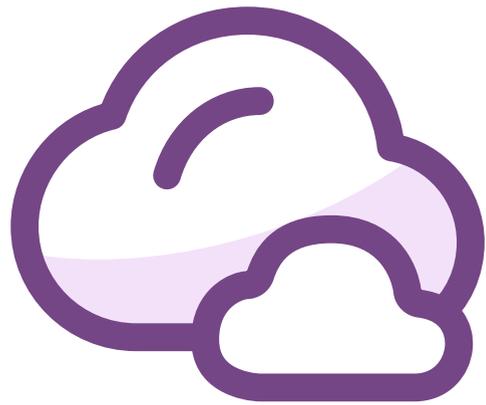


# Knowledge Management and AI Skills

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

Clarivate. *Pulse of the Library*. Retrieved November 11, 2025, from <https://clarivate.com/pulse-of-the-library/>



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

# Knowledge Management (KM)

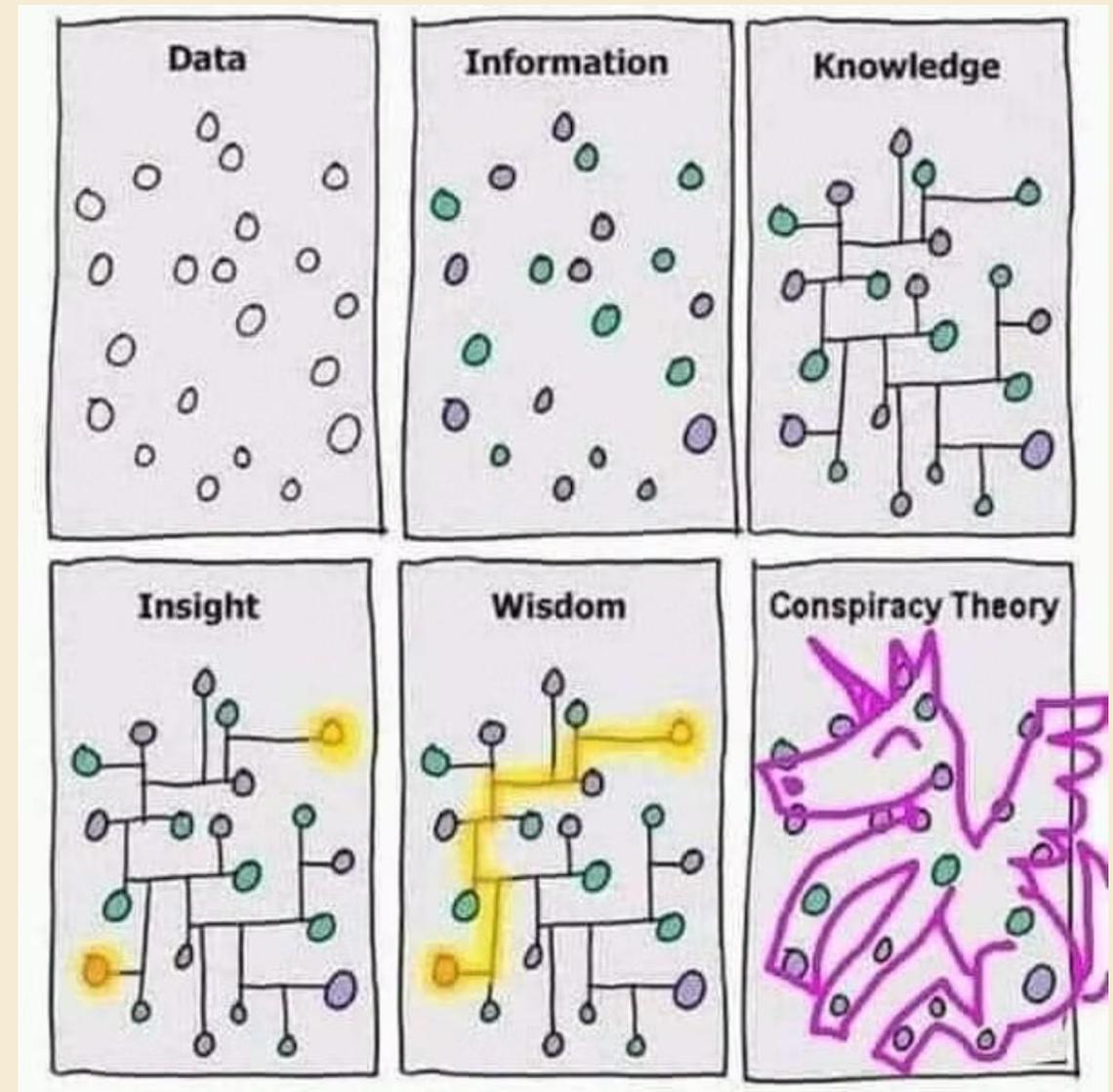
## Definition

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

Staff **manually** create research guides (LibGuides)

Users search for guides, FAQs or **ask librarians for assistance**

Standardized library guides for **all users**

Digital archives are **siloed by format** (text, audio, video)

**Manual analyses** of usage statistics, circulation reports, etc. Analysis is often superficial

## KM with AI

**AI auto-generates & personalizes** topic guides based on a user's query and past interests

**AI-powered agent** provides answers 24/7, accurately in all languages

**AI-powered personalized advice** based on individual user needs and context

**AI cross-links content**, making a photo searchable by its visual content and a podcast by its spoken words

**AI-powered analyses** provide deep insights and predictions for strategic library planning

# Meet KMAI Library Agent Available 24/7

 KMAI University Online Librarian

Hello! This is KMAI, here to help you in all library matters for KMAI University

2025/10/10 16:15:37   

You can also try asking

**What are the research services provided by the library?**

**How do I access e-resources remotely?**

 I need 

Powered by  MAIAGENT

<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



### 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



### ประกาศมหาวิทยาลัยสวนดุสิต

No description available

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

Chat with  
KB

View  
Docs



### ประกาศและกฎหมายที่เกี่ยวข้อง ด้านเทคโนโลยีสารสนเทศ

No description available

ID: 10ca3f6d-2ddf-4276-a7b9-2e0fa4350730 •  
Created: Invalid Date

Chat with  
KB

View  
Docs

Chat All KBs

Refresh

## SDU AI Assistant

No context selected

Connected to server

ฉันเป็นอาจารย์ สิทธิในการกู้ยืมของฉันมีอะไร  
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...



CLOSE



# 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

**คำศัพท์ภาษาอังกฤษที่มีปรากฏในตำรับอาหารนานาชาติ.pdf**  
PDF • 1.9 MB

Chat

**การใช้คอมพิวเตอร์และโปรแกรมสำเร็จรูปเพื่อประโยชน์ในการจัดการเรียนการสอน.pdf**  
PDF • 17.9 MB

Chat

**55 ทศนะ เกาหลี.pdf**  
PDF • 15.9 MB

Chat

**9 ทศวรรษ รวมตัวสร้างสรรค์ ร่วมกันพัฒนาอย่าง ยั่งยืน.pdf**  
PDF • 37.2 MB

Chat

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

Chat

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

Chat

**GREAT IDEA SDU.pdf**  
PDF • 26 MB

Chat

**รทบ. มองรอบหมองขจร.pdf**  
PDF • 26.7 MB

Chat

### SDU AI Assistant

Knowledge Base: หนังสือ ที่เกี่ยวข้องกับมหาวิทยาลัยสวนดุสิต

Connected to server

summarise the book for me in Thai, in one paragraph

AI

#### สรุปหนังสือ "วิสัยทัศน์และความท้าทายในการปฏิรูปอุดมศึกษาไทยในยุคการเปลี่ยนผ่าน"

หนังสือเล่มนี้เขียนโดย ศ.เอ.ศ. อเนก เลหาธรรมทัศน์ อดีตรัฐมนตรีว่าการกระทรวงอุดมศึกษา วิทยาศาสตร์ วิจัยและนวัตกรรม และ รศ.ดร. ศิโรจน์ ผลพันธิน ประธานาธิบดีมหาวิทยาลัยสวนดุสิต 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/>

A large QR code is located in the bottom right corner of the slide, enclosed in a black border. It is intended for users to scan and access the project's online content.

TQRCG

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.

AI+PRO

app.aiplus.pro

User Guide

# AI+PRO

Start a new chat

DeepSeek V3.1

Prompt Library

## Seamless Image Generation with AI+PRO

Create stunning, professional-quality images effortlessly. Powered by leading models like GPT Image 1 and Gemini 2.5 Flash Image (aka Nano Banana).

Generate Now

AI Plus Pro Assistant  
aiplusproassistant@gmail...

# 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?

Made with GAMMA

# 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:

**PRISM**™

- 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