THEME: AI IN INFORMATION SERVICES – IMPLICATIONS

Professor Daniel Coore, Professor of Computer Science, Department of Computing, The University of the West Indies, Mona, Jamaica

Title: Anticipating the Impact of Large Language Models on Education

Abstract
The recent release of ChatGPT by OpenAI has brought awareness of the incredible capabilities of large language models (LLMs) to the mainstream public. The recent decision by Microsoft to incorporate it into their search engine and other products has forced Google, and other large companies, into a race to develop more powerful LLMs and to integrate them into their products. We can expect a rapid rise in availability of LLM-enabled tools and in their capabilities. The disruption caused by LLMs is already evident, especially for artists, writers, computer programmers, and educators. Educators in particular must determine new methods of assessment for certain levels of learning outcomes, and will have to develop new curricula to meet the changing needs of the labour market as LLM-enabled tools become more widespread. Teaching methods will have to evolve in order to take advantage of new tools, but also to meet expectations of learners who will be constantly exposed to LLM-enabled tools. In this talk, I present some of the inevitable adjustments that will be thrust upon educators by the rise in availability of LLM-enabled tools. I will use the major milestones in the development of AI as a lens through which we can view: the recent rapid development of these tools; the further disruptions they are likely to cause; and yet, the continued relevance of human intervention.

Erik Boekesteijn, Senior Advisor at the Royal Library of the Netherlands (KB), Global Library Motivator

Title: Wizards & Prophets on AI in Libraries, Collaboration is Key

Abstract
How to use smart tech, AI, and to save libraries and the world. Whether it stands for artificial intelligence, intelligent assistants, or the art of information, AI and other new evolving technologies will definitely have strong impacts on our future. Hear about the Future Library Lab in Delft, Cultural AI, and The how the combined forces of the NLAI Coalitie is making a difference and sets out a course for the future. In this presentation we will explain how AI is changing the way Libraries work and how it is changing what Libraries have to offer to their clients. You will see examples of AI-based search apps, automated text creation, and more, but the reverse is equally interesting and relevant: how can Libraries have an impact on the development of trusted and ethical AI. Libraries have a lot of data and content available to train AI. Furthermore, Libraries have always been dealing with ethical issues. This expertise should be used to detect fake news, to warn users for biased information and more in general: to make our clients AI-ware.

Dr. Ruth Baker-Gardner, Lecturer, Lecturer, Department of Library and Information Studies, The University of the West Indies, Mona Jamaica

Title: The Implications of AI for Academic Integrity

Wilson Tsu, Founder & CEO, PowerNotes

Title: Maintain academic integrity and maximize library resource usage in an AI-assisted research and writing process

Abstract

This presentation introduces PowerNotes, a research and writing workflow that seamlessly integrates AI into the learning process, empowering students to confidently incorporate AI writing into their assignments within a fully-documented environment. PowerNotes uses OpenAI's API to integrate ChatGPT (and other AI products) into our learning environment in a way that promotes various stages of the research and writing process through open and closed prompting. Students can ask open questions and use the AI as a brainstorming and knowledge assistant. Our closed prompting features allow students to narrow the AI's universe to research the student has already completed to improve AI accuracy and minimize hallucinations in the AI's responses.
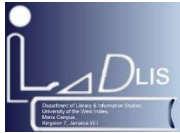
All AI interactions are saved and made accessible to faculty for review. Our Insight Score correlates the work history documented in PowerNotes with submitted assignments. Instructors have access to an activity log that provides evidence of every students' learning journey from assignment to grade including, when, where and how AI was used, through our transparent work environment. Another aspect of this presentation is PowerNotes Discovery, which enhances research efficiency and understanding. During research, we use AI to generate real-time summaries of articles and journals, enabling students to quickly triage the article for key concepts. In addition, the AI assists in generating related research topics and also finds relevant resources, be it through Google or the institution's library catalog. Students can also use the AI to query specific articles further streamlining the research process. PowerNotes revolutionizes education by integrating AI seamlessly into the learning environment in a way that faculty can customize. Each AI feature can be independently enabled or disabled based on the instructor's preferences. By preserving academic integrity, increasing research efficiency, and providing evidence-based records, PowerNotes empowers students and educators alike to embrace the potential of AI in education with confidence.

Eric Kokke Marketing Manager, GO | School for Information, Netherlands

Title: Are you ready for Innovation?

Abstract

Implementing innovation is difficult, especially if the innovation involves reviewing working methods that have been in place for a sustained period. Frequently, projects on innovation or renewal and improvement of services and workflows are not as successful as we hope. The reason for the failure? Most of the times it is the lack of willingness or ability of people to change. The key to success? Knowing your organisation, your team and effective communication about the expected changes. In this interactive workshop, the participants will get insight in how adaptable to change they are themselves. The workshop will also provide tips and recommendations on how to tackle the biggest issues in change management and communication when introducing innovative ideas and techniques to improve the chances of success!

Nomoya Mahlangu, Director, Research Support & Teaching and Learning
University of Johannesburg Library, South Africa

Title: Strategies in Implementing AI Technologies in Academic Libraries: A Chatbot Experience at the University of Johannesburg

Abstract

The purpose of the paper is to present strategies used in the implementation of AI Technologies with a specific focus on the Chatbot project that was implemented at the University of Johannesburg library. A literature review study will be done to corroborate the UJ Chatbot implementation process. The strategy used in implementing the Chatbot will be presented. The paper will also so illustrate the components that lead to the successful implementation of Industry 4.0 projects and the lessons learned will be shared. It will touch on strategic elements such as: Identifying software, the role of the geek economy; skills shortages, funding mechanisms, collaboration across teams and university departments, and the future implication of the use of ChatBots in academic libraries.

Frederick Mavhunduse, Campus Librarian (APB Campus), Library and Information Centre, University of Johannesburg
Title: A Journey into Immersive Learning: The University of Johannesburg Library Virtual Reality Lab

Abstract

This presentation presents an overview of the University of Johannesburg (UJ) Library's journey in establishing a Virtual Reality (VR) Lab, highlighting its motivations, planning, implementation, applications, challenges, and future directions. The VR Lab was created as part of the University's goal to have all its departments embrace 4IR technologies in their work functions and in servicing their clients. The VR Lab was thus created to provide immersive learning experiences and foster interdisciplinary collaborations. The presentation discusses the planning and implementation process, including infrastructure requirements, hardware and software selection, spatial design considerations, and accessibility. The presentation will not delve much into the workings and activities of the Lab. The journey started with the Library Executive Director (ED) setting up a task team of the library campus manager where the Lab was to be located, the Makerspace Manager and the Library IT Manager. The ED then briefed the team on the project and the grand money of R1 million that the University had granted under 4IR projects. A project brief was then drafted, which detailed the motivation for the project, the space, equipment and staffing requirements, and the foreseen benefits of the space. Challenges encountered during the setup of the VR Lab are addressed, including financial constraints, technical hurdles, and training requirements. Future directions for the VR Lab at UJ are presented, including potential expansion plans, collaborations with industry partners, and integration of emerging technologies like augmented reality (AR) and mixed reality (MR). The abstract concludes with a call to action, encouraging the audience to explore the possibilities of VR technology in their institutions and research endeavours.

Adrian Duncan, Librarian, Law Branch Library, The University of the West Indies, Mona Campus, Jamaica

Title: Exploring the Intersection of AI and Caribbean Academic Libraries: Current Implementations, Implications, and Future Directions

Abstract
The presentation will give an introduction to Artificial Intelligence and the potential impact on Academic Libraries in the Caribbean. Artificial Intelligence refers to computer systems that can perform tasks conventionally requiring human intelligence by analyzing data, recognizing patterns and making predictions. Machine learning is a form of AI that involves training computers on a large data set to enable them to make predictions and ultimately learn. AI can be used to analyze student data to gain insights into their search habits, which can be used to improve the quality of service provided by libraries as well as boost resources offered.
The presentation will discuss how AI can and has been used to enhance library services, improve user experiences and automate processes. AI-powered systems can analyze usage patterns and identify areas where collections can be improved, assist librarians in selecting and acquiring new materials and provide 24/7 support to library users. Moreover, AI has been used to automate tasks such as monitoring borrowing patterns and generating recommendations for book, handling routine inquiries related to circulations and or material location and assisting users in searching for information within the library's collections or on external databases.
Additionally, it will provide examples of how AI is currently being used in academic libraries, including the use of specialized recommendations, ChatBots, Predictive texting and precedent maps, metadata management, automating routine tasks, and enhancing user experiences and Circulations – Self Check Out/In Systems are all discussed in the context of improving library services.

Joyce Van Aalten, Invenier / GO | School for Information
Title: The role of knowledge graphs in AI

Abstract
Knowledge graphs are commonly known with a large audience for their applications like the Google Knowledge Graph or the Facebook Graph. However, a knowledge graph can also be of added value within a specific context or within an organisational domain. These Enterprise Knowledge Graphs can give organisations new insights on their hidden knowledge or can improve the findability of content on a website or enterprise information system. In this talk, Joyce will introduce the topic of (enterprise) knowledge graphs. What are they, how are they structured and how can they be leveraged. And how do topics like AI, RDF, triples, semantic web and ontologies relate to knowledge graphs. You can expect an explanation in plain English enriched with a lot of practical examples Joyce has worked on in her findability projects.

Eva Bosgraaf, Media Education for Library Professionals
Title: AI applications for information services in Public Libraries
Abstract

ITMS Group, Miami, United States
Title: Text matching software that can detect AI (Compilatio)

Maneka Gokool, Senior Lecturer, Department of ICTs and Digital Technologies, College of Science, Technology and Applied Arts of Trinidad and Tobago

Joanne Jarvis Patrick Senior Lecturer, College of Science, Technology and Applied Arts of Trinidad and Tobago

Title: Teaching and learning using AI in Information and Library Science

Abstract
Artificial Intelligence (AI) is commonly understood to mean computer programmes designed to replace human intelligence. However, AI must now be seen as more than just the advancement of technology since it has permeated every sector of society to the extent that countries are considering regulating its development. Artificial Intelligence is having a significant impact on teaching and learning . According to 20 AI In Education Statistics To Rethink How You Teach 2023 86% of educators stated that technology, including AI, must be a vital component of education. Research shows that 20% to 40% of the current workload of teachers can be automated using AI current technology. Educators in Information Science and Information Literacy will benefit from incorporating AI in their teaching and learning. In addition libraries have adopted AI for their services and functions. This presentation will focus on the potential of AI for teaching and learning in the area of Information and Library Science. Some examples are, using AI tools for personalized learning and assistive learning, to grade and provide feedback on assessments, monitor course quality, give students ideas for writing and provide meaningful and immediate feedback. The presentation will also examine how AI Tools can enhance all aspects of library services such as User Services, Research, Library Management, Collection development. It will also consider challenges posed by using Artificial Intelligence and look at the future development of AI in teaching and learning. Despite its challenges the future of AI looks promising as it has tremendous potential to transform the traditional approach to teaching and learning.

Eric Kokke, Marketing Manager, GO | School for Information Netherlands
Title: Information Professional in 2030 – Profile/Persona

Abstract
In 2021 The Dutch Ministry of Education, Science and Culture started a 5 year program to improve the state of archiving and information management in all federal governmental organisations. One of the products of the 'Future Lab' is a set of future roles and new job titles. The goal of these new jobs is to launch the information professional and his added value into the 'data era'. In this workshop (as an in depth sequel to the proposed presentation) the participants will learn more about the competences of the Information Professional of 2030 and how to acquire them.

Panel Discussion - The Role of Library Schools in Preparing Information Professionals to Function in an AI World

Abstract
The discussion will be divided into four (4) sub-themes. Each of the sub-themes will be introduced by a statement or question, which will be shared with the attendees in Mentimeter for attendees to give their opinion. The results of the Mentimeter will be shown on the shared screen. The results will also be used as input for the members of the panel.

The subthemes are:

1. AI: An opportunity or a threat?
2. The impact of AI for library schools
3. The impact of AI for libraries
4. Competencies for Information Professionals

Panelists

Roger Chung, Acting Chair Department of Information Science and Technology
College of Science and Technology and Applied Arts of Trinidad and Tobago

Dr. Rosemarie Heath, Head of Department, Department of Library and Information Studies, The University of the West Indies, Mona Jamaica

Eric Kokke, Marketing Manager, GO | School for Information Netherlands

Dr. Rahul Kumar, Assistant Professor, Department of Educational Studies, Faculty of Education, Brock University, Canada

Eppo van Nispen tot Sevenaer Director, Institute of Sound & Vision of the Netherlands
Title: AI in the Information Society

Perry Collins, Interim Chair Digital Partnerships & Strategies, George A. Smathers Libraries, University of Florida

Dr. M. Stephanie Chancy , Caribbean Partnerships Librarian, George A. Smathers Libraries, University of Florida
Title: A Funding Story: The ABCs of Writing a Successful Grant

Abstract

This presentation will examine the building blocks of developing grant proposals through the lens of the Digital Library of the Caribbean (dLOC), an initiative nearly 20 years in the making with over 80 international partners. The presenters, librarians at the University of Florida with roles supporting dLOC, will share their own experience of the funding landscape before delving into a number of key areas. These include crucial questions such as (1) How do I develop a budget and scope for funding?; (2) How do I align my project goals with the mission of a particular funder or program?; (3) How do I write a narrative that will resonate with proposal reviewers?; and (4) Which details will set my proposal apart? Significant time will be allotted for questions, as well as an opportunity for attendees to share their own funding stories and advice for others.

Eric Kokke Marketing Manager, GO | School for Information, Netherlands
Title: Marketing of Information Services

Abstract

The introduction of new services or innovation(for example Artificial Intelligence, AI) in your organisation require funds and/or support from the management. And they are not always in favor of change or investment in your information services. The use of the right marketing and communication tools might help you in getting the support (both financial as organisational), you need to implement new services.