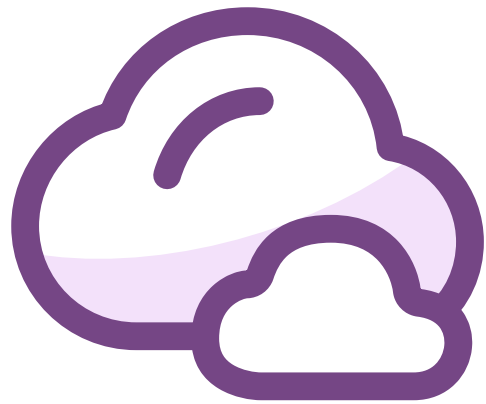


Knowledge Management and AI Skills

Exploring how artificial intelligence is transforming knowledge management practices in libraries—empowering librarians to serve their communities more effectively in 2025 and beyond.





What are the most difficult tasks in the library?

How are Librarians Thinking about AI in 2025?

60%

Evaluating AI

Respondents are actively evaluating or planning for AI integration

Supporting student learning

52% identify this as a key goal

43%

Top Priority

Say AI-powered tools for library users and patrons are a key technology priority for the next 12 months

Research excellence

47% prioritize enhancing research capabilities

42%

Automation Believers

Believe AI can automate routine tasks, freeing librarians for strategic and creative work

Content discoverability

45% focus on helping users find resources

The Skills Gap Challenge

While 52% of respondents see upskilling as AI's biggest impact on employment, nearly a third (32%) report that **no training is currently available** at their institutions.

AI is here to stay

AI drives productivity & service quality

AI skills need development



**Which areas excite you the most about
AI in library?**

Knowledge Management (KM)

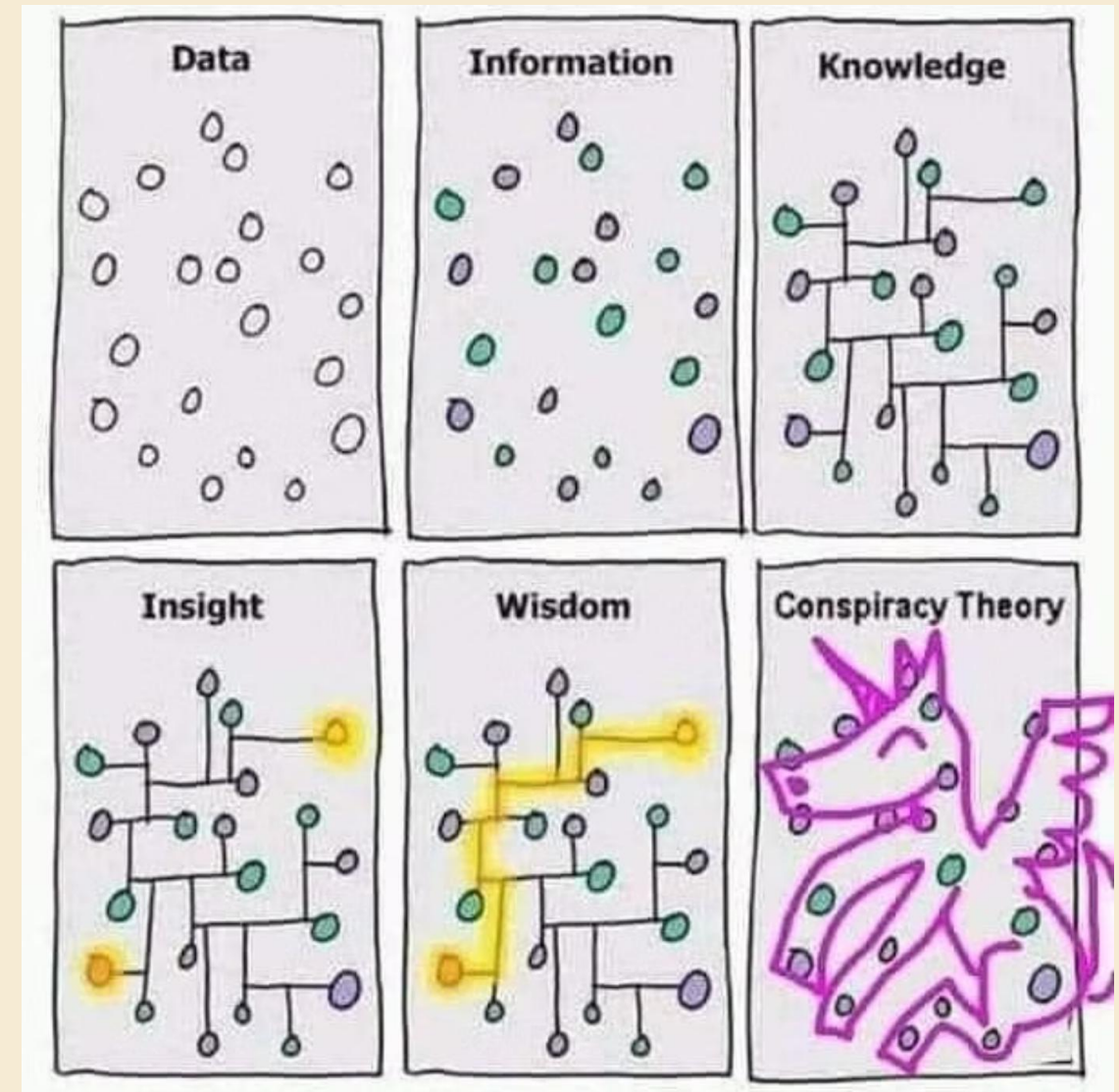
Definition

The systematic process of creating, capturing, sharing, and effectively using organizational knowledge to achieve strategic objectives.

The Goal

To transform individual knowledge into organizational assets that drive innovation, improve decision-making, and create a competitive advantage.

KM is about **connecting people with the information they need, at precisely the right moment**, to solve problems and advance organizational missions.



KM in Action – Example of NASA

1 The Challenge

Silos of engineering data from the Apollo program were trapped on deteriorating analog tapes. Finding and correlating information across systems was a manual, monumental task.

2 The KM Solution

A digitization and cataloging project created a unified, searchable digital archive. This established a foundational **knowledge base**, linking data across disciplines (propulsion, communications, life support) to preserve and contextualize the mission's full story.

The Results



Preserved History

Saved irreplaceable engineering data from oblivion for future generations



Accelerated Discovery

Scientists & historians can now instantly cross-reference data, leading to new insights decades later



Proven Framework

Created the blueprint for managing complex, interdisciplinary data used in modern missions

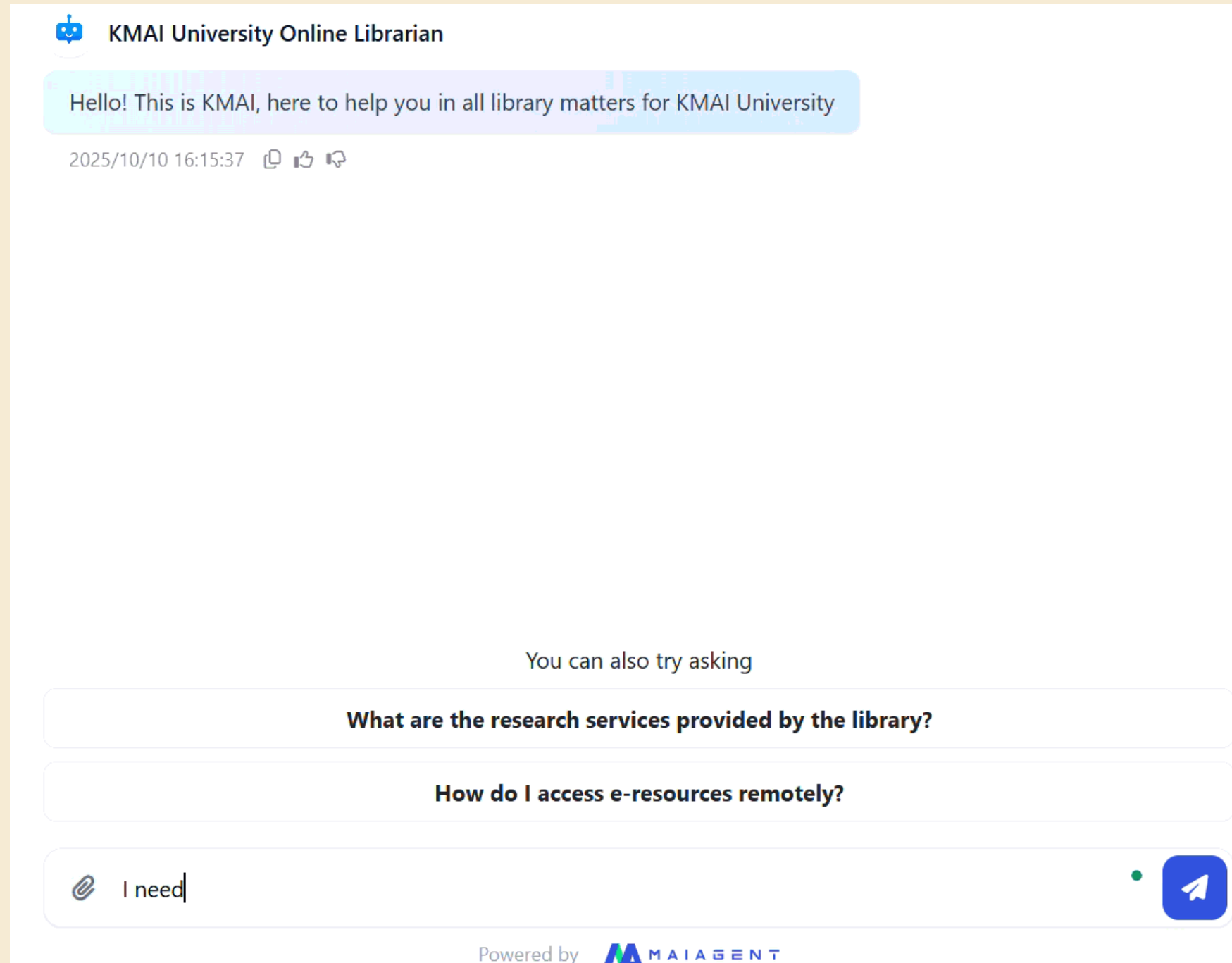
NASA didn't just save data; they saved the **connections between data**, turning a historical archive into a living knowledge platform that continues to fuel discovery.

KM for Libraries

Libraries are doing KM everyday – managing information and connecting it with users to solve problems and drive innovation. AI is transforming how this essential work happens.

Traditional KM	KM with AI
Staff manually create research guides (LibGuides)	AI auto-generates & personalizes topic guides based on a user's query and past interests
Users search for guides, FAQs or ask librarians for assistance	AI-powered agent provides answers 24/7, accurately in all languages
Standardized library guides for all users	AI-powered personalized advice based on individual user needs and context
Digital archives are siloed by format (text, audio, video)	AI cross-links content , making a photo searchable by its visual content and a podcast by its spoken words
Manual analyses of usage statistics, circulation reports, etc. Analysis is often superficial	AI-powered analyses provide deep insights and predictions for strategic library planning

Meet KMAI Library Agent Available 24/7



<https://chat.maiagent.ai/web-chats/f58299a1-dbc1-453d-87d7-47a6ccd0fc74>



Launch Your Enterprise AI Assistant in 5 Simple Steps



Flexible deployment options



Ready to use solutions

SaaS

Private Cloud

On-Premise

Off-the-shelf

Flexible features

Integration

1. Build Agent

2. Connect *
(to other apps)

3. Knowledge Base
(static information)

4. Go Live

5. Track & Optimize

Set up basics

API

Files, Documents

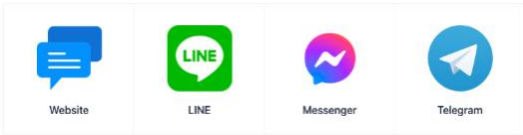
Connect to Platform

Monitor chat

RAG & LLM

MCP

FAQs



Real time alerts
(Webhook)

Set response
style

Web crawlers

Customize outlook

Usage Analytics

Permissions

Embed & Release

AI Integrated Search for IRs – iGroup Project in Thailand

Knowledge Bases

Select a knowledge base to view its documents or start chatting with the entire knowledge base.



คู่มือหลักสูตรและการปฏิบัติงาน

No description available

ID: 26e9b4e5-22c3-4a86-8979-ace2ac0c6d24 •
Created: Invalid Date

Chat with
KB

View
Docs



ประกาศมหาวิทยาลัยสวนดุสิต

No description available

ID: cc6cd7a5-419f-4c96-88e8-e73d5f853ed0 •
Created: Invalid Date

Chat with
KB

View
Docs



หนังสือ ที่เกี่ยวข้องกับมหาวิทยาลัย สวนดุสิต

No description available

ID: 2cda6742-2e8a-4634-8db1-644d0c70ea69 •
Created: Invalid Date

Chat with
KB

View
Docs



มาตรฐานห้องสมุด และกฎหมายที่ เกี่ยวข้อง

No description available

ID: f2d50010-2ecb-4184-8f0a-2b164353fc9d •
Created: Invalid Date

Chat with
KB

View
Docs



ประกาศและกฎหมายที่เกี่ยวข้อง ด้านเทคโนโลยีสารสนเทศ

No description available

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Created: Invalid Date

Chat with
KB

View
Docs

Chat All KBs

Refresh

SDU AI Assistant

No context selected

Connected to server

ฉันเป็นอาจารย์ สิทธิในการยืมของฉันมีอะไร
บ้าง?

AI

สิทธิการยืมหนังสือของอาจารย์

ตามระเบียบการใช้ห้องสมุดของมหาวิทยาลัย
สวนดุสิต อาจารย์/เจ้าหน้าที่มีสิทธิดังนี้:


ทรัพยากร สารสนเทศ	จำนวน เล่ม	ระยะ เวลา ยืม (วัน)	ค่า ปรับ ต่อ วัน/ เล่ม
หนังสือ ทั่วไป	15 เล่ม	30 วัน	5 บาท
นวนิยาย/ เรื่องสั้น	15 เล่ม	30 วัน	-
วิทยานิพนธ์	5 เล่ม	10 วัน	10 บาท

ข้อสำคัญเพิ่มเติม:

Type your message...





AI Integrated Search for IRs – iGroup Project in Thailand


 Documents in "หนังสือ ที่เกี่ยวข้องกับมหาวิทยาลัยสวนดุสิต"


Browse and chat with individual documents


Refresh


 Sirote's Model for University Quality Integration.pdf
PDF • 19.3 MB
Chat


 คำศัพท์ภาษาอังกฤษที่มีปรากฏในตำราอาหารนานาชาติ.pdf
PDF • 1.9 MB
Chat


 การใช้คอมพิวเตอร์และโปรแกรมสำเร็จรูปเพื่อประโยชน์ในการจัดการเรียนการสอน.pdf
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 55 ทศนะ เกาหลี.pdf
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 9 ทศวรรษ รวมตัวสร้างสรรค์ ร่วมกันพัฒนาอย่าง ยั่งยืน.pdf
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Chat


 SDU Smarts #1 2024 ISSUE NO.3 The Rising Stars Night เพลงประกายในจักรวาลสวนดุสิต.pdf
PDF • 21.8 MB
Chat

 ทิศทาง มหาวิทยาลัยสวนดุสิตที่ควรเป็น....pdf
PDF • 15.3 MB
Chat

 GREAT IDEA SDU.pdf
PDF • 26 MB
Chat

 รทบ. มองรอบหมอมขจร.pdf
PDF • 26.7 MB
Chat

SDU AI Assistant

 Knowledge Base: หนังสือ ที่เกี่ยวข้องกับมหาวิทยาลัยสวนดุสิต

Connected to server

U

summarise the book for me in Thai, in one paragraph

AI

สรุปหนังสือ "วิสัยทัศน์และความท้าทายในการปฏิรูปอุดมศึกษาไทยในยุคการเปลี่ยนผ่าน"

หนังสือเล่มนี้เขียนโดย ศ.เอ.ด. อเนก เลขาธรรมทัศน์ อดีตรัฐมนตรีว่าการกระทรวงอุดมศึกษา วิทยาศาสตร์ วิจัยและนวัตกรรม และ รศ.ดร. ศิโรจน์ ผลพันธิน ประธานอธิบมหาวิทยาลัยสวนดุสิต โดยนำเสนอแนวทางการปฏิรูปอุดมศึกษาไทยที่เผชิญกับความท้าทายของโลกศตวรรษที่ 21 เช่น โลกาภิวัตน์ การเปลี่ยนแปลงเทคโนโลยี และการเปลี่ยนแปลงประชากร หัวใจสำคัญของหนังสือคือ "แนวคิด Small but Smart" ของ รศ.ดร. ศิโรจน์ ซึ่งเน้นการเชี่ยวชาญด้านเฉพาะ (เช่น อาหาร การศึกษาเด็กเล็ก และการพยาบาล) พร้อมการเชื่อมโยงกับเครือข่ายโลก และการสร้างความเป็นหุ้นยนต์ที่มีจิตสำนึกต่อสังคม เพื่อให้มหาวิทยาลัยขนาดเล็กสามารถแข่งขันและมีบทบาทสำคัญในการพัฒนาประเทศและการศึกษาโลก

Ask about "หนังสือ ที่เกี่ยวข้องกับมหาวิทยาลัยสวนดุสิต"...

CLOSE

<https://ip240.bookpro.link/km/>



43% of respondents said AI-powered tools for library users and patrons top the list of technology priorities for the next 12 months



Issues with Using LLMs for Organizations

While large language models offer tremendous potential, library administrators face legitimate concerns about implementation. Three critical challenges consistently emerge:

1

Security & Control

"We can't trust AI with sensitive data—there's a risk of data being leaked into LLMs"

2

Output Quality

"We don't know which LLM to trust—quality varies across tasks."

3

Implementation Complexity

"What are the suitable setups, prompts for various complex tasks?"

Introducing AI Plus Pro



The ALL-IN-ONE AI APP for LIBRARIANS

PROFESSIONAL PROMPTS

COMBINE AI APP with AI TRAINING

AI Plus Pro

A comprehensive platform designed specifically to address the challenges libraries face when implementing AI—combining security, flexibility, and ease of use in one solution.



Multiple AI Models in One Platform

Choose from all leading AI models in one place (including open source ones), and compare outputs side-by-side for superior results. No need to manage multiple subscriptions or learn different interfaces.



Secure by Design — Data Protection & Flexible Storage

Encrypted data, strict access controls, and strong privacy protection built in from the ground up. Option to use institution-owned storage or private cloud so all files remain fully controlled by your organization.



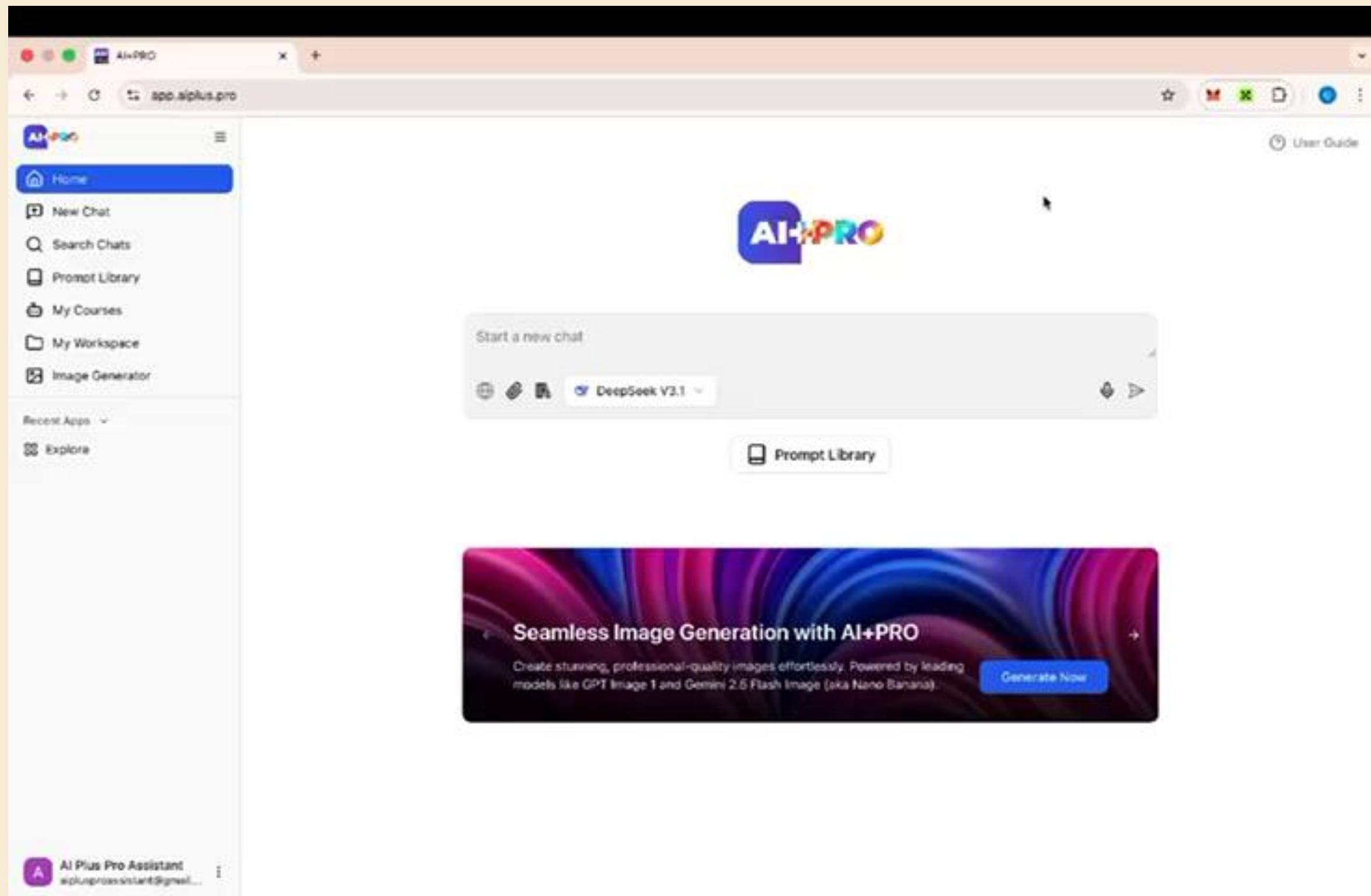
All-in-One Workspace for Text, Images & More

Write, analyze, summarize, and generate images in one unified platform. Work seamlessly across formats using multiple models without switching tools or losing context.







User-Friendly Tools for Everyday Work & Learning




Prompt Library with fast search capabilities, plus task-based AI apps designed for real library work—no technical expertise required to get started.



Compare side-by-side responses by different LLMs


 Chatbot Arena 3 Models 


 Search Chats  Clear




DeepSeek V3.1 

It's the standard.

- **Consider GraphQL** if you have complex data requirements from many clients and want to maximize efficiency.
- **Choose gRPC** for internal microservices where performance is critical.
- **Use WebSocket** when you need real-time, push-based functionality.
- **Use SOAP** mostly when interacting with legacy enterprise systems that require its specific security and transactional features.










Gemini 2.5 Flash 

- **Protocol Buffers/gRPC:**
Preferred for high-performance, low-latency, and microservices-based architectures where efficiency and strict contract enforcement are critical, often in internal systems rather than public-facing APIs.

In conclusion, for most modern REST APIs and a vast majority of public-facing web APIs, **JSON is the de facto standard due to its balance of simplicity, readability, and efficiency.**







GPT-4.1 Nano 

Most Preferred API Type

- **REST** is generally considered the most preferred for web and mobile applications because of its simplicity and performance.
- However, the best choice depends on specific application needs, like security, complexity, and data structure.

Would you like more details on any specific type or example implementations?





Ready Made Apps for Research, Academic Writing & More!



Explore a growing library of specialised AI tools with AI+PRO — built to empower study, work, and personal growth.

Featured Apps

Curated top picks from this weeks



Chatbot Arena

The Chatbot Arena App lets you compare AI chatbots side by side, testing their respons...



Academic Writing Assistant

The Academic Writing Assistant specializes in assisting users with the composition of...



Research Assistant

The Research Assistant Agent is designed to support users in accessing, understanding,...



Code Wizard

A highly skilled programming assistant designed to support developers in writing,...



Book Summarizer

The Book Summarizer App is an AI-powered tool that helps you quickly digest books by...



Study Companion

Study Companion is your always-on, AI-powered learning assistant—available 24/7...

Skills gap:

52% of respondents see upskilling as AI's biggest impact on employment, yet 32% state that no training is available.



LIBRARIAN

FROM AI UNCERTAINTY → LIBRARY AI LEADERSHIP

What you will Learn



AI Novice → TO: AI-Enhanced Information Professional

WHAT YOU'LL MASTER TODAY:

- > **AI Usage Analysis** - Understanding how users actually use AI for research
- > **Technology Demystification** - Clear definition of what AI is and isn't for libraries
- > **Champion a Partnership Paradigm** - Shifting from resistance to strategic AI collaboration
- > **AI Research Mastery** - Transform vague information requests into precise, professional research prompts
- > **Information Service Enhancement** - Generating research-ready materials and user guidance
- > **Quality Control Systems** - Assessing and refining AI output for information professional standards

YOUR TRANSFORMATION:

- > **Before:** AI confusion, defensive about relevance, fighting losing battles
- > **After:** AI clarity, strategic understanding, proactive library leadership, and the ability to save 5-10 hours per week.

Course Outline



6 Tailored Module

- > **Module 1:** AI Reality & Fundamentals in Libraries
- > **Module 2:** Professional AI Communication
- > **Module 3:** AI-Enhanced Library Services
- > **Module 4:** Managing User & Researcher AI Dynamics
- > **Module 5:** Ethical AI, Data Protection & Research Integrity
- > **Module 6:** Library AI Policy Development



FROM AI HESITANT → AI-ENHANCED LIBRARIAN



AI Prompting Demystified For Libraries

AI prompting for librarians is guiding AI with clear research instructions to get professional information results.



What AI Prompting Actually Is:

- A systematic approach to give research instructions to AI
- Based on information science logic, no coding expertise needed
- A guide for the AI on how to think through research questions
- A skill any information professional can learn and develop



What AI Prompting Is NOT:

- Strict technical code or programming rules
- A fixed set of right or wrong research ways
- Just for tech professionals and computer scientists
- The same approach for all information tasks and user needs



The Critical Skill: AI Prompting

QUALITY INSTRUCTIONS = PROFESSIONAL RESULTS

LIKE TRAINING A RESEARCH ASSISTANT:

✗ **Vague:** "Help me find information about climate change"

✓ **Clear:** "You are an experienced science librarian with expertise in environmental information resources. Create a comprehensive research guide on climate change impacts for undergraduate environmental science students, including peer-reviewed sources, government databases, and current statistical data. Model the format after standard library research guides."

THE HIERARCHY:

- **Poor Prompts** = Generic, unusable content
- **Good Prompts** = Professional educational materials
- **Expert Prompts** = Save hours of work while upholding professional information quality standards



This is THE skill that separates effective AI-using librarians from frustrated ones

The AI+ Prism Framework For Librarians



THINK OF AI AS YOUR ASSISTANT WHO:

PRISMTM

- P PERSONA** - Who the AI should be
- R REQUEST** - Your Instruction Outcome
- I INTENT** - Explaining the Purpose of the Request
- S STRUCTURE** - Defines exact output format
- M MODEL** - Provides a concrete example to follow

AI doesn't replace librarians - librarians who master AI replace librarians who don't.

Conclusion

According to 2025 survey of librarians globally...

60%

Evaluating AI

43%

Top Priority

42%

Believers of
Automation

iGroup is investing and partnering libraries for

1. Knowledge Management with AI
2. Tools access – LLM tools
3. Skills Development – AI for Librarians