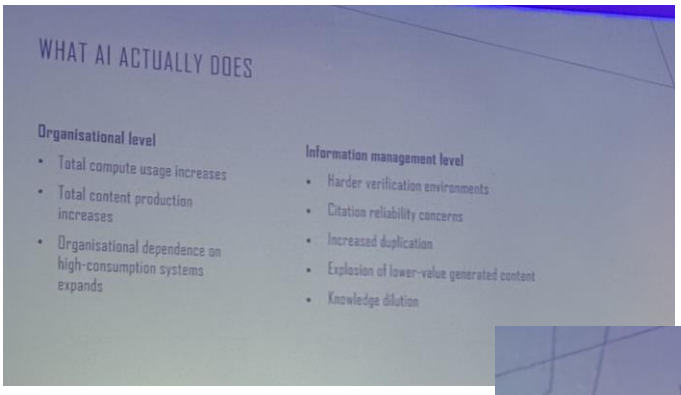
Quenching the AI thirst?

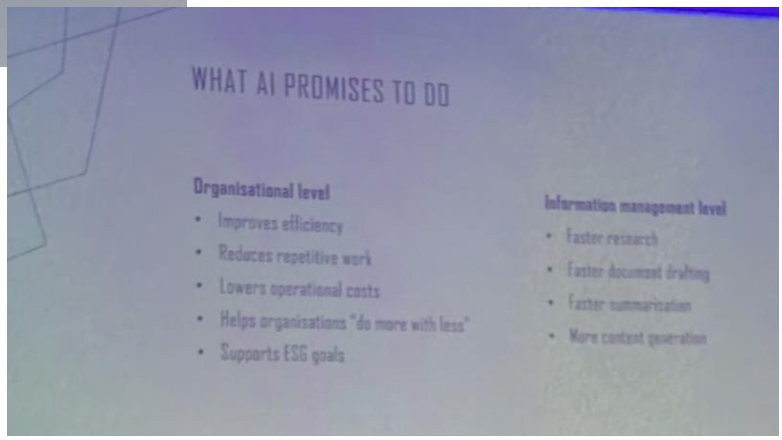
Zoltan Csirko, Morrison & Foerster LLP

While positive use-cases of Artificial Intelligence applications are aplenty, AI's enormous energy consumption in the past year or so has become the elephant in the room, as AI tool providers continue to exhibit reluctance – or downright secrecy – around transparency with regard to the approximate energy utilization of their tools.

This session will explore the following themes:

- AI usage practices considering environmental concerns and law firms' ESG initiatives,
- Sustainability and major climate and resource concerns about the ever-growing number of data centres worldwide,
- Debate the pros and cons of how the push of built-in and generative AI tools such as Protégé, Co-Counsel, ChatGPT, ChatCBI, Vincent, etc., altered law firm personnel, especially researchers' need-for-information habits,
- Discuss the extent to which law firm clients anticipate or permit the use of AI in the processing of their cases,
- Assess the frequency impact of AI use in legal and competitive intelligence research, focusing on energy-efficient decision-making tools.
- The primary and secondary environmental footprints across a range of generative AI and built-in tools will also be compared, along with the possibilities of how law firms could, if they choose to, align the newfound need to use AI for legal work in line with their own environmental and sustainability values.





GAINING PERSPECTIVE

Global adoption of generative AI tools has reached approximately 17% of the world's population (roughly 1.4 billion users).

Yet, generative AI accounts for approximately 20-25% of total corporate AI usage globally.

There are about 200 mega law firms, and approximately 30,000 smaller firms worldwide.

Mega law firms have an average headcount of roughly 1,250 each, and larger firms have about 400 each.

DATA CENTRES

AI is often discussed as immaterial "software," but its environmental footprint is physical and industrial, even if users, including us, never see it.

- Improves efficiency
- Reduces repetitive work
- Lowers operational costs
- Helps organisations "do more with less"
- Supports ESG goals

AI is not "virtual." Every prompt has a physical cost, and AI's physical reality depends on data centres with

- High electricity demand
- Water-intensive cooling systems
- Rare earth mineral extraction
- Semiconductor manufacturing
- Pressure on global supply chains
- Rapid hardware obsolescence

RLD SKY IS

ely 11,400 to 12,



VENDORS

Generic and legal AI vendors often market their products with claims

- AI improves sustainability
- AI reduces waste
- AI-powered efficiency
- Products are "efficient" and "green"

Legal information vendors also increasingly

- Market AI as unavoidable
- Embed AI features automatically
- Bundle AI into all subscriptions
- Obscure underlying infrastructure and costs
- Enable AI by default
- Repackage existing services as "AI enhanced"

VENDORS

Vendors are not bad or unethical. They are businesses driven by growth, and AI is new to them, too.

So, why do they resist disclosure?

Commercial secrecy	Lack of standard metrics	Fear of scrutiny
Competitive advantage	No universally accepted disclosure framework	Energy use may appear excessive
Proprietary infrastructure	Difficult comparisons between models/tools	Sustainability claims may not withstand examination

FIRMS

AI in legal services is increasingly framed as essential for efficiency and competitiveness...

Firms enact AI adoption through these narratives:

- Faster research
- Quicker drafting
- Automated classification
- Accelerated knowledge retrieval

FIRMS

When the tail wags the dog...

- Law firms are being pushed by vendors to adopt AI systems while lacking the information necessary to evaluate their sustainability claims.
- Some of those vendors don't understand legal workflows, leading to more waste in the long term.

INNOVATION TEAMS

AI advocates often focus on

- Faster retrieval
- Faster summarisation
- Faster drafting
- Reduced labour
- Increased output

AI narratives often imply

- Research expertise is replaceable
- Knowledge work is reducible to retrieval
- Professional judgment can be automated

Innovation teams often measure

- Time saved
- Prompts used
- Workflow acceleration
- Adoption rates

Innovation culture often assumes

- Every workflow should contain AI
- Automation is inherently progressive
- Manual processes are obsolete

INNOVATION TEAMS

Why do we need AI for tasks we could do without it before? It is wasteful.

Innovation created a real institutional tension inside firms:

- Vendors promise transformation
- Innovation teams are incentivised to promote AI adoption
- Leadership is attracted to efficiency narratives

That creates a structural conflict between:

- Speed and scrutiny
- Automation and authority
- Efficiency and information integrity

Innovation definitely introduces change, but it doesn't necessarily introduce progress.

ACHIEVING SUSTAINABLE AI WITHIN LAW FIRMS

Firms along with Innovation teams should find out what is the environmental cost of firm-wide AI deploy

Important risks

- Hallucinations and unreliable outputs
- Confidentiality and client privilege
- Copyright and licensing issues
- Bias in legal research outputs
- Overreliance on AI summaries
- Vendor opacity

ACHIEVING SUSTAINABLE AI

Consider policy areas

- AI acceptable use policies
- Data retention and privacy
- Research integrity protocols
- Human review requirements
- UK and EU AI regulatory approach
- Citation and verification standards

Ask governance and procurement questions, then kindly demand answers

- Is energy usage disclosed?
- Can you provide audited environmental reporting?
- What metrics do you use to measure energy efficiency?
- What cloud infrastructure providers are used?
- Are renewable energy claims independently verified?
- Are inference workloads dynamically scaled?
- What is the expected compute growth associated with deployment?
- Are inference workloads dynamically scaled?

ACHIEVING SUSTAINABLE AI

Even if vendors refuse to answer, asking the questions matters.

- Repeated procurement pressure changes market expectations
- Treat non-disclosure as meaningful information
- Refusing disclosure itself becomes relevant risk information
- Lack of transparency reduces institutional trust

Vendors become more transparent when transparency affects purchasing outcomes, renewal discussions, or competitive positioning.

Legal publishing and research markets are relatively concentrated.

Vendors depend heavily on institutional trust and renewals.

WHAT LEGAL INFORMATION PROFESSIONALS CAN DO

They are under growing pressure to support AI-driven efficiency initiatives, yet their professional responsibilities centre on information quality, authority, and verification – values that conflict with rapid AI expansion.

The question for them is no longer whether AI should be adopted, but whether the current model of perpetual AI expansion is environmentally, informationally, and professionally sustainable.

ACHIEVING SUSTAINABLE AI

If firm management, innovation and information professionals do not join forces to practically address the current issues, then the firms will not achieve sustainable AI use cases.

Lack of information sustainability

- Information overload
- Duplication
- Synthetic content expansion
- Citation instability
- Degradation of authority signals

Lack of professional sustainability

- Erosion of research expertise
- Deskilling concerns
- Increased dependence on vendors
- Reduced transparency in knowledge systems
- Pressure for constant acceleration

WHAT LEGAL INFORMATION PROFESSIONALS CAN DO

Challenge the meaning of "efficiency" in legal and non-legal information services.

- Preserve non-AI research competencies
- Use AI only where value is demonstrable
- Prefer targeted automation over indiscriminate generation
- Maintain human-led verification
- Promote evidence-based adoption
- Challenge unsupported vendor sustainability claims
- Resist unnecessary implementation

WHAT LEGAL INFORMATION PROFESSIONALS CAN DO

Risk – The degradation of information standards, because AI reduces the effort required to produce and retrie

- Reduced source verification
- Increased reliance on summaries
- Declining citation scrutiny
- Loss of research depth
- "Good enough" research culture
- Increased hallucination tolerance
- Diminished distinction between authoritative and synthetic content

FINALLY...

Is there an ethical responsibility of legal information professionals around using AI?

Ethical responsibility around an imperfect tool about which they don't have much say, but which is being pushed onto them?

Large-scale AI in its current form is fundamentally incompatible with sustainability goals, and it cannot support long-term sustainable legal and knowledge operations.

The future role of legal information professionals is not resisting using AI, but resisting the erosion of the standards that make legal information provision trustworthy.

WHAT IF WE ARE WRONG?

What if it's not the collaboration or efforts of firms, innovation and legal information professional teams that make AI sustainable?

What if only strict and consistent regulation will make AI vendors, especially genAI vendors, build a sustainable product?

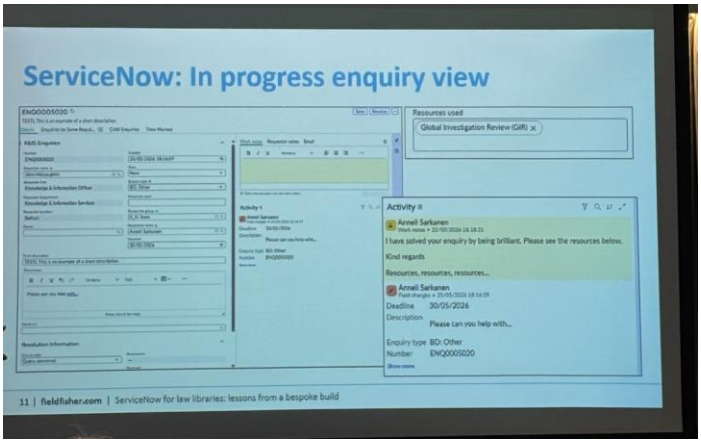
What if the next chapter of AI depends less on LLMs and more on SLM models.

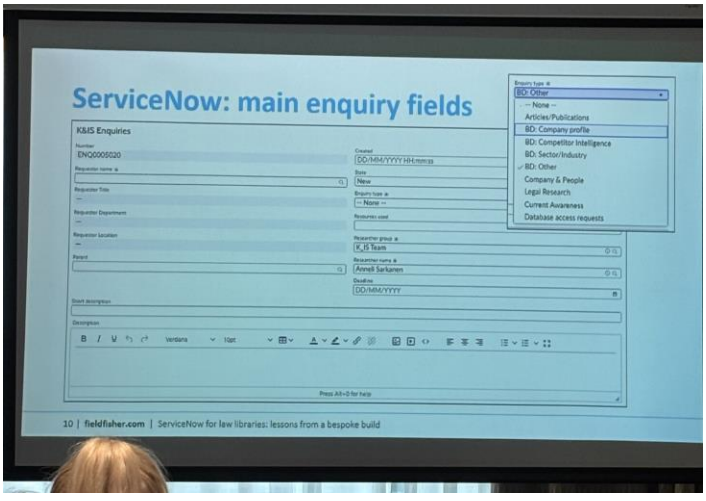
ServiceNow for law libraries: lessons from a bespoke build

Anneli Sarkanen
Fieldfisher LLP

Learned about the adoption of an IT ticket platform for Library requests.
Potential for confusion with who will be answering the questions – IT or Library
Hallucinated a reply to a question – need to be hands-on since it was wrong







From Scotland to Canada: Building a legal career through libraries, community and change

Laura Dickson
Hamilton Law Association, Ontario

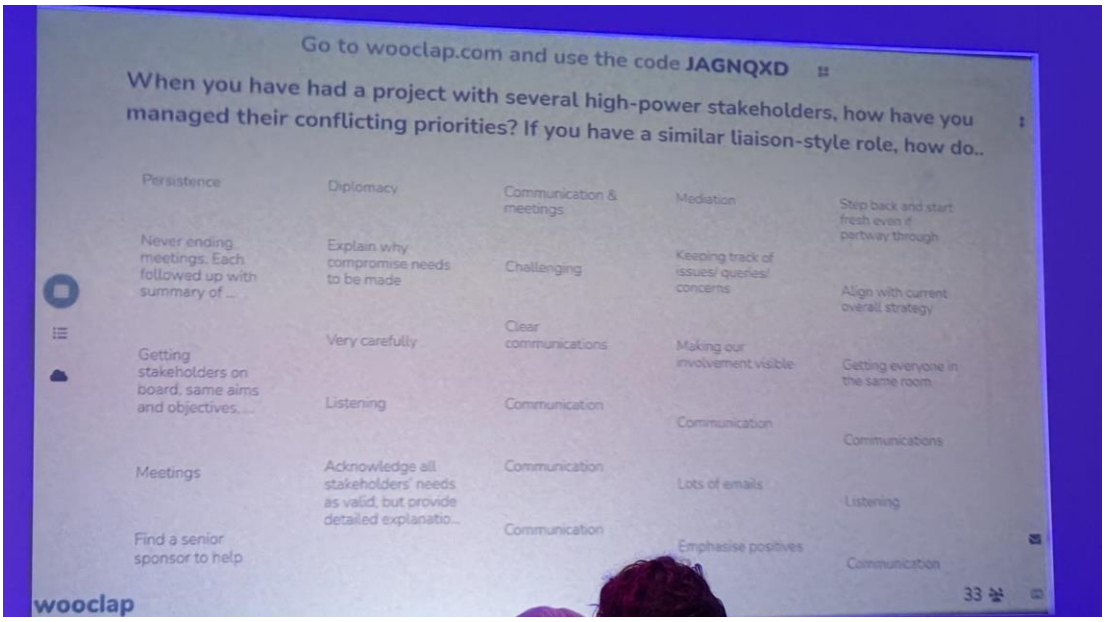
Plenary Session 7

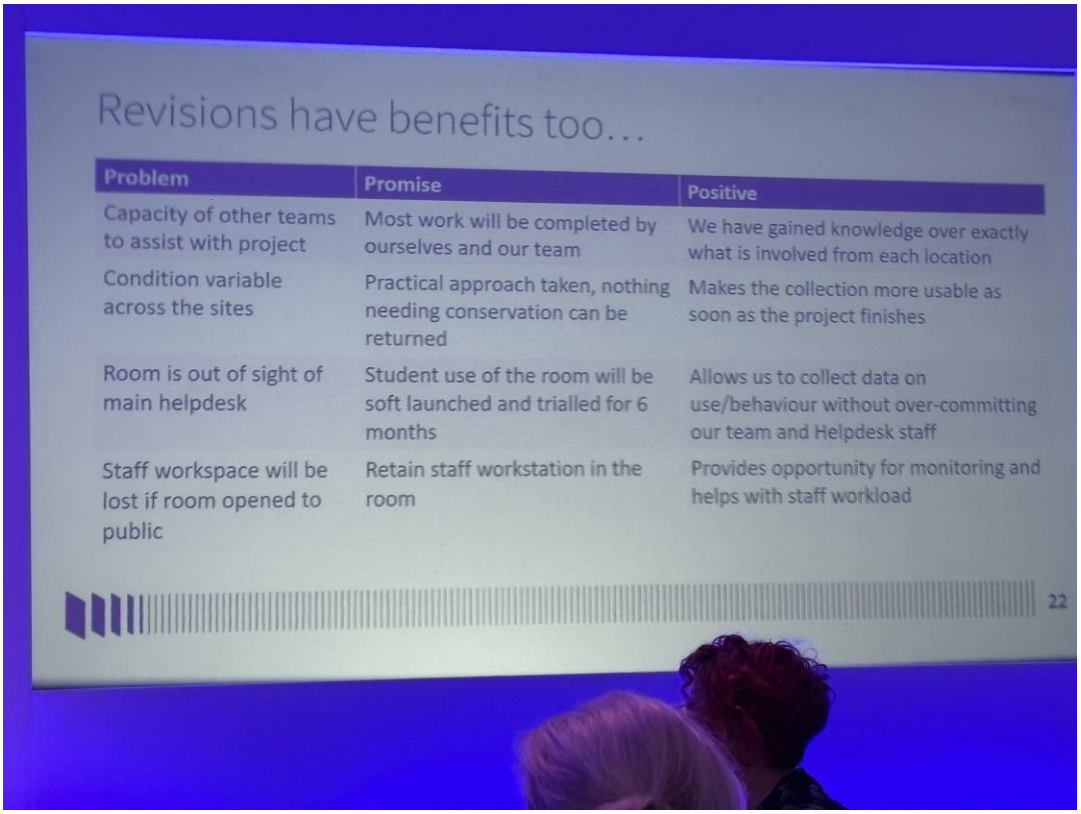
A Tale of Two Stakeholders: Balancing Access and Preservation in the Law Library's Gordon Duncan Collection

SarahLouise McDonald & Anna Richards, University of Edinburgh

This session will encompass a brief virtual tour and historical digest of the University of Edinburgh's Law Library, as well as a specific look at the Gordon Duncan project - a collection review ten years in the making. We will outline the context for the specific circumstances of this review which was forced on the library team by the relocation of our collections during a whole-building renovation; upon planning for the collection's return, we found conflict between the procedures of our library Heritage Collections department and the Law School's committee of academics. A stalemate was reached with the Law Library team in the middle. We will outline the conflicting viewpoints, mediation techniques we took to compromise between parties, and the successful outcome of how we have managed both the collection and dedicated space within the library.

This presentation will give an insight into the role of academic librarians working with well-respected legal professionals in an established Law School. As a case study of balancing competing needs, we believe it will resonate both with those in similar situations and with those outside of academic libraries; many BIALL members will relate to smoothing over relations between library services and legal experts as an integral part of their role! We hope that this will offer suggestion, discussion and reassurance on how controversial situations can be handled with a collegiate outcome.


Go to wooclap.com and use the code JAGNQXD
When you have had a project with several high-power stakeholders, how have you managed their conflicting priorities? If you have a similar liaison-style role, how do..
Persistence
Never ending meetings. Each followed up with summary of ...
Getting stakeholders on board, same aims and objectives,...
Meetings
Find a senior sponsor to help
Diplomacy
Explain why compromise needs to be made
Very carefully
Listening
Acknowledge all stakeholders' needs as valid, but provide detailed explanatio...
Communication & meetings
Challenging
Clear communications
Communication
Communication
Communication
Mediation
Keeping track of issues/ queries/ concerns
Making our involvement visible
Communication
Lots of emails
Emphasise positives
Step back and start fresh even if partway through
Align with current overall strategy
Getting everyone in the same room
Communications
Listening
Communication
wooclap
33


Revisions have benefits too…
Problem
Promise
Positive
Capacity of other teams to assist with project
Most work will be completed by ourselves and our team
We have gained knowledge over exactly what is involved from each location
Condition variable across the sites
Practical approach taken, nothing needing conservation can be returned
Makes the collection more usable as soon as the project finishes
Room is out of sight of main helpdesk
Student use of the room will be soft launched and trialled for 6 months
Allows us to collect data on use/behaviour without over-committing our team and Helpdesk staff
Staff workspace will be lost if room opened to public
Retain staff workstation in the room
Provides opportunity for monitoring and helps with staff workload
22

Plenary Session 8 - Keynote Lecture

How to Think About AI

Richard Susskind OBE, CBE, KC (Hon) FRSE, world-renowned Scottish author, speaker and independent adviser



How to think about AI

Black & Decker example – our business is to drill holes, not sell drills

What is the fundamental value to those you serve?

Automation v. Innovation – Innovation allows you to do things that previously were not possible

Attitudes toward AI not like a football team - AI offers great benefits and great risks

Chat GPT most remarkable thing he had seen in 40 years – a general purpose tool.

AI assumed a narrow use…100 mil in 2 months, another 100 mil by the end of the year

Gen AI reaches back to the 1950 – we are still in the foothills

Story of how grandson took a picture of something in a remote location in Scotland, in seconds he found out what it is. Children will never know a world without this.

Tried AI to write an article for the Times in his voice – not bad but he could do better. 6 month later – much closer (with a wee dram of whiskey)

The market will show NO LOYALTY to our old way of doing things. they will go immediately to what will get them what they need.

Epilepsy study – 29 patients with electrodes listening to the same music. Captured brain activtiy and dropped it into AI and asked it to reproduce – fairly recognizable *Another Brick in the Wall*

Where is Tech Going? The Evolution

- HighTech – only superficial – still need human interactions

They make mistakes, have biases, incomplete or incorrect

- Gen AI –future depends on sorting out these problems and they will. They will be reliable without human supervision…
- A Gen AI – they are built to undertake human tasks – Tech leaders originally estimated 20 – 30 years in 2022. This has shortened substantially. Now 5 to 10. Privately RS thinks 3 years and we are ill-prepared for this. This is the single most significant development in human history.
- Super Intelligent – started in mid 1960s Once computers can do without human intervention it will be the last investment we will make as humans.

Claude – almost 100% of code written by AI, self-improvement is exponential

- Singularity – humans with digital implants – Transhumans – next stage of evolution
- AI will replace Us. Humanity is only 300,000 years old. This is a blink of an eye.

Lawyers are the slowest profession to adapt technology – next to Clergy
Technological Myopia
Currently there is a lot of bad reviews – Hallucinations than positive contributions
Professional serviced benefit from the human touch
Use of tax software overwhelming now – we just want to comply
Trajectory – 6- 10 months
Performance of LLM – how much processing power – we will see remarkable breakthroughs
In Quantum Computing – 20 fold – 1 million fold in no time

Law of Accelerated Returns
More money invested in AI than the Apollo space missions
2030 our lives will be very different due to something that we don't have today.

Government Education
Business not even close to thinking this thru. Transformative like the Printing Press

Court Structure
From the 19th century, need something new in the next few years – needs to change by 2030
2030 – Huge Upheaval expected due to A GenAI

Automation
AI to computerize / streamline what we do
Do you try to compete or do you try to work with them? Completely Impossible. Best to become part of it, build better future devices

Librarian community is well-suited to AI though we will need new skills.

Neurosurgeons in 2013 – practice has changed so much. Patients do not want neurosurgeons – they want help / health, they want non-invasive, preventative medicine.
Take a job, break it into tasks, what can be done by machine.
How can we embrace preventative lawyering – Compliance – build it in, preventative

RS is not threatened by AI scraping. Wants to be a part of AI, he does not feel that his expertise is threatened. He is like Peter Gabriel – an artist OK with people copying his music.

Regulation of AI – need the participants part of the regulation since they have skin in the game.
Worried that US is taking the guardrails off.
What we need is policy-making, ethical thinking, need to be strategic about it.
Driven by the market, not by reality.

What do we say to our children? His child David Susskind is writing about book about this – Fall 2026. Not clear what the future will be in terms of the labour market. A version of what it is today. We will need good prompt engineers.