

Leveraging AI for Enhanced Reference & User Services Opportunities and Challenges

welcome

Melissa S. Del Castillo
Chair of AIRUS (Artificial Intelligence in
Reference & User Services Interest Group)

01.08.25

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FUTURE PREDICTIONS

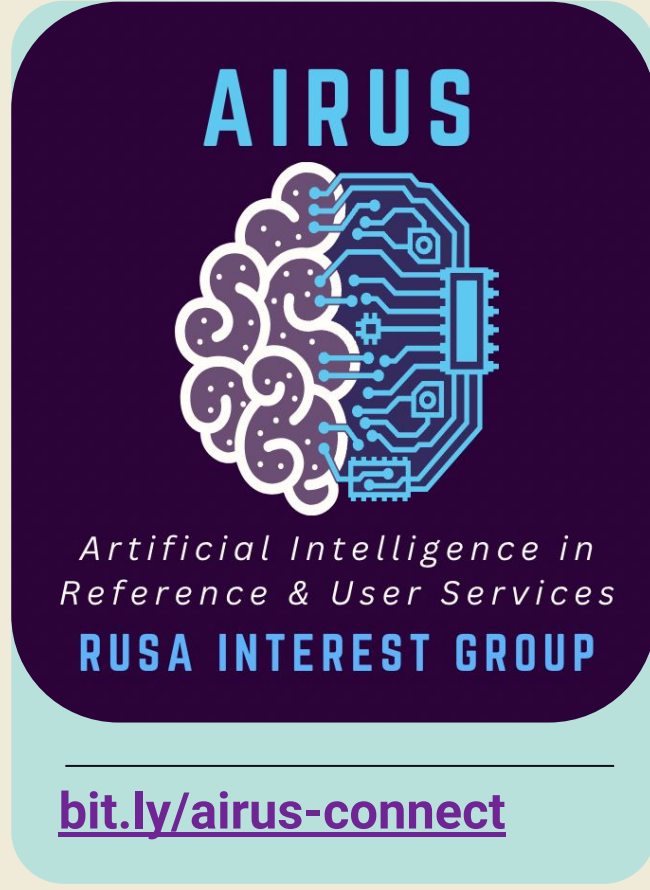
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Q&A

Hi, I'm Melissa from AIRUS

This professional community has been intentionally designed and developed to cater specifically to the needs and interests of library professionals specializing in reference and user services who wish to delve into the multifaceted applications of artificial intelligence (AI) within the library environment.



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Q&A

Exploring AI's Impact on Reference and User Services

Agenda

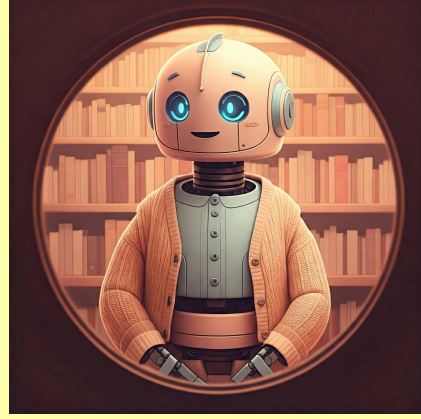
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The Evolving Role of Library Professionals

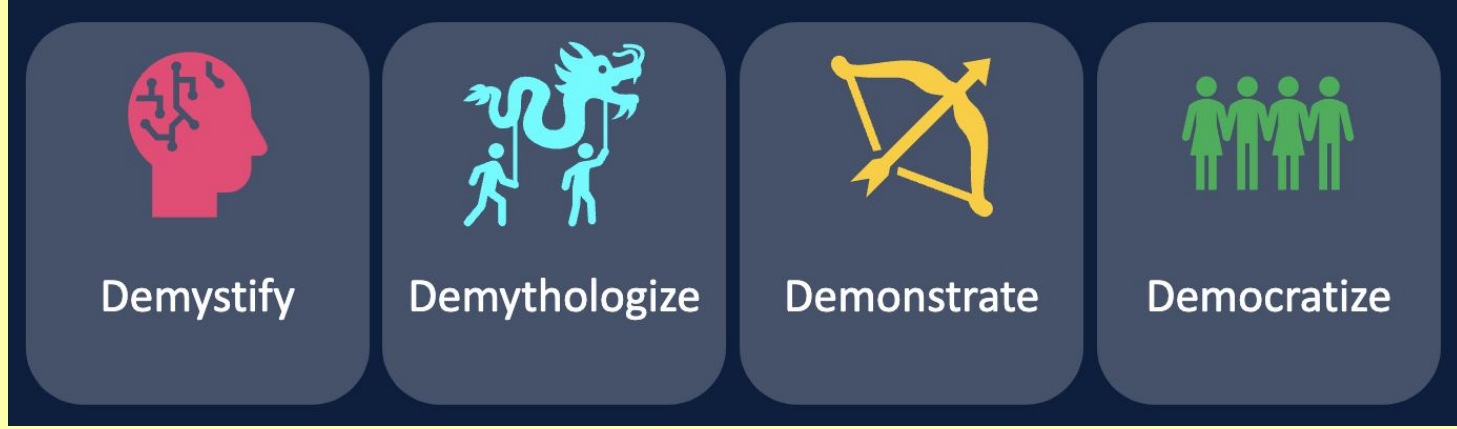
How is AI changing the traditional roles of librarians and information specialists?

- Improved Search and Discovery
- Content Creation
- Personalized Recommendations
- Chatbots and Virtual Assistants
- Information Literacy and Critical Thinking

What new skills and competencies are required in the AI era?



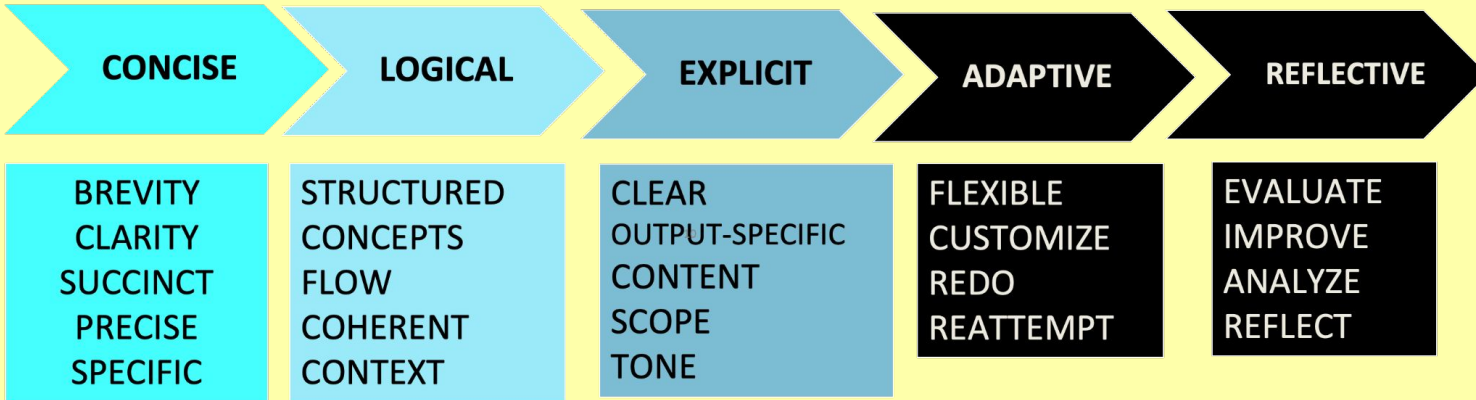
AI LITERACY as a Progressive Skillset



Jimenez, Christopher M., "Teaching AI Literacy Through Library Frameworks." (2024). digitalcommons.fiu.edu/glworks/143

CLEAR FRAMEWORK FOR PROMPT ENGINEERING

OUR ROLE IN AI



Leo Lo (2023) The CLEAR path: A framework for enhancing information literacy through prompt engineering

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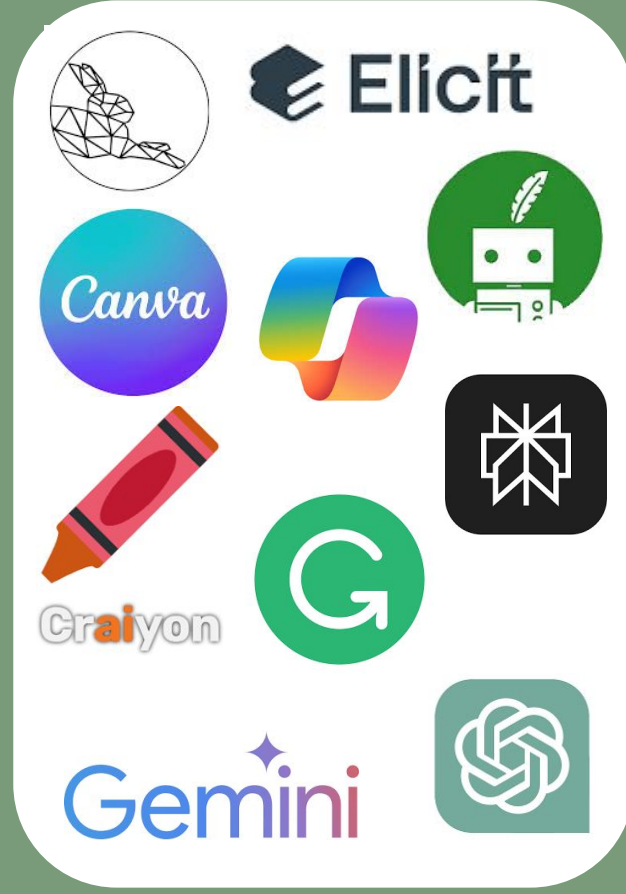
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HELLO

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AI Applications in Reference and User Services



AI Tools, Technology, & Tasks

Metadata Creation
Subject Headings
LibGuide Content
Inventory Management
Analytics + Assessment
Reader's Advisory
Social Media Posts
Text Recognition
Transcription
Programming Scripts
Digital Humanities Tools

Discovery + Search
Tutorial Creation
Natural Language Processing
Data Visualization
Keywords
Summarizing + Paraphrasing
Titles + Abstracts
Graphics + Images + Videos
Communication + Engagement
Idea Generation + Outlining
Wordsmithing for ESOL

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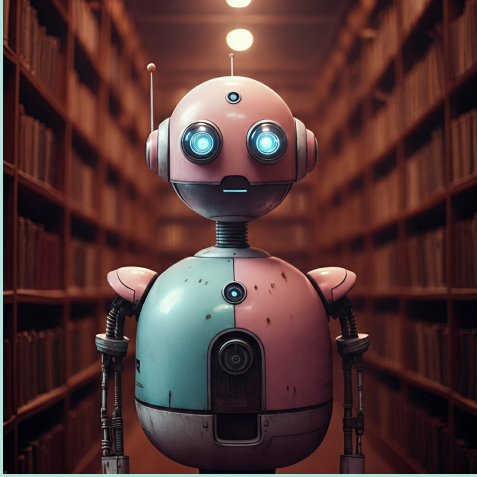
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Q&A

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Enhancing Reference & Instruction with AI



How can AI support and improve library instruction and user consultations?

What is AI's potential for personalized learning and research support?

AI-Enhanced Reference Interactions

“Point of Need” AI Interventions

- Introduce AI literacy tenets

Consultations

- Introduce AI tools for research tasks

Library Instruction

- Introduce AI tasks for researching & search strategy building



AI and Workflow Efficiency

- Automate routine tasks
- Optimize digital & AI literacy skills
- Innovate solutions for efficiency & effectiveness
- Position your library/dept as a key stakeholder
- Promote an upskilled workforce
- Encourages research & scholarship

CHALLENGES

Mitigating AI Risks: Questions to Ask

Is AI too problematic?

- Ethical, legal, privacy, environmental, & bias
- Hallucinations, plagiarism, & copyright
- Proliferation of AI technology integrations

Is genAI just a fad?

- Need buy-in, ownership

Is AI really a professional or academic tool?

- Lacks credibility

Will AI contribute to the growing digital divide?

- Many free services are transforming to fee-based
- Free versions are not going to be as reliable as paid ones



Library professionals will play a crucial role in educating users about AI by promoting information literacy programs that help users critically evaluate AI-generated content and learn how to effectively leverage AI technologies.



- **Enhanced information retrieval**, improved search algorithms and Natural language processing (NLP)
- **Personalized user experience** & recommendations for user engagement
- **Expanded access** to assistance & library resources with AI-powered virtual assistants and chatbots
- **Predictive analytics** for trends and patterns in library usage for better decision-making

FUTURE PREDICTIONS

Want to hear more from AIRUS?



Join the AIRUS Steering Committee for
“AI-mazing IDEA: Leveling Up Library Services.”

Explore how AI can enhance accessibility, bridge gaps, and improve inclusivity for diverse users while addressing the importance of careful prompt engineering to avoid perpetuating biases.

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Melissa S. Del Castillo

medelcas@fiu.edu

My AI LibGuide: library.fiu.edu/ai

AIRUS' AI Tools, Resources, Projects, & Scholarship Spreadsheet:

https://docs.google.com/spreadsheets/d/1XH91TSzaTGL-o9s_Eq0Dn8a1iva3t8jWbXPCcmBvK4Y/edit?usp=sharing

AIRUS Community: bit.ly/airus-connect

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	EXTRA CREDIT

Getting Started on AI

STEP 1: EXPERIMENT

Craft a prompt to ease the writing demands of a low-stakes project with Google Gemini

STEP 2: COLLECT + RESEARCH + NETWORK

Read a newsletter like LibTech Insights

STEP 3: ATTEND & PARTICIPATE

Sign up for webinars, presentations, workshops, or conferences

STEP 4: CREATE AN AI COMMUNITY OF PRACTICE

Seek partners: Join open AI interest groups like AIRUS on ALA Connect

AI Tasks for Research

- Summarize or paraphrase text in a document
- Suggest citations for a literature review
- Organizing a research paper? Ask for the steps, an outline, & a timeline to complete before a deadline



Creative AI Applications



- Create a travel itinerary for an upcoming trip
- Devise recipes and a shopping list for a party
- Generate slogans or titles for a program or event
- Make images for a presentation