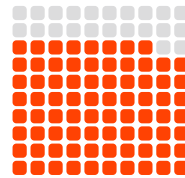# Insights:
Librarian attitudes toward AI

Generative artificial intelligence (GenAI) tools are evolving and being adopted at an unprecedented rate, offering the potential to transform how we work, consume information and innovate.

In this rapidly changing landscape, the **Insights 2024: Attitudes toward AI** report aims to understand the perspectives of nearly 3,000 individuals in research and healthcare. We wanted to understand the views of these individuals to ensure AI technologies positively impact advancement in research, science and healthcare. We also asked librarians from around the world the same questions. The findings shown here are based on our interviews with 225 librarians*.
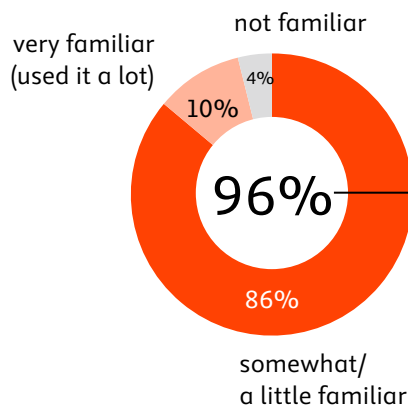
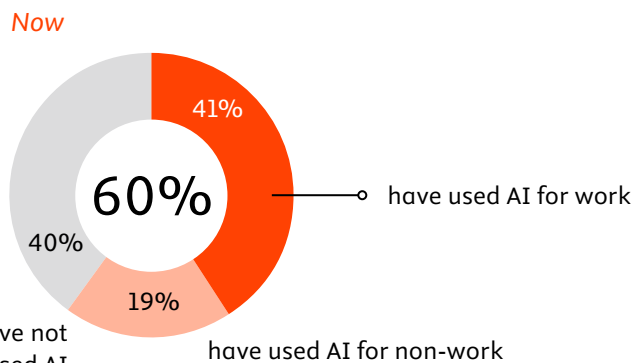## AI will transform the work of librarians

78%
Believe AI (including GenAI) will have a transformative or significant impact on their area of work.

Awareness of AI is high but the proportion who have used it a lot is low

"AI is the future, make the best use of it now."
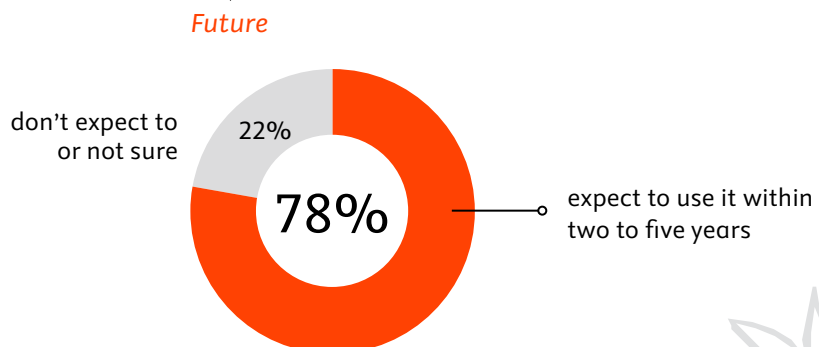
Librarian (Australia)

Familiarity with AI**

- not familiar 4%
- very familiar (used it a lot) 10%
- **96%**
- somewhat/ a little familiar 86%

aware of AI →

Usage of AI

Now

- **60%**
- 41% have used AI for work
- 19% have used AI for non-work
- 40% have not used AI

Future

- **78%**
- 22% don't expect to or not sure
- expect to use it within two to five years

Over half of those aware of AI have used it, and this will likely increase further, with over three quarters of those who have not yet used AI expecting to do so within the next two to five years.
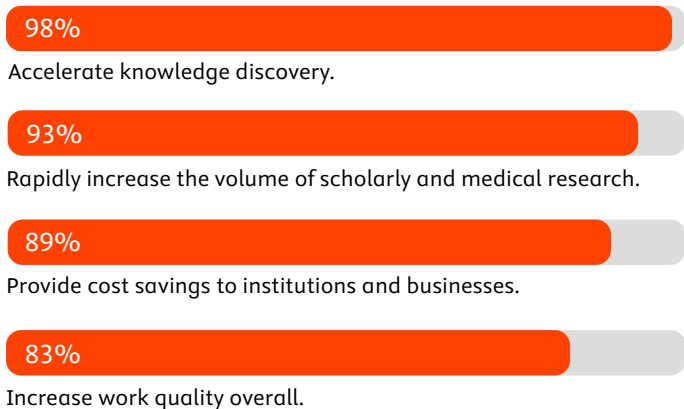
*Librarian responses are not part of the full report.
**All other charts/statistics exclude the (4%) 'not familiar' and who have never heard of AI.
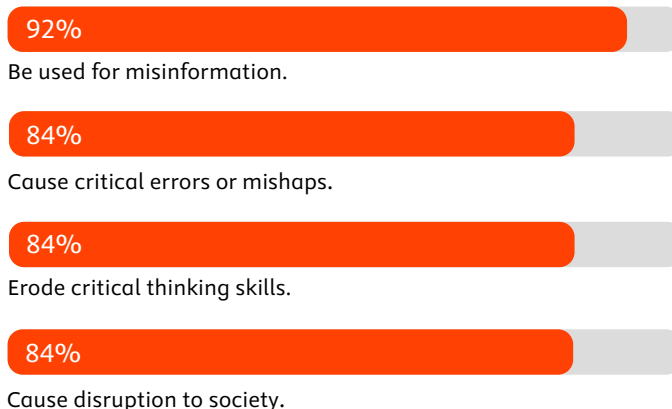
AI is expected to bring many benefits

Librarians recognize the potential of AI. The majority of respondents anticipate that AI will have a positive impact in key areas. They believe it will help...

98%
Accelerate knowledge discovery.

93%
Rapidly increase the volume of scholarly and medical research.

89%
Provide cost savings to institutions and businesses.

83%
Increase work quality overall.

Multiple negative impacts are also expected

While recognizing the many advantages of AI, librarians also foresee potential negative impacts, such as misinformation and errors. They believe AI has the potential to...

92%
Be used for misinformation.

84%
Cause critical errors or mishaps.

84%
Erode critical thinking skills.

84%
Cause disruption to society.

Likelihood to use a reliable and secure AI assistant is high

96% of librarians who believe AI can bring benefit when using scientific content are likely to use such an assistant to generate a synthesis of research articles in a specific area.
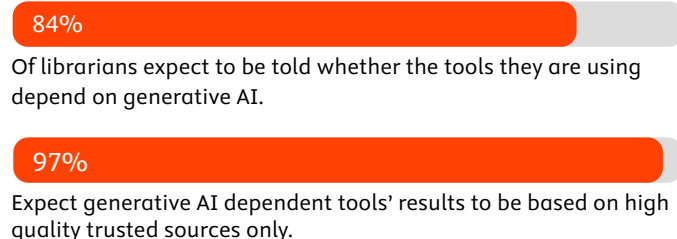
97% of librarians believe the assistance of AI would bring some benefit to library/information profession activities.

"AI is a very good technological advance, however, I feel that legal regulations are still missing on its use."

Librarian (Chile)

Transparency and quality resources are key

Librarians expect tools to be based on high quality, trusted content and want transparency about the use of generative AI.

84%
Of librarians expect to be told whether the tools they are using depend on generative AI.

97%
Expect generative AI dependent tools' results to be based on high quality trusted sources only.

"As with all technology we need to balance the advantages with the use of promoting misinformation. AI should be used for efficiency and cost reduction, not generating documents without human inference."

Librarian (USA)

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