



Towards Sustainable Smart Libraries: AI, Automation, And Open Access Integration

Murthy R *1, Kalpana N *2

*1 Librarian, JD School of Design, Bengaluru, Karnataka 560001

*Corresponding Author Email: murthyr1997@gmail.com

ORCID ID - 0009-0000-4066-7561

*2 Library Assistant, B M S College of Engineering, Basavanagudi, Bengaluru -560 019

E mail: kalpanan.lic@bmsce.ac.in

ORCID ID: 0009-0007-7126-4010

ABSTRACT

Smart libraries are seen as the next step in the evolutionary journey of information centers, where Artificial Intelligence (AI), automation technologies, and open access technologies are integrated to provide efficient, inclusive, and sustainable knowledge services. This study aims to examine the role of AI-based tools, automated technologies, and open access technologies in building sustainable smart libraries. The study is based on a user-centric approach, where 700 users (350 male and 350 female) between the ages of 18 and 35 years are chosen for the study, representing active digital age users. The study aims to examine user awareness and usage of AI-based tools, automated technologies, and open access technologies in libraries. The study found that AI-based tools are effective in providing efficient services, automated technologies are effective in increasing efficiency, and open access technologies are effective in providing inclusive services. The study concluded that AI, automation technologies, and open access technologies are essential in building sustainable smart libraries.

Keywords: Smart Libraries, Artificial Intelligence, Automation, Open Access, Sustainability, Digital Libraries

INTRODUCTION

The library world is witnessing a dramatic shift from conventional book-based library services to technologically driven information services. This has been fueled by the advent of Artificial Intelligence (AI) and automation technologies like RFID and self-service systems, and open access digital platforms, leading to the concept of smart libraries. Smart libraries are user-centric, efficient, and sustainable, catering to the needs of the digitally connected society.

Sustainability in library services has transcended the conventional concept of environmental sustainability to encompass economic, technological, and social sustainability. AI has enabled intelligent services like chatbots, recommendation systems, and automatic metadata generation. Automation has minimized human intervention and ensured accuracy in circulation and inventory management. On the other hand, open access platforms have democratized information by breaking the barrier to information access.

The young library user, between 18-35 years of age, is the most active digital information consumer. This study aims to understand their interaction with smart library services like AI, automation, and open access, leading to the concept of sustainable smart library development.

OBJECTIVES OF THE STUDY

1. To identify the role of AI in smart library services.
2. To understand how automation technologies contribute to operational sustainability.
3. To understand the impact of open access integration in terms of equitable access to information.
4. To understand user perceptions of smart library technologies among young adults.
5. To identify strategies for sustainability in smart library implementation.

SCOPE OF THE STUDY

The study is focused on the concept of developing sustainable smart libraries through the integration of Artificial Intelligence technologies, automation technologies, and open access technologies. It is focused on

the impact of such technologies on libraries.

It is also focused on how it affects the services provided by the libraries. It is also focused on how it affects the users of libraries. It is also focused on the perceptions of the users of libraries. It is focused on the perceptions of young users of libraries who fall in the age group of 18 to 35 years. It is focused on this particular age group of users of libraries because they are considered to be active digital information seekers.

The study is focused on various components of smart libraries such as AI-based technologies, automation technologies, and open access technologies. It is focused on evaluating the role of various components of smart libraries on improving accessibility, quality of services provided by libraries, sustainability of libraries, and services provided by libraries.

Geographically, the study is focused on libraries that are established with modern facilities and technologies. It is focused on libraries that provide digital services to users. It is not focused on developing AI-based technologies. It is not focused on software development.

METHODOLOGY

The research design used was descriptive survey design in order to understand user interaction with smart library technologies.

Sample Design

Category	Number
Male Respondents	350
Female Respondents	350
Total Sample	700

Age Group Distribution

Age Range	Description
18–25 years	Undergraduate & early career users
26–35 years	Postgraduate, research scholars, professionals

The age group used in the study represents digitally literate users who often use digital technologies and services. The data was collected using structured questionnaires targeting AI services, automation tools, and open access use.

DATA COLLECTION

For primary data, questionnaires were used, while for secondary data, journals, reports, and digital library studies on smart technology were used.

DATA ANALYSIS

The data collected on 700 participants was analyzed using percentage analysis to identify the user preferences for smart library technology.

1. Awareness of Smart Library Technologies

Technology	Number of Users	Percentage (%)
AI Services (chatbots, recommendations)	280	40%
Automation (RFID, self-check)	245	35%
Open Access Platforms	175	25%
Total	700	100%

Interpretation: A majority of the respondents (40%) are aware of AI-based services, indicating their increasing digital engagement.

2. Usage of Smart Library Services

Service Used	Number	Percentage (%)
AI Chatbots for queries	210	30%
Automated Circulation Systems	315	45%
Open Access Repositories	175	25%
Total	700	100%

Interpretation: Automation tools such as RFID and self-service are the most frequently used, accounting for 45%, indicating the impact of efficiency.

3. Perceived Benefits of Smart Libraries

Benefit	Number	Percentage (%)
Time Saving	280	40%
Easy Information Access	245	35%
24/7 Availability	105	15%
Reduced Manual Work	70	10%
Total	700	100%

RESULTS AND DISCUSSION

The results show that AI and automation technologies enhance the user experience. Users enjoy the faster services, self-check, and online access. Open access platforms lead to knowledge equality, which requires more awareness. Sustainability in smart libraries involves the use of minimal paper, resource management, and digital inclusion.

FINDINGS

- AI-based services can improve user satisfaction and engagement.
- Automation can reduce workload and improve accuracy.
- Open access platforms can improve knowledge sharing.
- There is high acceptance of digital services among young users.
- Infrastructure and training are still required for the development of smart library.

SUGGESTIONS

- Offer training to librarians on AI and automation technologies.
- Increase funding for smart infrastructure projects.
- Promote open access awareness programs.
- Create mobile-friendly smart library platforms.
- Encourage libraries to work with technology providers.

CONCLUSION

The study indicates the importance of the integration of Artificial Intelligence, automation technologies, and open access systems in the development of traditional libraries into sustainable smart libraries. The results indicate the acceptance of digital and automated technologies, such as AI, among young library users aged between 18 and 35 years. These technologies not only add value to the library users, but they also add value to the library operations.

Automation technologies like RFID and self-check technologies facilitate time management and efficient management of resources, thereby contributing to economic sustainability. AI technologies facilitate efficient information discovery and user engagement, while open access platforms facilitate social sustainability through equal access to knowledge resources. However, it is evident from the study that

there is a need to improve infrastructure, staff skills, and planning to leverage the full potential of smart libraries.

For sustainable smart libraries, there is a need to concentrate on long-term digital strategies, environmentally friendly practices, and socially inclusive information services. By using cutting-edge technology and socially inclusive practices, it is possible to develop dynamic and vibrant knowledge centers that can cater to the requirements of the digital age while still maintaining their core objective of sharing and disseminating knowledge.

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