

AI and Knowledge Management in Libraries: How ChatGPT Supports Collaborative Information Sharing

Twinkle Tulsibhai Chunararajput¹ and Dr. Kartik N. Panchal²

Research Scholar, Department of Library & Information Science, Monark University, Vahelal, Ahmedabad
Guide, Assistant Professor, Department of Library & Information Science, Monark University, Vahelal, Ahmedabad

Author's e-mail: twinklerajput08@gmail.com

Abstract: *The integration of Artificial Intelligence (AI) in libraries has revolutionized the management and sharing of knowledge, providing new avenues for enhancing collaboration and user engagement. ChatGPT, a leading AI tool, plays a pivotal role in supporting collaborative information sharing within libraries. This paper examines how ChatGPT contributes to knowledge management practices, focusing on its impact on information retrieval, fostering collaboration, and assisting both library users and professionals. By exploring ChatGPT's functionalities, this research demonstrates its ability to streamline communication, facilitate efficient resource discovery, and promote collaborative learning in today's digital library environments. The findings highlight the tool's potential to reshape library services, making them more interactive, responsive, and user-centric, thereby enhancing the overall library experience in the AI-driven era.*

Keywords: ChatGPT, AI Ethics in Libraries, Artificial Intelligence (AI), Resource Discovery, Library Automation

