

Will AI replace libraries and librarians?



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GLOBAL TRENDS SHAPING THE CHANGE



EFFICIENCY, TECHNOLOGY, AUTOMATION

Remote
& Office Collaboration

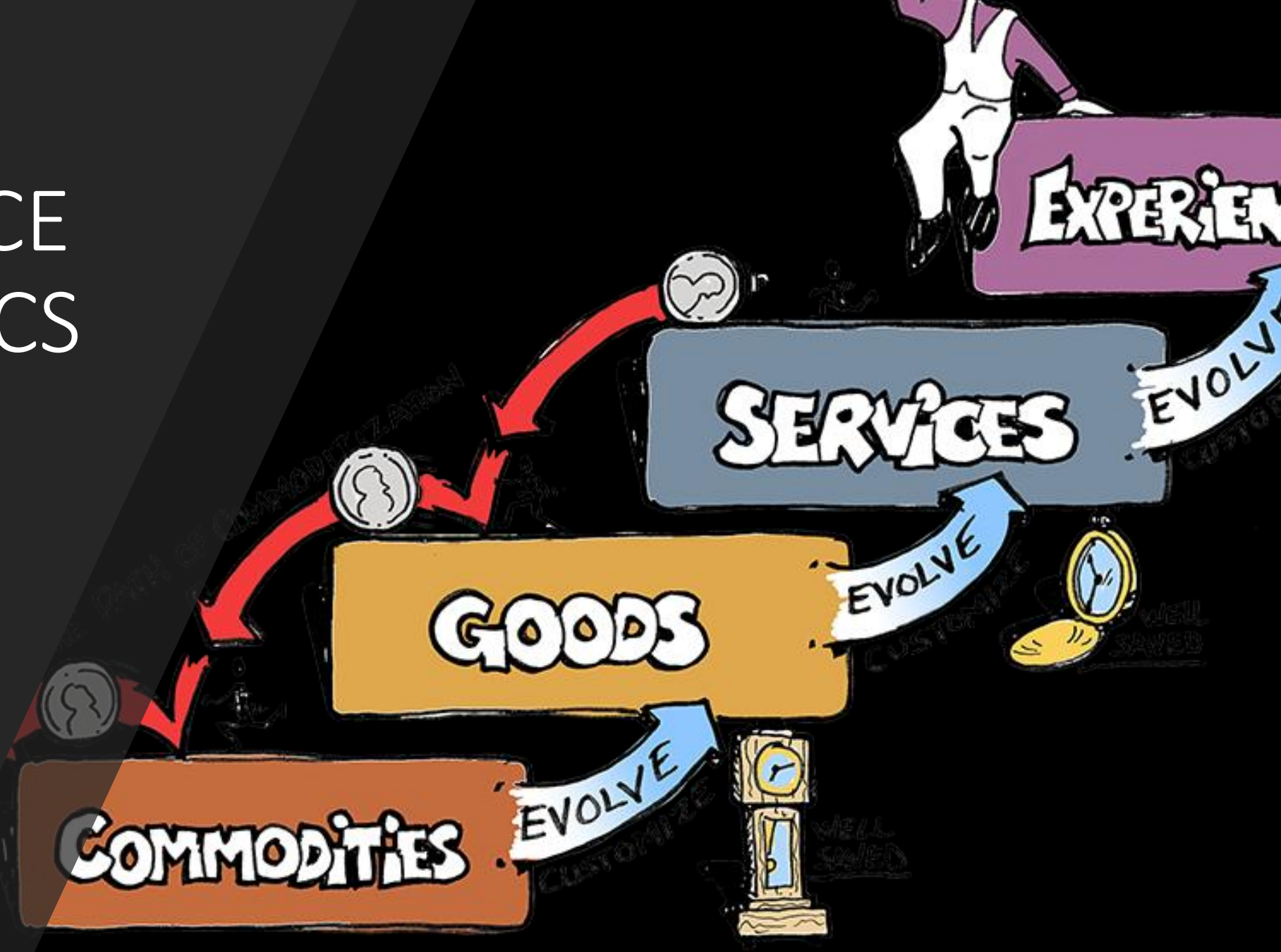
DATA-DRIVEN DECISION-MAKING



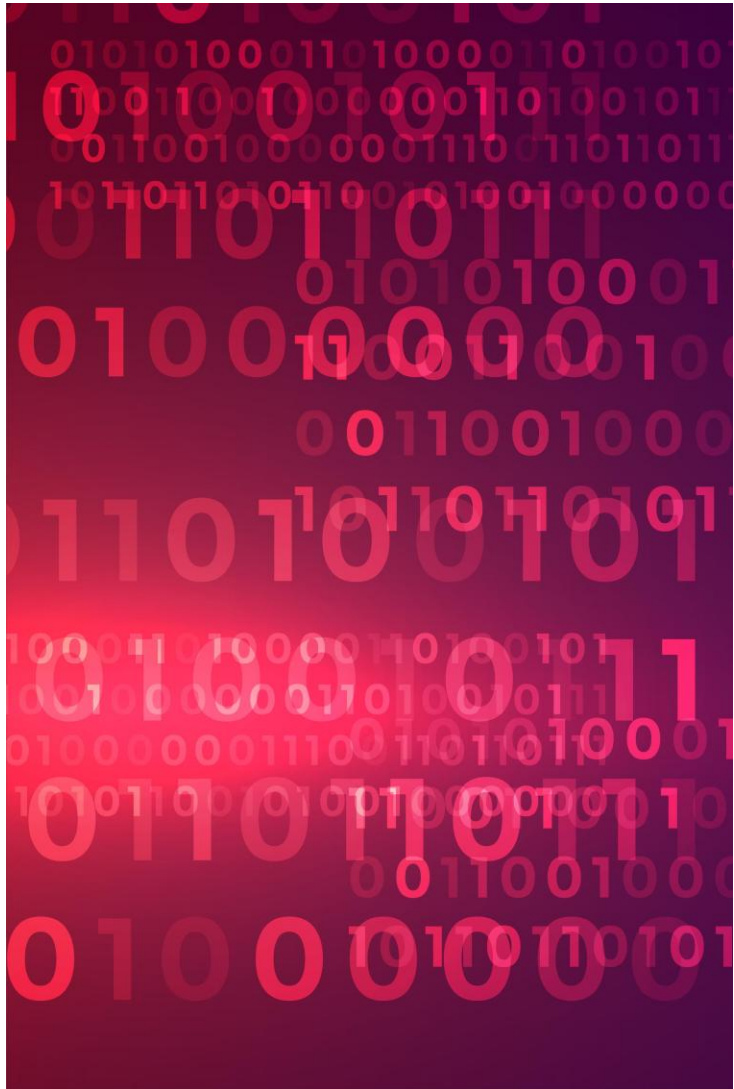
A hand holding a magnifying glass over a blue background with white person icons. The text "TOTAL PERSONALISATION" is overlaid in white.

TOTAL PERSONALISATION

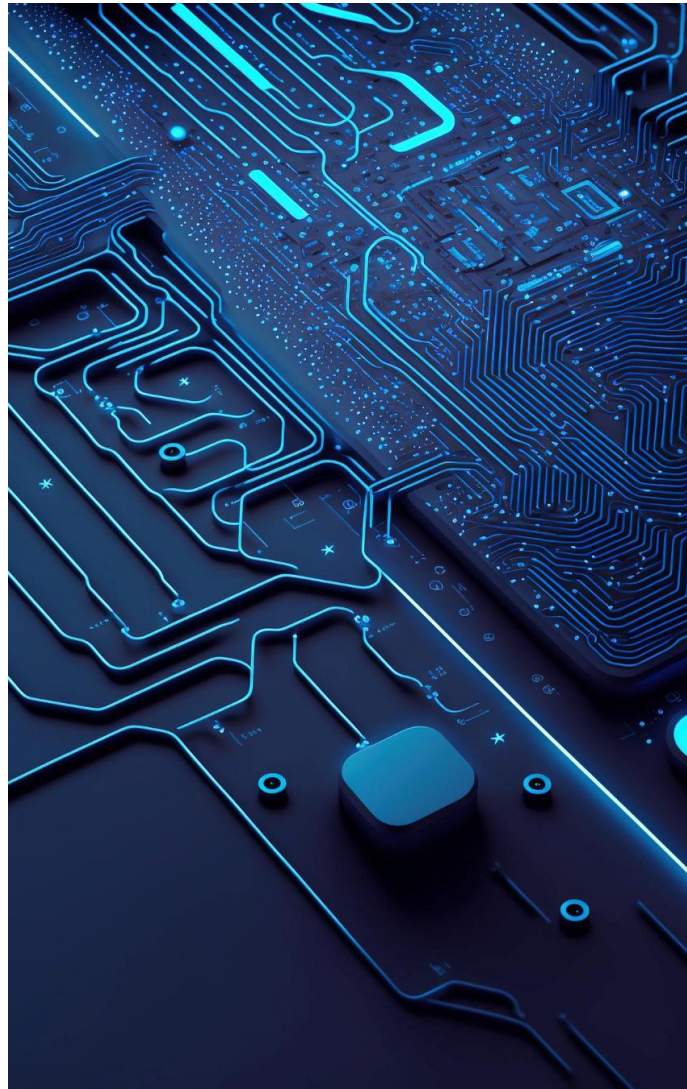
USER EXPERIENCE ECONOMICS



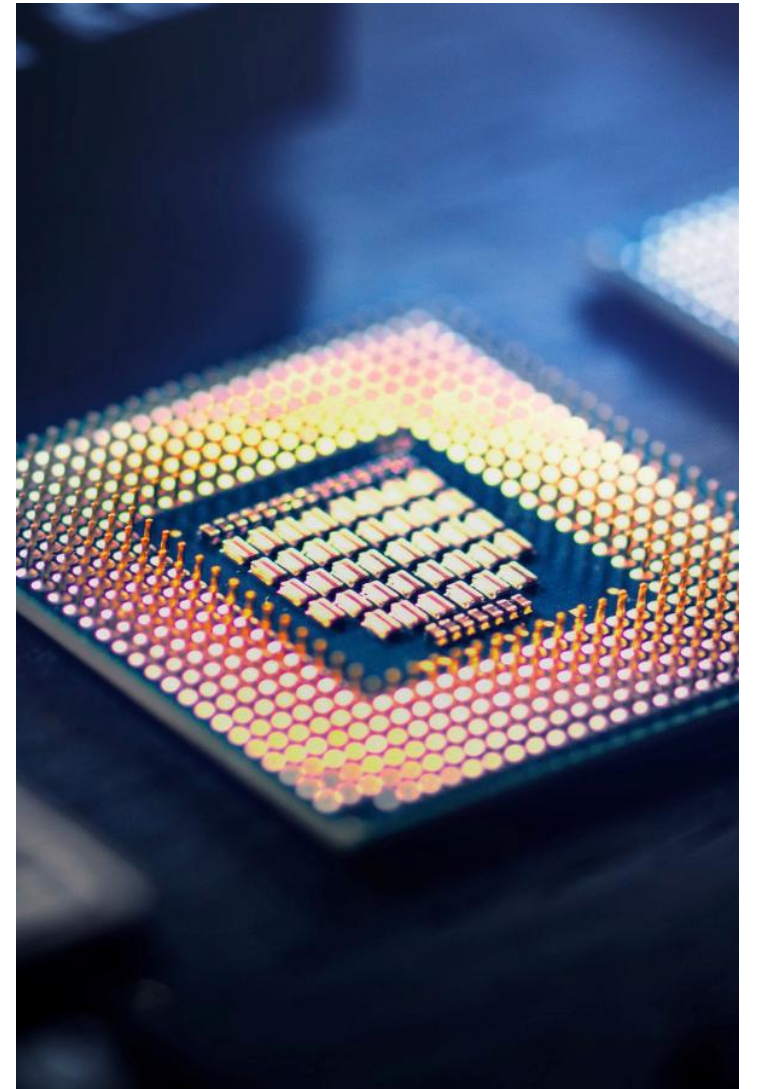
DATA



ALGORITHMS



COMPUTING POWER





AI's Purpose in Libraries

52%: Support student learning.

47%: Support research excellence.

45%: Improve content discovery.

AI Integration & Adoption

60%+ of libraries are **evaluating or planning** AI integration

Only **7%** are currently implementing AI tools.

43% list **AI-powered tools** for users as their **top tech priority** over the next 12 months



Pulse of the Library 2024

KEY AI TECHNOLOGIES FOR SMARTER LIBRARIES

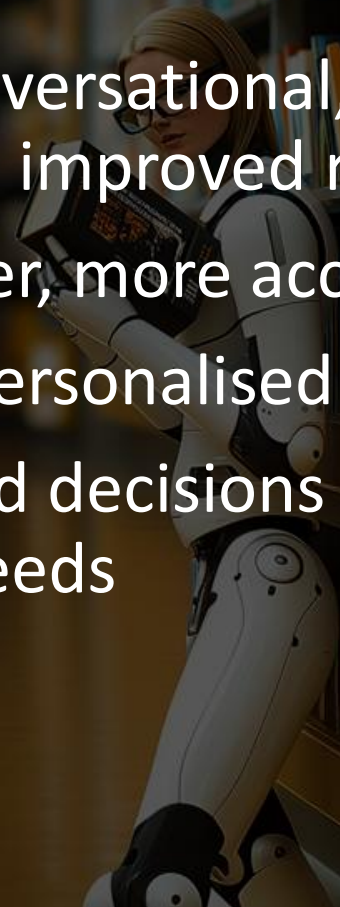
Chatbots & virtual assistants – 24/7 support for patron queries; reduced staff workload

Natural language search – conversational, intuitive information discovery; smarter search with improved results

Automated cataloguing – faster, more accurate metadata creation

Recommendation engines – personalised content suggestions

Data analytics tools – informed decisions based on user behaviour; collections aligned with real needs



The background image shows a person sitting at a wooden table in a library, working on a laptop. The scene is dimly lit, with bookshelves filled with books in the background. A semi-transparent digital overlay of a human head with various data points and lines is positioned on the right side of the image, suggesting AI integration. An orange horizontal bar is located in the top left corner.

MAJOR GAINS OF USING AI IN LIBRARIES

Accessibility (e.g. automated translation, visual and audial assistance)

Convenience (24/7 access to support, plain language queries etc.)

User engagement (personalised recommendations, on-demand and easy-to-use service)

Librarians have **MORE TIME FOR HUMAN INTERECTION**

CONCERNS AND THREATS

- Job replacement by automation
- Skill obsolescence and mismatch
- Budget-driven downsizing where AI is seen as cost-saving
- Devaluation of human expertise in favour of AI efficiency
- Depersonalisation of services (lack of empathy, context, and judgment)
- Ethical and privacy risks
- Overdependence on technology

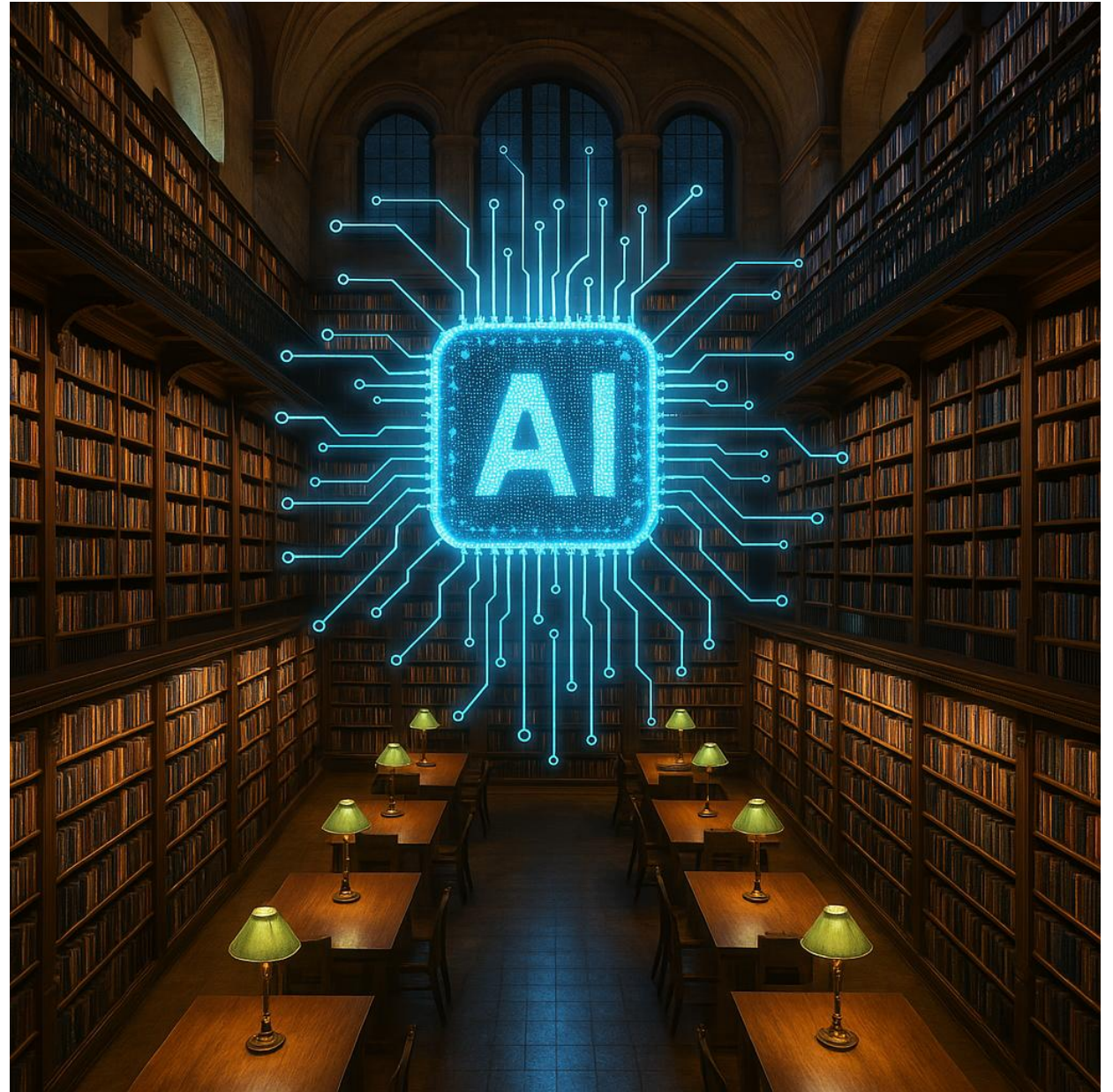




NEW SKILLS FOR LIBRARIANS

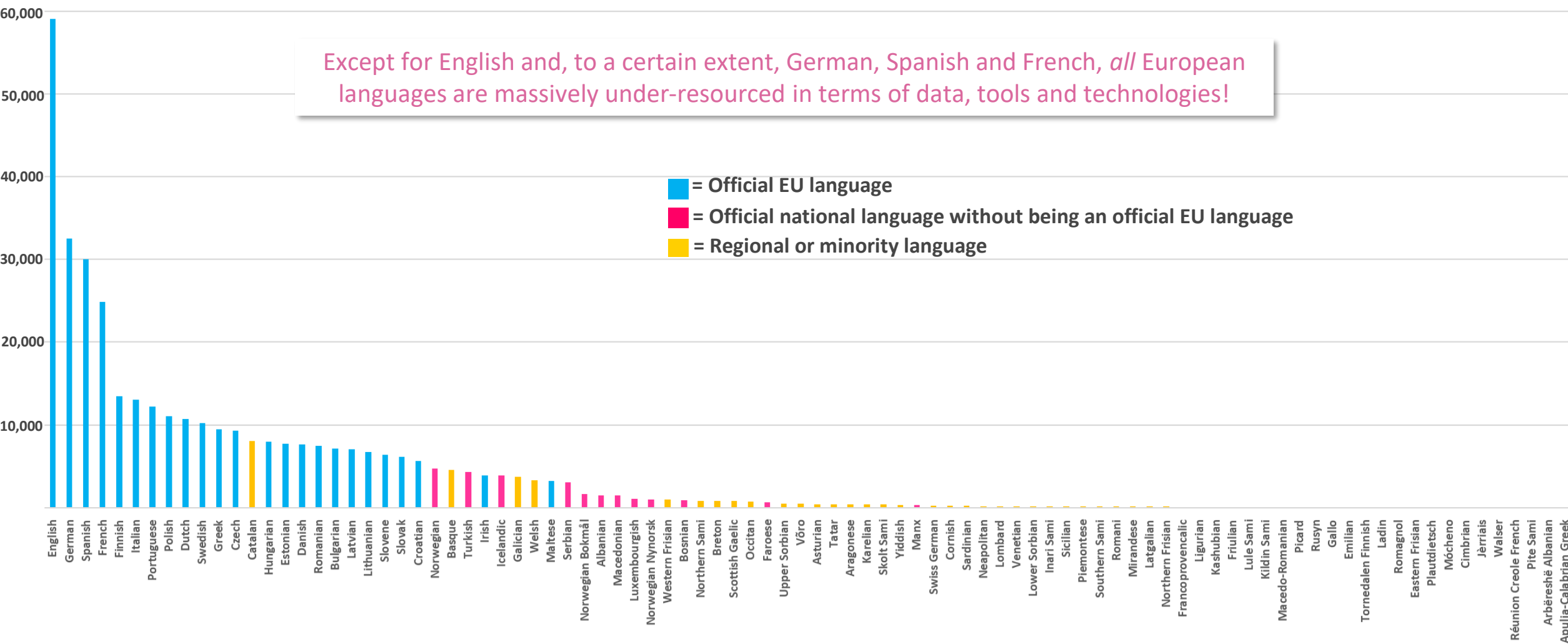
- Data literacy
- AI system management, and use of AI tools
- Digital ethics

NEW ROLE OF LIBRARIES – AI DATA PROVIDERS



Digital Language Equality Metric: Technological Scores

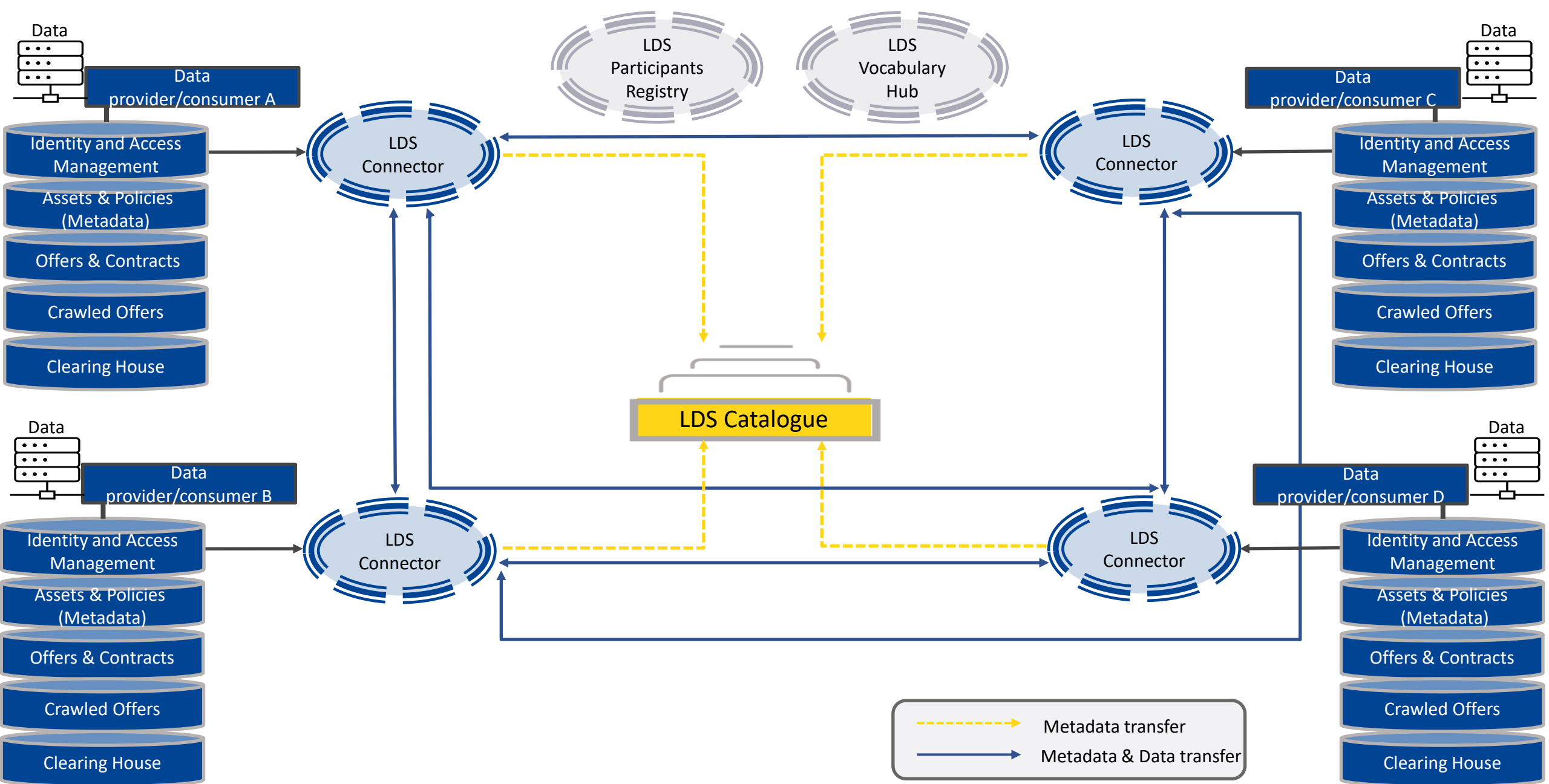
Except for English and, to a certain extent, German, Spanish and French, *all* European languages are massively under-resourced in terms of data, tools and technologies!



Common European Language Data Space



- European Commission funded **data ecosystem** development
- Objective: Develop and deploy a European platform and marketplace for the collection, creation, sharing and re-use of multilingual and multimodal language data
- Salient features: governance framework, technical infrastructure, openness, promotion
- Stakeholders: cultural associations, industry, research, public administration, NGOs and citizens



Language Data Space – Value Proposition



Data Providers

- LDS as a marketplace
 - **Share or sell data products**
 - Find new customers
 - Extend or enrich datasets using AI/NLP services offered in the wider LDS ecosystem
- Legal compliance by design
 - Stay in control over use and access of data
 - Compliance with EU regulation and standards
- Limited effort
 - Keep existing infrastructure and workflows
 - Interoperability with other data spaces
 - Legal and technical helpdesks available
- Contribute to European LLMs: *from* and *for* Europe

Data Consumers

- **Access or buy data products** to develop better services (including LLMs)
 - Multilingual data
 - Multimodal data
 - Domain-specific data
 - All European languages
 - Easy discoverability and access
- Limited effort: keep existing infrastructure
- Legal compliance by design
 - Compliance with EU regulation and standards
 - Transparency: emphasis on data provenance
- Find new customers for services and products

KEY TAKEWAYS

AI is a partner, not a replacement for librarians

AI empowers staff to focus on complex and human-centered tasks

AI creates a more responsive, efficient, and personalised library environment

Ethical AI use upholds library values

Libraries will serve as data providers for AI



A futuristic library scene. In the foreground, a white and black humanoid robot stands behind a wooden counter. The robot has a screen on its chest displaying the text "HOW CAN I HELP YOU?". In the background, a young boy with a backpack is smiling and holding books, and a woman with long blonde hair is seen from behind, also holding books. The library is filled with tall bookshelves packed with books, and the lighting is warm and ambient.

FUTURE-READY LIBRARIES ARE
THOSE THAT EMBRACE AI TO
AMPLIFY HUMAN EXPERTISE

Thank you!

Questions?



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