Dean Matthew Diller:

I think, why don't we get started, even though people are still joining. Just because I want to get us all out on time. So first, I'm here with members of our organizing committee who led the different breakout groups. I myself visited each of the breakout groups for a session, for some portion of the session. I heard a lot of fascinating conversation. What I loved about a lot of the conversation was about, really, it's one thing to talk about this in the abstract, it's another thing to look at what's going on out there in actuality, today, in the world, and to see these tools being put to use now. And then to speak with the people who built them, organized them, and are running them. And I think all of the sessions did that in one way or another. Some of them did it much more hands-on, this is step-by-step, how you build it, and some of them were broader, but they all had this element of practicality.

I'll say that one thing that I saw in terms of distinctions was a lot of distinction between AI tools that are designed to be used by professionals, and those that interface directly with clients and the public, and the different considerations that go into building those different types of tools. Another point that I heard repeatedly was the tremendously powerful ability of AI tools to synthesize information that it is given, far more powerfully than we humans can do it, and to be of great use in that. And so, even if you step back and say maybe it's not at the point where it can give you the brilliant advice on how to win your case, a lot of lawyering is not that part, a lot of lawyering is gathering information and processing it, and AI can simply do that better and faster than we can.

And then I heard about some pitfalls and learning experiences that people have had through trial and error. And those of course were interesting. But I'm going to pause here and turn it over in quick succession, for each for 90 seconds, on themes that emerged from each of the four sessions. I'll start with you, Ron.

Ron Lazebnik:

Thank you, Matthew.

Dean Matthew Diller:

By the way, Ron Lazebnik, professor at Fordham Law School.

Ron Lazebnik:

Yes. Thank you. I was in the Beginner's Guide to AI: What You Need to Know from the Get-Go. And as Matthew alluded, we talked a lot about the experimentation, seeing what's out there already as you are identifying a tool that might be helpful, and also thinking about that element of "is this a tool that will be client-facing or is this something that's internal?" And how designing those two different kinds of tools takes

different challenges and opportunities into account. And part of that discussion also was about the human element. The fact that, at the core, there are still going to be people involved in this, and you need to think about how they're interacting with it, how are they relying on it and what kind of instructions they're being given as to the reliability of what it is they're working with.

On the design side, because we were focused on thinking through what is somebody who's really at the start needing to do, we focused on identifying what is the problem you're trying to solve. And then really thinking through mapping out what the user experience will look like before you talk to the tech people. And at times that can be very nitty-gritty; what is the legal process going on and can we identify the redundancy where the tool might be helpful in that? And then giving that vision to the tech side. We also discussed how there are starting to be tools now where, without access to a program or code, places like Google are starting to create opportunities for no-code interactions in building these kinds of tools. So, people can look forward to that as well.

We talked about the training and the testing, about how you do need a certain minimum number, a certain minimum volume of data to be able to train your AI well. And while you're doing that, you need to think about the bias that's potentially in your data. And it can come in a variety of ways. One is simply a sampling error, in that because your data might be too limited, you are training it in an improper way and not really thinking about the full universe. And then there is a different kind of bias, which is on a more systemic level, which you'll never be able to completely get rid of. But you have to keep that in mind in the training, of how you have the AI adjust to the fact that such a bias might exist in what's going on. I think I've met my 90-second requirement so I'm going to stop there.

Dean Matthew Diller:

Terrific. Thank you. Kim Diana.

Kim Diana Connolly:

Hey there. I got to be in, I'm going to make sure that I get the title right, so I'm going to be looking over at my other screen, Innovation for Justice: Exploring the Intersection of AI, Legal Systems, and Collaborative Solutions, with an amazing panel of people, lots of whom have information or innovation or all sorts of cool things in their titles. Go look them up if you weren't in this session and watch the video later, because it was such an amazing space to be in, to listen to what people are doing on the front lines of true collaboration and true innovation in a careful way. I learned a little bit about the fact that some of what they're doing, they're just planning, based on things that they've already been doing before there was a ChatGPT world, but it's still AI. And we're now in

this space. We all agreed we're in this space that's now hot, but we need to watch, because everything changes all the time.

One of the things that we talked about was connecting across groups, was collaborating not just within your group, within whatever organization you're in, be it a school, be it whatever, but going to another time and another place. That was amazing. One of the biggest takeaway messages was you have to be flexible. You have to be thinking creatively about what's going to work for your people in your space. But things are going to change, tools are going to change, availability is going to change. So, the whole key to succeeding and serving in this space is going to be flexibility and paying close attention. And it was a great panel. So again, if you weren't in that panel, go watch the recording when it's posted.

Dean Matthew Diller:

Thank you so much. And by the way, Kim, as you can see, is on the faculty at Buffalo Law School. Donna Lee at CUNY.

Donna Lee:

I'm reporting back on the AI Goes to Law School concurrent session. And we also had an amazing group of panelists and my co-facilitator, Elise Diamond. And watch the video for sure. Some of the takeaways that we came up with; the first thing is to be playful with AI and tech, and to do low stakes testing of the technology. So that even if students and faculty are not comfortable, the strong encouragement was to try it, to use a large language model and ask a question, and then to try to break it, to ask the LLM to reveal its assumptions, ask it to interrogate and reveal its own flaws. And just to take the plunge and use it.

Another suggestion was that we in a way need to get into the mindset that yes, the technology is developing exponentially fast. And yes, we may be 90% there. But because changes will keep occurring, and because that last 10% to try to get rid of hallucinations and errors and thinking about what the guardrails and architecture are when we use AI and technology, we may never get to that 10%. And so, thinking about how to operate in that 90% arena and use it well and carefully.

Another suggestion from the panelists was to get law students genuinely invested in the direction that AI takes, both in society and the law. And this is related to something that Ron said, about thinking what you want the product to be before you go to the technologists. The encouragement from our panelists were to not hand this over to the experts and to technologists and to commercial interests, but to maintain the lawyer's role, exercising judgment and framing the questions and the uses that we want to use for the technology.

And then the final suggestion that one of the panelists had that I thought was so great and I wanted to share with the group is she encouraged everyone to take a picture of the food in your refrigerator, and then get AI to recommend what to cook for dinner. And she assured us all that we would get good suggestions. So, playfulness using AI, and really engaging, despite whatever technophobia or lack of familiarity we may have. Thank you.

Dean Matthew Diller:

Great. Thank you. And Ray Brescia, Albany Law School.

Ray Brescia:

Thank you, Dean Diller. I was a facilitator for the conversation we had on building an AI tool to expand access to justice. And really what I did was let Adrian Palma go. He presented during the Rapid Fire. And if you've ever seen the film Jiro Dreams of Sushi, I think that Adrian dreams of AI. He's incredible, and was talking to us, he did the Rapid Fire on the veterans' project he has initiated. He also did some work on DACA that he showed and showcased to the group. But then, we did some AI prompt engineering in real time, around consumer debt advocacy, developing a letter if you have a client who faced identity theft, for example. He showed how you could develop a quick Q&A for a complaint letter that you could then send to the client, here's what this complaint is all about.

He also showed how to analyze a statute, so he put in a provision of the CPLR and mostly he used Microsoft Copilot, which is coming to an Outlook near you. It's already there, and folks can get access to it quite easily. He addressed some issues that folks had, asking about confidentiality, about generating information in other languages which this could do, languages other than English., and even how to access free trials, most importantly. And he covered a lot of bases in our 75 minutes, probably what any mere mortal would need three hours to preview, but he did it in 75 minutes. But he's offered to do some follow-ups if folks wanted to delve deeper into some of these issues. And as they say, watch this space for more information about those follow-up sessions, which we will do if folks are interested.

Dean Matthew Diller:

Thank you so much, Ray. And I want to thank you all for running through really rich conversations in an incredibly short amount of time. The advice to get your hands dirty in it, by just using AI for common things in your life, is one that I heard across panels; because the more you get familiar with it, the more ideas will occur to you as to ways that you can bring it to bear on issues in your work life as well. And so, I think that was another theme that really cut across. I'm going to try out the refrigerator, although I'm a

little scared by the results I may get, let alone the privacy of having people see the disaster of what my refrigerator looks like. But it's just between me and the AI.

And another theme that came through that I'll just mention was we tend to focus in many ways on the limitations and all the things that it can't do. And to a certain extent, of course that's reassuring to us, because it can't do everything. But part of that is that we have these heightened expectations that now we have this tool, and it will magically solve all of our problems and answer all of our questions. And to move beyond that, instead of being frustrated and its limitations, to be able to harness over time what it's good at, while avoiding what it's not so good at, is something that takes, again, time to really get familiar with these tools.

And lastly, I'll just say the answer you get depends on the question you put in. And so, with all of these tools, and it reminds me of my early days learning Westlaw and Lexis when they were new things. They spent a lot of time on how to frame the query, and what special symbols to use. And now it's so much more intuitive, but that it matters how you ask the question. And the more you use the AI tools that are out there, the better you'll get at framing questions that give you productive answers. Anyone else want to have the last word on this?

I want to close by first thanking you all for coming and hoping that this has really sparked your interest in exploring more. AI is obviously not going away: it's only going to spread and become more pervasive. And I think we've given you a sense, the panels and speakers have given you a sense of some of the exciting things that are already going on. And I hope this generates excitement among you to go out there and create and to innovate.

I want to, again, thank the Office of Court Administration for supporting this conference so brilliantly. In particular, Barbara Mulé, who was our quarterback in coordinating all the different pieces that came together to produce this conference. I want to thank the leadership of the Permanent Commission on Access to Justice, all of our speakers and panelists, our planning committee, all the CLE officers at the four different law schools that participated in all of this. And be well and take care everyone. And I'm inviting you back here officially to next year's conference as well. Thanks. Take care. Bye-Bye.