

Section 1: Contribution Details

Contribution	Detail
Authors Name(s)	Karina Chetty
Title of Submission:	Artificial Intelligence in Library Services: Advancements, Challenges, and Bias in Large Language Models in South Africa
Sub-Theme(s) of Submission:	Bias (gender, ethnicity, religion, culture, region, etc.) in large language models (LLM);
Keywords of Submission:	Artificial Intelligence, Library Services, Advancements, Challenges, and Large Language Models

Section 2: Abstract Text

Artificial Intelligence (AI) is fundamentally transforming library services, redefining how information is accessed and enhancing user engagement through innovative technologies. The integration of AI in library settings has opened numerous opportunities for personalization and improved service efficiency. However, the implementation of AI technologies also brings forth challenges and ethical considerations, particularly concerning bias in large language models (LLMs). This essay explores the latest advancements in AI applications within libraries, discusses the related challenges, outlines best practices for implementation, and highlights the issues of bias—specifically focusing on gender, ethnicity, religion, culture, and region in the South African context.