國立公共資訊圖書館
NATIONAL LIBRARY of PUBLIC INFORMATION

Library Services in The Future
The First Virtual Librarian with Generative AI Technology in Taiwan

See demo videos on YouTube!

Readers Prefer Asking Real Librarians

OUR STRUGGLES

Limitations of Predictive Smart Chatbots:
- Can't handle complex questions
- Fixed, robotic answers
- Limited response scope
- Can't meet social needs

GENERATIVE AI ADVANTAGES

Human-like Thinking & Interaction:
- Understands open-ended questions & intent
- Gives personalized answers
- Chats flexibly with readers

IMPLEMENTATON GOALS

- Boosts library efficiency
- Cool tech for everyone
- More human-like interaction

TECHNOLOGY & RESOURCES

- AI Image Generation
- Speech Recognition System Speech-to-Text (STT)
- Text-to-Speech (TTS)
- ChatGPT-4o

Core Technologies:
- Large Language Model (LLM)
- Retrieval-Augmented Generation (RAG)
- Database setup and regular updates (e.g., book data, library policies, character profiles)

Librarians may focus on...
- Special Services
- Collection Management
- Reading Promotion
- Research & Analysis
- Administrative Tasks

Info Services
- Service Introduction
- Library Rules
- Latest Events
- Wayfinding

Book Search
- Title
- Call Number
- Author
- Year
- Summary

Reading Picks
- New Arrivals
- Top Picks
- Themed Suggestions
- Personalized Picks

Casual Chat
- Nearby Bites
- Life Bits
- Weather Talk
- AI Li's Secrets

AI Li

Realistic Librarian Avatar

Microphone Pickup

Button-Activated Conversation Capture

Desktop Display of Chat & Search Results

ACHIEVEMENTS TO DATE
2023.12.28–2025.05.31

21,918 Total Visits

39,462 Total Q&A Sessions

20+% BOOK & INFO

50+% SOCIAL INTERACTIONS / Month

Legend: Info Services | Book Talk | Casual Chat | About AI Li | More Beyond

BENEFITS

Fresh and Fun! Love AI Li's human-like chat service!
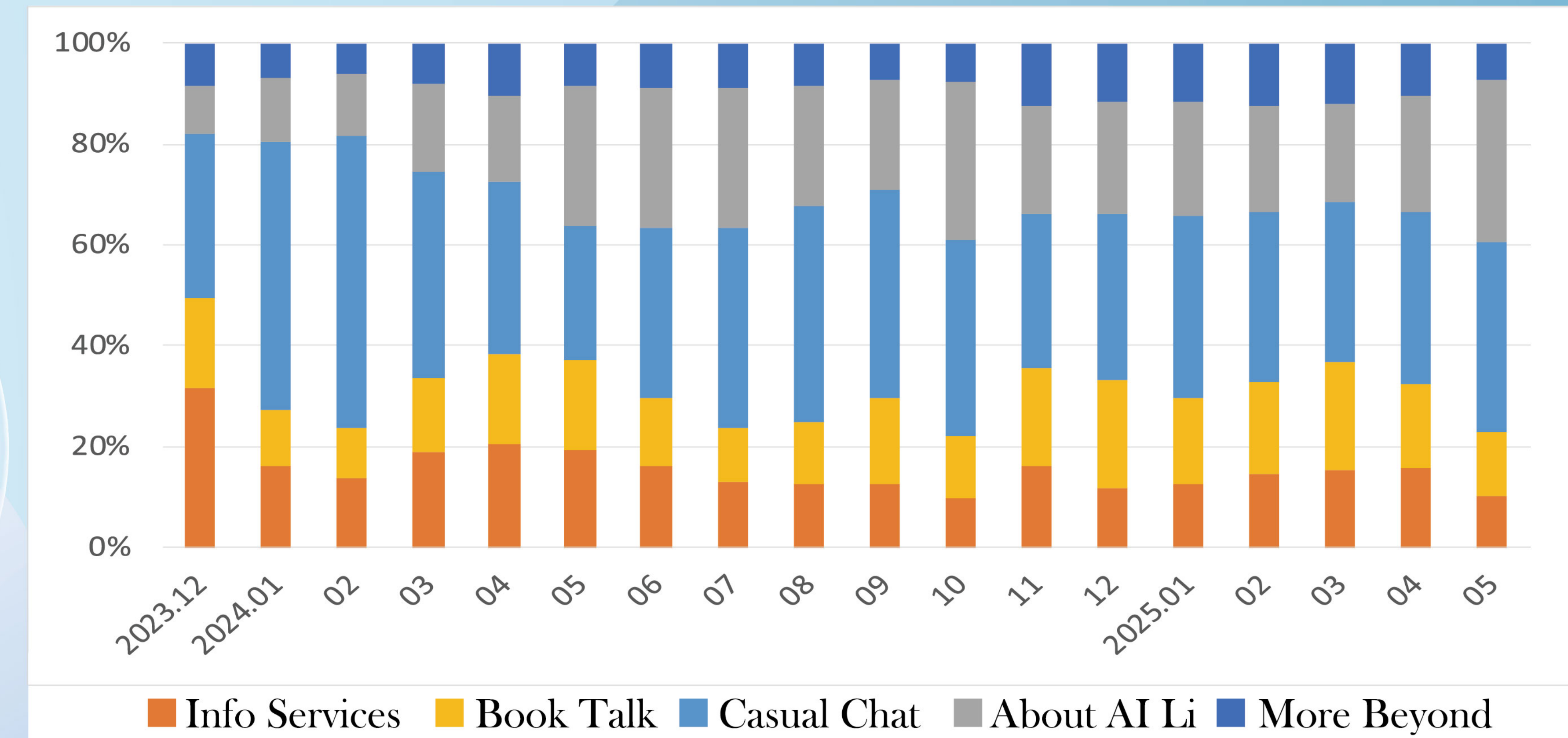
- Increases willingness to use AI chat
- Reduces workload for real librarians
- Helps improve service efficiency
- Encourages readers to try new tech
- Moves us toward the "Library of the Future"

Reference:
Liu, Z.-E., & Zheng, K.-H. (2024). Reader Experience Study of Chatbots: A Case Study of the National Public Information Library. Proceedings of the 4th Conference on Library and Information Science, Taipei, December 13, 2024. (In Chinese)