

The ChatGPT Explosion: Transforming the Landscape of Library Collections

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Abstract

Interest in generative artificial intelligence (AI) technologies, such as ChatGPT, has accelerated among library staff in only a few short months, with its positive and negative aspects widely debated. It has quickly become apparent that library employees, especially those in academic libraries, will need to engage with this new technology, whether in behind-the-scenes situations or through answering patron queries on its nature, origin, and usefulness. ChatGPT's applications and considerations for academic libraries in the areas of reference, information literacy, copyright, writing skills, and administrative activities are currently being explored. Still, little has been mentioned about its applicability to collections work. This paper will examine how ChatGPT can contribute positively and helpfully to collections work at various critical points along the broad spectrum of the yearly collections procedural life cycle, from acquisitions and cataloging to deselection and beyond, keeping best practices and ethical use in mind. An example of how this technology can be used in collections policy writing will be demonstrated. In addition, a set of guidelines adapted from current suggestions for use specifically geared toward collections work will be suggested, along with key resources to aid learning and reflection.

Keywords

ChatGPT, artificial intelligence, collections procedures

Introduction

In November 2022, an advanced technology was made widely available and utterly took the world by storm: an AI system called ChatGPT. In early 2023, it already had over 100 million users (Chen, 2023). By the time readers read this paper, the technology behind ChatGPT will no doubt have changed again, and some of this information may even be obsolete. But one cannot argue with this unique product's impact on society generally and libraries specifically. ChatGPT, which stands for "Generative Pretrained Transformer," works by generating text in response to user questions (Cox and Tzoc, 2023). How it does so is compelling: its answers sound human-like and are written in simple and easy-to-understand language. It is almost as if one is having a conversation with the program. In fact, it can be difficult to detect the difference between its answers and those written by a human (Breeding, 2023), and it often gives the user a "feeling" that they are interacting with something intelligent (Fernandez, 2023). Its answers are obtained from a large dataset with information from various sources, including the internet, academic texts, articles, and books (Adetayo, 2023; Cox and Tzoc, 2023; Houston and Corrado, 2023). It can even provide differently worded responses to the same query, making it entertaining reading. It should be noted, however, that all its knowledge, at least in the free version, is from before 2021 and may be out-of-date (Fernandez, 2023; Papini, 2023). Despite the time lag, its usage within the library community has the potential to be promising.

ChatGPT in Libraries

In the relatively short time it has been available, Chat GPT has impacted the library world, affecting all types of libraries

and different service areas, from reference to research to technology. Perhaps its biggest impact concerns reference work, since it essentially mimics a question-and-answer service. For instance, ChatGPT could help a library staff member answer reference questions or determine the best keywords to search for a topic (Papini, 2023). It could be set up to automatically answer the easiest and most straightforward questions, leaving reference staff free to explain more complex ones (Adetayo, 2023). Individual patrons at the reference desk could be taught to construct the most efficient ways of asking ChatGPT questions (Cox and Tzoc, 2023). It also has a place in information literacy practice, a key component of an academic librarian's work. In the classroom, librarians can bring their unique perspectives to teach students how to interact with ChatGPT, whether crafting questions to obtain an effective answer or evaluating answer quality (Cox and Tzoc, 2023). It could also provide an overview of a topic before embarking on various search strategies, a role concurrently held by Wikipedia. Houston and Corrado provide an example information literacy assignment that asks ChatGPT to provide information on a well-known topic to the student so that its "methods, use of evidence, and reliance on assumptions" can be tested (2023, p. 84). With regards to research itself, whether conducted by students or faculty, ChatGPT could be a tool to aid brainstorming, to suggest wording when writing summaries or abstracts (while citing ChatGPT as a writing partner, of course), or to help create bibliographies (Cox and Tzoc, 2023). So, we can teach whole classes on how to use it effectively and analyze it through information literacy sessions, and we can also teach the individual at the reference desk.

What other areas of librarianship could ChatGPT contribute to? In academic libraries, the liaison relationship between librarians and instructional faculty is incredibly important and contributes to nurturing students' education. Librarians could advise professors on how to write assignments that include the usage of ChatGPT as a component and could create LibGuides content to support classes. One key area to discuss with students and faculty is copyright, as librarians are seen as copyright experts who can provide relevant advice. It is currently unclear who owns the copyright on AI-generated text (Cox and Tzoc, 2023). So this then leads to concerns about plagiarism. It is currently debated whether plagiarism has occurred if there is no real person behind the writing. Some *Nature* articles have ChatGPT as a co-author (Cox and Tzoc, 2023). It is suggested that all writers of academic papers disclose whether they utilized AI, although Breeding (2023) argues that it is ultimately up to each journal's editorial board. And it may be a case of consulting the law as well. In the United States, as of the writing of this paper, only a human can be an author. In the United Kingdom, however, the law includes information on how nonhumans could be copyright holders (Houston and Corrado, 2023). On a smaller scale within higher education, plagiarism is a huge issue, and many colleges employ plagiarism detectors. ChatGPT-generated writing can be missed by those detectors, although new programs show some promise in discerning certain ChatGPT "tells," such as question repetition, lack of citations, simple sentences, or generalized information. Issues of copyright, plagiarism, and authorship will need to be figured out in a timely fashion; this may prove to be a challenge, considering the international nature of the internet (Houston and Corrado, 2023).

ChatGPT can also be utilized effectively in three other areas of librarianship: human resources (HR), technology, and policy. Since it is a writing tool, it can be asked to create job advertisements or descriptions (Doyle, 2022). For instance, an advertisement for a collections librarian could read as follows:

Query: Create a short job ad for a collections librarian.

ChatGPT: Job Title: Collections Librarian

About us: Join our dynamic team at [Library Name], where we believe in fostering a passion for knowledge and providing exceptional library services to our community. We are seeking a highly motivated and detail-oriented individual to join us as a Collections Librarian.

Position overview: As a Collections Librarian, you will play a crucial role in curating, managing, and expanding our library's diverse collection of materials. You will be responsible for organizing, cataloging, and maintaining our resources to ensure easy access and a seamless library experience for our patrons. (OpenAI, 2023)

The job ad goes on to list key responsibilities, qualifications, benefits, and information on how to apply. As a former member of many hiring committees, the author would deem this job advertisement more than suitable.

In other writing matters, ChatGPT can also be used in composing policies, of which an example of a generated deselection policy will be shared later in this paper. It can also suggest answers to philosophical questions addressing issues such as whether libraries should even have policies to begin with (see Garstad, 2023a for an overview of the literature on this topic). In this case, ChatGPT responds:

Yes, libraries should have collections policies. These policies help guide the development, management, and maintenance of the library's collections, ensuring that they align with the library's mission, serve the needs of the community, and adhere to professional standards. Collections policies provide a framework for selection, acquisition, retention, and deselection of materials, promoting consistency and transparency in the library's decision-making processes. (OpenAI, 2023)

The final area where ChatGPT can affect library work is technology. It is useful in helping to generate code, which librarians could apply to library websites (Houston and Corrado, 2023). Cox and Tzoc mention that it could be integrated into library discovery tools (2023). And it most definitely impacts cataloging work, which will be discussed in more detail in the next section. Regardless of what area one works in within a library, this new “disruptive technology” (Papini, 2023) has the power to affect or even transform the way day-to-day and long-term tasks, services, and initiatives are planned and conducted. How, then, does ChatGPT affect the collections librarian in particular?

ChatGPT as a Tool for Collections Work

Most articles or blog posts published so far discuss how ChatGPT can affect library processes or programming, especially in the areas of reference or information literacy, as discussed above. But few mention how collections work specifically could be affected, except for the area of cataloging. To describe the specialized work we do in collections, the collections life cycle is utilized as a framework for discussion, first applied by the author in a poster for the Ontario Library Association Super Conference in 2023 (see Garstad, 2023b). Figure 9.3.1 illustrates the cyclical nature of collections work, usually repeating on a yearly basis.

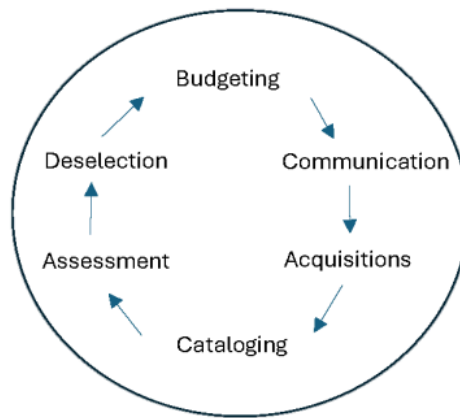


Figure 9.03.01 | The collections life cycle.

Budgeting

In a recent blog post, Usmani (2023) describes the impact of ChatGPT on the business and financial world. It can be utilized to create summaries of financial reports, answer questions based on a company’s financial performance, generate financial metrics derived from an inputted report, analyze balance sheets (and suggest where the risks are), and create Excel formulae. Many of these tasks fall to a collections librarian when preparing and analyzing a library budget. For instance, ChatGPT was asked to create a summary of the following library collections budget and to identify any risks:

Prompt: Provide a summary of the following library collections budget in paragraph form and identify any risks:

Total Collections Funds \$100,000

Contract Services \$10,000

Postage \$5,000

Operating Budget \$85,000

Subscriptions \$75,000

Books \$10,000

ChatGPT: The library collections budget for the fiscal period comprises a total of \$100,000, with allocations to various categories. Contract services are set at \$10,000, covering external services and agreements, while \$5,000 is designated for postage expenses. The operating budget is outlined at \$85,000, encompassing general operational costs. The major components of the collections budget are subscriptions and books, with \$75,000

allocated to subscriptions and \$10,000 earmarked for acquiring new books. Despite the structured allocation, potential risks may arise in the form of unforeseen increases in subscription costs, fluctuations in the currency exchange rates affecting book purchases, or unexpected changes in contractual service fees. Effective budget management and periodic reviews will be essential to mitigate these risks and ensure optimal utilization of the allocated funds. (OpenAI, 2023)

ChatGPT provides a summary that could be utilized in reports, written in simple and direct language.

Communication

Once collections staff have prepared the library's budget for the upcoming year, it is essential that communication with other library personnel and external stakeholders, such as faculty, patrons, administrators, or board members, ensues. For instance, in the past, librarians at MacEwan crafted detailed letters to instructional faculty members regarding the funding allocated to their subject areas. Now that librarians have taken sole responsibility for subject allocation spending, the key communication occurs between collections and subject librarians, with the former informing the latter on exact spending figures. ChatGPT can be prompted to create friendly, concise wording not only for this type of internal communication but for external as well. For instance, many libraries use social media such as Facebook, X, or Instagram to promote their collection. ChatGPT could be employed to create compelling snippets of information about anything regarding the library collection. For instance:

Prompt: Write an example tweet about the library's new subscription to Alexander Street Press.

ChatGPT: Exciting news at the library! We've just expanded our resources with a new subscription to Alexander Street Press! Dive into a wealth of multimedia content, including videos, music, and more. Explore, learn, and discover with us! #LibraryResources #AlexanderStreetPress #KnowledgeExpansion (OpenAI, 2023)

Note that ChatGPT relied on its knowledge base to generate specific information about the type of content within Alexander Street Press, information that was not part of the prompt. In addition, more sophisticated documents could be written, such as collections communication plans:

Prompt: Write a communication plan for a library's collection services.

ChatGPT: Library Collection Services Communication Plan

Objective: Enhance awareness, engagement, and utilization of the library's collection services among patrons.

1. Target Audience Identification:

- Segment patrons based on demographics, interests, and usage patterns.
- Identify key stakeholders, including students, faculty, researchers, and community members.

2. Channels of Communication:

- Utilize a multichannel approach:
 - Social Media (Twitter, Facebook, Instagram): Regular updates, highlights, and engagement posts.
 - Library Website: Feature dedicated sections for new collections, recommendations, and access instructions.
 - Email Newsletters: Monthly updates on new acquisitions, upcoming events, and resource spotlights.
 - Posters and Flyers: Display visually appealing materials in high-traffic areas within the library.
 - Workshops and Seminars: Host sessions to introduce and demonstrate the effective use of collection services. (OpenAI, 2023)

ChatGPT presents more information on content strategy, timing and frequency, collaboration, training, and metrics, and even includes advice on crafting a crisis communication plan. See Appendix 1 for more details.

Acquisitions

Perhaps ChatGPT's most promising contributions fall within the acquisitions realm. Cox and Tzoc (2023) mention how it can generate a list of display books. Adetayo (2023) concurs that it is useful for generating any list of titles and points to a future where it may be able to examine a library's holdings and suggest new titles. However, Houston and Corrado (2023) confirm that it currently does not understand or deal with an individual's library holdings. Perhaps its list-making ability is one of its most useful assets to a collections librarian; for instance:

Prompt: Create a list of award-winning titles on the topic of change management.

ChatGPT: Certainly! Here's a list of award-winning titles on the topic of change management:

1. "Leading Change" by John P. Kotter

Winner of the 1996 McKinsey Award for the best Harvard Business Review article.

2. "Switch: How to Change Things When Change Is Hard" by Chip Heath and Dan Heath

Named one of the best books of the year by The Wall Street Journal and Financial Times.

3. "The Heart of Change: Real-Life Stories of How People Change Their Organizations" by John P. Kotter and Dan S. Cohen

Winner of the Best Management Book of the Year Award from the Academy of Management. (OpenAI, 2023)

Note that it does not merely create a list but also articulates why that title belongs in the list. However, it cannot cite its sources (Houston and Corrado, 2023). The system goes on to identify six more titles and then ends with the following summarizing statement: "These award-winning titles offer valuable insights, strategies, and case studies for individuals and organizations navigating the complexities of change management" (OpenAI, 2023).

In addition to creating lists of titles (those that we published before its latest update in 2021 for the free version), it could also be useful to library staff exploring subject areas they are collecting in for the first time. It is often useful to read a summary of what the new subject or topic is about and to identify key authors in the field, as thus demonstrated:

Prompt: Provide a summary of the field of biomechanics and its key researchers.

ChatGPT: Biomechanics is a multidisciplinary field that combines principles from biology and mechanics to study the mechanical aspects of living organisms. (OpenAI, 2023)

Several more sentences complete the overview section, followed by a list of five key areas. ChatGPT then lists seven key researchers accompanied by a short question or two on how their work contributes to the field:

Dr. Richard Hinrichs: Renowned for his work in human locomotion and gait analysis, Dr. Hinrichs has contributed significantly to understanding the biomechanics of walking and running. (OpenAI, 2023)

Thus, ChatGPT reveals its abilities as a teaching tool for library staff.

Another aspect of acquisitions work is licensing. Any librarian who has reviewed a license knows how difficult it can be to decipher the legal jargon inherent in such documents. This is another area in which ChatGPT can help. In a recent "Technology Spotlight" presentation at the Ontario Library Super Conference, Swartz (2024) identified several key ways that ChatGPT could enhance the work of a librarian, mentioning that a license filled with legalese could be uploaded to ChatGPT, which would then rewrite the passage in more common and easy-to-read language. For instance, here is a

wordy paragraph from a typical license:

With respect to the Subscriber, any requirement outlined in this Agreement for the Subscriber to act reasonably, use reasonable efforts, or any variation thereof, shall mean the use of all reasonable commercial efforts having regard to the surrounding circumstances, unless specified otherwise.

ChatGPT was asked to rewrite the paragraph in a more understandable way, resulting in the following:

In this agreement, when it says the Subscriber must act reasonably or make reasonable efforts, it means they should do what a sensible businessperson would do considering the situation, unless the agreement says something different.

Its ability to write in clearer language can result in a greater understanding of traditionally misunderstood texts.

Cataloging

The scant literature published on ChatGPT at the time of this writing highlighted the potential of this “new” technology to enhance cataloging work. Adetayo (2023) identifies ChatGPT as a tool to generate subject headings and classification numbers. It would be as simple as providing an item’s title in the prompt, as in the following:

Prompt: Create a library cataloging record for the title “Hockey: A Global History.”

ChatGPT: Certainly! Below is a basic example of a library cataloging record for the title “Hockey: A Global History”:

Title: Hockey: A Global History
Author: Stephen Hardy and Andrew C. Holman
Publication Year: 2018
Publisher: University of Illinois Press
ISBN: 978-0252041617 (hardcover)
978-0252083532 (paperback)

Subject Headings:

- Hockey – History.
- Ice hockey – History.
- Field hockey – History.
- Hockey players – Biography.

Dewey Decimal Classification: 796.962 (Sports – Hockey)

Library of Congress Classification: GV847 (Hockey)

ChatGPT then goes on to provide a summary and additional notes. While this result provides basic information that could be useful to a cataloger, it might be more pertinent to alter the question and ask for a MARC record instead, a portion of which is included here:

Prompt: Create a MARC record for the title “Hockey: A Global History.”

ChatGPT:

=LDR 01063cam a2200301a 4500

=001 2022000002 [other sections excluded for length]

=100 1\ \$aHardy, Stephen

=245 10\$aHockey :\$ba global history /\$cStephen Hardy and Andrew C. Holman

=260 \ \$aUrbana :\$bUniversity of Illinois Press,\$c2018

=300 \ \$aix, 282 pages :\$billustrations ;\$c23 cm

=504 \ \$aIncludes bibliographical references (pages 255-266) and index

=650 \0\$aHockey\$xHistory

=650 \0\$aIce hockey\$xHistory

=650 \0\$aField hockey\$xHistory

=650 \0\$aHockey players\$xBiography

=852 \ \$aDLC\$bDLC\$cDLC

=856 42\$zPublisher's description\$u<http://www.loc.gov/catdir/enhancements/fy1809/2018006875-d.html>

=856 42\$zTable of contents\$u<http://www.loc.gov/catdir/enhancements/fy1809/2018006875-t.html>

The result appeared in a black box and invited the user to copy the code. Unusually for ChatGPT, it also identified a source for its code in the Library of Congress. As a non-cataloger, it would not be in the author's skill set to analyze the authenticity of this code, but it appears to be convincing. In fact, Pival (2023, p. 15) found its cataloging abilities were "decent." Breeding (2023), however, had a different experience. ChatGPT was asked to create a MARC21 record, examined closely by the study's author. It was discovered that many of the fields had inaccurate information. ChatGPT accepted suggested improvements, which marginally increased the accuracy of the result. Overall, the results were not of the high quality human catalogers aspire to. Lund and Wang (2023) also found that ChatGPT produced mixed results when asked to write descriptive metadata for a cataloging project. It appears this area has great potential but must be improved before it can be trusted.

Assessment

Library collections assessment remains an important part of the collections life cycle, yielding crucial information informing budgets and deselection. Some of the work in assessment replicates that of budgeting, with ChatGPT's ability to summarize financials, even producing charts and graphs to highlight collection data visually. One key component of assessment is determining how the collection is utilized by patrons. ChatGPT can create potential survey questions, such as:

Prompt: Create survey questions directed to library patrons on whether or not they find the database Business Source Complete useful.

ChatGPT: Certainly! Constructing effective survey questions is crucial to gather valuable feedback. Here's a set of survey questions focused on assessing the usefulness of the Business Source Complete database for library patrons:

- Demographic Information:
 - What is your primary purpose for using the library's resources?
 - Academic research
 - Professional research

- Personal interest
- How frequently do you visit the library?
 - Daily
 - Weekly
 - Monthly
 - Rarely
- Database Awareness:
 - Were you aware that the library provides access to the Business Source Complete database before taking this survey?
 - Yes
 - No
 - If yes, how did you become aware of it? (Select all that apply)
 - Library website
 - Librarian recommendation
 - Class instruction
 - Word of mouth
 - Other (please specify)
- Usage Patterns:
 - How often do you use the Business Source Complete database for your information needs?
 - Very frequently
 - Frequently
 - Occasionally
 - Rarely
 - Never used
 - What types of information or resources do you typically seek using Business Source Complete? (Open-ended)

ChatGPT continues by crafting questions on ease of use, content relevance, and impact on research. It concludes its suggested questions with an open-ended one inviting the survey participant to provide their overarching opinion on the product. Although it is conceivable that librarians could craft a similar survey, its almost instantaneous generation and ease of use make ChatGPT's abilities compelling and attractive to tap into.

Deselection

The final component of the collections life cycle, deselection, also provides potential for working with ChatGPT. If one is looking to refresh a collection and remove outdated titles, ChatGPT seems to have the potential to help:

Prompt: List outdated titles in the area of nursing research.

ChatGPT: I must emphasize the importance of using current and up-to-date resources in the field of nursing research. Outdated titles may contain information that is no longer accurate, and relying on such materials could compromise patient care and professional practice.

Instead of providing a list of outdated titles, I encourage you to seek information from reputable sources, such as recent editions of textbooks, articles from peer-reviewed journals, and guidelines from recognized healthcare organizations. These sources will provide you with the most current and evidence-based information in the field of nursing research. If you have specific topics or areas of interest, I can help guide you to recent and relevant resources in nursing research.

Not finding the answer very helpful, the prompt was rewritten:

Prompt: What are some older book titles in the area of nursing research?

ChatGPT: While it's essential to prioritize current and up-to-date resources in nursing research, if you are interested in historical perspectives or foundational texts, here are a few older book titles that have had a significant impact on the field:

- “Nursing Research: A Comparative Analysis” by Joyce J. Fitzpatrick
This book, published in the 1980s, provides a comparative analysis of nursing research methods and approaches.
- “Nursing Research: Principles and Methods” by Denise F. Polit and Bernadette P. Hungler
First published in the late 1970s, this text has been a staple in nursing research education, offering an introduction to research principles and methods.

ChatGPT lists three other titles and provides the following “lesson”:

“Keep in mind that while these titles have historical significance, the field of nursing research has evolved, and newer editions or more recent publications are likely to offer updated perspectives, methodologies, and evidence-based practices. Always complement your reading with the latest research and guidelines to ensure the most current information in the dynamic field of nursing.”

Noted are tones of caution and restraint within this still unsatisfactory answer. Yet another similar question, “When are books in the subject area of artificial intelligence considered to be too old for a library collection?” resulted in not a list but a summary of how to approach creating a list, factoring in currency and accuracy, technological advances, user needs and interests, supplementary value, and collection space and resources. This answer reminds one of older library science/collections management textbooks! Creating lists that could be construed as negative may not be in ChatGPT’s purview.

A subtype of deselection, the book ban, was aided by ChatGPT, as described by Pendharkar (2023). In Iowa, a new state law (since July 2023) prevents materials that depict sex from appearing on library shelves. This prompted a library administrator to enter a list of titles in ChatGPT, querying which ones contain “depictions of sex acts.” The library removed nineteen titles as a result.

Policy

Although not part of the official collections life cycle due to its long-reaching nature and the difficulties of reviewing annually, policy work is a substantial component of a collections librarian’s workload and could benefit from ChatGPT’s nuanced and concise writing abilities. Its capacity to produce a human-like, albeit rough, writing draft is acknowledged by numerous authors (Breeding, 2023; Cox and Tzoc, 2023; Lund and Wang, 2023). Writing by humans, though, is still considered to be superior (Papini, 2023). But when writing a rough draft of a collections policy on any aspect of collections work, such as deselection, ChatGPT can produce a respectable and adequate document:

Prompt: Generate a library collections policy regarding donations.

ChatGPT: Library Collections Policy: Donations

1. Purpose: The purpose of this policy is to outline guidelines and procedures for accepting and managing donated materials at the library. The library welcomes donations as a means of enhancing its collections and providing resources to the community. This policy ensures that the acceptance and handling of donations align with the library’s mission, collection development goals, and the needs of its users.

2. Types of Donations: The library accepts donations of various materials, including but not limited to books, journals, DVDs, CDs, audiobooks, and other relevant media formats. Donations may consist of individual items or larger collections.

The policy continues by articulating matters related to criteria for acceptance, the donation process, acknowledgement and recognition, the disposition of donated materials, review and revision, and compliance with the law and regulations. It can be read in its entirety in Appendix 2. Compared with a set of “real” donation guidelines published on the author’s library’s website, ChatGPT’s iteration lacks specifics, such as a list of items a library will not accept (textbooks) or that the list of potential titles must include ISBNs (John L. Haar Library, 2022). Overall, however, its general nature makes for good readability. Seeing the output of ChatGPT can also remind staff to include key areas of concern.

Potential Problems

Much has been written about potential problems related to ChatGPT and AI in general. While this paper overwhelmingly takes a positive bent, it would be remiss of the author not to mention concerns, whether personally identified or derived from the literature. Chiefly, the user must understand its limitations: it may contain errors and misinformation (Adetayo, 2023; Breeding, 2023); it is out-of-date (Fernandez, 2023); it can contain biases if those present in the original data are incorporated in an answer (Lund and Wang, 2023); and it cannot inform the user about the origin of a particular piece of information (Papini, 2023). Even though it sounds human-like, it does not employ common sense thinking—actually, it does not think at all (Lund and Wang, 2023). Its writing style may sometimes be arrogant or overly confident, especially when referring to itself. It makes mistakes “with confidence” (Houston and Corrado, 2023, p. 86). Library staff should strive to learn about these and other issues when utilizing ChatGPT as a tool.

One issue causing concern at the author’s library involved the discovery of ChatGPT-written titles appearing in ProQuest/Clarivate’s book-purchasing platform, OASIS. A colleague contacted the collections unit with specific examples, such as *ChatGPT on ChatGPT: The AI Explains Itself* and *The Inner Life of an AI: A Memoir by ChatGPT*. The authors are listed as “AI, ChatGPT” and “X, ChatGPT” respectively. The titles are independently published and available for under CAD \$15. Upon contacting the vendor, the library was reassured that these types of titles would never appear in a book approval program. However, as of the writing of this paper, they are still available for title-by-title purchase within OASIS. Library staff will need to use their incredible attention to detail to scrutinize titles in this area, ensuring they are from legitimate authors and publishers.

Conclusion

While concerns about ChatGPT dominate the news cycles and conversation among coworkers, it can be utilized successfully to enhance the work of collections staff and librarians. How would one go about getting acquainted with ChatGPT, then? The easiest way is to sign up for an account using a work email address, if possible (if for work purposes), and dive right in. If feeling more cautious, try taking a course on AI in general through an established learning platform, such as Coursera or FutureLearn. A free course on AI was completed by the author in spring 2023 and was informative; it was astounding to learn that AI has been around since the 1950s! Reading the library trade literature, websites, news articles, and blog posts regarding ChatGPT is also suggested. Very few scholarly works are available as of this writing; many are opinion pieces rather than research studies. But once those become available, they will be invaluable resources to the curious library worker. Finally, instead of worrying that AI will make certain library jobs obsolete, learn specifically how it could help or hinder certain positions within the library and work to place the emphasis on “help.” As Lund and Wang articulate:

It is important to consider how to use this technology responsibly and ethically, and to uncover how we, as professionals, can work alongside this technology to improve our work, rather than to abuse it or to allow it to abuse us in the race to create new scholarly knowledge and educate future professionals. (2023, p. 23)

Library staff are often the first to embrace and teach new technologies to students, faculty, and the public, and ChatGPT is a prime candidate to showcase competencies. Exploring its potential will help to understand and enhance contemporary and progressive collections work.

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Appendix 1: ChatGPT as a Creator of Library Communication Plans in Relation to Collections

Prompt: Write a communication plan for a library's collection services.

ChatGPT: Library Collection Services Communication Plan

Objective: Enhance awareness, engagement, and utilization of the library's collection services among patrons.

1. Target audience identification

- Segment patrons based on demographics, interests, and usage patterns.
- Identify key stakeholders, including students, faculty, researchers, and community members.

2. Channels of communication

- Utilize a multichannel approach:
 - Social media (X [Twitter], Facebook, Instagram): Regular updates, highlights, and engagement posts.
 - Library website: Feature dedicated sections for new collections, recommendations, and access instructions.
 - Email newsletters: Monthly updates on new acquisitions, upcoming events, and resource spotlights.
 - Posters and flyers: Display visually appealing materials in high-traffic areas within the library.
 - Workshops and seminars: Host sessions to introduce and demonstrate the effective use of collection services.

3. Content strategy

- Highlight featured resources: Regularly showcase new additions, databases, and special collections.
- Patron testimonials: Share positive feedback and success stories from users.
- How-to guides: Develop easy-to-follow guides for accessing and maximizing the use of collection services.
- Event promotion: Advertise library events, book clubs, and discussion forums.

4. Timing and frequency

- Regular updates: Weekly social media posts, monthly newsletters, and ongoing website updates.
- Seasonal campaigns: Tailor communication to coincide with academic semesters, exams, and community events.
- Event-specific announcements: Timely promotion for workshops, book launches, and other library events.

5. Feedback mechanisms

- Encourage patrons to provide feedback on the collection services.
- Utilize surveys and social media polls to understand user preferences.
- Monitor online discussions and comments for insights.

6. Collaboration

- Partner with academic departments and faculty for joint promotions.
- Collaborate with student organizations to enhance outreach.
- Engage with local media for coverage on special collections or events.

7. Training and support

- Offer training sessions for library staff to stay updated on collection offerings.
- Provide user support through online chats, FAQs, and in-person assistance.

8. Metrics and evaluation

- Track website analytics, social media engagement, and workshop attendance.
- Conduct periodic surveys to measure user satisfaction and identify areas for improvement.

9. Crisis communication plan

- Develop a plan to address any unforeseen issues promptly and transparently.
- Establish communication protocols for service interruptions or changes.

By implementing this comprehensive communication plan, the library aims to foster a vibrant and well-informed community of users who actively engage with and benefit from the diverse collection services provided.

Appendix 2: Library Donations Policy

Prompt: Generate a library collections policy regarding donations.

ChatGPT: Library Collections Policy: Donations

1. Purpose

The purpose of this policy is to outline guidelines and procedures for accepting and managing donated materials at the library. The library welcomes donations as a means of enhancing its collections and providing resources to the community. This policy ensures that the acceptance and handling of donations align with the library's mission, collection development goals, and the needs of its users.

2. Types of donations

The library accepts donations of various materials, including but not limited to books, journals, DVDs, CDs, audiobooks, and other relevant media formats. Donations may consist of individual items or larger collections.

3. Criteria for acceptance

To ensure the quality and relevance of donated materials, the library considers the following criteria when accepting donations:

1. Alignment with the library's collection development policy and subject areas of interest.
2. Physical condition: Donated items should be in good condition, free from excessive wear, damage, mold, or odors.
3. Currency: Materials should be current, accurate, and up-to-date within their respective subject areas.
4. Demand and user interests: Consideration is given to the anticipated demand and interests of library

users.

5. Compatibility with existing collections: Donated items should complement and enhance the existing collections, filling gaps or providing unique resources.

4. Donation process

1. All donations must be delivered to the library during designated hours and approved by library staff. Items left outside the library or dropped in book returns will not be accepted.
2. Donors are encouraged to provide a list or description of donated items to facilitate the processing and acknowledgment of their donation.
3. The library reserves the right to determine the final disposition of all donated materials, including additions to the collection, sale, exchange, recycling, or disposal.
4. Monetary appraisals for tax purposes will not be provided by the library. Donors are responsible for obtaining their own appraisals if desired.
5. The library will not accept materials with conditions or restrictions that limit access, circulation, or disposal.

5. Acknowledgment and recognition

1. The library appreciates and acknowledges all donations. Acknowledgment letters or receipts will be provided upon request.
2. The library may recognize significant donations or donors in accordance with its donor recognition policy.

6. Disposition of donated materials

1. Donated materials meeting the acceptance criteria may be added to the library's collection following the same selection and acquisition procedures applied to purchased materials.
2. Materials not added to the collection may be used for fundraising purposes, exchanged with other libraries, sold, or disposed of responsibly.
3. The library reserves the right to make the final decision on the disposition of all donated materials.

7. Review and revision

1. This policy will be periodically reviewed and revised as necessary to reflect evolving library needs, collection priorities, and industry best practices.
2. Proposed revisions to the donation policy will be subject to approval by the library administration or governing body.

8. Compliance with laws and regulations

1. The library will adhere to all applicable laws and regulations governing the acceptance, handling, and disposition of donated materials.