

The Artificial Intelligence Revolution for University Libraries

W.D.G Peiris

University of Kelaniya, Sri Lanka

peiris.dinigayanthi@gmail.com

This study examines the revolutionary impact of Artificial Intelligence (AI) on university library systems, its applications, advantages, disadvantages, and future direction. AI technologies such as machine learning, natural language processing (NLP), and predictive analytics are becoming part of library operations to automate cataloguing, inventory management, information retrieval, and user support services. Using a qualitative research methodology, this investigation draws on information from academic literature, industry reports, and case studies to provide a comprehensive analysis of the role of AI in improving library performance and accessibility. The findings revealed that AI-driven innovations were significantly improving the efficiency and personalization of library services. AI-powered search engines refined information retrieval processes by analyzing user behavior and context, providing more accurate and relevant results. Virtual assistants provided 24-hour support and answered user questions about resource availability, research support, and library policies, reducing the workload of library staff and allowing them to focus on more technical work. However, the use of AI in university library systems was not without its problems. Some of the most significant challenges included data privacy risks, algorithmic bias, prohibitively expensive deployment, and the potential to replace human workers. Ethical imperatives were even more critical in ensuring the responsible and equitable deployment of AI technologies. To overcome such issues, libraries should develop open policies, implement strong security practices, and invest in AI literacy training for users and staff. Partnerships between AI developers and libraries are needed to create effective, accessible, and user-centric AI systems. AI has unparalleled potential to re-engineer library services, and successful adoption requires a careful balance of technological innovation and ethical responsibility with human experience. Ongoing research should further explore the long-term impact of AI in library spaces. By carefully addressing these challenges, university libraries can secure their role as rich, open, and critical knowledge sites in the evolving digital landscape.

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