
Year–07, Volume –07, Issue–02, June–2026

The Future of Information Seeking: How AI is Transforming Library Services

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Abstract:

Artificial Intelligence (AI) is transforming libraries by enhancing accessibility and user experience. Libraries utilise AI for personalised book recommendations, instant support, and improved searches. This paper examines AI's benefits, such as meeting immediate information needs and automating tasks, while also addressing challenges like data privacy and bias. Institutions like the National Library of Singapore are leveraging AI to increase engagement. To stay relevant, libraries must adapt to AI, with AI-driven digital literacy programs paving the way for a vibrant, user-focused future.

Keywords: Artificial Intelligence, Libraries, Information Seeking, Digital Services, User Experience.

Introduction

The way information is accessed has changed significantly. Libraries are adapting to this shift by integrating technology to remain relevant. Artificial Intelligence (AI) plays a major role in this transformation, helping libraries serve users more effectively and enhancing accessibility.

Traditionally, libraries have been trusted sources of reliable information. Today, they are incorporating AI to meet the expectations of digital-native users. AI enables personalised services and instant support (Gupta, 2020). It is transforming how libraries operate and deliver services.

AI enhances search capabilities and improves resource discovery. Libraries are leveraging AI to remain vibrant and useful. Additionally, AI automates routine tasks, allowing staff to focus on more complex user needs (Kumar, 2022).

AI in libraries ensures that users receive more relevant results and recommendations. It acts like a smart assistant, guiding users to appropriate resources. Libraries are experiencing increased engagement and user satisfaction with AI tools (IFLA, 2022). The role of AI will continue to grow, strengthening digital literacy and information skills.

Literature Review

Recent studies indicate that AI is significantly influencing libraries by enhancing both user experience and operational efficiency. The International Federation of Library Associations highlights that AI improves information retrieval and user engagement (IFLA, 2022). Libraries

Chief – Editorial Board: Prof. Ami Upadhyay, Hon'ble Vice Chancellor, BAOU, Ahmedabad.

Editor: Prof. Yogendra Parekh

Publisher: Registrar, Dr. Babasaheb Ambedkar Open University, Ahmedabad.

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are using AI for personalised recommendations, smarter searches, and instant support. For example, the National Library of Singapore implemented an AI-driven recommendation system, which increased user engagement and resource utilisation (National Library of Singapore, 2023). AI applications include recommendation systems, chatbots, and automated cataloguing. These tools help libraries meet users' immediate information needs while adapting to the digital environment (Karambe, 2025). Research also highlights challenges such as data privacy, algorithmic bias, and resource limitations (UNESCO, 2023). Borgohain et al. (2024) emphasise the rapid growth of AI research in libraries, while Kalbande et al. (2024) highlight the importance of professional readiness.

Need for AI in Libraries

Libraries increasingly require AI to meet the demands of digital users. AI enhances search capabilities, making them faster and more accurate, while providing personalised suggestions based on user preferences.

By automating routine tasks, libraries save valuable staff time, allowing them to focus on more complex queries. Chatbots provide 24/7 assistance, ensuring continuous user support. AI is essential for maintaining relevance in the digital landscape (Srivastava, 2021).

AI helps libraries fulfil user expectations by:

- Enhancing search capabilities and discovery
- Providing personalised recommendations
- Automating routine tasks
- Offering immediate support through chatbots and virtual assistants

Key AI Applications in Libraries

AI is transforming libraries by improving accessibility and enhancing user engagement. AI-powered tools help users find resources quickly and accurately. Recommendation systems suggest books and articles based on user preferences, increasing engagement (Karambe, 2025). Chatbots provide 24/7 support, guiding users at any time.

Libraries also use AI for automated cataloguing, which streamlines resource management and frees staff to handle more complex tasks (Bhopalwad, 2025). AI supports digital literacy and personalised information access, making library services more effective.

AI in Libraries: Current State and Benefits

AI is revolutionising libraries in India by enhancing services and improving user experiences. AI-powered recommendation systems provide personalised suggestions, while intelligent search systems improve information retrieval. Digitisation preserves resources and expands access. Chatbots offer round-the-clock support. Automation allows staff to focus on complex tasks, increasing efficiency and user engagement (Senthilkumar et al., 2024).

AI applications include information retrieval, cataloguing, and user services. These technologies improve resource discovery and support research activities.

The benefits of AI include improved accessibility, personalised learning, increased engagement, and enhanced operational efficiency. AI enables librarians to focus on high-value services, ensuring continued relevance in the digital age.

Challenges and Future Prospects of AI in Libraries

The adoption of AI presents several challenges, including data privacy concerns, algorithmic bias, and limited funding. Libraries also face skill gaps, requiring training for effective AI implementation. Ensuring transparency and ethical use of AI is essential. Addressing these challenges will allow libraries to fully utilise AI's potential.

The future of AI in libraries is promising. AI will provide more personalised and proactive services. It will enhance research capabilities and improve resource management. Libraries must invest in infrastructure and training. Collaboration with technology experts will be crucial. AI will continue to drive innovation and support user-centric services.

Conclusion

Artificial Intelligence is transforming libraries in India by enhancing services and improving user experience. AI-powered tools improve information retrieval and accessibility. Although challenges such as data privacy concerns and funding limitations exist, the future of AI in libraries is promising. Libraries must adopt AI strategically to remain relevant in the digital age. AI will enable more personalised and proactive services. Collaboration and continuous learning will be essential. AI will play a major role in shaping the future of libraries.

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