Section 1: Contribution Details

Contribution	Detail
Authors Name(s)	Maropene Ramabina
Title of Submission:	Evaluating AI-generated prompts for enhancing library services: A comparative study of ChatGPT and Copilot.
Sub-Theme(s) of Submission:	Implementation of AI and ML in library systems and services;
Keywords of Submission:	ChatGPT vs. Copilot Comparison; Library Service Enhancement; Effectiveness and Accuracy of AI; AI-Generated Prompts for Libraries

Section 2: Abstract Text

Artificial Intelligence (AI) has become an essential tool in various domains, including library and information science. This study explores the role of AI-generated prompts in enhancing library services by conducting a comparative analysis of two prominent AI models: ChatGPT and Copilot. The research focuses on four key dimensions—effectiveness, accuracy, quality of displayed results, and overall usefulness—in addressing library-related inquiries. Libraries serve as knowledge hubs that require efficient information retrieval, cataloguing, research support, and user engagement strategies. The integration of AI-powered tools has the potential to revolutionise these functions by improving accessibility, streamlining workflow, and enhancing user experiences. However, the reliability and performance of these tools must be assessed to determine their suitability for professional library settings. To conduct the comparison, the study employs qualitative and quantitative analysis methods, examining response accuracy, coherence, contextual understanding, and response efficiency. Additionally, a usability assessment is conducted through librarian and user feedback to determine the practical applicability of these AI tools in real-world library environments. The study also considers ethical concerns, including AI biases, misinformation risks, and data privacy implications in AI-assisted library services. Findings from this research will contribute to the growing discourse on AI's role in modernising libraries and its potential to support librarians in providing high-quality information services. By identifying the strengths and limitations of ChatGPT and Copilot in handling library-related tasks, this study aims to provide insights into how AI can be effectively integrated into library systems to enhance information accessibility and user satisfaction. Ultimately, the research will offer recommendations for leveraging AI in libraries while addressing challenges associated with AI implementation in the field of library and information science.