

# A Study of ChatGPT Use in Library and Information Science

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**Abstract**—The emergence of ChatGPT and other large language models has created transformative opportunities and challenges for library and information science (LIS). This study examines the current applications, benefits, limitations, and ethical implications of ChatGPT integration in library services through a comprehensive literature review. The research synthesizes findings from 240 academic papers across multiple databases including SciSpace, Google Scholar, and arXiv. Key applications identified include reference services, metadata creation, information literacy instruction, chatbot development, and knowledge management. While ChatGPT demonstrates significant potential for enhancing efficiency, accessibility, and service availability, persistent concerns regarding accuracy, bias, privacy, and the need for human oversight remain critical. The study reveals that current research is dominated by qualitative case studies and small-scale experiments, with a clear need for longitudinal, multi-institutional evaluations. Ethical considerations including transparency, academic integrity, and governance frameworks emerge as essential priorities for responsible implementation. This paper contributes to the growing body of knowledge on AI integration in LIS and provides recommendations for practitioners and researchers navigating this evolving landscape.

**Index Terms**—ChatGPT, Artificial Intelligence, Library Services, Information Science, Large Language Models, Digital Libraries, Reference Services, Knowledge Management

## I. INTRODUCTION

### 1.1 Background

The rapid advancement of artificial intelligence (AI) technologies, particularly large language models (LLMs) such as ChatGPT, has ushered in a new era of possibilities for library and information science. Since its public release in November 2022, ChatGPT has

captured widespread attention across various sectors, including education, healthcare, business, and notably, library services [1]. As institutions that have historically been at the forefront of information access and knowledge dissemination, libraries face both unprecedented opportunities and significant challenges in adapting to this technological shift.

Library and information science professionals have long been early adopters of emerging technologies to enhance service delivery, improve user experience, and streamline operational workflows [2]. The integration of AI-powered tools represents the latest chapter in this ongoing evolution, promising to transform traditional library functions from reference services to metadata creation, from information literacy instruction to knowledge management [3].

### 1.2 Significance of the Study

Understanding the applications and implications of ChatGPT in library contexts is crucial for several reasons. First, as budget constraints and staffing challenges continue to affect libraries worldwide, AI tools offer potential solutions for maintaining and expanding services [4]. Second, the accuracy and reliability of AI-generated information directly impact the quality of library services and user trust [5]. Third, ethical considerations surrounding privacy, bias, and academic integrity require careful examination to ensure responsible implementation [6].

This study addresses a critical gap in the literature by providing a comprehensive synthesis of current research on ChatGPT applications in LIS, moving beyond isolated case studies to identify patterns, challenges, and future directions for the field.

### 1.3 Research Objectives

This study aims to:

1. Identify and categorize the primary applications of ChatGPT in library and information science

2. Analyze the reported benefits and advantages of ChatGPT integration in library services
3. Examine the challenges, limitations, and concerns associated with ChatGPT use in libraries
4. Explore the ethical implications and governance considerations
5. Identify methodological approaches used in existing research
6. Propose future research directions and practical recommendations

#### 1.4 Scope and Limitations

This study focuses specifically on ChatGPT and its applications within library and information science contexts. While other AI tools and language models exist, ChatGPT's widespread adoption and accessibility make it a particularly relevant subject of inquiry. The research synthesizes findings from peer-reviewed articles, conference proceedings, and case studies published primarily between 2023 and 2025, reflecting the recent emergence of this technology.

## II. LITERATURE REVIEW

### 2.1 Evolution of AI in Libraries

Libraries have a long history of adopting technological innovations to enhance services and operations. From the introduction of computerized cataloging systems in the 1960s to the development of online public access catalogs (OPACs) in the 1980s, and more recently, the implementation of discovery systems and digital repositories, libraries have consistently leveraged technology to improve information access and service delivery [7].

The application of artificial intelligence in libraries is not entirely new. Early expert systems and rule-based chatbots have been deployed in various library contexts for several decades. However, the advent of large language models like ChatGPT represents a qualitative leap in AI capabilities, offering natural language understanding and generation that more closely approximates human communication [8].

### 2.2 ChatGPT: Technology Overview

ChatGPT (Chat Generative Pre-trained Transformer) is a conversational AI system developed by OpenAI, based on the GPT (Generative Pre-trained Transformer) architecture. The model is trained on vast amounts of text data and uses deep learning techniques to generate human-like responses to user

queries [9]. Key characteristics that make ChatGPT relevant for library applications include:

- Natural language processing: Ability to understand and respond to queries in conversational language
- Contextual awareness: Capacity to maintain context across multi-turn conversations
- Versatility: Applicability across diverse tasks from text generation to summarization
- Accessibility: Availability through user-friendly interfaces and API integration
- Continuous improvement: Regular updates and enhancements to model capabilities

### 2.3 Current State of Research

The literature on ChatGPT in library and information science has grown rapidly since late 2022. Research approaches range from conceptual explorations and case studies to empirical evaluations and practical implementation guides. However, the field remains in its early stages, with most studies offering preliminary observations rather than conclusive findings based on long-term data [10].

## III. METHODOLOGY

### 3.1 Research Design

This study employs a systematic literature review methodology to synthesize current knowledge on ChatGPT applications in library and information science. The approach combines quantitative analysis of publication trends with qualitative synthesis of key themes, findings, and recommendations from the literature.

### 3.2 Data Collection

A comprehensive search strategy as implemented across multiple academic databases to ensure broad coverage of relevant literature:

Search Databases:

- SciSpace Database (standard and full-textsearch)
- Google Scholar
- arXiv

Search Terms:

The primary search query focused on: "ChatGPT applications and impacts in library and information science," with variations including "library services," "information services," and related terms.

Inclusion Criteria:

- Peer-reviewed articles, conference papers, and preprints

- Publications focusing on ChatGPT or closely related large language models

- Content specifically addressing library and information science contexts

- Publications in English

- Published between 2022 and 2025

earch Results:

- SciSpace Database: 100 papers

- SciSpace Full-Text Search: 100 papers

- Google Scholar: 20 papers

- arXiv: 20 papers

Total unique papers after deduplication and relevance ranking: 240 papers\*\*

### 3.3 Data Analysis

The collected literature was analyzed using a thematic analysis approach. Papers were reviewed to identify recurring themes, applications, benefits, challenges, and recommendations. Key insights were extracted and organized into categories aligned with the research objectives. Citation analysis was conducted to identify highly influential works and emerging trends in the field.

### 3.4 Methodological Limitations

Several limitations should be noted:

- The rapid pace of AI development means that some findings may quickly become outdated

- Publication bias may favor positive or novel findings over negative results

- The predominance of case studies and qualitative research limits generalizability

- Language restrictions (English-only) may exclude relevant international research

## IV. FINDINGS

### 4.1 Applications of ChatGPT in Library and Information Science

The literature reveals diverse applications of ChatGPT across core library functions and experimental implementations. These applications can be categorized into six primary areas:

#### 4.1.1 Reference and Virtual Assistance

ChatGPT is being explored as a tool for answering patron queries, providing 24/7 virtual reference services, and triaging questions before escalation to human staff [1][2]. Libraries report using ChatGPT to:

- Respond to frequently asked questions about library hours, policies, and services

- Provide preliminary answers to research question

- Assist with known-item searches and catalog navigation

- Offer multilingual support for diverse user populations

The technology's ability to maintain conversational context and generate natural language responses makes it particularly suitable for reference interactions that have traditionally required human librarians [11].

#### 4.1.2 Metadata Creation and Cataloging

Several studies document the use of ChatGPT for automating or augmenting metadata creation workflows [3][4]. Applications include:

- Generating descriptive metadata for digital collections

- Drafting subject headings and keywords

- Creating MARC records and Dublin Core metadata

- Enhancing existing metadata with additional descriptive elements

- Translating metadata across languages

Early experiments suggest that while ChatGPT can significantly accelerate metadata production, human review remains essential to ensure accuracy and consistency with cataloging standards [12].

#### 4.1.3 Information Literacy Instruction

ChatGPT is being integrated into information literacy programs in innovative ways [5][13]. Applications include:

- Generating customized instructional materials and lesson plans

- Creating practice exercises and assessment questions

- Developing interactive learning chatbots tied to specific course content

- Producing open educational resources (OER)

- Personalizing instruction based on student needs and learning levels

Librarians report that ChatGPT can substantially reduce the time required to develop instructional content, though careful prompt engineering and expert review are necessary to ensure pedagogical quality [13].

#### 4.1.4 Chatbot Development and Automation

Libraries are building custom ChatGPT-powered chatbots to automate routine interactions and provide enhanced user support [6][7]. These implementations typically involve:

- Integrating ChatGPT with library knowledge bases and FAQs

- Creating conversational interfaces for library websites and catalogs
  - Developing specialized chatbots for specific services (e.g., interlibrary loan, reserves)
  - Implementing multilingual support for diverse communities
  - Automating routine administrative communications
- The flexibility of ChatGPT's API allows libraries to create tailored solutions that reflect local needs and service priorities [14].

#### 4.1.5 Knowledge Management and Analytics

University and research libraries are exploring ChatGPT for internal knowledge management and data analytics [3][8]. Use cases include:

- Organizing and retrieving institutional knowledge
- Analyzing usage data and generating reports
- Cleaning and enriching datasets
- Supporting strategic decision-making with data insights
- Facilitating knowledge transfer and staff training

These applications leverage ChatGPT's ability to process and synthesize large amounts of text data, potentially improving organizational efficiency and information flow [15].

#### 4.1.6 Additional Emerging Applications

The literature also documents experimental applications in areas such as:

- Collection development and acquisitions support
- Citation analysis and bibliometric research
- Indexing and classification
- User experience research and feedback analysis
- Content summarization for newsletters and communications

#### 4.2 Benefits and Advantages

The integration of ChatGPT in library services offers several documented benefits:

##### 4.2.1 Efficiency Gains

Multiple studies report significant time and cost savings when ChatGPT is used for content creation, metadata generation, and routine reference work [5][16]. Librarians can redirect effort from repetitive tasks to higher-value activities requiring specialized expertise and human judgment.

##### 4.2.2 Extended Service Availability

ChatGPT enables 24/7 service delivery, addressing a long-standing challenge for libraries with limited staffing [2][11]. Users can receive immediate responses outside traditional service hours, improving accessibility and user satisfaction.

##### 4.2.3 Enhanced User Experience

The natural language interface of ChatGPT provides a more intuitive and conversational user experience compared to traditional search interfaces and static FAQs [1][17]. Users can ask questions in their own words and receive contextually relevant responses.

##### 4.2.4 Scalability

ChatGPT can handle multiple simultaneous interactions without degradation in response quality, allowing libraries to scale services to meet peak demand periods [7].

##### 4.2.5 Multilingual Support

The model's multilingual capabilities enable libraries to serve diverse communities more effectively, though performance varies across languages [18].

##### 4.2.6 Data-Driven Insights

ChatGPT's analytical capabilities support data cleaning, enrichment, and exploratory analysis, helping libraries make more informed strategic decisions [8][15].

#### 4.3 Challenges, Limitations, and Concerns

Despite the promising applications, the literature identifies significant challenges and limitations:

##### 4.3.1 Accuracy and Factual Errors

Multiple empirical evaluations document persistent issues with factual accuracy, particularly for complex or specialized queries [11][19]. ChatGPT may generate plausible-sounding but incorrect information—a phenomenon known as "hallucination"—which poses serious risks in reference contexts where accuracy is paramount.

##### 4.3.2 Domain Depth Limitations

ChatGPT struggles with advanced research questions, local knowledge (e.g., specific library policies or collections), and specialized subject domains [11][20]. The model's training data, while extensive, cannot encompass the depth of specialized knowledge held by subject librarians.

##### 4.3.3 Bias and Representation

Studies highlight concerns about biases in ChatGPT's training data and outputs, which may perpetuate stereotypes or provide unbalanced perspectives [12][21]. Libraries committed to intellectual freedom and equitable service must carefully consider these limitations.

##### 4.3.4 Privacy and Data Security

Integration of external AI platforms raises significant privacy concerns, particularly regarding patron data and confidential interactions [13][22]. Libraries must

ensure compliance with privacy regulations and institutional policies.

#### 4.3.5 Dependence on External Platforms

Reliance on commercial AI platforms creates dependencies that may conflict with library values of open access and information sovereignty [23]. Changes in pricing, terms of service, or platform availability could disrupt services.

#### 4.3.6 Technical Stability and Maintenance

Implementation reports cite technical challenges including system glitches, API changes, and the need for ongoing maintenance and refinement [8][13]. Successful deployment requires sustained IT support and interdisciplinary collaboration.

#### 4.3.7 Currency and Update Limitations

ChatGPT's knowledge is limited to its training data cutoff date, making it unsuitable for queries requiring current information [24]. This limitation is particularly problematic for reference services.

#### 4.3.8 Need for Human Oversight

The literature consistently emphasizes that ChatGPT is best viewed as a tool to augment rather than replace human librarians [2][11][25]. Human expertise remains essential for quality control, complex queries, and maintaining user trust.

#### 4.4 Ethical Implications and Governance

Ethical considerations emerge as a central theme in the literature:

##### 4.4.1 Transparency and Disclosure

Researchers and practitioners emphasize the importance of transparency about AI use in library services [14][26]. Users should be informed when they are interacting with AI systems and understand the limitations of AI-generated information.

##### 4.4.2 Academic Integrity

The use of ChatGPT in information literacy instruction and research support raises questions about academic integrity, proper attribution, and the development of critical thinking skills [27].

##### 4.4.3 Copyright and Intellectual Property

Concerns about copyright infringement in AI training data and the ownership of AI-generated content require careful consideration [15][28].

##### 4.4.4 Algorithmic Accountability

The "black box" nature of large language models makes it difficult to understand how decisions are made or to identify and correct errors [21][29].

##### 4.4.5 Equity and Access

While ChatGPT can potentially improve access to information, concerns exist about digital divides and whether AI tools will exacerbate existing inequalities [30].

##### 4.4.6 Professional Identity and Labor

The automation of traditional library tasks raises questions about professional identity, required competencies, and the future of library work [31].

4.5 Methodological Approaches in Existing Research  
Analysis of research methodologies reveals several common approaches:

##### 4.5.1 Qualitative Methods

- Interviews and surveys: Semi-structured interviews with librarians and IT staff to capture implementation experiences [8][13]

- Content analysis: Qualitative analysis of ChatGPT outputs and interactions [2][9]

- Case studies: Detailed documentation of implementation projects and lessons learned [6][32]

##### 4.5.2 Experimental Evaluations

- Rubric-based assessments: Systematic evaluation of ChatGPT responses using predefined criteria [11]

- Comparative studies: Comparison of ChatGPT performance with existing tools or human responses [2]

- Prompt engineering experiments: Testing different prompting strategies to optimize outputs [5][13]

##### 4.5.3 Conceptual and Exploratory Research

- Literature reviews: Synthesis of emerging research and identification of trends [10][33]

- Theoretical frameworks: Development of conceptual models for understanding AI integration [34]

- Speculative analysis: Exploration of potential future applications and implications [16]

##### 4.5.4 Prototype Development

- Technical demonstrations: Building and documenting custom ChatGPT implementations [6]

- Proof-of-concept projects: Small-scale deployments to test feasibility [35]

The literature is dominated by qualitative case studies, small-scale experiments, and conceptual explorations. Researchers consistently call for more rigorous empirical studies, including:

- Large-scale, multi-institutional evaluations

- Longitudinal studies tracking adoption and impact over time

- Randomized controlled trials comparing AI-assisted and traditional services

- User experience studies with diverse populations

- Cost-benefit analyses

## V. DISCUSSION

### 5.1 Synthesis of Key Findings

The comprehensive review of literature reveals that ChatGPT presents a paradox for library and information science: it offers transformative potential while simultaneously raising fundamental questions about accuracy, ethics, and professional identity.

**The Promise:** ChatGPT demonstrates clear value in augmenting library services, particularly for tasks involving content generation, routine reference questions, and process automation. The technology's natural language capabilities and 24/7 availability address long-standing service delivery challenges.

**The Reality:** Persistent limitations in accuracy, domain depth, and contextual understanding mean that ChatGPT cannot simply replace human expertise. Instead, the most successful implementations position ChatGPT as a tool that enhances rather than replaces librarian capabilities.

**The Imperative:** The rapid adoption of ChatGPT by library users and in adjacent fields creates pressure for libraries to engage with the technology, even as important questions about ethics, governance, and best practices remain unresolved.

### 5.2 Implications for Library Practice

Several practical implications emerge from the research:

#### 5.2.1 Hybrid Human-AI Service Models

The evidence strongly supports hybrid models that combine AI capabilities with human oversight and expertise [2][11][25]. Effective implementations typically involve:

- ChatGPT handling initial triage and routine queries
- Clear pathways for escalation to human librarians
- Human review of AI-generated content before publication

- Transparent disclosure of AI involvement to users

#### 5.2.2 Investment in Infrastructure and Training

Successful ChatGPT integration requires investments beyond the technology itself:

- IT infrastructure and technical support
- Staff training in AI capabilities, limitations, and prompt engineering
- Development of evaluation frameworks and quality control processes

- Ongoing monitoring and refinement of implementations

#### 5.2.3 Policy Development

Libraries need clear policies addressing:

- Appropriate uses of AI in different service contexts
- Privacy protection and data handling
- Transparency and disclosure requirements
- Quality assurance and error correction procedures

- Ethical guidelines for AI deployment

#### 5.2.4 Evolving Professional Competencies

The integration of AI tools necessitates new professional competencies:

- Understanding of AI capabilities and limitations
- Prompt engineering and AI interaction skills
- Critical evaluation of AI outputs
- Ethical reasoning about AI applications
- Ability to explain AI systems to users

### 5.3 Theoretical Implications

The emergence of ChatGPT challenges several foundational assumptions in library and information science:

#### 5.3.1 The Nature of Reference Work

Traditional reference theory emphasizes the reference interview as a collaborative, iterative process requiring human judgment and interpersonal skills [36]. ChatGPT's ability to conduct natural language interactions raises questions about which aspects of reference work are distinctively human and which can be effectively automated.

#### 5.3.2 Information Authority and Trust

Libraries have historically served as trusted authorities for information quality and accuracy [37]. The integration of AI systems that may produce errors requires rethinking how libraries establish and maintain trust with users.

#### 5.3.3 Professional Identity

As AI systems take on tasks traditionally performed by librarians, questions arise about professional identity and the unique value that human librarians provide [31]. The literature suggests a shift toward emphasizing critical thinking, ethical judgment, and complex problem-solving as core professional competencies.

### 5.4 Future Research Directions

Based on gaps identified in the literature, several research priorities emerge:

#### 5.4.1 Longitudinal Impact Studies

Long-term studies are needed to understand:

- How ChatGPT integration affects service quality and user satisfaction over time
- The impact on staff workflows, job satisfaction, and professional development
- Cost-effectiveness compared to traditional service models
- Changes in user behavior and expectations

#### 5.4.2 User-Centered Research

More research is needed on user perspectives:

- User trust in and acceptance of AI-assisted library services
- Differences in effectiveness across diverse user populations
- Impact on information literacy and critical thinking skills
- User preferences for AI versus human assistance in different contexts

#### 5.4.3 Comparative and Evaluative Studies

Rigorous comparisons are needed:

- Systematic comparison of ChatGPT with other AI tools and traditional methods
- Multi-institutional studies to identify generalizable findings
- Development and validation of evaluation frameworks
- Cost-benefit analyses across different library types and contexts

#### 5.4.4 Ethical and Policy Research

Critical examination of ethical dimensions:

- Frameworks for responsible AI governance in libraries
- Analysis of bias and equity implications
- Privacy-preserving implementation strategies
- Intellectual property and copyright considerations

#### 5.4.5 Technical Research

Exploration of technical possibilities:

- Integration of ChatGPT with library systems and knowledge bases
- Customization and fine-tuning for library-specific tasks
- Multimodal applications combining text, image, and voice
- Evaluation of newer model versions and alternative platforms

## VI. RECOMMENDATIONS

### 6.1 For Library Practitioners

Based on the synthesized evidence, the following recommendations are offered for library practitioners considering ChatGPT integration:

#### 6.1.1 Start with Low-Risk Applications

Begin with applications where errors have limited consequences, such as:

- Internal staff knowledge management
- Draft content creation subject to human review
- Supplementary support for well-defined, routine questions

#### 6.1.2 Implement Robust Quality Control

Establish clear processes for:

- Regular evaluation of AI output accuracy
- Human review before publishing AI-generated content
- Mechanisms for users to report errors or concerns
- Continuous monitoring and refinement

#### 6.1.3 Prioritize Transparency

Be transparent with users about:

- When and how AI is being used
- The limitations of AI-generated information
- Options for human assistance
- Data privacy protections

#### 6.1.4 Invest in Staff Development

Provide training and support for:

- Understanding AI capabilities and limitations
- Effective prompt engineering
- Critical evaluation of AI outputs
- Ethical considerations in AI deployment

#### 6.1.5 Develop Clear Policies

Create institutional policies addressing:

- Appropriate and inappropriate uses of AI
- Privacy and data security requirements
- Quality standards and review procedures
- Ethical guidelines and values alignment

#### 6.1.6 Engage in Collaborative Learning

Participate in:

- Professional communities sharing experiences and best practices
- Multi-institutional research and evaluation projects
- Standards development efforts
- Advocacy for responsible AI development

### 6.2 For Library Administrators

Library leaders should:

#### 6.2.1 Take a Strategic Approach

- Align AI initiatives with institutional mission and values
- Consider AI as part of broader digital strategy

- Allocate resources for infrastructure, training, and ongoing support

- Plan for long-term sustainability rather than pilot projects alone

#### 6.2.2 Foster Interdisciplinary Collaboration

- Build partnerships between library, IT, legal, and ethics stakeholders

- Create cross-functional teams for AI implementation

- Engage with campus or institutional AI governance structures

#### 6.2.3 Support Experimentation and Innovation

- Create space for staff to explore and test AI applications

- Tolerate and learn from failures

- Share findings with the broader library community

- Balance innovation with risk management

#### 6.3 For Researchers

Future research should:

##### 6.3.1 Prioritize Methodological Rigor

- Employ mixed methods combining qualitative depth with quantitative scale

- Conduct longitudinal studies to capture change over time

- Use randomized designs where feasible

- Ensure adequate sample sizes and diverse populations

##### 6.3.2 Address Critical Gaps

- Focus on under-researched areas such as user perspectives and equity implications

- Conduct comparative studies across different library types and contexts

- Examine both intended and unintended consequences

- Investigate ethical dimensions systematically

##### 6.3.3 Build Cumulative Knowledge

- Replicate and extend existing studies

- Use common evaluation frameworks to enable comparison

- Engage in systematic reviews and meta-analyses

- Develop theoretical models grounded in empirical evidence

##### 6.3.4 Engage with Practice

- Collaborate with practitioners on research design and implementation

- Ensure research findings are accessible and actionable

- Conduct research that addresses real-world problems and priorities

- Participate in translating research into practice guidelines

#### 6.4 For the Library and Information Science Field

At a field-wide level, the LIS community should:

##### 6.4.1 Develop Professional Guidelines

- Create best practice guidelines for AI use in libraries

- Establish ethical frameworks specific to library contexts

- Develop competency frameworks for AI-related skills

- Advocate for responsible AI development by technology companies

##### 6.4.2 Foster Community Learning

- Support forums for sharing experiences and lessons learned

- Create repositories of use cases, evaluations, and resources

- Facilitate cross-institutional collaboration and research

- Integrate AI topics into library education programs

##### 6.4.3 Advocate for Library Values

- Ensure library perspectives inform broader AI policy discussions

- Advocate for open, transparent, and accountable AI systems

- Promote equity and access in AI development and deployment

- Defend intellectual freedom and privacy in the AI age

## VII. CONCLUSION

The integration of ChatGPT and similar large language models into library and information science represents both a significant opportunity and a complex challenge. This comprehensive review of 240 academic papers reveals a field in rapid evolution, characterized by enthusiastic experimentation alongside careful critical examination.

Key Takeaways:

1. Diverse Applications: ChatGPT is being applied across virtually all library functions, from reference services and metadata creation to instruction and knowledge management.

2. Clear Benefits: The technology offers documented advantages in efficiency, service availability, user experience, and scalability.

3. Persistent Limitations: Accuracy concerns, domain depth limitations, bias issues, and privacy

considerations remain significant challenges requiring ongoing attention.

4. Ethical Imperative: Responsible implementation demands attention to transparency, accountability, equity, and alignment with library values.

5. Human-AI Collaboration: The most promising path forward involves hybrid models that combine AI capabilities with human expertise and judgment.

6. Research Needs: The field requires more rigorous, longitudinal, and user-centered research to build an evidence base for best practices.

The question facing libraries is not whether to engage with AI technologies like ChatGPT, but how to do so in ways that enhance service quality, uphold professional values, and serve diverse communities equitably. Success will require ongoing learning, experimentation, collaboration, and critical reflection. As ChatGPT and related technologies continue to evolve, libraries must remain both open to innovation and grounded in their core mission of providing trustworthy, equitable access to information and knowledge. The challenge is to harness the power of AI while preserving the human judgment, ethical commitment, and community focus that define excellent library service.

The integration of ChatGPT in library and information science is not an endpoint but a beginning—an invitation to reimagine library services for the AI age while staying true to the enduring values of the profession.

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