Facing the future – changes and challenges

Discussion session

Topic 2 – Intelligent library

"There has been plenty of hype over artificial intelligence and the internet of things. Is it time to put aside the cynicism that this kind of hype generates and look seriously at how we can take advantage of these emerging technologies to improve the student experience and build an intelligent library?"   CLAY, J. (2018) 'The Challenge of the Intelligent Library', *Intelligent Campus*, 26 July. Available at: https://intelligentcampus.jiscinvolve.org/wp/2018/07/26/the-challenge-of-the-intelligent-library/ (Accessed: 18 October 2019)

Examples of an intelligent library:

- Learning spaces: Is the library busy right now? Where is there a free seat or PC? Technologies to provide real time data on space usage and occupancy.
- Wellbeing: Do you need help? Emotional recognition technologies.
- Wayfinding: Where are books on electron microscopy? Where's the nearest silent study area? Technologies to identify specific facilities.
- Intelligent energy: do the lights need to come on/off? Do the windows need to open to let fresh air in?
- Smart learning – using data from learning sessions attended to make recommendations for other learning events or resources.
- Smart toilets – no more complaints about lack of soap or toilet roll!!

Case studies – JISC - https://intelligentcampus.jiscinvolve.org/wp/use-cases/

Intelligent spaces for learning: https://intelligentcampus.jiscinvolve.org/wp/2017/11/15/intelligent-spaces-for-learning/

Intelligent Energy : https://intelligentcampus.jiscinvolve.org/wp/2019/03/12/intelligent-energy/

Intelligent toilets : https://intelligentcampus.jiscinvolve.org/wp/2019/03/25/keep-it-clean/

Case studies – Urban Libraries Council - https://www.urbanlibraries.org/innovations/

Wellbeing: https://www.urbanlibraries.org/innovations/lending-mindfulness-a-mental-health-app-pilot

Customer Engagement: https://www.urbanlibraries.org/innovations/intercept-open-source-customer-engagement-tool