

KERATAN AKHBAR

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National Library embraces AI and robotics to stay relevant

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KUALA LUMPUR: The National Library of Malaysia is embracing technologies including artificial intelligence (AI) and robotics in its modernisation plan to stay relevant and up to date, said deputy director-general Edy Irwan Zulkafli.

He said the National Library is keeping up with new technologies to offer visitors a fresh and unique experience, unlike what they've had before.

"Our aim is to ensure the library progresses technologically while preserving our nation's heritage and civilisation," he told *SunBiz* on the sidelines of a talk on "Knowledge Management In The World Of Technology" at the National Library yesterday.

Edy Irwan said as technology rapidly advances, library users will increasingly demand more, so it strives to ensure that it keeps pace with these technological developments. "Whether in the private sector or within libraries, we aim to pioneer technologies that can also be applied at the National Library."

He said the National Library has already incorporated several elements into its strategic plan for 2024 to 2028, as well as the ICT Strategic Plan of the National Library for the same period (2024-2028). "For example, the use of facial recognition technology is being considered to monitor visitors to the National Library, as well as staff to help detect attendees."

Additionally, it is proposing the use of chatbots to ease visitor access and interaction with its services.

Edy Irwan said a superapp has been suggested to analyse user behaviour to recommend appropriate reading materials, similar to the concept of Netflix.

"And Big Data Analytics with projected two data sets every year. Currently, the National Library's big data is only for descriptive purposes, but it can be explored to move towards predictive analytics," he added.

The National Library has also conducted "Knowledge Management Talk", an initiative aimed at exposing staff to the latest trends.