

AWARENESS OF AI TOOLS AND AI POWERED LIBRARY SERVICES AMONG LIS PROFESSIONALS

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ABSTRACT

This study is about the awareness of AI tools and AI Powered Library Services (AIPLS) among Library and Information Science (LIS) professionals and their use of AI in library operations regarding service delivery. This study was conducted through a questionnaire distributed to LIS professionals and sought to assess the current awareness level on AI, usage of AI in daily activities, preferred AI tools, and analysis of benefits and limitations on the adoption of AI for efficiency, user satisfaction, and ethics. 85 responses were obtained from study participants, out of which were two-thirds female. Majority of respondents were occupants of the profession of librarians (49%), and they were working in colleges (38%). Study results show that LIS professionals are aware of what AI has to offer, but the use of AI tools and AI Powered Library Services (AIPLS) is at various levels as compared to their belief that AI provides support to instead of entirely replacing librarians. With the findings, the study provides a basis for addressing resource and training obstacles in promoting the adoption of AI in LIS education. Findings speak to AI's impact on libraries and will inform future practices and training needs for LIS professionals.

Keywords: Artificial Intelligence (AI), AI Tools, LIS Professionals, Awareness, Technology, Libraries, AI Powered Library Services.

1. INTRODUCTION

Libraries are not considered as just a space where you can borrow books, browse electronic contents. Due to the advance developments in technology especially AI, Libraries are becoming vibrant tech hubs. Artificial Intelligence (AI) plays a key role in libraries. AI technology enhance the library operations, improves user services and address emerging challenges. Integration of AI tools and AI Powered Library Services gives both opportunities and challenges for the Library and Information Science Professionals (LIS) who needs to develop new skills to adapt and overcome the changing landscape. Libraries have transformed from quiet rooms with dusty shelves into dynamic centres of technology which is fuelled by the influence of AI.

1.1 AI TOOLS AND AI POWERED LIBRARY SERVICES (AIPLS)

Artificial Intelligence (AI) has revolutionized numerous sectors, especially library and information services. AI technologies utilize machine learning, natural language processing, and automation to render library services more efficient and user-friendly. Some of the AI Tools that we are familiar with are given below:

a) ChatGPT

ChatGPT (Chat Generative Pretrained Transformer) is an AI tool designed and developed by OpenAI, to converse with people. The journey began with the release of the first GPT model in 2018. Later, OpenAI made many updates, such as GPT-2 in ChatGPT in 2022, which quickly captured the hearts of over 100 million users. The goal of ChatGPT not only assist with tasks but also aims to connect people with technology in a meaningful way. Today, ChatGPT is a valuable tool helping with everything from customer inquiries and creating content to assisting in education and personal tasks.

b) Perplexity AI

“Perplexity AI, a conversational search engine uses artificial to deliver precise and relevant responses to your queries. After compiling data from websites, it considers trustworthy, it uses its own method to generate a summary. A group of well-known IT professionals from Google firm- Andy Konwinski, Aravind Srinivas, Denis Yarats, and Johnny Ho built Perplexity in 2022. Its mission is to make it easier for anyone to learn and explore new topics. Perplexity AI has quickly become a valuable tool for millions of users worldwide.” (Devies, 2024)

c) Google Gemini

"Gemini was founded by DeepMind and Google Brain, which had merged into Google DeepMind the month before"(Levy, 2023)."Gemini was unique for the reason that it was not trained on a text corpus alone and was designed to interpret text, images, audio, video, and computer code simultaneously"(Milmo, 2023). In addition to this, it can produce text in more than 100 languages, read handwritten notes, and even analyse video clips, making it flexible and adaptable. From helping doctors with diagnosis to summarising complicated paperwork, Gemini is made to aid with a variety of tasks.

d) Microsoft Copilot

Microsoft Copilot is a virtual assistant developed by Microsoft on February 7, 2023, it was released under the name Bing Chat. It takes the place of the AI assistant Cortana. In November 2023, all the virtual tools were renamed Microsoft Copilot (Contributors to Wikimedia projects, 2025). Copilot uses the most advanced generative Artificial Intelligence to create content, make useful recommendations, and even control features of Windows with voice alone (Infocoz, 2023). This new Copilot plugin allows to write your own AI songs (Khalid, 2023). By creating text and presentations, automating repetitive work/activities, and offering intelligent ideas, it integrates with Word, Excel,

and Outlook to make chores easier and improves the work efficiency. Copilot allows you to draft emails in Outlook and analyse data in Excel.

e) **DeepSeek AI**

The Chinese artificial intelligence firm DeepSeek developed the AI Conversational Assistant known as DeepSeek AI. The product was made available on January 10, 2025. Highflyer, a quantitative stock trading company, operates DeepSeek. “It became the most downloaded freeware program on the iOS program Store, beating ChatGPT and other AI tools. On December 25, 2024, DeepSeek, a tiny Chinese start-up, announced a new artificial intelligence system that may be able to compete with the most advanced chatbots from Google and OpenAI. A small portion of the highly specialised computer processors (Nvidia chips) that top A.I. companies utilised to train their systems were used by DeepSeek. Finally, benchmark tests conducted by American AI companies showed that it could develop computer programs, answer questions, and solve logic puzzles on par with other chatbots.” (Metz & Tobin, 20254)

1.2 BENIFITS OF AI TOOLS FOR LIBRARY PROFESSIONALS

AI tools like Perplexity, DeepSeek, Gemini, Copilot, and ChatGPT are transforming the way library professionals work by:

- a. **Unlocking Productivity:** By automating routine tasks, AI frees up staff to focus on high-value activities that drive innovation and excellence in library services.
- b. **Elevating Precision:** AI ensures accuracy and consistency in data management, reducing errors and enhancing the overall quality of library operations.
- c. **Informing Strategic Decisions:** With AI-driven insights, staff can make informed decisions about resource allocation and collection development, aligning library services with community needs.
- d. **Mitigating Workload Stress:** By taking over complex and repetitive tasks, AI helps reduce stress and burnout among library staff, fostering a healthier work environment.
- e. **Fostering Professional Growth:** AI empowers staff to deliver more personalized and advanced services, enhancing their skills and roles within the library ecosystem.

1.3 AI POWERED LIBRARY SERVICES (AIPLS)

AI-powered library services are transforming the way libraries operate by enhancing both accessibility and personalization. Some of the AI Powered Library Services (AIPLS) are given below:

a) **Chat Bots**

A chat bot is a computer program created to converse with a user in a manner that mimics that of a real person. Finding information on the website and knowing where to look is important. You can obtain assistance anytime you need it since chatbots, unlike humans, are available around-the-clock. Chatbots can be characterized into two types:

Rule-Based Chatbots: These respond to queries by following to a set of rules. They perform well on easy prompts but struggle with difficult conversations.

AI-Powered Chatbots: These make use of artificial intelligence to understand your speech and react more naturally. Through interactions, they improve over time.

Joseph Weizenbaum created **ELIZA**, the first chatbot, at the Massachusetts Institute of Technology (MIT) in 1966. The name Eliza was inspired by a character Eliza Doolittle, from George Bernard Shaw's play Pygmalion (Chatbots: A Brief History Part I - 1960s to 1990s, n.d.).

b) AI Recommender Systems

An AI Recommender System is a tool that uses machine learning algorithms to analyze user data and provide Customized suggestions. It's like having a knowledgeable librarian who knows exactly what you might like based on your past pics/ interests. The system collects information about user activity, such as browsing history, purchase history, ratings, favorites and search queries etc

It makes use of this data to discover trends and preferences, frequently using methods like content-based filtering (matching item qualities to user preferences) and collaborative filtering (identifying comparable persons or objects). The system makes recommendations based on the analysis that are specific to the interests and actions of each user (Dilmegani, 2024).

Types of AI Recommender Systems (Dilmegani,2024)

- ✓ Collaborative Filtering: Suggests items based on the behavior of similar users.
- ✓ Content-Based Filtering: recommendations for products whose qualities align with a user's previous choices.
- ✓ Hybrid Systems: Combines multiple techniques for more accurate suggestions

c) AI-powered Optical Character Recognition (OCR) tools for digitization

OCR is an AI-powered tool that transforms various document types into data that can be edited and searched. OCR technology converts certain characters in a page into machine-readable text that people and organisations can readily modify, save, and distribute by analysing their shapes, patterns, combinations, and structures.

OCR is compatible with digital documents such as:

- ✓ Scanned paper documents
- ✓ PDF files
- ✓ Images

Due to their inability to be edited, certain file types might be challenging to work with. Furthermore, it is difficult to extract the document's text for further usage. Organisations can simplify their records and accessibility of their data by using OCR to transform scanned images into text or to turn a PDF into an editable file format (Verbit, n.d.).

d) **AI-powered Accessibility tools for visually impaired**

AI-Powered Accessibility Tools are created to make it easier for people with visual impairments to interact with digital material. AI assists in following:

- ✓ **Screen Reading:** By giving them more accurate and applicable information about online pages, such as navigational aids and image captions to the screen readers.
- ✓ **Recognizing Images:** AI-powered technologies help to describe images for better understanding visual content.
- ✓ **A Real-Time/ instant Guidance:** Wearable technology, such as Envision Glasses, uses artificial intelligence (AI) to read text and recognise objects in real-time, giving visually impaired people more independence.

Accessibility solutions provided by AI are transforming the way people with visual impairments engage with digital information. They provide numerous solutions that improve inclusivity, independence, and accessibility.

e) **AI QR code generators**

These generators use artificial intelligence to create QR codes that are not only useful but also aesthetically pleasing and customizable. They can integrate with branding and design aesthetics, making them more engaging for users.

Key Features of AI-Powered QR Code Generators:

1. AI customizes QR Codes with colours, logos, and designs, which can match a organization Branding Essentials
2. AI has the ability to make QR codes more visually appealing, which increases user engagement and makes them stick out on websites.
3. AI improves scanning by making QR code images more recognisable, especially in difficult-to-recognize situations like dim illumination or minor damage.
4. AI-designed codes offer a more comprehensive user experience by linking to multimedia information, such as papers, movies, or photographs.

1.4 BENIFITS OF AI POWERED LIBRARY SERVICES (AIPLS)

- a) **Automating Tasks:** AI takes care of routine jobs like answering simple questions and organizing books, so librarians can focus on more important things.
- b) **Personalized Help:** AI suggests books and resources based on what you like, making your library experience more enjoyable.
- c) **Always Available:** AI chatbots are ready to help you 24/7, so you can get answers whenever you need them.
- d) **Smart Resource Management:** AI looks at what people are interested in and helps libraries decide what books and resources to add.
- e) **Data Analysis and Decision Making:** By analysing data, AI helps libraries make smart choices about what to buy and how to organize their collections.
- f) **Making Libraries More Accessible:** AI tools assist people with disabilities, ensuring they can use library resources just like everyone else.

- g) **Creating a Welcoming Space:** AI helps make libraries more inclusive by providing support tailored to individual needs.

2. OBJECTIVES

1. To assess the current level of awareness regarding AI tools and AI Powered Library Services (AIPLS) among LIS Professionals.
2. To investigate how LIS professionals are currently utilizing AI tools in their daily operations and the extent to which these tools enhance library services.
3. To identify the most used AI Tools and Powered Library Services among LIS Professionals and Applications in enhancing Library Operations and user services.

3. METHODOLOGY

For Data collection, we have used survey method from the selected sample population ie, LIS Professionals. Questionnaire was prepared and distributed through Google form links that was shared through Gmail and WhatsApp. 85 respondents have responded from the selected 100 sample population. We were able to gather and analysed data effectively by the help of online tools.

4. REVIEW OF LITERATURE

The impact of Artificial Intelligence (AI) on library services, examining how AI transforms library operations by enhancing efficiency, accessibility, and user experience. It explores both the benefits and challenges associated with AI implementation, aiming to inform policy stakeholders, librarians, and scholars about these issues to ensure effective AI deployment in libraries (Manjunatha K,2023). The adoption of Artificial Intelligence (AI) technologies in libraries across Karnataka has been a subject of interest, with studies focusing on awareness and implementation among library professionals. A recent study found that there is a significant difference in AI awareness and adoption based on gender, but no significant relationship with age, academic status, or professional experience. AI-powered tools like plagiarism detection, grammar checking, and ChatGPT are widely used, with respondents believing AI supports rather than replaces librarians (D'Souza, n.d.). The integration of Artificial Intelligence (AI) in libraries is transforming the way information is provided, making it more inclusive and accessible to diverse user groups. A recent study emphasizes the importance of librarians' awareness and integration of AI technologies to enhance library services, particularly for users with varying abilities. The study suggests that targeted training programs, community collaboration, and financial support are crucial for bridging the knowledge gap and overcoming challenges associated with AI adoption in libraries (Eneh & Idiodi, n.d.). The awareness, availability, and utilization of Artificial Intelligence (AI) among Library and Information Science (LIS) educators in Ebonyi State. The research, conducted using a descriptive survey design, involved 18 LIS educators from two institutions: Akanu Ibiam Federal Polytechnic and Ebonyi State University. The findings indicate that while LIS educators are aware of AI's potential, they lack the necessary resources to effectively utilize AI technologies. The study highlights the need for addressing these resource challenges to enhance AI adoption in LIS education (Ahmed et al., 2023).

5. DATA ANALYSIS

Table1: Demographic Details			
		Frequency	Percentage
Gender	Female	57	67%
	Male	28	33%
	Grand Total	85	100%
Work Status	College	32	38%
	University	22	26%
	Others	31	36.47%
	Grand Total	85	100%
Designation	Assistant Librarian	15	18%
	Librarian	42	49%
	Professional Assistant	9	11%
	Others	19	22%
	Grand Total	85	100%
Educational Qualification	BLISc	6	7%
	MLISc / M.Lib.I.Sc	72	85%
	Mphil	2	2%
	NET	1	1%
	PhD	4	5%
	Grand Total	85	100%
Experience	1-5 years	45	53%
	6-10 years	8	9%
	Less than 1 year	18	21%
	More than 10 years	14	16%
	Grand Total	85	100%
Library Type	Academic Library	61	72%
	Digital Library	1	1%
	Media	1	1%
	Public Library	3	4%
	Research Library	1	1%
	School library	2	2%
	Special Library	16	19%
Grand Total	85	100%	

Table 1 shows about the demographic details of the selected sample population (LIS Professionals)

Table 2: Which of the following are you familiar with?		
	Frequency	Percentage
AI Powered Library Services (AIPLS)	5	6%
AI Tools	37	44%
Both	31	36%
None	12	14%
Grand Total	85	100%

Table 2 shows frequency and percentage of the responses from LIS professionals. Among that 44% of LIS professionals are familiar with AI tools rather than AI Powered Library Services (AIPLS).

Table 3: Currently Used Tools		
	Frequency	Percentage
AI Powered Library Services (AIPLS)	4	5%
AI Tools	32	38%
Both	22	26%
None	27	32%
Grand Total	85	100%

Table 3 shows about usage of tools, from the responses 38% LIS professionals are using AI tools. And only 5% respondents are using AI Powered Library Services (AIPLS).

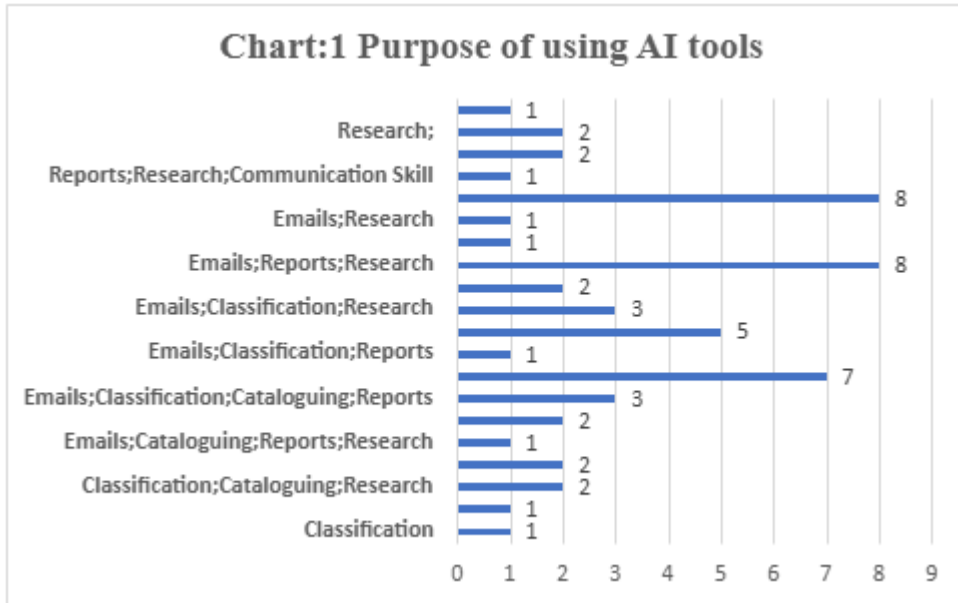
Table 4: How Did You Learn about AI Tool?		
	Frequency	Percentage
Colleagues	3	6%
Colleagues; Social Media	3	6%
Online Courses	2	4%
Online Courses; Social Media	2	4%
Professional Journals	2	4%
Social Media	8	15%
Social Media;	1	2%
Workshops / Seminars	2	4%
Workshops / Seminars; Colleagues	1	2%
Workshops / Seminars; Colleagues; Professional Journals	1	2%
Workshops / Seminars; Colleagues; Professional Journals; Social Media	2	4%
Workshops / Seminars; Colleagues; Social Media	4	7%
Workshops / Seminars; Internet	1	2%
Workshops / Seminars; Online Courses	2	4%

Workshops / Seminars; Online Courses;Colleagues;Professional Journals;Social Media	7	13%
Workshops / Seminars;Online Courses;Colleagues;Social Media	4	7%
Workshops / Seminars;Online Courses;Professional Journals;Social Media	1	2%
Workshops / Seminars;Online Courses;Social Media	4	7%
Workshops / Seminars;Professional Journals	1	2%
Workshops / Seminars;Social Media	3	6%
Grand Total	54	100%

Table 4 shows about how LIS professionals learned about AI tools, from that majority (15%) of the respondents learned about AI tools through social media. And 13% of respondents have learned through seminars/workshops.

	Frequency	Percentage
ChatGPT	5	9%
ChatGPT;	1	2%
ChatGPT;Chatbot, Chatpdf	1	2%
ChatGPT;Deepseek	1	2%
ChatGPT;Gemini	4	7%
ChatGPT;Gemini;Deepseek	6	11%
ChatGPT;Gemini;Microsoft Copilot	6	11%
ChatGPT;Gemini;Microsoft Copilot;Deepseek	7	13%
ChatGPT;Gemini;Microsoft Copilot;Prompt	1	2%
ChatGPT;Microsoft Copilot;Deepseek	4	7%
ChatGPT;PerplexityAI	2	4%
ChatGPT;PerplexityAI;Deepseek	2	4%
ChatGPT;PerplexityAI;Gemini	4	7%
ChatGPT;PerplexityAI;Gemini;Deepseek	1	2%
ChatGPT;PerplexityAI;Gemini;Microsoft Copilot;Deepseek	8	15%
ChatGPT;PerplexityAI;Microsoft Copilot	1	2%
Grand Total	54	100%

Table 5 shows that about the popularity of AI tools, from that 15% of respondents popularly used chatgpt, perplexity, Gemini and Microsoftcopilot.



From this chart we understand that most (15%) of the LIS professionals are using AI tools for writing Emails and Research purpose.

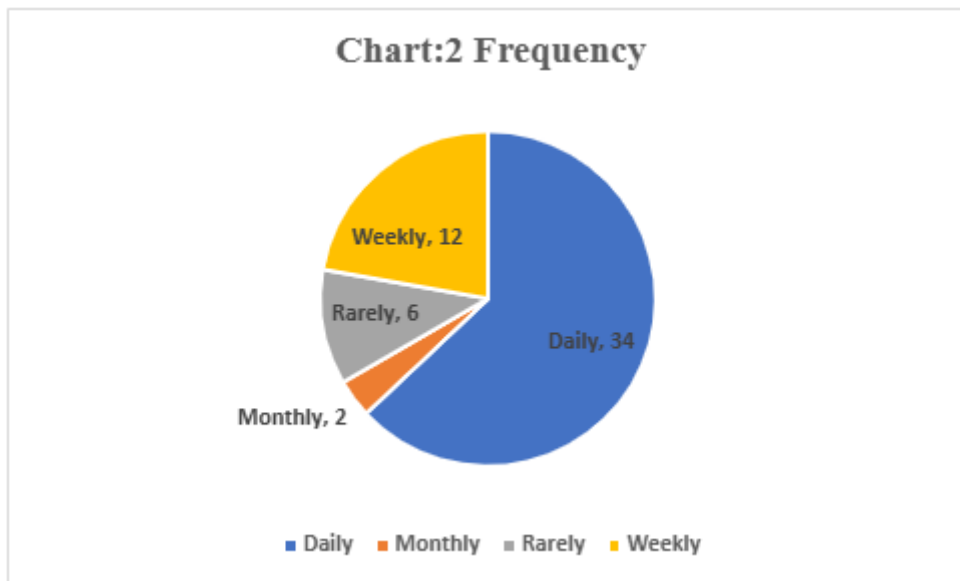


Chart 2 shows about the usage of the AI tools. Most of the LIS professionals are using AI tools daily (63%).

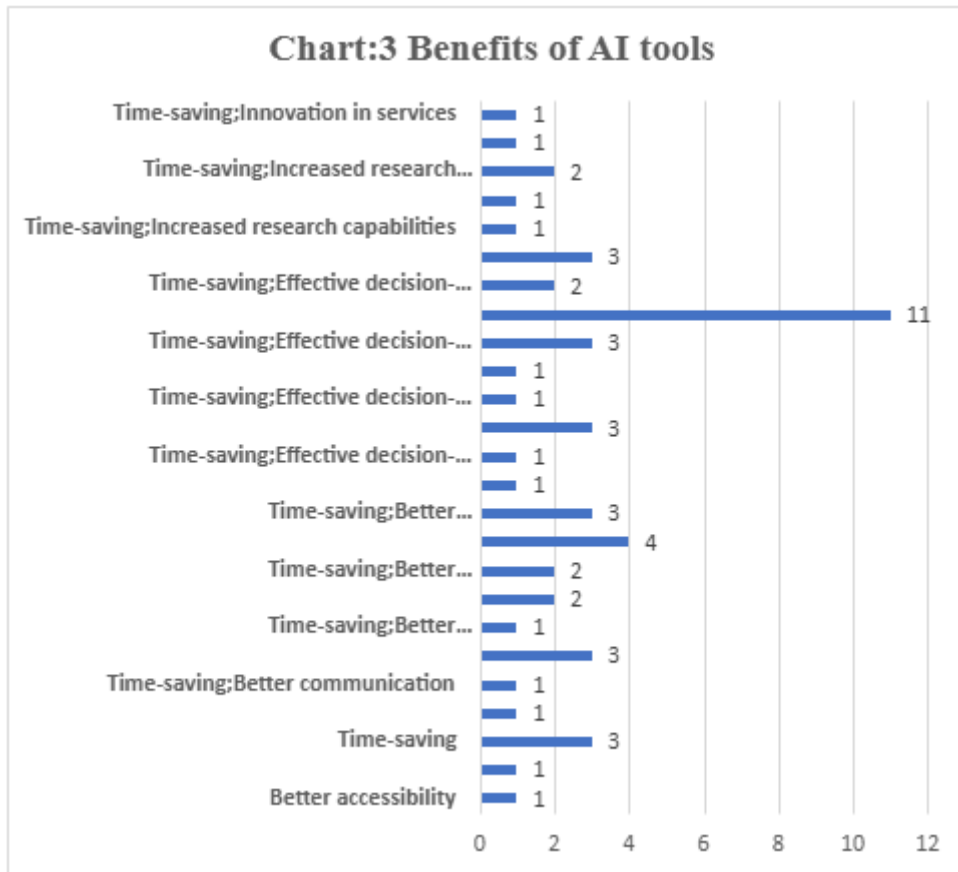


Chart 3 shows about the benefits of AI tools. 20% of the LIS professionals says that using AI tools saves time and helps in effective decision making etc

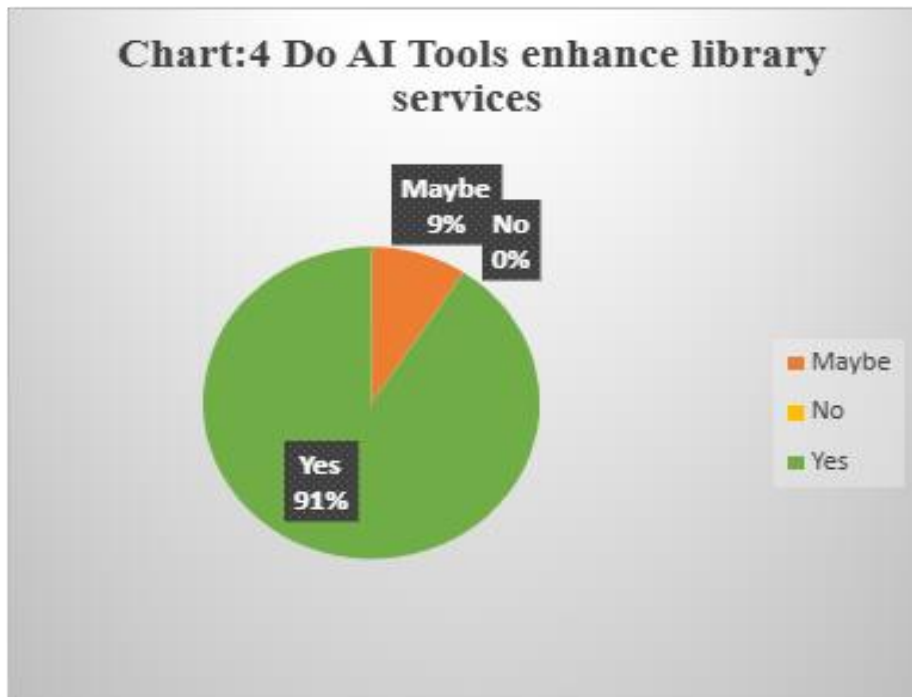


Chart 4 shows about do AI tools enhance library services. Majority (91%) of the respondents says that AI tools help in library services.

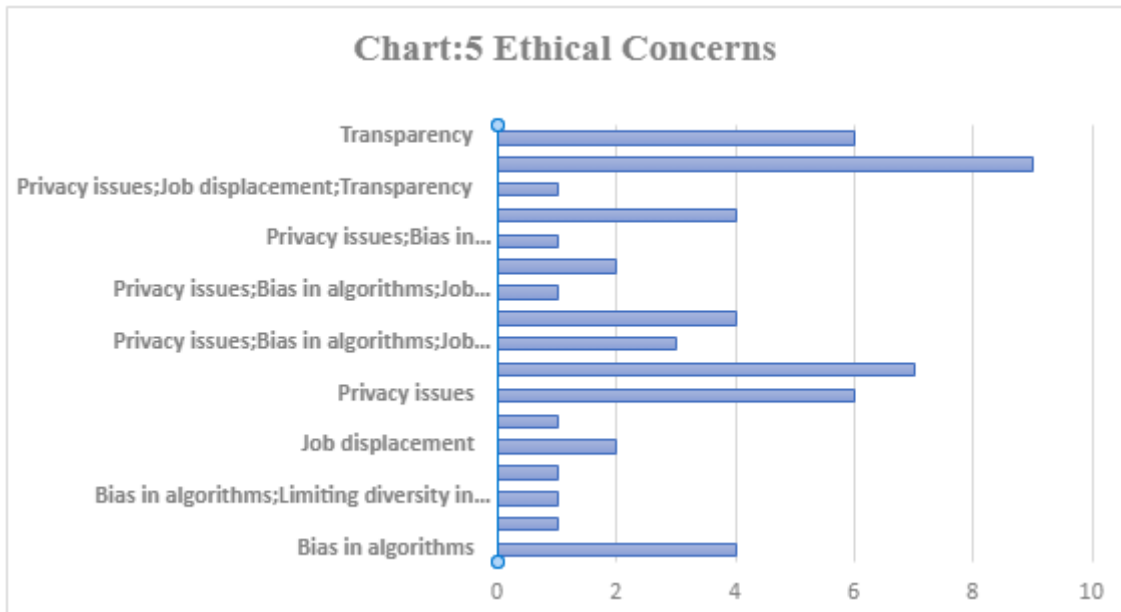


Chart 5 shows about the ethical concerns of the AI tools. From that 17% of respondents says that privacy issues and transparency issues.

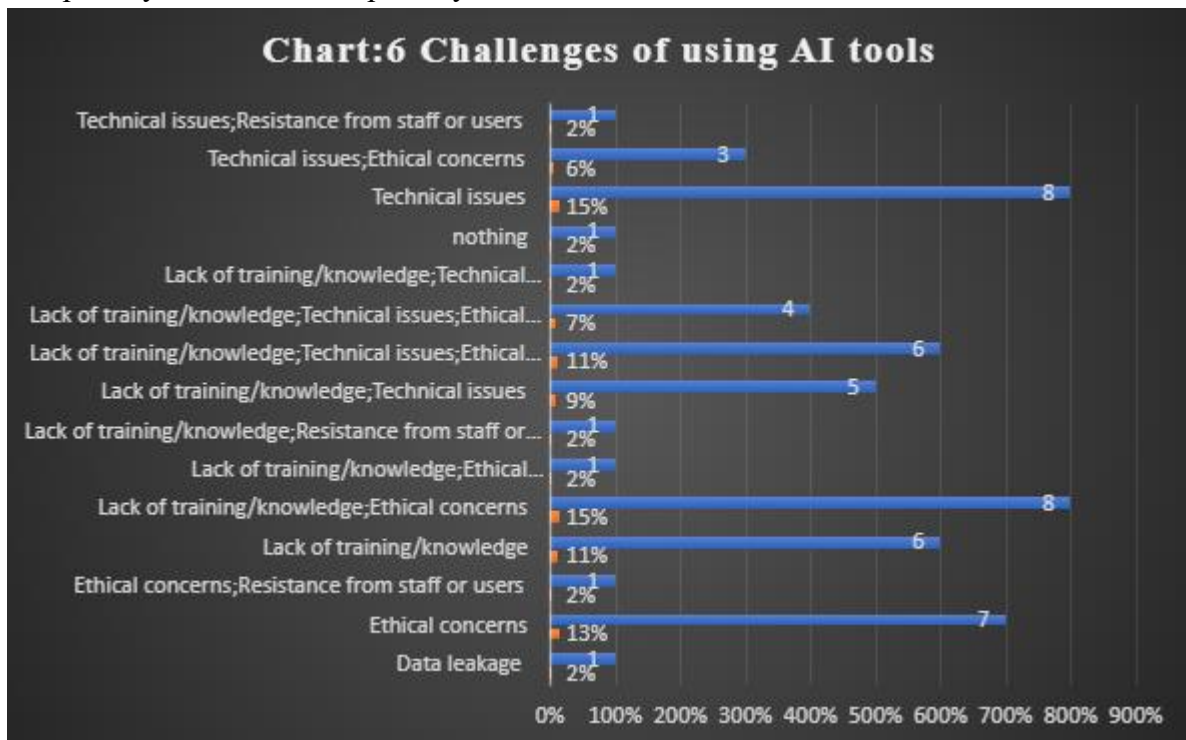


Chart 6 shows about the challenges of using AI tools. Majority (15%) of the LIS professionals face technical issues, lack of training/knowledge as a challenge.

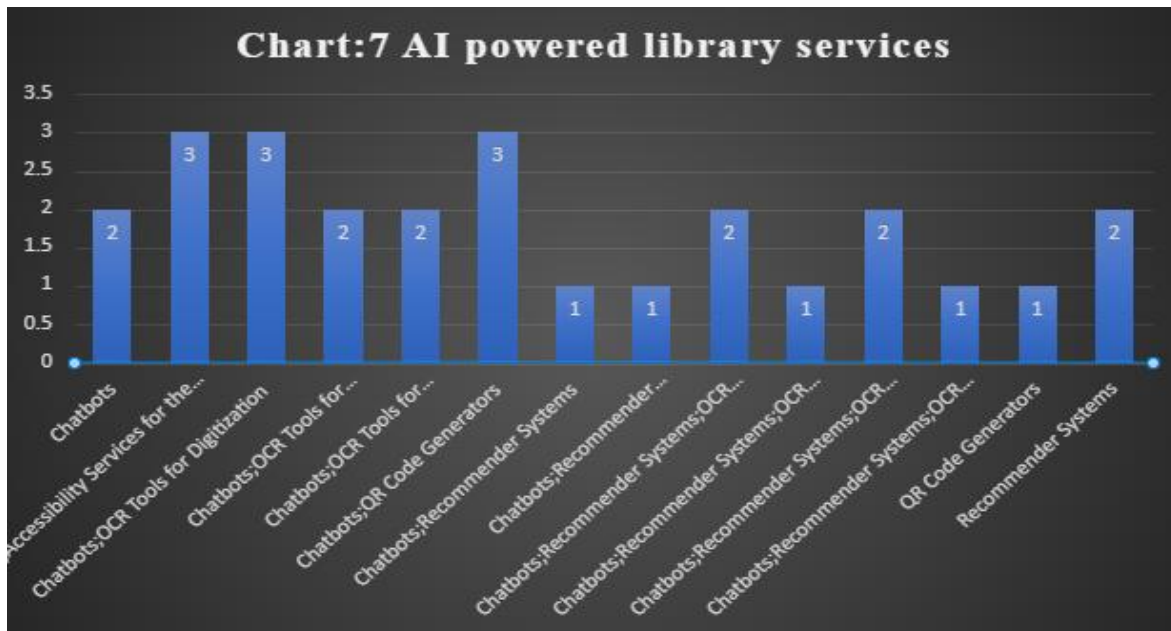


Chart 7 shows about popular AI Powered Library Services (AIPLS). Majority (12%) of the LIS professionals are aware of chatbots, OCR tools for Digitization and QR code generators.

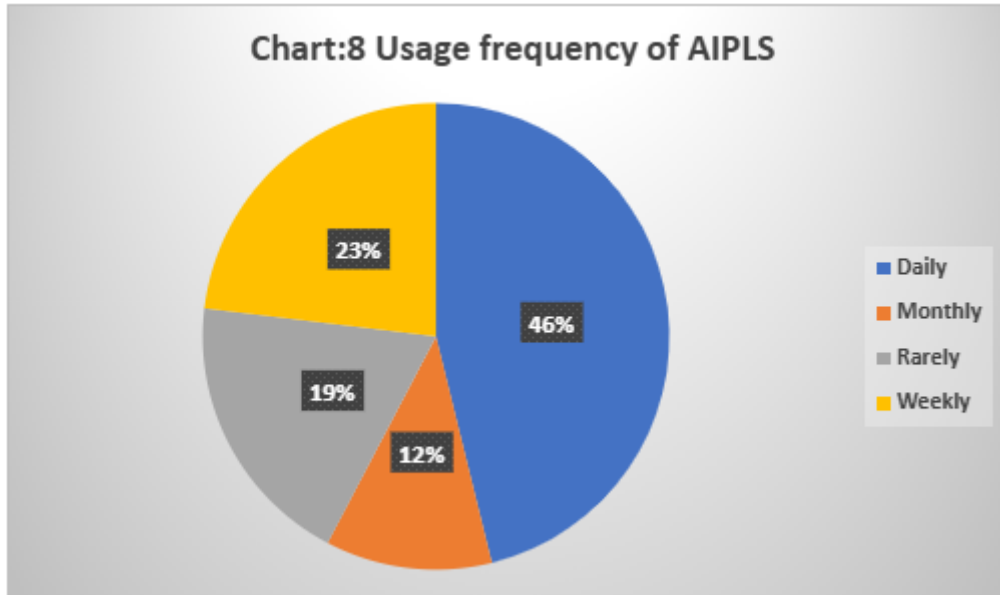


Chart 8 shows about the frequency of AI Powered Library Services (AIPLS) among LIS professionals. From that, 46% of respondents says that the usage of AI Powered Library Services (AIPLS) is daily.

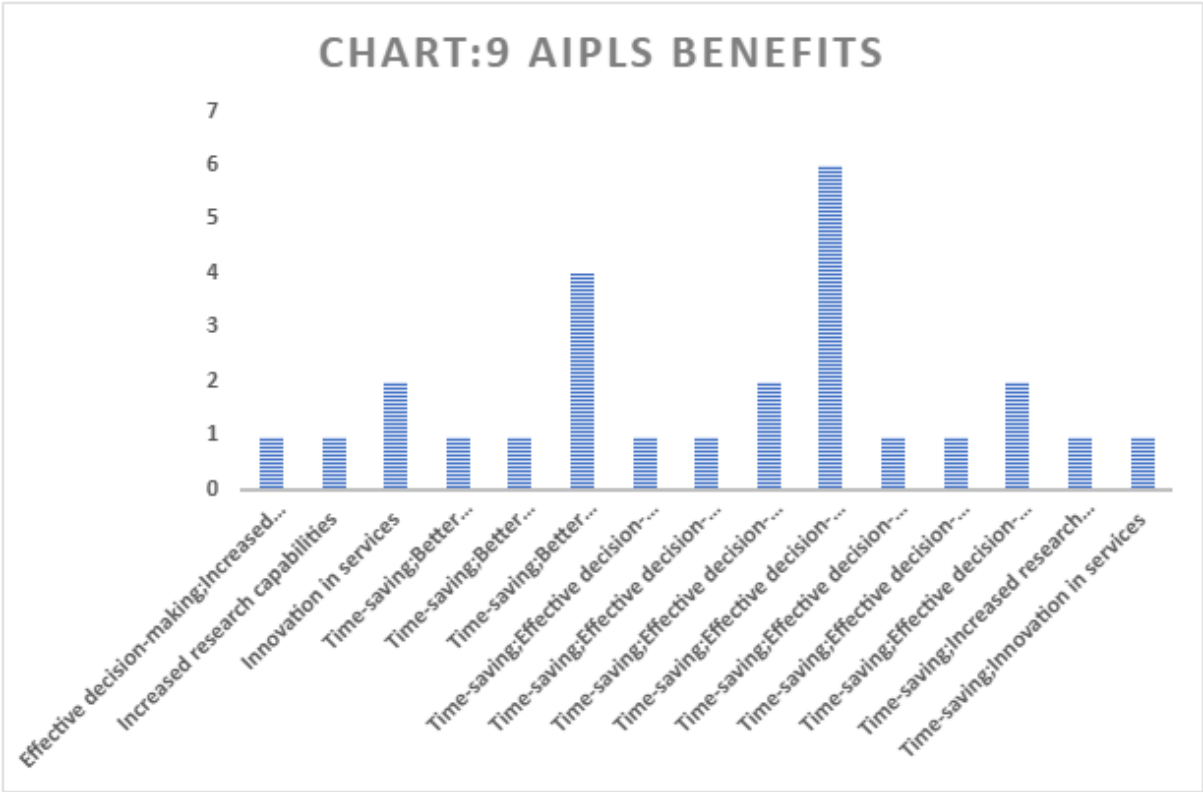


Chart 9 shows about the benefits of AI Powered Library Services (AIPLS). 23% of the respondents says that its Time saving, helps in effective decision making, for better communication etc.

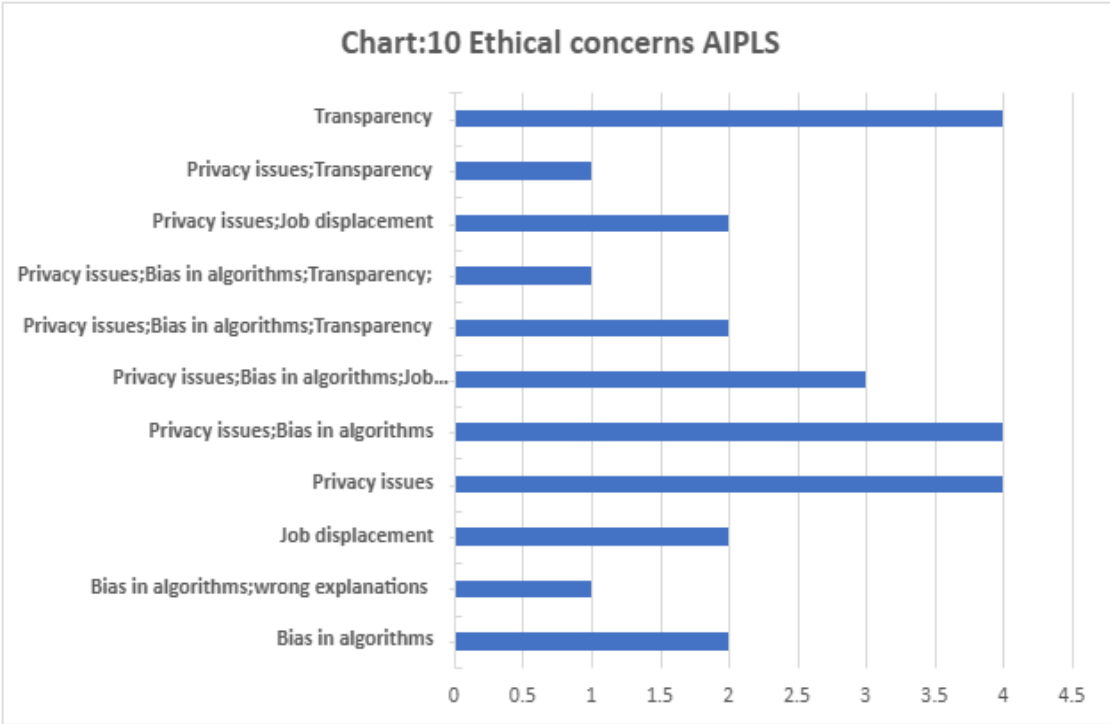


Chart 10 gives us a clear picture of the ethical concerns of AI Powered Library Services (AIPLS). 15% of the respondents says that privacy issues, bias in algorithms and privacy issues.

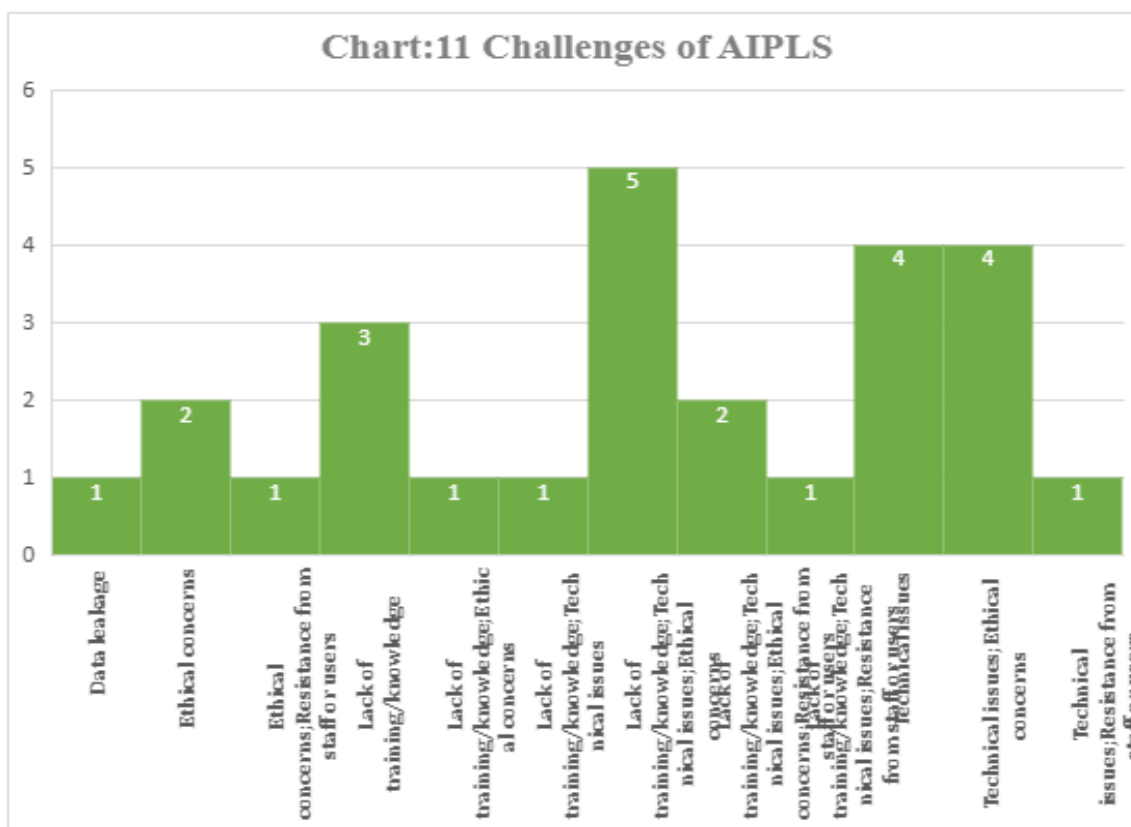


Chart 11 shows the challenges of using AI Powered Library Services (AIPLS). 19% of the respondents says that lack of training/knowledge, ethical concerns, technical issues etc.

	Frequency	Percentage
No	4	7%
Yes	54	93%
Grand Total	58	100%



Chart 12 shows about the requirement of trainings and workshops needed for AI tools and AI Powered Library Services (AIPLS). Majority (93%) of the LIS professionals says they need training/workshops for both.

6. FINDINGS

1. Through the survey, we found that, 44% of the LIS professionals are familiar with AI tools rather than AI Powered Library Services (AIPLS). (36%) respondents are familiar with both and (6%) with AI Powered Library Services (AIPLS).
2. (38%) of the LIS professionals are currently using AI tools, only (5%) of the respondents are using AI Powered Library Services (AIPLS).
3. Majority (15%) of the LIS professionals have learned about AI tools through social media, (13%) through workshops/trainings.
4. Popularly used AI tools among LIS professionals includes ChatGPT (15%), perplexity, Gemini and microsoftcopilot.
5. Purpose of using AI tools is for writing emails, Research (15%).
6. Frequency of using AI tools among LIS professionals is Daily basis (63%).
7. Benefits of using AI tools were saves time, helps in effective decision making etc (20%).
8. Majority (91%) of the respondents says that AI tools enhance in library services.
9. (17%) of respondents says that privacy issues and transparency issues.
10. Majority (15%) of the LIS professionals face technical issues, lack of training/knowledge as a challenge.
11. (12%) of the LIS professionals are aware of chatbots, OCR tools for Digitization and QR code generators.

12. Frequency of AI Powered Library Services (AIPLS) among LIS professionals, (46%) of respondents says that the usage of AIPLS is daily.
13. Benefits of AI Powered Library Services (AIPLS) were Time saving, helps in effective decision making, for better communication etc. (23%)
14. (15%) of the respondents says that privacy issues, bias in algorithms and privacy issues.
15. Challenges of using AI Powered Library Services (AIPLS) were lack of training/knowledge, ethical concerns, technical issues etc. (19%).
16. Majority (93%) of the LIS professionals says they need training/workshops for both.

7. SUGGESTIONS

According to the response, participants were extremely interested in learning more about AI tools and how libraries may use them, especially through practical workshops and training sessions that focus on AI tools and AI-powered library services. For LIS students and working professionals to stay up to date with the quickly changing AI landscape, there is a recognized need for ongoing technical upskilling. This includes looking into agentive AI-based tools and assessing the accuracy of AI-generated content. Additionally, participants emphasized AI's ease of use and potential to improve communication and library efficiency.

8. CONCLUSION

This study examined the awareness and utilization of AI tools and AI Powered Library Services among LIS professionals. In this age where libraries are influenced by AI technologies, it is very crucial to know whether the LIS professionals are upgraded their knowledge in the changing landscape. Through the study we found that majority of the LIS professionals are aware and familiar with AI tools rather than AI powered Library Services. The survey showed that most of the respondents were women (67%) and who works in college (38%), and University (26%) libraries. This study shows that the LIS professionals are using AI tools such as ChatGPT, Perplexity AI, Google Gemini, Microsoft Copilot, and Deep Seek AI for performing daily activities. The study also examined the popularly used AI Powered Library Services such as Chatbots, Recommender Systems, OCR tools etc among the LIS professionals. The outcome of the study highlighted the need for LIS professionals to adapt and polish their knowledge by acquiring AI skills leveraging these technologies to improve service delivery and user satisfaction, while also addressing ethical considerations and resource challenges.

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10. APPENDIX

QUESTIONNAIRE: AWARENESS OF AI TOOLS AND AI POWERED LIBRARY SERVICES (AIPLS) AMONG LIS PROFESSIONALS

This questionnaire is designed to gather the data for above mentioned topic which will be presented in LIS Conference. Your responses will help us present the relevant data for our research. Thank you for taking the time to share your thoughts with us!

**Indicates required question*

1. Name *
2. Gender *
 - Female
 - Male
 - Other:
3. Where do you work? *
 - College
 - University
 - Other:
4. What is your job title? *
 - Librarian
 - Assistant Librarian
 - Professional Assistant
 - Other:
5. What is your educational qualification?
 - PhD
 - MLISc / M.Lib.I.Sc
 - BLISc
 - Other:
6. How many years of experience do you have in the library profession? *
 - Less than 1 year
 - 1-5 years
 - 6-10 years
 - More than 10 years

7. What type of library do you work in? *
- Academic Library
 - Public Library
 - Special Library
 - Other:
8. Which of the following are you familiar with? *
- AI Tools
 - AI Powered Library Services (AIPLS)
 - Both
 - None
9. Do you currently use any AI tools or AI Powered Library Services (AIPLS) in your daily operations?
- AI Tools
 - AI Powered Library Services (AIPLS)
 - Both
 - None

AI Tools

10. How did you learn about AI tools? (Select all that apply) *
- Workshops / Seminars
 - Online Courses
 - Colleagues
 - Professional Journals
 - Social Media
 - Other:
11. Which of the following AI tools are you very familiar with? (You can select more than 1 option) *
- ChatGPT
 - PerplexityAI
 - Gemini
 - Microsoft Copilot
 - Deepseek
 - Other:
12. What is the purpose of using the AI tools? (You can select more than 1 option) *
- Emails
 - Classification
 - Cataloguing
 - Reports

- Research
- Other:

13. How often do you use these AI tools *

- Daily
- Weekly
- Monthly
- Rarely

14. What benefits have you observed from using AI tools (Select all that apply) *

- Timesaving
- Effective decision-making
- Better communication
- Increased research capabilities
- Innovation in services
- Better accessibility
- Other:

15. In your opinion, do AI tools enhance library services? *

- Yes
- No
- Maybe

16. In your view, what are the ethical concerns related to the use of AI Tools in libraries?
(Select all that apply) *

- Privacy issues
- Bias in algorithms
- Job displacement
- Transparency
- Other:

17. What challenges have you faced while using AI tools (Select all that apply) *

- Lack of training/knowledge
- Technical issues
- Ethical concerns
- Resistance from staff or users
- Other:

AI-powered library services

18. Which of the following AI Powered Library Services (AIPLS) are you very familiar with? (You can select more than 1 option) *
- Chatbots
 - Recommender Systems
 - OCR Tools for Digitization
 - Accessibility Services for the Visually Impaired
 - QR Code Generators
 - Other:
19. How often do you use these AI Powered Library Services (AIPLS)? *
- Daily
 - Weekly
 - Monthly
 - Rarely
20. What benefits have you observed from using AI Powered Library Services (AIPLS)? (Select all that apply) *
- Timesaving
 - Effective decision-making
 - Better communication
 - Increased research capabilities
 - Innovation in services
 - Better accessibility
 - Other:
21. In your view, what are the ethical concerns related to the use of AI Powered Library Services (AIPLS) in libraries? (Select all that apply) *
- Privacy issues
 - Bias in algorithms
 - Job displacement
 - Transparency
 - Other:
22. What challenges have you faced while using AI Powered Library Services (AIPLS)? (Select all that apply) *
- Lack of training/knowledge
 - Technical issues
 - Ethical concerns
 - Resistance from staff or users
 - Other:

23. Would you be interested in receiving training on AI tools and AI Powered Library Services (AIPLS)? *

- Yes
- No

24. Please feel free to pen your valuable suggestions.