

# AI Capability for Library & Information Services

*A practical briefing aligned to the CloudPedagogy AI Capability Framework (2026 Edition)*

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## 1. What this brief is for

This brief is for **Library & Information Services (LIS)** professionals supporting learning, research, and knowledge stewardship in environments where artificial intelligence increasingly shapes information discovery, synthesis, authorship, and access.

It is intended for:

- academic and research librarians
- information specialists and knowledge managers
- scholarly communications and open research teams
- digital scholarship and data services
- copyright, licensing, and information literacy leads

This is not a guide to specific discovery tools or AI products.

It is a **capability briefing** to support confident advisory practice, boundary-setting, and institutional stewardship when AI becomes part of information work.

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## 2. Why AI capability matters for library and information services

AI is transforming how information is:

- searched, summarised, and synthesised
- cited, paraphrased, and reused
- recommended and filtered
- produced and disseminated

Library and information services sit at a critical junction between:

- access and integrity
- innovation and compliance
- empowerment and protection

Without clear AI capability, LIS teams risk:

- being asked to endorse practices they do not control
- absorbing uncertainty from across the institution
- responding reactively to copyright, attribution, or quality issues

AI capability enables LIS professionals to act as **trusted stewards and advisors**, not informal arbiters of risk.

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### **3. Common risks and blind spots for library and information services**

Across institutions, recurring challenges emerge:

- **Attribution ambiguity:** unclear expectations around citation and AI-assisted paraphrasing.
- **Copyright uncertainty:** confusion about reuse, training data, and licensing boundaries.
- **Information quality drift:** reliance on AI-generated synthesis without source verification.
- **Role overload:** being positioned as default experts on all AI-related questions.
- **Equity concerns:** uneven access to guidance or support across user groups.
- **Policy–practice gaps:** institutional guidance not translating into information practice.

These issues reflect systemic capability gaps, not shortcomings in library practice.

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## **4. Applying the six domains of AI capability in library and information services**

The AI Capability Framework provides a shared language for LIS teams to support others while protecting core professional values.

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### **1. AI Awareness & Orientation**

LIS professionals need a grounded understanding of how AI interacts with information systems.

This includes:

- recognising limitations in AI-generated summaries and citations
- understanding risks of fabricated or misattributed sources
- avoiding assumptions that AI outputs are authoritative

This domain supports **critical information literacy**, not tool endorsement.

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### **2. Human–AI Co-Agency**

Libraries play a key role in reinforcing human responsibility.

This involves:

- emphasising that users remain accountable for interpretation and attribution
- supporting transparent disclosure of AI assistance where appropriate
- resisting narratives that shift responsibility to systems

Clear co-agency protects scholarly integrity.

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### **3. Applied Practice & Innovation**

AI can support innovation in information services when used intentionally.

This may include:

- exploring AI-assisted discovery as a starting point, not an endpoint
- supporting digital scholarship and exploratory analysis
- enabling new forms of access while maintaining quality standards

Innovation is sustainable when LIS teams **frame use, not police behaviour**.

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### **4. Ethics, Equity & Impact**

Information systems shape who is seen, heard, and cited.

AI capability in this domain includes:

- recognising bias in training data and retrieval systems
- considering whose knowledge is amplified or marginalised
- supporting inclusive and equitable information practices

Ethical stewardship remains central to LIS roles.

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## **5. Decision-Making & Governance**

LIS teams operate close to governance boundaries.

AI capability involves:

- aligning advice with institutional policy and legal requirements
- supporting clear documentation of information practices
- knowing when to escalate issues related to copyright, licensing, or risk

Good governance protects both users and institutions.

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## **6. Reflection, Learning & Renewal**

Information practices evolve continuously.

LIS teams strengthen this domain by:

- reviewing how AI is changing user behaviour
- updating guidance and literacy provision iteratively
- sharing learning across professional networks

This domain supports long-term relevance and credibility.

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## 5. Practical actions for library and information services

The following actions support AI capability in LIS contexts:

- **Clarify advisory boundaries**  
Define what LIS teams can advise on—and where responsibility sits elsewhere.
  - **Promote critical information literacy**  
Emphasise evaluation, sourcing, and attribution in AI-assisted work.
  - **Align guidance with policy**  
Ensure advice reflects institutional and legal expectations.
  - **Support transparency**  
Encourage appropriate disclosure of AI use in scholarly work.
  - **Surface equity issues**  
Monitor uneven impacts on access, visibility, and representation.
  - **Share emerging patterns**  
Feed insights back into institutional learning and governance.
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## 6. Signals of mature AI capability in library and information services

LIS teams with strong AI capability typically demonstrate:

- confident, consistent advisory practice
- clear boundaries around responsibility
- emphasis on information quality and integrity
- proactive engagement with ethical and equity concerns
- trusted relationships across the institution
- adaptive learning as information ecosystems change

These signals reflect **professional stewardship**, not technological control.

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## 7. How this brief fits within the AI Capability Framework

This brief applies the **AI Capability Framework (2026 Edition)** to library and information services.

To deepen this work, LIS teams may explore:

- the full AI Capability Framework (PDF)
- Practice Guides related to teaching, research, and governance
- the Application Handbook for institutional implementation
- cross-functional workshops on AI and information practice

The Framework provides structure.

Library and information services provide **knowledge stewardship and trust**.

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# About CloudPedagogy

CloudPedagogy develops practical, ethical, and future-ready AI capability across education, research, and public service.

This brief is part of the **AI Capability Briefs** series, supporting role-specific judgement and decision-making using the **CloudPedagogy AI Capability Framework (2026 Edition)**.

**Framework:** <https://www.cloudpedagogy.com/pages/ai-capability-framework>

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