THE CONTRIBUTION OF CHATGPT TO ENHANCED USER INTERACTION AND ASSISTANCE IN NIGERIAN ACADEMIC LIBRARIES

By

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Abstract

This study investigates how ChatGPT could enhance user interaction and support in Nigerian academic libraries. The introduction provides an outline of the evolving environment of library services and the increasing reliance on artificial intelligence (AI) technologies. It highlights the necessity for academic libraries to adapt to satisfy users' growing demand for efficient and customized support. An overview of ChatGPT is provided, highlighting its potential as a language model that facilitates natural language processing and can enhance communication between patrons and library employees. The conversation also covers ChatGPT's function as a virtual assistant in Nigerian academic libraries, where it helps with academic research, facilitates resource finding, and responds to questions instantly. An analysis of ChatGPT's effects on user interaction shows increases in user engagement, contentment, and information availability. Nonetheless, the paper also discusses ChatGPT's shortcomings, such as problems with precision, contextual awareness, and the requirement for frequent updates to stay current in scholarly settings. The study concludes with suggestions for successfully incorporating ChatGPT into academic libraries in Nigeria, stressing the value of educating library employees, raising user awareness, and resolving technological issues. The results highlight the potential of ChatGPT as a game-changing tool that can enhance user experience and promote academic success in Nigerian libraries.

Keywords: ChatGPT, user interaction, academic libraries, Library Services, Artificial Intelligence

Introduction

The introduction of ChatGPT into academic libraries in Nigeria offers people an option to more conventional methods of accessing information, such utilizing web browsers, which signals a shift in how people acquire information. Technological developments are progressively changing the roles and services that academic libraries in Nigeria provide. One example of such ground-breaking technology is ChatGPT from OpenAI, an AI-driven conversational approach. ChatGPT, a state-of-the-art language model developed by OpenAI, stands out as a powerful tool capable of natural language understanding and generation (Patel et al., 2023). Its fundamental technology, the Generative Pre-trained Transformer 4 (GPT-4) uses state-of-the-art deep learning approaches to interpret and create text based on a large corpus of training data. This enables ChatGPT to understand complex requests, provide informative responses, and assist with a range of tasks such as information retrieval, research queries, and customized recommendations. In addition to answering basic questions, ChatGPT can also be used to perform other functions in libraries and information centers, such as collection development, cataloguing and classification (Adetayo, 2023). In today's academic atmosphere, libraries are seen more and more as dynamic learning centers, taking precedence over traditional resource collections. Modern libraries must employ cutting-edge technology to stay efficient and relevant considering the rise of digital resources and the need for instant access to information. The idea of integrating artificial intelligence into libraries is not new.

The earliest applications arose with the introduction of fundamental automation technology in the second part of the 20th century designed to streamline the cataloging and circulation processes. Over time, artificial intelligence technology has advanced, and new innovations like automatic indexing, virtual reference services, and recommendation systems are becoming more widespread. This study investigates how ChatGPT has improved user assistance and interaction in academic libraries in Nigeria. With ChatGPT in particular, artificial intelligence offers a solution to these contemporary issues by managing a variety of customer demands, automating repetitious questions, and providing real-time support. Expanding its purpose, as previously stated by Adetayo (2023) and Thunstrom (2022), ChatGPT holds promise as an asset for students in academic libraries, providing support in problem-solving, essay composition, and constructive feedback. This is in line with the main objectives of academic libraries, which include promoting equal and inclusive access to

information, raising user satisfaction levels, and assisting students in achieving their academic goals. As AI evolves, presenting opportunities to enhance human experiences and reshape human-technology interaction dynamics (Aljanabi, Ghazi, Ali, & Abed, 2023). This study concludes by examining how ChatGPT might transform academic libraries in Nigeria in terms of operation and user experience, in keeping with the evolving needs of modern academia and the broader objectives of educational justice and accessibility. These developments have progressively shifted the focus from simple job automation to more intricate user-centered applications, enabling libraries to provide better support and interesting experiences. ChatGPT goes beyond basic inquiries, providing support for functions like storing registration information and simplifying and expediting the access to information process (Weigert, 2020).

Overview of ChatGPT

The rapid advancement of technology is causing artificial intelligence to gain significant attention as a field of research. Over the last decade, AI-based chatbots have seen significant development in libraries, with a rising global trend in using AI technology to enhance services and aid patrons (Lappalainen Narayanan, 2023). The most amazing development in artificial intelligence is the creation of huge language models, or computer programs that can understand and produce language like that of a person. These algorithms are supported by a strong computing infrastructure, which ensures that ChatGPT can easily manage the computational needs of real-time answers (Ray, 2023). The origins of AI and chatbots can be traced back to the 1950s when scientists first began exploring artificial intelligence research laboratory consisting of a team of researchers and engineers dedicated to creating and promoting AI in a safe and responsible manner. ChatGPT, or Chat Generative Pre-

Trained Transformer, is a popular generative Artificial Intelligence (AI) chatbot developed by OpenAI, employing natural language processing to deliver interactive human-like conversational experiences (Jeon et al., 2023; Angelis et al., 2023). OpenAI is a laboratory established in 2015 to facilitate the development of AI technologies and various public machine-learning products (Devlin, Chang, Lee, & Toutanova, 2018). GPT (Generative Pretrained Transformer), the first model in the GPT family with 117 million parameters, was created by OpenAI in 2018 and not too long after, in 2019, GPT-2 was released. OpenAI developed ChatGPT using GPT-3 technology, which was later expanded to include GPT-3.5 and GPT-4 versions of the model. GPT-4 is "more creative and collaborative," according to OpenAI. The GPT-3.5 and GPT-4 models used in ChatGPT were trained using the Reinforcement Learning from Human Feedback (RLHF) technique, which was reliant on human feedback just like its predecessors. Powered by the GPT-4 architecture, ChatGPT excels in interpreting and responding to text inputs, making it a valuable tool for various applications, including enhancing user engagement and assistance in contexts such as Nigerian academic libraries. Spearheading the technological frontier is ChatGPT, AI powered chatbot developed by OpenAI, which employs advanced natural language processing (NLP) techniques to comprehend, interpret, and generate human-like content (Adiguzel et al., 2023). You can accomplish a lot more and have human-like conversations with chatbots using ChatGPT, an AI-powered natural language processing technology. In addition to answering questions, the language model may assist you with tasks like producing emails, articles, and coding. The businessmen and philanthropists Elon Musk, Sam Altman, Greg Brockman, and Ilya Sutskever co-founded OpenAI in 2015. The goal of the company is to progress digital intelligence for the good of all people. One of the numerous initiatives created by OpenAI to fulfil this goal is ChatGPT. The goal of developing ChatGPT, a language model, was to engage in conversation with the user. Search engines index web pages on the Internet to help people find the information they need. ChatGPT is a fascinating and innovative technology that has the potential to completely change the way we utilize technology.

Moreover, in the past few years, artificial intelligence has advanced significantly, particularly in the fields of generative AI and natural language processing (NLP) technologies. Upon its launch in late November 2022, ChatGPT became very popular, amassing a million subscribers in a single week. The platform gained a million users in just its first week of public use, and because of the model's perceived output quality, it has been dubbed "the industry's next big disrupter" (Metz & Grant, 2022). This AI-based tool was initially offered open to the public free of charge because the launched demo and research version GPT-3.5 was intended to allow widespread general experimentation to get reinforcement learning from human feedback to be incorporated in the next version of GPT-4 (Goldman, 2022). Since its inception, ChatGPT has attracted widespread attention and popularity and has the potential to disrupt the education sector (Rana, 2023). In the years to come, we should anticipate seeing even more exciting uses emerge because of its ability to understand and produce natural language, it is a useful tool for businesses, academics, and individuals. ChatGPT stands out as a promising tool for open education, enhancing the independence and autonomy of autodidactic learners through personalised support, guidance, and feedback, potentially fostering increased motivation and engagement (Firat, 2023). In addition to basic inquiries, ChatGPT extends its utility to various library functions like collection development, cataloguing, classification (Adetayo, 2023), and compensating for manpower shortages (Vincze, 2017), ultimately enhancing the efficiency and seamlessness of the user experience.

ChatGPT's Role in Academic Libraries in Nigeria

The notable application of ChatGPT within the field of higher education has sparked considerable interest among academics, researchers, and educational practitioners alike (Gille, 2020; Rudolph et al., 2023; Sullivan et al., 2023). In Nigeria, where academic libraries are essential for supporting research and educational activities. According to Adetayo (2023), artificial intelligence (AI) chatbots, like ChatGPT, are becoming useful resources for academic libraries. ChatGPT offers several opportunities to improve interactions and serve users more effectively. Libraries, the traditional information centers found in academic institutions, have been incorporating digital technologies into their operations to improve services and user experiences.

However, the integration of AI tools like ChatGPT in higher education has sparked heated debates (Rudolph et al., 2023). ChatGPT is one of the AI technologies that have been progressively more prevalent in academic libraries and other facets of society. Presented as one of the most advanced AI applications to date, ChatGPT has drawn public attention from every corner of the world, seeing that its applications are developed in different fields, including education (Tlili et al., 2023). It is an instance of a disruptive technology used to enhance the overall library experience. As an AI language model, it serves as a resource for research, helps with accessibility, curates content, and helps with references. In essence, exploring the use of ChatGPT in academic libraries in Nigeria has prompts reflection on the evolving roles of technology and human expertise. In the ever-changing world of academic libraries, integrating state-of-the-art technologies is essential to improving information services and user engagement among these technologies.

Therefore, as academic libraries continue to evolve to meet the diverse and evolving needs of their patrons, the incorporation of advanced technologies becomes imperative (Chen, 2023). ChatGPT has the potential to revolutionise how users interact with library

systems, access information, and seek assistance (Liu et al., 2021). It is a key player in determining how academic libraries in Nigeria will develop in the future because of its ability to improve learning, research, and information access. To enhance user experiences and services, libraries traditional centers of information inside academic institutions have been adapting to include digital technologies. As noted by Adetayo (2023) and Thunstrom (2022), ChatGPT presents itself as an invaluable resource for students in academic libraries, helping in problem-solving, essay-writing, and providing formative feedback on their work. ChatGPT has the potential to revolutionize Nigerian university libraries by boosting user engagement, facilitating research, and increasing operational effectiveness. As AI technologies become more prevalent, libraries can employ ChatGPT to design more engaging and responsive spaces that meet the evolving needs of students and scholars. Academic libraries can offer outstanding services that help their patrons succeed by fusing the capabilities of AI with the knowledge of library employees. word list creation, and topic brainstorming. If ChatGPT has library discovery tools integrated, it might also be able to generate a list of relevant sources for your topic. In the future, artificial intelligence programs may be used as research assistants, doing virtual experiments, analyzing data, duplicating and editing content, producing citations, and indexing.

Furthermore, ChatGPT can generate lesson plans, syllabi, and LibGuide material quickly. Some have even suggested that ChatGPT may act as a graduate assistant in a classroom by providing instruction to pupils. Libraries play an essential role in providing information services, and AI technologies like ChatGPT offer avenues to enhance information retrieval and user interaction (Rigby, 2023). ChatGPT transforms academic libraries by enhancing user experience, accessibility, and efficiency. Its information retrieval, virtual reference, and research assistance features improve user satisfaction and streamline

library operations. ChatGPT helps librarians with cataloging, content creation, and data analysis so they can communicate with people and manage resources more effectively. Ultimately, integrating it within academic libraries fosters a more flexible and innovative environment that aligns with the evolving needs of modern educational institutions. By providing accurate and current citation styles, ChatGPT facilitates adherence to academic standards, helping librarians and researchers alike maintain the integrity and credibility of their work (OpenAI, 2024). The way academic libraries in Nigeria function and serve their communities could be completely transformed using ChatGPT and related AI technologies. These technologies have the potential to greatly advance academic research and learning in Nigeria by expanding information availability. But as these tools become more widely used, worries about data privacy, moral application, and the need for human supervision remain vital.

Impact of ChatGPT on User Interaction and Assistant

The impact of ChatGPT on user assistance and interaction is significant and diverse. ChatGPT, an advanced chatbot from OpenAI, utilizes the GPT language model to generate responses in a conversational style, emphasizing its primary function as a conversational solution (Browne, 2023). it is still a pipe dream for Nigerian university libraries to use cutting-edge technology like ChatGPT, Bard Google, big data, cloud computing, block chain, augmented and virtual reality, artificial intelligence, and the Internet of Things. ChatGPT is an advanced language model developed by OpenAI that revolutionizes user interaction with AI-powered personal assistants. Since its lunch, it goes beyond providing basic support; by providing thoughtful, context-aware responses and promoting a more effective and approachable digital experience, it revolutionizes user interactions. ChatGPT is a product of the GPT architecture, a leading-edge NLP model conditioned on copious amounts of text

information to generate language like humans (GPT, 2022). With its advanced capabilities, ChatGPT is changing the way we interact with technology and paving the way for a new era of intelligent, conversational AI (Arya, 2019; Mijwil et al., 2023; Ray, 2023; Rudolph et al., 2023a, 2023b; Sullivan et al., 2023). Based on the GPT language model technology, it is a very sophisticated chatbot that can handle a variety of text-based requests, including simple question answering and more difficult tasks like writing essays and assisting people in difficult conversations about productivity problems (Lund & Wang, 2023; Tlili et al., 2023). With the release of ChatGPT, a powerful generative AI model developed by OpenAI, digital assistance and human-computer interaction have seen a radical transformation.

ChatGPT leverages advanced natural language processing (NLP) techniques to enable more effective, engaging, and natural interactions between humans and machines. It has revolutionized user interfaces, shifting from rigid, command-driven systems to fluid, contextaware conversations. Stokel-Walker (2022) notes that ChatGPT could transform traditional tasks like essay writing, providing a more intuitive user experience by generating human-like text. This enhanced customisation allows interactions to be tailored to individual preferences, improving satisfaction and engagement. As a virtual assistant, ChatGPT plays a key role in automating tasks and facilitating complex workflows. By using NLP, it can carry on realistic conversations, answer follow-up questions, admit mistakes, challenge incorrect assumptions, and reject inappropriate requests (van Dis et al., 2023). Its versatility spans multiple applications, including technical support, content creation, knowledge retrieval, and document analysis, significantly boosting productivity and expanding possibilities for user assistance. ChatGPT is crucial to the operation of virtual assistants because it gives them the ability to produce and interpret natural language, which allows them to engage in conversation with people. One advantage of using ChatGPT for virtual assistants is that it

may be configured to understand certain words or commands, which improves accuracy and efficiency. Virtual assistants can now understand human intent better and respond in a more conversational and natural way as a result. Because ChatGPT provides natural language production and interpretation skills, it is essential to the functioning of virtual assistants as it enables them to have conversations with people. Using ChatGPT for virtual assistants has several benefits, one of which is that it can be adjusted to comprehend particular words or commands, increasing its precision and effectiveness. As a result, virtual assistants are better able to comprehend human intent and reply in a more conversational and natural way.

Moreover, ChatGPT can be used to generate human-like responses, enhancing the usability and engagement of the virtual assistant. ChatGPT has the potential to make virtual assistants more intelligent, human-like, and user-friendly. Similarly, Firaina and Sulisworo (2023) conducted a study on the usage of ChatGPT in higher education and found that it can assist users in various tasks, such as finding information, generating ideas, translating texts, and providing alternative questions to enhance understanding. ChatGPT, with its conversational abilities, presents an intriguing opportunity to help in these domains (Chen, 2023).

Challenges facing ChatGPT in academic library

The adoption of ChatGPT within academic settings in Nigeria is not without its challenges. It presents a variety of difficulties, including technological limitations, moral dilemmas, and concerns regarding the accuracy and integrity of the information provided. Ensuring transparency in the ChatGPT decision-making process is essential, and libraries should be transparent about the limitations of the model and the potential for errors (OpenAI, 2024). ChatGPT, when used in academic libraries, faces several challenges.

1. Accuracy and Reliability: Responses from ChatGPT could be out-of-date or factually inaccurate. The model refines its replies by accumulating insights from user interactions and feedback, gradually becoming more accurate and contextually suitable (Gill & Kaur, 2023). This could be a serious issue because academic libraries need accurate and trustworthy information rather of relying on certain sources, ChatGPT generates responses based on patterns in data. Because of this, it is difficult to confirm the veracity and correctness of the information given.

2. Bias and Fairness: Unintentionally reflected or magnified biases in the training data of AI models are a possibility. This could lead to biased content, which is bad in academic settings where objectivity is crucial. For instance, if the training data are biased toward a specific racial or ethnic group, the model may be unfair (Yapo et al., 2018). The deployment of language models in academic libraries raises ethical considerations such as privacy, bias, and transparency (Patel et al., 2023). AI may unintentionally propagate biased opinions or information, which would be problematic and lower the bar for academic research and discourse. ChatGPT, like any AI systems, can unintentionally perpetuate biases in its training data and demonstrate sensitivities to input language (Alawida et al., 2023; Ray, 2023). Educate students about the limitations and potential biases of AI models and encourage critical thinking when evaluating the information provided by ChatGPT (Mhlanga,2023).

3. Integration with Library Systems: Integrating ChatGPT with existing library systems such as databases, digital resources, and catalogs can be challenging and time-consuming. It can be challenging to ensure that ChatGPT can effectively and non-disruptively connect with data and processes unique to libraries.

4. User Privacy and Data Security: Using AI systems requires processing user data, which raises concerns about data handling and security. The storage and processing of personal

data by ChatGPT and other models raise concerns regarding data security and privacy (Dave et al., 2023). Ensuring the security of ChatGPT communications and preventing the leakage or improper handling of private information is crucial. Libraries need to implement strict data security protocols and make sure that user information is handled carefully (Williams & Davis, 2020).

5. Dependence on AI: User's risk becoming overly dependent on AI, which could impair their ability to think and learn on their own. The Chat GPT only has a small body of information to draw because it can only react based on what it has learned (Espejel et al., 2023). Over-reliance on AI may reduce opportunities to interact with librarians in person, who provide priceless guidance and assistance. It uses its extensive training data to understand the subtleties of specialized or delicate issues, ensuring that users obtain precise and reliable information (Javaid et al., 2023). The increasing usage of AI technology raises important questions about the consequences of depending on such systems. Even if ChatGPT is effective and convenient, there may be significant issues with its extensive use. While ChatGPT can provide information based on patterns in its training data, it lacks the contextual understanding and domain-specific expertise of librarians (Hicks et al., 2020).

6. Cost and Resource Allocation: Deploying and maintaining AI tools can be costly, and not all academic libraries have the budget to support such technology. Libraries may need to invest in training staff and users to effectively use AI tools, which requires additional resources. Financial shortage has always been the largest barrier to libraries in adopting to a new technology.

7. Quality of Content: ChatGPT may provide hurried answers lacking the depth required for careful academic research. The lack of accurate citations in AI-generated content often makes it difficult for users to locate sources and verify information twice. Producing damaging

information, such as false news and hate speech, is feasible using ChatGPT and other AI language models (Wang et al., 2023b). As a result, it is crucial to guarantee that the training data is unauthorized-substantial and evenly distributed. Due to a lack of information, GPT may respond inappropriately or incorrectly since it cannot fully understand the dialog (Khoury et al., 2023).

8. Ethical and Policy Considerations: Academic integrity is a concern that academics and students may utilize AI to circumvent conventional research procedures. To guarantee that AI technologies are used in accordance with ethical standards and academic standards, libraries must create explicit regulations for their use. However, it is essential to consider how to use this technology responsibly and ethically and to uncover professionals who can work alongside this technology to improve their work rather than abuse it or allow it to abuse us in the race to create new scholarly knowledge and educate future professionals (Lund et al., 2023).

9. Training and Adaptation: Employees and patrons of libraries alike must receive training because using ChatGPT can be time-consuming and resource intensive. One of ChatGPT's most notable characteristics is its adaptability (Gill & Kaur, 2023). Changing workflows and adjusting to new technology can be challenging, especially for individuals accustomed to more traditional methods. To ensure that ChatGPT and related AI technologies may enhance the services offered by academic libraries without undermining their fundamental aims and purposes, it will require careful design, execution, and ongoing monitoring. ChatGPT's adaptability distinguishes it as a powerful solution with numerous applications ranging from improving customer service and automating content development to aiding tailored education and assisting creative authors (Haleem et al., 2022; Javaid et al., 2023; Ray, 2023).

Recommendations

These recommendations aim to improve user interactions and services in Nigerian university libraries and establish a more engaging and effective learning environment by leveraging ChatGPT's capabilities.

1. Training and Capacity Building for Library Staff: Employees at libraries should take part in AI-focused training courses to maximize ChatGPT's potential. The training should cover how to use ChatGPT efficiently to help patrons, respond to complicated inquiries, and improve the library's overall user experience. However, for technologies to improve productivity, they must be accepted and used by employees in the organisation" (Venkatesh et al., 2003, p. 456).

2. Integration of ChatGPT into Library Services: Nigerian academic libraries should integrate ChatGPT into their existing online resources to enhance user interaction. This integration can enable real-time assistance, providing users with timely responses to inquiries about general topics, research assistance, and library resources. By efficiently handling numerous straightforward reference requests, ChatGPT has the potential to alleviate the workload of human librarians (Oladokun et al., 2023). This supports the Diffusion of Innovations theory (Rogers, 2003), suggesting that individuals adopt and integrate innovations at different rates depending on factors such as personal characteristics, different perceived benefits, and social influences.

3. Customization and Personalization of Services: Libraries should investigate the possibilities of customizing ChatGPT responses based on user profiles and past interactions. Personalizing assistance can increase user happiness and make using the library more engaging. For instance, Zhai (2023) did initial investigation around the potential impact of ChatGPT on educational learning goals, learning activities, assessment and evaluation

practices. He proposed replacing the existing focus on general skills with one that emphasizes critical thinking and creativity, which AI cannot replace.

4. Ethical Considerations and Data Privacy: Addressing ethical concerns is essential when libraries use AI technology, particularly those related to data privacy. Libraries must establish clear guidelines to protect user data and ensure transparency in ChatGPT's data processing and storage. Understanding the ethical dimensions of ChatGPT integration is essential for mitigating potential negative consequences on perceived usefulness (Lai et al., 2023).

5. Collaboration with Technology Developers: AI technology developers should collaborate with academic libraries to enhance and adapt ChatGPT to specific library needs. The innovations that come from this partnership could align technology with the unique needs of Nigerian university libraries. Trust is essential in technology adoption, particularly when individuals interact with different technologies such as ChatGPT (Maheshwari, 2023). It is apparent that ChatGPT has the potential to improve productivity by streamlining workflows and performing tasks that do not require much creativity or critical assessment (like formatting a text), allowing students and educators to focus on more important aspects of their work (Zhai, 2022), or tasks that specifically require the human perspective and touch.

6. Promotion of Digital Literacy: Programs for digital literacy that teach users how to use ChatGPT and other AI technologies should be incorporated into libraries. Enhancing users' digital literacy will enable them to fully utilize the AI resources that the library has to offer. As digital platforms become increasingly prevalent, ChatGPT serves as a novel resource that offers personalized experiences and facilitates access to a broad spectrum of information (Fauzi et al., 2023). **7. Research and Development Initiatives:** Academic institutions should fund research on how AI affects academic libraries, with a focus on user interaction and service enhancement. This study can provide useful data on best practices and upcoming developments in library services. It uses its extensive training data to understand the subtleties of specialized or delicate issues, ensuring that users obtain precise and reliable information (Javaid et al., 2023). ChatGPT has been found to be useful in finance research for idea generation, literature synthesis, and data identification (Rudolph et al., 2023)

8. Expansion of AI Capabilities: Libraries should consider expanding ChatGPT's functionality beyond basic inquiries to include more sophisticated research support such as resource recommendations, citation management, and academic writing assistance to give users a comprehensive support system. ChatGPT has also been shown to be helpful in writing coherent and informative papers and can even pass multiple university-grade exams (Zhai, 2022). To improve students' critical thinking and creative abilities, educators are encouraged to design AI-involved learning activities that include students in solving real-world problems.

9. User Awareness and Engagement Programs: To let users know about ChatGPT's availability and functionalities, libraries should start awareness-raising campaigns. In the context of ChatGPT, awareness encompasses understanding its capabilities, applications, and limitations (Eppler et al., 2023). Users perceive the utility of ChatGPT in various contexts, which lays the groundwork for understanding the interplay between awareness and perceived usefulness (Niu & Mvondo, 2024). Learning how to use this technology through workshops, seminars, and promotional materials can increase user engagement. With growing interest in AI-based tools, students understand the intricate dynamics that influence the awareness, acceptance, and adoption of ChatGPT in their education (Maheshwari, 2023). However,

awareness among students about the availability and benefits of ChatGPT is essential for ensuring widespread accessibility and learning opportunities (Lai et al., 2023). Without sufficient awareness, potential users may not even consider adopting this technology (Maheshwari, 2023).

Conclusion

ChatGPT is a revolutionary tool for enhancing user support and interaction in Nigerian academic libraries. Its integration with library services has shown promise for improving information services' speed, use, and personalization for students, teachers, and researchers. By making it easier to access resources, providing timely assistance, and promoting scholarly research, the technology has increased user satisfaction and participation. By examining ChatGPT's contribution to enhancing user interaction and support in Nigerian university libraries, this study demonstrates the transformative impact of artificial intelligence on library services. ChatGPT is a conversational AI that enables faster, more personalized user assistance, resource accessibility, and research support. According to the article, ChatGPT is a helpful tool for librarians because it assists academic users with their information needs and provides automated responses to frequently asked inquiries.

However, there is still room for improvement because of problems including inaccuracies, limitations in contextual comprehension, and the necessity for frequent updates. By addressing these problems, raising user knowledge, ensuring ethical AI methods, and giving librarians specific training, ChatGPT's advantages can be further optimized. With the right integration and ongoing support, ChatGPT has the potential to become an invaluable resource in Nigerian academic libraries, fostering a more stimulating, productive, and motivating learning environment. With the right setup and assistance, ChatGPT can greatly aid in the modernization of library services by offering improved support to scholars,

professors, and students across Nigeria.

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