

Section 1: Contribution Details

No.	Contribution	Detail
2	Authors Name(s)	Phuti Concilia Rabatseta, Prof Patrick Ngulube
4	Title of Submission:	Usability of Artificial Intelligence for the provision of information services at an academic Library in South Africa
5	Sub-Theme(s) of Submission:	Usability of AI in academic libraries
6	Keywords of Submission:	AI usability in academic libraries, Artificial intelligence in information services, AI governance and policy in libraries, Usability frameworks for AI tools, AI and user experience in LIS

Section 2: Abstract Text

Usability is defined as the degree to which a specified group of users may effectively, efficiently, and satisfactorily utilise a system, product, or service to achieve goals within a specific context of usage. In the context of information services, usability means the ease of use by information librarians in using AI integrated systems to provide information services. The purpose of this study was to investigate the usability of artificial intelligence (AI) at the information services of an academic library in South Africa. The study adopted the convergent mixed-method research using the parallel sampling technique to investigate the policy and legislative framework that is being applied at the academic library. The population comprised a total of fourteen participants, including ten information librarians, one technical librarian, and two library executives. A questionnaire, interviews, document analysis, system check, and observation were used to gather the data. The researcher analysed the study's quantitative data using tables and figures. To analyse qualitative data, the researcher used Atlas ti software. The findings show that the librarians use AI in different library activities such as RFID and have several tools such as cloud storage. The study recommended that Using AI technologies, the UL library may improve the user experience, increase retrieval efficiency, and reduce administrative tasks. The study also recommended a framework to guide the usability of AI tools for the provision of information services at UL library.