

Public Libraries & AI



7. Job Displacement

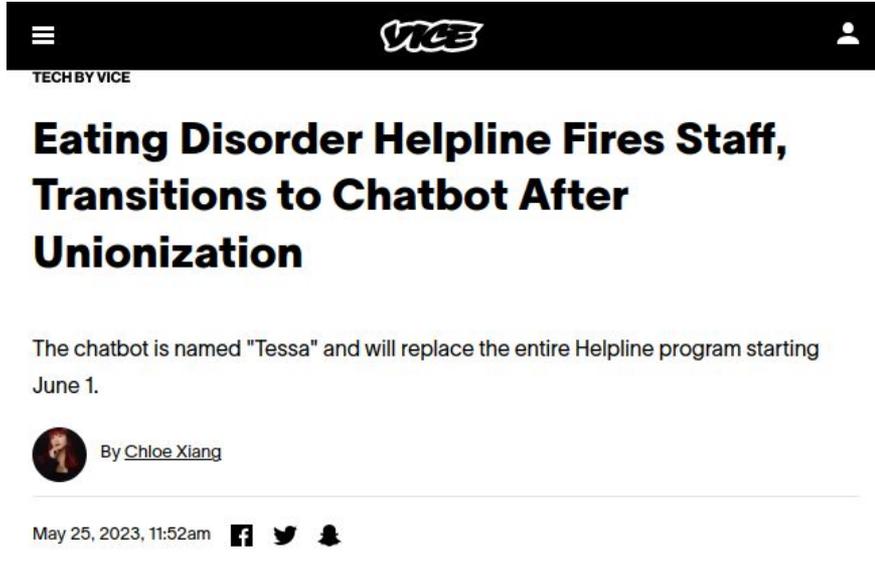
Series 2: AI Risks and Limitations



Historical Context



Humans -> Bots -> Humans -> ?



TECH BY VICE

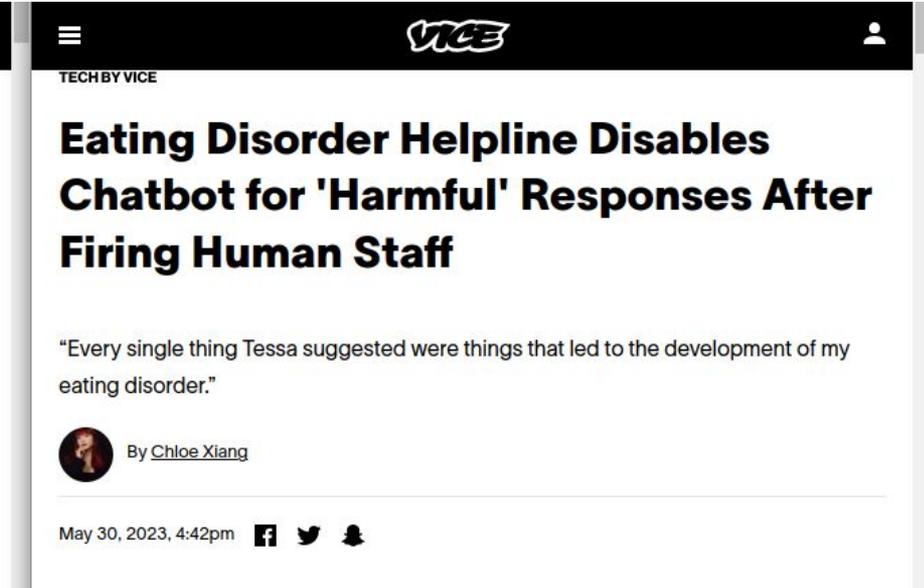
Eating Disorder Helpline Fires Staff, Transitions to Chatbot After Unionization

The chatbot is named "Tessa" and will replace the entire Helpline program starting June 1.

By [Chloe Xiang](#)

May 25, 2023, 11:52am

[f](#) [t](#) [s](#)



TECH BY VICE

Eating Disorder Helpline Disables Chatbot for 'Harmful' Responses After Firing Human Staff

"Every single thing Tessa suggested were things that led to the development of my eating disorder."

By [Chloe Xiang](#)

May 30, 2023, 4:42pm

[f](#) [t](#) [s](#)

Jobs Predicted to be Automated

- Data entry, typist, transcriptionist
- Customer service and call center agents
- Retail checkout clerks
- Junior analyst roles

Coming up...

- The environmental impact of AI

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Thanks for watching!

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