IJoL International Journal of Librarianship

ISSN: 2474-3542 Journal homepage: https://journal.calaijol.org

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Adefunke S. Ebijuwa & S. R. Rajkumar

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To cite this article:

Ebijuwa, A. S. & Rajkumar, S. R. (2026). AI and IoT Integration in Academic Library Services: Approaches and Educational Impact. *International Journal of Librarianship*, *11*(1), 107-132. https://doi.org/10.23974/ijol.2026.vol11.1.529

INTERNATIONAL JOURNAL OF LIBRARIANSHIP, 11(1), 107-132
ISSN: 2474-3542

AI and IoT Integration in Academic Library Services: Approaches and Educational Impact

Adefunke S. Ebijuwa, Olusegun Oke Library, Ladoke Akintola University of Technology, Ogbomoso, Oyo State, Nigeria
S. R. Rajkumar, Rev. Fr. E. J. Thomas S. J. Library & Information Centre, St. Joseph's College, Pilathara, Kannur University, Kerala, India

ABSTRACT

The integration of AI and the Internet of Things (IoT) within academic libraries is transforming how students, educators, and researchers discover and use information. This document explores various applications of AI and IoT in library settings and examines their impact on research and educational processes. Notable innovations include intelligent search functionalities, customized recommendations, automated cataloging systems, digital monitoring of library resources, and intelligent environments that enhance user experiences. The analysis emphasizes how these technologies assist more efficient information retrieval, simplify library operations, and support data-driven decision-making. Besides, it addresses challenges associated with adopting these technologies, such as privacy concerns, digital literacy gaps, and infrastructure requirements. Through the examination of real-world examples and contemporary practices, this paper aims to outline strategies for effective deployment of AI and IoT in academic libraries, emphasizing their potential to promote more efficient, personalized, and engaging research and learning environments.

Keywords: Academic libraries, Artificial Intelligence (AI), Internet of Things (IoT), Smart library services, Educational technology, Research support, Personalized learning, Library automation, User experience, Digital transformation

INTRODUCTION

As observed by Abumandour (2020), Aslan (2021), Bennett (2021), and Singh (2022), the fast advancements in higher education. Academic libraries now are essential hubs for innovative research and learning initiatives. Among the emerging technologies, AI and the Internet of Things (IoT) are considerably influencing how information is discovered, organized, and disseminated. By integrating AI and IoT into library services, educational institutions can enhance user experiences, optimize administrative processes, and deliver more personalized and effective support for students' academic pursuits. AI technologies such as natural language processing, machine learning, and intelligent recommendation systems enable libraries to provide more sophisticated search capabilities, automate metadata creation, and personalize content delivery to individual user needs. Concurrently, IoT devices—including RFID tags, smart shelves, and environmental sensors—assist real-time resource tracking, environmental management, and

optimal space utilization, leading to increased operational efficiency and improved user engagement. As higher education institutions strive to address diverse student needs, there is an escalating demand for adaptable, technology-driven library services. Nonetheless, the adoption of AI and IoT presents challenges—mainly regarding data privacy safeguards, infrastructure readiness, staff training requirements, and ensuring equitable access. It is essential for leadership, librarians, and policymakers to understand how these technologies are employed and to evaluate their impact on pedagogy, research productivity, and scholarly communication. This paper explores various applications of AI and IoT in academic libraries, assessing their influence on research output, user satisfaction, and student learning. Besides, it considers the ethical considerations and challenges associated with implementing these advanced tools in a library setting.

OBJECTIVES

The primary objective of this study is to thoroughly explore and understand current trends and patterns involved in the practice of assisting information exchanges between academic faculties and research communities. Specifically, the study aims to:

1. Investigate the diverse approaches and strategies employed in integrating AI and IoT technologies within academic library services.
2. Assess the influence of AI- and IoT-enabled services on scholarly research, educational outcomes, and the overall user experience.
3. Emphasize the advantages and constraints associated with incorporating AI and IoT to boost library efficiency, personalization, and access.
4. Identify institutional challenges including infrastructure limitations, data privacy concerns, user adaptation obstacles, and staff training needs.
5. Propose a practical framework or a set of best practices aimed at guiding the effective and ethically responsible integration of AI and IoT technologies in academic library settings.

LITERATURE REVIEW

Advanced technologies are increasingly being explored within academic libraries, reflecting a transition toward smarter, more responsive, and user-centric services. Research demonstrates that AI and IoT possess the capacity to change library operations, enhance the user experience, and support scholarly activities. predominantly, AI is used for automation, personalization, and decision support. Johnson (2018) observed that AI-powered chatbots and virtual assistants provide round-the-clock support for reference services. Besides, intelligent search engines and recommendation systems assist quicker and more precise retrieval of academic resources, as emphasized by Singh and Kaur (2021). Machine learning techniques assist in anticipating user needs, managing digital collections, and optimizing resource utilization, according to Börjeson (2023). IoT technologies have contributed to the development of intelligent library environments. Devices such as RFID tags, motion sensors, and connected equipment enable real-time tracking of items, automate check-in and check-out processes, and improve the utilization of study spaces (Alhajri, 2021). Besides, IoT supports energy efficiency and environmental monitoring, promoting

sustainability and a more comfortable environment within library spaces (Kautonen, 2022). Studies indicate that these technological advancements reduce staff workload and enhance user satisfaction by providing easier access and greater convenience. The integration of AI and IoT enriches the learning experience through personalized services and enables educators to make better-knowledgeable decisions. Noh (2021) notes that students benefit from AI-generated reading lists and customized recommendations aligned with their academic progress. IoT also assists the analysis of space utilization and user behaviors, aiding in the development of improved services and support for learners.

While these innovations offer important advantages, they also raise critical concerns. Issues related to data privacy, algorithmic bias, and disparities in technology access are prevalent (Noor Azizi, 2023). Effective deployment of AI and IoT requires strong infrastructure, skilled personnel, and transparent policies regarding data management. Ethical use must be openly communicated, respecting user preferences and ensuring equitable access for all individuals. Despite the wealth of existing information, much of it tends to focus on descriptive accounts or case studies from well-resourced libraries.

Besides, there is a notable lack of comparative research examining how these technologies impact different types of academic environments. Besides, few studies have integrated AI and IoT into comprehensive, user-centered service models. Existing research confirms that AI and IoT are transforming academic libraries, offering benefits such as increased efficiency, personalized experiences, and higher user satisfaction. Nonetheless, to maximize these benefits, it is essential to balance technological innovation with ethical responsibility, digital infrastructure, and a thorough understanding of user needs within academic contexts.

RESEARCH METHODOLOGY

This study employs a systematic review methodology to explore the current strategies for implementing AI and IoT technologies within academic library services. Its aim is to evaluate how these technologies influence research productivity, learning outcomes, and user engagement, while also identifying key challenges and best practices to assist effective integration. By carefully selecting, analyzing, and synthesizing relevant scholarly publications, this research seeks to provide a comprehensive overview of the existing body of knowledge related to AI and IoT deployment in academic libraries. The insights gained will emphasize prevailing trends, measurable outcomes, and existing gaps in the literature, thereby guiding future research endeavors and informing practical implementations.

Document and Policy Review

Besides reviewing existing academic studies, this research also takes a close look at key institutional documents and policies related to adopting AI and IoT technologies in university libraries. This includes strategic plans, frameworks for technology adoption, data privacy standards, and ethical guidelines from various higher education institutions and library associations. The goal is to understand how these organizations handle the challenges and governance issues that come with emerging technologies. By analyzing these documents, the study simplifies the practical aspects and regulatory factors shaping how AI and IoT are being integrated into library services.

The research involved searching major academic databases such as Scopus, Web of Science, IEEE Xplore, and Google Scholar. We used carefully chosen keywords and Boolean operators to make sure we covered all relevant studies on the integration of AI and IoT in academic libraries.

To ensure a broad and multidisciplinary review, the search included databases and digital libraries like Scopus, Web of Science, IEEE Xplore, ACM Digital Library, Google Scholar, and Library and Information Science Abstracts (LISA).

Our search terms combined keywords like "Artificial Intelligence," "AI," "Internet of Things," "IoT," "academic libraries," "library services," "digital transformation," "smart libraries," "information retrieval," "personalized learning," and "educational impact."

Review Analysis

Following the initial search, all identified documents underwent a careful screening process carried out in multiple stages. The first step involved reviewing titles and abstracts to determine their relevance to the study's focus on the integration of AI and IoT within academic library services. During this phase, irrelevant or duplicate records were systematically excluded. Subsequently, the full texts of the remaining articles were carefully examined to assess the extent and depth of their content regarding implementation strategies, educational impacts, challenges faced, and policy implications.

Data extracted from these selected studies were then organized and analyzed thematically. This process aimed to identify recurring trends, technological applications, benefits, limitations, and gaps in existing research. The analysis was conducted with a view to triangulate findings across various academic settings and types of technology, thereby enabling a comprehensive understanding of current practices and outcomes. This strict approach ensured that the conclusions drawn are firmly rooted in a thorough and balanced review of the existing literature.

Inclusion Criteria

This compilation includes studies published in peer-reviewed journals, conference proceedings, and academic reports, primarily focusing on the implementation and impact of AI and IoT technologies within academic library services. The selected publications are in English and originated within the past decade, ensuring coverage of recent advancements. The body of work encompasses empirical research, case studies, and comprehensive reviews that offer valuable insights into educational and research outcomes. Besides, it includes documents that address ethical considerations, infrastructural challenges, and policy implications related to the integration of AI and IoT in library environments.

Exclusion Criteria

Studies unrelated to academic libraries or focusing solely on general IT infrastructure without specific reference to AI or IoT.Articles lacking sufficient methodological detail or evidence-based findings.Publications outside the English language.Opinion pieces, editorials, and abstracts without full papers.Studies focused on non-academic or public libraries unless directly relevant to higher education contexts.

This methodology provides a robust foundation for systematically exploring the current landscape of AI and IoT integration in academic library services, enabling a comprehensive understanding of implementation strategies, technological impacts, and emerging challenges.

Exploring the Role of Artificial Intelligence (AI) and Internet of Things (IoT) Technologies in Transforming Academic Library Services

Academic libraries have always been a key part of higher education, offering important resources, help with research, and spaces for learning for both students and teachers. But with fast-growing digital technologies, there's a big change happening in how these libraries work and support their users. Two of the most important technologies changing academic libraries are Artificial Intelligence (AI) and the Internet of Things (IoT).[Gasparini, A. A., & Kautonen, H. (2022).]

The use of artificial intelligence (AI) and the Internet of Things (IoT) changes the academic library. These technologies transform libraries from traditional book memory areas into intelligent, flexible and user-friendly study rooms. It helps reduce employee workloads and make services faster, more accurate and more personalized. For example, AI can automatically organize AI materials by analyzing content and suggesting tags or metadata (Constant, 2010). You can recommend books and articles based on what users borrow in advance. AI-powered search tools allow users to understand natural language and make it easy for users to find what they need. IIT sensors help people monitor library rooms, manage assets, and improve lighting and temperature, depending on when and where people use the space. This creates a more comfortable and energy efficient environment. The library can also use the collected data to plan better services and implement improvements. Prediction tools can show which services are not being used, and will likely require changes and more ads. It also helps users improve physical access and localize elements more easily by leading users to key technologies.

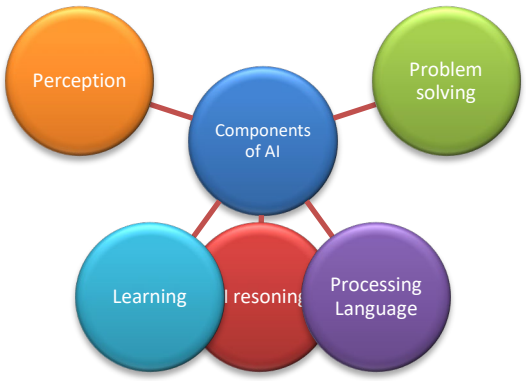

Figure.1. Components of Artificial intelligence (AI)

AI technologies, like machine learning, natural language processing, and smart automation, are changing how libraries work. These tools help manage resources better, give users more personalized experiences, and make research easier. For example, chatbots and virtual assistants powered by AI are always available to help users quickly, so library workers can focus on more complicated jobs. Smart systems also look at how users behave and what they like to suggest books and materials that fit their needs, making it easier for them to find what they're looking for.[Borgohain 2022]

At the same time, IoT technologies add smart features to physical library spaces. Things like smart sensors, RFID tags, and connected devices help track library items in real time, make borrowing and returning items smoother, and use space more efficiently. These smart systems can also keep an eye on things like lighting and temperature, making the library more comfortable and eco-friendly.

However, using AI and IoT responsibly is very important. Adetayo, (2023) highlights the need to protect user privacy and avoid misuse of data. Naeem, (2022) warns that AI systems can sometimes be biased and may offer unfair results. ., Bhatti, (2022) notes that many librarians struggle with the fast pace of technology because they don't always get enough training.To address these challenges, organizations like IFLA (2022) support ongoing staff training, shared decision-making, and systems designed with input from all users (Adetayo, A. J. (2023).). Studies show that AI and IoT can make library services smarter and more personal—but success depends on careful planning, strong ethics, and support for both users and staff.This study continues by exploring how to put these technologies into practice and how they affect research and learning results.[Richardson, J. (2022).]

AI and IoT work together in a strong way to change academic libraries. These libraries are moving from being just places to store books into becoming active, smart spaces that focus on the users' needs. This change makes the libraries more efficient to run and helps teachers use new and better ways to teach by giving students access to personal information and tools that let them work together.

But this use of technology also brings up some big concerns.Things like keeping personal data safe, using AI in a fair and responsible way, the cost of setting up the technology, and training library workers all need to be handled carefully. Also, since technology is changing so fast, there has to be continuous research and checks to make sure the new tools match what libraries and their users need.[Ardichvili, A. (2022).]

This study looks at how AI and IoT are being used to change library services.It checks out how libraries are using these technologies now, the good things they bring, the problems they cause, and what the future might hold. The goal is to give useful information that helps libraries make the most of these tools to improve research, learning, and sharing of knowledge.

Identifying and Analyzing Implementation Strategies Used by Academic Libraries in Integrating AI and IoT-Enabled Systems

The use of Artificial Intelligence (AI) and Internet of Things (IoT) in academic libraries marks a big change in how these places offer services, handle resources, and connect with the people they serve. This part looks at the different ways libraries around the world are using AI and IoT to set up these systems effectively.These methods include choosing the right technology, building the necessary infrastructure, training staff, working with stakeholders, and creating rules and policies.[Verma, M. K. (2022).]

Libraries usually adjust these methods based on their own situation, considering their technical abilities, money limits, and what users need. For instance, some libraries start with small projects like AI chatbots or RFID systems for tracking items, and then expand to bigger uses. Others add AI tools to their cataloging and searching systems to make it easier for people to find resources and get better suggestions.

Needs Assessment and Strategic Planning

Environmental Scanning: Libraries start by looking at their current setup, what users need, and where there are gaps in technology. Feasibility Studies: Organizations do small tests or look at how much return they can get on their investment to see if adding AI or IoT is possible and useful.

Alignment with Institutional Goals: Using AI or IoT is connected to bigger plans for digital growth or improving academic quality.

Successful integration of Artificial Intelligence (AI) and the Internet of Things (IoT) into an academic library requires intentional planning, positive stakeholder commitment, strong infrastructure development and continuous evaluation. The institution pursues a variety of strategies to effectively implement these technologies to focus on educational goals and user needs. The important first step is to analyze behavioral and technology usage patterns (Ni, W. (2022).) and library preparation and digital infrastructure assessment (Rutter, S. (2019).). A reliable

technical foundation is essential, such as high-speed internet connectivity, secure networking, and scalable digital systems. IoT devices such as RFID systems, occupancy sensors, and intelligent furniture can be integrated into the AI-driven recommendation engine of the Online Public Access Catalog (OPAC) or connected to an environmental control system. The agency also highlights professional development by providing training workshops and certifications for KI/IoT tools, allowing the system to be user-friendly, accessible and tailored to user expectations. Small applications, such as AI-supported learning space reservations and intelligent discovery tools, serve as effective entry points for wider integrations. Technology Selection and Customization

Vendor Collaboration: Libraries work with AI and IoT companies to either use or create special solutions together, such as AI chatbots or RFID tracking systems.

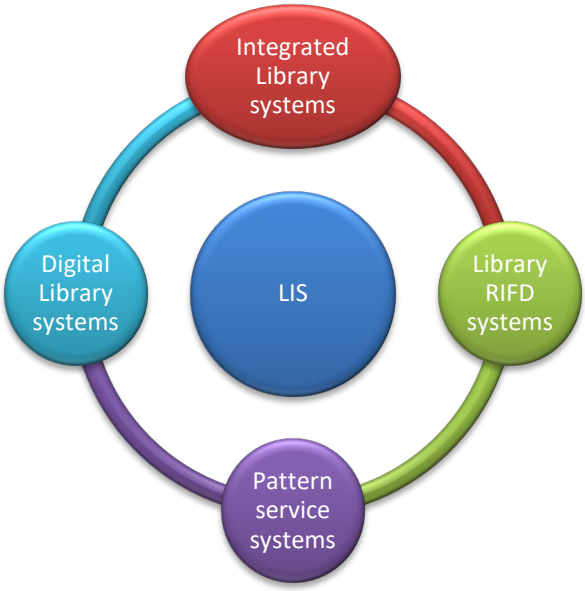

Figure.2.AI integration with Library Information systems

Open-Source Platforms: Some libraries like to use free AI tools like TensorFlow or OpenAI APIs so they can have more control and save money.

Phased Implementation

Pilot Programs: Libraries begin by testing small projects, like using an AI chatbot or setting up smart study rooms with monitoring features.Incremental Rollouts: New technologies are added step by step, such as starting with RFID systems and later adding smart sensors or tools that predict needs.User Feedback Loops: People who try the new systems first give their feedback, which helps improve and adjust the technology as it grows.

Tailored Integration: AI systems are usually combined with the library's current systems, like Ex Libris or Koha, to make everything work smoothly together.Data protection and security

remain central and requires strict guidelines for managing user data. Continuous monitoring and performance assessment are often supported by analytical dashboards, ensuring that AI and IoT implementations respond to development requirements and system effectiveness (Feng, L. (2021).). Establishing benchmarks and orientation to global best practices continues to support successful use. The effective adoption of AI and IoT in the academic library is based on a combination of strategic forecasting, joint planning, robust infrastructure, qualified personnel and ethical government. Libraries can develop into an intelligent, efficient and seamlessly integrated knowledge ecosystem by following a phase-controlled, user-oriented approach.

In the case of IoT, strategies might include using smart sensors to track how spaces are used or check on environmental factors, which helps make physical learning areas more efficient and eco-friendly. Working together with tech companies and academic departments is often key to getting expert help and making sure different systems can work together smoothly.

Infrastructure and Technical Upgrades

Wi-Fi and Network Improvement: Having a strong and dependable internet connection is important for IoT devices and AI cloud services to work well.Sensor and Device Installation: RFID tags, motion sensors, temperature sensors, and beacons are placed to help monitor and control things in real time.Cloud Connection: AI services are usually run on cloud platforms like AWS or Microsoft Azure so they can grow and be accessed easily.[Duncan, A.S.P. (2021).]

Also, making things work well needs solving problems like keeping personal data safe, using AI in an ethical way, and making sure library workers and users know how to use digital tools.

Libraries that set up strong rules for managing these technologies and keep teaching their staff are more likely to get the most out of using AI and IoT.

Staff Training and Change Management

Skill Development Workshops: Employees learn how to use AI tools, handle data privacy issues, and fix problems with IoT systems.Cross-Departmental Collaboration: Libraries team up with campus IT and academic departments to form groups that can work across different areas.Digital Literacy Programs: Special campaigns help library staff understand and prepare for the changes happening in the digital world.

This analysis gives a full picture of how academic libraries use AI and IoT in real situations.Policy Development and Ethical Governance Data Privacy and Ethics Policies: Libraries create their own rules about how data is used, how algorithms work, and how users give their permission. Usage Policies for Smart Devices: There are clear guidelines on how to use smart devices like surveillance systems and heat maps to ensure they are not used too much or in a way that's not fair.[Okuonghae, O. (2021).]

AI Ethics Committees: Some organizations set up groups to watch over how algorithms are used and make sure people's rights are protected.User Engagement and Support Orientation and Tutorials: Libraries provide workshops, signs, and online guides to help users learn how to use new technologies.

Multichannel Access: AI systems can be used through websites, mobile apps, or voice commands, making them easier to use in different ways. User-Centered Design: Tools are tested with real people to make sure they are simple to use and work well for everyone.

Continuous Evaluation and Improvement

Data Analytics: Libraries gather information on how often systems are used and what users think, to make improvements.Performance Benchmarks: Key performance indicators like how fast a system works, how well it uses resources, and how satisfied users are are checked regularly.Iterative Development: [Alhajri, S. (2021).]Systems are regularly updated based on user feedback and new technology trends.Using AI and IoT in academic libraries is a process that involves many steps and different people.

It needs a mix of technical skills, good management, and ethical choices. Focusing on what users need, preparing staff, and making sure designs are long-lasting is important for success.

By learning about these methods, other places can get useful ideas for planning, running, and growing their own digital projects, leading to libraries that are more efficient, flexible, and focused on the needs of their users.

Benefits and Limitations of AI and IoT Integration in Enhancing Library Efficiency, Personalization, and Accessibility

Efficiency

Automation of Routine Tasks: AI helps with tasks like organizing items, creating descriptions, and answering common questions using chatbots.This allows staff to focus on more important and complex jobs.[Kautonen, H. (2022).]Smart Inventory Management: Using technologies like RFID and smart shelves, libraries can track items better, find misplaced items more easily, and make check-in and check-out processes faster and more efficient.Energy and Space Optimization: Sensors can monitor things like lights, temperature, and how many people are in a space, helping to use energy and space more wisely right away.

Faster Information Retrieval: AI-powered search tools and recommendation systems help users find the information they need quicker and more accurately.

Table.1. Important artificial intelligence tools for Library

AI Tools	website
ChatGPT	https://chat.openai.com/
QuillBot	https://quillbot.com/
Wisio.app	https://wisio.app/
Researchrabbit	https://www.researchrabbit.ai/
Scholarcy	https://www.scholarcy.com/
Copyscape	https://www.copyscape.com/
Openread	https://www.openread.academy/

Initial Setup and Maintenance Costs: Setting up and keeping AI and IoT systems running can be very expensive, which might be hard for libraries with limited budgets.Technical Dependencies:[Noor Azizi, N. A. (2023).] Libraries might rely too much on outside tools and services, which

could cause problems if those systems stop working or if the companies that provide them change.Integration Complexity: Connecting AI and IoT systems with the library's current management tools can be difficult and take a lot of time and effort.

Personalization

Customized Resource Suggestions: AI looks at how users behave, what they like, and what they search for to give them specific book and article recommendations.Adaptive Learning Help: AI can change how content is presented based on what each person needs, making research and studying more personal.User Behavior Insights: IoT and AI collect information that helps libraries see how people use both physical and digital areas, allowing them to improve services using that data.[Börjeson, L. (2023).]

Privacy Issues: Personal services often need a lot of user data, which can make people worry about whether they're okay with sharing it and how safe their information is.Biased AI: If AI isn't trained and checked properly, it might repeat unfair ideas, giving recommendations that aren't fair or don't cover all options.Too Much Personalization: If customization is too strong, it can create "filter bubbles," where people only see a small part of what's available and miss out on other resources.

Accessibility

24/7 Virtual Help: AI-powered chatbots and voice tools offer help all the time, making it easier for people in different time zones or with busy schedules to get assistance.Smart Wayfinding and Help: IoT-based location systems can assist people with disabilities in moving around library spaces more smoothly.Language and Voice Support: AI helps with translating languages, converting speech to text, and voice searching, which makes it easier for non-native speakers or visually impaired users to find information.

Digital Gap: Some people may not know how to use digital tools or may not have the right devices to take advantage of AI and IoT services.[Johnson, B. (2018).]Poor User Experience: If interfaces are not well designed or don’t include enough accessibility features, people with disabilities might be left out.Unreliable Performance: AI and IoT systems might not work perfectly, especially in complex or unpredictable situations.

Using AI and IoT in academic libraries can bring big changes, helping make services more efficient, personalized, and accessible[Kong, J. (2021).].However, it's important to consider the challenges like technology issues, ethical concerns, and how well these systems operate. Careful planning, inclusive design, good data management, and ongoing checks are needed to ensure these technologies help everyone fairly and well.

Examining the Impact of AI and IoT Integration on Research Productivity, Learning Outcomes, and User Engagement

Using AI and IoT in academic libraries can greatly impact different parts of academic life, like how productive research is, how well students learn, and how much users interact with the library. This section looks closely at how these technologies affect each of these important areas.

Research Productivity: Tools powered by AI, like smart search systems, automatic data analysis, and recommendation features, make the research process faster and more accurate. These tools help find information quickly[R, K. M. (2023).]. IoT-enabled environments let researchers access resources easily and work together in smart, connected spaces. These technologies help save time on tasks like organizing and managing resources, so researchers can spend more time on creating new ideas and sharing knowledge. Learning Outcomes: AI-driven platforms help libraries offer personalized learning experiences that match each student's needs and how they learn best.

IoT technologies create interactive and flexible learning spaces that keep students interested and motivated. These improvements can help students understand better, remember more, and think critically, which can lead to better academic results.

Academic Research

Faster and smarter ways to find information: AI-powered tools and search engines help get more accurate and relevant results, making it easier for researchers to find what they need quickly. AI helps with many parts of research, like looking through a lot of papers, analyzing data, managing citations, and summarizing content.[Chen, Y. (2022).]

This reduces the amount of work people have to do manually and helps them produce better research faster.

Smart devices connected to the internet can track how research tools and spaces are used, like study rooms and labs[Lund, B.D. (2020).].This helps make sure these resources are available when people need them.AI can look at large amounts of data to spot trends, new topics, and how citations are used.This helps researchers understand what's happening in their field and make better decisions.Some problems to watch out for include:

AI might not always understand or include important information because the algorithms are not well trained or the data used is biased. This can lead to missing out on useful information.Using AI too much can reduce the need for people to think critically and check their work carefully.It's important to use AI as a tool, not replace human judgment entirely.

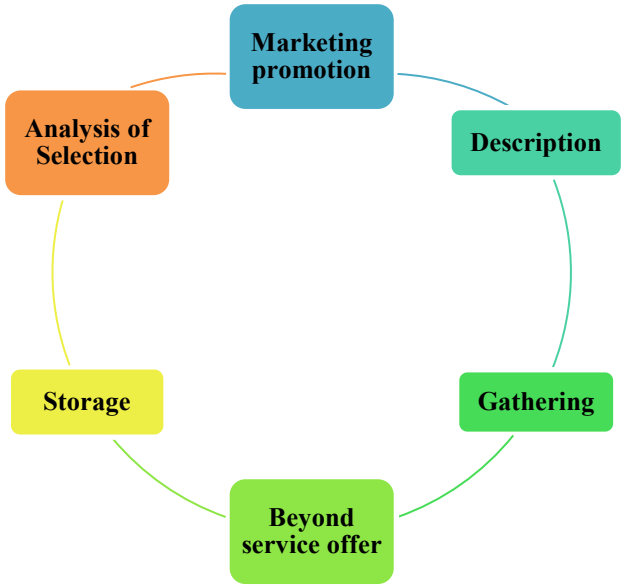

Figure.3 Areas of potential IoT use in library activities

User Engagement: AI and IoT help users interact more with library services by offering round-the-clock virtual help, instant updates, and information about available resources based on their location or activity. [Massis, B. (2018).]Libraries that use these technologies can provide quicker and easier access to services, which makes users happier and more likely to use the library often. Information gathered from IoT devices also lets libraries learn more about how users behave and what they like, helping them improve their services over time.

Learning Outcomes

Personalized Learning Paths: AI systems learn about each student's needs and suggest learning materials and guidance based on how they behave, do in their work, and what they like.[Miao, Z. (2019).]

Support for Diverse Learners: Tools like speech-to-text, translation, and adjustable interfaces help students who speak different languages or have disabilities, making learning more fair and accessible for everyone. IoT-Enhanced Learning Environments: Smart classrooms and study spaces offer instant feedback, can adjust lighting, sound, and temperature, and make digital resources easy to access, making learning more interesting and comfortable.

Intelligent Tutoring Systems (ITS): AI tutors give immediate help, explain ideas, and track progress to support learning even when a teacher isn't around.Digital Inequity: Students who don't have good internet or devices might miss out on the benefits of AI and IoT in education.Privacy Concerns: Collecting data on how students learn and behave can raise questions about how that data is used, especially for younger or more vulnerable students.This review looks at real examples and research to understand how much and in what ways AI and IoT have affected these areas.[Neudecker, C. (2022).]

Learning how these technologies influence academic performance, learning, and user involvement can give important ideas to library leaders, teachers, and government officials who want to make the most of technology in education.

User Experience

Positive Impacts:24/7 Virtual Help: AI chatbots and voice assistants offer quick answers to questions, making services easier to access and more convenient.Smooth Movement Around the Library: IoT tools help users find books, move around the library, or book spaces using location-based features.Tailored Services: AI and IoT work together to give users content that matches their location, interests, and past use.Faster and Fewer Mistakes: Automated check-out, smart shelves, and digital help desks make tasks quicker and less error-prone.Learning New Systems: People might find it hard at first to use new interfaces or tools, especially if they are not easy to understand or use.Less Human Help: Although automation makes things more efficient, too much use of AI can reduce the chance for personal, face-to-face support.[Ismail, N. (2023).]

AI and IoT are greatly changing how academic libraries help with research, learning, and user involvement.When used wisely, these tools make academic work faster and more detailed, support personalized and inclusive learning, and improve the overall experience for users. However, it is important to make sure these technologies are used ethically, everyone has equal access, and there is ongoing human supervision to ensure a user-centered and lasting transformation.

Analysis of Institutional Challenges in Integrating AI and IoT in Academic Libraries

Infrastructure Challenges

Legacy Systems Compatibility: Many academic libraries use old systems that might not work well with new AI and IoT technologies. This can mean expensive upgrades or new systems are needed.High Implementation Costs: Buying, setting up, and keeping AI and IoT solutions running costs a lot of money.[Wolf, C. (2022).]This includes buying equipment, software, and paying for ongoing support. Money limits how much and how fast these technologies can be adopted.

Network and Connectivity Issues: IoT devices need a strong and secure network.If the internet isn't fast enough, coverage is poor, or there are security weaknesses, it can stop these devices from working properly.Scalability and Flexibility: It's hard to plan for the future when designing systems that can grow with new tech and more users.This is a big challenge for long-term planning.

Data Privacy and Security Concerns

Sensitive User Data Handling: AI and IoT systems gather a lot of personal and behavior-related information. It's very important to keep this data safe when it's stored, used, and sent over the internet to protect people's privacy.Compliance with Regulations: Organizations need to follow rules like GDPR, HIPAA, or other local privacy laws.

These rules can be hard to understand and require a lot of time and money to set up and keep track of. Risk of Data Breaches[Oyelude, A. A. (2017).]: Because IoT devices are connected more than ever, there are more chances for hackers to access data.This means stronger security steps and constant watchfulness are needed.Transparency and Consent: Making sure users know what data is being collected and getting their real agreement is both an ethical and legal challenge.

User Adaptation Challenges

Digital Literacy Gaps: People may feel differently about using AI and IoT technologies, which can create unfair access and leave slower learners behind. [Pence, H. E. (2022).]Trust and Acceptance: Some people are doubtful of automated systems, worried about privacy, or fear that AI might take their jobs, which can stop them from using AI-powered services.

Table.2 Institutional challenges in integrating AI and IoT in academic libraries

Challenge Category	Specific Challenges	Analysis/Implications
Infrastructure & Technology	Limited high-speed internet - Outdated hardware & network systems - Lack of integrated platforms for AI-IoT interoperability	Existing IT infrastructure often cannot support the data processing and connectivity demands of AI and IoT, requiring large capital investments for upgrades.
Human Resource & Skills Gap	Lack of staff expertise in AI and IoT - Resistance to technological change	Professional development and continuous upskilling are insufficient, leading to underutilisation and fear of role redundancy among librarians.
Organisational Culture & Policy	- Lack of clear policies on AI-IoT adoption - Bureaucratic delays in approval processes	Absence of adaptive policies creates ambiguity in procurement and implementation, slowing down innovation integration.
Ethical & Social Concerns	- Potential for AI bias affecting recommendations and services - User anxiety about surveillance through IoT devices	Ethical risks undermine equitable access and create discomfort among users, especially in surveillance-sensitive contexts.
Maintenance & Sustainability	- Continuous need for software updates and hardware maintenance - Lack of long-term sustainability planning	Institutions often focus on initial deployment without robust plans for ongoing maintenance, upgrades, and end-of-life management.

Accessibility Issues: If systems aren't built to include everyone, people with disabilities might not be able to use them properly, making services less fair. Behavioral Change: Getting users to try new ways of interacting with the library, like virtual assistants or smart spaces, needs clear communication and good support.

Staff Training and Capacity Building Challenges

Skill Gaps: Library workers might not have enough knowledge about AI, IoT, and how to manage related data, which can make it hard for them to use these systems properly or fix problems when they occur.Resistance to Change:[Chakravarty, R. (2022).] Some staff members might not want to use new technologies because they are used to older ways of doing things and might worry that these changes could make their jobs less important or add more work.

Resource Limitations: Giving staff proper and ongoing training needs time, money, and access to good trainers or training programs.Role Redefinition: Using AI and IoT in the library could change what staff members do, moving them towards more technical or data-focused tasks.[Farias, G. (2022).]This means they might need new skills and their job descriptions could change.To deal with these issues, libraries need a complete plan that includes smart investments, clear rules and policies, designs that focus on user needs, and ongoing learning and development for staff.

This will help ensure that AI and IoT are used successfully and last a long time in academic libraries.

Best Practices and Policy Recommendations for Academic Institutions Seeking to Adopt AI and IoT in Library Service Management

Using AI and IoT in academic libraries can greatly improve how services are provided, make operations more efficient, and enhance the overall experience for users. But to truly benefit from these technologies, schools and universities need to follow good practices and create strong policies that handle technical, ethical, and management issues.

Best Practices

Comprehensive Needs Assessment: Libraries should start by carefully looking at their current services, what users need, and their technology setup. This helps find areas where using AI and IoT can make a real difference.[Pierson, C. M. (2022).]

Phased Implementation: It's better to introduce new technologies slowly and in a way that can grow.This lets libraries test the tech in small groups, check how well it works, and make improvements before rolling it out more widely.

Stakeholder Engagement: Getting input from librarians, IT workers, teachers, and students throughout the planning and setup is important.This makes sure the new tools fit everyone's needs and get good support from all sides.Staff Training and Development: Ongoing training helps library staff use, manage, and fix AI and IoT systems.

This builds their confidence and skills in handling the new technology.Data Governance and Privacy: Make clear rules about how data is collected, stored, and used.This protects user privacy, follows legal rules, and helps build trust with library users.Interoperability and Scalability: [Tian, Z. (2021).]Choose technologies that work well with existing library systems and can grow with the library's needs over time.Continuous Monitoring and Evaluation: Keep track of how well the technology is working, how users feel about it, and how it affects library goals.Check this regularly to make sure the tools are helping the library reach its objectives.

Policy Recommendations

Ethical AI Use: Create rules to stop unfair treatment by algorithms, make sure AI decisions are clear and open, and ensure that automated services treat everyone fairly.Privacy Protection: Make strong rules for protecting data that follow laws like GDPR, so people know what they're agreeing to and their information is safer.Infrastructure Investment: Spend money not just on getting new technology, but also on keeping it running, keeping it secure from hackers, and training staff to use it well.[Tella, A. (2020).]

Inclusive Access: Create rules that make sure everyone, including people with disabilities or those not very familiar with technology, can use AI and IoT services fairly and easily.Collaboration and Knowledge Sharing: Bring together schools, tech companies, and groups in the field to share what works best and work together to create better solutions.By following these rules and practices, schools can handle the challenges of using AI and IoT well, turning library services into smarter, more user-friendly, and sustainable places that help with learning and research.

Evaluating the Preparedness of Library Staff and Users in Adapting to AI and IoT-Based Systems and Services

The effective use of Artificial Intelligence (AI) and Internet of Things (IoT) in academic libraries depends on more than just having the right technology. It also requires that both the library workers and the people using the library are ready and able to adapt. This section looks at how prepared these groups are, including their skills, their attitudes towards new technology, and what training they might need to work with AI and IoT systems.

Library Staff Preparedness: Staff readiness means having the technical skills to work with AI and IoT, understanding how these technologies function, and being able to use them in everyday tasks. [Weijia, G. U. O. (2022).]To adapt well, staff need continuous learning, like training on new software, data privacy rules, and fixing problems. How staff feel about new tech—whether they are excited or hesitant—also affects how well these technologies are implemented. Libraries should check what skills staff already have, find any missing skills, and create focused training to build a culture of digital knowledge and innovation.

User Preparedness: For users, especially students and researchers, getting used to AI and IoT services means knowing how to use digital tools, trusting automated systems, and understanding how their personal information is handled.Checking user readiness involves learning how comfortable they are with technology, their specific needs for accessibility, and

whether they prefer personalized or standard library services. Programs like workshops and tutorials are important to help users use these new services effectively and get the most out of them.As Kiszl, P. (2022). states, certain user groups, especially those from provisioned or marginalized communities, lack the device, internet access, or digital capabilities needed to fully benefit from progressive library technology. Prioritization should prioritize the ability for all users to participate in a meaningful way, including design and fair access guidelines. User trust development transported communications about how AI and IoT systems work, including recording, usage, and protected user data. Strategic investment in training, user training and ongoing support services is key to maximizing the benefits of intelligent technology while also maximizing fair, ethical and integrated integration for all stakeholders.

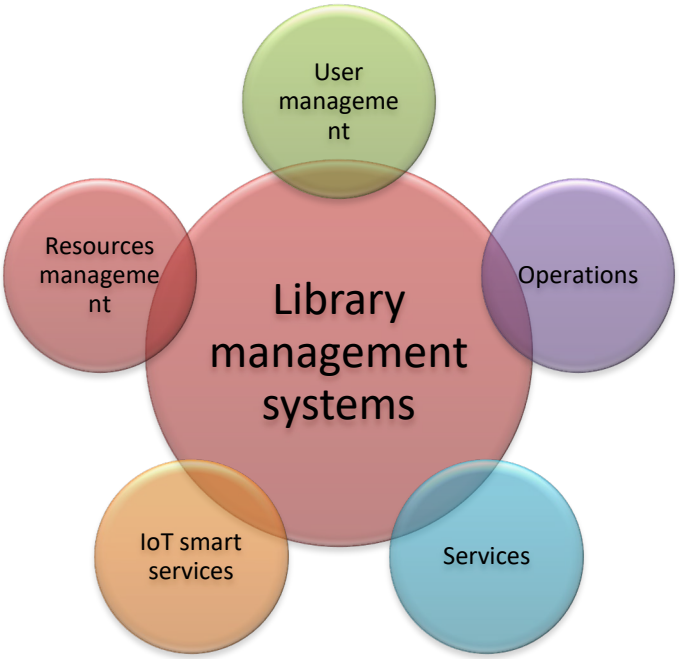

Figure.4. Sustainable Strategies for IoT Adoption in LIS

Assessment Approaches: Using surveys, interviews, and group discussions can help understand how ready staff and users are. Also, trying out new programs and testing how easy they are to use can show how people interact with new technologies and where they might need help or where changes are needed.[Xu, Z. (2023).]By carefully checking how ready everyone is, academic libraries can make better plans to deal with problems before they happen.

This makes the changes easier and more successful. It also helps in making decisions about how to use resources, train people, and share information. This support helps libraries keep using AI and IoT in their services in a lasting way.

Practical Framework for the Effective and Ethical Integration of AI and IoT in Academic Libraries

Strategic Planning and Needs Assessment

Conduct a detailed needs assessment that includes everyone involved, like library staff, users, and IT experts, to find areas where AI and IoT can help improve things.[Ward, H. L. (2021).]Make sure the use of new technology matches the library's main purpose, its goals, and the bigger plans of the institution.Create clear rules about how to use AI in a fair and responsible way, focusing on honesty, responsibility, and reducing unfairness.

Set up strong rules for handling data to protect people's privacy, keep information safe, and follow laws like GDPR.[Yuan, X. (2021).]Get permission from people before collecting or using their data.Design AI and IoT systems so they are easy to use and work well for everyone, including people with disabilities.Let users give their opinions regularly to help make the systems better and more useful.Offer continuous training for staff to learn about AI and IoT tools, how to use them ethically, and how to work with digital technology.Promote a workplace culture that encourages new ideas and being flexible with changes.

Pilot Testing and Phased Implementation

Start with small projects to test AI and IoT systems in a controlled setting.Use what you learn from these tests to improve the systems before you use them widely.Technology Integration and InteroperabilityMake sure the AI and IoT tools you choose work well with your current library systems and can grow with your future needs.Encourage the use of common standards so that different systems can share information easily.

Table.3. outlining **Pilot Testing and Phased Implementation** for AI and IoT integration

Phase	Key Activities	Objectives	Expected Outcomes
Planning & Preparation	- Define project scope - Form implementation team - Identify pilot site(s) - Develop evaluation criteria	Ensure clear goals, stakeholder alignment, and readiness for pilot execution	Approved pilot plan with clear success indicators and risk mitigation strategies
Pilot Testing	- Deploy AI/IoT solutions in a limited area or service - Train staff on system use - Monitor technical performance and user interactions	Test feasibility, usability, and system functionality in real library operations	Collected data on system performance, user feedback, and operational challenges
Evaluation & Review	- Analyse pilot data - Conduct user satisfaction surveys/interviews	Identify strengths, limitations, and improvement areas before scaling up	Comprehensive pilot evaluation report with recommendations for refinement

	- Assess cost-benefit and ROI		
Full Implementation & Integration	- Complete rollout to all targeted areas - Integrate with existing library management systems and digital services - Finalise institutional policies and support structures	Achieve full functionality and institutionalisation of the solution	Fully operational AI/IoT-enabled smart library services enhancing user experience and operational efficiency
Continuous Evaluation & Improvement	- Periodic assessment of system performance - Collect user feedback regularly - Plan for upgrades and sustainability	Maintain relevance, efficiency, and user satisfaction over time	Adaptive, future-ready smart library environment

Continuous Monitoring and EvaluationSet up ways to measure how well the systems are working and how happy users are.Check the AI tools regularly to make sure they are fair and accurate.Collaboration and Knowledge SharingWork together with tech companies, schools, and other libraries to share good ideas and resources.Join groups that focus on using technology to improve libraries.[Zhang, X. (2022).]Transparent Communication and User EducationTell users how the AI and IoT systems work and explain how their data is used.Provide training, guides, and support to help users feel comfortable and trust the new systems.This approach helps balance new technology with fairness and user needs, making sure AI and IoT tools improve library services in a lasting and fair way.

FINDINGS AND DISCUSSIONS

The use of Artificial Intelligence (AI) and Internet of Things (IoT) in academic libraries has made big changes in how services are provided, how users interact, and how education works. By looking at recent research, reports from institutions, and real examples, the following results and insights show both the good parts and the difficult challenges of this change in technology.

Enhanced Operational Efficiency and Resource Management

Libraries that use IoT systems, like RFID, smart shelves, and sensors, have seen better results in tracking items, managing assets, and using space more effectively. Tools like automated cataloging, smart search systems, and digital assistants help reduce the need for manual work and speed up services.

This change from old methods to smart systems lets staff focus on more challenging and important tasks.However, it also requires learning new skills and using digital tools properly. Libraries that have strong computer systems and offer proper training for their staff see the biggest improvements in efficiency.

Improved Personalization of Learning and Research Support

AI-powered recommendation systems, smart learning tools, and digital help desks offer users customized content, search results, and educational materials. Libraries that use AI to study how users behave can adjust their services and recommend resources that fit students' study needs.

These tailored features help learners understand better and get more useful research help.But it's important to balance personalization with protecting user privacy. The success of these tools relies on good data and continuous improvement of their algorithms to prevent unfair or wrong results.

Positive Impact on Learning Outcomes and Academic Engagement

Students who use AI-powered digital learning tools, like smart tutoring systems and tools that give instant feedback, say they are more involved in their studies and do better academically. Smart study spaces, which use Internet of Things technology with sensors, climate control, and connections to digital resources, make learning more comfortable and efficient.

These tech-enhanced learning spaces work well for different types of learners and help students take more control of their own studying.

But if schools don’t take steps to fix problems like unequal access to devices and differences in digital skills, these issues can make educational gaps worse.

Greater Accessibility and Inclusivity

AI-powered tools such as text-to-speech, translation services, and voice assistants help people with disabilities or those who face language challenges. Similarly, IoT-based navigation systems assist these users as well. Libraries that include these features tend to have happier and more included users.

Accessibility features also help organizations reach their goals of having a diverse and inclusive environment.However, how well these features work depends on how well they are designed, tested with a variety of people, and followed according to accessibility standards like WCAG.

Institutional Challenges and Limitations

Even though there are many good reasons to use AI and IoT in academic libraries, several challenges make it hard for them to adopt these technologies. These challenges include:

- High costs for setting up and keeping these systems running.

- Lack of skilled staff who understand AI and IoT well.

- Concerns about protecting user data and making ethical decisions.

- Some staff and users may not be open to new ways of working.

To successfully include AI and IoT in a lasting way, institutions need to commit over a long period.

This means investing wisely, managing changes effectively, and creating clear rules about ethics. Policies on how data is handled, how algorithms work, and how users give permission are important for building trust and making sure things are fair.

Policy and Strategic Gaps

Some schools and universities don't have clear rules about using AI and IoT in their libraries in a responsible way. When they do have rules, they usually come up after problems happen, not before. These rules often don't give detailed steps on how to follow them or who is in charge of making sure they're followed.

Because there aren't strong policies in place, libraries might face legal or ethical issues.

To do things right in the long run, libraries need to work together with other parts of the institution, like IT, ethics, and academic departments, and make sure their use of AI and IoT fits with the overall digital plans of the school.

Using AI and IoT in academic libraries has shown clear advantages like making things more efficient, offering better personalization, improving access, and boosting student engagement. But these good results don’t happen automatically. They rely on how ready the institution is, how thoughtful the approach is when it comes to ethics, and how well the system is made to include everyone. As libraries become smarter and more focused on users, it’s important to take a forward-thinking approach when it comes to rules, training, and spending on technology to make sure they have the biggest possible positive effect on learning.

Future Research Directions

As academic libraries keep changing into modern learning and research spaces with more technology, it's important to do more research to help guide the right, fair, and large-scale use of AI and IoT systems. Based on what's already been found and the areas that still need more attention, here are the main topics that should be studied further:

As AI and IoT become more common in academic libraries, future research should focus on these important areas to make the most of these technologies:

More studies are needed to understand how AI and IoT tools affect students' learning and research over time, not just in the short term.

Researchers should look into how libraries can use AI and IoT in a responsible way, by protecting user data, being open and honest, and making sure automated systems are fair. Future work should examine whether these technologies work well for everyone, including people with disabilities, language differences, or limited tech skills. Research should also look into how library staff can be trained to use AI and IoT tools and how their jobs might change as libraries become more digital. Comparing different libraries can help find out what works best and what challenges others face, especially in different regions or types of institutions. As new tools like edge computing or AI assistants come along, research should test how they can be used in libraries to improve services. Studies should also look into whether AI and IoT systems are a good long-term investment and how they affect energy use and sustainability. Future research should also examine how ready institutions are to adopt these technologies and what kinds of policies or support

systems are needed. By looking into these areas, future research can help libraries use AI and IoT more effectively, making them smarter, more helpful, and fair for all users.

CONCLUSION

The use of Artificial Intelligence (AI) and Internet of Things (IoT) is changing how academic libraries work by making services more efficient, personalized, accessible, and engaging. These technologies help find information quicker, manage resources better, and create learning spaces that are more welcoming for everyone. Tools like AI chatbots, smart search systems, and recommendation services, along with IoT devices such as RFID tags and sensors that detect when spaces are occupied, are changing how students and researchers use library resources.

But this change also brings some difficulties, such as high costs to set up these systems, worries about keeping data private, the need to train staff, and questions about ethics.
To make sure these changes work well, schools and universities should plan carefully. This means setting up clear rules, helping staff learn new skills, designing systems that focus on users, and checking how things are going regularly.

In the end, AI and IoT have a big chance to help academic libraries fulfil their role in education.

If used in a responsible and fair way, these technologies can help create libraries that are smarter, more flexible, and easier to use, which can better meet the needs of today's students and researchers.

Conflicts of Interest

The authors declare no conflicts of interest regarding the publication of this paper.

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About the authors

Prof. Adefunke S. Ebijuwa, MNLA, CLN, is presently the University Librarian, Olusegun Oke Library Ladoke Akintola University of Technology, Ogbomoso, Oyo State, Nigeria. Corresponding author: fsebijuwa@lautech.edu.ng

Dr. S. R. Rajkumar is the Head & Librarian of Rev. Fr. E. J. Thomas .S. J. Library & Information Centre, St. Joseph's College, Pilathara, Kannur University, Kerala, India.

Olajide Abiola is the translator for this article. (olajohnme@gmail.com)