Spam filter in your email

AI or not AI?

Calculator

AI or not AI?

Library catalogue search

AI or not AI?

Film recommendations on a streaming service

AI or not AI?

Copilot writing an email

AI or not AI?

Barcode scanner at the self-service machine

AI or not AI?

Face unlock on a smartphone

AI or not AI?

Automatic overdue reminder email

AI or not AI?

Translation app

AI or not AI?

Sat-nav route planner

AI or not AI?

Cut along the dashed lines

Basics

Artificial Intelligence (AI)

Jargon matching – word cards

Basics

Machine learning

Jargon matching – word cards

Basics

Algorithm

Jargon matching – word cards

Basics

Generative AI

Jargon matching – word cards

Basics

Large Language Model (LLM)

Jargon matching – word cards

Basics

Training data

Jargon matching – word cards

How AI works

Natural language

Jargon matching – word cards

How AI works

Chatbot / AI assistant

Jargon matching – word cards

Cut along the dashed lines

How AI works

Token

Jargon matching – word cards

How AI works

Context window

Jargon matching – word cards

How AI works

Multimodal

Jargon matching – word cards

How AI works

Fine-tuning

Jargon matching – word cards

Working with AI

Copilot

Jargon matching – word cards

Working with AI

Prompt

Jargon matching – word cards

Working with AI

Prompt library

Jargon matching – word cards

Working with AI

Grounding

Jargon matching – word cards

Cut along the dashed lines

Working with AI

Agent

Jargon matching – word cards

Working with AI

Automation

Jargon matching – word cards

Risks

Hallucination

Jargon matching – word cards

Risks

Bias

Jargon matching – word cards

Risks

Deepfake

Jargon matching – word cards

Risks

AVG / GDPR

Jargon matching – word cards

Risks

Responsible AI

Jargon matching – word cards

Risks

Human in the loop

Jargon matching – word cards

Cut along the dashed lines

Risks

A convincing forgery in the archive

Jargon matching – library example cards

How AI works

A collection with books, audiobooks, films and photos in one place

Jargon matching – library example cards

Basics

The shelving rules: the same steps every time

Jargon matching – library example cards

Risks

The rules behind your members' privacy statement

Jargon matching – library example cards

Basics

A catalogue that learns what to suggest

Jargon matching – library example cards

Working with AI

A volunteer who does the booking, the email and the follow-up for you

Jargon matching – library example cards

Working with AI

The automatic overdue reminder: the same rule, no person needed

Jargon matching – library example cards

How AI works

Asking at the desk in your own words instead of in catalogue codes

Jargon matching – library example cards

Cut along the dashed lines

Working with AI

A binder of standard letters that work well

Jargon matching – library example cards

Working with AI

The question at the reference desk

Jargon matching – library example cards

Basics

An author, not a catalogue

Jargon matching – library example cards

How AI works

A general librarian taking a specialist course

Jargon matching – library example cards

Risks

A patron confidently citing a book that doesn't exist

Jargon matching – library example cards

How AI works

Syllables in a reading lesson: words cut into small pieces

Jargon matching – library example cards

Basics

Learning which books go together by looking at thousands of loans

Jargon matching – library example cards

Working with AI

"Please answer using only this book"

Jargon matching – library example cards

Cut along the dashed lines

How AI works

The reference desk: you ask in normal words

Jargon matching – library example cards

Basics

A reader who has read millions of books but owns none

Jargon matching – library example cards

Basics

The collection it read

Jargon matching – library example cards

Working with AI

A reference desk built into the tools you already use

Jargon matching – library example cards

Risks

A collection that only holds one point of view

Jargon matching – library example cards

Risks

A collection policy: agreed principles about what we do and why

Jargon matching – library example cards

How AI works

The reading table: only so many documents fit

Jargon matching – library example cards

Risks

The manager signs off: the assistant drafts, you decide

Jargon matching – library example cards

Cut along the dashed lines

the

Token cards – Part 1: word cards

library

Token cards – Part 1: word cards

Copilot

Token cards – Part 1: word cards

subsidy

Token cards – Part 1: word cards

Cut along the dashed lines

Naaldwijk

Token cards – Part 1: word cards

bibliotheek

Token cards – Part 1: word cards

Honselersdijk

Token cards – Part 1: word cards

's-Gravenzande

Token cards – Part 1: word cards

Cut along the dashed lines

A 20-page annual report

Token cards – Part 2: text cards

The MT meeting transcript from Practice 2

Token cards – Part 2: text cards

A text message: "See you at 14:00 in Naaldwijk"

Token cards – Part 2: text cards

A 300-page novel

Token cards – Part 2: text cards

All the emails a manager receives in a year

Token cards – Part 2: text cards

A one-paragraph Copilot prompt

Token cards – Part 2: text cards

Cut along the dashed lines

≈ 10 tokens

Token cards – Part 2: token number cards

≈ 120,000 tokens

Token cards – Part 2: token number cards

≈ 750 tokens

Token cards – Part 2: token number cards

≈ 2,500,000 tokens

Token cards – Part 2: token number cards

≈ 60 tokens

Token cards – Part 2: token number cards

≈ 10,000 tokens

Token cards – Part 2: token number cards

Cut along the dashed lines

Then: read and check before you send.

Goal
What do I want?

Context
Why, and who is it for?

Source
Which file, email or meeting?

Expectations
Length, format, tone?

The prompt recipe

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What do I want?

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The prompt recipe

Fold here

Five golden rules

1. You are the author. Read everything before you send or share it.
2. Check facts, names, dates and numbers – every time.
3. Protect people's data. No more personal details than the task needs.
4. Work tools for work. Use your work Copilot, not free public AI apps.
5. People decide about people. Hiring, reviews and absence stay human.

Fold here

Five golden rules

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