
Clarivate
The Impact of AI
on Academic Libraries
Think forward
Osher Gilinsky – APAC Sales VP, Clarivate

AI is impacting every aspect of our lives and libraries are no exception

The Challenges Facing the Library Industry

Digital Preservation & Subscription Strategy

Request for transparency and clear communication.

Concerns about content permanence, especially under new subscription models.

Sustainable digital preservation plans.

AI Literacy & Ethical Integration

AI is transforming library services.

Need for industry-wide support in building AI literacy, ethical frameworks, and tools that save time without compromising research integrity.

Operational & Budget Challenges

Budget constraints are impacting libraries.

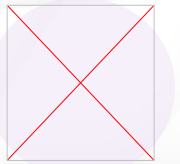
Workflow *efficiencies*, streamlining services and value-for-money are priorities.

Business case for any change is essential

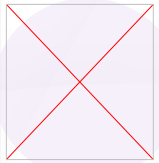
Collaboration & Strategic Advocacy

Libraries seek stronger partnerships with vendors and peers to advocate for research, defend against political pressures, and elevate the strategic role of the library.

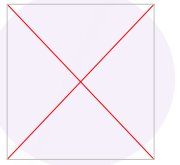
With Change, Comes Responsibility



Challenge # 1: How to maintain & sustain academic integrity and trust?



Challenge # 2: How to align responsible AI with academic freedom?



Our Approach: Informed and guided by the global community

Surveys | Research | Beta programs | Development Partnerships | AI Advisory Councils | Customer Advisory Boards | Collaboration with Publishers and Standard Organizations | Open Education Programs

We Leverage the Power of our Global Communities to Learn

User Groups | Ideas Exchange | Dev Partners

94
Countries worldwide

7,517
Institutions

81
National libraries

1,807
Resource Sharing institutions

2,892
Alma institutions

3,704
Discovery institutions

9,965
Library user group members

The Outcome: Validated Research

The stakes are high. We are listening, learning and applying

Following on the 2024 library survey, 2025 results are in!

- 2,032 librarians worldwide
- 77% academic librarians, 23% public & national
- 46% U.S., 23% Asia, 14% Europe, 3% ANZ
- Survey offered in 5 languages

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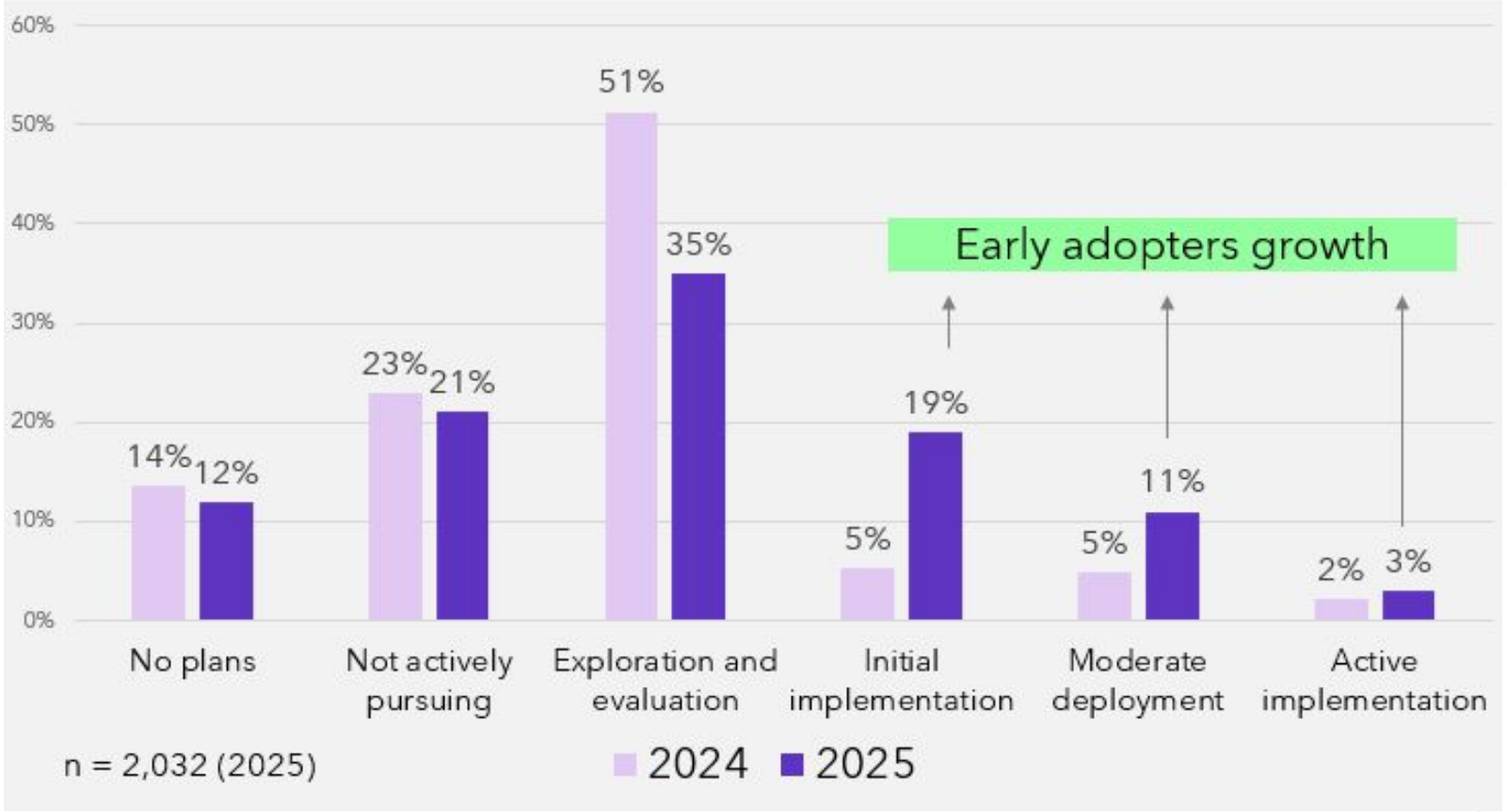
Report

Pulse of the Library 2025

Where does your library currently stand in terms of implementing AI tools and technologies?

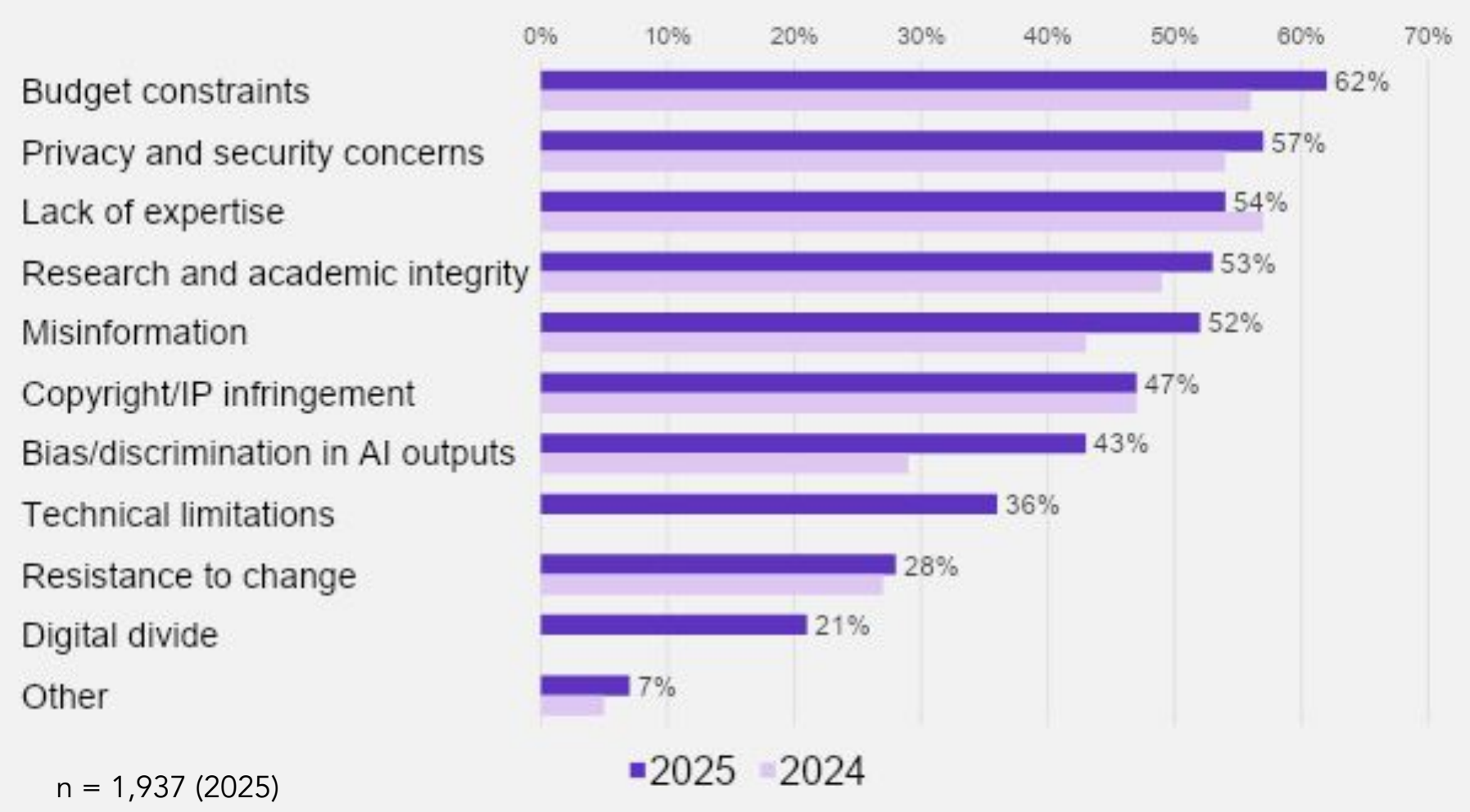
- Majority of libraries are still exploring and evaluating
- Notable acceleration in libraries moving to implement AI
- US libraries appear to be lagging behind in terms of AI adoption and confidence



What are the primary concerns your library faces in adopting or scaling AI technologies?

TOP CONCERNS:

- Budget constraints
- Privacy and security
- Lack of expertise
- Academic integrity



Librarians' perceptions about AI impact on staff roles, skills and professional development

56%

AI will necessitate significant upskilling and reskilling

56%

The AI literacy gap:
Staff learn independently with no structured support

49%

AI will enable staff to focus on strategic & creative tasks by automating routine work

53%

Have no plans at this time to change staffing or roles in response to AI

26%

AI will lead to the creation of new job roles and specializations within the library

39%

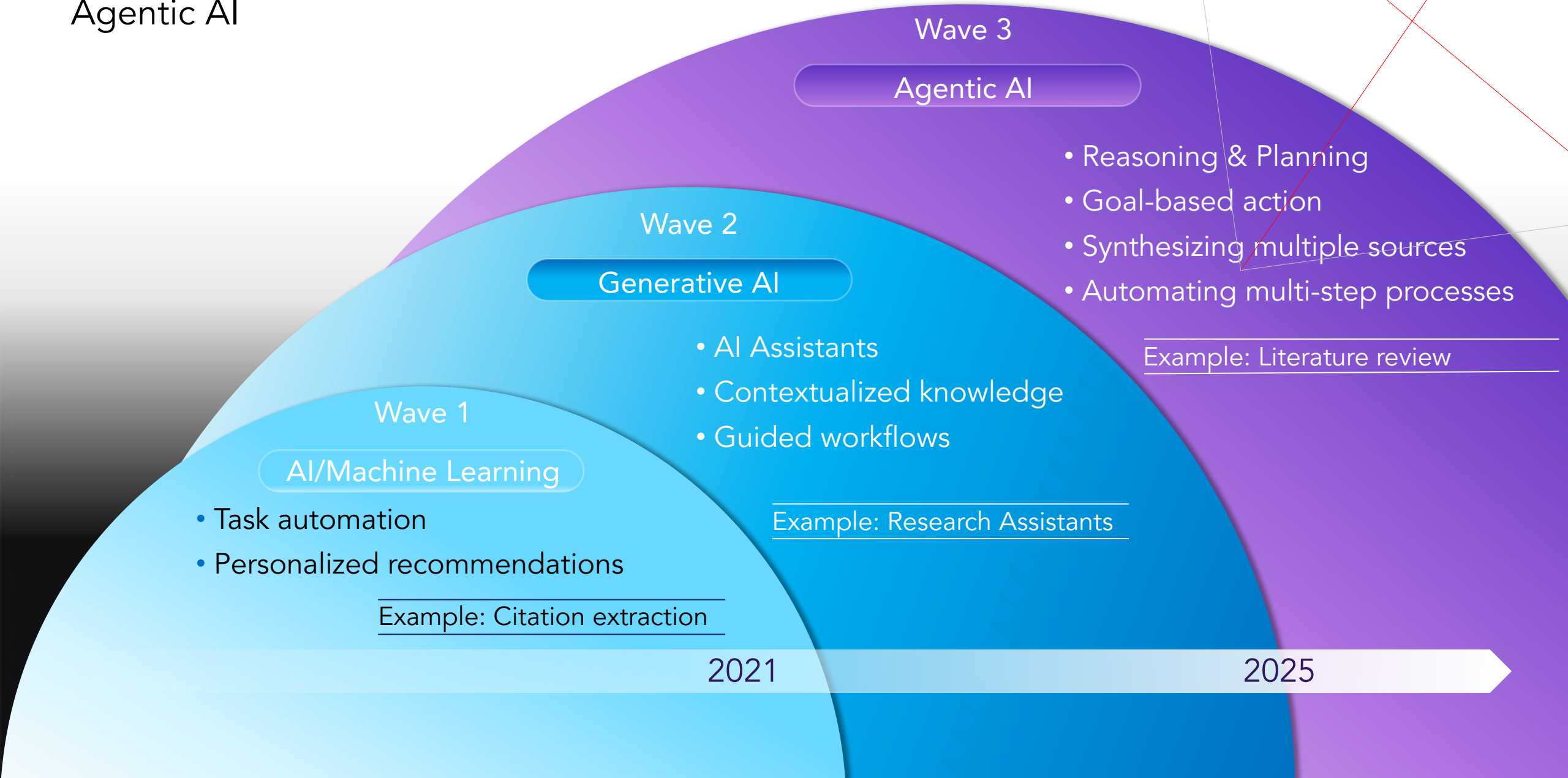
AI may lead to concerns about job displacement

[Particularly noted by U.S. & UK respondents]

The Result: Our Unified Ecosystem for Academic Libraries

The next wave of Academic AI

Agentic AI



So What Does The Future Looks Like? Agentic AI Agents in Action

Knowledge and Support Agent

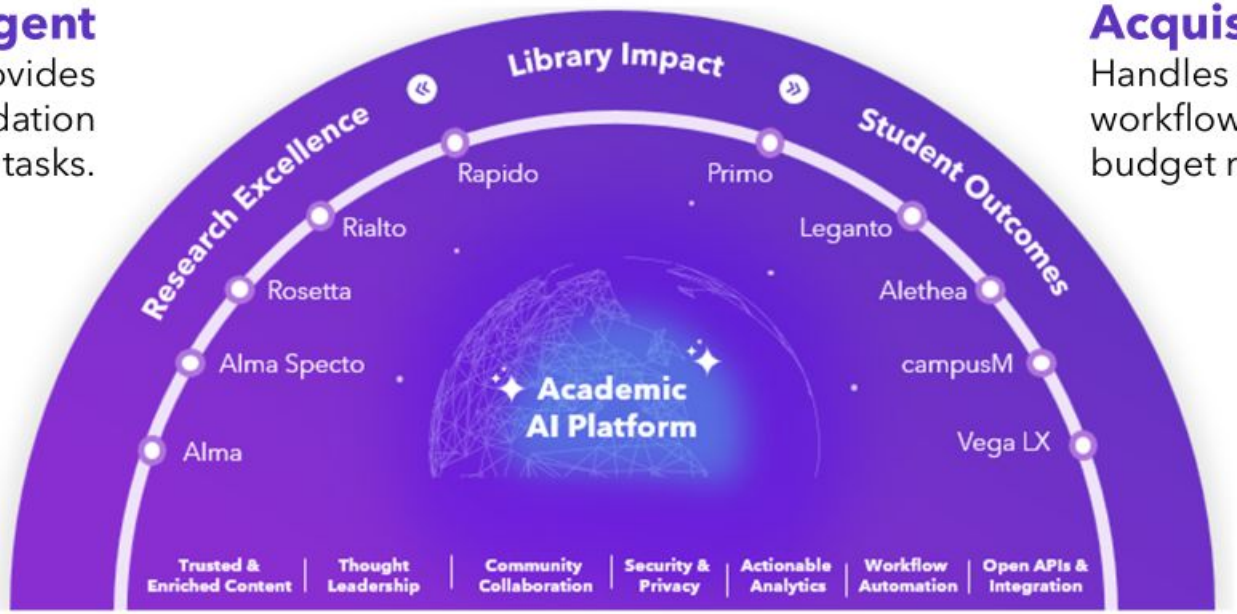
Handles queries regarding documentation and Knowledge, connection to support. Agent/chat.

Metadata Agent

Handles cataloging requests, MARC records, and bibliographic data management.

Selection Agent

Handles queries, provides intelligent recommendation and marketplace related tasks.



Acquisitions Agent

Handles purchasing and invoicing workflows, vendor management, and budget related tasks.

Resource Management Agent

Handles electronic and physical resources queries and related inventory tasks.

Fulfillment Agent

Handles circulation, patron requests, and resource delivery processes. Supports automated communication with end users.

Primo NDE Resource Assistant Agent

Handles *patron* research needs and personal library services. Guides patrons through discovery, from finding and accessing resources to managing requests and account activities.

Nexus Academic Assistant

Your library's content and services, wherever users are

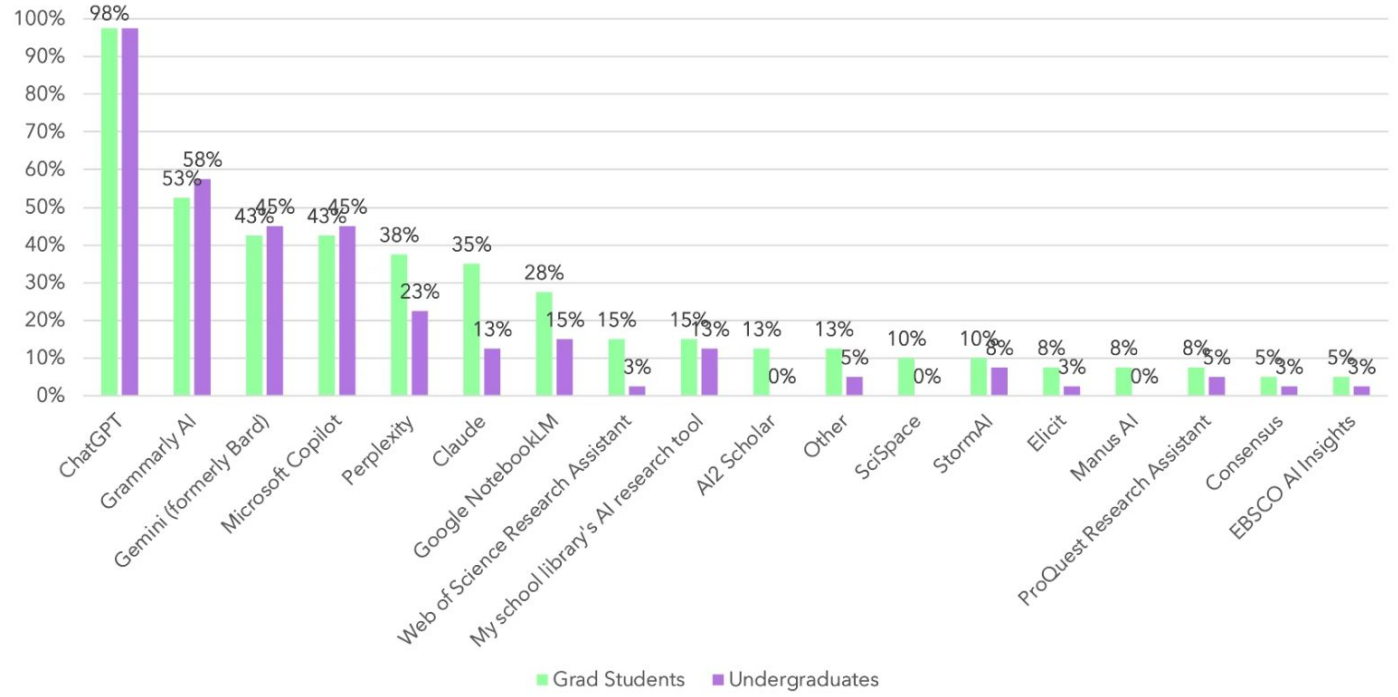
January 2026

The research landscape is evolving
students & researchers are leading the change

The proportion of students reporting using any AI tool has jumped from 66% in 2024 year to 92% in 2025.
HEPI Student Generative AI Survey 2025 - Freeman, Josh (February 2025)

What AI tools do you use for academic tasks?

23% of users surveyed have used Agentic AI tools.



Clarivate Academic AI

Embedding AI

Academic AI Assistants

- Embedded in our products
- Grounded in trusted sources
- Integrated into academic workflows
- Task-specific agents & AI-native solutions

Web of Science | ProQuest | EndNote | Primo | Summon | Alma
Ebook Central | TDM Studio | Leganto | Alethea
WoS Research Intelligence | Alma Specto | onCourse

Connecting to AI

Connecting AI users to trusted academic resources

- Nexus Extend
- Nexus Connect

ChatGPT Gemini Copilot
Claude perplexity comet

Clarivate Academic AI

Connecting to AI

Connecting AI users to trusted academic resources:

- Integrating trusted content, data and services in AI chat agents
- Verifying citations
- Increasing library visibility
- Grounding chat outputs in trusted sources

Nexus Extend
Academic Assistant

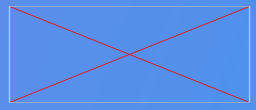
Nexus Connect
Research & Learning Gateway

ChatGPT

Gemini

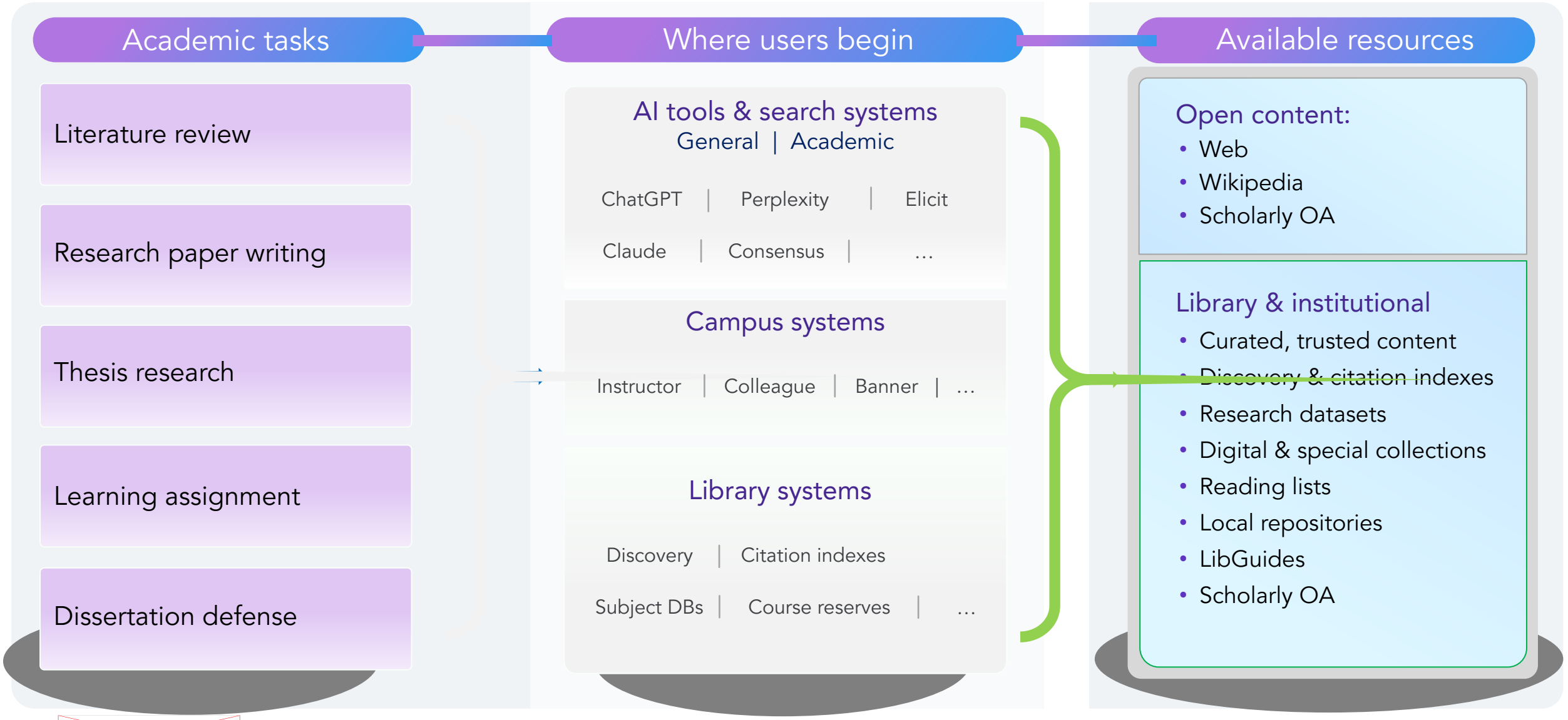
Claude

perplexity

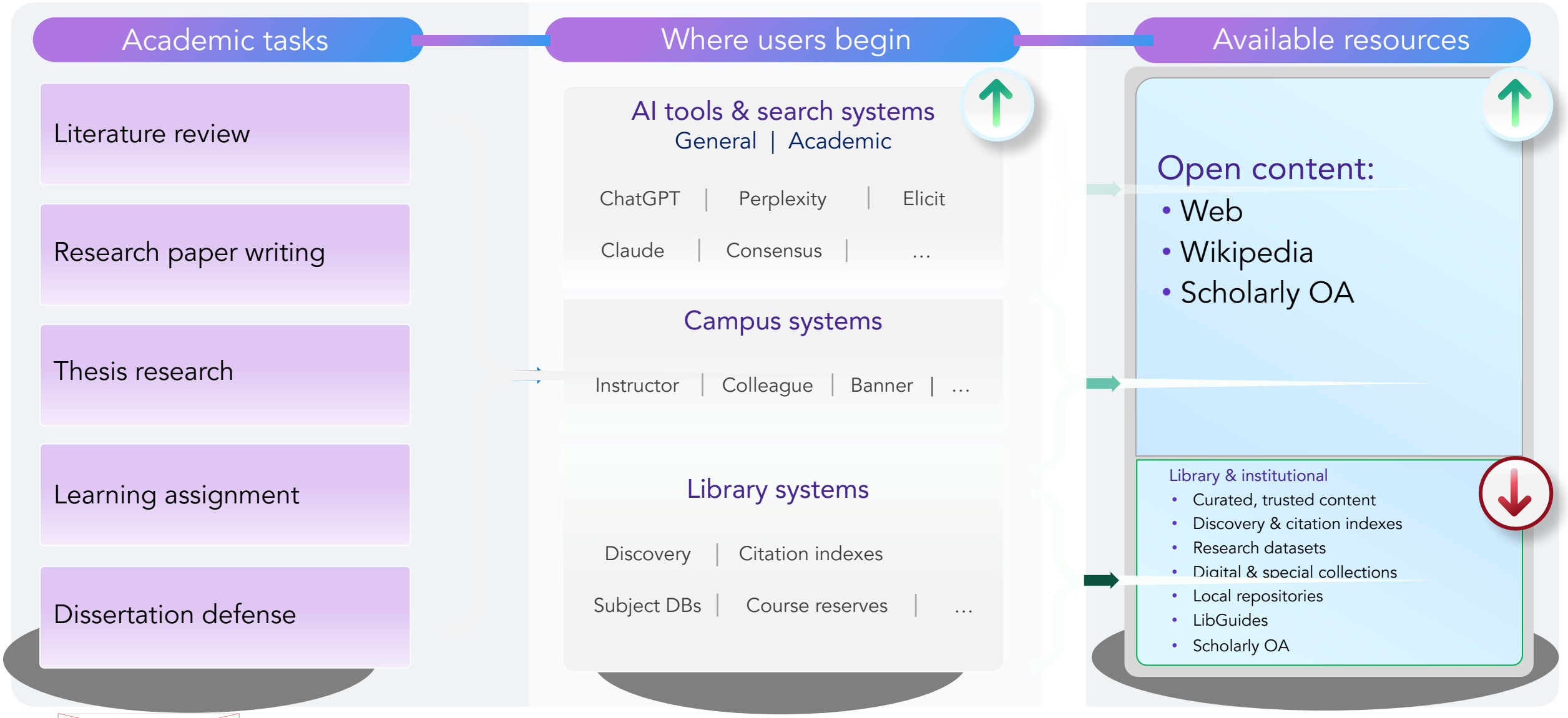


comet

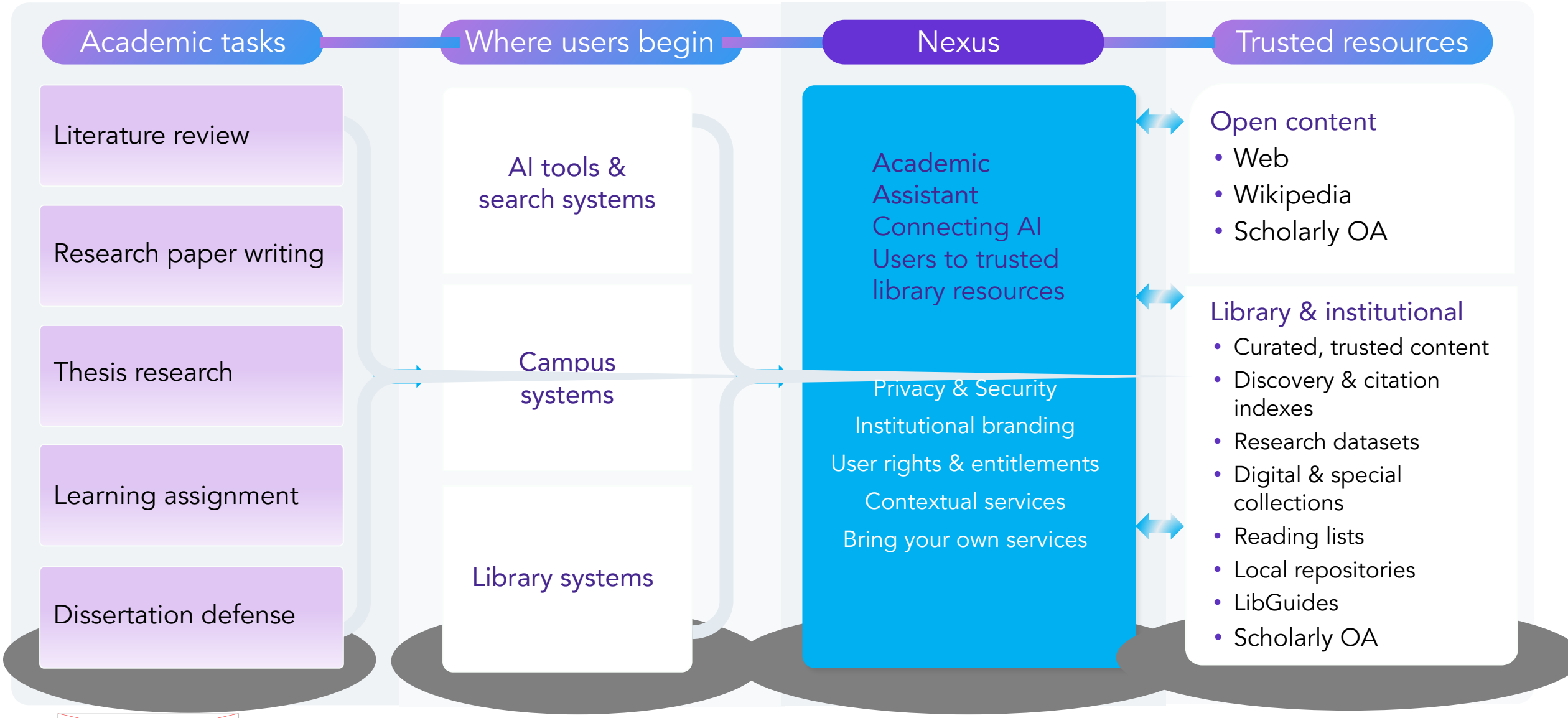
A user's journey: From academic tasks to trusted resources *(in an ideal world…)*



A user's journey: From academic tasks to trusted resources *(in reality…)*



From academic tasks to trusted resources



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What are the ethical implications of Large Language Models (LLMs) in personalized learning environments?

How can AI transform personalized learning?

Privacy concerns with educational AI

How does bias affect AI in education?

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What are the ethical implications of Large Language Models (LLMs) in personalized learning environments?

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The integration of Large Language Models (LLMs) into personalized learning environments raises several critical ethical considerations that educators, developers, and policymakers must address. LLMs require vast amounts of data to function effectively, and when used in educational settings, these systems may collect and analyze student interactions, learning patterns, and personal information, raising significant concerns about data ownership, consent (especially for minors), and the potential misuse of sensitive educational records Johnson et al., 2023 Full Text. The risk of data breaches or unauthorized access to student information is particularly troubling given the long-term implications for learners. Additionally, LLMs trained on biased datasets may perpetuate or amplify existing inequalities in education Patel et al., 2023 , showing that training data over-representing certain demographics can result in personalized learning recommendations that disadvantage underrepresented groups. This could manifest as culturally insensitive content or learning pathways that don't account for diverse backgrounds UNESCO et al., 2024 View Page. The ease of generating essays and solving problems through LLMs also challenges traditional notions of academic integrity, with risks that students may become overly reliant on AI assistance, potentially undermining the development of critical thinking and original research skills Brown et al., 2024 Full Text. Many LLMs operate as black boxes, making it difficult for educators and students to understand how learning recommendations are generated, which can undermine trust and make it challenging to identify when the system provides incorrect guidance Education Week et al., 2023 View Page. Furthermore, as LLMs become more integrated into learning environments, questions arise about the changing role of educators, with concerns about deskilling teachers or diminishing their professional judgment, even though the human elements of teaching—emotional support, mentorship, and nuanced assessment remain essential Chen et al., 2024 Full Text. Addressing these ethical challenges requires implementing strong regulatory frameworks at the federal level, with mandatory data protection laws and algorithmic auditing requirements for all educational AI systems 3 sources Full Text. Developing robust ethical frameworks, ensuring transparency, and maintaining human oversight are essential steps

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Johnson, A., Martinez, R., Chen, L., et al. (2023)
Journal of Educational Technology and Society • 2023
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Large language models in education: A comprehensive meta-analysis
Chen, X., & Rodriguez, M. (2024)

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Privacy implications of Large Language Models in educational settings
Johnson, A., Martinez, R., Chen, L., et al. (2023)
ARTICLE
142 citations 76 references WoS
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Algorithmic bias in personalized learning systems: An empirical analysis
Patel, S., & Williams, K. (2023)
ARTICLE
187 citations 89 references WoS

Artificial Intelligence and Education: Policy Guidelines
UNESCO (2024)
REPORT
Not peer-reviewed

Academic integrity challenges in the age of generative AI
Brown, M., Davis, J., Thompson, E., et al. (2024)

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Why these sources: Based on your conversation about AI and ethics in education—peer-reviewed research on LLM implementation, ethical considerations, and pedagogical approaches.

#1 Ethical Considerations in the Use of Large Language Models for Academic Writing
Anderson, K., Chen, M., & Williams, R.
ARTICLE
147 citations 68 references WoS
Journal of Academic Ethics (2024)
Available • Directly addresses ethical concerns about AI in education...

#2 Generative AI and the Future of Higher Education: Opportunities and Challenges
Martinez, L., Thompson, J., & Kim, S.
ARTICLE
203 citations 112 references WoS
Educational Technology & Society (2024)
Available • Provides broader context for your discussion on AI in educatio...

#3 Privacy-Preserving Machine Learning in Educational Technology: A Systematic Review
Zhang, Y., O'Brien, P., & Patel, N.
ARTICLE
89 citations 156 references
Computers & Education (2024)

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A curated collection of your library's peer-reviewed journals, databases, and multimedia resources for artificial intelligence in learning and education research.

18 Databases

63 Articles

Dr. Sarah Chen
Education & Technology Librarian

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Research Help

Browse Databases

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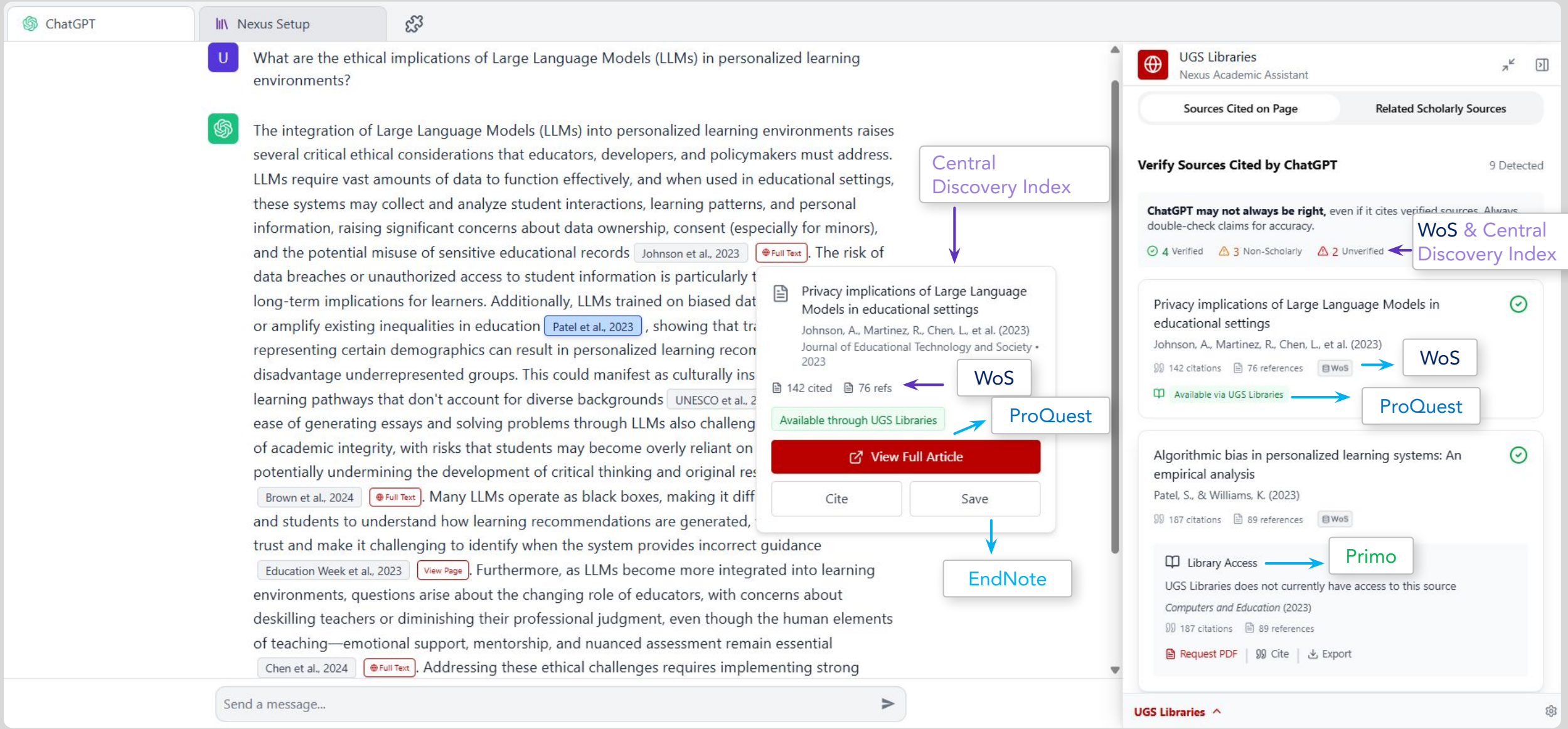

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Your library connector inside chat agents

Institutional chat agent
(e.g., Claude, Gemini, Copilot)

Create your own

Customized library agent
(e.g., agent accessible from library portal)

Library Content & Services

- Entitlement-aware access
- Institutional identity
- Configurable scope
- Extensible
- Privacy & security

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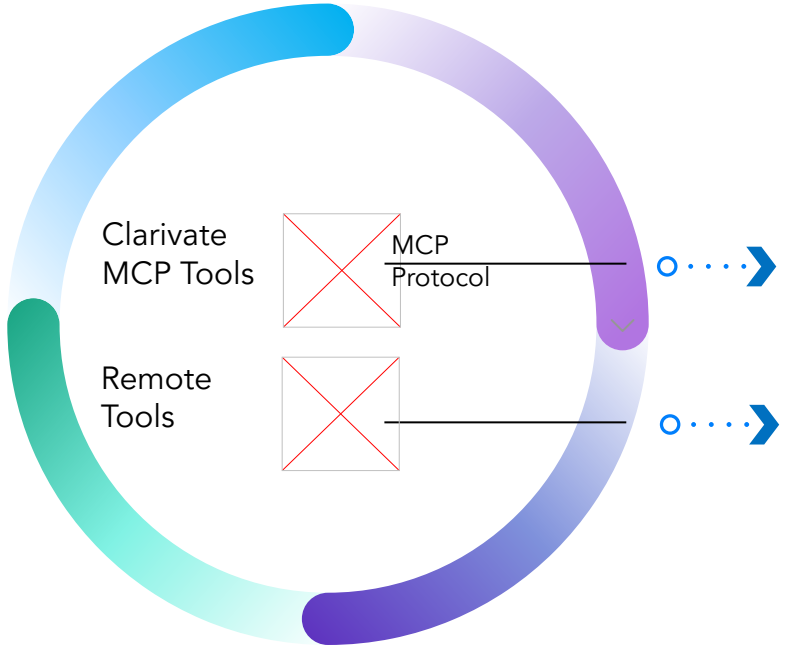

Library Content & Services

Clarivate products

Alma
CDI
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PQ
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EBC

Institutional & 3rd party tools

Research Guides
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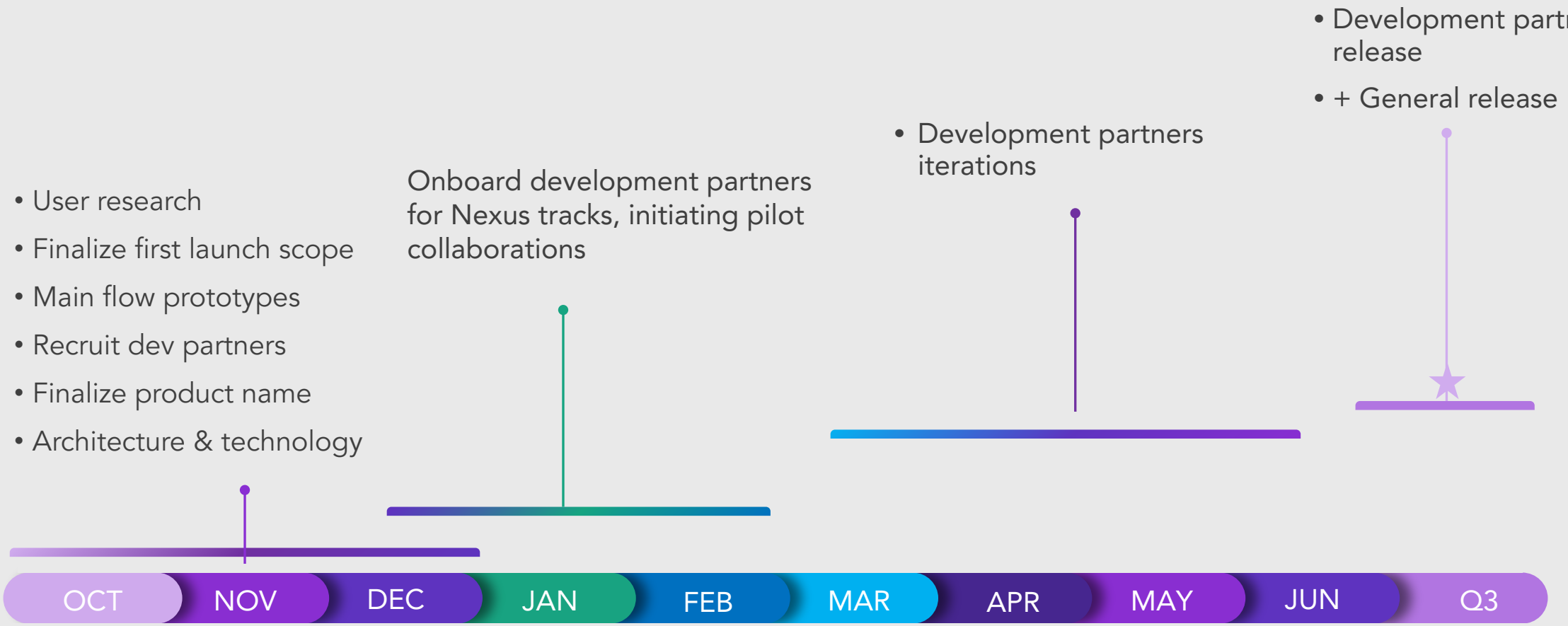
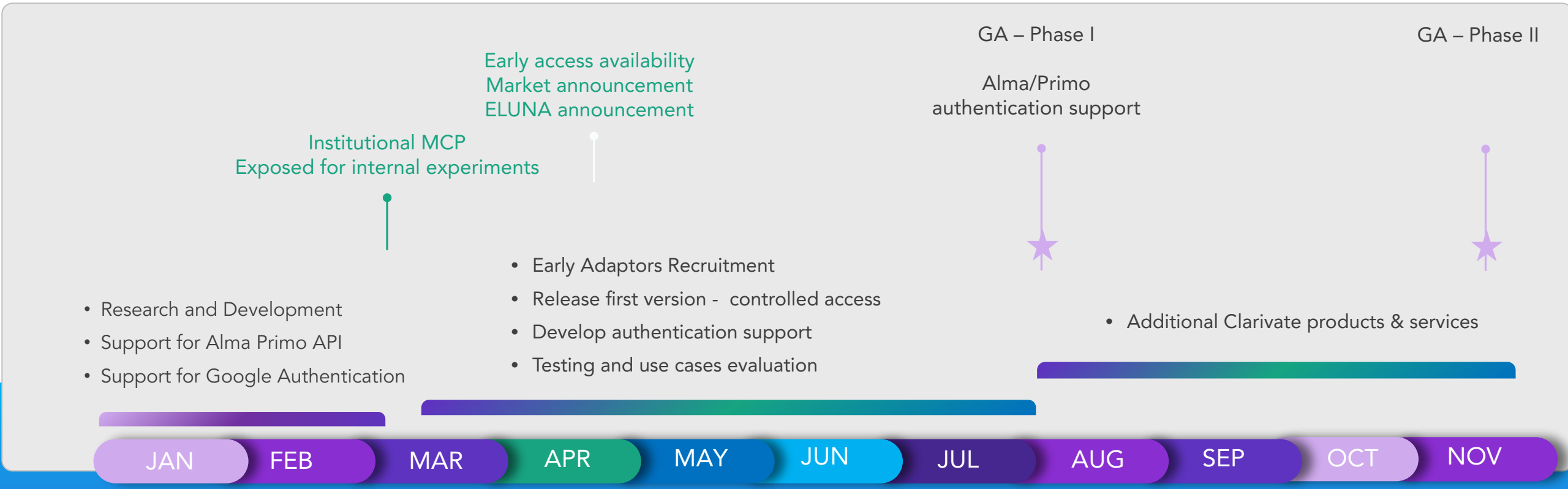
Nexus milestones



Questions?

Nexus Connect – timeline



A single, university-branded connector, bringing library systems & services into AI chat agents

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