Library User Awareness of AI Tools

Umesh G. Harde

Dr. Babasaheb Ambedkar College of Arts, Commerce & Science, Bramhapuri
Email – hardeumesh123@gmail.com

Abstract— *Recognizing the need of accessing the information and their importance within time in the digital age, the researcher study about level of awareness of Artificial Intelligence through a survey of 260 students, faculty/staff and research scholar of Dr. Babasaheb Ambedkar College, Bramhapuri, The Study investigates Artificial Intelligence for Effective Library Services. The present paper investigates the awareness of the AI among the users of library and likeliness of implementing AI in library services. The findings will serve to improve library services, enhance accessibility, and ultimately contribute to the academic success and personal growth of the college community. This research highlights the potential of leveraging popular technology like AI to bridge the gap between libraries and their users, promoting inclusivity and empowering students in their academic pursuits.*

Keywords— *Artificial Intelligence, User Awareness, DBAC Library.*

I. INTRODUCTION

In today's digital age, Artificial Intelligence (AI) technology has revolutionized various sectors. Libraries, which are important centers of information, are also trying to improve their service quality by using this technology. The integration of AI tools has made library tasks easier and more user-centric. But while the use of AI tools in libraries is increasing, many users are unaware of this technology. Users are unable to fully utilize these tools due to lack of awareness of the capabilities and limitations of AI. Library users need to be aware of these technologies to make proper use of AI tools. AI-based chatbots, search engines, and data analysis tools provide users with fast and accurate information. It is important to guide users about training AI tools, ethical issues, and proper assessment of information.

II. LITERATURE REVIEW

Mayangade, Subhash and Salwe, Sanjay M. (2024) explores the awareness of Artificial Intelligence (AI) applications among librarians in India. The literature review within the paper highlights the increasing acknowledgement of AI's potential to transform the library profession in India. It emphasizes the necessity for librarians to improve their knowledge, skills, and readiness to effectively utilize AI technologies. This is crucial for optimizing information services and improving user experiences. The review focuses on studies from 2018 onwards, investigating the awareness levels, challenges, and opportunities related to AI for librarians in India.

D'Souza, Felcy (2024) study the awareness and adoption of Artificial Intelligence (AI) technologies in the respondent libraries of Karnataka based on demographic variables such as gender, age, academic status, and professional experience. This research used a survey research method to assess the knowledge and adoption of AI technologies among the library professionals surveyed in Karnataka. The study utilized a stratified random sampling technique to choose a sample of 120 respondents from a varied population, including library professionals from various types of institutions such as engineering colleges, medical colleges, and degree colleges.

III. OBJECTIVES OF THE STUDY

The following are the objectives of the study:
1) To determine the level of awareness among library users regarding the existence AI-powered tools
2) To determine the level of awareness among library users regarding capabilities of AI-powered tools within library services.
3) To identify the sources through which library users learn about AI tools.
4) To explore users' perceived benefits and drawbacks of using AI tools in a library context.
5) To analyze utilization of existing AI tools offered by the library.

IV. METHODOLOGY

The research has made use of a survey method. A survey was conducted on the Awareness of AI tools among the various library users of Dr. Babasaheb Ambedkar College, Bramhapuri. A well-structured questionnaire was designed for the purpose and distributed among library users, out of which 233 questionnaires were received back. There are three stream under the Dr. Babasaheb Ambedkar College, Bramhapuri.

V. ANALYSIS OF DATA

1. Category of Respondent

Category	Respondent	Percentage
Student	207	88.84
Faculty/Staff	22	9.44
Research Scholar	4	1.72

The above data reveals, the overwhelming majority of participants, comprising 88.84%, are students. This signifies a strong student presence within the study's sample. Following students, faculty and staff members constitute the second largest group, representing 9.44% of the respondents. Notably, research scholars represent the smallest segment of the sample, with only four individuals participating, accounting for a mere 1.72% of the total respondents.

2. Familiarity with the term "Artificial Intelligence" (AI)

Familiarity with the term AI	Respondent	Percentage
Yes	221	94.85
No	12	5.15

The table presents the respondents' familiarity with the term "Artificial Intelligence" (AI), showing a clear majority awareness. Out of the total respondents, 94.85% indicated they were familiar with the term AI. Conversely, only 5.15% of the respondents, reported that they were not familiar with the term AI. This demonstrates a very high level of general awareness of AI among the surveyed group.

3. Familiarity with AI Tools and Applications.

AI Tools	Respondent	Percentage
ChatGPT	187	80.26
Google Gemini	163	69.96
Grammarly	159	68.24
None of these	12	5.15

The above table shows, "Familiarity with AI Tools and Applications," reveals a significant level of awareness among respondents regarding popular AI tools. Specifically, ChatGPT emerges as the most recognized tool, with a 80.26% of respondents indicating familiarity. Following, Google Gemini and Grammarly also demonstrate high levels of recognition, with 69.96% and 68.24% of respondents, respectively. This suggests that these AI tools have successfully penetrated public awareness and have become relatively common knowledge. Only, a small fraction, only 5.15% of respondents, indicated they were unfamiliar with any of the listed AI tools. The study highlights a strong trend of familiarity with leading AI tools, with their growing presence in everyday digital interactions.

4. Are you aware that libraries might use AI tools?

Awareness about libraries using AI tools.

Awareness about libraries using AI tools	Respondent	Percentage
Yes	221	94.85
No	12	5.15

The data presented in the table clearly indicates a high level of awareness among respondents regarding the potential use of AI tools within libraries. Specifically, the survey asked, "Are you aware that libraries might use AI tools?" A significant majority, 94.85% of the total sample, answered Yes. While, only 5.15%, indicated a lack of awareness. This overwhelmingly positive response suggests that most individuals recognize the evolving role of technology, particularly AI, in modern library services.

5. Which of the following AI-powered services do you think a library might offer?

AI-powered services	Respondent	Percentage
AI-powered search and discovery systems	165	70.82
Personalized book recommendations	186	79.83
Automated cataloguing and classification	138	59.23
AI-assisted research support	129	55.36
Chatbots for answering library queries	201	86.27
Language translation services	82	35.19
Plagiarism detection tools	42	18.03

The above table shows respondent perceptions regarding potential AI-powered services within a library setting. Notably, the most anticipated service among respondents is "Chatbots for answering library queries," with a significant 86.27% believing libraries could offer this. This suggests a strong desire for readily accessible, immediate assistance through AI. Following closely, "Personalized book recommendations" garnered 79.83%, indicating a high interest in tailored user experiences. "AI-powered search and discovery systems" also received substantial support with 70.82%. However, "Automated cataloguing and classification" was seen as 59.23%, and "AI-assisted research support" by 55.36%, while, "Language translation services" received notably lower support with 35.19%, and "Plagiarism detection tools" exhibited the least potential at 18.03%.

6. Does you used any AI tools in a library or for research purposes?

Use of AI tools in a library

Use of any AI tools in a library	Respondent	Percentage
Yes	15	6.44
No	218	93.56

The table shows the utilization of AI tools within the library or for research purpose. Specifically, the data indicates that a mere 6.44, have reported using AI tools in a library or for research. Conversely, a substantial 93.56%, have indicated that they have not used any AI tools in these contexts. This significant difference indicates a clear lack of AI tool in library only staff and research scholars used AI tools for research.

7. Comfortability with libraries using AI tools?

Comfortability with AI tools	Respondent	Percentage
Very Comfortable	78	33.48
Comfortable	121	51.93
Neutral	8	3.43
Uncomfortable	22	9.44
Very Uncomfortable	4	1.72

The above table illustrates respondent comfort levels about the implementation of AI tools within library environments. A significant majority of respondents expressed positive sentiments, with 33.48% indicating they were "Very Comfortable" and 51.93% stating they were simply "Comfortable." This combined figure of over 85% suggests a positive attitude towards AI integration in libraries. A small fraction, 3.43%, remained "Neutral,". Conversely, a noticeable minority expressed discomfort, with 9.44% feeling "Uncomfortable" and 1.72% feeling "Very Uncomfortable."

8. What are the potential benefits of using AI in libraries?

Potential benefits of using AI in libraries	Respondent	Percentage
Improved search efficiency	178	76.39
Personalized services	143	61.37
24/7 availability of assistance	131	56.22
Access to a wider range of resources	123	52.79
Automation of repetitive tasks	96	41.20
Enhanced research capabilities	178	76.39

The question asked about the potential benefits of using Artificial Intelligence (AI) in libraries, notably, "Improved search efficiency" and "Enhanced research capabilities" tied for the most frequently cited benefit, with 76.39% of respondents recognizing these advantages. Following closely, 61.37% of respondents identified "Personalized services" as a key benefit, indicating an expectation that AI can tailor library resources and assistance to individual user needs. "24/7 availability of assistance" was acknowledged by 56.22% of respondents. Lastly, 41.20% of respondents pointed to the "Automation of repetitive tasks" as a benefit.

9. Would you be more likely to use library services if they incorporated AI tools?

Likeliness for library services with AI tools	Respondent	Percentage
Yes	208	89.27
No	18	7.73
May be	7	3.00

The table represents survey data regarding likelihood of utilizing library services if those services incorporated AI tools. A significant majority, specifically 89.27%, indicated they would be more likely to use library services if AI tools were implemented. Conversely, only 7.73% (18 respondents) stated they would not be more likely to use these services. A small percentage, 3.00% (7 respondents), expressed uncertainty, responding with "maybe." The above data reveals a clear preference among respondents for libraries to integrate AI tools.

VI. CONCLUSION

This demonstrates a very high level of general awareness of AI among the users of Dr. Babasaheb Ambedkar College, Bramhapuri. The study highlights a strong trend of familiarity with leading AI tools, with their growing presence in everyday digital interactions. This overwhelmingly positive response suggests that most individuals recognize the evolving role of technology, particularly AI, in modern library services. Notably, the most anticipated service among respondents is "Chatbots for answering library queries," This highlights a strong perception that AI can significantly streamline information retrieval and research processes within library settings. The results demonstrate a strong positive inclination towards AI integration.

REFERENCES

1) D'Souza, Felcy (2024)). *Awareness and Adoption of AI Technologies in the Libraries of Karnataka.* https://www.researchgate.net/publication/382654206_Awareness_and_Adoption_of_AI_Technologies_in_the_Libraries_of_Karnataka

2) Mayangade, S. S., & Salwe, S. M. (2024). Awareness of AI Applications among Librarians in India. *Journal of Emerging Technologies and Innovative Research (JETIR)*, *11*(4).