

Riding the artificial intelligence avalanche: academic libraries navigating disruption: a review

Section 1: Contribution Details

Contribution	Detail
Authors Name(s)	Biziwe Tembe
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Section 2: Abstract Text

Artificial intelligence is transforming the higher education landscape, bringing opportunities and challenges. Academic libraries are not immune to this, as strategic assets of the university, they are uniquely positioned to play a critical role in navigating this change. The proliferation of artificial intelligence has disrupted traditional library practices, creating mixed reactions. Some view it as creating opportunities for innovation, while others view it as bringing challenges to the university community. The paper employed a literature review method to collect information on the disruptive impact of artificial intelligence on library operations, opportunities for innovation in resource discovery, management, and service delivery and the challenges and strategies for ethical, effective artificial intelligence adoption in academic libraries. It should be noted that artificial intelligence requires sophisticated and modern technology to function efficiently. At the same time, some library staff may be resistant to change due to a lack of information technology abilities.

Nonetheless, artificial intelligence has created opportunities to improve library resources and services. Several library operations have been revolutionised through chatbots to assist library users in providing accurate and relevant services, which has proven beneficial to both library staff and users. Academic libraries should embrace artificial intelligence, enhance their services, reskill their employees, and empower library users to remain relevant as indispensable pillars of the universities. Smart library leaders must ensure that librarians are capacitated and ready to leverage artificial intelligence to enhance digital literacy skills, develop sustainable competence, and adopt smart library services to cater to the diverse needs of library patrons.