

Interaction - knowing and discovery

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Interaction - knowing and discovery

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(Getting Government Archives GenAI-Ready)

Workshop 1 - 18 June 2026

What do we do when we work with data?

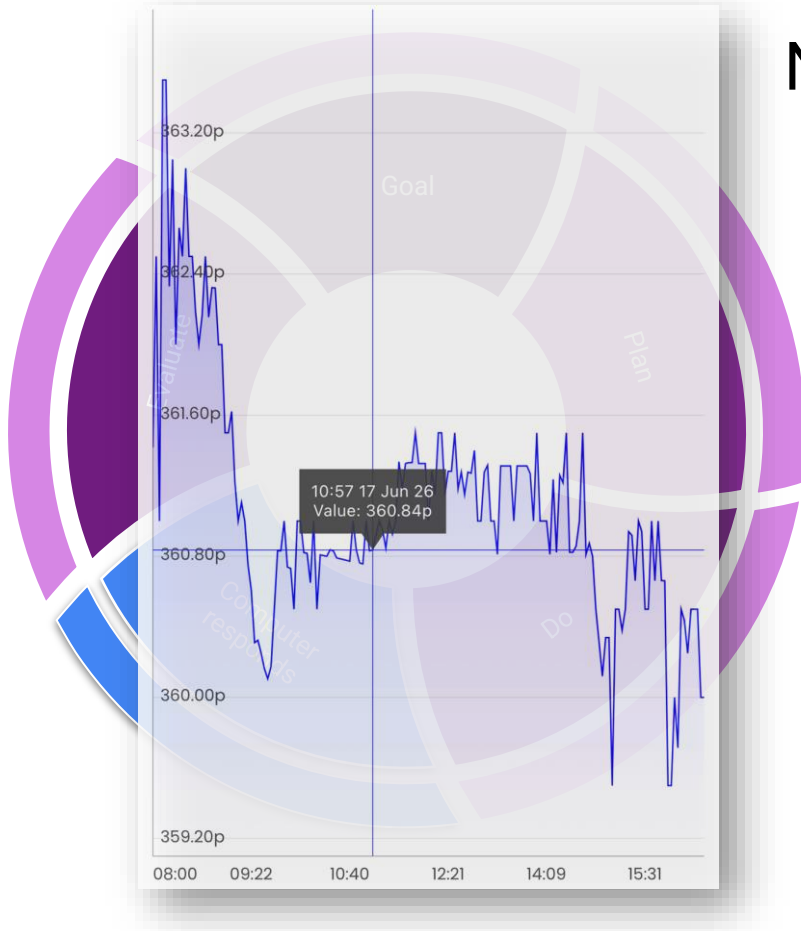
Searching

Finding



A classical HCI perspective



Norman's cycle



Goal

- Do something to meet the goal
 - Plan based on what you think can be done
 - Do it
- Get a response
- Does it meet the goal? 
 - YES
 - NO:
 - Did it wrong
 - Planned it wrong
 - Shift your goal 

Getting more real ...

- Each function is part of successful interaction
- The same functions are needed for effective work with large scale archival data.

- plan = query or prompt
- goal = expectation of the response
 - Evidence – “When X happened?”
 - No evidence
 - Inference – aggregate features of available data

- The potential of AI can be seen at many points
 - The tools
 - The performance



Jumping in ...

Time and efficiency

"MORE OR LESS" moments

Missed information (not misinformation)



PORTUGAL BORDERS SPAIN

AN APPLE IS A BERRY

AN APPLE IS A BERRY

CATS CATS WATER

GINGER IS A SPICE

SNOW IS TROZEN RAIN

SART

CATS CANT

AI ...

- The effective use of tools depends upon trusting their functionality
- Some simple trust mechanisms:
 - Meaningful functions
 - Meaningful manipulation
 - Demonstrate what is meant
- Spector of hallucinations undermines simple concepts of trust

Two demands:

- How can trust be exposed as questionable?
- How can trust be supported?



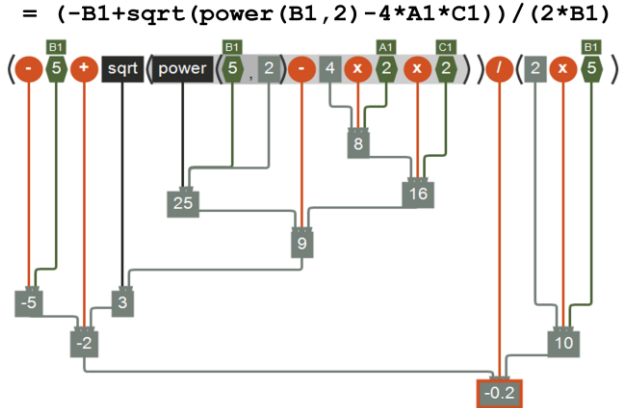
Supporting Trust - Meaningful functions

Consistency and comprehension

- The same input produces the same answer
- State free functions
- Inputs with all the state in them

Composition / Conjunction

- Inputs that can be composed and decomposed
 - Which bit is doing which work
 - Which bit is “wrong”



- Decomposing helps structure “Why expectations were not met”

Constructive support

XAI

- Explainable AI provides means of helping understand why the result is what it is:
 - Verified
 - But not validated
- Some XAI tactics look at alternatives but only to build the explanation.

Formative feedback

- The alternatives could support comprehension
- Where are you in the solution space?

Complementary feedback

- Where you are not in the solution space!

Wason selection task



Each card has a number on one side and color on the other. Which card or cards must be turned over to test the idea that if a card shows an even number on one face, then its opposite face is blue?

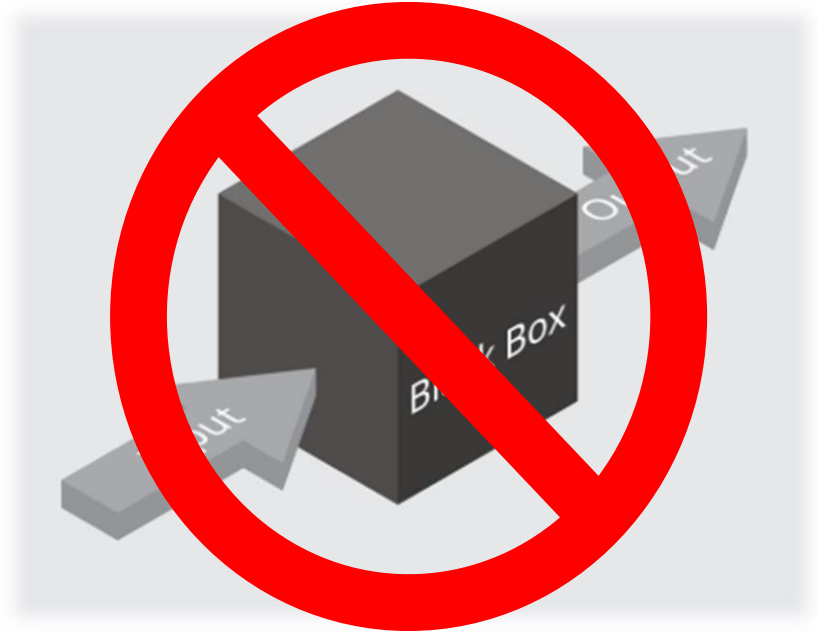
Meaningful support – user(s) as researcher(s)

- Would the same user with the same goal find the same thing?
 - How is my engagement supported?
- Can the user’s “research” be un-picked and checked
 - Does it make sense to others?
- Knowledge management support
 - Versions (of models)
 - Revisions (additional data)
 - Documented thought process
 - Identify and share good practice
 - Review and validation

Stack	Context	Action	Time
NewStack123	NewContextTest	UPDATE context.attach	1 day
NewStack123	-	CREATE stack.create	7 days
TestStack1234	NewContextTest	UPDATE context.attach	14 days
TestStack1234	-	CREATE stack.create	Custom
StackWithContext	-	DELETE stack.delete	30
StackWithContext	-	CREATE stack.create	From time 12:16 To time 12:16
StackWithContext	-	DELETE stack.delete	9:28:32 CEST
StackWithContext	-	CREATE stack.create	09/10/2024, 9:27:53 CEST
DemoTestStack123	-	CREATE stack.create	09/10/2024, 9:19:05 CEST
test bbdc	-	CREATE stack.create	27/09/2024, 8:58:20 CEST

Outcomes

- AI Complacency risk
- More transparent AI
- Workflow and knowledge management



Thank you