



PRACTICAL AI ADOPTION IN LIBRARIES: FROM AWARENESS TO DAILY USE

PRESENTED BY: OSEI-GYAMFI, PRINCE

INTRODUCTION

AI is already known in libraries.

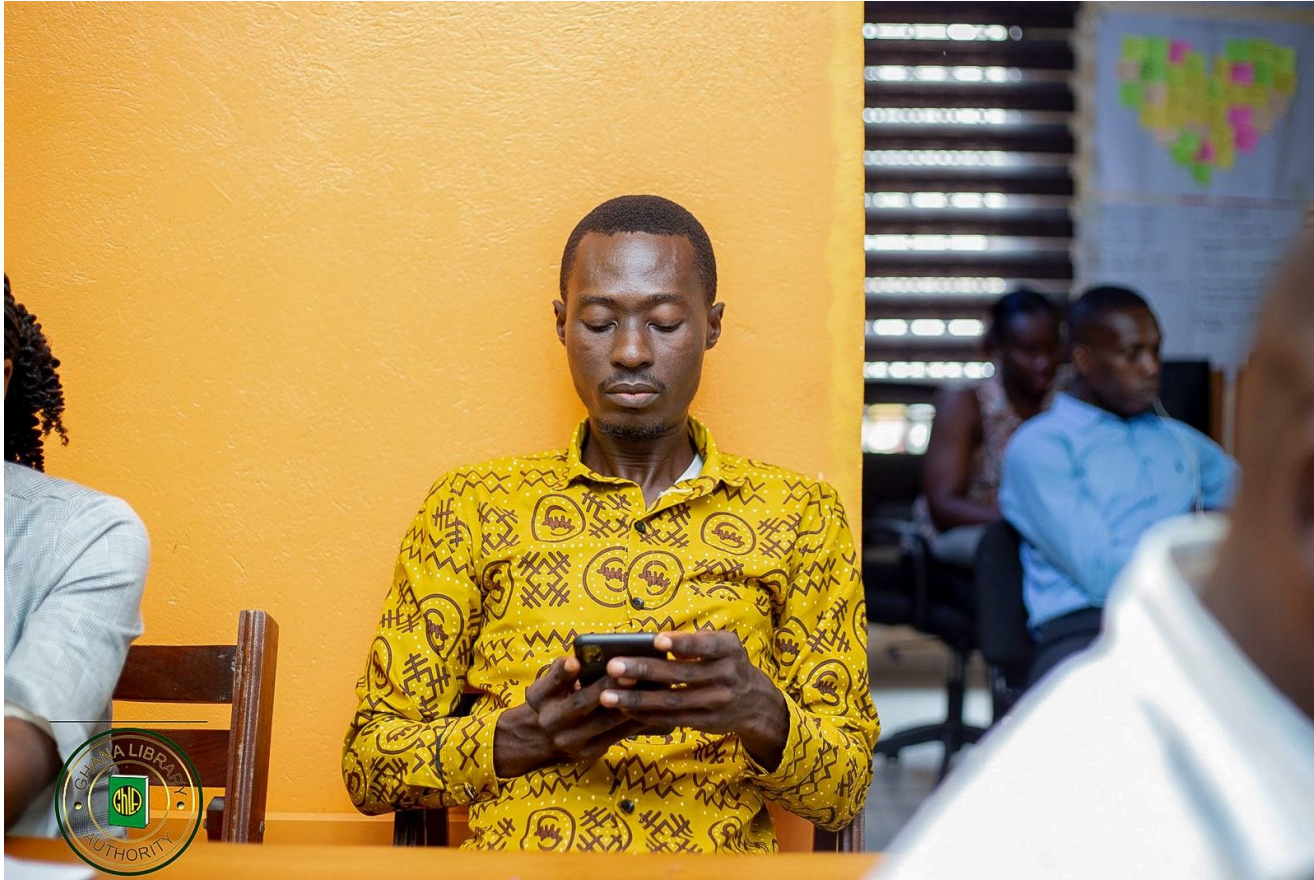
However, Awareness Does Not Equal Usage:

Many library staff are familiar with AI tools like ChatGPT, Gemini, Grammarly, Canva, Gamma, among others.

But familiarity does not mean usage.



REAL-LIFE EXPERIENCE



*Samuel – Acting Head of Adult Services
Central Regional Library, Cape Coast*

Samuel, before this training had only heard about the AI tools we explored, especially ChatGPT, but had not applied them in his work.

He is responsible for report writing, user support, collection development, staff supervision, programme planning, and advising management on library services.

Given the demands of his role, during the training he explored how ChatGPT could help him draft reports and memos in the shortest possible time while maintaining a consistent template for subsequent reports.



Screenshot 1: Prompt Entered into ChatGPT

ChatGPT



P

Generate a professional monthly library report template for Adult Services including activities conducted, attendance, challenges, recommendations, and user feedback.



Search



Reason



Screenshot 2: Output Generated by ChatGPT

ChatGPT



P

Here is a professional monthly library report template for Adult Services:

MONTHLY LIBRARY REPORT – ADULT SERVICES

Month/Year: _____

Prepared by: _____ Date: _____

1. INTRODUCTION

[Brief overview of the month's activities and purpose of the report.]

2. ACTIVITIES CONDUCTED

[List and describe the key activities carried out during the month.]

3. ATTENDANCE SUMMARY

[Provide statistics on attendance for programs, workshops, and general library use.]

4. USER FEEDBACK

[Summarize feedback received from users, suggestions, and observations.]

5. CHALLENGES ENCOUNTERED

[Highlight any challenges faced during the month and their impact.]

6. RECOMMENDATIONS

[Provide recommendations to improve services and address challenges.]

7. CONCLUSION

[Brief closing remarks.]

Thank you.

Prepared by: _____ Date: _____



REAL-LIFE EXPERIENCE



*Abigail – National Service Personnel
Cape Coast Library*

Abigail, came into the session with the idea that AI was just one single tool. She did not know there are actually different tools serving different purposes under AI.

During the session she discovered it is a wide set of tools with different uses, especially relevant to her daily work at the circulation desk.



A PRACTICAL SCENARIO

Scenario: A user asks for help writing a notice about overdue library items

1) Weak prompt

Prompt:

"Write a notice for overdue books in a library."

AI response (what you get):

Your library books are overdue. Please return them as soon as possible to avoid penalties. Thank you.

Feedback on this output:

- Too short and generic.
- No library identity, no tone control, no structure.
- Doesn't sound official or usable for real communication.
- No mention of due dates, fines, or action steps.
- Feels like a random sentence, not a formal notice.

This is the kind of output staff might wrongly copy and paste.



ChatGPT Get Plus

2) Strong prompt

Prompt:
"Act as a library front desk assistant. Write a polite and professional overdue notice for library users. The notice should include a reminder about returned books, mention possible fines, and encourage users to visit or contact the circulation desk. Keep the tone respectful and clear. Also include a short SMS version under 160 characters."

AI response (improved output):

Formal notice:
Dear Library User,
This is a kind reminder that some library materials issued to you are now overdue. Kindly return them as soon as possible to avoid any applicable fines or restrictions on future borrowing. If you have already returned the items, please disregard this message. For assistance, kindly contact the circulation desk or visit the library during working hours.

Thank you for your cooperation.
Library Management

Ask anything

THE SITUATION BEFORE TRAINING

1



Time-consuming manual tasks:
Reports, notices, and other library tasks took hours to complete.

2



Repetitive writing and reporting:
Same types of documents created from scratch every time.

3



Limited digital confidence:
Some staff felt unsure about trying new digital tools.

4



No structured AI use:
AI was not part of any daily workflow or process.



TOOLS USED

ChatGPT:

AI assistant for generating, refining, and improving written content.

Commonly used for drafting reports, summarizing information, answering questions, and supporting everyday work tasks. It operates on a freemium model.

Grammarly: It also follows a freemium model

Writing assistant used to improve grammar, clarity, tone, and readability. Commonly used to refine drafts, correct errors, and ensure professional-quality writing before final submission.

Canva: Free and Paid

Design platform used to create visual content such as posters, flyers, presentations, and social media graphics. It also operates on a freemium structure.

Gamma: Free and paid

Utilize digital tools and resources to enhance their innovative projects.



WHAT WE DID DIFFERENTLY

Focus on Real Tasks

Training was built around actual library work, not abstract concepts.



Hands-on Practice

Staff used tools during training instead of just listening to the presentation.



Simple Repeatable Steps

Every workflow had clear steps anyone could follow.



A PRACTICAL SCENARIO

Push yourself, because
no one else is going to
do it for you.

The future favors those who learn,
adapt, and use knowledge to create
opportunities where others see
obstacles

Osei-Gyamfi, Prince

THREE (3) PRACTICAL AI WORKFLOWS

01

Report Writing

Draft using AI, Edit manually & Final review

02

Communication

Create draft message, Simplify language & Personalize for users

03

Content Creation

Generate idea, Design content & Reuse templates

RESULTS AND IMPACT

1

Faster task completion

Staff spend less time on writing (Reports, notices, contents) and more time on service.

2

Higher staff confidence

Staff who were hesitant about digital tools now use AI with confidence. The training changed their mindset.

3

Improved writing quality

Documents are clearer, better structured, and more professional. AI helps staff express ideas more effectively.



KEY LESSONS LEARNED

1

Keep practicing

Theory does not change behavior. Staff learn by doing real tasks, not by listening to explanations.

2

Focus on daily tasks

Choose tasks staff do every day. If AI helps with daily work, adoption happens naturally.

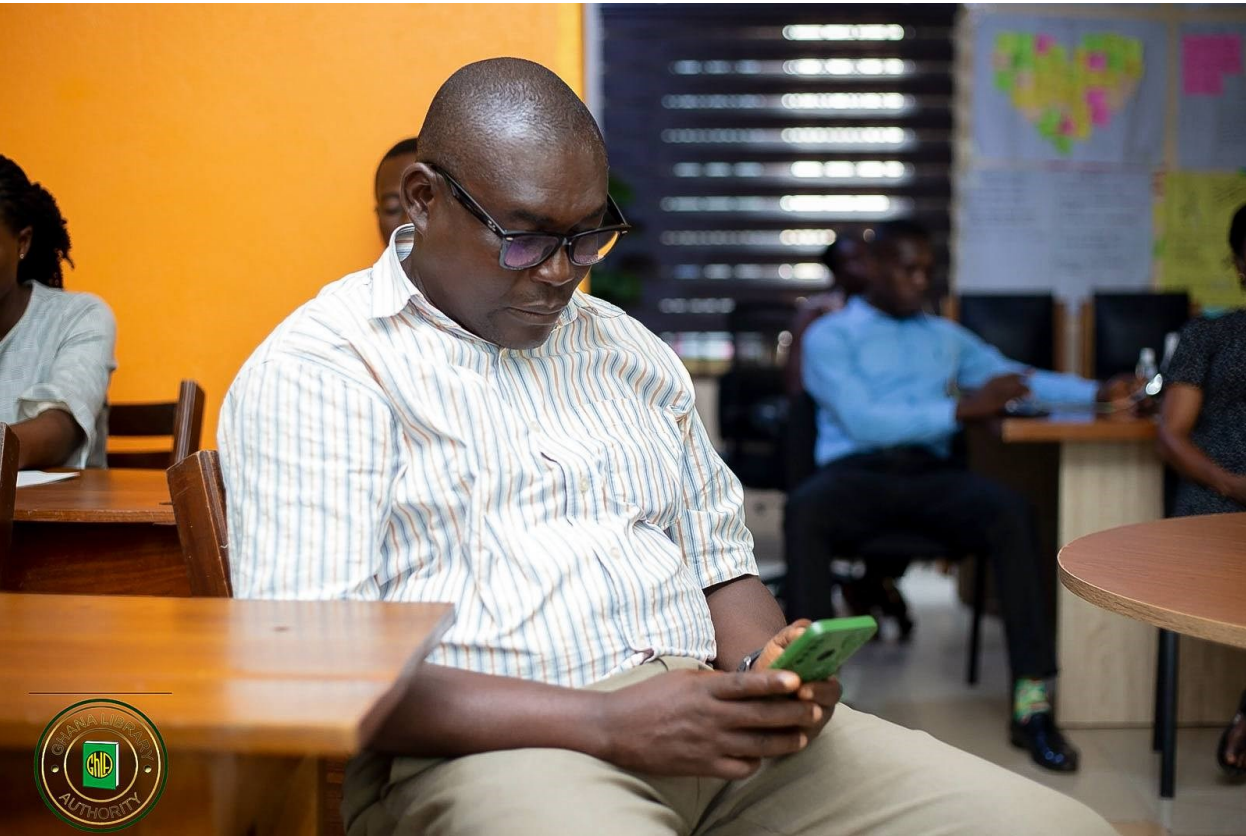
3

Avoid introducing too many tools at once

Start with one or two tools. Too many tools create confusion.



PICTURES



THANK

YOU!

