

Oswald the Library Assistant - Use Cases / Sample Scripts

Use Cases

- 1.1 - Searching for a book, movie, audiobook, etc. by title (referred to as “items” in all future use cases)
- 1.2 - Searching for an item by genre
- 1.3 - Searching for an item(s) from author/artist/creator
- 1.4 - Searching for an item based on popularity or new arrivals
- 1.5 - Searching for an item based on different combinations of the above filters

- 2.1 - Searching for the location of an item
- 2.2 - Searching for the location of an specific area (ie, nonfiction books about engineering)
- 2.3 - Searching for the location of a general area of the library (kids section, nonfiction section, restrooms, etc.)

- 3.1 - Asking about the availability of an item

- 4.1 - Asking about related items (relating to their current item search result)

- 5.1 - Making a request for the library to carry an item
- 5.2 - Making a request for the library to carry an item and adding their input to the request.

- 6.1 - Asking about different events the library offers
- 6.2 - Asking about different services the library offers

- 7.1 - Item not currently available
- 7.2 - Item not carried in the library

Sample Scripts

Skill, Use Case 1: Asking the location of a book

Speaker	User utterance / Spoken prompt	Notes
User	Oswald I need to find a book.	The user should be able to ask wide focus and narrow focus questions.
Oswald.	No problem. I can help with that. What is the title of your book?	The system should be able to distinguish what type of information is needed to narrow down the results of the search.
User	The Great Gatsby	
Oswald	And who is the author?	This question would be based on the user's input in previous request.
User	F. Scott Fitzgerald	
Oswald	I will look that up for you. *earcon of paper shuffling* Here is what I found. The Great Gatsby by F. Scott Fitzgerald. Is this correct? I will look that up for you. *earcon of paper shuffling* Here is what I found. The Great Gatsby by F. Scott Fitzgerald. It is located in the south wing basement in the Fiction Section.	Originally I had the assistant automatically tell the user the location of the book or item, but since there are so many items in a library, it felt better to ask the users for an explicit confirmation first before the assistant would move forward. If that was not the correct book for the user, then giving them more information doesn't help them at all.
User	Yes. Where do I go to find it?	
Oswald	That book is located in the south wing basement in the Fiction section. Start looking for F for Fitzgerald. Is there more I can do for you?	The location information is part of the database of the library so giving them this information would be relatively simple if the assistant has access to this. The only thing that wouldn't work would be to tell them where the book is compared to where they currently are. Any information given to the user about location would be in a general sense and not a relative sense to where they are currently standing.
User	No.	
Oswald	Okay. Enjoy your time here in the library. Let me know what I can do to help.	

Skill, Use Case 2: Searching by topic

Speaker	User utterance / Spoken prompt	Notes
User	Oswald I need to find something on dinosaurs.	
Oswald.	That's a great topic. Help me narrow down your search. Would you like fiction or nonfiction?	The implicit confirmation here helps to make the flow of the conversation more natural. The narrow-focus questions are good to make the intent more clear and to narrow down the range of search results.
User	Nonfiction	
Oswald	<p>For nonfiction books about dinosaurs and paleontology I would suggest looking in the south wing on the main floor. The call numbers related to this topic are in the 500s. I can also show you some of our most popular items for this topic.</p> <p>For books on this topic I would suggest looking in the south wing on the main floor. The call numbers related to dinosaurs and paleontology are in the 500s. I can also show you some of our most popular items for this topic.</p>	<p>Since the user's request was broad, then the assistant would match the request with a broad answer, giving them a general location for where to find those types of books.</p> <p>With the maxim of relevance, the assistant can also suggest items that might be intriguing for the user.</p> <p>At first, the beginning of this response didn't include a confirmation but adding the implicit confirmation just gives the user more confidence in its capabilities.</p>
User	Show me the popular items.	
Oswald	Ok here are our most popular non-fiction items on dinosaurs: <i>Dark Matter and the Dinosaurs</i> by Lisa Randall, <i>The Rise and Fall of Dinosaurs</i> by Steve Brusatte, and <i>Why Evolution is True</i> by Jerry A. Coyne. Are you interested in any of these or would you like to keep looking?	This overview of this informational statement could be varied depending on what type of information would be the most useful. It could give the newest items, most popular, or other related topics. The informational statement would also only give a max of 3 items as to not overwhelm their cognitive overload.
User	Show me <i>Why Evolution is True</i>	
Oswald	This is a book by Jerry A. Coyne. Would you like to hear an overview?	Needing a request of an overview would prevent the negative situation of the user having to sit through the speech if they didn't want it. With the cooperative principle, the assistant should only give information when it is requested or expected.

User	Yes.	
Oswald	Presents the many threads of modern work in genetics, paleontology, geology, molecular biology, and anatomy that demonstrate the indelible stamp of the evolutionary processes first proposed by Darwin. Do you want to find this book?	The voice of this synopsis would be different from the system persona's voice.
User	Yes where can I find the book?	
Oswald	This book is located in the South Wing Main Floor in the nonfiction section. Its call number is 567.9. Is there anything else I can do you for? <i>This book is located in the South Wing Main Floor in the Nonfiction section. It's call number is 567.9. For other books on this topic look for 500 call numbers.</i>	My previous version had the general call numbers given at this point but as explained above, it made more sense to present the general information first and then allow the use to go deeper if they so desired.
User	No	
Oswald	Ok. Enjoy your time at the library. I'll be here if you need more help.	

Skill, Use Case 3: Item out of Stock

Speaker	User utterance / Spoken prompt	Notes
User	I'm looking for Sprint by Jake Knapp	
Oswald.	Ok, let me check that for you. *earcon of papers shuffling* Here is what I found: <i>Sprint: How to Solve Big Problems and Test New Ideas in Just Five Days</i> , by Jake Knapp. Is this correct?	This simple earcon could help with the system persona.
User	Yes.	
Oswald	It looks like someone has it checked out right now. But it should be back in 2 weeks on December 20th. One of our librarians can help you to put it on hold otherwise I can show you some other book related to this title. <i>It looks like someone has it checked out right now. But it should be back in 2 weeks on December 20th. One of our librarians can help you to put it on hold otherwise here are a few books related to this title.</i>	Instead of telling the user where the location of the book is, the system would tell them the more relevant information of the availability of the item. Adding the suggestion of asking the library or offering alternate books could help . Some of my previous designs were not intuitive either. This current version implements the cooperative principle in that it gives relevant information but also doesn't force the user down that path

	It looks like we don't have it currently available right now. The book should be back on our shelves on December 20th.	if they don't want it.
User	No thank you.	
Oswald	Ok. Enjoy your time at the library. I'll be here if you need more help.	

Skill, Use Case 4: Filtering through item type

Speaker	User utterance / Spoken prompt	Notes
User	I am looking for the The Polar Express	This request is very broad since they didn't include the item type.
Oswald.	Wonderful. Help me narrow down your search. We have the movie, children's book, and the audiobook. Which one are you looking for?	Without that type the assistant would narrow down the options by presenting them with the different types.
User	I'm looking for the movie.	
Oswald	Great. The Polar Express movie is located in north wing basement. We have both the blue-ray and DVD available. Is there anything else I can do for you?	Just like the previous scripts, if the item is available then the assistant would offer its location.
User	No	
Oswald	Ok. Enjoy your time at the library. I'll be here if you need more help.	
User		
Oswald		

Skill, Use Case 5: Item not available / Requesting an item

Speaker	User utterance / Spoken prompt	Notes
User	I am looking for <i>The Nightingale</i> by Kristin Hannah	

Oswald.	Ok Let me check for you *earcon of pages shuffling*. It looks like I am having trouble finding that book. I will need some more information. When was the book published? Ok let me check that for you. I'm sorry I can't find it. Could you tell me when the book was published?	Instead of apologizing, giving then acknowledgement of the problem helps to handle the situation better. And before giving up, the assistant tries to solve the problem by filtering through some more information. The older iteration was not as clear with its intention or maxim of manner. By adding the sentence, "I will need some more information" the user knows that they will most likely ask another question. It also apologized when it didn't need to. Apologies should be seldom used.
User	2015	
Oswald	What genre would you classify it under?	The assistant would hopefully ask the most relevant questions to narrow down the search and eliminate the doubt as to whether we carry the item or not.
User	Historical Fiction	
Oswald	I'm sorry. It looks like we don't carry that book in this library. I can make a request for our library to order it. Or one of our librarians can check a nearby library for you.	Only until after there is no match for what the user is looking for does the assistant apologize. And instead of leaving the user at that, the assistant would try to offer suggestions and other avenues for the user to take action.
User	I want to request it.	
Oswald	Ok no problem. I will put in the request for <i>The Nightingale</i> by Kristin Hannah. Would you like to explain the reason that the Orem Library should carry this item?	This simple implicit confirmation helps the user know what item is being requested.
User	Yes. It's been on the best selling-list for a couple weeks now and I am interested in reading it. I have had several people suggest it to me.	The assistant would record their input and add it to the request. This is modeled after how the Orem library takes its requests.
Oswald	Got it. Thank you for suggesting this book. Please check back in a couple weeks and we might have it available for you. Is there anything else I can do for you? Got it. I will add your input to the request. Thank you for suggesting this book. Please check back in a couple weeks and we might have it available for you. Is there anything else I can do for you?	The older iteration of this response included a confirmation that was a little repetitive. Taking out the sentence still portrayed the same information while maintaining the Maxim of quantity.
User	No.	
Oswald	Ok. Enjoy your time at the library. I'll be here if you need more help.	

