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IMPROVING USER SERVICES IN LIBRARIES THROUGH THE APPLICATION OF ARTIFICIAL INTELLIGENCE TECHNOLOGIES

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Annotation: This article analyzes the significance, opportunities, and role of implementing artificial intelligence (AI) technologies in library activities to improve the quality of user services. It also examines the advantages, challenges, and future prospects of using AI-based systems in modern libraries.

Keywords: artificial intelligence, library, information technologies, user services, digital library, automation.

Today, artificial intelligence technologies have penetrated almost every sphere of life. The rapid development of information technologies has also significantly influenced library activities. Just as in education, science, culture, production, and management systems, the effective use of artificial intelligence in library operations is expanding.

Traditional libraries are gradually transitioning into digital environments, striving to provide users with fast, convenient, and interactive services. In this context, the implementation of artificial intelligence technologies in library systems elevates service quality to a new level. Artificial intelligence is applied in libraries in the following areas: 24/7 chatbot services for users; automated creation of bibliographic descriptions; recommendation systems tailored to user needs;text-to-speech conversion and audiobook creation; rapid searching and analysis of digital resources; development of accessible services for individuals with disabilities.

For example, AI-based chatbots provide quick answers to user inquiries and assist in locating necessary resources. Automatic generation of bibliographic records reduces librarians' workload and saves time. At the same time, implementing AI technologies involves several challenges, including: ensuring information security; protecting user data privacy; modernizing technical infrastructure; training staff to work with new technologies. Developing specialized training programs and scientific-technological educational initiatives for library staff is essential for the effective use of AI technologies. Conclusion In conclusion, the application of artificial intelligence technologies in libraries is fundamentally transforming methods of information storage, processing, and delivery. AI not only accelerates services but also deeply analyzes user needs and identifies future development directions. In the future, the role of AI in libraries is expected to grow even further, transforming libraries from traditional book storage facilities into modern interactive and intellectual information centers. This process will enhance the quality of library services and ensure broader access to information for society.

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