International Journal of Information Resource Management (IJIRM)
Volume 3, Number 4 (October, 2026)
E- ISSN: 1118-7786

ARTIFICIAL INTELLIGENCE AND FUTURE LIBRARY AND INFORMATION SERVICE DELIVERY AT THE LAGOS STATE UNIVERSITY, OJO, LAGOS STATE

Mausi Ajoviyon Bokoh
Department of Library and Information Science
School of Library, Archival and Information Science, Lagos State University Ojo, Lagos

Sophia V. Adeyeye
Department of Information Management
Faculty of Communication and Information Science
Lead City University Ibadan, Oyo State

Abstract
Artificial intelligence (AI) in library settings involves the use of advanced technologies to enhance library services, increase operational efficiency, and improve the overall user experience. As libraries evolve into dynamic hubs of information and technology, AI technologies are being integrated into various facets of library operations. The target population for this study consisted of 1,500 students registered with the university library. A sample of 200 students was selected for analysis. Data collection was conducted using a convenience sampling approach. A questionnaire, was adapted from established scales developed by Krejcie and Morgan (1970), with minor modifications made to align with the specific context of this research. This paper explores the implications of AI on the future of libraries. Assessing current trends and envisioning future developments, this research aims to provide a comprehensive understanding of how AI can reshape library services, ensuring they remain relevant and effective in an increasingly digital environment. The future of library services will rely on AI technologies to enhance accessibility and inclusivity. The findings indicate a positive correlation between artificial intelligence and the future of library and information service delivery, as evidenced by a correlation coefficient of 0.535, which is statistically significant at the 0.05 level. In conclusion, AI presents transformative opportunities for libraries, careful consideration of its implementation will be important in navigating ethical challenges and maximizing its potential benefits for both library operations and user experiences. This study advocates for the administration of Lagos State University to provide complimentary access to artificial intelligence tools and free internet services within the university library.

Keywords: Artificial Intelligence, Future of Library, Information Service Delivery

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Introduction

Artificial Intelligence is the emulation of human cognitive functions by machines that are designed to think, learn, and make decisions autonomously. AI systems are specifically engineered to analyze data, identify patterns, and perform tasks that traditionally require human cognitive abilities (IFLA, 2023). AI has evolved into a general-purpose technology, comparable to electricity or the internet, with applications that span nearly all sectors. Artificial Intelligence (AI) is progressively revolutionising library and information services by automating processes, enhancing user experiences, and facilitating data-driven decision-making. The integration of AI in libraries aligns with broader trends in digital transformation that leverage advanced technologies. Libraries are adopting AI to optimize workflows, improve accessibility, and provide personalised services to users.

AI algorithms enhance the accuracy and efficiency of search functionalities by analysing extensive datasets, thereby refining the research process for users and assisting librarians in curating targeted collections (Akinyemi, 2023). Artificial intelligence (AI) is revolutionising library services by enhancing efficiency, accessibility, and personalisation. Traditionally, libraries have been slow to embrace new technologies; however, there is a trend toward the integration of AI to tackle the challenges of the digital age. The applications of AI within libraries covers a wide range of functions, from automating routine operations to improving user experiences and accessibility. AI-driven algorithms facilitate faster and more accurate searches, enabling users to locate resources with efficiency. However, artificial intelligence is being utilised in various ways within academic

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libraries, fundamentally transforming operations and services (Khalid and Ikram, 2024). This advancement not only streamlines the research process for scholars but also aids librarians in curating specialised collections.

The integration of artificial intelligence (AI) into library systems presents numerous opportunities for advancement, as well as challenges. AI analytics tools enable libraries to assess usage trends, optimize resource allocation, and make data-driven decisions regarding collection development. However, the adoption of AI technologies raises critical issues, including data privacy, algorithmic bias, and the preservation of intellectual freedom, which require careful consideration. It is important to note that not all libraries have the financial or technical resources necessary for the effective implementation of advanced AI systems. Consequently, librarians must develop new competencies to manage and utilise AI tools effectively.

Statement of the problem

As AI advances rapidly, library and information services are being transformed, creating new opportunities. Libraries are employing AI tools to enhance cataloguing, simplify information retrieval, and improve user support, thereby increasing operational efficiency and expanding accessibility. However, implementation varies across libraries, and this uneven adoption is impacting service quality and user satisfaction. Consequently, librarians must respond to evolving user habits and implement AI thoughtfully to remain relevant in a changing information landscape.

Research questions

1. In what ways does artificial intelligence technologies impact future library?

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2. In what ways does artificial intelligence technologies promote information service delivery?
3. What are the challenges of Artificial Intelligence on the future library and information service delivery?

Hypothesis:

Ho: There is no significant relationship between artificial intelligence, future library and information service delivery in Lagos State University Library

Literature review

Conceptual review

Artificial Intelligence (AI) is revolutionising library and information services by enhancing efficiency, accessibility, and personalisation. Libraries are integrating AI tools to automate routine tasks such as cataloging, metadata generation, and bibliographic data processing. These applications reduce manual workload while improving the accuracy of information organisation. AI driven tools such as Research Rabbit and Scite streamline literature reviews, while Robotic Process Automation (RPA) facilitates backend operations (Khalid and Ikram, 2024). Additionally, AI-powered chatbots are being deployed to answer routine queries, guide users through processes, and provide 24/7 support, making libraries more accessible to patrons. AI is transforming user services by enabling personalized experiences. Libraries now use AI to analyse user behavior and preferences, offering tailored recommendations based on borrowing patterns or search history. This personalisation extends to circulation services and digital preservation efforts, ensuring that resources are curated to meet diverse user needs. Furthermore, AI's ability to translate

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content into multiple languages broadens accessibility for non-native speakers, democratising access to library materials. These innovations highlight how AI can enhance inclusivity in library services.

Siddiquah et.al (2023) provided illuminating insight into 22 emerging library services provided by using 2.50 as a benchmark in the research work, the result demonstrated the following as emerging services provided. Serial control X=3.18, Library portal website management (x=2.95), electronic search (x=2.90), online public access catalogue and current awareness electronic mail service (x=2.84) as the most provided services while the least provided are game centres for entertainment in the library (x=1.47), virtual reality and block chain technology (x=1.55) and cloud computing services and IoTs (x=2.11). The advantages of Adopting AI for effective library Services in academic libraries states that, Artificial intelligence (AI) provided solutions to pressing challenges facing libraries such as; shelving of books and other library materials, cataloguing and acquisition of library materials among others (Tunde et.al, 2022). Tella, & odunola, (2023) also, posited that artificial intelligence enhances cataloguing and classification in academic libraries. Majority of 70% of the respondents revealed that artificial intelligence enhances automotive cataloguing and classification using optical character recognition, faster than human being and enables libraries to provide accurate services with fewer errors. Also 80% of the respondents revealed that benefits of artificial intelligence include saving time and money, assisting librarians to create metadata for digital resources it also allows librarians to provide accurate and timely services to users.

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The integration of AI in libraries raises critical considerations regarding privacy and ethical use. As libraries adopt AI for tasks such as predictive analytics and user behavior analysis, they must address concerns about data security and patron confidentiality. Librarians are encouraged to evaluate AI tools rigorously, ensuring compliance with privacy policies that safeguard user information. Additionally, fostering AI literacy among both librarians and patrons is essential for navigating these technologies responsibly. Despite its transformative potential, the adoption of AI in libraries varies globally. Developed nations have embraced AI extensively in areas like reference services and digital preservation, while developing countries face challenges such as limited resources and technical expertise. Bridging this gap requires strategic planning and investment in infrastructure to support AI implementation. Libraries in developing regions can benefit from collaborative efforts that share knowledge and best practices for integrating AI into their operations.

Theoretical review

Theory of mind AI

Theory of Mind (ToM) refers to the ability to understand that other people possess their own mental states, and it is a fundamental aspect of human cognition. This form of social understanding enables us to interpret others' thoughts and beliefs, thereby facilitating effective communication in both everyday interactions and workplace environments. In artificial intelligence, the same principle is applied to predict human behaviour by modelling cognitive states, allowing AI systems to respond in a manner that appears more empathetic and intuitive. For example, when employed in customer service

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or human-robot collaboration, it can enhance the system's ability to recognise users' needs, resulting in more appropriate responses (David Matta 2026). Although this capability is still being refined, it represents a significant advancement in AI research, as it requires machines to perceive humans as unique individuals influenced by a variety of factors

Self-aware AI

Advances in computer technology have had a major influence on the development of artificial intelligence (AI). Computer systems are becoming increasingly capable, with their cognitive abilities sometimes matching and even surpassing those of humans. This breakthrough is often referred to as the "AI singularity" and is considered the ultimate goal of AI research. Theory of Mind AI is designed to help machines understand other people, whereas Self-Aware AI would possess consciousness resembling human self-awareness (James, & Emily, 2025). Such systems would be able to learn independently from their experiences and adapt without relying on external programming. Although Self-Aware AI has not yet been achieved, it could still transform the way we develop autonomous robots capable of making decisions independently.

The philosophy of information (PI):

Luciano Floridi's theory emphasises the conceptual dimension of information and the manner in which it operates. It regards Library and Information Science (LIS) as an applied branch of the Philosophy of Information (PI), aimed at understanding information as meaningful data and clarifying how such meaning supports the construction of knowledge. The cognitive approach in information science emerged from a broader interdisciplinary movement, cognitive science, often described as the cognitive revolution,

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and was also influenced by Shannon's information theory (Hjørland, 2018). According to this theory, LIS should not primarily rely on importing ideas from other fields, such as social epistemology, but should instead develop its own theoretical framework grounded in PI. This approach not only assists in addressing practical and technical problems in library services but also elevates information to a central ontological and epistemological concept within LIS.

Social epistemology in LIS:

The cognitive perspective in information science emerged from an interdisciplinary initiative known as cognitive science, or the cognitive revolution, and was significantly influenced by Shannon's information theory. In this context, epistemology addresses a set of fundamental questions: By what means is knowledge acquired? What methods can be employed to obtain and interpret it? How can the reliability and objectivity of knowledge be assessed? And which logical criteria must be satisfied for knowledge to be considered true and objective? By exploring these questions, it is possible to argue that knowledge encompasses both truth and justification (DuBovis, 2024). In addition, Jesse Shera proposed social epistemology as a theoretical framework for library and information science (LIS). This framework examines the collective activities through which knowledge is created, circulated, and utilised within society. It also explores how libraries function as social institutions that facilitate the sharing of knowledge and promote intellectual development. Consequently, social epistemology emphasises the contribution of libraries

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to community learning and collaboration, making it a crucial foundation for understanding the broader societal impact of library services.

Empirical review

Artificial Intelligence (AI) has significantly transformed the delivery of library and information services, resulting in greater efficiency and improved access for users. Increasingly, libraries are relying on AI-powered tools such as chatbots, machine learning algorithms, and robotic process automation (RPA) to streamline their operations (IFLA, 2023). These tools undertake repetitive tasks, enabling librarians to concentrate on more complex enquiries and provide personalised support. With AI integrated into their systems, libraries are also enhancing search functions and information retrieval, making services more user-friendly and engaging (Akinyemi, 2023).

Today, libraries employ AI to assist in assigning subject headings, classifying materials, and recommending resources based on user preferences. Platforms such as ResearchRabbit and Scite analyse user behaviour to suggest research content tailored to individual needs, ensuring a more personalised delivery of services. Furthermore, AI can improve accessibility by identifying sensitive information within digital materials, thereby broadening the range of resources available to a wider audience. Overall, these advancements demonstrate how AI enables libraries to respond to evolving user expectations while continuing to fulfil their mission as custodians of information. Nombuso et al. (2024) argue that incorporating AI into academic library services represents a

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transformative step that addresses existing challenges and alleviates the burden of routine, everyday tasks.

Moustapha and Yusuf (2023) highlight that adopting AI in university libraries presents several challenges, particularly the low level of awareness regarding how to use these services effectively. Although AI adoption and utilisation in academic and other types of libraries are often considered inevitable, numerous obstacles hinder implementation. These barriers include the need for specialised and skilled staff, limited knowledge and training about AI in academic libraries, financial constraints, and concerns about privacy and intellectual freedom. The adoption of AI in libraries varies across regions (Orubebe and Oladokun, 2024). In developed countries, AI technologies have been widely adopted in areas such as circulation, reference management, and systematic reviews. Conversely, libraries in developing nations frequently struggle due to inadequate resources and infrastructure. Despite these challenges, AI holds significant potential to transform library services globally. To successfully integrate AI tools, libraries must prioritise strategic planning and staff training (Akinyemi, 2023).

Methodology

This study employed a descriptive survey research design to examine the impact of artificial intelligence, future library and information service delivery at Lagos State University. The target population consisted of 1500 students who registered with the university library. The sample size was 200 students. Data collection was conducted using a convenience sampling method. Additionally, the data collection instrument, a

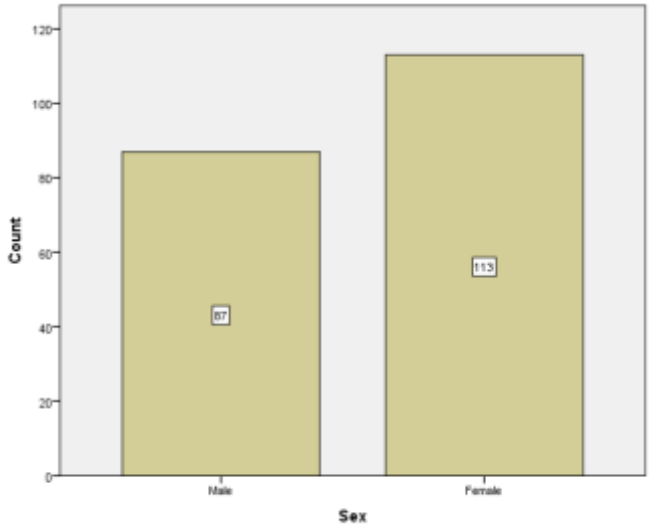
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questionnaire, was adapted from established scales developed by Krejcie and Morgan (1970), with minor modifications made to suit the specific context of this research. Notably, certain items within both scales were reverse-scored to mitigate response bias and enhance the reliability of the data obtained. Data analysis included frequency counts, simple percentages, means, and standard deviations. The research hypothesis was tested through correlation analysis to determine the relationship between artificial intelligence (AI) and the future of library and information service delivery.

Results and discussion

This section focuses on analysing the gathered and organised data. Additionally, it examines the findings in relation to the existing literature.

Figure 1
Demographic analysis



Source: Field Survey (2026)

The analysis of demographic outcomes reveals a relatively equitable gender distribution within the student population, with males representing 43.5% (87 individuals)

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and females constituting 56.5% (113 individuals). This indicates a higher number of female participants compared to their male counterparts in this study.

Table 1: 1. How does artificial intelligence technologies impact future library?

S/N	Artificial intelligence (AI)	SA	A	SD	D	X	SD
1	Automated captioning and transcription services are employed for recorded lectures, video tutorials, and podcasts.	106 (37.7%)	77 (27.4%)	5 (1.8%)	12 (4.3%)	3.39	.806
2	Semantic search and vector-based retrieval are methodologies that surpass traditional keyword matching techniques.	96 (34.2%)	79 (28.1%)	13 (4.6%)	11 (3.9%)	3.30	.845
3	Real-time multilingual translation encompasses a variety of applications.	75 (26.7%)	106 (37.7%)	8 (2.8%)	11 (3.9%)	3.23	.766
4	The generation of alternative text for digitized images and diagrams using artificial intelligence.	72 (25.6%)	113 (40.2%)	4 (1.4%)	11 (3.9%)	3.23	.742
5	Precision and Recall: Artificial intelligence possesses the capability to recognize all pertinent instances.	85 (30.2%)	90 (32.0%)	8 (2.8%)	17 (6.0%)	3.22	.873
6	Periodic audits: schedule quarterly re-evaluation	73 (26.0%)	98 (34.9%)	15 (5.3%)	14 (5.0%)	3.15	.837
7	Caption batch-processing	57 (20.3%)	109 (38.8%)	15 (5.3%)	19 (6.8%)	3.02	.862
8	Metadata NER tagging	66 (23.5%)	83 (29.5%)	24 (8.5%)	27 (9.6%)	2.94	.996
9	Intelligent recommender systems	40 (14.2%)	90 (32.0%)	21 (7.5%)	49 (17.4%)	2.61	1.065
Weighted mean = 3.12							

To determine the artificial intelligence technologies that impact future library and information service delivery respondents were asked to indicate the level of improvement of eight different AI technologies on future library and information service delivery. The

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results are presented in Table 1. The findings revealed that Automated captioning and transcription services are employed for recorded lectures, video tutorials, and podcasts (3.39) was ranked highest as the primary AI technology improving students' accessibility and optimize information retrieval processes within library systems, followed by Semantic search and vector-based retrieval (3.30) and Real-time multilingual translation (3.23). The AI technology with the least improvement on students' accessibility is intelligent recommender systems, (2.61). These findings align with the assertions of IFLA, (2023).who stated that Libraries are increasingly adopting AI-driven tools such as chatbots, machine learning algorithms, and robotic process automation (RPA) to streamline operations like cataloging, metadata generation, and user query handling. By utilizing AI technologies, libraries are becoming proactive in technologies that improve student accessibility and optimize information retrieval processes within library systems.

Table 2: How does artificial intelligence technologies promote information service delivery?

S/N	**Information service**	**SA**	**A**	**SD**	**D**	**X**		**SD**
1	Information awareness	96 (34.2%)	93 (33.1%)	6 (2.1%)	5 (1.8%)	3.40		.673
2	Information retrieval skills	57 (20.3%)	102 (36.3%)	14 (5.0%)	26 (9.3%)	3.37		.759
3	Information interpretation	91 (32.4%)	88 (31.3%)	10 (3.6%)	11 (3.9%)	3.30		.801
4	Information ethics	79 (28.1%)	96 (34.2%)	11 (3.9%)	14 (5.0%)	3.20		.833
5	Workshop attendance growth	51 (18.1%)	120 (42.7%)	22 (7.8%)	7 (2.5%)	3.08		.708

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6	Use control groups when possible to show causality	53 (18.9%)	120 (42.7%)	14 (5.0%)	13 (4.6%)	3.07		.771
7	Automated tutorial recommendations	56 (19.9%)	115 (40.9%)	14 (5.0%)	15 (5.3%)	3.06		.806
8	Chatbot reference assistant	91 (32.4%)	88 (31.3%)	10 (3.6%)	11 (3.9%)	2.95		.939
		Weighted mean =3.18						

The results presented in Table 2 indicate that the data awareness (x = 3.40) was the most significant artificial intelligence (AI) technologies impacting data literacy among library patrons. This was followed by Data retrieval skills (x = 3.37), Data interpretation (x = 3.30), and Data ethics (x = 3.20). Chatbot reference assistant (x = 2.95) was identified as the least important factor by the respondents. Using a weighted mean of 3.18 as the benchmark, it was revealed that a significant percentage of users don't utilise the Chatbot reference assistant. The extent to which AI users feel their needs are met through these services is crucial. The responsiveness of AI technologies significantly impact future of libraries services delivery at Lagos State University, as these factors ranked above the weighted mean of 3.18. These findings align with Nombuso et.al (2024) stated that the integration of AI in academic libraries services servers as a transformative force that address the following challenges such as improve information retrieval seamless knowledge organization, resource management, it frees libraries from mundane tasks, chatbots servers as a simple platform to reach out to target users such as students and research can help them to access the library database on radio frequency.

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Table 3: What are the challenges of Artificial Intelligence on the future library and information service delivery?

S/N	Challenges	SA	A	SD	D	X	SD
1	Undermines the library's equity-of-access mission	95 (33.8%)	75 (26.7%)	15 (5.3%)	15 (5.3%)	3.25	.890
2	Libraries are often one of the last public spaces with privacy by default	102 (36.3%)	59 (21.0%)	9 (3.2%)	30 (10.7%)	3.17	1.065
3	Poor metadata hallucinated citations, faulty entity linking	85 (30.2%)	72 (25.6%)	21 (7.5%)	22 (7.8%)	3.10	.982
4	Smaller public libraries risk exclusion	78 (27.8%)	82 (29.2%)	19 (6.8%)	21 (7.5%)	3.09	.950
5	Risk of litigation	56 (19.9%)	108 (38.4%)	15 (5.3%)	21 (7.5%)	3.00	.883
6	Aligns with ESG commitments many publicly funded libraries now report.	65 (23.1%)	83 (29.5%)	22 (7.8%)	30 (10.7%)	2.92	1.016
7	Offers ready-made bias	47 (16.7%)	103 (36.7%)	10 (3.6%)	40 (14.2%)	2.79	1.022
8	Privacy for academic contexts	48 (17.1%)	54 (19.2%)	36 (12.8%)	62 (22.1%)	2.44	1.163
	Weighted mean =2.97						

To identify challenges of artificial intelligence on the future of library and information service delivery, respondents were asked to indicate the challenges they perceived. Eight metrics were identified as challenges of artificial intelligence on the future of library and information service delivery. The results are presented in Table 3. The findings revealed that undermines the library's equity-of-access mission (3.25) ranked highest challenges of artificial intelligence on the future of library and information service

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delivery, followed by Libraries are often one of the last public spaces with privacy by default (3.17) and Poor metadata hallucinated citations, faulty entity linking (3.10). The least significant challenge identified was Privacy for academic contexts (2.44). These findings agreed with Nakaziba et al. (2026) who postulated that artificial intelligence (AI) can enhance user experience and facilitate the adoption of new technologies. However, the pace of diffusion may vary considerably among universities, influenced by their technological readiness and cultural openness to innovation. As libraries work to integrate AI-driven tools into their digital reference services, understanding these dynamics is essential for fostering acceptance and ensuring successful implementation.

Ho: There is no significant relationship between artificial intelligence, future library and information service delivery in Lagos State University Library

Table 4: Correlation Analysis between artificial intelligence (AI) and the future of library and information service delivery

		Artificial	Future of Library and Information Service Delivery
Artificial	Pearson Correlation	1	.535**
	Sig. (2-tailed)		.000
	N	199	198
Future Library and Information Service Delivery	Pearson Correlation	.535**	1
	Sig. (2-tailed)	.000	
	N	198	199

Source: Field Survey (2025)

This Table 4 presents a Pearson correlation analysis examining the relationship between artificial intelligence (AI) technologies and the future of library and information service delivery. The results reveal a positive correlation between AI and future of library and information service delivery, with a correlation coefficient of 0.535, which is

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statistically significant at the 0.05 level. This indicates that as engagement with AI increases, there is a corresponding improvement in the future of library and information service delivery. The significance level ($p < 0.000$) demonstrates a high level of confidence in the reliability of this positive correlation, suggesting that the observed relationship is not due to random chance but reflects a genuine interplay between these two variables. This finding aligns with existing research, further reinforcing the idea that artificial intelligence (AI) plays a significant role in enhancing the future of library and information service delivery. Achugbue, et al (2023), asserted that systems are often employed to address future of library and information service delivery. This process utilizes software to conduct searches across various databases.

Recommendation

This research recommends that:

1. Management of Lagos State University should provide artificial intelligence tools for Library
2. Lagos State University management should facilitate the adoption of new technologies in the library.
3. Lagos State University management should provide free internet in the University Libraries.
4. Lagos State University management should train all academic staff on ethical use of AI for research and innovation.

Conclusion

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Artificial intelligence technologies play a crucial role in enhancing the delivery of future library and information services. This study highlights the significance of AI and its impact on the future provision of library and information services at Lagos State University. It underscores the necessity of integrating AI technologies to promote the overall development of academic libraries in Lagos State. By demonstrating the positive effects of AI on future library and information services, the research emphasises the importance of creating digital environments that prioritise not only academic achievement but also user engagement and satisfaction.

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