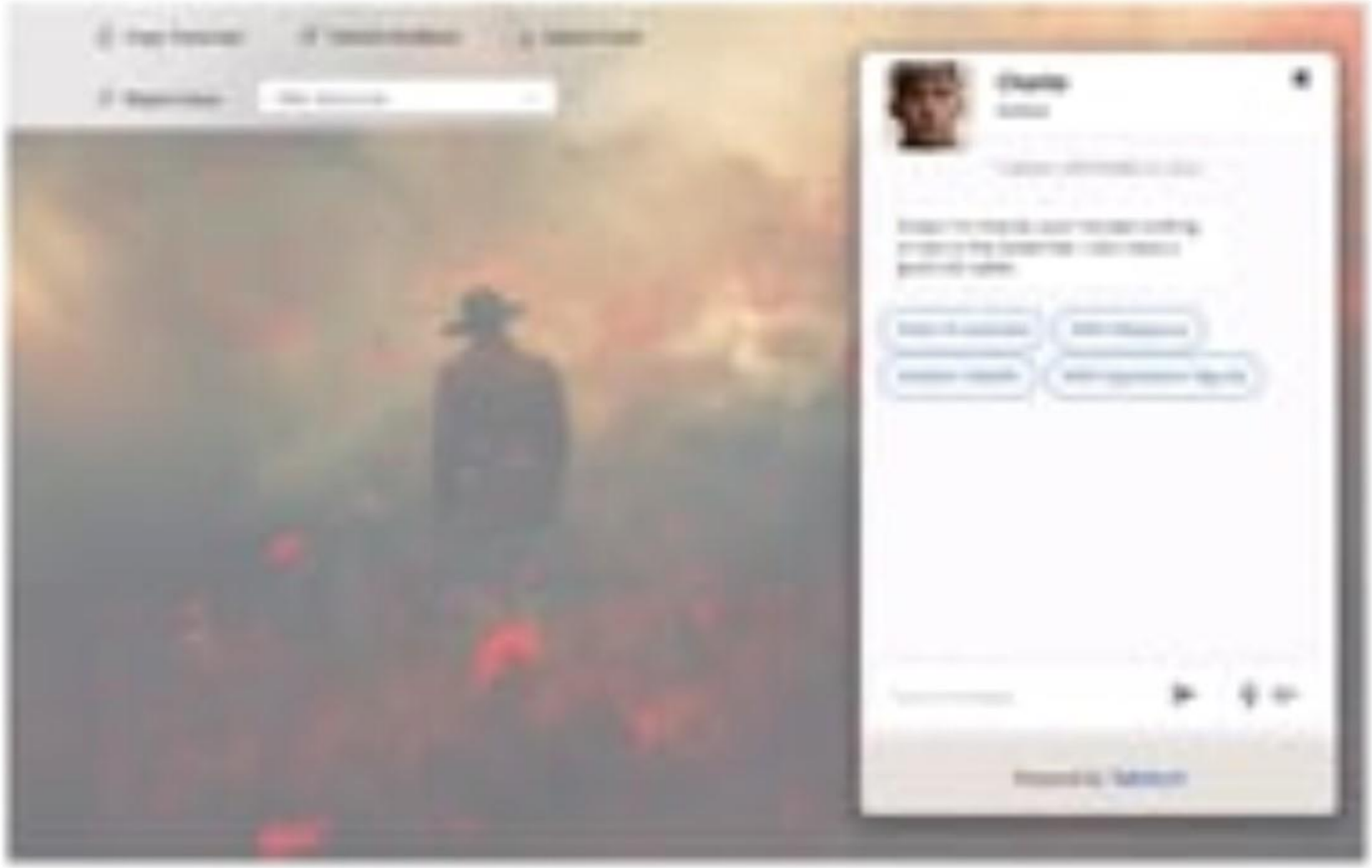
Engaging with Heritage Collections Generative AI

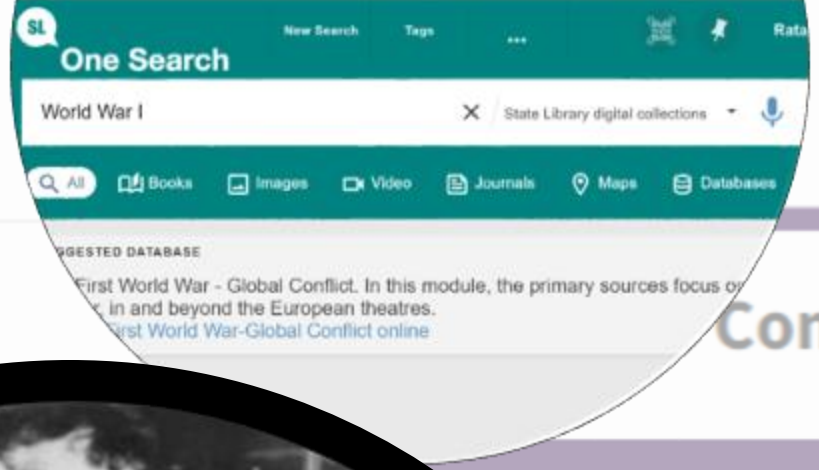
Anna Raunik
State Library of Queensland

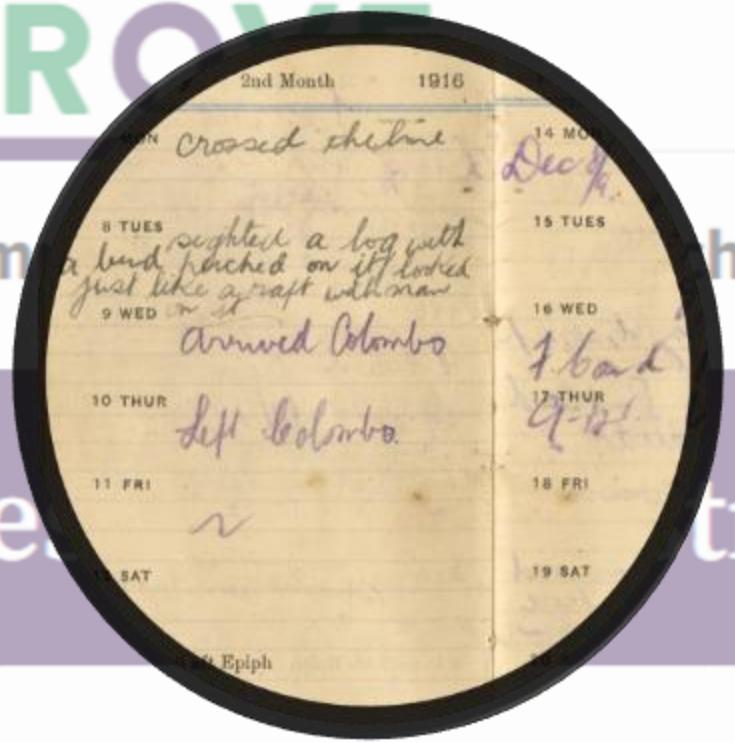
IFS 2024



Why World War I

- Content
- Anzac Square
- Schools Engagement





Informal portrait of Captain Charles Edwin Woodrow (CEW) Bean working on files in his Victoria Barracks, Australian War Memorial

Instant access to millions of records

between the National Library of Australia and
Partner organisations around Australia.
See our Partners

Features

- Content – **chips**
- Link to content – **explore more**
- Ability to **copy transcript**
- Submit **feedback** and **report** issues
- Ability to **export cards**

Supported by **FAQs**

Virtual Veterans—Frequently asked Questions

Common questions about the Virtual Veterans experience

Is Charlie based on a real person?

No, Charlie is not based on a real person and is an AI chatbot guide through World War I materials. His responses are generated from a multitude of sources and are not reflective of any single individual or their experience.

Where does the avatar photograph of Charlie come from? Is this a real person?

No, the photograph used for Charlie is not a real person. It is an AI-generated image. This photograph was created by using a custom AI model from Hugging Face and references World War I Soldier Portraits from the State Library Collection.

How were World War I collections materials selected to be used in Virtual Veterans?

Materials used in the experience are first-person accounts, newspaper articles from the time-period or reputable sources on Australia's involvement in World War I.

The project requires high-quality machine readable transcripts and some letters, diaries or newspaper articles may have been excluded if they did not meet this requirement.

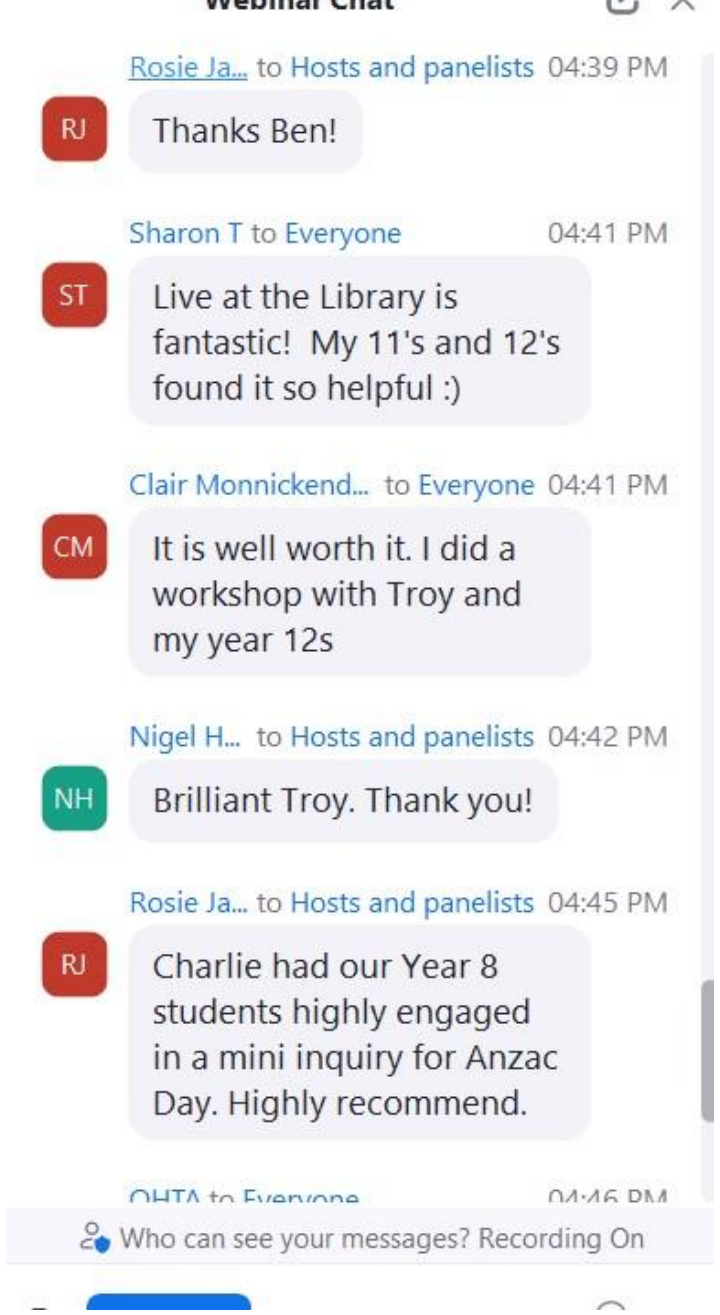
Is there a diversity of perspectives included in materials used by Virtual Veterans?

The materials used include letter and diaries of both men and women who served during World War I in

Feedback

“ I just wanted to thank you for sending this out. I've forwarded it to many of our Year 9 teachers who all seem excited by this resource. We're also having discussions about how and when we'll engage the students with it when it goes live because we think the students will really enjoy it.”
Brea Osmond, Mansfield SHS

“Thank you for your email and sending on the virtual veteran Charlie! Well done to everyone making this experience! I’ve had a play and so far all my natural questions are being answered well – really like the links to articles/newspapers – and the question prompts available to users is great. I will forward it onto our teaching staff for them to test also.
Thank you for thinking of us, hope all’s going well for you and will certainly keep Charlie close by.”
Elizabeth Varley, St. Brendan’s College, Yeppoon



Feedback

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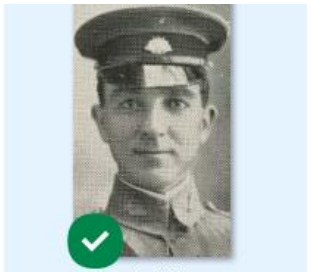
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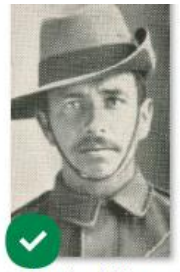
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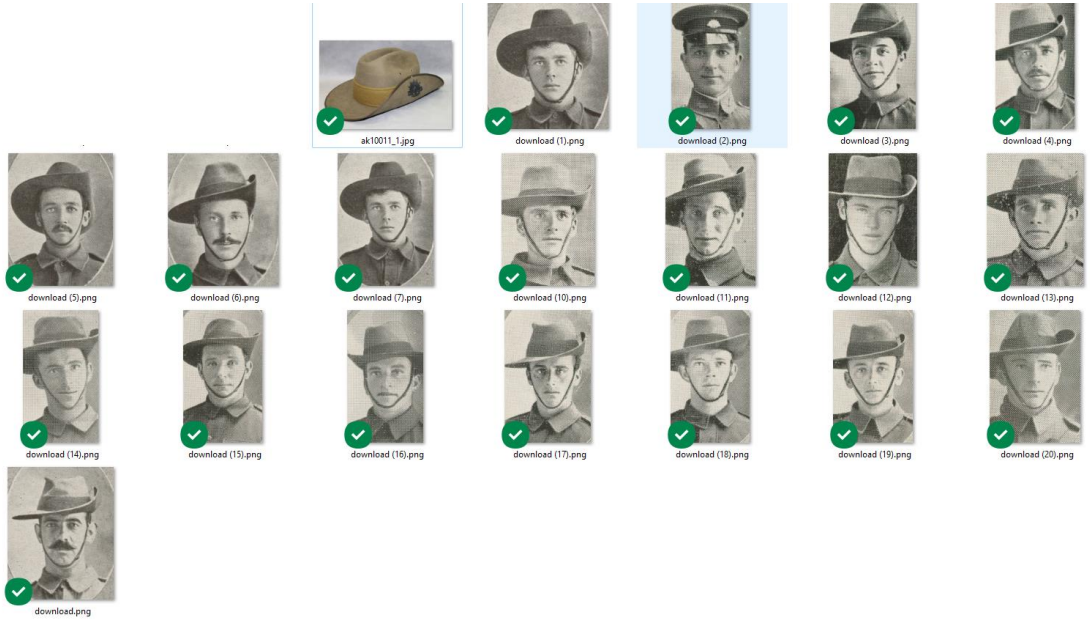
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Feedback

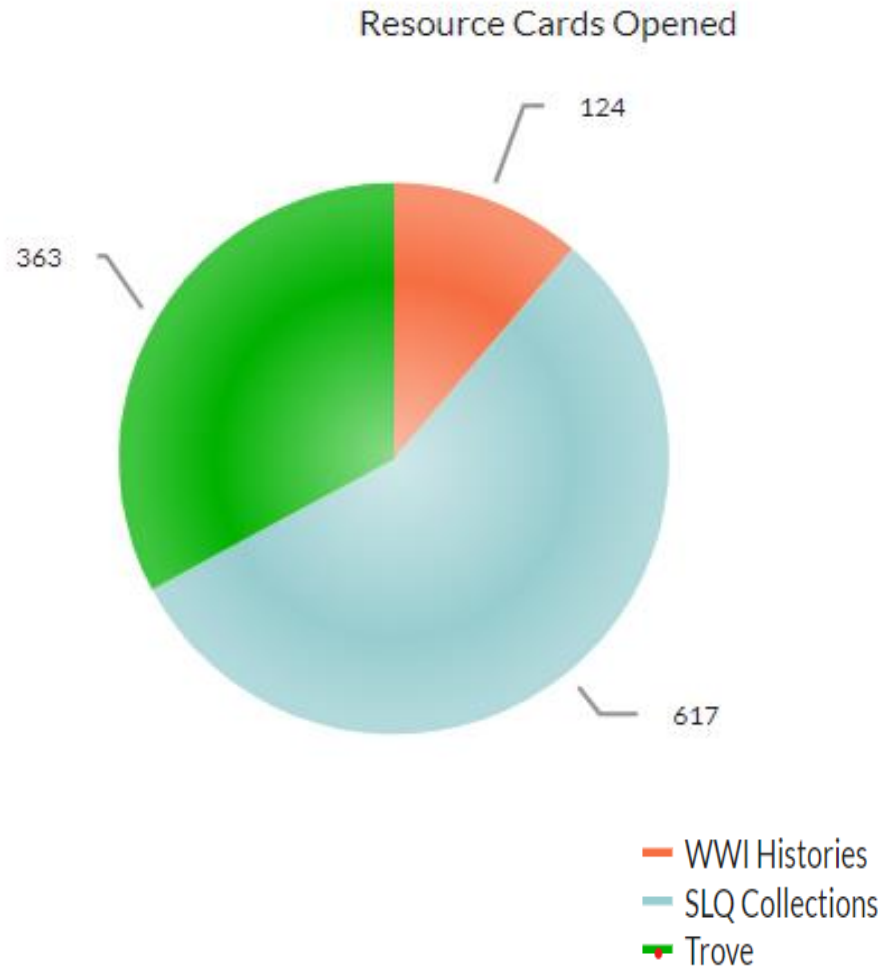
- **Community**
  - Positive engagement
  - Negative response to AI
  - Negative response to the content
- **Jailbreak**

“Charlie was designed to engage audiences on World War I history.

The Virtual Veteran sources his answers from original wartime letters and diaries from State Library, Trove newspapers and the First World War Official Histories from the Australian War Memorial leveraging first-hand experiences and real-life stories and delivered using AI technology”.

Engagement

- 26,138 sessions
- Average 4.53 minutes
- 196,657 questions
- Over 1,100 collection items explored



22 April – 21 September 2024

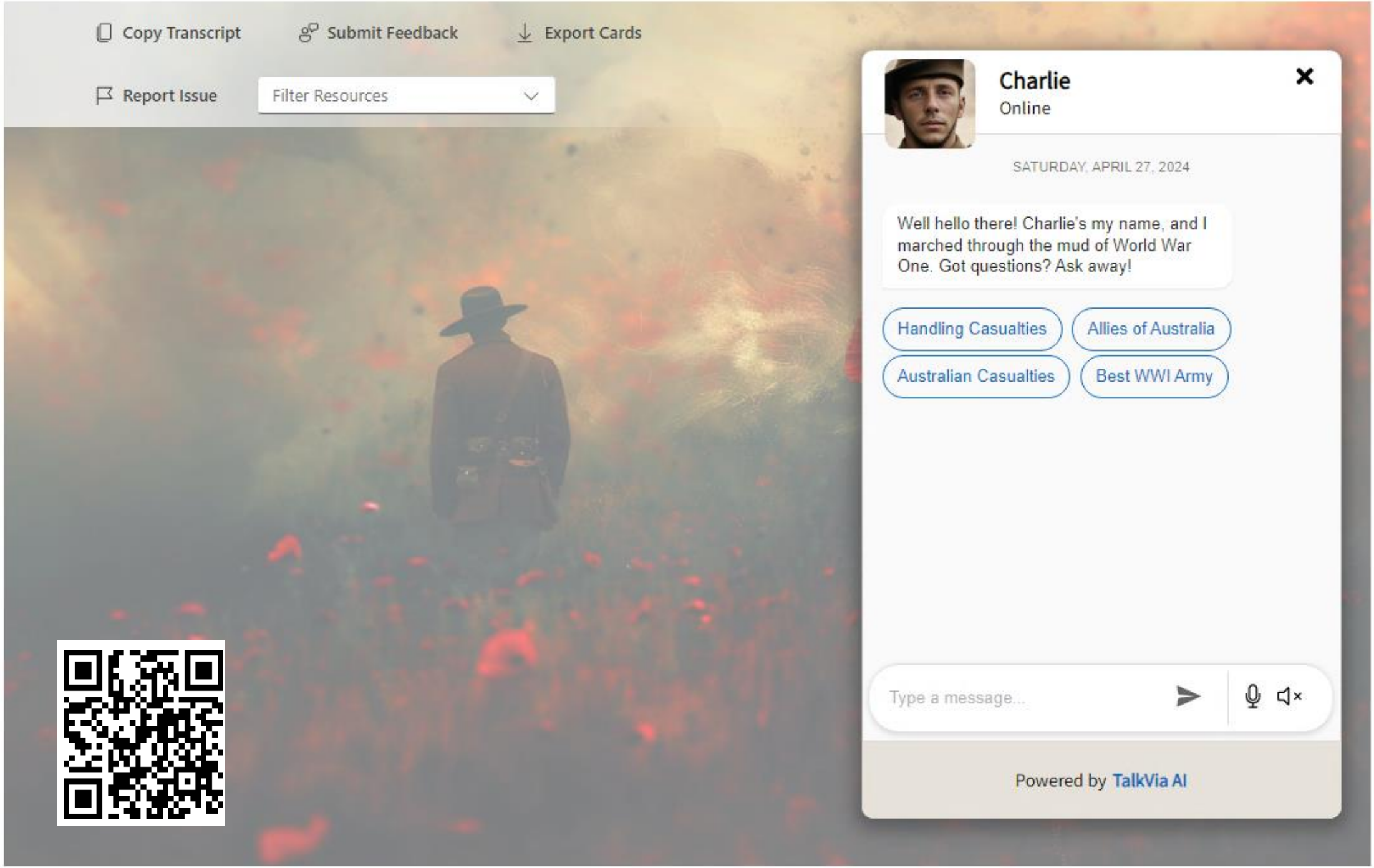
Use of generative AI principles

- Accountability
- Transparency
- Contestability
- Fairness and human-centred values
- Human, societal and environmental wellbeing

State Library of Queensland website

How we operate

https://www.slq.qld.gov.au/about/corporate-information/policies-and-guidelines


Copy Transcript
Submit Feedback
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Filter Resources
Charlie
Online
SATURDAY, APRIL 27, 2024
Well hello there! Charlie's my name, and I marched through the mud of World War One. Got questions? Ask away!
Handling Casualties
Allies of Australia
Australian Casualties
Best WWI Army
Type a message...
Powered by TalkVia AI

slq.qld.gov.au

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