

# Health Librarians' Perceptions and Utilization of ChatGPT for Digital Literacy in Libraries

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## ABSTRACT

Libraries are adapting to the digital age, with health librarians utilizing AI technologies like ChatGPT to support patrons' digital literacy (Chen, 2023). Although prior research has explored AI's role in libraries, little is known about how health librarians leverage ChatGPT, especially regarding health information seeking behavior. This study investigates health librarians' experiences and perspectives on integrating ChatGPT into digital literacy services. Through semi-structured interviews, thematic analysis reveals innovative applications of ChatGPT, such as real-time Q&A sessions and personalized learning experiences. Despite technical challenges like accuracy and reliability, librarians implement quality control measures and continuously update ChatGPT's knowledge base. The study revealed ChatGPT's positive impact on patrons, encouraging improved understanding of health information and confidence in digital resource navigation. Despite challenges, health librarians acknowledge ChatGPT's potential to enhance digital literacy services. Recommendations include addressing technical issues, providing librarian training, and improving user engagement strategies (Yamson, 2023). Overall, this research shows ChatGPT's role in advancing digital literacy within libraries, providing perspectives into its effective integration and potential improvements.

## ALISE RESEARCH TAXONOMY TOPICS

Artificial intelligence; Information seeking; Reference transactions; Academic libraries; Library technology systems.

## AUTHOR KEYWORDS

ChatGPT; Health Librarian; LIS; Digital literacy; Patrons

## REFERENCE

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