

# "Bib-bot" as E-Bibliotherapy chatbot

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## Changes in Library Services

### Users needs to act on information society:

- digital library
- transforming functional spaces
- the modern library functions is changing: Wi-Fi, e-books, PC, laptop and other smart, digital devices can be borrowed instead of books
- librarians have to get with needs of the modern, digital world and users

### → so library's services are changing continuously

- Traditional bibliotherapy → **developing e-bibliotherapy**  
*"e-bibliotherapy is a type of bibliotherapy located in the line of art therapies that incorporates the technical achievements of the 21st century (ipad, interactive whiteboard). Participants in e-bibliotherapy sessions use literacy tools to process familiar literary works, enabling them to develop digital competence in addition to the traditional effects of bibliotherapy."* (Gulyás, 2015)

## Contact between kids and tales

- The tale contains magical and dreamlike images
- One of the greatest virtues of a traditional fairy tale is that it only uses text that parents
  - Text usually omits any unnecessary elements that might scare the child reading is important (emotionality)
  - During listening → cognitive and affective apparatus activates
  - Our own soul is reflected in the tales
- Identification and indirect experience

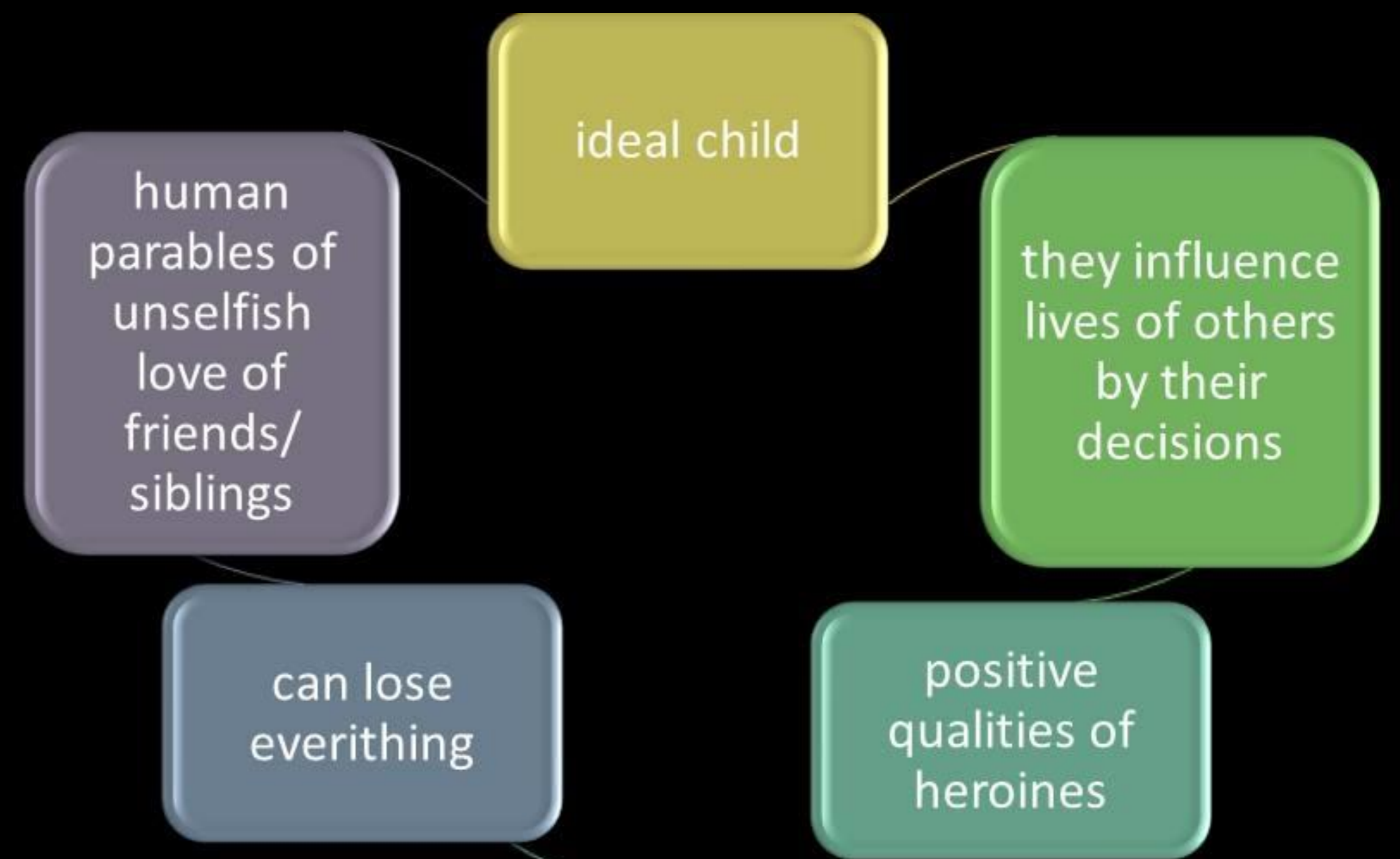
## Why Andersen? Why these stories?

- The stories have a positive outcome
- Contains a moral uplifting intention
- Stories can teach us
- Fairy tales improves children's problem-solving abilities
- Have lots of positive attributes
  - friendliness, optimism, helpfulness, responsibility, humility, goal-orientation, determination

Positive influence on the recipient



the heroines go through trials that are accompanied by physical pain

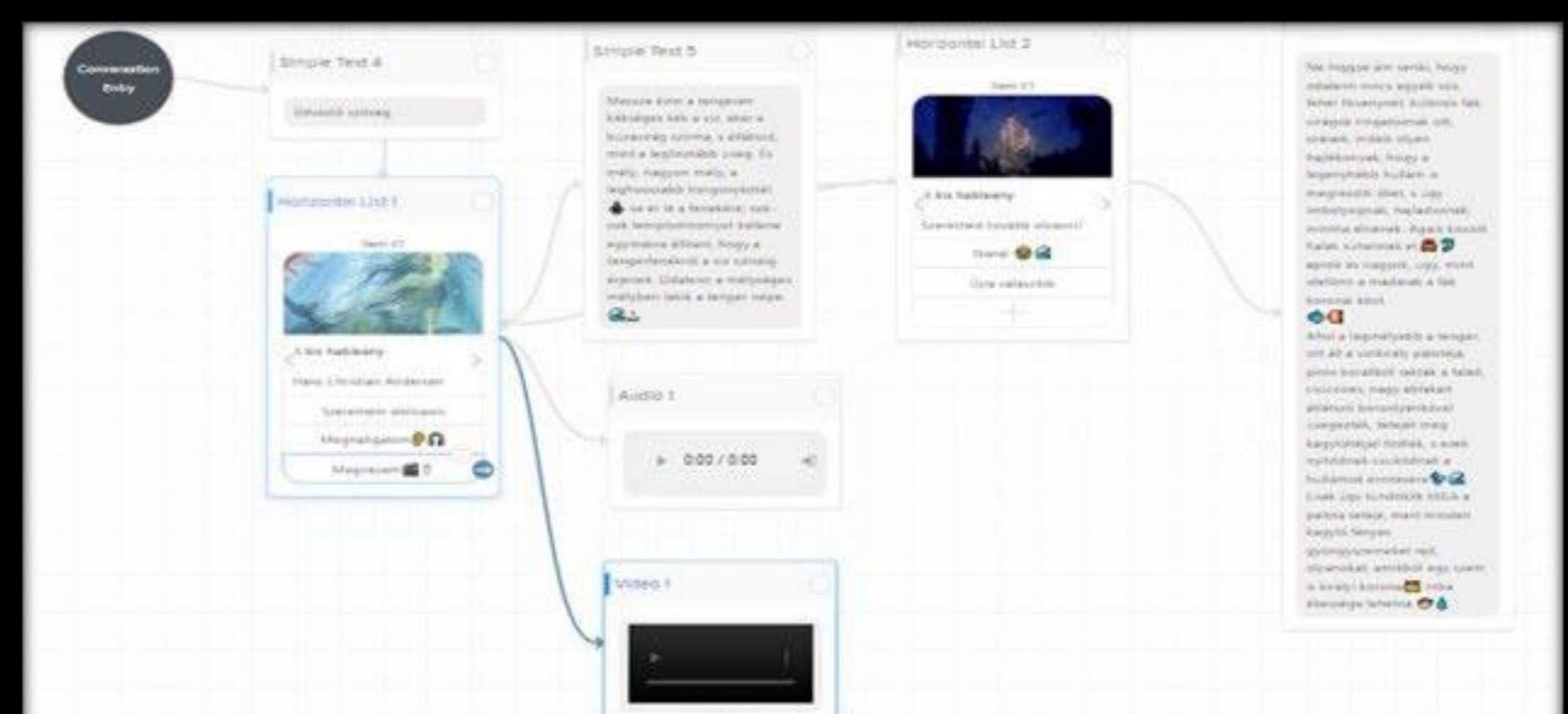


## How can making a bibliotherapy chatbot?

Botstar is an online free chatbot builder website

- ❖ Include Audio, audiovisual, image, gifs, external files.
- ❖ You can set up several things: welcome message, avatar, chatbot mimics the striking points of the reply, the response time frame, time zone.
- ❖ Integrate other online applications, such as making comics, word cloud, online museum, creating audio-visual files, editing gifs, memes, etc.

In the future chatbots can be used in education: developing students critical, logical thinking and digital competence, which is essential in the 21st century.



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## Developing E-Bibliotherapy with ICT devices and Chatbot

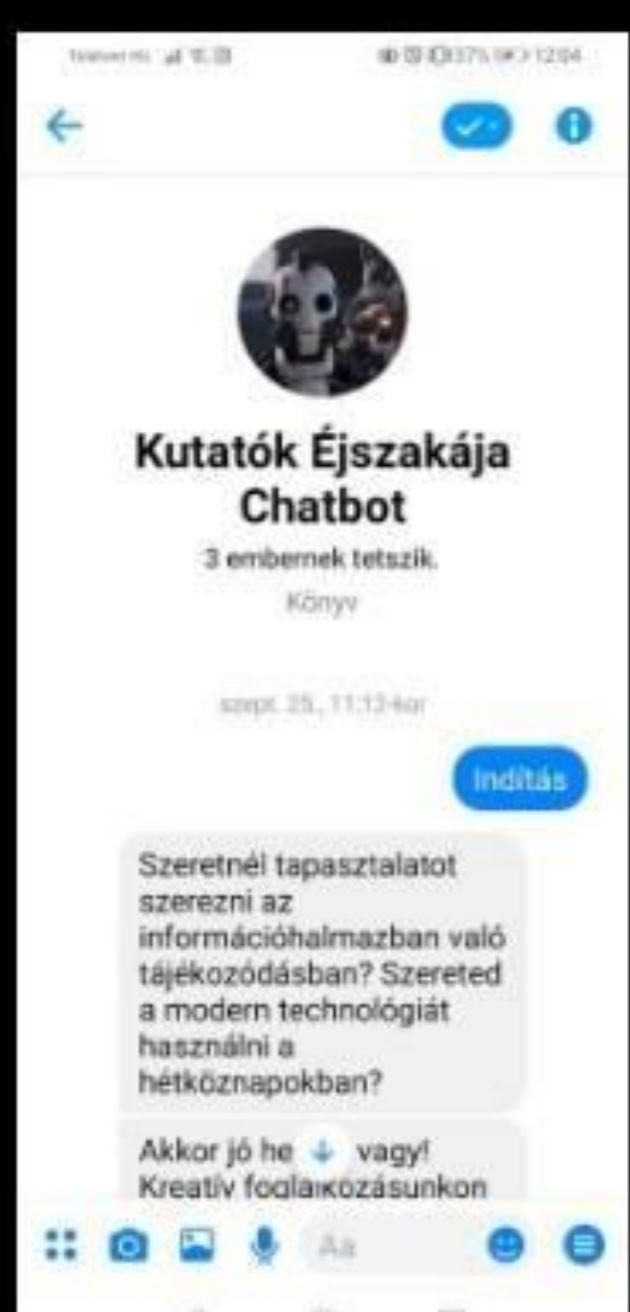
Opportunity: a new method of e-bibliotherapy

### What is chatbot?

Chatbots are computer programs that are capable of having conversations similar to those of people, often in order to automate or optimize a business process (communication). Chatbots range from simple to complex, with the latter utilizing a wide range of artificial intelligence. (Szűcs and Jinil, 2018)

→ it simulates communication between machine and human

## Experiences



### Researchers' Night 2019 - Future Informatics

- Two chatbot was called:
  1. Kutatók Éjszakája Chatbot
  2. Próbabot
- Simulated conversation about:
  - search, interpretation, using to information

### Participant comment about the creative session:

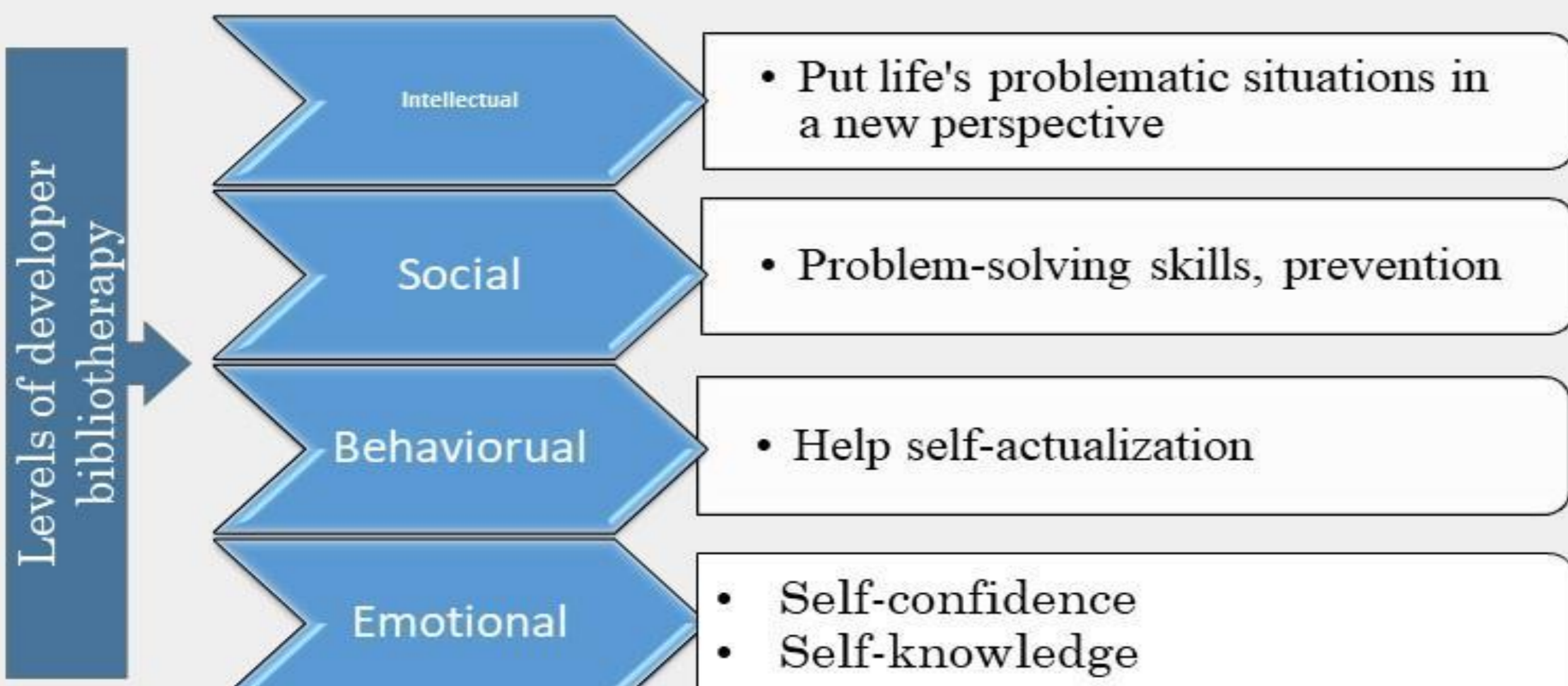
*"I really liked how they helped us search for information quickly and efficiently via Messenger, a programmed robot. It was very exciting and I had a great time during the class. Thank you for the opportunity to go because it was so much fun."*  
 (15-year-old boy's reply)



## Advantages and Disadvantages

• not only maintaining small group work; multiple occupations can be held simultaneously in the virtual space	• lack of intimate, direct mood
• participants are "forced" to engage in activity while in a "live" session someone may be left out of dialogue	• the duration of the occupation is infinite
• anonymity makes participants more direct and honest, as can be seen with online platforms	• limited response
• Messenger makes it easier to express ourselves when there is a short period of reflection (this is also a disadvantage, as there is no immediate association with free association)	• measurement, drawing conclusions only afterwards
• the duration of the session is not limited, answers can be lengthy	
• chatbot "tirelessness" minus the human factor	

## Aims, developing areas with literary works



*"We encourage the participant to realistic, critical thinking, approaching problems from multiple perspectives, social awareness, sensitivity, developing the ability to empathize with others, and gaining indirect experience."*

(Meggyesné Hosszú and Máténé Homoki, 2019)