

Impact of Artificial Intelligence Technologies on Information-Seeking Behaviors and the Need for a New Information Seeking Model

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Abstract : Former information-seeking models are proposed more than two decades ago. These already existed models were given prior to the evolution of digital information era and Artificial Intelligence (AI) technologies. Lack of current information seeking models within Library and Information Studies resulted in fewer advancements for teaching students about information-seeking behaviors, design of library tools and services. In order to better facilitate the aforementioned concerns, this study aims to propose state-of-the-art model while focusing on the information seeking behavior of library users in the Sultanate of Oman. This study aims for the development, designing and contextualizing the real-time user-centric information seeking model capable of enhancing information needs and information usage along with incorporating critical insights for the digital library practices. Another aim is to establish far-sighted and state-of-the-art frame of reference covering Artificial Intelligence (AI) while synthesizing digital resources and information for optimizing information-seeking behavior. The proposed study is empirically designed based on a mix-method process flow, technical surveys, in-depth interviews, focus groups evaluations and stakeholder investigations. The study data pool is consist of users and specialist LIS staff at 4 public libraries and 26 academic libraries in Oman. The designed research model is expected to facilitate LIS by assisting multi-dimensional insights with AI integration for redefining the information-seeking process, and developing a technology rich model.

Keywords : artificial intelligence, information seeking, information behavior, information seeking models, libraries, Sultanate of Oman

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