Evolving AI Strategies in Libraries:

Insights from Two Polls of ARL Member Representatives over Nine Months

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ASSOCIATION
OF RESEARCH
LIBRARIES

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Introduction

The onset of new, more accessible, artificial intelligence (AI) technologies marks a significant turning point for libraries, ushering in a period rich with both unparalleled opportunities and complex challenges. In this era of swift technological transformation, libraries stand at a critical intersection. To effectively chart this transition, two quick polls were conducted among members of the Association of Research Libraries (ARL).

The first poll,[1] which ran in April 2023, provided an initial snapshot of the AI landscape in libraries. The second poll, carried out in December 2023, continued this inquiry, offering a comparative perspective on the evolving dynamics of AI use and possibilities in library services. This study analyzes and juxtaposes the outcomes of these two surveys to better understand how library leaders are managing the complexities of integrating AI into their operations and services. It specifically seeks to capture changing perspectives on the potential impact of AI, assess the extent of AI exploration and implementation within libraries, and identify AI applications relevant to the current library environment.

The insights derived from this comparative analysis shed light on the role of libraries in an increasingly AI-driven era, providing strategic directions and highlighting practices in research libraries.

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1   Leo S. Lo and Cynthia Hudson Vitale, "Quick Poll Results: ARL Member Representatives on Generative AI in Libraries," *ARL Views* (blog), May 9, 2023, https://www.arl.org/blog/quick-poll-results-arl-member-representatives-on-generative-ai-in-libraries/.

Methodology

This study utilized a two-phase survey approach, targeting the member representatives of the Association of Research Libraries (ARL). The first survey, distributed in April 2023, garnered responses from 20 of the 127 contacted ARL member representatives, offering an initial exploration of their perspectives on AI in libraries.

The second survey, conducted in December 2023, followed up on these insights, allowing for a comparative analysis over a nine-month period. Out of the 127 ARL member representatives who were surveyed, 74 initiated the survey, indicating a preliminary participation rate of about 58%. However, the analysis primarily focuses on the 59 responses that include both fully and partially completed surveys, accounting for a completion rate of approximately 46%. It's important to note that while the final question received about 40 responses, the insights derived from the survey are based on the range of completed sections by each respondent. This approach ensures that the insights and findings are based on fully articulated perspectives, providing a more robust and reliable understanding of ARL member views on AI.

The survey was designed to elicit both structured and open-ended responses, allowing members to share their perspectives on key aspects concerning AI in libraries. The Appendix includes the full survey instruments for the April and December surveys. The primary areas of focus include their views on the potential impact of AI on library services, the extent of current AI exploration and implementation within their libraries, and the identification of potential AI applications that they find most relevant. The survey instrument did not change significantly between the April and December survey periods. We did add a few answer choices to reflect new uses of AI in library infrastructure and services. Overall, this methodological approach offers a nuanced understanding of the research libraries' views, enabling a comprehensive analysis of their attitudes, strategies, and anticipations regarding AI integration in the library environment.

Findings

Response Demographics

Association Membership	April 2023 Count	December 2023 Count
Association of Research Libraries	20	74
Canadian Association of Research Libraries	2	13

Library Type	April 2023 Count	December 2023 Count
Academic Library	19	55
Federal Library	0	3
Public Library	1	1
Other Research Library	0	0

How would you describe your view on the potential of generative AI technologies in the context of library services in the next 12 months?
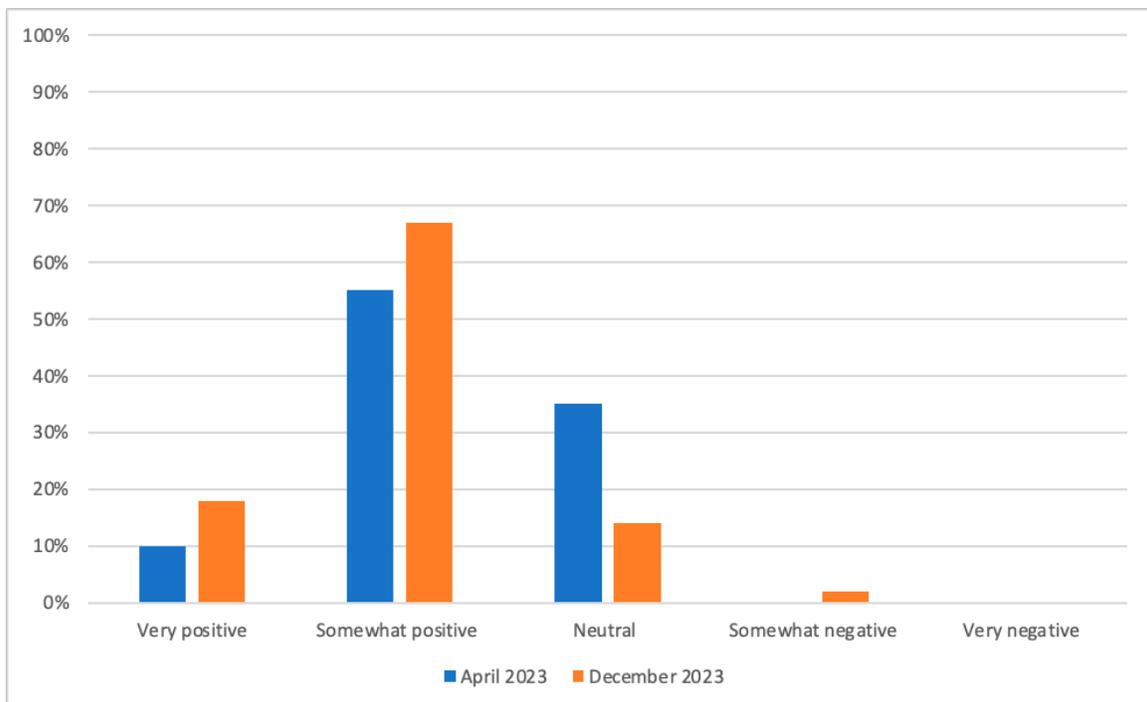
Response	April 2023		December 2023	
	Percentage	Count	Percentage	Count
Very positive—I believe that generative AI technologies will significantly enhance library services in the next 12 months.	10%	2	18%	10
Somewhat positive—I believe that generative AI technologies have the potential to enhance library services in the next 12 months, but there may be some limitations or challenges.	55%	11	67%	38
Neutral—I am uncertain about the potential of generative AI technologies to enhance library services in the next 12 months.	35%	7	14%	8
Somewhat negative—I believe that generative AI technologies may have some negative impacts on library services in the next 12 months, but there may also be some benefits.	0%	0	2%	1
Very negative—I believe that generative AI technologies will have significant negative impacts on library services in the next 12 months.	0%	0	0%	0

The table above illustrates the frequency of responses from ARL member representatives across both surveys (April and December 2023) regarding their views on the potential impact of AI in libraries. The analysis reveals a spectrum of attitudes, with the majority expressing cautious optimism.

April 2023—Cautious Optimism amidst Recognition of Opportunities: The initial survey showed a predominant sentiment of cautious optimism. The "Somewhat positive" responses underscored a pragmatic recognition of AI's potential to enhance library operations and services, with approximately 55% (n =11) of the responses. Member

representatives were optimistic about the efficiencies AI could introduce, like streamlined tasks and sophisticated user interactions, but were also mindful of the complexities in adoption, including staff training and aligning AI with the library's mission.

December 2023—Shift to Confidence in AI's Transformational Power: The follow-up survey indicated a significant shift. The percentage of "Very positive" responses increased (April 2023 "Very positive": 10%, n=2; December 2023 "Very positive": 18%, n = 10), reflecting a growing confidence among member representatives in AI as a catalyst for significant innovation within libraries. This shift suggests that member representatives were increasingly witnessing or anticipating successful AI implementations, which bolstered their belief in AI's potential to advance areas like data-driven decision-making and user experience.

Evolving Prudence and Information Needs: While the initial survey had a notable presence of neutral views (35%, n = 7), indicating a cautious prudence and a wait-and-see approach, the December survey showed a decrease in these responses (14%, n = 8). This evolution suggests that member representatives were gradually acquiring a more comprehensive understanding of AI's practical applications and its implications for libraries, reducing the level of skepticism or need for further evidence of AI's effectiveness.

In summary, the comparison of the two surveys highlights a significant evolution in the attitudes of ARL member representatives towards AI, moving from a general cautious optimism to a more pronounced confidence in AI's transformative power for libraries over the span of nine months.

To what extent is your library currently exploring or implementing generative AI solutions?
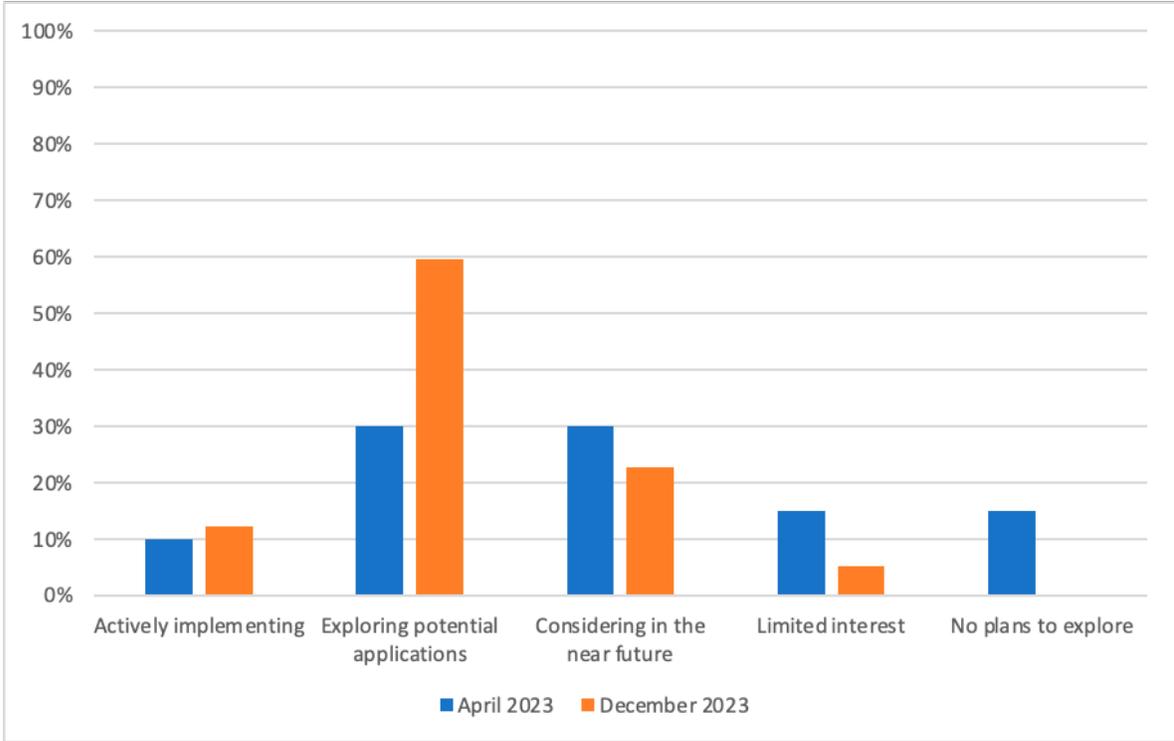
	April 2023		December 2023	
Response	**Percentage**	**Count**	**Percentage**	**Count**
Actively implementing	10%	2	12%	7
Exploring potential applications	30%	6	60%	34
Considering in the near future	30%	6	23%	13
Limited Interest	15%	3	5%	3
No plans to explore	15%	3	0%	0

The April and December 2023 surveys of ARL member representatives reveal an evolving landscape in the exploration and implementation of generative AI solutions in libraries. From the April survey to the December survey, there was a notable shift in the extent of AI

integration, with an increasing number of libraries moving from exploration to active implementation.

Proactive Exploration Dominates: In the initial April 2023 survey, a portion of responses (30%, n=6) indicated that libraries were predominantly in the exploration phase of AI's potential applications. This engagement involved libraries actively investigating how AI technologies could fit into and enhance their services.The follow-up survey showed a substantial progression (60%, n=34) in this actively exploratory area.

Strategic Consideration Remains a Constant: Throughout both surveys, a significant portion of libraries remained in the stage of considering AI integration in the near future (30% in the first survey, n=6; 23% in the second survey, n=13). This ongoing assessment phase underscores libraries' continuous efforts to align AI integration with their strategic objectives and broader mission, weighing potential benefits against necessary investments.

Cautious or Limited Engagement: Both surveys indicated a segment within the library community either cautiously approaching AI or prioritizing other initiatives. While the April survey showed a more pronounced caution ("Limited interest": 15%, n=3; "No plans to explore": 15%, n =3), the December survey indicated a slight reduction in this category ("Limited interest": 5%, n =3; "No plans to explore": 0%, n =0) suggesting a gradual increase in readiness and relevance perception of AI in these institutions.

The comparative analysis of the two surveys highlights a significant shift in the AI engagement landscape within academic libraries.

Please select the potential applications of generative AI in research libraries in the next 12 months that you find most relevant (select all that apply).
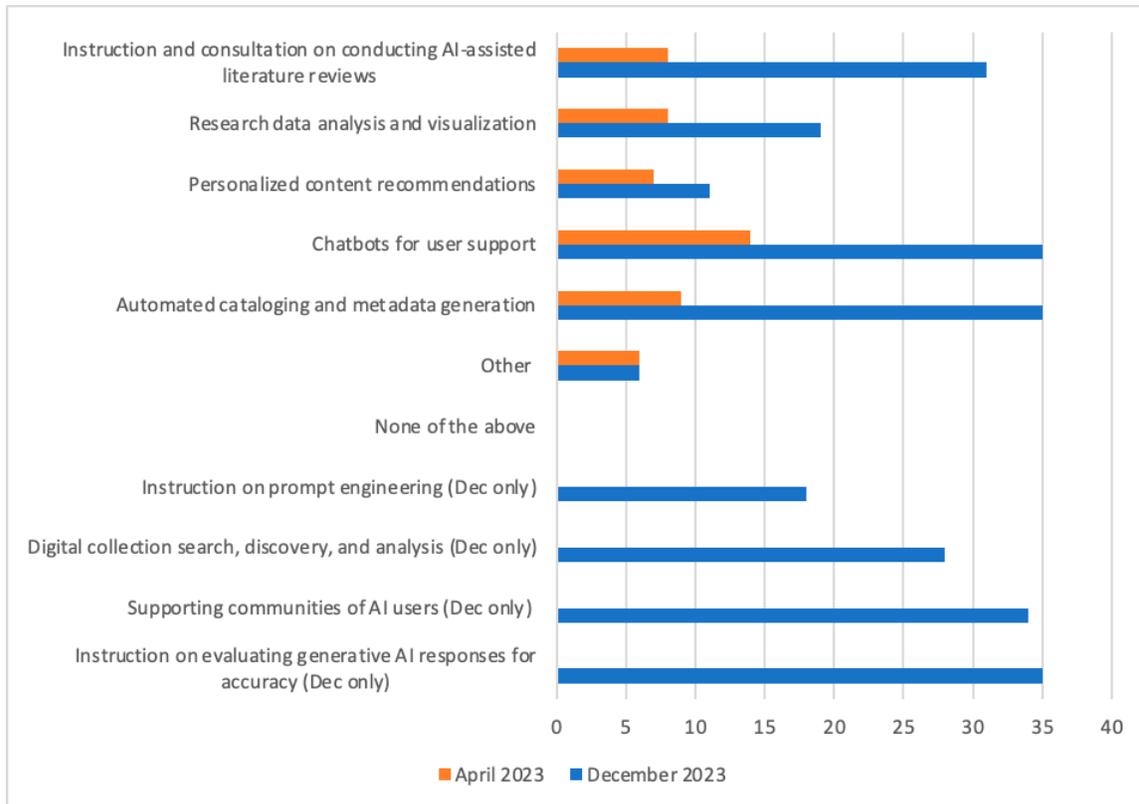
In December 2023 ARL member representatives highlighted a range of AI applications, each with its own significance and potential impact:

- **Instruction on Evaluating AI Responses** (35 mentions): This application was among the most frequently mentioned, emphasizing the need for AI literacy and critical engagement with AI outputs. It reflects a proactive approach to adapting information literacy programs to include AI, ensuring users can effectively navigate and interpret AI-generated information.

- **Automated Cataloging and Metadata Generation** (35 mentions): Equally prominent, this application suggests a widespread interest in using AI for operational efficiencies. It points to a strategic focus on enhancing backend processes to improve resource management and accessibility.

- **Chatbots for User Support** (35 mentions): Highlighting the importance of user engagement, this application indicates a move towards employing AI for direct user interaction and support, enhancing accessibility and service quality.

- **Supporting AI User Communities** (34 mentions): Almost as frequently mentioned, this application underscores the role of libraries in fostering collaborative environments for AI learning and exploration, positioning libraries as hubs for community engagement around AI.

- **AI-Assisted Research Instruction** (31 mentions): This reflects a significant interest in integrating AI into research support and educational services, enhancing the library's role in empowering users in AI-assisted research methodologies.

How can libraries enhance their information literacy programs to help students and researchers better understand and evaluate AI-generated information?

The responses from the April and December 2023 surveys of ARL member representatives illustrate a significant progression in their approach to integrating AI into information literacy programs. In April, the focus was predominantly on recognizing the need for AI, which evolved into the active development of AI literacy initiatives by December.

April 2023—Partnering with Other Units: In the initial survey, member representatives emphasized the need to partner with other units, such as academic departments, teaching & learning, as well as IT security/privacy teams. Many also saw the importance of AI literacy for librarians.

One member representative stated, "I think trying to partner with other academic areas on campus to make some level of information literacy a mandated part of a student's curriculum. It's more important to critical

thinking now than ever that students are able to assess the source of information and its reliability. It's less important how the information is generated (AI or otherwise) and more important to be able to know what is reliable and what is not and how those decisions are made. This isn't terribly different than when 'anyone' could essentially publish information on the open web."

December 2023—Development of AI Literacy:

The December survey continued the focus on AI literacy. One member representative remarked, "I think the first step is to help the librarians and staff in direct 'customer service' roles better understand and evaluate AI-generated information. The rest will move from there."

Another key point was the need to "have an in-house expert in the technologies: what they really do and the applications supporting research and writing that are already in use. When our internal message is 'it's just predicting the next word,' 'garbage in, garbage out,' or 'it's biased,' we are not in a position to help anybody. Most of us are in that place, unfortunately."

Ethical considerations remained at the forefront throughout the year. As one member representative aptly put it, "My Library's information literacy librarians are actively teaching about the ethics, pitfalls, and opportunities provided students and faculty who use AI-generative information. Just as our existing information literacy programs worked to inculcate critical thinking skills in students to enable them to differentiate between trustworthy and untrustworthy information sources that were human generated, they are working to arm the students with the skills to differentiate between human-generated and AI-generated content and how to test for themselves the trustworthiness of that content."

Summary

The evolution from the April to December surveys reflects a shift from simply wanting to partner with other units to developing deeper thinking into the necessity of AI literacy among library staff.

How would you describe your library employees' attitude towards generative AI?

December 2023: We observed a mix of attitudes. A member representative wrote, "A mix of curiosity, skepticism, exploration, and creative engagement. We have a very strong self-motivated working group that is examining [the] strategic implications of generative AI for our work and our academic mission...."

Another member representative wrote, "I think they have a generally positive attitude; recognizing that it's our job to use it ethically and not try to bury our heads in the sand and act like it's not changing research, publishing, discovery, dissemination, and much more."

Some other comments include, "all across the spectrum of enthusiasm to skepticism to anger," and "We have employees who see generative AI as a threat and employees who see it as a potential tool. Mostly split right down the middle," and "Interested. Also too busy to focus much on it."

In what ways do you anticipate generative AI impacting library operations and services in the longer term?

The responses from ARL member representatives in the April and December 2023 surveys reflect a growing understanding and anticipation of the long-term impact of generative AI on library operations and services. Member representatives share a forward-looking perspective, balancing cautious exploration with an increasing sense of optimism about AI's transformative potential.

Streamlining Library Operations: A notable theme is the expectation that AI will significantly enhance operational efficiency. In April, one member representative noted, "Long-term impact will be absolutely *transformational*. Generative AI will greatly enhance library worker's productivity. Alter the library operational model. Redefine the workforce. Rearticulate library's value propositions." By December, this sentiment had evolved, with another member representative stating,

"We already have many tools that use a form of automated intelligence; generative AI will become more embedded in tools that we license or create to provide convenience and speed for students and researchers. It will also mean more pressure on libraries to ensure that they are engaged and involved in teaching AI literacy as well as included as major players in the development of university policies on the use and ethics of AI."

Balancing Optimism with Realism: Despite the excitement, member representatives remained aware of the challenges. A December comment reflected this balance: "In the longer term, I have concerns about vendors developing AI tools without our active involvement." Another member representative remarked, "I feel like we are at the peak of the hype cycle for GenAI / LLM applications and expect that we will see a big dip in positive views over the next year."

Ethical Considerations: Ethical considerations were consistently emphasized in the December survey. One member was involved in discussions on "putting together an ethical framework for approaching AI work," and another mentioned that "one of the biggest conversations is the ethical application of AI in our products and services."

Summary

ARL member representatives foresee generative AI having a significant long-term impact on library operations and services. They anticipate AI will streamline workflows, enhance productivity, and redefine the library workforce. However, they also recognize the need to balance optimism with realism, acknowledging potential challenges such as vendor-developed AI tools without library involvement. Ethical considerations, including responsible AI development and application, remain a key focus for libraries as they navigate this rapidly evolving technology.

Please describe the types of campus or organizational conversations you are engaging in regarding generative AI, and what role the library plays in these discussions (e.g., maintaining academic integrity, publishing and authorship, research integrity, etc.).

ARL member representatives emphasize a shift towards more collaborative approaches, often extending beyond traditional library boundaries.

April 2023: In the earlier survey, member representatives discussed creating guides and hosting workshops. Many mentioned that the conversations tended to focus on academic integrity.

"We have hosted workshops in partnership with academic integrity for both faculty and students; been involved as co-PIs on several grants; and are currently working with the AI Institute on potential applications of AI for information literacy, research reproducibility, and meta-analyses."

December 2023: By the end of the year, member representatives reported a significant increase in their libraries' involvement in AI initiatives. As one member representative stated, "Our library has taken a more central role in campus-wide AI strategies compared to earlier this year. We're now actively participating in shaping the university's approach to AI."

Formation of Specialized Committees: Member representatives spoke about setting up specialized committees for AI, encompassing a diverse range of expertise. "We have a Library AI working group mapping out answers to this question currently. Different staff have become involved in various areas over the last year and there are several intersections. We have staff representatives involved in campus-wide planning initiatives as well as engagement in other related AI related research groups and areas such as AI & ethics, teaching & learning."

Playing a Role in University-Wide AI Strategies: Member representatives described an evolution in the library's role in institutional AI strategies. A member representative in December mentioned, "Our campus is forming an AI taskforce at the moment. We will have an associate dean on the six-person group with a particular assignment to focus on AI and data. We have a library AI group that meets regularly. Several members also participate on a campus discussion group." However, many members also remarked that they were not involved in their organizational initiative or conversations.

Active Contribution to Research and Development: The involvement in research and development projects was more pronounced by December. "The Library has a number of AI R&D projects underway, mostly in coordination with the Library's CIO office. Projects are underway in the Congressional Research Service, the US Copyright Office, the Cataloging-in-Publication section of Acquisitions and Bibliographic Access, and more."

Summary

The responses from ARL member representatives highlight an evolution in the library's role in organization-wide conversations and initiatives related to generative AI. Between April and December 2023, many libraries transitioned from primarily focusing on creating guides and workshops to actively participating in shaping institutional AI strategies. The increased collaboration and interdisciplinary approach demonstrate the library's growing importance in navigating the complex landscape of generative AI in higher education. As institutions grapple with the implications of AI for academic integrity, research, and publishing, libraries are well-positioned to provide valuable insights and guidance.

However, it is important to note that not all member representatives reported involvement in their organizational initiatives or conversations. This suggests that there is still room for growth and increased engagement as libraries continue to define their role in the era of generative AI.

How has your own view of generative AI changed over the past nine months?

ARL member representatives have experienced a notable evolution in their personal views on generative AI over the past nine months, shifting from initial caution to a more informed and positive outlook. This change is largely attributed to real-world applications and developments in AI within the library sector.

Initial Caution and Skepticism: Early in the year, many member representatives held a cautious or even skeptical view of AI. One member representative reflected, "I'm more excited about it, and am glad we are coming off of the crazy hype."

Shift to Positive and Informed Outlook: By the end of the year, member representatives reported a change in their perspectives. "It's clear that AI has arrived. It still hasn't hit library systems yet, but I'm sure many plans are in the works. I am very attuned now to what library vendors may be working on, and the extent to which they are involving us, their key stakeholders," a member representative shared.

Ongoing Concerns on Responsible Use: Despite the growing positivity, member representatives maintain a cautious approach regarding using the technology responsibly. "While there is much reason to be hopeful about potential gains, there are also concerns related to how the technology can be managed in an ethical, transparent, and sensible fashion. Training of the right kinds of LLMs seems to be paramount to ensuring GenAI solves more problems than it creates for our workplaces and society."

Another member representative commented, "Over the past nine months my enthusiasm was not diminished, but I *feel* like I am seeing more challenges than opportunities with the tools. In particular, with some bespoke demonstrations we've participated in recently, the challenges (cost and expertise) around curating information for successful deployments and ongoing uses are greater than I considered originally. This is going to be iterative, hard, and expensive work that will pay off in huge impacts. THIS IS NOT AUTOMAGIC."

Increased Understanding of Limitations: Member representatives indicated that as their knowledge of generative AI grew, they better understood its limitations and uses. "Initially, I believed that generative AI excelled in a wide range of tasks. However, after nine months, I've come to realize that its proficiency is limited to a select few areas. Numerous new generative AI tools have emerged, each claiming superiority in specific tasks, such as processing video inputs. However, the quality of their output remains a subject of debate, particularly concerning their suitability for academic purposes."

Summary

The responses from ARL member representatives reveal a shift in their personal views on generative AI over the past nine months. Initially, many representatives approached AI with cautious optimism, but as they gained more knowledge and witnessed real-world applications within the library sector, their perspectives evolved towards a more positive and informed outlook.

This change in perspective can be attributed to several factors, including increased exposure to AI tools, a better understanding of the technology's potential benefits and limitations, and the growing recognition that AI is here to stay. As member representatives engaged more with AI, they became more confident in its possibilities and began to see its potential to transform library services and operations.

However, the increased positivity is tempered by ongoing concerns about the responsible use of AI and the investments required to make GenAI tools useful for research and practical applications. Member representatives acknowledge that while AI has the potential to provide great benefits, it also carries risks if implemented irresponsibly or unethically. They emphasize the need for libraries to engage with AI critically and ensure that its use aligns with ethical principles and responsible practices.

Discussions and Implications

The insights garnered from the surveys conducted in April and December 2023 among ARL member representatives provide a comprehensive view of the evolving engagement with AI technologies in libraries. These findings not only reflect the current state of AI integration but also chart a course for future developments and strategies within the sector.

Interconnected Dynamics of AI Adoption and Exploration

The surveys reveal a complex landscape where attitudes towards AI significantly influence the extent of its exploration and implementation within libraries. The shift from cautious optimism suggests a dynamic response to emerging technologies. This progression illustrates the sector's adaptability and responsiveness, as libraries navigate between the excitement of new possibilities and the pragmatic challenges of integrating AI. The growing enthusiasm for AI, coupled with a cautious approach, highlights a diverse ecosystem where different levels of AI readiness coexist, shaping the broader narrative of AI in libraries.

Strategic Integration of AI in Libraries

The diversity in AI applications identified in the surveys underscores a strategic and comprehensive approach to AI integration. Libraries are evolving from traditional repositories of information to active facilitators of AI-enhanced learning and research. This shift is evident in the increasing focus on using AI to enhance user experiences, support research, and expand educational offerings, indicating a strategic alignment with the broader objectives of the organizations.

AI Literacy and Ethical Considerations

A consistent emphasis on AI literacy and ethical considerations across the surveys points to an evolving role for libraries in fostering digital and AI competencies. The recognition of the need to equip both staff and users with the skills to effectively leverage AI technologies is

becoming increasingly important. Moreover, the ethical use of AI, including concerns about privacy and responsible usage, emerges as a critical area of focus. This underscores the importance of a balanced approach to AI adoption, ensuring that technological advancements align with ethical standards and respect user privacy.

Collaborative Pathways and Community Engagement

The findings highlight the significance of collaboration and community engagement in the AI journey. Libraries are not only adopting AI technologies but are also actively shaping their development and application through cross-disciplinary partnerships and organization-wide initiatives. This collaborative approach not only aids in strategic AI adoption but also fosters a culture of shared learning and innovation, positioning libraries as key players in the AI dialogue within their organizations and beyond.

Preparing for the Future

The varied stages of AI exploration and the range of applications identified suggest that libraries are at different points in their AI journey. This diversity underscores the need for continued dialogue, research, and sharing of best practices within the library community. Future research and case studies will be crucial in understanding the role and impact of AI in library settings. Libraries, irrespective of their current stage in AI adoption, stand to benefit from such shared knowledge, enabling them to prepare for and adapt to the evolving trends in AI.

The comparison of the two surveys demonstrates the library sector's agile adaptation to the rapid evolution of AI technologies. The strategic integration of AI, coupled with a focus on literacy, ethics, collaboration, and community engagement, positions libraries as forward-thinking and responsive entities in the face of technological advancements.

Actionable Recommendations

Drawing from the trends and shifts identified in the comparative analysis of the April and December 2023 surveys, the following actionable steps and areas for future research are recommended for libraries to effectively navigate the integration of AI technologies.

Developing AI Literacy Programs

Libraries should consider implementing structured AI literacy workshops for both their staff and users. These programs would focus on seven competencies,[2] enabling staff and users to confidently and responsibly use AI technologies:

1. **AI Fundamentals:** Introduce basic AI concepts, including machine learning and natural language processing, relevant to library services.

2. **Critical AI Evaluation:** Train participants to critically assess AI-generated information for accuracy and reliability.

3. **Ethical AI Use:** Discuss ethical concerns like algorithmic bias and data privacy, emphasizing responsible AI use in libraries.

4. **Data Management with AI:** Teach AI's role in data curation and management, highlighting data quality's importance.

5. **Practical AI Applications:** Demonstrate AI uses in library operations, such as automated cataloging and user support.

6. **Navigating AI-Enhanced Resources:** Equip users with skills to efficiently use AI-enhanced databases and digital libraries for research.

7. **Continuous AI Learning:** Promote ongoing education on AI advancements and their implications for libraries.

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2   Leo S. Lo, "Evaluating AI Literacy in Academic Libraries: A Survey Study with a Focus on US Employees," The University of New Mexico Digital Repository, 2024, https://digitalrepository.unm.edu/ulls_fsp/203.

Forming AI-Focused Committees

The establishment of interdisciplinary committees is recommended to spearhead the integration of AI within libraries. These committees should ideally include:

- **Librarians:** Who understand the core services and user needs of the library
- **IT Experts:** To provide technical insight into AI capabilities and integration
- **Faculty Members or External Experts:** Offering broader academic or industry perspectives on AI applications

These committees would play a crucial role in aligning AI initiatives with the library's mission and strategic objectives. Regular tasks would involve reviewing AI applications in the library, gathering and analyzing user feedback, and making strategic adjustments based on evolving needs and technological advancements.

Conclusion

The comparative analysis of the April and December 2023 surveys underscores the dynamic nature of AI integration in libraries, highlighting significant strides made in AI adoption and the evolving role of libraries in an AI-integrated landscape. This study emphasizes the importance of libraries in shaping the integration of AI technologies in academic and research environments, balancing innovation with ethical considerations and practical realities. As libraries continue to adapt and lead in this changing terrain, their experiences and strategies will play a crucial role in shaping the discourse on AI's role in transforming information access and knowledge dissemination.

Appendix: Survey Instrument

April 2023 Survey Instrument

1. How would you describe your view of the potential of Generative AI technologies in the context of library services in the next 12 months?

    a. Very positive – I believe that Generative AI technologies will significantly enhance library services in the next 12 months.

    b. Somewhat positive – I believe that Generative AI technologies have the potential to enhance library services in the next 12 months, but there may be some limitations or challenges.

    c. Neutral – I am uncertain about the potential of Generative AI technologies to enhance library services in the next 12 months.

    d. Somewhat negative – I believe that Generative AI technologies may have some negative impacts on library services in the next 12 months, but there may also be some benefits.

    e. Very negative – I believe that Generative AI technologies will have significant negative impacts on library services in the next 12 months.

2. To what extent is your library currently exploring or implementing Generative AI solutions?

    a. Actively implementing

    b. Exploring potential applications

    c. Considering in the near future

    d. Limited interest

    e. No plans to explore

3. Please select the potential applications of Generative AI in research libraries in the next 12 months that you find most relevant (select all that apply):

    a. Automated cataloging and metadata generation

    b. Chatbots for user support

c. Personalized content recommendations

d. Research data analysis and visualization

e. AI assisted literature reviews

f. Other (Please specify)

4. How can libraries enhance their information literacy programs to help students and researchers better understand and evaluate AI-generated information?

5. In what ways do you anticipate Generative AI impacting library operations and services in the longer term?

6. Please describe the types of campus or organizational conversations you are engaging in regarding Generative AI, and what role the library plays in these discussions (e.g., maintaining academic integrity, publishing and authorship, research integrity, etc.).

December 2023 Survey Instrument

1. Which association(s) is your institution a member of?

    a. Association of Research Libraries

    b. Canadian Association of Research Libraries

2. How would you describe your view of the potential of Generative AI technologies in the context of library services in the next 12 months?

    a. Very positive – I believe that Generative AI technologies will significantly enhance library services in the next 12 months.

    b. Somewhat positive – I believe that Generative AI technologies have the potential to enhance library services in the next 12 months, but there may be some limitations or challenges.

    c. Neutral – I am uncertain about the potential of Generative AI technologies to enhance library services in the next 12 months.

    d. Somewhat negative – I believe that Generative AI technologies may have some negative impacts on library services in the next 12 months, but there may also be some benefits.

e. Very negative – I believe that Generative AI technologies will have significant negative impacts on library services in the next 12 months.

3. To what extent is your library currently exploring or implementing Generative AI solutions?

    a. Actively implementing

    b. Exploring potential applications

    c. Considering in the near future

    d. Limited interest

    e. No plans to explore

4. Please select the potential applications of Generative AI in research libraries in the next 12 months that you find most relevant (select all that apply):

    a. Automated cataloging and metadata generation

    b. Chatbots for user support

    c. Personalized content recommendations

    d. Research data analysis and visualization

    e. Supporting communities of AI users

    f. Instruction and consultation on conducting AI-assisted literature reviews

    g. Instruction on evaluating generative AI responses for accuracy

    h. Instruction on prompt engineering

    i. Digital collection search, discovery, and analysis

    j. Other (Please specify)

5. How can libraries enhance their information literacy programs to help students and researchers better understand and evaluate AI-generated information?

6. In what ways do you anticipate Generative AI impacting library operations and services in the longer term?

7. Please describe the types of campus or organizational conversations you are engaging in regarding Generative AI, and what role the library plays in these discussions (e.g., maintaining academic integrity, publishing and authorship, research integrity, etc.).

8. How would you describe your library employees' attitude towards Generative AI?

9. How has your own view of Generative AI changed over the past 9 months?