How to print and use these signs

Printing

- Print double-sided on 8.5 × 11 paper, in color.
- The sign goes on the front; talking points go on the back, so the sign faces patrons and the talking points face staff.
- Cardstock or heavier paper works well in an acrylic stand.

At the library service desk

- Put one sign in an acrylic stand, facing patrons.
- Try one sign at a time so it has room to spark conversation.
- Keep the matching talking points visible to staff.
- Rotate signs every few weeks, or whenever you're ready for a new topic.

With patrons

- Give the talking points a quick read before using the sign. No memorizing required.
- If a patron asks about the sign, use it as a starting point and see where the conversation goes.
- You only need a couple of talking points. This is a conversation, not a class.
- Don't know the answer? Say so. You can look it up together.
- If a patron asks whether something is AI-generated, focus on showing them how to check rather than deciding for them.

Curious what happens?

- Keep a simple tally of conversations if you'd like to see which topics get the most interest.
- Jot down questions you couldn't answer. They can help shape future staff learning or programs.

AI isn’t a search engine.

Ask us how AI answers questions.

AI Overviews in Search Results
Staff talking points

Google AI Overviews are generally correct about 90% of the time.

An AI answer can sound confident even when it is wrong.

Always take time to verify the links and sources behind an AI answer.

Read the original source, especially when the information matters.

You can skip Google's AI Overview by adding -ai to the end of your search.

Verify, then trust.

Ask us about AI hallucinations.

AI Hallucinations
Staff talking points

AI can invent facts, sources,
quotes, names, and citations.

AI doesn't know when it is wrong.
Check important facts against reliable sources.

If AI gives you a citation, click it. Make sure
the source actually says what the AI claims.

Don't rely on AI for medical, legal, financial,
or other high-stakes information.

Asking AI to "check its answer" doesn't
guarantee that the second answer is correct.

Bring it to us.
We can help you find the real source.

Seeing isn't believing.

Ask us about
AI deepfakes.

AI Deepfakes
Staff talking points

AI can create realistic photos, videos, and audio of people saying or doing things that never happened.

A person's face or voice can be used in AI-generated content without their involvement.

Deepfakes aren't always obvious.

Before sharing a shocking image or video, check where it came from. Look for the original source, not just the account that reposted it.

Reverse image search and other verification tools can help, but they're not foolproof.

Create a family code word to verify who's really calling.

AI doesn't keep secrets.

Ask us about
AI and privacy.

AI Privacy
Staff talking points

Don't share personal, private, or confidential information with AI.

Anything you enter could potentially show up somewhere else.

Read the tool's privacy policy.

Most AI tools have privacy settings worth reviewing.

Be careful about uploading photos, documents, or other personal information.

You can often use AI without giving it identifying details.

AI isn’t magic.

Ask us how AI works.

How AI works
Staff talking points

AI predicts the next word over and over, based on patterns in the text it was trained on.

It produces writing that fits the pattern.
It is not retrieving a fact from a file.

AI has no experience of the world. It has read an enormous amount of text about the world.

It is good at rewriting, summarizing, and brainstorming.

It is unreliable at math, counting, recent events, and anything specific to you or our town.

Every answer needs a person to judge it.
That person is you.